

## Stanthorpe Sub-Group - Incident Control Centre Debrief

Monday 17 January 2011 2.30pm

### Stanthorpe Council Chambers

#### Present:

Mark Ireland	Queensland Police Service – Stanthorpe	Commander - Incident Control Centre
Greg Thouard	Southern Downs Regional Council	Acting Director Community Services
Shane Gleeson	Queensland Police Service – Wallangarra	
David McMurtrie	Ergon Energy	
John Cowburn	Queensland Parks & Wildlife	
Allan Fisher	Queensland Ambulance Service, Stanthorpe	
Catherine Fitzgerald	Southern Downs Regional Council	Environmental Health Officer
Kath McLachlan	Community Development Services	
Therese Crisp	Granite Belt Support Services	
Rebecca Schroeder	Community Development Services	
Dr Dan Manahan	Stanthorpe Health Services	
Jody Collins	Southern Downs Regional Council	Governance Officer
Peter See	Southern Downs Regional Council	Director Engineering Services
Cr Denise Ingram	Southern Downs Regional Council	Councillor
Tony Zanatta	Queensland Fire & Rescue Services	
Ian Townsend	Stanthorpe Combined Rural Fire Brigade	
Gwen Jones	Southern Downs Regional Council	Community Development Officer
Rod Ferguson	Southern Downs Regional Council	Chief Executive Officer
Max Hunter	State Emergency Services	Local Controller
Emlyn Creevy	State Emergency Services	
Scott Cobon	Southern Downs Regional Council	Manager Built Environment
Chris Whitaker	Southern Downs Regional Council	Principal Engineer
Chris Loveday	Southern Downs Regional Council	Deputy Director Engineering Services
Tony Minuti	Southern Downs Regional Council	Director Community Services
Sarina Maggiolo	Southern Downs Regional Council	Engineering Administration Officer / Minute Taker

#### Purpose:

The purpose of the meeting was to allow all agencies involved with the Stanthorpe flood event to provide feedback and comments on how the Stanthorpe Incident Command Centre (ICC) was operated and the flood disaster was handled.

#### Minutes:

**Mark Ireland – Queensland Police Service, Stanthorpe & Commander of Incident Control Centre**

Mark felt that that generally things operated well. Everyone worked well together; and there was good community spirit and a willingness to help.

He made particular mention to the Granite Belt Medical Centre which made itself available to provide medical services on the north side in the event the town was divided by floodwaters which would mean the Hospital would provide medical services on the south side of Carnarvon Bridge.

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The only failings he saw were that he didn't advise all the necessary people he should have to attend the meetings and his lack of knowledge of the inundated area.

**Shane Gleeson – Queensland Police Service, Wallangarra**

Shane reported short comings in being able to get the message to people who needed to know. For example property owners/residents further upstream; and the importance of getting this message quickly and effectively. He suggested Texting, Emailing or using Twitter. However noted there would be issues with texting because a lot of the elderly do not have mobile phones.

He also found it difficult to access Main Roads Website for information on local roads.

Shane felt that comments on Facebook caused scaremongering.

There could also be improvement with the communication between Stanthorpe and Tenterfield as he fielded a lot of calls with people trying to find out if the road was open between Tenterfield and Wallangarra.

He also reported issues in trying to contact the local radio stations as they only had mobile phone numbers listed in the book. Due to problems experienced with mobile phone service during that time messages were left and no one was returning his calls.

Dan Manahan said that the ABC provided spectacular coverage.

Denise Ingram also said that Radio 98.7 Ten FM were also very good in their coverage.

**John Cowburn – Queensland National Parks & Wildlife**

John reported that it was good to work with other services, such as the Stanthorpe Combined Rural Fire Brigade.

He also saw issues with using texting as a means of getting the message out as this could overload the system.

Girraween National Park is still closed pending road repairs; they are still assessing damage.

**David McMurtrie – Ergon Energy**

David reported no major issues, however could see an advantage in improved mapping. David is aware Council are currently undertaking GPS mapping of the current water levels and suggested that a map recording this level as Phase 1 with Phase 2 showing the properties which would be inundated if the water rose 1m further; and Phase 3 showing the properties which would be inundated if the water rose 2m further from 2011 flood level. This would help Ergon Energy prepare an Isolation Plan.

