

**CONTROLLED COPY No.**\_\_\_\_\_

# **Somerset Regional Council Local Disaster Management Plan**

## **Part 1      Main Plan and Annexes**

---

# Somerset Regional Council Local Disaster Management Plan

## 1. Preliminaries

---

### **P1.01 Foreword from Chair of Somerset Regional Council Local Disaster Management Group**

Somerset Regional is a dynamic area of the Brisbane Valley in South East Queensland which is experiencing moderate growth and despite its idyllic lifestyle the area is occasionally subjected to the impact of disasters both natural and non-natural.

The Shire has a wide range of topography, changing demographics and diversified industries; therefore there is a need for a dynamic and robust Local Disaster Management Plan.

This local disaster management plan, prepared by the Somerset Regional Local Disaster Management Group under the authority of the *Disaster Management Act 2003*, forms the basis and guidelines for the Prevention, Preparedness, Response and Recovery activities of the joint agencies within the Somerset Regional Council area, when responding to a disaster that has impacted or has the potential to seriously impact upon the Shire's communities and its infrastructure. Threat specific plans for the most likely threats such as flooding and emergency animal/plant disease have been developed along with supporting Operational Functional Plans.

The plan is a dynamic document that will be kept up to date to match changes in legislation and reflect lessons learnt from natural disasters elsewhere in the State.

Whilst as a community we may not be able to prevent disaster from occurring, we can through planning, prepare our community and enhance its resilience to the adverse impact of any threat.

Chairperson  
Somerset Regional Local Disaster Management Group.

\_\_\_/\_\_\_\_\_/2009

## **P 1.02 Table of Contents**

<b>PART 1</b>	<b>MAIN PLAN AND ANNEXES.....</b>	<b>1</b>
<b>1.</b>	<b>PRELIMINARIES.....</b>	<b>2</b>
<b>P1.01</b>	<b>Foreword from Chair of Somerset Regional Council Local Disaster Management Group 2</b>	
<b>P 1.02</b>	<b>Table of Contents .....</b>	<b>3</b>
<b>P 1.03</b>	<b>Authority to Plan.....</b>	<b>17</b>
<b>P 1.04</b>	<b>Approval of Plan .....</b>	<b>17</b>
<b>P 1.04</b>	<b>Definitions &amp; Abbreviations.....</b>	<b>18</b>
<b>P 1.05</b>	<b>Amendment Register and Version Control.....</b>	<b>19</b>
<b>P 1.06</b>	<b>Disaster Management Plan Amendment and Version Control Register.....</b>	<b>20</b>
<b>P 1.07</b>	<b>Distribution List .....</b>	<b>21</b>
<b>SECTION 1 – INTRODUCTION.....</b>		<b>1</b>
<b>1.01</b>	<b>Purpose of Plan .....</b>	<b>1</b>
<b>1.02</b>	<b>Key Objectives .....</b>	<b>2</b>
<b>1.03</b>	<b>State and Local Government Policy for Disaster Management.....</b>	<b>3</b>
1.03.01	State.....	3
1.03.02	Local Government .....	4
<b>1.04</b>	<b>Integration with Council’s Corporate, Strategic and Operational Planning Processes.....</b>	<b>4</b>
<b>1.05</b>	<b>Local Disaster Management Group .....</b>	<b>5</b>
<b>1.06</b>	<b>Roles and Responsibilities of Esk Local Disaster Management Group Members ..</b>	<b>7</b>
<b>1.07</b>	<b>Somerset Regional Council Local Disaster Management Group Membership.....</b>	<b>7</b>
<b>1.08</b>	<b>Disaster Management Executive Group (DMEG) .....</b>	<b>8</b>
<b>1.09</b>	<b>Incident Management Team (IMT).....</b>	<b>9</b>
<b>1.10</b>	<b>Role and Responsibilities of Somerset Regional Council Representative on the District Disaster Group .....</b>	<b>9</b>
<b>1.10</b>	<b>Role and Responsibilities of Councillors of Somerset Regional Council .....</b>	<b>9</b>

1.11	Review and Renew Plan.....	9
<b>SECTION 2 – DISASTER RISK MANAGEMENT .....</b>		<b>1</b>
2.01	Community Context.....	1
2.02	Hazards / Threats.....	7
2.03	Explanation of Hazard / Threats.....	7
2.04	Risk Studies .....	11
2.05	Risk Management Record.....	12
2.06	Explanation of (Probability) Likelihood.....	15
2.07	Review of Risk Management Record and Risk Treatment Strategies.....	15
2.08	Risk Management and Town Planning Development .....	15
<b>SECTION 3 – PREVENTION.....</b>		<b>1</b>
3.01	Introduction.....	1
3.02	Building Codes, Building-Use Regulations and Legislation.....	1
3.03	Public Education.....	1
3.04	Warning Systems.....	2
3.05	Land-Use Management Initiatives.....	2
<b>SECTION 4 – PREPAREDNESS .....</b>		<b>1</b>
4.01	Introduction.....	1
4.02	Event Coordination.....	2
4.03	Warning Systems, Public Education and Public Information .....	3
4.04	Financial Planning .....	4
4.04.01	Context and Assumptions.....	4
4.04.02	Authorised Expenditure and Delegations .....	5
4.04.03	Recording of Expenses.....	5
4.05	Response Capability .....	6
4.05.01	Current and Potential Shortfall Response Capability .....	6
4.05.02	External Assistance Required .....	7
<b>SECTION 5 – RESPONSE .....</b>		<b>1</b>
5.01	Introduction.....	1

5.02	Threat Escalation.....	2
5.03	Coordination Centre Location .....	2
5.04	Concept of Operation .....	2
5.04.01	Activation .....	3
5.04.02	Organisation for Control.....	3
5.04.03	Warnings – Receipt .....	3
5.04.04	Warnings – Distribution.....	4
5.04.05	Public Information .....	4
5.04.06	Reporting .....	4
5.04.07	Daily meetings LDMG – Protracted Operations .....	4
5.04.08	Conclusion of Operations .....	5
5.04.09	Media Releases .....	5
5.04.10	Communications .....	5
5.04.11	Available Communication Resources.....	6
5.04.12	Accessing Support.....	6
5.05	Initial and Post Impact Assessment .....	6
5.05.01	Introduction .....	6
5.05.02	Types of Assessment .....	7
5.06	Response Agencies.....	7
5.07	Responsibilities of Agencies.....	11
5.07	Disaster Management Response Plans.....	15
5.07.01	Hierarchy of Plans .....	16
5.07.02	Functional Operational Plans.....	16
5.07.03	Threat Specific Plans.....	17
SECTION 6 – RECOVERY .....		1
6.01	Introduction.....	1
6.02	Community Recovery .....	2
6.03	Infrastructure Recovery .....	4
6.04	Economic Recovery .....	4
6.05	Environmental Recovery.....	5
6.06	Assessment of Impact.....	5
6.07	Reference .....	5
CHECKLIST – LOCAL DISASTER MANAGEMENT PLAN .....		7
ANNEXES .....		1
Annex 1 Controlled Documents .....		1
1 A	Emergency Contact Details (as at MAY 2007) .....	1

<b>1 B</b>	<b>Community Support Group Toogoolawah &amp; District Contact Details .....</b>	<b>1</b>
<b>1 C</b>	<b>Rural Fire Brigade Contact Details .....</b>	<b>1</b>
<b>1D</b>	<b>Resources .....</b>	<b>1</b>
<b>1E</b>	<b>Risk Treatment (Mitigation) Options.....</b>	<b>1</b>
<b>1F</b>	<b>NDRRA/SDRA Detail.....</b>	<b>1</b>
<b>1G</b>	<b>Terrorism Risk Register .....</b>	<b>1</b>
<b>Annex 2</b>	<b>Definitions and Abbreviations.....</b>	<b>1</b>
	Definitions .....	1
	Abbreviations .....	6
<b>Annex 3</b>	<b>Somerset Regional Council Map.....</b>	<b>1</b>
<b>Annex 4</b>	<b>Risk Maps – Landslide/Bushfire/ Earthquake.....</b>	<b>1</b>
<b>Annex 5</b>	<b>Disaster Management Training Register.....</b>	<b>1</b>
<b>Annex 6</b>	<b>Emergency Action and Special Plans .....</b>	<b>1</b>
(1)	Emergency Action Plan Wivenhoe Dam.....	1
(2)	Emergency Action Plan Somerset Dam .....	1
(3)	Emergency Action Plan Atkinson Dam.....	1
(4)	Emergency Action Plan Cressbrook.....	1
(5)	Perseverance Dam .....	1
(6)	Split yard Creek Dam.....	1
(7)	Business Continuity Plan – Pandemic.....	1
<b>Annex 7</b>	<b>Exercise Register.....</b>	<b>1</b>
<b>Annex 8</b>	<b>Agency Capability and Resources .....</b>	<b>1</b>
<b>Annex 9</b>	<b>Plan Amendments Distribution and Acknowledgement of Receipt Letter .....</b>	<b>1</b>
<b>PART 2</b>	<b>OPERATIONAL &amp;THREAT SPECIFIC PLANS.....</b>	<b>1</b>
<b>NOTE:</b>	<b>THESE OPERATIONAL PLANS ARE CONTROLLED DOCUMENTS AND ARE NOT TO BE RELEASED TO THE PUBLIC OR THE MEDIA. ....</b>	<b>1</b>
<b>7.00</b>	<b>Introduction.....</b>	<b>2</b>
	Authority to Plan .....	2
	<b>Issues to be Considered, Addressed and Documented .....</b>	<b>3</b>
<b>7.01</b>	<b>ACTIVATION OF LOCAL DISASTER MANAGEMENT GROUP .....</b>	<b>1</b>
7.01.01	Aim.....	1
7.01.02	Organisation for Control.....	1
7.01.03	Context and Assumptions.....	1
7.01.04	Initial Decision to Activate.....	1
7.01.05	Initial Level of Activation .....	2
7.01.06	Concept of Activation .....	2

7.01.07	Decision to Activate the Event Coordination Centre .....	2
7.01.08	Attachment.....	3
<b>Check List Activation Local Disaster Management Group .....</b>		<b>4</b>
<b>7.02</b>	<b>EVENT COORDINATION CENTRE.....</b>	<b>1</b>
7.02.01	Introduction .....	1
	<b>Purpose of Standard Operating Procedures .....</b>	<b>1</b>
	<b>GUIDE TO USE/IMPLEMENTATION OF THE STANDARD OPERATING PROCEDURES.....</b>	<b>3</b>
	<b>The Australasian Inter-Service Incident Management System .....</b>	<b>3</b>
	<b>Reconnaissance .....</b>	<b>4</b>
	<b>Scalability .....</b>	<b>4</b>
	<b>Maintaining Common Standard Operating Procedures .....</b>	<b>5</b>
7.02.02	Levels of Activation.....	6
	<b>Response to Incidents .....</b>	<b>6</b>
	<b>Alert.....</b>	<b>7</b>
	<b>Stand-by .....</b>	<b>7</b>
	<b>Activation .....</b>	<b>8</b>
	<b>Stand-down .....</b>	<b>9</b>
	<b>Debriefing .....</b>	<b>9</b>
7.02.03	Event Coordination Centre Locations and Set-Up .....	11
	<b>Primary Event Coordination Centre.....</b>	<b>11</b>
	<b>Secondary (Alternate) Event Coordination Centre .....</b>	<b>11</b>
	<b>Security in Event Coordination Centre.....</b>	<b>11</b>
	<b>Emergency Power to Event Coordination Centre .....</b>	<b>11</b>
	<b>Telecommunications Facilities .....</b>	<b>11</b>
	<b>Back-up Telecommunications Facilities .....</b>	<b>12</b>
	<b>Communications with the District Disaster Coordination Centre for Routine</b>	
	<b>Communications.....</b>	<b>12</b>
	<b>Communications with Evacuation Centres .....</b>	<b>13</b>
	<b>Equipment Checklist for Event Coordination Centre .....</b>	<b>13</b>
7.02.4	Staffing of Event Coordination centre.....	15
7.02.5	Administration .....	17
	<b>Equipment .....</b>	<b>17</b>
	<b>Staff Rosters .....</b>	<b>17</b>
	<b>Catering .....</b>	<b>17</b>
	<b>Cab Charges.....</b>	<b>17</b>
	<b>Recording Expenditure .....</b>	<b>17</b>
	<b>Security.....</b>	<b>18</b>
	<b>Access Control to the Event Coordination Centre.....</b>	<b>18</b>
	<b>Confidentiality .....</b>	<b>18</b>
	<b>Electronic Recording Devices and Cameras .....</b>	<b>18</b>
	<b>Document Protection .....</b>	<b>18</b>
	<b>Classified Waste Disposal .....</b>	<b>19</b>
	<b>Financial Arrangements and Procedures .....</b>	<b>19</b>
7.02.06	Operating procedures for Event Coordination centre.....	20
	<b>Information Management.....</b>	<b>20</b>
	<b>Principles of Information Management .....</b>	<b>20</b>
	<b>Office Systems and Control of Information .....</b>	<b>20</b>
	<b>Use of Internet.....</b>	<b>21</b>
	<b>Joint Event Management Application (JEMA) .....</b>	<b>21</b>
	<b>Office System and Flow of Information.....</b>	<b>21</b>
	<b>Display of Information.....</b>	<b>22</b>
	<b>Requests for Assistance/Information from the Public .....</b>	<b>22</b>
	<b>Operations Log .....</b>	<b>23</b>
	<b>Situation Report.....</b>	<b>23</b>

<b>Personnel Rosters and Fatigue Management Procedures</b> .....	23
<b>Shift Handover</b> .....	23
<b>Media in the Event Coordination Centre</b> .....	24
<b>Catering for Event Coordination Centre Staff</b> .....	24
<b>Workplace Health &amp; Safety</b> .....	24
<b>Staff Welfare</b> .....	24
<b>Further Support</b> .....	24
<b>33. Event coordination centre</b> .....	<b>25</b>
7.02.07 Briefing Guide .....	26
<b>Operational Briefs</b> .....	26
<b>Safety</b> .....	26
7.02.08 Communications and Reporting .....	27
<b>Coordinating Communications</b> .....	27
<b>Emergency Communications</b> .....	27
<b>Communication between Event Coordination Centre and Local Disaster Management Group</b> .....	27
<b>Communication between Event Coordination Centre and District Disaster Coordination Centre</b> .....	27
<b>Communication between Event Coordination Centre and Other Agencies</b> .....	27
<b>Communication between Event Coordination Centre and Evacuation Centres</b> .....	27
<b>Operational Reporting</b> .....	28
<b>Paper-based Redundancy</b> .....	28
7.02.09 Warnings and Public Information.....	29
7.02.10 Training Arrangements for ECC Staff.....	30
<b>Introduction</b> .....	30
<b>Event Coordination Centre Staff Training</b> .....	30
<b>Customer Service Staff</b> .....	30
<b>Disaster Management Courses</b> .....	30
<b>ATTACHMENTS</b> .....	32
<b>Attachment 1 Duty Statements for Event Coordination Centre Staff</b> .....	33
Duties of Event Coordination Centre Controller .....	33
Duties of Operations Officer .....	35
Duties of Planning Officer .....	35
Duties of Logistics Officer .....	37
Duties of Media Officer .....	38
Duties of Event Coordination Centre Support Staff.....	39
Event Coordination Centre Telephone Operators .....	40
Duties of Community Support/Evacuation Centre Manager.....	42
Duties of Workplace Health and Safety/Training Officer .....	43
Duties of Geographic Information System Officer .....	44
Duties of Customer Services Unit.....	45
Duties of State Emergency Service Liaison Officer.....	46
Duties of Senior Advisor Emergency Management (Disaster Management Coordinator or Disaster Management Officer).....	47
Check List for Event Coordination Centre Administration .....	49
<b>Attachment 2 Common Acronyms</b> .....	51
<b>Attachment 3 Event Coordination Centre Layout</b> .....	52
<b>Attachment 5 Event Coordination Centre Message Form and Check List</b> .....	54
<b>MESSAGE Checklist</b> .....	55
<b>Attachment 6 Situation Report</b> .....	56
<b>Attachment 7 Shift Handover Brief</b> .....	58
<b>Attachment 8 Organisational Chart</b> .....	61
<b>Attachment 9 Event Coordination Centre Operations Log</b> .....	63
<b>Attachment 10 Event Coordination Centre Visitors Log and Brief</b> .....	64
<b>VIP/Visitors Brief</b> .....	65



Attachment 11	Personnel Timekeeping Sheet.....	66
Attachment 12	Briefing Procedure .....	67
	<b>SMEACS Briefing Procedure</b> .....	67
	<b>Situation</b> .....	67
	<b>Mission</b> .....	67
	<b>Execution</b> .....	67
	<b>Administration and Logistics</b> .....	68
	<b>Command Control and Communications</b> .....	68
	<b>Safety</b> .....	68
	<b>Reinforcement of Critical Issues</b> .....	69
	<b>Mapping and Documentation for Briefings</b> .....	69
	<b>Delegations/Responsibilities</b> .....	69
Attachment 13	Communications List for Council Field Operations.....	70
Attachment 14	Example Daily ECC Schedule of Events .....	71
Attachment 15	Event Coordination Centre Contact List .....	72
Attachment 16	Council Field Operations Guide .....	73
	<b>Staging Area</b> .....	73
	<b>Operational Briefs</b> .....	73
	<b>Safety</b> .....	73
	<b>Shift Changeovers</b> .....	73
	<b>Re-Fuelling of Plant</b> .....	73
	<b>Catering for Field Operation Staff</b> .....	73
Attachment 17	Recommended Training for Council Staff.....	74
	<b>Introduction</b> .....	74
	<b>Council Staff Training</b> .....	74
	<b>Customer Service Staff</b> .....	74
	<b>Field Operations Staff</b> .....	74
Attachment 18	Requests for Assistance .....	75
Attachment 19	Operational Contacts Board.....	76
Attachment 20	Offers of Assistance Board .....	77
Attachment 21	Current Operations Board.....	78
Attachment 22	Resource Allocation Board .....	79
<b>Attachment 23</b>	<b>Coordination Centre Communication Facilities</b>	
	<b>80</b>	
<b>Attachment 24</b>	<b>Request to Telstra to activate Coordination Centre ‘phone lines.</b>	
	<b>81</b>	
<b>Attachment 25</b>	<b>Standby Generator Operating Instructions</b>	
	<b>82</b>	
<b>CHECKLIST – DISASTER/EVENT COORDINATION CENTRE</b>		<b>84</b>
<b>7.03</b>	<b>EVACUATION PLAN</b> .....	<b>1</b>
7.03.01	Aim.....	1
7.03.02	Potential Area of Operations.....	1
7.03.03	Organisation for Control.....	1
7.03.04	Concept of Operations.....	1
7.03.05	Evacuation .....	1
7.03.05.1	<b>Decision Making Process</b> .....	1
7.03.05.2	<b>Decision to Evacuate:</b> .....	2
7.03.05.3	<b>Mandatory/enforced evacuation</b> .....	3
7.03.05.4	<b>Voluntary evacuation</b> .....	3
7.03.05.5	<b>Immediate Evacuation:</b> .....	3
7.03.05.6	<b>Planned Evacuation:</b> .....	4

7.03.05.7	Post Impact Evacuations:	4
7.03.06	Evacuation Process	4
7.03.06.1	Decision to evacuate	4
7.03.06.2	Warning	4
7.03.06.4	Timing of Warnings:	5
7.03.06.5	Public Information	5
7.03.06.6	Withdrawal – Evacuation	5
7.03.06.7	Return	6
7.03.07	Demographic Information	6
7.03.08	Evacuation Special Needs Groups	6
7.03.09	Hospitals, Nursing Homes, Correctional Facilities	8
7.03.10	Schools / Day Care Centres, etc	9
7.03.11	Caravan Parks	9
7.03.12	Tourist Resorts/ Attractions/ Major Shopping Centres, Motels	9
7.03.13	Evacuation Centres	10
7.03.13.1	Assembly Areas	10
7.03.13.2	Evacuation Centres	10
7.03.14	Registration of Evacuees	11
7.03.15	Evacuation Routes	11
7.03.16	Transport Options	12
7.03.17	Communications	12
7.03.18	Security	12
7.03.19	Evacuation Kit	12
7.03.20	Attachments	13
7.03.21	Issues to be Considered, Addressed and Documented	13
	Evacuation Centre Contact Detail and Capacity	14
	CHECKLIST – EVACUATION	29
	Registration of Evacuees SOP	35
7.04	EVACUATION CENTRE MANAGEMENT PLAN	1
7.04.01	Aim	1
7.04.02	Potential Area of Operations	1
7.04.03	Organisation for Control	1
7.04.04	Concept of Operations	1
7.04.05	Identification of Evacuation Centres	1
7.04.06	Safe Location	2
7.04.07	Length of Stay Capability	2
7.04.08	Communications	2
7.04.09	Transport	2
7.04.10	Attachments	2
7.04.10	Issues to be addressed and documented	3
	CHECKLIST – EVACUATION CENTRE MANAGEMENT	4
	SOP – GUIDELINES FOR MANAGEMENT OF EVACUATION CENTRES	1
	Evacuation Centre – Operational Areas	1
	Evacuation Centre Equipment Kit	2
	Ablution Requirements	2
	Kitchen Facilities	4
	Emergency Food Production and Distribution	5
	Refuse Collection and Disposal	6

Vehicular Access .....	6
Vehicle Parking .....	6
Wheelchair Access .....	6
Pets and Service Animals .....	6
Entertainment .....	7
Public Information .....	7
Security .....	7
Evacuation Centre Managers .....	7
Duties of Evacuation Centre Managers .....	8
Evacuation Centre Staff .....	8
Registration of Evacuees .....	9
Movement Lists .....	9
Evacuation Centre Support Organisations .....	9
<b>SOP FOR ORGANISATIONS RESPONSIBLE FOR EMERGENCY CLOTHING .....</b>	<b>1</b>
Supply .....	1
Issue of Emergency Clothing .....	2
<b>SOP FOR ORGANISATIONS RESPONSIBLE FOR EMERGENCY CATERING .....</b>	<b>1</b>
Issues to be Considered .....	1
The Size of the Operation .....	1
The Facilities Available .....	1
Type of Meals .....	1
Organisations Affected .....	1
Mobile Requirements .....	2
Central Site or On Site Preparation .....	2
Transport Availability .....	2
<b>SOP FOR ORGANISATIONS PROVIDING PERSONAL SERVICES .....</b>	<b>1</b>
Deployment of Staff .....	1
<b>CHECK LIST FOR EVACUATION CENTRE MANAGERS .....</b>	<b>1</b>
ACTIVATION .....	1
OPENING THE CENTRE .....	1
SETTING UP .....	1
OPERATIONS .....	1
<b>RECOMMENDED RULES FOR A WELFARE CENTRE .....</b>	<b>1</b>
<b>SITUATION REPORT OF THE CENTRE .....</b>	<b>1</b>
<b>SOP RESIDENTS COMMITTEE .....</b>	<b>1</b>
<b>7.05 COMMUNITY SUPPORT PLAN .....</b>	<b>1</b>
7.05.01 Aim .....	1
7.05.02 What is Community Support? .....	1
7.05.03 Scope of Plan .....	1
7.05.04 Potential Area of Operations .....	1
7.05.05 Organisation for Control .....	1
7.05.06 Concept of Operations .....	3
7.05.07 Community Support Centre Locations .....	4
7.05.08 Public Awareness of Community Support Function .....	4
7.05.09 Outreach Teams (community needs assessment teams) .....	4
7.05.10 Ethnic Community Needs .....	5
7.05.11 Residents with Special Needs .....	5
7.05.12 Communications .....	5

7.05.13	Transport Support.....	5
7.05.14	Storage of Material Aid Goods .....	5
7.05.15	Requisition of Goods and Services .....	6
7.05.16	Logistics.....	6
7.05.17	Issues to be Addressed and Documented.....	6
7.05.18	Attachments.....	6
	Table Residents with Special Needs .....	7
<b>CHECKLIST – COMMUNITY SUPPORT .....</b>		<b>9</b>
<b>OUTREACH SURVEY FORM.....</b>		<b>11</b>
<b>STANDING ORDERS - Roles and Responsibilities of Community Support Officers Part 1</b>		<b>21</b>
<b>Standing Orders – Roles and Responsibilities of Community Support Officers Part 2.</b>		<b>22</b>
<b>7.06</b>	<b>IMPACT ASSESSMENT .....</b>	<b>1</b>
7.06.01	Aim.....	1
7.06.02	Organisation for Control.....	1
7.06.03	Context and Assumptions.....	1
7.06.04	Impact Assessments.....	2
7.06.04.1	Area Affected by the Event.....	3
7.06.04.2	Numbers Affected by the Event .....	3
7.06.04.3	Emergency, Medical, Health, Water, and Sanitation Situation.....	3
7.06.04.4	Level of Continuing or Emerging Threats.....	4
7.06.04.5	Damage to Infrastructure and Critical Facilities.....	4
7.06.04.6	Damage to Homes and Public Buildings.....	4
7.06.04.7	Damage to Commercial Premises.....	4
7.06.04.8	Damage to Agriculture and Food Supplies.....	4
7.06.04.9	Damage to Economic Resources and Social Organisations .....	5
7.06.04.10	Level of Response and Internal Capacity to Cope in the Affected Area .....	5
7.06.05	Needs Assessments .....	5
<b>Impact Assessment Survey Forms.....</b>		<b>7</b>
<b>CHECKLIST – IMPACT ASSESSMENT .....</b>		<b>15</b>
<b>7.07</b>	<b>MEDICAL PLAN.....</b>	<b>1</b>
7.07.01	Aim.....	1
7.07.02	Organisation for Control.....	1
7.07.03	Context and Assumptions.....	1
7.07.04	Concept of Operations.....	1
7.07.05	Reference .....	1
<b>7.08</b>	<b>TRANSPORT PLAN.....</b>	<b>1</b>
7.08.1	Aim.....	1
7.08.2	Potential Area of Operations .....	1
7.08.3	Organisation for Control.....	1
7.08.4	Concept of Operations.....	1
7.08.5	Maintenance of Information .....	1
7.08.6	Provision of Transport.....	1
7.08.7	Fuel Supplies .....	1
7.08.8	Available Transport and Fuel Resources .....	2

Attachments.....	4
<b>CHECKLIST – TRANSPORT.....</b>	<b>5</b>
<b>7.09 PUBLIC HEALTH PLAN.....</b>	<b>1</b>
7.09.1 Aim.....	1
7.09.2 Scope of Plan .....	1
7.09.3 Context and Assumptions.....	1
7.09.4 Organisation for Control.....	1
7.09.5 Concept of Operations.....	2
7.09.6 Functional Responsibility of EHO .....	2
7.09.8 Attachments.....	12
<b>SOP - GUIDELINES FOR MANAGING PUBLIC HEALTH RISKS IN AN EMERGENCY.....</b>	<b>1</b>
Providing Safe and Adequate Water .....	1
Shelter .....	2
Food and food related issues .....	2
Providing Emergency Ablution Facilities .....	3
Wastewater Treatment .....	3
Refuse Collection and Disposal.....	4
Vermin and Vector Control .....	4
Infectious Disease Control.....	5
Disposal of Human Bodies .....	6
Disposal of Dead Stock/animals.....	6
Disinfection and Cleaning.....	7
Environmental hazards.....	7
CHECKLIST FOR PUBLIC HEALTH RISKS IN A DISASTER.....	1
<b>SOP - ASSESSING DISASTER AFFECTED HOUSING .....</b>	<b>1</b>
Procedure .....	1
Assessment .....	1
<b>CHECK LIST SURVEY FOR DAMAGED PREMISES/AFFECTED HOUSING .....</b>	<b>1</b>
<b>SOP - EMERGENCY EVACUATION CENTRE - PUBLIC HEALTH ISSUES .....</b>	<b>1</b>
Procedure .....	1
Considerations.....	1
EMERGENCY EVACUATION CENTRE VENUE INSPECTION PRO FORMA.....	1
<b>SOP - ACTIVATING AND MANAGING PUBLIC HEALTH SERVICES AT EMERGENCY EVACUATION CENTRES.....</b>	<b>1</b>
Introduction .....	1
Briefing.....	1
Deployment.....	1
Public Health Risk Areas in Emergency Centres .....	1
Previously Unassessed Venue.....	2
<b>GUIDELINES FOR THE MANAGEMENT AND CONTROL OF FOOD SAFETY IN EMERGENCY EVACUATION CENTRES.....</b>	<b>1</b>
Emergency Food Production/Preparation .....	1
Supervision of Food Handlers .....	2
Examination of Donated Food .....	2
CHECKLIST OF PUBLIC HEALTH RESPONSIBILITIES IN EMERGENCY EVACUATION CENTRE .....	1

<b>7.10</b>	<b>PUBLIC WORKS and ENGINEERING PLAN</b>	<b>1</b>
7.10.1	Aim	1
7.10.2	Potential Area of Operations	1
7.10.3	Organisation for Control	1
7.10.4	Concept of Operations	1
7.10.4.1	Damage Assessment	1
7.10.4.2	Continuity of Service	2
7.10.4.3	Public Health Issues	2
7.10.4.4	Roads, Road Bridges, and Stormwater Systems	2
7.10.4.5	Building Inspections	2
7.10.4.6	Stabilisation and Temporary Repairs	3
7.10.4.7	Demolition	3
7.10.4.8	Debris Clearance	3
7.10.4.9	Warnings	3
7.10.5	Request for Assistance	3

**CHECK LIST: PUBLIC WORKS AND ENGINEERING PLAN**  
6

<b>7.11</b>	<b>PUBLIC INFORMATION, WARNINGS and MEDIA PLAN</b>	<b>1</b>
7.11.02	Context	1
7.11.03	Concept of Operation	1
7.11.04	The Information Process	2
7.11.05	Public Awareness Programs	3
7.11.06	Authorisation of Media and Disaster Management Releases	3
7.11.07	Media Liaison Officer	3
7.11.08	Method of Release	4
7.11.09	Information Released	4
7.11.10	Regular Bulletins	5
7.11.11	Rumour Control	5
7.11.12	Documentation	5
7.11.13	Types and Sources of Warnings	5
7.11.14	Target Recipients	5
7.11.15	Special needs Recipients	6
7.11.16	Distribution	6
7.11.17	Warning Content	6

**CHECK LIST: PUBLIC INFORMATION, WARNINGS AND MEDIA**  
8

<b>7.12</b>	<b>RESCUE PLAN</b>	<b>1</b>
7.12.01	Aim	1
7.12.02	Context and Assumptions	1
7.12.03	Potential Area for Control	1
	Organisation for Control	1
7.12.05	Rescue Elements	2
7.12.05	Policy	2
<b>7.13</b>	<b>COMMUNICATIONS PLAN</b>	<b>1</b>
7.13.01	Aim	1
7.13.02	Potential Area of Operations	1
7.13.03	Organisation for Control	1
7.13.04	Activation	1
7.13.05	Concept of Operations	1
7.13.06	Communications at Forward Command Posts	2
7.13.07	Available Communication Resources	2

7.13.08	Maintenance of Communication Resources .....	3
7.13.09	Attachments .....	3
<b>7.14</b>	<b>LOGISTICS PLAN.....</b>	<b>1</b>
7.14.01	Aim .....	1
7.14.02	Organisation for Control .....	1
7.14.03	Management .....	1
7.14.04	Warehousing .....	1
7.14.05	Asset Recording/Tracking .....	2
7.14.06	Transportation .....	2
<b>7.15</b>	<b>TERRORISM PLAN .....</b>	<b>1</b>
7.16.01	Aim .....	1
7.15.02	Scope of the Operational Plan .....	1
7.15.03	Potential Area for Control .....	1
7.15.04	Organisation for Control .....	1
7.15.05	Warnings .....	2
7.15.06	National Security Alert Levels .....	2
7.15.07	Concept of Operation .....	3
7.15.07.1	<b>RESPONSE TO A TERRORIST EVENT .....</b>	<b>3</b>
7.15.07.2	<b>ACTIVATION OF THE PLAN .....</b>	<b>3</b>
7.15.07.3	<b>RESPONSE SUPPORT .....</b>	<b>3</b>
7.15.07.4	<b>RECOVERY SUPPORT .....</b>	<b>4</b>
7.15.07.5	<b>Liaison Officers .....</b>	<b>4</b>
7.15.08	Counter Terrorism Liaison Officer (CTLO) .....	4
7.15.09	Requests for Assistance .....	4
7.15.10	Conference – Protracted Operations .....	4
7.15.11	Debriefing .....	4
7.15.12	Attachments .....	4
<b>7.16</b>	<b>EMERGENCY ANIMAL/PLANT DISEASE PLAN.....</b>	<b>1</b>
7.16.01	Aim .....	1
7.16.02	Objectives .....	1
7.16.03	Scope of Operational Plan .....	1
7.16.04	Review and Exercise of Plan .....	1
7.16.05	Organisation for Co-Coordinating Operations .....	1
7.16.06	Risk Assessment Emergency Animal Disease Threats .....	2
7.16.07	General Threats .....	2
7.16.08	Local Threats .....	2
7.16.10	Concept of Operations .....	5
7.16.11	Reporting .....	7
7.16.12	Conferences – Protracted Operations .....	7
7.16.13	Debriefing .....	7
7.16.14	Communications .....	7
7.16.15	Public Information and Awareness .....	7
7.16.16	Surveillance .....	8
7.16.17	Diseased Animal Destruction .....	8
7.16.18	Animal Disposal .....	8
7.16.20	Provision of Plant, Equipment and Resources .....	9
7.16.21	Requests for Assistance .....	9
7.16.22	Finance .....	9
7.16.23	Community Support .....	9
7.16.24	Attachments .....	9
7.16.25	References .....	9
7.16.25.1	<b>Websites .....</b>	<b>9</b>
7.16.25.2	<b>Publications .....</b>	<b>10</b>

<b>7.17</b>	<b>EPIDEMIC OR OTHER HEALTH ISSUES PLAN .....</b>	<b>1</b>
7.17.01	Aim.....	1
7.17.02	Potential Area of Operations.....	1
7.17.03	Background.....	1
7.17.04	Potential Communicable Diseases.....	1
7.17.05	Organisation for Control.....	2
7.17.06	Concept of Operations.....	2
7.17.07	Council's Responsibilities .....	2
7.17.07.1	<b>Council as a Disaster Manager .....</b>	<b>3</b>
7.17.07.2	<b>Council as a Service Provider .....</b>	<b>3</b>
7.17.07.3	<b>Council as a Responsible Employer.....</b>	<b>4</b>
7.17.08	Issues to be addressed.....	4
<b>7.17.09</b>	<b>Management of Infected Persons .....</b>	<b>4</b>
7.17.10	Council Business Continuity .....	5
7.17.11	Attachments.....	5
	"Somerset Regional Council Influenza Pandemic Business Continuity Plan".....	5
<b>7.18</b>	<b>FLOOD / DAM BREAK / STORM PLAN .....</b>	<b>1</b>
7.18.01	Aim.....	1
7.18.02	Potential Areas of Operations.....	1
7.18.03	Storms.....	1
7.18.04	Riverine Flooding.....	3
7.18.05	Dam Break Flood.....	5
7.18.06	Organisation for Control.....	7
7.18.07	Concept of Operations.....	7
7.18.08	Evacuation Centres .....	7
7.18.09	Evacuation Routes.....	7
7.18.10	Warnings.....	8
7.18.11	Public Information.....	8
7.18.12	Disaster Impact Assessment .....	9
7.18.13	Return of Community .....	9
<b>7.18.14</b>	<b>Flood Inundation Maps .....</b>	<b>9</b>
7.18.15	Attachments.....	9
7.18.16	Issues to be Addressed .....	10
<b>PART 3</b>	<b>RECOVERY PLAN.....</b>	<b>1</b>
<b>SECTION 8</b>	<b>- RECOVERY PLAN.....</b>	<b>2</b>
<b>PART 4</b>	<b>COUNCIL ACTION PLAN.....</b>	<b>1</b>
<b>9.00</b>	<b>COUNCIL ACTION PLAN.....</b>	<b>2</b>



### **P 1.03 Authority to Plan**

Somerset Regional Council has the authority to write and implement a Local Disaster Management Plan in accordance with *Section 30, 57(1) and 63 of the Disaster Management Act 2003*.

### **P 1.04 Approval of Plan**

The Somerset Regional Council Local Disaster Management Plan, version number ....., Dated....., has been prepared by the Somerset Regional Council Local Disaster Management Group, in accordance with Section 57(1), of the *Disaster Management Act 2003*.

.....  
*Executive Officer  
Somerset Regional Council  
Local Disaster Management  
Group*

*Dated: \_\_/\_\_/2008*

The Somerset Regional Council Local Disaster Management Plan, version number ....., dated ....., has been reviewed by the Executive Officer, District Disaster Management Group, in accordance with Section 28 (1), of the *Disaster Management Act, 2003*.

.....  
*District Disaster Management  
Group*

*Dated: \_\_/\_\_/2008*

The Somerset Regional Council Local Disaster Management Plan, version number....., dated.....was adopted by the Somerset Regional Council on \_\_/ \_\_/ 2007, resolution No....., in accordance with Section 80 (1) (b) of the *Disaster Management Act 2003*.

The Somerset Regional Council Local Disaster Management Plan is hereby approved for distribution.

.....  
*Chairperson  
Somerset Regional Council  
Local Disaster Management  
Group*

*Dated: \_\_/\_\_/2008*

## P 1.04 Definitions & Abbreviations

The following short titles have been used in this plan:

FULL TITLE	SHORT TITLE
Somerset Regional Council Local Disaster Management Group	Local Disaster Management Group (LDMG)
District Disaster Management Group	District Disaster Management Group (DDMG)
State Disaster Management Group	State Disaster Management Group (SDMG)
Somerset Regional Council Local Disaster Management Plan	Local Disaster Management Plan (LDMP)
Australasian, Inter-Service, Incident Management System	AIIMS
Somerset Regional Council Local Disaster Coordination Centre	Event Coordination Centre (ECC)

The following definitions of a **disaster, event and serious disruption**, taken from the *Disaster Management Act 2003*, section 13, and sections 16, set the scene for the need for Somerset Regional Council's Local Disaster Management Plan:

### Disaster

A disaster is a serious disruption in a community, caused by the impact of an event that requires a significant coordinated response by the State and other entities to help the community recover from the disruption.

### Event

An event means any of the following:

- (a) cyclone, earthquake, flood, storm tide, tornado, tsunami, volcanic eruption or other natural happening;
- (b) an explosion or fire, a chemical, fuel or oil spill, or gas leak;
- (c) an infestation, plague or epidemic; E.G. example of epidemic – a prevalence of foot-and mouth disease.
- (d) a failure of, or disruption to, an essential service or infrastructure;
- (e) an attack against the State;
- (f) another event similar to an event mentioned in paragraph (a) to (e);

An event may be natural or caused by human acts or omissions.

### **Serious Disruption**

Serious disruption means:

- (a) loss of human life, or illness or injury to humans; or
- (b) widespread or severe property loss or damage; or
- (c) widespread or severe damage to the environment.

A list full listing of definitions and abbreviations used in this plan are detailed in Annex 2.

Further information on definitions and terms can be found in:

- Disaster Management Act 2003, Schedule 2
- Australian Emergency Manuals Series, Manual 3 – Australian Emergency Management Glossary.
- Australian Emergency Manuals Series, Manual 4 – Australian Emergency Management Terms Thesaurus.
- AIIMS – A Management System for any Emergency. 3rd Edition, 2005.

## **P 1.05      Amendment Register and Version Control**

1. All proposed amendments to the Somerset Regional Council Local Disaster Management Plan (LDMP) are to be submitted in writing to the Somerset Regional Council Local Disaster Management Group (LDMG) at the address below:

Executive Officer  
Somerset Regional Local Disaster Management Group.  
Somerset Regional Council  
PO Box 117  
Esk, QLD 4312

2. The initial version of the plan and subsequent amendments of a procedural nature must be approved by the Executive Officer, Somerset Regional Council Local Disaster Management Group, reviewed by the Executive Officer Ipswich District Group, in accordance with Section 28 I *Disaster Management Act 2003*, and approved by the Somerset Regional Council in accordance with Section 80(1) (b), *Disaster Management Act 2003*.
3. Amendments of a minor nature, e.g. legislation references, contact names, addresses, telephone numbers etc. will be handled administratively by the

Executive Officer of the Somerset Regional Council Local Disaster Management Group and ratified at the next Local Group meeting.

## P 1.06 Disaster Management Plan Amendment and Version Control Register

[illegible]

## P 1.07 Distribution List

RECIPIENT	CONTROLLED DOCUMENT COPY NUMBER
Somerset Regional Council – Chairperson Local Disaster Management Group	1
Somerset Regional Council – Deputy Chairperson Local Disaster Management Group	2
Somerset Regional Council – Executive Officer Local Disaster Management Group (Manager Operations Somerset Regional Council)	3
District Disaster Coordinator – Ipswich	4
Area Director, Emergency Management Queensland, Beenleigh	5
District Inspector, Queensland Fire Rescue Service	6
District Commander, Queensland Fire Rescue Service	7
Local Controller SES – Somerset Region Unit	8
Queensland Police Service – Superintendent	9
Area Supervisor Queensland Ambulance Service	10
Field Operations Manager – South East Queensland Water Corp.	11
Director Nursing – Esk Hospital	12
Emergency Services Liaison Officer – Telstra	13
Energex	14
Blue Nursing Service	15
Media Representative	16
Emergency Welfare Coordinator	17
Somerset Regional Library – Esk	18
Somerset Regional Library – Kilcoy	19

**NOTE:** Refer to Annex 10 for a copy of plan amendments distribution and acknowledgement receipt letter.

A copy of the plan, excluding the controlled document annexes, shall be made available for public viewing at the Council Administration Building, Redbank Street Esk.

Copies of the plan, excluding the controlled document annexes 1A to 1G inclusive, shall be made available for purchase, at a fee determined by Council.

Electronic versions of the plan, excluding the controlled document annexes 1A to 1G inclusive, in a read only portable document format (pdf), shall be made available for purchase, at a fee determined by Council.

Electronic copies provided to the DDC and Area Director EMQ shall be a full version that includes the confidential annexes 1A to 1G inclusive.

This Page Blank

# Section 1 – Introduction

---

## 1.01 Purpose of Plan

The Somerset Regional Council Local Disaster Management Plan is designed to decrease and mitigate where possible the effects of a major incident or disaster within the boundaries of the Somerset Regional Council. Conversely it will provide guidance for Prevention, Preparedness, Response and Recovery (PPRR), for the Somerset Regional Council Local Disaster Management Group and supporting / joint agencies and the constituents of the Somerset Regional Council.

The Somerset Regional Council Local Disaster Management Plan is a living document and forms one part of a suite of disaster management documents as follows:

State Disaster Management Group

State Disaster Management Plan

District Disaster Management Group

District Disaster Management  
Plan

Local Disaster Management Group

Somerset Regional Council  
Local Disaster Management Plan  
Part 1 Main Plan & Annexes

Somerset Regional Council  
Local Disaster Management Plan  
Part 2 Operational/Threat  
Specific Plans

- 7.01 Activation of the Local Disaster Management Group Plan;
- 7.02 Disaster Co-Ordination Centre Plan;
- 7.03 Evacuation Plan;
- 7.04 Evacuation Centre Management Plan;
- 7.05 Community Support Plan;
- 7.06 Impact Assessment Plan;
- 7.07 Medical Plan;
- 7.08 Transport Plan;
- 7.09 Public Health Plan;
- 7.10 Public Works and Engineering Plan;

- 7.11 Public Information, Warnings and Media Plan;
- 7.12 Rescue Plan;
- 7.13 Communications Plan;
- 7.14 Logistics Plan;
- 7.15 Terrorism Plan
- 7.16 Emergency Animal/Plant Disease Plan
- 7.17 Epidemic or other health issues Plan
- 7.18 Flood/storm/Dam Break Plan

Somerset Regional Council  
Local Disaster Management  
Part 3 Future Recovery Plan

Somerset Regional Council  
Local Disaster Management  
Part 4 Council Action Plan

Lead & Support Agency Standard  
Operational Plans

## 1.02 Key Objectives

The key objectives of the Somerset Regional Council Local Disaster Management Plan are to:

- (a) enunciate the State Group's strategic policy framework for disaster management;
- (b) enunciate the Council's policy for disaster management;
- (c) detail the disaster management structure for the Somerset Regional Council Local Disaster Management Group;
- (d) list the agreed roles and responsibilities, under this plan, of the various agencies that have been designated to have lead agency and/or support agency roles in the plan;
- (e) describe the likely effects of identified threats to the community and property in the area;
- (f) provide a concept of operations which includes prevention/mitigation, preparedness, response and recovery (PPRR);
- (g) provide functional and threat specific plans and standing operating procedures to address specific threats;
- (h) incorporate findings of the various risk management studies, including mitigation strategies, into Council's corporate governance documents and operational procedures.



## **1.03 State and Local Government Policy for Disaster Management**

### **1.03.01 State**

The Queensland disaster management system is a whole-of-Government system that requires a commitment from all levels of Government to deliver an all hazards, comprehensive framework that responds to the needs of the community.

An “all hazards approach” means one set of disaster management arrangements capable of dealing with all hazards – natural and manmade.

A “comprehensive approach” encompasses the PPRR principles of – prevention, preparedness, response and recovery – and involves all levels of government and the community, as defined in the *Disaster Management Strategy Policy Framework*, October 2005.

The Queensland disaster management system is based on disaster management legislation contained in the *Disaster Management Act 2003*. Acts such as the *Fire and Rescue Services Act 1990*, *Public Safety Preservation Act 1986*, and the *Terrorism (Commonwealth Powers) Act 2002*, may have effect in times of disaster and provide additional powers in specific circumstances when dealing with a disaster.

The primary focus of the whole-of-Government disaster management system in Queensland is to mitigate the effects of disasters, wherever possible or practical, while preparing to respond when disasters occur.

Disaster management arrangements have been developed with a focus on the local community, which is represented by the local government for the area.

For its part, local government is responsible for:

- ensuring that it has a disaster response capability;
- providing public works and services to support its community;
- developing and implementing disaster mitigation strategies; and
- developing and maintaining a disaster management plan that encompasses the PPRR principles.

The disaster management system in Queensland can be shown diagrammatically as follows:

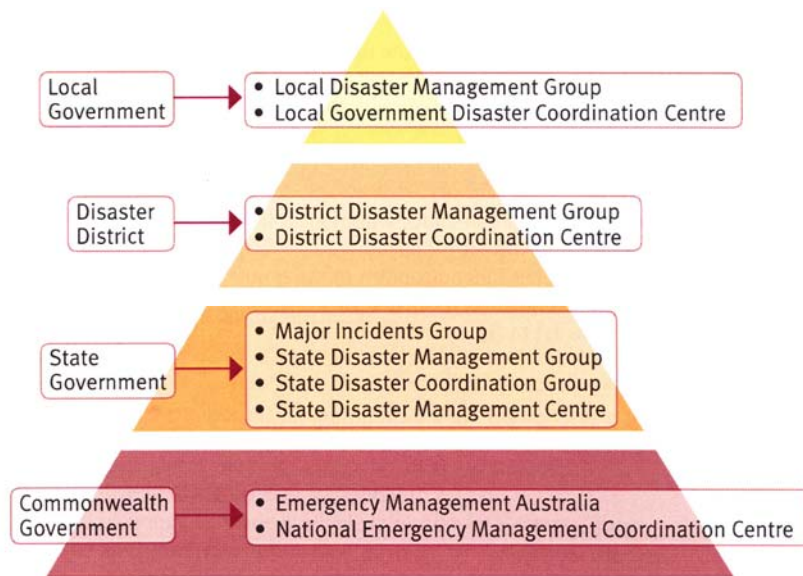


Figure: 1.1 Diagram of Disaster Management System

### 1.03.02 Local Government

Disaster management planning for Somerset Regional Council is not solely the responsibility of the Council and the Department of Emergency Services, represented by Emergency Management Queensland. It is a joint responsibility held by all member agencies of the Somerset Regional Council Local Disaster Management Group, and each member agency has a vital role to play in the provision of an appropriate operational response to any event impacting upon the community. This role includes participation in the development of the main plan, and operational plans, either as a lead agency or as a support agency.

If an agency has agreed to take the 'Lead Agency' role for a particular operational plan or operational function, it is then responsible for co-ordination of the development of the Operational Plan for that function. Agencies that have a 'Support Agency' role will provide assistance in the plan development.

The Somerset Regional Council does not have a specific policy addressing disaster management. It does however recognise its corporate obligation to disaster management as outlined in Sections 1.04 and 1.05 below.

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

Council's Corporate Plan contains objectives and strategies for disaster management and risk management that relate to community well-being and community lifestyles, through preparedness for natural and man-made disasters.

Council's Operational Plan sets realistic goals and time frames in which to achieve the Corporate Plan's desired objectives and strategies.

The Town Plan adopted by Council in November 2005 contains "Desired Environmental Outcomes" and "Acceptable Solutions" relating to the impact of natural hazards in each of the planning scheme zones. The plan also incorporates "Natural Hazard Overlays for Bushfire and Landslip". The plan also calls up "*State Planning Policy SPP 1/03, Mitigating the Adverse Impacts of Natural Hazards – Flood, Bushfire and Landslip*".

### **1.05 Local Disaster Management Group**

Section 30 of the *Disaster Management Act 2003* requires a local government to establish a Local Disaster Management Group.

The function of a Local Disaster Management Group is defined in Section 30 (1) of the *Disaster Management Act 2003*, as:

- (a) to ensure that disaster management and disaster operations in the area are consistent with the State Group's strategic policy framework for disaster management of the State;
- (b) to develop effective disaster management, and regularly review and assess the disaster management;
- (c) to help the local government to prepare a local disaster management plan;
- (d) to identify, and provide advice to the relevant district group about, support services required by the local group to facilitate disaster management and disaster operations in the area;
- (e) to ensure the community is aware of mitigating the adverse effects of an event, and preparing for, responding to and recovering from a disaster;
- (f) to manage disaster operations in the area under policies and procedures decided by the State Group;
- (g) to provide reports and make recommendations to the relevant district group about matters relating to disaster operations;
- (h) to identify, and coordinate the use of, resources that may be used for disaster operations in the area;
- (i) to establish and review communications systems in the group and with the relevant district group in the disaster district of the relevant district group, for use when a disaster happens;
- (j) to ensure information about a disaster in the area is promptly given to the relevant district group;
- (k) to perform other functions given to the Group under the *Disaster Management Act 2003*; and
- (l) to perform a function incidental to a function mentioned in (a) to (l) above.

NOTE: Some functions incidental to those outlined in (a) to (l) above are:

- to ensure that training and training exercises are undertaken to prepare staff and members of the LDMG for their roles in a disaster and to test elements of the LDMP and the operation of the ECC;
- to maintain a current membership and agency contact list that is updated at least annually or as a result of significant membership changes;
- to maintain an attendance register of members attending the LDMG meetings. The register is to be in tabular form and include meeting date; name of Agency with an indication of attendance or non attendance. The register is to accompany copies of the minutes of the meeting.
- to establish and maintain a response and resource capability listing, and to ensure it is updated at least annually;
- to establish working groups, led by the appropriate Lead Agency, to review and update operational-plans at least annually and to provide a copy of any updated plan to the Executive officer of the LDMG for inclusion in the LDMP. If the plan does not require an update then the Lead Agency is to report same to the Executive Officer.

The Chairperson of the LDMG must be an elected representative (Councillor) of the Somerset Regional Council, Section 34(2), *Disaster Management Act 2003*

In the event that both the elected Chairperson and Deputy Chairperson are unable to be present during a disaster event then either the Mayor or Deputy Mayor of the Somerset Regional Council will perform the role of Chairperson of the LDMG.

In the event that the nominated Executive Officer of the LDMG (Manager Operations Somerset Regional Council) is unable to be present during a disaster event then the Chief Executive Officer, Somerset Regional Council shall perform the role of Executive Officer of the LDMG.

Membership of the LDMG must be advised at least once per year to the Executive Officer of the State Group, Section 37(a), *Disaster Management Act 2003*, and to the Ipswich District Disaster Coordinator, Section 37(b), *Disaster Management Act 2003*

Section 24(1)(c)(ii) of the *Disaster Management Act 2003* requires a local government to nominate a representative to the District Disaster Management Group and advise the Executive Officer of the State and District Groups of the appointment, Section 24(6), *Disaster Management Act 2003*.

Membership and contact details of the Somerset Regional Council Local Disaster Management Group are detailed in Annex "1 A".

## **1.06 Roles and Responsibilities of Local Disaster Management Group Members**

Members of the LDMG have the following roles and responsibilities:

- (a) to support the Chairperson in executing the functions of the LDMG as detailed above;
- (b) to represent their agency;
- (c) to provide expertise and advice relative to their agency; and
- (d) to attend meetings of the LDMG and furnish a report.
- (e) to be members of operational plan working groups, led by the appropriate Lead Agency, to review and update operational plans at least annually. The Lead Agent is to provide a copy of any updated plan to the Executive officer of the LDMG for inclusion in the LDMP. If the plan does not require an update then the Lead Agency is to formally report the fact to the Executive Officer.

During activation periods:

- (a) to attend meetings of the LDMG;
- (b) to assist the chairperson to coordinate the prevention, preparation, response and recovery activities associated with the disaster event; by developing priorities and possible strategies for the IMT to act upon.; and
- (c) to commit the agencies resources, as required, in support of efforts to combat the disaster event.
- (d) to provide the resources and support for an Incident Management Team (IMT) to coordinate an event, using the AIIMS methodology developed for local government
- (e) To inform the community of any actions taken by the IMT i.e evacuation procedures.

## **1.07 Somerset Regional Council Local Disaster Management Group Membership**

The Somerset Regional Council Local Disaster Management Group is made up of the following members:

- Chairperson and Deputy Chairperson – Councillors Somerset Regional Council;
- Executive Officer – Manager Operations, Somerset Regional Council;
- Queensland Police Service, Superintendent;

- Queensland Ambulance Service, Area Supervisor;
- Queensland Fire and Rescue Service, District Commander;
- Queensland Fire and Rescue Service, District Inspector;
- Queensland State Emergency Service, Local Controller SES, Somerset Regional Unit;
- Esk Hospital, Director of Nursing;
- Kilcoy Hospital, Director of Nursing;
- Telstra, Emergency Services Liaison Officer;
- Energex;
- SEQ Water Corp. Manager Field Operations;
- Blue Nursing Service;
- Community Support Coordinator;
- Emergency Management Queensland, Area Director, Beenleigh Area, (advisor).

### **1.08 Disaster Management Executive Group (DMEG)**

The function of the DMEG is to:

- Provide for strategic PPRR for disaster management activities
- Assist in the establishment of an IMT or take part in the IMT
- manage the day to day function and role of the LDMG;
- manage disaster events on behalf of the LDMG where the full activation of the LDMG is not warranted, i.e. there may be one or more agencies responding to the hazard but it is contained within their day-to-day capacity, it is not having a major impact on the community, and a coordinated community response is not required;
- report on DEMG actions to the next LDMG meeting;

Membership of the Executive Group is made up of:

- Chairperson LDMG;
- Executive Officer LDMG;
- SES Local Controller;
- Local Councillor;
- Emergency Management Queensland, Area Director, Beenleigh Area, (advisor); and
- Lead agency (where appropriate).

It is incumbent upon the Executive Officer LDMG to keep the Chief Executive Officer and Councillors of the Somerset Regional Council fully acquainted with developments in disaster management as they relate to Somerset Regional Council and during activations to keep them abreast of the situation at hand.

### **1.09 Incident Management Team (IMT)**

The Incident Management Team (IMT) is a pre-selected group of people that have had training in incident management. The Role of the IMT is to:

- coordinate a multi agency response;
- develop strategies for operational implementation;
- perform on behalf of the LDMG the planning, logistics, operations and control for the event / disaster;
- develop strategies for the LDMG to act upon i.e. future operations.

### **1.10 Role and Responsibilities of Somerset Regional Council Representative on the District Disaster Group**

The role of Council's representative on the DDMG is to:

- (a) attend meetings of the DDMG;
- (b) assist the chairperson to coordinate the prevention, preparation, response and recovery activities associated with the disaster event at the district level; and
- (c) commit the Council's resources, as required, in support of efforts to combat the disaster event.

### **1.10 Role and Responsibilities of Councillors of Somerset Regional Council**

The primary role of Councillors who are not involved in the Somerset Regional Council Local Disaster Management Group is to communicate with their constituents and assist in the passage of information to the Somerset Regional Council Local Disaster Management Group.

The Chief Executive Officer, Somerset Regional Council will communicate to Councillors relevant information received from the Chairperson LDMG.

To assist Councillors to understand the disaster management system, as it operates in Queensland, the Local Government Association of Queensland Inc. in conjunction with the Department of Emergency Services has produced "The Elected Member's Guide to Disaster Management, 2006".

### **1.11 Review and Renew Plan**

The Executive Officer, LDMG must ensure, that in accordance with Section 59 of the *Disaster Management Act 2003*, that the LDMP is reviewed annually and after each activation and the results of the review are transmitted to the DDC and DDMG.

The plan must be tested at least annually by the use of tabletop and/or field or other practical exercises and the results conveyed to the DDC and DDMG. Where appropriate amendments are to be made to the plan as a result of the testing.

The review may be undertaken by a sub-committee/working group/groups established by the LDMG.



