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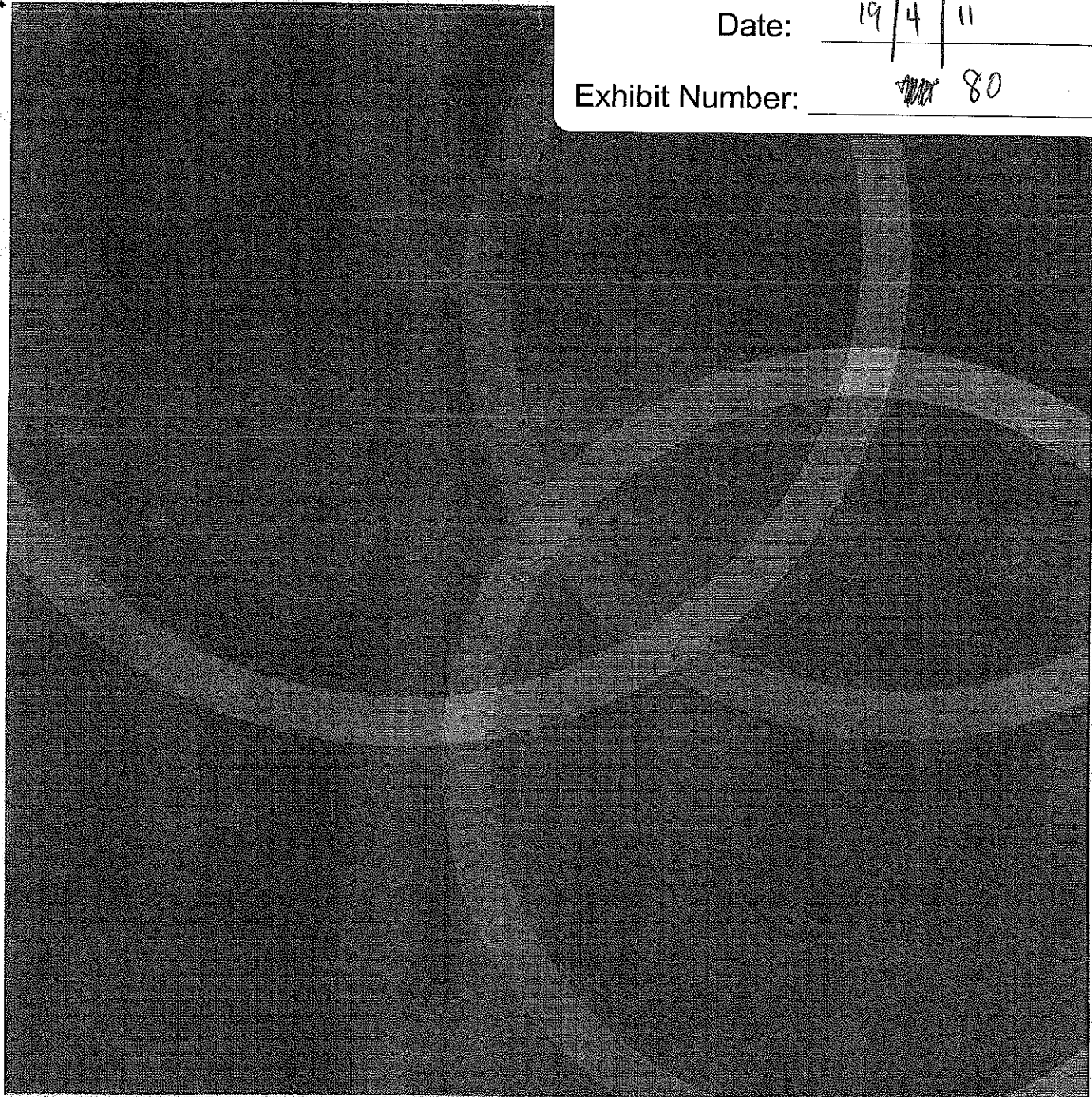
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EVACUATION & WELFARE MANAGEMENT PLAN
29 September 2009

Foreword

The issue of evacuating a community is one, which requires considerable forethought and planning, and should be done in a broad consultative manner that represents a cross section of the community and the many agencies, organisations and individuals contained within that area.

Without the input of all of these representatives the plan and its arrangements may well fall short of its intended purpose and will create uncertainty, both for the community members and those organisations who have a responsibility as set out in these arrangements, either for a major incident/disaster event.

Endorsement

The persons whose signatures appear below endorse this plan.



Noel Strohfeld
Chairperson
Toowoomba Regional Council
Local Disaster Management Group

16 December 2009



Derek Tuffield
Chairperson
Evacuation & Welfare Committee

16 December 2009

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PRELIMINARIES

Authority to Plan

This plan is prepared under the authority of the Toowoomba Regional Council Local Disaster Management Group in support of the Local Disaster Management Plan for the Region and Section 57 (2) of the *Disaster Management Act 2003*.