**Allan Fisher – Queensland Ambulance Service, Stanthorpe**

Allan's biggest concern was not knowing which roads were affected by flood to know what roads could be travelled on, in the event they received a call-out.

He reported that this information was slow to receive in the beginning, but this improved.

## **STANTHORPE SUB-GROUP - INCIDENT CONTROL CENTRE DEBRIEF**

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As information regarding the status on roads changed frequently, Chris Loveday suggested that the ambulance could contact the Incident Control Centre for up to date information.

Dan Manahan felt we were lucky overall not to have more medical issues at the time.

### **Chris Loveday – Southern Downs Regional Council - Deputy Director of Engineering Services**

One of the main issues Chris raised was that Council did not have enough Temporary Road Closure Signage. He recommended that Council purchase a roll of road closure signage to be kept aside for future emergency events.

With the flooding of Quart Pot Creek and consequently the flooding of the pedestrian foot bridge, Chris reported that Council was too slow to provide temporary pedestrian access across Carnarvon Bridge.

He also agreed that there should be better flood mapping and to produce one with the levels suggested by David McMurtrie to show which services would be affected. This map would be passed onto other agencies.

Chris noted that in this flood event some places flooding was higher and some places flooding was lower than that reported in the 1976 flood.

He also reported that there has never been a proper flood study done for Stanthorpe to provide predictions and perhaps the Bureau of Meteorology (BOM) need to do more work to provide these predications.

With regards to the drinking water, Chris believes that Council could have been more conservative about the information released through the media about boiling water.

He apologised for not inviting Ergon Energy to the first meeting however knew that they would be doing what needed to be done in disconnecting power to dwellings which were or were likely to be flood affected.

One of the major issues that the Council had to deal with was farm dams where there was concern that they might fail. Council would contact Department of Environment Resource Management (DERM) to discuss this issue and in future floods events have them actively involved. Council were not the appropriate agency to deal with farm dam issues.

Allan Fisher claimed that DERM do have Dam Safety Officers out checking dams and spillways in the area.

Chris agreed that providing information regarding the road conditions needs to be improved, perhaps getting more staff to inspect roads initially and report back to the ICC regularly.

Scott Cobon suggested that it would be good for have flooding levels mapped for towns/villages outside the main centres. This information would be beneficial in approving building applications.

### **Chris Whitaker – Southern Downs Regional Council – Principal Engineer**

Chris Whitaker reiterated Chris Loveday's comments about the private dam issues and in particular following up this matter with DERM. He believes some by-washes are not designed to deal with the quantity of water from major storm events like this one.

**Catherine Fitzgerald - Southern Downs Regional Council – Environmental Health Officer**

Catherine raised the following points provided by Stanthorpe Customer Service staff:

- They were not aware that the Disaster Management Group/ICC had been activated
- The media releases that were issued were generalised and not specific to Stanthorpe
- They did not get information about road closures and water levels until Tuesday
- Other staff members in the office wanted to help but did not have any direction
- Lack of staff available to deal with increase in Customer Complaints/Requests
- Conflicting information released. I.e. the water quality; status of roads
- Issues with broadcasting of inaccurate information on the radio stations
- The Evacuation Centre Registration Forms did not include information about medication the evacuee might have been taking or needed.
- The Evacuation Centre Registration Forms did not include information about pets; and also problems posed with pets in the evacuation centre (example vaccinated pets).
- They were not getting much information from the ICC.

Kath McLachlan reported that the Warwick Disaster Recovery Group are planning for a practice situation to happen in the next couple of weeks, which would have put the ICC in better position.

Additional comments from Catherine were:

- Council could consider providing Disinfectant Kits to properties which were inundated. These kits could include buckets, disinfectant, gloves etc.
- received reports of panic buying, but it didn't appear too bad in Stanthorpe with only some items running out.
- concerned with food being provided to the Evacuation Centre and a need to control and inspect this food.
- suggested providing information sheets to residents in the Creek and Denham Street areas regarding Health and Safety, Cleaning up and dealing with Mosquitoes, as she felt that they weren't protected adequately.
- Queensland Health was provided with daily updates on water, sewerage, waste and food matters.
- felt there was a lack of information on what was happening in the other parts of the Region.
- forwarded the media release information provided from the Warwick ICC onto the Hospital, Food Premises, Child Care centres and medical centres.
- reported there was high praise for Council and CDS from the residents in the affected area regarding the information pamphlet that was hand delivered

With regards to the Kerbside collection available to the inundated properties, another collection is scheduled for Friday 21 January 2011.

