

**Goondiwindi
REGIONAL
COUNCIL**



**DISASTER
MANAGEMENT PLAN**

Produced by
the Goondiwindi Regional Council Local Disaster Management Group
under the Provisions of the *Disaster Management Act 2003*

June 2010

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Date:

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Accreditation of Disaster Management Plan

This Plan has been agreed by the Local Disaster Management Group covering Goondiwindi Regional Council area of responsibility.

Mayor
Goondiwindi Regional Council

Date

Chief Executive Officer
Goondiwindi Regional Council

Date

The Plan has been agreed to and accepted by the Goondiwindi Regional Council.

Mayor
Goondiwindi Regional Council

Date

Chief Executive Officer
Goondiwindi Regional Council

Date

ADOPTED

Forward from Chairperson of LDMG

The Goondiwindi Regional Council is committed to the safety and protection of the residents and visitors to our area. Council is committed to ensuring that its people are adequately prepared for and able to respond to and recover from various disaster situations or threats. Our local government area is the result of the amalgamation of Goondiwindi Town, Inglewood Shire & Waggamba Shire Councils. Prior to amalgamation, Waggamba Shire area surrounded Goondiwindi Town whilst emergency services and personnel were concentrated in the town area but responsible for both.

Goondiwindi Town Council and Waggamba Shire Council had gained approval from Emergency Management Queensland to form a single Local Disaster Management Group with one plan to cover both areas. This was largely due to the unique geographical situation of these two Councils mentioned above.

Since amalgamating in March 2008, consolidation of Disaster Management arrangements has been necessary. A combined Local Disaster Management Group has been appointed, and its help enlisted to collate, review and consolidate existing plans.

The consolidated plans are specific to our area of responsibility and are available to all residents. They have been completed in line with current emergency management principles and the Emergency Management Queensland planning guidelines. Council recommends that residents make themselves familiar with plans and procedures even if they are not involved in emergency services roles.

Goondiwindi Regional Council would like to thank and acknowledge the support of Emergency Management Australia who provided the funding under its *Managing Emergencies* scheme to complete these plans and to purchase vital equipment. Thanks are also extended to Emergency Management Queensland for their ongoing support and assistance with disaster management needs.

Authority to Plan

The *Disaster Management Act 2003* requires comprehensive disaster management plans to be developed. Goondiwindi Regional Council has a legislative responsibility to develop a comprehensive Disaster Management Plan in accordance with the Disaster Management Act 2003.

This plan is prepared for the Goondiwindi Regional Council under the provisions of Section 57(1) of the *Disaster Management Act 2003*, and replaces the former Local Government Disaster Management Plans for Inglewood Shire Council and Waggamba Shire / Goondiwindi Town Council. Any reference in other council documents to Counter Disaster Plans, Disaster Management plans etc will be taken to mean this plan from the date of approval and adoption Council.

Approval of Plan

This plan has been produced by and with the authority of Goondiwindi Regional Council pursuant to Sections 57, 58 & 61 of the *Disaster Management Act 2003*. Goondiwindi Regional Council accepts its roles and responsibilities as described in the *Disaster Management Act 2003*.

This plan is the result of the co-operative efforts of newly established Goondiwindi Regional Local Disaster Management Group after consultation with those agencies and organisations identified therein.

Goondiwindi Regional Council has adopted this plan by resolution at the Ordinary Meeting of Council on 25 November 2009, in accordance with section 80(1) (6) of the Disaster Management Act 2003.

Amendment Register and Version Control

DATE	AMENDMENT	AMENDMENT NUMBER
August 2008	Compiled	
	Submitted to Council	
	Adopted as Local Disaster Management Plan	
March 2009	Document Reviewed at LDMG Meeting 31/03/09	One
April 2009	Document Updated to include feedback from meeting	Two
June 2009	Document Updated to include Local Emergency Co-ordination Group	Three
October 2009	Document Updated to include EMQ feedback	Four
May 2010	Document Updated to remove references to 'Local Emergency Coordination Centre (LECC)'	Five

Disaster Management Plan Version Control

Version	Date	Prepared By	Comments
One	August 2008	GRC	Adopted as Local Disaster Management Plan
Two	November 2009	GRC	Submitted to LDMG Meeting 12/11/09
	November 2009	GRC	Adopted by Council at the Ordinary Meeting 25/11/09
Three	June 2010	GRC	Submitted to Ordinary Council Meeting 23/06/10 for readoption

Distribution List

Organisation	Number of Copies	Issue Numbers	Distribution Method
Goondiwindi Regional Council (GRC) - file copy	1		
Mayor/Chairperson-GRC	1		
Executive Officer-GRC	1		
District Coordinator – SES	1		
GRC Works Manager	1		
Aerodrome Reporting Officer	1		
OIC Police (QPS) – Goondiwindi	1		
OIC Police (QPS) – Talwood	1		
OIC Police (QPS) – Inglewood	1		
OIC Police (QPS) – Texas	1		
Area Director-QFRS	1		
Auxiliary Captain QFRS	1		
Manager/Director of Nursing – Goondiwindi Hospital	1		
Director of Nursing – Inglewood Hospital	1		
Director of Nursing – Texas Hospital	1		
Area Director – EMQ	1		
Police Superintendent Warwick District – DDC	1		
Country Energy	1		
Telstra	1		

Definitions

District Disaster Co-ordinator	A District Disaster Co-ordinator appointed under the Act. It will be the police superintendent for District involved
Disaster District	A portion of the State declared to be a Disaster District under the Act.
District Disaster Management Group	Those persons forming the Management Group assisting the District Disaster Co-ordinator.
Disaster	A Disaster is a serious disruption in a community, caused by the impact of an event that requires a significant coordinated response by the State and other entities to help the community recover from the disruption;
Serious Disruption	Serious Disruption (a) loss of human life, or illness or injury to humans; or (b) widespread or severe property loss or damage; or (c) widespread or severe damage to the environment.
Disaster Management	Disaster management means arrangements about managing the potential adverse effects of an event, including, for example, arrangements for mitigating, preventing, preparing for, responding to and recovering from a disaster.
Disaster Operations	Disaster operations means activities undertaken before, during or after an event happens to help reduce loss of human life, illness or injury to humans, property loss or damage, damage to the environment, including, for example, activities to mitigate the adverse effects of the event.
Resources	Includes food, water, manpower, any horse or other animal, vehicle, vessel, aircraft, plant, apparatus, implement, earth moving equipment, construction equipment of any kind or any means of supplying a want or need.
Executive Officer	That person appointed by the Local Disaster Management Group to be the Executive Officer for the Local Disaster Management Group.
Local Disaster Management Group	The combined Group for Local Disaster Management purposes. (LDMG)

Abbreviations

ASDEST	Australian Space Debris Emergency Search Team
BOM	Bureau of Meteorology
CDRS	SEE EMQ
CLG	The Combined Local Governments (CLGs) that have united with one another for Disaster Management purposes
DDC	District Disaster Co-ordinator, District Officer of Police Warwick
DDCC	District Disaster Co-ordination Centre
DCS	Department of Community Safety
DMS	Disaster Management Services
DNRM&W	Department of Natural Resources, Mines & Water
EPA	Environmental Protection Agency
EEC	Emergency Evacuation Centre
EMA	Emergency Management Australia
EMQ	Emergency Management Queensland (Formerly CDRS)
ESU	Emergency Services Unit
GRC	Goondiwindi Regional Council
LDCC	Local Disaster Coordination Centre
LDMG	Local Disaster Management Group
LG	Local Government (Goondiwindi Regional Council)
LGDC	Local Government Disaster Co-ordinator
MIG	Major Incident Group
NEMCC	National Emergency Management Co-Ordination Centre
PSPA	<i>Public Safety Preservation Act 1986</i>
QAS	Queensland Ambulance Service
QFRS	Queensland Fire & Rescue Service
QNPWS	Queensland National Parks & Wildlife Service
QPS	Queensland Police Service
QT	Queensland Transport

RACE	Response Advice for Chemical Emergencies
SCDO	State Disaster Management Organisation
SDCC	State Disaster Co-ordination Centre
SDMG	State Disaster Management Group
SES	State Emergency Services
SITREPS	Situation Reports
SO	Standing Orders
SOP's	Standard Operating Procedures
DC	Disaster Co-ordinator

Section 1 – Introduction

Purpose of Plan

1.1 Aim:

To provide effective emergency management planning for the Goondiwindi Regional Council's area of responsibility.

1.2 Purpose:

- (i) Ensuring that community risks related to events are effectively managed;
- (ii) Ensuring that risks requiring District level support are identified and communicated to the District Level;
- (iii) Ensuring that Local Government and Local Groups comply with their disaster management obligations under the *Disaster Management Act 2003*; and
- (iv) Other purposes related to disaster management the Local Government determines appropriate.
- (v) Minimise effects of, and co-ordinate the response to and recovery from, a disaster or major emergency affecting the communities of the Goondiwindi Regional Council area.

1.3 Scope

This plan will cover the local government area of Goondiwindi Regional Council and is described in detail in the community description (included in Section 2 of this Plan).