Approval of Plan

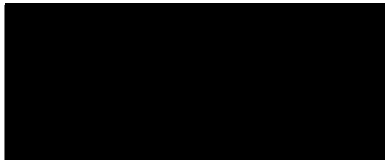
Final approval has been given to this plan Version 1.0 September 2009 by the TRC LDMG and the Evacuation and Welfare Management Committee.

Powers under the Plan

In accordance with Section 30(1) (f) of the *Disaster Management Act 2003*, the TRC LDMG is responsible to manage disaster operations in the area under policies and procedures decided by the State Group.

In the event of a disaster, decision-making authority for its management in the local area vests with the Chairperson of the TRC LDMG. Such authority involves the coordination of disaster operations and activities performed by entities involved in a disaster.

Whilst there are no specific powers granted to the Chairperson under the *Disaster Management Act 2003*, it is the responsibility of this position and TRC to *prepare for and make available its resources* in the event of a disaster.



Cr Peter Taylor
Mayor
Toowoomba Regional Council

16 December 2009

Review and Renew Plan

Review and renewal of this plan are to be conducted annually.

Amendment Register and Version Control

Suggestion to amend this plan should be forwarded to:

Disaster Management Coordinator
Toowoomba Regional Council
P O Box 3021
Toowoomba Village Fair QLD 4350

Email: [REDACTED]

Amendments of the plan must be authorised by the Toowoomba Local Disaster Management Group (LDMG). Once adopted by Council, amendments should be registered in the table on the front cover, and include new version number.

Plan holders are responsible for ensuring their numbered plan is maintained current.

Table 1

Amendment Number	Amendment Date	Signature Amender	Date

Evacuation and Welfare Management Plan Version Control

Current Edition – Version 1.0 – September 2009

When the plan is amended each version of the plan is to be clearly identified with a version number and date in the footer on every page. The following table is to be maintained to identify versions and is to be updated whenever a new version of the plan is released.

Table 2

Version	Date	Prepared By	Comments

Distribution List

Controlled copies of the plan are held with the TRC Disaster Management Coordinator/Local SES Coordinator. A copy of the plan shall be made available for public viewing at the Toowoomba library, at each of the TRC Service Centres and on the TRC website. The plan will be reproduced and distributed as per the distribution list detailed in Table 3.

Table 3

Copy Number	Held By [Position Title]	Organisation Name
1	TRC DM Coordinator (Control Copy)	TRC
2	TRC Mayor	TRC
3	TRC CEO	TRC
4	LDMG Chairperson	TRC
5	LDMG Deputy Chairperson	TRC
6	LDMG XO	TRC
7	TRC DMC	TRC
8	TRC Shire Engineer	TRC
9	Director District Services	TRC
10	Regional Director SW	Emergency Management Qld
11	OIC Toowoomba Police Division	Queensland Police Service
12	Superintendent Area One	Queensland Fire Rescue Service Urban
13	Area Director	Queensland Fire Rescue Service Rural
14	Area Director	Queensland Ambulance Service
15	Director Rural Medicine	Queensland Health Services
16	Chairperson Toowoomba Welfare Committee	Lifeline
17	Representative	Department of Communities
18	Representative	Salvation Army
19	Representative	Red Cross
20	Representative	St Vincent de Paul
21	Representative	Blue Care
22	Representative	Environmental Health (TRC)
23	Representative	St John's Ambulance
24	Representative	ADRA Care
25	Manager	District Service Centre Clifton
26	Manager	District Service Centre Crows Nest
27	Manager	District Service Centre Goombungee
28	Manager	District Service Centre Greenmount
29	Manager	District Service Centre Millmerran
30	Manager	District Service Centre Oakey
31	Manager	District Service Centre Pittsworth

Definitions

"Control" - The overall direction of the activities, agencies or individuals concerned. Control operates horizontally across all agencies, functions and individuals. Situations are controlled.

"Coordination" - The bringing together of agencies and individuals to ensure effective disaster management, but does not include the control of agencies and individuals by direction.

"Coordination Centre" - A centre established at State, Disaster District or Local level as a centre of communication and coordination during response and recovery operations.

"Community" - a group of people with a commonality of association and generally defined by location, shared experience or function.

"Consequence" - the outcome of an event or situation expressed qualitatively or quantitatively, being a loss, injury, disadvantage or gain.

"Disaster" - A serious disruption in a community, caused by the impact of an event, that requires a significant coordinated response by the State and other entities to help the community recover from the disruption (*Disaster Management Act 2003, S13(1)*).

"Disaster District" - A portion of the state declared to be a Disaster District under the *Disaster Management Act 2003*.