**Scott Cobon – Southern Downs Regional Council – Manager Built Environment**

Scott reported that Waste services continued as normal with only some delays. There has not been any issues with mosquitoes yet, and is waiting on feedback from the public on an areas that may need spraying.

The liaison between Catherine Fitzgerald and Jim Llewellyn (Principal Engineer, Water & Sewerage) regarding the water issue was very good.

Scott reiterated that flood mapping for all areas in the region would be beneficial in assessing requirements for new building approvals.

**Max Hunter – State Emergency Services – Local Controller**

The SES received quite a few calls from residents in the Liston and Tenterfield areas.

He reported that there were people isolated at Rivertree and on Harrigans Lane and food drops were made to these properties.

There were issues with contacting the SES through their national number 132500 as the lines were jammed due to the flood event occurring across Queensland.

The local SES received good assistance from local volunteers, with business in the Stanthorpe Industrial Estate shutting shop to help fill sandbags.

A major problem with sightseers existed and Max reported that were a major nuisance and an obstacle to get around.

He felt the local communications worked well and suggested loud hailers be used to announce information to the public.

The issue of Sewerage Discharge into properties following a flood event became an issue and he has inspected affected houses in Creek Street. Surcharging of sewers due to stormwater has occurred through *illegal connection of stormwater downpipes generally in areas where the houses were older or where work has been done illegally by owners/handyman.*

Max and Scott Cobon will liaise with the Engineering Services department to discuss and suggest the installation of a reflux valves to properties which are considered to be susceptible to surcharging due to their low levels in relation to the sewer main level.

**Emlyn Creevy – State Emergency Services**

Emlyn commented about underestimating the size of the event. There was a huge influx of calls and they will need to look at having a better system with dealing with these calls.

He posed the question about what would happen if there was mobile phone failure and to consider other options for communication, like CB radios.

*He also supports the suggestion and comments made about flood maps.*

**Ian Townsend – Stanthorpe Combined Rural Fire Brigade (SCRFB)**

Ian reported that their role was to back up the SES. The SCRFB have a good communication system and offer this for use in future events.

SCRFB trucks are available for anyone who requires them and they also had a lot of personnel who volunteered to help.

Ian suggested that the SES, Rural Fire Brigade, Queensland Police and Council discuss how to integrate the use of their resources to the best effect. With 100 personnel available they could have assisted with road blocks for example.

**Tony Zanatta – Queensland Fire & Rescue Services (QF&R)**

Tony had issues with communications when mobile phones began failing, but said QF&R communicate through other means with the Rural Fire Brigade.

He also advised that their trucks are fully equipped and could have been be more utilised.

Tony felt that the ICC could have delegated more tasks and could have been more help to those in charge.

**Cr Denise Ingram – Southern Downs Regional Council**

Denise said that the chain of command and co-ordination could be looked at *in future*. She also said there could have been better communication between the groups and agencies.

Where people have self-evacuated, it was important that they registered with the Evacuation Centre even though they were staying with family or friends.

Denise suggested that an information sheet could go out with Rates Notices providing Rate Payers with some information on what to do in the event of an emergency.

She also suggested that we could record offers for accommodation a bit better and following Catherine's comment about food concerns, then perhaps we need to tell people we can't accept food donations.

In Tenterfield, Rotaract organised the volunteers, and we could learn from them and their system.

Denise also advised that the Granite Belt Dance Club is holding a benefit at the Civic Centre on 5 February 2011.

**Peter See – Southern Downs Regional Council – Director of Engineering Services**

Peter suggested that communication between the two ICC's (Warwick and Stanthorpe) could have been better.

The Urban and Rural Fire Brigades were in the Warwick ICC full time with Queensland Ambulance on standby.

The issues with the Private Dams needs to be followed up and considers this a priority.

Peter felt the press releases needed to be generalised when the event crossed so many areas within the Region.

Peter said it was great to have an ICC operating in Stanthorpe.

