

Witness Statement

of Floods Commission of Inquiry

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**WITNESS STATEMENT TO QUEENSLAND FLOODS COMMISSION OF INQUIRY
BY WARREN DAY, GOLD COAST CITY LOCAL DISASTER COORDINATOR AND
DIRECTOR ENGINEERING SERVICES, GOLD COAST CITY COUNCIL.**

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[Note that a list of abbreviations used in my statement is attached to the end of this statement.]

1. I, Warren Day, Gold Coast City Local Disaster Coordinator and Director Engineering Services, Gold Coast City Council, in the State of Queensland, say as follows in response to a request from the Queensland Floods Commission of Inquiry (Refer to Annexure 2), following the Gold Coast City Council submission to the Inquiry (Refer to Annexure 1).

Regarding Support From Gold Coast City To Disaster-Affected Communities

2. As the Gold Coast City Local Disaster Coordinator I received, approved and provided on behalf of Council substantial support to communities impacted by the recent South East Queensland flood disaster.

3. A summary list of the support was provided through regular reports to the councillors of GCCC. The most recent report summarising Council resources deployed is provided for the Inquiry in Annexure 3.
4. While the support provided by GCCC was extensive, in accordance with the request from the Commission of Inquiry my statement focuses on four particular resource deployments. Issues relating to these deployments are explored in further detail later in my statement.
5. These four GCCC resource deployments are:
 - A The provision of 1000 temporary beds in support of evacuation actions in Emerald
 - B The provision of Incident Management Team staff (IMT) to Somerset Regional Council (SRC)
 - C The provision of Call Centre staff to Lockyer Valley Regional Council (LVRC)
 - D The provision of environmental health officers to Hinchinbrook Shire Council (HSC) and competing requests.
6. The following is my understanding of the processes leading to the deployment of these resources.

Provision of 1000 temporary beds in support of Emerald

7. On 30 December 2010, Gold Coast City Council (GCCC) participated in the State-wide teleconference, which was conducted by the State Disaster Coordination Group (SDCG).
8. Council was represented in this teleconference by Mr Peter McNamee, Executive Coordinator Disaster Management (ECDM), and Mr Dean Gutteridge, who was acting in my capacity as Gold Coast City Local Disaster Coordinator (LDC) at the time that these resources were deployed.
9. During the teleconference advice was received that there was a shortage of bedding for evacuation centres in Emerald.
10. As part of our own preparedness for disaster events within the Gold Coast area, GCCC holds a cache of 1500 temporary beds and bedding.
11. Given that the Gold Coast was fortunate in that it was not extensively impacted by the storm and flood events, the ECDM contacted the Gold Coast District Disaster Coordinator (GC DDC) during the teleconference to advise that GCCC had 1000 beds in its cache that it could contribute to assist with the Emerald evacuation centres and that I had approved this offer be made.
12. The offer was made by phone during the teleconference to Supt Paul Ziebarth, Gold Coast District Disaster Coordinator (GC DDC) via Sgt Peter Hellinga, Gold Coast Operations Support Officer (GC OPSO) and with a follow-up email which was sent at 1144 hrs. The email trail of Annexure 4 shows the offer of the beds.

13. The process of making the offer was consistent with the approved Queensland Disaster Management Arrangements, as documented within the training manuals maintained by Emergency Management Queensland. That is, the offer was submitted through the GC DDC for consideration by the State.
14. The GC DDC advised that he would inform the State Disaster Coordination Centre (SDCC) of our offer of assistance and that Council should also advise SDCC of the offer, given the perceived urgency of need. GCCC emailed the SDCC at 1152 hrs of this offer. SDCC acknowledged the offer at 1411 hrs and advised the Rockhampton DDC at 1442 hrs. Annexure 4 also shows the email trail for these advices.
15. At 1615 hrs, SDCC advised Council by email that they wished to accept Council's offer and acquire the temporary beds and bedding and that they would be shipped by air from Coolangatta Airport the same day by Independent Aviation which operated from the airport. To assist with preparing transport arrangements Council was requested to provide information on dimensions and weight of the cargo. SDCC confirmed the receipt of cargo information at 1857 hrs and confirmed that the bedding was to be delivered to the airport by 2200 hrs and was bound for Emerald. Annexure 5 details these communications.
16. However, as the time was outside normal business hours, Council experienced difficulty in accessing its normal transport providers and requested assistance from SDCC in sourcing suitable contractors. However, SDCC advised that they were also unable to assist and requested Council to keep trying. GCCC ECDM utilised Council's emergency procurement procedures to engage a transport contractor from Minden, who arrived at Council's Southport Depot at approximately 2100 hrs, ready for loading of the beds and bedding for transport to the Gold Coast Airport. (At 2319 hrs, the ECDM emailed Council's Purchasing unit to advise of the emergency procurement to ensure that the contractor could be paid in a timely manner. Annexure 6 is a record of this advice to Council's Purchasing Unit).
17. While the truck was being loaded, SDCC advised the ECDM that the truck was to be diverted that evening from Coolangatta Airport to Brisbane Airport as the air contractor was unable to carry the beds as planned. The Council-engaged contractor agreed to change the conditions of his service and that he would deliver the beds to Brisbane Airport as requested.
18. At approximately 2230 hrs, the ECDM received a further phone call from SDCC advising that the beds would now leave early the next day (31 December 2010) and requested the transport contractor deliver the beds by the start of business. Again, the contractor agreed with the change.
19. On 31 December 2010 the contractor advised the ECDM that the beds had been delivered to the Brisbane Airport.
20. Upon delivery at the Brisbane Airport, GCCC transferred responsibility for the beds to the State Government. Once the beds became the responsibility of the State, GCCC did not have visibility over how beds were deployed. However, it is my understanding that the beds arrived at the Rockhampton Airport and were to be deployed to Emerald and other areas of need, as determined by the Rockhampton DDC.
21. The beds were returned to Council on 7 February 2011. Mr David Keegan, Department of Public Works, managed the process of return.

22. The partnership demonstrated between GCCC and the State provides an example of how the Queensland Disaster Management Arrangements can be utilised to provide support to disaster-affected communities.

Provision of Incident Management Team Staff in support of Somerset Regional Council

23. At 0710 hrs on 12 January 2011, Somerset Regional Council initiated a request for assistance (RFA) for Incident Management Team (IMT) staff to assist with disaster coordination in the local government area. As shown in Annexure 8, the RFA was seeking these staff by start of business the following morning (13 January 2011).
24. As shown in Annexure 9, this request was submitted to the Ipswich DDC by the EMQ Area Director on behalf of the Somerset LDMG at 1753 hrs. The Ipswich DDC subsequently submitted the RFA to the SDCC at 1846 hrs. At 2101 hrs SDCC Logistics referred the request for assistance to the Gold Coast DDC, which was subsequently passed on to Council via the ECDM at 2112 hrs.
25. On receipt of the RFA, the ECDM sought my approval to meet the request, for which approval was granted.
26. The ECDM commenced Council's process of identifying suitable IMT staff for deployment. As shown in Annexure 10, I was notified at 2254 hrs by the ECDM that suitable IMT staff from within GCCC had been identified and were available for deployment to Somerset Regional Council the following morning.
27. On 13 January 2011 Council despatched four IMT staff at approx 0830 hrs to Somerset Regional Council following their completion of Workplace Health and Safety briefings and collection of equipment and provisions to support the deployment. Due to difficulties experienced with road conditions, the GCCC team arrived at Somerset Regional Council (SRC) later that afternoon and reported to the SRC LDC.
28. The role of the GCCC team was initially to assist Somerset Regional Council with disaster coordination duties, especially planning functions. However, following their arrival on site Ms Naomi Toy (the GCCC Team Leader leading the deployment) reported to ECDM that additional GCCC staff would be required.
29. On the evening of 13 January 2011, I approved an increase in the GCCC contingent to seven staff to work on site at SRC for a period of 7 days (until 21 January 2011) to assist SRC with disaster coordination functions and to assist their council to develop a local IMT capacity. This training involved GCCC staff instructing and mentoring SRC staff on how to perform IMT functions of planning, operations and logistics in a local disaster coordination centre.
30. During the period of deployment a total of 14 GCCC staff were deployed to SRC.
31. On 21 January 2011, the ECDM and I visited SRC to meet with the SRC LDC and to review the performance of the GCCC staff deployed to assist. I was proud of the actions undertaken by our IMT staff.

32. Whilst meeting with the SRC LDC, he expressed his gratitude to Council for releasing our staff to assist their council with both coordination and training in disaster management. During the course of the conversation the SRC LDC explained that it was difficult to find sufficient numbers of staff within his council to undertake disaster coordination functions and that it is difficult to access suitable training.
33. The GCCC deployment ended at 1200 hrs on 21 January 2011.
34. As can be seen in Annexure 11, at 1330 hrs on 21 January 2011, Somerset Regional Council made a subsequent RFA through the Ipswich DDC for two GCCC IMT staff to return to their local area on 24 January to review and check on the progress being made by SRC in performing disaster coordination functions. This request was received by the GCCC ECDM and myself, from the Local Government Association of Queensland Inc (LGAQ) at 1718 hrs, as shown in Annexure 12.
35. Initially it was unclear to me why this RFA was received from the LGAQ rather than through the Gold Coast DDC, as per the State's Disaster Management Arrangements. To ensure that the DDC was aware of the request, I requested that the ECDM advise the DDC and confirm that it was being considered as part of the State's disaster management. The ECDM subsequently advised me that the DDC noted and supported the RFA, and I approved the deployment of additional resources to meet the RFA.
36. At 1850 hrs, the ECDM advised LGAQ that GCCC was able to meet the request and that officers would be deployed at the start of business on 24 January 2011. A copy of this advice was sent to the SDCC to ensure that the SDCC was aware of the actions. Annexure 13 shows this advice.
37. On 24 January 2011 two GCCC Officers were despatched to SRC. The ECDM reported to me that the deployed GCCC staff were able to confirm that the SRC staff were performing well in their new disaster management functions.
38. Following Council's involvement with Somerset Regional Council, I recommend a review of the Disaster Management Act 2003 to determine whether smaller councils should receive support from Emergency Management Queensland (EMQ) or other unaffected councils in a structured manner.

Provision of Call Centre Staff in support of Lockyer Valley Regional Council

39. On 21 January 2011, the Lockyer Valley Regional Council (LVRC) LDC submitted a RFA for local government resources through their DDC. As shown in Annexure 14, the RFA provided a list of resources that were needed.
40. Again the RFA was received directly from LGAQ, as shown in the email trail of Annexure 14, which appeared not to be consistent with the approved Queensland Disaster Management Arrangements, as documented in:
 - A *Queensland State Disaster Management Plan (2010)*, Section 8.3 and Annexure A, which identifies the Department of Public Works as being responsible for the coordination of the logistics framework.
 - B *Queensland's Disaster Management Arrangements – Participant Guide (2009)*, which identifies the SDCC as responsible for the coordination of resources (p86).

- C *SEM2016 Local Disaster Coordinator Induction (2010) – Part 1*, which describes Queensland's disaster management system and the role of disaster coordination centres at all levels to coordinate information, resources and services necessary for disaster operations (p14).
41. The email was received at 1353 hrs on 22 January 2011.
 42. As LDC, I requested the ECDM to advise LGAQ that Council had submitted an offer of assistance through the DDC, that this offer was still valid, and to clarify the role of LGAQ in sending the RFA to Council. I further requested the ECDM to advise the GC DDC that the RFA had been received and to confirm with the DDC that this was within the State's arrangements. The ECDM reported that the DDC confirmed this was the case.
 43. Following a review of the RFA by myself and the ECDM and consultation with Council managers, it was identified that GCCC could provide experienced call centre staff to support LVRC, as illustrated in the email trail of Annexure 15. These actions were undertaken on 24 January 2011.
 44. On 25 January 2011, two experienced customer contact officers were deployed from GCCC to LVRC. However, as can be seen in statutory declarations made by these officers in Annexure 16, they were advised on arrival at LVRC that the request was nearly a week old. Following advice of this by the GCCC staff, the ECDM reported to me that he made contact with LVRC, in which this was confirmed. The ECDM reported to me that the original need for customer contact staff was determined by LVRC in the period 19-20 January 2011. During the course of the conversation, LVRC advised that, since the deployed GCCC staff were also trained members of the GCCC IMT, they would be useful in the local disaster coordination centre.
 45. As a result, I received a request from the ECDM for the deployed Council staff to stay at LVRC to assist with disaster coordination, which I approved.
 46. This confusion around the currency of the RFA was communicated to LGAQ at 1448 hrs on 25 January 2011, as shown in Annexure 17. This annexure also documents the reply by LGAQ in which one of their officers notes that there were processing delays around the LVRC RFAs, and states that "Unfortunately your staff were caught in the (understandable) processing lag at LVRC that has occurred over the past few days."
 47. From our involvement with LVRC, it appears that there is a need for further investigation of the process by which the State Disaster Coordination Centre handles RFAs so that the process can be streamlined and made more effective across the State.

Provision of environmental health officers to Hinchinbrook Shire Council (HSC) and competing requests

48. On 9 February 2011, the ECDM informed me that at approx 1700 hrs he had received a telephone call from Hinchinbrook Shire Council (HSC) regarding progress by GCCC in supplying environmental health officers in response to a RFA that HSC submitted on 2 February 2011. The ECDM advised me that, to the best of his knowledge no RFA had been received for these resources, and as a result he stated he would contact the DDC to check this.

49. At 1123 hrs on 10 February 2011, the GC OPSO advised by email that a RFA for environmental health resources had been generated by HSC but it was being managed by the Townsville LDMG and no further requests had been received. Refer to Annexure 19 for details of the email trail documenting this line of inquiry.
50. Following investigations by the Townsville DDC, HSC resubmitted their initial RFA for additional environmental health resources (from GCCC) at 1118 hrs on 10 February 2011. Refer to Annexure 18 for a copy of this RFA.
51. Upon receipt of the RFA (Annexure 18), I approved that the RFA be allocated to Council's Community Services Directorate. The RFA was received by the Directorate on 11 February 2011, with further advice that the GCCC staff would be required as from 14 February 2011. Refer to Annexure 20 for the email trail outlining these arrangements.
52. I was advised that the GCCC staff departed for HSC on 13 February 2011, ready to commence work on 14 February 2011.
53. Meanwhile, after GCCC staff had been notified of deployments, I received advice from the ECDM that he had received a telephone call from LGAQ enquiring whether GCCC was able to assist LVRC with the supply of environmental health officers. He further advised that he had made contact with Council's A/Executive Coordinator Environmental Health Services & Policy, to confirm the availability of these resources. However, with the deployment to HSC, advice was received that GCCC would be unable to assist LVRC at this time. Refer to Annexure 21 for an email trail showing this.
54. Again, it appears that the RFA from HSC was delivered through the documented Queensland Disaster Management Arrangements, while the RFA from LVRC was being actioned by LGAQ.
55. This raises the following issues with processing requests for assistance:
 - A There is a risk that RFAs involving multiple agencies may only be partially completed, as appeared to be the case of the HSC RFA for GCCC. GCCC didn't receive the intended RFA until this was followed up by HSC one week later. If this is the case, this risk might be treated by ensuring that RFAs which are destined for multiple agencies are "broken up" into a number of RFAs, with one for each agency that is expected to support the action.
 - B The utilisation of LGAQ within the SDCC requires review to ensure seamless operation during a disaster event.
56. Given the importance of having a strategic approach to the deployment of resources across the State during times of disaster, I recommend that the Inquiry further investigate the RFA process and the issues raised above.

Regarding Activation Of Disaster Management Arrangements In Areas Not Impacted Directly By Disasters

57. On 26 December 2010, I approved the activation of the Gold Coast City Local Disaster Management Group in preparation for a series of storms that were threatening the City.
58. Over the period 26 December 2010 – 13 January 2011, the LDMG activation status moved through various activation levels – Alert, Standby and Activate – in response to the changing risk profile.

59. By 13 January 2011, although disaster threats had passed the Gold Coast, I maintained the Gold Coast City LDMG at STAGE 1 – ALERT, to ensure that all agencies were aware that requests for assistance from disaster-affected communities were likely to be received by the Gold Coast and to ensure coordination of these requests in/out of the City. This was explained in SITREP 3 which was distributed to LDMG members at 0618 hrs on 13 January 2011. Refer to Annexure 3 for a copy of this SITREP.
60. Further, in conjunction with LDMG activation, I maintained the activation of the Gold Coast City Disaster Coordination Centre (DCC) to ensure that requests for assistance received through the Queensland Disaster Management Arrangements were received, tracked and fulfilled in a timely manner.
61. During this activation of the DCC, the Centre was staffed by Council's fulltime Disaster Management Unit (DMU) staff and when needed, additional staff from other Council work units that are trained to work in the DCC on an as-needed basis. Note that Council maintains a register with a targeted number of 70 trained staff to support the DMU, which is explained later.
62. During the Queensland Flood event, the majority of requests for assistance received were for Council resources as illustrated previously. The Disaster Coordination Centre ensured that these requests were received and allocated to appropriate sections within GCCC and processed in a timely manner in accordance with the CEO-approved process for deploying resources to disaster-affected communities. This process is outlined in Annexure 23. An example of how this process was implemented and coordinated by the Gold Coast Disaster Coordination Centre is provided in Annexure 24. As illustrated in Annexure 3, regular reports summarising the resources requested and provided to disaster-affected communities were provided to the GCCC councillors.
63. The Disaster Coordination Centre was responsible for collating and compiling lists of available resources, and submitting these on my behalf to the Queensland Disaster Management Arrangements via the DDC. An example of how this process was implemented is given in Annexure 25 which details a request to Council managers to identify resources that could assist areas in need which were then submitted to the DDC.
64. In addition to managing requests for assistance and offers of assistance, the Disaster Coordination Centre managed many enquiries from Gold Coast residents and visitors about the event per se, the risks to the Gold Coast and how they could assist disaster-affected communities.
65. To assist with managing public inquiries during disasters, Council operates a Disaster Hotline (1800 606 000) and a 15 seat call centre to provide information to the Gold Coast public and to distribute requests for assistance to the appropriate disaster management response agencies. The Hotline and call centre is a critical component of our City's disaster management arrangements.
66. During the flood event, I approved the activation of the Hotline and the call centre for 14 days, until Monday 24 January 2011. During the initial phases of the event, the Hotline and Call Centre operated for extended periods and transitioned back to normal business hours on 21 January 2011. Refer to SITREP 10 in Annexure 26 for details of this.

67. During the event, the Hotline and call centre received in excess of 1000 calls from the public for information and to offer assistance to disaster-affected communities. Public feedback during these calls was generally positive.
68. As a result of the success of the Hotline and Call Centre, GCCC has resolved to support a motion raised by Cr Ted Shepherd to enhance the use and promotion of the hotline. Refer to Annexure 27 for the detail of the general business item raised by Councillor Shepherd.
69. It is my view that Council's activation of its disaster management arrangements during the recent event made a positive contribution to the support that my Council could give to disaster-affected communities.
70. However, it should be noted that current guidelines and training doctrine (eg, Introduction to Queensland Disaster Management Arrangements course) appear silent on activating disaster management arrangements for events that occur outside of local boundaries.
71. I believe that this is an issue that should be investigated further to provide better direction in future events.

Regarding resources provided by Gold Coast City Council for Disaster Management

72. In accordance with Section 4A of the Disaster Management Act 2003, GCCC has the primary responsibility for disaster management within the Gold Coast community.
73. To meet this obligation, Council provides substantial resources:
 - A A Disaster Management Unit, which is located in my Directorate. The Unit is staffed by 5 fulltime staff: an Executive Coordinator, a Planning Officer, an Education Officer, a Systems Officer and an Administration Officer.
 - B A dedicated Disaster Coordination Centre which incorporates:
 - i A meeting room for the LDMG
 - ii A coordination room for an Incident Management Team to operationalise decisions of the LDMG
 - iii A liaison room in which key disaster management agencies can operate during events
 - iv A redundant communications room for emergency radio contact to emergency services
 - v A public communications room for staff and media to prepare warning messages and information for distribution to the community
 - vi The Disaster Hotline and 15 seat Call Centre to deal directly with public enquiries
 - vii Standby power and a standalone computer network
 - viii Other facilities to ensure the Centre is able to operate 24/7 for an extended period if necessary.

- C To ensure that the Gold Coast DDC has an effective base in which to operate, Council has expanded its Gold Coast City Disaster Coordination Centre to include a District Disaster Coordination Centre. This will ensure best possible communication and coordination between the LDMG and the DDMG.
 - D Approximately 70 support staff from across Council assist with DCC operations on an as-needed basis. These staff complete a structured program of training and exercising to ensure their competence to operate within the Centre. Details of how these staff are recruited and organised is provided in Annexure 28. Note that their wage costs are paid by the DMU when they are activated for training, exercises and operations.
 - E A Disaster Management Plan that is consistent with the State's Strategic Policy Framework and Guidelines.
 - F A budget of approx \$1.71M this financial year to support the above. Annexure 29 provides some detail of the budget allocation.
- 74. In addition, Council maintains a disaster response capability that potentially incorporates all Council directorates.
 - 75. Council ran an exercise in 2008 which specifically addressed the required level of staffing for the DCC. The post-exercise analysis showed that at least 42 staff were needed to operate the Centre 24/7 for an extended period during times of disaster. GCCC has scaled this figure up to 70, to provide sufficient redundancy.
 - 76. It should be noted that for many years GCCC has had a strong commitment to enhancing the safety of the Gold Coast community and building our local capacity to manage disasters.
 - 77. To effectively meet the obligations of Section 4A of the Act, local government requires substantial resources.

Regarding the provision of disaster management training

- 78. There is a need for effective disaster management training in Queensland.
- 79. Whilst the State provides introductory level awareness courses in the Queensland Disaster Management Arrangements, this training does not in itself build the capacity of disaster managers to work effectively within disaster coordination centres.
- 80. Council has augmented State training to ensure that its DMU staff, IMT support staff, myself and my deputy LDCs, member agencies of the LDMG and other disaster response agencies within the City are prepared for disaster events.
- 81. Council's DMU has a Disaster Management Training Framework (Annexure 31) and a curriculum for disaster coordination (Annexure 32) for implementation within the Gold Coast.

82. The GCCC disaster management training program is freely available to all disaster management response agencies of the City, within the SEQ Region and elsewhere. These training opportunities are communicated via a Disaster Management Training Calendar to all agencies via the LDMG and DDMG contact lists. Annexure 33 provides an example of the calendar. Note that training positions are allocated on a priority basis with internal needs given top priority.
83. Whilst the Gold Coast Disaster Management Training Program fulfils a need for training, this approach also assists in building interoperability between agencies as they meet together and complete a common curriculum. Annexure 34 is a copy of the Disaster Management Training report, which includes details of numbers of participants in the Gold Coast program and the their agencies.
84. Annexure 35 outlines correspondence I have sent to EMQ regarding the further development of State training for executive officers and the reply received, whilst Annexure 36 provides minutes of Council's Disaster Management Executive Committee meetings, in which training issues were discussed.
85. To assist EMQ build a State curriculum, Council provided EMQ with a complete set of GCCC training materials, immediately following the 2010 LGAQ Disaster Management Conference at Home Hill.
86. Council regularly receives requests from other agencies (including other local governments) for copies of the Gold Coast curriculum for local adaptation and implementation. Annexure 37 provides examples of such requests.
87. It is my opinion that given the importance of training, EMQ or another State agency should develop a consistent, State-wide disaster management curriculum.

Regarding the need for effective and consistent State coordination of resources during large events

88. There is a need for effective and consistent State coordination of resources during large events, and I have provided examples above that illustrate this need.
89. All systems used must be agreed to and understood by all parties prior to an activation.
90. Moreover, some of the difficulties experienced with the management of logistics and RFAs, and uncertainty surrounding roles of agencies as outlined in the examples above, appear to have been further exacerbated by an inconsistent application of an incident management system at all levels and across all agencies within the Queensland Disaster Management Arrangements. While the Australasian Inter-service Incident Management System (AIIMS) is used within the Gold Coast City Local Disaster Coordination Centre and many of the response and recovery agencies (eg, Queensland Fire and Rescue Service) AIIMS does not appear to have been used universally.

91. The Inquiry should consider recommending implementation of a common incident management system across the State.



Date: 14 April 2011

Warren Day

ABBREVIATIONS

| | |
|--------|-------------------------------------------|
| LDC | Local Disaster Coordinator |
| DMU | Disaster Management Unit |
| ECDM | Executive Coordinator Disaster Management |
| GCCC | Gold Coast City Council |
| IMT | Incident Management Team |
| SDCG | State Disaster Coordination Group |
| GCDCC | Gold Coast Disaster District Coordinator |
| GCOPSO | Gold Coast Operations Support Officer |
| SRC | Somerset Regional Council |
| LVRC | Lockyer Valley Regional Council |
| HSC | Hinchinbrook Shire Council |
| RFA | Request for Assistance |

SUBMISSION TO QUEENSLAND FLOODS COMMISSION OF INQUIRY

Gold Coast City Council

1 PURPOSE

The purpose of this Gold Coast City Council submission to the Queensland Floods Commission of Inquiry is to provide input into the following areas:

- preparation and planning by federal, state and local governments, emergency services and the community
- the response to the 2010/2011 flood events, particularly measures taken to inform the community and protect life, private and public property
- measures to manage the supply of essential services

As shall be read in this submission, although the Gold Coast itself was not impacted to the same degree as other areas, the City's disaster management arrangements were activated during the event. However, in addition to our own response actions, Gold Coast City Council played an active and important role in supporting those communities that were directly affected by the event; and it is primarily from our Council's support of these communities that we have identified the lessons and recommendations documented in this submission to the Inquiry.

2 BACKGROUND

Heavy and continued rainfall which commenced late November 2010, tropical cyclone Tasha and subsequent flooding has led to one of the worst disasters that has affected Queensland in recent history.

As a result of the widespread and extreme nature of this event, the majority of Queensland's local governments activated their disaster management arrangements at some point since mid-December 2010. Under the Queensland Disaster Management Act 2003, local governments are identified as being primarily responsible for managing disaster events within their local government areas, with local governments and their Local Disaster Management Groups supported by district-level Disaster Management Groups and the State Disaster Management Group (Section 4A).

Throughout the event that devastated South East Queensland, the Gold Coast was fortunate in that only minor damage was sustained when compared to other disaster-affected communities.

Council's Disaster Management Unit, which monitors the City's disaster risks as part of its core business, adopted a watching brief over the developing disaster event from its commencement on 26 December 2010. In accordance with its role, the Unit provided advice to the Gold Coast City Local Disaster Coordinator on the nature of the event and maintained communications with the City's key disaster response agencies. This included communications with key Council Branches and Councillors.

On 27 December 2010, following a period of heavy rainfall and forecasts of more to follow, the Local Disaster Coordinator moved the Gold Coast City Local Disaster Management Group to STAGE 2 – STAND BY in preparation for possible event

escalation and coordination was carried out by the Disaster Management Unit.

For the Gold Coast, key impacts included:

- leaking roofs, tree damage and incidences of minor property flooding
- incidences of localised flooding
- a number of minor landslides around the City
- minor damage to road infrastructure, which required minor maintenance and repair.

Key response agencies included: Gold Coast City Council, the State Emergency Service and the Queensland Police Service.

On 11 January 2010, heavy rains again impacted the Gold Coast. To ensure that the City was prepared for a range of possible flooding scenarios, the Local Disaster Coordinator activated the City's Disaster Coordination Centre. The impact to the City was again minor, with key impacts being incidences of localised flooding, leaking roofs and activation of the Tallebudgera Creek Dam Emergency Action Plan (EAP) to Trigger Level 2 for approx 4 hours. (Activation of the Dam's EAP at Trigger 2 is largely precautionary, and comprises preparatory actions should the event escalate.) Despite a series of inaccurate media reports, no flooding was experienced within the Tallebudgera Creek system.

Although the actual impacts of this rain event were relatively minor, the event had a major impact on the confidence of the City's residents and visitors and their perceptions of risk, especially since this event followed the flash flooding incident in Toowoomba on 10 January 2011 and reports of major flooding impacting Brisbane and Ipswich. To respond to the high volume of calls from Gold Coast residents and visitors concerned about their own wellbeing and safety that were being received by Council, the Local Disaster Coordinator activated the City's Disaster Hotline (1800 606 000) and Call Centre to assist. The Call Centre continued to operate until 24 January 2011, with its focus transitioning during the event to assist with receiving calls from the public offering assistance to disaster-affected communities outside of the Gold Coast.

3 SUPPORT FROM GOLD COAST CITY TO DISASTER-AFFECTED COMMUNITIES

3.1 SUPPORT BY GOLD COAST CITY COUNCIL

During the flood event Council played a major role in supporting Queensland communities that were impacted by flooding. In summary:

- Operation of the Gold Coast City Disaster Coordination Centre and Disaster Hotline (1800 606 000) to respond to public enquiries and requests for assistance.
- Deployment of 1000 temporary beds and bedding for evacuation Centres in Central Queensland.

- Deployment of 14 Disaster Coordination Centre Incident Management Team staff to Somerset Regional Council to assist with disaster coordination from 14/1/11 to 21/1/11. While on deployment the GCCC staff assisted Somerset Regional Council to develop their own capacity to coordinate disasters.
- Deployment of 2 Disaster Coordination Centre Incident Management Team staff to Lockyer Valley Regional Council to assist with disaster coordination from 24/1/11 to 28/1/11, after initial confusion over the reason for their deployment. Initially Lockyer Valley Regional Council requested assistance from Gold Coast City Council with enhancing the capacity of the Lockyer Valley call centre to respond to public enquiries and requests. However, as this initial request took six days to move through the State's disaster management arrangements before it reached Gold Coast City Council, the initial need for call centre support had diminished by the time the Gold Coast staff arrived at Gatton. On arrival, the Gold Coast staff were advised that they were no longer required, but were welcome to stay to assist with disaster coordination, which was the subject of an updated request for assistance.
- Deployment of resources (equipment and operators) and release of contractors to Brisbane City Council to assist with street clean-up operations from 15/1/11 to 22/1/11.
- Deployment of resources (equipment and operators) to Ipswich City Council to assist with clean-up operations and road repairs from 16/1/11 to 1/2/11.
- Deployment of a Spatial Information Services Officer and a large map plotter to Somerset Regional Council to assist with mapping functions for flood recovery operations from 17/1/11 to 21/1/11.
- Deployment of Environmental Health Officers to Lockyer Regional Council (17/1/11 to 21/1/11) and additional Environmental Health Officers and Pest Management Officers to Ipswich City Council (20/1/11 to 26/1/11) to assist with flood recovery operations.
- Deployment of a Workplace Health and Safety Officer to assist Lockyer Valley Regional Council from 24/1/11 to 4/2/11.

The requests for the above GCCC resources were made by Local Disaster Coordinators of disaster-impacted areas, through to the State Disaster Coordination Centre.

3.2 SUPPORT BY OTHER GOLD COAST AGENCIES AND THE PUBLIC

In addition to the support provided by the Gold Coast City Council, a number of agencies assisted with the flood response and recovery effort by deploying personnel and equipment.

Further during the disaster event overwhelming levels support were offered and provided by the Gold Coast public to the disaster-affected communities. This included:

- A number of councillors organising a Gold Coast 'hamper drive', which resulted in approximately 1500 hampers being prepared for distribution to communities in the Central Queensland and South East Queensland areas.

- In excess of 1000 calls received on Council's Disaster Hotline from members of the public, businesses and organisations offering their services to assist with flood recovery operations.
- Individuals supporting disaster response and recovery operations through donations of goods and cash through the Premier's Appeal.

This level of support required Council to play a significant local coordination role, for an event located outside of our local government area.

4 LESSONS LEARNED

From Council's involvement in the event, it has learned the following lessons, which it wishes to draw to the Inquiry's attention.

4.1 THE IMPACTS OF DISASTER EVENTS ARE FELT BEYOND THE BOUNDARIES OF LOCAL DISASTER MANAGEMENT GROUPS, EVEN IN AREAS NOT DIRECTLY IMPACTED. THIS MAY REQUIRE SUCH AREAS TO ACTIVATE THEIR LOCAL ARRANGEMENTS TO COORDINATE RESPONSES TO REQUESTS FOR ASSISTANCE AND LOCAL PUBLIC INTEREST AND SUPPORT.

Although not directly impacted to the same extent as other areas, the recent flood event still had a significant impact on the Gold Coast community.

This was manifest in two forms:

- Despite not having a statutory obligation to contribute to disaster management in areas outside of the Gold Coast, this Council chose to make resources available (as per above) to provide assistance to other local governments to assist with their response and recovery operations.
- Due to the size and scope of this event, and the range of resources that were required by disaster-affected areas, Gold Coast City Council activated its Local Disaster Management Group and its Disaster Coordination Centre to coordinate these requests for assistance. This provided a systematic way of coordinating external event support.
- During the event there were many inquiries from Gold Coast residents and visitors about the event per se, the risks to the Gold Coast and how they could assist disaster-affected communities.
- To manage these public requests, Council activated its Disaster Hotline to provide information to the Gold Coast public about the event and how they could offer assistance through State systems. The Hotline is a critical component of our City's disaster management arrangements.
- The Hotline was well received by the public and took in excess of 1000 calls across the 14 days it was active in support of the floods.

Recommendation:

The Inquiry note:

- ***The Queensland Disaster Management Arrangements typically "frames" disaster coordination in terms of coordinating response and recovery within a disaster-impacted area.***

However, from the experience of this Council, activation of local disaster management arrangements may be required even when an area is not impacted directly by an event, to: coordinate support to disaster-affected communities; and to coordinate information to the public in areas not impacted by disasters, who seek information about the event and wish to offer assistance to those areas in need.

- ***This change in thinking about activation should be reflected in the State's arrangements and policy documents, and be actively promoted by those responsible for the State's system and developing training materials that support it.***

4.2 THE CAPACITY OF SMALLER LOCAL GOVERNMENTS IS LIMITED TO COORDINATE DISASTERS EFFECTIVELY GIVEN THE RESOURCES REQUIRED TO DO SO

Under Section 4A of the Disaster Management Act 2003, local government is identified as having the primary responsibility for disaster management within the local level. Whilst this works effectively at the Gold Coast, our recent experience with assisting smaller local governments during the recent flood event suggests that Section 4A becomes less feasible as the size of local government decreases. The fundamental underlying issue relates to the numbers of trained personnel required to provide effective coordination of disasters.

In accordance with the State's Introduction to Queensland Disaster Management Arrangements course and Local Disaster Coordinator Induction course, the Australasian Inter-service Incident Management System is the preferred system for managing disasters. This is supported by Gold Coast City Council, and has been implemented during events and exercises over the past four years.

However, an analysis conducted by the Gold Coast City Council in 2008 showed that for our Council to provide effective disaster coordination approx 70 staff trained were required to operate the Disaster Coordination Centre, if 24 hour operations were required for a protracted period, during a "typical", non-catastrophic event at the Gold Coast. Whilst for Gold Coast City Council, which has in excess of 3000 employees and contractors, it is not easy to identify 70 staff to undertake disaster coordination roles without significant impact to Council's essential core business functions, finding significant numbers of staff to coordinate disasters is even more problematic for smaller Councils. In essence, for small local governments, there is a tension between meeting the requirements of core business and Section 4A of the Disaster Management Act 2003.

Besides the availability of staff to coordinate disasters, capability of smaller local governments is further limited by the availability of operational skills-based training in disaster management. Whilst Gold Coast City Council employs a fulltime Disaster Management Education Officer to provide relevant operational training in disaster coordination to its staff and those of other agencies, this situation is not the same in other smaller local governments. The capability of these smaller local governments relies on the provision of training by others. However, within South East Queensland, there are limited

opportunities for personnel to undertake disaster management training. The main providers of disaster management training within the region over the past three years have been:

- Gold Coast City Council with its Disaster Management Training Program, which is made available to any disaster management agency within the region; and
- To a lesser extent Emergency Management Queensland, which mainly presents introductory/induction courses on the State's disaster management arrangements. Gold Coast City Council has written to Emergency Management Queensland on numerous occasions requesting that they expand their offering of courses for Local Disaster Coordinators and members of local groups. Under Section 16A (e), it is the responsibility of the Chief Executive of the Department of Community Safety to ensure that persons performing functions under the Disaster Management Act in relation to disaster operations are appropriately trained.

From working with Lockyer Valley and Somerset Regional Councils, it was clear that, although some of their staff had completed induction-level training in the State's disaster management arrangements, very few had completed appropriate operational training, such as in the Australasian Inter-service Incident Management System and the roles of incorporated functions.

To enhance the capability of the Queensland Disaster Management Arrangements, a concerted commitment to developing appropriate standard operational courses and delivering these to all relevant stakeholders is required.

Recommendation:

The Inquiry note:

- ***During the recent event, a number of smaller local governments required assistance from other areas with meeting their disaster coordination obligations. This indicates that the current model and structure is not able to be fully implemented within these areas, and more flexible models should be explored. Such models might include the development of strategic partnerships between local governments to provide operational support for coordination (eg, as seen recently between Gold Coast City Council and Somerset and Lockyer Valley Regional Councils) as distinct from local governments combining for disaster management and forming a single local disaster management group (as per Section 31 of the Act).***
- ***A more effective and coherent program of training is required to raise the operational effectiveness of all those who perform operational duties under the Disaster Management Act. This requires an urgent and more concerted effort by the Emergency Management Queensland division of the Department of Community Safety.***

4.3 THERE IS A NEED FOR EFFECTIVE AND CONSISTENT STATE COORDINATION OF RESOURCES DURING LARGE EVENTS.

As outlined in Section 3.1 (above), numerous requests were received by Gold Coast City Council for resources during the recent flood disaster to assist with response and recovery operations.

Under the Disaster Management Act 2003, the Queensland Disaster Management Arrangements are designed to provide effective coordination through local groups, with district and State groups providing local governments with appropriate resources and support to help the local governments carry out disaster operations (Section 4A).

During the event, however, it was the experience of Gold Coast City Council, that:

- There was a lack of strategic direction by the State Disaster Coordination Centre over how limited resources should be deployed across the State.

This was evident when our Council received competing requests for the same resources. For example, both Hinchinbrook Shire Council (following the impact of Severe Tropical Cyclone Yasi) and Lockyer Valley Regional Council (following the floods in South East Queensland) requested Gold Coast City Council Environmental Health Officers to assist with recovery operations. While our Council was happy to provide six of these limited resources, Gold Coast City Council was not in a position to determine how best to deploy these (eg, three to each, six to one area, etc), and relied on the State Disaster Coordination Centre (SDCC) for this strategic advice, which was not readily forthcoming.

Advice was received from the SDCC that the Local Government Association of Queensland Inc (LGAQ) was managing council to council support; and the LGAQ advised our Council to work directly with Council's in need. This approach seems to run contrary to the principles underlying the Queensland Disaster Management Arrangements (as outlined in Section 4A of the Act) which has district and State groups providing this role, and has the risk of limited available resources not being deployed strategically to reach areas in most need.

- The Queensland Disaster Management Arrangements did not process requests for assistance in a timely manner.

For example, requests from Ipswich City Council for maintenance service resources, requests from Somerset Regional Council for disaster coordinators and mapping resources, took up to five days to be processed before being received by Gold Coast City Council. This was also experienced more recently with a request by Hinchinbrook Shire Council for GCCC environmental health officers, which took six days before that request was received by our Council.

Following a series of inquiries by the Gold Coast City Local Disaster Coordinator, it became evident that the slowness of processing requests for assistance was in part related to the unclear roles and responsibilities of the SDCC logistics cell and the relationship with LGAQ. Phone calls made to the SDCC during the event revealed that there was confusion over these roles, with SDCC stating that LGAQ was responsible for managing council to council support even though at times the LGAQ did not have a presence in the SDCC.

However, the most significant and concerning issue identified was that, despite the various guidelines and training doctrine published by the State, there was not an incident management system implemented consistently within the State for management of the event. Although the Australasian Inter-service Incident Management System (AIIMS) is the preferred incident management system for managing disasters in Queensland, AIIMS did not appear to be implemented within the SDCC. If this were so, LGAQ should have been fully incorporated into the logistics functions of the SDCC, and there should not have been confusion over functional roles and responsibilities for managing requests for assistance.

Recommendation:

The Inquiry note:

- ***There is an urgent need for the Australasian Inter-service Incident Management System to be implemented consistently across the State and across all levels of the Queensland Disaster Management Arrangements to ensure that functional roles and responsibilities are well known and widely understood.***
- ***There is a need to clarify the role of the Local Government Association of Queensland Inc in the State Disaster Coordination Centre.***

[REDACTED]

[REDACTED]

Our ref: 1570446

5 April 2011

Mr David Kevin
Partner, King & Company
GPO Box 758
BRISBANE QLD 4001

Dear Mr Kevin

Gold Coast City Council

I refer to the Submission to the Queensland Flood Commission of Inquiry by the Gold Coast City Council (the Council) and your recent telephone conversations with Mr Lachlan Zangari.

I confirm that the Commission wishes to obtain a written statement from the appropriate representative of the Council, with a view to that person giving evidence in the upcoming public hearings, about the Council's role in assisting other local councils during the flood event, and its observations and recommendations based on that experience.

Accordingly, the Commission asks that the statement:

- detail the assistance that Council gave to other local councils during the recent flood as referred to in section 3 of the submission;
- articulate all of the observations and recommendations made in section 4 of the submission; and
- provide further particulars and supporting evidence (including documentary evidence) of the observations and recommendations wherever possible.

In short, the Commission would like the information provided in sections 3.1 and 4.1–4.3 (with further particulars and supporting evidence) to be put into the form of a witness statement (on oath or affirmation) which can be tendered in the public hearings.

The request for further particulars and supporting evidence relates especially to the following matters (using the submission headings):

Support by Gold Coast City Council

- Which local councils in Central Queensland 1000 temporary beds and beddings for evacuation centres were provided to, when the request(s) was received and when the beds were provided (p. 2).

- The assistance rendered to Somerset Regional Council, particularly the deployment of Disaster Coordination Centre Incident Management Team staff; and the steps taken to assist Somerset Regional Council 'to develop their own capacity to coordinate (response to) disasters' (p. 3).
- Following from the above, observations of the Somerset Regional Council's disaster response capacity to manage the situation in its area.
- When requests for assistance were received, from whom, and when the Council responded to them.

The impacts of disaster events are felt beyond the boundaries of Local Disaster Management Groups, even in areas not directly impacted. This may require such areas to activate their local arrangements to coordinate responses to requests for assistance and local public interest and support

- The activation of the Council's Local Disaster Management Groups (LDMG) and Local Disaster Coordination Centre (LDCC) for the purpose of coordinating requests for assistance and how 'this provided a systematic way of coordinating external event support' (p. 4).
- How, in practical terms, the 'change in thinking about activation should be reflected in the State's arrangements and policy documents, and be actively promoted by those responsible for the State's system and developing training materials that support it' (p. 5).
- General Information about how the Council's Disaster Hotline operates and how it is resourced (p. 4)

The capacity of smaller local governments is limited to coordinate disasters effectively given the resources required to do so

Please provide:

- Details of the Council's disaster management governance structure and the resources the Council allocates to disaster management.
- The statements that:
 - 'recent experience with assisting smaller local governments during the recent flood event suggests Section 4A becomes less feasible' in the case of smaller local government (p. 5).
 - 'a number of smaller local governments required assistance from other areas with meeting their disaster coordination obligations' which 'indicates that the current model and structure is not able to be fully implemented within these areas' (p. 6).
- How the operational 'partnership' between the Council and Somerset and Lockyer Valley Regional Councils occurred and worked (p. 6).
- The analysis conducted by the Council in 2008 referred to at p. 5 of the submission – if this is contained in a report, please provide a copy of the report.
- The Council's Disaster Management Training Program; and, further, elaboration of what is meant by the statement that it is 'made available to any disaster management agency within the region' (p. 6).
- The Council's requests to Emergency Management Queensland (EMQ) for an expansion of 'their offering of courses for Local Disaster Coordinators and members of local groups'

- (p. 6) and copies of the Council's correspondence to EMQ and responses received from EMQ.
- The ways in which it was clear that 'very few' of the staff of the Somerset and Lockyer Valley Regional Councils 'had completed appropriate operational training' (p. 6) (i.e. what training appeared to be lacking).
 - What additional training the Council considers EMQ should provide.

