TOOWOOMBA REGIONAL COUNCIL

DISASTER COORDINATION CENTRE
STANDING OPERATING PROCEDURES
1 JULY 2010

CONTENTS

Authority

This DCC SOP has been prepared for the DCC to conduct its operations in the event of a disaster incident/event within the TRC area. The authority for the DCC to operate is in accordance with the Toowoomba Regional Council Disaster Management Plan

Approval of DCC SOP

Approval has been given to this SOP Version 3.0 2010 by the TRC LDMG.

Powers Under the SOP

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. This coordination will be conducted by the TRC DCC.
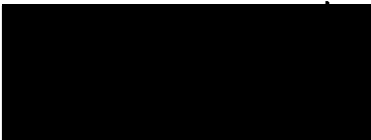
Cr Noel Strohfeld
Chairperson
TRC LDMG

1 July 2010

PRELIMINARIES

Review and Renew SOP

Review and renew of this SOP are to be conducted yearly and after any activation of the DCC.

Amendment Register and Version Control

Proposals to amend this SOP should be forwarded to:

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

Amendments of the SOP must be authorised by the Community & Business Planning Branch TRC, amendments should be registered in the table on the front cover, and include the new version number.

SOP holders are responsible for ensuring their plan is kept up to date.

Table 1

Amendment Number	Amendment Date	Signature Amender	Date

DCC SOP Version Control

Current Edition – Version 3.0 – July 2010

When the SOP is amended each version of the SOP 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	TRC DM File
1	September 2009	DMC	3467177
2	June 2010	DMC	3764548
3	July 2010	DMC	3869103

Distribution List

Additional copies of the SOP are held with the TRC Disaster Management Coordinator/Local SES Coordinator. The SOP 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	Community & Business Planning Branch (Control Copy)	TRC
2	LDMG Chairperson	TRC
3	LDMG Executive Officer	TRC
4	DMC	TRC
5	Area Director	EMQ
6	DCC Incident Coordinator	TRC
7	DCC Deputy Incident Coordinator	TRC
8 - 10	DCC Intelligence Officers	TRC
11 - 13	DCC Planning Officers	TRC
14 - 16	DCC Registry Officers	TRC
17 - 19	DCC Staff Officers	TRC
20 - 21	DCC Finance Officers	TRC
22 - 24	DCC Media Liaison Officers	TRC
25 - 27	DCC Communications Officers	TRC
28 - 30	DCC GIS Officers	TRC
31 - 32	DCC Customer Service Officers (Spvr)	TRC
33 - 41	DCC Customer Service Officers	TRC
42 -43	DCC Liaison Officers	TRC
44	QPS Liaison Officer	QPS
45	QFRS Liaison Officers	QFRS
46	QAS Liaison Officer	QAS
47	SES Liaison Officer	SES
48 - 55	Managers District Service Centres	TRC
56 - 66	SES Deputy Controllers Toowoomba Unit	SES Groups
67 - 78	TRC LDMG Members	TRC
79 - 88	Evacuation & Welfare Committee Members	TRC
89	Toowoomba Library	TRC
90 - 100	Spare (TRC DMC)	TRC

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.

"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)).

"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).

"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).

"Prevention" – Measures to eliminate or reduce the incidence or severity of emergencies (Australian Emergency Management Glossary, 1998).

"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).

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.

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

"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)).

"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
COMMS	Communications
DCC	Disaster Coordination Centre
DDC	District Disaster Co-ordinator
DDCC	District Disaster Co-ordination Centre
DDMG	District Disaster Management Group
DDMP	District Disaster Management Plan
DES	Department of Emergency Services
DM	Disaster Management
DMC	Disaster Management Coordinator
EEC	Emergency Evacuation Centre
EMA	Emergency Management Australia
EMQ	Emergency Management Queensland
HQ	Headquarters
HAZCHEM	Hazardous Chemical
HAZMAT	Hazardous Material
JEST	Joint Emergency Service Training
LDCC	Local Disaster Coordination Centre
LDMG	Local Disaster Management Group
LO	Liaison Officer
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	Standing Operating Procedures
TRC	Toowoomba Regional Council
XO	Executive Officer LDMG

SECTION 1 : AIM & OBJECTIVES

1. **Aim and Objectives**

1.1 **Aim**

The aim of these procedures is to document the processes involved in the activation and operation of the Toowoomba Regional Council Disaster Coordination Centre (DCC) and outline procedures for the effective and efficient operation of the DCC. These SOPs are prepared under the authority of the Toowoomba Regional Council Local Disaster Management Group (TRC LDMG)

1.2 **Objectives**

a. to provide a plan for the setting up of the DCC;

b. to identify roles applicable to the running of the DCC;

c. to outline the duties and functions of staff detailed to work in the DCC during an operation; and

d. to outline the concepts of operation of the DCC.

SECTION 2 : DISASTER COORDINATION CENTRE (DCC)

2. **DCC**

2.1 **Role**

2.1.1 The role of the DCC is to:

- Manage information collection, analysis and dissemination;
- Develop intelligence and strategic planning capability
- Manage the acquisition and deployment of resources as requested;
- Develop and maintain an overall record of the event.

2.2 **Organisation**

2.2.1 The DCC comprises the Operations Centre and the Call Centre.

2.2.2 The Operations Centre is made up of the following three groups:

- **Decision Group.** This group comprises the Incident Coordinator, Deputy Incident Coordinator the planning cell, the intelligence cell, and the TRC media LO.

- **Liaison Officers Group.** It is important for relevant agencies to be represented by a Liaison Officer who is appointed by the agency and has a thorough knowledge of their agencies roles, capacities and limitations.

- **Staff Group.** This group comprises the Staff officer, Registry/Logging, Administration, Finance, Runners, Welfare/Catering, IT and security.

2.2.3 The Call Centre comprises TRC staff members who are trained in Pathway. The Call Centre will be the first point of contact for receiving information via landline telephone into the DCC.