"Disaster District Coordinator" - A Disaster District Coordinator appointed under the *Disaster Management Act 2003*.

"Disaster Management" - 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 Management Act 2003, S14*).

"Disaster Management Plan" - Basic principles, policies, responsibilities, preparation, and responses developed to enable the State to provide an effective and coordinated response to disaster.

"Disaster Operations" - Activities undertaken before, during or after an event happens to help reduce loss of human life, illness or injury to humans, property loss or damage, or damage to the environment, including, for example, activities to mitigate the adverse effects of the event (*Disaster Management Act 2003, S15*).

"Disaster Response Capability" - The ability to provide equipment and a suitable number of persons, using the resources available to the local government, to effectively deal with, or help another entity to deal with, an emergency situation or a disaster in the local government's area (*Disaster Management Act 2003, S80(2)*).

"Event" - An event means any of the following:

- a cyclone, earthquake, flood, storm, storm tide, tornado, tsunami, volcanic eruption or other natural happening;
- bushfire;
- an explosion or fire, a chemical, fuel or oil spill, or a gas leak;
- an infestation, plague, or epidemic;
- an attack against the State; or
- another event similar to the above events.

An event may be natural or caused by human acts or omissions (*Disaster Management Act 2003, S16 (1) & (2)*).

"Functional Areas" - A functional area of response and recovery activities established to facilitate the delivery of assistance required during the response and recovery phase of a disaster, to save lives, protect property and public health, and to maintain public safety. Functional support represents those types of assistance, which the community will most likely need because of the overwhelming impact of a disaster on

its own resources and response capabilities, or because of the specialized or unique nature of the assistance required.

"Hazard" – A source of potential harm, or a situation with a potential to cause loss (Emergency Management Australia, 2004).

"Incident" - Day-to-day occurrences, which are responded to by a single response agency by itself or in cooperation with other response agencies.

"Local Controller" - The controller of a Local Emergency Service appointed under the *Disaster Management Act 2003* by a Local Government within its area or by combined Local Governments within their combined areas.

"Local Emergency Service" - An emergency service established and maintained under the *Disaster Management Act 2003* by a Local Government within its area or by combined Local Governments within their combined areas.

"Mitigation" – Measures taken in advance of a disaster aimed at decreasing or eliminating its impact on society and environment (Australian Emergency Management Glossary, 1998).

"Planning" - Process of developing a system for coordinating disaster response and establishing priorities, duties, roles and responsibilities of different individuals and organisation, including actual state of preparedness.

"Preparedness" – Is having "arrangements or plans to deal with a threat situation or a disaster, that is, the mobilisation of the disaster response structure and resources" (Emergency Management Australia, 2004).

"Prevention" – The regulatory and physical measures taken to ensure that emergencies are prevented or their effects mitigated (Emergency Management Australia 2004)

"Reconstruction" – Actions taken to re-establish a community after a period of rehabilitation subsequent to a disaster. Actions would include construction of permanent housing, restoration of all services, and complete resumption of the pre-disaster state (Australian Emergency Management Glossary, 1998).

"Recovery" – Is "the coordinated process of supporting emergency affected communities in reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical wellbeing"(Emergency Management Australia, 2004). This process is divided into Initial Recovery and Long Term Recovery/Reconstruction.

- Initial Recovery - the aim of initial recovery operations is to satisfy personal and community needs, and to restore services to the level where the continuing process can be managed by local government and the normal responsible agencies.
- Long Term Recovery - long term recovery, reconstruction or rehabilitation measures are the subject of separate arrangements.

"Rehabilitation" – The operations and decisions taken after a disaster with a view to restoring a stricken community to its former living conditions, whilst encouraging and facilitating the necessary adjustments to the changes caused by the disaster (Australian Emergency Management Glossary, 1998).

"Relief" – The provision of immediate shelter, life support and human needs of persons affected by, or responding to, an emergency. It includes the establishment, management and provision of services to emergency relief centres (Australian Emergency Management Glossary, 1998).

"Resources" - Includes food, manpower, any horse or other animal, vehicles, vessel, Aircraft, plant, apparatus, implement, earthmoving equipment, construction equipment or other equipment of any kind or any means of supplying want or need.

"Residual Risk" – The level of risk remaining after implementation of a risk treatment (ISO 31000 Nov 2009).

"Response" – Is defined as the "actions taken in anticipation of, during, and immediately after an emergency to ensure that its effects are minimised, and that people affected are given Immediate relief and support" (Emergency Management Australia, 2004).

"Risk" – The chance of something happening that may have an impact on the safety and wellbeing of your community. It includes risk as an opportunity as well as a threat and is measured in terms of consequences and likelihood (ISO 31000 Nov 2009).