There is a need for effective and consistent state coordination of resources during large events

- The asserts that:
 - 'There was a lack of strategic direction by the State Disaster Coordination Centre (SDCC) over how limited resources should be deployed across the State' (p. 7).
 - 'Queensland Disaster Management Arrangements did not process requests for assistance in a timely manner' (p. 7)
- The advice received from SDCC and the Local Government Association of Queensland (LGAQ) referred to on p. 7, and of the phone calls made to the SDCC during the event, which revealed there was confusion over SDCC and LGAQ's roles (p. 8).
- If there is any other basis or bases for 'the need to clarify the role of the LGAQ in the SDCC' (p. 8).
- The ways in which the Australasian Inter-service Incident Management System 'did not appear to be implemented within the SDCC' (p. 8) (i.e. what appeared to be lacking in the SDCC operations).

Please note that the above list is not intended to limit the information the Council may wish to provide in the statement; however, it should serve to highlight the areas in which the Commission is particularly interested.

I confirm that, in light of this correspondence, you will advise the Commission who the Council's appropriate representative will be and that the Commissioner will then issue a Requirement to that person to provide a written statement (on oath or affirmation) in the terms outlined above.

Given the short timeframes involved, with public hearings commencing on Monday, 11 April 2011, the Commission would like to receive the statement by 5 pm, Wednesday, 13 April 2011; and to that end would like to issue the Requirement to the appropriate representative as soon as possible.

Please do not hesitate to contact Mr Zangari on telephone [REDACTED] should you have any queries.

Yours sincerely

[REDACTED]
Jane Moynihan
Executive Director

MCNAMEE Peter

From: MCNAMEE Peter
Sent: Monday, 17 January 2011 11:12 AM
To: DL GCCC Councillors
Cc: DL GCCC Directors; LOVELL Tracey; Office of the CEO; DICKSON Dale; DAVIS Tony
Subject: Update on GCCC Resources Deployed to Assist Disaster-affected Communities
 Good morning Councillors

Mr Warren Day, Local Disaster Coordinator, Gold Coast City Local Disaster Management Group, has asked me to provide you with a further update regarding the assistance being provided by Gold Coast City Council to flood-impacted communities. Yesterday's update is provided below for your reference.

Current resource deployments are as follows:

- The GCCC Disaster Coordination Centre Incident Management Team (IMT) will continue to staff the Disaster Call Centre (1800 606 000) until 1900 hrs today. Calls are continuing to be received from Gold Coast residents offering their assistance to flood-affected communities. This will involve up to 4 staff across 2 shifts. In addition, 2 IMT staff are undertaking planning, operations and logistics functions to coordinate resource support to disaster-affected communities.
- 1000 temporary beds and bedding were deployed on 30/12/10 to the State Disaster Coordination Centre (SDCC) for evacuation Centres in Central Queensland. Advice has been received from the Department of Public Works (DPW), on behalf of the SDCC, that the bedding crisis has now passed, and beds will be returned to Council. DPW have further advised that not all beds are able to be returned, and they will assist Council with restocking supplies.
- 4 of the 7 Disaster Coordination Centre Incident Management Team staff deployed to Somerset Regional Council are due to return to the Gold Coast this afternoon. They are being replaced by four additional staff. While we have staff deployed, Gold Coast City Council has offered to assist Somerset Regional Council with some staff training, to assist them build their capacity to continue disaster coordination after our deployments have been completed.
- 2 street sweepers and 1 flusher truck, with operators, were deployed on 15/1/11 to Brisbane City Council. These resources have been returning daily to Brisbane, and will do so again tomorrow.
- 1 Cleaning supervisor, 2 trucks with 2 person crews, 1 street sweeper and operator, 1 flusher truck with operator and offsider, a maintenance supervisor, 2 trucks with 2 person crews, 10 tandem trucks with operators, 3 water trucks with operators, 2 road graders and operators and construction supervisor have been deployed to Ipswich City Council to assist with night operations (6pm to 6am) for 6 days from 16/1/11. Our staff will return to Ipswich this evening. Meanwhile, during the day, Gold Coast City Council plant and equipment is being stored at Ipswich City Council depots.
- A Spatial Information Services Officer and a map plotter have been deployed to Somerset Regional Council to assist with production of maps for flood response and community recovery.
- An Environmental Health Officer is being deployed this afternoon to assist Queensland Health as part of flood-response operations in the Lockyer Valley Regional Council area.
- The Disaster Management Unit continues to monitor the event.

Deployment of resources is subject to the CEO-approved administrative process for deployment of resources to flood-affected communities.

If you have any questions, please give me a call.

Regards

11/04/2011

Peter

Peter McNamee
Executive Coordinator Disaster Management
Engineering Services
for the Chief Executive Officer

Gold Coast City Council
Ph [REDACTED]
PO Box 5042 Gold Coast Mail Centre Qld 9729
<http://www.goldcoastcity.com.au>

From: MCNAMEE Peter
Sent: Sunday, 16 January 2011 9:16
To: DL GCCC Councillors
Cc: Office of the CEO; DL GCCC Directors; DICKSON Dale
Subject: Update on GCCC Resources Deployed to Assist Disaster-affected Communities

Good morning Councillors

Mr Warren Day, Local Disaster Coordinator, Gold Coast City Local Disaster Management Group, has asked me to provide a further update regarding the assistance being provided by Gold Coast City Council to flood-impacted communities.

Current resource deployments are as follows:

- The GCCC Disaster Coordination Centre Incident Management Team will continue to staff the Disaster Call Centre (1800 606 000) until 1900 hrs today. This will involve up to 10 staff across 2 shifts. In addition, 4 IMT staff are undertaking planning, operations and logistics functions to coordinate support to disaster-affected communities.
- 1000 temporary beds and bedding were deployed on 30/12/10 to the State Disaster Coordination Centre for evacuation Centres in Central Queensland.
- 7 Disaster Coordination Centre Incident Management Team staff were deployed on 13/1/11 and 14/1/11 for 3-4 days to Somerset Regional Council to assist with disaster coordination. These staff will be replaced progressively commencing tomorrow, with 3 replacement staff being deployed tomorrow for another 3 - 4 days.
- 2 street sweepers and 1 flusher truck, with operators were deployed on 15/1/11 to Brisbane City Council. These resources have returned to Brisbane today.
- 1 Cleaning supervisor, 2 trucks with 2 person crews, 1 street sweeper and operator, 1 flusher truck with operator and offsider, a maintenance supervisor, 2 trucks with 2 person crews, were deployed on 15/1/11 to Ipswich City Council. These resources will return to Ipswich this afternoon.
- An additional 10 tandem trucks, 3 water trucks and operating staff are approved for deployment for night operations (6pm to 6am) from 16/1/11 to Ipswich City Council.
- The Disaster Management Unit continues to monitor the event.

In addition, Council is supporting the Gold Coast City SES response, with Council-owned vehicles being deployed with SES teams to Ipswich City and Somerset Regional Council areas.

Additional requests for assistance are expected to be received today, including:

- 2 graders and staff to support road repair operations at Ipswich.
- A Spatial Information Services officer and a Corporate Communications officer to support

11/04/2011

operations at Somerset Regional Council.

Deployment of these resources will be subject to the CEO-approved administrative process for deployment of resources to flood-affected communities.

If you have any questions, please give me a call.

Regards

Peter

Peter McNamee
Executive Coordinator Disaster Management
Engineering Services
for the Chief Executive Officer

Gold Coast City Council

Ph: [REDACTED]

PO Box 5042 Gold Coast Mail Centre Qld 9729

<http://www.goldcoastcity.com.au>

MCNAMEE Peter

From: MCNAMEE Peter
Sent: Thursday, 30 December 2010 4:17 PM
To: 'SDCCLOGS'
Subject: RE: Availability of bedding from GCCC to support QDMA in Central Qld
Hi Anastasia

I'll get the info and come back to you shortly

Peter

From: SDCCLOGS [REDACTED]
Sent: Thursday, 30 December 2010 16:15
To: MCNAMEE Peter
Subject: FW: Availability of bedding from GCCC to support QDMA in Central Qld

Good Afternoon Peter,

We are looking at sourcing the 1,000 beds mentioned below for an RFA received from Emerald.

Independent Aviation are requesting information on the size, weight and how the beds are packaged.

Can you please provide this information has a heads up?

I will let you know further information as it comes to hand (i.e confirm pick up time)

Regards,

Anastasia

Logistics
State Disaster Coordination Centre (SDCC)
Phone: [REDACTED]
Email: [REDACTED]
Fax: (07) 3357 4682

From: SDCCLOGS
Sent: Thursday, 30 December 2010 2:42 PM
To: DDC Rockhampton
Cc: 'CLARKSON Bradley'
Subject: FW: Availability of bedding from GCCC to support QDMA in Central Qld

Good Afternoon,

Please see the below email regarding availability of bedding from the Gold Coast City Council. Please contact Meler McNamee directly to advise if you require this.

If you have any queries please do not hesitate to contact me.

Kind Regards

Niki Ettridge
Logistics
State Disaster Coordination Centre (SDCC)
Phone: [REDACTED]
Email: [REDACTED]
Fax: (07) 3357 4682

From: Jeff Cheadle
Sent: Thursday, 30 December 2010 2:11 PM
To: [REDACTED]
Cc: SDCCLOGS; SDCC; SDCCINT
Subject: FW: Availability of bedding from GCCC to support QDMA in Central Qld

Many thanks Pete.

Logistics - please note and forward to relevant DDCs as required.

Regards

Jeff Cheadle
Senior Program Officer
Disaster Operations
Emergency Management Queensland
GPQ Box 1425, Brisbane Qld 4001

M
E: [REDACTED]

From: MCNAMEE Peter [REDACTED]
Sent: Thu 30/12/2010 11:52
To: Jeff Cheadle
Subject: FW: Availability of bedding from GCCC to support QDMA in Central Qld

Hi Jeff

Just as a heads up for State

I made this offer on behalf of GCCC through our DDC. Not sure if useful, but our beds are available if

needed.

Cheers

Pete

From: MCNAMEE Peter
Sent: Thursday, 30 December 2010 11:44
To: [REDACTED]; 'DDC - QPS'
Subject: Availability of bedding from GCCC to support QDMA in Central Qld

Hi Peter

Further to my call - GCCC has 1000 beds, each with pillow, cotton blanket & disposable sheet set.

If requested through the DDC we would be willing to make these available to assist with the counter disaster operation in Central Qld.

This may assist the State in locating sufficient resources for evacuees.

Cheers

Peter

Peter McNamee
Executive Coordinator Disaster Management
Engineering Services
for the Chief Executive Officer

Gold Coast City Council
Ph: [REDACTED]
PO Box 5042 Gold Coast Mail Centre Qld 9729
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Gold Coast City Council - confidential communication

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MCNAMEE Peter

From: SDCCLOGS [REDACTED]
Sent: Thursday, 30 December 2010 6:57 PM
To: Ian Button; MCNAMEE Peter
Subject: Gold Coast - 1,000 Bedding

Good Afternoon Ian and Peter,

Ian - I can confirm that we would like independent aviation to fly down to the Gold Coast to pick up 1,000 beds/bedding to be flown to Emerald.

Specs for this cargo are as follow:-

2 x beds a box at 17.52kg with 25 boxes per pallet - 20 pallets in total required at a total of 8,760kg

5 sets of bedding per box estimated at 10kg and will be a total of 200 boxes required - total of 2,000kg

We have had an estimated weight of 14-15 tonnes (estimating about 100kg per pallet).

Pallet dimensions are 1200mm x 1200mm x 1400mm high and 37 pallets in total.

Gold Coast advise that load time and travel to the airport would place them at the airport roughly around 2200hrs.

Ian - can you please confirm estimated time of arrival on the Gold Coast tonight and the exact location the cargo is to meet you at.

As discussed, due to the weight of the cargo several runs will need to be done. Can you please keep us up to date on all further schedule flights to the Gold Coast and arrival times in Emerald with the cargo.

If you have any further questions please do not hesitate to contact me.

Regards,

Annastasia

Logistics
State Disaster Coordination Centre (SDCC)
Phone: [REDACTED]
Email: [REDACTED]
Fax: (07) 3357 4682

This correspondence is for the named persons only. It may contain confidential

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

MCNAMEE Peter

From: MCNAMEE Peter
Sent: Thursday, 30 December 2010 11:19 PM
To: PURCHASING
Cc: REISER Sandy; GUTTERIDGE Dean; TOY Naomi
Subject: Emergency Requisition D1251

Good evening

This evening the Disaster Management Unit used the emergency procurement procedure to procure services to transport emergency bedding from Southport Depot to Brisbane Airport in support of the Queensland Flooding Disaster event for evacuees at Emerald.

This followed a request for this service through the Queensland Disaster Management Arrangements.

Acting Local Disaster Coordinator, Dean Gutteridge, approved GCCC supporting the request.

The procedure followed for the procurement was as follows:

- DMU attempted to procure transport services from suppliers on Council's register of suppliers (PDMT03 - PDM Transport Pty Ltd, TYCO05 Tyco Traffic and Transportation, PACK11 Pack and Send Southport and PHOE16 Phoenix International Freight). These attempts were unsuccessful as the suppliers did not answer the after hours request.
- The DMU then attempted to procure the services through NQX (as a supplier to the State). This was also unsuccessful.
- Then the yellow pages were consulted, and Craig Payne Transport was available, and quoted \$1500 (inc GST) for the service. The quote was accepted.

Naomi Toy (04735) was the logistics officer, and I authorised the requisition as Executive Coordinator Disaster Management.

A manual Disaster Management Requisition was completed (D1251), and provided to the Supplier, in accordance with the agreed disaster management requisition process. The Supplier will issue a tax invoice, quoting D1251 as the purchase order number.

The requisition was entered via Ease. Requisition number 570193 applies.

A copy of the manual purchase order was faxed to Purchasing (x 6702), with original following by internal mail.

If you have any questions re this, please give me a call

Cheers

Peter

Peter McNamee
Executive Coordinator Disaster Management
Engineering Services
for the Chief Executive Officer

Gold Coast City Council

Ph: [REDACTED]
PO Box 5042 Gold Coast Mail Centre Qld 9729
<http://www.goldcoastcity.com.au>

MCNAMEE Peter

From: KEEGAN David N [REDACTED]
Sent: Monday, 7 February 2011 1:36 PM
To: MCNAMEE Peter
Cc: TOOHEY Darren L; Laycock Ross J; PODOLAK Tony; DAY Warren
Subject: FW: Evacuation centre items from Gold Coast City Council - Return
Attachments: Evac. Centre asset disposal - flood 2010-11 GCCC.pdf

Good afternoon Peter,

Attached is a list of items to be returned to GCCC stores depot.

These will be dispatched via Toll Priority.

QBuild Snr. Supervisor Darren Toohey will advise of dispatch date once known.

<<Evac. Centre asset disposal - flood 2010-11 GCCC.pdf>>

Thanks,

David Keegan
Q Build - Rockhampton Office
P.O. Box 247, Rockhampton, 4700
Phone: [REDACTED]
Fax: [REDACTED]

From: KEEGAN David N
Sent: Wednesday, 2 February 2011 5:52 PM
To: [REDACTED] 'Gold Coast City Council' [REDACTED]
Cc: Laycock Ross J
Subject: Evacuation centre items from Gold Coast City Council - Status

Good afternoon,

Due to the current situation with Cyclone Yasi we would like to request to hold the evacuation centre items from GCCC (stretcher beds, bedding packs etc) here in Rockhampton until further advice is received from state disaster group.

QBuild has a register of these items retrieved from Rockhampton and Theodore evacuation centres and they are currently stored at Emergency Management Queensland shed on Yaamba Rd. North Rockhampton.

Thanks,

David Keegan

A/Operations Manager
Q Build - Rockhampton Office
P.O. Box 247, Rockhampton, 4700

12/04/2011

Phone: [REDACTED]
Fax: [REDACTED]
Mobile: [REDACTED]

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Thank you.

QBuild Capricornia

| Original Evacuation Centre location | Item Description | Quantity | Condition | Location | Address for return | Date returned / Collected |
|--------------------------------------------------|----------------------------------------------------------------------------|------------|-----------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| Rockhampton (CQ University) | Stretcher bed | 97 | Used | EMQ, Yaamba Rd. | Gold Coast City Council Stores Depot 9 Olympic Circuit Southport QLD 4215 Gold Coast City Council Stores Depot 9 Olympic Circuit Southport QLD 4215 | |
| Rockhampton (CQ University) | Stretcher bed | 900 | Unused | EMQ, Yaamba Rd. | Gold Coast City Council Stores Depot | |
| Rockhampton (CQ University) | 3 Piece pillow/blanket/towel set (5 sets per box, 112 boxes) | 560 sets | Unused | EMQ, Yaamba Rd. | Gold Coast City Council Stores Depot | |
| Rockhampton (CQ University) | Disposable sheets (50 per bundle, 7 bundles) | 350 sheets | Unused | EMQ, Yaamba Rd. | Gold Coast City Council Stores Depot | |
| Rockhampton (CQ University) | Emergency packs of towel/pillow/blanket, 10 packs to a bundle (10 Bundles) | 100 packs | Unused | EMQ, Yaamba Rd. | Gold Coast City Council Stores Depot | |
| Theodore via Banana Shire Council Depot, Biloela | 3 Piece pillow/blanket/towel set (5 sets per box, 24 boxes) | 120 sets | Unused | EMQ, Yaamba Rd. | Gold Coast City Council Stores Depot | |
| Theodore via Banana Shire Council Depot, Biloela | Disposable sheets (3 x packs, 50 sheets per pack) | 150 sheets | Unused | EMQ, Yaamba Rd. | Gold Coast City Council Stores Depot | |

REQUEST FOR ASSISTANCE

Somerset Local Disaster Co-ordination Centre

TO: DISASTER DISTRICT CO-ORDINATOR

FROM: SOMERSET LOCAL DISASTER CO-ORDINATOR

OPERATION: January Floods 2011

REQUEST NUMBER: 5/11

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| SUBJECT: Request support to Staff an IMT to assist LDMG | |
| OWN RESOURCES <input checked="" type="checkbox"/> FULLY UTILISED <input type="checkbox"/> NOT APPROPRIATE <input type="checkbox"/> OTHER: | |
| PURPOSE/ NATURE OF REQUEST Request suitably qualified and experienced personnel to man an IMT to assist the Somerset LDMG conduct disaster operations | |
| DELIVERY Where to? Fernvale By when? 13/1/11 @ 0800 Transport type? Self Drive | |
| CONTACT Name: Tony Jacobs Organisation: Somerset LDMG Address: Telephone: [REDACTED] | |
| PRIORITY <input type="checkbox"/> URGENT <input checked="" type="checkbox"/> 12 Hours <input type="checkbox"/> 24 Hours <input type="checkbox"/> 72 Hours <input type="checkbox"/> NON URGENT | |
| CARGO Size Weight | |
| AUTHORISING OFFICER | <u> O.S.B </u> Signature |
| (Mayor/CEO/LDC/Delegate) | <u> Graeme Lehman </u> Name |
| DATE: 12 / Jan / 2011 TIME 17 : 10 hrs | |

MCNAMEE Peter

From: [REDACTED]
Sent: Wednesday, 12 January 2011 9:12 PM
To: MCNAMEE Peter
Subject: FW: Somerset LDMG - RFA 05/11
Importance: High
Attachments: Somerset RFA 05-11.doc

Paul Ziebarth
Acting Superintendent
District Officer
Gold Coast Police District
Ph: [REDACTED]

Gold Coast, a safe and secure place to live, visit and do business

From: DDC.GoldCoast[SER]
Sent: Wednesday, 12 January 2011 9:02 PM
To: Hellinga.PeterJ[SER]; Bloxham.HataliaJ[SER]; Lehmann.TroyG[SER]; Lynch.LaurenceJ[SER]; Allen.GlennW[SER]; Ziebarth.PaulG[SER]; [Temp] Mailbox Increased to 70MB 1C831201 JAS 12/01/2011: Finn.KevinJ[SER]; Holmes.ShaneM[SER]; Plowman.JimE[SER]; Marks.TonyH[SER]; Hearn.DesmondJ[SER]; Gray.MitchellR[SER]; Baade.GregoryJ[SER]; Ahearn.ChristopherH[SER]
Subject: FW: Somerset LDMG - RFA 05/11
Importance: High

From: SDCCLOGS [REDACTED]
Sent: Wednesday, January 12, 2011 9:01:33 PM
To: DDC.GoldCoast[SER]
Cc: Eddie Bennet
Subject: FW: Somerset LDMG - RFA 05/11
Importance: High
Auto forwarded by a Rule

Good Evening,

Please find attached an RFA for a qualified IMT to assist the Somerset LDMG.

I have been advised that the team is ready to go, they are just waiting on confirmation from you and then down to Gold Coast City Council.

If you have any queries please do not hesitate to contact me.

Kind Regards

Niki Eltridge
Logistics
State Disaster Coordination Centre (SDCC)
Phone: [REDACTED]
Email: [REDACTED]
Fax: (07) 3357 4682

From: SDCCOPS
Sent: Wednesday, 12 January 2011 8:04 PM
To: SDCCLOGS
Subject: FW: Somerset LDMG - RFA 05/11

Operations
State Disaster Coordination Centre (SDCC)
Ph: [REDACTED]
Email: [REDACTED]
Fax: 07 3357 4682

From: Steven Dunn On Behalf Of SDCC
Sent: Wednesday, 12 January 2011 19:59
To: SDCCOPS
Subject: FW: Somerset LDMG - RFA 05/11

From: [REDACTED]
Sent: Wednesday, 12 January 2011 19:27
To: SDCC
Subject: FW: Somerset LDMG - RFA 05/11

For consideration.

From: DDC.Ipswich[SR]
Sent: Wednesday, 12 January 2011 6:46 PM
To: [REDACTED]
Subject: FW: Somerset LDMG - RFA 05/11

To whom it may concern,

The attached request has been submitted by the Somerset Local Disaster Coordinator to the Ipswich District Disaster Coordinator. The request is for:

- An Incident Management Team deployed to the Somerset LDMG to conduct disaster operations.

The request has been considered by the Ipswich District Disaster Coordinator in consultation with the Emergency Management Queensland representative and considers it necessary to deploy an Incident Management Team for the flood response in this area.

It is understood an Incident Management Team is available for deployment through the Gold Coast City Council. It is recommended the SDCC request this resource be made available and deployed to the Somerset area. The relevant contact for the Incident Management Team from the Gold Coast City Council is Eddie BENNET (0428190823).

Thanks.

Michael EDE
Inspector
Ipswich District Disaster Coordination Centre
[Redacted]

From: Deryck Taylor [Redacted]
Sent: Wednesday, 12 January 2011 5:53 PM
To: DDC.Ipswich[SR]
Cc: EMQSEROPS06; Eddie Bennet; Tony Jacobs; Graeme Lehmann
Subject: Somerset LDMG - RFA 05/11

RFA from Somerset LDMG

Cheers

Deryck "Spitzzy" Taylor

Area Director
South Eastern Region
Emergency Management Queensland
State Emergency Service

114 Lahrs Road
Ormeau, Qld 4208



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MCNAMEE Peter

From: MCNAMEE Peter
Sent: Wednesday, 12 January 2011 10:54 PM
To: DAY Warren
Subject: FW: Somerset LDMG - RFA 05/11
Importance: High
Attachments: Somerset.RFA 05-11.doc

Hi Warren

Pls find attached the Request for Assistance from Somerset Regional Council for IMT support as Planning Officers.

Following further advice from Eddie, we will deploy 4 staff:

- Naomi Toy, who will also provide technical supervision of the GCCC response
- Jeff Hoogkamer
- Chris Waning. (Richard Webber is unavailable for the deployment, but Chris has the same skill profile as Richard)
- John Nixon. (This will provide additional opportunities for John's training).

The plan is to recall Naomi on Friday afternoon as she has personal commitments for the weekend, and replace her with Steven Dalton or Souis, subject to each confirming availability for the weekend. (Both have expressed interest previously in providing support).

I'll keep you posted

Cheers

Peter

PS.. I'll report this request and our offer in the SITREP for tomorrow am.

From: [REDACTED]
Sent: Wednesday, 12 January 2011 9:11 PM
To: MCNAMEE Peter
Subject: FW: Somerset LDMG - RFA 05/11

Paul Ziebarth
 Acting Superintendent
 District Officer
 Gold Coast Police District
 Ph: [REDACTED]

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From: DDC.GoldCoast[SER]
Sent: Wednesday, 12 January 2011 9:02 PM
To: Hellinga.Peter[SER]; Bloxham.Natalia[SER]; Lehmann.TroyG[SER]; Lynch.Laurence[SER]; Allen.GlennW[SER]; Ziebarth.PaulG[SER]; [Temp] Mailbox increased to 70MB [CB31201]As 12/01/2011: Finn.Kevin[SER]; Holmes.ShaneM[SER]; Plowman.JimE[SER]; Marks.TonyH[SER]; Heam.Desmond[SER]; Gray.MitchellR[SER]; Baade.GregoryJ[SER]; Ahearn.ChristopherH[SER]
Subject: FW: Somerset LDMG - RFA 05/11
Importance: High

From: SDCCLOGS [REDACTED]
Sent: Wednesday, January 12, 2011 8:01:33 PM
To: DDC.GoldCoast[SER]
Cc: Eddie Bennet
Subject: FW: Somerset LDMG - RFA 05/11
Importance: High
Auto forwarded by a Rule

Good Evening,

Please find attached an RFA for a qualified IMT to assist the Somerset LDMG.

I have been advised that the team is ready to go, they are just waiting on confirmation from you and then down to Gold Coast City Council.

If you have any queries please do not hesitate to contact me.

Kind Regards

Niki Etridge
 Logistics
 State Disaster Coordination Centre (SDCC)
 Phone [REDACTED]
 Email: [REDACTED]
 Fax: (07) 3357 4682

From: SDCCOPS
Sent: Wednesday, 12 January 2011 8:04 PM
To: SDCCLOGS
Subject: FW: Somerset LDMG - RFA 05/11

Operations
State Disaster Coordination Centre (SDCC)
Ph: [REDACTED]
Email: [REDACTED]
Fax: 07 3357 4682

From: Steven Dunn On Behalf Of SDCC
Sent: Wednesday, 12 January 2011 19:59
To: SDCCOPS
Subject: FW: Somerset LDMG - RFA 05/11

From: [REDACTED]
Sent: Wednesday, 12 January 2011 19:27
To: SDCC
Subject: FW: Somerset LDMG - RFA 05/11

For consideration.

From: DDC.Ipswich[SR]
Sent: Wednesday, 12 January 2011 6:46 PM
To: [REDACTED]
Subject: FW: Somerset LDMG - RFA 05/11

To whom it may concern,

- The attached request has been submitted by the Somerset Local Disaster Coordinator to the Ipswich District Disaster Coordinator. The request is for:
- An Incident Management Team deployed to the Somerset LDMG to conduct disaster operations.

The request has been considered by the Ipswich District Disaster Coordinator in consultation with the Emergency Management Queensland representative and considers it necessary to deploy an Incident Management Team for the flood response in this area.

It is understood an Incident Management Team is available for deployment through the Gold Coast City Council. It is recommended the SDCC request this resource be made available and deployed to the Somerset area. The relevant contact for the Incident Management Team from the Gold Coast City Council is Eddie BENNET (0428190823).

Thanks.

Michael EDE
Inspector
Ipswich District Disaster Coordination Centre
[REDACTED]

From: Deryck Taylor [REDACTED]
Sent: Wednesday, 12 January 2011 5:53 PM
To: DDC.Ipswich[SR]
Cc: EMQSEROPS06; Eddie Bennet; Tony Jacobs; Graeme Lehmann
Subject: Somerset LDMG - RFA 05/11

RFA from Somerset LDMG

Cheers

Deryck "Spitzzy" Taylor

Area Director
South Eastern Region
Emergency Management Queensland
State Emergency Service

114 Lahus Road
Ormeau, Qld 4208

[REDACTED]



.....
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Attachment 2.7

REQUEST FOR ASSISTANCE

Ipswich DISASTER CO-ORDINATION CENTRETO: BRISBANE DISTRICT DISASTER CO-ORDINATOR
[REDACTED]

FROM: CHAIRMAN / LDC

| | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------|
| OPERATION | Ipswich Flooding 2011 | REQUEST NUMBER: |
| SUBJECT | | |
| Incident Management Team Support | | |
| OWN RESOURCES | | |
| <input checked="" type="checkbox"/> FULLY UTILISED <input type="checkbox"/> NOT APPROPRIATE | | |
| <input type="checkbox"/> OTHER: | | |
| PURPOSE/NATURE OF REQUEST | | |
| Request support by way of Team Leader and Operations Support Officer to assist the Somerset IMT. Contact has been made with Gold Coast City Council with regards to this matter | | |
| DELIVERY | | |
| <ul style="list-style-type: none"> • WHERE TO: Somerset regional Council Officers • BY WHEN?: Monday 24/1/11 -- 7am • TRANSPORT TYPE: Self | | |
| CONTACT | | |
| <ul style="list-style-type: none"> • NAME: Tony Jacobs ORGANISATION: Somerset Regional Council • ADDRESS: 2 Redbank Street, Esk • TELEPHONE: [REDACTED] | | |
| PRIORITY | | |
| URGENT <input type="checkbox"/> 12 HOURS <input type="checkbox"/> 24 HOURS <input checked="" type="checkbox"/> 72 HOURS | | |
| <input type="checkbox"/> NON-URGENT | | |
| CARGO | | |
| <ul style="list-style-type: none"> • SIZE: WEIGHT: | | |
| AUTHORISING OFFICER | | |

From: [REDACTED]

[REDACTED]

21/01/2011 13:33

#015 P.002/003

| | |
|-----------------------|------------------------|
| NAME S WILLIAMS | TITLE: Inspector |
| SIGNATURE: [REDACTED] | |
| DATE: | 21/1/11 TIME: 1330 hrs |

MCNAMEE Peter

From: Scott Leonard [REDACTED]
Sent: Friday, 21 January 2011 5:18 PM
To: DAY Warren; MCNAMEE Peter
Cc: [REDACTED]
Subject: FW: RFA - Incident Management Support Team for Somerset IMT
Importance: High
Attachments: 210111 - RFA - IMT Support - Ipswich DDC'.pdf

Gents,

I understand that you are expecting this one. Please confirm whether GCCC can assist by replying to [REDACTED]

Regards

Scott Leonard
Natural Disaster Resilience Program Senior Advisor
Owned by, Governed by, Working for: Councils
Natural Disaster Resilience Program (QLD)
Local Government Association of Queensland - Learn about LGOnline
Address [REDACTED]
Disclaimer

MCNAMEE Peter

From: Scott Leonard [REDACTED]
Sent: Friday, 21 January 2011 7:59 PM
To: MCNAMEE Peter
Cc: [REDACTED] DAY Warren; [REDACTED]
Subject: RE: RFA - Incident Management Support Team for Somerset IMT
Hi Peter,

Thank you very much. Let me know if you need anything further from me.

Regards

Scott Leonard
Natural Disaster Resilience Program Senior Advisor
Owned by, Governed by, Working for: Councils
Natural Disaster Resilience Program (QLD)
Local Government Association of Queensland - Learn about LGOnline
Address [REDACTED]
Disclaimer

From: MCNAMEE Peter [REDACTED]
Sent: Friday, 21 January 2011 6:50 PM
To: Scott Leonard; DAY Warren
Cc: [REDACTED]
Subject: RE: RFA - Incident Management Support Team for Somerset IMT

Good afternoon Scott

This is to confirm that GCCC can meet this request and will be despatching 2 officers to Somerset Regional Council.

SRC have advised that the GCCC Officers will be needed until Tues (incl)

Cheers

Peter

Peter McNamee
Executive Coordinator Disaster Management
Engineering Services
for the Chief Executive Officer

Gold Coast City Council
Ph: [REDACTED]
PO Box 5042 Gold Coast Mail Centre Qld 9729
<http://www.goldcoastcity.com.au>

From: Scott Leonard [REDACTED]
Sent: Friday, 21 January 2011 5:17 PM

11/04/2011

To: DAY Warren; MCNAMEE Peter
Cc: [REDACTED]
Subject: FW: RFA - Incident Management Support Team for Somerset IMT

Gents,

I understand that you are expecting this one. Please confirm whether GCCC can assist by replying to [REDACTED]

Regards

Scott Leonard
Natural Disaster Resilience Program Senior Advisor
Owned by, Governed by, Working for: Councils
Natural Disaster Resilience Program (QLD)
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Lockyer Valley Regional Council Disaster Co-ordination Centre

REQUEST FOR ASSISTANCE

TO: DISTRICT DISASTER CO-ORDINATOR

FROM: Local Disaster Coordinator

REQUEST NUMBER

OPERATION NAME

SUBJECT

Request for Local Govt Staff to backfill positions.

OWN RESOURCES

FULLY UTILISED NOT APPROPRIATE OTHER:

PURPOSE OF REQUEST

Request to backfill essential council employees due to rostering and fatigue leave. Staff required for periods identified. Request to LGAQ at SDMG. Staff required to be available from Monday morning at 8.30am at Lockyer Valley Regional Council. See attached listing for staffing details.

DELIVERY

Where to? Lockyer Valley Regional Council

By when? Monday 24th Jan 2011

Transport type Road

CONSIGNEE

Name Ian Flint

Telephone 1300005872

Address Cnr Railway and North Street Gatton

PRIORITY URGENT 12 Hours 24 Hours 72 Hours NON URGENT

CARGO

Size

Weight

AUTHORISING OFFICER (LDC) Neil Polglase and Ian Flint (CEO)



DATE / TIME 1530, 21/1/11



LVR ADDITIONAL STAFF RESOURCE LIST 21 January 2011

| BACK FILLED POSITIONS | NAME OF PERSON BEING RELIEVED | POSITION DESCRIPTION | | |
|--------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|----------------------|------------------------------------------------|------------------------------------------------|
| Executive Office - CEO | | | | |
| * 1 x Executive Assistant (6 weeks) | Ian Flint | Yes | No | <input checked="" type="checkbox"/> |
| Corporate Governance | | | | |
| * 1 x Human Resource Administration Officer (2 weeks) | Amy Thwaites | Yes | <input checked="" type="checkbox"/> | No |
| * 1 x Human Resource Manager (2 weeks) | Shane Browne | Yes | <input checked="" type="checkbox"/> | No |
| * 1 x Administrative Assistant / Minute Taker (8 weeks) | Rachel Lerch | Yes | No | <input checked="" type="checkbox"/> |
| * 1 x WHSO's (2 weeks minimum) | Martin Cash | Yes | <input checked="" type="checkbox"/> | No |
| 1 x WHSO (2 weeks) | New Position | Yes | <input checked="" type="checkbox"/> | No |
| 1 x WHSO (2 weeks minimum) | New Position | Yes | No | <input checked="" type="checkbox"/> |
| * 1 x Media Officers (2 weeks) | Jason Cubil | Yes | <input checked="" type="checkbox"/> | No |
| 1 x Media Officers (2 weeks) | New Position | Yes | <input checked="" type="checkbox"/> | No |
| * 1 x IT/Website Officer (2 weeks) | Jason Cubil | Yes | <input checked="" type="checkbox"/> | No |
| 1 x IT/Website Officer (2 weeks) | New Position | Yes | No | <input checked="" type="checkbox"/> |
| 1 x State Recovery Administration Officer (20 weeks) | New Position | Yes | No | <input checked="" type="checkbox"/> |
| 1 x State Recovery Officer (2 weeks) | New Position | Yes | No | <input checked="" type="checkbox"/> |
| Finance | | | | |
| 1 x Costing Clerk (up to 2 yrs) | New Position | Yes | No | <input checked="" type="checkbox"/> |
| 1 x Government Officer (up to 2 months) | New Position | Yes | No | <input checked="" type="checkbox"/> |
| * 4 x Customer Service Officers (Currently provided by QPG, LGAQ and Council of Mayors) | 1. Wendy Scott 2. Luke Sutcliffe 3. Cheryl Hogan 4. Kellie-ann Rack | Yes | <input checked="" type="checkbox"/> | No |
| 1 x Customer Service Officer (2 weeks) | New Position | Yes | No | <input checked="" type="checkbox"/> |

MCNAMEE Peter

From: Scott Leonard [REDACTED]
Sent: Sunday, 23 January 2011 10:58 AM
To: MCNAMEE Peter
Cc: [REDACTED]
Subject: RE: RFA - Lockyer Valley DDMG TT 2179
Attachments: Re FW RFA - Lockyer Valley DDMG TT 2179.htm

Hi Peter,

Thank you again for offering to help. BCC is working on providing the attached support; any other positions that can be filled by GCCC would be appreciated.

Regards

Scott Leonard
Natural Disaster Resilience Program Senior Advisor
Owned by, Governed by, Working for: Councils
Natural Disaster Resilience Program (QLD)
Local Government Association of Queensland - Learn about LGOnline
Address [REDACTED]
Disclaimer

From: MCNAMEE Peter [REDACTED]
Sent: Sunday, 23 January 2011 8:45 AM
To: [REDACTED]

Cc: [REDACTED]
Subject: RE: RFA - Lockyer Valley DDMG TT 2179

Hi Scott

We have previously submitted an Offer of Assistance to Disaster-affected Local Governments through SDCC, via our DDC, for a range of corporate and LG operational functions. This offer is still valid and details the range of functions that GCCC could provide.

Gold Coast City Council is happy to continue to receive requests for assistance and help wherever possible.
Please continue to direct RFA's through me at the GCCC Disaster Management Unit.

Cheers

Peter

Peter McNamee
Executive Coordinator Disaster Management
Engineering Services
for the Chief Executive Officer

Gold Coast City Council
Ph: [REDACTED]
PO Box 5042 Gold Coast Mail Centre Qld 9729
<http://www.goldcoastcity.com.au>

From: Scott Leonard [REDACTED]
Sent: Saturday, 22 January 2011 1:53 PM
To: [REDACTED]

Cc: [REDACTED]
Subject: FW: RFA - Lockyer Valley DDMG TT 2179

Hi,

Please find attached a request from LVRC for a number of relief staff to allow them to sustain their current operations. As described in the attachment, a range of skills are required and any contribution you can make will help. Duration of requirement is as listed, from two to four weeks depending on the position, from Monday 24 January.

We have a long way to go this summer and we can expect a number of these requests to manage in the coming months so please help Lockyer Valley however you can.

Please submit all offers to [REDACTED]

Regards

Scott Leonard
Natural Disaster Resilience Program Senior Advisor
Owned by, Governed by, Working for: Councils
Natural Disaster Resilience Program (QLD)
Local Government Association of Queensland - Learn about LGOnline
Address [REDACTED]
Disclaimer

12/04/2011

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MCNAMEE Peter

From: HOOBKAMER Jeff
Sent: Monday, 24 January 2011 12:58 PM
To: DRINKWATER Cath; MCNAMEE Peter
Cc: GUIDOSTEEN Anthony
Subject: RE: Possible Request for assistance
Hi Cath/Pete,

I would be happy to assist with the below if required.

If needed, I'll do my required work over the weekend for Monday (if I can claim that as overtime or time in lieu?).

Cheers,
Jeff.

From: DRINKWATER Cath
Sent: Monday, 24 January 2011 12:40 PM
To: MCNAMEE Peter
Cc: GUIDOSTEEN Anthony; HOOBKAMER Jeff
Subject: RE: Possible Request for assistance

Hi Peter

Anthony is available to support from tomorrow and Jeff is just reviewing and will let you know shortly.

thanks
Cath

Cath Drinkwater
Manager Customer Contact
Customer Contact

Gold Coast City Council
Ph: [REDACTED]
PO Box 5042 Gold Coast Mail Centre Qld 9729
<http://www.goldcoastcity.com.au>

From: MCNAMEE Peter
Sent: Monday, 24 January 2011 11:34 AM
To: DRINKWATER Cath
Subject: Possible Request for assistance

Hi Cath

I'm not sure if you're able to help with this one, but we're likely to rcv a request for assistance from Lockyer Valley Regional Council for customer contact officers to assist their Council during flood recovery.

The deployment would be to work at Gatton in their Council for weekdays - until Friday. Accommo and meals would be provided.

All costs to GCCC are reclaimable, and we can backfill our centre

Would you have any staff that would be available to assist, and willing to work out of Gatton for the week? All subject to Director approval.

Cheers

Pete

Peter McNamee
Executive Coordinator Disaster Management
Engineering Services
for the Chief Executive Officer

Gold Coast City Council

Ph: [REDACTED]

PO Box 5042 Gold Coast Mail Centre Qld 9729

<http://www.goldcoastcity.com.au>

STATUTORY DECLARATION

QUEENSLAND }
TO WIT }

I, Jeffrey Hoogkamer

of [REDACTED] Mermaid Waters QLD 4218, in the state of
Queensland,

do solemnly and sincerely declare that:

I received a request from the Manager Customer Contact, Catharine Drinkwater, around midday on Monday 24 January 2011, for two (2) volunteers to assist the Contact Centre at Lockyer Valley Regional Council. The request to Catharine was made by the Executive Coordinator Disaster Management, Peter McNamee, after receiving a Request for Assistance via the State Disaster Coordination Centre from Derek Sellers at the Lockyer Valley Regional Council.

Along with myself, Anthony Guidosteen, a colleague of mine within Customer Contact branch (who is also a member of our Disaster Incident Management Team as an Operations Officer) also volunteered.

Upon meeting with Peter McNamee at 5pm that afternoon, we were advised that the Request For Assistance was to assist within the Contact Centre as Supervisors as the existing staff were directly affected by the floods or were being relieved due to fatigue. Peter had been attempting to contact Derek Sellers at LVRC to obtain further information, but had only been able to leave voice messages.

The next morning 25 January 2011, after picking up a vehicle from the Carrara Depot, Anthony and I departed at approximately 7:30am and headed toward the Gatton office and arrived at approximately 9:45am (after delays on the Logan Motorway at the Mt Lindsay Highway interchange due to an overturned oil tanker).

We proceeded to the Customer Service/Reception counter and was taken shortly to Derek Sellers office (Manager Financial Services and Customer Contact within LVRC). Mr Sellers appeared to be surprised to see us as he indicated that the request for help was almost 1 week old and was unsuccessfully attempting to return Peter McNamee's calls from the day before (due to an incorrect number that was written down by another staff member on the phone message).

Mr Sellers showed us the request for help, as it was a list of various staff/positions (what appeared to be between 10-20 positions) that were requested, with the greatest need in their engineering area due to fatigue management. He advised that staff had already arrived from other organisations to assist, including:

- 1 person from Scenic Rim Regional Council
- 1 person from Toowoomba Regional Council
- 3 staff from Queensland Police Service (Ipswich)
- Aurecon staff (arranged by the LGIS) were gathering data on damaged road infrastructure

Whilst the request did contain a request for assistance with their Contact Centre, he advised that most customer services had returned to normal (including Laidley Customer Service & QGAP office re-opened the week prior) and that the Contact Centre had returned to normal operation as nearly all staff had returned and the demand for their services had dropped allowing the return of a normal roster.