THIS PAGE BLANK

## Section 2 – Disaster Risk Management

### 2.01 Community Context

**NOTE:** See Somerset Regional Council Community Organisation Register for full listing of organisations etc.

Feature	Relevant information and considerations
Geography	<p>The area administered by Somerset Regional Council (SRC) covers 5 379 sq km; its administrative centre is located at Esk approximately 60 km north west of Ipswich. The Council area is surrounded by the local government areas of Brisbane and Ipswich City, and the Regional Councils of Lockyer Valley, Toowoomba, Sunshine Coast, Gympie, South Burnett, Sunshine Coast and Moreton Bay. The area contains the major part of the Brisbane and Stanley Rivers watershed.</p> <p>The northern, eastern and western boundaries are formed in the main by several mountain ranges including Brisbane, D'Aguilar and Blackbutt Ranges and several smaller ranges. The Brisbane and Stanley Rivers and their numerous tributaries flow from these areas.</p> <p>At Somerset Dam, about midway along the eastern boundary, the Stanley River flows into the Brisbane River just downstream from the Dam. This river junction is the upstream limit of Lake Wivenhoe, which, at full supply level, holds 1,165,240 ML, and covers an area of 10,820 ha, with a shoreline of around 400 km.</p> <p>Lockyer Creek, flows into the area from the Lockyer Valley and joins the Brisbane River just downstream from Wivenhoe Dam. The southern end of the Council's area generally consists of creek and river flats supporting small crop farming and is the area most likely to be subjected to flooding of any significance.</p> <p>The majority of other usable land in the Council</p>

Feature	Relevant information and considerations
	<p>area lies amongst low hilly country used for grazing with small areas under afforestation.</p> <p>The Brisbane Valley Highway from Ipswich and Brisbane enters the area at its southeast corner and runs the full length of the Council area in a north, north-westerly direction, intersecting with the D'Aguilar Highway west of Kilcoy. The Warrego Highway forms the southern extremity of the Council's area for a short distance as it crosses the Minden Range.</p> <p>A map of the Council area is shown in Annex 3.</p>
<b>Climate and weather</b>	<p>The climate of the area is characterised by high variability in rainfall and temperature with the summer rainfalls occurring between October and March producing approximately 70-75% of the annual precipitation. The heaviest rainfalls generally occur in January and February. Cyclones can affect the area in the form of heavy rain depressions, generally between January and March; this is also the time for well developed troughs to occur. Between November and February the area experiences many thunderstorms resulting in the region being classed as having the highest number of storms in the State.</p> <p>The average annual rainfall varies between 650 mm and 850 mm. Daytime temperatures are in the 20 – 30 degree range for most of the year, although short periods of heat wave conditions can be experienced. Occasional frosts occur in mid-winter.</p>
<b>Population</b>	<p>The total Shire population of 19 291 (Local Government Reform Commission 2007) comprises, in part, the following town/district populations:</p> <p>Esk 323; Fernvale 957; Toogoolawah 920; Lowood 937; Linville/Moore 189; Somerset Dam 160; Coominya 467; former Kilcoy Shire 3 605.</p> <p>The Local Government Reform Commission estimate the 2026 population of the Region to be 24 271.</p> <p>The vulnerable age grouping 0-14 and 65+ represents approximately 30% of the total</p>

Feature	Relevant information and considerations
	population.
<b>Community capacity</b>	<p><b>Service Clubs:</b>  <b>Lions:</b> Esk, Fernvale, Lowood, Toogoolawah, Kilcoy  Apex – Brisbane Valley; Kilcoy,  <b>Youth Clubs:</b>  <b>Scouts</b> – Esk, Lowood;  <b>Guides</b> – Esk, Toogoolawah;  <b>ES Cadets</b> - Lowood  <b>RSL</b> – Esk, Lowood, Toogoolawah; Kilcoy  <b>Senior Citizens</b> – Lowood  <b>Show Societies</b> - Esk, Lowood, Toogoolawah, Kilcoy;  <b>Progress Assn.</b> – Coominya, Fernvale, Toogoolawah; Somerset Dam  <b>Churches: 19</b>  <b>QCWA</b> – Kilcoy;  <b>Red Cross</b> - Kilcoy  <b>Health Services:</b>  Alkira Care, Brisbane Valley Care &amp; Concern, Brisbane Valley Disability Service, Brisbane Valley, Brisbane Valley Social Services, Fernvale After Care, Glenwood Aged Care Hostel, Lowood/Esk Respite Care, Respite at Moore, Aloaka Lodge Kilcoy,  <b>Service Other:</b>  St Johns; Blue Nurses, St Vincent De Paul, Meals on Wheels ( Lowood, Brisbane Valley, Kilcoy) numerous sporting &amp; special interest clubs;  <b>Community Centres:</b>  Futures Complex, Fernvale; Kilcoy Memorial Hall &amp; Cultural Centre;</p>
<b>Industry</b>	<p>The Shire's wealth is based on primary production and timber and secondary industries, which service the primary industries. In broad terms, the southern/central areas of the Region are agricultural land and the northern/western areas are cattle grazing &amp; timber country, the south eastern area is forestry/national parks. Dotted throughout the area are numerous rural residential subdivisions.</p> <p><b>Land use:</b>  Dominated by agricultural land uses – dry-land grazing of cattle, horse studs, deer farming, cereal and grain crops, horticulture, citrus and forestry.</p> <p><b>Industries:</b>  <b>Light Industry:</b></p>

Feature	Relevant information and considerations
	<p>Support industry for cattle, horses and agriculture. Kilcoy Pastoral Company Abattoir; Saw mills</p> <p><b>Tourism</b> Tourist coaches, caravans and private vehicles traverse the whole of Region. Main attractions are Wivenhoe and Somerset Dams with associated water sports and camping areas. Several private undertakings such as historic buildings, deer farming and skydiving are located in the area. Educational and other centres of attraction are: Boys Brigade Glengary Education Centre; Camp Duckadang; Mountain Lake Adventures; Caboonbah Homestead; Camp Somerset; motor sports in Jimna area; Stanley River Environmental Centre;</p>
<p><b>Public buildings, spaces, and events</b></p>	<p><b>Public buildings:</b> Council administration located in Esk and Kilcoy,</p> <p><b>Churches</b> - 20</p> <p><b>Public open space:</b> Numerous parks and gardens</p> <p><b>Schools:</b> <b>Pre School/Child Care –Coominya</b>, Esk Kindergarten, Esk Little Deers, Esk pre school Fernvale Fun Factory, Fernvale preschool, Lowood pre-school/kindergarten, Tarampa Aftercare, Toogoolawah Kindergarten, Toogoolawah Tiny Terrors, Toogoolawah Playgroup , Country Kids, Kilcoy Kindergarten</p> <p><b>Primary</b> – Claredon, Coominya, Esk, Fernvale, Harlin, Linville, Lowood, Minden, Moore, Mt Tarampa, Toogoolawah, Kilcoy, Mt Kilcoy.</p> <p><b>High</b> – Lowood, Toogoolawah, Kilcoy</p> <p><b>Community events:</b> Esk &amp; Kilcoy Show, Esk Picnic Races, plus others</p> <p><b>Sporting and Recreational Grounds:</b> Numerous throughout the Shire including showgrounds at Esk, Lowood, Toogoolawah and Kilcoy, Race tracks Esk and Kilcoy.</p>
<p><b>Critical infrastructure</b></p>	<p><b>Emergency Services:</b> <b>Police stations</b> Esk, Lowood, Moore, Toogoolawah, Kilcoy.</p> <p><b>Volunteer (Auxiliary) Urban Fire Brigades</b> Esk, Kilcoy</p> <p><b>Rural Fire Brigades</b> – Esk, Eskdale, Biarra,</p>

Feature	Relevant information and considerations
	<p>Bryden, Buaraba Creek, Coominya, Fernvale, Harlin, Lower Cressbrook, Lowood, Minden, Moore/Linville, Mt Beppo, Mt Brisbane, Mt Hallen, Mt Stanley, Murrumba, Penzlau, Redbank Creek, Sandy Creek, Somerset Dam, Toogoolawah, Wivenhoe Pocket; Hazeldean, Mt Kilcoy/Sandy Creek, Jimna, Villenue, Stoney Creek, Bellthorpe.</p> <p><b>Ambulance stations</b> -Lowood, Toogoolawah, Kilcoy.</p> <p><b>SES</b> - Esk, Toogoolawah, Lowood, Kilcoy.</p> <p><b>Medical:</b> Public hospital Esk 22 bed; Kilcoy 30 bed; Private medical, dental, chiropractic, pharmacy and physiotherapy services at Esk, Lowood, Toogoolawah, Kilcoy</p>
<b>Essential services</b>	<p><b>Water supply:</b> Reticulated supply at Esk and Kilcoy,</p> <p><b>Sewerage:</b> Reticulation and treatment at Esk and Kilcoy; elsewhere septic tanks. Standby power available.</p> <p><b>Power:</b> High and low voltage (275 000, 220 000, 132 000 volts power transmission lines from Tarong and Splityard Creek power stations to Swanbank power station and Redbank substation traverse the Shire. 33 000 volt and SWER lines service the Shire; Power outages are rare on the high voltage transmission lines. The low voltage lines can out of service for up to 24 hrs depending upon the location and nature of the damage.</p> <p><b>Telecommunications:</b> National and commercial radio reception. Reasonable mobile phone reception. Council and Emergency Services 2 way radio transmission towers are located on Mt Brisbane. Power is via battery with trickle charge from solar cells. Physical access whilst available is subject to landowner permission.</p> <p><b>Television:</b> Free-to-air available in the Region.</p> <p><b>Radio Stations</b> Brisbane Valley 95.5FM; 4KQ</p> <p><b>Airfields:</b> Ramblers Drop Zone at Toogoolawah. Watts Bridge Memorial Airfield at Lower Cressbrook.</p> <p><b>Roads:</b></p>

Feature	Relevant information and considerations
	<p>Brisbane Valley Highway – Warrego Highway (Blacksoil) to D’Águilar Highway (near Harlin);  D’Águilar Highway – Bruce Highway to Burnett Highway at Yarraman;  Warrego Highway – at Minden Range  Extensive Shire and Main Road networks.</p> <p><b>Transport:</b>  Coaches – TRANSLink Ipswich -Toogoolawah, Coast and Country, Minden Bus Service, Chistensen’s Coaches.  Specialist vehicles - Esk, Lowood, Toogoolawah, Kilcoy Taxis, Blue Care.</p>
<b>Hazardous sites</b>	<p>Fuel Stations;  Swimming Pool complex;  Bulk LPG gas suppliers;  Rural Farm supply outlets;  Radio Active Waste Storage Site;  Refer to Council’s hazardous sites register for more detailed information.</p>

## 2.02 Hazards / Threats

The main direct threats to the Somerset Regional Council have been identified as:

- (a) Flood including dam failure flood;
- (b) Cyclone, East Coast Low, Storm (wind, rain, hail);
- (c) Major Transport Accident (road, air);
- (d) Fire (urban and rural);
- (e) Animal/Plant Disease;
- (f) Hazardous Material Accident;
- (g) Epidemic;
- (h) Earthquake;
- (i) Landslip;
- (j) Terrorism

The Shire is also likely to be indirectly impacted by hazards / threats occurring in neighbouring local government areas, such as:

- animal/plant disease carried through or into the area by transports; and
- failure of critical infrastructure such as power and communications.

## 2.03 Explanation of Hazard / Threats

**FLOOD** – While flooding is neither a regular nor frequent occurrence, some areas may be affected following periods of significant rainfall. Residents may require resupply of stores, transport for medical reasons, or other forms of assistance during periods of isolation.

Riverine flooding downstream from Wivenhoe Dam may occur as a result of the release of water into the Brisbane River from Wivenhoe Dam. Release may occur in order to maintain the integrity of the dam and/or maintain a flood mitigation capacity. Releases are usually controlled such that road bridges are not inundated.

Riverine flooding below Wivenhoe Dam may also occur from flooding in Lockyer Creek which joins the Brisbane River below the Dam.

The largest flood in the Region for which information is available was the 1974 flooding caused by the tropical cyclone “Wanda”. It is generally recognised that the 1974 flood was approximately a 1:75 year average recurrence interval (ARI).



Other major flooding occurred in 1996 and 1999 but of lesser magnitude than 1974. The former Esk Shire adopted the 1974 flood levels for town planning purposes and has mapped it accordingly.

See Plan 7.17 Flooding for inundation maps.

**Dam Break Flood** – The four (4) major structures within the Region are Atkinson, Cressbrook, Somerset, and Wivenhoe Dams and a breach of the structures is remote. However, if major rainfall occurs in the catchment areas and the release of water is unable to keep pace with the inflow, or if a “sunny day failure” occurs, significant to major flooding of down-stream populated areas may result.

Dam break flooding (Wivenhoe Dam) would be catastrophic for areas below the dam such as Lowood and Fernvale and the surrounding floodplain.

Dam break flooding (Cressbrook Dam) would affect areas downstream including the township of Toogoolawah.

Dam break flood originating from Somerset Dam will impact farming communities downstream of the dam and also the Wivenhoe Dam.

A tail-water flood greater than a 1% AEP event has the potential to impact communities living along the lake foreshore of Lake Somerset, along creeks feeding into the Lake and some properties in the township of Kilcoy.

Properties in the flowing locations in Kilcoy may be flooded by a tail-water PMF flood: - Seib Street, the eastern ends of Atthow, Taylor, William, McCauley Streets, Hope Street, Ridge Street, the southern ends of Mary, Rose Ethel and Robson Streets, Ridge Street as well as properties backing onto Kilcoy and Sheep Station Creeks. Approximately 129 properties may be affected.

In 1974 when waters were not released from the dam during the Australia Day floods, 12 homes in Kilcoy were flooded.

See Annex 6 for EAPs

**STORM** – Storms cover a variety of terminology including Cyclone, East Coast Lows, tornadoes, severe thunderstorms, etc.

Severe wind/rain and hail storms do occur, particularly between October and March. Cyclones, typically from November to March, are not a major problem. However, slight to severe structural damage may result if and when one occurs. Cyclones may also result in severe flooding. East Coast lows, from May to August are the winter equivalent to cyclones and can result in the similar impact.

On a long-term average, 1.2 cyclones pass within 500 km of Brisbane each year, whilst in the past 92 years at least 15 of these storms have approached to within 100 km of Brisbane.

The area can be subjected to severe summer storms that are not tropical cyclone related but have a similar impact with high winds, intense rainfall, lightning and hail which cause structural damage, flooding, disruption to infrastructure and in some cases death. These storms occur on the average 2 to 3 times per summer.

Approximately 60% of homes in the area were built prior to the introduction of wind codes in the building industry and may therefore be more susceptible to wind damage.

**MAJOR TRANSPORT ACCIDENT – ROAD** – The road system within the Region carries a myriad of transport, made up of heavy transport carrying hazardous materials and cattle, tourist coaches, school buses and typical cars. These roads consists of two (3) main highways, numerous bitumen sealed gravel roads. A major vehicular accident may exceed the capabilities of the emergency services, depending on the complexity of the incident.

**MAJOR TRANSPORT ACCIDENT – AIR** – Flight paths of civil passenger aircraft approaching and departing Brisbane International Airport and defence aircraft approaching and departing Amberley Air Force Base pass over various portions of the Region daily. The effect of aircraft impacting within the Region has the potential to extend emergency services beyond their capacity. Flying activities from the Ramblers Drop Zone near Toogoolawah pose a similar threat.

**FIRE (RURAL)** –Weather and vegetation conditions play a large role in the potential for a fire. The whole of the Region is vulnerable with approximately 60% of the area rated by the Rural Fire Authority risk mapping as having a moderate fire risk.

The bushfire season for South East Queensland typically extends from mid to late winter through to early summer. The greatest danger from bushfire generally occurs in the period towards the end of winter when abundant growth of grass and other fuel from good seasons is followed by a winter of low rainfall and lengthy periods of dry westerly winds.

It is estimated that on average the region experiences a serious fire season about once in every five years dependant on weather conditions

State statistics on wild fires in the Kilcoy area provided by the Rural Fire Authority for the period 2000-2002 show 124 wild fires destroyed 19 477 ha of land as follows:

Hazeldean Brigade area: 46 fires burnt 924 ha (largest fire 200ha)

Mt Kilcoy Brigade area: 25 fires burnt 16 249 ha (largest fires 1@5 000 & 1@7 000ha)

Villeneuve Brigade area: 53 fires burnt 2 298 ha (largest fire 500ha).

Community input suggests that there have been several severe bushfires in the State and National Parks in the Kilcoy area in 1936, 1977, 1985 and 2001 that had the potential to cause damage to residential properties. A Fire in 1977 which started in the Monsildale area spread over many square kilometres of the former Kilcoy Shire and reached the out skirts of Kilcoy Township.

See Annex 4 for bushfire risk map.

**ANIMAL and PLANT DISEASE** – There is always a possibility that an animal/plant disease may be introduced into the Region with illegally imported animals and animal products or via the movement of infected stock.

The most recent international threat was Avian Bird Flu and Equine Influenza.

**HAZARDOUS MATERIAL ACCIDENT** – There is a potential for a disaster/emergency through the storage, transport and discharge of toxic, flammable substances, gases and infectious substances (e.g. Biological samples). The greatest danger to the general public from these materials usually occurs during their transportation. Transport of hazardous material by road has the potential to result in an accident involving the general travelling public, school buses and tourist coaches.

Hazardous material such as liquid petroleum gas, natural gas, chlorine, sodium cyanide (solid and liquid), sodium hydroxide, sodium hypochlorite, hydrochloric acid, sulphuric acid and anhydrous ammonia are common on the roads system throughout the Region.

The Radio Active Waste Storage facility within the Region poses a low risk.

**EPIDEMIC and/or Pandemic**– The outbreak of an infectious disease in the populace areas of the Region is a possibility and could cause the health system to be taxed beyond its capacity therefore requiring assistance in quarantining and isolating numbers of people for protracted periods.

Epidemics of communicable diseases are of low probability. However the following hierarchy indicates broad probabilities:

- diseases commonly found in the general population: meningitis, food-borne illness, influenza, water-borne diseases;
- setting – potential disease outbreak locations – childcare centres, schools, aged care facilities, event-specific, prisons, marginalised groups such as IV drug users, animal farms (chicken, cattle);
- emerging infectious diseases – Bird-flu, SARS, Leptospirosis, Lyssa Virus, Q Fever;
- Biological assault – terrorist threat, biological weapons.

**EARTHQUAKE** – A disaster of this type which causes damage to property, essential services and perhaps loss of life could occur without warning and may stretch the resources of Council and require outside assistance.

The effects of several earthquakes have been experienced within the region with their epicentres located at distances ranging up to about 400km from the Esk and Kilcoy.

Two earthquakes are of note wherein damage was reported. The 1986 Somerset Dam, Richter Magnitude ML 3.2, earthquake caused damage to brickwork in a private residence at Mt Archer. The 1913 Kilcoy, ML 4.8, earthquake caused minor damage in the Township of Kilcoy. Other significant earthquakes included : 1877 Ipswich, ML 4.5; 1883 Gayndah, ML 5.9; 1918 "Queensland" ML 6.3 and two aftershocks ML 5.5, ML 5.7; 1935 Gayndah, ML 5.8; 1952 Maryborough, ML 4.8; 1960 Mr Glorious, ML 5.0; 1984 Murgon, ML 4.7; 1991 Borumba Reservoir, ML 3.6.

,  
See Annex 4 for earthquake risk map.

**LANDSLIP** – A disaster of this type which causes damage to property, essential services and perhaps loss of life could occur. Landslips may occur on the steep slopes of the ranges and could be rain induced. 12% of the land in the Region has slopes in excess of 15%

Council and Department of Main Roads records show a landslip on the Forrest Hill - Fernvale Road near Lowood and in the extensive cutting on the Kilcoy - Jimna Road.

Small sections of the residential area of Kilcoy and Villeneuve contain land that may be steeper than 15%; however there is no evidence of natural landslides in these areas.

The greatest risk of landslide in these developed areas is a 'man' induced landslide through the construction of non engineered cut and fill house pads.

See Annex 4 for slope risk map.

**TERRORIST ACT** – It is possible that a terrorist act may occur in the Somerset Regional Council area. It is possible that an event in a neighbouring local government area could indirectly affect Somerset Regional Council, e.g. an attack of the State power grid or major water storages in the area.

## 2.04 Risk Studies

The following risk studies have been undertaken in the Shire:

- *Esk Shire Disaster Risk Management Study, Farr Evrat Engineers Pty Ltd, 2003;*
- *Kilcoy Shire Council Natural Disaster Risk Management Study, KTG Engineering, 2003*

## 2.05 Risk Management Record

The following table is a summarised compilation of the material found in the two risk studies undertaken in the former local government areas. For full detail of the respective studies should be referred to.

HAZARD	RISK	LIKELIHOOD RATING	CONSEQUENCE	RISK RATING
<b>Bush and Grass Fires</b>	Approximately 200 people will directly be affected	B Likely	3 Moderate	H High
	Some houses and farm buildings may be destroyed	C Possibly	3 Moderate	H High
	Some areas of conservation, remnant vegetation and pasture will be destroyed	B Likely	3 Moderate	H High
	Buildings and equipment may be destroyed or damaged	C Possibility	3 Moderate	H High
	Overhead power and communications lines may be destroyed or damaged.	C Possibility	3 moderate	H High
	Roads will be temporarily cut by fallen trees	C Possibility	3 Moderate	H High
	Hospital and emergency services will be stressed	U Unlikely	2 Minor	L Low

HAZARD	RISK	LIKELIHOOD RATING	CONSEQUENCE	RISK RATING
<b>Severe Storms</b>	People anywhere in the Shire are exposed to risk. The majority of buildings in the Shire are exposed to structural damage. Conservation areas and remnant vegetation maybe destroyed. Business could be disrupted. Overhead power lines and communication lines could be damaged. Roads could be cut by fallen trees. Critical services could be cut.	B Likely	3 Moderate	H High
		B Likely	3 Moderate	H High
		U Unlikely	2 Minor	L Low
		U Unlikely	2 Minor	L Low
		C Possibility	3 Moderate	H High
		B Likely	3 Moderate	H High
<b>Earthquakes Based on residential damage scenario</b>	All people in the Shire (14 029) are at risk All buildings in the Shier are at risk Conservation areas could be destroyed All business at risk Any or all lifelines could be lost Any or all critical facilities could be lost	U Unlikely	5 Catastrophic	E Extreme
		U Unlikely	5 Catastrophic	E Extreme
		U Unlikely	5 Catastrophic	E Extreme
		U Unlikely	5 Catastrophic	E Extreme
		U Unlikely	5 Catastrophic	E Extreme
		U Unlikely	5 Catastrophic	E Extreme
<b>Flooding less than 1.0% AEP</b>	Approximately 2 500 people will be directly affected Balance of the population will be affected in some degree Some houses and farm buildings will be damaged or lost Flooding will produce soil degradation and pollution All lifelines will suffer damage Critical facilities will be damaged	A Almost Certain	5 Catastrophic	E Extreme
		B Likely	3 Moderate	M Moderate
		B Likely	4 Major	E Extreme
		B Likely	4 Major	E Extreme
		B Likely	4 Major	E Extreme
		B Likely	4 Major	E Extreme
<b>Dam Flood - Tail Water Flood</b>	Approximately 129 properties will be directly affected Balance of the population may be affected in some degree Some houses and farm buildings may be damaged or lost Flooding will produce soil degradation and pollution Some damage to lifelines – roads, water & sewerage Critical facilities unlikely to be damaged	C Possibly	3 Moderate	H High
		D Unlikely	2 Minor	L Low
		D Unlikely	2 Minor	L Low
		C Possibly	2 Minor	M Moderate
		C Possibly	2 Minor	M Moderate
		D Unlikely	2 Minor	M Moderate

HAZARD	RISK	LIKELIHOOD RATING	CONSEQUENCE	RISK RATING
<b>Landslides</b>	It is unlikely that any people will be placed at risk It is unlikely that any buildings will be affected. No significant environmental damage is anticipated. There is no apparent risk to business. There will be a possibility of damage to lifelines. It is unlikely that critical facilities will be at risk	E Rare E Rare D Unlikely E Rare C Possibly E Rare	2 Minor 2 Minor 2 Minor 2 Minor 3 Moderate 2 Minor	L Low L Low M Moderate L Low M Moderate L Low

Detail of proposed mitigation/treatment strategies are contained in Annex 1 (controlled documents).

## 2.06 Explanation of (Probability) Likelihood

Table 2.2 below is provided to illustrate probabilities related to the chance of one or, more events of a given magnitude occurring in a given time frame. In this table, an event with a given ARI occurring in a specific time frame is compared with the betting odds (given in parenthesis) that most punters are familiar with.

Probability of one or more events in a specific period (from Granger, 2001)

Period in which event might occur (years)	50 year ARI (2.0% AEP)	100 year ARI (1.0% AEP)	200 year ARI (0.5% AEP)	500 year ARI (0.2% AEP)	1000 year ARI (0.01% AEP)
5	10% (10 to 1)	5% (20 to 1)	2% (50 to 1)	1% (100 to 1)	0.5% (200 to 1)
10	18% (5 to 1)	10% (10 to 1)	5% (20 to 1)	2% (50 to 1)	1% (100 to 1)
25	39% (2 to 1)	22% (5 to 1)	12% (10 to 1)	5% (20 to 1)	2% (50 to 1)
50	63% (2 to 1 on)	39% (2 to 1)	22% (5 to 1)	10% (10 to 1)	5% (20 to 1)
100	86% (7 to 1 on)	63% (2 to 1 on)	39% (2 to 1)	18% (5 to 1)	10% (10 to 1)
200	98% (near certain)	86% (7 to 1 on)	63% (2 to 1 on)	33% (3 to 1)	18% (5 to 1)
500	99.999% (certain)	99% (near certain)	92% (near certain)	63% (2 to 1 on)	39% (2 to 1)

**Table:** Probability of one or more events in a specific period (from Granger, 2001)

## 2.07 Review of Risk Management Record and Risk Treatment Strategies

The suggested risk treatment strategies contained in the *Esk Shire Disaster Risk Management Study, Farr Evrat Engineers Pty Ltd, 2003*; and the *Kilcoy Shire Natural Disaster Risk Management Study, KTG Engineering, 2003*, are detailed in Annex 1E

The Risk Management Record Section 2.06 and the strategies in Annex 1J need to be reviewed at least annually and updated as a result of the occurrence of natural hazard events or significant changes in land tenure within the Shire, by the Executive Officer LDMG.

## 2.08 Risk Management and Town Planning Development

In approving development applications, the Council should ensure that the development is not adversely impacted upon by natural hazards and does not



subject the future occupants, critical infrastructure or essential services to unacceptable levels of risk.

**NOTE:** Risk treatment strategies are a recognised form of preparation and prevention against the adverse impacts of natural hazards.

## Section 3 – Prevention

---

### 3.01 Introduction

1. Prevention refers to the regulatory and physical measures taken to ensure that emergencies are prevented or their effects mitigated. (Australian Emergency Management Glossary, Manual 3).
2. Prevention measures can be both structural and non-structural and include engineering works, planning controls and land use planning, warning systems and regulations.
3. *State Planning Policy 1/03, Mitigating the Adverse Impact of Flood, Bushfire and Landslide*, sets out the State's interest in ensuring that the natural hazards of flood, bushfire and landslide are adequately considered when making decisions about development.
4. Somerset Regional Council in recent years has undertaken a risk assessment study as outlined in this plan in Section 2 – Disaster Risk Management. The implementation of the mitigation strategies outlined in those studies is considered a prevention measure and will assist in mitigating the impact of the hazard.

Details of the recommended mitigation strategies are contained in Annex 1E.

### 3.02 Building Codes, Building-Use Regulations and Legislation

The application of building codes and building use regulations aim to ensure that buildings and infrastructure are designed and constructed to standards that minimise damage and injury in an event (up to the design event), and that the building or infrastructure is used for the purpose in which was intended. Standards and codes should be referred to and enforced particularly for the design and construction of major infrastructure and components of essential services.

The application of certain types of legislation, for example the *Dangerous Goods Safety Management Act 2001*, which outlines the safe storage and transport of hazardous materials particularly in a built up areas, aim to prevent incidents occurring that would endanger the community.

### 3.03 Public Education

Public education consists of an ongoing public awareness program conducted by the Somerset Regional Council and Statutory Services in conjunction with the LDMG.

Council makes available to the public numerous pamphlets produced by BoM, DES, and EMA. These are displayed in the foyer of the Council Administration Building and in the libraries. Copies can be posted to members of the public upon request.

### **3.04 Warning Systems**

Effective warning systems are an essential prevention strategy that aims to convey information to the community relating to the approaching disaster event.

Warnings to the community from the Bureau of Meteorology, Queensland Fire and Rescue Service and Council, are transmitted via the electronic media and radio as required.

### **3.05 Land-Use Management Initiatives**

The application of the *Integrated Planning Act, 1998*, *State Planning Policy 1/03* and Council's Strategic Town Plan to development applications will guard against the inappropriate siting of developments. Council's planning scheme provides for "desired environmental outcomes" and "deemed to comply conditions" as well as "natural hazard overlays". Council Corporate Plan and Operational Plan provide for the well-being of the community and the maintenance of a disaster response capability through a local disaster management plan. Land use planning also addresses the appropriate location of service networks and facilities through coordinated planning of the infrastructure.

## Section 4 – Preparedness

---

### 4.01 Introduction

Preparedness is having arrangements to ensure that, should an emergency occur, all those resources and services which are needed to cope with the effects can be efficiently mobilised and deployed. (Australian Emergency Management Glossary, Manual 3).

Preparedness is also about measures that seek to reduce harm caused by a hazard by reducing the community vulnerability and includes measures such as:

- community awareness programs;
- effective information management - collection of historical data of events;
- an up to-date local disaster management plan;
- regular maintenance programs.

The LDMG will encourage an all agency, all hazard ethos within the Group with all members of the Group being encouraged to take the approach, by providing advice and guidance to the Group on specific hazards.

The LDMG will identify and review resources annually to maximise response capability. Additionally the LDMG will establish and maintain relationships with Lead and Support Agencies, local community groups, local volunteer service groups, the District Disaster Group and the State Emergency Service, (Somerset Regional Unit) to build an ethos of ownership and partnership with the members of the Groups to increase its overall disaster management capability.

The LDMG will establish and maintain emergency evacuation centres and community support centres and develop operational guidelines for their establishment and operation.

The LDMG will establish an emergency communications capability and document procedures for its use in an operational plan.

A key element of preparedness is the availability of:

- a. members of the LDMG trained in the their role and responsibility;
- b. trained staff to operate the ECC and IMTs; and
- c. appropriate resources.

Rural communities are well known for their resilience and self sufficiency compared to their urban cousins and are more likely to have in place appropriate strategies to cope with an event impact. Urban communities need to be encouraged to be more self reliant during disaster events and take ownership of

the situation, where possible, at least for the first 24 hours. They need to be encouraged to have a personal disaster plan.

## **4.02 Event Coordination**

The Somerset Regional Council Event Coordination Centre (ECC) is established in the Council Chamber, Administration Building, 2 Redbank Street Esk. The building is connected to a standby power generator. See Plan 7.02 for detail.

In the event that the coordination centre in the Administration Building is inoperable, then the alternative location will be the Esk SES building 22 Heap Street Esk.

The Fernvale Futures Complex on the Brisbane Valley Highway, Fernvale, Kilcoy Ambulance Centre or Kilcoy QFRS Centre are alternative coordination centre locations if both the primary and secondary centres are inoperable.

The facilities selected as possible ECC will be equipped and resourced to coordinate multiple activities undertaken by the Group when an event occurs. Refer to Plan 7.02 "Coordination Centre" for detailed operational arrangements, layout and standard operating procedures (SOPs).

Refer to Plan 7.02 for detailed operational arrangements, layout and standard operating procedures (SOP). Plan 7.02 is based on the SEQDMAG's Event Coordination Centre (ECC) Standard Operating Procedures so as to ensure commonality and exchange of ECC staff across the Council's of south east Queensland who make up SEQDMAG.

Designated Council staff will be regularly trained in emergency management procedures, and form part of the IMT.

Members of the Local Disaster Management Group will be regularly trained on disaster management roles and responsibilities such as disaster coordination, Queensland disaster management arrangements and emergency risk management.

The Executive Officer of the LDMG is responsible for the implementation of such training.

Additionally the Local Emergency Service unit and groups are to be involved with training for succession purposes.

### **4.03 Warning Systems, Public Education and Public Information**

Warning systems and information require the establishment and refining of procedures regarding their use, and the development of a public education plan to inform the community of these systems.

This will be achieved by:

- regular electronic and print media updates on warnings;
- the regular use of electronic and print media for the dissemination of public education programs; and
- use of Lead and Support Agency educational and support material.

Council will be responsible for:

- the distribution to local radio stations of copies of the State Emergency Warning System (SEWS) and Abduction Alert signals, including advice on when and how these emergency warning signals are to be used; and
- the promotion to the community of the various electronic and print media, in the local areas, from which the community may receive early warnings.

Public education includes programs designed by Council in conjunction with Council's operational staff and the LDMG, together with material prepared by agencies such as the Department of Emergency Services, Bureau of Meteorology and other Statutory Services, that:

- provide a detailed explanation of particular hazards;
- provide details of practical measures residents can take prior to, during and after a disaster event or incident to help them prepare for mitigate and recover from impact of the event or incident.; and
- encourage the public to "be aware" through ongoing media campaigns.

The local media may also to be used for the purpose of dissemination of public education programs.

Council maintains pamphlet display boards in the foyer of the Administration Building and in the libraries, showcasing brochures on a range of hazards and preventative actions that a person can take to protect themselves and their property. These brochures are provided by the Bureau of Meteorology, Queensland Fire and Rescue Service, SES and Emergency Management Australia.

Council also participates in seasonal regional briefings on a range of hazards that may affect the community.

Agencies responsible for the provision of public information are outlined in Plan 7.11 Public Information and warnings.

**Queensland Fire and Rescue Service** - will coordinate media and public information regarding chemical or gas emergency situations.

**The Department of Primary Industries & Fisheries** - provides clear, accurate information about an emergency animal/plant disease emergency and its implications and the progress of control or eradication procedures.

**The Brisbane Regional Office of the Bureau of Meteorology (BOM)** - provides cyclone, flood (flood alert, flood watch and flood advice), severe storm (including thunderstorm), land gales and severe bushfire weather advices.

**The Department of Premier and Cabinet** - where the Statewide management of a terrorist incident is required.

**Queensland Police Service** - has responsibility for providing information about a locally managed incident terrorist incident.

**District Disaster Coordinator** – advises detail of mandatory evacuations and declarations under the *Disaster Management Act 2003*, relating to any disaster event.

**Queensland Health** - for information regarding a public health epidemic or heat wave.

**Somerset Regional Council** – for local information on road closures, traffic routes, evacuations, evacuation centres, welfare centres, debris clean-up and all matters relating to the activation of the LDMG and LDMP.

## **4.04 Financial Planning**

### **4.04.01 Context and Assumptions**

The Chairperson of the LDMG is to provide guidance to the Council in relation to planning, operational finances and the capital required to activate the LDMG and the IMT to the appropriate operational level of readiness.

The LDMG will establish active partnerships with the local business community (*chambers of commerce etc.*) by developing a business and economic recovery plan as a part of the LDMP.

- disaster-related finances are not normally included in the budgetary processes of the Council or other responding agencies. Disaster events happen, however, and may require the allocation of substantial funds as a consequence;

- due to the nature of many disaster situations, finance operations will often be carried out within compressed time frames and other pressures, necessitating the use of non-routine procedures; this in no way lessens the requirement for sound financial management and accountability;
- it is important to remember that a Declaration of a Disaster Situation is not a pre-requisite for the reimbursement of expended funding;

The Chairperson of the LDMG is to provide guidance to the Council in relation to planning, operational finances and the capital required to activate the LDMG and the LDMP to the appropriate operational level of readiness.

All costs incurred by Council as a result of damaged assets, response and recovery activities will be coordinated by the Executive Officer LDMG. Upon activation of the LDMG a disaster cost centre and project/job numbers will be created and activated to capture costs for deployment of resources and response and recovery activities. Cost centre and project/job numbers will be provided by the Council's Finance Manager.

Council's financial management policy and procedures will govern all financial delegations, authorisations to expend fund, recording of expenditure etc.

Lead and Support Agencies must also record all costs associated with a disaster response in accordance with their individual financial management policies and procedures.

The LDMG will establish active partnerships with the local business community (*chambers of commerce etc.*) by encouraging them to develop business and economic recovery plans.

#### **4.04.02 Authorised Expenditure and Delegations**

Council financial policy details authorised expenditure limits and delegation authorities.

Lead and support agencies will be governed by their own financial policy.

#### **4.40.03 Recording of Expenses**

When an incident occurs, each participating department or agency should immediately begin accounting for personnel, equipment and other costs relating to the disaster response by creating an appropriate cost centre and job number within their respective accounting system.



Separate recording of disaster-related expenditure shall be in accordance with the Council's or agency's financial procedures and supported by logs, formal records and file copies of expenditures to provide a clear and reasonable accountability; and justification for reimbursement must be maintained.

The ECC Logistics Officer is responsible for maintaining a record of costs incurred by the ECC. See also Plan 7.02 "Activation of the Event Coordination Centre" - recording of expenditure.

While innovative and expeditious means of procurement are called for during times of disaster events, it is still mandatory that good accounting principles and practices be employed in order to safeguard the use of public funds from the potential of fraud, waste or abuse.

Lead and support agencies are to abide by the procedures contained in their financial policy.

#### **4.04.04 Recouping of Expenditure**

The circumstances and conditions under which disaster-related expenditure may be recouped is explained in the Department of Emergency Services booklet, *"Natural Disaster Financial Assistance Arrangements Within Queensland"* (See Annexe 1F).

Reimbursement is not an automatic process, and requires solid evidence of disaster-related expenditure. Some disaster events may not be claimable.

Claims for reimbursement of funds relating to disaster operational expenses are addressed to the Area Director, Emergency Management Queensland, PO Box 301 Beenleigh Q 4207.

NDRRA Trigger Points are determined annually by the Department of Emergency Services.

### **4.05 Response Capability**

#### **4.05.01 Current and Potential Shortfall Response Capability**

A response capability is achieved through:

- the State Emergency Service, Somerset Regional Unit;
- the Council's workforce; and
- the capabilities of the various Lead and Support Agencies as detailed in the various role, responsibility and capability tables within this plan.

A measurement of response capability may be achieved through operational activation of the LDMG or by the conduct of exercises (table top, field etc.) that test all or parts of the LDMP.

A record of the conduct of such exercises shall be maintained by the Executive Officer LDMG, in the exercise register found in Annex 7

Annex 8 outlines the broad response capability of the Lead and Support Agencies and the broad classes of support and equipment they have at their disposal with which to respond to the threat.

Annex 8 also outlines in broad terms the potential resource shortfall that may be needed to be filled from outside the Shire area.

#### **4.05.02 External Assistance Required**

The LDMG will establish the potential external assistance required to respond to an event by discussion with all Lead and Support Agencies and completion of the table in Annex 8.

The LDMG will advise the DDMG of potential external resources that may be required.

This Page Blank

## Section 5 – Response

---

### 5.01 Introduction

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 Glossary, Manual 3).

The principle purpose of the emergency response is the preservation of life and property and includes having well trained resources available to respond to a hazard situation. It includes:

- establishment and training of council staff in AIIMS and ECC operations so as to form part of multiple IMT's;
- activation of the Somerset Regional Council Event Coordination Centre;
- conducting regular training and exercises for response and recovery teams;
- utilising all available resources to ensure a timely and reliable information is provided to the community;
- coordinating resources to respond to the disaster.

The LDMG will implement response arrangements that clearly identify:

- standard operating procedures (SOPs) for the co-ordination of the event. Refer to Plan 7.02 “Coordination centre”;
- mobilisation and management of resources;
- communication and information networks; and
- equipment capability, human resources, specialised equipment available from contractors in the region.

The LDMG will pre-determine (where possible) when it will activate or respond to a specific incident or disaster.

Once activated the LDMG (refer to Plan 7.01 “Activation of LDMG”) is to ensure the following within its own capability:

- efficiently and effectively coordinate the response to an event;
- minimise the impact of a disaster even on the community;

- detail the strategic manner in which elements of the LDMG will deal with day to day disaster management business;
- how information will be passed out on events that may impact on the LDMG.

## **5.02 Threat Escalation**

The LDMG, and ALL Lead and Support Agencies must be aware of the potential for the threat being addressed to escalate to a point where:

- (a) the resources of the Lead and/or Support Agency are insufficient to adequately respond, in which case the Lead Agency shall advise the LDMG of the situation and of the resources required; or
- (b) it becomes obvious or it is suspected that the trigger for the threat is terrorist based or an organisation claims responsibility for the threat as a terrorist act.

In this latter case the LDMG shall be immediately informed of the situation and will immediately advise the Queensland Police Service who will assume control of the response. Initial responders must try to preserve the threat site so that the Queensland Police Service Forensic Teams may collect evidence.

## **5.03 Coordination Centre Location**

For the purpose of coordinating all emergency/disaster activities, the location of the primary disaster/event coordination centre will be in the Council Chamber, Council Administration building, 2 Redbank Street Esk.

In the advent of the Administration Building being inoperable, the first alternative site for a disaster/event coordination centre will be located at the Esk SES building, 22 Heap Street, Esk.

The Futures Centre on the Brisbane Valley Highway at Fernvale, QAS and QFRS centres at Kilcoy are alternative centres if the both the prime and first alternative centres are inoperable.

## **5.04 Concept of Operation**

Unless otherwise stated in the individual operational plans the following general principles shall apply:

Activation of the LDMG or part thereof can only be authorised by the Chairperson LDMG, or delegate, on receipt of:

- (a) a warning of an impending threat which in the opinion of the Chairperson or delegate, would require a co-ordinated community response; or
- (b) a request from a Lead Agency for assistance under the LDMP;
- (c) a request of the District Disaster Coordinator;
- (d) a request from an affected Local Government under mutual aid arrangements, to provide assistance to a neighbouring Local Government; or
- (e) on advice from the State of an impending disaster.

#### **5.04.01      Activation**

The concept of activation of the LDMG is based on three stages, namely, initial activation, full activation and stand-down.

Refer to plan 7.01, for detail of the activation phases.

The concept of activation of the ECC is based on four stages, namely alert, standby, activation and stand-down.

Refer to plan 7.02, for detail of the activation process.

#### **5.04.02      Organisation for Control**

The control of the disaster response is the responsibility of the relevant Lead Agency.

Support required by the Lead Agency, upon implementation of this plan will be coordinated by the Chairperson of the LDMG through the ECC.

#### **5.04.03      Warnings – Receipt**

Warnings of a natural disaster (severe weather, cyclone, or flood) will be issued in the first instance by the Bureau of Meteorology to the Somerset Regional Council, LDMG, DDC and SES Controller via email and facsimile. Local Police are also informed by the Bureau.

Warnings of a man made disaster or other natural disaster for which a warning would not be issued by the Bureau of Meteorology, may be issued by the designated Lead Agency to the Chairperson of the LDMG. The Chairperson will advise the DDC.

Refer to plan 7.11 “Public Information, Warnings and Media” for detail.

#### **5.04.04 Warnings – Distribution**

Upon the implementation of this plan, all public warnings will be distributed through the ECC upon the recommendation of the relevant Lead Agency and on the authorisation of the Chairperson or, relevant Lead Agency and over the authority of the Mayor, or Chief Executive Officer, SRC.

Warnings are to be issued by the most effective means and may include phone (to effected properties), radio warnings, and local electronic and print media outlets.

Refer to plan 7.11 “Public Information and Warnings” for detail.

#### **5.04.05 Public Information**

Public information is that information which is passed on to the public prior to, during, and after a disaster, such as warnings and direction.

The Mayor, or the Chief Executive Officer, SRC in the absence of the Mayor, on receiving advice from the agency, Chairperson (LDMG) or the Executive Officer (LDMG), has the responsibility for the dissemination of disaster management information to the public.

Refer to plan 7.11 “Public Information and Warnings” for detail.

#### **5.04.06 Reporting**

All response organisations are to submit regular situation reports (SITREP) to the ECC.

**NOTE:** A number of local governments in South East Queensland are trialling software (Toolbox Disaster Suite or the Joint Event Management Application (JEMA), which may automate the preparation of SITREPs.

The Executive Officer is to collate reports (response organisations SITREPs) received and supplies regular SITREPs to the Chairperson.

The Chairperson is to submit regular SITREPs to the Ipswich District Disaster Coordinator and the Area Director EMQ. See the SOP for the ECC for detail of times to submit SITREPs.

Refer to plan 7.02 “Disaster Coordination Centre” for a copy of a SITREP form.

#### **5.04.07 Daily meetings LDMG – Protracted Operations**

Should damage or disruption be to such an extent that operations are to continue over a number of days, the LDMG will meet daily to coordinate effort and establish priorities.

#### **5.04.08 Conclusion of Operations**

Acting on advice from the relevant Lead Agency, the Chairperson will co-ordinate a recall of participating Agencies and close down the ECC.

Members of participating Agencies are to be debriefed by their respective officers-in-charge prior to stand down.

An operation debrief involving officers-in-charge of the Lead and Support Agencies is to be conducted by the Chairperson within seven (7) days of completion of the operation and a report submitted to the SRC and the DDMG.

#### **5.04.09 Media Releases**

All disaster-related media enquiries are to be directed to the Chairperson, LDMG, or the Executive Officer, LDMG (in the absence of the Chairperson), and unless otherwise authorised the Chairperson LDMG is to conduct media briefings and interviews with key personnel.

All disaster-related media releases are to be approved by the Chairperson LDMG or the Executive Officer LDMG (in the absence of the Chairperson) and released over the authority of the Mayor or Chief Executive Officer, SRC.

Releases referring to a particular organisation's involvement are to be issued by the organisation.

All non disaster-related media enquires are to be directed to the Mayor or Chief Executive Officer, SRC

#### **5.04.10 Communications**

For major activations as per the relevant sub/operational plans, each response Agency will be required to send a Liaison Officer to the ECC. The Liaison Officers should have their own means of communication to their respective organisations. Communication systems that may be available include:

- public phone system
- Internet;
- mobile phone including satellite;
- email; and
- two way radio.



#### **5.04.11 Available Communication Resources**

The under mentioned communication systems should be available for disaster management operations.

- (a) Somerset Regional Council,
- (b) conventional Telstra facilities. Additional telephones and facilities may be made available by Telstra during operations,
- (c) State Emergency Service radio net,
- (d) Queensland Police radio net,
- (e) individual Response Agency radio net,
- (f) electronic media – Radio and television stations and Council’s web site – for dissemination of public information as directed by the Chairperson.

Considerable control of communication systems will be needed to prevent over loading of these facilities.

#### **5.04.12 Accessing Support**

**IMPORTANT NOTICE: All requests for assistance must go through the ECC via the councils normal call centre. Failure to do so is likely to result in either duplication or non receipt of requests.**

When the Lead Agency’s own resources are insufficient to combat the hazard / threat it will contact the LDMG and request additional support.

If the LDMG cannot meet the request for additional support from within the resources available to it, the Chairperson will request the additional support from the Ipswich District Disaster Coordinator.

Financial support to Council may be available through the State Disaster Relief Arrangements (SDRA) or the Natural Disaster Relief and Recovery Arrangements (NDRRA) arrangements.

Details of these arrangements are contained in the SDRA/NDRRA brochure to be found in Annex “1F”.

### **5.05 Initial and Post Impact Assessment**

#### **5.05.01 Introduction**

Assessment is defined as the organised process of collecting information after an emergency or disaster.

The purpose of post-disaster assessment is to provide the LDMG with a

source of comprehensive, standardised information on the impact of a hazard. This information is used to assess the overall impact of the disaster, set priorities, manage resources and make management decisions relating to the response to an emergency or disaster and to the initial steps leading to recovery.

Refer to Plan 7.06 “Impact Assessment” for further detail and copies of assessment forms.

### **5.05.02 Types of Assessment**

The two basic types of assessments are:

- **impact assessments** – Impact assessments examine the ways in which the hazard has affected the community or communities; and
- **needs assessments** – Needs assessments deal with the type, amount and priorities of assistance needed by an affected community.

Both types of assessment can be conducted concurrently.

Refer to Plan 7.06 “Impact Assessment” for further detail and assessment forms.

## **5.06 Response Agencies**

To ensure the provision of effective support during disaster management operations, a number of Agencies have been identified and have accepted as having a Lead or Support role for the nominated threat / hazard as detailed below:

General responsibilities are covered in more detail under the heading “Roles and Responsibilities”.

<b>Threat</b>	<b>Lead Agency</b>	<b>Support Agency</b>
<b>Storm/ Severe weather Damage</b>	<b>Somerset Regional Council</b>	State Emergency Service Queensland Police Service Ergon Energy Telstra Queensland Ambulance Service Queensland Fire & Rescue Service Queensland Transport - Main Roads Esk Hospital Kilcoy Hospital
<b>Flood incl. Dam Break Flood</b>	<b>Somerset Regional Council</b>	State Emergency Service Queensland Police Service Ergon Energy Telstra Queensland Ambulance Service Queensland Fire & Rescue Service Queensland Transport - Main Roads Esk Hospital Kilcoy Hospital South East Queensland Water Corp. – Wivenhoe & Somerset Dams Toowoomba City Council – Cressbrook Dam Department o Natural Resources and Water – Atkinson Dam
<b>Major Transport Accident (Road, Air)</b>	<b>Queensland Police Service</b>	Queensland Ambulance Service State Emergency Service Queensland Fire & Rescue Service Ergon Energy Queensland Transport - Main Roads Somerset Regional Council Esk Hospital Kilcoy Hospital Department Primary Industries & Fisheries Civil Aviation Safety Authority (CASA)
<b>Fire – Urban</b>	<b>Queensland Fire &amp; Rescue Service (Urban)</b>	Queensland Police Service Queensland Ambulance Service State Emergency Service Ergon Energy Somerset Regional Council Esk Hospital Kilcoy Hospital

<b>Threat</b>	<b>Lead Agency</b>	<b>Support Agency</b>
<b>Fire – Rural</b>	<b>Queensland Fire &amp; Rescue Service – (Rural Operations)</b>	Queensland Police Service Queensland Ambulance Service Queensland Fire & Rescue Service State Emergency Service Ergon Energy Somerset Regional Council Esk Hospital Kilcoy Hospital
<b>Emergency Animal/Plant Disease</b>	<b>Department Primary Industry and Fisheries</b>	Department of Primary industries & Fisheries Queensland Police Service Somerset Regional Council State Emergency Service Queensland Fire & Rescue Service (Rural) Queensland Transport – Main Roads Ergon Energy Government Valuers Queensland Fire & Rescue Service Esk Hospital Kilcoy Hospital
<b>Hazardous Material Accident</b>	<b>Queensland Fire &amp; Rescue Service</b>	Queensland Police Service Queensland Fire & Rescue Service Somerset Regional Council State Emergency Service Queensland Ambulance Service Ergon Energy CHEM Unit RACE(Response Advice for Chemical Emergency) Esk Hospital Kilcoy Hospital Industry concerned
<b>Medical/ Epidemic/ Pandemic</b>	<b>Queensland Health</b>	Queensland Police Service Queensland Ambulance Service State Emergency Service Somerset Regional Council Esk Hospital Kilcoy Hospital Medical agencies

Threat	Lead Agency	Support Agency
<b>Earthquake</b>	<b>Queensland Police Service</b>	State Emergency Service Queensland Police Service Ergon Energy Telstra Queensland Ambulance Service Queensland Fire & Rescue Service Queensland Transport - Main Roads Somerset Regional Council Department of Admin Services (Q-Built) Esk Hospital Kilcoy Hospital
<b>Landslide</b>	<b>Queensland Police Service</b>	State Emergency Service Queensland Police Service Ergon Energy Telstra Queensland Ambulance Service Queensland Fire & Rescue Service Queensland Transport - Main Roads Somerset Regional Council Department of Admin Services (Q-Built) Esk Hospital Kilcoy Hospital
<b>Terrorism</b>	<b>Queensland Police Service</b>	Somerset Regional Council. Queensland Ambulance Service State Emergency Service Queensland Fire & Rescue Service Ergon Energy Telstra
<b>Missing Persons Bush &amp; Mountain Search &amp; Rescue</b>	<b>Queensland Police Service</b>	Somerset Regional Council. Queensland Ambulance Service State Emergency Service Queensland Fire & Rescue Service Queensland Parks & Wildlife Service Federation Mountain Rescue Esk Hospital Kilcoy Hospital

## **5.07 Responsibilities of Agencies**

The following general responsibilities for each Agency are to be regarded as indicative only:

Lead Agency	Roles and Responsibilities
<b>Somerset Regional Council</b>	<p>Establishment of the Event Co-ordination Centre (ECC).  Public warning and advice.  Collection and interpretation of meteorological warnings and data.  Preservation of public health and hygiene precautions.  Protection and maintenance and restoration of water and sewerage services.  Assessment and control of chemical pollution of water supply.  Assistance in vaccination programmes.  Maintenance of drainage systems.  Assessment and safety of damage buildings.  Sign posting, barricading and road maintenance.  Clearance of debris.  Co-ordination of clean up of private dwellings.  Assistance in animal control.  Provision of animal records.  Provision of other man-power and equipment as necessary.  Supply of water tenders.  Provision of communication system.  Closure of roads as required.  Maintain an SES unit in accordance with the Act.</p>

Lead Agency	Roles and Responsibilities
<b>Queensland Police Service</b>	<p>Control of incident/impact site/s.  Control of essential traffic routes.  Control of evacuation.  Assist QFRS to co-ordinate rescue of trapped/stranded persons.  Security of specific areas.  Road-blocks and diversions.  Control of disaster victim identification and emergency mortuary facilities where required.  Tracing of persons.  Augmenting emergency communications.  Investigations of offences.  Assistance with stock destruction.  Control of crime threatened site.  Criminal investigations</p> <ul style="list-style-type: none"> <li>- Mass Incident Response Unit</li> <li>- Special Emergency Response Team;</li> <li>- Negotiators;</li> <li>- Public safety Response Team;</li> <li>- Explosive ordnance Response Team;</li> <li>- Dog Squad;</li> <li>- State Crime Operations Command;</li> </ul> <p>Security Intelligence Branch  Coordinate &amp; control search operations.  Stock control movement.  Assistance, on request, with stock and infected material tracing.</p>
<b>Queensland Fire &amp; Rescue Service (Urban)</b>	<p>Safety of persons in relation to fire prevention, fighting and recovery.  Control of fire in designated fire zone.  Control and clean up of hazardous materials, spillage/release (negotiable with local EHO).  Extrication of trapped persons.  Advice and directions on public safety/evacuation from fire/hazardous materials danger zone.  Assistance in the provision of clean up facilities particularly pumping and hose down (negotiable with SRC).  Advice on carcass burning conditions.  Provision of spraying and protective equipment (decontamination).  Provision of specialist manpower and equipment.  Provision of AIIMS trained teams;  Road Accident Rescue (RAR) supported by SES</p>



<b>Lead Agency</b>	<b>Roles and Responsibilities</b>
<b>Queensland Fire &amp; Rescue Service (Rural Operations)</b>	Administration & direction of public safety, evacuation and wildfire. Control of fire in designated fire zone. Safety of persons in relation to fire prevention, fighting and recovery. Provision of specialist manpower and equipment. Any other situation where QFRS requires assistance; Provision of AILMS trained teams;
<b>Department of Primary Industry &amp; Fisheries</b>	Co-ordination of resources in exotic animal disease outbreaks. Detection of source of infection. Slaughter and disposal of animals and infective agents. Evaluation and compensation. Control of movement of animals, animal products, vehicles. Disinfection/disinfestation of contamination. Public advice and information. Control of specific enterprises.
<b>State Emergency Service</b>	Provide management system for the employment of public volunteers. Co-ordination of volunteer resources from local community. Assistance in rescue of trapped/stranded persons. Assistance in community information services. Augment emergency communications. Establishment of short term Community Support services. Temporary repair to damaged private dwellings or other essential buildings. Assistance in traffic control. Provision of emergency lighting. Establishment of field DCC at the request of Incident Commander. Provision of field welfare facilities. Provision of trained search manpower. Augment field search equipment as required. Marking of wreckage as requested by Incident Commander. Provision and erection of initial tentage for Field Triage/Treatment point or morgue.
<b>Queensland Ambulance Service</b>	Initial treatment and transport of casualties. Initial triage of casualties.
<b>Ergon Energy</b>	Control of electrical hazards. Restoration of power.
<b>Telstra</b>	Emergency telecommunications. Restoration of Telstra facilities.

<b>Lead Agency</b>	<b>Roles and Responsibilities</b>
<b>Queensland Transport - Main Roads</b>	Assistance in tracing of animal and livestock products being transported. Halting, off loading and disinfecting of transportation vehicles as required. Advice on vehicle detour routes. Provision of heavy earthmoving equipment and manpower. Clearance of debris, blocked drains and erection of barricades – Brisbane Valley, D'Agular and Warrego Highways and other declared roads.
<b>Esk Hospital Kilcoy Hospital</b>	Provision of Site Medical Officer or Site medical Teams as required. Field triage of casualties. On-site emergency treatment. In-hospital care of persons
<b>Queensland National Parks &amp; Wildlife Service</b>	Provision of manpower and equipment.
<b>Government Undertaker</b>	Removal of deceased persons.
<b>South East Queensland Water Corp.</b>	Actions in accordance with the EAP for Wivenhoe & Somerset Dams
<b>Toowoomba City Council</b>	Actions in accordance with the EAP for Cressbrook Dam
<b>Department of Natural resources and Mines</b>	Actions in accordance with the EAP for Atkinson Dam
<b>Department of Admin Services (Q-Build)</b>	Provision of engineering and logistical requirements to damaged areas.
<b>Department of Defence</b>	DACC provisions – The provision of defence resources for the performance of tasks which are primarily the responsibility of the civil community.

## 5.07 Disaster Management Response Plans

Operational plans have been developed or are being developed that outline the disaster management arrangements required in the Somerset Regional Council area to address:

- functional and operational requirements; and
- threat specific events.

### 5.07.01 Hierarchy of Plans

The following hierarchy of plans have been developed at State, District and Local level:

State Disaster Management Group

State Disaster Management Plan

District Disaster Management Group

Ipswich District Disaster  
Management Plan

Local Disaster Management Group

Somerset Regional Council  
Local Disaster Management Plan  
Main Plan & Annexes

Somerset Regional Council  
Local Disaster Management  
Group Operational & Threat  
Specific Plans

Lead & Support Agency  
Operational Plans

### 5.07.02 Functional Operational Plans

The following functional plans, in Part 2 of the LDMP, have been or will be developed by the LDMG:

- 7.01 Activation of the Local Disaster Management Group Plan;
- 7.02 Event Co-Ordination Centre Plan;
- 7.03 Evacuation Plan;
- 7.04 Evacuation Centre Management Plan;
- 7.05 Community Support Plan;
- 7.06 Impact Assessment Plan;
- 7.07 Medical Plan;
- 7.08 Transport Plan;
- 7.09 Public Health Plan;
- 7.10 Public Works and Engineering Plan;
- 7.11 Public Information, Warnings and Media Plan;
- 7.12 Rescue Plan;
- 7.13 Communications Plan;

- 7.14 Logistics Plan.

The processes and arrangements detailed in these plans can be implemented for a range of hazard events.

### **5.07.03 Threat Specific Plans**

The following threat specific plans have been or will be developed by the LDMG in consultation with the Lead Agent. They are contained in Part 2 of the LDMP and will be a Controlled Document.

While these events are managed by other arrangements, the LDMG may be required to provide support to these arrangements and such requests may be channelled via the Disaster District Group rather than direct to the LDMG by the Lead Agency.

- 7.15 Terrorism Plan;
- 7.16 Emergency Animal/Plant Disease Plan;
- 7.17 Epidemic or other health issues Plan;
- 7.18 Flood / storm / Dam Break Plan.

**NOTE:** Working groups will be established led by the appropriate Lead Agent. These groups will be tasked with the responsibility to maintain and update the operational-plan at least annually, to provide a copy to the Executive officer of the LDMG for incorporation into the LDMP and for distribution in accordance with Section P 1.07 of Part 1 – Main Plan.

Where no update is required the Lead Agent is to formally report this fact to the Executive Officer of the LDMG.