"Risk Identification" – The process of identifying what can happen, why, and how (Australian Emergency Management Glossary, 1998).

"Risk Management" – The culture, processes, and structures that are directed towards realizing potential opportunities whilst managing adverse effects (ISO 31000 Nov 2009).

"Risk Reduction" – Actions taken to lessen the likelihood, negative consequences, or both, associated with a risk (ISO 31000 Nov 2009).

"Risk Treatment" – Process of selection and implementation of measures to modify risk (ISO 31000 Nov 2009).

"Serious Disruption" – Serious disruption means:

- loss of human life, or illness or injury to humans; or
- widespread or severe property loss or damage; or
- widespread or severe damage to the environment
(*Disaster Management Act 2003*, S13 (2)).

"Statutory Services" - A body that is constituted by or under an Act of the State or of the Commonwealth and whose role usually includes disaster management operations.

"Vulnerability" - Degree of loss which could result from a potentially damaging phenomenon, or the extent to which a country, area, community, or structure risks being damaged by a disaster.

"Warning" - Dissemination of message signalling imminent hazard, which may include advice on protective measures

Abbreviations

BOM	Bureau of Meteorology
DCC	Disaster Coordination Centre
DDC	District Disaster Coordinator
DDCC	District Disaster Coordination Centre
DDMG	District Disaster Management Group
DDMP	District Disaster Management Plan
DDS	Director District Services (TRC)
DES	Department of Emergency Services
DMC	Disaster Management Coordinator
EC	Evacuation Centre
EMA	Emergency Management Australia
EMQ	Emergency Management Queensland
EWC	Evacuation and Welfare Committee
HQ	Headquarters
HAZCHEM	Hazardous Chemical
HAZMAT	Hazardous Material
JEST	Joint Emergency Service Training
LDCC	Local Disaster Coordination Centre
LDMG	Local Disaster Management Group
MIG	Major Incident Group
MIR	Major Incident Room
OIC	Officer in Charge
QAS	Queensland Ambulance Service
QFRS	Queensland Fire & Rescue Service
QNPWS	Queensland National Parks & Wildlife Services
QPS	Queensland Police Service
RACE	Response Advice for Chemical Emergencies
SDCC	State Disaster Co-ordination Centre
SDMG	State Disaster Management Group
SDRA	State Disaster Relief Arrangements
SES	State Emergency Services
SEWS	Standard Emergency Warning Signal
SITREPS	Situation Reports
SOP	Standard Operating Procedures
TRC	Toowoomba Regional Council
TRC DCC	Toowoomba regional Council Disaster Coordination Centre
TRC DMP	Toowoomba Regional Council Disaster Management Plan
XO	Executive Officer

SECTION 1 – INTRODUCTION

1.1 Background

1.1.1 The need to evacuate people from their homes can result in very traumatic responses from the evacuees. It is therefore very important to ensure that welfare facilities or services are timely and meet the needs of the evacuees.

1.1.2 This plan replaces all previous editions and is due for revision annually in conjunction with the Toowoomba Regional Council Local Disaster Management Plan.

1.2 Purpose of Plan

1.2.1 The purpose of this plan is to detail the arrangements for the coordination and management of resources to cope with the affect of a major incident/disaster event which may require the evacuation of community members in response to an impending/occurring/post event incident/operation in the TRC area.

1.3 Specific Objectives

1.3.1 To provide an efficient response when persons are required to be evacuated as a result of a major incident or disaster event within the TRC area.

1.3.2 To define the roles and responsibilities of the organisations involved in the coordination and management of an evacuation/welfare centre.

1.4 Scope of Plan

1.4.1 The area covered by this plan is the TRC area, covering an area of 12,973 square kilometres. Refer Annex A for a Map of the area.

1.4.2 This plan is to be read in conjunction with the TRC Local Disaster Management Plan.

1.6 Evacuation and Welfare Committee

1.6.1 Representatives from the following organisations will constitute the Evacuation and Welfare Committee:

Table 4

Ser	Member	Organisation
1	Chairperson	Lifeline
2	XO LDMG	TRC
3	DDS	TRC
4	DMC	TRC
5	Member	Department of Communities
6	Member	EMQ
7	Member	Salvation Army
8	Member	Red Cross
9	Member	St Vincent de Paul
10	Member	Blue Care
11	Member	Environmental Health (TRC)
12	Member	St John Ambulance
13	Member	ADRA Care

1.6.2 Other organisations may be seconded onto the committee in an advisory capacity.

PART 2 - ACTIVATION

2.1 Activation

2.1.1 The level of activation will depend on the nature and status of an event. In the initial stages of an incident or disaster event the Chairperson LDMG and the XO TRC LDMG will assess the situation and determine the scale of the event and the subsequent response required.