Therefore, if Mr Sellers was able to get in touch with Peter McNamee, he would have advised that the help was no longer needed.

However, as we had already made the trip and that we are also AIIIMS trained and members of the GCCC Disaster Incident Management Team, we offered our assistance in the other area of disaster response and recovery. Approval was granted from GCCC for us to do this.

We were taken to meet the Local Disaster Coordinator, Neil Polgase (from Murweh Shire Council) and David Fraser from Emergency Management Queensland and subsequently tasked to assist the Local Incident Controller, Cheryl-Lee Fitzgerald (from Cairns Regional Council) at the Grantham Community Recover Centre with Operations up to and including 28 January 2011.

AND I MAKE THIS SOLEMN DECLARATION CONSCIENTIOUSLY BELIEVING THE SAME TO BE TRUE, AND BY VIRTUE OF THE PROVISIONS OF THE OATHS ACT 1867 - 1988.

Signature: _____

(sign only in the presence of JP or CDec)

Taken and Declared before me, at BUNDALL)

This 11TH day of APRIL 2011

A Justice of the Peace or
Commissioner for Declarations

REIN AUGUST KRUUSMAA JP COM DEC

STATUTORY DECLARATION

QUEENSLAND
TO WIT }

I, Anthony Guidosteen of [redacted] Warongary, in the state of Queensland, do solemnly and sincerely declare that these are my Personal Observations regarding my deployment to Lockyer Valley Regional Council (LVRC) for the January Floods Disaster Assistance between 25 - 28 January 2011.

I received a request from the Manager Customer Contact, Catharine Drinkwater, on Monday 24 January 2011, to assist LVRC with Contact Centre operations. I agreed and was advised to contact Executive Coordinator Disaster Management, Peter McNamee for more details.

Along with myself, Jeffrey Hoogkamer, a colleague of mine within Customer Contact branch (who is also a member of our Disaster Incident Management Team as an Planning Coordinator) had a meeting with Peter McNamee at 5pm that afternoon where we were received a OH&S briefing and were advised that we would be assisting in the LVCR Contact Centre as Superiors Roles and were required to leave the following morning and report to the LVRC in Gatton.

The next morning Jeff & I travelled to the Gatton office and arrived at approximately 9:45am. We proceeded to the Customer Service/Reception counter and was taken shortly to Derek Sellers office (Manager Financial Services and Customer Contact within LVRC). Mr Sellers appeared to be surprised to see us as he indicated that the request for help was almost 1 week old and was unsuccessfully attempting to return Peter McNamee's calls from the day before (due to an incorrect number that was written down by another staff member on the phone message).

Derek advised that there was no longer a need for assistance in the Contact Centre however, as we had already made the trip and that we are also AHMS trained and members of the GCCC Disaster Incident Management Team, we offered our assistance in the other area of disaster response and recovery. Approval was granted from GCCC for us to do this.

We were taken to meet the Local Disaster Coordinator, Neil Polgase (from Murweh Shire Council) and David Fraser from Emergency Management Queensland and subsequently tasked to assist the Local Incident Controller, Cheryl-Lee Fitzgerald (from Cairns Regional Council) at the Grantham Community Recover Centre with Operations.

AND I MAKE THIS SOLEMN DECLARATION CONSCIENTIOUSLY BELIEVING THE SAME TO BE TRUE, AND BY VIRTUE OF THE PROVISIONS OF THE OATHS ACT 1867 - 1988.

Signature: _____

(sign only in the presence of JP or CDec)

Taken and Declared before me, at BUNDALL }

This 11TH day of APRIL 2011 }



A Justice of the Peace
or Commissioner for Declarations

()

()

MCNAMEE Peter

From: Scott Leonard [REDACTED]
Sent: Tuesday, 25 January 2011 3:13 PM
To: MCNAMEE Peter
Cc: DAY Warren
Subject: RE: RFA - Lockyer Valley DDMG TT 2179

Hi Peter,

Thank you again for the great support. Unfortunately your staff were caught in the (understandable) processing lag at LVRC that has occurred over the past few days. Townsville and Redland were in a similar position but held their people back until I could get LVRC to confirm today whether they were still needed.

Your additional two staff will be gainfully employed I am sure and their costs will definitely be claimable under NDRRA. One of the BCC staff deployed to LVRC, Vera Lazarides, is attempting to capture all the deployments to LVRC for NDRRA purposes as we speak and may contact you to verify all of GCCC's contributions to LVRC.

Regards

Scott Leonard
Natural Disaster Resilience Program Senior Advisor
Owned by, Governed by, Working for: Councils
Natural Disaster Resilience Program (QLD)
Local Government Association of Queensland - Learn about LGOnline
Address [REDACTED]
Disclaimer

From: MCNAMEE Peter [REDACTED]
Sent: Tuesday, 25 January 2011 2:48 PM
To: Scott Leonard
Cc: DAY Warren
Subject: FW: RFA - Lockyer Valley DDMG TT 2179

Hi Scott

Further to my last contact with you, in response to the State-level request for assistance received, GCCC has deployed 1 x WHSO and 2 x Customer Contact Officers to assist Lockyer Valley Regional Council with managing fatigue during their flood response and recovery operations.

All three officers arrived at LVRC this morning - and the GCCC WHSO is working in conjunction with the LVRC WHSO.

However, the 2 Customer Contact Officers were advised on arrival that the request for assistance for their services is outdated; and there is no longer the need for support. However, they were asked to stay on to assist LVRC with their coordination arrangements. (Both officers are also GCCC Disaster Coordination Centre staff, with significant planning and operational experience; with one just recently returned from deployment to Esk.)

Given this scenario, would you please:

1. Request the State-level arrangements to ensure that requests for assistance are checked for their currency, prior to distribution to agencies for action. This will avoid the current situation of requests for assistance moving slowly through the system, and being sent on for action when action is no longer needed.

2. Advise as to whether or not the State will endorse the 2 x GCCC Customer Contact officers to stay on in Gatton to assist with Disaster Coordination. Warren Day has approved them to stay on to assist today - given that they have been deployed and the local need for this support. If the State does not endorse the GCCC staff to stay in this capacity, please advise before COB today and we will withdraw our staff immediately.

Please give me a call if any questions

Regards

Peter

Peter McNamee
Executive Coordinator Disaster Management
Engineering Services
for the Chief Executive Officer

Gold Coast City Council

Ph: [REDACTED]
PO Box 5042 Gold Coast Mail Centre Qld 9729
<http://www.goldcoastcity.com.au>



Job ID 299 REQUEST FOR ASSISTANCE Referred To Task Tracker

Normal Priority

Hinchinbrook Ldmg Hinchinbrook



Other Ref

Cross Street / Landmark

| | | |
|------------------------|------------------------|----------|
| Date/Time Job Received | Feb 10, 2011 | 11:18:48 |
| Date/Time Referred | 10/02/2011 11:22:00 AM | |
| GPS Degrees | 146.2146 ; -18.34414 | |
| Map Ref | | |
| Map Name | | |

Details

Request for Environmental Health Officers . 2 EHO's from QH based in Townsville - Wed, Thur, Friday

8 EHO's from Gold Coast City Council - Thur, Frid, Sat, Sun, Mon.

Local arrangements have been made. Requires DDC approval. Request for GC EHO's forwarded SDCC.

Contact Details

Caller: Other
 Name: Tudor Tantase
 Phone No: [Redacted]
 Other Contact No:
 Language: English

Hazards Negated

Flooding
 Various addresses subject to inundation & cyclone damage - structural & vegetation.

Structure Details

Damage: Public Facility
 Floor Level: No. Storeys Low Set

Notes Supplied By Agency

Feb 10, 2011 11:22:54 tasktracker Request for local EHO's already referred to Townsville LDMG ref Job #144.

Notes Supplied By Tasking Officer

[Redacted]

10/2/11

10-02-11:10:23

1817 4776 3283

1/ 2

TOWNSVILLE DDC
Richard Shaw 4726 8670
REQUEST FOR ASSISTANCE

TO: DISTRICT DISASTER CO ORDINATOR
FROM: CHAIRPERSON / LOCAL DISASTER COORDINATOR
LDMG: HINCHINBROOK

| OPERATION NAME | REQUEST NUMBER | DATE | TIME |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-----------------------------------------------------|--------|
| CYCLONE YASI | 20 | 8/2/11 | 5.00pm |
| SUBJECT: (Brief description of task requested, to include size & weight of any cargo, and exact location of pick-up and delivery): Provision of additional EMO'S from 9/2/11 to the 14/2/11 (inclusive) | | | |
| We have prepared this - can DDC please approve | | | |
| PRIORITY | <input checked="" type="checkbox"/> URGENT | <input type="checkbox"/> NON URGENT | |
| OWN RESOURCES | <input type="checkbox"/> FULLY UTILISED | <input checked="" type="checkbox"/> NOT APPROPRIATE | |
| REMARKS: (Time restraints, landing zones available, etc): 2 EMO'S from QH based in TSV. -- Wed, Thur, Friday this week 8 EMO'S from Gold Coast City Council -- Thur, Fri, Sat, Sun, Monday. | | | |
| Name: Local Disaster Coordinator (please print) ... Signat: | | Date: 8/1/11 | |

(If the DDC is unable to meet the request, this form should be forwarded by the DDC to the SDCO)

TO: STATE DISASTER COORDINATION CENTRE
FROM: DDC/OPSO,

| | | |
|---------------------------------------------------------|-----------------------------------------|------------------------------------------|
| PRIORITY | <input type="checkbox"/> URGENT | <input type="checkbox"/> NON URGENT |
| OWN RESOURCES | <input type="checkbox"/> FULLY UTILISED | <input type="checkbox"/> NOT APPROPRIATE |
| Name: _____ (please print) Signature: _____ Date: _____ | | |

Peter Hollier Gold Coast DDC

MCNAMEE Peter

From: [REDACTED]
Sent: Thursday, 10 February 2011 10:23 AM
To: [REDACTED]
Cc: MCNAMEE Peter
Subject: FW: Inquiry of existance/status of "Request for assistance (GCCC Environment Health Officers) - Cyclone Yasi Far North Queensland

I have spoken briefly with Richard Scholl who has confirmed that Hinchbrook did pass a request for 2-3 EHO on 2.2.11. This request was passed to Townsville LDMG. No advice has been received that this request was not satisfied or remains outstanding. Guardian job 144 refers. It is understood that a Gaven Hammond from Townsville LDMG has carriage of the original request and "no additional request" has been passed from Hinchbrook to Townsville DDC.

Peter Hellinga
Sergeant 3409
Assistant Operations Support Officer
Gold Coast District Disaster Management Group (GC DDMG)
Ph [REDACTED]
Fax [REDACTED]
Mobile [REDACTED]
email : [REDACTED]

From: Scholl.Richard[NR]
Sent: Thursday, 10 February 2011 9:41 AM
To: Hellinga.PeterJ[SER]
Subject: RE: Inquiry of existance/status of "Request for assistance (GCCC Environment Health Officers) - Cyclone Yasi Far North Queensland

Hi Peter
I have checked our ROA's received and have no record of anything of this nature from Hinchbrook.
Can you please have them contact me at the Townsville DDCC and I will enter it on the system and send it to the SDCC for consideration.

Regards

R.SCHOLL
A/S/Sgt Tactician
Townsville DDCC
Tel [REDACTED]

From: Hellinga.PeterJ[SER]
Sent: Thursday, 10 February 2011 9:34 AM
To: DDC Townsville
Subject: Inquiry of existance/status of "Request for assistance (GCCC Environment Health Officers) - Cyclone Yasi Far North Queensland

Good morning

Just double checking to see whether the below identified "Request for assistance" has been received and progressed from your area.

Cheers

Peter Hellinga
Sergeant 3409
Assistant Operations Support Officer
Gold Coast District Disaster Management Group (GC DDMG)

12/04/2011

Ph [REDACTED]
Fax [REDACTED]
Mobile [REDACTED]
email : [REDACTED]

From: DDC.GoldCoast[SER]
Sent: Thursday, 10 February 2011 9:31 AM
To: Hellinga.PeterJ[SER]; Bloxham.NataliaJ[SER]; Lehmann.TroyG[SER]; Lynch.LaurenceJ[SER]; Allen.GlennW[SER]; Ziebarth.PaulG[SER]; Holmes.ShaneM[SER]; Plowman.JimE[SER]; Marks.TonyH[SER]; Ahearn.ChristopherN[SER]
Subject: FW: Request for assistance - Cyclone Yasi Far North Queensland

From: Hellinga.PeterJ[SER]
Sent: Thursday, February 10, 2011 9:30:48 AM
To: DDC.GoldCoast[SER]
Cc: 'MCNAMEE Peter'
Subject: Request for assistance - Cyclone Yasi Far North Queensland
Auto forwarded by a Rule

Peter McNamee GCCC telephoned in the last few moments to advise that yesterday Hinchbrook Council had yesterday (Wednesday 9.2.11) made a formal request for a number of Environmental Health Officers (from GCCC) to Townsville DDC yesterday.

The formal request was followed up by a telephone call this morning by Hinchbrook Council to gauge the status of the request to GCCC.

I have not identified evidence of a formal request being presented to the GC DDC at this time.

Provided for information purposes and for action should the request come forward.

Peter Hellinga
Sergeant 3409
Assistant Operations Support Officer
Gold Coast District Disaster Management Group (GC DDMG)
Ph [REDACTED]
Fax [REDACTED]
Mobile [REDACTED]
email : [REDACTED]

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MCNAMEE Peter

From: MCNAMEE Peter
Sent: Friday, 11 February 2011 10:24 AM
To: COHEN John
Cc: PATRICK Stuart; HINGST Peter; IRWIN Kel; CASIMIRO-GIL Paula
Subject: RE: Resource request - Environmental Health Support to Hinchinbrook
Hi John

I have just spoken with Tudor Tamase, the EH Mgr from Hinchinbrook, and he has advised that as from Monday for 3 days on site would be ideal - this would allow them to complete a sweep of the area.

Cheers

Peter

PS.. Looking at the date on their original request, I suspect H'brook were seeking these resources as from yesterday. With the request only reaching us this morning, I suspect that the State system couldn't process their request quickly enough to meet the original needs of resources request .. ?

From: COHEN John
Sent: Friday, 11 February 2011 10:04
To: MCNAMEE Peter
Cc: PATRICK Stuart; HINGST Peter; IRWIN Kel; CASIMIRO-GIL Paula
Subject: RE: Resource request - Environmental Health Support to Hinchinbrook

Peter,
Can you confirm dates please.
John.

From: MCNAMEE Peter
Sent: Friday, 11 February 2011 9:33
To: COHEN John
Cc: MCCOOL Colette; DAY Warren; LOVELL Tracey
Subject: Resource request - Environmental Health Support to Hinchinbrook

Good morning John

This is a formal request for assistance from Hinchinbrook Shire, via the Queensland Disaster Management Arrangements, for EHO assistance. The request was received this morning via the Gold Coast District Disaster Coordinator.

If approved by Colette, these resources will be deployed to work in the area around Ingham. The original request for assistance from Hinchinbrook is attached below for your reference. You will notice that the request is for 8 officers, which may not be possible for GCCC to provide. Please advise the level of resourcing that we could provide, if any.

The project number for recording of expenses for this deployment will be **EP88 7502**.

Any q's, please give me a call

Peter

REQUEST FOR ASSISTANCE: 011

Requesting Agency: Hinchinbrook Shire Council

Tudor tamase
Environmental Health Manager
Hinchinbrook Shire Council

ph [REDACTED]

Resource Requested:

Environmental Health Officers

Length of Time of Deployment :

ASAP - please refer to the attached request

Special instructions:

Prior to deployment, please:

- Identify staff to be deployed. Please advise Corporate Risk of names and payroll numbers of employees prior to deployment
- Advise the DMU of when the resource is ready for deployment so the Queensland Disaster Management arrangements can be advised

Peter McNamee
Executive Coordinator Disaster Management
Engineering Services
for the Chief Executive Officer

Gold Coast City Council

Ph: [REDACTED]
PO Box 5042 Gold Coast Mail Centre Qld 9729
<http://www.goldcoastcity.com.au>

MCNAMEE Peter

From: COHEN John
Sent: Sunday, 13 February 2011 12:00 AM
To: PATRICK Stuart; MCNAMEE Peter
Subject: Re: Request from Lockyer Valley for Assistance

Hi Peter,
I confirm that we unable to assist further at this time.
John

From: PATRICK Stuart
To: COHEN John
Sent: Fri Feb 11 17:09:57 2011
Subject: Request from Lockyer Valley for Assistance

JC

Peter has received a request from Lockyer Valley for 2 EHOs.
I had told Peter that we have most likely fully deployed our available resources whilst we have staff in Hinchinbrook (of which he assumed would be the case).
As you may have a different view, could you please confirm your decision with Peter please.
thanks

Stuart Patrick
A/Exec. Coordinator Environmental Health Services & Policy
for the Chief Executive Officer

Gold Coast City Council

Ph: [REDACTED]
PO Box 5042 GCMC 9729
www.goldcoastcity.com.au

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MCNAMEE Peter

From: MCNAMEE Peter
Sent: Thursday, 13 January 2011 6:18 AM
To: SINCLAIR Warwick; THOMSON Peter; BAILEY Bruce; PARKER Glenn; MIRFENDERESK Hamid; GAMBLE Peter; HELDON Kerry; PIKE Greg; MCNAMEE Peter; PODOLAK Tony; DBS Admin; Disaster Welfare; FOURNIER Bree; SECURITY; Glenn Allen - QPS; Brett McHugh - QFRS; Cary Strong - QAS; Danny Murphy - QAS; Debbie Ashton - WSC; David Swift Hoadley- Main Roads; David Shellshear - DoC; Daryl Collins - D/LDC GCCC; DDC - QPS; DDMG - QPS; CC Dale Dickson - GCCC; Squizzy Taylor - EMQ; Dean Gutteridge - D/LDC GCCC; Doreen Harwood - Tweed Shire; CC Divison 9 - GCCC; David Montgomery - GCCC; DMU; Dr Don Staines - QLD Health; Ewan Cayzer - QFRS Rural Ops; EMQ SER Duty Officer; Steven Flori - QPS Coomera; CC Fiona Roberts - GCCC; Gary McCormick - Energex; Steven Ritchardson - QRFS; Craig Huxley - A/Supt QPS Logan; John Cohen - GCCC; Jo Timms - Gold Coast Health; Judy Rodwell - QFRS Admin; Katherine Schneider - DoC; Malcolm McKellar - Telstra; Mayor; Michael Kenyon - GCCC; CC Peter Monaghan - QPS Logan; Naomi Toy - GCCC; Paul Gear - Allconnex; Rick Pak - Allconnex; Rob Porter - GCAL; Scott Antcliff - QPWS; Sharon Jurd - Qhealth; Simon Jenns - APA; Ted Shepherd - D/Chair; Tracey Ryan - DoC; Peter Waugh - QPS Logan; Warren Day - LDC; Bill James- QFRS; Warren Rowe - GCCC; Paul Ziebarth - QPS

Subject: SITREP 3

Attachments: SITREP 3 - 13 January 2011 0600 hrs[1].doc

Please find attached SITREP 3.

LDMG is currently at STAGE 1 - ALERT.



Situation Report

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>To:</p> <p>Disaster District Coordinators Gold Coast Disaster District, Logan Disaster District</p> <p>CC: Eddie Bennet EMQ Regional Director SER</p> | <p>From: Warren Day Local Disaster Coordinator Gold Coast City Local Disaster Management Group</p> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|

| | | |
|------------------------|----------------|-------------------|
| Date | Time | Sitrep No. |
| Wed 13 Jan 2011 | 0600hrs | 3 |

1. WEATHER

| <p>Local observations:</p> | <p>There are no severe weather warnings for the Gold Coast.</p> <p>The Bureau of Meteorology forecast for today is for a shower or two, with moderate to fresh SE winds.</p> <p style="text-align: center;">Max 27</p> <p>UV Alert from 7:40 am to 4:10 pm, UV Index predicted to reach 15 [Extreme]</p> <p>The outlook for Friday and the weekend is similar:</p> <p>Friday</p> <p style="padding-left: 40px;">A shower or two</p> <p style="padding-left: 40px;">Min 21</p> <p style="padding-left: 40px;">Max 27</p> <p>Saturday</p> <p style="padding-left: 40px;">Mostly fine, possible shower</p> <p style="padding-left: 40px;">Min 21</p> <p style="padding-left: 40px;">Max 28</p> <p>Tide forecast are shown, but high tides are not king tides, or of significant levels. (Highest astronomical tide for the Gold Coast is 1.91m)</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th colspan="2">Thursday 13</th> <th colspan="2">Friday 14</th> <th colspan="2">Saturday 15</th> </tr> <tr> <th>Time</th> <th>Height</th> <th>Time</th> <th>Height</th> <th>Time</th> <th>Height</th> </tr> </thead> <tbody> <tr> <td>0234</td> <td>1.12</td> <td>0341</td> <td>1.19</td> <td>0442</td> <td>1.29</td> </tr> <tr> <td>0823</td> <td>0.58</td> <td>0954</td> <td>0.57</td> <td>1110</td> <td>0.51</td> </tr> <tr> <td>1406</td> <td>0.99</td> <td>1519</td> <td>0.93</td> <td>1634</td> <td>0.92</td> </tr> <tr> <td>2032</td> <td>0.30</td> <td>2131</td> <td>0.30</td> <td>2230</td> <td>0.26</td> </tr> </tbody> </table> | Thursday 13 | | Friday 14 | | Saturday 15 | | Time | Height | Time | Height | Time | Height | 0234 | 1.12 | 0341 | 1.19 | 0442 | 1.29 | 0823 | 0.58 | 0954 | 0.57 | 1110 | 0.51 | 1406 | 0.99 | 1519 | 0.93 | 1634 | 0.92 | 2032 | 0.30 | 2131 | 0.30 | 2230 | 0.26 |
|------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------|-------------|--------|-------------|--|------|--------|------|--------|------|--------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Thursday 13 | | Friday 14 | | Saturday 15 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Time | Height | Time | Height | Time | Height | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0234 | 1.12 | 0341 | 1.19 | 0442 | 1.29 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0823 | 0.58 | 0954 | 0.57 | 1110 | 0.51 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1406 | 0.99 | 1519 | 0.93 | 1634 | 0.92 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2032 | 0.30 | 2131 | 0.30 | 2230 | 0.26 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Any difference from official weather reports:</p> | <p>Not at this time.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

2. TRANSPORT

(If roads, airstrips etc closed, include estimated time of opening)

| | |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Road: | <p>Current road closures and hazards within the Gold Coast (www.131940.qld.gov.au):</p> <ul style="list-style-type: none">• BEECHMONT - BEECHMONT ROAD 12:28 AM 13/01/2011 BEECHMONT ROAD, BEECHMONT is currently closed between Bottletree Lane and 2km from Nerang-Murwillumbah Road intersection.• CLAGIRABA - CLAGIRABA ROAD 12:29 AM 13/01/2011 There is water over CLAGIRABA ROAD at CLAGIRABA near Nerang Beudesert Rd.• TUGUN - PACIFIC MOTORWAY 04:55 AM 12/01/2011 TUGUN BYPASS, TUGUN. A landslide occurred on the southbound lanes on the Tugun Bypass about one kilometre south of the Stewart Road interchange. One southbound lane is closed and traffic is reduced to 40km. |
| Rail: | <ul style="list-style-type: none">• Rail services on the Gold Coast line are severely impacted due to the flooding in Brisbane. Services between Kingston and Roma St are suspended, and services between Gold Coast and Beenleigh are operating at a reduced frequency. (www.translink.com.au) |
| Aviation: | <ul style="list-style-type: none">• Nil issues known |
| Marine: | <ul style="list-style-type: none">• Nil issues known |
| Other: | <ul style="list-style-type: none">• Nil issues known |

3. COMMUNICATIONS

(If communications out, include estimated time of reconnection)

| | |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Telephone Network: | <ul style="list-style-type: none">• Nil issues known |
| Mobile Telephone Network: | <ul style="list-style-type: none">• Vodafone network is still experiencing outages due to flooding in SEQ (Source: http://vodafone.custhelp.com/app/answers/detail/a_id/3730) |
| Radio (2-way): | <ul style="list-style-type: none">• Nil issues known |
| Broadcast Radio / TV: | <ul style="list-style-type: none">• Nil issues known |

4. POWER

(If power out, include estimated time of reconnection)

| | |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mains: | <ul style="list-style-type: none">• Gold Coast Hinterland (Advancetown) – 91 unplanned interruptions (Source: www.energex.com.au) |
| Auxiliary: | <ul style="list-style-type: none">• Nil issues known |

5. DAMAGE REPORTS

| | |
|----------------|--------------------------------------------------------------------|
| Buildings: | <ul style="list-style-type: none">• Nil issues known |
| Services: | <ul style="list-style-type: none">• Nil issues known |
| Environmental: | <ul style="list-style-type: none">• Nil issues known |

6. POPULATION

| | |
|-----------|-------------------------------------------------------------------|
| Deceased: | <ul style="list-style-type: none"> • None reported |
| Injured: | <ul style="list-style-type: none"> • None reported |
| Missing: | <ul style="list-style-type: none"> • None reported |
| Homeless: | <ul style="list-style-type: none"> • None reported |

7. EVACUATIONS

| | |
|-------------------------------|--------------------------------------------------------------------|
| Numbers: | <ul style="list-style-type: none"> • None reported |
| Origin: | <ul style="list-style-type: none"> • Not applicable |
| Destinations: | <ul style="list-style-type: none"> • Not applicable |
| Evacuation Centres Activated: | <ul style="list-style-type: none"> • None activated |
| Transport Logistics: | <ul style="list-style-type: none"> • None required |

8. INDUSTRY

| | |
|---------------------|----------------------------------------------------------------------|
| Council: | <ul style="list-style-type: none"> • Nil issues known |
| Government Offices: | <ul style="list-style-type: none"> • Nil issues known |
| Schools: | <ul style="list-style-type: none"> • Nil issues known |
| Hospitals: | <ul style="list-style-type: none"> • Nil issues known |
| Private Enterprise: | <ul style="list-style-type: none"> • Nil issues known |

9. LOCAL ARRANGEMENTS

| | |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Changes In Contacts: | <ul style="list-style-type: none"> • Executive Coordinator Disaster Management – Peter McNamee: [REDACTED] |
| Problems Encountered: | <ul style="list-style-type: none"> • [REDACTED] |
| Staff / Resources Deployment: | <ul style="list-style-type: none"> • The Incident Management Team continued to staff the Disaster Call Centre until 2000 hrs 12/01/11 • Disaster Management Unit continues to monitor the event. • State Emergency Service teams continue to assist with SEQ flood operations. |

10. ONGOING ACTIVITIES

(Include brief details of current operations; politician visits, etc)

| |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • A request for assistance has been received from the Gold Coast District Disaster Coordinator for Incident Management Team staff to support planning functions Somerset Regional LDMG. GCCC is deploying 4 staff at 0700 hrs. • The Gold Coast SES and Gold Coast City Council is continuing to supply sandbags. • Although there was no risk to the Gold Coast, levels of anxiety remained high regarding the flooding in Brisbane and possible impacts to the Gold Coast. The Gold Coast City Council operated its Disaster Call Centre until 2000 hrs to provide information and advice to the public regarding the event. After this time, this function transferred to the GCCC Afterhours Service. |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

11. PROJECTED OPERATIONS

(Major problems next 24/48 hours. Anticipated resource requirements, including food re-supply)

- Severe weather has passed, and no flooding is expected within the City.
- The LDMG remains at Stage 1 – Alert in response to the SEQ flood crisis. This is so agencies can be prepared to provide assistance to flood affected communities, if requested.
- Gold Coast City Council has submitted an Offer of Assistance via the DDC. The Offer is for the following resources to assist disaster-affected local governments.
 - Administrative, corporate and general functions
 - Disaster management functions
 - Fleet, plant and other equipment resources
 - Information and communications technology functions
 - Language skills
 - Technical and trade functions

12. GENERAL OVERVIEW OF THE SITUATION

- The Gold Coast City Local Disaster Management Group is at Stage 1 – Alert.
- Close liaison is being maintained with the Gold Coast District Disaster Coordinator.

| | | | | | |
|------------------|-------------|--------------|-------------------------------------------|-------------|--------------|
| Author | Date | Time: | Local Disaster Coordinator | Date | Time: |
| Peter McNamee | 13/01/11 | 0600 hrs | Warren Day LDC Gold Coast City LDMG | 13/01/11 | 0600 hrs |
| Signature | | | Signature | | |

MCNAMEE Peter

From: ARNOLD Kaye
Sent: Friday, 14 January 2011 2:31 PM
To: DL GCCC Directors; DL GCCC DirectorsSecretaries; DL GCCC Managers; Office of the CEO
Cc: MCNAMEE Peter; WEST-BOOTH Tracie
Subject: DEPLOYMENT OF STAFF
Attachments: TRACKS-#29297253-v1-DEPLOYMENT_OF_STAFF.DOC

To :

Office of the CEO, Directors, Managers

Please refer attached Briefing Note from the Disaster Management Unit in relation to Deployment of Staff.



TRACKS-#2929725
3-v1-DEPLOYMENT..

Joe McCabe
Director City Governance

Kaye Arnold
Executive Secretarial Support to CEO
Gold Coast City Council
Telephone : [REDACTED]
Facsimile : [REDACTED]
[REDACTED]
PO Box 5042 GCMC 9729

Briefing Note



PO Box 5042 Gold Coast MC Qld 9729
goldcoastcity.com.au

To : Chief Executive Officer
All Directors

Copy : All Managers

From : Local Disaster Coordinator, Gold Coast City Local Disaster
Management Group

Action by: Disaster Management Unit, Branches

Subject : GCCC Offer of Assistance to Disaster-affected Communities

Date : 13 January 2011

File No : CS287/298/-(P9) #29297253

Purpose

- To brief you on the GCCC Offer of Assistance to Disaster-affected Communities, and to outline a process for the management of requests for assistance.

Background

- On 12 January 2011, Mr Warren Day, Local Disaster Coordinator, Gold Coast City Local Disaster Management Group, submitted an Offer of Assistance to Disaster-affected Communities on behalf of Gold Coast City Council.
- The Offer of Assistance was prepared with the assistance of Directorates following an invitation for Directors and Managers to identify possible resources that could be deployed to assist communities.
- The Offer of Assistance was submitted through the Gold Coast District Disaster Coordinator, and has been passed onto the State Disaster Coordination Centre.
- In summary, the offer is organised by functional skill/resource, and covers the following areas:
 - Administrative, corporate and general functions
 - Disaster management functions
 - Fleet, plant and other equipment resources
 - Information and communications technology functions
 - Language skills
 - Technical and trade functions
- Gold Coast City Council might or might not receive requests for assistance based on the offer made. The role of the State Disaster Coordination Centre is to match requests for assistance from disaster-affected communities against offers of assistance.
- Under the Queensland Disaster Management Arrangements, command of deployed resources is retained by the deploying agency. This principle is established under the Australasian Inter-service Incident Management System (AIIMS). That is, during deployments, whilst tasks may be given to deployed teams, the responsibility for the management of personnel and non-human resources is retained by the deploying agency.

Current Issues

- To assist Gold Coast City Council to contribute to the State-wide disaster response and recovery efforts, and to ensure that Council continues to meet its obligations for workplace health and safety and core business continuity, a process has been developed to guide deployments in response to requests for assistance received.
- This process, which is outlined below, is designed to integrate both disaster management and core business considerations, and is designed to work within the administrative arrangements of the Queensland Disaster Management Arrangements and Gold Coast City Council.
- Central features of this process include:
 - The Disaster Management Unit will coordinate requests of assistance and offers of assistance in/out of Council respectively.
 - Directors are the authority to release resources from normal Gold Coast City Council operations for deployment.
 - The Corporate Risk Branch will assist Directorates in ensuring workplace health and safety obligations and for assessing impacts of deployments on Council business.
 - The City Solicitor will assist Directorates with any legal enquiries regarding deployments.
- The process includes links to documents to assist with implementing the above process.
- The process allows for the capture of extra-ordinary expenses associated with deployments, which are reclaimable under the Natural Disaster Relief and Recovery Arrangements (NDRRA).

Recommendation

- That you note this brief, and distribute to your Managers.

Peter McNamee
Local Disaster Coordinator
Gold Coast City Local Disaster Management Group

Process for deploying resources in response to requests for assistance for current SEQ Flood Disaster

- A request for assistance from the State Disaster Coordination Centre is received by Council's Disaster Management Unit, on behalf of the Local Disaster Coordinator.
- The Disaster Management Unit is to contact the requesting agency to gather information regarding the request (eg, date/time required, location, skill sets, indicative in situ risk exposures as identified by requesting agency, etc).
- The request is logged and referred to the appropriate Director, with copy to the appropriate Manager and the Manager Corporate Risk (for coordination of all WHS requirements with relevant supervisors).
- Director and Manager to identify appropriate resources to be deployed in response to the request. In doing this the following should be considered:
 - What resources are needed to meet the request?
 - What is the level of risk to the deploying resource?
 - Are personnel sufficiently trained and experienced to provide the service in the disaster context?
 - What is the impact on Council's business with the deployment, (ie loss of staff and related interdependencies for Council's critical operations within Council's business continuity plans?)
- In considering the above, the Manager should:
 - Review the "Flood Hazard Information Sheet"
 - Review the "Draft Corporate Hazard Risk Assessment Document" for working in flood-affected areas
- Director to be advised by Manager of resource(s) identified for deployment.
- Director to approve resources for deployment or otherwise
- Directorates to advise the Disaster Management Unit of approval.
- Disaster Management Unit to advise Director and Manager of project number for tracking of *extraordinary* expenses associated with the deployment for NDRRA purposes, and advise on nature of claimable expenses if required.
- Disaster Management Unit, on behalf of the Local Disaster Coordinator, to advise the State Disaster Coordination Centre via the District Disaster Coordinator, of the readiness of resource for deployment.
- Prior to resource deployment, the Manager is to ensure:
 - Flood-specific WHS Briefing and Induction is delivered.
 - Work activities to be undertaken and work locations are defined.
 - WHS hazard and risk assessments are completed with all relevant control measures in place.
 - Ensure the list of "Personal Kit Checklist" items are provided to deployed staff.
- On completion of the deployment, Manager to advise Director and Disaster Management Unit on the return of resource(s).

- If plant and equipment resources were deployed, Manager to conduct inspection of resource. Manager to advise Disaster Management Unit of any damage or repairs required. Disaster Management Unit to advise project number for repairs and/or maintenance.
- Disaster Management Unit, on behalf of the Local Disaster Coordinator, to advise the State Disaster Coordination Centre via the District Disaster Coordinator, of completion of deployment and associated reclaimable costs under NDRRA, so that the request for assistance can be completed.

End.

MCNAMEE Peter

From: CULVERHOUSE Cathie
Sent: Tuesday, 18 January 2011 8:48 AM
To: WEBBER Richard
Cc: PEARSON Brian; CHAPMAN Peter; SPRAKE Nina; DENHOLDER Brooke; ALLIBONE Pamella; MATULIS Donna; MCNAMEE Peter
Subject: FW: Resource request - IMT Support to Somerset Regional Council
Attachments: TRACKS-29297253.DOC.DRF

Hi Richard
Both Marian and I have approved this arrangement.
Pls talk to Peter McNamee directly about what happens now, and of course let Brian know if you have any difficulties along the way.
I am very pleased you are able to help out.
Cathie

Cathie Culverhouse
Manager Social Planning & Development
Community Services
for the Chief Executive Officer
Gold Coast City Council
Ph: [REDACTED]
PO Box 5042 GCMC 9729
www.goldcoastcity.com.au

Gold Coast City Council - confidential communication
This email and any files transmitted with it are confidential and are intended solely for the use of the addressee. If you are not the intended recipient be advised that you have received this email in error and that any use, dissemination, forwarding, printing or copying of this email and any file attachments is strictly prohibited. If you have received this email in error, please immediately notify us. You must destroy the original transmission and its contents. Before opening or using attachments, check them for viruses and defects. The contents of this email and its attachments may become scrambled, truncated or altered in transmission. Please notify us of any anomalies. Our liability is limited to resupplying the email and attached files or the cost of having them resupplied

From: MCNAMEE Peter
Sent: Monday, 17 January 2011 17:53
To: CULVERHOUSE Cathie; MORGAN-BINDON Marian
Cc: WEBBER Richard; MCCOOL Colette; DAY Warren
Subject: FW: Resource request - IMT Support to Somerset Regional Council

Cathy

This is the formal request for assistance from Somerset Regional Council, via the Queensland Disaster Management Arrangements, for an IMT Officer with planning skills.

As discussed, the profile requested matches Richard Webber's (37355) IMT profile. I understand the inconvenience that this will create for your Branch, and really appreciate your support in releasing Richard to undertake this deployment (subject to Marian's approval).

As Richard will be working in the Somerset DCC with the Incident Management Team, I will provide him with the pre-deployment safety brief (for indoor work within the IMT)

The project number for recording of expenses for this deployment will be **EP87 7502**.

Any q's, please give me a call

Peter

REQUEST FOR ASSISTANCE: 008

Requesting Agency: Somerset Regional Council

c/- Naomi Toy
[REDACTED]

Resource Requested:

1 IMT Officer with planning experience

Length of Time of Deployment :

From Tuesday 18/1/11 until Friday 21/1/11

Special instructions:

Prior to deployment, please:

- Advise the DMU of when the resource is ready for deployment so the Queensland Disaster Management arrangements can be advised

When preparing resources for deployment, please follow the attached procedure, which was approved by the CEO. Once Director approval has been given, please advise the DMU

Peter McNamee
Executive Coordinator Disaster Management
Engineering Services
for the Chief Executive Officer

Gold Coast City Council

Ph: [REDACTED]
PO Box 5042 Gold Coast Mail Centre Qld 9729
<http://www.goldcoastcity.com.au>

11/04/2011

MCNAMEE Peter

From: MCNAMEE Peter
Sent: Tuesday, 4 January 2011 6:02 PM
To: DL GCCC Directors; DL GCCC Managers
Subject: Disaster Operations Support - Council to Council Peer Support

Good afternoon all

LGAQ, on behalf of the State Disaster Management Group, has distributed the following email to Queensland Councils, asking that they consider if they have capacity to assist local governments that have been impacted by the major flood event.

In summary, LGAQ have identified the following skill areas as *potentially* needed:

- Support for clean up activities - including personnel and equipment
- Reinstatement of water & sewerage systems - including technical advice and personnel support
- Support for vector control - including mosquito fogging, slashing and mowing
- Disaster Management support - to provide relief opportunities for key personnel
- Core business support - may include support for payroll, finance, rates and other core business areas

At this stage GCCC has *not* received a request to deploy teams.

However, would you please review your Branch's capacity with respect to the above skill areas, and advise me if your Branch has any capacity to provide assistance.

Following receipt of this advice, Warren Day, as the City's Local Disaster Coordinator, will advise the State Disaster Coordination Centre of areas that we may be able to provide assistance with.

The State Disaster Coordination Centre will then match requests for assistance to teams from Queensland Councils.

We have been advised by Emergency Management Queensland that if a request for GCCC assistance is made by the State Disaster Coordination Centre, *extraordinary* expenses associated with the deployment will be claimable under Natural Disaster Relief and Recovery Arrangements.

Extraordinary expenses include costs of travel, allowances, any wages incurred in backfilling of positions, overtime of deployed staff, etc.

If you have any questions re this, please give me a call.

Cheers

Peter

Peter McNamee
Executive Coordinator Disaster Management
Engineering Services
for the Chief Executive Officer

Gold Coast City Council
Ph: [REDACTED]
PO Box 5042 Gold Coast Mail Centre Qld 9729
<http://www.goldcoastcity.com.au>

From: Michael Dickinson [REDACTED]

Sent: Saturday, 1 January 2011 22:59

Subject: Disaster Operations Support - Council to Council Peer Support

Importance: High

Dear Colleagues

As you no doubt realise, many of our colleagues are working hard in incredibly difficult circumstances as a result of the record-breaking and widespread flooding that has impacted on so much of the state.

Yet many areas of the state remain relatively unaffected and have a capacity to provide personnel, equipment and resources to support the worst affected councils.

LGAQ are encouraging unaffected councils to consider ways they may be able to support the affected councils. Typically your colleagues may require:

- Support for clean up activities - including personnel and equipment
- Reinstatement of water & sewerage systems - including technical advice and personnel support
- Support for vector control - including mosquito fogging, slashing and mowing
- Disaster Management support - to provide relief opportunities for key personnel
- Core business support - may include support for payroll, finance, rates and other core business areas

At this time we are seeking ONLY indicative offers of support. Please DO NOT deploy any support at this time.

Once requests for support are received through the disaster management system, your council may be contacted to see if you are able to respond to specific requests. The State Disaster Coordination Centre will then match the request/offer of support and coordinate the logistics.

At this time you need only indicate if you are willing to receive requests for assistance - there is NO commitment implicit in doing so.

If your council is willing to receive requests for assistance:

Please reply to [REDACTED] with the **NAME & CONTACT DETAILS** of the officer who is able to receive requests and coordinate consideration.

Many thanks

Michael

Michael Dickinson

Disaster Management Alliance Senior Advisor

Owned by, Governed by, Working for: Councils

[Local Government Association of Queensland - Learn about LG Online](#)

Address [REDACTED]

Disclaimer

MCNAMEE Peter

From: MCNAMEE Peter
Sent: Wednesday, 12 January 2011 5:50 PM
To: DAY Warren
Cc: Office of the CEO; DAVIS Tony; DICKSON Dale
Subject: GCCC Offer of Assistance to assist Disaster-affected communities

Attachments: OFFER OF ASSISTANCE 1 - 120111.doc



OFFER OF
ASSISTANCE 1 - 12011

Good afternoon Warren

Please find attached the content of the GCCC Offer of Assistance to assist disaster-impacted local governments.

* This offer of assistance will be made from GCCC, by yourself as Local Disaster Coordinator, to the State Disaster Coordination Centre (SDCC), via the Disaster District Coordinator Supt Paul Ziebarth.

* SDCC will match "offers of assistance" to "requests for assistance".

* Once a request is identified, it will be sent back via the DDC to the DMU (on your behalf). The DMU will pass these onto Directors/Managers for action (preparation of teams, safety briefings, etc). The DMU will brief you on the requests received, so that you can advise Council.

* Once resources are ready for deployment, Managers/supervisors will advise DMU, so that we can advise the DM system of their ETA.

* Extra-ordinary costs associated with the deployment will be charged by CC Managers to the appropriate NDRRA Counter Disaster Operations project number. DMU will advise Managers/supervisors of the correct project number for their deployment.

* On return from deployment, Managers/supervisors will advise DMU that the deployed resource has returned to GCCC, so this can be tracked as part of Council's response to the disaster event.

When identifying resources that can be contributed as part of this offer, managers/supervisors have been asked to consider staffing implications, supervision, and workplace health and safety issues, and impact on GCCC business.

The offer will be made in the State-approved format.