Mark Ireland mentioned that the practice event Operation Orka held Warwick placed the ICC in good stead for the flooding event.

**Jody Collins – Southern Downs Regional Council – Governance Officer**

Jody reported that she liaised with Sarina Maggiolo and Chris Loveday with preparing and lodging the Situation Reports (SITREPS) and felt they worked well with the two way communication.

The feedback from the District Officer was that the SITREPS needed to be briefer; however there were advantages for council to have a detailed record of the incident.

The only issue was the need to keep to the timeframes for providing reports upward.

**Dr Dan Manahan – Stanthorpe Health Services**

Dr Manahan mentioned the following matters:

- it was good to have the town resourced on both sides of the creek in the event the town was segregated; in particular utilising Granite Belt Medical Centre.
- reported that pathology was isolated and for some time could not get aero-medical services. The Hospital was counting on not having any major single or multiple casualties and lucky this did not occur.
- mentioned that he was not part of the first meeting and would like to be considered as an early contact.
- found the road closure reports very useful as they had issues with staffing at the hospital with their staff unsure if they could get to work.
- recommended that factors be considered for Aerodrome Road in the event an Ambulance needs to get access to the aerodrome to fly patients out with a fixed wing plane. (This comment relates to flooding of Aerodrome Road near Baronio's weir).
- thanked the Queensland Police Service for transporting blood to the Warwick Pathology.
- mentioned that he received several emails from different Council personnel regarding the flood disaster, and suggested that one email address be set up for this type of event so when emails are received they can identify immediately those relevant to the disaster.
- agreed with the comments made with the communications problems (re: if mobile phones network fails) and explained that the Hospital has radio communication with the ambulance.
- recommended that a TV could be set up in the ICC which would provide continuous updates in the event of a wide spread disaster.
- praised the level of communication from the ICC saying it was of a high standard, clear and concise and the system worked very well.

**Rebecca Schroder – Community Development Services (CDS)**

Rebecca thanked all those involved in helping set up the Evacuation Centres.

She also agreed that one of the issues was sightseers.

There has been a good response from Centrelink and a great team of volunteers, which included travellers isolated in Stanthorpe and some backpackers.

Rebecca pointed out that Evacuation Centres need to have suitable facilities including showers.

**Therese Crisp – Granite Belt Support Service (GBSS)**

Therese explained to the meeting that GBSS support 150 people with disabilities in the community. She was not aware the Evacuation Centre or ICC had been set up.

The GBSS know the needs of disabled persons and when the flood event occurred, they contacted 150 families twice a day to check on them.

Information regarding the need to boil water was not received by GBSS until 5pm on Tuesday 12 January 2011.

She suggested that one person be delegated the task to contact agencies and service managers with updates.

Therese also recommended that inter-agency meetings be held to discuss emergency protocols and community recovery process.

**Kath McLachlan – Community Development Services (CDS)**

Kath felt that over all everything went well and complimented everyone on their efforts.

She also agreed that Inter-agencies should get together and that a lot can be learnt from the current event.

**Greg Thouard – Southern Downs Regional Council – Acting Director of Community Services**

Greg reported that he was glad that the ICC was initiated when it had and that people just got on with the job required, with Mark Ireland as Incident Controller helped keep everyone on track. He appreciated that all agencies understood there is one person in charge (Mark Ireland) and Greg highlighted this at the very first meeting.

He mentioned that establishment of the Evacuation Centre in the Civic Centre was the best choice to make and while it did not have all disability services , alternative arrangements were made for disabled showers. Council staff assisted with setting up registration forms and attended to registering in/out movements and arranging food requirements.

Greg's main points were :

- he overlooked some of the health aspects and thanked Catherine Fitzgerald for taking care of these matters.
- very happy with the Information Bulletin that was developed and delivered to the inundated properties. He received very good feedback about the face to face contact made when these pamphlets were delivered to these properties; and he thanked Denise Ingram, Peter Blundell, Max Hunter and Kim Thiess and Caroline Belmont from Red Cross for a great job.
- the setting up of a kerbside collection was excellent and so well received by those people in affected properties and this allowed for quicker clean up.
- thanked Rebecca Schroder for setting up of the second evacuation centre at the Stanthorpe Baptist Church.
- Observed problems with one gauging stations and mentioned that computerised modelling may not always be reliable.
- Mentioned that he gave little thought to properties likely to be impacted downstream, particularly the villages.