1.4 Key Objectives

- (i) Provide hazard analysis
- (ii) Establish LDMG
- (iii) Identify key personnel, roles and responsibilities
- (iv) Provide community and resource needs analysis
- (v) Conduct planning covering prevention, preparedness, response and recovery
- (vi) Establish reporting and review procedures for this plan and sub plans

1.5 Local Government Policy for Disaster Management

The Goondiwindi Regional Council is aware of and compliant with its responsibilities with regard to National and State Disaster Management Plans.

1.6 Integration with Council's Corporate, Strategic and Operational Planning Processes

Adequate disaster management planning and awareness is an essential component of Council's corporate, strategic and operational planning. A coordinated and sufficiently resourced delivery of emergency services across all areas benefits the entire community. All former Councils have demonstrated their commitment to the disaster management process through previous natural disaster, flood and other studies. This plan is a continuation and consolidation of that commitment.

1.7 Local Disaster Management Group Composition

The Local Disaster Management Group has been established in accordance with Section 29 of the Disaster Management Act 2003 and will carry out the functions listed in Section 30 of the Act. The group will comprise two parts to avoid being overly bureaucratic and allow a quorum to be achieved during times of disaster or activation.

The first component will be the executive members which comprise the key personnel involved from council, emergency services and other specialist staff. The executive members will form the Local Disaster Management Group.

The second component will comprise the specialist advisors and other persons identified that are not required in a direct role, but who may provide specialist advice or play a supporting role. These advisors may attend meetings or provide input but are not required in order to make up a quorum.

The tables below list the personnel that will form the executive members and the specialist advisor roles for this plan. Due to the transient nature of some response agency positions, individuals are not listed in the plan. This allows amendments to be made to sub plans without the need for formal adoption by Council.

A list of the current individuals who perform these roles and their contact details are contained at Annexure 5 & 6. This list will be updated at meetings or as required by the LDMG and a copy of current members and contact details will be forwarded to the DDC with status report.

NOTE:-

It is recognised that contact details provided by members may be confidential in nature. Contact and other details obtained as part of this plan must not be provided to an unauthorised party, mailing list etc and can only be used for disaster management purposes. Inappropriate use may constitute an offence against the Privacy Act and offenders prosecuted. Under this plan the contact details are contained as an Annexure and therefore will not be subject to the requirement to be provided to residents requesting a copy of this plan.

1.8 Executive members

Organisation	Position
Goondiwindi Regional Council	Mayor/Chairperson In the absence of the identified councillor the deputy chair or otherwise nominated shall assume the role of chairperson
Goondiwindi Regional Council	Executive Officer / CEO In the absence of the CEO the person delegated by the CEO shall assume the role of DC.
Goondiwindi Regional Council	Director of Technical Services
State Emergency Service	Area Director
QLD Police Service	Officer in Charge – Goondiwindi, Inglewood, Texas
QLD Fire Service	Area Director – Goondiwindi
QLD Ambulance Service	Area Director
QLD Health	Manager/DON – Goondiwindi Hospital

Membership of the Committee shall mean and include the person acting in the capacity of any of the above members or the delegate of the member as the case maybe. The delegate must have the authority to commit resources from parent body.

1.9 Specialist Advisors

The following members whilst not regarded as “core” members of the LDMG, may be called upon to give specialist advice about the role and capabilities that their organisation may be able to provide to the LDMG

Organisation/Agency	Position
Church Groups	Local Church Members
Community Groups	CWA, Lions, Apex, Rotary, Red Cross etc.
Country Energy	Area Manager
DDC	Inspector of Police – Warwick
DPI and DERM	Local Representative
Electricity supplier- Country Energy	Area Supervisor
Emergency Management Australia	On Duty Operator
Emergency Management Queensland	Area Director
EPA	Area Director
Essential Services	Water & Sewerage
QFRS	Auxiliary Captain – Goondiwindi, Yelarbon
QFRS	Rural Fire Wardens – as required
QPS	Officer in Charge – Talwood, Goondiwindi, Yelarbon, Inglewood, Texas
Schools	Principals
SES	Local Controller – Goondiwindi, Inglewood, Yelarbon, Texas
SES / ESU	Local Controller – Talwood
Sunwater	Local Representative
Telstra	Area Supervisor
Local Welfare Groups	Department of Communities, Blue Care, Red Cross, Lifeline, Care Goondiwindi, etc

1.10 Meetings

Section 59 of the *Disaster Management Act 2003* requires plans to be reviewed and exercised annually. The Goondiwindi Regional Council Local Disaster Management Group will meet:-

Under normal circumstances – at least twice yearly in the lead up to and following each flood season or as deemed necessary by the Chairperson to facilitate compliance with section 59 of the *Disaster Management Act 2003*; and

Under emergency / disaster conditions - at the request of either the Chairperson or Executive Officer of the Local Disaster Management Group, their delegate, or at the request of the District Disaster Coordinator.

1.11 Quorum

The Queensland *Disaster Management Act* section 40 requires the LDMG to have a quorum when it conducts a meeting (fifty percent of membership plus one). Given the large area covered by councils' area of responsibility, the nature of disasters isolating some members and the requirement of some group members to attend in a response capability there will be times when some group members may not be able to physically attend a meeting. If a proxy or appointed delegate can not attend in the members place, then electronic communications can be used between the members present and those in the field to achieve a quorum.

If this course of action is required, it is to be recorded in the minutes and the absent member/s is to endorse the minutes as correct once they are able to attend the meeting and view the minutes as an accurate account of deliberations held and decisions made.

1.12 Notification of membership

Each year the Executive Officer of the LDMG shall advise the Executive Officer of the SDMG of the composition of the Local Disaster Management Group. A copy of this advice shall be forwarded to the District Disaster Coordinator in Warwick.

1.13 LDMG Functions

The Local Disaster Management Group has the following functions under Section 30 *Disaster Management Act 2003* for its area:-

- (i) to ensure that disaster management and disaster operations in the area are consistent with the strategic policy framework for disaster management for the State;
- (ii) to develop effective disaster management, and regularly review and assess the disaster management capability;
- (iii) to help the local government for its area to prepare a local disaster management plan;
- (iv) to identify and provide advice to the district group about, support services required by the local group to facilitate disaster management and disaster operations in the area;
- (v) to ensure the community is aware of ways of mitigating the adverse effects of an event, and preparing for, responding to and recovering from a disaster;

- (vi) to manage disaster operations in the area under policies and procedures decided by the State group;
- (vii) to provide reports and make recommendations to the relevant district group about matters relating to disaster operations;
- (viii) to identify, and coordinate the use of, resources that may be used for disaster operations in the area;
- (ix) to establish and review communications systems in the group, and with the relevant district group and other local groups;
- (x) to ensure information about a disaster in the area is promptly given to the relevant district group;
- (xi) to perform other functions given to the group under this Act;
- (xii) to perform a function incidental to a function mentioned in paragraphs (i) to (xi).

1.14 Lead Agency

The following organisations have accepted responsibility as lead agencies for operations associated with each hazard. Where the LECC is activated the lead agency role will be assumed by the applicable department, in communication with the closest branch of that department.

Hazard	Lead Agency
SEVERE STORM	Council
FLOODING	Council
LEVEE BANK BREACH	Council
FIRES – URBAN/RURAL	Queensland Fire and Rescue Service
TRANSPORT INCIDENTS	Queensland Police Service
WATER CONTAMINATION	Council
MEDICAL PANDEMICS & EPIDEMICS	Queensland Health Department
EXOTIC ANIMAL & PLANT DISEASE	DEEDI (QVETPLAN)
INFRASTRUCTURE FAILURE	Council
CBR INCIDENTS	Queensland Police Service

1.15 Roles and Responsibilities

There are also identified organisations that would have a supporting role for each threat. The detailed outline of all roles and responsibilities relevant for each threat are contained in the threat specific sub-plans. A general overview is provided below.

Threat	Principle Responsible Agency	Supporting Organisations
Storms/Floods	Council	SES/ESU QPS Country Energy Qld Health Telstra Bureau of Meteorology Media Agency QFRS Qld Dept of Transport
Levee Bank Breach	Council	SES/ESU Council QPS QFRS QAS Qld Health Qld EPA Qld DEEDI Bureau of Meteorology Media Agency Qld Dept of Transport Engineers Transport Providers
Fires Urban	Queensland Fire & Rescue Service <i>(where established)</i>	QPS SES/ESU Council Country Energy Rural Fire Service Media Agency QAS Qld Health
Fires Rural	Queensland Fire & Rescue Service <i>(where established)</i> Rural Fire Service	QPS SES/ESU Qld Health Country Energy Media Agency QAS Bureau of Meteorology
Road Accidents	Queensland Police Service	QFRS Council SES/ESU QAS Qld Health Country Energy Tow Truck <i>(where applicable)</i>

Threat	Principle Responsible Agency	Supporting Organisations
Missing Persons	Queensland Police Service	SES/ESU QAS Qld Health Council
Aircraft Accident	Queensland Police Service	Bureau of Aviation Transport Safety Council QFRS QAS Qld Health SES/ESU Media Agency RFDS (rural)
Exotic Plant and Animal Disease	Department of Primary Industries	SES/ESU QFRS Council Government Medical Officer QPS Media Agency Bureau of Meteorology
Epidemics / Pandemics	Qld Health	QPS SES/ESU Media Agency QAS RFDS Population Health
Hazardous Material Accidents / Substances	Queensland Police Service	QFRS SES/ESU Council Qld Health QAS Bureau of Meteorology Country Energy Tow Truck
CBR Chemical, Biological or Radioactive Event	Queensland Police Service	QFRS SES/ESU Council Qld Health QAS EMQ Bureau of Meteorology Country Energy Tow Truck

1.16 Review and Renew Plan

The plan will be reviewed and exercised annually as per section 59 of the *Disaster Management Act 2003* by the LDMG to ensure that all information is current and that treatment strategies and actions are appropriately addressed. It may also be revised as determined by exercise, operations or procedural changes and requirements.