If any questions, please give me a call

Cheers

Peter

OFFER OF ASSISTANCE TO DISASTER-IMPACTED LOCAL GOVERNMENTS

Administrative, Corporate and General Functions

| Offer of Assistance | Capacity of offer | Comments |
|----------------------------------------------------------------------------|--------------------------|--------------------------------------------------------------------------------------|
| Accounts Payable and Purchasing Officer to assist with corporate functions | 1 pers | <ul style="list-style-type: none"> Available for immediate deployment |
| Purchasing Officer | 1 pers | <ul style="list-style-type: none"> Available for immediate deployment |
| Stores Officers | 2 pers | <ul style="list-style-type: none"> Available for immediate deployment |
| Accountant | 1 pers | <ul style="list-style-type: none"> Available for immediate deployment |
| General administration | 1 pers | <ul style="list-style-type: none"> Available for immediate deployment |

Disaster Management Functions

| Offer of Assistance | Capacity of offer | Comments |
|----------------------------|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Disaster Management | 12 pers | <ul style="list-style-type: none"> Staff available for day/night shifts to assist in local disaster coordination centres with planning, operations and/or logistics functions. Staff are accredited in Australasian Inter-service Incident Management System (AIIMS) and have completed training and exercising in Queensland's Disaster Management Arrangements. Staff can be deployed with laptop computers and mobile phones. |

Fleet, Plant and Other Equipment Resources

| Offer of Assistance | Capacity of offer | Comments |
|-------------------------------------------------------------------|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| GCCC has a range of fleet and plant resources available to assist | | <ul style="list-style-type: none"> Please call the Disaster Management Unit on [REDACTED] regarding availability of particular items to suit operational needs. |
| Hand sanitiser gel | 3900 bottles | <ul style="list-style-type: none"> Available for immediate deployment |
| PC's | | <ul style="list-style-type: none"> |
| Servers | 4 | <ul style="list-style-type: none"> GCCC can supply servers and get them shipped to a destination if need be (easy) or another Council can utilise via our test lab sitting on site at GCCC. Other options (incl VPN and other comms investigation) can be investigated also. |

Information and Communications Technology Functions

| Offer of Assistance | Capacity of offer | Comments |
|--------------------------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Unix | 2 pers | <ul style="list-style-type: none"> Available for immediate deployment Available for weekend deployments (1 on Sunday) |
| Data Communications | 2 pers | <ul style="list-style-type: none"> Available for immediate deployment Available for weekend deployments (1 on Sunday) |
| Microsoft/Novell Services | 3 pers | <ul style="list-style-type: none"> Available for immediate deployment Available for weekend deployments |
| IT Security | 1 pers | <ul style="list-style-type: none"> Available for weekend deployment only |
| MapInfo / GIS support | 1 pers | <ul style="list-style-type: none"> Available for weekend deployment only |
| Deployment | 3 pers | <ul style="list-style-type: none"> Available for immediate deployment |
| DBA's | 2 pers | <ul style="list-style-type: none"> Available for immediate deployment |
| Citrix Admin | 1 pers | <ul style="list-style-type: none"> Available for immediate deployment |
| PC Support | 1 – 3 pers | <ul style="list-style-type: none"> Available for immediate deployment |
| Messaging and email | 1 – 2 pers | <ul style="list-style-type: none"> Available for immediate deployment |
| Backup and Storage | 1 pers | <ul style="list-style-type: none"> Available for immediate deployment |
| BI and reporting | 1 – 3 pers | <ul style="list-style-type: none"> Available for immediate deployment |
| Developers - VB and Access | 3 pers | <ul style="list-style-type: none"> Available for immediate deployment |
| Web Services Support | 1 pers | <ul style="list-style-type: none"> Available for immediate deployment |
| Publication of web material on behalf of impacted local government | | <ul style="list-style-type: none"> Please call GCCC re this service |

Language Skills

| Offer of Assistance | Capacity of offer | Comments |
|--------------------------------------------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| GCCC has staff who can provide language translation services | 1 pers each for: Canonese, Greek, Japanese | <ul style="list-style-type: none"> Please call the Disaster Management Unit on [REDACTED] regarding availability of particular items to suit operational needs. |
| Hand sanitiser gel | 3900 bottles | <ul style="list-style-type: none"> Available for immediate deployment |

Technical & Trade Functions

| Offer of Assistance | Capacity of offer | Comments |
|----------------------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Animal Management | 2 pers | <ul style="list-style-type: none"> • Pest animal identification and their habitats • Competent to discharge certain firearms. Both officers currently hold weapons licence to possess firearms including dart rifle, .22 rifle, .243 rifle, .308 rifle and dart pistol • Able to capture pest animals using appropriate techniques including trapping, darting, netting, baiting or shooting • Able to perform euthanasia of captured domestic and pest animals • Able to drive a number of different types of vehicles. Both officers possess medium rigid (MR) licence • Able to carry out baiting using 1080 poison. Both officers hold licence to possess and distribute 1080 poison • Are able to Domestic and pest animal disease identification |
| Pest Management | 4 pers 2 trucks | <ul style="list-style-type: none"> • Available for deployment • Able to do mosquito control - both larvaciding and fogging - and other areas of vector control. • Available for immediate deployment |
| Environmental Health Licensing and Approvals | 3 pers | <ul style="list-style-type: none"> • Available for immediate deployment |
| Spatial Information Services | 3 pers | <ul style="list-style-type: none"> • Available for immediate deployment for day/night shifts • Self-accommodation is arranged if deployed to Brisbane • All officers have strong ESRI skills and 1 officer has skills specifically with BCC systems |
| Technical Services | | <ul style="list-style-type: none"> • GCCC has a range of civil engineers, draftspersons and surveyors available for deployment. • Please call the Disaster Management Unit on [REDACTED] regarding availability of particular items to suit operational needs |
| Maintenance Services | 10 crews | <ul style="list-style-type: none"> • GCCC has 10 fully-equipped teams to assist with a variety of repair and cleanup operations. • Please call the Disaster Management Unit on [REDACTED] regarding availability of particular items to suit operational needs |

MCNAMEE Peter

From: MCNAMEE Peter
Sent: Friday, 14 January 2011 12:24 PM
To: Michael Dickinson
Subject: FW: Somerset LDMG - RFA 05/11
Attachments: OFFER OF ASSISTANCE 1 - 120111.doc

From: MCNAMEE Peter
Sent: Wednesday, 12 January 2011 21:13
To: [REDACTED]
Subject: RE: Somerset LDMG - RFA 05/11

Supt Paul Ziebarth
 District Disaster Coordinator
 Gold Coast Disaster District

Dear Paul

Following our phone discussion this evening, and a series of advices from LGAQ for Councils to identify possible support to other disaster-affected local governments (please refer below), on behalf of Mr Warren Day, Local Disaster Coordinator, Gold Coast City Local Disaster Management Group I wish to advise the current nature of this assistance (as at 12 January 2011).

As you will read in the attached advice, the Gold Coast City Council support encompasses a range of key support areas, including:

- Administrative, corporate and general functions
- Disaster management functions
- Fleet, plant and other equipment resources
- Information and communications technology functions
- Language skills
- Technical and trade functions

In preparing this list, Gold Coast City Council has given consideration to its own business continuity and disaster response capability, and the needs of disaster-affected communities.

In accordance with the Queensland Disaster Management Arrangements, please forward our offer of assistance to the State Disaster Coordination Centre for their consideration.

To ensure coordination of our Council response to requests for assistance, please forward these requests through me on behalf of Mr Day.

If you have any questions regarding our offer of assistance, please do not hesitate to contact me on [REDACTED]

Yours sincerely

Peter

Peter McNamee
 Executive Coordinator Disaster Management
 Engineering Services
 for the Chief Executive Officer

Gold Coast City Council
 Ph: [REDACTED]
 PO Box 5042 Gold Coast Mail Centre Qld 9729
<http://www.goldcoastcity.com.au>

From: Michael Dickinson [REDACTED]
Sent: Saturday, 1 January 2011 10:23 PM
Subject: Local Disaster Operations - Support from other councils

Dear Colleagues

The current/recent flooding events have been record breaking in many areas and heart-breaking for many communities, and have placed considerable burdens on many councils. Yet councils are expected to maintain normal business operations - and at the same time lead the local response and recovery activities.

Your colleagues in other councils are willing and able to assist you in meeting these challenges - several have already been volunteering resources and personnel.

LGAQ encourage you to identify any support you may need and request it as early as possible through your DDC. In particular councils should undertake an assessment of:

- **Clean-up requirements** - the long and difficult task of clean-up is made harder if appropriate equipment, chemical and materials are not available. Assess availability of equipment to effectively clean (high pressure sprayers etc), cleaning chemicals and safety equipment (gloves, goggles etc). Ensure there is enough available locally for council clean-up as well as domestic/commercial clean-up.

- **Water supply, sewerage & waste** - many water, sewerage and waste management systems have been effected. Expertise, support, advice and equipment is available to support restoration of these systems

- **Vector Control** - the receding flood waters, long grass and stagnant water provide ideal breeding conditions and needs to be managed as soon as practical. Assess need for additional fogging equipment and/or operators, additional Environmental Health resources, and mower/slashers crews.

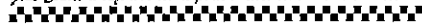
- **General Disaster Management and Administrative Support** - the sustained response and long recovery period will impact on council personnel. Many of them will try to continue normal business while they are providing disaster response/recovery support. And remember many of them were also affected by the floods and yet continue working to support the community. Trained and experienced staff from unaffected councils may be available to support disaster operations, back-fill staff deployed to disaster operations, provide relief to manage fatigue or provide support to council business operations.

Please consider these issues as early as possible, your colleagues are standing by to help as soon as they receive your requests. It is important that these requests are directed through your DDC who will pass them to state level for matching with resources from unaffected councils.

Regards
Michael

Michael Dickinson
Disaster Management Alliance Senior Advisor
Owned by, Governed by, Working for: Councils
[Local Government Association of Queensland - Learn about LG Online](#)
Address [REDACTED]
[Disclaimer](#)

From: [REDACTED]
Sent: Wednesday, 12 January 2011 9:11 PM
To: MCNAMEE Peter
Subject: FW: Somerset LDMG - RFA 05/11

Paul Ziebarth
Acting Superintendent
District Officer
Gold Coast Police District
Ph: [REDACTED]
Gold Coast, a safe and secure place to live, visit and do business


From: DDC.GoldCoast[SER]
Sent: Wednesday, 12 January 2011 9:02 PM
To: Hellinga.Peter[SER]; Blodham.Natalia[SER]; Lehmann.TroyG[SER]; Lynch.Laurence[SER]; Allen.GlennW[SER]; Ziebarth.PaulG[SER]; [Temp] Mailbox Increased to 70MB IC831201 JAs 12/01/2011: Finn.Kevin[SER]; Holmes.ShaneM[SER]; Pkownman.JimE[SER]; Marks.TonyH[SER]; Hearn.DesmondJ[SER]; Gray.MitchellR[SER]; Baade.GregoryJ[SER]; Ahearn.ChristopherI[SER]
Subject: FW: Somerset LDMG - RFA 05/11
Importance: High

From: SDCCLOGS [REDACTED]
Sent: Wednesday, January 12, 2011 9:01:33 PM
To: DDC.GoldCoast[SER]
Cc: Eddie Bennet
Subject: FW: Somerset LDMG - RFA 05/11
Importance: High
Auto forwarded by a Rule

Good Evening,
Please find attached an RFA for a qualified IMT to assist the Somerset LDMG.
I have been advised that the team is ready to go, they are just waiting on confirmation from you and then down to Gold Coast City Council.
If you have any queries please do not hesitate to contact me.

Kind Regards
Niki Ettridge
Logistics
State Disaster Coordination Centre (SDCC)
Phone: [REDACTED]
Email: [REDACTED]
Fax: [REDACTED]

From: SDCCOPS
Sent: Wednesday, 12 January 2011 8:04 PM
To: SDCCLOGS
Subject: FW: Somerset LDMG - RFA 05/11

Operations
State Disaster Coordination Centre (SDCC)
Ph: [REDACTED]
Email: [REDACTED]
Fax: [REDACTED]

From: Steven Dunn On Behalf Of SDCC
Sent: Wednesday, 12 January 2011 19:59
To: SDCCOPS
Subject: FW: Somerset LDMG - RFA 05/11

From: [REDACTED]
Sent: Wednesday, 12 January 2011 19:27
To: SDCC
Subject: FW: Somerset LDMG - RFA 05/11

For consideration.

From: DDC.Ipswich[SR]
Sent: Wednesday, 12 January 2011 6:46 PM
To: [REDACTED]
Subject: FW: Somerset LDMG - RFA 05/11

To whom it may concern,

The attached request has been submitted by the Somerset Local Disaster Coordinator to the Ipswich District Disaster Coordinator. The request is for:
• An Incident Management Team deployed to the Somerset LDMG to conduct disaster operations.

The request has been considered by the Ipswich District Disaster Coordinator in consultation with the Emergency Management Queensland representative and considers it necessary to deploy an Incident Management Team for the flood response in this area.

It is understood an Incident Management Team is available for deployment through the Gold Coast City Council. It is recommended the SDCC request this resource be made available and deployed to the Somerset area. The relevant contact for the Incident Management Team from the Gold Coast City Council is Eddie BENNET [REDACTED]

Thanks.

Michael EDE
Inspector
Ipswich District Disaster Coordination Centre
38171427

From: Deryck Taylor [REDACTED]
Sent: Wednesday, 12 January 2011 5:53 PM
To: DDC.Ipswich[SR]
Cc: EMQSEROPS06; Eddie Bennet; Tony Jacobs; Graeme Lehmann
Subject: Somerset LDMG - RFA 05/11

RFA from Somerset LDMG

Cheers

Deryck "Squizzzy" Taylor
Area Director
South Eastern Region
Emergency Management Queensland
State Emergency Service

114 Lahrs Road
Ormeau, Qld 4208



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This correspondence is for the named persons only. It may contain confidential or privileged information or both. No confidential All reasonable precautions will be taken to respect the privacy of individuals in accordance with the Information Privacy Act 200



MCNAMEE Peter

From: MCNAMEE Peter
Sent: Saturday, 15 January 2011 9:08 PM
To: [REDACTED]
Cc: DAY Warren
Subject: Offer of assistance
Attachments: OFFER OF ASSISTANCE 2 - 150111.doc

Supt Paul Ziebarth
District Disaster Coordinator
Gold Coast Disaster District

Dear Paul

Please find attached Offer of Assistance 002 from Gold Coast City Council.

In preparing this list, Gold Coast City Council has given consideration to its own business continuity and disaster response capability, and the needs of disaster-affected communities.

In accordance with the Queensland Disaster Management Arrangements, please forward our offer of assistance to the State Disaster Coordination Centre for their consideration.

To ensure coordination of our Council response to requests for assistance, please forward these requests through me on behalf of Mr Day.

If you have any questions regarding our offer of assistance, please do not hesitate to contact me on [REDACTED]

Yours sincerely

Peter

Peter McNamee
Executive Coordinator Disaster Management
Engineering Services
for the Chief Executive Officer

Gold Coast City Council
Ph: [REDACTED]
PO Box 5042 Gold Coast Mail Centre Qld 9729
<http://www.goldcoastcity.com.au>

OFFER OF ASSISTANCE 002

TO: Supt Paul Ziebarth, District Disaster Coordinator, Gold Coast District Disaster Management Group

FROM: Mr Warren Day, Local Disaster Coordinator, Gold Coast City Local Disaster Management Group

DATE: 15 January 2011

Background

- LGAQ has requested that Councils consider their capacity to provide assistance to disaster-affected Councils.

Nature of Offer

- The following offer is from Gold Coast City Council, and is endorsed by the CEO.
- The offer is as follows

Fleet, Plant and Other Equipment Resources

| Offer of Assistance | Capacity of offer | Comments |
|-------------------------------------------------------|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Heavy vehicle plant: Tandem Trucks Water Trucks | 10 x Tandem trucks 3 x Water trucks With operators and supervisors | <ul style="list-style-type: none">• Available for deployment for night operations in the Ipswich area• Available as from 16/1/11 |

Conditions of Offer

- GCCC resources are available for deployment to impacted communities as per the comments relating to each part of the offer.
- Travel and overnight accommodation can be considered.
- Following advice from LGAQ and EMQ, *extraordinary* expenses associated with the deployment of resources will be charged and tracked for claim under the Counter Disaster Operations program of the Natural Disaster Relief and Recovery Arrangements.
- Please provide lead time to allow for the assembly of requested resources. In most cases lead time is detailed in the nature of the offer (above). Please contact the GCCC Executive Coordinator Disaster Management for lead time advice.
- Final approval for release of resources will be dependent on assessment of associated requests for assistance.
- This Offer of Assistance is current as at 15 January 2011. GCCC will continue to monitor its capacity to assist. Please contact the GCCC Executive Coordinator Disaster Management if there are other operational resources that may be requested.

Coordination of Offer

- This Offer of Assistance will be coordinated within GCCC by Mr Peter McNamee, Executive Coordinator Disaster Management, on [REDACTED] and [REDACTED] on behalf of the Local Disaster Coordinator. Please direct all communications through him.

Mr Warren Day
Local Disaster Coordinator
Gold Coast City Local Disaster Management Group

15 January 2011



Situation Report

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>To:</p> <p>Disaster District Coordinators Gold Coast Disaster District, Logan Disaster District</p> <p>CC: Eddie Bennet EMQ Regional Director SER</p> | <p>From: Warren Day Local Disaster Coordinator Gold Coast City Local Disaster Management Group</p> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|

| | | |
|--------------------------|----------------|-------------------|
| Date | Time | Sitrep No. |
| Thurs 20 Jan 2011 | 0900hrs | 10 |

1. WEATHER

| <p>Local observations:</p> | <p>There are no severe weather warnings for the Gold Coast.</p> <p>Forecast for Thursday</p> <p>A few showers and a possible thunderstorm, mainly during the afternoon. Moderate falls possible with thunderstorms. Light to moderate mostly SE to NE winds.</p> <p>UV Alert from 7:40 am to 4:10 pm, UV Index predicted to reach 14 [Extreme]</p> <p style="padding-left: 40px;">Min 20 Max 28</p> <p>Friday</p> <p style="padding-left: 40px;">A few showers Min 21 Max 27</p> <p>Tide forecast is shown. Note that high tide will increase towards the end of the week. (Highest astronomical tide for the Gold Coast is 1.91m)</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="2">Thursday 20</th> <th colspan="2">Friday 21</th> <th colspan="2">Saturday 22</th> <th colspan="2">Sunday 23</th> </tr> <tr> <th>Time</th> <th>Height</th> <th>Time</th> <th>Height</th> <th>Time</th> <th>Height</th> <th>Time</th> <th>Height</th> </tr> </thead> <tbody> <tr> <td>0143</td> <td>-0.03</td> <td>0229</td> <td>-0.06</td> <td>0317</td> <td>-0.05</td> <td>0408</td> <td>0.02</td> </tr> <tr> <td>0834</td> <td>1.79</td> <td>0917</td> <td>1.81</td> <td>0959</td> <td>1.77</td> <td>1043</td> <td>1.68</td> </tr> <tr> <td>1500</td> <td>0.03</td> <td>1541</td> <td>-0.01</td> <td>1623</td> <td>-0.03</td> <td>1706</td> <td>0.00</td> </tr> <tr> <td>2050</td> <td>1.19</td> <td>2136</td> <td>1.24</td> <td>2224</td> <td>1.27</td> <td>2315</td> <td>1.28</td> </tr> </tbody> </table> <p>All rivers and creeks within the City are currently below flood level.</p> | Thursday 20 | | Friday 21 | | Saturday 22 | | Sunday 23 | | Time | Height | Time | Height | Time | Height | Time | Height | 0143 | -0.03 | 0229 | -0.06 | 0317 | -0.05 | 0408 | 0.02 | 0834 | 1.79 | 0917 | 1.81 | 0959 | 1.77 | 1043 | 1.68 | 1500 | 0.03 | 1541 | -0.01 | 1623 | -0.03 | 1706 | 0.00 | 2050 | 1.19 | 2136 | 1.24 | 2224 | 1.27 | 2315 | 1.28 |
|------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------|-------------|--------|-------------|--------|-----------|--|------|--------|------|--------|------|--------|------|--------|------|-------|------|-------|------|-------|------|------|------|------|------|------|------|------|------|------|------|------|------|-------|------|-------|------|------|------|------|------|------|------|------|------|------|
| Thursday 20 | | Friday 21 | | Saturday 22 | | Sunday 23 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Time | Height | Time | Height | Time | Height | Time | Height | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0143 | -0.03 | 0229 | -0.06 | 0317 | -0.05 | 0408 | 0.02 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0834 | 1.79 | 0917 | 1.81 | 0959 | 1.77 | 1043 | 1.68 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1500 | 0.03 | 1541 | -0.01 | 1623 | -0.03 | 1706 | 0.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2050 | 1.19 | 2136 | 1.24 | 2224 | 1.27 | 2315 | 1.28 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Any difference from official weather reports:</p> | <p>Not at this time.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

2. TRANSPORT

(If roads, airstrips etc closed, include estimated time of opening)

| | |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Road: | <p>Current road closures and hazards within the Gold Coast (www.131940.qld.gov.au):</p> <ul style="list-style-type: none">• BEECHMONT - The Department of Transport and Main Roads is working to have Beechmont Road partially open between Bottletree Lane and 2 kilometres from Nerang– Murwillumbah Road intersection on Thursday evening (20 January 2011), weather permitting. One lane of the road will be open under stop and go traffic conditions. Minor delays can be expected. Over 20 landslips occurred while the road has been closed. The slip area is about 70 metre high at the slip face and 75 metres wide near the road. Over 6000 cubic metres of material have already been removed from the site. Absellers are still working to remove loose material from the rock face. A further email will be sent once the road is open and the variable message signs will be switched off. An alternative route to Beechmont and Binna Burra is available by travelling towards Canungra and turning left at Beechmont Road. Please note, this route can be cut near Sharp Park if there is significant rain fall. Last Reviewed 20/01/11 |
| Rail: | <ul style="list-style-type: none">• Nil issues known |
| Aviation: | <ul style="list-style-type: none">• Nil issues known |
| Marine: | <ul style="list-style-type: none">• Nil issues known |
| Other: | <ul style="list-style-type: none">• Nil issues known |

3. COMMUNICATIONS

(If communications out, include estimated time of reconnection)

| | |
|---------------------------|--------------------------------------------------------------------|
| Telephone Network: | <ul style="list-style-type: none">• Nil issues known |
| Mobile Telephone Network: | <ul style="list-style-type: none">• Nil issues known |
| Radio (2-way): | <ul style="list-style-type: none">• Nil issues known |
| Broadcast Radio / TV: | <ul style="list-style-type: none">• Nil issues known |

4. POWER

(If power out, include estimated time of reconnection)

| | |
|------------|--------------------------------------------------------------------|
| Mains: | <ul style="list-style-type: none">• Nil issues known |
| Auxiliary: | <ul style="list-style-type: none">• Nil issues known |

5. DAMAGE REPORTS

| | |
|----------------|--------------------------------------------------------------------|
| Buildings: | <ul style="list-style-type: none">• Nil issues known |
| Services: | <ul style="list-style-type: none">• Nil issues known |
| Environmental: | <ul style="list-style-type: none">• Nil issues known |

6. POPULATION

| | |
|-----------|-------------------------------------------------------------------|
| Deceased: | <ul style="list-style-type: none"> • None reported |
| Injured: | <ul style="list-style-type: none"> • None reported |
| Missing: | <ul style="list-style-type: none"> • None reported |
| Homeless: | <ul style="list-style-type: none"> • None reported |

7. EVACUATIONS

| | |
|-------------------------------|--------------------------------------------------------------------|
| Numbers: | <ul style="list-style-type: none"> • None reported |
| Origin: | <ul style="list-style-type: none"> • Not applicable |
| Destinations: | <ul style="list-style-type: none"> • Not applicable |
| Evacuation Centres Activated: | <ul style="list-style-type: none"> • None activated |
| Transport Logistics: | <ul style="list-style-type: none"> • None required |

8. INDUSTRY

| | |
|---------------------|----------------------------------------------------------------------|
| Council: | <ul style="list-style-type: none"> • Nil issues known |
| Government Offices: | <ul style="list-style-type: none"> • Nil issues known |
| Schools: | <ul style="list-style-type: none"> • Nil issues known |
| Hospitals: | <ul style="list-style-type: none"> • Nil issues known |
| Private Enterprise: | <ul style="list-style-type: none"> • Nil issues known |

9. LOCAL ARRANGEMENTS

| | |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Changes In Contacts: | <ul style="list-style-type: none"> • Executive Coordinator Disaster Management – Peter McNamee: 0428 719 834 |
| Problems Encountered: | <ul style="list-style-type: none"> • Nil |
| Staff / Resources Deployment: | <ul style="list-style-type: none"> • Gold Coast City Council <ul style="list-style-type: none"> ➤ The Disaster Coordination Centre will continue to operate the Disaster Hotline (1800 606 000) to respond to public enquiries and requests for assistance. The number of enquiries are decreasing, and the hotline number will transition back to normal non-disaster arrangements as from tomorrow (Fri). ➤ 1000 temporary beds and bedding were deployed on 30/12/10 to the State Disaster Coordination Centre for evacuation Centres in Central Queensland. Advice has been received from the Department of Public Works (DPW), on behalf of the SDCC, that the bedding crisis has now passed, and beds will be returned to Council. DPW have further advised that not all beds are able to be returned, and they will assist Council with restocking supplies. ➤ 7 Disaster Coordination Centre Incident Management Team staff remain at Somerset Regional Council assisting with disaster coordination. This deployment is due to be completed tomorrow (Fri). GCCC staff are assisting Somerset Regional Council develop their own capacity to continue coordination of the disaster event after the |

GCCC team departs.

- 2 street sweepers and 1 flusher truck, with operators have been deployed daily since 15/1/11 to Brisbane City Council. This deployment is expected to be completed on Sunday.
- Gold Coast City Council is continuing to assist Ipswich City Council with clean up operations. Supervisors, crews and fleet and plant will continue to return to Ipswich for night operations, with the final deployment expected to occur this evening Thurs 20/1/11.
- GCCC has deployed a supervisor and 2 road graders with operators, to Ipswich City Council to assist with road repair operations. At this stage, the deployment is expected to continue for 2 – 4 weeks.
- 1 Spatial Information Services Officer and a large map plotter has been deployed to Somerset Regional Council to assist with mapping functions for flood recovery operations. This deployment is expected to continue until Friday.
- 1 GCCC Environmental Health Officer was deployed to work in the Lockyer Regional Council area for a period of 5/6 days from 17/1/11. An additional 4 EHO's and 4 Vector Control Officers were deployed this morning (20/1/11) to assist Queensland Health in the Ipswich City area for a period of 6/7 days.
- Yesterday Gold Coast City Council resolved during a special meeting of the Council, to make a significant financial contribution to assist flood-affected Queensland communities.
- The Disaster Management Unit continues to monitor the event.
- State Emergency Service
 - 4 teams (16 members and 4 vehicles) have been deployed since 15/1/11 to assist with flood operations in Ipswich and Somerset Regional Council areas (Esk and Lowood). Today the focus of GCCC SES activities will move to Lockyer Valley and Somerset Regional Council areas.
 - 1 team was deployed on 15/1/11 for 5 days to assist at Esk.
 - Gold Coast City Council continues to support these SES deployments with vehicles and equipment.
- Queensland Health – Public Health Unit
 - 1 Environmental Health Officer has been deployed to assist with the Lockyer Valley flood recovery efforts.

10. ONGOING ACTIVITIES

(Include brief details of current operations; politician visits, etc)

- The severe weather has passed, and there is no flooding within the City.
- Gold Coast City Council will continue to operate its Disaster Call Centre and Disaster Hotline (1800 606 000) today from 0700 – 1900 hrs. The Call Centre will continue to provide information to the City's residents and visitors on the status and impact of the floods, and will assist agencies by taking details of public offers of assistance. As of tomorrow, the Call Centre will transition back to non-disaster arrangements.
- More requests for assistance from disaster-affected communities are likely to be received by the Gold Coast City Local Disaster Management Group via the Gold Coast Disaster District. The GCCC Disaster Management Unit will continue to monitor and receive these requests, and the Local Disaster Coordinator will refer these to appropriate local agencies.
- A number of Gold Coast LDMG agencies have lodged offers of assistance to flood-affected communities. These offers have been submitted to the Queensland Disaster Management system. Agencies can continue to submit offers of assistance by calling the Disaster Management Unit on

11. PROJECTED OPERATIONS

(Major problems next 24/48 hours. Anticipated resource requirements, including food re-supply)

- The LDMG is at Stage 2 - STANDBY in response to the SEQ flood crisis. Significant requests for assistance are being received through the Disaster Management system.
- Although the Gold Coast community is not impacted by floods, the Disaster Coordination Centre operate to coordinate requests and offers of assistance. An Incident Management Team will operate from 0800 – 1700 hrs. The Disaster Call Centre and Disaster Hotline (1800 606 000) will operate from 0700 – 1900 hrs.
- With the increasing tide levels later this week, the Disaster Management Unit will work closely with Gold Coast City Council operational units to monitor the situation, especially beaches and waterways.

12. GENERAL OVERVIEW OF THE SITUATION

- The Gold Coast City Local Disaster Management Group is at Stage 2 – STANDBY.
- Close liaison is being maintained with the Gold Coast District Disaster Coordinator.

| Author | Date | Time: | Local Disaster Coordinator | Date | Time: |
|---------------|----------|----------|-------------------------------------------|----------|----------|
| Peter McNamee | 20/01/11 | 0900 hrs | Warren Day LDC Gold Coast City LDMG | 20/01/11 | 0900 hrs |
| Signature | | | Signature | | |

GENERAL BUSINESS ITEM – COUNCIL MEETING 7/2/11

1. That the CEO source funding from current budget reserves to allocate \$20,000 towards the immediate promotion and public recognition of Council's emergency information hotline number 1800 606 000, and, that the operation of the hotline service be enhanced by the provision (in non-emergency situations) of regularly updated recorded messages that can advise residents of current warning or alert levels, alternate contact details for government emergency response agencies, basic information regarding state and national disaster situations and advice on voluntary assistance programs or funding appeals.
2. That it be noted that in the event of an emergency situation affecting the Gold Coast, that the pre-recorded messages would be replaced by call centre staff.
3. That Council's Corporate Communication Section prepare a strategy, in consultation with Council's Disaster Management Unit, to implement the above promotion and information services.

WOULD YOU LIKE TO BE A PART OF COUNCILS DISASTER COORDINATION CENTRE TEAM?



Incident Management Team Role Information Pack

Expressions of interest are being called for the roles listed below.

All roles will be paid under Federal Award conditions for both training and activations at the level listed below or your current level (whichever is higher).

| Position | Purpose | Level | Positions Available |
|---------------------------------------------------------|--------------------------------------------------------------------------------------------------|-------|---------------------|
| Incident Controller / Incident Management Team Manager | To manage an Incident Management Team when operational. | 8 | 1 |
| Disaster Operations Support Officer | To assist the Operations Coordinator | 5 | 4 |
| Disaster Planning Support Officer | To assist the Planning Coordinator | 5 | 4 |
| Disaster Coordination Centre Administration Coordinator | To coordinate administration and welfare of the DCC during events | 7 | 2 |
| DCC Administration Support Officer | To assist the Administration Coordinator and to provide administrative assistance to other teams | 5 | 4 |
| DCC Administration Officer | To assist the Administration Coordinator as runners, fax operators, etc. | 3 | 4 |
| Radio Operators | To provide radio communications during events | 3 | 4 |

Expressions of interest close: 28 November 2008

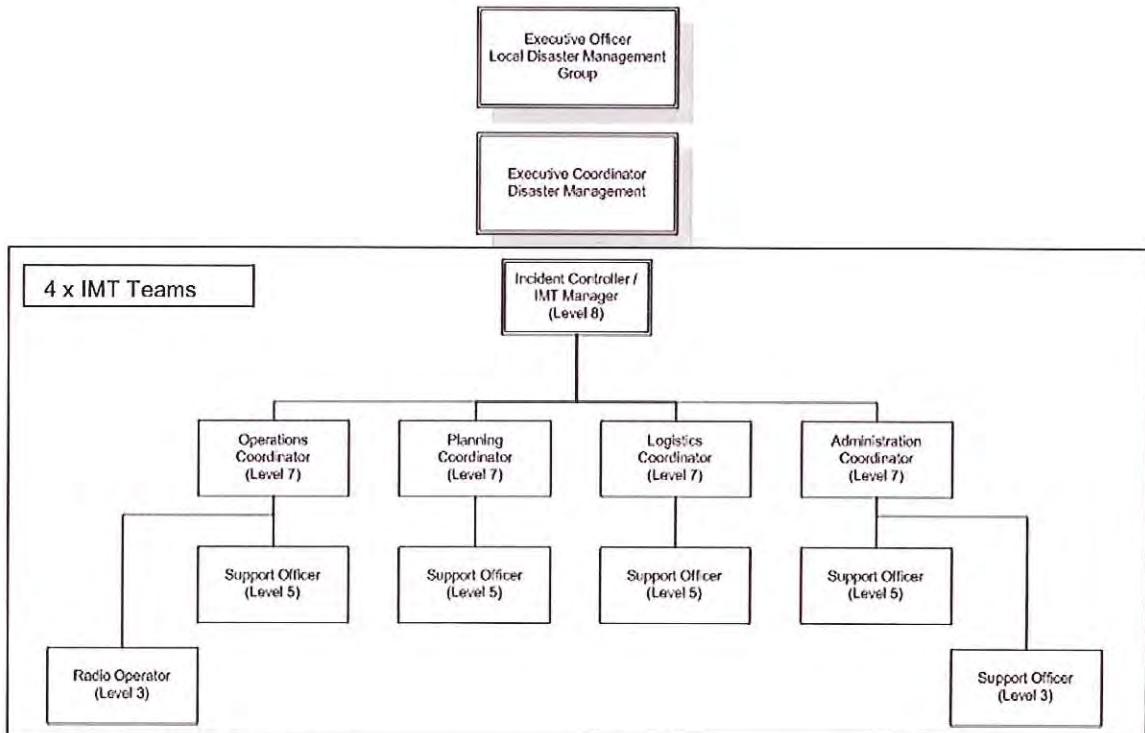
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1. ABOUT THE ROLES

All roles listed above are important in ensuring that the Gold Coast City Council has an effective disaster response capability, and form part of the Gold Coast City Council Disaster Coordination Centre (DCC) Incident Management Team (IMT).

As part of the IMT you will be serving the community and make a positive impact and provide support to troubled residents by ensuring that the city coordinates its disaster response and recovery actions.



When a disaster threatens the city, Council may activate its state-of-the-art Disaster Coordination Centre, which is located at 195 Queen St, Southport. IMT roles are usually conducted from this Centre.



Disaster Coordination Centre
195 Queen St, Southport



Disaster Coordination Room
Disaster Coordination Centre

When this occurs, IMT staff (of which you will be a member) are called in to assist in disaster response and recovery. All roles may involve working an 8 hour shift on a 24 hour/7 day roster, depending upon the size of the event.

The atmosphere in the Centre is busy, energised and at times challenging; and you will experience a great team spirit and a strong sense of doing something 'good' for the Gold Coast community.

2. ROLE DESCRIPTIONS

2.1 INCIDENT CONTROL / INCIDENT MANAGEMENT TEAM MANAGER

LEVEL: 8

PURPOSE:

To provide overall coordination and control of the Disaster Coordination Centre (DCC) activities during a disaster event.

RESPONSIBILITIES AND DUTIES:

- Give advice and regularly update the Executive Coordinator Disaster Management on disaster situation status.
- Manage activities to meet disaster management objectives.
- Manage DCC operations
- Manage the allocation of Council staff, resources and materials.
- Responsible for the supervision of subordinate staff.
- Ensure all required reports are prepared for authorisation by the Executive Officer of the Gold Coast Local Disaster Management Group.
- Coordinate briefing reports prior to shift changes.
- Coordinate debriefing reports following the cessation of the disaster.
- Ensure adherence to Council's EEO, Health & Safety, Environmental Management and Human Resources policies, standards and strategies.

COORDINATION CENTRE RELATIONSHIPS:

- The IC/IMT Manager is accountable to the Executive Coordinator Disaster Management.
- The IC/IMT Manager is responsible for staff, including IMT Coordinators and their support staff.

2.2 OPERATIONS COORDINATOR

LEVEL: 7

PURPOSE:

To review incoming information and disseminate to appropriate authorities or departments for action, to identify response activities and to coordinate operational activities during disaster events.

RESPONSIBILITIES AND DUTIES:

- Review incoming information and messages to determine what action is required by assigning a risk category based on vulnerability, likelihood and consequence.
- Redirect information to relevant Disaster Coordination Centre (DCC) Coordinators, support agencies or emergency services for tasking or further intelligence.
- Coordinate action plans and sub-plan activities.
- Update status boards.
- Liaise with Council business units, participating agencies and other DCC Coordinators to meet disaster tasking responsibilities and objectives. Such activities may involve evacuation, welfare, transport or rescue.
- Liaise with internal and external customers providing feedback and advising of activities or actions being taken in response to assistance requests.
- Provide regular status reports to the Incident Controller / Incident Management Team Manager.
- Activate manual operating procedures in accordance with Standard Operating Procedures (SOPs) in the event of an electrical or system failure.
- Supervise subordinate staff.
- Provide status reports to the Incident Controller / Incident Management Team manager as required.
- Ensure adherence to Council's EEO, Health & Safety, Environmental Management and Human Resources policies, standards and strategies.

COORDINATION CENTRE RELATIONSHIPS:

- The Operations Coordinator reports to the Incident Controller / Incident Management Team Coordinator
- The Operations Coordinator is responsible for support staff.

2.3 OPERATIONS SUPPORT OFFICER

LEVEL: 5

PURPOSE:

To support and assist the Operations Coordinator.

RESPONSIBILITIES AND DUTIES:

- To work under direction of the Operations Coordinator to ensure all operations responsibilities and duties are carried out in a timely manner. Refer to the Operations Coordinator role description for a list of these.

COORDINATION CENTRE RELATIONSHIPS:

- The Operations Support Officer reports to the Operations Coordinator.



Currumbin Hill Landslip, 2005

2.4 PLANNING COORDINATOR

LEVEL: 7

PURPOSE:

To monitor and interpret incoming information, prepare disaster response and recovery plans, and to prepare situation and other required reports .

RESPONSIBILITIES AND DUTIES:

- Provide 'what-if' decision support to the Operations Coordinator.
- Liaise with various officers to gather information in respect of potential and actual event consequences.
- Identify community and environmental vulnerability.
- Prepare plans for response and recovery actions during events
- Prepare situation and other reports
- Activate manual operating procedures in accordance with Standard Operating Procedures (SOPs) in the event of an electrical or system failure.
- Supervise subordinate staff.
- Provide status reports to the Incident Controller / Incident Management Team manager as required.
- Ensure adherence to Council's EEO, Health & Safety, Environmental Management and Human Resources policies, standards and strategies.

COORDINATION CENTRE RELATIONSHIPS:

- The Planning Coordinator reports to the Incident Controller / Incident Management Team Coordinator
- The Planning Coordinator is responsible for support staff.

2.5 PLANNING SUPPORT OFFICER

LEVEL: 5

PURPOSE:

To support and assist the Planning Coordinator.

RESPONSIBILITIES AND DUTIES:

- To work under direction of the Planning Coordinator to ensure all planning responsibilities and duties are carried out in a timely manner. Refer to the Planning Coordinator role description for a list of these.

COORDINATION CENTRE RELATIONSHIPS:

- The Planning Support Officer reports to the Planning Coordinator.



Bushfires are a major risk within i-zone regions of the Gold Coast.

An i-zone is the rural and urban interface, and is characterised by peri-urban development.

2.6 LOGISTICS COORDINATOR

LEVEL: 7

PURPOSE:

To identify, source and coordinate the supply of adequate service and resource support to meet operational disaster needs.

RESPONSIBILITIES AND DUTIES:

- Coordinate the supply of transport, heavy earthmoving equipment, supplies, personnel, temporary emergency accommodation, transportable buildings, volunteers, emergency equipment and all other services necessary to meet disaster tasking responsibilities and objectives.
- Work closely with other Disaster Coordination Centre (DCC) Coordinators and emergency and community services to ensure effective communication.
- Coordinate offers of assistance from community and volunteer organisations, committees, service clubs and the like.
- Activate manual operating procedures in accordance with Standard Operating Procedures (SOPs) in the event of an electrical or system failure.
- Supervise subordinate staff.
- Provide status reports to the Incident Controller / Incident Management Team manager as required.
- Ensure adherence to Council's EEO, Health & Safety, Environmental Management and Human Resources policies, standards and strategies.

COORDINATION CENTRE RELATIONSHIPS:

- The Logistics Coordinator reports to the Incident Controller / Incident Management Team Coordinator
- The Logistics Coordinator is responsible for support staff.

2.7 LOGISTICS SUPPORT OFFICER

LEVEL: 5

PURPOSE:

To support and assist the Logistics Coordinator.

RESPONSIBILITIES AND DUTIES:

- To work under direction of the Logistics Coordinator to ensure all logistics responsibilities and duties are carried out in a timely manner. Refer to the Logistics Coordinator role description for a list of these.

COORDINATION CENTRE RELATIONSHIPS:

- The Planning Support Officer reports to the Planning Coordinator.



Surfers Paradise during the 1974 regional floods which affected a large area of South East Queensland.

2.8 ADMINISTRATION COORDINATOR

LEVEL: 7

PURPOSE:

To coordinate cost allocation and recovery, staff rosters, legal and compensation advice, centre catering and maintenance, transport for Disaster Coordination Centre (DCC) personnel and stationery.

RESPONSIBILITIES AND DUTIES:

- Coordinate document control, registry and distribution to and from the Operations Room.
- Establish a shift roster, including handover and meal periods.
- Ensure DCC personnel have appropriate security identification for access to the DCC.
- Liaise with Security regarding access to the DCC by authorised personnel.
- Coordinate transport for DCC personnel to and from their place of residence in the event personnel are unable to travel to the DCC by their own means.
- Coordinate the provision of meals and refreshments for the DCC personnel throughout the duration of the DCC activation.
- Liaise with Council's Legal and Insurance units to source advice on legal and insurance issues that may arise from time to time.
- Liaise with Council's financial unit to ensure costs associated with disaster response and recovery is recorded.
- Ensure adequate stationery and equipment are available for DCC operations.
- Supervise subordinate staff.
- Provide status reports to the Incident Controller / Incident Management Team manager as required.
- Ensure adherence to Council's EEO, Health & Safety, Environmental Management and Human Resources policies, standards and strategies.

COORDINATION CENTRE RELATIONSHIPS:

- The Administration Coordinator reports to the Incident Controller / Incident Management Team Coordinator
- The Administration Coordinator is responsible for support staff.

2.9 ADMINISTRATION SUPPORT OFFICER

LEVEL: 5

PURPOSE:

To support and assist the Administration Coordinator.

RESPONSIBILITIES AND DUTIES:

- To work under direction of the Administration Coordinator to ensure all administration responsibilities and duties are carried out in a timely manner. Refer to the Administration Coordinator role description for a list of these.

COORDINATION CENTRE RELATIONSHIPS:

- The Administration Support Officer reports to the Administration Coordinator.

2.10 ADMINISTRATION OFFICER

LEVEL: 3

PURPOSE:

- To support and assist the Administration Coordinator

RESPONSIBILITIES AND DUTIES:

- To work under direction of the Administration Coordinator to ensure
 - Recording receipt of inward facsimiles on Fax Log Sheet and forward to the Operations Coordinator for information and/or action.
 - Recording outgoing facsimiles on Fax Log Sheet and return to the originating officer for his/her records.
 - Recording date/time sent or received on reverse side of the first page of the facsimile document for cross-referencing with the Fax Log Sheet.
 - Assisting with passing of messages and forms within the Centre all administration responsibilities and duties are carried out in a timely manner

COORDINATION CENTRE RELATIONSHIPS:

- The Administration Support Officer reports to the Administration Coordinator.