In response to some of the agencies being overlooked in the initial meeting, Greg suggested that these agencies could be made aware that if there is an emergency of such proportion as the 2011 flood event, they should contact Council and enquire about ICC arrangements

In response to the customer services concerns not being provided with information, he suggested that they could have easily visited or contacted the ICC for information.

He stated that initially he was not aware that Queensland Fire & Rescue were available to wash down areas after the water receded and that this information became available to the ICC later in the week. He thanked QF&R for their assistance in hosing down public playgrounds and park areas.



**Rod Ferguson – Southern Downs Regional Council – Chief Executive Officer**

Rod explained that it was a unique experience to have 2 major events occurring in the Region at the same time (one being in Stanthorpe and one in Warwick).

He expects Emergency Management Queensland to issuing templates/guidelines for operating multiple Local Disaster Management Centres.

Rod felt there was a need to improve communication between the two centres and also explained the importance of coordinating communication and media releases through one centre and issuing consistent information.

Proper delegated authority is required to establish a centre outside the main centre to ensure funding is guaranteed.

Rod saw the importance of local disasters being dealt by local people who understand the topography, local issues and local groups.

Coordination of the Volunteer program operated well and considering it hadn't been attempted in Stanthorpe or Warwick previously, it went very well.

With regards to the communication to the public, Rod explained that sometimes no matter what type of communication is being distributed there will still be complaints.

The radio provided great information and the Council website was updated regularly and had 6500 to 7000 hits. With the flooding being a state wide disaster, the ABC local radio couldn't provide specific information about Stanthorpe and Warwick.

The Warwick District Command Centre made use of the Rural Fire Brigades.

Allan Fisher suggested with iPhones and Facebook and the ability to receive messages quickly, that Facebook could be a great tool to use to get information out quickly.

Rod sees issues with SMS text messaging as there is a limit of 160 characters and can lead to panic as people interpret messages differently.

From the Council point of view, Rod explained that Council will need to deal with the public backlash and the importance of the community understanding the tough times ahead in repairing the road network. He estimated the damage to Council infrastructure at \$100m.

Rod commended all involved during and following the event.

**General**

Emlyn Creevy suggested strategies be put in place to stop sightseers. Chris Loveday suggested the barricades could be moved further back from the flooded areas to minimise access to people and vehicles and utilise Queensland Fire & Rescue and the Stanthorpe Combined Rural Fire Brigade to enforce closed roads.

The meeting concluded at 4.30pm.

## Warwick Flood Debrief

Friday 21 January 2011 at 2.10pm  
Warwick Police District Office Conference Room

### **Present**

Ron Bellingham	Southern Downs Regional Council
Greg Morrow	Queensland Police Service
Andrew Grafton	Queensland Police Service
Stewart Day	Queensland Police Service
Jody Collins	Southern Downs Regional Council
Tracy Vellacott	Southern Downs Regional Council
Janine Crawford	Southern Downs Regional Council
Brian Weeks	Southern Downs Regional Council
Janet Reid	Warwick Hospital
Peter See	Southern Downs Regional Council
Greg Hardy	Queensland Ambulance Service
Sheila Stebbings	Southern Downs Regional Council
Julia Keogh	Red Cross
Trevor Martin	Department of Transport and Main Roads
Hemmo de Vries	Queensland Fire and Rescue Service
Andrew McLean	Queensland Ambulance Service
Alan Payne	Queensland Fire and Rescue Service (Rural)
John Newley	State Emergency Service
Jamie Taylor	Queensland Ambulance Service
Trudy Fraser	Southern Downs Regional Council
Rick Kearney	Goondiwindi Regional Council

### **Minutes**

#### **Stewart Day – Queensland Police Service**

Stewart welcomed everyone and advised that the purpose of the meeting was to allow all agencies involved with Warwick area flood event to provide feedback on how the event was coordinated. He felt that the event went well with all agencies contributing as required.

#### **Greg Morrow - Queensland Police Service**

Advised that the District Disaster Management Group (DDMG) did not activate as the Local Disaster Management Group (LDMG) was handling the event and the representatives on the DDMG were mostly from Toowoomba anyway. The DDMG was essentially monitoring the situation in a notional way.