This Page Blank

## Section 6 – Recovery

---

### 6.01 Introduction

The primary aim of recovery is to assist the affected community to regain a proper level of functioning following a disaster, both initially and in the long term.

Recovery includes:

- assistance with the clean-up of residential and commercial properties;
- provision of temporary housing, shelter, financial assistance and emergency food supplies;
- restoration of emotional, social, economic and physical well-being through the provision of:
  - information;
  - personal support;
  - resources;
  - specialist counselling; and
  - mental health services;
- public awareness programs to inform the community of available recovery assistance;
- restoration of lifelines, essential services and the local physical infrastructure to normal levels of service;
- long term recovery, reconstruction and rehabilitation; and
- review of the local disaster management plan in light of the disaster.

Recovery must commence as early as possible during the response phase of the event and continue after the response phase has concluded.

Initial short term recovery of the community will be addressed by the activation of the Community Support Plan. This plan is designed to ease the initial problems faced by the persons affected by the disaster or emergency.

Mid to long term recovery of the community will be achieved by the activation of the Ipswich District Disaster Recovery Plan administered and chaired by the Department of Communities. The Disaster District Community Plan details management arrangements for the coordination of both government and non-government agencies in the delivery of community recovery services at the district level. It details the services and resources to be provided by the member agencies and the roles and functions of the Disaster District Community Recovery Committee members.

Recovery of Council's infrastructure and corporate processes is addressed in the Business Continuity Plan currently under development and in Plan 7.11 "Public Works and Engineering".

The four (4) stages of recovery are:

- community (including psychosocial recovery);
- infrastructure (services and lifelines);
- economy (including financial and political considerations); and
- environment.

The application of recovery will depend upon the initial assessment conducted by the teams established in Section 5, Impact Assessment, and the information gained from Lead and Support Agencies.

## **6.02 Community Recovery**

Community recovery is the coordinated process of supporting disaster-affected individuals, families and communities towards the restoration of emotional, social, economic and physical well-being following a disaster. Services typically include provision of information, payment of financial assistance, and provision of personal and psychosocial support.

Recovery of the community will commence with the activation of the "Community Support" Plan. 7.05 which provides for the immediate needs of the disaster affected community, that is, sustenance and shelter.

Mid to long term recovery will be met by the activation of the District Recovery Plan through the DDMG that provides for the ongoing sustenance, shelter, social and financial needs of the disaster affected community.

Financial aid and disaster relief to the disaster affected community may be met in part from the provisions of NDRRA, SDRA, public appeals and/or private insurance.

The community may need access to services provided by the following agencies to assist in community recovery (the rebuilding of the community):

- Department of Communities;
- West Moreton Health Service District – Mental Health Services;
- Centrelink;
- Department of Housing;
- Lifeline CQ;
- Insurance Council of Australia;
- Finance Industry Representatives;

- Non-Government Welfare Agencies;
- Somerset Regional Council.

The above services are usually delivered through a Recovery centre which operates under a 'one-stop-shop" principal and is established at a suitable location where representatives of the above agencies can be accessed by members of the public. Where suitable the Recovery Centre "one-stop-shop" may be collocated with the evacuation centre, provided suitable separation for privacy can be achieved. Other suitable locations for the Recovery Centre "one-stop-shop" may be local halls, showground pavilions or vacant shops. The Recovery Centre should be located as close as possible to the evacuation centre.

The purpose of the Recovery Centre is to make available a multiplicity of services at one point. This removes the necessity for persons affected by the disaster to seek services at several locations and eliminates the duplication of such services. The centre also aids in the coordination of participating government and non-government agencies in providing services.

The physical requirements for a Recovery Centre are:

- capacity;
- power, water, sewerage;
- communications;
- long-term availability;
- catering;
- bathroom facilities;
- heating and cooling as necessary;
- access/egress;
- proximity to transport; and
- car parking.

Information about access to these services is delivered by:

- radio and television broadcasts;
- print media;
- information centres;
- pamphlets/newsletters;
- internet; and
- public meetings.

Service Provision at a Recovery centre.

Recovery services refer to a range of activities undertaken to prevent the escalation of the impacts of a disaster and to restore the wellbeing of the individuals and the communities and the infrastructure that supports them.



These services may include:

- reception;
- registration;
- personal support;
- outreach/home visits;
- financial assistance and insurance advice;
- business advice;
- housing support or advice; and
- Counselling.

The Recovery Centre will be staffed by officers of the Department of Communities and staff of participating agencies.

These functions are undertaken at the District level of the Disaster Management system.

Additional related functions are subject to the Community Support plan at the local disaster management level. These functions cover services provided by Local Government agencies, including:

- material aid;
- evacuation centres;
- registration;
- personal support;
- immediate accommodation (24 to 48 hours); and
- catering services.

### **6.03 Infrastructure Recovery**

Services and infrastructure for which Somerset Regional Council is responsible will be restored in accordance with its Business Continuity and TMP programs.

The provision and restoration of services and infrastructure that is owned by government entities will be the responsibility of that entity.

Detail concerning the provision of temporary services and the timing of the restoration of the service will be delivered to the community by the same means outlined in 6.02 above.

### **6.04 Economic Recovery**

A key player in the economic recovery of the community is the Insurance Industry together with agencies who manage the provision of financial assistance (NDRRA, SDRA, Social Security payments and Appeal funds).

NDRRA/SDRA relief/assistance arrangements include:

- personal hardship and distress;
- restoration of public assets;
- concessional loans to primary producers;
- concessional loans to small businesses;
- freight subsidies;
- loans/grants to non-profit organisations.

Refer to Annex 1F for a copy of the NDRRA/SDRA Brochure.

Social security payments include:

- disaster relief payments;
- special benefits;
- continuing payments.

### Appeals

Appeals must be strictly administered and may be organised by State and local governments, charitable organisations, service clubs, churches and media.

Appeals will result in cash donations, material aid and gifts being received for distribution to the disaster affected community.

## **6.05 Environmental Recovery**

Environmental recovery includes public health issues and physical damage to the environment.

Public health issues include water, sanitation, shelter, food and infectious diseases and will be managed by Council's Environmental Health Officers with assistance from the Department of Health as required.

Environmental damage may include not only damage to flora and fauna but also damage inflicted by the release of hazardous materials. The recovery will be managed by Council Officers with expertise from EPA, Chem Unit and Department of Natural Resources – Parks and Wildlife.

## **6.06 Assessment of Impact**

Refer to Operational Plan 7.05 "Community Support" for detail of "Outreach Surveys" and 7.06 "Impact Assessment" for detail of procedures and assessment forms.

## **6.07 Reference**

Australian Emergency Manual "Disaster Recovery"

THIS PAGE BLANK

## CHECKLIST – LOCAL DISASTER MANAGEMENT PLAN

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION RESPONSIBLE OFFICER	CONTACT NUMBERS Ph Mob Fax	DATE COMPLETED
LDMG Approval of Plan		Responsible Organisation Responsible Officer	Ph Mob Fax	
DDMG Review of Plan		Responsible Organisation Responsible Officer	Ph Mob Fax	
Council Approval of Plan		Responsible Organisation Responsible Officer	Ph Mob Fax	
LDMG Approval plan distribution		Responsible Organisation Responsible Officer	Ph Mob Fax	
LDMP distributed		Responsible Organisation Responsible Officer	Ph Mob Fax	
LDMP Review/revision Section/Annex		Responsible Organisation Responsible Officer	Ph Mob Fax	
LDMG Representative on DDMG nominated		Responsible Organisation Responsible Officer	Ph Mob Fax	
DDMG Advised of LDMG representative		Responsible Organisation Responsible Officer	Ph Mob Fax	
State Disaster Management Group advised of DDMG representative		Responsible Organisation Responsible Officer	Ph Mob Fax	
Committees established to review & maintain appropriate operational & threat plans		Responsible Organisation Responsible Officer	Ph Mob Fax	

This Page Blank

# ANNEXES

---

**NOTE: ANNEXES 1A TO 1G INCLUSIVE ARE CONTROLLED DOCUMENTS AND CONTAIN CONFIDENTIAL INFORMATION THAT MUST NOT BE RELEASED TO THE MEDIA OR THE PUBLIC.**

This Page Blank

## Annex 1 Controlled Documents

### 1 A Emergency Contact Details (as at MAY 2009)

***Confidential – Numbers not to be distributed to media or public***

Key Personnel and/or emergency contact numbers for the organisations referred to in this Plan are listed below.

Organisation	Name	Phone Number	Mobile	Fax / Email
<b>Council</b>				
Mayor	Cr Graeme Lehmann			
D-M Group Chair	Cr Neil Zabel			
Chief Executive Officer	Bob Bain			
Manager Operations	Tony Jacobs			
Environmental Health Officer	Bob Glover			
Somerset Regional Council				
<b>Police Service</b>				
Ipswich	Supt. Peter Guild (DDC)			
	Insp. David Preston			
	S/Sgt Robbie Goodger			
	Insp. Cliff Dieckmann			
Esk	Sgt Dale Gough			
Toogoolawah	Sgt John Cumner			
Lowood	Sgt Ian Douglas			
Moore	Snr Const Stephen Johnson			
Kilcoy	Sgt Marty Tanwan			
Marburg	Sgt Craig Pond			



Organisation	Name	Phone Number	Mobile	Fax / Email
<b>S.E.S. (Somerset Regional Unit)</b>				
Controller	Andy Bickerton			
Dep. Controller	Matthew Pinder			
Esk Group	Duty Officer			
Lowood Group	Duty Officer			
Toogoolawah Group	Duty Officer			
Kilcoy Group	Duty Officer			
Emergency Welfare Coordinator	(tba)			
<b>Fire Service</b>				
<b>Urban</b>				
Area Director	AFCOM Southport David Caughley			
Fire Captain Toogoolawah	Bob Lukritz			
Fire Captain Esk	Chris Mattock			
Fire Captain Lowood	Shane Browne			
Fire Captain Kilcoy	Mark Edwards			
<b>Rural</b>				
Operations Area Director (Ips)	Craig Smith			
Operations Area Director (Cbl)	Peter Varley			
Esk Group Officer	Bill Doorley			
Esk Deputy Group Officer				
<b>Ambulance Service</b>				
Toogoolawah	O.I.C. Shane Sypher			
Lowood	O.I.C.			
Ipswich	O.I.C. Helen Donaldson			
Gatton	O.I.C. Glen Barron			
Laidley	O.I.C. (acting)			

Organisation	Name	Phone Number	Mobile	Fax / Email
Kilcoy Area Director South East Communications Centre (SECOMM) Operations Supervisor	Leanne Stevens    Jan Tooth			
<b>Media Liaison</b> <b>Press</b>  <b>Electronic</b>	Chief of Staff, Qld Times Staff Reporter, BV & K Sun A.B.C. Brisbane  Valley FM 95.9 River 94.9 A.B.C. Toowoomba			
<b>South East Qld Water Corporation</b> Operations Manager	Rob Drury			
<b>Telstra</b> Emergency Services Liaison Officer				
<b>Energex</b> Emergency Contact (24 hours, 365 days) Brisbane Control Centre Western Network	Michael Lukritz Henry Pluimers Russell Cross			
<b>Emergency Management Queensland (Area Office)</b> Area Director Area Training Officer Regional Director	Deryck Taylor Jodie Saul Eddie Bennet			

Organisation	Name	Phone Number	Mobile	Fax / Email
<b>Hospital</b>				
Esk				
Director of Rural Health	Brenda Moloney			
Superintendent	Dr. Kathy Jacoby			
Medical Officer	Dr. Hussain Zaidi			
Ipswich				
Superintendent	Dr Lance Leroy			
Kilcoy (D.O.N.)	Vikki Jackson			
Superintendent	Dr Mark Weller			
<b>Qld Health</b>				
Environmental Health Officer	Mr George Constantine			
Senior Environmental Health Officer	Mr Des Larsen			
<b>BlueCare</b>				
Lowood/Rosewood, Director of Nursing	Evelyn Dwyer			
Glenwood Hostel, Lowood Service Manager	Jennifer Frampton			
<b>Dept of Communities</b>				
A/Regional Co-ord (Youth Justice)	Dan Georgeson			

## 1 B Community Support Group Toogoolawah & District Contact Details

As at 01/05/07

Organisation	Name & Address	Phone	Email
<b>Local Officers</b>			
Local Controller Somerset Regional S.E.S. Unit	Andy Bickerton Somerset Regional Council PO Box 117 Esk Q 4312		
Emergency Community Support Coordinator	Cr. Joan Burke (Dep Mayor) Stanley Pocket road Crossdale.		
Deputy Coordinator	Cr Lyn Robertson 125 Hamilton Lane Toogoolawah Q 4313		
<b>Local Officers (Organisations)</b>			
Chairman	Bob Robertson 60 Krugers Lane Toogoolawah Q 4313		
Deputy Chairman	Cr Lyn Robertson 125 Hamilton Lane Toogoolawah Q 4313		
Registration (Red Cross Auxiliary)	Val Krisanski 15 Drem St, Toogoolawah Q 4313		
Accommodation – people, pets (RSL Sub-Branch)	Tim Moroney Annette Street Toogoolawah Q 4313		
Catering (Lioness Association)	Julie Campbell-Lipp 43 Gardner St, Toogoolawah Q 4313		
Clothing (Red Cross Auxiliary)	Val Krisanski 15 Drem St, Toogoolawah Q 4313		
Personal Services (Ministers Fraternal)	Rosalyn Smaill 31 Abbotsford St Toogoolawah Q 4313		
Members	Graham & Felice Evans Eskdale Road Toogoolawah Q 4313		

Unless otherwise instructed, the initial point of assembly for any activity will be:

S.E.S. Headquarters, 49 Abbotsford Street, Toogoolawah.

This Page Blank

## 1 C Rural Fire Brigade Contact Details

**Confidential – Numbers not to be distributed to media or public**

BRIGADE	ADDRESS	PHONE No.	EMAIL	CONTACT
<b>CHAIRPERSON RURAL FIRE SERVICE IPSWICH DISTRICT</b>	86 Reids Ave. Wivenhoe Pocket 4306			Graham Peall
	PO Box 4079 Ipswich 4305			Bernard Trembath
<b>Rural Fire Brigade – Esk</b>	Murrumba Rd via Esk 4312			Bernard Wolff
<b>Rural Fire Brigade – Eskdale</b>	Rebea Stud” via Esk 4311			Christine Aitken
<b>Rural Fire Brigade – Biarra</b>	Rebea Stud” via Esk 4311			Christine Aitken
<b>Rural Fire Brigade – Bryden</b>	M/s 574 Esk 4312			Brian Conroy
<b>Rural Fire Brigade – Buaraba Creek</b>	Buaraba Creek Road, via Lowood 4311			Helen Lyons
<b>Rural Fire Brigade – Coominya</b>	PO Box 409 Coominya 4311			Laurie Tobin
<b>Rural Fire Brigade – Fernvale</b>	PO Box 90 Fernvale 4306			Mavis Newman
<b>Rural Fire Brigade – Harlin</b>	MS 550 Toogoolawah 4313			Peta Meagher
<b>Rural Fire Brigade – Lower Cressbrook</b>	Cooneimbardi Road Toogoolawah 4313			Ken Wheildon
<b>Rural Fire Brigade – Lowood</b>	502 Clarendon Road Clarendon 4311			Helen Graham
<b>Rural Fire Brigade – Minden</b>	Lot 77 Parkview Road Minden 4311			Shane Burrow
<b>Rural Fire Brigade –</b>	Main Street Moore 4306			Henry Van Der Molen

BRIGADE	ADDRESS	PHONE No.	EMAIL	CONTACT
<b>Moore/Linville</b>				
<b>Rural Fire Brigade – Mount Beppo</b>	M/S 336 Mount Beppo Toogoolawah 4313			Greg Brown
<b>Rural Fire Brigade – Mount Brisbane</b>	Inverstanley Esk 4312			A R McConnell
<b>Rural Fire Brigade – Mount Hallen</b>	PO Box 100 Esk 4312			
<b>Rural Fire Brigade – Mount Stanley</b>	Mount Stanley Linville 4306			Ken Davis
<b>Rural Fire Brigade – Murrumba</b>	Esk Kilcoy Road Esk 4312			Ray Belz
<b>Rural Fire Brigade – Prenzlau</b>	Embrey's Road Tallegalla 4340			Robert Gannon
<b>Rural Fire Brigade – Redbank Creek</b>	PO Box 38 Esk 4312			
<b>Rural Fire Brigade – Sandy Creek</b>	PO Box 175 Esk 4312			Bev Jamieson
<b>Rural Fire Brigade – Somerset Dam</b>	"IronBarks" M/S 574 Crossdale 4312			Anita Artiemiew
<b>Rural Fire Brigade – Toogoolawah</b>	Niela Toogoolawah 4313			Rusty Kraut
<b>Rural Fire Brigade – Wivenhoe Pocket</b>	PO Box 83 Fernvale 4306			Marianne Rasmussen
<b>Rural Fire Brigade Hazeldean</b>				
<b>Rural Fire Brigade Jimna</b>				
<b>Rural Fire Brigade Mt Kilcoy</b>				
<b>Rural Fire Brigade</b>				

BRIGADE	ADDRESS	PHONE No.	EMAIL	CONTACT
Villeneuve Rural Fire Brigade Stoney creek Rural Fire Brigade Bellthorpe				



This Page Blank

## **1D Resources**

***Confidential – Numbers not to be distributed to media or public***

The broad category of resources held by various organisations referred to in this Plan are detailed in Annex 8 “Agency Resource Capability”.

THIS PAGE BLANK

## 1E Risk Treatment (Mitigation) Options

### **Confidential –Not to be distributed to media or public**

The following is a summarised compilation of the mitigation strategies which were recommended in the Esk Shire Disaster Risk Management Study Final Report 2003, undertaken by Farr Evrat Engineers, Pty. Ltd. and the Kilcoy Shire Council Natural Disaster Risk Management Study undertaken by KTG Engineering, 2003. For full detail of the recommended strategies refer to the individual studies.

Strategies common to both the former Esk and Kilcoy Shires shown shaded



Strategies unique to the former Esk Shire shown shaded



Strategies unique to the former Kilcoy Shire shown shaded



HAZARD	TREATMENT OPTION	RESPONSIBLE AGENCY	CONSEQUENTIAL ACTIONS	TIMEFRAME
<b>Flood1 in 100 year event</b>				
	Conduct a hydrological study of the shire waterways to enable the development of a flood management plan for the possible maximum flood (PMF).	Council	Council to investigate costs of the study and installation of gauging stations and apply for Government Subsidy.	24 months
	New gauging stations to be installed to complement the existing gauges already in place by the South East Queensland Water Corporation.	Council		

HAZARD	TREATMENT OPTION	RESPONSIBLE AGENCY	CONSEQUENTIAL ACTIONS	TIMEFRAME
	Provide a total flood warning system.		This will be possible with the cooperation of the South East Queensland Water Corporation and consequent on a decision on the proposed hydrological study, an approach should be made to the Water Corporation.	36 Months
	Undertake a public awareness campaign aimed at all residents and all property owners.	Council	This can be arranged by Council newsletter when the flood management strategy is in place.	24 Months
	Install & maintain flood depth markers on all causeways and floodways	Council	Prepare instructions to works staff	12 months
	Councils Town Plan and Building Control should ensure adequate control of new buildings in the flood plan.	Council	<p>Refer to Town Planner and Building Surveyor for action:-</p> <ul style="list-style-type: none"> <li>(i) Based in the 1974 flood information in the interim;</li> <li>(ii) Following the proposed flood study.</li> </ul> <p>The matter should be referred to LandCare and the responsible state Government agencies.</p>	<p>6 months 36 months</p> <p>24 months</p>

HAZARD	TREATMENT OPTION	RESPONSIBLE AGENCY	CONSEQUENTIAL ACTIONS	TIMEFRAME
	Possible prevention of soil degradation and pollution of water ways should be addressed.			
	Preventative measures to prevent or minimise damage to all lifelines should be programmed.	Council	Refer to Council manager (operations) for attention in future works programs and management system for future flood damage to all Council facilities, and that water supply and sewerage installations are sited clear of flood inundation and have sufficient storage capacity to cope with power failures.	12 months
	Restoration of damage to be organised by way of emergency plans in place by all authorities.		Refer to Energex and Telstra for Attention.	
		Department of Main Roads	Refer to the department for liaison with Council manager (operations).	12 months
	Critical Facilities have sufficient standby and backup facilities for power and communication failure	Council	Council to refer to the Critical Facility operators.	12 months
	Collect data of flood events past & future	Council	Develop data base Obtain GPS equipment if not already owned	
	Identify flood prone properties in urban areas and record detail		Develop submission for future RFMP funding	
	Develop database of ground and floor level of all building in Kilcoy Shire on the floodplain		Prepare Brief, call quotes	

HAZARD	TREATMENT OPTION	RESPONSIBLE AGENCY	CONSEQUENTIAL ACTIONS	TIMEFRAME
<b>Dam Breach</b>				
	As Above	South East Queensland Water Corporation.	Council to have further discussion with the South East Queensland Water Corporation.	Council to have further discussion with the South East Queensland Water Corporation.
<b>Bushfire</b>				
	A whole of shire bushfire management strategy should be undertaken to compliment the current Rural Fire Services Hazard Map (2002).	Council	Council to seek estimates of cost of a study and seek State Government subsidy.	24 months
	Evacuation and Accommodation plans should be in place.	Council	Council to refer this to the Esk Shire Council Counter Disaster Committee for assurance that the relevant Sub Plan is in place, up to date and sufficient for the task.	12 months
	Town Planning and Building Controls should be in place and sufficient to prevent new development occurring in bushfire prone areas without submission and Council approval of a Bushfire Management study of the site of the proposed development.	Council	Refer to Town Planner and Building Surveyor.	12 months
	A public awareness campaign should be undertaken targeting rural residents and advising on preventative measures that should be undertaken to minimise risk.	Council Rural Fire Services	Council to liaise with the Rural Fire Services and provide information by Council newsletter.	12 months

HAZARD	TREATMENT OPTION	RESPONSIBLE AGENCY	CONSEQUENTIAL ACTIONS	TIMEFRAME
			Other media resources to be used prior to or during periods of likely bushfires.	
	Preservation of areas of high conservation value and remnant vegetation should be the subject of good management practice.	Council Department of Forestry, National Parks and Wildlife.	Council to refer to Manager (operations) for protection of roads and reserves  Council to refer the matter to the Department of Forestry and National Parks and Wildlife.	12 months
	Buildings, structures and equipment should be protected against damage by bush fires.	Council	A Council newsletter and media coverage prior to or during periods of fire risk should be arranged.	12 months
	Lifelines should be protected against damage and where damage affects road safety and there are power failures, urgent action procedures should be in place.	Council Telstra Energex Energy	Council to refer to Manager (operations) for road safety measures and continuity of water supply and sewerage services.  Council to refer to both Telstra and Energex for assurance that emergency procedures are in place to restore services with the least possible delay	12 months
	Critical Services must be maintained by backup power and communication capabilities.	Council	Council to refer to all Critical Service Facilities.	12 months
	Ground truth the Rural fires risk mapping to comply with SPP1/03		Seek assistance of Dist. Inspector Rural Fires&	



HAZARD	TREATMENT OPTION	RESPONSIBLE AGENCY	CONSEQUENTIAL ACTIONS	TIMEFRAME
	hazard mapping		rural brigades to verify accuracy of map, modify map as required	
	Develop Council policy relating to ongoing maintenance of fire breaks in rural residential subdivisions		Develop policy, advertise, consult, implement & monitor policy	
	Undertake hazard reduction burns		Refer to appropriate agencies/owner	
	Encourage establishment of fire breaks		Refer to appropriate agencies/owner	
	Arrange mapping/sign posting of rural fire fighting water sources		Prepare map, signs and erect	
	Develop Community Fire Management Plan		Convene meeting State agencies, SEQWC, landholders, Rural Fire and Council. Develop plan addressing issues such as establish & maintain fire breaks, hazard reduction burns, mutual assistance at events.	
<b>Earthquake</b>				
	Conduct a study to establish the potential for the shire to be affected by earthquake as to scale, intensity and frequency.	Council	Recommend to Council to seek agreement with adjacent Local Governments and South East Queensland Water Corporation and apply for State Government Subsidy	6 months
	Establish seismic monitoring stations to compliment existing stations in Esk Shire Council area.	Council	Seek the cooperation of Toowoomba City Council and South East Queensland Water	24 months

HAZARD	TREATMENT OPTION	RESPONSIBLE AGENCY	CONSEQUENTIAL ACTIONS	TIMEFRAME
			Corporation for monitoring of all stations established in the area.	
	Establish an appropriate warning system	Council	Liaise with South East Queensland Water Corporation, Toowoomba City Council and others to provide a suitable system.	24 months
	Provide evacuation and accommodation for people whenever necessary.	Council	Seek confirmation from the Esk Shire Council Counter Disaster organisation that their relevant sub plan is up to date and adequate for the task.	3 months
	Recommend to all house owners that buildings be assessed against the new building code (2002) and any necessary strengthening carried out.	Council	Council to include in Council newsletter	6 months
	Council Town Planning and Building Controls to include current requirements for Earthquake Standards.	Council	Refer to Town Planner and Building Surveyor.	3 months
	All lifelines should be assessed and strengthened or relocated to ensure compliance with the new building code and that emergency plans are in place to restore damage promptly.	Council Energex Telstra	Refer to Council manager (operations) Council to:  (i) Refer to Energex (ii) Refer to Telstra	12 months 12 months 12 months
	All Critical Facilities should be required to assess and strengthen buildings as above	Esk Hospital management and other Critical Facilities	Council to recommend to Critical Facility operators	24 months
	Consider in conjunction with		Arrange meeting of	

HAZARD	TREATMENT OPTION	RESPONSIBLE AGENCY	CONSEQUENTIAL ACTIONS	TIMEFRAME
	regional Councils & undertake crustal structure study of the region		Councils, SEQWC, & Universities, discuss & agree on suitable student project outline, arrange monitor, determine funds, develop grant submission	
<b>Landslip</b>				
	Conduct an investigation into areas of the shire where landslip is likely to occur (e.g. Bridge abutments road cuttings and embankments) to allow preventative measures to be carried out	Council  Department of Main Roads	Although a low priority Council should discuss with the Department of Main Roads the possibility of a joint investigation over and above the normal routine inspection procedures already in place.	36 months
	Possible damage to the Environment needs assessment.	Department of Natural Resources and the Environmental Protection Agency	Council to refer this to both agencies	12 months
	Develop 'Natural Hazards Code' in IPA town plan addressing steep slope/landslide		Refer to consultant undertaking plan review	
	Formulate development controls as part of IPA town plan		Refer to consultant undertaking plan review	
	Identify & map steep slope/ landslide areas to meet SPP1/03 hazard mapping		Review Rural Fire slope analysis map, determine	
<b>Severe Storm</b>				
	A public awareness campaign should be undertaken to advise people of measures that can be taken to minimise risk of damage	Council	Council to advise by Council newsletter and all available media sources.	12 months

HAZARD	TREATMENT OPTION	RESPONSIBLE AGENCY	CONSEQUENTIAL ACTIONS	TIMEFRAME
			Council to exercise control over species of trees for planting on footpaths	
	Emergency assistance should be available	Council	Council to refer to the Esk Shire Counter Disaster organisation and the local State Emergency Service to ensure that such assistance is readily available and would be organised promptly	12 months
	Town Planning and Building Controls should be in accordance with the new Building Code for Wind Action (2002) and property owners, critical facilities advised to have existing buildings check to see if strengthening or other action required.	Council	Refer to Town Planner and Building Surveyor for action with both existing buildings and new development	12 months
	All lifelines should have emergency procedures in place to restore services promptly and where necessary provide sufficient storage to cope for a reasonable period until power is restored	Council	<ol style="list-style-type: none"> <li>1. Refer to Manager (operations) concerning adequate storage facilities for water supply and sewerage installations and management emergency procedures for road restoration from fallen trees.</li> <li>2. Refer to Energex for possible</li> </ol>	<p>12 month</p> <p>12 months</p> <p>12 months</p>

HAZARD	TREATMENT OPTION	RESPONSIBLE AGENCY	CONSEQUENTIAL ACTIONS	TIMEFRAME
			undergrounding of power lines, the need for our ongoing program of defoliation under powerlines and for emergency procedures in place for restoring power.  3. Refer to Telstra for restoration of communication system – Emergency procedures	
	Critical Services to have backup power and communications facilities	Critical Service Operation	Council to refer to all Critical Facility operators the need for backup power and communication systems	12 months
	Continue annual rubbish clean-up campaign		Prepare campaign, advise residents, arrange pick-up. Apply Local Law Policy No 38	
	Identify trees that need clearing from power lines near Council facilities		Discuss with Energex	
	Develop & implement policy on tie-down provisions for caravans & demountable buildings in caravan parks & construction camps		Prepare & adopt & promulgate policy	
	Review & promote a policy and guideline on desired tree species in urban & rural areas		Seek assistance District Inspector Rural Fire Service & Parks Curator & public utilities. Develop	

HAZARD	TREATMENT OPTION	RESPONSIBLE AGENCY	CONSEQUENTIAL ACTIONS	TIMEFRAME
			policy & publish list of trees	
<b>Heat wave</b>				
	A Public awareness campaign should be carried out advising people of measures to minimise and alleviate the risk and consequence	Council	1. Council to provide information by newsletter  2. Cooperation of all media outlets and the Department of Public Health and the Ambulance Service to be sought with adequate coverage prior to and during periods of heatwave or intense cold.	12 months
	Applicants for new building approvals to be advised of measures recommended to minimise the effects of heat and cold on the aged and the very young.	Council	Refer to Building Surveyor.	6 months
<b>CORPORATE PLAN</b>				
	Review Vision, Mission, Strategies & Goals to include 'safety & wellbeing of community' from impact of natural hazards		Modify vision, mission, goals & strategies at next corporate plan review	
<b>COUNTER DISASTER PLAN</b>				
	Develop roster for extended manning/operation of Local Government Counter Disaster Coordination Centre		Refer Kilcoy Shire Counter Disaster Committee	
	Review & upgrade plan,		Following release by	

HAZARD	TREATMENT OPTION	RESPONSIBLE AGENCY	CONSEQUENTIAL ACTIONS	TIMEFRAME
	terminology & abbreviations		CDRS of new CD format – refer to Kilcoy CD Committee for upgrade of CD Plan	
	Draw up operational layout plan for Local Government Counter Disaster Coordination Centre		Kilcoy Shire Counter Disaster Committee in liaison with Dist Manager CDRS	
	Develop sub plans in the Counter Disaster Plan for Flood & Severe weather		Kilcoy Shire Counter Disaster Committee in consultation with Dist Manager CDRS after CDRS state wide review of CD Plan format	
	Establish training program for staff involved in Counter Disaster operations & coordination centre staffing		Refer Kilcoy Shire Counter Disaster Committee in liaison with Dist Manager CDRS	
	Draw up duty statements for coordination centre staff		Kilcoy Shire Counter Disaster Committee in liaison with Dist Manager CDRS	
	Determine equipment list for coordination centre and put aside items for use in locked container		Kilcoy Shire Counter Disaster Committee in liaison with Dist Manager CDRS	
	Identify & assess structural adequacy of evacuation centre/s (community halls, etc)		Engage competent professional to assess structural adequacy & prepare estimates to upgrade evacuation/shelter buildings not covered by Q Build survey	

HAZARD	TREATMENT OPTION	RESPONSIBLE AGENCY	CONSEQUENTIAL ACTIONS	TIMEFRAME
<b>OPERATIONAL PLAN</b>				
	Provide funding to implement adopted NDRMS options		Refer to appropriate department heads for budget planning	
	Develop performance criteria to measure success of NDRMS options		Refer to Council senior executive management team. Part of Corporate planning process	
	Maintain implementation & maintain rural addressing		Erect new signs & property numbering	
	Review counter disaster plan arrangements of attendance of brigades, SES, Council staff & plant to incidents and develop procedures to capture all costs of counter disaster operation including call-out of SES, brigades, Council staff & plant by other agencies and consider cost recovery, where appropriate		Document arrangements	
	Consider expand risk management culture to all departments of Council		Refer to Council senior executive management team	
	Conduct risk assessment of water & sewerage system in Kilcoy for varying AEPs as part of 'Total Management Plan'		Prepare Brief	
	Expand Vulnerability inventory charts for infrastructure & human environment to include building details & sub elements of infrastructure		Identify essential buildings & infrastructure & expand chart detail	



HAZARD	TREATMENT OPTION	RESPONSIBLE AGENCY	CONSEQUENTIAL ACTIONS	TIMEFRAME
	Develop procedures to capture all costs of counter disaster operation including call-out of SES, brigades, Council staff & plant by other agencies and consider cost recovery, where appropriate		Refer to Council senior executive management team	

## **1F NDRRA/SDRA Detail**

***Confidential – Not to be distributed to media or public***

### **Commonwealth/State Natural Disaster Relief Arrangements (NDRRA).**

The prime mechanism utilised by the State Government for providing financial assistance to communities affected by natural disasters is the Commonwealth/State Natural Disaster Relief and Recovery Arrangements (NDRRA), together with a pre-agreed package of relief measures. These arrangements provide a cost sharing formula between the State and Commonwealth Governments for the provision of financial assistance in the event of an “Eligible Natural Disaster”.

NOTE: Eligible disasters do not include disasters where poor environmental planning, commercial development, personal intervention or accidents are a significant contributing factors to the event. Social, environmental and technological disasters are ineligible.

Assistance for each disaster event is available where estimated total State expenditure on eligible damage exceeds \$240 000.

In 2006/2007 Esk Shire Council was required to contribute 25% towards eligible restoration works up to a maximum contribution of \$ 155 000, and Kilcoy Shire Council \$50 000.

For isolated disaster events that do not reach the State expenditure threshold level of \$240 000, State funded Disaster Relief Arrangements (SDRA) apply to relief measures for community response and assistance to individuals.

### **State Disaster Relief Arrangements (SDRA).**

The purpose of SDRA is to address personal hardship and community response needs for disaster events that fall under the state’s NDRRA activation threshold of \$240 000. SDRA relief measures for personal hardship and community response activities are the same relief measures that are activated under NDRRA, only the funding source differs.

As a State funded assistance package, SDRA is not subject to the Commonwealth imposed event eligibility provisions or the activation threshold (\$240 000) that exists under NDRRA. As consequence, SDRA is able to address a wider range of disaster events and circumstances where personal hardship exists.

Protection, emergency repairs and restoration of State and Local Government assets is not covered by SDRA. The restoration of Public Assets Relief Measure requires NDRA to be activated.

Attachment: copy of “Natural Disaster Financial Arrangements Within Queensland”.

This Page Blank

## **1G Terrorism Risk Register**

***Confidential – Not to be distributed to media or public***

Detail of terrorism risk study and recommended strategies is contained in a separate document held by Council.

This Page Blank

## **Annex 2 Definitions and Abbreviations**

### **Definitions**

The following definitions have been drawn from:

Queensland Disaster Management Planning Guidelines 2005;  
Emergency Management Australia, Glossary; and  
*Disaster Management Act 2003*.

### **All Hazards Approach**

The all-hazards approach recognises that although counter measures will often vary with specific hazards, it is desirable to establish a single set of management arrangements capable of encompassing all hazards.

### **AUSVETPAN**

Australian Veterinary Emergency Plan - A prescribed set of nationally derived plans for certain mammalian, and bee diseases outlining facets of the disease and disease control.

### **Average Recurrence Interval (ARI)**

The average period expressed in years between the occurrence or exceedance of a flood of given size

### **Somerset Regional Council Local Disaster Management Group**

A Group appointed in accordance with Sections 29 and 33 of the *Disaster Management Act 2003* and known as the Local Disaster Management Group (**LDMG**). The functions of the Group are spelt out in Section 30 of the *Act*.

**Chairperson** – The Chairperson of the “Local Group”. The nominee of the Local Government.

### **Coordination Centre**

A centre established at State, District Disaster or local level as a centre of communication and coordination during disaster response and recovery operations. Known as the Event Coordination Centre (**ECC**)

### **Consequences**

The outcome of an event or situation expressed qualitatively or quantitatively, being a loss, injury, disadvantage, or gain.

## **Chief Veterinary officer (CVO)**

Chief veterinary officer, who has responsibility for animal disease control in Queensland.

## **Disaster**

A disaster is a serious disruption in a community, caused by the impact of an event that requires a significant coordinated response by the State and other entities to help the community recover from the disruption.

## **District Disaster Coordinator (DDC)**

A District Disaster Coordinator appointed under Section 25(1) (a) of the *Disaster Management Act, 2003*.

## **Disaster Management**

Disaster management means arrangements about managing the potential adverse effects of an event, including, for example, arrangements for mitigating, preventing, preparing for, responding to and recovery from a disaster.

## **District Disaster Management Group (DDMG)**

A group formed in accordance with Section 22 of the *Disaster Management Act 2003*, with functions as defined in Section 23 of the *Act* and a membership as defined in Section 24 of the *Act*, and known as the District Disaster Management Group (**DDMG**)

## **Disaster Operations**

Disaster operations means activities undertaken before, during or after an event happens to help reduce loss of human life, illness or injury to humans, property loss or damage, or damage to the environment, including, for example, activities to mitigate the adverse effects of the event.

## **Disaster Response Capability**

Disaster response capability for a local government, means 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.

## **Hazard/Threat**

A source of potential harm, or a situation with a potential to cause loss.

## **Emergency Animal Disease**

An animal disease that does occurs infrequently within Australia that can or does initiate an emergency response to contain/control the disease.

## **Epidemic**

An outbreak of a contagious disease that spreads rapidly and widely.

## **Event**

An event means any of the following:

- (a) cyclone, earthquake, flood, storm tide, tornado, tsunami, volcanic eruption or other natural happening;
- (b) an explosion or fire, a chemical, fuel or oil spill, or gas leak;
- (c) an infestation, plague or epidemic; e.g. example of epidemic – a prevalence of foot-and mouth disease.
- (d) a failure of, or disruption to, an essential service or infrastructure;
- (e) an attack against the State;
- (f) another event similar to an event mentioned in paragraph (a) to (e);

An event may be natural or caused by human acts or omissions.

## **Exotic Animal Disease**

Animal disease that is exotic to Australia – that is, it does not occur normally in Australia. Note that most exotic animal diseases are emergency animal diseases, but not necessarily visa versa.

## **Fomites**

Any object or substance that has been used by an infected person and serves to transfer the infection to others.

## **Lead Agency**

The, agency or organisation in control of a specific threat when the plan is implemented – the lead (or primary) response agency.

## **Local Controller**

A person appointed by the Chief Executive of the State Emergency Service and nominated by the Local Government for whose area the State Emergency Service Unit performs State Emergency Service functions.

## **Local Disease Control Centre (LDCC)**

A field centre set up in a regional town, near the outbreak site, from which all operations in the associated restricted area are controlled when responding to an Emergency Animal Disease emergency.



## **Local Disaster Management Plan**

A plan prepared by the local government in accordance with Sections 57 to 60, inclusive, of the *Disaster Management Act, 2003*. Known as the Local Disaster Management Plan.

### **Mitigation**

Measures taken in advance of a disaster aimed at decreasing or eliminating its impact on society and the environment.

### **QLDVETPLAN**

The Queensland Emergency Animal Disease threat specific operational-plan of the State Disaster Management Plan.

### **Pandemic**

An epidemic over an especially wide geographical area.

### **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.

### **State Disease Control Headquarters (SDCHQ)**

The office from which all state emergency disease control actions in Queensland are coordinated and in which all significant decisions are taken or confirmed in responding to an Emergency Animal Disease emergency.

### **State Emergency Service Unit**

A Unit established in the Local Government area with the following functions:

- (a) to perform rescue or similar operations in an emergency;
- (b) to perform search operations in an emergency or similar situation;
- (c) to perform other operations in an emergency situation to:
  - (i) help injured persons; or
  - (ii) protect person or property from danger or potential danger associated with the emergency;
- (d) to perform other activities to help communities prepare for, respond to and recover from an event or a disaster.

### **Serious Disruption**

Serious disruption means:

- (a) loss of human life, or illness or injury to humans; or
- (b) widespread or severe property loss or damage; or
- (c) widespread or severe damage to the environment.

### **Support Agency**

The agency or organisations which support the lead agency when the local disaster management plan is implemented.

### **Terrorist Act**

A terrorist act is an act or threat, intended to advance a political, ideological or religious cause by coercing or intimidating an Australian or foreign government or the public, by causing serious harm to people or property, creating a serious risk of health and safety to the public, disrupting trade, critical infrastructure or electronic systems. (*Commonwealth Criminal Code Act 1995*)

An act of this nature could include civil disturbance/riot, terrorist attack, bombs or explosive devices, arson, sabotage of essential services, shooting massacre, chemical, biological and radiological incidents, kidnapping, scare tactics, firearms or weapons hijack and information technology virus.

## Abbreviations

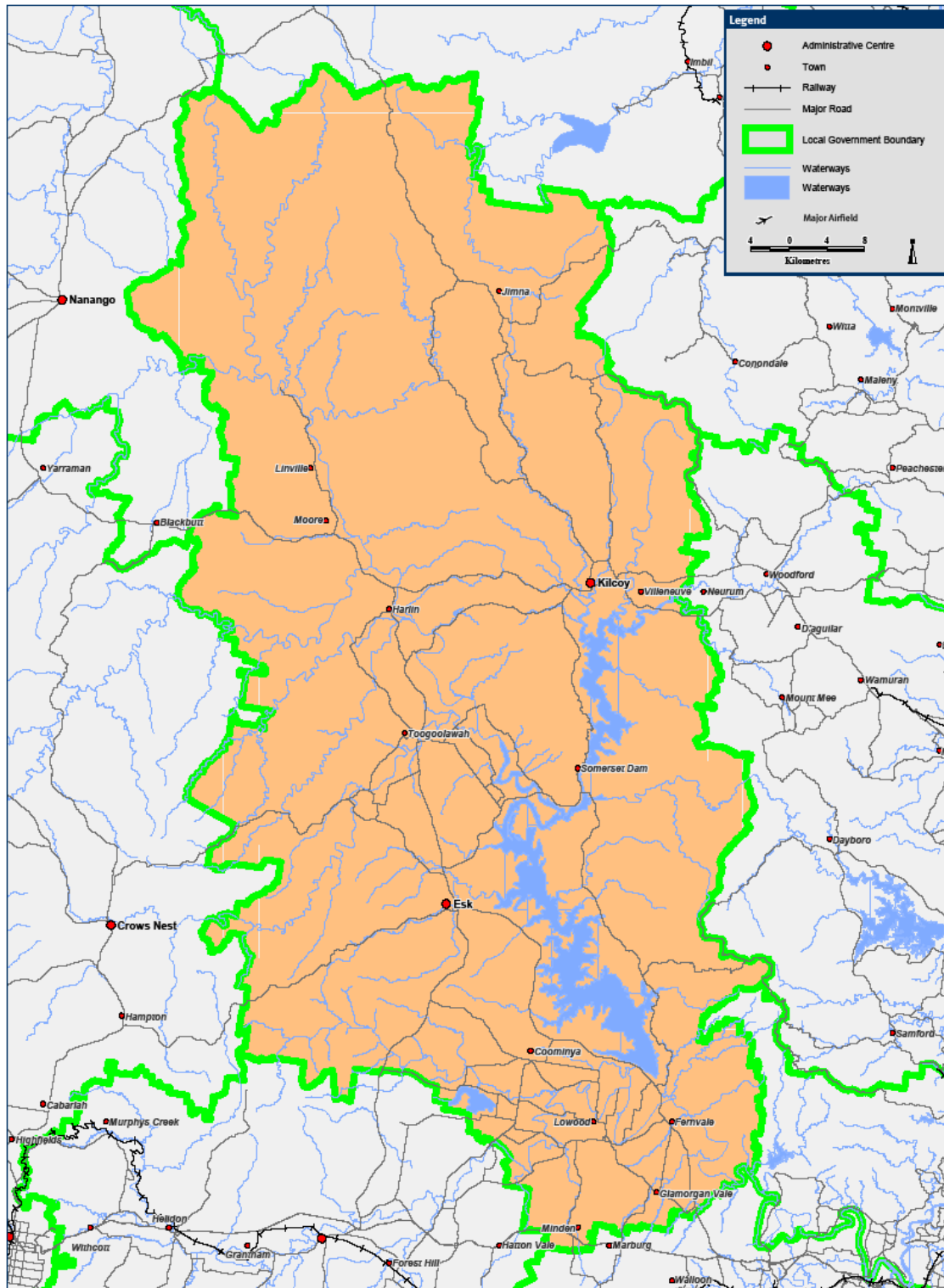
ABC	Australian Broadcasting Corporation
AIIMS	Australasian Inter-Service Incident Management System
ARI	Average Recurrence Interval
CEO	Chief Executive Officer
CVO	Chief Veterinary Officer
DACC	Defence Assistance to the Civil Community
DDC	District Disaster Coordinator
DDMG	District Disaster Management Group
DMEG	Disaster Executive Management Executive Group
DES	Department of Emergency Services
DM	Disaster Management Act 2003
DNR&M	Department of Natural Resources and Mines
DPI&F	Department of Primary Industries and Fisheries
ECC	Event Coordination Centre (Local Disaster Coordination Centre)
EHO	Environmental Health Officer
EMQ	Emergency Management Queensland
FCP	Forward Command Post
FMR	Federation Mountain Rescue
GIS	Graphical Information System
IMT	Incident Management Team
JEMA	Joint Event Management Application
LDCC	Local Disease Control centre
LDMG	Local Disaster Management Group
LDMP	Local Disaster Management Plan
MOU	Memorandum of Understanding
NDRRA	Natural Disaster Relief and Recovery Arrangements
OIC	Officer in Charge
pdf	Portable Document Format
PPRR	Prevention, Preparation, Response, Recovery
QAS	Queensland Ambulance Service
QCWA	Queensland Country Woman's Association
QDPI&F	Queensland Department of Primary Industries and Fisheries
QFRS	Queensland Fire and Rescue Service
QH-PHU	Queensland Health Population Health Unit
QPS	Queensland Police Service
QPWS	Queensland Parks and Wildlife Service
RACE	Response Advice For Chemical Emergency
RL	Reduced Level
RSL	Return Soldiers League
SRC	Somerset Regional Council
SDCHQ	State Disease Control Headquarters
SDMG	State Disaster Management Group

SDRA	State Disaster Relief Arrangements
SES	State Emergency Service
SEWS	Standard Emergency Warning System
SOP	Standard Operating Procedure
SPP	State Planning Policy
SRC	Somerset Regional Council
UBD	Universal Business Directory
WWTP	Waste Water Treatment Plant

THIS PAGE BLANK

## Annex 3 Somerset Regional Council Map

### SOMERSET REGIONAL COUNCIL



CROWN COPYRIGHT 2007  
NO LIABILITY ACCEPTED FOR ANY LOSS OR DAMAGE THAT MAY  
ARISE FROM THE USE OF OR RELIANCE ON THIS DATA

This Page Blank

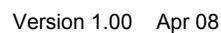
## **Annex 4 Risk Maps – Landslide/Bushfire/ Earthquake**

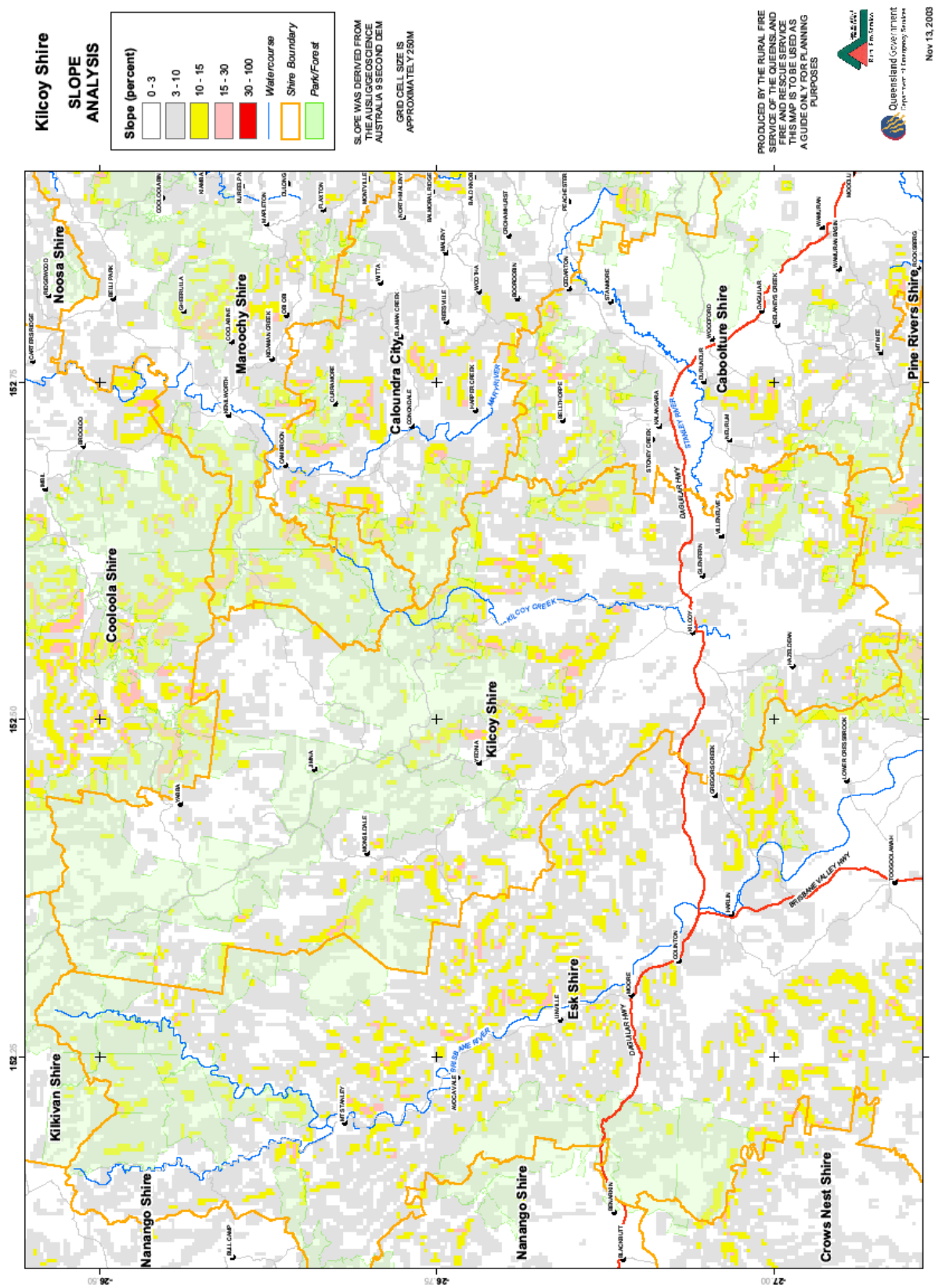
Landslide;

Bushfire;

Earthquake.