2.3 **Location**

2.3.1 **Primary Location.** The primary location of the DCC will be in the TRC HR Training room, 2nd floor, 543 Ruthven Street, next to City Hall (or as otherwise designated by the TRC DMC).

2.3.2 **Alternate Location.** In the event that the primary DCC venue is compromised, the TRC DMC will advise an alternate location during the alert phase of the activation.

2.4 **Activation**

2.4.1 See Section 4 for details regarding activation of the DCC.

2.5 **Layout Floor Plan**

2.5.1 The layout and floor plan for the DCC will be issued during the "Alert" phase of an activation.

2.6 **Auxiliary Power Backup**

2.6.1 Auxiliary power will be available using a generator situated at the rear of 543 Ruthven Street building. This generator uses diesel fuel and will be maintained by Trade Services. The generator will cut in immediately on loss of power in the Ruthven Street building.

2.6.2 Power will be made available throughout the DCC to enable photocopiers, communications and some lighting to work during the power blackouts.

SECTION 3 : ROLES & RESPONSIBILITIES

3. **Roles and Responsibilities of DCC Staff**

3.1 Trained TRC personnel (Toowoomba based) will operate the DCC on a roster system for the duration of the disaster situation supported by liaison officers from other emergency agencies.

3.2 Attached at Annex B is a table which lists the DCC appointments and outlines the roles and responsibilities of the personnel staffing the DCC.

SECTION 4 : CONCEPT OF OPERATIONS

4. **Concept of Operations**

4.1 **Activation and Functions.** The DCC becomes operational when the TRC LDMP or any of its supporting plans are activated. The DCC is the focal point for event related information. It provides a central location from which to implement TRC LDMG priorities and to coordinate the response and recovery activities at local government level. The functions that the DCC performs on behalf of the TRC LDMG are to:

- coordinate Local Government and community resources to assist with managing the disaster;
- coordinate resources allocated to Local Government through the DDMG; and
- collect, collate and disseminate information to key stakeholders including TRC LDMG, DDMG and the community.

4.2 **Phases and Procedures.** This concept is outlined in the LDMP and is based on four (4) phases. The procedures detailed in the table at Annex C and are to be adopted in regards to the various phases.

SECTION 5 : OPERATIONAL REQUIREMENTS

5.   Operational Requirements

5.1   Operational Procedure

5.1.1   The operational procedure for the DCC during activation is presented in the information flow diagram attached at Annex D (both manual and electronic). The standard forms used in the operational process are attached as Annexes to this SOP. For the specific duties of DCC personnel see Annex B of this SOP.

5.2   Communications

The following Communication facilities are available within the DCC:

Ser	Type of Comms	Contact Details	Location	Comment
1	Telephones	███████████	DCC Ops DCC Call Centre	11 analogue extensions will be set up to run off the TRC main PABX Ext 1568 to 1578
2	Facsimile	███████████	DCC Ops	Fax received by DMC computer
3	Two-Way Radio		DCC Ops	Base stations
4	Computers		Both areas	10 Provided by Principal IT Services. All computers set up with Pathway
5	Mobile Telephones	███████████	DCC Ops	To be provided on loan by EMQ

5.3   Incoming/Outgoing Information

5.3.1   Information is the basis of timely and appropriate decisions. The best use of information will follow a systematic handling of Information. The key steps are:

- Collection – from multiple sources (history and real time)
- Collation – the sorting of Information by interested parties
- Confirmation – the verification of Information collected and collated
- Interpretation – suitably skilled and authorised personnel make sense of the information
- Action – response to the above actions
- Record/Store/File.

5.3.2   These actions are repeated constantly during an operation, and result in substantial quantities of information. The sign of good information management is the capture and recording of all the information, to enable it to be shared with as many interested personnel as possible – both during and post operations.

5.3.3   The fundamentals of good Information management are:

- Record It. Capture as much detail as possible and store It (electronically or in hard copy, sound or vision)
- Time and Date. Ensure everything is time and date stamped for during and post operational use
- Share information with all relevant stakeholders
- Establish a Master Log for all information (*regardless* of format)
- Take appropriate action and record the details.

5.3.4 Requests for assistance and situation details will be recorded using the TRC "Pathway" system. All calls entered on the Intranet site will be automatically recorded in Pathway at the DCC Call Centre.

5.3.5 All information coming in or going out of the DCC will be recorded, updated and monitored on Pathway. This system provides the capability for tracking and information management, contact details and reporting facilities.

5.3.6 Incoming and outgoing facsimiles will be recorded in an Operations log. Example at Annex E. All facsimiles issued should be on authorised facsimile format detailed at Annex F.

5.3.7 Emails received by the DCC will be recorded in Pathway as a new situation/request or update.

5.3.8 In the event of an electronic system failure, incoming and outgoing information will be recorded using manual forms (see Annex P). Refer to paragraph 5.11 of this SOP.

5.4 Tasks and Action Plans

5.4.1 The Incident Coordinator will evaluate requests for assistance and determine a priority ranking taking into consideration the vulnerability, likelihood and consequences of the situation. In liaison with the agency LOs, appropriate action plans and tasks will be put in place and available resources deployed.

5.4.2 Direction on priorities may be required from the TRC LDMG. This will be obtained by the TRC DCC Incident Coordinator or the Deputy Incident Coordinator via the TRC LDMG XO.

5.5 Reports

5.5.1 The DCC Incident Coordinator will clear all DCC reports. SITREPs to the TRC LDMG will be generated by the Planning Officer in consultation with the agency LOs and DCC Incident Coordinator. The SITREPS will be forwarded to the TRC LDMG XO who will in turn forward them on to the DDC. The SITREP format is at Annex G. SITREPS will be kept in a log and be forwarded as follows:

- on activation of the DCC (commencement of operations)
- at predetermined times or as the situation changes
- as required by the DDC
- on conclusion of operations (final SITREP – close of operations)

5.5.2 All Media reports will be prepared by, coordinated and issued through the Media Liaison Officer.

5.6 Resource Deployments and Requests

5.6.1 Allocation of personnel, equipment and transport will be dependant upon availability and situation status. Deployment of Council or contractor resources will be in accordance with normal business operating procedures. Deployment of emergency services resources will be controlled by the agency responsible for the resource. Request for assistance form is at Annex H.