Changes to the plan shall be proposed and recommended by the LDMG and submitted to council for approval.

Section 2 – Disaster Risk Management

2.1 Community Context

The area of responsibility covers a vast area with the major centres being the townships of Goondiwindi, Inglewood and Texas, with a number of smaller towns and communities spread across the region.

2.2 Topography

Goondiwindi Regional Council governs an area of 19,294 square kilometres. The bulk of the region consists of flat channel type country. The area adjoins the Macintyre River to the south which serves as the border between NSW and Queensland. Other major systems in the area include Commoron Creek, Canning Creek, the Macintyre Brook and the Dumaresq and Weir Rivers and their tributaries. The generally flat terrain in the centre, west and north of the region is particularly suited to grazing and irrigation crop operations, while the east covers a diverse range of country from Spinifex deserts to rugged ranges.

2.3 Population

The population is approximately 10,700. Population figures are subject to seasonal increases with an influx of unskilled and transient labour during grain and cotton harvesting etc

2.4 Critical Infrastructure

- Electricity
- Water
- Sewerage
- Road Network
- Telecommunications
- Airport
- Fuel
- Food
- Medical

2.5 Key Government Services

- Council
- State Emergency Services
- Queensland Ambulance Service
- Queensland Fire and Rescue Authority
- Queensland Police Service
- Queensland Health
- Department of Families

Other Information

2.6 Roads:

The Goondiwindi area is traversed by a number of major roadways. Goondiwindi is also a major entry point from NSW for heavy vehicles and wide loads and experiences a significant volume of heavy vehicle traffic. The majority of roads across the council area are sealed.

The Cunningham Highway heads north east towards Warwick, passing through Yelarbon and Inglewood. The Leichhardt Highway heads north west and branches off through the township of Moonie and heads towards Miles. The Gore highway branches off the Leichhardt Highway approximately 20kms from Goondiwindi and travels to the city of Toowoomba. The Barwon Highway travels west through Toobeah and Talwood heading to St George. The road south heads into NSW and becomes the Newell Highway travelling through the small town of Boggabilla 10kms south and heading to the rural centre of Moree. There are a number of other main roads that connect towns both within and out of the region. Widespread and extensive flooding of the road network can occur at any time, particularly during flood season.

2.7 Rail:

Freight rail networks can service the outer communities such as Talwood, Yelarbon, Inglewood, etc.

2.8 Climate:

High, dry temperatures are experienced in the summer months with daily temperatures averaging around 33 degrees. Winter temperatures average from a maximum of 20 degrees to 5 degrees at night. The area averages 550 mm of rainfall per year.

2.9 Administration:

Goondiwindi Regional Council is largely administered from two branch offices in Goondiwindi and Inglewood. There is also a small administration office in Texas. The townships of Yelarbon, Toobeah, Bungunya, Talwood and Weengallon are all within the Council's area of responsibility.

2.10 Water Supply:

Treated river supplies from the Macintyre River are used in Goondiwindi. Treated supplies from Macintyre Brook are used in Inglewood, from Dumeresq River in Yelarbon and from Weir River in Talwood. Texas water supply is a combination of treated water from the Dumeresq River and bore water. Dams and bores are used in the Toobeah and Bungunya areas. Rural properties operate bores, dams and rain water tanks.

2.11 Sewerage:

The urban areas of Goondiwindi, Inglewood, Texas, Talwood and Yelarbon operate on a sewerage system, whilst other rural properties and towns operate on septic systems.

2.12 Power Supplies:

The power supply is provided from Country Energy, NSW under contract arrangements with ERGON Energy, Qld.

2.13 Airports:

A copy of the aeronautical charts for the area of responsibility will be available at the LDCC

- | | |
|-------------|---|
| Goondiwindi | Maintains airport used by medical, private and commercial aircraft. There are no RPT services in operation from the airport. The facility offers both sealed and unsealed airstrips with the main strip equipped with lighting. |
| Talwood | An airstrip is available for use by medical, private and commercial aircraft but not used often. There are no RPT services in operation from the airport and it is unsuitable for same. |
| Inglewood | An airstrip is available for medical, private and commercial aircraft. There are no RPT services in operation from the airport. The airstrip is sealed bitumen and is equipped with solar lighting. |
| Texas | An airstrip is available for medical, private and commercial aircraft. There are no RPT services in operation from the airport and it is unsuitable for same. The airstrip is grass and it is not equipped for night landing. |
| ALA | There are other Approved Landing Areas and private strips across the District that may be available in times of disaster. |

2.14 Cultural:

Cultural facilities in the Goondiwindi Regional Council area include: a museum, tourist information centres, PCYC, community halls, rodeo grounds, golf club, shooters club, race track, sports grounds. An extensive list is contained in the community description.

2.15 Medical:

The township of Goondiwindi has a 24 hour staffed hospital. There is a Queensland Ambulance Service base in Goondiwindi to serve the area and to support the ESU Talwood who performs first response medical assistance in its surrounding area. There are also GPs, a Dentist, Optometrists and other allied health care professionals in the local area. Emergency care and evacuations are also carried out by the RFDS and QES helicopter as required.

The township of Inglewood has a 25 bed Hospital. There is a Queensland Ambulance Service base in Inglewood to serve the area. A Medical Centre with a local GP is situated in Inglewood as well as a Community Health facility.

The township of Texas has a 25 bed Hospital. Queensland Ambulance Service operates from the Texas Hospital with 2 attending QAS Officers. A Medical Centre with a local GP is located in Texas as well as a Community Health Facility.

2.16 Public Infrastructure:

- Town Halls
- Family Support Centre
- Rodeo Grounds
- Churches
- Sports grounds
- Schools
- Public toilets
- Clubs
- Libraries
- Water Park
- Pools
- Clubs
- Water treatment
- Sewerage treatment
- Tourist Information Centres
- Australia Post
- Banks
- Churches
- Parks

2.17 Schools:

Goondiwindi has both public and private primary schools as well as a public secondary school.

There is a private primary school in Inglewood as well as a public state school catering for students from Prep to Year 10.

Texas, Yelarbon, Talwood, Kioma, Bungunya, Kindon and Lundavra also have state primary schools, with Texas going to Year 10.

2.18 Communication:

The following communication systems are available:

Radio systems

- SES/ESU Radio Net : HF and UHF system
- QPS Radio Net : HF, UHF system and satellite phone
- QAS Radio Net : HF, UHF and VHF system and satellite phone
- QFRS (Rural Fire Division) : VHF and UHF system
- QFRS (Urban Division) : UHF and VHF system
- Goondiwindi Regional Council : VHF system

- Goondiwindi Hospital : UHF system
- Inglewood Hospital :
- Texas Hospital :
- Country Energy : satellite phone, HF, UHF and VHF system

Note: The secure systems operated by the individual response agencies do not currently have the ability to communicate directly with each other e.g. QPS to QFRS

Telephone Systems

- Phone
- Mobile phones – including Telstra, Optus & Vodafone
- Satellite phones
- Internet dial up and broadband

Electronic/media communications

- Television-All five free to air stations
- Pay TV-Pay and satellite TV available to subscribers
- Radio-AM and FM radio stations
- Print-Goondiwindi Argus, Macintyre Gazette, Toowoomba and Brisbane papers available
- Internet/computer sources

2.19 Industry

The majority of area is involved in primary production and support services and industries. Production is a mix of grazier operations such as cattle, sheep and pigs etc. There is also agricultural and horticultural production of crops such as grain, cotton, vegetables and cut flowers etc. Seasonal employment in these industries can see large population increases of unskilled or transient workers for short periods of time in the area. Large tracts of State Forest support a timber industry.

The town areas of Goondiwindi and Inglewood house government and other service industries, manufacturing and processing operations.

Tourism is heavily relied upon throughout the region for its economic viability. The area has fishing, camping and four wheel driving facilities, and hosts a number of conferences and festivals each year.

2.20 Hazards

During the consultation period, the hazards posing greatest risk to the area of responsibility were identified as follows.