Advised that he was required to provide Situation Reports (SITREP's) to the State Disaster Management Group based on the information provided by the LDMG's.

#### **Ron Bellingham – Southern Downs Regional Council**

Outlined the practicality of coordinating the event, the regional challenges and not being able to be in two places at once. Killarney was first affected, was given very little notice and was isolated for about 12 hours. The practicalities of how this can be managed in the future will need to be discussed.

Despite the media reports, Leyburn was not neglected as QPS did have a local presence. Due to the river, accessibility to Pratten was an issue. Partnerships within the community are vital, with QFRS Rural having the ability to assist due to the various locations of its members.

Felt that lessons were learnt from the first flood and that things moved extremely well. The 24 hour QPS presence in the Coordination Centre was highly beneficial, in addition to TMR. QFRS Rural solved the problem at Sandy Creek with road signs. The assistance provided by the SES was professional and all agencies carried out far more than what was outlined in their normal role descriptions. Complimented Council staff involved whilst acknowledging that there were some learnings to come out of the event.

Intend on holding further discussions with Emergency Management Queensland regarding amending plans and procedures for the future.

#### **Jody Collins – Southern Downs Regional Council**

Advised that her role was to complete the SITREP's for the whole region which were then forwarded to the District Disaster Coordinator for reporting to the State level. This process generally worked well, however would like agencies to be more aware of the type of information required of them to make the process more efficient. Janet suggested using a whiteboard with the appropriate headings, while Andrew Grafton advised that a template could be distributed to the relevant agencies.

Stressed the importance of providing 24 hour contact details for all agencies during an event and that it would be helpful for representatives to advise when they are on leave and who their replacement will be (for continuity purposes).

#### **Tracy Vellacott – Southern Downs Regional Council**

Advised by Council's Information Technology Department that Council's website recorded a very large number of hits during the event (compared to normal times). Would like to explore new forms of media such as Facebook for getting messages distributed to the community. Felt that there was good communications through ABC radio.

#### **Janine Crawford – Southern Downs Regional Council**

Utilisation of QFRS Rural resources to get the message out to smaller communities is an advantage. Would like to compile a list of service stations and supermarkets in the region for quick access in getting messages distributed.

Would like to gain access to the SMS Alert pro-forma's for future events. Suggest that TMR email road updates to ABC radio (if not already doing so) and that all agencies have a general email address accessible by more than one person. Would like to work with local community radio more in the future.

#### **Brian Weeks – Southern Downs Regional Council**

QPS assistance with controlling road access and signs was appreciated by Council works staff. Having a TMR presence in the Coordination Centre was helpful, in addition to QFRS Rural contacts in the smaller areas of the region.

Stewart suggested that a plan needs to be worked out to prevent the moving of road closed signs constantly as the water levels increase. Brian advised that more permanent signs need to be ordered. Andrew Grafton suggested that the community could be educated to park and walk to flood areas rather than drive (to prevent congestion).

### **Janet Reid – Warwick Hospital**

Suggest using the whiteboard for displaying the required information for the SITREP's. QAS provided assistance with patient issues when required.

### **Peter See – Southern Downs Regional Council**

QAS provided assistance with vulnerable people as needed. Keeping up to date with the latest information from the Evacuation Centres was difficult due to the fact that so many things were happening at once. Having the agency representatives in the Coordination Centre was helpful.

### **Greg Hardy – Queensland Ambulance Service**

QAS acted proactively by checking on vulnerable patients. Locating officers at the Slade Evacuation Centre worked well. The SES and QAS carried out two boat trips but with the benefit of hindsight, this could have been only one trip.

Stewart reported that during the flood QPS officers had trouble phoning QAS. Greg advised that the normal contact phone numbers should have been working and was not sure what the problem would have been.

### **Sheila Stebbings – Southern Downs Regional Council**

Generally, the Evacuation Centres worked well. Would like to see a stock of beds on both sides of the river in Warwick for the future. Reported that while there were more numbers at the Evacuation Centres during the first flood, the second flood involved evacuees with higher needs. Will work on an Evacuation Centre policy/procedure for the future.