5.6.2 A formal request detailing who requested the resource, the task to be performed, the type of resource, the location and the duration will be issued to the department or agency. Details of the request will be entered into Pathway. A Request for Resources Register will be maintained. Resource Allocation Register Format is at Annex I.

5.7 Staff Rosters

5.7.1 The Staff Officer will prepare a staff roster of eight hour shifts for the duration of the emergency situation. Call out list of DCC Staff will be issued to Staff Officers prior to the "Alert" phase of an activation (for operational staff only and not for public release).

5.8   Cost Allocation/Recovery

5.8.1   All costs incurred by the Council as a result of damaged assets, response and recovery activities will be coordinated by the Finance Officer. Upon activation of the DCC designated project numbers will be implemented to capture costs for deployment of resources, response and recovery activities.

5.9   Briefings

5.9.1   The TRC DCC Incident Coordinator or delegate is responsible for briefings as follows:

- · DCC staff on initial activation
- XO TRC LDMG on initial activation and then on a daily basis
- Media Liaison Officer on a daily basis and/or when there is an increase in activity
- DCC staff as required

5.9.2   The TRC LDMG XO is responsible for briefings as follows:

- TRC LDMG Members on initial activation and then on a daily basis and/or when there is and increase in activity
- Chair LDMG on activation and then as required
- Mayor as required on activation and then as required
- The DDC on activation and then as required.

5.9.3   Normally all briefings will take place at 0800 every morning. If the operation becomes extended the TRC LDMG XO will in liaison with the TRC DCC Incident Coordinator set down times for DCC and TRC LDMG briefings. See Daily scheduling at sub-paragraph 5.16 to this SOP.

5.9.4   The Media liaison officer is responsible for briefings as directed by the XO TRC LDMG.

5.9.5   An example of content for a briefing is attached at Annex K.

5.10   Security

5.10.1   Once the DCC is activated access to the operations room will be restricted to those rostered on duty and those who have access passes.

5.10.2   TRC Name tags are to be worn at all times while working/visiting the DCC. A register will be maintained at the entry door of the DCC. Identification aprons will be provided to all DCC staff.

5.11   Manual Process

5.11.1   In the initial stages of activation or in the event of power loss or system failure, a manual system will continue for the management of information, disaster responses and recovery activities. Hand written logs and request assistance forms will be maintained. These will be issued as required.

5.11.2   Sequential log numbers will used for each message/request received. The number will link tasks, activities, resource deployment etc, to a particular message and provide a method of tracking decisions and actions and outcomes. Message forms will be in three different colours (white, green and yellow) to assist the flow of information and completion of tasks.

5.11.3   The Manual Request for Assistance Form is provided in a block format with the capability of carbon copy. The Forms come in white, green and yellow. The different coloured forms are to be distributed within the DCC as follows:

- **White Copy.** This is the original and is passed by the registry staff to the appropriate agency LO for action. On completion of the task the agency LO completes the back of the form and returns it to

the registry staff. The white copy is then married up with the yellow copy and signed off by the DCC Staff officer.

- **Green Copy.** This copy is passed by the registry staff to the Decision Group. The registry staff are to confirm with the Decision Group when the task is completed.

- **Yellow Copy.** This copy is to be held by the registry staff and filed together with the White copy once the task has been completed.

5.12 Requests for External Assistance

5.12.1 When all local resources have been exhausted or are inadequate, requests for assistance outside the LDMG's area will be directed to the DDC.

5.12.2 All such requests will be coordinated by the DCC and not by individual agencies.

5.12.3 All assistance obtained will be coordinated by the DDC and allocated to the Chairperson or his delegate of the Local Disaster Management Group (LDMG) for tasking.

5.12.4 A "Request for Assistance form" is prepared and forwarded to the DDC. NB one request for assistance per form. A copy of the Request Form is attached at Annex H.

5.13 Media

5.13.1 All warnings/bulletins are to be issued to the media by the Chairperson LDMG through the Media LO.

5.13.2 Releases referring to a particular agency's involvement will be issued by that agency.

5.13.3 Public information regarding contacts for missing relatives/friends, restricted movement areas, general information updates and community recovery/welfare information will be broadcast frequently following the occurrence.

5.13.4 External media personnel are restricted from entering the DCC unless permission has been granted by the Chairperson, TRC LDMG XO or the TRC DCC Incident Coordinator and they will be accompanied by a TRC media staff member at all times.

5.14 DCC Equipment

5.14.1 As the DCC is not a stand alone permanent facility, equipment is required to be brought to the operational and communications areas on activation. Detailed at Annex L is a list of necessary equipment to conduct the operation and who is responsible for its maintenance and delivery. The majority of equipment will be stored in the DCC when not in operational use.

5.15 Welfare of DCC Staff

5.15.1 During an activation of the DCC it is essential that the welfare aspects of the volunteer staff are catered for. The welfare of the staff is the obligation of all members however the Staff Officer is to ensure that the following aspects are adequately provided for during the period of the activation:

- Meals (including water/tea/coffee)
- Car parking
- Amenities
- Accommodation (as directed by the Incident Coordinator)
- Transport
- Roster times and handovers (in liaison with the Staff Officer)

- Personal hygiene products (in case of epidemic or pandemic)

5.16   Daily Schedule DCC

5.16.1   Attached at Annex M is the daily schedule of events that are to take place in the DCC.

5.17   Shift Handover

5.17.1   The handover of shifts will overlap for in-coming and out-going staff. During this overlap period there will be individual and collective briefings. A sample handover brief is attached at Annex N.

SECTION 6 : DCC TRAINING & EXERCISES

6   DCC Training

6.1   Training for DCC personnel will be organised on an as required basis by the TRC DMC.

SECTION 7 : DISASTER MANAGEMENT WEBSITE

7   Disaster Management Website

7.1   A TRC Disaster Management Website has been established at www.disaster.toowoombarc.qld.gov.au. The aim of the new website is to provide a capacity for:

a.   members of the public to easily access information regarding disaster management within the TRC area, including preparedness, education and how the TRC may respond to different disaster events. The website will also be used to provide accurate and timely news on a disaster event; and

b.   TRC DCC staff to quickly access accurate contact information for materials and personnel required to support a disaster operation.