2.11 RADIO OPERATOR

LEVEL: 3

PURPOSE:

- To ensure accurate information is received and transmitted via radio communications

RESPONSIBILITIES AND DUTIES:

- Transmit and receive messages via the radio networks established in the Disaster Coordination Centre
- Log incoming and outgoing communications in accordance with Standard Operating Procedures
- To accurately record incoming messages and pass onto the Operations Coordinator
- Process data in accordance with manual operating procedures in the event of an electrical or system failure
- Adhere to Council's EEO, Health & Safety, Environmental Management and Human Resources policies, standards and strategies.

COORDINATION CENTRE RELATIONSHIPS:

- The Radio Officer reports to the Operations Coordinator.



Beach debris clearing, 2004 following flooding and storms

3. HOW TO APPLY

Applicants for the above roles will be required to:

- Be an employee of Gold Coast City Council
- Have a genuine interest in helping the city recover from a disaster event
- Commit to participate in training and exercises to gain a thorough understanding of disaster management relevant to the role
- Hold a 'C' class licence

To apply, you are required to:

- Submit an "expression of interest", which briefly outlines:
 - o The role(s) you wish to apply for
 - o Why you are interested in applying for the role
 - o Your abilities to carry out the duties for the position
- Submit a nomination form, which requires you to gain your supervisor's support and manager's approval

All nominations should be forwarded by email or internal post to:

Mr Nik van't Hof
Executive Coordinator Disaster Management
Disaster Management Unit
195 Queen St
Southport QLD 4215

dmu@goldcoast.qld.gov.au

Closing Date: 28 November 2008

ALL EMPLOYEES MUST HAVE THE SUPPORT AND COMMITMENT FROM THEIR SUPERVISOR AND MANAGER.

4. FURTHER INFORMATION

For further information about disaster management and Gold Coast City arrangements and plans, visit Council's disaster management website at:

www.goldcoastcity.com.au/disaster

For further information about the Gold Coast City Council's Disaster Coordination Centre and the Incident Management Team roles, please contact:

Peter McNamee
Disaster Management Education Officer
Engineering Services

Gold Coast City Council

Ph: [REDACTED]

PO Box 5042 Gold Coast Mail Centre Qld 9729

<http://www.goldcoastcity.com.au>

5. INFORMATION FOR SUPERVISORS AND MANAGERS

Prior to nominating for one of the advertised roles, please discuss your potential involvement with your supervisor.

The following information is designed to assist supervisors and managers in assessing whether or not to support and approve your nomination.

- All Incident Management Team roles are not full-time permanent positions.
- The roles are designed to support Council's coordination of disaster response and recovery actions.
- The Disaster Coordination Centre is managed by the Disaster Management Unit, a unit of the Engineering Services Directorate.
- Depending on the size and scope of a disaster event, Incident Management Team will be activated by the Executive Coordinator Disaster Management on behalf of the Executive Officer of the Gold Coast City Local Disaster Management Group (Director Engineering Services).
- If activated for a disaster event, your staff member should be released from normal duties to prepare to work in the Disaster Coordination Centre.
- Depending on the event, your staff member may work shifts of 8 – 12 hours in duration, potentially outside of normal business hours. During disaster events, the Coordination Centre may operate 24 hours per day, 7 days per week.
- Following their last shift in the Coordination Centre, your staff member will require a full 10 hour break prior to their return to normal duties.
- Initially your staff member will be required to undergo training in disaster management and coordination. This training is conducted by the Disaster Management Unit over a six month period, and involves approx 5 days of formal training, and 3 half days of exercise training.
- Once trained, your staff member will be required to participate in a half day exercise once per quarter to maintain readiness.
- All staff wages expenses associated with your staff member participating in training or disaster events will be met by the Disaster Management Unit.
- The Disaster Management Unit is happy to discuss with you the needs of your work unit – so that any disruption to your normal business operation is minimised if you approve your staff member to undertake an Incident Management Team role.

6. NOMINATION FORM - SUBMIT WITH YOUR APPLICATION

| | | | |
|--------------------------------------|--|--------|--|
| Your name | | | |
| Which IMT Role are you applying for? | | Level: | |
| Your Employee No. | | | |
| Your Current Position | | Level: | |
| Branch & Directorate | | | |
| Supervisor's Name | | | |
| Manager's Name | | | |

I wish to apply for the above Incident Management Team role within the Gold Coast City Council's Disaster Coordination Centre.

I have the support of my Supervisor and approval of my Manager.

I have read and understand the role description for the role and understand that to carry out this role successfully I need to meet the following conditions:

- I understand that this role is **NOT** available as a full time position. My role is to provide support within Council's Disaster Coordination Centre, when it is activated for a disaster event.
- I understand that I may be required to work shifts of 8 – 12 hour duration out of normal business hours, which may cover a 24 hour / 7 day per week period, depending upon the size of the event. If I do have to complete a full 8 hour shift or longer, my supervisor/manager is aware that I will require a full 10 hour break before returning to normal duties.
- I am to attend training scheduled by the Disaster Management Unit, should I be appointed to the above role.
- I acknowledge that, initially, I will be required to attend training on a regular basis until the Disaster Management Unit is satisfied that the Disaster Management Response Team is able to conduct its operations confidently.
- Be able to attend simulation exercises and tests during normal work hours.

I have attached a formal application outlining my abilities and skills to meet the requirements of the role.

| | | | |
|---------------------|------------|----------------|------|
| Signed (Nominee) | Print Name | Contact Number | Date |
| Signed (Supervisor) | Print Name | Contact Number | Date |
| Signed (Manager) | Print Name | Contact Number | Date |

As at: 31 April 2017
 Period: July 2016 to June 2017
 Year: 2017
 Budget Number: 1000
 Financial Year Budget: 1000

| Cost Centre / Revenue | Budget | Revenue | Expenses | Commitment | % Spent |
|-----------------------------|--------|---------|----------|------------|---------|
| 0501 - Consumables Overhead | 4000 | 4000 | 758 | 0 | 19% |
| | 0 | 0 | 0 | 0 | 0% |

Projects Status R/N

| | | | | | | | |
|-------------------------|-------------------|--------|-------------|-------------|------------|----------|------------|
| E191 | CC335 Consumables | ACTI R | 4000 | 4000 | 758 | 0 | 19% |
| Project Totals : | | | 4000 | 4000 | 758 | 0 | 19% |

| | | | | | | |
|-----------------------------------|---------------|-------|-------|-------|---|-----|
| 0501 - Cost Centre Plant Overhead | Expens | 83900 | 83900 | 47142 | 0 | 74% |
| | Revenu | 0 | 0 | 0 | 0 | 0% |

Projects Status R/N

| | | | | | | | |
|-------------------------|-------------------------|--------|--------------|--------------|--------------|----------|------------|
| 335P | CC335 Cost Centre Plant | ACTI R | 63900 | 63900 | 47142 | 0 | 74% |
| Project Totals : | | | 63900 | 63900 | 47142 | 0 | 74% |

| | | | | | | |
|-----------------------------------------------|---------------|-------|-------|------|---|-----|
| 0512 - Staff Training External Costs Overhead | Expens | 10000 | 10000 | 9823 | 0 | 98% |
| | Revenu | 0 | 0 | 0 | 0 | 0% |

Projects Status R/N

| | | | | | | | |
|-------------------------|-------------------------|--------|--------------|--------------|-------------|----------|------------|
| 335R | CC335 External Training | ACTI R | 10000 | 10000 | 9823 | 0 | 98% |
| Project Totals : | | | 10000 | 10000 | 9823 | 0 | 98% |

| | | | | | | |
|-----------------------|---------------|--------|--------|--------|-------|-----|
| 1027 - DMU Operations | Expens | 524200 | 938600 | 341335 | 29171 | 39% |
| | Revenu | 0 | 386400 | 192218 | | 50% |

Revenue Naturals

| | | | | | | |
|---------------------------------|--------------------------------------|---|----------|---------------|---------------|------------|
| 4600 | Contributions and Donations Received | 0 | 348400 | 185200 | | 53% |
| 4800 | Subsidies - Emergency Services | 0 | 38000 | 0 | | |
| 4964 | Sundry Revenue | 0 | 0 | 7018 | | 0% |
| Revenue Naturals Total : | | | 0 | 386400 | 192218 | 50% |

Projects Status R/N

| | | | | | | | |
|-------------------------|--------------------------------|--------|---------------|----------------|---------------|--------------|------------|
| EE55 | Emergency Mgmt Info | ACTI R | 15300 | 15300 | 0 | 0 | 0% |
| EE57 | Lionel F Perry Bld Ops | ACTI R | 25500 | 25500 | 11403 | 675 | 47% |
| EE58 | DMU Communications | ACTI R | 20400 | 45300 | 21409 | 656 | 49% |
| EE59 | DMU Operations | ACTI R | 44900 | 20000 | 10925 | 325 | 56% |
| EE60 | DM Plan | ACTI R | 30600 | 30800 | 12785 | 0 | 42% |
| EE61 | DCC Recruitment & Train | ACTI R | 130600 | 29112 | 46539 | 0 | 160% |
| EE62 | DCC Exercise/Event Wages | ACTI R | 128500 | 128500 | 40944 | 0 | 32% |
| EE63 | DCC ICT Maintenance & Sup | ACTI R | 32600 | 32600 | 5910 | 15181 | 65% |
| EE64 | Communication Plan | ACTI R | 22400 | 22400 | 340 | 0 | 2% |
| EE65 | Public Ed & Awareness Prog | ACTI R | 51000 | 31000 | 6281 | 9519 | 51% |
| EL50 | Cross Border - NDMP | ACTI R | 0 | 16000 | 17219 | 0 | 108% |
| EL51 | GC Evacuation Plan | ACTI R | 0 | 159400 | 84761 | 0 | 53% |
| EN57 | Flooding Technical Support | ACTI R | 22400 | 22400 | 0 | 0 | 0% |
| EP25 | NDRP Community Watch | ACTI N | 0 | 180596 | 166 | 0 | 0% |
| EP26 | NDRP Education & Training | ACTI N | 0 | 179892 | 76326 | 2815 | 44% |
| EP99 | 5th Aust Hazard Mgt Conference | ACTI N | 0 | 114000 | 6327 | 0 | 6% |
| Project Totals : | | | 524200 | 1052600 | 341335 | 29171 | 35% |

| | | | | | | |
|------------------------------------------|---------------|---|---|--------|------|----|
| 1028 - Emergency Disaster Funding | Expens | 0 | 0 | 488245 | 3122 | 0% |
| | Revenu | 0 | 0 | 273865 | | 0% |

Revenue Naturals

| | | | | | | |
|---------------------------------|-------------------|----------|----------|---------------|--|-----------|
| 4810 | Subsidies - Other | 0 | 0 | 273865 | | 0% |
| Revenue Naturals Total : | | 0 | 0 | 273865 | | 0% |

Projects

| | | Status R/N | | | | | | |
|-------------------------|--------------------------------|-------------------|-------------|---------------|-------------|----------------|------|--------|
| EM77 | NDRA Feb 10 Waterways Cleanup | ACTI | N | 0 | 0 | 3000 | 0 | 0% |
| EM81 | Feb2010 Piggotts Rd Repairs | ACTI | N | 0 | 0 | 2885 | 0 | 0% |
| EM89 | Feb2010 Upr Coomera Rd Repairs | ACTI | N | 0 | 0 | 2084 | 2584 | 0% |
| EP82 | DEC10 Severe Weather CD Ops | ACTI | N | 0 | 1000 | 98232 | 359 | 9,859% |
| EP84 | NDRRA Ops Exp GCCC Support | ACTI | N | 0 | 0 | 22824 | 0 | 0% |
| EP85 | NDRRA Ops Exp - LG1 | ACTI | N | 0 | 0 | 23478 | 0 | 0% |
| EP86 | NDRRA Ops Exp - LG2 | ACTI | N | 0 | 0 | 241803 | 179 | 0% |
| EP87 | NDRRA Ops Exp - LG3 | ACTI | N | 0 | 0 | 56850 | 0 | 0% |
| EP88 | NDRRA Ops Exps - LG4 | ACTI | N | 0 | 0 | 37088 | 0 | 0% |
| Project Totals : | | 0 | 1000 | 488245 | 3122 | 49,137% | | |

| | | | | | | |
|------------------------------------|---------------|-------|--------|-------|---|-----|
| 1961 - SES Capital Projects | Expens | 50000 | 154000 | 81746 | 0 | 48% |
| | Revenu | 0 | 0 | 0 | 0 | 0% |

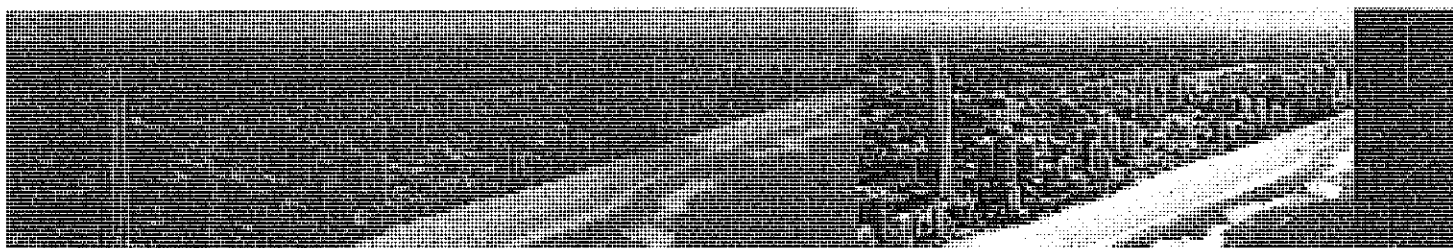
Projects

| | | Status R/N | | | | | | |
|-------------------------|-------------------------|-------------------|---------------|--------------|----------|------------|---|-----|
| E963 | DCC ICT Redundancy | ACTI | N | 50000 | 50000 | 525 | 0 | 1% |
| EP27 | DDMG Co-location Refurb | ACTI | N | 0 | 104000 | 81221 | 0 | 78% |
| Project Totals : | | 50000 | 154000 | 81746 | 0 | 53% | | |

| | | | | | | |
|-----------------------------------|---------------|--------|--------|--------|---|-----|
| 6102 - ES Mgmt & Admin | Expens | 544600 | 544600 | 320875 | 0 | 59% |
| | Revenu | 0 | 0 | 0 | | 0% |

Projects

| | | Status R/N | | | | | | |
|-------------------------|-------------------------|-------------------|---------------|---------------|----------|------------|---|-----|
| E335 | CC335 - Oncosted Labour | ACTI | R | 544600 | 544600 | 320875 | 0 | 59% |
| Project Totals : | | 544600 | 544600 | 320875 | 0 | 59% | | |



Exercise Blue Heeler 08 Preliminary Report

4 August 2008

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1. Executive Summary

On Friday 1 August 2008 the Gold Coast City Council conducted Exercise Blue Heeler 08 as a test of the City's disaster management notification and activation procedures, and the capacity of Gold Coast City Council to operate its Disaster Coordination Centre on behalf of the Gold Coast Local Disaster Management Group.

The exercise received good levels of support and participation from all agencies that are members of the Local Disaster Management Group.

The exercise confirmed that the disaster management notification and activation systems operated by Gold Coast City work effectively, with adequate and timely response times recorded from almost all components of the arrangements.

The exercise also confirmed that Gold Coast City Council has sufficient capacity to provide disaster coordination services for a period of approx 4 days, following which Council will need support from external agencies with emergency management coordination experience if it were required to provide sustained coordination services over an extended period. Alternatively, if Council wishes to provide these services from within external resources, the exercise demonstrated that additional incident management team staff will need to be recruited.

Although the Gold Coast City Council maintains effective Disaster Call Centre infrastructure that has a capacity to receive and manage approx 400 calls per hour, the exercise demonstrated that this capacity is limited by the small number of staff identified and trained to undertake these roles, and that there is a need for Council to develop a strategy to engage additional persons to undertake the role of Disaster Call Centre operator.

Finally the exercise identified a series of actions that could be pursued to enhance the disaster management notification systems and arrangements that operate within the City.

2. Exercise Recommendations

1. *The Local Disaster Management Group reinforce with all participant members and agencies the need to advise the Gold Coast City Council Disaster Management Unit as soon as possible of any agency staffing and/or contact changes.*
2. *The Disaster Management Unit review its process to check agency contact details on a regular basis to ensure contact lists are maintained in a current state.*
3. *Given the rapid responses demonstrated through the exercise, no recommendations are made to enhance the current notification and activation systems.*
4. *However, given that current contact and activation systems are reliant on mobile telephone contact, it is recommended that the Group develop and test back-up systems that do not rely on mobile phone technologies.*
5. *All Local Disaster Management Group member agencies to nominate a single contact number that diverts to a duty officer.*
6. *The Gold Coast City Council Disaster Management Unit, as the central contact for disaster management within the city, adopt a central Duty Officer contact phone, that can be diverted to other officers if required.*
7. *The Gold Coast City Council recruit additional staff to serve as members of Incident Management Teams within the City's Disaster Coordination Centre.*
8. *The Gold Coast City Council to negotiate with its Organisational Services to confirm staff availability to undertake call centre operator roles within the Disaster Call Centre.*

3. Introduction

Exercise Blue Heeler 08 was a short exercise to test the Gold Coast City disaster management notification systems and activation procedures, as documented in the Gold Coast Local Disaster Management Plan.

The exercise also tested the capacity of Gold Coast City Council to maintain sufficient staff resources to operate its Disaster Coordination Centre for an extended period.

Authority

The exercise was conducted under the Disaster Management Act 2003, Section 30 (1) (b), in which the local group has as one of its functions, "... to regularly review and assess the disaster management."

Aim

Exercise Blue Heeler aimed to test Gold Coast City disaster management notification systems and activation arrangements, and Council's capacity to provide sufficient human resources to sustain extended operations within its Disaster Coordination Centre, which is located at 195 Queen St, Southport.

Objectives

The objectives of the exercise were to:

Determine ability to contact disaster management personnel

- Ensure currency of contact details for persons identified as having a disaster management role within the Gold Coast Local Disaster Management Plan
- Ensure these persons are able to be contacted in the event of a disaster
- Measure contact response times

Determine ability for Local Disaster Management Group to meet

- Confirm the ability of member agencies to attend Gold Coast Local Disaster Management Group meetings when provided with limited notice during a disaster event

Determine ability for GCCC to activate and sustain disaster coordination services to support the LDMG

- Determine the staff capacity of Council to sustain disaster coordination services within its Disaster Coordination Centre
- Estimate times to activate the GCCC Disaster Coordination Centre

Facilitator

The Exercise was developed and conducted by the Disaster Management Unit, a unit within the GCCC Engineering Services Directorate. The exercise facilitator was Mr Peter McNamee, Disaster Management Education Officer.

Exercise Timings

The exercise was conducted in real time, commencing at 5.15 pm Friday 1 August 2008. To simulate real situations, the exercise was conducted during the night and into the morning of Saturday 2 August 2008.

Specific timings for this exercise are given in the Exercise Run Sheet (Appendix B).

Participants

The exercise incorporated the following agencies:

- **Local Disaster Management Group member agencies:**
 - Chair and Deputy Chair
 - Executive Officer and Deputy Executive Officers
 - Energex
 - Gold Coast Airport Limited
 - Gold Coast City Council
 - Main Roads Department
 - Queensland Ambulance Service
 - Queensland Health – Gold Coast District
 - Queensland Health – Gold Coast Population Health Unit
 - Queensland Fire & Rescue Service
 - Queensland Fire & Rescue Service – Rural Operations
 - Queensland Police Service – Gold Coast District
 - Queensland Police Service – Logan District
 - Queensland Parks & Wildlife Service
 - Telstra
- **Disaster Welfare Sub-committee**
- **GCCC Disaster Management Unit**
- **GCCC Disaster Coordination Staff**
 - Incident Management Teams
 - Disaster Call Centre staff

Contact lists as at the time of the exercise are included in Appendix A.

4. The Exercise

Scenario

The exercise scenario was based on a substantial rain and flooding event which causes substantial disruption to the Gold Coast community.

Within the scenario:

- Heavy rain fell across the city, and especially over hinterland areas
- Moderate flooding was experienced in the suburbs of Bonogin, Mudgeeraba, Advancetown, Tallai and Worongary
- Minor localised flooding was experienced in other locations across the city
- Emergency Services were busy responding to emergency calls, including a major motor vehicle accident which closed the M1

Disaster Management Activity

Due to the level of community disruption from the scenario event, the exercise required activation of the Gold Coast disaster management arrangements to provide a coordinated disaster response to the event.

This required:

- The Disaster Management Unit being able to move to 24 hour operations to provide initial coordination of the event
- The Disaster Coordination Centre being activated to provide full coordination services
- The Gold Coast Local Disaster Management Group being able to meet

Exercise Activity

The exercise did not require any onsite attendance or actions.

In the main, the exercise involved participants receiving and responding to 1 – 5 telephone calls, SMS messages and/or emails during the exercise period.

When a phone call or SMS message was received, participants were requested to either answer the call, or to respond as soon as possible.

Simulated decision or actions that should be undertaken by members are based on documented procedures within the approved Gold Coast Local Disaster Management Plan, and are detailed in the Exercise Run Sheet (Appendix B).

Mobile telephone contact numbers registered with the Disaster Management Unit, as per contact lists that were current on 1 August 2008, were used for the exercise. These contact lists are included in Appendix A.

Exercise Schedule

The exercise was conducted in five (5) serials, with each representing a significant decision/activity point within the Gold Coast disaster management arrangements.

The serials were designed to reflect the activation arrangements, systems and processes as outlined in the Gold Coast Local Disaster Management Plan.

| Serial | Day/Time | Special idea |
|--------|------------------|----------------------------------------------------------------------------------------|
| 1 | Fri: 5.30 pm | Initial notification of credible risk and placing agencies on ALERT |
| 2 | Fri: 7.30 pm | Activation of disaster management arrangements to 'STAND-BY' |
| 3 | Fri: 9.30 pm | Early warning notice to activate the Disaster Coordination Centre |
| 4 | Fri: 11.30 pm | Proposal to hold LDMG Meeting and decision to fully staff Disaster Coordination Centre |
| 5a | Sat: 5.00 am | Confirmation of DCC Staffing and decision to hold LDMG Meeting |
| 5b | Sat: 7.00 am | Confirmation of LDMG Meeting |

The detailed exercise run sheet is included in Appendix B.

5. Exercise Results

Raw exercise results are included in Appendix D.

Serial 1: Friday 5.30 pm

Special idea:

- Initial notification of credible risk and placing agencies on ALERT

Serial Information:

- Event Information

- Rain is continuing to fall within Gold Coast City area. 25 mm has fallen since 2pm this afternoon.
- The Bureau of "Weatherology" advises that there is a risk of in excess of 250 mm of rain falling over hinterland communities within the next 24 hours
- The Disaster Management Unit and Gold Coast City flood modelling suggests that this may lead to community disruption over western areas of city.

- Disaster Management Actions

- Mr Warren Day, Executive Officer, Gold Coast Local Disaster Management Group, advises that he has consulted with Cr Ted Shepherd, Deputy Chair, Gold Coast Local Disaster Management Group, and that the City's disaster management arrangements have moved to an "ALERT" status.
- Insp Jeff James, A/District Disaster Coordinator has been advised of this.
- The Gold Coast City Council Disaster Management Unit will maintain staffing during this evening to monitor events. Mr Nik van't Hof, Executive Coordinator Disaster Management, remains the key contact for advice of the event.

Exercise Actions required:

- Calls to simulate advice from the Disaster Management Unit to the Executive Officer, LDMG
- Calls to simulate consultation between the Executive Officer and the Chair of the LDMG
- Placing the Gold Coast disaster management arrangements on Alert
- Calls to simulate notification of the Disaster Welfare Subcommittee
- Confirmation of Disaster Welfare Subcommittee member contact details
- SITREP advice to all participants by email

Results:

- The Mayor, as Chair of the LDMG, advised that due to other civic duties he would be unable to participate in the exercise
- The Deputy Chair of the LDMG was available to participate

- Calls were made to:
 - o Executive Coordinator Disaster Management
 - o Executive Officer LDMG
 - o Deputy Chair LDMG
 - o Disaster Welfare Subcommittee Chair
 - o Business Continuity Team disaster management liaison officer
- Call success rate was 100%.
- SMS messages of the alert were sent to all participants, with 40 SMS messages acknowledged, representing a response from all participating agencies other than Queensland Health – Gold Coast Health, Main Roads Department, QFRS – Urban and Queensland Police Service – Logan District. Calls were acknowledged within 1:42 hr, with an average acknowledgement time of 27 mins. Specific average response times are:
 - o Disaster Management Unit: 6 mins
 - o DCC Incident Management Team staff: 29 mins
 - o Disaster Call Centre staff: 35 mins
 - o Gold Coast City Council: 13 mins
 - o All LDMG Agencies: 20 mins
 - o DDC: 45 mins
- The Chair of the Disaster Welfare Subcommittee called all members of the subcommittee and confirmed that all registered contact details were correct at the time of the exercise.
- An email SITREP message was also sent to all participants. Read certificates indicated that the average time for persons to read the email was 18 mins.

Serial 2: Friday 7.30 pm

Special idea:

- Activation of disaster management arrangements to 'STAND-BY'

Serial Information:

Event Information

- An additional 20 mm of rain fallen since 5.30 pm. Total rainfall since 2 pm is now 45 mm.
- Minor flooding is being experienced in the Mudgeeraba and Bonogin Creek systems
- Bureau of "Weatherology" and Gold Coast City Council flood modelling predicts moderate flooding could be experienced in the suburbs of Bonogin, Mudgeeraba, Advancetown, Worongary, Tallai and parts of Nerang.

– Disaster Management Actions

- Mr Warren Day, Executive Officer, Gold Coast Local Disaster Management Group, advises that he has consulted with Cr Ted Shepherd, Deputy Chair, Gold Coast Local Disaster Management Group, and that the City's disaster management arrangements have moved to a "STAND BY" status.
- Insp Jeff James, A/District Disaster Coordinator has been advised of this.
- The Gold Coast City Council Disaster Management Unit is currently staffed. Mr Nik van't Hof, Executive Coordinator Disaster Management, remains the key contact for advice re this event.

Exercise Actions required:

- Advice from the Disaster Management Unit to the Executive Officer, LDMG
- Notification of the DDC by the Executive Officer and the Chair of the LDMG
- Placing the Gold Coast disaster management arrangements on Alert
- Notification of the GCCC Business Continuity team
- SITREP advice to all participants via email

Results:

- All phone calls, other than to the GCCC Business Continuity Team, were either answered immediately or responded to within 4 mins. The average call response time was 2 mins.
- Whilst the Business Continuity team did not respond to the initial call, they acknowledged that the call was received and understood.
- The DDC answered the phone immediately, and acknowledged the activation of the city's disaster management arrangements.

Serial 3: Friday 9.30 pm

Special idea:

- Early warning notice to activate the Disaster Coordination Centre

Serial Information:

– Event Information

- Another 25 mm of rain have fallen across the Gold Coast Hinterland since 7.30 pm. Total rainfall since 2 pm is now approx 70 mm, and is intensifying.
- Localised flooding is being experienced in the Mudgeeraba and Bonogin Creek systems
- Bureau of "Weatherology" and Gold Coast City Council flood modelling still predicts flooding in the suburbs of Bonogin, Mudgeeraba, Advancetown, Worongary, Tallai and parts of Nerang could still reach moderate levels early tomorrow morning.

– Disaster Management Actions

- Mr Warren Day, Executive Officer, Gold Coast Local Disaster Management Group, has advised that should conditions worsen, the following teams have been notified and are on stand-by to activate:
 - Disaster Coordination Centre - Incident Management Teams
 - Disaster Coordination Centre - Disaster Call Centre Teams
 - Disaster Communications Team
- Insp Jeff James, A/District Disaster Coordinator has been advised of this.
- The Gold Coast City Council Disaster Management Unit is currently staffed. As from 10:00 pm Ms Naomi Toy, A/Executive Coordinator Disaster Management, will be the key contact for advice re this event.

Exercise Actions required:

- Notification of Executive Coordinator Disaster Management, and Deputy
- Notification of Deputy Executive Officers
- Notification of the Disaster Communications Manager
- Notification and survey of DCC staff re availability to work as from 6 am Saturday
- Preparation of DCC staff roster for 24 hr operations
- Notification of DCC Day Shift Staff (0600 – 1800 hrs) by SMS
- SITREP advice to all participants via email

Results:

- Phone calls to the Executive Coordinator Disaster Management and Deputy were answered within 3 mins, with an average response time of 1.5 mins.
- Phone calls were made to three (3) Deputy Executive Officers, of which two (2) calls were successfully received within 7 minutes. The average successful call response time was 3.5 mins.
- The Disaster Communications Manager answered the phone immediately, and confirmed the readiness of the city's disaster communication plan.
- SMS messages were sent to all Disaster Coordination Centre staff to check availability to work on Saturday and beyond, with 1st shift scheduled to commence at 6 am.
 - 21 messages were sent, with 14 messages acknowledged within 1:42 hr.
 - The average response time was 20 min.
 - All 14 responders indicated their availability to staff the Centre. One (2) staff members who did not respond to the SMS, indicated by phone call his availability to work, giving a total DCC staff capacity of 18:
 - Disaster Call Centre staff: 4
 - Incident Control/DCC Manager: 1
 - Operations staff: 3
 - Logistics staff: 3
 - Planning staff: 5

- A DCC staff roster was prepared, and is included in Appendix C. Staffing levels allow for the establishment of 2 teams – day and night shifts.

Serial 4: Friday 11.30 pm

Special idea:

- Proposal to hold LDMG Meeting and decision to fully staff of Disaster Coordination Centre

Serial Information:

- Event Information

- Another 65 mm of rain have fallen across the Gold Coast Hinterland since 9.30 pm. Total rainfall since 2 pm is now approx 130 mm, and remains heavy.
- Moderate flooding is being experienced in Mudgeeraba, Tallai, Worongary, Bonogin and Advancetown.
- Other reports are being received of localised minor flooding.
- There are a series of minor road accidents as a result of rain and slippery roads.
- A major accident has occurred on the M1 (Northbound) near exit 66 (Southport exit), with occupants trapped in vehicles. Emergency Services are responding.

- Disaster Management Actions

- Mr Warren Day, Executive Officer, Gold Coast Local Disaster Management Group, has advised that the Chair of the Gold Coast Local Disaster Management Group has moved the City's disaster management arrangements to "Operational" status.
- Insp Jeff James, A/District Disaster Coordinator has been advised of this.
- The Gold Coast City Council Disaster Management Unit is currently staffed. Ms Naomi Toy, A/Executive Coordinator Disaster Management, will remain the key contact for advice re this event until 0600 hrs.
- The Gold Coast City Council Disaster Coordination Centre will be fully operational as from 0600 hrs. Disaster Coordination Centre staff have been advised of shift times, and are further advised to review email for the complete roster.
- With the current scenario for the event to continue, the Executive Officer, Gold Coast Local Disaster Management Group, advises Local Disaster Management Group members that a meeting of the group is tentatively scheduled for 0900 hrs tomorrow (Saturday morning) in the GCCC Disaster Coordination Centre, 195 Queen St, Southport. This meeting will be confirmed by 0700 hrs. Members unable to attend due to the event or other commitments are requested to identify suitable proxies to represent their organisations.

Exercise Actions required:

- Consultation between A/Executive Coordinator Disaster Management and Executive Officer, LDMG
- SITREP advice to all participants via email

Results:

- Phone calls were made to the Executive Coordinator Disaster Management and Deputy, and the Executive Officer LDMG.
- Calls were answered within 6 mins, with an average response time of 3 mins.

Serial 5A: Saturday 5.00 am**Special idea:**

- Confirmation of DCC Staffing
- Decision to hold LDMG meeting

Serial Information:**- Event Information**

- Rain continues to fall across the Gold Coast
- Since midnight another 45 mm of rain have fallen in Hinterland areas. Total rainfall since 2 pm yesterday is now approx 175 mm.
- The Bureau of "Weatherology" has forecast continuing moderate - heavy falls today.
- Moderate flooding is being experienced in Mudgeeraba, Tallai, Worongary, Bonogin and Advancetown, with parts of these suburbs now isolated.
- Numerous reports are being received of localised minor flooding across the city.
- The major accident on the M1 (Northbound) has been cleared; however caution is advised due to the wet and slippery conditions.

- Disaster Management Actions

- Disaster management arrangements remain at "Operational" status.
- The Gold Coast City Council Disaster Management Unit is currently staffed. As from 0600 hrs Mr Nik van't Hof, Executive Coordinator Disaster Management, is the key contact for advice re this event.
- The Gold Coast City Council Disaster Coordination Centre will be fully operational as from 0600 hrs.
- A meeting of the Local Disaster Management Group is confirmed for 0900 hrs in the GCCC Disaster Coordination Centre, 195 Queen St, Southport. A follow-up SMS will be sent to LDMG members at approx 0700 hrs.

Exercise Actions required:

- Consultation between A/Executive Coordinator Disaster Management and Executive Officer, LDMG
- Consultation with the Deputy Chair LDMG
- Advice to Business Continuity Team
- Confirm DCC Shift 1 attendance
- SITREP advice to all participants via email

Results:

- Phone calls made to the Executive Coordinator Disaster Management, Executive Officer LDMG and the Deputy Chair LDMG were answered immediately.
- Calls made to DCC Shift 1 team members except 1, were all answered within 6 minutes, with an average response of 2 mins. All calls confirmed the ability of team members to commence shift at 6 am. The one call that was unanswered at the time, later advised that she did not realise the need to respond to this call during the exercise, but confirmed her ability to work the shift.
- A phone call was made to the GCCC Business Continuity Team Liaison Officer, which was answered immediately.

Serial 5B: Saturday 7.00 am**Special idea:**

- Confirmation of LDMG meeting

Actions required:

- LDMG Members advised that LDMG meeting confirmed for 9 am

Results:

- SMS message sent to all LDMG Members advising that LDMG meeting confirmed for 9 am
- Ability to attend the LDMG meeting was confirmed by the Deputy Chair LDMG, Executive Officer LDMG, two (2) of the Deputy Executive Officers LDMG, the Executive Coordinator Disaster Management, Chair of the Disaster Welfare Subcommittee, and the Disaster Communications Manager.
- 48 SMS messages were sent to registered LDMG members, covering 15 different agencies that comprise the LDMG.
- 22 members responded and confirmed their ability to attend the LDMG meeting, giving representation from the following 10 member agencies:
 - o Gold Coast City Council, including the CEO, the City's solicitor and a range of Directorates represented
 - o Australian Pipeline Trust
 - o Energex
 - o Gold Coast Airport Limited
 - o Queensland Ambulance Service
 - o Queensland Fire & Rescue Service – Rural Operations
 - o Queensland Health – Gold Coast Population Health Unit
 - o Queensland Police Service
 - o Queensland Parks and Wildlife Service
 - o Telstra

- The following agencies did not confirm their ability to attend the LDMG meeting:
 - o Department of Communities
 - o Queensland Health – Gold Coast Health, although Queensland Health would have been represented through its Population Health Unit
 - o Emergency Management Queensland
 - o Main Roads Department
 - o Queensland Fire & Rescue Service – Urban

6. Discussion

Notification And Activation Systems

Contact Lists

The Disaster Management Unit (DMU), a unit of the Gold Coast City Council Engineering Services Directorate, maintains contact lists of GCCC staff who work in the GCCC Disaster Coordination Centre, and for the Local Disaster Management Group (LDMG).

These lists are updated as LDMG agencies and DCC staff advise the DMU of changes in staffing and/or contact details, and any leave arrangements.

This exercise has demonstrated that, in the main, this system works well. Practically all registered persons were able to be contacted and responded to calls, messages and/or emails at some point throughout the exercise.

The following agencies, however, did not confirm any contact throughout the exercise:

- Queensland Police Service – Logan District:
This may not be of great significance given that QPS - Gold Coast District did confirm involvement if an event was in progress.
- Main Roads Department (MRD):
No contact was able to be made with this agency. Emails were returned undeliverable.
- Queensland Fire and Rescue Service – Urban
Throughout the exercise no confirmation of contact was received from QFRS – Urban.
An "out of office" email message was received from registered LDMG member Area Director Peter Ryan, advising that he was on annual leave, and that contact should be directed to A/Supt Jeff King.
As QFRS did not notify the DMU of their change in staff, incorrect contact details were registered for the agency.

Also, advice was received from the Office of the Mayor that, due to other civic duties, the Mayor was not available for contact as the Chair of the LDMG during the exercise. The Deputy Chair was therefore contacted throughout the exercise.

As such, the following recommendations are made to enhance currency of contact lists:

- *The Local Disaster Management Group reinforce with all participant members and agencies the need to advise the Gold City Coast City Council Disaster Management Unit as soon as possible of any agency staffing and/or contact changes.*
- *The Disaster Management Unit review its process to check agency contact details on a regular basis to ensure contact lists are maintained in a current state.*

Contact Systems

During the exercise participants were contacted by using mobile phones, SMS and email. This exercise assumed that these communication technologies would be operational during an event.

Assuming that these technologies are functioning, the exercise demonstrated that they are effective methods of communicating with DCC staff and LDMG members.

During all phases of the exercise, telephone calls were answered either immediately or calls returned rapidly. Likewise, in the main SMS messages were promptly acknowledged.

The rapid response measured in this exercise is indicative of both the effectiveness of the telecommunications systems utilised by the City to notify staff and LDMG members of event information, and the dedication of LDMG members and DCC staff to supporting disaster management within the Gold Coast.

Significant outcomes include:

- The Disaster Management Unit, which provides the City's with core disaster management staffing, has an average response time of 3 minutes, irrespective of time of day
- Disaster Coordination Centre staff teams, which comprise staff of other GCCC work teams who volunteer to take on disaster management roles within the GCCC DCC, have an average response time of 25 mins when on alert, and an average response time of 3 minutes when notified of being activated
- The Deputy Chair of the LDMG was able to be contacted anytime, with an average call response time of 5 minutes
- The Executive Officer of the LDMG was able to be contacted anytime, with an average response time of approx 3 minutes
- Members of the LDMG demonstrated average call response times within 2 hours

As such, the following recommendations are made to enhance the effectiveness of contact systems:

- *Given the rapid responses demonstrated through the exercise, no recommendations are made to enhance the current notification and activation systems.*
- *However, given that current contact and activation systems are reliant on mobile telephone contact, it is recommended that the Group develop and test back-up systems that do not rely on mobile phone technologies.*

Ability Of LDMG To Meet

The exercise demonstrated that, assuming LDMG members can be contacted, the Gold Coast LDMG is able to meet with limited notice, with sufficient representation across agencies.

If notice were given in the evening, this exercise confirmed that LDMG members would be able to meet the following morning.

This exercise assumed, however, that LDMG members would be able to travel to the Southport Disaster Coordination Centre, the location of LDMG meetings. Depending on the nature of disaster events, this might not be possible.

In such cases, it is important that agencies nominate and maintain more than one contact so that the likelihood of representation at meetings is increased. This is currently the case with most but not all agencies. Alternatively, agencies could adopt a single duty officer contact number that diverts to on-duty agency personnel.

As such, the following recommendations are made to enhance the ability of the LDMG to meet:

- All Local Disaster Management Group member agencies to implement a single contact number that diverts to a duty officer.*

Ability Of GCCC To Activate And Sustain Disaster Coordination Services In Support Of The LDMG

Disaster Management Unit

The exercise demonstrated that during disaster events, the staff of the Disaster Management Unit are able to provide initial staffing of the Disaster Coordination Centre to support the event, with these arrangements continuing until there a need to scale up Centre staffing was identified.

Based on DMU call response times (approx 3 mins), DMU staff home-Centre travel times (max 30 mins), and allowing for some notice time, the exercise confirmed that Disaster Coordination Centre can be activated anytime day or night within 60 minutes of notification. This compares favourably to other arrangements within the State. The State Disaster Coordination Centre has a two hour activation standard.

As this exercise event started at 5.15 pm, the DCC was operational immediately as DMU staff were still present and on-duty within the Centre.

During a real event, Gold Coast City Council and the Local Disaster Management Group should expect the GCCC Disaster Coordination Centre to be staffed and functional as follows:

- Immediately if required, between 0730 – 1700 hrs Monday – Friday
- Within 60 mins, at other times

Currently the Disaster Management Unit is activated by contacting the Executive Coordinator Disaster Management, anytime day or night. This exercise showed call response times to be within 5 minutes (average 3 mins). The weakness of this arrangement, however, is that the system relies on the Executive Coordinator always being available for contact.

To enhance the effectiveness of the Disaster Management Unit to activate and support disaster management arrangements, it is recommended that:

- *The Gold Coast City Council Disaster Management Unit, as the central contact for disaster management within the city, adopt a central Duty Officer contact phone, that can be diverted to other officers if required.*

Disaster Coordination Centre: Incident Management Teams

When fully functional, the Disaster Coordination Centre is staffed by Council staff from other Council work units. The DMU maintains contact lists of staff willing to work in the DCC (Refer to Appendix A).

This exercise demonstrated that, accounting for staff absences and leave, Council had 21 staff available, sufficient to form two (2) Incident Management Teams (IMT) – a day shift and a night shift.

However, the exercise also showed that there is little/no redundancy in current staffing levels. During periods of heightened levels of sickness or leave, there would be difficulty in forming two teams.

In particular, the exercise revealed that more persons need to be recruited and trained in the following IMT roles:

- Incident Controller/Disaster Coordination Centre Manager
- Operations staff

It should be further noted that with two teams, Gold Coast City Council has a capacity to sustain disaster coordination services for approx 4 days. Following this Council would need assistance to sustain operations – with at least two (2) supplementary IMT teams required to supplement existing resources by Day 5 of an extended operation.

For the City to sustain extended operations from within its own resources, at least a third IMT would need to be raised, with teams rostered into a rotating 12-12 shift roster as follows:

| Shift | Day | Day 2 | Day 3 | Day 4 | Day 5 | Day 6 |
|-------|--------|--------|--------|--------|--------|--------|
| Day | Team A | Team A | Team C | Team C | Team B | Team B |
| Night | Team B | Team B | Team A | Team A | Team C | Team C |
| Rest | Team C | Team C | Team B | Team B | Team A | Team A |

To enhance the operational capacity of GCCC to sustain extended operations it is recommended that:

- *The Gold Coast City Council recruit additional staff to serve as members of Incident Management Teams within the City's Disaster Coordination Centre.*

Disaster Coordination Centre: Disaster Call Centre Staff

The Disaster Call Centre is part of the Disaster Coordination Centre. Like the Incident Management Teams, Disaster Call Centre teams are formed from GCCC staff from other Council work units; and the DMU maintains lists of staff willing to work in the DCC (refer to Appendix A).

At present the City has recruited four (4) Disaster Call Centre Operators, which is clearly insufficient for any event of significant size.

The exercise demonstrated that Council needs to review its current Disaster Call Centre staff arrangements, with the view to increase the number of available Operators through:

- Recruitment of additional staff from within Council
- Utilising a strategy that draws on volunteer resources, and/or
- Using external call centre facilities.

With a 21 line fully-functional capacity, Council would require a minimum of 42 staff if it were to keep the Centre at maximum capacity for a 24 hr period for 4 days.

To enhance the capacity of the GCCC Disaster Call Centre to sustain extended operations it is recommended that:

- *The Gold Coast City Council to negotiate with its Organisational Services to confirm staff availability to undertake call centre operator roles within the Disaster Call Centre.*

7. Conclusion

Overall participating agencies provided good levels of support to Exercise Blue Heeler 08.