2.1.2 The Evacuation and Welfare Management Plan will be activated if the Chairperson of the LDMG assesses that the situation has escalated to the point where evacuation or welfare support are required.

2.2 Authority to Activate

2.2.1 The following persons are authorised to activate the Evacuation and Welfare Management Plan, ranked in priority order:

- Chairperson LDMG
- XO LDMG
- Chairperson of Welfare Committee
- DMC (DCC)

2.2.2 In the absence of a higher authority, the next available authority may authorise activation, but shall inform the Mayor of action taken at the first available opportunity.

2.3 Activation Phases

The activation of the plan will utilise the four phases set out in Table 5:

Table 5.

Ser	EVENT	ACTIONS	ACTION OFFICER	KEY POINTS
1	ALERT (White)	Chairperson or TRC Disaster Management Coordinator (TRC DMC) receives advice of imminent threat. Chairperson advises TRC DMC or TRC DMC advises Chairperson and XO LDMG. TRC DMC advises relevant persons and organisations listed in 1.6.1 of situation.	XO LDMG TRC DMC	Availability key staff Location & serviceability of resources Response plan
2	STANDBY (Yellow)	Advice received by Chairperson EWC that assistance/support may be required. Chairperson EWC places EWC Members on stand by. The EWC is prepared for use with relevant resources. Communication raised with the DCC & Dept of Communities Appropriate evacuation / welfare centres identified and advised to the DCC	XO LDMG TRC DMC DCC Admin Officer Chairperson EWC	Staff roster DCC liaison Recovery considerations Public warnings
3	ACTIVATION (Red)	Chairperson EWC activates EWC TRC DMC activates DCC LO to EWC. DCC establishes ongoing effective communications with EWC & Dept of Communities Brief EWC Members on nature of situation	XO LDMG Chairperson EWC DCC Duty Officer	DCC Operational

4	STAND DOWN (Green)	Evacuation notices prepared Advise all organisations and services involved. Prior to stand down of operations, all participating organisations are to conduct internal debriefs with EWC Members. LO's to attend. EWC will remain operational until the affected community is well into the recovery phase and adequate resources are available for the recovery. Chairperson EWC advises the DCC and all organisations of Stand Down and then suspends operations of EWC.	Chairperson EWC XO LDMG TRC DMC	Reliance on assessment to reduce operations (do not scale back too soon)
	DEBRIEF (Blue)	A further debrief of all organisations involving EWC members is to be carried out as soon as practicable following the stand down (within 5 days of the event) Amend plans & processes as required. Provide after event reports to all organisations involved and to DCC and LDMG	Chairperson EWC	Sustain, improve, fix Produce lessons and recommendations for future events

2.4 Accessing Support

2.4.1 If additional resources are required they will be requested through the TRC DCC. If the request is beyond the capabilities controlled by the TRC DCC then a request will be forwarded to the DDCC for assistance.

2.5 Evacuation Centre Locations

2.5.1 Chairperson determines the suitability and availability of Evacuation Centre(s). A list of sites suitable for evacuation/welfare centres and their locations are listed in the "Operations" area of the TRC Disaster Management website <http://disaster.toowoombarc.qld.gov.au/>

2.6 Location Factors of Evacuation Centres

2.6.1 When determining the location of an evacuation centre the following factors should be considered:

- Distance from hazard
- Scale of event and likely numbers to be accommodated
- Likely time of occupation of Centre eg amenities, showers
- Hours of operation
- Availability, condition and safety of accommodation, utilities. (eg. power, water, sewerage and waste disposal)
- Accessibility - disabled persons, parking
- Public knowledge of venue
- Safe transport/access routes
- Distance from affected area
- Sufficient resources to transport evacuees. (private vehicles/buses/etc)
- Health and medical services
- Food supply and catering arrangements
- Financial and welfare/recovery arrangements can be located in vicinity
- Nearby facilities for Department of Communities

2.7 Notification of Evacuation

2.7.1 The development of evacuation messages need to be prepared by the agency or organisation responsible for managing the hazard. The lead agency and the Chairman EWC will be responsible for issuing the evacuation notices.

2.7.2 The evacuation warning message should state/provide:

- the issuing authority. (the Mayor or his delegate)
- date and time of issue.
- an accurate description of the threat.(what has happened or is likely to happen)
- details of area affected.
- actions to be taken by those receiving the warning.
- what steps are being taken to control/manage the hazard?
- time next warning will be issued.

2.7.3 An example of the evacuation warning notification and evacuation flyer is shown in Annex B.

2.8 Activation of Evacuation Centre

2.8.1 The Chairperson EWC will advise the DCC and LDMG that assistance with an evacuation is required. Chairperson EWC will subsequently activate support teams.