- Flood
- Fire
- Transport incidents
- CBR incidents
- Pandemics
- Animal and exotic disease outbreaks

Hazard	Intensity	Frequency / Likelihood	Extent	Time
Flood	Levels and volume	Infrequent Likely	Floodplain areas Commuters / Traffic Prone to isolation	October to April
Levee Breach	Volume	Possible Likely	Town Area	October to April
Storms	Wind speed Hail Electrical / Lightning	Infrequent Likely dependant on location / population	Across both areas	October to April
Aircraft Incidents		No commercial low Volume	Town Across both with ALA's / strips	Year Round
Transport Incidents	High volume Varied types	Infrequent Increasing Likelihood	Across whole area	Year Round
HAZMAT / CBR	As above			
Flu / other pandemics	Potentially large pop. Plans activated and Timeframes deployed	Infrequent Likely / possible	Entire population	Year Round
Animal / plant exotic Disease	Stock losses Financial AQIS/DPI plans	Low frequency Medium Likelihood	Rural areas on stock Financial impacts across whole area	Year Round
Urban fire	Dependant on spread and fuel sources	Major-infrequently Medium	Area affected	Year Round
Rural fire	Small	Infrequent Low to never	Rural areas	September to February / March
Terrorism	Dependant on individual act	Infrequent Unlikely	Across community	Year Round
Loss of infrastructure	Dependant on type and extent Road / Bridges / Rail	Infrequent Unlikely	Across community	Year Round

2.21 Risk management record

A risk register will be maintained on an ongoing basis as part of this plan to record risks identified and actions taken to address same once approved.

Section 3 – Prevention

3.1 Prevention

The measures to eliminate or reduce the incidence or severity of emergencies. (Australian Emergency Management Glossary, 1998)

This plan will address and provide prevention strategies for effective disaster management through prevention planning for specific threats and hazards, mitigation and education.

The plan aims to identify community awareness programs that will assist the community in preparing for a disaster event and actions required to reduce or eliminate the impacts or effects of a disaster through the operations of the LDMG, other responsible agencies and community input.

The plan also aims to identify mitigation measures that will assist the community by reducing the incidence or impact of disasters through the operations of the LDMG, other responsible agencies and community input.

3.2 Building Codes and Building-Use Regulations

Current building codes and all regulations for Council's area of responsibility are contained in the Planning Schemes of the three former Councils. It is anticipated that these schemes will be amalgamated within the next three years. All future building codes and approvals will take into consideration previous natural disaster and flood studies to prevent development in prone areas.

3.3 Legislation

Council has considered & referred to the following legislation and policy in completing its disaster management plan.

- *Agricultural Chemicals Distribution Control Act 1966*
- *Dangerous Goods safety management Act 2001*
- *Disaster Management Act 2003*
- *Environmental Protection Act 1994*
- *Exotic Disease in Animals Act 1981*
- *Health Act 1937*
- *Integrated planning act 1997*
- *Local Government Act 2003*
- *Police Powers and Responsibilities Act 2003*
- *Public Safety Preservation Act 1986*
- *Queensland Fire and Rescue Services Act 1990*
- *Queensland Ambulance Service Act 1991*
- *State Planning Policy 1/03 mitigating the adverse impacts of flood, bushfire, and landslide*
- *Water Act 2000*
- *Workplace health and safety (Miscellaneous) Regulations 1995*
- *Any other relevant legislation*

3.4 Public Education

Public education and public information are two separate functions within the context of the Plan.

3.4.1 Public Education

Consists of an ongoing public awareness program conducted by the SES, the media, Council and several statutory services through the Area Director EMQ Toowoomba.

Included in this program are the following: -

- (a) Publications explaining flooding and emergency procedures;
- (b) Preparations of media releases explaining flooding preparedness and emergency procedures;
- (c) Publications prepared by statutory services detailing the measures that should be taken to prevent, minimise and deal with the effects of emergency situations;
- (d) Ongoing media campaign to encourage the public to "be aware";
- (e) Ongoing public awareness campaign of need for individual prevention and preparedness actions and strategies such as emergency kits, stocking of non-perishable food and water supplies;

3.4.2 Public Information

Public information is that information, such as warnings and directions, which is passed on to the public prior to, during and after, a Disaster. The Chairperson has the responsibility for the dissemination to the public of Disaster Management information, as advised by the Controlling Authority, through the media and other communication networks available.

When this plan is activated the Chairperson of the LDMG is the official source of public and media information. All outside media inquiries are to be directed to the Chairperson or their delegate once a media liaison has been appointed.

3.5 Land-Use Management Initiatives

Council Planning Schemes, Common Policies Stock Route Network Management Plans, and Pest Management Plans will all impact on disaster management and exemptions may need to be considered during emergency management planning and responses.

3.6 Mitigation initiatives

As the community changes and evolves there will be a corresponding effect on the local environment and the needs of the community during disasters. The LDMG is responsible for ongoing review and assessment of the Local Disaster Management Plan and community needs and as such will identify areas in which mitigation measures can be implemented or proposed to limit the effects of disasters.

Where appropriate, this will be achieved by formal application through the Chairperson LDMG at a local, regional, state or federal level depending on the scale of measures required. In other cases the Council or stakeholders may also make application for assistance to implement mitigation measures.

The continued identification of mitigation measures will be a key responsibility of the LDMG under this plan.

Section 4 – Preparedness

4.1 Preparedness

Measures to ensure that, should an emergency occur, communities, resources, and services are capable of coping with the effects (Australian Emergency Management Glossary, 1998)

Preparedness plays a vital role in the ability of the community to respond to and recover from the various disasters and threats that impact on the community. Specific preparedness measures apply to each individual threat/disaster type and so under this plan is a designated component in each of the sub plans for the identified disaster threats.

The plan aims to identify community awareness programs and organisational procedures that will assist the community in preparing for a disaster event.

4.2 Event Coordination

Managing events from a designated and centralised location provides a more coordinated response to the individual situation and a better use of available resources. Council understands the need for a centralised coordination centre and as such has developed a series of operational guidelines and duty statements to assist in operating a Local Disaster Co-ordination Centre.

For the purposes of this plan the LDCC will be located as follows:-

Primary Fire Station, 173-175 Marshall Street, Goondiwindi

Secondary Council Chambers, 82 Marshall Street, Goondiwindi

The LDCC is responsible for:-

- (i) Co-ordination of operations;
- (ii) Dissemination of public information through the appropriate media outlets; and
- (iii) Co-ordination with and reporting to District and State Agencies.

The Executive Officer will be responsible for: -

- (i) Activation of the LDCC;
- (ii) Operation of the LDCC;
- (iii) Staffing to required level; and
- (iv) Training of staff

4.3 Warning Systems and Public Education

4.3.1 Warnings

Warnings of natural disasters (e.g. floods, severe storms etc.) will be issued in the first instance to police through their current arrangements with BOM, Council, the SES Local Controller as well as media agencies. The Executive Officer will ensure information is delivered to responsible agencies. In the event of a disaster for which the Bureau of Meteorology would not issue a warning, the designated Control Authority is to advise the Council and support organisations involved.

4.3.2 Distribution

Upon implementation of this Plan, all public warnings will be distributed through the LDCC upon recommendation of the Control Authority and on the authorisation of the Chairperson of the LDMG or their delegate.

The LDMG will decide on the appropriate means of delivering warnings to residents, dependant on disaster type and local conditions, eg. evacuation to safe housing, etc.

Full use will be made of print media, local radios, commercial radio and television outlets.

4.3.3 Rural Residents

When any incident or disaster is likely to impact on rural residents, the LDCC must make reasonable effort to ensure contact is made with all rural residents to ensure their safety and welfare using communication networks available.

4.3.4 Public Awareness and Education

As part of the general preparedness strategies of this plan, responsible agencies will conduct on going public awareness and education in relation to preparedness measures that can be taken to limit the effects of a disaster. Emergency Management Australia and Emergency Management Queensland produce a number of information booklets and brochures as well as on line material that will be made available for residents.

As part of the ongoing review and assessment of plans, LDMG members will provide details as to education programs and initiatives that have been conducted during the assessment period or those that will be required or conducted in the future.

4.4 Evacuations

Pre-emptive evacuations as a preparedness measure may be required in some cases for threats and disasters identified in this plan. Because of the complexity and prescriptive nature of dealing with evacuations, a specific evacuation and welfare sub plan has been developed and will be activated on the direction of the Chairperson LDMG upon request from the Control/Lead agency or DDC as required.

This plan also outlines the role of the welfare committee that is being formed to manage this component of the LDMG roles.

Legislation specific to evacuations is also contained in the *Public Safety Preservation Act 1986*, *Disaster Management Act 2003*, *Police Powers and Responsibilities Act 2000*, *Queensland Fire and Rescue Services Act 1990*, *Queensland Ambulance Services Act 1991* and others.

4.5 Major Operations

The LDCC will only be activated upon the instruction of the Chairperson of the LDMG or the Executive Officer in times of disaster or major incidents.

The initial request for assistance will come from a Control/Lead Authority as designated in the Local Disaster Management Plan, the Disaster District Co-ordinator or a Government Agency, eg. Bureau of Meteorology Warnings, Floods, and Cyclones, etc.