The exercise has provided a good test and evaluation of the Gold Coast disaster management contact and activation arrangements, and has confirmed that the these systems work effectively with adequate and timely response times. However, as outlined in the Recommendations, the exercise also identified opportunities to enhance and improve the redundancy in these arrangements and systems.

The exercise also confirmed that Gold Coast City Council has sufficient capacity to provide disaster coordination services for a period of approx 4 days. However, in the event of a larger event, the exercise showed that Council will need external assistance to coordinate events, or will need to increase its Incident Management Team staff capacity.

Finally, although the Gold Coast City Council maintains effective Disaster Call Centre infrastructure, with a capacity to receive and manage approx 400 calls per hour, the exercise demonstrated that this capacity is limited by the small number of staff identified and trained to undertake these roles.

Through the GCCC Engineering Services Directorate, the Disaster Management Unit will review the exercise outcomes and recommendations in detail, and will work with the Gold Coast Local Disaster Management Group to effect those recommendations supported by the Group.

Through these continuous improvement actions the City will further enhance its ability to coordinate disaster operations, and hence improve the disaster response capability of the Gold Coast.



Disaster Management Training Framework

Annexure to Gold Coast City Local Disaster Management Plan
Annexure 5
05 February 2009

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1. DISTRIBUTION

This is a controlled document that supports the implementation of the Gold Coast City Local Disaster Management Plan.

It is not publicly available, and is not for distribution and/or release.

This annexure is distributed to all persons listed in the register of controlled copies (refer to Annexure 2).

2. RATIONALE

Under Sections 30 and 23 respectively of the *Disaster Management Act (2003)*, the Gold Coast City Local Disaster Management Group and the Gold Coast District Disaster Management Group are given disaster management functions and responsibilities.

Disaster management training is important to ensure that all participants of these groups know how to perform their roles and functions in preparation for, during and following disaster events, so that the city can recover as quickly as possible and return to normal operations.

The Queensland Disaster Management System brings together a number of agencies to work in a coordinated manner to assist communities prepare for, respond to and recover from disasters.

To be able work effectively with Gold Coast City Council, these agencies need to know of the city's resource capability and be aware of its systems and processes.

Disaster management training is important to ensure that all agencies can seamlessly integrate with the city's disaster management arrangements and contribute to an effective response.

3. PURPOSE

The purpose of this training framework is to:

- Provide a coordination framework for the LDMG and DDMG to coordinate the delivery of disaster management training within the Gold Coast
- Ensure that all agencies can work together for the good of the Gold Coast City

4. DISASTER MANAGEMENT TRAINING MODEL

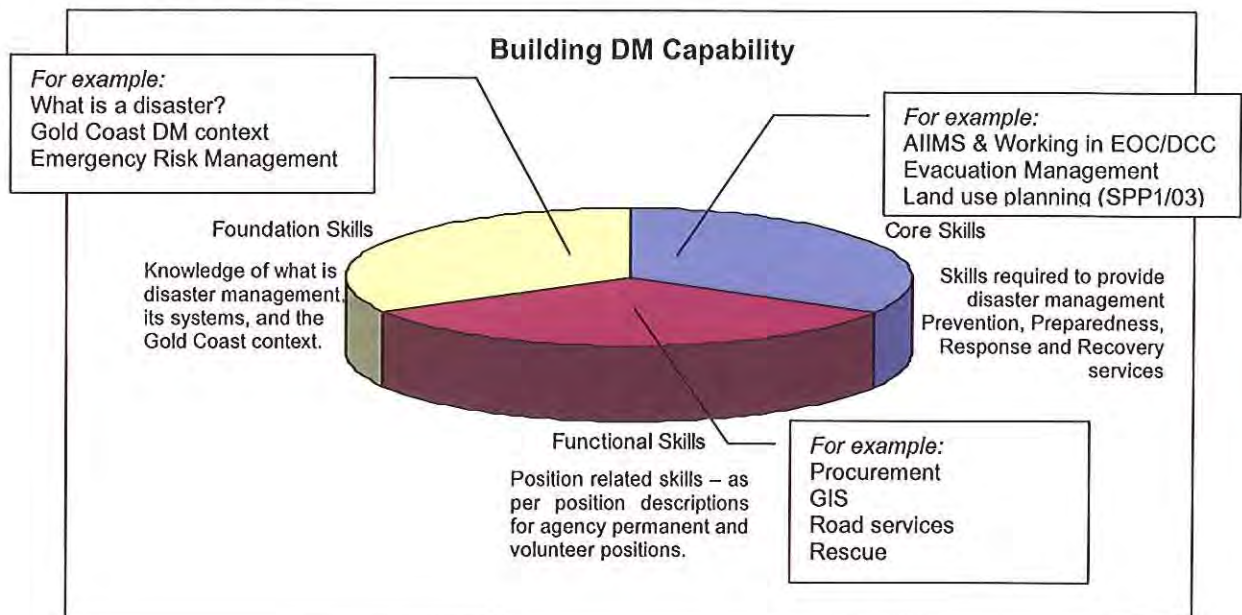
Developing Disaster Response Capability

Effective disaster management capacity involves the application of skills in a disaster management context.

This involves:

- knowledge and an appreciation of disaster events and the Gold Coast City context (Foundation Skills) to introduce participants to the principles and values of disaster management
- skills that relate to preparing for, responding to and recovering from disaster events (Core PPRR Skills)
- normal work functions and skills (Functional Skills)

For example:



To develop this capacity, the Gold Coast City Local Disaster Management Group and the Gold Coast District Disaster Management Group will implement three key strategies:

- ensure training is delivered across key stakeholder groups in foundation disaster management concepts and principles
- ensure training is delivered in Core PPRR Skills to agencies that support the city's disaster management system
- ensure that higher level functional disaster management training is delivered to the city's core disaster management personnel of all agencies

Disaster Management Training Curriculum

The Disaster Management curriculum will comprise modules developed and offered by:

- Gold Coast City Council Disaster Management Group
- The EMQ School of Emergency Management and Community Education Program
- South East Queensland Disaster Management Advisory Group (SEQDMAG)
- Emergency Management Australia (EMA)

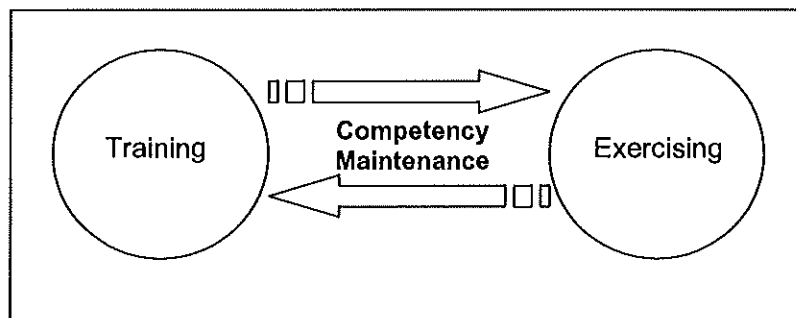
Appendix A outlines the current Disaster Management Training Curriculum, which includes a register of Approved Training Courses.

The Register of Approved Training Courses will be reviewed annually to ensure that it provides an appropriate curriculum to develop and maintain the disaster management capability needs of the Gold Coast City.

Maintaining Disaster Response Capability

It is important that, once trained, personnel maintain disaster response capability through an active program of exercises and refresher training.

This is because for the majority of participants and stakeholders, disaster management is not a core or mainstream function.



As such the Groups will ensure an exercise program that incorporates:

- Discussion Exercises, in which participants explore disaster management issues in some depth and to provide verbal responses to situations. Discussion exercises are utilised within GCCC for participants to review Core DM Skills and review how they would apply their functional skills within a DM context.
- Functional Exercises, in which participants actually undertake functions in an operational environment. Within GCCC, functional exercises are utilised for personnel to practice applying Core DM Skills (such as working within the Council's Disaster Coordination Centre).
- Field Exercises, in which participants respond to simulated field-based event and actually apply their Core DM Skills and functional skills. Such exercises might include simulated evacuations, response to plane crashes, etc.

Due to the intensive resources to implement field exercises, most exercises will take the form of Discussion Exercises (DISCEX) or Functional Exercises (TEWT – “tactical exercises without troops”).

Aside from building and maintaining capacity, exercises also test plans and systems. As such, the exercise program is also an integral part of the Disaster Management Plan Test and Evaluation Framework.

Enhancing Inter-operability

To ensure effective coordinated disaster management within the city, it is important that all levels of government and all agencies understand the city's disaster management capabilities and understand how to interface with the city's systems and processes.

The Groups will utilise two strategies to enhance inter-operability:

- briefings to agencies regarding the Disaster Management capacity of the city
- extending invitations to agencies to participate in and/or observe disaster management exercises (above) conducted within the city.

Training & Exercise Calendar

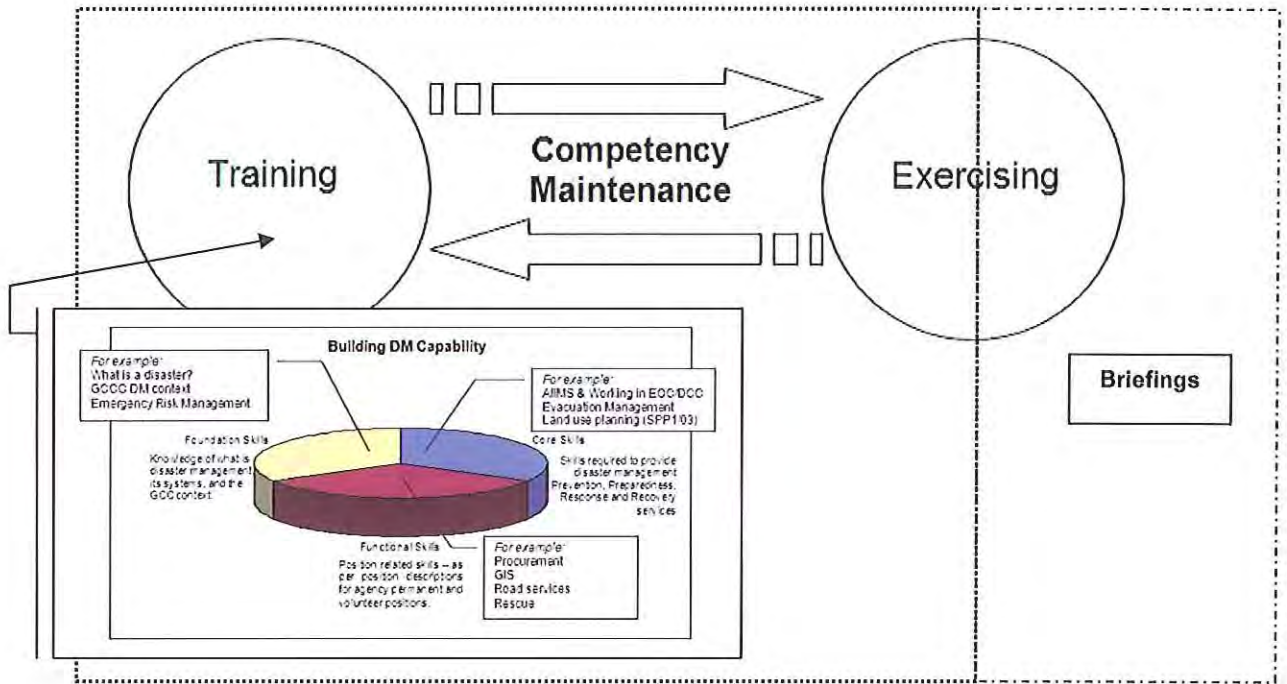
The GCCC Disaster Management Unit will maintain and publish a calendar of training opportunities and exercises available to city's disaster management stakeholders.

The Calendar will be updated quarterly and distributed through the Local and District Groups.

Summary

The Disaster Management Training Framework:

- provides opportunities for training in foundation disaster management concepts and principles
- ensures training is delivered in Core PPRR Skills to all agencies that support the city's disaster management system
- ensures that higher level functional disaster management training is delivered to the city's core disaster management personnel
- utilises exercises to maintain the city's disaster management capability and promote inter-operability amongst all levels of government and agencies



5. DISASTER MANAGEMENT TRAINING CURRICULUM

Register of Approved Training Courses

| Training Course | Source | Comments |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Foundation Skills | | |
| <p><i>Briefings Re Roles and Functions</i></p> <p>A briefing customised to meet the needs of the persons being addressed in the briefing.</p> <p>Briefings have been prepared for:</p> <ul style="list-style-type: none"> • new staff of the GCCC Disaster Management Unit • Chair and Executive Officer, and their deputies, of the Local Disaster Management Group • GCCC Incident Management Teams • members of the Local Disaster Management Group • members of GCCC Recovery Teams • Council's wider workforce • non-GCCC staff that support the city's response and recovery efforts • elected members of Council <p>Duration: 20 mins Mode: Workshop Delivered by: GCCC</p> | <p>GCCC 2008</p> | <p>This might be incorporated into other training, or delivered during various meetings (eg, LDMG meetings).</p> |
| <p><i>Induction into the Queensland Disaster Management System (EMQ SEM2000)</i></p> <p>A training induction that introduces participants to the structure and operation of Disaster Management System.</p> <p>Duration: 2 hr Mode: Workshop Delivered by: EMQ, GCCC</p> | <p>EMQ 2008</p> | <p>Completion of this course is a requirement of the State Disaster Management Group.</p> |
| <p><i>Introduction to Disaster Management (SEQDMAG – Module 1)</i></p> <p>A training course that examines:</p> <ul style="list-style-type: none"> • emergency and disaster recognition • introduction to the disaster management process <p>Duration: 2.5 hr Mode: Workshop Delivered by: GCCC, Other SEQDMAG local governments</p> | <p>SEQDMAG 2007</p> | <p>This is Module 1 of 6 of the SEQDMAG curriculum.</p> <p>The content will be customised to the needs of Gold Coast City.</p> <p>This is a pre-requisite for other SEQDMAG modules.</p> <p>EMQ administers this training and will issue statements of recognition for participants of this course.</p> |

| Training Course | Source | Comments |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Core Skills (Designed to raise capacity to undertake PRR functions) | | |
| <p><i>AllIMS for Local Government (EMQ SEM1001)</i></p> <p>A course that introduces participants to the principles and functions of AllIMS. It incorporates an exercise relevant for local government.</p> <p>Duration: 3 days</p> <p>Mode: Workshop</p> <p>Delivered by: GCCC/EMQ</p> | GCCC/EMQ 2007 | Completion of this course, and registration with EMQ, leads to recognition against the nationally accredited short course in the Australasian Inter-service Incident Management System. |
| <p><i>Working in the GCCC Disaster Coordination Centre</i></p> <p>A course that introduces participants to the equipment and operating procedures of the Gold Coast City Disaster Coordination Centre. The training incorporates a short familiarisation exercise.</p> <p>Duration: 4 hours</p> <p>Mode: Workshop</p> <p>Delivered by: GCCC</p> | GCCC | Completion of this course is required by all who work as part of GCCC Incident Management Teams. |
| <p><i>Introduction to Disaster Planning (SEQDMAG – Module 2)</i></p> <p>A training course that examines:</p> <ul style="list-style-type: none"> • disaster planning • planning and exercises • external agency support <p>Duration: 3 hr</p> <p>Mode: Workshop</p> <p>Delivered by: GCCC, Other SEQDMAG local governments</p> <p>Pre-requisite: SEQDMAG – Module 1</p> | SEQDMAG 2007 | <p>This is Module 2 of 6 of the SEQDMAG curriculum.</p> <p>The content will be customised to the needs of Gold Coast City.</p> <p>This is a pre-requisite for SEQDMAG module 3.</p> <p>EMQ administers this training and will issue statements of recognition for participants of this course.</p> |
| <p><i>Introduction to Disaster Policy and Procedure (SEQDMAG – Module 3)</i></p> <p>A training course that examines:</p> <ul style="list-style-type: none"> • emergency management legislation • local government policies and procedure • coordination and control • communication tools and skills <p>Duration: 3 hr</p> <p>Mode: Workshop</p> <p>Delivered by: GCCC, Other SEQDMAG local governments</p> <p>Pre-requisite: SEQDMAG – Module 2</p> | SEQDMAG 2007 | <p>This is Module 3 of 6 of the SEQDMAG curriculum.</p> <p>The content will be customised to the needs of Gold Coast City.</p> <p>This is a pre-requisite for SEQDMAG module 4.</p> <p>EMQ administers this training and will issue statements of recognition for participants of this course.</p> |

| Training Course | Source | Comments |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><i>Introduction to Emergency Management for Local Government (EMA 21580VIC)</i></p> <p>This accredited short course has been designed to introduce leaders, employees and elected officials in local government to some of the range of issues and experiences faced by local governments when dealing with emergency management.</p> <p>Duration: 4 days</p> <p>Mode: Workshop</p> <p>Delivered by: EMA</p> | <p>EMA 2005</p> | <p>This accredited short course is offered by EMA either on campus at Mt Macedon or at sites within Queensland.</p> <p>EMQ manages the State's nominations to these courses.</p> |
| <p><i>Introduction to Emergency Risk Management (EMQ SEM2002)</i></p> <p>An accredited short course that introduces participants to community-based Emergency Risk Management process, which is based on AS4360.</p> <p>Duration: 1 day</p> <p>Mode: Self-paced CD ROM & Workshop</p> <p>Delivered by: EMQ</p> | <p>EMA 2005</p> | <p>This accredited short course is offered by EMQ under licence from EMA.</p> <p>GCCC facilitates the completion of this course with Gold Coast City in conjunction with the EMQ Regional Training and Equipment Coordinator.</p> <p>This course is a pre-requisite for risk management courses offered by EMA.</p> |
| <p><i>EMA Short Courses</i></p> <p>Emergency Management Australia offers a series of short courses in:</p> <ul style="list-style-type: none"> • emergency risk management • exercise management • emergency coordination centre management • emergency planning • recovery management • risk based land use planning • emergency management for public health professionals • business continuity management | <p>EMA</p> | <p>These short courses align to units of competency from the Advanced Diploma in Public safety from the Public Safety Training Package .</p> <p>They are offered by EMA either on campus at Mt Macedon or at sites within Queensland.</p> <p>EMQ manages the State's nominations to these courses.</p> |

| Training Course | Source | Comments |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Functional Skills (Linked to specific management functions of position descriptions) | | |
| <p><i>Disaster Policy and Procedure for Managers (SEQDMAG – Module 4)</i></p> <p>A training course that examines:</p> <ul style="list-style-type: none"> disaster legislation responding and planning functions of EMQ, SDMG, DDMG, LDMG and Incident Management Teams <p>Duration: 6 hr Mode: Workshop Delivered by: GCCC, Other SEQDMAG local governments Pre-requisite: SEQDMAG – Module 3</p> | EMA 2005 | <p>This is Module 4 of 6 of the SEQDMAG curriculum.</p> <p>The content will be customised to the needs of Gold Coast City.</p> <p>This is a pre-requisite for SEQDMAG module 5.</p> |
| <p><i>Management Issues within the Disaster Setting (SEQDMAG – Module 5)</i></p> <p>A training course that examines:</p> <ul style="list-style-type: none"> managing stress managing staff managing the media <p>Duration: 1.5 hr Mode: Workshop Delivered by: GCCC, Other SEQDMAG local governments Pre-requisite: SEQDMAG – Module 4</p> | | <p>This is Module 5 of 6 of the SEQDMAG curriculum.</p> <p>The content will be customised to the needs of Gold Coast City.</p> <p>This is a pre-requisite for SEQDMAG module 6.</p> <p>EMQ administers this training and will issue statements of recognition for participants of this course.</p> |
| <p><i>Disaster Planning for Managers (SEQDMAG – Module 6)</i></p> <p>A training course that examines:</p> <ul style="list-style-type: none"> hazard assessment and mitigation disaster planning, incorporating a substantial practical activity <p>Duration: 2 d Mode: Workshop Delivered by: GCCC, Other SEQDMAG local governments Pre-requisite: SEQDMAG – Module 5</p> | | <p>This is Module 6 of 6 of the SEQDMAG curriculum.</p> <p>The content will be customised to the needs of Gold Coast City.</p> <p>EMQ administers this training and will issue statements of recognition for participants of this course.</p> |
| <p><i>Frontline Management Cert IV in Business (Frontline Management)</i></p> <p>This qualification enables personnel to develop leadership and management competencies.</p> | External RTO | Participants will complete this qualification through external registered training organisations. |

Training Needs By Stakeholder

LDMG:

| Stakeholder | Function | Skills Required | Priority |
|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Staff of the GCCC Disaster Management Unit | To provide core disaster management services | <p>As per position descriptions, including the following or equivalent:</p> <p><i>GCCC Training:</i></p> <ul style="list-style-type: none"> Briefing - Roles and Functions Working in the DCC AIMS for Local Government <p><i>EMQ Training:</i></p> <ul style="list-style-type: none"> Induction to Queensland Disaster Management System Introduction to Emergency Risk Management <p><i>SEQDMAG Training:</i></p> <ul style="list-style-type: none"> Module 1 - Intro to Disaster Management Module 2 - Introduction to Disaster Planning Module 3 - Intro to Disaster Policy and Procedure Module 4 – Disaster Policy and Procedure for Managers Module 5 – Management Issues within the Disaster Setting Module 6 – Disaster Planning for Managers <p><i>EMA Training:</i></p> <ul style="list-style-type: none"> Grad Cert Emergency Management or Adv Dip EM Other short courses <p><i>Other:</i></p> <ul style="list-style-type: none"> Frontline Management | <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>C</p> |
| Chair, and Executive Officer of the Local Disaster Management Group, and Deputies | To provide statutory functions as specified within the <i>Disaster Management Act (2003)</i> | <p>As per position descriptions, including the following or equivalent:</p> <p><i>GCCC Training:</i></p> <ul style="list-style-type: none"> Briefing - Roles and Functions (as per legislation, including relationship to the Disaster Coordination Centre) <p><i>EMQ Training:</i></p> <ul style="list-style-type: none"> Induction to Queensland Disaster Management System Introduction to Emergency Risk Management <p><i>SEQDMAG Training:</i></p> <ul style="list-style-type: none"> Module 1 - Intro to Disaster Management Module 2 - Introduction to Disaster Planning Module 3 - Intro to Disaster Policy and Procedure Module 4 – Disaster Policy and Procedure for Managers Module 6 – Disaster Planning for Managers <p><i>EMA Training:</i></p> <ul style="list-style-type: none"> Units from Advanced Diploma in Public Safety (Emergency Management) that relate to planning and strategic management of disaster management. Introduction to Emergency Management for Local Government | <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>B</p> <p>B</p> <p>B</p> <p>B</p> |

| Stakeholder | Function | Skills Required | Priority |
|------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| GCCC Incident Management Teams | To provide coordination to disaster response and recovery actions during a disaster event | <p>As per position descriptions, including the following or equivalent:</p> <p><i>GCCC Training:</i></p> <ul style="list-style-type: none"> Briefing - Roles and Functions Working in the DCC AIMS for Local Government <p><i>EMQ Training:</i></p> <ul style="list-style-type: none"> Induction to Queensland Disaster Management System Introduction to Emergency Risk Management, <ul style="list-style-type: none"> - For Incident Controllers and Planning Officers - For Others <p><i>SEQDMAG Training:</i></p> <ul style="list-style-type: none"> Module 1 - Intro to Disaster Management Module 3 - Introduction to Disaster Policy and Procedure Module 5 – Management Issues within the Disaster Setting <ul style="list-style-type: none"> - For Incident Controllers Module 6 – Disaster Planning for Managers <ul style="list-style-type: none"> - For Incident Controllers <p><i>EMA Training:</i></p> <ul style="list-style-type: none"> Units from Advanced Diploma in Public Safety (Emergency Management) that relate to management of coordination centres and incidents: <ul style="list-style-type: none"> - Coordinate Resources in a Multi-agency Environment - Liaise with Other Organisations - Undertake Emergency Planning (for planning officers and ICs) - Recovery (for planning officers and ICs) Introduction to Emergency Management for Local Government <p><i>Other:</i></p> <ul style="list-style-type: none"> Frontline Management | <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>C</p> <p>B</p> <p>B</p> <p>B</p> <p>B</p> <p>B</p> <p>B</p> <p>B</p> <p>B</p> <p>B</p> <p>B</p> <p>C</p> |
| Members of the Local Disaster Management Group | To provide functions as specified within the <i>Disaster Management Act (2003)</i> | <p>As per position descriptions, including the following or equivalent:</p> <p><i>GCCC Training:</i></p> <ul style="list-style-type: none"> Briefing - Roles and Functions <p><i>EMQ Training:</i></p> <ul style="list-style-type: none"> Induction to Queensland Disaster Management System Introduction to Emergency Risk Management <p><i>SEQDMAG Training:</i></p> <ul style="list-style-type: none"> Module 1 - Intro to Disaster Management Module 2 - Introduction to Disaster Planning Module 3 - Introduction to Disaster Policy and Procedure <p><i>EMA Training:</i></p> <ul style="list-style-type: none"> Units from Advanced Diploma in Public Safety (Emergency Management) Introduction to Emergency Management for Local Government | <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>B</p> <p>C</p> <p>B</p> |

| Stakeholder | Function | Skills Required | Priority |
|-----------------------------------------|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Members of psycho-social recovery teams | To provide human service community recovery functions | <p>As per position descriptions, including the following or equivalent:</p> <p><i>GCCC Training:</i></p> <ul style="list-style-type: none"> Briefing - Roles and Functions Briefing - Roles and Functions of the DCC AIIMS for Local Government <p><i>EMQ Training:</i></p> <ul style="list-style-type: none"> Induction to Queensland Disaster Management System Introduction to Emergency Risk Management <p><i>SEQDMAG Training:</i></p> <ul style="list-style-type: none"> Module 1 - Intro to Disaster Management Module 2 - Introduction to Disaster Planning Module 3 - Intro to Disaster Policy and Procedure Module 4 – Disaster Policy and Procedure for Managers Module 5 – Management Issues within the Disaster Setting Module 6 – Disaster Planning for Managers <p><i>EMA Training:</i></p> <ul style="list-style-type: none"> Units from Advanced Diploma in Public Safety (Emergency Management) especially those relating to recovery management Introduction to Emergency Management for Local Government <p><i>Other:</i></p> <ul style="list-style-type: none"> Frontline Management | <p>A</p> <p>A</p> <p>C</p> <p>A</p> <p>B</p> <p>A</p> <p>B</p> <p>C</p> <p>A</p> <p>B</p> <p>C</p> |
| Members of environmental recovery teams | To provide human service community recovery functions | <p>As per position descriptions, including the following or equivalent:</p> <p><i>GCCC Training:</i></p> <ul style="list-style-type: none"> Briefing - Roles and Functions Briefing - Roles and Functions of the DCC AIIMS for Local Government <p><i>EMQ Training:</i></p> <ul style="list-style-type: none"> Induction to Qld Disaster Management System Introduction to Emergency Risk Management <p><i>SEQDMAG Training:</i></p> <ul style="list-style-type: none"> Module 1 - Intro to Disaster Management Module 2 - Introduction to Disaster Planning Module 3 – Intro to Disaster Policy and Procedure Module 4 – Disaster Policy and Procedure for Managers Module 5 – Management Issues within the Disaster Setting Module 6 – Disaster Planning for Managers <p><i>EMA Training:</i></p> <ul style="list-style-type: none"> Units from Advanced Diploma in Public Safety (Emergency Management) especially those relating to recovery management Introduction to Emergency Management for Local Government <p><i>Other:</i></p> <ul style="list-style-type: none"> Frontline Management | <p>A</p> <p>A</p> <p>C</p> <p>A</p> <p>B</p> <p>A</p> <p>B</p> <p>C</p> <p>B</p> <p>B</p> <p>C</p> <p>A</p> <p>B</p> <p>C</p> |

| Stakeholder | Function | Skills Required | Priority |
|------------------------------------------|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Members of economic recovery teams | To provide human service community recovery functions | <p>As per position descriptions, including the following or equivalent:</p> <p><i>GCCC Training:</i></p> <ul style="list-style-type: none"> Briefing - Roles and Functions Briefing - Roles and Functions of the DCC AIIMS for Local Government <p><i>EMQ Training:</i></p> <ul style="list-style-type: none"> Induction to Queensland Disaster Management System Introduction to Emergency Risk Management <p><i>SEQDMAG Training:</i></p> <ul style="list-style-type: none"> Module 1 - Intro to Disaster Management Module 2 - Introduction to Disaster Planning Module 3 – Intro to Disaster Policy and Procedure Module 4 – Disaster Policy and Procedure for Managers Module 5 – Management Issues within the Disaster Setting Module 6 – Disaster Planning for Managers <p><i>EMA Training:</i></p> <ul style="list-style-type: none"> Units from Advanced Diploma in Public Safety (Emergency Management) especially those relating to recovery management Introduction to Emergency Management for Local Government <p><i>Other:</i></p> <ul style="list-style-type: none"> Frontline Management | <p>A</p> <p>A</p> <p>C</p> <p>A</p> <p>B</p> <p>A</p> <p>B</p> <p>C</p> <p>B</p> <p>B</p> <p>C</p> <p>A</p> <p>B</p> <p>C</p> |
| Members of infrastructure recovery teams | To provide human service community recovery functions | <p>As per position descriptions, including the following or equivalent:</p> <p><i>GCCC Training:</i></p> <ul style="list-style-type: none"> Briefing - Roles and Functions Briefing - Roles and Functions of the DCC AIIMS for Local Government <p><i>EMQ Training:</i></p> <ul style="list-style-type: none"> Induction to Queensland Disaster Management System Introduction to Emergency Risk Management <p><i>SEQDMAG Training:</i></p> <ul style="list-style-type: none"> Module 1 - Intro to Disaster Management Module 2 - Introduction to Disaster Planning Module 3 - Intro to Disaster Policy and Procedure Module 4 – Disaster Policy and Procedure for Managers Module 5 – Management Issues within the Disaster Setting Module 6 – Disaster Planning for Managers <p><i>EMA Training:</i></p> <ul style="list-style-type: none"> Units from Advanced Diploma in Public Safety (Emergency Management) especially those relating to recovery management Introduction to Emergency Management for Local Government <p><i>Other:</i></p> <ul style="list-style-type: none"> Frontline Management | <p>A</p> <p>A</p> <p>C</p> <p>A</p> <p>B</p> <p>A</p> <p>B</p> <p>C</p> <p>B</p> <p>B</p> <p>C</p> <p>A</p> <p>B</p> <p>C</p> |

| Stakeholder | Function | Skills Required | Priority |
|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Other GCCC staff that support the city's response and recovery efforts | Team leaders/supervisors to ensure that core services are provided in safe manner during a disaster event as response and/or recovery | As per position descriptions, including the following or equivalent: <i>GCCC Training:</i> <ul style="list-style-type: none"> Briefing - Context of Disasters and Implications for Safe Service Delivery Briefing - Roles and Functions of the DCC | B B |
| | Business continuity teams | <i>GCCC Training:</i> <ul style="list-style-type: none"> Briefing - Roles and Functions Briefing - Roles and Functions of the DCC <i>EMQ Training:</i> <ul style="list-style-type: none"> Introduction to Emergency Risk Management <i>EMA Training:</i> <ul style="list-style-type: none"> Units from Advanced Diploma in Public Safety (Emergency Management) especially those relating to BCM Introduction to Emergency Management for Local Government | B B B B |
| | Planning teams | <i>GCCC Training:</i> <ul style="list-style-type: none"> Briefing - Roles and Functions <i>EMQ Training:</i> <ul style="list-style-type: none"> Introduction to Emergency Risk Management <i>EMA Training:</i> <ul style="list-style-type: none"> Units from Advanced Diploma in Public Safety (Emergency Management) especially those relating to planning and risk based land use planning | B B B |
| Other agencies that support the city's prevention and preparedness efforts (eg, SES, Red Cross, Salvos) | To provide support response and recovery functions from within own command structures, in support of the city | As per identified agency role/function descriptions, including the following or equivalent: <i>GCCC Training:</i> <ul style="list-style-type: none"> Briefing - Roles and Functions (in context of Local Disaster Management Plan) Briefing - Roles and Functions of the DCC AIIMS <i>EMQ Training:</i> <ul style="list-style-type: none"> Induction to Queensland Disaster Management System Introduction to Emergency Risk Management <i>SEQDMAG Training:</i> <ul style="list-style-type: none"> Module 1 - Intro to Disaster Management <i>EMA Training:</i> <ul style="list-style-type: none"> Units from Advanced Diploma in Public Safety (Emergency Management) that relate to agency roles and functions. | A A C A C B C |

| Stakeholder | Function | Skills Required | Priority |
|----------------------------|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| Elected members of council | To provide community representation and leadership in all aspects of comprehensive disaster management | <p>As per position descriptions, including the following or equivalent:</p> <p><i>GCCC Training:</i></p> <ul style="list-style-type: none"> Briefing - Roles and Functions <p><i>EMQ Training:</i></p> <ul style="list-style-type: none"> Induction to Queensland Disaster Management System <p><i>EMA Training:</i></p> <ul style="list-style-type: none"> Introduction to Emergency Management for Local Government | <p>A</p> <p>C</p> <p>C</p> |

DDMG:

| Stakeholder | Function | Skills Required | Priority |
|-------------|----------|-----------------|----------|
| | | • | |

Key to priorities:

A – Must have.

Not holding the knowledge and skills associated with this training represents an unacceptable risk to the disaster management capability of Gold Coast City. They may be:

- core skills related to disaster management role and function
- required by legislation or regulation
- featured as a core aspect of approved position descriptions or disaster management plans

B – Should have.

These are skill sets that are should be developed to ensure effective and efficient disaster management within the city. They may be:

- skills not required by legislation
- knowledge necessary to ensure that all component parts of the disaster management system can work together in an effective and efficient manner

C – Could have.

These are optional skill sets that would be advantageous. They may include:

- skills that might assist in application of disaster management role and function
- advanced technical knowledge of disaster management
- training that supports the capacity building of other agencies, which may provide benefit to the city

GCCC Training

The GCCC Disaster Management Unit will maintain a series of briefing presentations and training documents. These documents will be recorded within the Disaster Management Unit's Operations Manual.

These presentations will be reviewed at least annually to ensure currency.

The GCCC Disaster Management Unit will maintain a register of all those who undertake GCCC training, which will form part of the city's disaster management capacity register.

EMQ Training

Courses offered by the EMQ School of Emergency Management may be delivered directly by EMQ or by GCCC staff under licence from EMQ.

The Disaster Management Education Officer is qualified to deliver all EMQ training courses identified in this plan.

The GCCC Disaster Management Unit will maintain a register of Gold Coast stakeholders who undertake EMQ training, which will form part of the city's disaster management capacity register.

SEQDMAG Training

Courses developed by the South East Queensland Disaster Management Advisory Group are available for implementation by all Queensland local governments. Content is maintained by the EMQ School of Emergency Management, with delivery being predominantly a local government responsibility. EMQ offers an administrative and certification service for those that undertake this training.

The GCCC Disaster Management Unit will customise the content of these modules to ensure that they meet the local needs of the Gold Coast City.

The Disaster Management Education Officer is qualified to deliver all SEQDMAG training modules identified in this plan.

Where SEQDMAG training is delivered by the GCCC Disaster Management Unit, nominees for places in this training will be prioritised as follows:

1. priorities as identified within this training plan
2. priorities as identified by local governments that share a boundary with Gold Coast City Council
3. priorities as identified by other SEQDMAG local governments
2. others, as identified by EMQ

The GCCC Disaster Management Unit will maintain a register of Gold Coast stakeholders who undertake SEQDMAG training, which will form part of the city's disaster management capacity register.

EMA Training

Emergency Management Australia offers a suite of vocational disaster management courses, based on the emergency management sector units of competency from the Public Safety Training Package.

These courses are offered either on-site at the Australian Emergency Management Institute at Mt Macedon, Vic, or at locations within Queensland under the EMA extension program.

On-site courses have limited places available (4 for Queensland), whilst extension courses are dedicated to Queensland participants only.

Local government nominees for these courses should be endorsed by the Executive Officer of the Local Disaster Management Group, or delegate.

As the State's endorsing agency, EMQ will determine final priorities of the State's nominations.

The GCCC Disaster Management Unit will maintain a register of Gold Coast stakeholders who nominate and participate in EMA training, which will form part of the city's disaster management capacity register.

Nomination and Approval Processes

All applicants who wish to engage in training opportunities are required to submit course nomination details as per the policies and procedures of the agency offering the course.

Statements of Recognition

Statements of recognition for course participation will be issued in accordance with the policies and procedures of the agency offering the course.

The Disaster Management Unit will maintain a register of course participation and completion on behalf of the city's disaster management groups. Agencies will be asked to report participation through the group meetings.

INCIDENT MANAGEMENT TEAM TRAINING RECORD

Tuesday, 12 April 2011

Name:

IMT Position:

| Training Course | Date Completed | Notes |
|---------------------------------------------------------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Required for all IMT staff | | |
| Induction | | |
| Introduction to Queensland Disaster Management Arrangements | | |
| Australasian Inter-service Incident Management System (AIIMS) | | |
| Mini-exercise 1: Juno's Fury | | Complete at least 2 mini-exercises |
| Mini-exercise 2: Burning Embers | | Complete at least 2 mini-exercises |
| Mini-exercise 3: Dark and Stormy | | Complete at least 2 mini-exercises |
| | | Successful completion of the above leads to accreditation in: <ul style="list-style-type: none"> • PUAOPE008B: Coordinate resources within an operational environment |
| Liaison Officer Training | | Leads to accreditation in <ul style="list-style-type: none"> • PUACOM007B: Liaise with other organisations |
| Recommended for Planning Officers | | |
| Introduction to Emergency Risk Management. | | Note: the content of this course is covered in greater depth in the disaster planning course (below) |
| Desirable for Logistics and Administration Officers | | |
| Ellipse Training | | |
| Required for all Managers/Coordinators | | |
| Team Leadership | | Leads to accreditation in <ul style="list-style-type: none"> • PUATEA003B: Lead, manage and develop teams |

| Training Course | Date Completed | Notes |
|---------------------------------------------------------------------------------------------------------------------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Optional Training – for those interested in gaining Advanced Diploma of Public Safety (Emergency Management) | | |
| Disaster Planning Course | | Leads to accreditation in <ul style="list-style-type: none"> • PUAEMR009B – Facilitate Emergency Risk Assessment • PUAEMR012B – Determine Treatment Options • PUAEMR010B – Undertake emergency planning • PUAMAN005B – Manage Projects |
| Exercise Management | | Leads to accreditation in <ul style="list-style-type: none"> • PUAEMR005B – Design activities that exercise elements of emergency management |
| Elective 1: To be completed by RPL or course | | Select an elective unit from the Advanced Diploma Public Safety (Emergency Management) |
| Elective 2: To be completed by RPL or course | | Select an elective unit from the Advanced Diploma Public Safety (Emergency Management) |
| Elective 3: To be completed by RPL or course | | Select an elective unit from the Advanced Diploma Public Safety (Emergency Management) |
| ADVANCED DIPLOMA OF PUBLIC SAFETY (EMERGENCY MANAGEMENT) | | Complete all shaded sections above to complete the qualification |

If you have any questions regarding your training program, please call me on (07) 5581 1579 or email at pmcnamee@goldcoast.qld.gov.au

Peter McNamee
Disaster Management Education Officer

Disaster Management Training Calendar

2010

JULY

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| | | | | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |

1 – 12 School holidays

22 Subplan Writing Workshop

29 IMT Staff Meeting

AUGUST

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

5 Mini-Ex 3: Dark and Stormy

16 Admin Procedure Writing

24 Liaise with other organisations

27 Gold Coast Show

30-31 Cert IV TAA – Part 1

SEPTEMBER

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| | | | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | | |

6 Subplan Writing Workshop

9 Operational Exercise 2010/3

13 AIIMS Refresher

14-15 Cert IV TAA – Part 2

16 Intro to Emergency Risk Mngt

18 – 3 Oct School Holidays

July

- 22 **Subplan Writing Workshop**
All day
Lionel Perry Building, 195 Queen St, Southport
This time is made available for IMT staff who are working on the disaster planning course, to complete their subplans.
- 29 **IMT Staff Meeting**
2.00 pm – 4.00 pm
Lionel Perry Building, 195 Queen St, Southport

August

- 5 **MiniEx3: Dark and Stormy**
8.30 am – 12.30 pm
Delivered at Lionel Perry Building, 195 Queen St, Southport
All new GCCC IMT staff and existing staff who have not yet completed this should attend this session or session.
This activity focuses on operating the IMT, should the DCC not be able to function.
- 16 **SOP Writing Workshop**
9.00 am – 4.00 pm
Lionel Perry Building, 195 Queen St, Southport
This day is put aside to write more Standard Operating Procedures for the IMT.
IMT staff are invited to attend for all or part of the day.
- 19 **Intro to Disaster Management**
9.00 am – 4.00 pm
Delivered at Lionel Perry Building, 195 Queen St, Southport
New IMT staff and those who have not yet completed this should attend this session
- 24 **Liaise with other organisations**
9.00 am – 4.00 pm
Delivered at Lionel Perry Building, 195 Queen St, Southport
This is the second offering of this training course.
This activity looks at how to work effectively with other organizations during disaster events, and leads to accreditation in national units of competency from the Advanced Diploma of Public Safety (Emergency Management).
- 30-31 **Cert (IV) Training and Assessment (Part 1) – Designing a training program**
9.00 am – 4.00 pm
Delivered at Lionel Perry Building, 195 Queen St, Southport
This is the Part 1 of 5 of the Cert IV TAA. This part will cover the following units: TAAENV401B (Work effectively in VET), TAADES401B (Use Training Packages), TAADES402B (Design and develop learning programs).

September

- 6 **Subplan Writing Workshop**
All day
Lionel Perry Building, 195 Queen St, Southport
This time is made available for IMT staff who are working on the disaster planning course, to complete their subplans.
- 9 **Operational Exercise 2010/3: Exercise Flaming Fury**
9.00 am – 4.00 pm
Delivered at Lionel Perry Building, 195 Queen St, Southport
Scenario: A wildfire threatens Gold Coast hinterland communities.
Participants for this exercise will include LDMG and DDMG agencies, as well as IMT staff.
Further details will be provided closer to the date.
- 13 **AIIMS Refresher**
1 pm – 4 pm
Lionel Perry Building, 195 Queen St, Southport
This is a refresher course for IMT staff who need to update their AIIMS accreditation. AIIMS should be updated at least every three years. This course is offered regularly.
- 14-15 **Cert (IV) Training and Assessment (Part 2) – Preparing for delivery**
9.00 am – 4.00 pm
Delivered at Lionel Perry Building, 195 Queen St, Southport
This is the Part 2 of 5 of the Cert IV TAA. This part will cover the following units: TAADEL301C (Provide training through instruction and demo), TAADEL401B (Plan & organize group delivery), TAAENV402B (Foster & promote inclusive learning culture), PUAPRO001B (Promote learning).
- 16 **Intro to Emergency Risk Management**
9 am – 4 pm
Lionel Perry Building, 195 Queen St, Southport
This course introduces how to follow the Emergency Risk Management process. All emergency management officers with a planning role should undertake this course.