2.8.2 The Chairperson EWC and/or Evacuation Centre Manager will liaise with the DCC to enable situation reports to be prepared and presented to the LDMG.

SECTION 3 – OPERATION

3.1 Evacuation Centre Management

3.1.1 Evacuation Centres will be activated to meet the requirements of the emergency. The roles and responsibilities of the persons operating or supporting the Evacuation Centre(s) are detailed at Annex C.

3.2 Signs for Evacuation Centres

3.2.1 A number of signs for Evacuation Centre are located at Toowoomba SES Unit Headquarters Store, Harristown East Depot, Stephen Street, Harristown. A list of signs is shown in Annex D. These can be accessed on request to the DCC.

3.3 Transport

3.3.1 Contact DCC for a list of organisations willing to provide vehicles for evacuation purposes.

3.4 Communication

3.4.1 Communication for the Evacuation Centres will be as follows:

- Primary Communications Telephone network
- Secondary Communications Email and/or two-way radios
- To the DCC (via DCC LO) Mobile/Radio

3.5 Care Facility Support

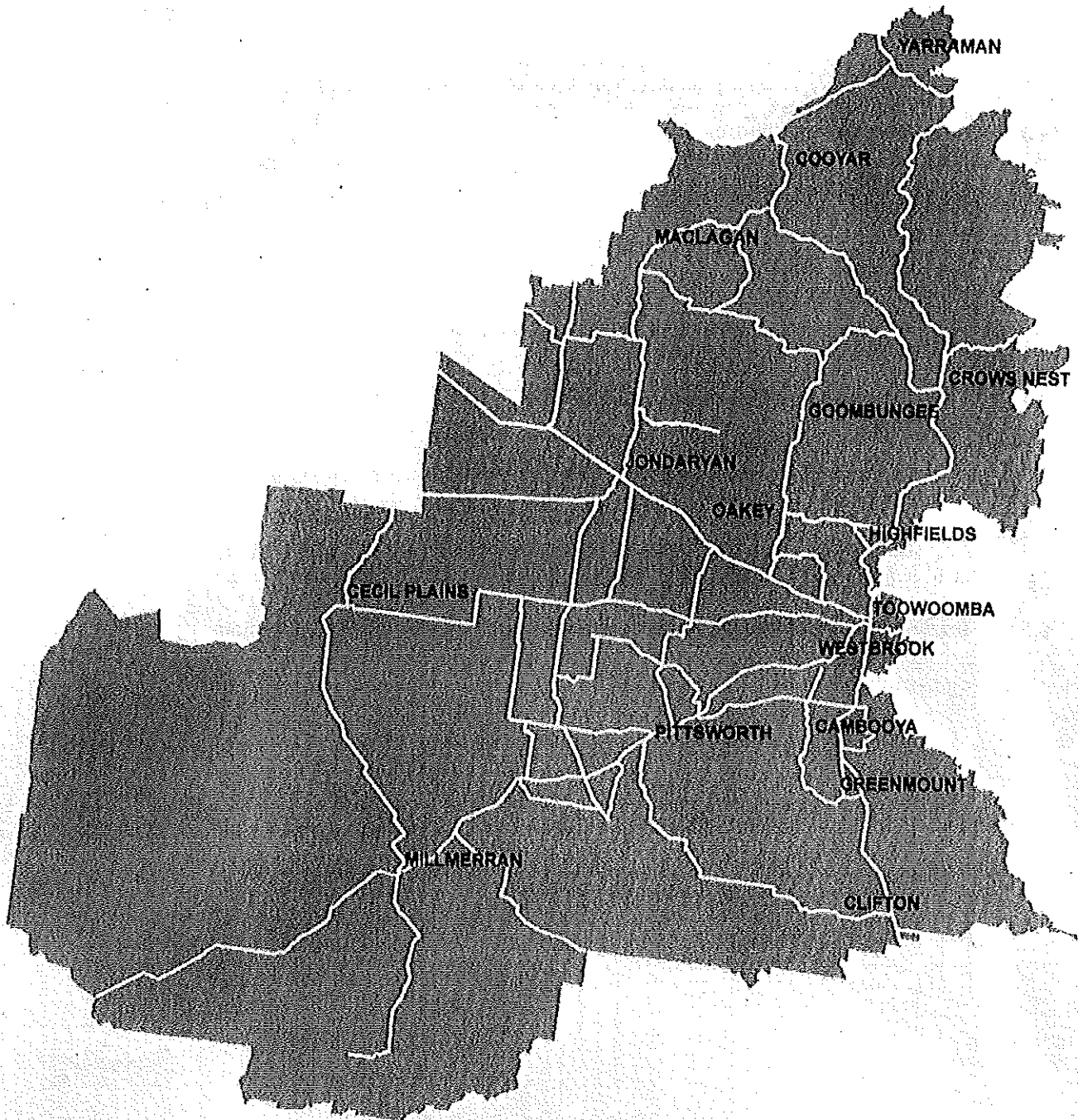
3.5.1 A Care Facility is defined as a Hospital, Nursing Home and Retirement Village comprising units, and/or hostel.