4.5.1 Basic Operations of LDCC

- (i) Executive Officer to activate and staff LDCC to suitable level.
- (ii) Commence Running Sheets to record all activities of the LDCC.
- (iii) Relay all Official Warnings to Officer in Charge, affected area.
- (iv) After initial contact, request continuing Situation Reports (Sitreps), dependent on the situation, and establish timeframes for same, ie hourly, or (3) hourly.
- (v) Establish early contact with EMQ Area Director and DDC Warwick.
- (vi) Relay Sitreps to DDC Warwick and EMQ Area Director.
- (vii) Record all inward telephone calls and requests for assistance and forward to Committee for necessary action.
- (viii) All requests for assistance to be collated at LDCC and processed by LDMG.
- (ix) If outside assistance required an official request from the Chairperson, or Executive Officer, to DDC in Warwick is required.
- (x) A number of whiteboards will be set up for noting of operations, jobs, projected tasks and overview. Maintenance of these boards and running sheets will allow the Disaster Management Committee ready evaluation of the operation, and outstanding tasks. It will also allow for easy transfer of operational duties during shift changes.
- (xi) Council Liaison Officers will collect all Local Orders and have the same collated at LDCC before requesting assistance and forwarding details to DDC Warwick and Area Director EMQ.
- (xii) Ensure Council and all traders receive official memorandums from Executive Officer, SDMG, eg Freight arrangements, insurance subsidy arrangements, welfare, etc.
- (xiii) LDMG must ensure the staff in LDCC are kept fully informed on all decisions and actions taken by Local Group.

4.5.2 Specific Incident Responses

The LDMG will develop operating procedures for the identified risks over a period of time. These procedures will assist the LDCC in dealing with the operational aspects of the incident at hand. If the disaster or threat is one that does not have a specific plan, other plans will be used as a guide with suitable modifications to meet the particular situation.

4.5.3 Media Releases

All media releases from the LDCC are to be approved by the Chairperson or Executive Officer of the LDMG prior to their release to the media. During major operations, the Chairperson or Executive Officer will appoint a Media Liaison Officer to assist in this process.

4.5.4 Communications

During operations numerous calls are received from various sources requesting assistance or information, therefore there is a need to establish early in the operation, communications guidelines. These are as follows:-

1. General telephone contact number for the LDMG and publication of these numbers.
2. The telephone number for the Chairperson should not be given out, except to DDC, Area Director EMQ, Executive Officer, SDMG and Ops Centre - Brisbane. This will prevent overloading the Chairperson's contact number, allowing only direct contact from officials and will allow the Chairperson to make outgoing calls.
3. Where adequate telephones are installed, designate one telephone as a silent number.

Section 5 – Response

5.1 Response

Measures taken in anticipation of, during, and immediately after an emergency to ensure its effects are minimised (Australian Emergency Management Glossary, 1998)

Under Queensland legislation, the *Control* authority for the majority of disaster situations is the Queensland Police Service. The *Lead* agency will depend on the type of disaster situation. Individual agencies and organisations will have their own plans and procedures in place for response actions or specific standard operating procedures.

Under this plan, staff will continue to follow their parent organisation chain of command and procedures. The LDMG plays a coordinating role to achieve the best use of available resources by providing advice and guidance to the Chairperson on response strategies and actions. The Chairperson can then call on other agencies and resources that may not be available to the lead or response organisation.

5.2 Response planning

Response plays a vital role in the disaster management process and impacts on the ability of the community to recover from the various disasters and threats that impact upon them. Specific response measures apply to each individual threat/disaster type and so under this plan is a designated component in each of the sub plans for the identified disaster threats.

In preparing and reviewing this plan, LDMG members will provide advice to the Chairperson on their organisations' response planning and those procedures in place to ensure a coordinated response in times of actual disaster. These details will be included in status reports and in line with legislative requirements, organisations not complying with their obligations will be reported to the State director, SDMG through the DDC.

5.3 Activation of the Local Disaster Management Group

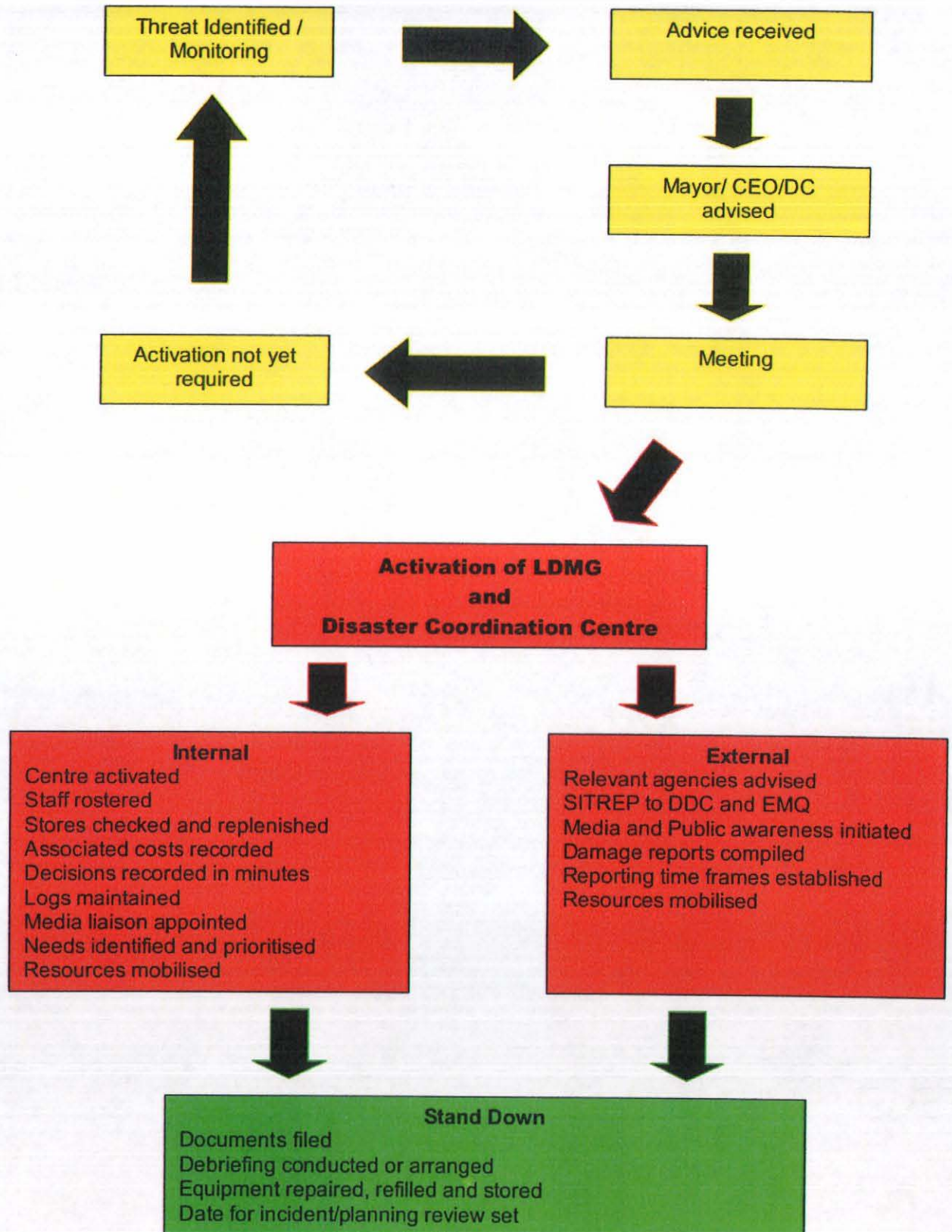
The LDMG can be activated in the *preparedness, response or recovery stages*, dependant upon the disaster type, individual situation and lead time available. The authority to activate the Local Group is vested in the Chairperson of the Local Disaster Management Group or his delegate. The Chairperson, or his delegate, can implement the plan on receipt of: -

1. A warning or an impending threat which in the opinion of the Chairperson, or their delegate, would require a co-ordinated community response, or
2. A request from a Control Authority for assistance under the Local Disaster Management Plan.
3. At a direction or on request from the DDC.

The following Activation Flow Chart outlines the steps taken during activation:

1. The procedure set out in this flow chart applies only to major events.
2. Statutory authorities may request support for incidents and small scale events by making the request direct to the appropriate organisation.

LDMG ACTIVATION FLOW CHART



5.3 Activation of the Local Disaster Management Group *(Continued)*

During the activation of the LDMG there will be five stages:-

These stages are:-

1. ALERT
2. STAND-BY
3. ACTIVATE
4. STAND DOWN
5. DEBRIEF

These stages and associated actions are detailed as follows:-.

<u>Phase</u>	<u>Action</u>
1. ALERT	Chairperson or Executive Officer receives advice of impending threat from: (a) A control authority or; (b) A warning agency (Chairperson or Executive Officer advises appropriate control authority).
2. STAND-BY	Control Authority advises Chairperson that assistance under LDMP might be required. Executive Officer implements LDMP and authorises the activation of LDCC to minimum staff level. Executive Officer informs relevant support organisations and Liaison Officers as identified to report to the LDCC.
3. ACTIVATE	Control Authority advises Executive Officer assistance is required. Executive Officer escalates LDCC to required staff level. Liaison Officers advise respective organisations to respond. Response will be as per appropriate organisations SOPs. Each control authority and support organisation will establish its own forward command/headquarters to control its resources.
4. STAND DOWN	On the conclusion of the operation the Executive Officer will recall all participating organisations and prepare to close the LDCC
5. DEBRIEF	The members of the participating organisations are to be debriefed by their respective officers prior to stand down. An operation debrief of officers in charge of control, lead and support organisations is to be conducted by the Executive Officer within seven (7) days of completion of the operation.

5.4 Evacuations

Evacuations may be required in some cases for the threats and disasters identified in this plan. As such a specific evacuation sub plan has been developed and will be activated on the direction of the Chairperson LDMG upon request from the Control/Lead agency or DDC as required.