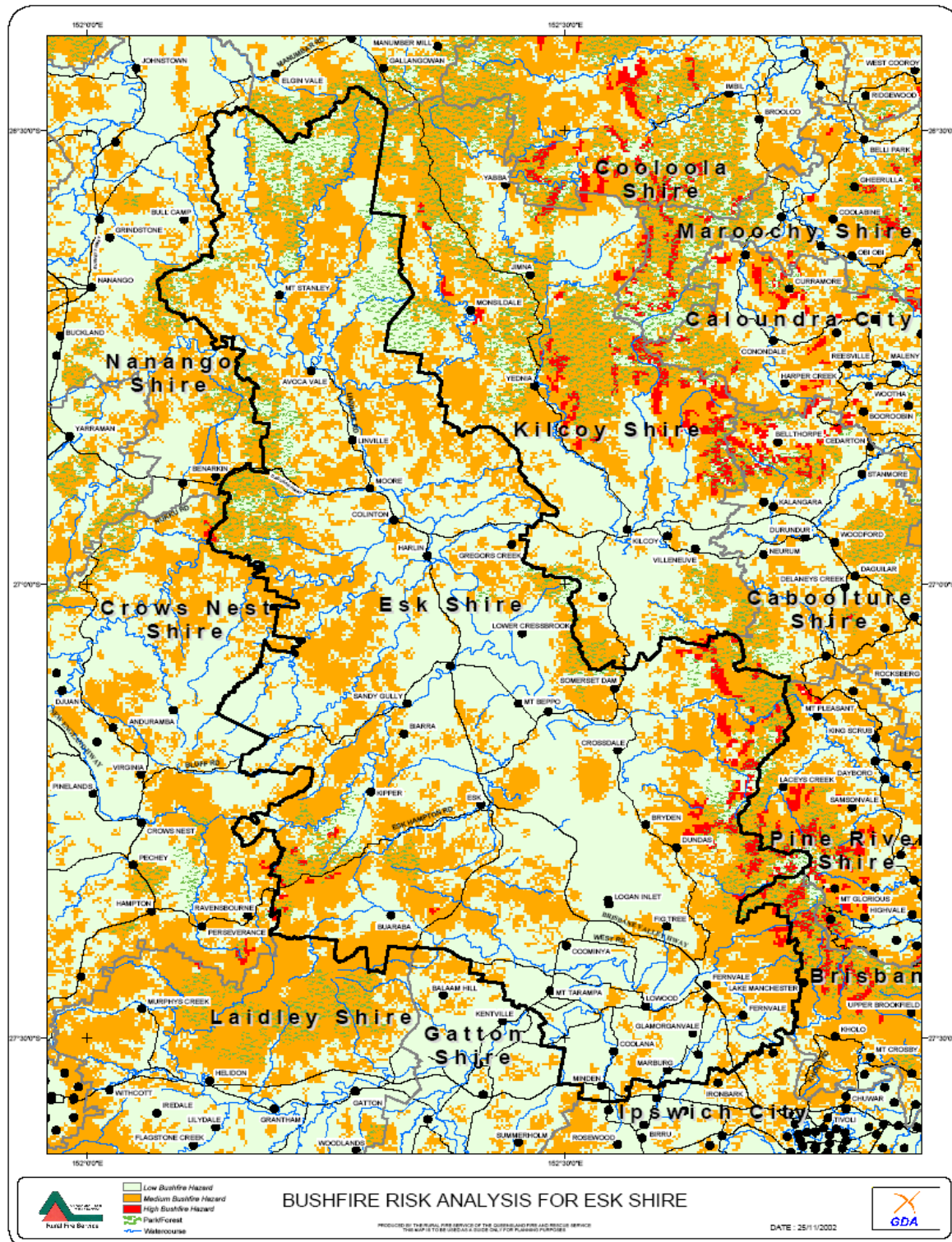




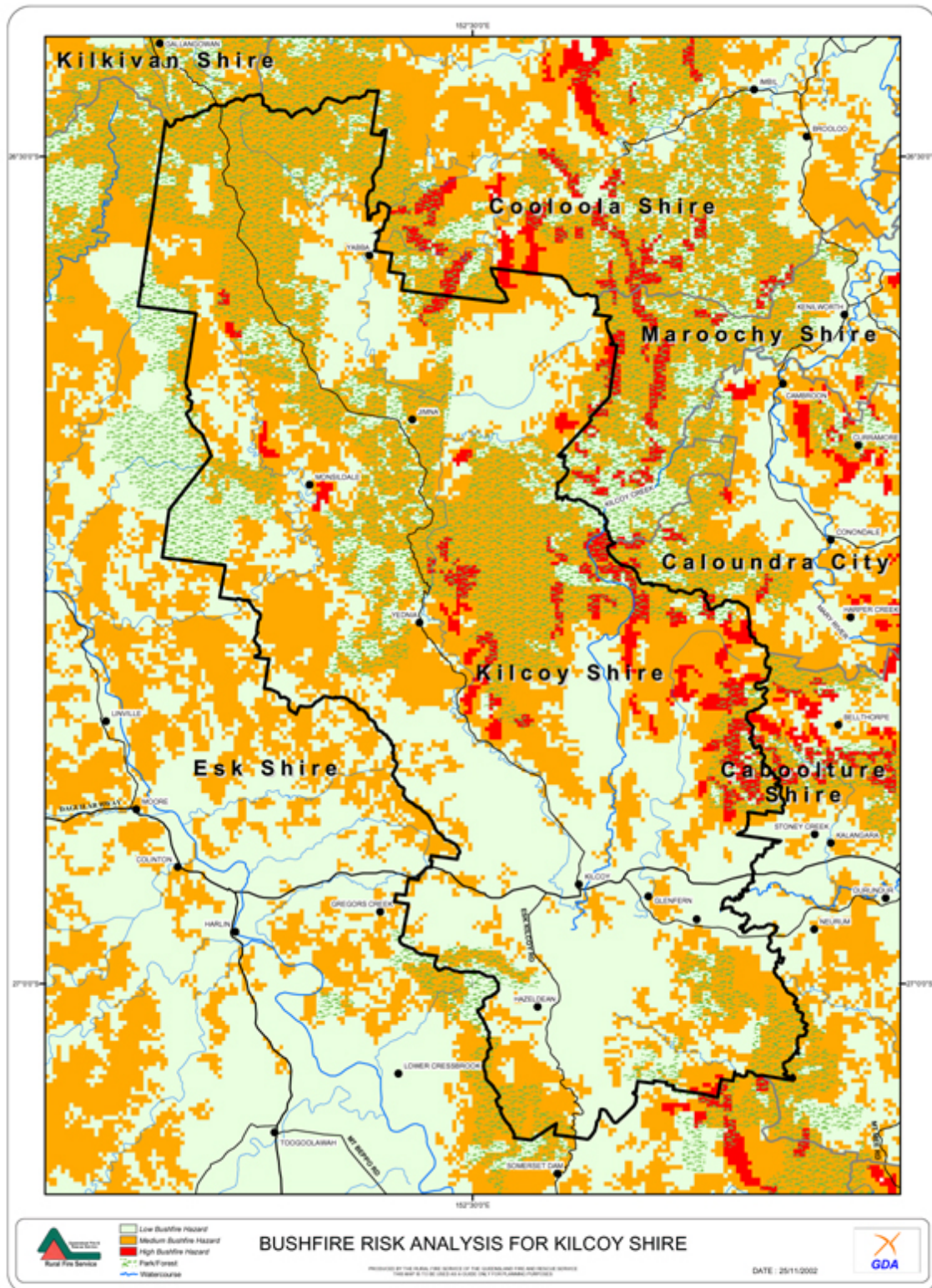


Slope Stability Map (Source QFRS 2003)

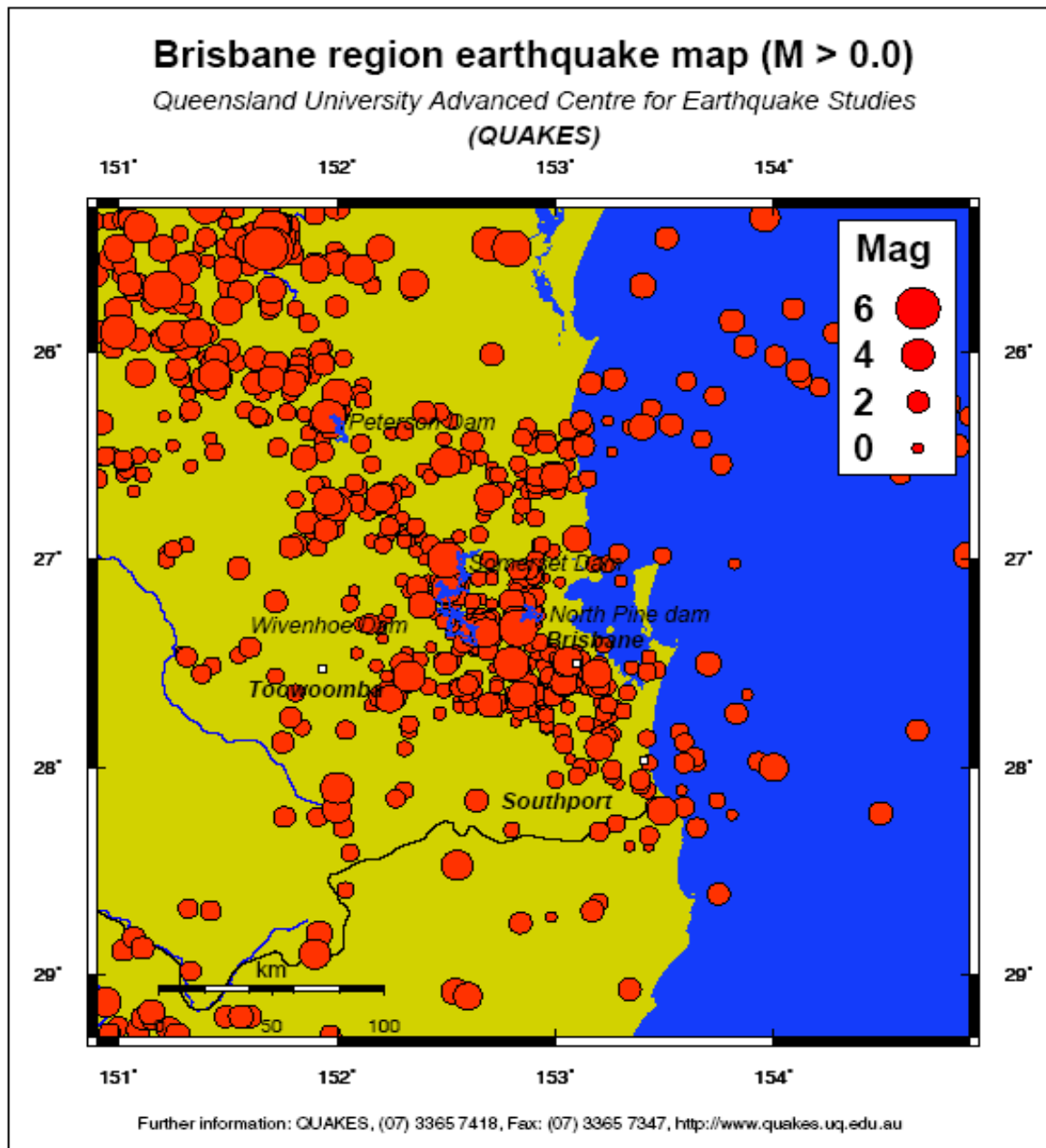
Somerset Regional Council Local Disaster Management Plan  
**Bushfire**



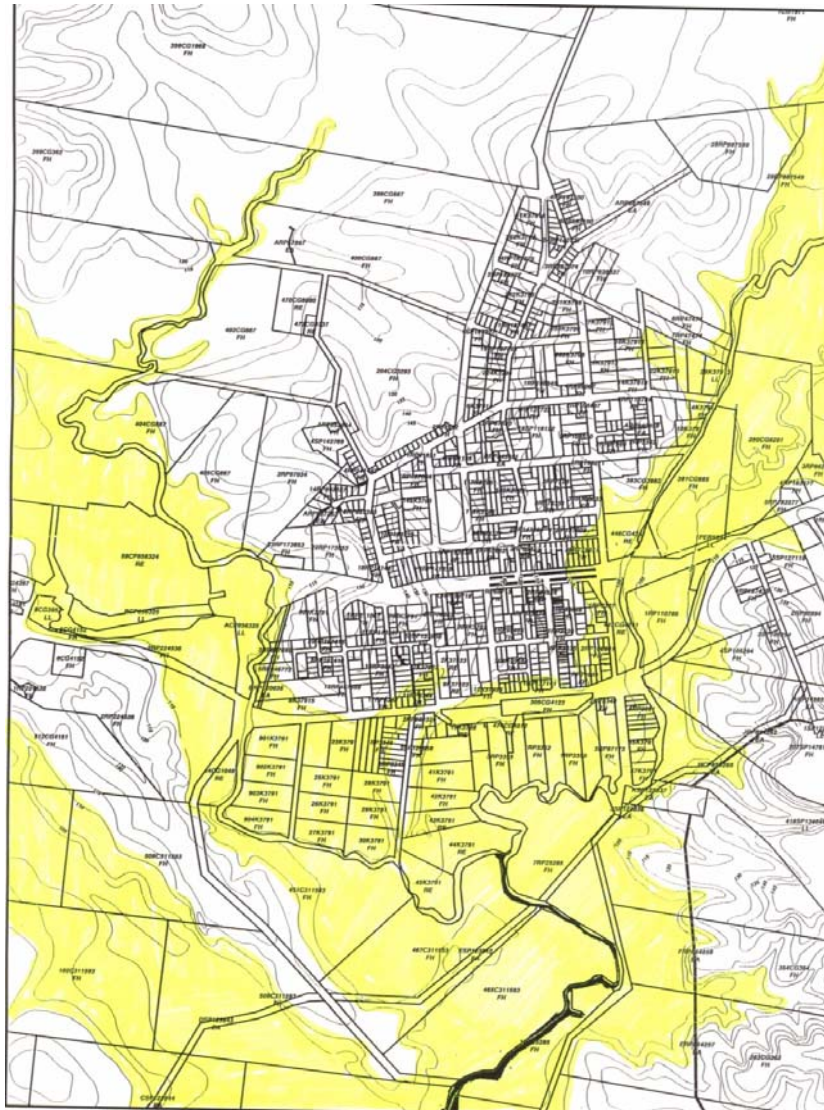




## Earthquake



Earthquake seismicity within 500 km of Esk (source Geoscience Australia)



Possible Somerset Dam Tail-water PMF flood inundation area town Kilcoy



THIS PAGE BLANK

## Annex 5 Disaster Management Training Register

DATE	TRAINING		PARTICIPANT	
	TYPE	ORGANISATION PRESENTING	NAME	ORGANISATION/DEPARTMENT



THIS PAGE BLANK

## **Annex 6                      Emergency Action and Special Plans**

- (1)      Emergency Action Plan Wivenhoe Dam**
- (2)      Emergency Action Plan Somerset Dam**
- (3)      Emergency Action Plan Atkinson Dam**
- (4)      Emergency Action Plan Cressbrook**
- (5)      Perseverance Dam**
- (6)      Split yard Creek Dam**
- (7)      Business Continuity Plan – Pandemic**
- (8)      Wildfire Operational Plan – Brisbane Region**
- (9)      Emergency Response Procedures - Kilcoy Caravan Park**
- (10)    Emergency Response Plan – Neurum Creek Bush Retreat**
- (11)    Disaster Management Plan – Jimna State School**
- (12)    Disaster Management Plan – Kilcoy State School**
- (13)    Disaster Management Plan – Kilcoy State High School**
- (14)    Emergency Services Management Plan – Landcruiser Mountain Park**
- (15)    Disaster Management Plan – Kilcoy MCC Inc.**
- (16)    Disaster Management Plan – Sunday Creek Environmental Educational Centre**
- (17)    Event Management Plan – Kilcoy Wood, Wine & Art Festival**
- (18)    Disaster Response and recovery Plan - Stanley River Environmental Education Centre**
- (19)    Kilcoy Hospital Emergency Procedures**

**NOTE:**            **Copies of the above plans are held in Council’s records management system.**

This Page Blank

## Annex 7 Exercise Register

Date	Type	Process	Participants	Specific lessons learnt	Opportunities for improvement (identify these in priority)	Action Plan (actions derived from lessons learnt)	Completion Date (for evaluation of implementation of Action Plan)

This Page Blank

## Annex 8 Agency Capability and Resources

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
<b>SOMERSET REGIONAL COUNCIL</b>  <b>Legislative authority: Local Government Act 1993</b>	<p>Maintenance of the Local Government functions (via Local Government Business Continuity Contingency Planning).  Maintenance of normal Local Government services to the community</p> <ul style="list-style-type: none"> <li>▪ Water</li> <li>▪ Sewerage</li> <li>▪ Refuse disposal</li> <li>▪ Public health</li> <li>▪ Animal control</li> <li>▪ Environmental protection</li> </ul> <p>Overview, Management and maintenance of a disaster response capability including management of State Emergency Service Unit.  Design and maintenance of a public education/awareness program.  Training of Council executive staff in disaster management concepts.  Establishment, maintenance and operation of Local Disaster Co-ordination Centre, including the training of sufficient personnel to operate the Centre.  Establishment and maintenance</p>	<p>To administer &amp; deliver the functions of local government  To design construct, delivery &amp; maintain Council infrastructure.  To staff and operate a disaster coordination centre.</p>	<p>Council's Administrative staff &amp; systems  Dedicated specialist staff.  Equipment for:  <b>Excavation</b>- dozers, loaders, graders, bobcats  <b>Haulage</b> - tip trucks, tray top trucks  <b>Convey water</b> – tankers  <b>Miscellaneous</b> – compressors, mowers, barricades, hazard lights.  Refer to Council's asset listing for full detail of plant and equipment available.</p> <p>Welfare supplies</p> <p>Public Halls for evacuation centres</p>	<p>Vehicles for mass transport of evacuees</p>

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
	<p>of flood telemetry and warning systems.</p> <p>Collection and interpretation of information from flood telemetry systems.</p> <p>Identification, development &amp; implementation of disaster mitigation strategies.</p>			
<p><b>Local Disaster Management Group.</b></p> <p><b>Legislative authority:</b> <i>Disaster Management Act 2003</i></p>	<p>Development of a comprehensive Local Disaster Management Plan.</p> <p>Management of disaster events.</p> <p>Design and delivery of a public education/awareness program.</p> <p>Establishment, maintenance and operation of a Local Disaster Co-Ordination Centre, including the training of sufficient personnel to operate the centre.</p> <p>Co-ordination of support to response agencies.</p> <p>Reconnaissance and impact assessment.</p> <p>Provision of public information and warnings prior to, during and following disaster event impact.</p> <p>Recommendations re areas to be considered for authorised evacuation.</p> <p>Public advice re voluntary</p>	<p>Current local disaster management and functional operational plans that address natural and man made-disasters in the area.</p>	<p>Established local disaster coordination centre.</p> <p>Trained personnel to staff coordination centre.</p> <p>Established local disaster coordination centre.</p> <p>Trained personnel to staff coordination centre.</p> <p>Established local disaster coordination centre.</p> <p>Trained personnel to staff coordination centre.</p>	

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
	evacuation. Provision of locally based community recovery services.			
<b>Emergency Management Queensland (EMQ)</b> <b>Legislative authority:</b> <i>Disaster Management Act 2003</i>	<i>The role of EMQ, with respect to disaster management, is to provide advice and assistance to all agencies and committees within the Queensland disaster management system, and administrative and executive support to the State Disaster Management Group (SDMG).</i> EMQ is responsible for: The overall management of Queensland's disaster management system on behalf of the SDMG,  Provision of policy and operational advice to disaster managers at all levels of the State's disaster management system, Facilitation of a comprehensive approach to disaster management, Co-ordination of the provision of disaster management training. Facilitation of the development and maintenance of the State Counter Disaster Plan, Operation and maintenance of	Staff who understand disaster and coordination management arrangements. Knowledge of resources. Link to Commonwealth resources. Access to NDRA and SDRA funding/resources. Delivery of public education campaigns.	State Disaster Management Plan. State Disaster Coordination Group. Publication relating to disaster management. Brochures relating to various hazards. Staffed and resourced State Disaster Coordination Centre	



AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
	<p>the State Disaster Coordination Centre (SDCC).  Monitor/advise/review state/district/local disaster management plans.  Provide warnings in conjunction with other agencies.  Public education in disaster management techniques.</p>			
<p><b>Queensland Police Service</b></p> <p><b>Legislative authority:</b>  <i>Public Safety preservation Act 1986;</i>  <i>Terrorism Act 2004</i>  <i>(Community Safety).</i></p>	<p>Preservation of peace and good order.  Investigation of the criminal aspect of any event.  Prevention of crime.  Security of any site as a possible crime scene.  Investigation of the criminal aspect of any event.  Coronial investigation procedures.  Traffic control, including assistance with road closures and maintenance of road blocks.  Crowd control/public safety.  Co-ordination of search and rescue (see State Rescue Policy).  Mandatory evacuation.  Security of evacuated areas.  Assist registration of evacuated persons if required.</p>	<p>Trained and equipped personnel to support functions of QPS.</p>	<p>Stations at:  Esk, Toogoolawah, Lowood, Moore, Kilcoy.</p> <p>Support from Ipswich District Police HQ.</p>	

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
<p><b>Queensland Fire &amp; Rescue Service</b></p> <p><b>Legislative authority:</b> <i>Fire and Rescue Service Act 1990, S 8B</i></p>	<p>Primary provider of fire and rescue services.</p>	<p><b>QFRS:</b> To respond to:</p> <ul style="list-style-type: none"> <li>fires in buildings, homes, vehicles and land;</li> <li>Road and other rescue incidents;</li> <li>Chemical &amp; hazardous material incidents;</li> <li>Requests for expert advisory services (through the Chemical. Hazard Emergency Management Unit's RACE [Response Advice on Chemical Emergencies] Team).</li> <li>Request to pump out flooded buildings;</li> <li>Requests to assist clean-up of flooded buildings.</li> </ul> <p>To provide:</p> <ul style="list-style-type: none"> <li>Community awareness/education;</li> <li>Training in fire fighting, safety and evacuation.</li> <li></li> </ul> <p><b>Rural Fire Service:</b> To provide:</p> <ul style="list-style-type: none"> <li>Fire management for rural and semi rural areas;</li> <li>Incident Control Centres in rural areas;</li> </ul> <p>To provide protection of life,</p>	<p><b>Town Brigades (auxiliary):</b> Trained volunteers; Basic first aid; radio Communications; AIIMS trained teams;</p> <p>Stations at: Esk, Toogoolawah, Lowood, Kilcoy.</p> <p>Equipment: Urban fire appliance (not suitable for off road incidents); breathing apparatus; Portable pumps;</p> <p><b>Rural Brigades:</b> Trained volunteers; Basic first aid; radio Communications; Chainsaw operation; AIIMS trained teams;</p> <p>Brigades at: <i>Esk, Eskdale, Biarra, Bryden, Buaraba Creek, Coominya, Fernvale, Harlin, Lower Cressbrook, Lowood, Minden, Moore/Linville, Mt Beppo, Mt Brisbane, Mt Hallen, Mt Stanley, Murrumba, Penzlau, Redbank Creek, Sandy Creek, Somerset Dam, Toogoolawah, Wivenhoe Pocket, Mt Kilcoy/Sandy Creek, Neurum,</i></p>	<p><b>Town Brigades:</b> Potable water; Sustainability of personnel in early stages of incident;</p> <p><b>Rural Brigades:</b> Water; tankers; personnel transport; Fuel; Earthmoving equipment; Equipment movement after hrs; Welfare of personnel.</p>

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
		<p>property and environment through :</p> <ul style="list-style-type: none"> <li>• Reduction in fire risk;</li> <li>• Managing the use of fire for hazard reduction;</li> <li>• Managing unwanted fire.</li> <li>• Community awareness/education;</li> <li>• Road incident rescue support;</li> </ul>	<p>Hazeldean.</p> <p>Equipment:</p> <p>Tankers:</p> <p>Light tankers 600 lt.; Slip-on 540 lt.; Medium Tankers 1800 lt.; Heavy tankers 3000-6000 lt.; Trailers; Urban unit;</p> <p>Sundry Items:</p> <p>hand tools; knapsack sprays; Lighting plants; portable pumps; hoses; &amp; couplings.</p>	
<p><b>Queensland Ambulance Service.</b>  <b>Legislative authority:</b>  <i>Ambulance Service Act 1991, S 3D</i></p>	<p>Assessment, treatment and transportation of injured persons.  Assistance with medical evacuation.  Provision of advice regarding medical special needs sectors of the community.  First Aid.</p>	<p>To provide:</p> <ul style="list-style-type: none"> <li>• Emergency response to patients with sudden illness and injury;</li> <li>• Pre-hospital patient care;</li> <li>• Specialised transport;</li> <li>• Stand-by at special events;</li> <li>• Coordination of aero-medical services;</li> <li>• Inter hospital transfers;</li> <li>• Casualty room services;</li> <li>• Community education and training;</li> </ul>	<p>Stations at:  Lowood, Toogoolawah, Kilcoy.</p> <p>Vehicles/Equipment:</p> <p><b>Esk-:</b></p> <p>1 x Class "1" vehicle (2 stretchers, fully equipped)  1 x Class "2" vehicle (1 stretcher &amp; 2 sitters)  1 x Class "2" vehicle 4x4 (1 stretcher &amp; 1 sitter)  1 x Multi casualty bag containing multi trauma bandages  2 x Mobile phones (018 719 266 &amp; 018 192 118)  2 x Hand-held radios</p>	
<p><b>State Emergency Service</b></p>	<p>Assisting the community to prepare for, respond to and recover from an event or disaster.</p>	<p>To advise and assist local government, government departments, statutory organisations, voluntary groups</p>	<p>Groups at:  Esk, Toogoolawah, Lowood, Kilcoy.</p>	<p>Tarpaulins;  Sandbags;  Flood Boats</p>

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
<b>Legislative authority:</b> <i>Disaster Management Act 2003, S 82</i>	Co-ordination of voluntary organisations within the community. Public Education. Rescue of stranded persons (See State Rescue Policy). Search operations for missing persons. Traffic Control. Short term welfare support to response agencies. Assistance with impact assessment. Assistance with communications. Assistance with lighting. Tasking as directed by the LDMG.	and others; To educate and train members of public (including volunteers and members of voluntary groups); To coordinate, direct and control members of the public (including volunteers and members of voluntary groups), material and resources, with respect to counter disaster purposes, where required. To rescue persons and live stock. To undertake searches including forensic searches. To assist agencies at major incidents with lighting, traffic control & communications.	Trained volunteers; Flood boats; Tarpaulins; Sandbags; Portable lighting Units; Compressors; Hand held radios; Basic First Aid Equipment; Ropes & Pulleys; Small Generators. Chainsaws. Ladders; Road Accident Rescue Equipment.	

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
<b>Department of Health</b>  <b>Legislative authority:</b> <i>State Health Disaster Plan, S. 2</i>	Co-ordination of medical resources including medical personnel. Public health advice and warnings to participating agencies and the community. Psychological and counselling services for disaster affected persons. On going medical and health services required during the recovery period to preserve the general health of the community.	Health advice & warnings;  Provision of ongoing medical & health services needed during the recovery phase.	Hospital at Esk & Kilcoy  Field triage teams in accordance with hospital procedures & policy.	
<b>Ergon Energy</b>	Maintenance of electrical power supply. Advice in relation to electrical power. Restoration of power. Safety advice for consumers.	Operate, maintain & repair the high voltage and low voltage electricity network. Restoration of power. Power outage information.  Safety advice for consumers.	General purpose line trucks equipped with small EPV. Specialised live line trucks. Borer lifters. 4x4 vehicles. Mobile generators 5kVA to 1000kVA. Mobile substation 25kVA 33/11kV. Vegetation Contractors. Mobile phoneTMR & UHF radio comm. Digital job despatch direct to vehicle. Helicopter service provider. Mobile & hand held radios.	
<b>Australian</b>	Defence aid to the civil community	Command, Communications and	High clearance vehicles	Personal protective

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
<b>Defence Forces</b>	(when requested through formal channels)	Control Aviation Assets, both fixed wing and rotary, Civil Engineering, Planning, Design and Construction, both horizontal and vertical Transport, including high clearance vehicles, which are not suitable as passenger vehicles, but could be used for such in an emergency, Provision of emergency accommodation (tented), field catering, and field preventive health (hygiene), Water Purification and Field Water Holding Tanks, and Organised Manpower.	(unimog), Tentage (240 beds); Water treatment 2Mgl/day (Kokoda Barracks); Water purification; Preventative health field (ex Enoggera Barracks); Catering (ex Enoggera Barracks), On-site fire fighting (contractor Spotless), use off-site subject to financial payment; 600-700 Disciplined personnel; Civil engineering capacity (ex Enoggera Barracks);	equipment if army personnel used off base.
<b>Bureau of Meteorology</b>	A small operational Queensland unit of the National authority for weather & flood forecasting & warnings. Weather & Flood updates	Specialist staff to: <ul style="list-style-type: none"> <li>• Forecast weather &amp; Issue warnings;</li> <li>• Monitor weather systems.</li> </ul> Specialist staff to: <ul style="list-style-type: none"> <li>• Monitor rainfall &amp; stream flows;</li> <li>• Predict flood levels.</li> </ul> Specialist staff to: <ul style="list-style-type: none"> <li>• Assist with the design &amp; installation of telemetry</li> </ul>	Staff to assist with conduct of public education campaigns. Database of past weather and flood events. Brochures relating to weather systems. Brochures "Flood Warning Systems" for all major streams in Queensland.	

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
		systems. To conduct of public education programs relating to weather impacts.		
<b>Centrelink</b>	Commonwealth agency responsible for dispersal of financial assistance to victims of a major or widespread disaster.	Specialist staff to process financial assistance and other related disaster services. Coordinated through the Dept. of Communities	Access to Department's response capability through the Ipswich District Disaster Committee (Dept. Communities District Community recovery Committee)	
<b>Department of Communities</b>	To assist individuals, families and communities to restore emotional, social, economic, and physical wellbeing following a disaster event	Specialist staff to assist the community to recovery by providing information on: <ul style="list-style-type: none"> <li>• cause and effect of disaster;</li> <li>• availability and accessibility of services such as comfort, child care, transport, interpreter services, help with clean-up.</li> <li>• Financial assistance;</li> <li>• Counselling.</li> </ul>	Access to District Disaster Committee. (Dept. Communities District Community recovery Committee)	
<b>Department of Primary Industries and Fisheries</b>	Manage risks to primary industries including agriculture associated with potentially harmful pests and diseases.	Specialist staff to: <ul style="list-style-type: none"> <li>• Provide advice on pests and diseases.</li> <li>• Manage outbreaks.</li> <li>• Establish &amp; operate a local disease control centre.</li> </ul> Provide advice on quarantine	Access to Department's response capability through the Ipswich District Disaster Committee (Dept. Communities District Community recovery Committee)	

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
		and disposal of diseased stock and plants.		
<b>Department of Public Works (Q-Build) Disaster Management Unit</b>	Support communities during a disaster event.	<p>Specialist staff to assist in:</p> <ul style="list-style-type: none"> <li>• Acquiring emergency supplies;</li> <li>• Providing building and engineering advice &amp; services;</li> <li>• Appraising extent of damage;</li> <li>• Repairing or reconstruction damaged public assets;</li> <li>• Arrange temporary accommodation;</li> <li>• Coordinate the repair &amp; replacement of damaged communication systems.</li> <li>• Advising on future mitigation options.</li> </ul>	<p>40ft. container held at Canon Hill holding tarpaulins, sandbags etc ready for dispatch to disaster location;</p> <p>Field depots at Richlands, Goodna, Cannon Hill;</p> <p>Brisbane Metro Office access to standing offers from contractors, equipment suppliers, specialist services etc.</p>	
<b>Transport Queensland</b>	<p>Planning, design, building, and maintaining the main roads network including bridges.</p> <p>Disaster management lead agent for transport portfolio covering Queensland Transport, Dept Main Roads &amp; QR.</p>	<p>Movement of equipment &amp; personnel ;</p> <p>Movement of supplies including food, water &amp; medical;</p> <p>Movement of people as a result of mass evacuation;</p> <p>Provision of information on state of transport services including air;</p> <p>Support in event of emergency</p>	Access to Transport Queensland's disaster functional responsibilities through the Ipswich District Disaster Management Group.	



AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
		animal disease.		
<b>Department of Transport – Main Roads</b>	Planning, design, building, and maintaining the main roads network including bridges.	<p><b>NOTE:</b>  <b>Main Roads Administration for:</b>  Esk SC – Toowoomba.</p> <p><b>Maintenance teams &amp; equip supplied from for :</b>  Esk SC – Gatton.</p> <p><b>Gatton – Road Tek:</b>  Traffic control, pot hole repair, chain saw duties, accident cleanup, general labouring duties.  1x mid size road maintenance.  Crew truck;  1x tractor slasher;  1x team leader; 2x general labourer;  1x plant operator. 9tractor).</p> <p><b>Darra – Road Tek:</b>  <b>On-site vehicle service, maintenance. &amp; repair;</b>  <b>Qualified mechanics &amp; fitters;</b></p> <p><b>Ipswich- Tivoli (Downer EDI contractor):</b>  <b>Road maintenance expertise &amp; advice;</b>  <b>Licensed plant operators;</b>  <b>Pot hole repair;</b>  <b>Accident clean-up;</b>  <b>Chain saw;</b></p>	<p>Equipment supplied ex Gatton Road Tek:</p> <p>1xmid size road maintenance crew truck;  1xtractor slasher;  1xteam leader;  2x general labourers.</p>	

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
	Dept. Main Roads Program Delivery	<p>Traffic control&amp; diversion; General labouring duties; Licence herbicide spraying operator; Repair damaged roadside furniture, barriers, guide-posts, signs etc. construction &amp; maintenance contract inspections;</p> <p>Road &amp; bridge maintenance expertise &amp; advice; Driver instructor, construction plant &amp; trucks; Onsite inspection &amp; reporting; Overseeing traffic management plans &amp; traffic devices; Direct contact with MRD Brisbane Metro Traffic Management Centre (BMTMC)</p>		
Environmental Protection Agency	Environmental incidents			
Red Cross	Evacuee registration	<p>Registration of evacuees using NRIS system;</p> <p>Supply medical equipment</p>	<p>Volunteers to assist with registration of evacuees.</p> <p>Medical equipment – crutches, wheel-chairs etc</p>	Depending on size of event - personnel to assist with registration of evacuees.
			Emergency catering Trailer	

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
Salvation Army	Catering for displaced persons Material aid			
St John Ambulance	First Aid			
St Vincent de Paul	Material aid e.g. Essential clothing, bedding etc.			
Telstra	<p>Supply &amp; maintenance of public Communications. Advice concerning communications.</p> <p>Basic access services to most homes and businesses in Australia,</p> <p>Local and long distance telephone calls in Australia and international calls to and from Australia,</p> <p>Mobile telecommunications services,</p> <p>Broadband access and content,</p> <p>Data and Internet services,</p> <p>Management of business customers' IT and/or</p>	<p>Telstra has arrangements (DISPLAN) which are put in place to assist in disaster planning and the services it will provide for Emergency Services Organisations either in preparation or in response to civil, natural or other emergencies.</p> <p>Telstra designate and maintain contact records centrally of specific Telstra personnel known as Emergency Services Liaison Officers. ESLO's have the responsibilities to liaise with and assist Emergency Service Organisations on operational matters within a designated geographic area of behalf of Telstra.</p> <p>ELSO's attend LDMG meetings, provide advice &amp; be contact for</p>		

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
	<p>telecommunications services</p> <p>Wholesale services to other carriers, carriage service providers and ISPs,</p> <p>Advertising, search and information services (through Sensis),</p> <p>Cable distribution services for FOXTEL's ® cable subscription television services.</p>	<p>coordination of Telstra response.</p> <p>Telstra will provide a single national contact point of back up on a 7 day 24 hour basis to handle DISPLAN escalation issues where ESLO staff cannot be contacted.</p> <p>Provision of ad hoc service products and equipment on a fast track 'best efforts' basis in response to a request by an Emergency Services organisation during a declared emergency or trial.</p> <p>Provision of special networking re-arrangements to support telecommunications management during declared emergencies.</p> <p>Staff leave for ESO volunteers in accordance with current Telstra HR policies.</p> <p><b>For services supplied by Telstra to Councils, the Telstra Account Manager is the key point of contact for the Council.</b></p>		

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
		Telstra supports the ACIF Industry Guideline G596:2002 which provides a standard procedure for the cooperative handling by Carriers and Carriage Service providers of incidents that require the coordination and communication support of emergency response.		
Private Sector			Earthmoving equipment: Graders, dozers, trucks	

## **Annex 9                      Plan Amendments Distribution and Acknowledgement of Receipt Letter**

# Somerset Regional Council

May 11, 2011

[Click **here** and type recipient's address]

Dear Sir or Madam:

**Subject: Updates - Local Disaster Management Plan**

Please make/insert the attached update to your controlled copy of the Council's Local Disaster Management Plan.

Please sign and return the acknowledgement slip to the above address.

Sincerely,

[Click **here** and type your name]  
Executive Officer Local Disaster Management Group

## TEAR OFF AND RETURN

\*\*\*\*\*

To:  
Executive Officer  
Somerset Regional Council Local Disaster Management Group  
PO Box 117  
Esk Q 4312

On behalf of .....  
of ..... (name of organization)  
I acknowledge that updates to the local disaster management plan sent under cover of  
your letter of .....(insert date) have been inserted in the controlled copy of the  
plan.

Sincerely

.....  
(type name)

.....  
(name organization)





# Somerset Regional Council Local Disaster Management Plan

## Part 2      Operational & Threat Specific Plans

---

**NOTE:    THESE OPERATIONAL PLANS ARE CONTROLLED  
DOCUMENTS AND ARE NOT TO BE RELEASED TO THE PUBLIC  
OR THE MEDIA.**

## **7.00 Introduction**

Disaster management planning for Somerset Regional Council is not solely the responsibility of the Council and the Department of Emergency Services, represented by Emergency Management Queensland. It is a joint responsibility held by all member agencies of the Local Disaster Management Group, and each member agency has a vital role to play in the provision of an appropriate operational response to any event impacting upon the community. This role includes participation in the development of Operational Plans, either as a lead agency or as a support agency.

If an agency has agreed to take the 'Lead Agency' role for a particular operational function, it is then responsible for co-ordination of the development of the Operational-Plan for that function. Agencies that have a 'Support Agency' role will provide assistance in the plan development.

The following operational-plans have been developed by the LDMG:

### **Functional Operational Plans:**

- 7.01 Activation of Local Disaster Management Group Plan;
- 7.02 Event Coordination Centre Plan;
- 7.03 Evacuation Plan;
- 7.04 Evacuation Centre Management Plan;
- 7.05 Community Support/Welfare Plan;
- 7.06 Impact Assessment Plan;
- 7.07 Medical Plan;
- 7.08 Transport Plan;
- 7.09 Public Health Plan;
- 7.10 Public Works and Engineering Plan;
- 7.11 Public Information, Warnings and Media Plan;
- 7.12 Rescue Plan;
- 7.13 Communications Plan;
- 7.14 Logistics Plan;

### **Threat Specific Operational Plans:**

- 7.15 Terrorism Management Plan;
- 7.16 Emergency Animal/plant Disease Plan
- 7.17 Epidemic or Other Health Issues Plan.
- 7.18 Flood/Storm/Dam Break Plan.

### **Authority to Plan**

These plans have been prepared under the authority of the LDMG in support of the LDMP in accordance with *Section 57(1) of the Disaster Management Act 2003*.

## **Issues to be Considered, Addressed and Documented**

At the end of each plan is a list of issues that the working groups need to consider and, where appropriate, addressed and inserted in the plan. The lists are not exhaustive and the working groups may identify other pertinent issues that need to be addressed.

## **Check Lists**

These Operational checklists have been developed for use during activations, to record the actions taken, the agency/officer responsible for the actions and to provide an audit trail.

It is anticipated that the checklists would be utilised by the Executive Officer of the LDMG, or in larger operations, the Tasking/Operations Officer.

The use of the checklists will ensure that all operational contingencies which have been planned for have been executed, and will provide an invaluable tool in the post-event review of activities undertaken.

This Page Blank

## 7.01 ACTIVATION OF LOCAL DISASTER MANAGEMENT GROUP

### 7.01.01 Aim

To determine an activation process for the Somerset Regional Council Local Disaster Management Group (LDMG) in response to a disaster event.

### 7.01.02 Organisation for Control

Lead Agency	Support Agencies
Somerset Regional Council	All member organisations of the Local Disaster Management Group

### 7.01.03 Context and Assumptions

The Executive Officer and individual members of the LDMG will maintain situational awareness during 'peak' periods (such as bushfire, storm or cyclone season) and will maintain a watching brief at all times.

The LDMG may be required to be activated to co-ordinate the local response to a major event. The decision to activate the disaster management system is dependent upon a number of factors, including the perceived level of threat.

There is a need to balance operational requirements with corporate acceptance – the 'unnecessary' activation of the LDMG (with its associated time and cost considerations) may result in diminished credibility of the disaster management arrangements, both within Local Government and participating organisations. Conversely, an inappropriate decision not to activate the LDMG may have social/community and political ramifications.

### 7.01.04 Initial Decision to Activate

Activation of the LDMG can only be authorised by the Chairperson or delegate Somerset Regional Council Local Disaster Management Group on receipt of:

- (a) a warning or advice of an impending threat, from a statutory authority such as BoM or a lead agent, which in the opinion of the Chairperson or delegate LDMG, would require a co-ordinated community response; or
- (a) a request from a Lead Agency for assistance under the LDMP; or
- (b) a request from the DMEG; or
- (d) a request from the District Disaster Coordinator; or
- (e) a request from an affected Local Government under mutual aid arrangements, to provide assistance to a neighbouring Local Government;

#### **7.01.05 Initial Level of Activation**

The activation of the LDMG may occur in three stages.

Stage 1: Activation of the Disaster Management Executive Group (DMEG) consisting of the Chairperson of LDMG, Executive Officer LDMG, SES Controller, local Councillor and a representative of the appropriate lead agency involved in the response; or

(NOTE: At this stage the DMEG is managing the event and there may be one or two agencies responding BUT the event is contained within their day-to-day response capacity.)

Stage 2: Activation of the full group will occur if:

- (c) in the opinion of the Mayor or the Mayor's delegate, the extent of the disaster requires a co-ordinated whole of community response; or
- (d) the disaster event being managed by the DMEG escalates to a situation that requires a co-ordinated whole of community response.

Stage 3: Stand down

#### **7.01.06 Concept of Activation**

**Stage 1 activation** involves the DMEG managing the event on behalf of the LDMG.

The Executive Officer LDMG will advise the DDC of the activation.

At the conclusion of operations the Executive Officer on behalf of the DMEG will prepare a report for presentation to the next meeting of the LDMG.

**Stage 2 activation** involves the Executive Officer of LDMG requesting members of the LDMG to attend the ECC and advises the DDC of the activation.

**Stage 3 stand down** involves the Chairperson conducting a debrief of the activation with those activated.

#### **7.01.07 Decision to Activate the Event Coordination Centre**

The decision to activate the Somerset Regional Council Local Disaster/Event Coordination Centre is made by the Chairperson of the LDMG on the basis that the hazard/threat situation has had a major impact on the community, and the DMEG or the Lead Agency/Agencies no longer have the capacity to respond to the hazard/threat and advise the Chairperson LDMG that assistance under the LDMP is required.

For urgent matters the DMEG may authorise the activation of the ECC immediately.

See plan 7.02 “Event Coordination Centre” for detailed standard operating procedures.

#### **7.01.08      Attachment**

Checklist

## Check List Activation Local Disaster Management Group

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION RESPONSIBLE OFFICER	CONTACT NUMBERS Ph Mob Fax	DATE COMPLETED
Receive initial information regarding the event	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Confirm the information from a different source, where appropriate	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Notify the Chair of the Local Disaster Management Group	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Activate the Local Disaster Management Group (Executive members only)	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Activate the Local Disaster Management Group (Full Group)	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Activate the Event Co-ordination Centre	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed



## 7.02 EVENT COORDINATION CENTRE

### 7.02.01 Introduction

#### Purpose of Standard Operating Procedures

1. The purpose of this SOP is to outline the processes and procedures within the ECC. The SOP is used in coordinating resources during an emergency to ensure that its effects are minimised and that people affected are given timely relief and support.
2. The SOP key objectives are as follows:
  - a. to ensure resources from council and participating agencies are efficiently and effectively coordinated and utilised to meet the needs of the community prior to, during and after an emergency;
  - b. to ensure the level of response required for an emergency is closely monitored, planned and managed to meet the needs of the community;
  - c. to ensure council works collaboratively and cohesively with other emergency agencies prior to, during and after an emergency;
  - d. to ensure the adequate communication of information to all stakeholders prior to, during and after an emergency;
  - e. Requests for assistance and information are recorded, monitored and actioned through the Joint Event Management Application;
  - f. to provide checklists for operational activities.
3. This SOP forms part of council's overall Disaster Management Plan. Council's plans may be in a single publication or be spread over several volumes. A good reference is the *Operational Planning Guidelines for Local Disaster Management Groups* when addressing functional area breakdowns. The following plan structure has been used in the Somerset Regional Council Local Disaster Management Plan:
  - A Part 1 Main Plan and Annexes;
    - Section P Preliminaries;
    - Section 1 Introduction;
    - Section 2 Disaster Risk Management;
    - Section 4 Prevention;
    - Section 5 Preparedness;
    - Section 6 Recovery;
  - B Part 2 Operational Functional Plans:
    - 7.01 Activation of LDMG;
    - 7.02 Activation of ECC incl. SOP;
    - 7.03 Evacuation;
    - 7.04 Evacuation Centre Management;

- 7.05 Community Support;
- 7.06 Impact Assessment;
- 7.07 Medical;
- 7.08 Transport ;
- 7.09 Public Health;
- 7.10 Public Works and Engineering;
- 7.11 Public Information, Warnings and Media;
- 7.12 Rescue;
- 7.13 Communications;
- 7.14 Logistics;
- 7.15 Terrorism;
- 7.16 Emergency Animal/Plant Disease;
- 7.17 Epidemic/Pandemic or other health issues;
- 7.18 Flood/dam Break/ Storm;

C Part 3 – Future Recovery Plan;

D Part 4 – Council Action Plan.

Other volumes may be added as sub-plans are developed for specific council requirements.

## **GUIDE TO USE/IMPLEMENTATION OF THE STANDARD OPERATING PROCEDURES**

1. In the absence of doctrine covering the philosophy and functions of emergency/disaster operations, the following points are intended to guide councils in their use/implementation of this common Standard Operating Procedures (SOP).
2. This SOP is for the use of the LDMG (strategic), which will have the primary role for local coordination through the ECC (operational) under the current disaster management arrangements. They will normally be used when a multi-agency response is required. However, this does not preclude Council using the SOP for an operations function for minor events when there is no need for the ECC. In such circumstances, arrangements should be contained within a separate Council SOP.
3. The ECC staff will in most cases be local government personnel together with liaison officers from agencies with involvement in the event. Each agency will be responsible for managing their own operations utilising their own SOP, while the ECC will assist in coordinating all agencies via their respective liaison officers.
4. The operations cell within this document refers to the ECC management of Local Government resources. Agency liaison officers would be the conduit to their own agency each of which is responsible for managing their own resources in the field (all being coordinated via the ECC). Basically, dependant on whether the ECC and council EOC is combined, operations may include:
  - (a) Maintaining a liaison function with other agencies in the ECC,
  - (b) Coordinating activities and monitoring tasks going out and into ECC, including those tasked through liaison officers, and
  - (c) Maintaining an ECC operations log.
5. Aspects of this SOP will need to be council (site) specific, i.e. the points may relate to particular arrangements or resources within council. Council needs to 'localise' this SOP to ensure it relates specifically to its area of responsibility. A separate program is currently being considered by SEQDMAG to address the issue of 'localisation' to ensure an appropriate balance between common and specific operations is maintained.

### **The Australasian Inter-Service Incident Management System**

6. The Australasian Inter-Service Incident Management System (AIIMS) is an incident control system currently used by Australian Fire Services which is being implemented by a number of other emergency response agencies throughout Australia. The structure of AIIMS is flexible in that it can be expanded as needed. For example, it can be applied to a small incident in which all functions are carried out by one person, through to a major emergency requiring a large number of people involved in coordinating resources and activities. The operation of AIIMS depends on the following definitions:
  - (a) control – the overall direction of response activities in an emergency situation;

- (b) command – the direction of members and resources of an agency in the performance of the organisation's roles and tasks;
  - (c) coordination – the bringing together of agencies and elements to ensure effective response to emergencies.
7. AllIMS has four functional areas:
- (a) control – is the overall direction of response activities for an incident. Normally an ECC Controller (officer-in-charge) is appointed with the responsibility for the overall coordination of an incident;
  - (b) operations – command of operational activities is performed by each involved agency for their own resources; ECC coordinates;
  - (c) planning – the responsibility for the collection, evaluation, dissemination and use of information. This includes an understanding of the current situation, prediction of the probable course of action and preparing alternative strategies for an incident;
  - (d) logistics – the responsibility for providing facilities, services and materials in support of an incident;
8. Another major principle of AllIMS is 'span of control', which dictates one person can only realistically and successfully, control 5 people or 5 units at one time. This principle is used when expanding operations i.e. establishing the command structure for managing operations which includes reporting and communication lines.
9. The operational structure for the council ECC will be underpinned by the AllIMS methodology.
10. The enclosed SOP contains a variety of duty statements and appointments that have either lead responsibility in the outlined functional areas or contribute to them. For example, the lead for logistics may be the Logistics Officer, but he/she needs the input of operations staff to ensure logistical support is adequate. Similarly planning staff need information on future logistic requirements to support future plans. Therefore, elements of operations, plans and logistics can be found in each duty statement. Council will decide on the leading functional area and adjust duty statements to suit.

### **Reconnaissance**

11. Every emergency or disaster will be different. The initial assessment of the disaster is essential in determining the need and composition of the Incident Management Team. Reconnaissance is therefore highly desirable and strongly recommended.

### **Scalability**

12. Emergencies and disasters may require differing staff to support the nature and complexity of the operation. Therefore, the ECC Controller along with the Executive Officer (XO) of the LDMG may decide to either initially start with a reduced manning within the ECC, only increasing staff where and when required. This may result in certain appointments being 'dual hatted' or people filling two or more key appointments. The enclosed tasks under each appointment within this SOP will therefore serve as a guide to those members as to which key tasks will be required by the ECC Controller.

13. If the incident is of such complexity and intensity, some of the duty statements may have to be further divided to sustain operational support to operations. Therefore, the ECC Controller can either scale up or down the manning to suit the incident.

#### **Maintaining Common Standard Operating Procedures**

14. It is important to note that common SOP are essential for interoperability, but council will need to review and tailor the SOP to its individual need. This presents a delicate balance in order to maintain commonality. Therefore, if council seeks to adopt measures or operations that may step outside the broad scope of this common SOP, should first clear such modifications to the SOP through prior consultation with SEQDMAG. In this way good ideas can be adopted and incorporated by all.

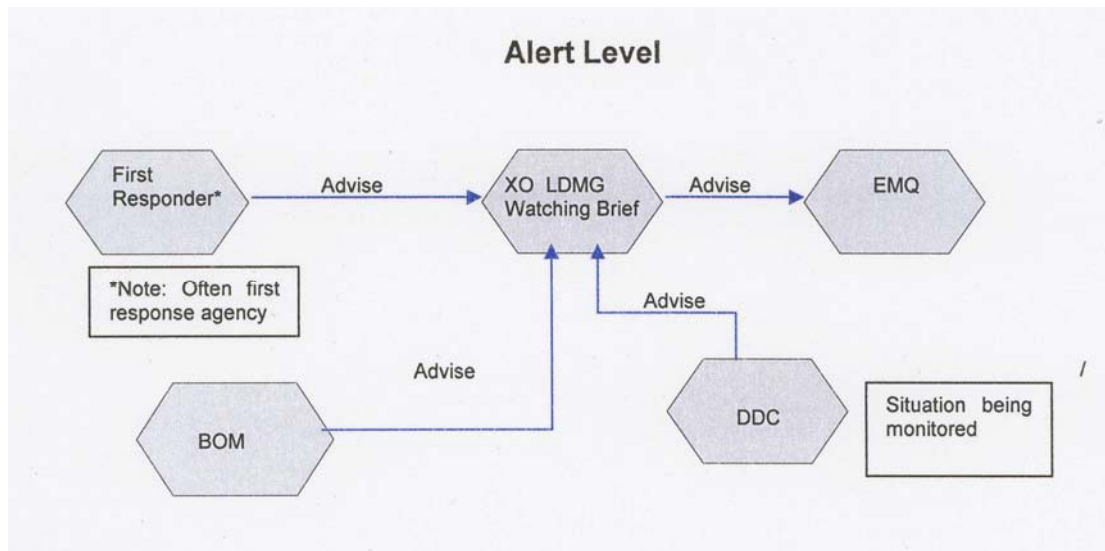
## **7.02.02 Levels of Activation**

### **Response to Incidents**

1. The level of activation for the Event Coordination Centre will depend entirely upon the complexity, nature and extent of an emergency. For example, incidents which cause only minor impact may only require the response of one or two council resources. In these incidences response will be regarded as a normal operational activity. However, as the effects of an emergency escalate a greater number of response resources will be required, which in turn increases the requirement for more effective control and coordination. To address this situation, council will have inbuilt processes which communicate details of incidents to appropriate staff allowing the situation to be monitored and evaluated. This particularly applies to situations where council has pre-warnings of a potential emergency from agencies such as the Bureau of Meteorology (BoM). Council's level of response, including ECC activation, will be dictated by an evaluation of the impact or anticipated impact of an emergency.
2. When necessary council may establish the Event Coordination Centre (ECC) from which all response activities are coordinated. The council will also use a total systems approach in managing incidents through the application of initiatives such as AIIMS, the BoM registered users page, the flood telemetry system and the establishment of Incident Management Teams (IMT). Such initiatives will enable or support better escalation of response and coordination/management activities during an emergency.
3. Council needs to investigate and implement/institute Enterprise Bargaining Agreements (EBA) that cover pay conditions from Alert to Stand-down. During the period of council amalgamation, care needs to be taken in developing pay condition consistency in order to reduce potential friction between councils on pay and conditions, which can adversely impact on morale and performance.
4. When a large scale event or disaster is imminent the following should be notified:
  - (a) Mayor of Council or their representative;
  - (b) Disaster District Coordinator (DDC);
  - (c) Emergency Management Queensland's Regional Duty Officer;
  - (d) appropriate councils or other LDMGs.
5. levels of activation at one of five levels of activation of the ECC:
  - (i) Alert;
  - (ii) Stand-by;
  - (iii) Activation;
  - (iv) Stand-down; or
  - (v) Debriefing.

## Alert

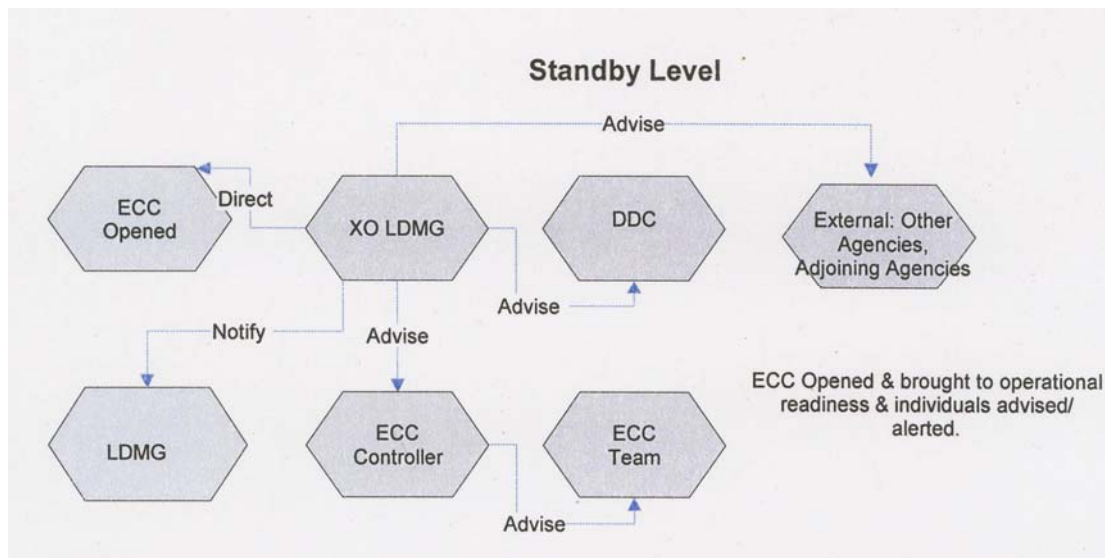
6. When a threat has been identified, the XO, or delegate of the LDMG, will:
  - a. maintain a watching brief and monitor the situation;
  - b. seek appropriate expert or staff advice on actions required; and
  - c. advise appropriate councils and other agencies, either by courtesy calling or meeting, to inform of concerns and intention.
7. The XO will consult with key personnel and agencies to brief on the current situation and to conduct a review in order to determine ECC requirements. A checklist for each incident is recommended to facilitate quick response and aid decision making.
8. An Event Assessment is recommended to address and identify the key issues and formulate an Initial Action Plan.



## Stand-by

9. Stand-by activation may be initiated by the DDC or the XO of the LDMG. The XO of the LDMG is to:
  - (a) ensure the centre is opened and brought to a minimal operational capacity with regard to operational equipment and supplies;
  - (b) monitor the event and coordinate preparatory planning/consult with other agencies;
  - (c) consult with the Chairperson of the LDMG with regard to future action;
  - (d) ensure that key personnel are placed stand-by such as an ECC Controller and ECC team, response personnel and other key services/staff as required.
  - (e) ensure other required agencies to place their Liaison Officers on stand-by;

- (f) advise the DDC, other applicable state agencies and adjoining or appropriate councils of the situation;
  - (g) Share and maintain information flow (e.g.: GIS) with neighbouring councils and other appropriate agencies.
10. The decision to activate the ECC is to be made by the LDMG on advice from the XO. The ECC can also be activated upon request from the DDC.

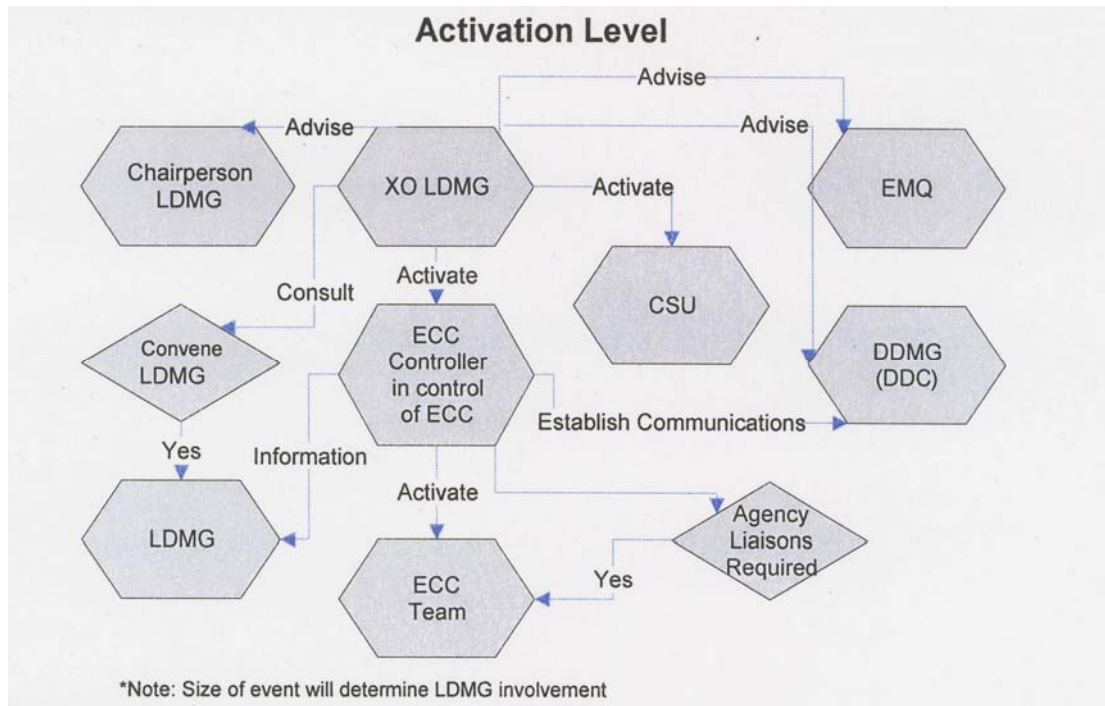


### Activation

11. The XO of the LDMG or delegate will advise the DDC of the ECC activation. The XO of the LDMG has overall coordination responsibility for the event.
12. The ECC Controller assumes operational control of the ECC to support the coordination of the emergency and IMT:
- (a) the ECC Controller ensures communications are established with the Disaster District Coordination Centre (DDCC) for routine communications;
  - (b) the Disaster Management Officer, or delegate, becomes the liaison officer;
  - (c) LOs from other agencies are requested to attend the ECC as required.
  - (d) the number of people required to staff the ECC will be dependant on the scale and nature of the emergency. The ECC Controller will be responsible to ensure adequate staffing of the ECC. However, in the first instance, unless previously decided, the IMT will consist of the following staff:
    - (i) ECC Controller;
    - (ii) Planning Officer;
    - (iii) Operations Officer;
    - (iv) Logistics Officer; and



(v) ECC Administration Officers.

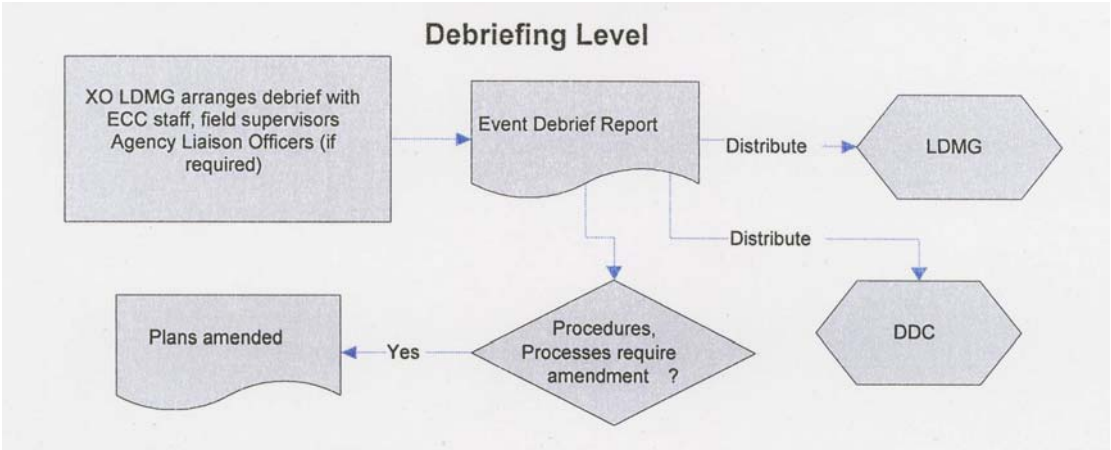


### Stand-down

13. Stand-down is to be directed by the LDMG on advice from the ECC Controller and/or XO of the LDMG or requested by the DDC.
14. Stand-down may be graduated by thinning out non-essential staff or collapsing the ECC by functions that can be effectively handed over to other agencies. The aim is to return the respective responsibilities to the appropriate staff or agencies which have that allocated task as part of their normal business practice as soon as practicable.
15. An assessment will be conducted by the XO, or delegate, in consultation with appropriate LOs and agencies, to determine whether or not the nature, gravity and complexity of the situation can safely allow the gradual scale down of the ECC.

### Debriefing

16. The XO of the LDMG or Delegate is responsible for arranging and chairing a hot debrief immediately following the closure of the ECC activities. The XO will also hold a debriefing meeting within 5 days of an event, with ECC staff as well as operational supervisors and other agencies. The intent of the debrief session is to review resources (including allocation), processes, operational procedures and other issues post-event with a view to improving operational effectiveness. The XO is responsible for producing a report including recommendations as a result of the debriefing process.



## **7.02.03 Event Coordination Centre Locations and Set-Up**

### **Primary Event Coordination Centre**

1. The primary ECC is currently identified as the Shire Operations Department of the Council Administration Building, at 2 Redbank Street Esk. Refer Attachment 3.

### **Secondary (Alternate) Event Coordination Centre**

2. The alternate ECC is the SES HQ, 22 Heap Street Esk or the Futures Complex, Brisbane Valley Highway, Fernvale or the Kilcoy Administration Building, 15 Kennedy Street, Kilcoy.
3. Note: Council may use a temporary secondary or alternate ECC at the same time as the main ECC during an incident to assist in coordinating a specific problem, such as evacuation. In such circumstances the XO, or delegate, may temporarily utilise another remote ECC to coordinate sub-regional issues due to the size, complexity or gravity of the situation.

**NOTE: The Kilcoy QFRS station has been set-up as an incident command centre.**

### **Security in Event Coordination Centre**

4. Access to the ECC during active operations is to be restricted to ECC staff, Mayor, Chief Executive Officer (CEO), and XO of the LDMG, Disaster Management Officer, Chairman, Deputy Chairman and LOs from other agencies and selected others that have been granted entry as per agreement or instruction from the ECC Controller. Media representatives are not permitted into the ECC; refer to Section 9 Warnings and Public Information.
5. The primary ECC access will be managed as per Council's security procedures.

### **Emergency Power to Event Coordination Centre**

6. The primary ECC at Esk is connected to emergency backup generators thereby ensuring uninterrupted power in the case of mains electricity failures. The secondary ECC at Kilcoy Administration Building is not connected to an emergency backup generator.

### **Telecommunications Facilities**

7. The ECC will use the normal council telephone, facsimile and two way radio, email and internet facilities. Normal telecommunications (particularly telephone and facsimile) facilities may be insufficient for communication purposes as they are generally the first to fail in an

emergency/disaster situation. An alternate system should be installed as a back up.

8. The ECC Controller will maintain an ECC telecommunication list for both primary and secondary communication means.
9. At the commencement of operations Telstra shall be requested to provide support for the local area network.
10. The communications facilities of the ECC shall have 24 hour/7day response capability and be maintained by Council's Information Technology System personnel under the direction of the ECC Communications Officer.

#### **Back-up Telecommunications Facilities**

11. The council email and internet facilities shall be used until the ability to do so is lost.
12. Telephone lines (phone/fax) will be used until the ability to do so is lost.
13. The Mobile telephone system will be used until the ability to do so is lost.
14. A 'satellite' phone will be located in the Disaster Operations Centre of the ECC to ensure continued communications once the telephone and mobile network have failed.