7.2   The "Operations" area of the website can be accessed by all TRC DCC staff using their normal sign in and password used for the TRC Staff website.

SECTION 8 : MOBILE DCC

8.   Mobile DCC

8.1   In the first instance of any disaster event at a localised level, the DMC will have the capability to deploy a mobile forward element to the disaster location. The aim of the mobile DCC will be to assist the District Service Centre and/or the local SES group to establish their local coordination centre until such time as it is fully operational.

ROLES AND RESPONSIBILITIES OF THE DCC STAFF

ROLE	RESPONSIBILITY	PROVIDED BY (ORG)
Chairperson LDMG	• Implement TRC LDMP • Authorise the release of information to media • Suspend operations of the DCC and authorise stand down order • Advise DDC and District Coordinator (DES) of activation and stand down • Conduct debriefing after completion of operation	TRC (Councillor with Strategic Services Portfolio)
TRC LDMG XO	• Establish and maintain an administrative and financial system for resources and finances expended • Prepare and forward SITREPS to DDC • Prepare materials for LDMG briefing and debriefing sessions • Maintain information exchange with DDC and District Coordinator SES • Focus on the consequences of the impact as well as the operational aspects • Delegate to avoid getting bogged down in micro management • Consider the big picture and keep abreast of the operational overview	TRC (Manager Community and Business Planning)
TRC DCC Incident Coordinator / Deputy Incident Coordinator	• Authorise DCC activation • Establish and Maintain the DCC in a state of operational readiness • Prepare and Implement SOP governing the activation and conduct of the DCC • Provide trained staff to operate the DCC effectively on a continuous basis • Identify and provide adequate material and electronic resources to enable the DCC to operate effectively. • Ensuring the XO LDMG is continually briefed on the overall situation • Acting as a coordinator between the XO LDMG and the relevant LO to facilitate resource support • Control the TRC SES Groups	TRC (Manager Community and Business Planning) (TRC DMC)
Planning Officer	• Coordinate the daily operations of the DCC in support of the Incident Coordinator • Oversee the processing of operational information	TRC

	• The collection, collation, interpretation and dissemination of Operational information • Ensure that the overall situation is accurately depicted on maps and the DCC status boards • Assessing the urgency of priority of Operational information and ensuring that the information is actioned by the relevant DCC Personnel • The collection of information to prepare SITREPS and drafting other reports as required • Ensure that all personnel are briefed on the operation of the DCC prior to commencing duty	
Communications Officer	• Ensure that all DCC electronic and communications equipment is operating • Provide and maintain all communication equipment within the DCC • Supervise communication equipment operators • Provide advice to the Incident Coordinator on communication matters during operations • Specific duties include: 　▪ The installation and maintenance of relevant radio, telephone and computer systems within the DCC 　▪ Indentify system faults 　▪ Provide alternate means of communication 　▪ Train communication operators in appropriate procedures 　▪ Supervise communication operators during disaster operations 　▪ Control distribution/receipt of comms equipment 　▪ Liaise with Incident Coordinator on operational communication matters 　▪ Evaluate communication equipment performance after an operation 　• Provide Incident Coordinator with evaluation report 　▪ Ensure that the generation and portable two way radio packs are fully operational	TRC
Staff Officer	The Staff Officer is responsible for the overall physical management of the DCC during operations. Specific duties are: • Prepare DCC duty rosters that provide an 8 hour rotation of all personnel • Provide appropriate resources to enable the DCC to function • As directed by the Incident Coordinator, activate the required number of Displan telephone lines and redirect "1300" to the Comms centre • Provide Security and cleaning for the DCC • Ensure that the generator has an adequate supply of fuel to operate as the auxiliary power supply during activation • Assist the Incident Coordinator as required	TRC

	• Provide catering for duty staff	

Intelligence Officer	• Providing the Incident Coordinator with an accurate, timely, clear and concise picture of the situation, particularly regarding casualties and damage
	• Drafting the Situation Reports for the Incident Coordinator as required
	• Screening operational information received or dispatched and interpret the actions as required
	• Ensuring the overall situation is accurately depicted on maps, charts and display boards
	• Forecasting of any other threat etc
	• Plotting and updating information on DCC maps and status boards
	• Recording of:
	   ■ Resources Management
	   ■ Casualties/Displaced Persons
	   ■ Requests for assistance
	   ■ BOM information
	   • Allocated tasks
		TRC

Liaison Officers (External)	The Liaison Officers represent agencies providing support. They may include some or the entire emergency services plus the support services or agencies. Liaison Officers in a Disaster Coordination Centre need to: • Facilitate the provision of their agency's resources; • Continue to advise their parent agency of developing plans and the likely effect on resource commitment; and • Communicate with their parent agency to receive up to date information on the availability of resources for tasking, pass on tasking directions and to receive advice on completion of tasks.	QPS QAS QRFS SES
Liaison Officers (Internal)	The internal Liaison Officers represent TRC. A TRC Liaison Officer may be deployed physically to the District Centre Coordination Centre where the local disaster situation is located or to a forward operational post or to the District Disaster Centre. • Continue to advise the DCC of developing plans and the likely effect on resource commitment; and • Communicate with the DCC to receive up to date information on the availability of resources for tasking, pass on tasking directions and to receive advice on completion of tasks.	TRC
Registry Recorder	The registry recorder is responsible fro filing/actioning of all incoming and outgoing operational information at the DCC. Specific duties include:	TRC