Procedures for evacuation are contained in the Evacuation & welfare Sub-Plan.

Legislation specific to evacuations is also contained in the *Public Safety Preservation Act, Disaster Management Act 2003, Police Powers and Responsibilities Act 2000, Queensland Fire and Rescue Services Act 1990, Queensland Ambulance Services Act 1991* and others. A copy of these provisions are contained at Appendix 1

5.5 Accessing Support

Any requests for external assistance are to be co-ordinated by the LDCC. Such requests are to be forwarded to the DDC for action, and to the Area Director EMQ Toowoomba for information.

5.6 Functional Plans

Functional plans have been developed for each of the identified hazards covering prevention, preparedness, response and recovery plans.

5.7 Initial Impact Assessment

5.7.1 Initial Survey

The LDMG will appoint local personnel to collect details as to damage to buildings and infrastructure when deemed safe to do so by control / lead agencies.

Agencies participating in the LDCC will also forward such information collected by their organisation to the LDMG for collation.

5.7.2 Initial Report

Besides advising the appropriate Department Regional Officers of the damage estimate, the LDMG Chairperson and/or the Executive Officer will complete all sections of the Initial Damages & Personal Hardship Report and relay this report to the District Disaster Co-ordinator, Warwick and the EMQ Area Director Toowoomba.

NOTE: It is appreciated that the initial estimates (costs) of damage may not be accurate but the report must clearly reflect deaths and injuries, actual damage, personal losses and cases of personal hardship resulting from the event to ensure an adequate Local, District and State response.

5.7.3 Follow up reports

As the recovery process continues, more accurate details of damage, personal losses and hardship will come to hand. This updated information must be relayed to DDC Warwick and EMQ Toowoomba as early as possible.

Section 6 – Recovery

6.1 Recovery

The coordinated process of supporting emergency-affected communities in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical well-being (Australian Emergency Management Glossary 1998)

The aim of recovery management is to return the community to pre-disaster functioning, or as close as reasonably possible in the circumstances, as soon as possible. The length of the recovery stage will depend on the type and extent of disaster and can last from a few hours to months or years.

6.2 Recovery Planning

Recovery plays a vital role in the disaster management process as it impacts on the community as a whole and can have long lasting effects. These can be positive or negative effects depending on the type and scope of the disaster. Specific recovery measures apply to each individual threat/disaster type and are dealt with as follows.

- In preparing and reviewing this plan, LDMG members will provide advice to the Chairperson of their organisations' recovery planning and those procedures in place to ensure a coordinated approach in times of actual disaster.
- The District Disaster Group recovery plan incorporates a wide range of services and will be referred to as soon as possible in the recovery stage.

6.3 Re-supply

During times whereby the area becomes isolated as a result of a disaster event, eg. Flood, or supplies are lost, there may be occasions when re-supply of foods and essential items for the community are required.

Under this plan, all requests for re-supply are to be collated and coordinated by the LDMG. The Chairperson will then make formal application through the DDC in the required format enclosing all relevant information.

Re-supply operations will be conducted in line with the SDMG policy and procedures for re-supply.

6.4 Community role

It is recognised under this plan that the community plays a vital role in recovery operations. Under this plan, the community will be encouraged to return to normal functioning as soon as it is safe and practical to do so. Areas such as shops, businesses and schools will be supported to allow them to be re-opened as soon as possible or alternate arrangements for their operations established.

To ensure the entire community has a sense of ownership and cooperation, roles and tasks should be identified for community members not directly involved in response/recovery roles due to age, injury or other reasons, but wanting to volunteer or assist efforts. This then allows human resources to be deployed to other activities and areas.

6.5 Welfare

An important component of recovery from disaster will involve attending to the welfare needs of the community. As a result, a welfare sub committee has been formed to address needs for this plan and to assist in managing evacuation and welfare functions.

6.6 Transition

As indicated above, recovery operations can be short or long term in nature dependant on the type and scale of disaster. The LDMG and LDCC can not continue indefinitely until recovery operations are completed and transition arrangements will need to be determined by the Chairperson in consultation with the LDMG, DDC and EMQ.

Although there may no longer be the need for the LDMG to be maintained on a continual basis, it may need to continue in a monitoring, review and advisory capacity. When the decision is made to stand down or for transition from the LDMG to another body, the *Chairperson will set a time frame for the next meeting of the LDMG to assess on going operations.*

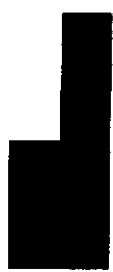
Section 7 - Annexure List

Threat specific plans:-

- a). Sub Plan Welfare and Evacuation
(currently being developed)

Other related documents:-

- Annexure 1 LDMG Chairperson's handbook
(currently being developed)
- Annexure 2 Contact List LDMG Executive Members & Specialist Members
(not for general distribution)
- Annexure 3 Resource List
(currently being developed)



Sub Plan
Welfare and
Evacuation

Sub Plan – Welfare and Evacuation

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Sub Plan – Welfare and Evacuation

Section 1 – Introduction

1.1 Purpose of the sub plan

The purpose of the Goondiwindi Regional Council Local Disaster Management Welfare and Evacuation Sub Plan is to:-

- Ensure the safety and sustainability of the local community;
- Reduce or eliminate risk to the community
- Assist in alleviating distress and hardship in the community in the event of an emergency or disaster;
- Ensure the region is able to provide immediate and continuing care to the community; and
- Ensure compliance with the Disaster Management Act 2003.

1.2 Key objectives

The key objectives of the Goondiwindi Regional Council Local Disaster Management Welfare and Evacuation Sub Plan are to:-

- Arrange emergency accommodation for disaster affected residents;
- Provide a list of suitable resources and welfare groups;
- Co-ordinate and provide adequate feeding arrangements;
- Establish arrangements for material assistance;
- Provide catering for emergency workers as agreed;
- Co-ordinate and establish a single point service delivery facility as required;
- Provide health and other related services that may be needed or as directed; and
- Provide a link between the response and recovery phases.

1.3 Testing and review

This Welfare and Evacuation Sub Plan is reviewed in accordance with the review policy outlined in the Goondiwindi Regional Council Local Disaster Management Plan.

Sub Plan – Welfare and Evacuation

Section 2 – Local Community Welfare Committee

2.1 Purpose of welfare

Welfare is often required in the event of a disaster or emergency to provide immediate and continuing care to emergency affected persons who may be threatened, distressed, disadvantaged, homeless or evacuated. It includes the maintenance of individual's health, well-being and prosperity using all available community resources until rehabilitation can be achieved.

Welfare services are most effective when:-

- They are delivered in a planned, prompt and empathetic method;
- All sectors of the community affected by the disaster have access to them;
- The affected community is consulted regarding the development and organisation of such services;
- They support the sharing of information between agencies;
- They are incorporated with all other services;
- They support and assist changes to community infrastructure during the recovery process;
- The importance of cultural and spiritual ideals are recognised and catered for; and
- Appropriately skilled personnel and resources are utilised.

This sub plan is concerned with the co-ordinated delivery of immediate and continuing care, including the maintenance of health and well being to those persons who have been affected by a disaster by the Local Disaster Welfare Group.

2.2 Role and responsibilities

The role of the Local Community Welfare Committee (LCWC) is to assist the Local Disaster Management Group (LDMG) in the provision of emergency welfare in response to a disaster.

The responsibilities of the Local Community Welfare Committee are to:-

- Identify and assess the needs of disaster affected individuals and families;
- Provide information to the community such as resources and services available;
- Identify and co-ordinate locations to be utilised as Welfare Centres;
- Liaise with the Department of Communities about establishing a Community Recover Centre, if required; and
- Assist with the logistics and supply of material and human resources.

Sub Plan – Welfare and Evacuation

2.2.1 Membership

The LCWC consists of the following core members:-

- LCWC Co-ordinator
- Queensland Department of Communities
- Goondiwindi Regional Council
- Queensland Health
- Lifeline
- Red Cross
- State Emergency Service

Other support agencies that may provide a representative include:-

- Salvation Army
- St Vincent de Paul Society
- Aboriginal / Islander Community Organisations
- Local Churches and Religious Groups
- Local Service Clubs

2.2.2 Committee Teams

For ease of control a range of teams may be established within the LCWC, based on likely functions and roles, such as catering or health services teams. The number and type of teams will depend on the scale and nature of the disaster and will be determined at the time. It is recommended that different teams be established in the advent of a large scale disaster requiring a wide range of services to a large number of the community.

2.2.3 Meetings

The LCWC will meet as required to plan, prepare and deliver community welfare and support for one or more areas within the Goondiwindi Regional Council area that may be impacted by a disaster.

2.2.4 Local Community Welfare Committee Structure

Insert Flowchart

2.2.5 Local Community Welfare Co-ordinator

The Local Community Welfare Co-ordinator is responsible for the overall co-ordination of the welfare effort in the event of a disaster. The person will be the liaison between the LDMG and the Local Disaster Welfare Committee.

The role is to be undertaken by the Australian Red Cross. The local co-ordinator is to be contacted immediately upon.....