#### **Communications with the District Disaster Coordination Centre for Routine Communications**

15. Contact for situation reports (sitreps) can be via a range of medium, e.g. email or dedicated phone/fax lines between the ECC and the DDCC. The method of communication will be nominated by the ECC Communications Officer.
16. Discrete disaster management radio system – A discrete SES Channel will be available at the secondary ECC if required and will be monitored by a designated operator. This ensures continual communication between the ECC and the DDCC.
17. Communication is available via telephone, email or the Emergency Services radio system.
18. Communication with the various headquarters of participating agencies (e.g. QPS) is essential, and may require separate systems or a nominated LO. It is the responsibility of the participating agencies to provide communications between their headquarters and their LO in the ECC.
19. If required, the SES may be able to assist.

### **Communications with Evacuation Centres**

20. If available email shall be used as the primary means of communication. Communications between the ECC and evacuation centres will also be by the telephone and mobile phone network until this fails.
21. SES may provide communications if necessary between the evacuation centre and the ECC using their UHF and HF radio equipment.
22. SES, if required, can provide communications between the evacuation centre and the ECC. Emergency Services packs with radios, portable antennae, message forms and battery packs are recommended to be prepared and utilised.
23. Council two-way radios may be used to provide limited alternative communications between the ECC, evacuation centres and various agencies in the field. This will depend on the use required for council operations, which may overload the network.

### **Equipment Checklist for Event Coordination Centre**

24. The following items of equipment and stationery should be considered in supporting the effective operation of the ECC:
  - a. access to photocopier;
  - b. access to printers;
  - c. facsimile machines (1 for outgoing & 1 for incoming);
  - d. data projector for display of GIS and other information;
  - e. 24-hour clock established beside the data projector screen;
  - f. telephone handsets;
  - g. Whiteboards (1 for planning cell, 1 for operations cell & 1 for logistics cell);
  - h. computers (laptops or desktops);
  - i. council maps and an up-to-date street directory;
  - j. document shredder for classified waste;
  - k. butchers paper, whiteboard markers, photocopier/printer paper, permanent markers, pens, staplers and staples, pens, notebooks/foolscap pads, hole punches, ring binders, sticky and 'gaffer' tape;
  - l. in/out trays (x qty, in/out/ master file for planning, in/out for operations, in/out for logistics);
  - m. in tray for each of the ECC teams;
  - n. full set of printed forms;
  - o. empty folders with dividers;
  - p. 'post it' stickers, and memo pads;
  - q. whiteboard markers and erasers;
  - r. spare computer memory or 'data sticks';

- s. stamps:
    - i. file (red);
    - ii. copy (blue/black);
    - iii. faxed (blue/black);
    - iv. completed (red);
    - v. confidential;
    - vi. received time/date;
    - vii. draft;
  - t. desk operator and liaison officer name tags/badges/plates; and
  - u. tabards.
25. A diagram of the ECC layout is at Attachment 3.
26. **ECC technical Documentation.** Software application and hardware user guides are located in the ECC.
- a. Data projector;
  - b. Electronic mapping;
  - c. LCD; and
  - d. Monitoring systems.
27. **ECC Television.** Free to air television is available on the television set to be used in the ECC.
28. **ECC Software Manual.** The ECC Software Manual, showing how to use the various pieces of ECC software, is kept in the ECC Administrator's equipment box. It details how to use:
- a. JEMA;
  - b. Web SMS notification system; and
  - c. UBD on-line.
29. **Mapping.** The following maps are available in the ECC:
- a. Somerset Regional Council Map;
  - b. Local town maps;
  - c. Aerial maps of the Region;
  - d. River catchment maps;
  - e. Dam break inundation maps;
  - f. Other maps as required.

#### 7.02.4 Staffing of Event Coordination centre

1. **Disaster Management Duty Officer:** First point of contact for Emergency Services agencies and call for emergency assistance. Once ECC is activated this role ceases to operate.
2. **Event Coordination Centre Controller.** Coordinates the multi-agency response to an emergency, including the operation of the ECC. Operational Checklists are included at the end of each operational plan.
3. **Event Coordination Centre Controller.** Coordinates the multi-agency response to an emergency including the operation of the ECC. Operational checklists are found at the end of each individual operational plan, in Part 2 of the LDMP.
4. **Planning Team Leader.** Reports to the ECC Controller and manages, analyses and provides evaluations and recommendations in relation to all information coming into the ECC.
5. **Operations Team Leader.** Reports to the ECC Controller and controls ECC operations,
6. **Logistics Tea Leader.** Reports to the ECC Controller and coordinates financial, personnel and administrative aspects of an emergency including the operation of the ECC.
7. **Media Team Leader** Reports to the LDMG/CEO and is responsible for the preparation of all community, public and media communiqués.
8. **Communications/Information Technology Officer.** Reports to the Logistics Officer, and is responsible for establishing and maintaining all communications and data networks and systems.
  - a. **Event Coordination Centre Logistics Checklist.** A checklist of administrative duties, by phase, is detailed in Section 7.02.5.
9. **Evacuation Centre Manager.** Reports to Logistics Officer (or the Executive Officer LDMG when ECC is not operational). The Evacuation Centre Manager is responsible for the coordination and for the management of Emergency Shelters. In some councils, if there is no Community Support Officer, the Evacuation Centre Manager can also be responsible for the coordination of the Community Support Committee.
10. **Workplace Health and Safety/Training Officer.** Reports to the Operations Officer and is responsible for briefing field operations staff prior to deployment.
11. **Geographic Information System Officer.** Reports to the Planning Officer and is responsible for the display and update of all graphical data sets.
12. **Event Coordination Centre Support Staff.** Report to the Planning, Operations or Logistics Officer depending on the cell to which they are deployed. Provide clerical and telephone operator support to their respective cell.

13. **Customer Services Unit.** Work within their existing hierarchal structure and are responsible for receiving, monitoring, recording and forwarding all calls for assistance through to the ECC where they are not Councils responsibility.
14. **Senior Advisor Emergency Management (Disaster Management Coordinator).** Liaison Officer to other agencies working within the State Disaster Management framework.
15. **Liaison Officers.** LOs from other agencies may be requested or they may request to attend the ECC. Their function will be to provide advice and direct communication with their agency.

**Note: Duty Statements.** Detailed duty statements are at Attachment 1.



## **7.02.5 Administration**

### **Equipment**

1. The layouts for the Primary ECC and the Secondary ECC are included at Appendices 2 and 3 respectively.
2. The equipment required to set up the ECC is held in the ECC. Equipment relevant to the ECC Logistics Team Leader's function is held in ECC.

### **Staff Rosters**

3. The ECC Logistics Team Leader is to keep a record of all ECC staff on duty. The ECC Logistics Officer is to ensure that the on-coming ECC Logistics Team Leader of the next shift maintains the roster.
4. The ECC Logistics Team Leader will determine rostering requirements with the ECC Controller and ECC Coordinator, then arrange for staff of the next shift to be notified of the emergency. They will also organise transport for the next shift to the ECC.
5. The ECC Logistics Team Leader will liaise with the ECC Coordinator and Event Manager to coordinate the shift hand-over and briefing of the on-coming shift.

### **Catering**

6. Each shift is eight hours long. It is the responsibility of the ECC Logistics Officer to organise meal breaks for the shift.
7. Food and drink should not be consumed in the ECC. Local staff lunch rooms should be used as a 'break out' room for meal breaks. Catering support will include both light refreshments and mid-shift meals.
8. Catering will be charged to a Disaster Management cost code. The ECC Logistics Team Leader should liaise with the Senior Advisor Emergency Management to confirm these arrangements.

### **Cab Charges**

9. If staff require transport to reach the ECC, and if the use of a taxi has been authorised, then the staff member is required to pay the fare, obtain a receipt and hand the receipt to the ECC Team Leader Officer who will arrange for reimbursement to be made in accordance with Council's financial policy. The ECC Logistics Team Leader is responsible for all aspects of accounting for Cab charges. A record is to be kept of all cab charges incurred.

### **Recording Expenditure**

10. The ECC Logistics Team Leader, in association with the Council's Finance Officer, is responsible for maintaining a record of all costs incurred by the ECC. Receipts for all purchases must be obtained.
11. The ECC Logistics Team Leader is responsible for recording all costs made by the ECC to support the event. Purchase requisitions must be raised prior to financial commitment.
12. The Council Finance Officer will be responsible for maintaining a register for recording costs to ensure possible Natural Disaster Relief and Recovery Arrangements (NDRRA) or State Disaster Relief Arrangements (SDRA) funding can be sought.

### **Security**

13. The ECC Logistics Team Leader should liaise with the ECC Controller to ensure that strict security is enforced for the ECC.
14. After hours access to the council buildings and systems is controlled by normal systems.
15. The ECC Logistics Team Leader is to ensure ECC staff has Council ID cards or issue personnel with visitor cards giving access to the appropriate Council buildings. Upon issuing, the ECC Logistics Officer is to complete the Card Register. The Card Register is stored in the ECC.

### **Access Control to the Event Coordination Centre**

16. Access to the ECC is at the authorisation of the ECC Controller and/or Executive Officer of the LDMG. Access to the ECC is to be limited to personnel who are rostered to work in the ECC or deemed essential by the ECC Controller/LDMG. Authorised staff working within the ECC is to wear ECC identification cards and name tags.
17. All other persons wishing to enter the area are to be treated as visitors. They will be signed in, escorted within the ECC, and signed out. Cleaners within the ECC are to be escorted at all times.

### **Confidentiality**

18. Staff working in the ECC need to be aware there may be considerable interest in their operations, particularly in relation to Council's response to an emergency. ECC staff is not to discuss matters pertaining to council's response to an emergency, outside the ECC.
19. Further, staff shall not to discuss operational matters with media representatives, politicians or members of the public. Care should be exercised in discussing sensitive matters over the telephone and radio networks.
20. All requests for information from the media or public should be referred to the Media Team Leader or appropriate local resource such as a call centre, SES hotline or 132 500 number.
21. The ECC Logistics Officer is responsible for enforcing the confidentiality of the ECC.

### **Electronic Recording Devices and Cameras**

22. Cameras and other recording devices are not to be used in the ECC unless authorised by the ECC Controller or ECC Logistics Team Leader.

### **Document Protection**

23. The ECC Logistics Team Leader is to ensure all documentation, books, plans and papers produced within the ECC or held by the ECC are adequately protected from loss or theft. All staff is to be advised of correct information release procedures and security policy concerning document protection.
24. Files and records not required for current operations are to be stored in a lockable container in the ECC. Once the ECC is stood down (deactivated) the files are to be archived under the direction of the Senior Advisor Emergency Management.

25. The ECC Controller and Logistics Team Leader are to take into account the fact that these are potentially 'discoverable documents'. Consequently, their maintenance and protection is essential.

#### **Classified Waste Disposal**

26. All ECC documents or records need to be retained. However, duplicate copies of drafts or notes taken that contain personal, sensitive or classified information need to be disposed of appropriately. Once Section Supervisors have cleared the material for disposal, a shredder should be used. If a shredder is not available for the ECC then a paper waste recycling box must be provided for the ECC. It should be clearly marked as 'ECC Classified Waste' and stored in an appropriate place within the ECC. Whilst the ECC is operational, all waste is to be placed in the recycling box. Upon receiving word the ECC is to be stood down, it is the responsibility of the ECC Logistics Team Leader to organise for classified waste disposal.
27. A classified waste bin should be pre-positioned within the ECC. If the waste bin is nearing capacity during ECC operations, the ECC Logistics Team Leader should ring Facilities Services, to organise another waste bin for the ECC, as soon as possible. The next step is to dispose of the waste within the bin. The ECC Logistics Team Leader is responsible for ensuring the bin is provided and correct disposal of the waste.

#### **Financial Arrangements and Procedures**

28. Council's existing financial policies and procedures are to be followed for the transacting of business during an emergency. The Logistics Team Leader is responsible for the purchasing function and the recording and collection of all receipts for all financial transactions made. A separate unique financial project will be established for each emergency for the recording of transactions and for the purpose of financial reporting. The latter will be extremely important for the use of seeking reimbursement from the Federal and State Government through NDRRA and/or SDRA. Preset-up account projects have been established for this purpose.
29. In regard to supply arrangements, a list of suppliers of goods and services for use during an emergency, including contact details for both business and after hours, is held in Council's register of Standing Offer Arrangements. (This information is for the use of council staff involved in Disaster Management activities only and is not for public viewing as it contains confidential information).

## **7.02.06 Operating procedures for Event Coordination centre**

### **Information Management**

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:
  - a. collection – from multiple sources (history and real time);
  - b. collation – the sorting of information by interested parties;
  - c. Confirmation – the verification of information collected and collated;
  - d. interpretation – suitably skilled and authorised personnel make sense of the information; and
  - e. action – response to the above actions.
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. An information flow diagram for the ECC is at 7.02.06, clause 33.

### **Principles of Information Management**

3. The fundamentals of good information management are:
  - a. record it. Capture as much detail as possible and store it (electronically or in hard copy, sound or vision).
  - b. time and Date. Ensure everything is time and date stamped for during and post operational use.
  - c. share information with all relevant stakeholders.
  - d. establish a Master Log for all information (regardless of format).
  - e. take appropriate action and record the details.
4. When this is done well all personnel involved in the operation will have far greater 'situational awareness' and, post the emergency, will be able to reconstruct what happened, and when. This facilitates organisational learning, by continuous improvement, through analysis of past operations. It will also ensure information is not lost and is processed in a thorough and systematic manner. Personnel needing to make decisions can be assured they have the most up-to-date and complete information with which to work.

### **Office Systems and Control of Information**

5. Until JEMA is rolled out, the Somerset Regional Council will employ a range of existing Council Information systems such as:
  - a. CRM (Customer Request Management) computerised systems for the recording of emergency information;
  - b. specific systems, like Finance One, used for recording of all financial transactions including purchase orders, stock requisitions.

- c. tool Box

#### **Use of Internet**

- 6. Council's website may be used to disseminate public information with regard to an emergency.

#### **Joint Event Management Application (JEMA)**

- 7. JEMA is a shared on-line resource, available to South East Queensland Local Governments and agencies involved in Disaster Management. Information and reports posted to the site can be read by all persons with access to the site.
- 8. JEMA has been developed based on the template forms displayed in this set of SOP. It enables ECC staff to maintain on-line Operations Logs and develop and publish sitreps and Action Plans.
- 9. Access to the JEMA will be based on three levels:
  - a. Manager: Includes permission to edit/create and post incident information on EIE and send outside ECC;
  - b. Worker: Includes permission to edit/create with specific portfolios such as Plans, Operations, and Logistics. Cannot post EIE information outside of ECC;
  - c. Administrator: Normally only two or three staff within ECC. Can control permission and access to database and conducts technical support.

#### **Office System and Flow of Information**

- 10. This is a paper-based system supplemented by technology. It allows for a continuous record and for continuity of operations across shifts, as follows:
  - a. the system is based on a master log, operations log and visual display;
  - b. the Operations Log Attachment 9, at Attachment 9, contains a record of all key events, decisions, visits and major items of communication. This log contains all paperwork and is maintained in chronological order with dividers showing shift hand-over times;
  - c. duplicates can be made for other purposes (e.g. briefings, working files) – but the master copy resides on the master log;
  - d. working files can be maintained in any appropriate format. They are to be retained for archival purposes;
  - e. visual displays include maps, status boards and charts. They are to be treated as working files;
  - f. due to the possibility of losing power during an emergency, regardless of the means of receipt, each message is to be recorded in hard copy.
  - g. all telephone calls, both incoming and outgoing, are to be recorded on ECC Message Forms, refer Attachment 5. An Incident Checklist, will assist operators to record all appropriate details. An Action/Distribution sheet is to be completed and

- attached to each form of correspondence. This is to ensure the information is distributed to the appropriate action officer;
  - h. the message is allocated a serial number by the Operations Log Keeper;
  - i. The message is passed to the ECC Planning for display on the situation board, mapping (via GIS or hardcopy) assessment and where appropriate forwarding to Operations for action.
11. Copies are made if necessary. All duplicates made are to be stamped with the 'copy' stamp. The Master copy is filed by the Records Clerk.

#### **Display of Information**

12. The following Information Displays should be considered within the ECC and shall be the responsibility of the Planning Officer. Pre-printed laminated displays are included in the resources for the ECC:
- a. Current Operations Display Board, refer Attachment 21 , being a white board showing all tasks being carried out in the affected area/s;
  - b. Situation Map Board, an appropriate map of the impacted areas marked with the developing threats and known information from the impact;
  - c. Situation Report Board, a White Board will display and summarise the current operational situation for the affected area/s;
  - d. Contacts Display Board, refer Attachment 19, to record important contact telephone and fax numbers for use during operations. Contact numbers in regular use are permanently displayed;
  - e. Resources Allocation Board, refer Attachment 22, displaying resource location, resources committed, resources available but not committed;
  - f. Weather Display Board, displaying all relevant weather and flood warning information;
  - g. Topographical and Road maps of the affected area;
  - h. Personnel Roster required for protracted operations;
  - i. Timing and details of Briefings/Meetings/Situation Reports;
  - j. Copies of publicly released material.
13. A TV and radio will be installed in the ECC to enable news bulletins and warnings to be monitored

#### **Requests for Assistance/Information from the Public**

14. No direct requests for assistance from the public will be received by the ECC.
15. State Emergency Service Hotline. A national system exists through a common telephone number across Australia for public requests for SES assistance – 132 500. Historical data indicates that thousands of calls can be generated in either short bursts or over an extended period. The Qld Government Call Centre is used for the remainder of



Qld. EMQ are the responsible agency for the management of the national SES call network in Qld. Technology allows the 132 500 number to be diverted in total or part.

16. Each of the request types for emergencies should have a designated responsible officer, which allows for immediate notification for action.
17. All information related to each action request i.e. response/actions taken, time issued and times completed and other comments are to be recorded and maintained in the current council operating system designated. Reports are to be developed to aid the management of requests as well as to support reporting requirements e.g. information to be included in sitreps.

### **Operations Log**

18. The operations log Attachment 9, is a record of all key events (including briefings, shift hand-overs and visits), decisions and major items of communication. All recordings are to be made in chronological order. The maintenance of the operational log is the responsibility of the Operations Officer.

### **Situation Report**

19. The situation report is to be used to provide and inform key stakeholders e.g. DDC, LDMG, and Councillors with summarised information about the emergency, which is to include resources deployed, activities for the period covered (both past, present and future intentions), damage assessments and any other relevant information.

### **Personnel Rosters and Fatigue Management Procedures**

20. The Logistics Officer is responsible for managing and maintaining staff rosters on advice from the Planning Officer and Operations Officer. This includes:
  - a. Ensuring the accurate recording of when ECC staff arrive for duty and sign off after shifts. (refer Personnel Timekeeping form at Attachment 11;
  - b. Monitoring fatigue management requirements, as per Council's workplace health and safety policy;
  - c. Contacting and scheduling required staff for shifts for ECC operations. This includes advice to staff on required shift start and finish times as well as providing directions to their required area for briefing prior to the commencement of their shift.
21. Shifts for ECC staff will be dependant on the nature and complexity of the event. As a guide ECC staff should only have a shift duration of a maximum of 8 hours which includes times for changeover at commencement of shift and completion of shift. A minimum break of 10 hours between shifts is to be incorporated.

### **Shift Handover**

22. The shift handover is a term used to describe a handover of authority of a key appointment within the ECC. All other appointments only require changeover of shifts (see page 86) and are therefore less formal. Outgoing ECC Controller, Planning Officer, Operations Officer and Logistic Officer are to prepare a shift handover brief for their

incoming counterparts. The brief should commence 15 minutes prior to the intended shift handover. Shift handover briefs are to be filed. Other members of the incoming ECC team should also liaise with their outgoing counterparts at this time to ensure the handover is as seamless as possible. Following a shift handover, both incoming and outgoing key personnel attend an update brief within the ECC, to ensure situational awareness is provided to the incoming shift. Once the shift handover is complete, all outgoing ECC staff need to leave the ECC immediately.

23. The shift handover brief is to be used as an aid to assist the handover from one key appointment within the ECC team to another. (Refer Attachment 7).
24. The person handing over their duty remains responsible until the handover document is signed and the oncoming member has accepted the handover. The oncoming member accepts the responsibility by signing the handover proforma.
25. All original documents are to be filed in the Master Log and maintained for future reference. If a copy has to be made it has to be stamped 'Copy'.

#### **Media in the Event Coordination Centre**

26. Representatives from media outlets are not permitted in the ECC. Council has a very strict control on the handling of media issues. All media liaison is handled by Council's Media Officer whose role is to handle all corporate communication directly relating to council. This includes issues relating to emergency events/operations. Therefore staff working within the ECC is to have no direct contact with the media. The media liaison to the ECC will be a Council staff member. council's

#### **Catering for Event Coordination Centre Staff**

27. It is the responsibility of the ECC Logistics Team Leader to organise catering support for ECC staff. This will include mid-shift meals and light refreshments. Food and drink should not be consumed within the confines of the ECC. Meal breaks will be taken in the Council kitchen area.
28. Meal breaks are to be staggered to meet the needs of the ECC and to ensure the continuity of the ECC operations.

#### **Workplace Health & Safety**

29. Council's existing Workplace Health & Safety and Risk Management policies and procedures are to be complied with during an emergency.

#### **Staff Welfare**

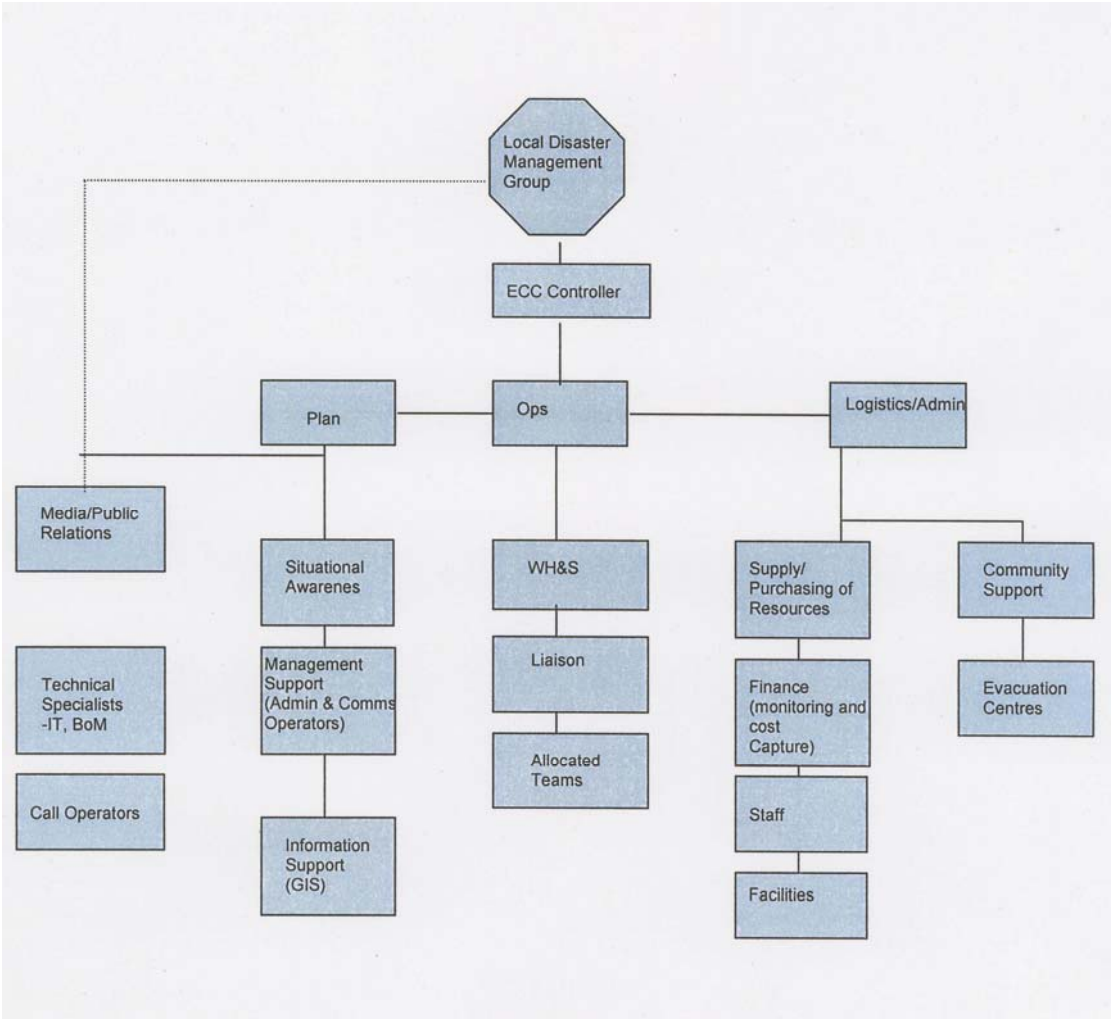
30. The ECC Logistics Officer on each shift is responsible for the welfare of all persons on shift in the ECC.

#### **Further Support**

31. Following all events, all staff will be formally debriefed by the Executive Officer of the LDMG.
32. If any staff feels the need for further debriefing, support is available through the Employee Assistance Program.



33. Event coordination centre



## **7.02.07 Briefing Guide**

### **Operational Briefs**

1. Prior to being employed within the ECC, staff is to attend a briefing session delivered by the designated ECC Officer under the direction of the Operations Officer. Attachment 12 contains advice on items to be considered in the briefing, which may also be useful in planning operations. Information to be delivered should include:
  - a. Situation;
  - b. Mission;
  - c. Execution;
  - d. Administration (and logistics);
  - e. Command, Control and Communications; and
  - f. Safety.
2. The timings of the briefings will be determined by the allocated Daily Operating Schedule. An example of a Daily Operating Schedule is at Attachment 14.

### **Safety**

3. The briefing session will be held within the coordination centre, unless otherwise advised.

## **7.02.08 Communications and Reporting**

### **Coordinating Communications**

1. To assist in the coordination and control of communications, a Daily Operating Schedule is required. This schedule needs to clearly define when information is required for key briefings for staff, senior officials and the media. An example of a Daily Operating Schedule is at Attachment 14

### **Emergency Communications**

2. A large number of council staff has mobile phones. Should they be operating in the emergency, they will be the primary method of communication between units. All field teams are to ensure the ECC has been advised of all mobile phone numbers held by the group.
3. Should the mobile phone system not be operable Council will use its 2-way radio system or alternatively may borrow some VHF radios from Queensland Police Service (QPS), Queensland Fire and Rescue Service (QFRS) or SES. Should VHF radios be used the Operations Officer will nominate channels to be used by field supervisors for communications. Simplex operation (when programmed) can be utilised for communication between field staff.
4. ECC Contact List. The ECC Controller will ensure an updated and accurate list of phone and fax numbers is held within the ECC. This list is also to be held by the DDC/DDMG, Executive Office of the LDMG and other emergency agencies e.g. QPS as required. The ECC Controller will also ensure that the list contains all contacts for all necessary agencies. (Refer Attachment 15).

### **Communication between Event Coordination Centre and Local Disaster Management Group**

5. It is the responsibility of the ECC Controller to keep the LDMG (generally via the XO or delegate) informed of emergency information. This includes current and future activities, resource requirements (including requests for assistance when local resources are unable to cope or are expected to be unable to cope).

### **Communication between Event Coordination Centre and District Disaster Coordination Centre**

6. For routine communications, the ECC Controller or delegate will communicate with the DDMG, normally via the LDMG LO, to provide advice on any major incident or request resources (this is in addition to the provision of Sitreps).

### **Communication between Event Coordination Centre and Other Agencies**

7. When there is the need for constant communication with another agency, the ECC Controller may request an agency liaison officer to attend the ECC (LO). This may be to assist the provision of information or to expedite the decision making process.

### **Communication between Event Coordination Centre and Evacuation Centres**

8. Council's designated Evacuation Centre Manager is responsible for the overall management of evacuation centres. Therefore all communications to and from evacuation centres should include the Logistics Officer, Recovery Officer and the Evacuation Centre Coordinator.

### **Operational Reporting**

9. The ECC Controller is responsible for the preparation and distribution (to the DDC and LDMG) of a formal summary of emergency information i.e. Sitrep. The timetable for the issuance of Sitreps will be directed by the XO LDMG and/or DDC. (Refer Attachment 6)

### **Paper-based Redundancy**

10. When JEMA is in use, ECC staff must ensure that physical hard copies of data are maintained.
11. In particular:
  - a. the Operations Log should be printed every five minutes and stored in the Master Log file;
  - b. every SITREP posted to the site should be printed and placed on the Master log;
  - c. the Storyboard should be printed every 30 minutes.
12. If ECC staff is unable to use the Event Information Exchange, they are to revert to the paper-based templates displayed in this SOP.

## 7.02.09 Warnings and Public Information

### Warnings

1. Council will use the most efficient and appropriate means to warn the community prior to, during and post an emergency, for example, to activate the community with regard to evacuation operations. These means may include:
  - a. media warnings including the utilisation of radio stations and ABC local radio via their Memorandum of Understanding with the Department of Emergency Services;
  - b. telephone warnings to individual properties;
  - c. personal visit to property by Police, Emergency Services members or Council employees;
  - d. loud hailer or similar in the street;
  - e. internet warnings (additional to other media – see also council web site updates below); and
  - f. Standard Emergency Warning Signal (SEWS) in assisting the delivery of public warnings and messages for major emergencies upon approval of its use from the Department of Emergency Services.
2. **Website Updates.** The council website will be maintained with information on the situation. The Media and Communications Officer in conjunction with the Web Coordinator is responsible for editing, where necessary and lodging the contents of any routine updates or situation reports on the council website. The Media and Communications Officer is also responsible for the drafting of any messages to be lodged on the website, advising the community of imminent threats, changes to threat states, recommended actions and precautions. These messages are to be authorised by the Mayor, LDMG Chair, or the Executive Officer of the LDMG in their absence, prior to lodgement on the website.
3. **Pre-prepared Statements.** The use of pre-prepared statements for various events is desirable as follows:
  - a. Severe weather (storm, cyclone, east coast low);
  - b. Flood;
  - c. Dam Break;
  - d. Major transport accident;
  - e. Fire;
  - f. Hazardous material accident;
  - g. Epidemic/pandemic;
  - h. Plant/animal disease;
  - i. Landslide;
  - j. Earthquake.

## **7.02.10 Training Arrangements for ECC Staff**

### **Introduction**

1. Training for staff who could be potentially involved in the response to an emergency is integral to Council's ability and capability to assist the community. The following dictates the level of training required for ECC staff and field operations staff. Also detailed are specialist training opportunities which are available through Emergency Management Queensland and Emergency Management Australia.

### **Event Coordination Centre Staff Training**

2. There are several recommended training opportunities, these are:
  - a. the AIIMS – 2-day course run by QFRS (subject to funding availability);
  - b. Emergency Management Arrangements/Introduction to Emergency Risk Management – 2-day course run by Emergency Management Queensland, which outlines the emergency management framework operating within Queensland;
  - c. SEQDMAG DM training and the self paced IERM Course (which is intended to replace 2b);
  - d. Operations Centre Training – in-house training outlining the processes, procedures and systems to be employed within the ECC.
3. Desktop exercises – emergency situation scenarios will be enacted to train staff and test procedures, processes and systems.
4. Staff identified to occupy key roles within the ECC should undertake the following:
  - a. AIIMS 2 day course;
  - b. AIIMS for Local Government;
  - c. Disaster Management Arrangements & Introduction to Disaster Risk Assessment 2 day course (Optional but Preferred;
  - d. Operations Centre Training (includes desktop exercise;
  - e. Desktop exercises run at least annually.

### **Customer Service Staff**

5. Information sessions are to be provided to Customer Services staff outlining coordination centre operations and lines of communication and command (including processes and procedures) to be used by Council during an emergency. An outline of media and community communication/information for an emergency will also be presented e.g. information scripts to answer community phone enquiries will be drafted by Council's Media Officer to ensure the integrity and consistency of the information provided.

### **Disaster Management Courses**

6. Emergency Management Australia (EMA) conducts emergency management courses at their college at Mt Macedon, Victoria. Some of their courses are also delivered in Queensland. The individual

courses generally span a 3 to 5 day duration and cover a range of subjects with regard to emergency management, including recovery, emergency planning, operating an evacuation centre. To be eligible to attend EMA courses staff have to attend a prerequisite 2-day course run by the State Department of Emergency Services - 'Emergency Management Arrangements/Introduction to Emergency Risk Management'. This is currently being replaced by the SEQDMAG DM training and the self paced IERM course.

7. An application to attend any of these courses is to be endorsed by the XO of the LDMG. This is to ensure the relevance of the course to those applying as well as to meet the needs of the Council in the development of its disaster management capability. Details of available courses and timetables can be accessed at EMA's website:  
<http://www.ema.gov.au/agd/EMA/emaInternet.nsf/Page/EducationTraining>.
8. The Federal Government covers the cost of all expenses for those accepted onto courses run at Mt. Macedon i.e. airfares, transport to and from Tullamarine Airport and the EMA Institute, accommodation & meals.

## **ATTACHMENTS**



## Attachment 1      Duty Statements for Event Coordination Centre Staff

### Duties of Event Coordination Centre Controller

<b>Controls/Coordinates:</b>	Controls ECC activities and directs task on behalf of LDMG
<b>Sits in:</b>	ECC Op Centre
<b>Reports to:</b>	LDMG
<b>General Tasks:</b>	<ol style="list-style-type: none"> <li>1. Assume control for the overall responsibility for the operation of the ECC.</li> <li>2. Assess the incident and obtain briefing from current controller.</li> <li>3. Appoint key personnel and conduct initial briefing.</li> <li>4. Ensure ECC is established for use.</li> <li>5. Develop the Action Plan and set tasks, timings and priorities with key staff.</li> <li>6. Advise the District Disaster Management Group (DDMG) that ECC is operational.</li> <li>7. Regularly update LDMG Executive Officer then in turn brief remaining LDMG staff, DDMG, CEO, Mayor, Councillors and DDC.</li> <li>8. Ensure operational co-operation with all units of Council and participating agencies.</li> <li>9. Ensure that adequate resources are available, and request external resources from LDMG and DDMG.</li> <li>10. Liaise and consult with support agencies. Prioritise and review requests for assistance from other response agencies.</li> <li>11. Manage the compilation and dissemination of situation reports to the LDMG &amp; DDMG.</li> <li>12. Liaise with Media Officer with regard to media releases and information required by the community, such as safety issues, public health issues.</li> <li>13. Coordinate briefings at shift handover and at the end of the incident.</li> <li>14. Notify all parties of stand-down status, once advised by CEO or LDMG.</li> </ol>
<b>Training Requirements</b>	
<b>Essential:</b>	
EMA	[insert detail]
EMQ	[insert detail]
SEQDMAG TRG	[insert detail]
AIIMS	[insert detail]
EIE	[insert detail]
Local Training	[insert detail]
<b>Desired:</b>	
EMA	[insert detail]
EMQ	[insert detail]
SEQDMAG TRG	[insert detail]
AIIMS	[insert detail]
EIE	[insert detail]
Local Training	[insert detail]
<b>Level of Access to EIE:</b>	

<b>Manager</b>	[insert detail]
<b>Worker</b>	[insert detail]
<b>Administrator</b>	[insert detail]

**Duties of Operations Officer**

<b>Controls/ Coordinates:</b>	Operations Function within ECC
<b>Sits in:</b>	Operations Cell
<b>Reports to:</b>	ECC Controller
<b>General Tasks:</b>	<ol style="list-style-type: none"> <li>1. Manage and supervise all operational activities within the ECC.</li> <li>2. Obtain a briefing from the ECC Controller.</li> <li>3. Maintain the Operational Log, and report special incidents or accidents.</li> <li>4. Receive all requests for assistance coming into the ECC, evaluate and prioritise requests then forward to Operations. Record all such requests.</li> <li>5. Confirm additional resources with ECC Controller and Planning Officer.</li> <li>6. Request regular situation reports from council LO and disseminate to Planning Officer &amp; ECC Controller.</li> <li>7. Ensure all information on completed tasks is recorded and available for Planning Officer &amp; ECC Controller.</li> <li>8. Assist Police with evacuation operations.</li> <li>9. Nominate a Deputy when absent from the ECC.</li> </ol>
<b>Training Requirements</b>	
<b>Essential:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Desired:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Level of Access to EIE:</b>	
<b>Manager</b>	[insert detail]
<b>Worker</b>	[insert detail]
<b>Administrator</b>	[insert detail]

**Duties of Planning Officer**

<b>Controls/ Coordinates:</b>	ECC Planning Activities
<b>Sits in:</b>	Plans Cell
<b>Reports to:</b>	ECC Controller

<b>General Tasks:</b>	<ol style="list-style-type: none"> <li>1. Be responsible for the collection, evaluation and dissemination of information within the ECC.</li> <li>2. Be responsible for GIS Officer, and for plotting activities and events on maps and GIS.</li> <li>3. Prepare regular status reports for ECC Controller.</li> <li>4. Be the interface between LDMG and ECC.</li> <li>5. Responsible for maintaining status and information related to all tasks.</li> <li>6. Plan crew relief and changeovers with key staff.</li> <li>7. With the ECC Controller and Police, identify the need for evacuations.</li> <li>8. With the Operations Officer and the Logistics Officer, initiate evacuations arrangements (transport, accommodation, welfare).</li> <li>9. Conduct future planning activities. The planning timeframe will be dictated by the nature and complexity of the event, but a guide is to plan for: <ol style="list-style-type: none"> <li>a. 24 – 48 hr</li> <li>b. 48 – 72 hr, and</li> <li>c. 72 hr to 7 days.</li> </ol> </li> </ol>
<b>Training Requirements</b>	
<b>Essential:</b>	
EMA	[insert detail]
EMQ	[insert detail]
SEQDMAG TRG	[insert detail]
AIIMS	[insert detail]
EIE	[insert detail]
Local Training	[insert detail]
<b>Desired:</b>	
EMA	[insert detail]
EMQ	[insert detail]
SEQDMAG TRG	[insert detail]
AIIMS	[insert detail]
EIE	[insert detail]
Local Training	[insert detail]
<b>Level of Access to EIE:</b>	
Manager	[insert detail]
Worker	[insert detail]
Administrator	[insert detail]

**Duties of Logistics Officer**

<b>Controls/ Coordinates:</b>	ECC Logistics activities
<b>Sits in:</b>	Log Cell
<b>Reports to:</b>	ECC Coordinator
<b>General Tasks:</b>	<ol style="list-style-type: none"> <li>1. Maintain all financial records.</li> <li>2. Check ECC Administration for all phases of operation (see Section 5) maintain ECC security.</li> <li>3. Drafting staff rosters &amp; contacting staff to fill rosters.</li> <li>4. Be responsible for ECC Shift Changeovers.</li> <li>5. Be responsible for first aid and medical arrangements, catering arrangements and supply arrangements for ECC and Field Teams.</li> <li>6. Maintenance and cleaning of ECC.</li> <li>7. On request from Planning Officer, arranges resources necessary for evacuations i.e. arranges transport (buses) to report to staging area for Operations Officer, arranges for evacuation centres to be opened and readied for evacuees, and requests necessary welfare groups to support evacuation centres, in conjunction with Welfare Officer.</li> <li>8. Transport arrangements for emergency workers.</li> <li>9. Be responsible for Welfare Officer and ECC Support Staff located in the Logistics cell.</li> </ol>
<b>Training Requirements</b>	
<b>Essential:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Desired:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Level of Access to EIE:</b>	
<b>Manager</b>	[insert detail]
<b>Worker</b>	[insert detail]
<b>Administrator</b>	[insert detail]

**Duties of Media Officer**

<b>Controls/ Coordinates:</b>	ECC Media activities
<b>Sits in:</b>	[insert detail]
<b>Reports to:</b>	ECC Controller and LDMG
<b>General Tasks:</b>	<ol style="list-style-type: none"> <li>1. Staff member of council's [insert detail] .</li> <li>2. Monitor public information, draft media releases and public information.</li> <li>3. Information releases. Obtain appropriate sign off for the releases.</li> <li>4. Provide Customer Service Unit with appropriate response scripts for callers.</li> <li>5. Liaise with all media outlets and contacts.</li> <li>6. Implement council's Crisis Communications Plan.</li> <li>7. Ensure public communications are consistent across organisations.</li> </ol>
<b>Training Requirements</b>	
<b>Essential:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Desired:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Level of Access to EIE:</b>	
<b>Manager</b>	[insert detail]
<b>Worker</b>	[insert detail]
<b>Administrator</b>	[insert detail]

**Duties of Event Coordination Centre Support Staff**

<b>Controls/ Coordinates:</b>	[insert detail]
<b>Sits in:</b>	[insert detail]
<b>Reports to:</b>	[insert detail]
<b>General Tasks:</b>	<ol style="list-style-type: none"> <li>1. Maintain the Operation Log on behalf of Operations Officer.</li> <li>2. Provide general clerical support to ECC Controller, Planning Officer, Operations Officer and Logistics Officer (N.B. during a major emergency there will be a requirement for specialised skills to assist each section in the ECC e.g. data entry and CRM operational experience for Planning Officer, financial systems skills &amp; knowledge or purchasing skills &amp; knowledge to assist Logistics Officer).</li> <li>3. Provide Planning Officer with copies of requests received for assistance ASAP.</li> <li>4. In the event that council's CRM Action Request System is inoperable - maintain register including status and related information for each request for assistance for all paper requests received from Customer Service.</li> <li>5. Assist Logistics Officer with financial, staff and purchasing functions.</li> </ol>
<b>Training Requirements</b>	
<b>Essential:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Desired:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Level of Access to EIE:</b>	
<b>Manager</b>	[insert detail]
<b>Worker</b>	[insert detail]
<b>Administrator</b>	[insert detail]

**Event Coordination Centre Telephone Operators**

<b>Controls/ Coordinates:</b>	Incoming messaging coordination
<b>Sits in:</b>	[insert detail]
<b>Reports to:</b>	[insert detail]
<b>General Tasks:</b>	<ol style="list-style-type: none"> <li>1. ECC Telephone Operators are responsible for receiving and passing on information received by telephone into the ECC information management system. To do this Telephone Operators are requested to complete the ECC Message Form. Primary customers will be statutory bodies such as DDC.</li> <li>2. Calls received will not normally be from the general public, unless the specific council ECC is co-located with a Customer Call Centre. However, if calls are received from the public, the following paragraphs will serve as a guide.</li> <li>3. Answer calls with 'Hello, council Event Coordination Centre'.</li> <li>4. It is likely that callers will commence describing their situation without prompting. If not, prompt the caller with a question such as 'Do you require assistance or have a message for the disaster coordination centre'?</li> <li>5. The reason for your questions is to determine if the request is Urgent or Routine: <ol style="list-style-type: none"> <li>a. Check with the caller about the caller's safety or the people who are with the caller for safety, injuries or fatalities.</li> <li>b. Check with the caller for damage to buildings or structures where the caller is or nearby to where the caller is.</li> <li>c. Check out the caller's situation; is it improving or deteriorating?</li> <li>d. Inform the caller that their request / information will be passed to the appropriate agency for a response.</li> <li>e. Inform the caller that the coordination centre will monitor the actioning of their request however it is not likely that they will be called back about their request.</li> <li>f. Inform the caller that information about the overall situation will be provided by the radio or TV and if able continue to listen to radio or watch TV.</li> </ol> </li> </ol>
<b>Training Requirements</b>	
<b>Essential:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Desired:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]



<b>Local Training</b>	[insert detail]
<b>Level of Access to EIE:</b>	
<b>Manager</b>	[insert detail]
<b>Worker</b>	[insert detail]
<b>Administrator</b>	[insert detail]

**Duties of Community Support/Evacuation Centre Manager**

<b>Controls/ Coordinates:</b>	Community Support/Evacuation Centre activities
<b>Sits in:</b>	[insert detail]
<b>Reports to:</b>	ECC Controller and Logistics Officer
<b>General Tasks:</b>	<ol style="list-style-type: none"> <li>1. Report to ECC Controller on activation of ECC.</li> <li>2. Arrange opening of evacuation centres in safe zones and activation of Evacuation Centre Coordinators.</li> <li>3. Mobilise, brief and coordinate Community Support Committee to assist recovery and welfare, and to provide services at evacuation centres.</li> <li>4. Ensure adequate security, supply of adequate resources and goods, and adequate showering, ablutions and laundering facilities to evacuation centres, via use of appropriate service providers.</li> <li>5. Coordinates council Environmental Health Officers in relation to food preparation, waste disposal, water supply and general hygiene at evacuation centres.</li> </ol>
<b>Training Requirements</b>	
<b>Essential:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Desired:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Level of Access to EIE:</b>	
<b>Manager</b>	[insert detail]
<b>Worker</b>	[insert detail]
<b>Administrator</b>	[insert detail]

**Duties of Workplace Health and Safety/Training Officer**

<b>Controls/ Coordinates:</b>	WH&S activities
<b>Sits in:</b>	Operations Cell
<b>Reports to:</b>	Operations Officer
<b>General Tasks:</b>	<ol style="list-style-type: none"> <li>1. Briefs field operations staff prior to deployment with regard to WH&amp;S issues, current situation, deployment destination, role/work to be done, communication channels, command/reporting structure.</li> <li>2. Maintains accident/injury register and Investigates accidents/injuries reported.</li> <li>3. Assist Operations Officer as directed.</li> </ol>
<b>Training Requirements</b>	
<b>Essential:</b>	
EMA	[insert detail]
EMQ	[insert detail]
SEQDMAG TRG	[insert detail]
AIIMS	[insert detail]
EIE	[insert detail]
Local Training	[insert detail]
<b>Desired:</b>	
EMA	[insert detail]
EMQ	[insert detail]
SEQDMAG TRG	[insert detail]
AIIMS	[insert detail]
EIE	[insert detail]
Local Training	[insert detail]
<b>Level of Access to EIE:</b>	
Manager	[insert detail]
Worker	[insert detail]
Administrator	[insert detail]

### Duties of Geographic Information System Officer

<b>Controls/ Coordinates:</b>	GIS activities
<b>Sits in:</b>	Plans Cell
<b>Reports to:</b>	Planning Officer
<b>General Tasks:</b>	<ol style="list-style-type: none"> <li>1. Reports to Planning Officer.</li> <li>2. Sets up computer equipment &amp; displays required operational datasets.</li> <li>3. Inputs and maintains required information in ECC version of GIS.</li> <li>4. Ensures adequate hard copy maps are available.</li> </ol>
<b>Training Requirements</b>	
<b>Essential:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Desired:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Level of Access to EIE:</b>	
<b>Manager</b>	[insert detail]
<b>Worker</b>	[insert detail]
<b>Administrator</b>	[insert detail]

**Duties of Customer Services Unit**

<b>Controls/ Coordinates:</b>	Incoming messages
<b>Sits in:</b>	[insert detail]
<b>Reports to:</b>	[insert detail]
<b>General Tasks:</b>	<ol style="list-style-type: none"> <li>1. Receives &amp; monitors calls for assistance.</li> <li>2. Inputs call details into CRM system and forwards to ECC, where they don't relate to council operations.</li> <li>3. Ensures continuity of telecommunications and network connectivity to ECC.</li> <li>4. Provides scripted responses to callers requesting information only.</li> <li>5. In the case of network failure instigates a manual system &amp; couriers requests to ECC.</li> <li>6. Maintains suitable staffing levels for call centre.</li> <li>7. Manages roster/fatigue management for call centre staff.</li> </ol>
<b>Training Requirements</b>	
<b>Essential:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Desired:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Level of Access to EIE:</b>	
<b>Manager</b>	[insert detail]
<b>Worker</b>	[insert detail]
<b>Administrator</b>	[insert detail]

**Duties of State Emergency Service Liaison Officer**

<b>Controls/ Coordinates:</b>	SES Input to ECC
<b>Sits in:</b>	LO area of ECC
<b>Reports to:</b>	Not Applicable
<b>General Tasks:</b>	<ol style="list-style-type: none"> <li>1. Acts as the SES Liaison Officer to the ECC.</li> <li>2. Provides input to planning and operational information requirements</li> <li>3. Monitors SES activity to support coordination of event/incident.</li> </ol>
<b>Training Requirements</b>	
<b>Essential:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Desired:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Level of Access to EIE:</b>	
<b>Manager</b>	[insert detail]
<b>Worker</b>	[insert detail]
<b>Administrator</b>	[insert detail]

### Duties of Senior Advisor Emergency Management (Disaster Management Coordinator or Disaster Management Officer)

<b>Controls/Coordinates:</b>	Emergency Response
<b>Sits in:</b>	[insert detail]
<b>Reports to:</b>	LDMG and LDRC
<b>General Tasks:</b>	<ol style="list-style-type: none"> <li>1. First point of contact for requests relating to emergencies.</li> <li>2. Responsible for initial advice to the LDMG Executive Officer &amp; Emergency Management Queensland's Duty Officer of relevant events under council's control.</li> <li>3. Responsible for escalating response to an emergency after hours, in collaboration with Executive Officer.</li> <li>4. Coordinate council's response during minor emergencies in conjunction with SES Local Controller, Executive Officer and local Operations Manager.</li> <li>5. Ensures information is shared with stakeholders during a minor event.</li> <li>6. Liaison for council with other emergency service agencies, LDMG and other ECCs during an event even if ECC is operational.</li> <li>7. Provide updates on the EIE.</li> <li>8. Preparation and delivery of training for council staff involved in Disaster Management activities, and responsible for establishing training programs,</li> <li>9. Monitoring and updating plans in readiness for an emergency.</li> <li>10. Ensure ECC is stocked and prepared prior to an event including equipment, maps and stationery.</li> <li>11. Ensure relevant staff has keys to access required sites prior to an emergency and/or ensure an adequate accessible inventory of keys during an emergency.</li> <li>12. Monitor the processes and procedures of the ECC and council's overall response to an emergency.</li> <li>13. Arrange hot debrief post incident/emergency.</li> <li>14. Arrange debriefing meeting within 5 days of an emergency with ECC members as well as operational supervisors and other agencies (if required), including the report on the emergency.</li> <li>15. Ensure processes and procedures are reviewed and updated if required as a result of the analysis of operations after an incident.</li> <li>16. Act as Secretary for LDMG and LDRC.</li> </ol>
<b>Training Requirements</b>	
<b>Essential:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]
<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Desired:</b>	
<b>EMA</b>	[insert detail]
<b>EMQ</b>	[insert detail]

<b>SEQDMAG TRG</b>	[insert detail]
<b>AIIMS</b>	[insert detail]
<b>EIE</b>	[insert detail]
<b>Local Training</b>	[insert detail]
<b>Level of Access to EIE:</b>	
<b>Manager</b>	[insert detail]
<b>Worker</b>	[insert detail]
<b>Administrator</b>	[insert detail]



### Check List for Event Coordination Centre Administration

<b>Task:</b>	ECC Administration
<b>Person Responsible:</b>	Logistics Officer
<b>Reports to:</b>	ECC Controller
<b>General Tasks:</b>	<p>On Activation:</p> <ol style="list-style-type: none"> <li>1. Contact members in your team to advise activation and check which staff require cab vouchers (issue it to them when they arrive at the building)</li> <li>2. Notify Security that members of the ECC will be arriving at the building. Security will then arrange for ECC members to be escorted to the ECC Room.</li> <li>3. Keep a record of all cab charges issued at the beginning of the shift.</li> <li>4. Does the air-conditioning need to be adjusted? Building Management.</li> <li>5. Issue ECC identification cards, name tags and access swipe cards, and complete the Card Register.</li> <li>6. Keep a record of visitors, and issue visitor tags to any other person requiring access to the area. They will be signed in, escorted within the ECC, and signed out.</li> <li>7. Keep a record of all ECC volunteers on duty with names, position, and contact numbers, including ECC phone number and mobile. Date and time the written document. Give copies to the ECC Logistics Officer, Planning Officer and ECC Controller and any other staff that may require it. Write contact numbers on the whiteboard or contact list.</li> <li>8. Classified Waste Disposal. If no shredder is available, collect the recycling box marked 'ECC Classified Waste'. Whilst the ECC is operational, all waste is to be placed in the recycling box.</li> <li>9. Organise catering. Arrange access for Catering staff with Security.</li> </ol> <p>During the Emergency:</p> <ol style="list-style-type: none"> <li>1. Organise shifts and breaks - each shift is 8 hours long. Organise meal breaks for the shift. Catering support to include light refreshments and mid-shift meals.</li> <li>2. Document Protection: Store files and records that are not required for current operations in a lockable container in the ECC cabinet.</li> <li>3. Check that the printer is regularly stocked for paper</li> <li>4. Ensure a copy of the Operations Log is printed every 10 minutes and filed in the record folder.</li> <li>5. Record all expenditure incurred by the ECC via the expense register (including all receipts for purchases made on behalf of the ECC)</li> <li>6. Distribute cab vouchers if staff need to use a cab to get home or to the ECC after hours. Keep a record of all cab charges issued.</li> <li>7. Arrange for staff of the next shift to be notified of the emergency and organise transport for the next shift to the ECC.</li> <li>8. Provide a record of the names, position, and contact numbers of all ECC volunteers on duty, to the ECC Logistics Officer of the next shift (if required). Ensure the on-coming ECC Logistics Officer of the next shift maintains the roster.</li> </ol> <p>On Stand-Down:</p> <ol style="list-style-type: none"> <li>1. Appropriately restock all equipment boxes. If they cannot be fully restocked</li> </ol>

	<p>and new equipment needs to be ordered, provide a list of required equipment to the Senior Advisor Emergency Management.</p> <ol style="list-style-type: none"> <li>2. <i>Classified Waste Disposal.</i> If unable to shred, collect the recycling which has been input into the 'ECC Classified Waste' box. Organise for a classified waste bin to be provided to the ECC for the secure disposal of waste held in the recycling box.</li> <li>3. Complete the Card Register to record staff who have returned their identification and access cards (and follow-up any missing cards which were distributed earlier in the shift).</li> <li>4. Document Protection: Once the ECC is stood down (deactivated), archive any files and records under the direction of the ECC Controller or Senior Advisor Emergency Management.</li> <li>5. At the end of the Emergency, ensure that all ECC areas are locked including: <ol style="list-style-type: none"> <li>a. Phone cupboards,</li> <li>b. ECC benches,</li> <li>c. ECC Cabinet,</li> <li>d. Audiovisual and remote equipment,</li> <li>e. Operations Log has been shut down, and</li> <li>f. Ensure break-out room and kitchenette is clean.</li> </ol> </li> </ol>
<b>Training Requirements</b>	
<b>Essential:</b>	
EMA	[insert detail]
EMQ	[insert detail]
SEQDMAG TRG	[insert detail]
AIIMS	[insert detail]
EIE	[insert detail]
Local Training	[insert detail]
<b>Desired:</b>	
EMA	[insert detail]
EMQ	[insert detail]
SEQDMAG TRG	[insert detail]
AIIMS	[insert detail]
EIE	[insert detail]
Local Training	[insert detail]
<b>Level of Access to EIE:</b>	
Manager	[insert detail]
Worker	[insert detail]
Administrator	[insert detail]

## Attachment 2 Common Acronyms

<b>BCP</b>	Business Continuity Plan
<b>BoM</b>	Bureau of Meteorology
<b>CEO</b>	Chief Executive Officer
<b>CF</b>	City Fleet
<b>CSU</b>	Customer Service Unit
<b>CWS</b>	City Waste Services
<b>DDC</b>	Disaster District Coordinator
<b>DDMG</b>	District Disaster Management Group
<b>DES</b>	Department of Emergency Services
<b>DMC</b>	Disaster Management Coordinator
<b>DNRM</b>	Department of Natural Resources & Mines
<b>DPI&amp;F</b>	Department of Primary Industries & Fisheries
<b>EMQ</b>	Emergency Management Queensland
<b>ECC</b>	Event Coordination Centre
<b>EPA</b>	Environmental Protection Agency
<b>GIS</b>	Geographic Information System
<b>LAS</b>	Local Asset Services
<b>LDMG</b>	Local Disaster Management Group
<b>LDRC</b>	Local Disaster Recovery Committee
<b>LO</b>	Liaison Officer (Council Response Agencies)
<b>NDRA</b>	Natural Disaster Relief Arrangements
<b>QAS</b>	Queensland Ambulance Service
<b>QFRS</b>	Queensland Fire and Rescue Service
<b>QPS</b>	Queensland Police Service
<b>SEQDMAG</b>	South East Queensland Disaster Management Advisory Group
<b>SES</b>	State Emergency Service
<b>SITREP</b>	Situation Report
<b>SMEACS</b>	Situation, mission, execution, administration & logistics, control & communications, safety
<b>SOP</b>	Standard Operating Procedure

See also annex 2 in Main Plan Part 1

## **Attachment 3      Event Coordination Centre Layout**

New layout plan to be inserted when building construction is complete.

## **Attachment 4      Operational Plan Check Lists**

### **NOTE:**

Operational Check Lists for each Operational Plan are included with each plan.

## Attachment 5 Event Coordination Centre Message Form and Check List

Message Type:	Request/Offer/Sitrep/Information/Other (LIST): _____		
Method:	Radio/Phone/Facsimile/E-mail/Runner		
To:		From:	
Date:	Time:	Urgent:	Routine:
Message:			
Taken By:			
Action Taken:			
Actioned By:		Date:	Time:

## **MESSAGE Checklist**

*Formatting these checklists should be in line with EIE for standardisation even when reverting back to paper*

Incident Report No: (e.g. 18/05)

From: Who is sending the information?

Date / Time: Date/Time of the occurrence

Location: Location - needs to be clear and specific

Details:

Provide sufficient detail to allow the recipient to clearly understand what occurred.

What was the nature of the incident?

What are the impacts on Local business/processes?

What are the community impacts?

Detail any injuries or significant losses.

Action by Business Area/Program

What elements of Council and others were/are involved?

Who is in charge – what are their contact details?

What is being done to recover the situation?

Is there a requirement for additional assistance?

What is the immediate short-term plan of action?

Action by ECC

What action is required to ensure the incident is being resolved at Council level?