	• Action of and file all requests for assistance or offer of assistance received from Operations Plotting Officer • Register and file all incoming and outgoing correspondence • Maintain a master register of incoming and outgoing correspondence • Ensure the timely distribution of messages/requests to the appropriate DCC personnel • Ensure and confirm that all outgoing messages have been transmitted • Report any incomplete requests for assistance to the Incident Coordinator • Advise Operations Plotting Officer when action has been completed on requests directed to Council	
Finance Officer	The Finance Officer is responsible for authorising and recording disaster related financial expenditure, and the collation, validation and processing of accounts for payment. Specific duties include: • On commencement of operations, obtain from the Disaster District Coordinator financial delegation and expenditure cost codes • Advise the XO LDMG of authorise expenditure levels and cost codes • Ensure that providers of service or goods forward their invoices to the XO LDMG • Understand the natural disaster financial assistance arrangements • Maintain a register of financial expenditure during the operation. • Monitor local government spending and provide the DDC with a summary of daily expenditure • (Job No 1313/12 – Emergency Services Operation) • Ensure that the XO forwards on the accounts to the Disaster District Coordinator without delay • On completion of the operation compile a summary of overall expenditure for the Disaster District Coordinator and State Disaster Organisation.	TRC
Customer Service Officer (Call Centre)	The Customer Service Officer is responsible for the processing of information by telephone, mail or facsimile in the Call centre of the DCC. Specific duties include: • Answering incoming telephone calls • Accurately record the relevant information on the appropriate form • Process enquiries relating to the operations of the DCC • Ensure that the recorded information is passed onto the operations recorder • One Customer service Officer will by nominated to act as the Customer service Coordinator to assist other customer service officers and to bring any matters considered urgent to the attention of the Incident Coordinator	

	• Use Pathway Software	
Media Liaison Officer	The Media Liaison Officer is responsible for the management of all media matters relating to the disaster operations. Specific duties include: • Prepare press releases for XO • Answer enquiries from print and electronic media source subject to XO authorisation • Maintain a working log of press releases and all other significant contacts with media sources • Refer media enquiries about political or controversial issues to the Chairperson/XO of the LDMG • Coordinate and manage media interviews • Coordinate and conduct media groups on tours of disaster sites as authorised by the XO LDMG • Keep abreast of operational developments by liaising with the Incident Coordinator • Maintain a current contact register of media agencies/resources • Utilise media to ensure timely and accurate dissemination of disaster information to the public.	

DCC ACTIVATION PHASES

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. • TRC DMC advises relevant persons and agencies of situation.	• XO LDMG • TRC DMC	• Availability key staff • Location & serviceability of resources • Response plan
2	STANDBY (Yellow)	• Advice received by Chairperson or TRC DMC that assistance/support may be required. • TRC DMC places Coordination Centre Administration Staff and Liaison Officer's (LO) on stand by. • The DCC is prepared for use with relevant resources. • Telstra activates phone network, if necessary, for 543 Ruthven Street. • Setup mobile radio base.	• XO LDMG • TRC DMC • DCC Admin Officer	• Staff roster • DDCC/DDMG liaison • Recovery considerations • Public warnings
3	ACTIVATION (Red)	• Chairperson activates Local Disaster Management Group. • TRC DMC activates DCC and staff accordingly. • XO advises District Disaster Coordinator and Area Director EMQ • DCC establishes ongoing effective communications with DDC and EMQ • Brief staff on nature of situation	• XO LDMG • TRC DMC • DCC Duty Officer • DCC Admin Officer	• DCC Operational
4	STAND DOWN (Green)	• Advise all agencies and services involved. • Prior to stand down of operations, all participating agencies are to conduct internal debriefs with LDMG. LO's to attend. • DCC will remain operational until the affected community is well into the recovery phase and adequate resources are ·	• Chair LDMG • XO LDMG • TRC DMC	• Reliance on assessment to reduce operations (do not scale back too soon)

		• available for the recovery. • Chairperson advises the DDC and all agencies of Stand Down and then suspends operations of DCC.		
	DEBRIEF (Blue)	• A further debrief of all agencies involving LDMG 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 agencies involved and to DDCC/DDMG	• XO LDMG • TRC DMC	• Sustain, improve, fix • Produce lessons and recommendations for future events

RESPONSE PROCEDURAL FLOW CHART

E V E N T

RESPONSE AGENCIES

Need help?

Yes → → **No**

Request Assistance from LDMG

Handle using Agency procedures

Need help?

Yes → → **No**

Request Assistance from DDMG

Provide Support from LDMG resources
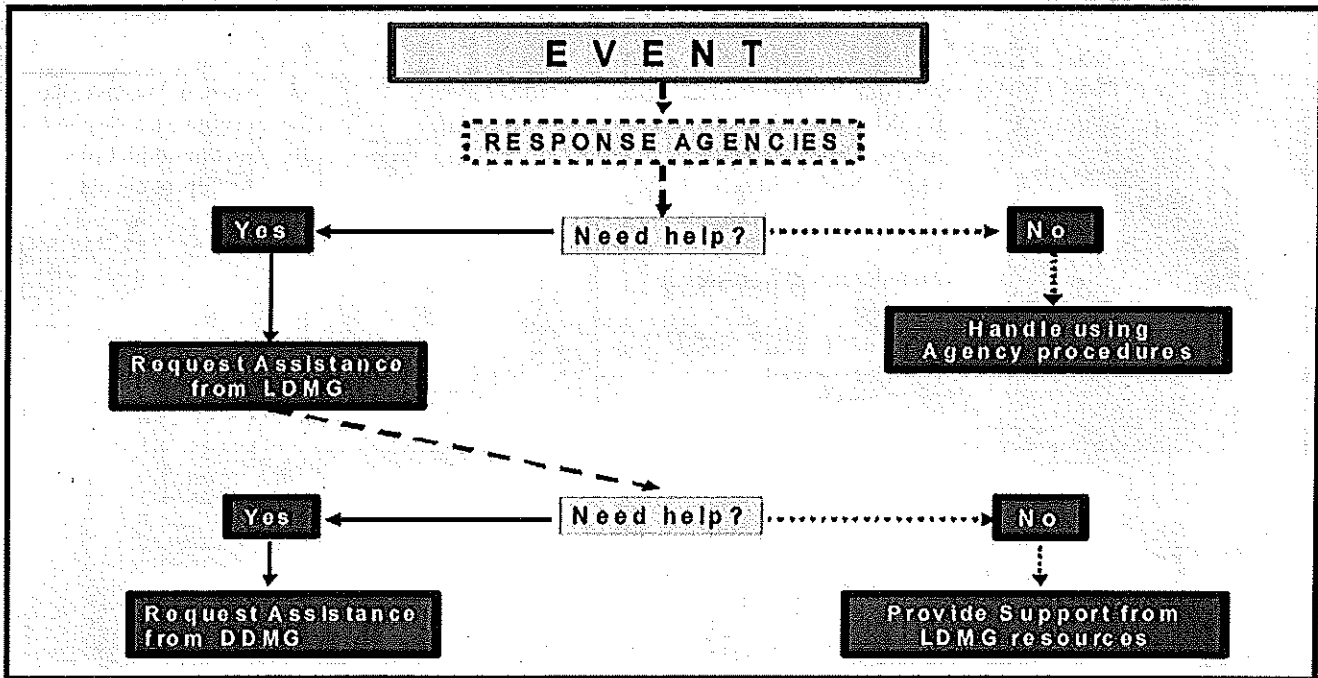
The following outline of information flow within the DCC is to be used as a guide only. Different situations may require a different approach to the information management flow.