Sub Plan – Welfare and Evacuation

Specific Local Community Welfare Co-ordination duties:-

- Co-ordinate the establishment of an evacuation centre, if required;
- Keep the LDMG information through the LDCC Co-ordinator;
- Be prepared to attend LDMG briefings and meetings;
- Co-ordinate resources and staff;
- Activate additional service providers, as necessary;
- *Conduct planning meetings with leaders of service providers;*
- Formulate plans and deliver operational instructions;
- Prepare situation reports;
- Request assistance and resources from the LDMG on behalf of the LCWC;
- Conduct exercises to test and evaluate welfare response;
- Direct and control task, as required; and
- Provide advice to state and district level disaster organisation in ensuring that evacuation centres are adequate for the purpose.

2.2.6 Support Staff

Support staff includes those who will assist lead agencies in the provision of welfare services such as catering, accommodation, personal services, community information and other needs determined by the LDMG and LCWC.

Support staff may include, but is not limited to:-

- Council staff
- Local community groups
- Local financial institutions
- Service clubs
- Non-Government organisations
- Local Media
- Volunteers

Sub Plan – Welfare and Evacuation

Section 3 – Detailed Planning

3.1 Activation

The activation of the Local Community Welfare Committee will be authorised by the LDMG, District Disaster Co-ordinator or the Department of Communities (DOCs).

Once activated, the LCWC will have to determine the level and duration of services required, according to the type, severity and impact of the disaster.

To assist staff in setting up a Evacuation Centre a checklist is attached as Appendix (number) of this document.

3.2 Evacuation Centres

The most common method for delivering welfare is through Evacuation Centres. For smaller events the LCWC will establish local evacuation centres. For a declared disaster or large scale event, Evacuation Centres will be established by the Department of Communities.

When determining a suitable location for an Evacuation Centre, refer Appendix (number) Evacuation Centre / Welfare Centre Matrix template, which lists a range of possible locations within the region and provides information regarding their capacity and facilities.

3.3 Welfare and Support Services

A number of primary functions are recommended when determining the objectives and priorities of the services to be provided. These primary functions include:-

- Financial assistance
- Material aid
- Food / meals
- Personal support services
- Transport
- Counselling and support
- Information services
- Outreach services

Welfare Centres do not provide accommodation, this is provided in evacuation shelters.

3.3.1 Financial Assistance

Following a Declaration of Disaster by the Minister, the following financial assistance can be accessed by eligible recipients under the Natural Disaster relief and recovery Arrangements (DNRRRA) or State Disaster Relief Arrangements (SDRA) schemes.

Sub Plan – Welfare and Evacuation

The SDRA allows activation of assistance for disaster affected individuals and communities following isolated disaster events that total less than \$240,000 where Commonwealth funding commences.

The NDRRA assistance is provided based on a number of eligible measures. These measures are outlined in four categories which are drawn from the Natural Disaster Relief and Recovery Arrangements Determination document located on the Emergency Management Australia web site.

Category A is a form of emergency assistance that is given to individuals to alleviate their personal hardship arising from a natural disaster. The funds may be used to provide one or more of the following:-

- Emergency food, clothing and temporary accommodation;
- Repair or replacement of essential items of furniture and personal effects;
- Essential repairs to housing, including temporary repairs and repairs necessary to restore housing to habitable condition;
- Demolition or rebuilding to restore housing to a habitable condition;
- Removal of debris from residential properties to make them safe and habitable;
- Extraordinary counter disaster operations of direct assistance to an individual;
- Personal and financial counselling aimed at alleviating personal hardship and distress arising as a direct result of the natural disaster;
- Extraordinary costs associated with the delivery of any of the above forms of assistance.

Category B assistance can consist of one of the following types:-

- Restoration or replacement of certain essential public assets damaged during the natural disaster;
- Loans, subsidies or grants, which may take the form of concessional loans, freight subsidies and interest rate subsidies, to alleviate the financial burden of costs incurred by businesses, primary producers, individuals and non-profit bodies; and
- Counter disaster operations for the protection of the general public.

The assistance outlined under *Category B* could consist of the following:-

- A scheme to loans assistance at a concessional interest rate to small business or primary producers;
- A scheme of loans assistance at a concessional interest rate to needy individuals or voluntary non-profit bodies;
- Freight subsidy to primary producers;
- Interest rate subsidy to small businesses or primary producers; and
- Grants to needy individuals or voluntary non-profit bodies.

Category C assistance is a community recovery package designed to support a holistic approach to the recovery of regions, communities and sectors affected by a natural disaster. Expenditure from the fund is aimed at community recovery and is

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administered by the State Government in close collaboration with the FCRC and the LDMG.

Category D assistance is an act or relief or recovery carried out to alleviate distress or damage in exceptional circumstances as determined by the Minister.

Another form of assistance that may be available is relief provided by charities and non government organisations. During the disaster, these bodies will be able to assist individuals who have been displaced and require food, shelter and water. For example the Red Cross may assist with the provision of shelter and the Salvation Army may provide catering services.

3.3.2 Material Aid

Clothing, bedding, toiletries, basic furniture, cooking equipment, toys and specialised goods for the care of infants and the aged are typically personal and household items required following a disaster. One or more organisations are needed for the collection, transportation, storage and distribution of material aid. Category A NDRRA funding may be used to assist in the provision of material aid. There are also many local organisations that may be able to assist including Lifeline and the Salvation Army.

Refer to the supporting information file at Appendix (number) for a comprehensive list of organisations that may be able to assist.

3.3.3 Food / Meals

Catering will be provided to those in the community affected by the disaster as well as staff and volunteers involved in the recovery effort. This will be co-ordinated by the LCWC or district and state level organisations, and involve local organisations such as the Salvation Army, local churches, etc. Category A NDRRA funding may be used to assist in the provision of food and meals.

Refer to the supporting information file at Appendix (number) for a comprehensive list of organisations that may be able to assist.

3.3.4 Personal Support Services

Personal support services are generally addressed after shelter as well as food and clothing have been provided and can include child / aged care, transportation and tracing relatives and friends, etc. These services are most often provided on a one to one basis and can involve a variety of local agencies including the FCRC, Disability Services Queensland, Nursing facilities, etc. Category a NDRRA funding may be used to assist in the provision of personal support services.

Refer to the supporting information file at Appendix (number) for a comprehensive list of organisations that may be able to assist.

3.3.5 Transport

Most people will transport themselves, but some individuals and groups in the community will require transportation to and from evacuation / welfare and associated centres. The type and capacity of transportation available will be determined by the type of disaster and the extent of the impact. Local agencies could include the FCRC, local taxis, transportation companies, etc.

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Refer to the supporting information file at Appendix (number) for a comprehensive list of organisations that may be able to assist.

3.3.6 Counselling and Support

A counselling team co-ordinated by the Department of Communities comprising of counsellors from Centrelink, Lifeline, Mental Health services, and local community agencies will be available to all members of the community and emergency services suffering emotional reactions as a result of the disaster effects. The team members will be deployed as required or provide services from a central location, such as a welfare centre.

Refer to the supporting information file at Appendix (number) for a comprehensive list of organisations that may be able to assist.

3.3.7 Information Services

Effective communication channels need to be established to provide the community with timely, accurate and relevant information. Information should include:-

- The welfare support services available;
- The development services available; and
- When, where and how to access those services.

This information will be delivered through a number of methods such as a 1800 information line, print media, posters, noticeboards, community agencies, radio, television, outreach visitation and public meetings. Refer to Communication Sub Plan for details of the various communication methods available.

3.3.8 Outreach Services

The LCWC may be required to provide outreach services for community members that don't have easy access to transport. An outreach service is where a team calls on residents within the disaster affected area, delivery information on the services available and determining those who require additional services including what those services are. Team members will need to have suitable skills and qualifications to make accurate assessments of the people they visit. Typically a team will include health practitioners who are able to assess the physical and mental well being of members of the community.

3.3.9 Special Considerations

Planning for the provision of welfare will need to take into consideration the transient population that may be in the area during a disaster. Apart from requiring an increased volume of resources, the transient population may create further issues stemming from cultural differences and language barriers.

There are a number of community events that may cause a significant increase in the population of an area.

(Insert table)

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Section 4 – Transition to Recovery

4.1 Emergency Welfare Centres

As the disaster abates the services required will change from a response focus to a recovery focus. It is likely that some evacuation and welfare centres will continue to operate into the recovery phase, but as the needs of the community change, they will be gradually closed down. At the same time, district or state level organisations may establish recovery centres in the region.

Essentially many of the services are the same, or similar, within the recovery centre, however the focus is on longer term repair and recover, not emergency relief. Recovery centres are likely to need fewer resources than a welfare centre as the need for emergency relief services such as food and shelter reduces. Additionally it is likely that less recovery centres will be required than welfare centres. The decision to close welfare centres or transition them to district or state level organisations for use as recovery centres is made by the LDMG Chair in consultation with the LCWC and FCRC.

4.2 Local Community Welfare Committee

The decision to stand down the LCWC and have these responsibilities assumed completely by the FCRC will be made by the LDMG Chair in consultation with the LCWC Co-ordinator and FCRC.

For more detail on the recovery phase, refer to LDMP Recovery Sub Plan.

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Appendix 5A – Supporting Information

The supporting information file for the Local Disaster Management Plan is maintained electronically. Follow this file path for the latest version of the supporting information file.