Signature block

Name, appointment and contact details for the officer recording the incident

Time of Receipt:

## Attachment 6      Situation Report

SITREP Number	
Date of Report	
Time of Report	
From	
Emergency Type	

### Summary of Operations to Date

1. This section should provide current operational response information (i.e. numbers and facts) actions taken by Local and District Disaster Management Groups including functional lead agencies, declarations)


### Current Issues

2. This section should detail current information and facts relating to the operation including damage and operational costs, tasks being undertaken at Local & District levels

### Infrastructure

Road, Bridges	Impact:
Rail	Impact:
Power Mains, Aux,	Impact:
Telecommunications Landline, Mobile, Two-way Radio, Broadcast Radio/TV	Impact:
Water	Impact:
Sewerage	Impact:
Gas	Impact:
Fuel	Impact:
Waste, Green waste, Perishable, Other	Impact:

### Transport Modes

Road, Rail, Sea, Air	Impact:
Other	

### Damage

Dwellings	
Commercial	
Hospitals Schools etc	

### Community Issues

Affected Communities	
----------------------	--



Evacuations	
Deceased	
Injured	
Missing	
Schools	
Child-care Facilities	
Aged Care Facilities	
Hospitals	
Special Needs Facilities	
Hygiene/Public Health	
Provisions	
Other	

**Economic**

Staffing issues	
Insurance	

**Environment**

Areas affected	
Impact	

3. Future Issues and Proposed Actions – Next 12 hours (Expanding Fields) This section should detail key issues, media and proposed planning outcomes

Next Sitrep at 1100 hrs	
Development of briefing note regarding recovery issues.	
Development of recovery plan.	

.....

Executive Officer  
LOCAL DISASTER MANAGEMENT GROUP

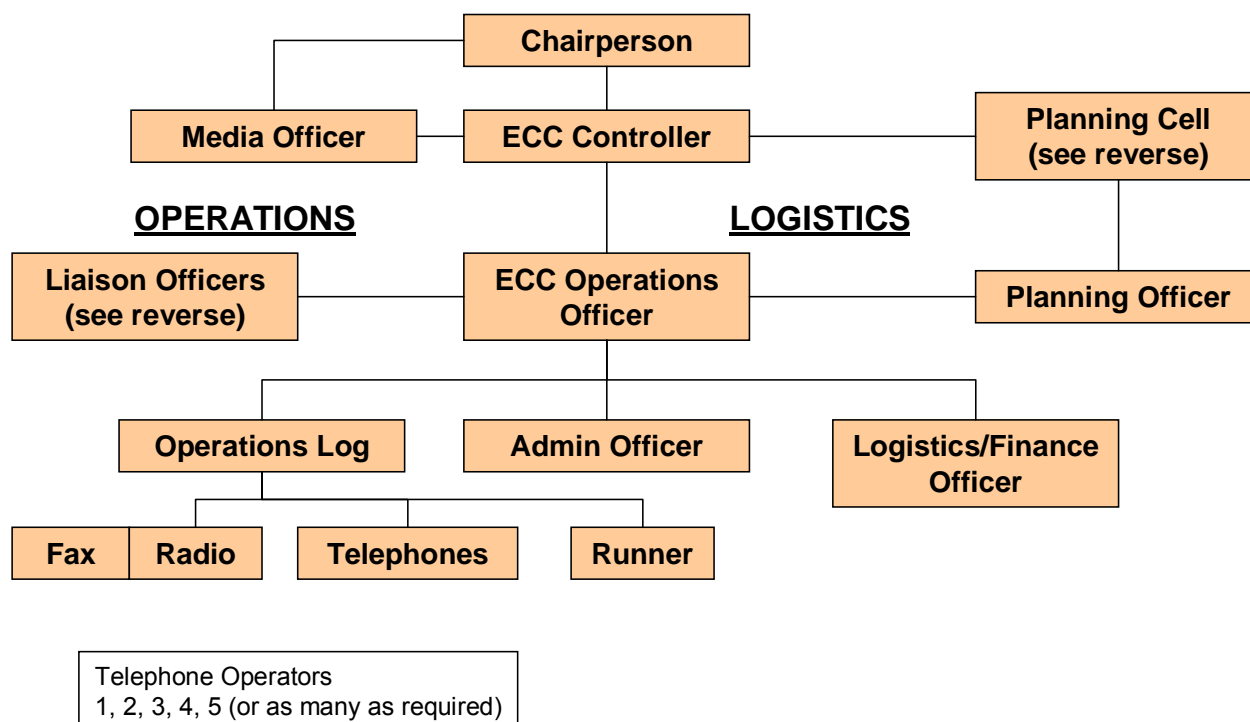
## Attachment 7 Shift Handover Brief

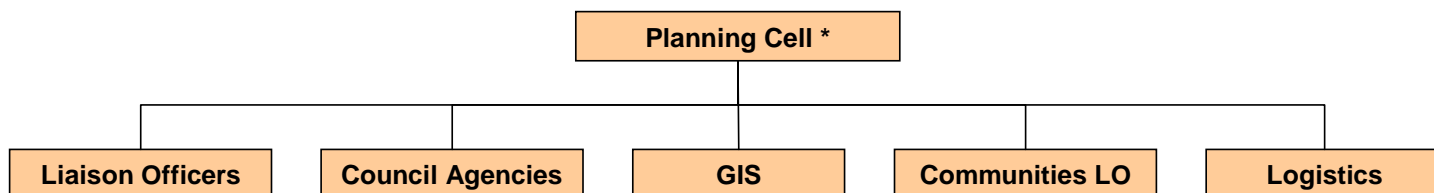
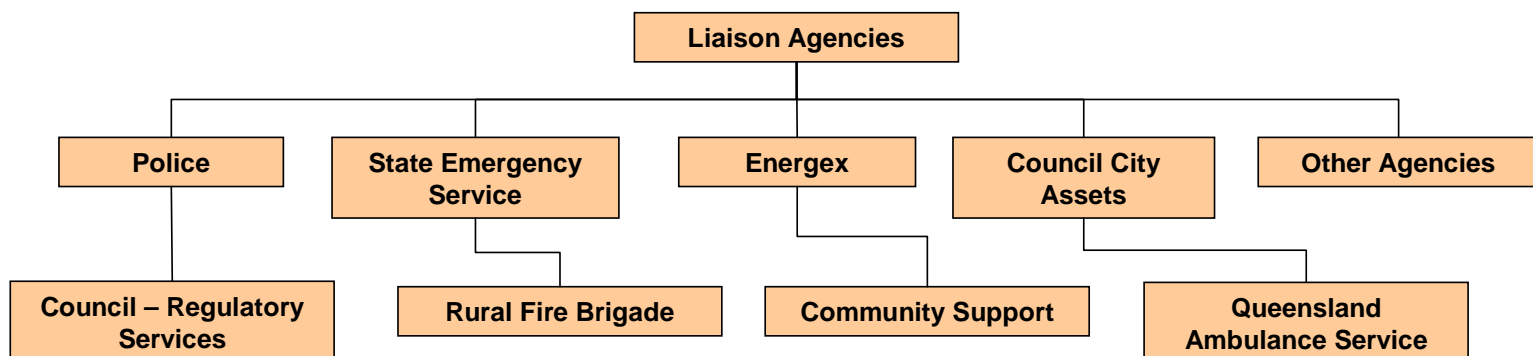
Briefing No.	Names of Outgoing ECC Management Team
Date: / /	ECC Cont.:
Time: : am/pm	Plan.O:
	Ops.O:
	Log.O:
<i>1. Overview of Current Activities</i>	
Last Sitrep/New Sitrep Due	
Urgent Matters	
Status of Essential Services	
Other Agencies	
Evacuations	
Transport/Road Issues	
Reported Damage	
<i>2. Feedback from Last Shift</i>	

What Worked Well	
What Didn't work	
<i>3. Future Operations</i>	
Response Overview	
ECC Operations	
<i>4. Weather Update/Other Predictions</i>	
<i>5. Media Issues</i>	

<b>6. Administration</b>	
Political Activity	
Catering/Welfare	
Evacuation Centre Operations	
Records/General Information	
Visitors	
<b>7.General Business</b>	

## Attachment 8      Organisational Chart





\* The Planning Cell will be comprised of people with expertise and knowledge relevant to the situation as determined by the Executive Officer or Operations Officer

## Attachment 9

## Event Coordination Centre Operations Log

Emergency:			Date:	Page No.
Time	From	To	Item Description	Action Required

## Attachment 10 Event Coordination Centre Visitors Log and Brief

Emergency (Description):							
Date	Name	Organisation	Phone Contact	In	Out	Reason	Signature



## VIP/Visitors Brief

Event Name:	
DATE: ____/____/____	TIME :____:____hrs
Responsible Officer:	
<b>1. Greetings &amp; Introductions</b>	
Formally greet visitors and introduce to ECC Controller & Operations Team Leader. Introduce other ECC staff as appropriate.	
<b>2. Provide Overview of ECC</b>	
Describe ECC layout and flow of information Comment on Liaison Officers present and which organisations they represent Take visitors to ECC Controllers Room (Meeting Room )	
<b>3. Event Update</b>	
Describe the major occurrences/events in the reporting period, actions taken and resources deployed.  Include an overall assessment of the situation <i>from council's perspective</i> .	
<b>4. Planning in Progress</b>	
Describe actions planned for the next reporting period including staffing and resources; and mid-longer term intentions.	
<b>5. Major Issues</b>	
Highlight any issues that may impact on council achieving its desired outcomes; that may attract media attention; or that are likely to have major community consequences.	

## Attachment 11 Personnel Timekeeping Sheet

Emergency (Description):							
Location (e.g. ECC, Staging Area):							
Employee Name	Assigned Crew or Supervisor	Date	Time On	End of Shift	Time Off	NEXT AVAILABLE	
						Date	Time

## **Attachment 12      Briefing Procedure**

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 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 personnel under their control or direction. The SMEACS acronym stands for:
  - a. Situation;
  - b. Mission;
  - c. Execution;
  - d. Administration (and logistics);
  - e. Command, Control and Communications; and
  - f. Safety.

### **Situation**

3. Identification of the past, present and predicted situation including the following points:
  - a. The incident,
  - b. Life and property,
  - c. Location,
  - d. Weather details,
  - e. Resource deployment,
  - f. Constraints, and
  - g. 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 ECC structure.

### **Execution**

6. Identify the means of achieving the incident objective including:
  - a. Name geographic sectors and their roles.
  - b. The general strategies and tactics which will be utilised in each sector.
  - c. The allocation, composition and status of resources at the incident including council resources, support agencies, specialist resources, aircraft.
  - d. Specific strategies and tactics assigned to single resources, strike teams, task forces and sectors, and critical time frames and milestones for operations.

- e. Locations of control points, operations points, the ECC, staging areas, and other facilities established to manage the incident, personnel and resources.
- f. The method of movement to, from, and around the incident area, including transport routes and any barriers and restriction to travel, and the locations of access points, helicopter landing grounds, hazard areas and safety zones, egress points and escape routes.
- g. Availability of maps and local guides.
- h. Timings for travel and deployment, the arrival of resources and equipment, the return of resources and equipment. .
- i. Changeover arrangements, including timing location and method, transport arrangements, pre and post changeover requirements.
- j. Personnel and resource safety issues resulting from extremes and changes in weather patterns and known and anticipated hazards created by slope, fuel loads, barriers, hot spots, flooding, downed power lines and exposure.
- k. Dress standards, including requirements for protective clothing and personal protective equipment.

### **Administration and Logistics**

- 7. Identification of administrative and logistical support arrangements including;
  - a. Locations and roles of administrative and support centres.
  - b. Catering arrangements.
  - c. Supply and resupply arrangements.
  - d. Dress requirements, including protective clothing, personal protective equipment, ancillary clothing, and personal requisites.
  - e. Service arrangements and locations.
  - f. Location and arrangements for mechanical maintenance and refuelling services.
  - g. First aid and medical arrangements.
  - h. Administrative requirements, including use of registration booklets and time keeping records, authorisation for expenditure, accounting requirements.

### **Command Control and Communications**

- 8. Incident management structure.
- 9. Communications Plan:
  - a. Radio networks and channel allocation,
  - b. Telephone networks and important numbers,
  - c. Interagency communications,
  - d. Communications equipment, and
  - e. Maintenance arrangements.

### **Safety**

- 10. Identification of critical safety issues including:

- a. Weather,
- b. Known and anticipated hazards,
- c. Access,
- d. Welfare requirements,
- e. Dress standards,
- f. Personnel trained and suitably experienced to undertake tasks,
- g. Identified hazards to personnel and resources, and
- h. Use of anchor points.

### **Reinforcement of Critical Issues**

11. Briefings are to end with a short question and answer session. This will allow personnel who have been briefed to check their understanding of any points and allow the person who has delivered the briefing to confirm critical issues identified during the briefing have been fully understood.

### **Mapping and Documentation for Briefings**

12. When practicable, briefings should be delivered using notes, summary displays and mapping prepared with reference to the incident control plan and current situation reports. Briefing notes, display material and maps used for this purpose should indicate the date and time of preparation.

### **Delegations/Responsibilities**

13. The number of people being briefed at one time must be kept to a manageable size to ensure the briefing is delivered efficiently and that information being communicated is understood.
14. Briefings should be conducted using a process of delegation, with supervisors at every level in the incident management structure being responsible for briefing personnel under their control or direction.

## Attachment 13      Communications List for Council Field Operations

Emergency:		Date:
Operational Period	From:	To:
Staging Area Contact No's:		Staging Area Contact Person:
Crew:		Crew:
Supervisor:		Supervisor:
VHF Channel:		VHF Channel:
Mobile:		Mobile:
Crew:		Crew:
Supervisor:		Supervisor:
VHF Channel:		VHF Channel:
Mobile:		Mobile:
Crew:		Crew:
Supervisor:		Supervisor:
VHF Channel:		VHF Channel:
Mobile:		Mobile:
Crew:		Crew:
Supervisor:		Supervisor:
VHF Channel:		VHF Channel:
Mobile:		Mobile:
Crew:		Crew:
Supervisor:		Supervisor:
VHF Channel:		VHF Channel:
Mobile:		Mobile:

**Attachment 14 Example Daily ECC Schedule of Events**

	<i>Date/ Time</i>	<i>Event</i>	<i>Responsible Officer</i>	<i>Key Attendees</i>	<i>Comments</i>
1	0845-0900	Shift Handover & Changeover	Ops Officer - Handover for key ECC pers	All Shift Staff	
2	0900	Brief / Update (note: LDMG brief may be separate based on availability and space)	Incident Controller	LDMG, Ops, Plans, Log, Admin	Brief for LDMG. On-coming Out going shifts attend
3	1000	SITREPS sent to LDMG, copies to DDCC and SDCC. (note: The frequency will be directed by LDMG)	Ops Officer	Ops, Plans, Log, Admin	SITREP approved by Incident controller for release
4	1030	Media Brief prepared for LDMG	Media Officer	LDMG rep, Key staff as required	For LDMG action & dissemination
5	1100	Ops/Plans Working Group	Plans Officer	Ops, Plans, Log, Admin	Develop plan to support LDMG tasks
6	1200	Brief/Update	Incident Controller	Ops, Plans, Log, Admin	LDMG may attend
7	1545-1600	Shift Handover & Changeover	Ops Officer - Handover for key EOC pers	All Shift Staff	
8	1600	Brief / Update (note: LDMG brief may be separate based on availability and space)	Incident Controller	Ops, Plans, Log, Admin	Brief for LDMG. On-coming Out going shifts attend
9	1700	Media Brief prepared for LDMG	Media Officer	LDMG rep, Key staff as required	For LDMG action & dissemination
10	1730	SITREPS sent to LDMG, copies to DDCC and SDCC. (note: The frequency will be directed by LDMG)	Ops Officer	Plans, Log, Admin	SITREP approved by Incident controller for release
11	2330-0001	Shift Change over	Ops Officer	All Shift Staff	
12	0001	Brief/Update (note: LDMG brief may be separate based on availability and space)	Incident Controller	Ops, Plans, Log, Admin	On-coming Out going shifts attend

**Note:** This example can be adjusted to suit local needs for LDMG or regular briefings for radio/TV and other media. It serves as a guide on how to establish a routine in which people can function in order to deliver products and briefings accurately and on time. The aim is to enable better decision making, therefore better control disaster response and recovery.

## Attachment 15 Event Coordination Centre Contact List

Emergency:		Date:
Operational Period:	From:	To:
ECC Phone No:	ECC Facsimile No:	ECC E-mail: Emergency@[insert detail].qld.gov.au [signature]
Position	Name	Contact No.
Incident Control		
Ops Officer		
Planning Officer		
Logistics Officer		
Welfare Manager		
WH&S Officer		
Media Officer		
LDMG		
SES Controller		
QPS		
QAS		
EMQ		
BoM		
DDC		
DDMG		
Other Agencies:		



## **Attachment 16 Council Field Operations Guide**

### **Staging Area**

1. The staging area for field operations will be the Council depot unless otherwise advised. All field operations staff is to report to the designated staging area and ensure they log on using the provided Personnel Timekeeping form (Refer Appendix 11).

### **Operational Briefs**

2. Prior to being deployed field operation staff are to attend a briefing session delivered by Council's designated WH&S/Training Officer under the direction of the Operations Officer. Appendix 12 contains advice on items to be considered in the briefing, which may also be useful in planning operations. Information to be delivered will include:
  - a. Situation;
  - b. Mission;
  - c. Execution;
  - d. Administration (and logistics);
  - e. Command, Control and Communications; and
  - f. Safety.

### **Safety**

3. The briefing session will be held within the Council depot, unless otherwise advised.

### **Shift Changeovers**

4. Shift changeovers are informal briefs between incoming and outgoing shift workers to ensure continuity of information and tasks. The outgoing shift members should be able to meet with incoming shift members at a pre-designated point, enabling the outgoing member to log off within 10 hours of logging on for deployment. Outgoing supervisors are to brief their incoming counterparts with regard to work still in progress and work still to commence as well as any other information of relevance. Changeovers can take place in the field, office space or at staging areas – whichever the Operations Officer deems the most efficient. For example plant operators would generally changeover in the field at the site where the plant is operating.
5. A Communication List for Field Operations is included at Attachment 13. For Shift Handovers see Attachment 7.

### **Re-Fuelling of Plant**

6. Council's diesel tanker should be made available for refuelling plant on site at the request of the relevant field supervisor. The field supervisor is to arrange this with the Operations Officer who will then arrange refuelling with the Logistics cell.

### **Catering for Field Operation Staff**

7. When appropriate, Field Operations staff is to be fed at the staging area prior to being deployed. Mid-shift meals are to be delivered to crews at pre-arranged sites within their area of operation. All meals are to be arranged by council's designated Welfare Officer.

## **Attachment 17 Recommended Training for Council Staff**

### **Introduction**

1. Training of staff who could be potentially involved in the response to an emergency is integral to council's ability and capability to assist the community. The following indicates levels of training that would benefit field operations staff. Also detailed are specialist training opportunities which are available through Emergency Management Queensland and Emergency Management Australia.

### **Council Staff Training**

2. There are several recommended training opportunities to broaden council understanding of ECC operations and provide ECC supplementation should the need arise, these are:
  - a. The AIIMS – 2-day course run by QFRS (subject to funding availability).
  - b. Emergency Management Arrangements/Introduction to Emergency Risk Management – 2-day course run by Emergency Management Queensland, which outlines the emergency management framework operating within Queensland.
  - c. SEQDMAG DM training and the self paced IERM Course (which is intended to replace 2b).
  - d. Operations Centre Training – in-house training outlining the processes, procedures and systems to be employed within the ECC.
  - e. Desktop exercises – emergency situation scenarios will be enacted to train staff and test procedures, processes and systems.
  - f. Staff identified to occupy key roles within the ECC should undertake the following, however, other council members would also benefit from such training:
    - g. AIIMS 2 day course,
    - h. AIIMS for LG,
    - i. Disaster Management Arrangements & Introduction to Disaster Risk Assessment 2 day course (Optional but Preferred)
    - j. Operations Centre Training (includes desktop exercise)
4. Desktop exercises run at least annually.

### **Customer Service Staff**

5. Information sessions are to be provided to customer services staff outlining coordination centre operations and lines of communication and command (including processes and procedures) to be used by council during an emergency. An outline of media and community communication/information for an emergency will also be presented e.g. information scripts to answer community phone enquiries will be drafted by council's Media Officer to ensure the integrity and consistency of the information provided.

### **Field Operations Staff**

6. Information sessions should be provided to field staff outlining coordination centre operations and lines of communication and command (including processes and procedures) to be used by council during an emergency.

## Attachment 18 Requests for Assistance

### Somerset Regional Council Disaster Co-ordination Centre

#### REQUEST FOR ASSISTANCE

TO: DISTRICT DISASTER CO-ORDINATOR

FROM: CHAIRMAN / EXECUTIVE OFFICER

REQUEST NUMBER	OPERATION NAME	
SUBJECT		
OWN RESOURCES		
<input type="checkbox"/> FULLY UTILISED <input type="checkbox"/> NOT APPROPRIATE		
PURPOSE OF REQUEST		
DELIVERY		
Where to?		
By when?		
Transport type		
CONSIGNEE		
Name		
Telephone		
Address		
PRIORITY		
<input type="checkbox"/> URGENT <input type="checkbox"/> NON URGENT		
CARGO		
Size .....		
Weight .....		
AUTHORISING OFFICER		
DATE / TIME		

# Operational Contacts Status Board

*This status board is maintained by the Intelligence Section. Details are recorded of contact numbers for District Disaster Co-ordination Centre and all agencies involved, along with any other numbers which may be required.*

Agency	Name / Position	Telephone	Fax

# Offers of Assistance Board

*This status board is maintained by the Intelligence Section. Details are recorded of Offers of Assistance from various agencies or members of the public. This is to include offers of labour, resources or intelligence*

Assistance Offered	Name & Address of Person / Agency	Telephone	Any Limitations Imposed

**Attachment 21      Current Operations Board**

# Current Operations Board

***This status board is maintained by the Intelligence Section. Details of current operations only are recorded. Once the operation is completed and the action recorded for inclusion in the Sitrep, the entry should be deleted from the board.***

Log No.	Agency Tasked	Time Tasked	Tasking Details

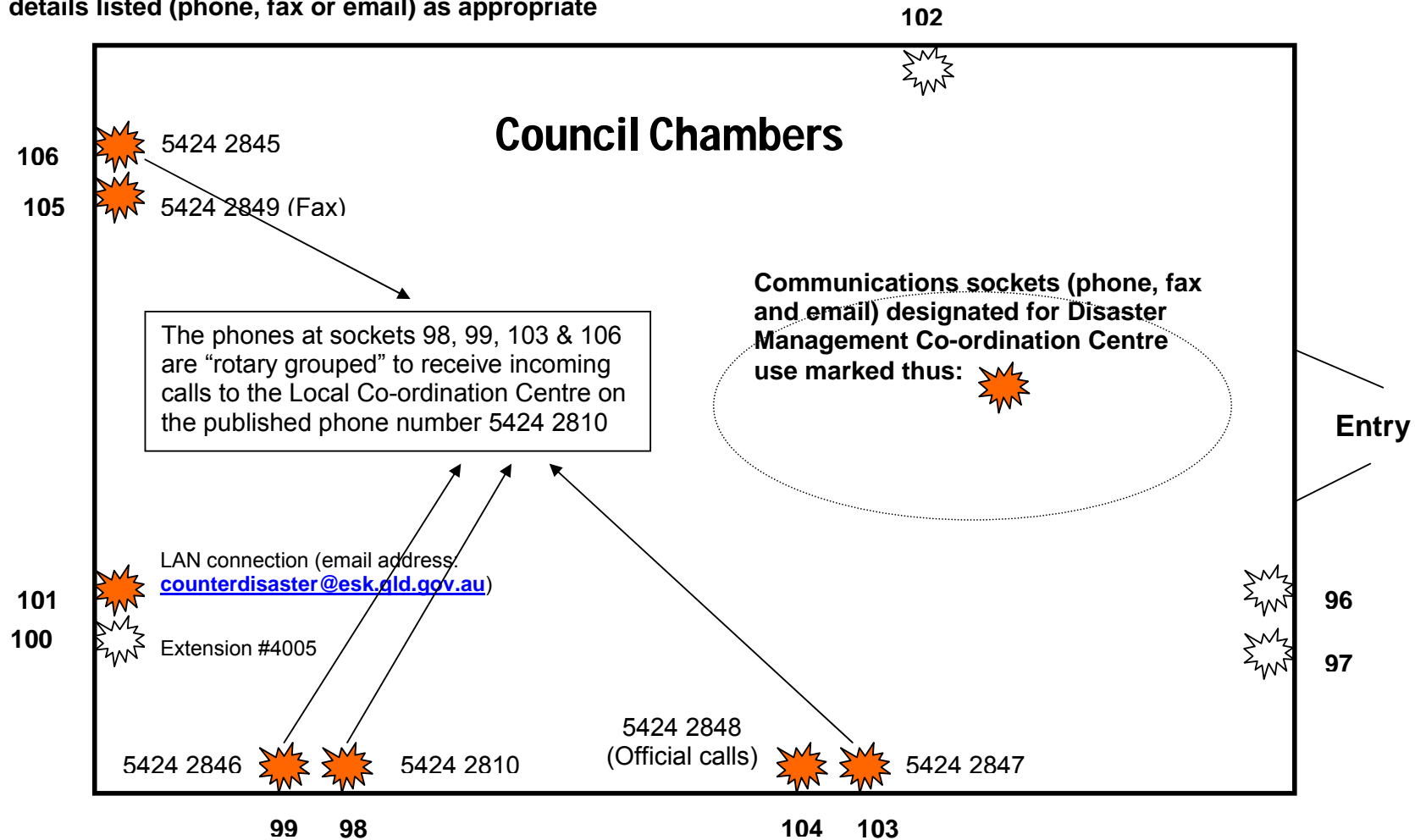
## RESOURCE ALLOCATION

[illegible]

## Attachment 23 Coordination Centre Communication Facilities

### Co-ordination Centre communication facilities

Sockets (x9) with ID numbers 96 to 106 are shown with facility details listed (phone, fax or email) as appropriate





## Attachment 24 Request to Telstra to activate Coordination Centre 'phone lines.

(as at 14 June 2001)

**to request activation of 6 Displan lines (numbers shown below)**

**Exchange Line No.**

**(rotates if busy to** **)**

**for calls to Co-ordination Centre**

**(reserved for “official” incoming & outgoing calls)**

**(reserved for facsimile use)**

**\*Telstra ref. no.**  **refers**

Brett Killen (Gatton ESLO / Team Leader)

Mick Gowdie (Toowoomba ESLO)

Lionel Bland (Deputy State ESLO)

Mick Masters

## Attachment 25 Standby Generator Operating Instructions

**Purpose:** This procedure outlines the steps to be taken to operate the emergency power supply generator after any major loss of power event, and to restore mains power following the resumption of normal power supply.

**Scope:** Starting the generator is required during events when a major loss of the Mains Power Supply occurs. (The emergency generator is located at the western end of the Administration Building).

**Responsibility:** The Manager of Corporate Services is responsible to delegate this task and arrange the appropriate staff to be trained in the use of this procedure.

### Procedure:

#### Starting the Generator

A torch is necessary to perform this task.

**Torch Location:** A torch is located in the vicinity of the main Keys Panel in the Operations Section.

Keys will be needed to perform this operation

**Key Location:** Keys are located on the main Keys Panel located in the vicinity of the Main Electrical Switchboard doors in the Operations Section.

#### Keys

- No. 1 – Main Switch Board wooden doors.
- No. 5 – Main Switch Board metal doors
- No. 3 – Generator (x keys)

#### Procedure

- Open both wooden doors and the right hand metal door to access the Main Switchboard (and return key to Keys Panel).

#### In the Main Switchboard:

- Turn the “Building Main Switch” to the OFF position.
- Turn the “Distributor Board Main Isolator” to the OFF position.
- Turn the “Main Building Air-conditioning Switches” to the OFF position
- Turn the “Change Over Switch” from Position 1 to Position 2

#### At the Generator:

- The white key will open the generator cabinet.
- Insert the generator key into the panel and turn to the ‘H’ or hold position. Hold the key in this position for 30 seconds in summer, or 60 seconds in winter.
- Turn the key fully to the right to start the motor.
- After the motor has run for 30 to 60 seconds, turn the “Isolator Switch” on the Generator Panel to the ON position.

#### Return to the Main Switchboard in the Operations Area:

- Turn the ‘Generator Supply Switch’ to the ON position

**After ensuring that keys No. 1 and No. 5 have been returned to the Main Keys Panel, close and lock the metal doors and the wooden doors.**

### Restoring Mains Power

**Note: It is important that office staff is given advance warning before the generator is turned off and the building is returned to full Mains Power.**

A torch is necessary to perform this task.

**Torch Location:** A torch is located in the vicinity of the Main Keyboard in the Operations section.

Keys will be needed to perform this operation.

**Key Location:** The necessary keys are located on the main key panel located on the right hand side of the entrance to the Main Electrical Switchboard in the Operations Section.

#### Keys

Key No 1 – Opens Main Switch Board Wooden Doors.

Key No 5 – Opens Main Switch Board Metal Doors

### Procedure Steps:

- Open both wooden doors and the right hand metal door to access the Main Switchboard (and return key to Keys Panel).

On the Main Switchboard:

- Turn the 'Generator Supply Switch' to the OFF position.

On Generator Control Panel:

- Turn the 'Isolator Switch' to the OFF position.
- Turn the Generator Key to the OFF position.
- Lock Generator Cabinet

**Return the Generator key No 3, to the Main Keys Panel.**

On the Main Switchboard:

- Turn the "Change Over Switch" from Position 2 to Position 1
- Turn the "Main Building Air-conditioning Switch" to the ON position
- Turn the "Distributor Board Main Isolator" to the ON position.
- Turn the "Main Building Switch" to the ON position

**After ensuring that keys No. 1 and No. 5 have been returned to the Main Keys Panel, close and lock the metal doors and the wooden doors.**

**Arrange with Council's Workshop to service and refuel the generator as soon as practicable after use.**

**CHECKLIST – EVENT COORDINATION CENTRE**

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION RESPONSIBLE	CONTACT NUMBERS Ph Mob	DATE COMPLETED
Event Co-ordination Centre prepared for activation	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Event Co-ordination Centre activated	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Physically open the facility	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide administrative equipment	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Appoint a Communications Officer to the Disaster Co-ordination Centre	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide telecommunications facilities to the Local Disaster Co-ordination Centre	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide emergency (back-up) telecommunications facilities	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Maintain telecommunications facilities to the ECC	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide internet facilities to The ECC	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Maintain communications network display in the ECC	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide telecommunications capability between the ECC, DDC & District Disaster Coordination Centre (DDCC)	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide telecommunications capability between the ECC and the various headquarters of participating agencies	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION RESPONSIBLE	CONTACT NUMBERS Ph Mob Fax	DATE COMPLETED
Provide telecommunications capability between the ECC and the various evacuation centres	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Test technology	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Repair or replace any defective items	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Staff the ECC to appropriate level	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Provide Position Description or similar tasking responsibility information to staff	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Ensure security of ECC	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Ensure appropriate agency liaison officers attend the ECC	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Ensure information displays are available	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Ensure that appropriate plans and other documents are sourced and available for reference	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
In conjunction with the Media Officer, develop media release timetable	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Extended operations – develop personnel roster	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION	CONTACT NUMBERS Ph Mob	DATE COMPLETED
Extended operations – provide appropriate sleeping, feeding and rest areas	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Ensure the provision of adequate catering	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
In conjunction with the DDC, develop an operation reporting timetable	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

## 7.03 EVACUATION PLAN

### 7.03.01 Aim

To co-ordinate the activities of organisations involved in preparing for and evacuating communities within the Shire.

### 7.03.02 Potential Area of Operations

The following are considered potential areas for conducting evacuation operations:

- (a) whole of Council's area;

### 7.03.03 Organisation for Control

The following Agencies have accepted responsibility for the roles indicated in Part 1, Section 5 of the main plan:

Lead Agency	Support Agencies
Somerset Regional Council	Queensland Police Service SES Red Cross Dept. of Transport

### 7.03.04 Concept of Operations

To be administered in conjunction with Concept of Operations in Part 1, Section 5 of the Main Plan.

### 7.03.05 Evacuation

#### 7.03.05.1 Decision Making Process

In arriving at the decision to evacuate the community, the following decision making process should be undertaken:

#### **What is the Threat?**

Nature?  
Severity?  
Predictability?  
How big? How fast? How powerful?  
Anticipated duration?  
Impact effect?  
Worst-case scenario?

#### **What is the Impact Area?**

Topography?  
Infrastructure?

People?

### **What is the Time?**

Day/night?

Season?

### **Risk?**

What risk is there to evacuees during the evacuation?

Do evacuees require temporary shelter?

### **People?**

How many people in the impact area?

Are there any special needs, buildings or people?

What is the state of preparedness of the community?

Has the community a movement capacity?

What transport and routes are available to move people?

What threats exist to emergency service responders while carrying out the evacuation?

### **Specific Conditions?**

What are the constraints – political, economic, technical, human resource, time?

Who has authority to make the decision?

Who will be the Lead Agency?

Does legislation or arrangements exist in relation to evacuation?

#### **7.03.05.2      *Decision to Evacuate:***

The decision to authorise an evacuation may occur under the following conditions/authorities:

- **Queensland Police Service** may order an evacuation under the *Public Safety Preservation Act 1986*;
- **Queensland Fire and Rescue Service** may order an evacuation under the *Fire and Rescue Service Act 1990*; or
- **Somerset Regional Council Local Government Disaster Management Group** may recommend a voluntary self evacuation of a community or portions of a community; or
- **Somerset Regional Local Council Government Disaster Management Group** may request the District Disaster Coordinator to declare a Disaster Situation under the *Disaster Management Act 2003* in order to effect a mandatory evacuation of a community or portions of a community;
- **The District Disaster Coordinator** may declare a Disaster Situation under the *Disaster Management Act 2003*, subject to the approval of the Minister;



#### **7.03.05.3      *Mandatory/enforced evacuation***

**Mandatory/enforced evacuation** is specifically provided for only following a Declaration of a Disaster Situation under the provisions of the *Disaster Management Act*, or a Declaration of an Emergency Situation under the provisions of the *Public Safety Preservation Act*, or in relation to specific powers under the provisions of the *Fire and Rescue Service Act*. In these instances, the authority for the declaration lies with the District Disaster Coordinator, with Ministerial approval; a Commissioned Officer of Police; and an authorised officer, respectively.

#### **7.03.05.4      *Voluntary evacuation***

**Voluntary evacuation** decisions need to be carefully considered, given the potential for the evacuation to be not actually required, causing community anger and backlash, and the possibility of similar future recommendations being ignored.

Public information in relation to a recommended evacuation should include the following:

- Areas to be evacuated
- Evacuation routes
- Evacuation centres available
- Lead Time
- Anticipated duration of evacuation
- Contents of personal evacuation kit

There is no legislative restriction to the provision of advice by the Somerset Regional Council Local Disaster Management Group (LDMG) concerning voluntary evacuation. Advice to voluntarily evacuate would be issued under the authority of the Chairperson of the LDMG.

Some disaster events are slow moving and provide ample reaction time, e.g. flooding. The worst case scenario is that there will be little or no warning of the need to evacuate and it may be necessary day or night, e.g. landslide, earthquake, severe weather damage, hazardous chemical spill, terrorism or human caused incident – bombing, arson etc.

For the purpose of planning evacuations are considered to be of the following types:

#### **7.03.05.5      *Immediate Evacuation:***

An evacuation resulting from an event which provides little or no warning and consequently limits the final preparation time (e.g. hazardous materials incidents, earthquakes and air crashes).

These types of evacuation may include spontaneous / uncontrolled / unorganised / self or voluntary and mass evacuations.

#### **7.03.05.6      *Planned Evacuation:***

An evacuation resulting from an event that provides adequate warning and gives time to prepare (e.g. bushfire, flooding, cyclone and long term hazardous material emissions).

These types of evacuation include self or voluntary, staged/phased/limited/selective/forced and medical evacuations.

#### **7.03.05.7      *Post Impact Evacuations:***

Reactive evacuations to move people from a disaster impacted area into safer conditions. There are two types of post impact evacuation:

- **Rescue Evacuation** – Short term evacuations to rescue endangered people. E.g. evacuation of tourists stranded by rising flood waters or trapped persons from a building collapse.
- **Reconstruction Evacuation** – When people are moved from a disaster affected area for a relatively long term, while attempts are made to reconstruct a disaster impacted community (e.g. evacuation from Darwin after cyclone Tracy).

#### **7.03.06      *Evacuation Process***

Irrespective of the type of evacuation, there are five (5) phases to an evacuation:

##### **7.03.06.1      *Decision to evacuate***

Refer to “Evacuation” above.

##### **7.03.06.2      *Warning***

Once the decision to evacuate has been made, a warning will be issued by the lead Agency. At this stage the Somerset Regional Council and the local SES Unit may be asked to assist with the evacuation.

The issue of warnings will be by the most efficient means given the circumstances of the event, time available etc. Methods available to issue warnings include:

- media ( electronic);
- telephone to individual properties;
- personal visit/door knocking to properties by Police, SES or Council employees;
- predetermined devices, e.g. horns, sirens, alarms, etc;
- loud hailer;
- internet (where time permits; this is in addition to any of the above);

Warning content should include the following detail:

- the area affected;
- likely numbers of persons to be moved;
- timing;
- instructions for the public - what to take etc;
- assembly points, evacuation routes, means of transport, intended destination etc;
- secure the premises;
- place “X” on the front door to signify that the premises has been evacuated;
- message on inside of front window to indicate where occupants have evacuated to;
- any special instructions – wear protective clothing and footwear during height of the impact, store fuel, food water, tinned food in their vehicle in case of destruction of their premises;

#### **7.03.06.4      *Timing of Warnings:***

All warnings should be timed so as to allow ample time for the community to evacuate the impending danger area. Timing will depend upon information and intelligence received on an impending threat.

Time of issue of warning = Warning time + evacuee’ reaction time + travel time to a shelter.

#### **7.03.06.5      *Public Information***

The LDMG should undertake public awareness programs in conjunction with EMQ and the various statutory authorities.

Such programs could address matters such as:

- possible reasons for the need to evacuate;
- evacuation routes;
- Available transportation;
- “what to take with you”
- security of the vacated premises;
- help your neighbour;

#### **7.03.06.6      *Withdrawal – Evacuation***

Refer to appropriate sections in this plan. This may be a 3 stage process –

- stage 1 to move out of harms way;
- stage 2 to then move to a nominated assembly point; and
- stage 3 move to relatives, emergency shelter or evacuation centre.

If a person nominates that they are going to stay with relatives then they should be registered at the assembly point prior to moving onto the relatives premises.

- **Potential Risks in Moving People in hazardous Situations**

Dislocation and the potential hazard-related dangers people may face, are likely to place them under considerable stress. Under these circumstances people may not act as rationally as might normally be expected and they will need to be treated with a great deal of compassion and understanding.

- **Shelter – Assembly Areas, Evacuation Centres, Welfare Centre**

Refer to “Evacuation Centre” section in this plan.

#### **7.03.06.7 Return**

Before the evacuees can be permitted to return to their premises the following issues must be addressed:

- has the hazardous situation that caused the evacuation abated?
- has sufficient debris been removed to permit travel?
- are roads and bridges safe to use?
- have fallen power lines have been removed; ruptured gas, water, and sewer lines repaired; and other significant safety hazards eliminated?
- have structures have been inspected and determined to be safe to reoccupy?
- public health information (See Public Health Operational Plan);
- identification of persons requesting re-entry;
- temporary re-entry – to retrieve personal belongings when the area has not been cleared for full unconditional return;
- staged re-entry to permit repairs, etc;
- special needs groups.

See SOP Assessing Disaster Affected Housing and accompanying check list in the “Public Health Operational Plan 7.09”.

**NOTE 1:** Evacuees should be directed to a staging/assembly point where they can be directed to the most appropriate evacuation centre. Those evacuees at the assembly point who indicate that they can be housed at a relatives’ home should be registered at the assembly point before being allowed to proceed to their relatives’ home.

**NOTE 2:** When allocating evacuees to evacuation centres care must be taken to ensure the centre is suitable for the class of evacuee.

#### **7.03.07 Demographic Information**

Census information will provide details of numbers of people living in specific areas.

#### **7.03.06 Evacuation Special Needs Groups**

The following groups within the community have special needs with regard to evacuation:

- house-bound population;
- mobility impaired, visually impaired, hearing impaired;
- elderly;
- medical (home dialysis machines, oxygen concentrators, etc);
- lack of transport;
- transient people – motel, hotel, seasonal workers, street people;
- tourists;
- pre-registered special needs people;
- hospitals, nursing homes, retirement communities;
- schools, day-care centres, pre-school centres, special schools;
- caravan parks;
- tourist resorts;
- shopping centres.

It is possible to pre-register those members of the community with special needs (Cairns City and Mackay City have a system where people who will need assistance in evacuating register with the local government area, and arrangements are made for them.)

## **Animals**

Arrangements will need to be put in place for members of the community reliant upon service animals (Seeing Eye dogs, hearing dogs, etc)

A decision is required in relation to the location of suitable accommodation for domestic pets. Accommodation may be available at the local veterinary clinic or the showgrounds.

**Note:** A list of persons with special needs is contained in the Community Support Plan.

**NOTE 1:** Information from the Commonwealth Department of Health and Ageing suggest that unless the nursing home proprietors have voluntarily developed continuing care arrangements for residents of the facility, they are under no (legal) obligation to do so.

This leaves the situation where the Local Disaster Management Group will potentially be left to address the issue of having to find suitable accommodation for numbers of infirm residents, many of whom may be bedridden, suffering from incontinence, or varying degrees of dementia. It is obvious that accommodating such persons in standard evacuation centres is not appropriate.

**NOTE 2:** In the case of short-notice or no-notice emergency situations, some of the facilities identified in the listing above may be unable to make the required arrangements for transportation and may need assistance from local government with transportation and in identifying suitable reception facilities.

**NOTE 3:** The evacuation of some persons in the Shire and within the above listing may require the use of specialised transport vehicles.

**NOTE 4:** When allocating “special needs” evacuees to evacuation centres care must be taken to ensure the centre is suitable for the class of evacuee.

### 7.03.09 Hospitals, Nursing Homes, Correctional Facilities

#### Hospitals

Esk District Hospital;  
Kilcoy District Hospital.

#### Aged Care, Nursing Homes/Residential Care Facilities

Alkira Aged Care at Toogoolawah;  
Glenwood at Lowood;  
Tarampa After Care;  
Fernvale After Care;  
Aloaka Lodge Kilcoy.

If evacuation of these facilities is required, patients and inmates should be transported, with appropriate medical or security support, to a comparable facility.

The facility operator is responsible for making arrangements for suitable transportation and coordinating the use of appropriate host facilities. **However note the comments in NOTE 1 above.**

The following table summaries the situation at the above six (6) aged/residential care facilities:

ORGANSIATI ON / ISSUE	ALKIRA	LOWOOD RESPITE	GLENWOOD HOSTEL	FERNVALE AFTERCARE	TARAMAP AFTERCARE	ALOAKA LODGE
<b>TYPE CENTRE</b>	Live in	Day Care	Live in	Live in	Live in	Live in
<b>CLIENTS</b>	42	23	30	33	55	
<b>PLANS</b>	Fire Bomb Lock-down	Fire	Fire Bomb Lock down	Fire	Fire	Fire Bomb Lock down
<b>CLIENT DEPENDENCIES</b>	Oxygen generators; Wheelchair; Walkers; Bed-bound	Oxygen generators; Wheelchair; Walkers;	Oxygen generator; Wheelchair; Walkers; Bed-bound; 21 high dependency	Wheelchair; Walkers;	Wheelchair; Walkers;	Oxygen generators; Wheelchair; Walkers; Bed-bound
<b>AVAILABLE RESOURCES</b>	1/12 Seat bus; Staff vehicles Temp Accom. arrangements with Dept Housing and/or sister orgn.	2 buses 1 coaster bus Total capacity 38 persons	Clients housed in 3 residential homes;	Temp Accom. arrangements with Dept Housing and/or sister orgn.	Temp Accomm. arrangements with Dept Housing and/or sister orgn.	Coaster bus 13 seat
<b>LIKELY ASSISATNCE</b>	Transport; Accomm. if current arrangements unavailable	Transport; Temp. Accomm.	Transport; Temp. Accomm.	Transport; Accomm. if current arrangements unavailable	Transport; Accomm. if current arrangements unavailable	Transport; Temp. Accomm.

### **7.03.10 Schools / Day Care Centres, etc**

The Department of Education is responsible for the safety of students and staff at all times, and has emergency and disaster evacuation plans and procedures in place. (Early liaison between the Department and the LDMG will normally see the closure of schools prior to the need for evacuation.) In sudden impact events, schools may require the assistance of the LDMG in relation to managing the welfare of the students who have not been returned to their parents/guardians/relatives.

It is advisable that the LDMG make contact with the local senior representative(s) of Education Queensland to ensure that they have an understanding of the disaster management system.

Private day care centres and play group operators are responsible for the safety of attendees at all times and they have emergency and disaster evacuation plans in place.

Play groups are short duration activity centres to which the parent accompanies the child therefore evacuation should not be an issue.

### **7.03.11 Caravan Parks**

Atkinson Dam Cabin Village;  
Atkinson Dam Waterfront;  
Esk Caravan Park;  
Lowood Caravan Park;  
Kilcoy Caravan Park  
Anzac Park Kilcoy;  
Neurnum Road Bush Retreat;  
Lake Somerset Resort;  
Landcruiser Mountain Park, Diaper.

Clients at these establishments generally have their own transport therefore physical evacuation should not be an issue. Operators generally have reciprocal arrangements with nearby operators.

LDMG should encourage operators to have suitable disaster management/evacuation arrangements in place.

### **7.03.12 Tourist Resorts/ Attractions/ Major Shopping Centres, Motels**

Club Hotel Motel Lowood;  
Esk Motel;  
Glen Rocks Motel;  
Esk Wivenhoe Motor Inn;  
Toogoolawah Motel;  
Kilcoy Gardens Motel;  
Kilcoy Motel;  
Kilcoy Farm Stay;

Camp Duckadang;  
Kirkleigh Fishing Classic;  
Watts Bridge Memorial Airfield;  
Ramblers Skydiving Centre;  
Brisbane Valley Ostrich & Fish Farm;  
Caboonbah Homestead;  
Camp Somerset;  
Sunday Creek Environmental Education Centre;  
Stanley River Environmental Education Centre

The operator is responsible for the safety of guests/customers at all times, and should have emergency and disaster evacuation plans in place.

### **7.03.13 Evacuation Centres**

Evacuation centres are generally located in local halls and schools and in the context of evacuation may include:

- assembly areas;
- evacuation centres - provision of short term shelter/accommodation;
- one-stop shops – provision of social support;
- temporary accommodation- hotels, motels.

The evacuation centres for Somerset Regional Council are detailed in the attached table subject to them surviving the impact of the disaster event.

Because attendance at school is considered an essential part of the community recovery it is not advisable to use schools for medium to long term evacuation centres.

#### **7.03.13.1 Assembly Areas**

These are usually temporary stopping point prior to moving evacuees to evacuation centres or alternative accommodation located outside the town that has been impacted because the existing town evacuation centre has been rendered unusable.

It will be necessary to provide basic welfare facilities at these areas while the evacuees are being processed (e.g., registration, light refreshments, allocation to temporary or nominated accommodation) but the extent of services provided would depend upon the nature of the event.

Assembly areas should be located close to the boundary of the evacuation area as safely as possible and will be identified as required, and conveyed to the community.

#### **7.03.13.2 Evacuation Centres**

These provide for the temporary respite of evacuees. They may be limited in facilities, but must provide protection from the elements as well as accommodate the basic personal needs which arise at an individual level in an emergency.



As well as providing accommodation, on a short term basis while longer term alternatives are determined, they also provide for basic human needs such as food and water etc.

However, in the short term and if space permits, they may also provide a greater range of welfare and support services that will help facilitate the recovery process.

Basic services provided may include:

- registration;
- financial and immediate assistance;
- counselling;
- temporary accommodation;
- first aid;
- food;
- clothing, blankets, linen and bedding;
- information and referral services;

The primary centre for administering of community support will be the Esk Administration Building, 2 Redbank Street Esk.

A list of evacuation centres is attached to this plan.

Plan 7.04 “Evacuation Centre Management Operational Plan” provides information on the management of evacuation centre.

#### **7.03.14 Registration of Evacuees**

Registration of evacuees is normally the responsibility of the Red Cross who may be assisted by other community groups, e.g. Rotary and Lions Club members, who have been trained in the registration process.

Registration usually occurs at the evacuation centre; however it would be prudent to register some evacuees at an assembly point if they are going to stay with relatives.

Refer to the “Registration of Evacuees” SOP attached.

#### **7.03.15 Evacuation Routes**

All evacuation routes and traffic control points will be under the control of the Police.

Routes to be used will be determined by the Police in consultation with SRC after a reconnaissance of the area and should be mapped. Routes will be generally along public roads and must be clearly identified, sign-posted and maintained.

Provision needs to be made for the transit of emergency service and related vehicles along the evacuation routes.

It may be necessary to convert two-way traffic routes into one-way flows to increase capacity.

### **7.03.16 Transport Options**

Evacuees with their own transport will be directed to the most appropriate evacuation route.

Mass transport of evacuees, without their own transport, may be undertaken by road transport (coach or other suitable vehicle).

Coordination of transportation assistance for the evacuation of special needs person and facilities may be required.

Refer to “Transport” Plan 7.08

### **7.03.17 Communications**

Temporary communications between the evacuation centre and the ECC is to be provided by the LDMG in accordance with 7.03 Communication Plan. The SES may provide temporary communications until more permanent arrangements can be made.

Communication facilities at the evacuation centres will be required both for centre management staff and the public.

### **7.03.18 Security**

#### **Evacuated Area**

Arrangements must be put in place to secure the evacuated area, e.g. road blocks, patrols etc.

Queensland Police Service resources may be fully committed and unable to undertake this security role. The LDMG will need to make alternate arrangements using the Council workforce or private security providers, if Queensland Police are unable to provide security.

### **7.13.19 Evacuation Kit**

The following items should taken be by the evacuee for short term evacuations:

- One change of clothing;
- Personal documents/valuables – banking, insurance, drivers license, photographs, valuable jewellery;
- Transistor radio and batteries;
- Personal sanitary needs;
- Medication (as required);
- Torch and batteries;
- Babies requirements – nappies, formula etc.
- Two (2) litres of fresh water.

### **7.03.20 Attachments**

Attachment - "Evacuation Centre Contact Details and Capacity"  
Annex "1A" – "Emergency contact names and phone numbers".  
SOP "Registration of Evacuees" 7.03 "Evacuation".

### **7.03.21 Issues to be Considered, Addressed and Documented.**

- LDMG to discuss with the owners/managers of hotels, caravan parks, motels, hospital, accommodation units, aged care units etc. to ascertain what their disaster management and evacuation management plans provide for, class of clientele, likely assistance required etc. If no plans are in place, encourage the development of suitable plans.
- LDMG to develop a spreadsheet listing type of "special needs group", plans in place, clientele type and numbers, type of assistance that may be required including any special transport requirements that the facility/manager cannot provide, etc.
- Complete documentation for evacuation centre – Memorial Hall Kilcoy.