INCOMING INFORMATION

OPERATION REGISTRY

Yellow Copy retained by the registry on file.

White Copy returned to registry by agency LO when task completed and filed with yellow copy

White Copy to the Agency Liaison Officer

Green Copy to the DCC Decision Group

Green Copy returned to registry by Decision Group when completed and filed with yellow and white copies

Planning Intelligence Media

TOOWOOMBA REGIONAL COUNCIL

TRC Disaster District Coordination Centre

OPERATIONS LOG

OPERATION: _____   DATE: _____

No.	Time In	Source	Information or Request	Agency Tasked	Action Taken	Time Comp

TOOWOOMBA REGIONAL COUNCIL

TRC DISASTER COORDINATION CENTRE

DCC FACSIMILE FORMAT

MESSAGE TO	
FOR FAX NUMBER	
ATTENTION FOR	
INITIATING OFFICER	
DCC APPOINTMENT	
SUBJECT	
DATE	
TIME	
NUMBER OF PAGES	
REPLY TO DCC FAX	

MESSAGE:

SIGNED:

TOOWOOMBA REGIONAL COUNCIL

TRC DISASTER COORDINATION CENTRE
Situation Report

To: CC:	From:

Date	Time	Sitrep No.

SITUATION OVERVIEW

1. Weather (Local observations)

2. Damage assessment Overview *(Include brief Summary of effects)*

3. Media Issues *(Include brief details of any media related issues)*

REGIONAL REPORTS

4. Summary Of Past 24 Hours By DDMG / LDMG / Region *(Include brief details of operations; visits, etc)*

5. Projected Operations For Next 24/48 Hours
(Major problems next 24/48 hours.   Anticipated resource requirements, including food re-supply)

FACTS AND STATISTICS

6. Response

SES Tasks:	Received:	Completed:

SES Numbers Local:	
Deployed:	
Staff Deployed EMQ:	
QFRS:	
QAS:	
Resources Available:	
Problems Encountered:	

SOCIAL

7. Population

Deceased:	
Injured:	
Missing:	

8. Evacuations

Evacuation Centres Activated:	
Numbers Registered at Centres:	
Numbers Staying in Centres:	
Origin:	

9. Community Recovery Centres

Locations:	
Opening hours:	
Numbers Utilising Centre:	
Issues	

10. Health

Public Health:	
Mental Health:	

11. Transport *(If roads, airstrips etc closed, include estimated time of opening)*

Aviation:	
Rail:	
Road:	
Marine:	
Other:	

12. Structures

Homes and Streets:	
Council:	
Government Offices:	
Schools:	
Hospitals:	
Dams:	

13. Services

Communications *(If communications out, include estimated time of reconnection)*	
Telephone Network:	
Mobile Telephone Network:	
Radio (2-way):	
Broadcast Radio / TV:	
Power *(If power out, include estimated time of reconnection)*	

15. Environmental Impact

Mains power:	
Auxiliary power:	
Public Transport	
Water	
Sewerage	

14. INDUSTRY

Sector:	
Sector:	
Finance:	

ECONOMIC

ENVIRONMENT

LOCAL ARRANGEMENTS

16. Updates to District/Local Contacts

Changes to Contacts:	

Author:	Date:	Time:	Sign off:	Date:	Time:
Signature			Signature		

TOOWOOMBA REGIONAL COUNCIL

TRC Disaster Coordination Centre

REQUEST FOR ASSISTANCE

TO: **DISASTER DISTRICT CO-ORDINATOR**
FROM: **CHAIRMAN / EXECUTIVE OFFICER**

REQUEST NUMBER   **OPERATION NAME**

SUBJECT
OWN RESOURCES ☐ FULLY UTILISED   ☐ NOT APPROPRIATE   ☐ OTHER:
PURPOSE OF REQUEST
DELIVERY Where to? By when? Transport type
CONSIGNEE Name Telephone Address
PRIORITY   ☐ URGENT   ☐ 12 Hours   ☐ 24 Hours   ☐ 72 Hours   ☐ NON URGENT
CARGO Size   .... Weight   ....
AUTHORISING OFFICER (Mayor/CEO/DDC/Delegate)
DATE / TIME

REGIONAL COUNCIL

TRC DISASTER COORDINATION CENTRE

RESOURCE ALLOCATION REGISTER

DISASTER:

DATE:

SHEET NUMBER:

DATE	RESOURCE SUPPLIED	DAILY RATE $	WEEKLY RATE $	SUPPLIER	DESTINATION (Receiver)	PERSON RESPONSIBLE	RESOURCE RETURNED

EXAMPLE BRIEFING FORMAT

1.   The purpose of a briefing procedure is to ensure pertinent and timely information is communicated to personnel involved in operational and support roles at an emergency incident. It is an important process and ensures that all the necessary information is covered.