(File to be created and file path noted)

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Appendix 5B – Evacuation / Welfare Centres Checklist

CHECKLIST - EVACUATION / WELFARE CENTRES		
Outline: This checklist is to be used when a requirement exists to establish an evacuation shelter and / or welfare centre.		
Responsible Officer:	Local Community Welfare Committee Co-ordinator	
Alternate Officer:		
Item	Action/s	Time Actioned
Prior to Establishment		
1.	Gather and collate information about anticipated numbers of community members requiring support and what is the range of services required.	
2.	Identify appropriate centres taking into account:- <ul style="list-style-type: none"> ▪ Capacity ▪ Location (safety) ▪ Power sources ▪ Length of stay capability ▪ Facilities (toilet, shower, kitchen) ▪ Facilities for special needs groups ▪ Pets ▪ Security ▪ Site management process 	
3.	Appointment of a Welfare Centre Manager/s, if appropriate	
4.	Identify and co-ordinate support personnel for the centre/s	
5.	Provide logistic support to the centres, outreach teams and operational personnel	
6.	Establish communication links with LDCC and other operational teams	
7.	<ul style="list-style-type: none"> ▪ Prepare and provide information for the LDCC Communications / Media Officer regarding the assistance, functions and facilities available. ▪ Coordinate with the LDCC Communications / Media Officer 	
8.	Develop a reporting timetable with the LDCC	
Ongoing Actions		
9.	Prepare and co-ordinate a roster for support staff	
10.	Implement an information management system to notate and monitor the movement of resources	
11.	<ul style="list-style-type: none"> ▪ Gather and collate information regarding community members needing assistance – forward this information through regular updates to the LDCC Co-ordinator. ▪ Be prepared to provide additional briefs to the LDMG 	
12.	Co-ordinate the registration process for community members	
13.	Provide regular written reports to the LDCC	
14.	Closely monitor and co-ordinate catering, water and sanitation requirements – consider appointing monitoring roles to appropriate staff	
15.	Arrange and co-ordinate the availability of medical services, eg. counselling and first aid	

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16.	Record and monitor any required financial transactions	
17.	Co-ordinate and supply transport for affected community members to and from the Community Recovery Centre and other required locations – request support through LDCC Co-ordinator	
<i>Stand Down</i>		
18.	<ul style="list-style-type: none"> ▪ Prepare and provide information for the LDCC Communications / Media Officer regarding stand down procedures ▪ Consult with FCRC and LDMG <p><i>NOTE</i> <i>All communication is co-ordinated by the LDCC Communications / Media Officer</i></p>	
19.	Co-ordinate the collection of refuse and equipment	
20.	Ensure the centres are returned to pre emergency status or handed to FCRC in a fit state	
21.	Co-ordinate community feedback session – targeted feedback from individuals is sufficient	
22.	Conduct de-brief session/s with centre, support and operational staff and record lessons learned and feedback	

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Appendix 5B – Matrix, Evacuation / Welfare Centres

(Excel Document – to be compiled)

Goondiwindi RC Local Disaster Co-ordination Centre _

OPERATIONS LOG**OPERATION: LDC/LDMG Taskings OUT**

No.	Time	Source	Information or Request	Agency Tasked
1	9:00	Sgt GRAFTON XO	Request for maps of the affected areas	Council
2	9:00	Bungunya School	School bus with 8 children and driver stranded at Weir River on Talwood	QPS
3	9:08	Person Bungunya	Request for transport for patient currently on dialysis program. Requires	QAS
4	9:17	Regional	Request for interview re current situation	LDMG
5	9:33	James BURKE	Empty wheelie bins floating around the town	Council
6	9:43	Bill JONES	Is currently on methadone program and needs to get to clinic	Health
7	10:42	Bill WOODS	Inglewood age care, water entering roof threatening 20 residences	SES
8	10:48	Bill SMITH	Sandbag creek as water is coming in back yard	SES
9	10:54	George	water in back yard soon to be in house. 70 year old can not do anything himself	SES
10			Child has been washed off at the end of Elizabeth Street and is still in the water. Child has run to informants house and advised	QPS
11	11:35	Les JOHNSTON	Power off at Kaloma and high care patients need assistance and water is pooling in car park	Ergon
12	11:10	DON Goondiwindi	Request for staff to fly in and assist at Ingle wood hospital	DDC
13	11:10	Qld Health	Request for field hospital to be established at airport	DDC
14	11:15	ORKO	Medical resupply of Scudamores road, 10 kilometres east of Goondiwindi	LDMG
15	11:18	Win CHESTER	water around house, no power, and needs ventilation	QAS/SES
16	11:20	Ken Jones	200 cattle needs assistance and require a fodder drop	DDC
17	11:24	Mrs PARTRIDGE	needs to pick up children from school heard it is closed	SES
18	11:33	Troy WATSON	water through house cant stay in house. Several houses in the same	Local
19	11:36	Mrs MARSH	stated kids are playing in flooded creek and the kids won't listen to her	QPS
20	11:43	Mr LEE	limited english. Vietnamese works on farm. Water in house. Can't understand what he needs to do	
21	11:51	Ross KNEW	dam about to burst neighbor told him	LDMG
22	11:10	ORKO	woman in labour, 10 Polo Road, Goondiwindi	QAS
23	11:00	LDMG	request for flood boat operators	SES
24	11:57	Chris DAY	stuck in Inglewood and they have been told dam is about to burst	LDMG
25	12:02	Margaret MOANFORD	daughter flooded Aurifer Downs near Tarrawara	Telstra
26	12:36	Bill JONES	55 female sheep stuck on island and cant get to	DPI
27	12:37	Bill Jones	pot hole in Albert street. Hard to see with heavy vehicle moving through	Local govt
28	12:39	Bill JONES	told to leave house and go to evacuation centre. Need to take 2 pig dogs not friendly. Need them to be locked up	SES
29	12:52	Stephanie	SES can they assist to get food to property. All food organised	SES
30	12:48	Duncan MORRISON	help to sand bag doors. Need help to move low stock from shelves	Local govt
31	12:50	Daren SMITH	cannot get food into store as roads are cut. Roads that are open are limited to 5 tonne. Running out of food at Inglewood	EO
32	12:51	Frank O'MARA	Whyalla feedlot worker fell into a grain bin. Needs assistance but roads are flooded she is in a lot of pain	QAS
33	12:52	Shane BARNES	home carer parent in wheelchair cannot use car to evacuate	SES

	34	12:53	Bruce JACKSON	told to go to evacuation centre. Herpetologist have all terrariums. Under house looks like getting flooded needs assistance to move	QFRS
	35	12:58	Trevor WATERS	sport centre gdi people turning up looking for some where to sleep. Bringing cats dogs and animals	Local govt

DATE: 03/11/10

Action Taken	Time
Advised nil available	9:00
Dave COULTON advised and stated that he will attend with a tractor and remove children to police of safety. Parents of children advised and attended an collected children. Also Meandarra Police	10:00
Request to DDC for medical retrieval	11:00
DC Peter STEWART supplied information to paper	10:30
Mo Saleem supplied information. Advise forwarded to customer service centre and actioned	11:02
DON notified and advised Q health will delivery drugs with transport from St George	12:00
SES is tarping the roof to prevent any further leakage. Council also assisting	15:20
L/G staff to establish sand bags drops for residents to do preparations. Media release by LDMG chairperson	11:45
SES tasked with lifting of furniture. Relocated to family	11:55
Police attended with SES and flood boat used to retrieve child. Nil injuries	11:30
Phoned CEO Kaloma, false alarm and it was evacuated.	11:35
Request made to DDC for assistance in obtaining staff	11:29
Request for SORT sought from DDC	11:29
Request for assistance sent to DDC for assistance with the resupply	11:40
Request for QAS to attend and give meds or transport	11:30
DDC advised that no fodder drops will be conducted. Info passed to Terry GLEESON of DPI.	12:30
Advise given to her about picking up kids	11:45
Police attended and spoke with kids and told of dangers of their behavior	11:45
Chairperson spoke with DDC. Discovered phone call was a hoax	12:00
Local government vehicle delivered mid wife and supplies to pregnant lady.	11:30
Request to DDC re flood boat operator. Response received four on the easy.	11:40
Informed DDC and he has spoken with Sun water and there is no concerns	12:05
Telstra tried to contact. Use triangulation	13:00
Referred caller to DEEDI DPI Ag Force	12:55
instructed issued to maintenance crew	12:50
Told to remain where he is there is no need to go to the evacuation centre	12:00
phoned Stephanie arranged for any other properties in area requiring assistance have confirmed food is ready to be picked up from goondl Coles.	13:10
dam not to burst. Advised iGATE manager no further action required	12:55
Telephoned informant and advised to arrange for loads to meet load limits and truck to store.	13:10
QAS communication centre to arrange helicopter or alternative	13:45
water level steady evacuation not necessary carer advised to continue to be prepared to evacuate and SES will contact	12:05

tasked to assist with shifting lifting snakes higher.	13:30
water levels steady and evacuations unnecessary advised sport centre to inform residents to return to their homes	13:10

Roma Disaster District Co-ordination Centre

OPERATIONS LOG

OPERATION: DDC/DDMG Taskings OUT

DATE: 05/03/10

No.	Time	Sourc	Information or	Agency	Action Taken	Time
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