3.5.2 It is the responsibility of every Care facilities to have an evacuation plan in place, therefore, it is unlikely there will be a requirement to provide welfare support for Care Facilities.

3.5.3 A list of Care Facilities in Toowoomba is displayed in the "Operations" area of the TRC Disaster Management website <http://disaster.toowoombarc.qld.gov.au/>

3.5.4 The location of the various Care Facilities can also be obtained from the DCC Duty officer

TOOWOOMBA REGIONAL COUNCIL AREA



EXAMPLE - EVACUATION NOTICE

Advice No.:	1
Date and Time:	31 January 2009 at 3.50 pm
Issued by:	Mayor
Description of Threat: Severe thunderstorms with large hail and damaging winds have impacted on the townships of xxx and xxxx with substantial damage to buildings.	
Details area affected: xxxx townships and surrounding areas.	
Situation Update: Initial information from emergency service personnel and Council staff is that four houses in xxxx and 20 houses in xxx plus some public infrastructure such as the hospital have been severely damaged requiring the evacuation of residents.	
Advice/Action required: All affected persons should contact the xxxxxxxxxx on xxxxxxxx (Ph No) for advice on where evacuation centers have been established.	
Time and Date of Next Update:	TIME: _____ DATE: _____

EXAMPLE - EVACUATION FLYER (Doc 2080449)

Urgent message to Residents

This is a message from the Queensland Police Service

Your evacuation point is Toowoomba Grammar School.

It is essential that everyone registers at the evacuation centre to enable us to keep you informed, and to allow us to advise concerned relatives of your safety.

(You don't need to stay at the centre once you have registered)

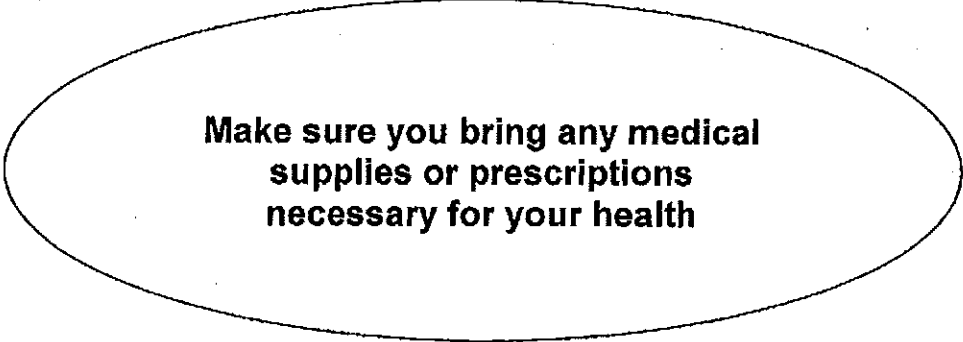
You need to:

Check your vehicle for fuel

Bring your pets – we will arrange accommodation for them until you can return to your homes.

Turn off household appliances, power, gas, water or other services at the mains

Also pack:



**Make sure you bring any medical
supplies or prescriptions
necessary for your health**

Essential items eg toiletries and a change of clothes

Personal papers

Money

For updates, please call 1300 655 833 or watch the bulletin board at the evacuation centre.

DUTIES AND RESPONSIBILITIES

It is recognised that there will be varying staffing requirements and changing duties and responsibilities depending on the number of Evacuation Centres activated.

OFFICER	LOCATION	REPORTS TO	RESPONSIBILITIES
Chairperson EWC - Lifeline	No specific location	LDMG XO	<p>Activate Evacuation Centre(s). Co-ordinate welfare support response. Liaise with Department of Communities. With the approval of LDMG XO provide information to media. Liaise with and provide reports to the TRC DCC. Attend LDMG meetings as required. Authorise the purchase of goods or equipment up to the value of \$5,000.</p>
Facility Manager - TRC	Evacuation Centre	Chairperson EWC	<p>Open and set up Evacuation Centre(s). Co-ordinates resources for Evacuation Centre(s). Ensure Evacuation Centre signage is provided. Liaise directly with evacuation centre manager and logistics officer. Preparation of expenditure summary for Evacuation Centre. Maintenance of Evacuation Centre. Authorise the purchase of goods or equipment up to the value of \$1,000. Arrange for cleaning of Evacuation Centre including amenities. Ensure rubbish is disposed of in accordance with direction from EHO.</p>
Evacuation Centre Manager - Red Cross	Evacuation Centre	Chairperson EWC	<p>Liaise with Facility Manager about Centre requirements. Provision of evacuation centre kits. Co-ordinate staff and rosters for Evacuation Centre. Establish <ul style="list-style-type: none"> • information centre; • refreshment point; • sickbay/triage area. Ensure catering requirements are met. Where possible establish a recreation area and through Facility Manager source TV, radio, DVDs and books. Co-ordinate volunteers.</p>
Administration Assistance - Red Cross	Evacuation Centre	Evacuation Centre Manager	<p>Provide administrative support to Evacuation Centre management team.</p>
Operations Officer - Red Cross	Evacuation Centre	Evacuation Centre Manager	<p>Arrange appropriate communication connections. Update information on disaster event information board.</p>