SMEACS Briefing Procedure

2.   Supervisors at all levels of the incident management system should use the briefing format identified by the acronym SMEACS when briefing people under their control or direction. SMEACS stands for:

S	Situation
M	Mission
E	Execution
A	Administration (including logistics)
C	Command, Control and Communications
S	Safety

Situation

3.   Identification of the past, present and predicted situation including the following points:

- The incident/event
- Life and property
- Location
- Weather Details
- Resource deployment
- Constraints
- General safety considerations

Mission

4.   Identification of the mission statement

5.   In some situations it may also be necessary to identify the objectives specific to particular units/groups within the emergency structure.

Execution

6.   Identify the means of achieving the incident/event objective including:

- Name geographic areas and their roles
- The general strategies and methods that will be utilised in each area
- The allocation, composition and status of resources at the incident/event including council resources, support agencies, specialist resources, aircraft etc
- Specific strategies and methods assigned to single resources, strike teams, deployed forces and areas, and critical time frames and milestones for operations
- Availability of maps and local guides
- Locations of control points, operations points, the DCC, staging areas, and other facilities established to manage the incident/event, personnel and resources
- The method of movement to, from and around the incident/event area, including transport routes and any barriers and restriction to travel, and the locations of access points, helicopter landing points,

hazard areas and safety zones, and egress points Timings for travel and deployment, the arrival of resources and equipment and return

- Changeover arrangement, including timing location and method, transport arrangements, pre and post changeover requirements

Administration (and Logistics)

7.   Identification of administrative and logistic support arrangements including:

- Locations and roles of administrative and support centres
- Catering arrangements
- Supply and resupply arrangements
- Service arrangements and locations
- Locations and arrangements for mechanical maintenance and refueling services
- First aid and medical arrangements
- Welfare requirements

Command, Control and Communications

8.   Incident/event management structure

9.   Communications Plan:

- Radio networks and channel allocation
- Telephone networks and critical numbers
- Interagency communications
- Communications equipment
- Maintenance arrangements

Safety

10.   Identification of critical issues including:

- Weather
- Know anticipated hazards
- Access
- Personnel and resource safety issues resulting from extremes and changes in weather patterns and known and anticipated hazards created by physical dangers
- Dress standards including requirements for protective clothing and PPE
- Level of training of personnel to be deployed

Reinforcement of Critical Issues

11.   Briefing should conclude with a short question and answer session.

Mapping and Documentation for Briefings

12.   When practicable briefings should be delivered using notes, summary displays and mapping prepared with reference to the incident/event control plan and SITREPS.

DCC EQUIPMENT LIST

SER	EQUIPMENT ITEM	ITEM STORED (Location)	Person Responsible for Getting Item to DCC and Recovery
1	Maps	DCC	DMC
2	Mapping Equipment	DCC	DMC
3	Map Boards	DCC	DMC
4	Forms		
	• Request for SCDO Resupply	DCC	Staff Officer
	• Roster Form	DCC	Staff Officer
	• DCC Message Form	DCC	Staff Officer
	• DCC Operations Log Form	DCC	Staff Officer
	• DCC Request for Assistance Form	DCC	Staff Officer
	• DCC SITREP Form	DCC	Staff Officer
	• DCC Staff Registration Form	DCC	Staff Officer
5	Documents		
	• District Disaster Plan	DCC	DMC
	• District Service Centre DM Plans	DCC	DMC
	• Staff Sign on/off Register	DCC	Staff Officer
	• Sub-Plans (Welfare. Evacuation)	DCC	DMC
	• DCC SOP	DCC	DMC
	• TRC DM Plan	DCC	DMC
6	Stationery	DCC	Staff Officer
7	Whiteboards	DCC	Staff Officer
8	Room Dividers	DCC	Staff Officer
9	Television	DCC	Staff Officer
10	Telephones	DCC	Staff Officer
11	Facsimile Machine	TBA	DMC
12	Photocopier	TBA	Staff Officer
13	Computers (Laptops x 10)	IT	IT
14	Printer	TBA	Staff Officer
15	Data Projector	Strategic Services	DMC
16	Radio Comms	DCC	Comms Officer
17	Office Equipment	DCC	Staff Officer
18	Emergency Lighting	TRC	TRC
19	Cupboards Lockable (3)	DCC	DMC

DCC DAILY SCHEDULE

Time	Event	Responsible	Key Attendees	Comment
0545 – 0615	Shift Handover	Planning Officer (on duty)	All shift staff	
0600	Brief / Update	Incident Coordinator	All Staff TRC LDMG	Brief for TRC LDMG In-coming shift
0700	SITREP to TRC LDMG, DDCC and SDCC	Incident Coordinator	All DCC staff	SITREP approved by TRC DMC or XO LDMG for release
0730	Media release prepared for TRC LDMG	Media Liaison Officer	XO LDMG and key DCC staff	For TRC LDMG action and dissemination
0800	Ops working group	Planning Officer	Ops, Admin, Int	
1000	Brief / Update	Incident Coordinator	Ops, Admin, Int	Dependant on intensity of event
1345-1415	Shift Handover	Planning Officer (on duty)	All shift staff	
1400	Brief / Update	Incident Coordinator	Ops, Admin, Int	Brief for TRC LDMG In-coming shift
1500	SITREP to TRC LDMG, DDCC and SDCC	Incident Coordinator	All DCC staff	SITREP approved by TRC DMC or XO LDMG for release
1530	Media release prepared for TRC LDMG	Media Liaison Officer	XO LDMG and key DCC staff	For TRC LDMG action and dissemination
2145-2215	Shift Handover	Planning Officer (on duty)	All shift staff	
2200	Brief / Update	Incident Coordinator	Ops, Admin, Int	Brief for TRC LDMG In-coming shift
0200	SITREP to TRC LDMG, DDCC and SDCC	Incident Coordinator	All DCC staff	SITREP approved by TRC DMC or XO LDMG for release

DCC SHIFT HANDOVER BRIEF

1.   Brief given by Out-Going Duty Officer collectively to In-Coming staff.

2.   In addition to the Duty Officer brief each out-going duty person has the responsibility to brief the in-coming duty person in their appointment and/or specialist area.