Contact details for course enquiries:

Peter McNamee
GCCC Disaster Management Unit
Lionel Perry Building
195 Queen St
Southport Q 4215
p: (07) 5581 1579
f: (07) 5558 9888
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| OCTOBER | | | | | | |
|---------|----|----|----|----|----|----|
| S | M | T | W | T | F | S |
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 31 | | | | | | |

1–3 Oct School Holidays
 12 MiniEx 1: Juno's Fury
 14-15 Cert IV TAA – Part 3
 25-27 Exercise Management
 29 Due date for DisPlan Course – Grp 1

| NOVEMBER | | | | | | |
|----------|----|----|----|----|----|----|
| S | M | T | W | T | F | S |
| | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | | | | |

22-23 Cert IV TAA – Part 4
 25 Operational Exercise 2010/4

| DECEMBER | | | | | | |
|----------|----|----|----|----|----|----|
| S | M | T | W | T | F | S |
| | | | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | |

11 - School Holidays
 13 Cert IV TAA – Part 5
 16 IMT Staff Meeting

Course Nomination Procedure:

- **GCCC IMT staff**
 - You will be sent a calendar appointment for the activities above.
 - Prior to accepting an appointment, you should discuss your availability with your supervisor.
 - If cleared to attend, accept the appointment.
- **Other GCCC staff**
 - Please complete a TD001 form and submit to the Disaster Management Unit (dmu@goldcoast.qld.gov.au)
- **External Agencies**
 - Please express interest in attending by email to the Disaster Management Unit (dmu@goldcoast.qld.gov.au)

October

- 12 **MiniEx1: Juno's Fury**
 8.30 am – 12.30 pm
 Delivered at Lionel Perry Building, 195 Queen St, Southport
 All new GCCC IMT staff and existing staff who have not yet completed, to attend this session or session.
- 14-15 **Cert (IV) Training and Assessment (Part 3) – Facilitation skills**
 9.00 am – 4.00 pm
 Delivered at Lionel Perry Building, 195 Queen St, Southport
 This is the Part 3 of 5 of the Cert IV TAA. This part will cover the following units: TAAENV403B (ensure healthy & safe environ), TAADEL404B (Facilitate work-based learn.), TAAENV403B (Facilitate individual learning).
- 25-27 **Exercise Management**
 8.30 am – 4.30 pm
 Delivered at Lionel Perry Building, 195 Queen St, Southport
 This activity covers the following unit of competency from the Advanced Diploma of Public Safety (Emergency Management): PUAEMR005B
 This activity focuses on designing and conducting activities that exercise elements of emergency management.
 Assessment for this activity involves preparing and conducting a disaster management exercise.
 Participation in this activity is optional.
- 29 **Due date for subplan submissions for Disaster Planning Course – IMT Group 1**

November

- 22-23 **Cert (IV) Training and Assessment (Part 4) – Workplace Assessor**
 9.00 am – 4.00 pm
 Delivered at Lionel Perry Building, 195 Queen St, Southport
 This is the Part 4 of 5 of the Cert IV TAA. This part will cover the following units: TAAASS401C (Plan & organize assessment), TAAASS402C (Assess competence), TAAASS403B (Develop Assess Tools) ensure healthy & safe environ, TAADEL404B (Facilitate work-based learn.), TAAENV403B (Facilitate individual learning).
- 25 **Operational Exercise 2010/4: Exercise Devil's Twist**
 9.00 am – 4.00 pm
 Delivered at Lionel Perry Building, 195 Queen St, Southport
 Scenario: A severe storm threatens the Gold Coast and causes extensive damage and disruption to the community.
 Participants for this exercise will include LDMG and DDMG agencies, as well as IMT staff.
 Further details will be provided closer to the date.

December

- 13 **Cert (IV) Training and Assessment (Part 5) – Validation**
 9.00 am – 4.00 pm
 Delivered at Lionel Perry Building, 195 Queen St, Southport
 This is the (final) Part 5 of 5 of the Cert IV TAA. This part will cover the following units: TAAASS404B (Participate in assessment validation) and will ensure all evidence is completed ready for final submission.
- 16 **IMT Staff Meeting**
 2.00 pm – 4.00 pm

Advanced Diploma of Public Safety (emergency management)

Gold Coast City Council provides opportunities to complete the *Advanced Diploma of Public Safety (Emergency Management)*.

All GCCC IMT staff will complete 2 units of competency from the Advanced Diploma while completing core training. These units are:

- PUAOPE008B – Coordinate resources within a multi-agency emergency response
- PUACOM007B – Liaise with other organisations

All IMT staff who wish to serve as IMT Coordinators or DCC Managers should also plan to complete:

- PUATEA003B – Lead, manage and develop teams

It is optional for GCCC staff to participate in other units of competency.

Courses for the Advanced Diploma are delivered on site at GCCC, and recognition of prior learning is also available.

The qualification structure is as follows
Core Units

- PUACOM007B – Liaise with other organisations
- PUAEMR009B – Facilitate emergency risk assessment
- PUAEMR010B – Undertake emergency planning
- PUAEMR012B – Determine treatment options
- PUAMAN005B – Manage projects
- PUATEA003B – Lead, manage and develop teams

Elective Units (five to be completed)

- PUAEMR005 – Design and manage activities that exercise elements of emergency management
- PUAOPE008B – Coordinate resources within a multi-agency emergency response
- 3 others from an extensive list of available units

Certificate IV in Training and Assessment

Gold Coast City Council also provides opportunities to complete the *Cert IV TAA*.

Courses for the Cert IV are delivered on site at GCCC, and recognition of prior learning is also available

Briefing Note



PO Box 5042 Gold Coast MC Qld 9729
goldcoastcity.com.au

Disaster Management Education and Training Report

15 March 2011

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SUMMARY STATISTICS**Disaster Management Training**

| Performance Measure | Target 2010-11 | 2010-11 (YTD) | 2009-10 | 2008-09 |
|--------------------------------------------------------------------------------------------------|---------------------------|--------------------------|----------------|----------------|
| No. of disaster management training courses delivered by GCCC | 30 | 30 | 30 | 21 |
| No. of participants in disaster management training courses delivered by GCCC | 300 | 323 | 391 | 403 |
| No. of GCCC staff participating in external disaster management training activities | 3 | 1 | 2 | 9 |
| No. of Incident Management Team staff | 70 | 74 | 79 | 47 |
| Percentage of Incident Management Team staff who have completed basic training to undertake role | 85% | 82% | 82% | 87% |

Exercises

| Performance Measure | Target 2010-11 | 2010-11 (YTD) | 2008-09 | 2007-08 |
|-------------------------------------------------------------------------------------------------|---------------------------|--------------------------|----------------|----------------|
| No. of formal exercises conducted to test the response and recovery capacity of Gold Coast City | 1 | 3 | 3 | 3 |
| No. of exercises conducted by external agencies in which GCCC participated | 1 | 3 | 6 | 5 |
| Compliance re exercising with the Disaster Management Act 2003 and approved guidelines | 100% | 100% | 100% | 100% |

Community Awareness and Education

| Performance Measure | Target 2010-11 | 2010-11 (YTD) | 2009-10 | 2008-09 |
|---------------------------------------------------------------|---------------------------|--------------------------|----------------|----------------|
| No. of community awareness and education activities conducted | 15 | 14 | 15 | 11 |
| No. of participants in community education workshops | 150 | 523 | 307 | 175 |

DISASTER MANAGEMENT EDUCATION AND TRAINING REPORT 2010

Disaster Management Training

For 2010-11, a key objective was to continue to build the Disaster Coordination Centre Incident Management Team (IMT) staff contingent, with a desirable target set at 70 to allow for sufficient redundancy during disasters. Following a series of recruitments and delivery of initial training courses, the 2009-10 year finished with 79 IMT staff, with 82 % completed the minimum levels of training to work within the Centre.

To build the competency of IMT staff, 30 training courses were offered throughout the year, with an annual IMT training participation of 391.

As continued support to building the capacity of the Gold Coast City Local Disaster Management Group and its member agencies, and the emergency capacity of local governments in the region, the GCCC offered places to external agencies to participate in the Disaster Management Training Program. As a result 65 external participants joined GCCC Disaster Management training activities throughout the year.

This financial year also saw the introduction of national accreditation for successful completion of training. In conjunction with HSE Plus Pty Ltd (an external Registered Training Organisation), participants in the GCCC Disaster Management Training Program have the option of receiving units of competency from the Advanced Diploma of Public Safety (Emergency Management). By completing all core training, IMT staff will automatically complete 2 units of competency from the Advanced Diploma, assuring the standard of training achieved. In addition, 22 GCCC IMT staff have elected to undertake additional units to achieve the Advanced Diploma studies, which will significantly boost the capacity of the IMT.

Finally, during the latter part of this year, GCCC has shared its program with a number of other local governments and providers, who are interested in implementing similar programs. This includes: Brisbane City Council, Ipswich City Council and Townsville City Council.

During 2010-11, the program will continue to offer accredited training structured to enhance competency in performing emergency management roles and functions; and will seek to make this further available to the LDMG and agencies that support the emergency management arrangements of the city and region. To assist with this, GCCC has been successful in gaining a grant under the Natural Disaster Resilience Program (NDRP).

Exercises

In accordance with the Disaster Management Act 2003 (the Act) and the Act's approved guidelines, Gold Coast City Council is required to conduct at least one exercise per year to test the city's disaster management arrangements.

During this year, three exercises were conducted, which included Exercise Hot Chile in May 2010. Whilst complying with the Act, these exercises have confirmed the ability of the Gold Coast City Disaster Coordination Centre and the IMT to coordinate disasters for a variety of event types, and identified some improvements to the systems and processes as part of the Centre's continuous improvement process.

During 2010-11, it is planned to be conducted four operational exercises, which will each focus on a different disaster risk, as identified in the Local Disaster Management Plan.

Community Education and Training

In accordance with the Disaster Management Act 2003, the Gold Coast City Council and the Gold Coast City Local Disaster Management Group has a statutory obligation to ensure that the community is prepared for disasters.

During 2009-10, 15 activities were conducted, including mass media campaigns, support to organisations with the supply of information and awareness materials, and talks to groups and schools to raise awareness of disasters.

During 2010-11, the Community Education and Training program will continue this commitment.

DISASTER MANAGEMENT TRAINING

GCCC-ARRANGED TRAINING

2010-2011

| Date | Activity | No. of Participants |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| 5 August 2010 | IMT Mini-Exercise Dark and Stormy Key ideas <ul style="list-style-type: none"> - Operating a manual coordination system in the event of a loss of the DCC systems - Business continuity planning for the DCC | 14 - GCCC: 14 |
| 19 Aug 2010 | Introduction to Disaster Management An introduction to disaster management course for South East Queensland emergency managers in identifying and managing community disaster risks. | 19 - GCCC: 6 - ARC: 3 - QAS: 4 - RCC: 4 - SES: 1 - SLSQ: 1 |
| 23 Aug 2010 | Introduction to Queensland's Disaster Management Arrangements The induction to Queensland's Disaster Management Arrangements set by EMQ. Presented by EMQ | 9 - GCCC: 9 |
| 24 Aug 2010 | Liaise with other organisations This activity looks at how to work effectively with other organisations during disaster events, and leads to accreditation in the following unit of competency from the Advanced Diploma of Public Safety (Emergency Management): <ul style="list-style-type: none"> - PUACOM007B- Liaise with other organisations | 11 - GCCC: 10 - SES: 1 |
| 9 Sept 2010 | Introduction to Queensland's Disaster Management Arrangements The induction to Queensland's Disaster Management Arrangements EMQ. | 15 - ARC: 15 |
| 12 Oct 2010 | IMT Mini-Exercise Juno's Fury Key ideas <ul style="list-style-type: none"> - Role of IMT and relationship with LDMG - East Coast Low threats | 9 |
| 16-17 Oct 2010 | AIIMS Key ideas <ul style="list-style-type: none"> - Concepts and principles of AIIMS - AIIMS functions - Relationship to disaster management Presented by HSE Plus Pty Ltd | 17 - ARC 4 - QHealth 1 - RCC: 5 - SES 7 |

| Date | Activity | No. of Participants |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| 19 Oct 2010 | Introduction to Emergency Risk Management A course for South East Queensland emergency managers in identifying and managing community disaster risks. | 7 - GCCC: 7 |
| 25 – 27 Oct 2009 | Exercise Management A course in how to design, manage and conduct exercises, leading to the following unit of competency: – PUAEMR005B – Design and manage activities that exercise elements of emergency management Delivered by GCCC, with accreditation support from HSE Plus Pty Ltd | 8 - GCCC: 5 - QH: 1 - QFRS: 1 - SLSQ: 1 |
| 27 Oct 2010 | Introduction to Queensland's Disaster Management Arrangements The induction to Queensland's Disaster Management Arrangements. | 17 - StJ: 17 |
| 28 Oct 2010 | IMT Mini-Exercise Dark and Stormy Key ideas – Operating a manual coordination system in the event of a loss of the DCC systems – Business continuity planning for the DCC | 7 - GCCC: 5 - BCC: 2 |
| 29 Oct 2010 | AIIMS Update Briefing Key ideas – Update IMT on changes to the Disaster Management Act and how the IMT will function using AIIMS | 5 - GCCC: 5 |
| 1 Nov 2010 | TAEDES402A: Use training packages and accredited courses to meet client needs Key ideas – How to use training packages to design accredited training activities – This course contributes to the Certificate IV in Training and Assessment | 11 - GCCC: 7 - ARC: 3 - RCC: 1 |
| 2 Nov 2010 | TAEDES401A: Design and develop learning programs Key ideas – How to design and develop effective learning programs – This course contributes to the Certificate IV in Training and Assessment | 11 - GCCC: 7 - ARC: 3 - RCC: 1 |
| 5 Nov 2010 | AIIMS Update Briefing Key ideas – Update IMT on changes to the Disaster Management Act and how the IMT will function using AIIMS | 12 - GCCC: 12 |

| Date | Activity | No. of Participants |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| 8 Nov 2010 | AIIMS Update Briefing Key ideas <ul style="list-style-type: none"> - Update IMT on changes to the Disaster Management Act and how the IMT will function using AIIMS | 9 - GCCC: 9 |
| 9 Nov 2010 | AIIMS Update Briefing Key ideas <ul style="list-style-type: none"> - Update IMT on changes to the Disaster Management Act and how the IMT will function using AIIMS | 9 - GCCC: 9 |
| 13 Nov 2010 | TAEDES402A: Use training packages and accredited courses to meet client needs Key ideas <ul style="list-style-type: none"> - How to use training packages to design accredited training activities - This course contributes to the Certificate IV in Training and Assessment | 10 - GCCC: 1 - QAS: 3 - QFRS: 2 - SES: 4 |
| 14 Nov 2010 | TAEDES401A: Design and develop learning programs Key ideas <ul style="list-style-type: none"> - How to design and develop effective learning programs - This course contributes to the Certificate IV in Training and Assessment | 9 - QAS: 3 - QFRS: 2 - SES: 4 |
| 22 - 23 Nov 2010 | TAEDEL401A: Plan, organise and deliver group-based learning Key ideas <ul style="list-style-type: none"> - How to deliver effective training to groups of learners - This course contributes to the Certificate IV in Training and Assessment | 10 - GCCC: 4 - LCC: 1 - QAS: 1 - ARC: 2 - SES: 2 |
| 11-12 Dec 2010 | TAEDEL401A: Plan, organise and deliver group-based learning Key ideas <ul style="list-style-type: none"> - How to deliver effective training to groups of learners - This course contributes to the Certificate IV in Training and Assessment | 9 - GCCC: 2 - ARC: 1 - QAS: 1 - QFRS: 2 - RCC: 1 - SES: 2 |
| 7 March 2011 | TAEDES402A: Use training packages and accredited courses to meet client needs Key ideas <ul style="list-style-type: none"> - How to use training packages to design accredited training activities - This course contributes to the Certificate IV in Training and Assessment | 8 - GCCC: 1 - QPS: 5 - QFRS: 2 |

| Date | Activity | No. of Participants |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| 8 March 2011 | TAEDS401A: Design and develop learning programs Key ideas <ul style="list-style-type: none"> - How to design and develop effective learning programs - This course contributes to the Certificate IV in Training and Assessment | 7 - QPS: 5 - QFRS: 2 |
| 9 March 2011 | Introduction to Queensland's Disaster Management Arrangements The induction to Queensland's Disaster Management Arrangements. Presented to EHO Welfare Support Officers | 4 - GCCC: 4 |
| 9 - 10 March 2011 | TAEDL401A: Plan, organise and deliver group-based learning Key ideas <ul style="list-style-type: none"> - How to deliver effective training to groups of learners - This course contributes to the Certificate IV in Training and Assessment | 8 - QPS: 5 - QAS: 1 - QFRS: 1 - GCCC: 1 |
| 11 & 14 March 2011 | TAEDL402A: Plan, organise and facilitate learning in the workplace Key ideas <ul style="list-style-type: none"> - How to facilitate learning in workplaces This course contributes to the Certificate IV in Training and Assessment | 17 - ARC: 2 - GCCC: 6 - QAS: 2 - QFRS: 1 - QPS: 5 - RCC: 1 |
| 12-13 March 2011 | TAEDL402A: Plan, organise and facilitate learning in the workplace Key ideas <ul style="list-style-type: none"> - How to facilitate learning in workplaces This course contributes to the Certificate IV in Training and Assessment | 10 - GCCC: 1 - QAS: 1 - QFRS: 3 - SES: 4 - Oth: 1 |
| 15 March 2011 | TAEDL301: Provide Work Skill Instruction Key ideas <ul style="list-style-type: none"> - How to develop skills This course contributes to the Certificate IV in Training and Assessment | 14 - ARC: 2 - GCCC: 2 - QAS: 3 - QPS: 5 - RCC: 1 - SES: 1 |
| 16 March 2011 | TAEASS401A: Plan Assessment Activities and Processes TAEASS402A: Assess Competence Key ideas <ul style="list-style-type: none"> - How to develop and deliver assessment This course contributes to the Certificate IV in Training and Assessment | 16 - ARC: 2 - GCCC: 3 - QAS: 3 - QFRS: 1 - QPS: 5 - RCC: 1 - SES: 1 |

| Date | Activity | No. of Participants |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 17 March 2011 | <p>TAEASS403A: Participate in Assessment Validation</p> <p>TAEASS301A: Contribute to Assessment</p> <p>Key ideas</p> <ul style="list-style-type: none"> - How to ensure quality assessment <p>This course contributes to the Certificate IV in Training and Assessment</p> | <p>17</p> <ul style="list-style-type: none"> - ARC: 2 - GCCC: 4 - QAS: 3 - QFRS: 2 - QPS: 5 - RCC: 1 |

No of training activities conducted (YTD): 30

Total participation (YTD): 323

2009-2010*Non-accredited Training*

| Date | Activity | No. of Participants |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| 28 July 2009 | IMT Mini-Exercise Dark and Stormy Key ideas <ul style="list-style-type: none"> - Operating a manual coordination system in the event of a loss of the DCC systems - Business continuity planning for the DCC | 15 |
| 9 Sept 2009 | IMT Orientation Briefing Key ideas <ul style="list-style-type: none"> - Introduce new IMT staff to the Disaster Coordination Centre and their role within it | 16 |
| 18 Sept 2009 | IMT Orientation Briefing Key ideas <ul style="list-style-type: none"> - Introduce new IMT staff to the Disaster Coordination Centre and their role within it | 7 |
| 22 Sept 2009 | Disaster Planning Course – Part 1 (Course Briefing) To introduce IMT staff to the Disaster Planning Course requirements | 20 |
| 25 Sept 2009 | Disaster Planning Course – Part 1 (Course Briefing) To introduce IMT staff to the Disaster Planning Course requirements | 4 |
| 21 Oct 2009 | IMT Mini-Exercise Alternate DCC Key ideas <ul style="list-style-type: none"> - Processes for identifying an alternate DCC if the existing centre is lost during a disaster | 10 |
| 27 Oct 2009 | IMT Mini-Exercise Juno's Fury Key ideas <ul style="list-style-type: none"> - Role of IMT and relationship with LDMG - East Coast Low threats | 19 |
| 23 Nov 2009 | IMT Mini-Exercise Nucleolus Key ideas <ul style="list-style-type: none"> - Processes for preparing IMT shift rosters | 8 |
| 23 Nov 2009 | IMT Mini-Exercise Windup Key ideas <ul style="list-style-type: none"> - Processes for running operations during a high-tempo event | 14 |
| 14 Dec 2009 | Radio Operator Training Key ideas <ul style="list-style-type: none"> - Operating communication systems and equipment on the GCCC frequencies | 3 |
| 15 Feb 2010 | Disaster Management Procurement Key ideas <ul style="list-style-type: none"> - Using GCCC systems to procure goods and services during disasters | 4 |
| 20 Apr 2010 | Exercise Preparation Workshop Key ideas <ul style="list-style-type: none"> - Preparation for Exercise Hot Chile - Responding to rapid onset events, particularly Tsunami | 28 |

| Date | Activity | No. of Participants |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 6 May 2010 | IMT Orientation Briefing Key ideas – Introduce new IMT staff to the Disaster Coordination Centre and their role within it | 9 |
| 14 May 2010 | Introduction to EMQ Task Tracker Key ideas – Introduction to EMQ Task Tracker | 8 |
| 24 May 2010 | IMT Orientation Briefing Key ideas – Introduce new IMT staff to the Disaster Coordination Centre and their role within it | 6 |

No of non-accredited training activities conducted (YTD): 15

Total participation (YTD): 171

Accredited Training

| Date | Activity | No. of Participants |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| 4 August 2009 | Introduction to Disaster Management An introduction to disaster management course for South East Queensland emergency managers in identifying and managing community disaster risks. | 12 - GCCC: 2 - QAS: 5 - ICC: 1 - RCC: 3 - HSE: 1 |
| 17 – 20 August 2009 | Exercise Management A course in how to design, manage and conduct exercises, leading to units of competency: – PUAEMR005B – Design and manage activities that exercise elements of emergency management – PUAPRO001B – Promote a learning environment in the workplace Delivered by Emergency Management Australia | 17 - GCCC: 11 - QAS: 1 - MBRC: 1 - BCC: 1 - EMQ: 3 |
| 8 Sept 2009 | Managing Others (Pt 3) Workshop for staff to complete assessment activities for the following unit of competency: – PUATEA003B – Lead, manage and develop teams | 11 - GCCC: 11 |
| 15 Sept 2009 | Managing Others (Pt 3) Workshop for staff to complete assessment activities for the following unit of competency: – PUATEA003B – Lead, manage and develop teams | 10 - GCCC: 10 |
| 3 – 5 Oct 2009 | Exercise Management A course in how to design, manage and conduct exercises, leading to the following unit of competency: – PUAEMR005B – Design and manage activities that exercise elements of emergency management Delivered by GCCC, with accreditation support from HSE Plus Pty Ltd | 18 - GCCC: 12 - QFRS: 2 - MBRC: 1 - LCC: 1 - RCC: 1 - DET: 1 |

| Date | Activity | No. of Participants |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| 14 Oct 2009 | Introduction to Disaster Management An introduction to disaster management course for South East Queensland emergency managers in identifying and managing community disaster risks. | 17 - GCCC: 17 |
| 3 – 5 Nov 2009 | AIIMS for Local Government Key ideas – Implementation of AIIMS functions into the Gold Coast City Disaster Coordination Centre | 22 - GCCC: 19 - ICC: 1 - GRC: 1 - LCC: 1 |
| 9-10 Nov 2009 | Disaster Planning for Local Government A course in how to design compliant disaster plans leading to the following units of competency: – PUAEMR009B – Facilitate emergency risk assessment – PUAEMR010B – Undertake emergency planning – PUAEMR012B – Determine treatment options Delivered by GCCC, with accreditation support from HSE Plus Pty Ltd | 14 - GCCC: 8 - DET: 1 - ICC: 1 - GRC: 1 - LCC: 2 - QFRS: 1 |
| 2-3 Feb 2010 | Disaster Planning for Local Government A course in how to design compliant disaster plans leading to the following units of competency: – PUAEMR009B – Facilitate emergency risk assessment – PUAEMR010B – Undertake emergency planning – PUAEMR012B – Determine treatment options Delivered by GCCC, with accreditation support from HSE Plus Pty Ltd | 12 - EMQ: 1 - GCCC: 7 - RC: 2 - QPS: 1 - RCC: 1 |
| 10 – 12 Feb 2010 | AIIMS for Local Government Key ideas – Implementation of AIIMS functions into the Gold Coast City Disaster Coordination Centre | 15 - EMQ: 1 - GCAL: 1 - GCCC: 3 - LCC: 2 - QAS: 2 - QPS: 1 - RCC: 2 - SRRC: 3 |
| 29 Mar 2010 | Introduction to Disaster Management An introduction to disaster management course for South East Queensland emergency managers in identifying and managing community disaster risks. | 20 - GCCC: 9 - GCAL: 1 - QAS: 3 - QPS: 7 |
| 30-31 Mar 2010 | Disaster Planning for Local Government A course in how to design compliant disaster plans leading to the following units of competency: – PUAEMR009B – Facilitate emergency risk | 12 - EMQ: 1 - GCCC: 7 - RC: 2 - QPS: 1 |

| Date | Activity | No. of Participants |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| | assessment – PUAEMR010B – Undertake emergency planning – PUAEMR012B – Determine treatment options Delivered by GCCC, with accreditation support from HSE Plus Pty Ltd | - RCC: 1 |
| 25 May 2010 | Introduction to Disaster Management An introduction to disaster management course for South East Queensland emergency managers in identifying and managing community disaster risks. | 15 - GCCC: 15 |
| 10 June 2010 | Liaise with other organisations This activity looks at how to work effectively with other organisations during disaster events, and leads to accreditation in the following unit of competency from the Advanced Diploma of Public Safety (Emergency Management): – PUACOM007B– Liaise with other organisations | 20 - GCCC: 20 |
| 15 – 17 June 2010 | AIIMS for Local Government Key ideas – Implementation of AIIMS functions into the Gold Coast City Disaster Coordination Centre | 17 - GCCC: 16 - HSE: 1 |

No of accredited courses delivered by GCCC (YTD): 15

Total participation: 220

2008-2009*Non-accredited Training*

| Date | Activity | No. of Participants |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| 3 July 2008 | Call Centre Training Needs Analysis meeting Purpose: - To determine Call Centre training needs - To introduce disaster management concepts | 5 |
| 26 - 27 August 2008 | IMT Functional Role and Communications Training Purpose: - To ensure IMT staff understand the detail of their functional role and forms required - To identify role-related issues - To ensure staff can use the GCCC radio network | 14 |
| 9 Sept 2008 | Call Centre Mini Exercise Juno's Fury Key Ideas: - Role of Call Centre - Call centre processes - Development of scripts | 4 |
| 17 Sept 2008 | IMT Mini-Exercise Tie-Up Key ideas - Full functional test of DCC SOP - Role of IMT and relationship with LDMG - Catastrophic events | 17 |
| 23 Oct 2008 | State Disaster Management Arrangements (Tour of State Disaster Coordination Centre, State Operations Coordination Centre, Regional EMQ Regional HQ) Key ideas - Role and operation of the SDCC, SOCC and EMQ Regional HQ - Relationship to Gold Coast City Disaster Coordination Centre - Importance of accuracy in SITREPs and Requests for assistance | 12 |
| 18 Nov 2008 | IMT Mini-Exercise Dark and Stormy Key ideas - Operating a manual coordination system in the event of a loss of the DCC systems - Business continuity planning for the DCC | 15 |
| 12 Jan 2009 | IMT Orientation Briefing Key ideas - Introduce new IMT staff to the Disaster Coordination Centre and their role within it | 16 |
| 21 Jan 2009 | IMT Orientation Briefing Key ideas - Introduce new IMT staff to the Disaster Coordination Centre and their role within it | 13 |
| 6 Feb 2009 | IMT Orientation Briefing Key ideas - Introduce new IMT staff to the Disaster Coordination Centre and their role within it | 1 |

| Date | Activity | No. of Participants |
|--------------|------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 24 Feb 2009 | IMT Mini-Exercise Juno's Fury Key ideas - Role of IMT and relationship with LDMG - East Coast Low threats | 30 |
| 6 May 2009 | Managing Others (Part A) Delivered by Assure Programs Key ideas - Managing Self - Effective communication | 18 |
| 19 May 2009 | IMT Mini-Exercise Burning Embers Key ideas - Role of IMT and relationship with LDMG - Bushfire threats | 15 |
| 20 May 2009 | Managing Others (Part B) Delivered by Assure Programs Key ideas - Working in teams | 16 |
| 16 June 2009 | Writing Standard Operating Procedures Delivered by Assure Programs Key ideas - Working in teams | 15 |
| 17 June 2009 | Managing Others (Parts A & B) Delivered by Assure Programs Key ideas - Working in teams | 18 |

No of non-accredited training activities conducted: 15

Total participation: 270

Accredited Training

| Date | Activity | No. of Participants |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| 12 Aug 2008 | Introduction to Disaster Management An introduction to disaster management course for South East Queensland emergency managers in identifying and managing community disaster risks. | 26 - GCCC: 4 - BCC: 3 - GRC: 2 - MBRC: 1 - QH: 3 - RCC: 11 - SES: 1 - VMR: 1 |
| 28 Jan 2009 | Introduction to Disaster Management An introduction to disaster management course for South East Queensland emergency managers in identifying and managing community disaster risks. | 15 - GCCC: 14 - BCC: 1 |
| 10 – 12 Feb 2009 | AIIMS for Local Government Key ideas - Implementation of AIIMS functions into the Gold Coast City Disaster Coordination Centre | 17 - GCCC: 14 - QPS: 2 - SRRC: 1 |

| | | |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| 2 April 2009 | Introduction to Disaster Management An introduction to disaster management course for South East Queensland emergency managers in identifying and managing community disaster risks. | 22 - GCCC: 18 - BCC: 2 - QAS: 2 |
| 21 – 23 April 2009 | AIMS for Local Government Key ideas – Implementation of AIMS functions into the Gold Coast City Disaster Coordination Centre | 25 - GCCC: 20 - BCC: 3 - LCC: 1 - QAS: 1 |
| 12 May 2009 | Introduction to Emergency Risk Management A course for South East Queensland emergency managers in identifying and managing community disaster risks. | 28 - GCCC: 15 - BCC: 4 - EMQ: 1 - LCC: 1 - QAS: 5 - RCC: 2 |

No of accredited courses delivered by GCCC: 6

Total participation: 133

2007-2008

Non-accredited Training

| Date | Activity | No. of Participants |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 3 July 2007 | IMS for Local Government Purpose: – Incident Management Systems | 25 |
| 23 – 25 Oct 2007 | Incident Action Planning Purpose: – To demonstrate to IMT staff how to prepare incident action plans Delivered by Noetic Solutions | 12 |
| 6 – 8 Nov 2007 | Incident Action Planning Purpose: – To demonstrate to IMT staff how to prepare incident action plans Delivered by Noetic Solutions | 16 |
| 17 April 2008 | IMT Training Needs Analysis meeting Purpose: – To determine IMT training needs | 16 |
| 20 May 2008 | IMT Mini-Exercise Juno's Fury Key ideas – Role of IMT and relationship with LDMG – East Coast Low threats | 19 |

| Date | Activity | No. of Participants |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 21 May 2008 | DCT Orientation Briefing Key ideas <ul style="list-style-type: none"> - Role of DCT and relationship with IMT - Overview of the city's disaster management arrangements | 3 |
| 17 June 2008 | IMT Mini-Exercise Burning Embers Key ideas <ul style="list-style-type: none"> - Role of IMT and relationship with LDMG - Bushfire threats | 23 |

No of non-accredited training activities conducted 2007-08: 7

Total participation 2007-08: 114

Accredited Training

| Date | Activity | No. of Participants |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10 June 2008 | Introduction to Emergency Risk Management A course for South East Queensland emergency managers in identifying and managing community disaster risks. | 26 <ul style="list-style-type: none"> - GCCC: 6 - BCC: 6 - LCC: 2 - SRRC: 4 - MBRC: 5 - QH: 2 - EMQ: 1 |

No of accredited courses delivered by GCCC 2007-08: 1

Total participation 2007-08: 26

Comments

- Disaster Management Education Officer, Margaretta Burton left GCCC November 2007. New Disaster Management Education Officer, Peter McNamee, commenced at Council on 3 March 2008

EXTERNAL TRAINING PARTICIPATION BY GCCC

2010-2011

| Date | Activity | No. of Participants |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 13-16 Sept 2010 | <p>Coordinate Resources in a Multi-Agency Environment and Manage Media</p> <p>Course offered by EMA at Mt Macedon, Vic</p> <p>Robert Whale nominated and attended this course.</p> | 1 |

Total participation: 1

2009-2010

| Date | Activity | No. of Participants |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 15 – 29 Mar 2010 | <p>Emergency Management Summer Institute, Massey University, Wellington, NZ</p> <p>Naomi Toy and Peter McNamee attended the Summer Institute</p> | 2 |

Total participation: 2

2008-2009

| Date | Activity | No. of Participants |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 11 – 15 August 2008 | <p>Coordinate Resources in a Multi-Agency Environment and Manage Media</p> <p>Course offered by EMA at Mt Macedon, Vic</p> <p>John Vanzino nominated and attended this course.</p> | 5 |
| 22 – 26 Sep 2008 | Amy Flynn nominated and attended this course | |
| 23 – 27 Mar 2009 | Stephen Dalton and John Nixon nominated and attended this course | |
| 22-26 June 2009 | Dave Prendergast nominated and has been accepted to participate in this course | |
| 25 Nov 2008 | <p>Graduate Certificate of Emergency Management</p> <p>Naomi Toy completed this course and graduated with the above qualification from Emergency Management Australia</p> | 1 |

| Date | Activity | No. of Participants |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Feb 2009 | Advanced Diploma of Public Safety (Emergency Management) Peter McNamee has completed all assessment required by Emergency Management Queensland to gain this qualification. It is expected that certification will be issued by 30 June 2009. | 1 |
| 15 – 20 Mar 2009 | Emergency Management Summer Institute, Massey University, Wellington, NZ Nik van't Hof and Peter McNamee attended the Summer Institute | 2 |

Total participation: 9

2007-2008

| Date | Activity | No. of Participants |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 29 April – 2 May 2008 | Introduction to Emergency Management for Local Government Course offered by EMA at Mt Macedon, Vic Bob Cunningham nominated and attended this course. | 1 |

Total participation 2007-08: 1

EXERCISES**FORMAL EXERCISES CONDUCTED TO TEST GOLD COAST CAPACITY****2010-2011**

| Date | Activity | Principal Participants |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| 14 Oct 2010 | Exercise Flaming Fury Purpose: - To test the City's disaster management arrangements in support of a wildfire disaster that occurs within the City.. | <ul style="list-style-type: none"> • IMT • LDMG • DDMG • Agencies |
| 9 Nov 2010 | Exercise Hightail Purpose: - To test the operational procedures used in the DCC to support Disaster Management Groups with evacuation planning.. | <ul style="list-style-type: none"> • IMT • GCCC Waterways and Flood management • GCCC Spatial and Information Services |
| 25 Nov 2010 | Exercise Devil's twist Purpose: - To test the City's disaster management arrangements in support of a severe weather disaster that occurs within the City.. - To test the Tallebudgera Creek Dam Emergency Action Plan | <ul style="list-style-type: none"> • IMT • QPS • QFRS • EMQ • DERM • GCCC |

Number of formal exercises of capacity conducted: 3

2009-2010

| Date | Activity | Principal Participants |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| 21 Oct 2009 | Exercise Carrara Evacuation Centre – DCC Component Purpose: - To test Gold Coast City disaster management activation arrangements in support of establishing an evacuation centre within the city | IMT DMU LDMG Welfare Subcommittee |
| 24 Feb 2010 | Exercise Porepunkah Purpose: - To test the capacity of the Gold Coast City Disaster Coordination Centre Incident Management Team to plan for and respond to a storm surge event. | IMT Disaster Comms |
| 17-19 May 2010 | Exercise Hot Chile Purpose: - An external test by EMQ of the capacity of the Gold Coast City disaster management arrangements at all levels to plan for and respond to a tsunami event. | IMT LDMG DDMG Agencies |

Number of formal exercises of capacity conducted: 3

2008-2009

| Date | Activity | Principal Participants |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| 1 -2 August 2008 | Exercise Blue Heeler 08 Purpose: - To test Gold Coast City disaster management activation arrangements | IMT DMU LDMG |
| 24 Mar 2009 | Exercise Walla Walla 09 Purpose: - To test the capacity of the IMT to manage the lead up to a major disaster event in the city | IMT |
| 10 June 2009 | Exercise Hindsight Purpose: - To review IMT operations following the May 2009 Severe Weather Event | IMT |

Number of formal exercises of capacity conducted: 3

2007-2008

| Date | Activity | Principal Participants |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| 24 – 27 July 2007 | Exercise Ocean Storm 07 Purpose: <ul style="list-style-type: none"> - To test Gold Coast City disaster management arrangements - To test function of the disaster coordination centre - To test interaction between components of the disaster management system | IMT DMU LDMG DDMG EMQ |

Number of formal exercises of capacity conducted 2007-08: 1

Comments

- Disaster Management Education Officer, Margaretta Burton left GCCC November 2007. New Disaster Management Education Officer, Peter McNamee, commenced at Council on 3 March 2008

EXTERNAL EXERCISE PARTICIPATION BY GCCC

2009-2010

| Date | Activity | Participants |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 21 Sept 2010 | Exercise Armor All <i>Organiser:</i> Queensland Police Service <i>Purpose:</i> - Gold Coast 600 (V8 Supercars) Tabletop Exercise | Nik van't Hof |
| 9 Nov 2010 | Schoolies Exercise <i>Organiser:</i> Queensland Police Service <i>Purpose:</i> - Discussion exercise to review Schoolies plans | Nik van't Hof |
| 18 Nov 2010 | Exercise Argos <i>Organiser:</i> Redland City Council <i>Purpose:</i> - To test the RCC Tsunami subplan | Peter McNamee |

Number of external exercises with GCCC involvement: 3

2009-2010

| Date | Activity | Participants |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| 25 July 2009 Brisbane | Exercise Built Together <i>Organiser:</i> Brisbane City Council <i>Purpose:</i> - Evacuation centre welfare discussion exercise | Amy Flynn Debbie Ashton |
| 24 Sept 2009 Gold Coast | Super A1GP Exercise <i>Organiser:</i> Queensland Police Service <i>Purpose:</i> - Discussion exercise to review emergency plans for race event | Nik van't Hof Naomi Toy Peter McNamee Ray McNab |
| Nov 2009 Gold Coast | Schoolies Exercise <i>Organiser:</i> Queensland Police Service <i>Purpose:</i> - Discussion exercise to review Schoolies plans | Nik van't Hof |
| Dec 2009 Gold Coast | Gold Coast DDMG Exercise <i>Organiser:</i> DDMG <i>Purpose:</i> - Discussion exercise to review district arrangements | Naomi Toy |
| Dec 2009 Logan | Logan DDMG Exercise <i>Organiser:</i> DDMG <i>Purpose:</i> - Discussion exercise to review district arrangements | Naomi Toy |
| 25 March 2010 Gold Coast | Exercise Skilled Train <i>Organiser:</i> Queensland Rail <i>Purpose:</i> - Discussion exercise to review effectiveness of stakeholder plans in relation to a bomb threat to Queensland Rail services | Naomi Toy Ian Leckie John Vanzino John Nixon |

Number of external exercises with GCCC involvement: 6

2008-2009

| Date | Activity | Participants |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| 26 July 2008 Brisbane | Exercise Wet Haven <i>Organiser:</i> Brisbane City Council <i>Purpose:</i> - Evacuation centre welfare discussion exercise | Nik van't Hof Naomi Toy Peter McNamee Michele Rogers |
| 14 – 15 Aug 2008 Cleveland | Exercise Phoenix 08 <i>Organiser:</i> Redland City Council <i>Purpose:</i> - Discussion exercise to review plans to evacuate Moreton Bay islands | Nik van't Hof Naomi Toy Peter McNamee |
| 25 Oct 2008 Gold Coast | Nikon Indy Exercise <i>Organiser:</i> Queensland Police Service <i>Purpose:</i> - Discussion exercise to review Indy plans | Nik van't Hof Naomi Toy Peter McNamee Ray McNab |
| Nov 2008 Gold Coast | Schoolies Exercise <i>Organiser:</i> Queensland Police Service <i>Purpose:</i> - Discussion exercise to review Schoolies plans | Nik van't Hof Naomi Toy Chad Tripp |
| 19 Feb 2009 Logan | Exercise Aerofoil 09 <i>Organiser:</i> Logan City Council <i>Purpose:</i> - Discussion exercise to review local disaster management arrangements | Peter McNamee |

Number of external exercises with GCCC involvement: 5

2007-2008

| Date | Activity | Participants |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 22 May 2008 | Broadcast Sector Exercise | Peter McNamee |
| Gold Coast | <i>Organiser:</i> Dept of Broadcast, Communications and the Digital Economy <i>Purpose:</i> - Discussion exercise to review broadcast arrangements and public information systems during a major disaster event | |

Number of external exercises with GCCC involvement 2007-08: 1

COMMUNITY AWARENESS AND EDUCATION

ACTIVITIES CONDUCTED

2010-2011

| Date | Activity | Participants At Workshops |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| 9 Sept 2010 | Briefing to Australian Red Cross re Gold Coast City disaster management arrangements and the Coordination Centre. | 15 |
| 7 Oct 2010 | Briefing to Helensvale Senior Citizens re how to prepare for disasters and personal safety. Presented by GCCC Community Services. | 80 |
| 27 Oct 2010 | Briefing to St John Ambulance re how to prepare for disasters and personal safety. Presented by GCCC Community Services. | 17 |
| 10 Nov 2010 | "Disaster Management At Home": Storm Season Campaign Newspaper advertising program promoting storm season preparedness, directing the public to Council's administration offices and libraries to collect copies of the Disaster Management At Home community education guide. | Mass media campaign |
| 10 Nov 2010 | Briefing to The Migrant Centre re how to prepare for storm season. Presented by GCCC Community Services. | 83 |
| 18 Nov 2010 | "Disaster Management At Home": Storm Season Campaign TV campaign – live cross to "Birdie" Channel 9. | Mass media campaign |
| 23 Nov 2010 | Briefing to Mudgeeraba Rotary Club re Gold Coast City disaster management arrangements and the Coordination Centre. | 26 |
| 25 Nov 2010 | Briefing to Robina Lion's Club re disaster coordination and possible roles that Lions can play during a disaster event | 28 |
| 17 Dec 2010 | "Disaster Management At Home": Storm Season Campaign Radio campaign – live broadcast on Gold FM to "Birdie" Channel 9. | Mass media campaign |
| 28 Jan 2011 | Briefing to Ashmore Lodge Aged Care Facility re how to prepare for disasters.. | 5 |
| 24 Feb 2011 | Briefing to Allconnex re disaster management and relationship between the DCC and Allconnex during events. | 14 |

| Date | Activity | Participants At Workshops |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| 8 Mar 2011 | Briefing to Southport Chamber of Commerce re disaster coordination and importance of businesses preparing for disasters | 120 |
| 17 Mar 2011 | Briefing to Gold Coast North Chamber of Commerce re disaster coordination and importance of businesses preparing for disasters | 35 |
| 21 Mar 2011 | Briefing to The Migrant Centre re how to prepare for storm season. Presented by GCCC Community Services. | 90 |

Number of community awareness and education activities (YTD): 14
Participants in community education workshops (YTD): 523

2009-2010

| Date | Activity | Participants At Workshops |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| 24 July 2009 | Briefing to GCCC Junior Council re disaster management and possible roles that Junior Council can play during a disaster event. | 16 |
| 14 Aug 2009 | Disaster Management in the Gold Coast. Presentation to Year 7 Students at Clover Hill State School | 75 |
| 25 Sept 2009 | Briefing to Australasian Fire Authorities Council Re Gold Coast City disaster management arrangements and the Disaster Coordination Centre | 9 |
| 1 Oct 2009 | Briefing to Runaway Bay Neighbourhood Watch Re Gold Coast City disaster management arrangements and the Disaster Coordination Centre | 15 |
| Nov - Dec 2009 | "Disaster Management At Home": Storm Season Reminder Radio campaign to remind residents of the risks of storms, and how to prepare a plan, kit and their homes. The campaign was supported with the re-release of the Disaster Management At Home community disaster guides through Council outlets. | Mass media campaign |
| November 2009 | Development of Storm Guide Advertising promotion developed and funded, and appeared in The Gold Coast Bulletin. | Mass media campaign |
| January 2010 | Schools Support Program Mailout to all registered Gold Coast schools with disaster management resources. Materials sent to 98 schools | Mail-out campaign |
| 10 Feb 2010 | Briefing to Springbrook Mountain Community Association Re Gold Coast City disaster management arrangements and the Disaster Coordination Centre, and community disaster preparedness | 26 |
| 16 Feb 2010 | Disaster Management in the Gold Coast. Presentation to Year 2 Students at Southport State School | 40 |
| 20 Mar 2010 | Briefing to Division 9 Divisional Support Group Re Gold Coast City disaster management arrangements and proposed community watch concept | 10 |
| 31 Mar 2010 | Support to Church Disaster Management Program Support to Church of Jesus Christ of Latter Day Saints disaster management education program | Bulk supply of community awareness materials |
| 21 Apr 2010 | Disaster Management in the Gold Coast. Presentation to Year 7 Students at Upper Coomera | 28 |

| Date | Activity | Participants At Workshops |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| | College | |
| 20 May 2010 | <i>Disaster Management in the Gold Coast.</i> Presentation to Year 4 Students at The Southport School | 75 |
| 27 May 2010 | <i>Briefing to Gold Coast Hospital</i> Re Gold Coast City disaster management arrangements and the Disaster Coordination Centre, and community & organisational disaster preparedness | 13 |
| 3 June 2010 | <i>Disaster Management Capacity Building at the Gold Coast</i> Presentation at the LGAQ Conference, Home Hill. | Conference presentation |

Number of community awareness and education activities (YTD): 15
Participants in community education workshops (YTD): 307

2008-2009

| Date | Activity | Participants At Workshops |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| 18 Aug 2008 | <i>Development of community education kits</i> Kits explain how to prepare a home emergency plan and evacuation kit. The product is available for use with school and community groups; and is translated into approx 10 different languages to meet the needs of Gold Coast culturally and linguistically diverse communities. | |
| 8 Sept 2008 | <i>Development of community storm season advertisement</i> Advertisement developed and funded as part of Project One Voice campaign. Advertisement appeared in The Gold Coast Sun. | |
| 15–19 Dec 08 | <i>“Disaster Management At Home”: Storm Season Reminder</i> Radio campaign to remind residents of the risks of storms, and how to prepare a plan, kit and their homes. Featured on Gold FM, Sea FM and ABC Coast FM. The campaign has resulted in approx 5500 public awareness brochures being distributed, with residents and visitors still collecting these. | |
| 28 Jan 2009 | <i>Briefing to Robina Lion's Club Executive</i> re disaster coordination and possible roles that Lions can play during a disaster event. | 2 |
| 26 Feb 2009 | <i>Community Watch Briefing to Jacobs Well Progress Association</i> re the city's disaster management arrangements and establishment of community watch. | 49 |
| 12 Mar 2009 | <i>Briefing to Southport Rotary Club</i> re disaster coordination and possible roles that Rotary can play during a disaster event. | 24 |
| 8 April 200 | <i>Briefing to Robina Lion's Club</i> re disaster coordination and possible roles that Lions can play during a disaster event | 23 |
| 29 April 2009 | - <i>Briefing to Surfers Sunrise Rotary Club</i> re disaster coordination and possible roles that Rotary can play during a disaster event. | 24 |
| 2 June 2009 | - <i>Briefing to Burleigh Probus Club</i> re GCCC disaster coordination and how to prepared for a disaster event. | 33 |
| 12 June 2009 | - <i>Briefing to Varsity Lakes Community Ltd (VLCL)</i> re disaster coordination and possible roles that VLCL can play with regard to community disaster management. | 20 |

Number of community awareness and education activities: 11
Participants in community education workshops: 175

2007-2008

| Date | Activity | Participants At Workshops |
|--------------|------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| 4 April 2008 | <i>Briefing to visiting Thai delegation</i> As part of a presentation re GCCC urban development and planning | |
| 13 May 2008 | <i>Disaster Management in the Gold Coast.</i> Presentation to Year 6 Students, Coomera Anglican College | 87 |

Number of community awareness and education activities: 2

Participants in community education workshops: 87

8 March 2010
Mr Nik van't Hof
DMU, Southport
[REDACTED]

CS287/298J-(P9)

Frank Pagano AFSM ESM
Executive Director
Emergency Management Queensland
GPO Box 1425
BRISBANE QLD 4001

Dear Mr Pagano

Training of Local Disaster Management Group Executive Officers

I am writing to you in your capacity of Executive Officer of the State Disaster Management Group to request information on when Emergency Management Queensland plans to develop and deliver an appropriate program of training. I note that under Section 21(g) of the Disaster Management Act (2003), you are responsible for ensuring that persons performing functions under that Act in relation to disaster operations are appropriately trained.