OFFICER	LOCATION	REPORTS TO	RESPONSIBILITIES
			Co-ordinate staff within Evacuation Centre. Provide briefings and debriefings to all incoming and outgoing teams. Issue regular updates to Evacuation Centre clients.
Logistics Officer - Red Cross	Evacuation Centre	Evacuation Centre Manager	Maintain list of persons entering and leaving Centre. Direct persons to appropriate area. Collect receipts and provide expenditure summary to Evacuation Centre Manager. Co-ordinate movement of people through registration area and movement into rest area. Control the distribution of food and issue of clothing and blankets. In conjunction with TRC communicate accommodation and transport arrangements to clients.
Evacuation Centre Volunteers	Evacuation Centre	Evacuation Centre Manager	Assist with catering, cleaning, administration, transportation and other duties as required.

ORGANISATION	LOCATION	REPORTS TO	RESPONSIBILITIES
Red Cross Team		Evacuation Centre Manager	Meet and greet Evacuees. Registration of Evacuees. Provide Police with "Evacuation Forms" Provide personal support, care and comfort for evacuees.
Police	Evacuation Centre	Evacuation Centre Manager	Collection of Evacuation forms. Security as required.
SES	Evacuation Centre	Evacuation Centre Manager	Radio communication Supervise parking
Salvation Army	Cnr West Street and Anzac Ave	Evacuation Centre Manager	On-site catering. Coordination offers of food donations. Liaise with TRC Environmental Health Services concerning food safety.
Meals on Wheels	81 Herries Street	Salvation Army	Provision of food as required by Salvation Army.
St Vincent de Paul	4 Julia Street	Lifeline	Supply and distribution of bedding and clothing as required by Lifeline.
Lifeline	5 Mill Street	Evacuation Centre Manager	Screening and Registration of volunteers Counseling Provision of bedding & clothing.
Toowoomba Refugee and Migrants Support	123 Neil Street	Evacuation Centre Manager	Provision of suitable Interpreters.
St John Ambulance	Evacuation Centre	Evacuation Centre Manager	Treatment of minor injuries. Advanced first aid – administer oxygen; operate defibrillator. Triage.
TRC - Environmental Health Services	Administration Building, 153 Herries Street	Evacuation Centre Manager	Ensure public health requirements are met. Advice on food safety. Waste disposal. Animal management. Provision of Medical Officer if available.
Telstra		Facility Manager	Provision of communications.
Manager Library and Cultural Services	Victoria Street	Evacuation Centre Manager	Supply books/DVDs to Evacuation Centre.
Kath Dickson Family Centre (Ph 4633 8400)	Cnr Ruthven and Russell Streets	Evacuation Centre Manager	Supply of toys. Child minding services. Supply of cots including mattresses and baby equipment (small number).
TRC - Procurement and Trade Services		Facility Manager	Ensuring electrical equipment meets safety requirements.

LIST OF SIGNS FOR EVACUATION/WELFARE CENTRE(S)

SIGNS LOCATED AT SES TOOWOOMBA SES HEADQUARTERS

Sign Type	No.	Sign Type	No.
Safety (do not run etc.)	7	Evacuation Point	1
Cold Food/Drink	1	Assembly Point	1
Food & Drink Area Only	2	Operations Centre	1
Coffee/Tea	2	Media Information	1
Warning Hot	1	Assembly Area	1
No Food/Drink	3	Evacuation Centre	1
No Smoking	3	Registration	1
No Alcohol	1	Notice	4
No Pets	2	Wheel Chair Access	4
Pets Allowed	2	First Aid Station	1
Smoking Permitted	2	Information	1
Child Change Room	1	Arrows	20
Phone	1	Blank	5
Toilets	2	Rest Area	1
Men	2		
Women	2		

OTHER SIGNS THAT MAY BE REQUIRED

Sign Type	No.	Sign Type	No.
No Loud Music		No Parking	
Dining Area (<i>symbol</i>)		Ambulance Access	
Child Nursing Area		Towels	
Interpreter		Safe Water Supply	
Centre Administration			