Briefing Number:	Name of Briefing Officer:
Date:	Time:
OVERVIEW OF CURRENT ACTIVITIES	
Last SITREP	
Next SITREP Due	
Urgent Matters	
Current Resources Deployment	
Current Tasks	
Current Priorities	
Status of Essential Services	
Other Agencies	
Infrastructure Issues	
Evacuations	
Mobility Issues	
Equipment & Stores Issues	
Reported Damage	
PREVIOUS SHIFT FEEDBACK	
Outstanding Tasks/Issues	
What worked – what did not	
FUTURE OPERATIONS	
Event Projection Overview	
Response Overview	
Future Tasks	
Future Priority Changes	

WEATHER UPDATE/OTHER PREDICTIONS	
Current Weather	
Forecasted Weather	
Assessed Impact	
Media Issues	
Last Briefing	
Next Briefing	
Sensitive Issues/Information	
ADMINISTRATION	
Political Activity	

TOOWOOMBA REGIONAL COUNCIL

TRC Disaster Coordination Centre
Message Form

Date: ___/___/___   Time: _____hrs   Log No.

URGENT / ROUTINE

FROM:

NAME:_____

ADDRESS:_____

_____

PHONE / FAX NO._____

MESSAGE / REQUEST: (If fax message, pin copy to rear of this form)

_____

_____

_____

_____

Signature of Recipient

ACTION:

URGENT / ROUTINE

INTEL   QPS   QAS   QFRA   SES   MEDIA   TRANSPORT

TELSTRA POWER MEDICAL   COUNCIL   Q RAIL   EXEC OFFICER

OTHER AGENCY (Specify) _____

INCLUDE IN SITREP   YES / NO   Signature of Tasking Officer

_____

_____

DATE & TIME COMPLETED: ___/___/___ _____hrs

_____

Signature of Liaison Officer

TOOWOOMBA REGIONAL COUNCIL
DISASTER COORDINATION CENTRE
REQUEST FOR ASSISTANCE FORM (MANUAL)

REGIONAL
COUNCIL

Request Number
DCC **1701**

REQUEST RECEIVED

Date [　　　　　] Time [　　　　　] Operator [　　　　　　　　　]

INCIDENT LOCATION

Building/Property Name

[　　　　　　　　　　　]

Unit No/Street No   Street

[　　　　] [　　　　　　　]

Suburb   Postcode   Map Ref

[　　　　] [　　　] [　　　]

Nearest Cross Street

[　　　　　　　　　　　]

Occupant's Name

[　　　　　　　　　　　]

Contact Number   Alt Contact Number

[　　　　] [　　　　　]

Occupant Type	Status	Other
☐ Residential	☐ Owner	☐ Language
☐ Aged/Infirm	☐ Renting	
☐ Critical Facility	☐ Govt Housing	
☐ Commercial		

Reported By

☐ Resident
☐ Neighbour
☐ SES
☐ Police
☐ Other (state)

[　　　　　　　]

☐ Called Before

(Fill in only if reported by non-resident)

Name

[　　　　　　　]

[　　　　　　　]

Contact Number

[　　　　　　　]

JOB DETAILS   ☐ Rescue Required   Type [　　　　　　]   ☐ No Trapped   ☐ No Injured

Job Type
☐ Tree Down
☐ Tree Threatening
☐ Roof Damage
☐ Window Damage
☐ Door Damage
☐ Flood Threatening
☐ Flooded
☐ Subsidence
☐ Re-tarp
☐ Other
☐ Type [　　　]

Structure
☐ House
☐ No of storeys
☐ Road
☐ Pool (ABG)
☐ Garage
☐ Yard
☐ Type
☐ Bridge

Type of Roof
☐ Tiles
☐ Metal
☐ Fibro
☐ Slate

Rooms Affected
☐ Bedroom
☐ Kitchen
☐ Living/dining

Job Type
☐ Power lines to premise threatened
☐ Power lines to street threatened
☐ Power lines to premises down
☐ Power lines on street down
☐ Burst Water
☐ Burst Sewer
☐ Burst Gas
☐ Blocked street drain
☐ Fibro/Asbestos Dust/Debris

Access to Property

[　　　　　　　]
[　　　　　　　]

Additional Information

[　　　　　　　]
[　　　　　　　]

OPERATIONS

☐ REFER TO   ☐ POLICE   ☐ QFRS   ☐ QAS   ☐ SES   ☐ LDMG   ☐ RFS
or
　　　　　　☐ TELSTRA   ☐ ABC   ☐ TRC   ☐ ERGON   ☐ ELGAS   ☐ EMQ

☐ Allocation by DCC [　　　　] Time Notified [　　　　] Time Completed [　　　　]

REQUEST RESPONSE

Request Received from DCC Ops   Name of Receiving Office   Time Received

Action Taken   DCC OPS Advised

☐ YES ☐ NO

Time DCC
OPS Advised

☐ Request Noted in OPS Log

REQUEST COMPLETION

Task Completed ☐ YES ☐ NO   (If No what is expected time of completion?) ☐

Has DCC OPS been advised of task status? ☐ YES ☐ NO

Is the original Request Form (white copy) filed on the OPS assistance for request file? ☐ YES ☐ NO

Is the OPS Copy (green copy) filed on the OPS assistance for request file? ☐ YES ☐ NO

Is the Action Agency copy (yellow copy) filed on the OPS assistance for request file? ☐ YES ☐ NO

Are the task request and its situation recorded on the OPS Status Board/OPS Computer? ☐ YES ☐ NO

Has the task status been recorded in a SITREP? ☐ YES ☐ NO

Has the task request been recorded into the TRC Pathway system? ☐ YES ☐ NO

Sign Off by DCC Duty Officer

Comment

Name ☐   Date ☐   Time ☐

Duty Officer Signature