Under the Disaster Management Act (2003) it is clear that Executive Officers of local groups play critical operational roles within the Queensland Disaster Management Arrangements. Under this Act:

- Executive officers of local groups are responsible for helping local groups to manage and coordinate their business (Section 36 of the Disaster Management Act (2003))
- A function of local groups includes managing disaster operations in their areas under policies and procedures decided by the State group (Section 30 (f)).

This importance is further emphasised under the State's Strategic Policy Framework for disaster management which places Local Groups at the pinnacle of local disaster operations, as illustrated in the State's Disaster Management Arrangements "Triangle" of Local-District-State interrelationships

However, despite the critical nature of the role of Executive Officers of local groups, it should be noted that there has been no training offered to local group Executive Officers in their specific roles and responsibilities since the Disaster Management Act was implemented in 2004, aside from generic *Introduction to Queensland Disaster Management Arrangements* training.

Given the numbers and severity of recent disaster events, it is essential that an appropriate program of training be developed and delivered as soon as possible, and I would appreciate information on an implementation program.

If you have any questions regarding this request, please contact Nik van't Hof, Executive Coordinator Disaster Management, on [REDACTED] who will be pleased to assist.

Yours faithfully

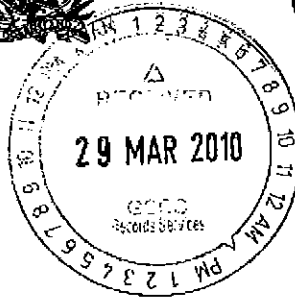
Warren Day
EXECUTIVE OFFICER
GOLD COAST CITY LOCAL DISASTER MANAGEMENT GROUP



Ph: [REDACTED]
Our Ref:

23 March 2010

Mr Warren Day
Executive Officer
Gold Coast City Local Disaster Management Group
PO Box 5042
GOLD COAST MC QLD 9729



Emergency Management Queensland

Department of
Community Safety

Dear Mr Day

Thank you for your letter of 8 March 2010 regarding Training of Local Disaster Management Group (LDMG) Executive Officers.

I acknowledge that the Executive Officer of the LDMG play critical operational roles within the Queensland Disaster Management Arrangements.

On 28 January 2010 staff from Emergency Management Queensland (EMQ) facilitated training in "*The Introduction to Queensland Disaster Management Agents*" to Councillor Ron Clarke, as the Chair of the LDMG and Councillor Ted Shepherd as the Deputy Chair of the LDMG.

I understand your comments regarding the need for appropriate training to be developed for Executive Officers.

As you are aware the Queensland Disaster Management Arrangements are currently being reviewed by the Queensland Government. I expect that following the completion of this review there will be a number of issues to be progressed including training. The outcome of the review's recommendation to government are likely to be clear soon. Following that, I would be happy to meet with you and would be grateful for any specific views you may have on future training issues for Local Government.

EMQ intends to continue to provide a high level of support to the LDMG and I encourage you to contact Mr Eddie Bennet, Regional Director, EMQ South Eastern Region on telephone number (07) 3287 8516 to discuss any specific needs or concerns you may have in relation to training or operational matters.

I understand Mr Bennet has spoken to Mr Nik Van't Hof about this issue.

I trust this information has been of assistance and would like to assure you of EMQ's continued support for the Disaster Management System.

Yours sincerely



Bruce Grady
Acting Chief Officer
Emergency Management Queensland



EMQ Directorate

Emergency Services Complex
Cnr Kedron Park Road and Park Road
Kedron Qld 4031

GPO Box 1425 Brisbane
Queensland 4001 Australia

Telephone +61 7 3247 8511
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Website www.emergency.qld.gov.au

ABN 92 265 149 823

Standard Meeting Action Plan

3-2

Rev 3

| | | | | |
|---------------------|---------------------------------------------------|----------------------------------------------|------------------------------------------------------------------------------------------------|-----------------------|
| Meeting Date | 10 August 2009 | Meeting Forum | Disaster Management Executive Committee (D-MEC) | |
| Start Time | 10.36am | Finish Time | 11.59am | Meeting No. 40 |
| Venue | Lionel F. Perry Building, 195 Queen St, Southport | Next Meeting (Time, Date & Venue) | Monday, 13 July 2009 10.30am to 11.30pm Lionel F Perry Building, 195 Queen St, Southport | |

Sheet 1 of 7

Attendees

Nik van't Hof (Executive Coordinator Disaster Management), Daryl Collins (Manager DBS), Rod Kennedy (A/Manager Construction Services), Dean Gutteridge (Manager Fleet & Plant), Bob Cunningham (Manager Maintenance Services), Peter McNamee (Disaster Management Education Officer), Bree Fournier (A/Disaster Management Systems Officer)
 Warren Day (Director Engineering Services), Naomi Toy (Disaster Management Systems)

Apologies

| Item | Issue/Topic | Discussion/Action Required | Responsibility | Date Due | Date Complete |
|------|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------|---------------|
| 1 | MEETING OPENED | The Chair, Nik van't Hof, opened the meeting and welcomed Rod Kennedy who is currently Acting Manager Construction Services. | N.van't Hof | - | - |
| 2 | APOLOGIES | As above. | N.van't Hof | - | - |
| 3 | PREVIOUS MEETING MINUTES AND ACTIONS | <p>The Minutes of Meeting held on 25 May 2009 were adopted.</p> <p>Biggera Creek, Loders Creek Dam Evacuation Plans Nik advised that he has viewed documentation that advises of Nik's and/or DMU's responsibilities for evacuation which is incorrect.</p> <p>15/12/08: Warren Day and Nik van't Hof to meet to review the QA documents and prepare an appropriate response to the document custodian. 09/02/09: Nik advised the Group that this matter will be further progressed after 16 February 2009 when Ken Bott returns from leave. A revised EAP is to be submitted at the next DMEC meeting. 09/03/09: Nik commented that he has spoken with Mark Ash and Ken Bott is currently looking at the Plan and was going to arrange a meeting but have heard nothing at this stage. Nik to follow up. 20/4/09: Meeting is still required with Ken Bott. Follow up with Mark Ask 25/5/09: Meeting has been held with Ken Bott and will go back to Mark Ash with a recommendation of action required and will then discuss with Warren Day. Legal advice in relation to liability if nothing is done for this issue is being sought. Item to leave open 15/6/09: Progressed by Mark Ash. Outcomes to be finalised and discussed with Warren Day by 30 July 2009.</p> | N.van't Hof | - | - |
| | | | N.van't Hof | 09/02/09 | - |
| | | | N.van't Hof | 09/03/09 | - |
| | | | N.van't Hof | 20/4/09 | - |
| | | | N.van't Hof | 18/5/09 | - |
| | | | N.van't Hof | 15/6/09 | - |

Standard Meeting Action Plan

3-2
Rev 3

| Item | Issue/Topic | Discussion/Action Required | Responsibility | Date Due | Date Complete |
|------|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| 3 | <p>PREVIOUS MEETING MINUTES AND ACTIONS (continued)</p> | <p><u>Biggera Creek, Loders Creek Dam Evacuation Plans cont'd</u> 10/8/09: Email received from Mark Ash noting that issues raised have been submitted to David Montgomery for clarification. Item is to remain open as a resolution is required. ACTION: Committee agreed to develop a Sub-plan specific when resolved. To be brought back to D-MEC for feedback. Consideration to be taken in developing a Community group or warning system for this area.</p> <p><u>Emergency Delegations</u> Need to confirm current position for disaster management (including IMT) delegations.</p> <p>15/12/08: A summary of required delegations is to be prepared and Mandy Dowers is to be contacted in relation to this issue. 09/02/09: Item deferred to next meeting. 09/03/09: Nik has emailed Mandy Dowers but has received no response. If no information received in the next week, Warren to be advised. 20/04/09: Mandy Dowers to provide draft changes. Need to confirm current delegations. Follow up as soon as possible. 25/05/09: Mandy Dowers has been in contact and is forwarding delegations for Nik, Peter and Naomi. Mandy is currently working on the delegations for Warren. 15/06/09: Negotiations still continuing with Solicitor to finalise Warren Day's delegations. Nik to follow up to have issue completed. 10/8/09: Ongoing. Information received by Senior Lawyer, Phil Halliday but further clarification is to be sought. ACTION: Meeting to be arranged with Phil Halliday and D-MEC Committee members that need delegation to clarify exactly what is required to prepare details to present to the CEO.</p> <p><u>Jacobs Well Community Watch</u> DMU staff were scheduled to attend the Progress Association meeting to discuss preparedness messages and to establish a group within the community to provide local information and support for flood situations within the Jacobs Well and surrounding areas. Unfortunately, flyers prepared by Cr Gates were not distributed and the meeting has now been rescheduled to occur on 26 February 2009.</p> <p>15/12/08: A draft strategy document for this initiative, in the same format as a Council Agenda Item, is to be provided at the next meeting.</p> <p>A strategy was prepared and distributed to DMEC members. Warren requested advice on</p> | <p>P. McNamee</p> <p style="text-align: center;">TBA</p> <p style="text-align: center;">N. van't Hof</p> | <p>09/02/09 09/03/09 16/03/09 18/5/09 15/6/09 13/7/09 7/9/09</p> | |

Standard Meeting Action Plan

3-2

Rev 3

| Item | Issue/Topic | Discussion/Action Required | Responsibility | Date Due | Date Complete |
|------|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|------------------------------------------|---------------|
| 3 | PREVIOUS MEETING MINUTES AND ACTIONS (continued) | <p>the cost associated with the strategy and that confirmation be received on Flood Strategies and Waterways Planning education initiatives before considering any implementation of this proposal across the City.</p> <p>09/02/09:</p> <ul style="list-style-type: none"> • Item to be forwarded to Engineering Finance officers for review and update of budget / funding section and then submitted as a late item for Engineering Services Committee meeting on Wednesday, 11 February 2009. • Education Strategies for flood to be sought from FS&WP, PE&T. <p>09/03/09: Presentation conducted and was well received except from one gentleman. Waiting for budget process to go through as an estimate has been made for establishment of this initiative. Meeting to be held with Donna Gates and recommendation that Mr Ginn not be involved due to negativity particularly towards Council.</p> <p>20/04/09: Meeting to be held with Cr Gates on 28 April 09.</p> <p>25/5/09: Donna Gates has held a meeting with the Jacobs Well Progress Association and has been in contact with Nik but due to current work load with the severe weather event, further discussions are to be made.</p> <p>15/06/09: Contact has not been made with Donna Gates to determine further course of action. Nik to follow up.</p> <p>10/8/09: Donna Gates has advised that nothing has progressed and will raise the question at the next Progress Association meeting to be held on 27 August 09 where a determination will be made.</p> <p>EM2000 Upgrade -- EM Software EM2000 investigations of software replacement as unsupported by vendor.</p> <p>15/06/09: Meeting held with Glen Potter. Clarified that there are two (2) parts to the replacement request being one for SES and one for DCC. Progressing RFA following States decision to role out. Business case is completed and hoping to get signatories this week. At Glen Potter's suggestion, to engage a consultant to conduct a functional assessment of the DCC to determine the minimal requirements for a software package for the Centre.</p> <p>10/8/09: Item closed. Refer to new Agenda item.</p> | N. van't Hof | 18/05/09 15/6/09 13/7/09 7/9/09 | 10/8/09 |

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| 3 | PREVIOUS MEETING MINUTES AND ACTIONS (continued) | <p>SEODMAG Daryl Collins commented on the disaster management arrangements with SEODMAG and whether GCCC are strategically aligned with the Group. D-MEC to discuss and determine current issues. Officers were named in recent correspondence that was inappropriate and should be addressed.</p> <p>20/04/09: ACTION: A meeting to be arranged with Greg Scroop and Frank Pagano. 25/05/09: Meeting was not arranged and item to be left opened. 10/8/09: An informal meeting was held and it was agreed to revise the charter to change the focus of the group. A new name has also been agreed and SEODMAG will now be known as DEM Forum LGSEQ (Disaster & Emergency Management Forum, Local Governments South East Queensland). The meeting with Greg Scroop and Frank Pagano is no longer required and item can now be closed.</p> <p>NDMP Funding Two (2) applications have been submitted for the Natural Disaster Mitigation Program.</p> <p>1. Development of Cross Border Arrangements – Total funding received of \$48,000 2. Evacuation Plan – Approval only received for 1 year of \$33,000 for a 2 year project estimated cost of \$150,000.</p> <p>25/05/09: Information about further assistance has not been relayed and as to why only 1 of the 2 years proposed has only been approved. ACTION: A letter to be drafted today confirming previous verbal discussions as issue could become political.</p> <p>15/6/09: Cross border templates have been submitted along with the letter to EMQ in relation to the Evacuation Plan funding but no reply received to date. Nik to follow up as soon as possible.</p> <p>10/8/09: Cross Border Steering Committee is currently being developed. Evacuation Plan application for further funding to be submitted for 2009-2010 for the remainder of the funds required for the project. New grant scheme is being developed and waiting on new application to become available to submit.</p> | For Information | - | 10/8/09 |
| 4 | AGENDA ITEMS THIS MEETING (NEW BUSINESS) | <p>4.6 DM Training A new Registered Training Organisation has been engaged through HSEplus for the Disaster Management IMT accredited training. This will assist in members completing components locally. There are some budget implications, being that a \$180 charge will be incurred per person per unit of competency. There are at least 15 IMT members interested in completing the Advance Diploma and HSEplus have these options available.</p> | For Information | - | - |

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| 4 | <p>AGENDA ITEMS THIS MEETING (NEW BUSINESS) (continued)</p> | <p><u>LDMG Training</u> An issue has been identified with who is responsible with the training of the Local Disaster Management Group. GCCC will initially address the issue but long term implications could occur. Clarification to be sought as to whether this is the responsibility of GCCC or EMQ. EMQ's view is that it is their responsibility however; they don't have the resources to provide. GCCC will provide training of a brief introduction of roles and responsibilities prior to the next LDMG meeting for members. ACTION: Letter to be written to EMQ to clarify responsibilities of training for the LDMG as a matter of urgency.</p> <p>4.7.1 Emergency Management Software A demonstration was held for an online solution developed by company called Productiv for a replacement of EM2000. Information on ERIS (Event Report and Information System) was distributed to the Committee.</p> <p>ERIS is a web based solution developed on EM2000 with varying redundancy options available. Costs \$12,000p.a and \$100 per user per month for operational use. There is no cost incurred for training purposes. All operational costs can be claimed and reimbursed through NDRRA. Other Council's are looking at the solution to possibly implement also.</p> <p>A Concept Plan is being drafted to submit to IT and discussions will be had around the CGC process for the replacement and RFA Online business case.</p> <p>Bob Cunningham noted that the details are similar to the product developed in-house for building maintenance request system which is integrated with XORA.</p> <p>ACTION: Recommendation to view what has been developed for building maintenance as could possibly combine system instead of introducing new request system. Contact also to be made with Barry Kelly and Christine Knappstein on the CRM and ERP which are Corporate projects.</p> <p>4.8.1 Community Group Strategy Document has not been finalised and will be presented at the next meeting.</p> | <p>P. McNamee</p> <p>For Information</p> <p>N. van't Hof B. Fournier</p> <p>P. McNamee</p> | <p>7/9/09</p> <p>-</p> <p>7/9/09</p> <p>7/9/09</p> | <p>-</p> <p>-</p> <p>-</p> <p>-</p> |

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| Item | Issue/Topic | Discussion/Action Required | Responsibility | Date Due | Date Complete |
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| 5 | GENERAL BUSINESS | <p>Disaster Management Executive Committee Terms of Reference Final draft distributed to the Committee and was endorsed.</p> <p>Consideration to be taken Committee membership in the next revision. Further discussions to be held with Warren. ACTION: Agenda Item for next meeting</p> <p>SES Review Information distributed to Committee members. Warren has requested a separation of SES and DMU operations so a report has been developed and approved. Report has been sent to EMQ for their review and consideration on an MOU. EMQ have also advised on the Local Controller position going back to a volunteer position and Chad Tripp will cease employment with GCCC on 31 August.</p> <p>SES HQ will now move next door and Media Administration will go in to the SES area on the first floor of the DMC.</p> <p>3rd Australasian Hazards Management Workshop Series Peter McNamee attended conference in Melbourne on 5-7 August 2009 and presented a paper at this conference. A report will be drafted and issued when finalised.</p> | <p>For Information</p> <p>N.van't Hof</p> <p>For Information</p> | <p>-</p> <p>7/9/09</p> <p>-</p> | <p>-</p> <p>-</p> <p>10/8/09</p> |
| 6 | LEAVE ARRANGEMENTS | Nil | - | - | - |
| 7 | NEXT MEETING DATE, TIME AND VENUE | Next meeting date Monday, 7 September 2009 10.30am to 11.30am Lionel F. Perry Building, 195 Queen St, Southport | N van't Hof | - | - |
| | MEETING CLOSED | 11.59am | N van't Hof | - | - |

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| Meeting Date | 5 October 2009 | Meeting Forum | Disaster Management Executive Committee (D-MEC) | |
| Start Time | 10.40am | Finish Time | 12.20pm | Meeting No. 41 |
| Venue | Lionel F. Perry Building, 195 Queen St, Southport | | | |
| Next Meeting (Time, Date & Venue) | Monday, 13 July 2009 10.30am to 11.30pm Lionel F Perry Building, 195 Queen St, Southport | | | |
| Attendees | Nik van't Hof (Executive Coordinator Disaster Management), , Daryl Collins (Manager DBS), Rod Kennedy (A/Manager Construction Services), Bob Cunningham (Manager Maintenance Services), Peter McNamee (Disaster Management Education Officer), Bree Fournier (A/Disaster Management Systems Officer), Naomi Toy (Disaster Management Systems Officer), Rod Kennedy (A/Manager Construction Services), Steven Dalton (A/Manager Fleet & Plant), Mandy Dows (Information Officer), Phillip Halliday (Senior Lawyer), Hamid Mirfenderesk (Waterways & Flood Management) | | | |
| Apologies | Warren Day (Director Engineering Services), Dean Gutteridge (Manager Fleet & Plant), | | | |

Sheet 1 of 7

| Item | Issue/Topic | Discussion/Action Required | Responsibility | Date Due | Date Complete |
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| 1 | MEETING OPENED | The Chair, Nik van't Hof, opened the meeting | N.van't Hof | - | - |
| 2 | APOLOGIES | As above. | N.van't Hof | - | - |
| 3 | PREVIOUS MEETING MINUTES AND ACTIONS | <p>The Minutes of Meeting held on 10 August 2009 were adopted.</p> <p>Biggera Creek, Loders Creek Dam Evacuation Plans Nik advised that he has viewed documentation that advises of Nik's and/or DMU's responsibilities for evacuation which is incorrect.</p> <p>15/12/08: Warren Day and Nik van't Hof to meet to review the QA documents and prepare an appropriate response to the document custodian.</p> <p>09/02/09: Nik advised the Group that this matter will be further progressed after 16 February 2009 when Ken Bott returns from leave. A revised EAP is to be submitted at the next DMEC meeting.</p> <p>09/03/09: Nik commented that he has spoken with Mark Ash and Ken Bott is currently looking at the Plan and was going to arrange a meeting but have heard nothing at this stage. Nik to follow up.</p> <p>20/4/09: Meeting is still required with Ken Bott. Follow up with Mark Ask</p> | N.van't Hof | - | - |

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| 3 | <p>PREVIOUS MEETING MINUTES AND ACTIONS (continued)</p> | <p>Biggera Creek, Loders Creek Dam Evacuation Plans cont'd</p> <p>25/5/09: Meeting has been held with Ken Bott and will go back to Mark Ash with a recommendation of action required and will then discuss with Warren Day. Legal advice in relation to liability if nothing is done for this issue is being sought. Item to leave open</p> <p>15/6/09: Progressed by Mark Ash. Outcomes to be finalised and discussed with Warren Day by 30 July 2009.</p> <p>10/8/09: Email received from Mark Ash noting that issues raised have been submitted to David Montgomery for clarification. Item is to remain open as a resolution is required.</p> <p>ACTION: Committee agreed to develop a Sub-plan specific when resolved. To be brought back to D-MEC for feedback. Consideration to be taken in developing a Community group or warning system for this area.</p> <p>5/10/09: Nik has been in contact with Ken Botts who has advised that they are still waiting on legal advice. Phil Halliday noted he will approach the officer involved to try and progress.</p> <p>Emergency Delegations Need to confirm current position for disaster management (including IMT) delegations.</p> <p>15/12/08: A summary of required delegations is to be prepared and Mandy Dowers is to be contacted in relation to this issue.</p> <p>09/02/09: Item deferred to next meeting.</p> <p>09/03/09: Nik has emailed Mandy Dowers but has received no response. If no information received in the next week, Warren to be advised.</p> <p>20/04/09: Mandy Dowers to provide draft changes. Need to confirm current delegations. Follow up as soon as possible.</p> <p>25/05/09: Mandy Dowers has been in contact and is forwarding delegations for Nik, Peter and Naomi. Mandy is currently working on the delegations for Warren.</p> <p>15/06/09: Negotiations still continuing with Solicitor to finalise Warren Day's delegations. Nik to follow up to have issue completed.</p> <p>10/8/09: Ongoing. Information received by Senior Lawyer, Phil Halliday but further clarification is to be sought.</p> <p>ACTION: Meeting to be arranged with Phil Halliday and D-MEC Committee members that need delegation to clarify exactly what is required to prepare details to present to the CEO.</p> <p>5/10/09: Discussed under Agenda Item 4.3.1</p> | <p style="text-align: right;">N. van't Hof</p> | <p>09/02/09 09/03/09 20/4/09 18/5/09 15/6/09 2/11/09</p> | - |
| | | | <p style="text-align: right;">N. van't Hof</p> | <p>09/02/09 09/03/09 16/03/09 18/5/09 15/6/09 13/7/09 7/9/09</p> | |

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| 3 | PREVIOUS MEETING MINUTES AND ACTIONS (continued) | <p>Jacobs Well Community Watch DMU staff were scheduled to attend the Progress Association meeting to discuss preparedness messages and to establish a group within the community to provide local information and support for flood situations within the Jacobs Well and surrounding areas. Unfortunately, flyers prepared by Cr Gates were not distributed and the meeting has now been rescheduled to occur on 26 February 2009.</p> <p>15/12/08: A draft strategy document for this initiative, in the same format as a Council Agenda Item, is to be provided at the next meeting.</p> <p>A strategy was prepared and distributed to DMEC members. Warren requested advice on the cost associated with the strategy and that confirmation be received on Flood Strategies and Waterways Planning education initiatives before considering any implementation of this proposal across the City.</p> <ul style="list-style-type: none"> • Item to be forwarded to Engineering Finance officers for review and update of budget / funding section and then submitted as a late item for Engineering Services Committee meeting on Wednesday, 11 February 2009. • Education Strategies for flood to be sought from FS&WP, PE&T. <p>09/03/09: Presentation conducted and was well received except from one gentleman. Waiting for budget process to go through as an estimate has been made for establishment of this initiative. Meeting to be held with Donna Gates and recommendation that Mr Ginn not be involved due to negativity particularly towards Council.</p> <p>20/04/09: Meeting to be held with Cr Gates on 28 April 09.</p> <p>25/05/09: Donna Gates has held a meeting with the Jacobs Well Progress Association and has been in contact with Nik but due to current work load with the severe weather event, further discussions are to be made.</p> <p>15/06/09: Contact has not been made with Donna Gates to determine further course of action. Nik to follow up.</p> <p>10/8/09: Donna Gates has advised that nothing has progressed and will raise the question at the next Progress Association meeting to be held on 27 August 09 where a determination will be made.</p> <p>5/10/09: No further progression and a resolution still to be sought. If no response by next month, item to be closed and no further action to be taken.</p> | N. van't Hof | 48/05/09 15/6/09 4/3/7/09 7/9/09 2/11/09 | |

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| 3 | PREVIOUS MEETING MINUTES AND ACTIONS (continued) | <p>Disaster Management Executive Committee Terms of Reference 10/08/09: Final draft distributed to the Committee and was endorsed. Consideration to be taken Committee membership in the next revision. Further discussions to be held with Warren. ACTION: Agenda Item for next meeting 5/10/09: No further amendments to be made at this stage. Item now closed.</p> <p>Emergency Management Software 10/8/09: A demonstration was held for an online solution developed by company called Productiv for a replacement of EM2000. Information on ERIS (Event Report and Information System) was distributed to the Committee.</p> <p>ERIS is a web based solution developed on EM2000 with varying redundancy options available. Costs \$12,000p.a and \$100 per user per month for operational use. There is no cost incurred for training purposes. All operational costs can be claimed and reimbursed through NDRRA. Other Council's are looking at the solution to possibly implement also.</p> <p>A Concept Plan is being drafted to submit to IT and discussions will be had around the CGC process for the replacement and RFA Online business case.</p> <p>Bob Cunningham noted that the details are similar to the product developed in-house for building maintenance request system which is integrated with XORA.</p> <p>ACTION: Recommendation to view what has been developed for building maintenance as could possibly combine system instead of introducing new request system. Contact also to be made with Barry Kelly and Christine Knappstein on the CRM and ERP which are Corporate projects.</p> <p>5/10/09: An item is going to CGC this week in relation to the SES component as well as the concept plan for ERIS solution. Recommendation to withdraw the SES component but possibly implement ERIS solution for the DCC. Further update will be provided after the CGC meeting outcomes. DMU recently viewed another software program called Guardian. Excessive costs but a suitable system for the DCC. However, no action will be taken for this solution.</p> | For Information | 2/11/09 | 5/10/09 |

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| 4 | AGENDA ITEMS THIS MEETING (NEW BUSINESS) | <p>4.3.1 Emergency Delegations Mandy Dowers and Phil Halliday provided the Committee with information available in relation to the noted delegated powers for Warren Day. A copy of the information was distributed to the Committee and a copy is appended to these minutes.</p> <p>DCC Manager has delegation of \$50,000 as well as DMU nominated Officers. Warren has delegation up to \$250,000 per transaction as per contractible arrangements under LG Act. In the event of an emergency, the expenditure has to prove to be for emergency purposes. Powers are also given through the DM Policy approved by Council and the CEO and the powers documented given to the Committee, are delegable under the DM Act. However, an agenda item will need to be submitted to have these powers approved by Council to be given to the CEO to pass on to Warren. Council needs to create a position of Executive Officer, LDMG and the delegations will be placed under this position.</p> <p>Issue with Deputy Executive Officer not being officially appointed for shift changeover in an event to be authorised with the Executive Officer delegations. To be considered in the development of the Disaster Coordination Sub Plan for the Deputy XO to be transferred delegation with shift changeover. There is no need to separate delegations for Deputy XO.</p> <p>Nik advised that some amendments need to be made to the details within the document noting the powers, as these were incorrect.</p> <p>ACTION: Disaster Coordination Sub Plan to be developed with details of shift changeover included. Deputy Executive Officer to be formally appointed. Mandy Dowers will amend delegations/powers document to include XO position delegations and when the Sub Plan has been developed, Mandy will prepare and agenda item to be approved by Council.</p> <p>4.6.1 Tsunami Modelling Discussions have been held with EMQ in relation to the release of the new modelling data produced by GeoScience, to look at establishing a steering group similar to the Shield Project to further develop the Tsunami Sub Plan but no further advice has been received from EMQ to initiate.</p> <p>Hamid Mirfenderesk advised that they have been looking at how to integrate the data into the current decision support system and there are some issues identified with the data file type which is not suitable for GCCC GIS system. Need to contact EMQ to arrange to get data in a file type that can be integrated. There has also been no data model received for</p> | For Information | - | - |
| | | | DMU/Mandy Dowers | TBA | - |
| | | | For Information | 2/11/09 | - |

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| 4 | AGENDA ITEMS THIS MEETING (NEW BUSINESS) (continued) | <p>the Runaway Bay area which is vulnerable for the marine environment.</p> <p>4.6.1 Tsunami Modelling cont'd Items that have been discussed for consideration for the Sub Plan:</p> <ul style="list-style-type: none"> • Public Communication Strategy; • Sectorising the City; • Evacuation framework from State. Not completed yet; • Look at Communication Sub Plan; and • Current Tsunami Sub Plan updated to reflect GeoScience modelling. <p>Through the NDMP application, the project will be looking at evacuations from an all hazards approach, not threat specific. EMQ are pushing for however, threat specific Plans. ACTION: Meeting to be arranged to establish steering group and to request to get the correct data file for Flood Strategies.</p> <p>4.4 Disaster Management Training Peter McNamee advised that formal training courses are now in place with HSEplus providing accreditation.</p> <p>4.6.2 Landslip Sub Plan Draft document was distributed to the Committee for review and feedback. The way in which this Plan is reviewed will be the basis for the LDM Plan review. ACTION: Feedback required prior to the next LDMG meeting</p> <p>4.6.3 Review of DM Plan A review of the Local Disaster Management Plan is approaching and the system used for the Shield project will be established to go through the review process. Information on the review was distributed to the Committee. ACTION: Feedback required by the end of the week.</p> | <p>N.van't Hof For Information</p> <p>P. McNamee For Information</p> | <p>2/11/09</p> <p>2/11/09</p> <p>2/11/09</p> | <p>-</p> <p>-</p> <p>-</p> |
| 5 | GENERAL BUSINESS | <p>SES Local Controller Position For Information – Chad Tripp, who was Acting in the position of Local Controller, is no longer with GCCC as it was determined by Warren that this position be terminated.</p> <p>A report has been compiled, which is going to the Engineering Services Committee this week, outlining the recommended arrangements between GCCC and Gold Coast City State Emergency Service.</p> | <p>N.van't Hof For Information</p> | <p>7/9/09</p> | <p>-</p> |

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| 5 | GENERAL BUSINESS | <p>Victorian Bushfire Recommendations With the recent release of the recommendations from the Victorian Bushfire Royal Commission, there is nothing that this Committee is required to do except for the Fire Safety signs that need to be changed within the Gold Coast area that could cost up to \$40,000.</p> <p>Daryl noted that this should be incorporated into the DM plan review.</p> <p>Bunnings A letter has been received through the Mayor which was read to the Committee. Bunnings are interested in supporting GCCC for any resources that may be required in an event. ACTION: Seek advice from Michael Kenyon as GCCC can't be seen to promote one particular company.</p> <p>DM Policy The DM Policy is now approved and is now to be implemented and communicated. Seeking a recommendation on a communication strategy.</p> <p>Daryl advised that this can be discussed out of this forum.</p> | For Information | - | - |
| 6 | LEAVE ARRANGEMENTS | Nil | N.van' Hof | 2/11/09 | - |
| 7 | NEXT MEETING DATE, TIME AND VENUE | Next meeting date Monday, 2 November 2009 10.30am to 11.30am Lionel F. Perry Building, 195 Queen St, Southport | N van't Hof | - | - |
| | MEETING CLOSED | 12.20pm | N van't Hof | - | - |

GOLD COAST CITY COUNCIL - DISASTER MANAGEMENT ACT 2003

REGISTER OF DELEGATIONS – COUNCIL TO CEO

Local Government Act 1993, section 472
Local Government Regulation 2005, section 26

| NO | DELEGATE | POWER DELEGATED | LEGISLATION | DATE AND NUMBER OF RESOLUTION | CONDITIONS |
|----|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|-------------------------------|------------|
| | Chief Executive Officer | Power to appoint to a District Disaster management Group for a disaster district | Section 24 <i>Disaster Management Act 2003.</i> | | |
| | Chief Executive Officer | Power to establish a Local Disaster Management Group for the local government area. | Section 29 <i>Disaster Management Act 2003.</i> | | |
| | Chief Executive Officer | Power to agree to unite for the purpose of establishing a local group. | Section 31 <i>Disaster Management Act 2003.</i> | | |
| | Chief Executive Officer | Power to appoint a person as a member of a local group. | Section 33 <i>Disaster Management Act 2003.</i> | | |
| | Chief Executive Officer | Power to appoint a chairperson and deputy chairperson of a local group. | Section 34 <i>Disaster Management Act 2003.</i> | | |
| | Chief Executive Officer | Power to appoint a member of a local group as the executive officer of the group. | Section 35 <i>Disaster Management Act 2003.</i> | | |
| | Chief Executive Officer | Power to provide, at least once a year, written notice of the members of a local group to the executive officer of the State group and the district disaster coordinator for the disaster district in which the local group is situated. | Section 37 <i>Disaster Management Act 2003.</i> | | |

GOLD COAST CITY COUNCIL - DISASTER MANAGEMENT ACT 2003

REGISTER OF DELEGATIONS – COUNCIL TO CEO

Local Government Act 1993, section 472
 Local Government Regulation 2005, section 26

| NO. | DELEGATE | POWER DELEGATED | LEGISLATION | DATE AND NUMBER OF RESOLUTION | CONDITIONS |
|-----|-------------------------|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|-------------------------------|------------|
| | Chief Executive Officer | Power to prepare a plan (a local disaster management plan) for disaster management in the local government's area. | Section 57(1) <i>Disaster Management Act 2003.</i> | | |
| | Chief Executive Officer | Power to review, or renew, its local disaster management plan when considered appropriate. | Section 59 <i>Disaster Management Act 2003.</i> | | |
| | Chief Executive Officer | Power to, on payment of the appropriate fee, give a person a copy of the local disaster management plan | Section 60 <i>Disaster Management Act 2003.</i> | | |
| | Chief Executive Officer | Power to agree to unite for the purpose of preparing a local disaster management plan. | Section 61 <i>Disaster Management Act 2003.</i> | | |
| | Chief Executive Officer | Power to nominate a member as the local controller of an SES unit. | Section 85 <i>Disaster Management Act 2003.</i> | | |
| | Chief Executive Officer | Power to nominate a member as an ES unit coordinator. | Section 94 <i>Disaster Management Act 2003.</i> | | |

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MCNAMEE Peter

From: Michael Morrison [REDACTED]
Sent: Thursday, 3 March 2011 2:54 PM
To: MCNAMEE Peter
Subject: AIIMS Training

Pete,

Sorry to ask this question, however EMQ look as if they have let me down (again) re an AIIMS course that was programmed for 15 & 16 March. I will have to cancel the course however will have a great need to gets some places for any courses you intend running. Can you help an old digger out?

I had 14 set down for the march course and a further 17 for a course in May. I am happy to move back to suit you and I promise never to stray away from my dear friend at Gold Coast ever again. I went to EMQ because that IS SUPPOSE TO BE THEIR ROLE!!!! And they have let me down.

Kind regards
Michael Morrison *ESM, DSAC*

Senior Consultant
***Emergency Management* | Redland City Council**
Cnr Bloomfield and Middle Streets | PO Box 21 Cleveland Qld 4163
T: [REDACTED]

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Please consider the environment before you print this e-mail or any attachments.

MCNAMEE Peter

From: Fitzgerald Cheryl-Lee [REDACTED]
Sent: Monday, 20 September 2010 4:57 PM
To: MCNAMEE Peter
Subject: RE: Gday from GC!

Hey Peter

I have had a chance to go through your information and I have to say the Gold Coast is definitely the industry leader in disaster management education and training.

The system you have established from recruiting/nominating for different roles (incl Managers sign-off), to being able to deliver accredited courses internally, producing training calendars and policy (the framework) and a training needs analysis for each of the roles is excellent (said with jealous undertones).. certainly something we would like to aspire to.

I am particular impressed by the fact you are not reliant on EMQ or other external providers for key competencies in DM and the defined role appointment is definitely the way to go.

Ok - enough flattery and back to reality for me.

If you have no objections we would like to trial your nomination process of recruiting for particular roles. We currently have appointed Team Leaders, but the other roles will require filling (currently adhoc appointments). This will provide an equitable payment scale in an activation also, as all DCC staff are currently paid at their nominal rate regardless of role in the Centre. An issue I will be tackling with HR, Payroll and management.

I would be interested in a full set of course materials if you don't mind, so I can well and truly cement the jealousy.

Thank you again for the information and the other training updates you have been sending through.

An invite will be forthcoming for the opening of our new dedicated centre, when we finally have an opening date (further construction delays.....)

Talk soon

Regards
Cheryl-Lee

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From: MCNAMEE Peter [REDACTED]
Sent: Wednesday, 8 September 2010 12:01 PM
To: Fitzgerald Cheryl-Lee
Subject: Gday from GC!

Hi Cheryl-Lee

Great to catch up on phone.

12/04/2011

As discussed, I've attached a few docs for you

1. Organisational Structure of IMT

I have attached a copy of our IMT Information Pack that we sent out to potential IMT staff and their managers. The front cover changes each time we send this out - to advertise what we are looking for,

In general the doc outlines the process of recruitment and how we engage staff from across Council.

At the moment, we are updating this doc - as we are moving to a IMT structure that is 100% AIMS compliant - basically all this means is that we are going to drop out "Administration" (which was a legacy function) and incorporate their duties into Logistics and Planning. (Our Council's position is that we wish to be 100% compliant with AIMS, as it is our preferred incident management system).

2. DM Training Program

As discussed on the phone, I've attached copies of :

1. Our DM training framework - basically outlines our approach to training. This is being updated to reflect new curriculum and the accreditation options that are now in place - but the start of the doc gives the thinking behind the program.
2. An outline of the new training curriculum - which is currently being written into the framework doc

I will send you a full set of all our course materials etc etc on CD ROM. What is postal address?

The deal we have with HSE Plus (the RTO provider) is that they check the content and assessment instruments against the units of competency we want issued, and "approve"/"accredit" their use. They also do the same with the trainer/assessor (me). When a course is delivered and assessed, a course file is prepared and sent to HSE - who confirm standards etc, then issue the certification. From time to time HSE sits in on a sample of our courses to ensure compliance (since they take on all compliance risks)

This arrangement costs us \$180 per unit of competency issued. GCCC pays this on behalf of all GCCC staff who work in IMT. (We pay for all required training, and optional advanced diploma units that staff wish to undertake.)

There is an annual cost of maintaining the training and assessment materials - costs us \$2500 per year. Some other SEQ Councils have picked up our materials and are using with HSE Plus. HSE Plus does not charge them the annual fee, since the same materials are being used. However, if new materials were to be implemented, then the fee would be applicable. (Ideally, I would live to see a central agency - EM Who? - take on this role and provide us with a set of materials that could be customised with local examples/exercises).

Pheww .. that's about it for now.

Give me a call if any q's... and don't forget to come to visit! Or send an invite so we can come up to say Gday.

Cheers

Pete

Peter McNamee
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12/04/2011

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