Discussion regarding the potential problems with alcohol at Evacuation Centres and about possibly implementing a policy to govern this issue.

### **Julia Keogh – Red Cross**

Need to advise Red Cross Headquarters of disaster situation to assist with local resourcing. Suggested that providing printed information regarding Evacuation Centres to people at service stations, supermarkets, etc might be an effective method of distributing information. Stressed the importance of keeping Evacuation Centres updated with the latest road information, however acknowledged that this may be easier with more access to information technology equipment at Centres.

Advised that the Army have offered the use of stretchers to be stored locally for use in disaster situations, possibly could be located at the Army Reserve building. Suggest that the railway line could have been used for transporting medication, people, etc, however this needs to be prearranged with Queensland Rail with possible representation on the LDMG. When Evacuation Centre policy/procedures are prepared, the Centre's capacities will need to be considered to ensure safety in the event of an emergency and/or evacuation at the Centres.

### **Trevor Martin – Department of Transport and Main Roads**

DTMR are having internal discussions regarding the most appropriate person/position for representation on the LDMG. The Evacuation Centres did not have the appropriate technology to receive road information and that in future the TMR call centre may be able to provide route information for evacuees.

Difficulties with most agencies having different geographical regions. Some TMR contact mobile numbers were provided to the public and will therefore need changing. There were some internal resource issues but will aim to get roads open quicker for the next event.

Greg advised that he has refused a request for a number of large vehicles (carrying 65 tonne of coal, 300+ trucks) to travel from Brisbane to Goondiwindi. Trevor advised that TMR cannot refuse the request if the vehicles are legal.

Need to work with TMR regarding the Inglewood resupply issue and the relevant load limits.

#### **Hemmo de Vries – Queensland Fire and Rescue Service**

The second flood resulted in better situational awareness through the use of websites, etc. Received feedback that the Stanthorpe sub-group could have benefited from QFRS representation. Most of the QFRS workload was after the event and included hosing, lifting, etc. During the event, he was required to submit reports twice daily and used the LDMG SITREP's to gain information.

Andrew Grafton requested that any reports sent to the DDMG are in word format rather than pdf.

#### **Andrew McLean – Queensland Ambulance Service**

Bill Martin was acting in his role during the floods as he was on holidays. QAS had similar reporting requirements to QFRS. Advised that there are still issues with flooding in the St George area. Requested Council's to use the same process for requests/information during events ie start at the local level. The QPS UHF road updates every half hour was useful for distributing information, particularly for truck drivers.

The information provided by Goondiwindi Regional Council was excellent.

#### **Alan Payne – Queensland Fire and Rescue Service (Rural)**

More permanent road signs would be useful as QFRS Rural have no access to signs and therefore need to use other temporary resources. Overall very pleased with coordination of event, however access to and the monitoring of the Pratten area is a known problem.

#### **John Newley – Warwick State Emergency Service**

The early warning via door knocking worked well and they are currently drafting a new form to keep accurate records of actions taken. Effectively used an information whiteboard at SES headquarters to display relevant flood information for members and the community. As members were unable to access some parts of the region, the QFRS Rural provided good assistance through their members.

#### **Jamie Taylor – Queensland Ambulance Service**

Need to identify an Evacuation Centre at Killarney for potential events in the future.

#### **Trudy Fraser – Southern Downs Regional Council**

The interaction between all agencies went well and advised that Council will be conducting an internal review of processes, plans, etc.

#### **General**

Stewart advised that the flood map provided by Council was an excellent resource for QPS. Julia commented that the Department of Communities were also using these maps for their recovery efforts. Peter advised that Council will be producing more maps once the flood study is complete and then a booklet can be provided for all agencies to access.

**Ron Bellingham – Southern Downs Regional Council**

Proposed that all press releases have a date and time for expiration or update. There were many rumours in the community during the event, which need strategies to combat, however acknowledge that this cannot always be prevented.

Email communication worked well during the event, however can suggest that email groups be set up to improve communication channels.

Members of the community can be intimidated by the Department of Communities sudden presence. Communication between Warwick and Goondiwindi is important, particularly in disaster situations.

Need to develop specific strategies to deal with the various issues faced by the smaller communities in the region.

Thanks to all involved on behalf of the community.

The meeting concluded at 3.20pm.