## Evacuation Centre Contact Detail and Capacity

### SOMERSET REGIONAL COUNCIL EMERGENCY WELFARE FACILITIES

#### Facility: Toogoolawah RSL 33 Cairnscroft Street Toogoolawah, 4313

FACILITY ELEMENT	
CONTACT 1	Ian Lodge: [REDACTED] Toogoolawah [REDACTED]
CONTACT 2	Gordon Granzien: [REDACTED] Toogoolawah [REDACTED]
FLOOR AREA/CAPACITY	
WATER	Reticulated & 5000 litre tank
KITCHEN	DINING/SLEEPING CAPACITY
DINING/SLEEPING CAPACITY	Table & chairs for 150
TOILETS/SHOWERS/LAUNDRY	WC's; disabled; urinals; showers; basins; washing machines; tubs; baby baths
WASTE DISPOSAL	Industrial, domestic, grease traps, heavy vehicle access
SEWERAGE DISPOSAL	Sewered & septic
COMMUNICATIONS	Phones, facsimile, 2-way, internet
LIGHTING	
VENTILATION	Natural, fans & air-conditioning
ACCESS/PARKING	Access points, parking (extl/intl)
FIRST AID	Supplies (kits), rooms
FIRE PROTECTION	Extinguishers, hose reels, sprinklers, alarms, fire blankets, signs
EMERGENCY POWER	
GENERAL COMMENTS	

**SOMERSET REGIONAL COUNCIL  
EMERGENCY WELFARE FACILITIES**

**Facility: Apostolic Church of Qld: Church Hall Mt Beppo - 7  
Ostrofskis Road Mount Beppo, 4313**

<b>FACILITY ELEMENT</b>	
<b>CONTACT 1</b>	Ron Granzien [REDACTED] Tglwh; [REDACTED]
<b>CONTACT 2</b>	David Lukritz: [REDACTED] Esk [REDACTED] [REDACTED]
<b>FLOOR AREA/CAPACITY</b>	
<b>WATER</b>	25,000 gallon tank & bore
<b>KITCHEN</b>	SEWERAGE DISPOSAL
<b>DINING/SLEEPING CAPACITY</b>	Tables & chairs
<b>TOILETS/SHOWERS/LAUNDRY</b>	WC's; disabled; urinals; hand wash basins; hot water
<b>WASTE DISPOSAL</b>	Domestic bins, grease traps, suitable storage areas, heavy vehicle access
<b>SEWERAGE DISPOSAL</b>	Septic/STP
<b>COMMUNICATIONS</b>	1 telephone
<b>LIGHTING</b>	Emergency & Natural
<b>VENTILATION</b>	Natural
<b>ACCESS/PARKING</b>	3 access points, parking at site, parking outside site (roadside)
<b>FIRST AID</b>	Dedicated rooms, first aid supplies
<b>FIRE PROTECTION</b>	6 portable extinguishers (all types), 1 hose reel, sprinkler systems, fire alarm systems, signage
<b>EMERGENCY POWER</b>	Could be made available
<b>GENERAL COMMENTS</b>	Disabled access

**SOMERSET REGIONAL COUNCIL  
EMERGENCY WELFARE FACILITIES**

**Facility: Blue Care: Alkira Aged Care Facility - 2 Charles Street Toogoolawah, 4313**

<b>FACILITY ELEMENT</b>	
<b>CONTACT 1</b>	Alice Satterthwaite: [REDACTED] Toogoolawah; [REDACTED]
<b>CONTACT 2</b>	Mark Loynes: 12-16 Weier Road Morayfield; [REDACTED]
<b>FLOOR AREA/CAPACITY</b>	12m x 20m - Capacity for 50 people
<b>WATER</b>	Reticulated & 2,000 gallon tank
<b>KITCHEN</b>	Commercial: kitchenette, refrigeration, freezer, gas cooker, 1 BBQ, storage, hot water, washing up, hand washing, crockery/cutlery for 50 people, cooking utensils;
<b>DINING/SLEEPING CAPACITY</b>	Tables & chairs (liner available)
<b>TOILETS/SHOWERS/LAUNDRY</b>	5 disabled WC's; 4 showers; 4 hand wash basins; 2 industrial washing machines; 1 domestic washing machine
<b>WASTE DISPOSAL</b>	2 industrial bins
<b>SEWERAGE DISPOSAL</b>	Sewered
<b>COMMUNICATIONS</b>	Telephones: 54 231 157; Facsimile: 54 231 701; Mobiles
<b>LIGHTING</b>	Emergency & Artificial
<b>VENTILATION</b>	Natural & Artificial (air conditioners, water evaporators)
<b>ACCESS/PARKING</b>	2 access points, parking at site (grounds adjacent to hall), parking outside site -(off Ivory Creek Rd & Charles St)
<b>FIRST AID</b>	First aid supplies
<b>FIRE PROTECTION</b>	Fire hydrants, 3 portable extinguishers (1 chemical & 2 water), 1 fire alarm system, signage
<b>EMERGENCY POWER</b>	
<b>GENERAL COMMENTS</b>	Disabled access

**SOMERSET REGIONAL COUNCIL  
EMERGENCY WELFARE FACILITIES**

**Facility: Toogoolawah Dairying, Agricultural & Industrial  
Association: Toogoolawah Show Grounds - Ivory Creek  
Road Toogoolawah, 4313**

<b>FACILITY ELEMENT</b>	
<b>CONTACT 1</b>	Traci Lynham: [REDACTED] Toogoolawah; [REDACTED]
<b>CONTACT 2</b>	Peter Eggleston: Biarra Rd Toogoolawah; [REDACTED]
<b>FLOOR AREA/CAPACITY</b>	80m long x 60m wide
<b>WATER</b>	Reticulated; tank & pipe line runs through grounds
<b>KITCHEN</b>	refrigeration, freezer, gas cooker, electric cooker, storage, hot water, washing up, hand washing
<b>DINING/SLEEPING CAPACITY</b>	Tables & chairs
<b>TOILETS/SHOWERS/LAUNDRY</b>	7 male & 19 female WC's; 1 male & 1 female disabled WC; 4 urinals; 5 male & 6 female showers; 4 male & 8 female hand wash basins; hot water
<b>WASTE DISPOSAL</b>	4 industrial bins, heavy vehicle access
<b>SEWERAGE DISPOSAL</b>	Septic/STP
<b>COMMUNICATIONS</b>	Telephones
<b>LIGHTING</b>	
<b>VENTILATION</b>	
<b>ACCESS/PARKING</b>	2 access points & parking at site
<b>FIRST AID</b>	
<b>FIRE PROTECTION</b>	Fire hydrants & hose reels
<b>EMERGENCY POWER</b>	
<b>GENERAL COMMENTS</b>	

**SOMERSET REGIONAL COUNCIL  
EMERGENCY WELFARE FACILITIES**

**Facility: Education Queensland: Toogoolawah State High School,  
- 76 Old Mt Beppo Road Toogoolawah, 4313**

<b>CONTACT 1</b>	Eion McAllister: [REDACTED] Caboonbah; [REDACTED]
<b>CONTACT 2</b>	Jeanette Pearson: [REDACTED] Colinton; [REDACTED]
<b>FLOOR AREA/CAPACITY</b>	8.2m x 9.6m with 22 rooms
<b>WATER</b>	Reticulated & 5 tanks (13,000 gallon capacity - 3 rainwater & 2 bore)
<b>KITCHEN</b>	Commercial: (Home Ec Dept) - Kitchenette (Admin common room & each block staff room), refrigeration (Home Ec block & each staff room), freezer (Home Ec room, tuckshop & science room), Gas cooker & crockery for student instruction (Home Ec), Electric cooker (Home Ec & Tuckshop), Mechanical Exhaust System (Manual Arts, Art Room & Photocopy Room)
<b>DINING/SLEEPING CAPACITY</b>	Staff room tables, staff chairs, student chairs
<b>TOILETS/SHOWERS/LAUNDRY</b>	10 male & 12 female WC's; 2 urinals; 5 male & 6 female showers; 10 male & 12 female hand wash basins; 4 hot water systems; 1 washing machine
<b>WASTE DISPOSAL</b>	35 domestic bins, suitable storage areas, heavy vehicle access
<b>SEWERAGE DISPOSAL</b>	Sewered
<b>COMMUNICATIONS</b>	Telephone: 54 234 444; Facsimile: 54 234 400; 3 UHF
<b>LIGHTING</b>	Emergency lighting on timer & Natural (skylights in some areas - not general teaching spaces)
<b>VENTILATION</b>	Natural & Artificial (air conditioning in 3 blocks)
<b>ACCESS/PARKING</b>	3 access points, parking at site, parking on street outside site
<b>FIRST AID</b>	Minimum first aid supplies
<b>FIRE PROTECTION</b>	3 fire hydrants, 17 portable powder extinguishers (3 by 1.5kg, 2 by 2.3kg, 7 by 2.5kg, 3 by 2.7kg & 3 by 4.5kg dry chemical extinguishers), 1 by 9kg water-air extinguisher, 1 hose reel, 8 fire blankets
<b>EMERGENCY POWER</b>	
<b>GENERAL COMMENTS</b>	



**SOMERSET REGIONAL COUNCIL  
EMERGENCY WELFARE FACILITIES**

**Facility: Ramblers Drop Zone - 7353 Brisbane Valley Highway  
Toogoolawah, 4313**

<b>CONTACT 1</b>	Rodney Wilson: [REDACTED] Toogoolawah; [REDACTED]
<b>CONTACT 2</b>	David McEvoy: [REDACTED] Toogoolawah; [REDACTED]
<b>FLOOR AREA/CAPACITY</b>	
<b>WATER</b>	Reticulated & 500 gallon tank, bore
<b>KITCHEN</b>	Commercial: gas cooker, hot water, hand washing
<b>DINING/SLEEPING CAPACITY</b>	2 tables, 10 chairs, 30 beds
<b>TOILETS/SHOWERS/LAUNDRY</b>	6 male & 4 female WC's; 1 male & 1 female disabled WC; 2 urinals; 6 male & 4 female showers; 6 male & 4 female hand wash basins; gas hot water system; 1 washing machine; 2 tubs; 1 dryer
<b>WASTE DISPOSAL</b>	12 domestic bins, heavy vehicle access
<b>SEWERAGE DISPOSAL</b>	Sewered
<b>COMMUNICATIONS</b>	4 telephones; 1 facsimile; 2 two-way radios
<b>LIGHTING</b>	Airstrip lighting
<b>VENTILATION</b>	Natural
<b>ACCESS/PARKING</b>	1 access point, parking at site, outdoor parking only
<b>FIRST AID</b>	First aid kit
<b>FIRE PROTECTION</b>	5 portable fire extinguishers, 6 fire alarms systems, signage
<b>EMERGENCY POWER</b>	
<b>GENERAL COMMENTS</b>	Limited disabled access

**SOMERSET REGIONAL COUNCIL  
EMERGENCY WELFARE FACILITIES**

**Facility: Uniting Church of Australia, Brisbane Valley Parish,  
Esk Congregation: Uniting Church Esk –  
78-80 Ipswich Street Esk, 4312**

<b>CONTACT 1</b>	Frank Grigg: [REDACTED]
<b>CONTACT 2</b>	Ted Skinner: [REDACTED]
<b>FLOOR AREA/CAPACITY</b>	Approx 15m by 5m & kitchen 8m x 5m
<b>WATER</b>	Reticulated
<b>KITCHEN</b>	refrigeration, freezer, electric cooker, hot water, washing up, cutlery & crockery for 24, 6 mugs
<b>DINING/SLEEPING CAPACITY</b>	3 fold up tables, 3 fixed tables, chair
<b>TOILETS/SHOWERS/LAUNDRY</b>	1 male & 1 female WC; 1 male & 1 female hand wash basin; toilets located outside building
<b>WASTE DISPOSAL</b>	1 domestic bin
<b>SEWERAGE DISPOSAL</b>	Sewered
<b>COMMUNICATIONS</b>	No communication facilities
<b>LIGHTING</b>	Artificial lighting & security lighting on North-West side
<b>VENTILATION</b>	Natural
<b>ACCESS/PARKING</b>	2 access points, parking at site (Land area .360ha flat - access to Ipswich St both sides north & South of building)
<b>FIRST AID</b>	
<b>FIRE PROTECTION</b>	1 portable fire extinguisher
<b>EMERGENCY POWER</b>	
<b>GENERAL COMMENTS</b>	This building is normally used as a church & only suitable for accommodation in a major emergency - more appropriate for providing welfare or co-ordination of emergency activities. Disabled ramp on North side of building/main entry point

**SOMERSET REGIONAL COUNCIL  
EMERGENCY WELFARE FACILITIES**

**Facility: Anglican Parish of Brisbane Valley: St Andrews  
Anglican Church Hall - 1 Mangerton Street Toogoolawah, 4313**

	DETAIL
CONTACT 1	K Oxenford: [REDACTED]
CONTACT 2	J Oxenford: [REDACTED] & Bill Pearson [REDACTED]
FLOOR AREA/CAPACITY	
WATER	Reticulated
KITCHEN	Domestic: refrigeration, electric cooker, hot water, hand washing, enough crockery & cutlery for approx 40
DINING/SLEEPING CAPACITY	Tables & chairs
TOILETS/SHOWERS/LAUNDRY	Male & female WC's; male & female hand wash basins; toilets are at ground level & easy to access
WASTE DISPOSAL	1 domestic bin, heavy vehicle access
SEWERAGE DISPOSAL	Sewered
COMMUNICATIONS	
LIGHTING	Artificial lighting
VENTILATION	Natural
ACCESS/PARKING	2 access points, parking at site, parking outside site (Mangerton St, approx 20m from shelter)
FIRST AID	
FIRE PROTECTION	
EMERGENCY POWER	
GENERAL COMMENTS	

**SOMERSET REGIONAL COUNCIL  
EMERGENCY WELFARE FACILITIES**

**Facility: Moore Uniting Church - Eskdale Street Moore, 4306**

<b>CONTACT 1</b>	Les Davis: [REDACTED] Moore; [REDACTED]
<b>CONTACT 2</b>	Vic Davis: 'Devon Hills' Moore; [REDACTED]
<b>FLOOR AREA/CAPACITY</b>	
<b>WATER</b>	1,000 gallon tank
<b>KITCHEN</b>	
<b>DINING/SLEEPING CAPACITY</b>	
<b>TOILETS/SHOWERS/LAUNDRY</b>	1 pedestal & 1 hand basin
<b>WASTE DISPOSAL</b>	
<b>SEWERAGE DISPOSAL</b>	Septic/STP
<b>COMMUNICATIONS</b>	
<b>LIGHTING</b>	Artificial lighting
<b>VENTILATION</b>	Natural & Artificial (ceiling fans)
<b>ACCESS/PARKING</b>	2 access points, parking at site
<b>FIRST AID</b>	
<b>FIRE PROTECTION</b>	
<b>EMERGENCY POWER</b>	
<b>GENERAL COMMENTS</b>	Disabled access via front ramp

**SOMERSET REGIONAL COUNCIL  
EMERGENCY WELFARE FACILITIES**

**Facility: Education Queensland: Linville State School,  
George Street Linville, 4306**

<b>CONTACT 1</b>	Sandra Porter: George St Linville; [REDACTED]
<b>CONTACT 2</b>	Yvonne Gerhardt: 14 George St Linville; [REDACTED]
<b>FLOOR AREA/CAPACITY</b>	
<b>WATER</b>	Reticulated & 3 by 3,000L tanks
<b>KITCHEN</b>	Kitchenette: 2 fridges, 1 chest freezer, 1 BBQ, electric cooker, hot water, washing up, hand washing
<b>DINING/SLEEPING CAPACITY</b>	
<b>TOILETS/SHOWERS/LAUNDRY</b>	1 male & 2 female WC's; 1 unisex WC; 1 urinal; 1 male & 1 female hand wash basin
<b>WASTE DISPOSAL</b>	2 domestic bins, heavy vehicle access
<b>SEWERAGE DISPOSAL</b>	Septic/STP
<b>COMMUNICATIONS</b>	Telephones: 54 247 201; Facsimile: 54 247 144; Internet/Email; No mobile service
<b>LIGHTING</b>	Emergency lighting
<b>VENTILATION</b>	Natural; Classroom is reverse-cycle air conditioned
<b>ACCESS/PARKING</b>	Parking at site, parking outside site (on street approx 20m from shelter)
<b>FIRST AID</b>	1 first aid kit
<b>FIRE PROTECTION</b>	2 portable powder fire extinguishers
<b>EMERGENCY POWER</b>	Power supply is intermittent during storms
<b>GENERAL COMMENTS</b>	Disabled access underneath the building but classrooms are high set

**SOMERSET REGIONAL COUNCIL  
EMERGENCY WELFARE FACILITIES**

**Facility: Mount Beppo Public Hall Committee Inc: Mount Beppo  
Public Hall - Mount Beppo Road Mount Beppo, 4313**

<b>CONTACT 1</b>	M Hermann: [REDACTED] Toogoolawah; 5423 1668 & 0429 978 824
<b>CONTACT 2</b>	
<b>FLOOR AREA/CAPACITY</b>	Approx 60ft x 40ft
<b>WATER</b>	2,000 gallon tank
<b>KITCHEN</b>	Domestic: refrigeration, electric cooker, storage, hot water, washing up, hand washing, no crockery or cutlery
<b>DINING/SLEEPING CAPACITY</b>	Tables & chairs
<b>TOILETS/SHOWERS/LAUNDRY</b>	1 male & 2 female WC's; 1 urinal; 1 male & 1 female hand wash basin
<b>WASTE DISPOSAL</b>	1 domestic bin
<b>SEWERAGE DISPOSAL</b>	Septic/STP: 3 toilets & 1 urinal
<b>COMMUNICATIONS</b>	No communication facilities
<b>LIGHTING</b>	Artificial (Energex power)
<b>VENTILATION</b>	Natural & Artificial (fans)
<b>ACCESS/PARKING</b>	1 access point, parking at site, parking outside site (next to hall)
<b>FIRST AID</b>	
<b>FIRE PROTECTION</b>	1 portable foam fire extinguisher, 1 fire blanket
<b>EMERGENCY POWER</b>	
<b>GENERAL COMMENTS</b>	Ramp for disabled access

**SOMERSET REGIONAL COUNCIL  
EMERGENCY WELFARE FACILITIES**

**Facility: Toogoolawah Uniting Church: Toogoolawah Uniting Church Hall - 29 Abbotsford Street, Toogoolawah, 4313**

<b>CONTACT 1</b>	Lindsay Martin: [REDACTED] Toogoolawah; [REDACTED]
<b>CONTACT 2</b>	Robert Ver Haas: [REDACTED] Toogoolawah; [REDACTED]
<b>FLOOR AREA/CAPACITY</b>	10m x 9m
<b>WATER</b>	Reticulated
<b>KITCHEN</b>	Refrigeration, freezer, electric cooker, 2 urns for hot water, sink for wash
<b>DINING/SLEEPING CAPACITY</b>	4 tables & 20 chairs
<b>TOILETS/SHOWERS/LAUNDRY</b>	1 male & 1 female WC; 1 male & 1 female hand wash basin
<b>WASTE DISPOSAL</b>	2 domestic bins
<b>SEWERAGE DISPOSAL</b>	Sewered
<b>COMMUNICATIONS</b>	No communication facilities
<b>LIGHTING</b>	Artificial
<b>VENTILATION</b>	Natural
<b>ACCESS/PARKING</b>	1 access point, parking at site, parking outside site (on Abbotsford St)
<b>FIRST AID</b>	
<b>FIRE PROTECTION</b>	
<b>EMERGENCY POWER</b>	
<b>GENERAL COMMENTS</b>	Disabled access

**SOMERSET REGIONAL COUNCIL  
EMERGENCY WELFARE FACILITIES**

**Facility: Toogoolawah Golf Club Inc: Toogoolawah Golf Club –  
Annette Street Toogoolawah, 4313**

<b>CONTACT 1</b>	Judy Marschke: [REDACTED] Toogoolawah; [REDACTED]
<b>CONTACT 2</b>	Margaret Houston: [REDACTED] Toogoolawah; [REDACTED]
<b>FLOOR AREA/CAPACITY</b>	Seats 90
<b>WATER</b>	Town Water
<b>KITCHEN</b>	Commercial: refrigeration, freezer, electric cooker, storage, hot water, w crockery for 100
<b>DINING/SLEEPING CAPACITY</b>	Tables & chairs
<b>TOILETS/SHOWERS/LAUNDRY</b>	Male & female WC's; 1 male & 1 female shower; female hand wash bas
<b>WASTE DISPOSAL</b>	3 domestic bins
<b>SEWERAGE DISPOSAL</b>	Sewered
<b>COMMUNICATIONS</b>	Telephones: 54 231 218; Facsimile: 54 231 218
<b>LIGHTING</b>	Artificial & Natural
<b>VENTILATION</b>	Natural & Artificial (electric ceiling fans)
<b>ACCESS/PARKING</b>	1 access point & parking at site
<b>FIRST AID</b>	First aid supplies
<b>FIRE PROTECTION</b>	1 fire hydrant, 1 portable fire extinguisher, 1 hose reel
<b>EMERGENCY POWER</b>	
<b>GENERAL COMMENTS</b>	No disabled access



**SOMERSET REGIONAL COUNCIL  
EMERGENCY WELFARE FACILITIES**

**Facility: Toogoolawah & District Progress Association Inc:  
Alexandra Hall - 111 Cressbrook Street Toogoolawah, 4313**

	DETAIL
<b>CONTACT 1</b>	Helen Brieschke: [REDACTED] Toogoolawah; [REDACTED]
<b>CONTACT 2</b>	Anthony Coates: [REDACTED] Toogoolawah; [REDACTED]
<b>FLOOR AREA/CAPACITY</b>	19.7m x 12.24m
<b>WATER</b>	Reticulated & 500 gallon tank
<b>KITCHEN</b>	Domestic: large kitchen bench area, stainless steel work bench, serving display fridge, 1 domestic fridge with freezer, 2 domestic single ovens, h sink for washing up, separate bowl sink for hand washing, settings for 1 pots or pans
<b>DINING/SLEEPING CAPACITY</b>	26 tables & 295 chairs
<b>TOILETS/SHOWERS/LAUNDRY</b>	male & 3 female WC's; 1 urinal; 2 male & 2 female hand wash basins; h
<b>WASTE DISPOSAL</b>	1 domestic bin
<b>SEWERAGE DISPOSAL</b>	Sewered
<b>COMMUNICATIONS</b>	There is a disconnected phone installed in snack bar room
<b>LIGHTING</b>	Emergency lighting on 2 fire exits
<b>VENTILATION</b>	Natural
<b>ACCESS/PARKING</b>	Parking outside site (adjacent to shelter); Cressbrook St frontage; angle (side entrance)
<b>FIRST AID</b>	
<b>FIRE PROTECTION</b>	1 fire hydrant, 2 portable water extinguishers, 2 chemical fire extinguish blanket in kitchen
<b>EMERGENCY POWER</b>	
<b>GENERAL COMMENTS</b>	Disabled ramp - access located on Gunyah street (side entry)

**SOMERSET REGIONAL COUNCIL  
EMERGENCY WELFARE FACILITIES**

**Facility: Memorial Hall. Cnr. Kennedy & McCauley Streets  
Kilcoy Q 4515**

	DETAIL
CONTACT 1	
CONTACT 2	
FLOOR AREA/CAPACITY	
WATER	
KITCHEN	
DINING/SLEEPING CAPACITY	
TOILETS/SHOWERS/LAUNDRY	
WASTE DISPOSAL	
SEWERAGE DISPOSAL	
COMMUNICATIONS	
LIGHTING	
VENTILATION	
ACCESS/PARKING	
FIRST AID	
FIRE PROTECTION	
EMERGENCY POWER	
GENERAL COMMENTS	

**CHECKLIST – EVACUATION**

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION RESPONSIBLE OFFICER	CONTACT NUMBERS Ph Mob Fax	DATE COMPLETED
<b><u>General Planning Considerations</u></b>				
Determine area(s) vulnerable to specific hazard events		Responsible Organisation Responsible Officer	Ph Mob Fax	
Determine population of identified risk area(s)		Responsible Organisation Responsible Officer	Ph Mob Fax	
Identify warning mechanisms		Responsible Organisation Responsible Officer	Ph Mob Fax	
Determine evacuation routes.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Determine traffic control requirements for evacuation routes.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Determine if there are special population concerns (schools, hospitals, nursing homes, etc.)		Responsible Organisation Responsible Officer	Ph Mob Fax	
Determine trigger point for activation of evacuation teams		Responsible Organisation Responsible Officer	Ph Mob Fax	
<b><u>Preparation</u></b>				
Establish boundaries of possible area(s) to be evacuated and primary evacuation routes		Responsible Organisation Responsible Officer	Ph Mob Fax	
Provide advance warning of possible need for evacuation to the public, clearly identifying areas at risk.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Pre-warn special population establishments		Responsible Organisation	Ph Mob	

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION RESPONSIBLE OFFICER	CONTACT NUMBERS Ph Mob Fax	DATE COMPLETED
of the possibility of an impending evacuation		Responsible Officer	Fax	
Coordinate with special facilities regarding precautionary evacuation.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Commence and maintain a map of the entire evacuation area		Responsible Organisation Responsible Officer	Ph Mob Fax	
Have copies made for use by evacuation teams		Responsible Organisation Responsible Officer	Ph Mob Fax	
Determine evacuation routes for risk area(s) & check the status of these routes.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Estimate public transportation requirements & determine pickup points.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Coordinate with transportation providers to ensure vehicles & drivers will be available when and where needed.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Develop traffic control plans & stage traffic control devices at required locations		Responsible Organisation Responsible Officer	Ph Mob Fax	
Develop a grid or locality system for the deployment of door-to-door evacuation notification teams, to ensure maximum coverage without duplication of effort.		Responsible Organisation Responsible Officer	Ph Mob Fax	
<b><u>Operational Deployment</u></b>				
Advise Disaster District that evacuation recommendation will be issued.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Make the decision to recommend to the DDC that a mandatory evacuation is required		Responsible Organisation Responsible Officer	Ph Mob Fax	
Receive notice of		Responsible	Ph	

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION RESPONSIBLE OFFICER	CONTACT NUMBERS Ph Mob Fax	DATE COMPLETED
mandatory evacuation from DDC		Organisation Responsible Officer	Mob Fax	
Provide evacuation teams with written instructions to be handed to members of the community		Responsible Organisation Responsible Officer	Ph Mob Fax	
If transportation is likely to be required for evacuees or their possessions, request assistance from the Transport Functional Committee		Responsible Organisation Responsible Officer	Ph Mob Fax	
Provide transportation assistance to those who require it.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Determine if requirements exist for additional external support.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Identify and activate all appropriate Evacuation Centres		Responsible Organisation Responsible Officer	Ph Mob Fax	
Identify Evacuation Centres with the capacity to cater for animals		Responsible Organisation Responsible Officer	Ph Mob Fax	
Commence and maintain a record of numbers of evacuees at nominated evacuation centres		Responsible Organisation Responsible Officer	Ph Mob Fax	
Assign a liaison person to all evacuation centres, with communications ability to contact the ECC		Responsible Organisation Responsible Officer	Ph Mob Fax	
Ensure the Media Liaison Officer has been kept fully informed, and is proactively disseminating information on the evacuation and evacuation centres through the media		Responsible Organisation Responsible Officer	Ph Mob Fax	
Disseminate evacuation recommendation to the public through available warning systems, clearly identifying areas to be evacuated.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Disseminate evacuation recommendation to special		Responsible Organisation	s Ph	

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION RESPONSIBLE OFFICER	CONTACT NUMBERS Ph Mob Fax	DATE COMPLETED
facilities. Provide assistance in evacuating, if needed.		Responsible Officer	Mob Fax	
Activate and brief door-to-door evacuation notification teams		Responsible Organisation Responsible Officer	Ph Mob Fax	
Provide regular Situation Reports on evacuation to Disaster District.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Provide security in, or control access to, evacuated areas.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Develop a system for re-entry		Responsible Organisation Responsible Officer	Ph Mob Fax	
Determine when it is safe for residents to return, and which areas need to remain restricted		Responsible Organisation Responsible Officer	Ph Mob Fax	
If evacuated areas have been damaged, conduct damage assessments.		Responsible Organisation Responsible Officer	Ph Mob Fax	
If evacuated areas have been damaged, eliminate significant health and safety hazards.		Responsible Organisation Responsible Officer	Ph Mob Fax	
If roads in evacuated areas have been damaged or blocked by debris, clear and re-open roads.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Determine requirements for traffic control for return of evacuees.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Maintain access controls for areas that cannot be safely reoccupied.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Determine requirements for & coordinate provision of transportation for return of evacuees. (in conjunction with Transport		Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION RESPONSIBLE OFFICER	CONTACT NUMBERS Ph Mob Fax	DATE COMPLETED
Operational Plan )				
Advise neighbouring jurisdictions and Disaster District that return of evacuees will begin		Responsible Organisation Responsible Officer	Ph Mob Fax	
Advise evacuees through the media that they can return to their homes and businesses; indicate preferred travel routes.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Provide traffic control for return of evacuees.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Coordinate temporary housing for evacuees unable to return to their residences.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Coordinate with special facilities regarding return of evacuees to those facilities.		Responsible Organisation Responsible Officer	Ph Mob Fax	
<p>If evacuated areas have sustained damage, provide the public information that addresses:</p> <ul style="list-style-type: none"> <li>▪ Documenting damage &amp; making expedient repairs</li> <li>▪ Caution in reactivating utilities &amp; damaged appliances</li> <li>▪ Cleanup &amp; removal/disposal of debris</li> <li>▪ Recovery programs</li> </ul>		Responsible Organisation Responsible Officer	Ph Mob Fax	
Terminate Evacuation Centre operations.		Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	
<b><u>Post Deployment Actions</u></b>				
Submit final evacuation information for the Situation Report to the DDC		Responsible Organisation Responsible Officer	Ph Mob Fax	
Contribute to the		Responsible	Ph	

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION	CONTACT NUMBERS Ph Mob Fax	DATE COMPLETED
		RESPONSIBLE OFFICER		
operational debrief		Organisation  Responsible Officer	Mob Fax	



## Registration of Evacuees SOP

### REGISTRATION OF EVACUEES STANDARD OPERATING PROCEDURE

This SOP outlines responsibilities and tasks for the registration of evacuees.

#### PURPOSE OF SOP

- coordination, undertaking and collating of registration, through completion of the National Registration and Inquiry System (NRIS) registration form, of individuals passing through the hands of emergency welfare response/evacuation personnel etc (excluding hospitals);
- the answering of inquiries regarding safety and welfare of individuals/evacuees and assistance in reuniting families;
- compilation of authoritative data regarding the number and location of evacuees of the disaster and the services and facilities needed for their care;
- entering detail of evacuees onto the NRIS registration form;
- uploading registration data, via email, to the appropriate QPS officer responsible for NRIS, so that interstate enquiries about a Queensland event can be satisfied from interstate inquiry points;

**Primary/Co-coordinating Agency: QUEENSLAND POLICE SERVICE**

**Primary Support Agency: AUSTRALIAN RED CROSS  
Volunteers in Policing**

#### NOTE: 1

Under the co-ordination of the Police, the Australian Red Cross would primarily undertake this role as defined within the ambit of the Community Support and/or Evacuation Operational-Plans. The local SES Unit or community groups such as Rotary and Lions Clubs may be requested to provide further support if required.

#### NOTE: 2

Interpreter services may be required and these would be accessed through the provision in the Community Support operational plan.

The Australian Red Cross Disaster Services Volunteers Handbook states:

*“The aim of registering victims/evacuees is to record and make available the essential personal details of evacuees and other (non-fatal) victims of disaster so they can be reunited with their family/loved ones. While evacuees are encouraged to register, registration is not compulsory.*

*Registration information is used:*

1. *to assist in identifying the scale and human consequence of an event;*
2. *provide information to the State Inquiry Centre;*
3. *to assist in identifying individuals who may require assistance;*
4. *to provide emergency authorities with information about the location of victims;”*

**NOTE: 3**

Registration of persons in a disaster is the responsibility of the QPS.

- QPS is usually assisted by the Red Cross;
- SES unit members may also be required to assist, especially during the initial response phase;
- other agencies and volunteers may be co-opted to assist, e.g. Rotary, Lions, Volunteers in Policing;

Details are to be recorded in accordance with the National Registration & Inquiry System (NRIS).

The NRIS forms and procedures are outlined at Forms NRIS 1 to 4.

The essential information is:

- place of registration;
- name;
- address;
- contact telephone number (mobile preferred);
- intended destination;

**NOTE: 4**

Ideally a master copy of the NRIS form should be placed on computers and detail of each evacuee should be entered onto sequentially numbered copies of the form.

At the appropriate time a copy of all completed forms should be emailed to the appropriate QPS officer who will transfer the data to the QPS copy of the NRIS system.

Where hard copies of the NRIS form are used, the completed forms are to be filed and held for hand-over to the Red Cross at the earliest opportunity for inputting into the computer system. Where the Red Cross has not been activated, the forms should be handed to QPS for inputting to the NRIS system.

**When forms are handed over, this occurrence should be logged and a written receipt requested from the person they are handed to.**

**NOTE 5.**

**Use a separate form for each member of the family.**

# NATIONAL REGISTRATION AND INQUIRY SYSTEM (NRIS)

## REGISTRATION AND INQUIRY FORMS (Samples) Form NRIS-1

### NRIS National Registration

Disaster Code

Place of Registration		Date DD/MM/YYYY	/ /	Time (24 hr)	
-----------------------	--	--------------------	-----	-----------------	--

*Family Name	
--------------	--

*Given Names	Date of Birth/Age	*Gender M/F	*Hosp Y/N	Deceased Y/N

*Home Address	
---------------	--

*Town/Suburb		*State		*Postcode	
--------------	--	--------	--	-----------	--

Country	
---------	--

Phone		Mobile	
-------	--	--------	--

*Intended Destination	
-----------------------	--

*Town/Suburb		*State		*Postcode	
--------------	--	--------	--	-----------	--

Country	
---------	--

Phone		Mobile	
-------	--	--------	--

*PERMISSION TO RELEASE INFORMATION <input type="checkbox"/> Yes <input type="checkbox"/> No	Signature <small>OF PERSON BEING REGISTERED</small>
---	---

Notes:

Registration Recorded by		Registrar's Initials	
--------------------------	--	----------------------	--

Distribution to State Inquiry Centre:  <input type="checkbox"/> Fax <input type="checkbox"/> Email <input type="checkbox"/> Recom <input type="checkbox"/> Other	Computer Entered (Initials) <input type="checkbox"/>  Date <span style="border: 1px solid black; padding: 0 10px;">/ /</span> Time <span style="border: 1px solid black; padding: 0 10px;"></span>
--	--

**Privacy:** This information will be used by Police and Emergency Services to manage the emergency account for evacuated people and ensure next of kin can be notified in cases of serious injury. With your permission, information will also be made available to friends and relatives who inquire about your welfare and whereabouts.

\* Mandatory Field

PLEASE PRINT CLEARLY IN BLOCK LETTERS USING BLACK OR BLUE PEN

**NRIS National Inquiry**

Disaster Code

**Form NRIS - 2**

PLEASE PRINT CLEARLY IN BLOCK LETTERS USING BLACK OR BLUE PEN

<b>PERSON BEING SOUGHT</b>	Date DD/MM/YYYY	/ /	Time (24 HR)	
Is this your first inquiry for the person sought? <input type="checkbox"/> Yes <input type="checkbox"/> No				

*Family Name	
--------------	--

Given Names	Age	Gender M/F

Home Address	
--------------	--

Town/Suburb		State		Postcode	
-------------	--	-------	--	----------	--

Country	
---------	--

Phone		Mobile	
-------	--	--------	--

**PERSON MAKING INQUIRY**

*Family Name		Given Name	
--------------	--	------------	--

Address	
---------	--

Town/Suburb		*State		Postcode	
-------------	--	--------	--	----------	--

Country	
---------	--

Phone		Mobile	
-------	--	--------	--

Email	
-------	--

Relationship to Persons Sought	
--------------------------------	--

Notes:

Inquiry Recorded by		Recorder's Initials	
---------------------	--	---------------------	--

Distribution to State Inquiry Centre: ☐ Fax ☐ Email☐ Recom ☐ In person ☐ Phone ☐ OtherComputer Entered (Initials) ☐

Date

 /  / 

Time

## Form NRIS - 3

### COMPLETING THE NRIS FORMS

#### 1. WHERE AND BY WHOM IS THE DETAIL COMPLETED?

- A) In the case of requested voluntary evacuation:
- i. where the evacuee has been requested to proceed to an nominated assembly point or evacuation centre
    - by persons at the centre designated the task of registration (usually a member of the Red Cross);
    - **DO NOT REGISTER ANYONE WHO IS NOT PRESENT AT THE ASSEMBLY or EVACUATION CENTRE;**
  - ii. where the evacuee decides to proceed to a relative or friends home
    - the evacuee is to be encouraged to register by contacting a nominated contact number/person;
- B) In the case of forced evacuation
- the representative of the agency enforcing the evacuation should direct the evacuees to an assembly point from whence a decision will be made on where best to send the evacuees;
  - evacuees who are directed to a nominated evacuation centre will be registered at the centre;
  - evacuees who nominate to go to a relatives home should be registered at the assembly point before being allowed to proceed to the relatives home;
  - the person giving the direction to evacuate must make a diary note of the persons spoken, the direction given and the response from the person. This detail is married up with the registration forms ASAP at the assembly/ evacuation centre;

#### 2. USEFUL TIPS

- make sure you have everything you need: forms, biros, and the latest information available about likely numbers of evacuees and where services such as toilets and refreshments are located;
  - when registering evacuees:
    - a. introduce yourself;
    - b. provide a clear and concise explanation of the registration process;
    - c. let people know what will happen to the form once it has been completed:
- ❖ what organizations will have access to the form – usually only Red Cross and QPS;

- ❖ the completed form is sent to the State Inquiry Centre;
- ❖ information is entered onto NRIS;
- ❖ information is used to match the victim with any inquiries made about them;
- ❖ information is only used to manage the disaster – no other purpose;
- do not separate children from their families;
- make sure you ask the “Authority to Release Information” question – and the answer is yes or no (yes means the information will be released to anyone who inquires about the evacuees, after the inquirer has provided their details);
- draw evacuee’s attention to the privacy statement at the bottom of the registration form;
- print clearly in capital letters, checking spelling as necessary;
- at the end of your shift, see your team leader for debriefing, then sign off and return your ID;

### **3. TIPS ON HOW TO REGISTER**

- greet victims with warmth and comfort, not forced cheerfulness;
- giving the evacuees your undivided attention: don’t let your eyes wander to other activities or let others interrupt the interview unless absolutely necessary;
- speak slowly and quietly;
- talk to and comfort children;
- give evacuees confidence by repeating details as you record them and check any spelling;
- prompt if necessary (“... *do you think there is anything else?*”);
- do not pressure people to give information;
- ask the evacuee to complete the form if you are having difficulty understanding what they are saying;

## Form NRIS - 4

**REGISTRATION FORM: Instructions for Completion**

- form should be completed using black or blue pen as follows (this allows a good faxed copy);
- all fields marked \* are mandatory fields and must be filled in
- TAKE TIME, BE ACCURATE AND CLEAR WITH SPELLING, this will ensure speedy responses;

Step	Heading	Information Required
1	<b>Disaster Code</b>	Code will be entered at Inquiry Centre
2	<b>Place of Registration</b>	Actual place the form is being completed. Evacuation/ Welfare Centre, School, Church Hall etc.
3	<b>Date</b>	DD/MM/YYYY e.g. 17/03/2203
4	<b>Time</b>	Use 24 hour clock, e.g. 1600 (4pm)
5	<b>Identify Yourself</b>	"I am ..."
6	<b>Family Name *</b>	Printed in BLOCK letters • For reasons of clarity, correct spelling of the FAMILY NAME is critical. Please repeat the spelling of the FAMILY NAME back to the person being registered • Family groups must have SAME FAMILY NAME, SAME USUAL ADDRESS and SAME INTENDED ADDRESS to be registered on same form. A differing FAMILY NAME requires a new form to be completed (Needs linkages, e.g., wife who has kept maiden name, cross-reference in "Notes" at foot of form.
7	<b>Given Name *</b>	Printed in BLOCK letters • Should the person have a NICKNAME this is included in brackets after the GIVEN NAME e.g. Elizabeth (Beth) <b>NOTE: use a separate form for each member of the family.</b>
8	<b>Date of Birth or age</b>	DD/MM/YYYY e.g. 21/10/1976
9	<b>Gender *</b>	M/F Male or Female
10	<b>Hospital *</b>	N for No Y for Yes. Those sent to hospital will be registered at the hospital
11	<b>Deceased</b>	Police Only Function Yes or No • Fill in DECEASED only if information is confirmed. Information on deceased persons can only be released by Police
12	<b>Home Address *</b>	To include Town/Suburb*, State* and Postcode* and be usual place of abode
13	<b>Country</b>	If evacuee is from overseas
14	<b>Phone/Mobile Phone</b>	Include code (Area code) (number) Mobile number is very useful.
15	<b>Intended Destination *</b>	Location to which the persons registering expects to go or be conveyed to.
16	<b>Phone/Mobile Phone</b>	(Do not enter Evacuation Centre phone number)
17	<b>Permission to Release Info *</b>	<b>Yes</b> – Inquirers can be told you are safe and where you are <b>No</b> – No release of information, however Emergency Agencies will have access to this record
18	<b>Signature</b>	Signature of person being registered. This is to signifying the

		person understands the “release of information” Deceased – Police will sign Hospitalised patient form can be signed by Hospital staff should the person be unable.
<b>19</b>	<b>Notes</b>	e.g. “Home address of grandparents with whom grandchild has been evacuated”. Can also include information that may be required by another agency.
<b>20</b>	<b>Registration Recorded By</b>	Your family name and given name in BLOCK letters
<b>21</b>	<b>Registrar’s Initials</b>	Your Initials

***DISTRIBUTION TO STATE INQUIRY CENTRE:***

<b>22</b>	<b>Fax Email</b>  <b>RECOM</b> <b>Other</b>	Tick box appropriate to method of distribution
<b>23</b>	<b><i>Computer Entered</i></b>	Initial once data has been entered on NRIS, complete the Date and Time box
<b>24</b>	<b>Review</b>	Check all relevant boxes are complete. <b>Is your writing clear?</b>



## 7.04 EVACUATION CENTRE MANAGEMENT PLAN

### 7.04.01 Aim

To provide for the management of facilities which provide affected people with basic human needs including accommodation, food, and water and welfare/recovery processes.

### 7.04.02 Potential Area of Operations

(a) whole of Council's area.

### 7.04.03 Organisation for Control

The following Agencies have accepted responsibility for the roles indicated in Part 1, Section 5 of the main plan:

Lead Agency	Support Agencies
Somerset Regional Council	Queensland Police Service SES St Vincent De Paul Service Clubs

### 7.04.04 Concept of Operations

To be administered in conjunction with "Concept of Operations" in Part 1, Section 5 of the Main Plan.

### 7.04.05 Identification of Evacuation Centres

Evacuation centres are centres where people can be housed to remove them from hazardous situations in the short to medium term and must meet the immediate needs of evacuees or homeless persons under adverse conditions.

When deciding whether a structure or location is suitable for an evacuation centre the following points should be considered (note some of these points are dealt with in more detail under separate headings):

- has the structure been structurally assessed to withstand strong winds in accordance with the appropriate Australian Standard?
- is the location suitable for a temporary facility such as a tent city?
- what is the capacity of the structure or area?
- is the location safe from the impact of natural hazards?
- is an alternative power source available or can provision be made on the existing electricity power switch board to connect a generator supply?

- what is the length of stay capability of the facility?
- what are the toilet facilities – (connected to the sewer, septic tank or do latrines need to be dug)?
- what are the showering facilities?
- what are the catering/kitchen facilities?
- does the facility/area have all weather vehicular access?
- does the facility/area have an area for vehicle parking and is it secure or what needs to be done to make it secure?
- does the facility/area have provided with disabled access?

The centres should be staffed by Community Support/Welfare Personnel and the facilities provided should be the minimum to meet the situation. Some emergency clothing/covering, hot drinks and light refreshments, registration and shelter are the basic necessities.

A list of evacuation centres is attached to 7.03 “Evacuation Plan”.

#### **7.04.06 Safe Location**

In determining whether the location is safe one must consider whether the current disaster event is likely to affect the location. e.g. in a flood event the location should not be in an area that may be flooded if the flood waters rise beyond the predicted levels; or in the case of a bushfire the location must not be in an area that may be affected if the wind changed the direction of the fire front.

#### **7.04.07 Length of Stay Capability**

The facility management should be asked if the facility can be taken “off-line”, for what length of time and any other restrictions on the use of the facility. This detail must be entered into the database pertaining to that facility. (see table in plan 7.01).

#### **7.04.08 Communications**

Communications between Evacuation Centres, ECC and State Emergency Service will be organised by the Somerset Regional Council Local Disaster Management Group who will be liaising with other organisations. Normal Telstra facilities will be used where available

#### **Transport**

Suitable transportation may be required to transport disaster evacuees to Centres as required. Refer to “Transport Section” in “Evacuation Plan 7.03” and “Transport Plan 7.08”.

#### **7.04.09 Attachments**

Annexe “1A “ – Emergency contact names and phone numbers.

## SOP Registration of Evacuees – Plan 7.03 “Evacuation”. Check List

### **7.04.10      Issues to be addressed and documented**

- Obtain MOUs for use of centres not owned by Somerset Regional Council.
- Identify and train centre managers.

## CHECKLIST – EVACUATION CENTRE MANAGEMENT

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION RESPONSIBLE OFFICER	CONTACT NUMBERS Ph Mob Fax	DATE COMPLETED
Identify centres appropriate for the event		Responsible Organisation Responsible Officer	Ph Mob Fax	
Provide centre management personnel		Responsible Organisation Responsible Officer	Ph Mob Fax	
Provide support personnel for administration, kitchens, cleaning, security		Responsible Organisation Responsible Officer	Ph Mob Fax	
Provide refuse collection equipment and service		Responsible Organisation Responsible Officer	Ph Mob Fax	
Provide public information process for evacuees		Responsible Organisation Responsible Officer	Ph Mob Fax	
Provide basic entertainment facilities for evacuees		Responsible Organisation Responsible Officer	Ph Mob Fax	
Provide communications facility to the ECC or the appropriate co-ordinating agency		Responsible Organisation Responsible Officer	Ph Mob Fax	
Provide evacuee registration process		Responsible Organisation Responsible Officer	Ph Mob Fax	
In conjunction with ECC, develop operational reporting timetable		Responsible Organisation Responsible Officer	Ph Mob Fax	

## **SOP – GUIDELINES FOR MANAGEMENT OF EVACUATION CENTRES**

### **Evacuation Centre – Operational Areas**

An evacuation centre should be equipped with the following areas:

- Reception and Registration
- Accommodation

Suitable living quarters should take precedence over other requirements such as dining halls, clothing stores, play areas etc. If possible family members should be kept together as a unit thus promoting good morale, earlier management and a degree of normality to the situation.

The accommodation facilities should provide as much privacy as possible. This could be achieved by hanging hessian or tarps up thus providing some privacy.

- Cooking and Feeding.

Light snacks and hot drinks should be made available at the Centre. Other catering should be organised with the catering officer.

- Clothing and Blanket issue.

There must be arrangements for the issue of any essential clothing for those who arrive insufficiently clothed, as this is necessary both for health and morale. If clothing is in short supply, blankets may be used as a temporary substitute.

- Washing and Sanitation.

A suitable washing area should be established and clearly signposted and a high standard of hygiene must be maintained at all times. The importance of hygiene in a Centre cannot be overstated.

- Sick Bay.

A suitable location within the Centre should be set up as a sick bay and manned by a qualified first aider or medical person.

A sick bay may be utilised for severe shock, exhaustion, sickness and minor injuries requiring first aid.

A log or diary of persons seeking treatment should be maintained.

- Date, place and time of injury or sickness;
- Date, place and time of first treatment sought;
- Date, place and time of treatment given;
- Treatment authorised by.....;
- Date and time dispatched to hospital and address of hospital.

- Personal and Spiritual services and information.

A reception party must be on hand when evacuees arrive at the Centre. They must provide a sympathetic efficient reception. Great care must be given in selecting staff members to carry out this role. During the initial emergency period manning the reception desk will be the most important duty at the time. The reception staff can talk to the people briefly and make the first rough assessment of their needs. They can direct those in need of specialised advice or attention to the appropriate branch. Useful and up to date information relating to what the authorities want the people to know must be available at this point.

If any confirmed information comes to hand, this should be posted on a notice board for people to keep up to date with events.

- Other miscellaneous facilities including canteen, luggage, pets, entertainment etc.

### **Evacuation Centre Equipment Kit**

The following minimum equipment should be made available to the centre management staff:

- First Aid Kit and toilet rolls;
- Torch and gas light or candles and matches;
- Radio and call sign;
- Registration forms (detailed;
- Name tags and armbands;
- Signs
  - Centre rules;
  - Smoking areas/no smoking;
  - Centre manager;
  - No pets;
- Stationery - Pens, paper, ruler;
- Wet weather gear;
- A copy of this plan.

### **Ablution Requirements**

Regulations govern the number of persons that can use the facilities and if more persons are to be housed at the facility, additional provisions must be made by way of portable toilets (chemical) or in-ground latrines, portable shower units (demountable building) etc.

The following numbers are a guide:

	Males			Females	
	WC	Urinals	HWB	WC	HWB
Patrons	1 per 20 persons	1 per 25 person	1 per 30 persons	1 per 15 persons	1 per 30 persons

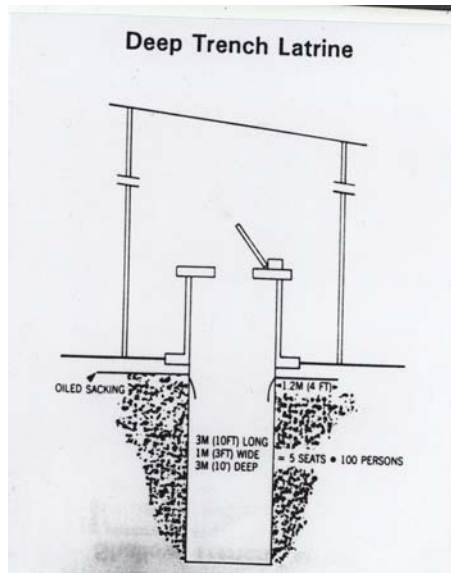
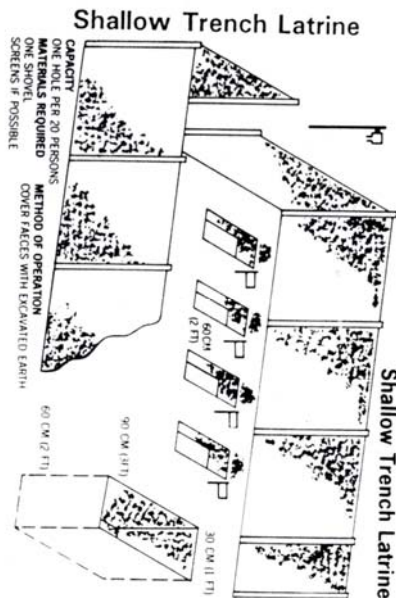
(Table reference: EMA Manual 9 – Disaster Medicine, Annex G Chapter 10)

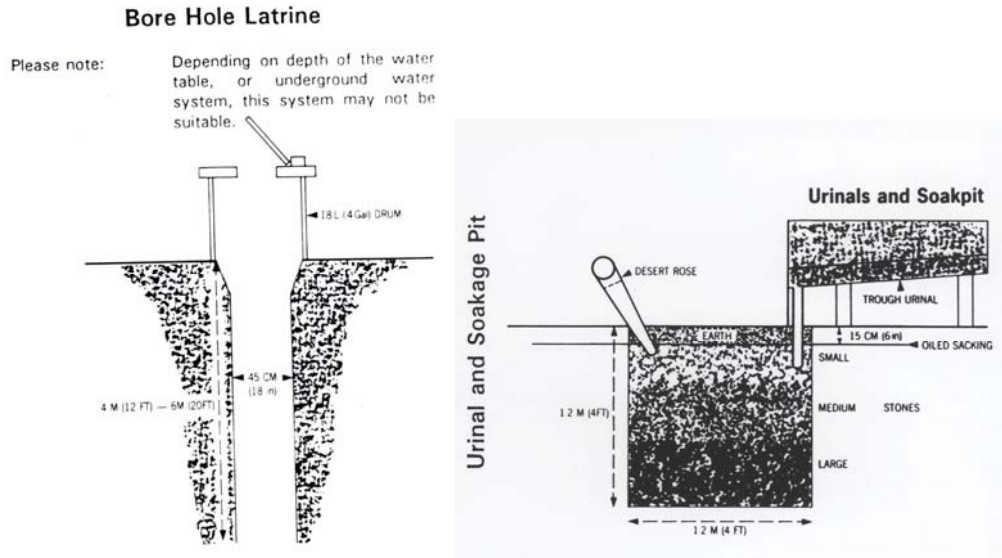
If additional toilet facilities are required the shortfall may be met by the use of portable chemical toilets usually available from hire companies. Arrangements need to be put in place to service the units and to regularly clean the units.

If latrines have to be dug they should be suitably sighted and regularly serviced by a hygiene squad. **DO NOT USE ANTISEPTICS; USE SOAP AND WATER. ANTISEPTICS KILL BACTERIA THAT BREAK DOWN FAECES.**

The following is a guide to the type of latrine to use:

LENGTH OF STAY	No. DAYS	LATRINE TYPE
Short stay	Max.3	Shallow trench
Long stay	Over 3 days	Deep trench or bore hole
Urine disposal		Urinals and soak pits





Toilet facilities for food handlers should be separate to those used by the evacuees and should be located close to the mass feeding centre (if possible).

In all toilet facilities provision for hand washing must be provided near the exit to the facility. It should be in the form of a diluted hand washing liquid and be dispensed by means of a squeeze bottle.

If latrines are to be used, toilet paper should be in a weather proof container.

## Kitchen Facilities

The available kitchen facilities at the evacuation centre will be the limiting factor in determining the number of evacuees that the facility can accommodate.

Where ever possible it is desirable to use the existing kitchen facilities at the evacuation centre because these offer suitable conditions for maintaining a satisfactory standard of cleanliness and protection from the invasion of rodents and insects.

The kitchen should be fly-proof, sited away from latrines and drainage must be controlled. Grease traps should be installed, if not already in place and cleaned daily.

Other kitchen facilities that may be considered as supplementary or alternative areas for the preparation of meals are those found in restaurants, hotels, school tuckshops, motels public halls, Meals-on-Wheels etc.

If a field kitchen has to be established, consideration should be given to seeking Australian Defence Force assistance.



**Water to be used in kitchens must be potable water.** Where no potable supply is connected to the premises, potable water must be transported, stored and handled in such a manner as to avoid contamination.

The following minimum quantities of water for all purposes per person per day are:

PERSON	20 litres
MEDICAL Unit per CASUALTY	60 litres
Feeding Unit per person	30 litres

Note the drinking water component of this allowance (4 litres) must be increased in hot conditions or where heavy work is being carried-out.

Where refrigeration facilities are inadequate or non-existent then perishable foods should only be accessed on a daily basis and cooked and served as soon as possible. In these cases the use of supplementary refrigeration facilities such as portable cool-rooms should be considered.

A sufficient number of hand basins, each with soap, nail brushes and clean towels (preferably paper towels) must be provided for the exclusive use of food handlers and kitchen staff.

Separate double-bowl basins must be provided for washing of cooking utensils and tableware (plates, cups, eating utensils etc.) Disposable tableware should be considered as an alternative to normal tableware. This will result in an increase of material to be disposed of to the refuse disposal system **but** this should not be a reason not to use disposable tableware. The health benefits far outweigh the concerns about increased refuse.

### **Rules for the Kitchen**

- only persons who are health should be allocated to work in the kitchen;
- persons handling food should not be allocated other jobs that are likely to expose them to pathogenic organisms;
- kitchens are out of bounds to all except those with work to do in the kitchen;
- there should be a “dirty job gang” whose members should never be involved in food preparation and related tasks;
- clean clothing should be provided and used where possible;
- adequate hand washing and drying facilities must be available and their use enforced;
- no animals are to be permitted in the kitchen.

### **Emergency Food Production and Distribution**

Bulk feeding under emergency conditions has the potential for gastrointestinal epidemics.

Safety can be ensured by obtaining thorough and accurate advice, willing help and pleasant persistent supervision.

Help and advice must be sought on the following:

- menu - foods chosen should be nutritious, filling and not potentially hazardous;
- storage – keep it cool, keep it clean, keep it covered;
- utensils and storage containers – store clean and dry, wash thoroughly between uses, keep separate utensils for general uses in the kitchen and for use in the mess area.

### **Refuse Collection and Disposal**

Because of the nature of the operation of evacuation centres and the numbers of evacuees at the centres special arrangements need to be made to collect refuse on a daily basis (if possible). The Council's Operations Section must be advised immediately evacuation centres are activated so that the refuse collection service can be started as soon as practical.

If for some reason a waste collection service cannot be arranged, alternative systems need to be instituted. Refuse must be separated into putrescible (food scraps) and non-putrescible (boxes, paper cans etc.). Putrescible waste must immediately be deposited in tightly lidded bins to avoid fly infestation etc. and the bins removed from the kitchen area when full and stored external to the building for collection.

An adequate supply of detergents, disinfectants, brushes, cloths, brooms and other housekeeping necessities must be provided at all centres.

Flies and cockroaches will be a problem and vermin control measures must be strictly enforced.

### **Vehicular Access**

Vehicular access to the evacuation centre and grounds should be dust free and preferably sealed. It should also be wide enough to permit the entry of coaches and trucks and be flood free.

### **Vehicle Parking**

The area set aside for vehicle parking should be secure, solid, flood free and sufficient for the anticipated number of vehicles. An area for delivery vehicles should be designated close to the goods storage areas.

### **Wheelchair Access**

Wheelchair access to the evacuation centre is highly desirable as lack of such access restricts the use of the facility by wheelchair bound evacuees.

### **Pets and Service Animals**

Provision needs to be made for holding pens and exercise areas for pets and service animals. As these areas can be a breeding ground for vermin they should be cleaned regularly.

## Social Considerations

The following social issues need to be considered and appropriate provisions made to address them:

- ethnic tensions;
- indigenous mixes (clans, tribal groups and skin groups);
- anti-social behaviour;
- dietary requirements including religious beliefs. Kitchen staff must be made aware of these requirements.

## Entertainment

Provision should be made for entertainment such as television and video.

## Public Information

The evacuees should be kept informed with information about the disaster and disaster related matters that affect them. This can be achieved by notices on a bulletin board, via public address systems or even a small newsletter.

## Security

Arrangements need to be made for around-the-clock security inside the centre, the surrounding grounds and car parking areas.

Security may be provided by a specialist firm or evacuees may be used where appropriate, as the QPS will not be in a position to provide officers to undertake this work.

## Evacuation Centre Managers

Evacuation Centre Managers play a very important role in fact one of the most vital roles in their Centre and without their management skills a centre will operate inefficiently. **They must have the necessary managerial skills to run the centre and be able to liaise with other Community/Welfare Groups.**

Evacuation Centre Managers are required to:

- liaise with the SES Controller, keeping him up to date on a regular basis;
- manage the Evacuation Centre and Staff;
- train staff members so they can cope with the job at hand;
- carry out training exercises on a regular basis;
- ensure the registration, catering, clothing, comfort and hygiene of evacuees.

NOTE - All Staff and volunteer workers must be registered and their time on and time off recorded.

## **Duties of Evacuation Centre Managers**

The general duties of managers are as follows:

- generally oversee the running and functions of the Centre;
- briefing of Centre Staff;
- ensure proper fire precautions are carried out;
- liaison with Council - Re: Garbage Collection;
- prepare a list of rules;
- ensure close liaison is maintained between the team members in the Centre;
- monitor the general welfare of the evacuees and the Welfare Centre Staff;
- maintain a daily log of events;
- ensure the workers receive adequate rest and maintain good health;
- arrange a debriefing session at the conclusion of the operation;
- ensure the Centre is structurally sound.

Overall management of the centre remains the responsibility of the Centre owner.

It is desirable that a memorandum of understanding (MOU) be drawn up between the Centre owner and the Somerset Regional Council detailing the arrangements for the use of the facility as an evacuation centre.

However, day-to-day management of the evacuees and the functions of providing for their welfare is the responsibility of the Somerset Regional Council through the Community Support Group.

The following management issues need to be addressed and documented:

- management structure;
- staff requirements including roles and responsibilities;
- roster system;
- communications within the management structure and between the evacuation centre and the Somerset Regional Council Local Disaster Management Group (LDMG) and the Event Coordination Centre (ECC);
- reporting requirements within the management structure and between the evacuation centre management structure and the LDMG and ECC.

## **Evacuation Centre Staff**

Suggested Staffing of evacuation centres:

- Administration 1
- Personal Service 1
- Catering 1
- First Aider 1
- Interpreter (Only as required)
- Police (Only as required)
- General Hands (could be evacuees)

## **Registration of Evacuees**

Refer to the SOP “Registration of Evacuees”.

## **Movement Lists**

Prior to the movement of contingents of evacuees between centres, movement lists should be prepared in quadruplicate and distributed as follows:

- a. original - Sent with contingent;
- b. one copy - Sent to Police;
- c. one copy - Retained at point of origin for record purposes (Red Cross);
- d. one copy – retained in the book.

## **Evacuation Centre Support Organisations**

### **Red Cross Coordinator - Clothing and Blanket Distribution**

Red Cross has the primary responsibility for:

- supplying suitable clothing to displaced persons as required;
- co- ordinate other agencies that collect clothing for distribution.

### **Council of Clergy - Counselling**

Council of Clergy has the responsibility to:

- provide counselling to displaced persons;
- liaise with other counselling organisations.

Areas of counselling that should be considered:

- dealing with spiritual aid;
- ethnic problems; and
- consoling in grief reaction and bereavement.

### **S.E.S Welfare Officer - Emergency Catering**

Emergency catering needs to be considered by the Community Support Group if and when the need arises. Consideration should be given to the possibility of having to feed mass homeless and evacuees. Local facilities such as shops, hotels and hostels may be able to provide initial supplies and possibly provide some meals. The Salvation Army’s mobile catering facility (or if not required for emergency workers’ catering needs Council’s SES field kitchen) may be used.

Evacuation Centre Managers should coordinate with SES Welfare officers when it comes to the provision of catering needs.

SES Local Controller is responsible for the catering of SES personnel involved.

This Page Blank

## **SOP FOR ORGANISATIONS RESPONSIBLE FOR EMERGENCY CLOTHING**

The obtaining of clothing for people is dealt with by various organisations in the community who are experienced in the role.

Nominally St Vincent De Paul undertakes the role, but it may fall to other organisations if St Vincent De Paul does not have a presence in the community.

Irrespective of which organisation undertakes the role of finding emergency clothing they should be prepared to coordinate the activities of other similar organisations in a support role. When choosing the organisation to coordinate the finding of emergency clothing, it should be the most viable in this field within the community. The organisation that takes on the role, it must liaise with the other voluntary organisations involved in handling clothing and decide:

- the overall role and support roles;
- activation and priorities;
- current types and amounts of stocks held;
- expected number of evacuees, from various incidents;
- locations of clothing issues and Emergency Community Support Centres;
- numbers of staff available and required;
- transport;
- collection in emergencies;
- Re-supply:
  1. From sister organisations; and
  2. Through the SES Local Controller.

### **Supply**

The supplies come from local resources. In major incidents when locally held reserves are used up collection from the public will be required, unless organisations can arrange for immediate re-supply from sister organisations outside the area.

Public collections during a disaster must be organised through the LDMG by the Mayor. It includes the collection, sorting, clearing, packaging or storage and distribution, collection must be through suitable approved centres and close liaison with the local news media is necessary.

When supplies are not available from known resources the agency will work through the SES Local Controller to the District Disaster Coordinator (DDC) to arrange for extra supplies. These may be authorised to be purchased locally or non-local supplies brought in.

It is preferable that a flood of unorganised donations of clothing and unsuitable items is not allowed to eventuate. It is wasteful in terms of materials, manpower and experience has shown it is unnecessary.

## **Issue of Emergency Clothing**

Issues will take place in pre-planned areas, on or near disaster sites and in emergency evacuation centres. In emergency evacuation centres the issuing team will be under the control of the organisation responsible for clothing and blanket supply. Whenever possible it is preferable that the leader of the issuing team is a member of the organisation involved but it will depend on the local circumstances. In other cases the issuing team leader will set up issuing centres at locations designated by the SES Local Controller if they have not been already planned.

All issuing centres should endeavour to provide change areas to enable the most suitable fit to be obtained. The sooner the semblance of normality is returned the less traumatic it is for all.

In major disasters affecting large segments of the community and where it has seriously affected community and personal resources there are three stages of activity:

### **Stage 1 - Emergency Clothing**

Immediately following a major disaster a major problem may be the provision of covering to prevent loss of life from shock and exposure. This will depend on the types of disaster and will vary with the climatic and seasonal conditions at the time. Style is not important but the provision of warmth and speed of services is important.

At this stage blankets may be of the greatest value. They can be used as:

- Tents;
- Stretchers;
- Overcoats;
- ground sheets;
- windbreaks;

They may also be used to wrap up young children and injuries and also be cut up and tied around the feet as a temporary covering.

The main objective in this stage is to save life. The situation may last for several hours and up to or beyond forty-eight hours.

### **Sorting and Packaging**

Only persons with experience in sorting and clothing experience should supervise clothing activities and issues.

Marking systems, where packaging is required for relief supplies or storage, will follow those standards laid down at the national level and which are currently in use.

Persons experienced in the role will only be required only when large shipments are packaged and forwarded to affected areas.



## **SOP FOR ORGANISATIONS RESPONSIBLE FOR EMERGENCY CATERING**

### **Issues to be Considered**

The officer responsible for the primary task of Emergency Catering must take into consideration the following:

- the size of the operation;
- the facilities available;
- type of meals;
- other organisations may be affected and requiring assistance;  
e.g. If using their own facilities their current requirements may also have to be supplied. Do not neglect the catering organisations own requirements;
- mobile resources are available;
- central or on site preparation;
- transport available.

### **The Size of the Operation**

In each case, the size of the operation will determine the number of staff required. There is no point in having more people involved than is necessary. For minor emergencies the State Emergency Service Community Support Group may be able to cope.

Should an operation escalate, other organisations will be drawn in.

### **The Facilities Available**

The resources available for food preparation fall into the categories of undamaged and damaged. With the exception of major natural disasters or terrorist attack, planning will be concerned with the actual physical cooking facilities available and their location. When planned cooking facilities are damaged improvisation will be needed. Consideration must then be given to improvised cookers, boilers and barbeques.

### **Type of Meals**

The size and type of disaster, anticipated duration of disaster operations, as well as the season and time of day, will decide the type of meals or refreshments that are to be provided.

### **Organisations Affected**

In major operations in large urban areas, consideration must be given to those organisations whose facilities are being utilised.

In many cases it may be easier following consultation that food preparation teams take over that organisation's functions temporarily. For example, in an area where it is planned that usage be made of Meals-on-Wheels facilities during a major disaster, the Meals-on-Wheels volunteers will assist the teams but the teams will supply both the Meals-on-Wheels requirements as well as the other disaster requirements.

### **Mobile Requirements**

As minor emergencies or incidents do not occur in a planned way, preparations must be made to provide mobile cooking facilities for areas not within practicable reach of the preparation centres. The Salvation Army's mobile facility (or the Council's SES field kitchen) may be used.

### **The Mobile Concept**

Where no facilities exist in the area for a mobile kitchen, the concept of mobile cooking facilities should be studied. A standard trailer (6x4) set up as a mobile kitchen can handle up to one hundred persons at hard to reach sites and can act as a starter for a planned centre. It can provide a valuable service to State Emergency Service exercises and at minor sites.

### **Central Site or On Site Preparation**

Food may be prepared at a central point and distributed to field teams, evacuation centres etc. Conversely evacuation Centres may become the local centre of food preparation if sufficient facilities exist.

The local requirements and the advantages and disadvantages of both systems must be studied. In large areas a combination of mobile, central and on-site preparation may be the most efficient method.

### **Transport Availability**

The access and methods of carriage during or after the disaster will decide what the most efficient method of preparation is.

## **SOP FOR ORGANISATIONS PROVIDING PERSONAL SERVICES**

The organisations given the primary role must be prepared to coordinate the activities of other organisations or persons in a support role.

The Council of Clergy is the organisation to provide personal services but the role may also be undertaken by representatives from ministers of religion.

Co-ordination between all supporting persons and groups must consider the following:

- isolated incidents;
- major disasters involving isolated incidents and problems of mass care of varying duration.

Isolated incidents and short duration incidents present problems that may require assistance in:

- general counselling for family and marital problem;
- general counselling for spiritual problems;
- ethnic problems;
- consoling the grief - reaction for bereavement.

Major disasters that require long-term personal support services require the assistance of the District Disaster Management Group through their District Community Support/Welfare Plan. Activation of this level of support must be requested through the Local Disaster Management Group.

The services available through the District Plan are:

- information regarding financial relief matters - including Government Relief;
- housing Information - including insurance and Housing Commission contacts
- legal aid;
- employment;
- contacts for missing persons bureau;
- assistance with personal problems;
- interpreter Service;
- social Security matters - Centrelink;
- department of Family and Youth Services.

### **Deployment of Staff**

In isolated incidents and short duration incidents, the provider of the Personal Services should be contacted as soon as practicable for the type of assistance required so that suitable persons may be deployed. Where there has been loss of life those coping with the bereavement must be given every assistance. The situation is more involved where mass care is required.

The role of personal services is more involved in emergencies of long duration.

Community Support Services may also extend to the disaster relief workers, both professional and volunteer. Whenever any information centre is set up outside the planned mass evacuation centres the information regarding relevant contacts will be required.

Where liaison has not been established or planned with various personal service bodies and religious organisations arrangements will need to be made with the SES Local Controller to provide contacts for the services required.

## **CHECK LIST FOR EVACUATION CENTRE MANAGERS**

### **ACTIVATION**

Appoint deputy and initiate call out.  
Make up roster.  
Arrange for key collection

### **OPENING THE CENTRE**

- open up centre and commence operations log;
- register staff;
- check for damage;
- establish communications link with SES Local Controller and Somerset Regional Local Disaster Management Group;
- brief staff on the requirements demanded by the situation and the plan;
- advise SES Local Controller and Somerset Regional Council Local Disaster Management Group when operational and the type of services being provided by the centre as it becomes functional.

### **SETTING UP**

- check on all branches operating at centre.
- check on administration services provided.
- check that the plan is adhered to:
  - authorise changes only if necessary;
  - rearrange layout to requirements;
  - arrange layout if working in an unplanned centre for the first time;
- check that the centre is suitably sign posted.
- check that the liaison has been established with:
  - Council health and water authorities;
  - local groups for backup labour.

### **OPERATIONS**

- welcome victims and advise on toilets, water and first aid;
- register victims;
- advise SES Local Controller and Somerset Regional Council Local Disaster Management Group of stores and equipment required;
- send regular progress reports to SES Local Controller and Somerset Regional Council Local Disaster Management Group (twice daily);
- advise SES Local Controller and Somerset Regional Council Local Disaster Management Group of any extraordinary event or requirements;
- supervise functioning of all staff and maintain efficient functioning of the centre including rostering;
- conduct regular briefings with the staff;
- ensure good liaison with all outside organisations at all times;
- watch carefully for signs of strain on workers

- ensure all records are suitably maintained;
- coordinate and cooperate with SES Local Controller and Somerset Regional Council Local Disaster Management Group team members, e.g. catering, registration;
- personal services etc;
- help establish a “Residents Committee” as soon as possible.

## **RECOMMENDED RULES FOR A WELFARE CENTRE**

1. No alcohol is to be brought in or consumed on the premises.
2. Flammable liquids or other safety hazards are to be turned in for safekeeping.
3. Smoking is only allowed in designated areas.
4. Fire hazards and fire are to be reported.
5. All persons are to check in and check out of the centre. If leaving permanently on own volition a forwarding or contact address should be left.
6. Rostered staff must hand over in staggered periods to allow continuity.
7. Keys held by workers are to be handed over at the end of their shift.
8. All people must help to keep their areas clean and tidy.
9. All rubbish is to be placed in bins designated by the Manager.
10. Toilets must be kept clean by all persons.
11. No pets allowed in the centre.

This Page Blank



## **SITUATION REPORT OF THE CENTRE**

### **(TWICE DAILY)**

Situation as at.....Hrs .....Date

Centre Name.....

Comment on:

1. Approximate number of residents.
2. Sanitation conditions - Latrines  
Cooking areas.
3. Eating conditions.
4. Food quality and quantity.
5. General health of residents.
6. Accommodation and bedding.
7. Clothing supplies.
8. Morale of staff.
9. Condition of centre.
10. Communications.
11. Other comments or requirements.

This Page Blank

## **SOP RESIDENTS COMMITTEE**

The Centre Manager should call for the election of a residents committee as soon as practicable, say 6 - 12 people.

Responsibilities will include:

1. Advise the Centre Manager on matters affecting the operation of the centre.
2. Draw up rosters of people to complete various tasks.
3. Review the rules of the centre.
4. Discuss programs for activities.
5. Make suggestions,
6. Help settle disputes and complaints.
7. Provide feedback to the Centre Manager.
8. Support ill or worried residents.

Tasks will include:

1. Leader and liaison officer
2. Hygiene - indoor/outdoor
3. Maintenance
4. Catering/cooking/cleaning
5. Recreation and sport.
6. Transport and escorting.
7. Information.
8. Security and behaviour control.
9. Child minding.
10. Canteen/amenities.

This Page Blank

## **7.05 COMMUNITY SUPPORT PLAN**

### **7.05.01 Aim**

To co-ordinate the existing welfare organisations to perform the required functions.

### **7.05.02 What is Community Support?**

Community Support is the provision of immediate and continuing care of disaster affected persons who may be threatened, distressed, disadvantaged, homeless or evacuated, and the maintenance of health, well being and prosperity of such persons with all available community resources until their rehabilitation is achieved. It assists in maintaining the morale of all concerned, both victims and emergency workers.

### **7.05.03 Scope of Plan**

This plan is designed to meet the **short term** (up to 24 hours) needs of the disaster affected community but will vary with the demands of any given emergency/disaster and will be sufficiently flexible to organise and co-ordinate those community resources deemed desirable. Medium to long-term community support needs will be met by:

- a. activating the District Community Support Plan chaired by the Department of Communities
- b. co-ordinating existing Welfare Agencies and other community resources as deemed desirable by the Committee for the duration of the Emergency/Disaster, ending when so notified by the Chairperson of the LDMG

Basic services provided may include:

- registration;
- financial and immediate assistance;
- counselling;
- temporary accommodation;
- first aid;
- food;
- clothing, blankets, linen and bedding;
- information and referral services;

### **7.05.04 Potential Area of Operations**

The provisions of this plan may be required to be implemented for any of the potential hazard impacts within the Council's area.

### **7.05.05 Organisation for Control**

The Lead Agent for the Community Support Plan is the Somerset Regional Council.

A Community Support Group has been established to coordinate and manage the provision of community support.

Membership of the committee is as follows:

Coordinator/Chairperson Community Support Group – Deputy Mayor Somerset  
Regional Council;

Chairperson Toogoolawah Community Support Group;

Chairperson Fernvale/Lowood Community Support Group;

Chairperson Kilcoy Community Support Group;

Esk SES Unit – Chief Welfare Officer – coordinate support organisations;

Esk Red Cross;

Inter Church Council;

Esk QCWA;

QPS Esk.

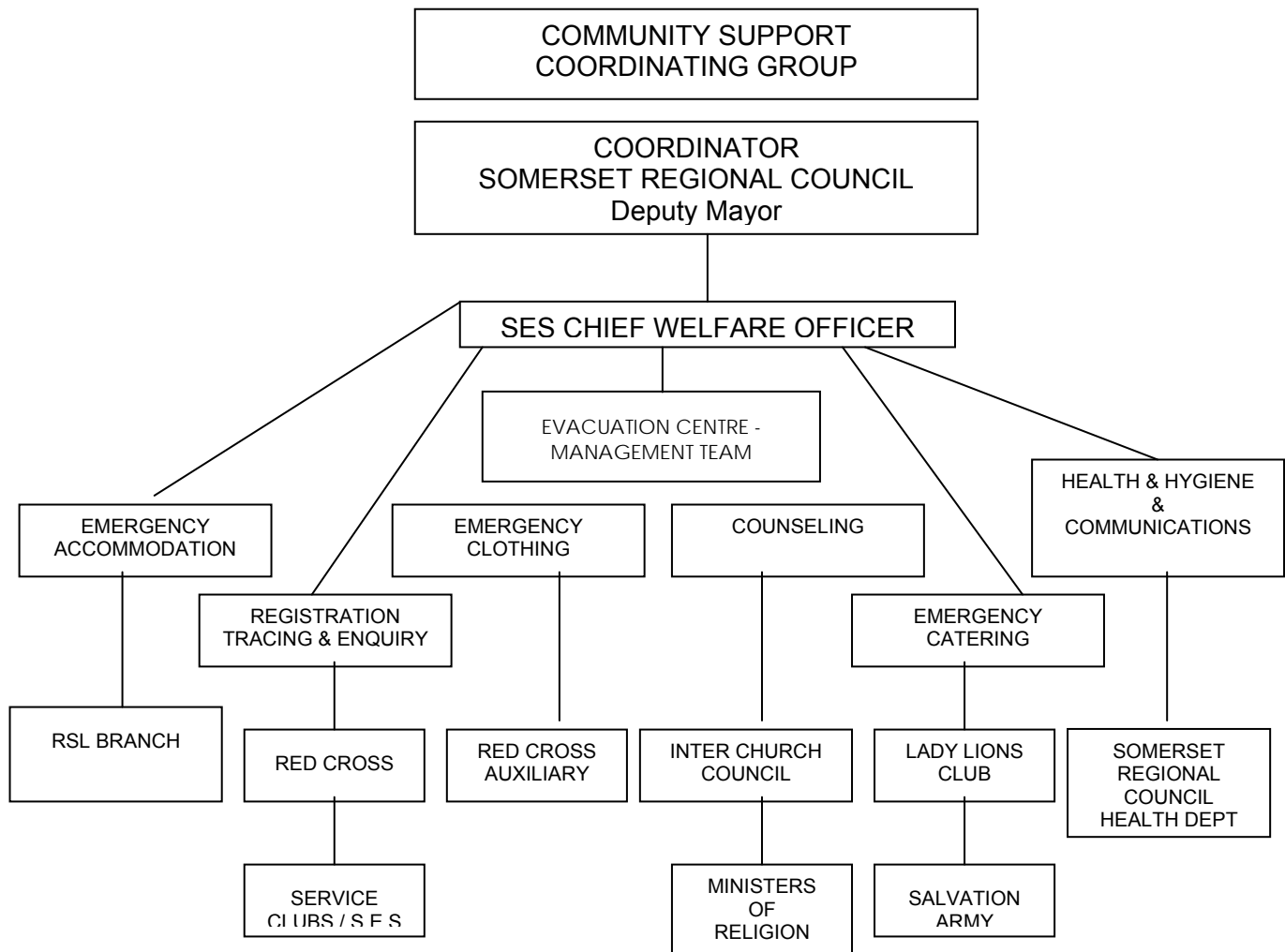
The following organisations have accepted responsibility for the roles indicated:

ROLE	ORGANISATIONS IN TOWNS					
	ESK	TOOGOLAWAH	FERNVALE	LOWOOD	KILCOY	
Registration of evacuees	TBA	Red Cross Auxiliary	TBA	TBA	TBA	
Catering	TBA	Lady Lions Club	TBA	TBA	TBA	
Accommodation People and Pets	TBA	RSL Sub-Branch	TBA	TBA	TBA	
Material aid – blankets, clothing	TBA	Red Cross Auxiliary	TBA	TBA	TBA	
Personal services – grief counselling, bereavement etc.	Inter Church Council	Inter Church Council	Inter Church Council	Inter Church Council	Inter Church Council	
First Aid	QAS	QAS	QAS	QAS	QAS	
Interpreters	Dept. Communities	Dept. Communities	Dept. Communities	Dept. Communities	Dept. Communities	
Transport	LDMG	LDMG	LDMG	LDMG	LDMG	
Health & hygiene services	Somerset Regional Council	Somerset Regional Council	Somerset Regional Council	Somerset Regional Council	Somerset Regional Council	
Communications	LDMG/SES	LDMG/SES	LDMG/SES	LDMG/SES	LDMG/SES	

Abbreviations:

SES State Emergency Service

LDMG Local Disaster Management Group



### 7.05.06 Concept of Operations

To be administered in conjunction with Concept of Operations in Part 1, Section 5 of the Main Plan.

Within Somerset Regional Council area there are four (4) community support groups located as follows:

- Esk;
- Toogoolawah;
- Fernvale/Lowood;
- Kilcoy.

Community Support operations will include one or both of the following:

- (a) catering for emergency workers in an emergency or disaster;
- (b) the short term community support of the victims of an emergency or disaster;

On determining the need for a community support operation, the LDMG or the Local Controller will alert the Community Support Chairperson.

The Community Support Chairperson will:

- (a) convene the Community Support Group consisting of :  
Deputy Community Support Coordinator;  
Chairpersons Esk, Lowood, Toogoolawah, Kilcoy Community Support Groups;  
Local Controller Somerset Regional Council SES.
- (b) oversee community support operations;
- (c) request the SES welfare coordinator to activate as necessary voluntary support agencies.

All organisations will activate as per their own S.O.P.'s.

The Community Support Chairperson will be briefed by the LDMG or Local Controller at the earliest opportunity.

The Community Support Chairperson will advise the Chairperson of the LDMG of the activation of the Community Support Group.

#### **7.05.07 Community Support Centre Locations**

The primary centre for coordination will be the Somerset Regional Council Administration building, Redbank Street, Esk.

Locations in other towns will be as follows:

Toogoolawah  
Lowood  
Fernvale  
Kilcoy

Evacuation centre locations - See list attached to Plan 7.03 "Evacuation".

#### **7.05.08 Public Awareness of Community Support Function**

In conjunction with the Council's Mayor or Chief Executive Officer, and once the community support centres have been activated, arrange for media releases advising the public of:

- location of centres;
- services available at the centres;
- contact 'phone numbers for the centres.

#### **7.05.09 Outreach Teams (community needs assessment teams)**

The LDMG should, where possible, nominate outreach teams whose responsibility it will be to enter the disaster-affected area to assess the needs of the community. Where necessary membership of the teams should include persons capable of communicating with the ethnic groups in the affected communities.



The teams must be adequately briefed on their mission, provided with the appropriate workplace health and safety protective clothing and equipment and provided with the needs survey forms. (See attached outreach survey forms.)

The post impact community needs must be conveyed to the LDMG as soon as possible in order that the appropriate levels of support can be arranged. The outreach survey forms should be handed to the Executive Officer of the LDMG and collated with the disaster impact survey forms completed by other tasked groups.

#### **7.05.10 Ethnic Community Needs**

The LDMG must take account of the needs of ethnic groups in the disaster- affected community by providing access to or points of contact for interpreters.

#### **7.05.11 Residents with Special Needs**

Residents in the community, not in residential care and with special needs which will require specific attention in a disaster have been identified and details are contained in the table attached to this plan. See also table of residential care facilities in plan 7.03 "Evacuation".

#### **7.05.12 Communications**

Telstra 'phone facilities will be utilised where possible.

If required, alternative means of communications between community support/welfare coordination headquarters, community support centres, Somerset Regional Council Local Disaster Management Group and S.E.S. headquarters will be organised by the LDMG with the assistance of the SES.

Individual agencies are responsible for communications with their respective organisations.

Additional communication will be supplied if required by activation of the Communications operational plan.

#### **7.05.13 Transport Support**

All transport support will be co-ordinated by the Somerset Regional Council Local Disaster Management Group in accordance with 7.08 Transport Plan.

Only road transport is available within the region.

#### **7.05.14 Storage of Material Aid Goods**

The Esk showgrounds will be used to store and distribute material aid.

#### **7.05.15 Requisition of Goods and Services**

In the event that goods and services have to be obtained from local suppliers, all requisitions must be processed through the Council's purchasing section using Council's processes.

#### **7.05.16 Logistics**

The Community Support Coordinator will:

- coordinate the provision of personnel to manage and operate emergency evacuation centres;
- provide emergency accommodation post-impact;
- coordinate the acquisition of welfare resources for evacuation centres and response personnel as required, in accordance with Council's financial management procedures enumerated by the Council's Finance Manager;
- provide short term catering for displaced members of the community;
- provide emergency clothing as appropriate;
- coordinate the distribution of resources accessed by State agencies to support members of the community isolated as a result of a pandemic;
- ensure that each service provider agency is monitored to ensure that it can maintain its agreed service to the community.

#### **7.05.17 Issues to be Addressed and Documented**

- Confirm welfare support agencies and roles
- Convene meeting of Community Support/Welfare Group to review plan, make any amendments and document amendments.
- Identify persons with special needs and complete table.

#### **7.05.18 Attachments**

Annex "1A " – Emergency contact names and telephone numbers.

Outreach Survey Forms

Standard Operating Procedures for Community Support Officers.

Standing Orders – Roles and Responsibilities of Community Support Officers.

Table Residents with Special Needs.

### Table Residents with Special Needs

The following residents have been identified as having special needs which will require specific attention in a disaster:

NAME	ADDRESS	LOCATION	NEED

This page Blank

## CHECKLIST – COMMUNITY SUPPORT

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION RESPONSIBLE OFFICER	CONTACT NUMBERS Ph Mob Fax	DATE COMPLETED
Prepare and release media advisories regarding the function of Community Support		Responsible Organisation Responsible Officer	Ph Mob Fax	
Prepare and release media advisories regarding the assistance available		Responsible Organisation Responsible Officer	Ph Mob Fax	
Activate outreach teams and instigate a reporting timetable		Responsible Organisation Responsible Officer	Ph Mob Fax	
Provide logistic support to evacuation centres		Responsible Organisation Responsible Officer	Ph Mob Fax	
Provide logistic support to outreach teams		Responsible Organisation Responsible Officer	Ph Mob Fax	
Provide logistic support to operational personnel, both in the field and at the ECC		Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	
Provide personal protective clothing or appropriate information to operational personnel		Responsible Organisation Responsible Officer	Ph Mob Fax	
Collect and report on members of the community in need of personal hardship assistance		Responsible Organisation Responsible Officer	Ph Mob Fax	
Maintain ongoing link with the District Recovery Committee		Responsible Organisation Responsible Officer	Ph Mob Fax	
Provide emergency accommodation post-impact		Responsible Organisation Responsible Officer	Ph Mob Fax	

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION RESPONSIBLE OFFICER	CONTACT NUMBERS Ph Mob Fax	DATE COMPLETED
Provide short term catering for displaced members of the community		Responsible Organisation Responsible Officer	Ph Mob Fax	
Provide emergency clothing as appropriate		Responsible Organisation Responsible Officer	Ph Mob Fax	
Provide a community liaison officer to the Community Recovery Centre		Responsible Organisation Responsible Officer	Ph Mob Fax	
Assist the District Recovery Committee with the development of Community Recovery Centres (One Stop Shops)		Responsible Organisation Responsible Officer	Ph Mob Fax	

## **SOMERSET REGIONAL COUNCIL RECOVERY NEEDS ANALYSIS**

### **OUTREACH SURVEY FORM**

This needs assessment is being conducted to gather information about your personal circumstances so we can assist you, provide you with information on particular services, or refer you to organisations who can best assist you with your recovery process.

The survey is designed to gather as much relevant information as possible in one interview to avoid having to repeat some details to a number of interviewers. However, please note that further contact may be necessary.

You are not obliged to provide any or all of the information requested. You should be aware that the information you provide may be passed to other agencies involved in the recovery process.

Please note that completion of this survey does not guarantee your specific needs will be met immediately, however every effort will be made to obtain the assistance you need as quickly as possible.

If, after completing this survey, you need specific assistance not identified on these forms, or you wish to make enquires about the survey, please ring this telephone number:- -----

In terms of the Privacy Act should you wish to access, change or amend any information you have given, please ring the above telephone number above. You can also contact this agency at: *(physical address)*.

Interview Conducted at \_\_\_\_\_  
(Place)

\_\_\_\_\_  
(Date) (Time)

By \_\_\_\_\_  
Interviewer (Print Name)

## NOTES FOR INTERVIEWER

(Please read before commencing the survey)

Introduce yourself to the person being interviewed.

“Hello, I am (name), I am here on behalf of the *Somerset Regional Council Community Support Group* about the recent *emergency event(s)*. I would like to talk with you to see if there is anything we can help you with, or organisations we can refer you to, to assist your recovery.”

- 1 Read through the cover page with the interviewee and complete it. Tear it off and give it to the person being interviewed. It is now their receipt.
- 2 Provide them with the information sheets/brochure.
- 3 Start at section one and continue to work through all sections.
- 4 Texts in grey italic font are prompts for you to note or advise the interviewee on.
- 5 If the interviewee declines to give information, complete known details and return the form with cover intact.

NOTE: some people may take this opportunity to offload any frustrations. Do not take this personally; it is best to listen and then move on to the next question when possible.



## Section One: Occupier and Property

### 1.1 Principal occupier's name(s):

Family name \_\_\_\_\_ First name(s) \_\_\_\_\_

**1.2** Total number of people normally residing at this property \_\_\_\_\_ (number)

### 1.3 Other people normally resident

Family name \_\_\_\_\_ First name(s) \_\_\_\_\_

Family name \_\_\_\_\_ First name(s) \_\_\_\_\_

Family name \_\_\_\_\_ First name(s) \_\_\_\_\_

Family name \_\_\_\_\_ First name(s) \_\_\_\_\_

*(Please provide children's ages)*

**1.4** Have you registered with Somerset Regional Council's Community Support Group by filling in a Red Cross registration form? (Please circle one)

Yes      Go to Question 1.4a

No      Go to Question 1.5

*You may be required to register to access recovery services. Please ask your interviewer to explain the process to you.*

**1.4a** If yes, what is your registration number? \_\_\_\_\_

**1.4b** Does anyone in your family have a different registration number? Yes / No (Please circle one)

Write the other number(s) if you know them \_\_\_\_\_

### 1.5 Location of affected property

Address of affected property

\_\_\_\_\_

Phone day/night of affected property: \_\_\_\_\_

**1.5a** What is your rates number/valuation number? (if known) \_\_\_\_\_

**1.5b** Would you like to be considered for rates relief (if available) Yes / No (Please circle one)

**1.6** Do you own the property? Yes / No *(please circle one)*

If **No** please provide contact details of the owner if you know these.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone day/night: \_\_\_\_\_

**1.7** Where are you currently living? (please tick one) (✓)

<input type="checkbox"/>	Living at affected property – go to Section Two
<input type="checkbox"/>	Temporary accommodation until we can return to property
<input type="checkbox"/>	Temporary accommodation looking for new permanent accommodation
<input type="checkbox"/>	In new permanent accommodation

**1.8** Current address and contacts (if not living at affected property)

Address:

---



---

Phone day/night: \_\_\_\_\_

**Section Two: Damage to Dwelling/Contents and Insurance**

**2.1** Was your house damaged? (Tick one) (✓)

<input type="checkbox"/>	Yes	Go to Question 2.2
<input type="checkbox"/>	No	Go to Question 2.3
<input type="checkbox"/>	Don't know as have not yet seen house	Go to Question 2.3
<input type="checkbox"/>	Not damaged but not accessible	Go to Question 2.3

**2.2** Please tick the list below to indicate damage that occurred

<b>Nature of damage</b>		<b>Describe damage if relevant</b>
Water supply not working	<input type="checkbox"/>	
Sewerage not working	<input type="checkbox"/>	
Drainage blocked	<input type="checkbox"/>	
Electricity cut	<input type="checkbox"/>	
Gas cut	<input type="checkbox"/>	
Telephone cut	<input type="checkbox"/>	
Road access cut or restricted	<input type="checkbox"/>	
Damage to outbuildings on property	<input type="checkbox"/>	
Other (please describe)	<input type="checkbox"/>	

**2.2a** When was your house damaged? Date: \_\_\_\_\_

**2.2b** To the best of your knowledge, what caused this damage? (✓)

	Cause of Damage
	<b>Flood Water</b>
	<b>Severe Wind</b>
	<b>Bushfire</b>
	<b>Landslide</b>
	<b>Earthquake</b>
	<b>Other (please detail)</b>

**2.2c** Has your house been inspected by the council (building inspector)?

Yes / No / Don't know (Please circle one)

**2.2d** Would you like someone to do a check of your house and property to ensure it is safe to move back into? Yes / No (Please circle one)

Is your house insured? (Please tick one)

	Yes	Go to Question 2.2e
	No	Go to Question 2.3
	Don't own house	Go to Section 3
	I decline to answer this question	Go to Question 2.3

**2.2f** Have you lodged an insurance claim? Yes / No (Please circle one)

**2.2g** What is the name of your insurance company or agent?

\_\_\_\_\_

**2.2h** Has an insurance assessor inspected the property? Yes / No (Please circle one)

**2.3** Have you experienced damage to contents in your house? (Please tick one) (✓)

	Yes	Go to Question 2.3a
	No	Go to Question 2.4
	Don't know as have not yet seen contents	Go to Question 2.4

**2.3a** Are your house contents insured? (Please tick one)

(✓)

	Yes	Go to Question 2.3b
	No	Go to Section 3
	I decline to answer this question	Go to Question 2.4

**2.3b** What is the name of your insurance company or agent?

**2.3c** Has an insurance claim been lodged? Yes / No (Please circle one)

**2.3d** Has an insurance assessor inspected the damage? Yes / No (Please circle one)

**2.4** If the house was damaged as a result of natural landslip, volcanic eruption, storm, flood or earthquake have you reported this damage to Council?

Yes/ No / Question does not apply (Please circle one)

### Section Three: Alternative Accommodation

**3.1** Do you need assistance to find alternative accommodation? (Please circle one)

Yes Go to Question 3.1a

No Go to Section 4

**3.1a** What kind of accommodation do you require? (Please tick one)

(✓)

<input type="checkbox"/>	Temporary (less than a week)
<input type="checkbox"/>	Short-term (1-4 weeks)
<input type="checkbox"/>	Long-term (more than one month) Please estimate number of months ( )
<input type="checkbox"/>	Permanent

**3.1b** The accommodation needed is to house:

Adults \_\_\_\_\_ (number)

Children \_\_\_\_\_ (number)

**3.1c** Do you have any special needs for your accommodation i.e. access for wheelchairs, aged?, please provide details:

**3.1d** Do you have pets? Yes / No (Please circle one) If yes please detail what kind of pet and how many:

### Section Four: Health and Welfare

#### Household

**4.1** Do you require any clean-up assistance for your house or property? (Please circle one)

Yes Go to Question 4.1a

No Go to Question 4.3

Don't know Go to Question 4.3

**4.1a** Please provide details of the kind of assistance you would like: \_\_\_\_\_  
\_\_\_\_\_

*If you have answered "yes" your details will be passed on to the council who are coordinating clean-up services where available).*

**4.2** Are you looking after any evacuees at your home? *(Please circle one)*

Yes Go to Question 4.2a

No Go to Question 4.5

**4.2a** Would you like to receive information from Work & Income about financial support for hosting these evacuees? Yes / No *(Please circle one)*

### Personal

**4.3** If you have had contents in your home damaged, would you like to be contacted by agencies that are distributing donated goods? *(Please circle one)*

Yes Go to Question 4.3a

No Go to Question 4.4

**4.3a** What kind of goods do you need? *(Please list)*

**4.4** Do you have a need for clothing/toiletries or bedding? *(Please circle one)*

Yes Go to Question 4.4a

No Go to Question 4.5

**4.4a** What kind of these items do you need? *(Please list)*

**4.5** Are there any medications which you or your family use that you are unable to get? *(Please circle one)*

Yes Go to Question 4.6a

No Go to Question 4.7

**4.6a** If you would like us to help you get medication, please describe the medications in as much detail as possible

---

---

---

---

---

**4.6b** Is a prescription required for these medications? Yes / No *(Please circle one)*

**4.6c** If "yes" please provide the name and address of your doctor and pharmacist

**4.7** Would you like to find out about support or counselling services for you or a family member?  
Yes / No (Please circle one)

**4.8** Do you have any Aboriginal and Torres Strait Islander affiliation? Yes / No (Please circle one)  
If "yes" please indicate which Aboriginal and Torres Strait Islander affiliation you affiliate with

---

\_(This question is included to help you access services that may be provided by Aboriginal and Torres Strait Islander affiliation affiliate organisations)

**4.9** Do you have any affiliation to any other groups in the community? Yes / No (Please circle one)  
If yes please indicate which groups \_\_\_\_\_

**Domestic animals/pets**

**4.10** Have you got any domestic animals or pets which are in need of care? (Please circle one)

Yes Go to Question 4.10a

No Go to Section 5

4.10a What kind of animals are they?

---

---

---

---

4.10b Where are they located? (Please provide address/physical location) \_\_\_\_\_

---

---

---

4.10c What kind of care do they need?

---

---

---

---

**Section Five: Financial**

**5.1** Do you require any assistance with income support?

Yes Go to Question 5.1a

No Go to Question 5.2

**5.1 a** Are you already a client of Work & Income? (Please circle one)

Yes Please contact Work and & Income directly

No Please contact Work & Income through the helpline and they can advise you on assistance available

*Note: there may be grants available from other sources such as the Red Cross and mayoral relief funds. Applications will need to be filed in for these grants. Please advise those being interviewed about any relief funds that have been established and provide them with application forms if possible.*

**Documents**

**5.2** Have you lost, or do you not have access to, any of the following? (Please tick one)

Please indicate who in your house has lost these documents

Document lost or not able to be accessed	Lost	Cannot access	Who in your house has lost this document?
Bank books			
Cheque books			
Credit cards			
EFTPOS cards (money cards)			
Community cards			
Passport			
Birth certificate			
Marriage certificate			
Citizenship certificate			
Insurance papers			
<i>Other: Please detail:</i>			

**5.3** If you have lost your bank documents, do you have access to a branch of your bank?

Yes / No / Does not apply (Please circle one)

**Administrative information**

Person conducting interview

Name (print): \_\_\_\_\_

Contact details: \_\_\_\_\_

Date: \_\_\_\_\_

Person being interviewed

I have been given the front page of this survey form and agree to the use of the information I have given for the purposes of recovery from this emergency.

Name (print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This Page Blank



## **STANDING ORDERS - Roles and Responsibilities of Community Support Officers Part 1**

### **1. Community Support Co-ordinator**

- Oversee the planning and operational functions of each Community Support Group.
- Co-ordinate disaster operations as outlined in the Standard Operating Procedures (see attachment to this Plan).

### **2. Local Community Support Group Chairperson**

- Initiate and conduct the regular meetings of the local group for the purpose of updating and reviewing the local emergency welfare plan.
- Control the community support activities of the local group as outlined in the Standard Operating Procedures (see attachment to this Plan).

### **3. Registration and Enquiry Officer**

- Maintain a team of personnel to assist in the registration and enquiry functions.
- Collect and record all details relevant to the registration of disaster-affected persons;
- Handle all enquiries regarding these persons as outlined in the Standard Operating Procedures (see attachment to Plan 7.03 Evacuation).

### **4. Accommodation Officer**

- Maintain a current list of facilities available for, and personnel to assist with, the short-term accommodation of disaster-affected persons.
- Gain access to, and manage accommodation centres as outlined in the Standard Operating Procedures (see attachment to this Plan).

### **5. Catering Officer**

- Maintain a current list of facilities and personnel available for short term feeding of disaster-affected persons.
- Provide and distribute meals as outlined in the Standard Operating Procedures (see attachment 2 to this Plan).

### **6. Clothing Officer**

- Maintain a current list of sources of clothing, bedding and personal items for disaster-affected persons.
- Provide and distribute these items as outlined in the Standard Operating Procedures (see attachment to this Plan).

### **7. Personal Services Officer**

- Maintain a team of personnel to assist in counselling, translation and similar services.
- Provide these services as outlined in the Standard Operating Procedures (see attachment to this Plan).

## **Standing Orders – Roles and Responsibilities of Community Support Officers Part 2.**

### **INITIATION OF RESPONSE**

#### **1. Warning and Alerting Systems**

On receipt of advice that community support is required or likely to be required, the S.E.S Local Controller will advise:

- the Community Support Co-ordinator or
- the appropriate Community Support Group Chairman (in the absence of the Co-ordinator)

and advise of the phase of the emergency.

The Community Support Co-ordinator will:

- advise the appropriate Community Support Group Chairman
- alert other Community Support Group Chairmen and request them to place their respective Committees on stand-by
- monitor the welfare operation

The Community Support Group Chairman will:

- activate relevant members of his/her Group advising them of the response required
- place remainder of group on standby alert
- establish Emergency Community Support Centres (as considered appropriate), and
- monitor welfare operations through liaison with relevant officers.

He/she shall proceed to carry out those further duties listed below.

On receipt of advice from the Local Controller, the Shire Community Support Co-ordinator shall assume responsibility for the operation as detailed below.

#### **2. Stages of Activation and Required Response**

Possible or likely activation - Community Support Officers are to place their respective organisations on standby to prepare for further action as advice is received.

Imminent Activation - Community Support Officers are to have their respective organisations take up their positions and prepare for their individual functions.

Immediate Activation - Community Support Officers are to fully implement their organisation's respective functions immediately.

### **DUTIES OF OFFICERS**

#### **1. The Shire Community Support Co-ordinator shall:**

- a) monitor the welfare operation through regular liaison with the Local Group Chairperson.
  - b) arrange and co-ordinate additional community support, if necessary.
  - c) keep the Local Controller informed of the current situation from time to time and advise him of any projected needs regarding further assistance from outside the Shire.
2. The Local Group Chairperson shall:
- a) monitor the various aspects of the community support operation through regular liaison with the relevant officers.
  - b) notify relevant authorities (e.g. Police, Council) of contact telephone numbers at relevant registration/accommodation centres.
  - c) advise the Community Support Co-ordinator of any likelihood of further assistance being required from outside his/her district.
3. The Registration Officer shall:
- a) establish a suitable manned registration centre as detailed in the Community Support folder.
  - b) ensure personnel are available to:
    - i. proceed with the registration of all known disaster-affected persons as per the "Personal Registration Form" - sample copy and instructions attached to Plan 7.03 Evacuation.
    - ii. distribute and file copies of registration forms as detailed in the instructions.
    - iii. direct registered persons to appropriate centres for accommodation, feeding and clothing as advised by the relevant officers.
    - iv. receive and handle all inquiries relevant to registered persons unless scope of operation requires use of Council facilities as arranged.
    - v. update individual registration details as advised by other Community Support Officers.
4. The Accommodation Officer shall -
- a) arrange for the necessary personnel and accommodation centres (full list in Community Support folder) to be available including the provision of suitable equipment (bedding, lighting etc).
  - b) ensure a representative is allocated to each centre:-
    - i. for contact by those using the centre;
    - ii. to record names, times of arrival and departure, and destinations of disaster victims;
    - iii. to refer disaster victims to other areas of welfare service.
5. The Catering Officer shall -
- a) liaise with registration centre staff to ascertain numbers of disaster victims at each accommodation centre.
  - b) supervise catering teams with appropriate cooking facilities and food supplies (see Community Support folder).
  - c) arrange for distribution of meals to disaster victims.
  - d) comply with standard arrangement to obtain additional foodstuffs from local business houses (see Community Support folder).

- e) monitor level of supplies and advise Group Chairperson in advance to arrange for additional supplies if required from outside the district.
6. The Clothing Officer shall -
- a) liaise with Accommodation representatives regarding clothing, bedding and personal items required by disaster victims (sources listed in Community Support folder).
  - b) arrange for distribution of these items from central distribution point (detailed in Community Support folder).
  - c) comply with standard arrangement to obtain additional goods from local business houses (see details in Community Support folder).
  - d) monitor levels of supplies and advise Committee Chairperson in advance to arrange for additional supplies if required from outside the district.
7. The Personal Services Officer shall -
- a) advise his/her team of likely needs of disaster victims (see Community Support folder for available personnel).
  - b) advise accommodation centre representatives of names and contact numbers of personnel for counselling or similar purposes.
  - c) liaise regularly with Registration and Accommodation Officers regarding likely personal needs of disaster victims.

#### TERMINATION / STAND DOWN / DEBRIEFING

- 1. On receipt of advice that local Community Support assistance shall not be, or is no longer required, the Local Controller shall advise the Community Support Co-ordinator to terminate operations as appropriate.
- 2. The Community Support Co-ordinator shall forward this advice to the relevant Community Support Group Chairpersons who shall inform their appropriate officers.
- 3. The Community Support Co-ordinator shall conduct a debriefing of these officers as soon as practical following termination of any Community Support operation.
- 4. The Co-ordinator shall convey the outcome of any debrief to the LDMG and the Local Controller for further action as required.

## 7.06 IMPACT ASSESSMENT

### 7.06.01 Aim

To assist the Local Disaster Management Group in planning, formatting, and Conducting a complete initial impact assessment. This assessment gathers information on the magnitude of the event, and the extent of its impact on both the population and the community infrastructure.

### 7.06.02 Organisation for Control

Lead Agency	Support Agencies
Somerset Regional Council	All member organisations of the Local Disaster Management Group

### 7.06.03 Context and Assumptions

Many events have the potential for causing extensive fatalities, injuries and property and environmental damage. The timely and accurate assessment of the health impact on the community, along with damage to public or private property, with associated implications for business continuity and continuity of government, will be of vital concern following a major event, and will have great bearing upon the manner in which response and recovery are effected.

Critical infrastructure has been identified in the Local Disaster Management Plan.

The impact of the event is not such that the Local Disaster Management Group has lost the capacity to undertake the function. *(Should the event be of such a magnitude that the LDMG no longer has the capacity to perform this function, the function will be performed by personnel brought to the area to assist.)*

Each member agency of the LDMG will advise in relation to its individual resources.

Post-disaster assessment is a key process in the response and recovery stages of the emergency management continuum. Immediately after a hazard has affected a community, there is a need to identify what the impact has been and what needs to be done to ensure the safety of life and property and to return the community to normality.

These processes require information. In the early stages of an emergency or disaster, information may be scarce or it may be overwhelming. It will

almost certainly be confused, fragmented, conflicting, biased, inappropriate, inaccurate or wrong. The availability of information and its quality will improve with time. Early decisions, made on the basis of limited information, can then be refined or changed if necessary.

The LDMG will be supported in the assessment by all members of the Group and it will assemble, brief and allocate to separate assessment teams and / or Lead and Support Agencies the tasks to be performed.

#### **7.06.04      Impact Assessments**

Impact assessments examine the ways in which the hazard has affected the community or communities.

The type of information that needs to be processed during impact assessments will vary with the hazard, the severity of the impact, the complexity of the community and the area to be assessed. It will also vary according to the amount and accuracy of **baseline information** with which it can be compared.

When compiling impact assessment information, casualty reports, where possible, should list adults and children separately.

The information gathered can include:

- the area affected, by geographical location and size (with breakdowns into areas of severity if appropriate);
- the major causes of casualties and damage;
- human effects and casualties including the number of:
  - people affected;
  - dead (and whether deaths are continuing);
  - injuries and types (major or minor) and illnesses;
  - people missing;
  - people who have had to evacuate or have been displaced, and the places to which they have moved; and
  - people homeless or requiring shelter or evacuation;
- damage including:
  - homes destroyed or damaged;
  - key community buildings destroyed or damaged;
  - other buildings destroyed or damaged, including commercial premises and suppliers of basic necessities to the community;

- lifelines and other key infrastructure;
- transport systems;
- agriculture and food supply systems; and
- that to key local economic resources such as industrial premises.
- identification of secondary hazards that may pose a threat in the immediate future;
- sources, availability and purity of water for drinking and other purposes;
- environmental health and sanitation threats;
- availability of food supplies at family and community level;
- available medical staff, facilities and supplies within the affected area and their activities;
- resources that have survived the disaster and might be usable in the response;
- the capacity of local government and emergency management structures to manage the local response and recovery; and
- government, community and other organisations operating in the area and their activities.

#### **7.06.04.1 Area Affected by the Event.**

Determine:

- Location and size;
- Urban or Rural

#### **7.06.04.2 Numbers Affected by the Event**

Determine:

- Dead;
- injured - Determine or estimate the number of major injuries;
- sick;
- homeless (as a result of the event) Evacuated (where to);
- requiring evacuation;
- members of the community suffering personal hardship.

#### **7.06.04.3 Emergency, Medical, Health, Water, and Sanitation Situation**

Determine:

- level of services available;
- determine the number of medical facilities that are still functioning and the total number of usable bed;

- determine the number of food outlets still able to function;
- level of assistance required to maintain sustainability.

#### **7.06.04.4 Level of Continuing or Emerging Threats**

Determine:

- secondary hazards, e.g. mosquito or blackfly infestations.

#### **7.06.04.5 Damage to Infrastructure and Critical Facilities**

Also see Plan 7.10 “Public Works and Engineering”

Determine:

- condition of water and sewage treatment facilities and of the distribution network.
- whether water mains are broken. Are leaks in the sewage system contaminating the water supply;
- impact of water loss on key facilities and on individual users;
- how quickly the operator can be expected to restore services;
- identify and evaluate possible alternative water sources (identify and evaluate).

#### **7.06.04.6 Damage to Homes and Public Buildings**

Also see Plan 7.10 “Public Works and Engineering”.

Determine:

- approximate the number of private dwellings and public buildings (schools, churches, hospitals, government buildings) damaged or destroyed;
- identify any damaged or destroyed buildings which were listed as evacuation centres.

#### **7.06.04.7 Damage to Commercial Premises**

Also see Plan 7.10 “Public Works and Engineering”

Determine:

- approximate the number of commercial buildings damaged or destroyed

#### **7.06.04.8 Damage to Agriculture and Food Supplies**

Also see Plan 7.10 “Public Works and Engineering”

Determine:

- effects on agricultural crops



- effects on specific localised agricultural concerns – e.g. dairy industry, aquaculture, etc.

#### **7.06.04.9 Damage to Economic Resources and Social Organisations**

Determine:

- damage to industry which may result in long-term social problems;
- effects on community or government infrastructure;
- Is the community capable of looking after itself with minimal assistance?

#### **7.06.04.10 Level of Response and Internal Capacity to Cope in the Affected Area**

Also see Plan 7.10 Public Works and Engineering

Determine:

- Whether major outside assistance is required;
- type of assistance;
- urgency of assistance;
- number of people requiring personal hardship assistance.

#### **7.06.05 Needs Assessments**

Needs assessments deal with the type, amount and priorities of assistance needed by an affected community after a disaster or emergency. Their purpose is to identify:

- needs of the affected community or communities to save and sustain life and reduce the risk of further damage and provide an indication of their urgency;
- needs that can be met from within the affected community and those that can be met only with outside assistance; and
- specialised needs of the affected community for recovery, the resources available to meet those needs from within the community, and the external assistance that may be needed.

The information that should be sought during a **needs assessment** immediately after a disaster may include the personnel, resource and equipment requirements for:

- search and rescue;
- medical evacuation;
- evacuation of survivors;
- medical and health support;
- environmental health;

- water supply and purification;
- shelter (including clothing, furniture etc);
- human (and animal) food (including storage, cooking, delivery etc);
- restoration of lifelines; and
- delivery of assistance.

Refer to Plan 7.06 “Impact Assessment” for further detail and a sample assessment survey report forms.

## **Impact Assessment Survey Forms**

**POST-DISASTER SURVEY FORM A**  
**URGENT SEARCH AND RESCUE NEEDS**

**NB: This information should be passed to the emergency operations centre with minimum delay**

<b>LOCATION</b>	<b>DISTRICT</b>
<b>DATE</b>	

<b>Survey by</b>	<b>Contact Details (Name)</b>
------------------	-------------------------------

**RESCUE**

Are there any rescue needs? YES/NO.

Approximate number of people needing rescue: .....

Location(s) (as accurately as possible):

What are the problems?

Is equipment available?

if not, what is needed?

<b>SEARCH</b> Are there any people missing? YES/NO  Where were they last seen?  What were they doing then?  What action has been taken so far?	How Many? .
---	-------------

**URGENT MEDICAL NEEDS**

Is there anyone sick or injured who might die if they are moved? YES/NO  
 How many?

Has a medical professional examined them? YES/NO

What seems to be wrong with them?

Is there anyone who needs to be evacuated to hospital? YES/NO.  
 How Many? .....

What transport and other special equipment may be needed?

Remarks:

**POST-DISASTER SURVEY FORM B****CASUALTIES AND DAMAGE****LOCATION****DISTRICT****DATE****Survey by****Contact Details (Name)**

<b>Population:</b> Adults (over 15 years) ..... Children (5 to 15) ..... Infants (under 5 years) .....	<b>Casualties:</b> Dead ..... Missing ..... Seriously injured ..... Moderately injured ..... Slightly injured .....
---	--

**Evacuations**

Number of evacuees: .....

Major evacuation centres and numbers at each: .....

**HOUSING DAMAGE** (give numbers or percentages)

House Type	Brick	Wood	Fibro	Other (describe)
<b>Destroyed</b>				
<b>Major Damage</b>				
<b>Moderate</b>				
<b>Slight Damage</b>				

Describe major damage types:

**OTHER BUILDING DAMAGE**

Community facilities (hospitals, clinics, schools, emergency service centres etc):

Other buildings (give details):

Describe any risks to or from remaining or damaged buildings:

**DAMAGE TO KEY TRANSPORT LINKS** Roads

Bridges

Airports

Port and wharf facilities

**COMMUNICATIONS**

Describe major damage to communications and broadcasting facilities and list surviving facilities.

Remarks:



**POST-DISASTER SURVEY FORM D-****WATER AND SANITATION**

<b>LOCATION</b>		<b>DISTRICT</b>	
<b>DATE</b>			
<b>SURVEYED BY (NAME)</b>		<b>CONTACT DETAIL</b>	

**WATER SUPPLY****Source of supply:****Method of storage:****Disaster effect on supply (tick as appropriate)**

	<u>Drinking</u>	<u>Household</u>	<u>Agriculture</u>	<u>Industry</u>
<b><u>AMOUNT</u></b>				
<b><u>No Difference</u></b>				
<b><u>Reduced but Enough</u></b>				
<b><u>Not Enough</u></b>				
<b><u>No Water</u></b>				
<b><u>SAFETY</u></b>				
<b><u>Seems Safe</u></b>				
<b><u>Potentially Unsafe</u></b>				
<b><u>Definitely Unsafe</u></b>				

Describe any damage to the supply, storage and/or distribution system and say why it might not be safe:

.....

.....

.....

How much water needs to be brought in?

Every day: .....For how long? .....

**SANITATION**

Sewerage systems used in the area (tick all that apply)

Mains ..... Septic Tank ..... Composting ..... Other .....

For mains systems: is the system operating? YES/NO Has it overflowed or been flooded? YES/NO Is the disposal system working? YES/NO

Describe any problems and needs:

Other systems:

Have septic tanks and other systems been subject to overflowing, flooding or other problems? YES/NO Is this still occurring? YES/NO

Describe any other problems:

**Remarks:**

**POST-DISASTER SURVEY FORM E****-ADMINISTRATION, COMMUNICATIONS, TRANSPORT  
AND PUBLIC FACILITIES**

<b>LOCATION</b>		<b>DISTRICT</b>	
<b>DATE</b>			
<b>SURVEYED BY (NAME)</b>		<b>CONTACT DETAIL</b>	

**ADMINISTRATION**

Who is managing post-disaster activities?

Contact details ..... Office location .....

**EMERGENCY SERVICES**

Services available:

Problems resulting from the event:

Support needs:

**COMMUNICATIONS**

List communications available to the emergency operations centre:

Which public radio broadcasting stations are being received? .....

List any help needed for communications:

**TRANSPORT****Road**

Which main roads are closed?

Estimated time to clear these or details of help needed: **Railway**

Detail any damage to railways and immediate support needs: **Air**

Describe any damage or limitations to the airport and air navigation equipment (including air radio):

Aircraft availability: List any serviceable helicopters and small transport aircraft: **Water**

Describe any damage to port facilities and marine navigation aids:

What is the best place to land relief supplies?

Are there any boats available locally for relief transport?

**LIFELINES**

Is electricity working? YES/NO. If no, why not?

What fuel is available (type and amount)?

List any other public facilities damaged: .....



**POST-DISASTER SURVEY FORM E****FOOD**

<b>LOCATION</b>		<b>DISTRICT</b>	
<b>DATE</b>			
<b>SURVEYED BY (NAME)</b>		<b>CONTACT DETAIL</b>	

**HOME SUPPLIES**

How many days of food do most families have? .  
 How many people have no food? .....

**FOOD STORES**

What major supplies of food are available in shops or stores?

Item	Amount	Where

Is any rationing in force? .....  
 Who is controlling it? .....

**IMMEDIATE FOOD NEEDS**

What foods are needed? Give Details.

Item	Daily Requirement	From (Date)

Who should relief supplies be addressed to?  
 Who will supervise relief issues? .....

**SPECIAL FOOD NEEDS**

Are there any special food needs (baby food etc) for particular people? Give Details.

Item	Daily Requirement	From (date)

**Remarks:**

## POST-DISASTER SURVEY FORM G

## AGRICULTURE

<b>LOCATION</b>		<b>DISTRICT</b>	
<b>DATE</b>			
<b>Survey by (Name)</b>		<b>Contact Details</b>	

**DAMAGE TO CROPS**

Crop	Area	Destroyed (%)	Damaged but Salvageable (%)	Undamaged (%)	Remarks

**LIVESTOCK LOSSES**

Animal Type	Dead	Injured/Stranded	Missing	Remaining

**AGRICULTURAL EQUIPMENT** Describe losses**NEEDS**

Remarks:

**CHECKLIST – IMPACT ASSESSMENT**

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION	CONTACT NUMBERS Ph Mob	DATE COMPLETED
Preparation				
Identify agencies to be included in an impact assessment team	Commenced	Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop an impact assessment reporting format and information management system	Commenced	Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identify and provide transport, communications and information recording equipment for impact assessment teams	Commenced	Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the area affected by the impact of the event	Commenced	Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop a grid or locality system for the deployment of impact assessment teams, to ensure maximum coverage without duplication of effort	Commenced	Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Deployment				
Determine the number of fatalities	Commenced	Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of seriously injured casualties	Commenced	Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of ill people (epidemic or pandemic)	Commenced	Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of people evacuated	Commenced	Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	Completed

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION	CONTACT NUMBERS	DATE COMPLETED
		RESPONSIBLE	Ph Mob	
Determine the number of people requiring evacuation	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of people requiring personal hardship assistance	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of medical facilities which are still operational, and the number of usable beds	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of food outlets still able to function	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the status of water treatment and supply	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the status of sewage systems	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of private dwellings damaged or destroyed	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of public buildings damaged or destroyed	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the number of commercial premises damaged or destroyed	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identify any damaged or destroyed buildings which were listed as evacuation centres	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
<b>Post Assessment Action</b>				

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION	CONTACT NUMBERS	DATE COMPLETED
		RESPONSIBLE	Ph Mob Fax	
Determine the effects on the power distribution system	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on the communications networks	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on fuel distribution capacity	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on gas distribution capacity	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on road transport	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on marine transport	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on rail transport	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on air transport	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on industry	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on the agricultural sector	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION	CONTACT NUMBERS	DATE COMPLETED
		RESPONSIBLE	Ph Mob Fax	
Determine the effects on the tourism sector	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on the environment	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on the continuity of government	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine the effects on the local response capacity	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Utilise the impact assessment information to forecast resource requirements	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Include details of the impact assessment and forecast resource requirements in Situation Reports to the DDC	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

## 7.07 MEDICAL PLAN

### 7.07.01 Aim

To provide co-ordination of the health and medical resources needed in responding to medical care needs following a disaster event.

### 7.07.02 Organisation for Control

Lead Agency	Support Agencies
Queensland Health	Private medical practitioners. Private in-care. Esk Hospital. Kilcoy Hospital. Queensland Ambulance Service. St John Ambulance Service.

### 7.07.03 Context and Assumptions

A major incident within the Shire may trigger the activation of a “Mass Casualty Management” response by QAS.

### 7.07.04 Concept of Operations

To be administered in conjunction with Concept of Operations in Part 1, Section 5 of the Main Plan.

QAS and QFRS will assess the need for on-site triage teams and if teams are required then QAS will initiate a Mass Casualty Management response and place a request to that effect through the agency’s call centre (cap-com) who will relay the request to the Special Operations Team in Brisbane for action.

The Chief Medical Officer, Esk or Kilcoy Hospital, on receipt of advice will activate the hospital’s “code brown – external disaster policy” and respond. The Chief Medical Officer will remain at the hospital and dispatch and coordinate the triage response teams.

At the site of the incident, a forward command post and a forward command area will be established in accordance with the QAS Multi Casualty Management Plan.

### 7.07.05 Reference

The following documents may apply:

- QAS Multi-Casualty Management Plan;
- Queensland Health Disaster Plan;
- Hospital Code Brown External Disaster Policy;
- Queensland Emergency Medical System (QEMS);

- Australian Emergency Manual – Disaster Health and District Community Disaster Plan.



## **7.08 TRANSPORT PLAN**

### **7.08.1 Aim**

To co-ordinate the activities of organisations involved in providing transport in support of disaster management operations within the Region.

### **7.08.2 Potential Area of Operations**

The whole of Council's area is considered a potential area for conducting transport operations.

### **7.08.3 Organisation for Control**

The following Agencies have accepted responsibility for the roles indicated in Part 1, Section 5 of the Main Plan:

<b>Lead Agency</b>	<b>Support Agencies</b>
Somerset Regional Council	Transport operators Queensland Transport

### **7.08.4 Concept of Operations**

To be administered in conjunction with Concept of Operations in Part 1, Section 5 of the Main Plan.

### **7.08.5 Maintenance of Information**

The transport working group will assist the LDMG to maintain the databases of transport and fuel resources within the Region.

### **7.08.6 Provision of Transport**

Providers of transport resources in the Shire are identified in the transport operator table at the end of this plan.

Evacuation routes must be identified, mapped and maintained. See also Plan 7.03 "Evacuation".

Detail of the evacuation process is provided in Plan 7.03 "Evacuation".

The LDMG will be required to provide transport for assessment teams in and out of the disaster-affected area.

### **7.08.7 Fuel Supplies**

Providers of fuel resources in the Region are identified in the fuel location table at the end of this plan.

## 7.08.8 Available Transport and Fuel Resources

### Transport Operators:

Operator	Contact person	Bus details	Area of operation	Phone
Burns, Mavis & Sons	Mavis Burns	2 x 49 seats	Coominya	5426 4170 0409 264 376
Coast & Country Buses	Marty Kuhlwein	10 x 57 to 61 seats	Esk northwards	5496 6589 0418 875 767
Glendale Partnership	Graham Williams	2 x 21 seats	Harlin	5423 5140 0428 235 140
Herron, DJ	Darren Herron		Coominya	5426 4251
Minden Bus Company	Yvonne Saxby Kevin McIntosh Peter Bartley	19 x 45 to 65 seats (Operations Manager) (Workshop Manager)	Coominya southwards	5426 8102 0408 756 338 5465 8049 5426 8207
Ruthenberg, A L	Alan Ruthenberg	1 x	Esk	5424 1192 0429 059 654
Swan, K J	Ken Swan	1 x 28 seats	Bryden / Dundas	5427 0025 0427 003 868 0412 663 830
Christensen's Bus and Coach	John & Lenore Christensen	1 x 43 seat school bus 1 x 22 seat school bus 3 x 61 seat school bus 1 x 59 seat school bus 1 x 74 seat school bus 1 x 65 seat charter coach 1 x 21 seat charter coach 1 x 53 seat charter coach  Note school buses will need 3 <sup>rd</sup> party upgrade for normal passenger use.	Kilcoy	54971478 Ph 54971946 fax

## Fuel locations:

Company	CONTACT	Address	PHONE	Fuel Type & Quantity Litres
BP Colinton	Melissa Conboy (manageress)	PO Box 716 (Unit 1/22 Lowe St Nambour 4560	5423 5180	PULP 20 900 ULP 34 200 Diesel 34 200
BP Harlin	Bev Brown (manageress)	PO Box 716 (Unit 1/22 Lowe St Nambour 4560	5423 5194	PULP 14 700 ULP 27 400 Diesel 14 700
Seymours Pty Ltd		25 Fullham St Toogoolawah	5423 1355	PULP 2 450 ULP 2 450 Diesel 2 200
B&T Peckit		68 Nanango Rd Toogoolawah	5423 1338	PULP 34 200 ULP 9 300 Diesel 22 182
Wadeham Pty Ltd	Julie Williams	Lake Somerset Shoppe Esk Kilcoy Rd Somerset Dam 4312	5426 0176	PULP 12 000 ULP 5 400
BP Esk		95 Ipswich St Esk 4312	5424 1520	PULP 2 200 ULP 12 000 Diesel 16 000
Shell Esk		250 Ipswich St Esk 4312	5424 1166	PULP 11 800 ULP 20 600 Leaded 11 800 Diesel 11 800
Margarets Takeway		166 Ipswich St Esk 4312	5424 1137	ULP 9 000 Leaded 5 000 Diesel 5 000
Blue Tea Pot cafe	RC & RE Sampson	Main St Coominya 4311	5426 4131	Unleaded 10 000 Diesel 2 300
Oil & Fuel Salvaging		Clarendon Rd Lowood	5427 9070	
Lowood Fuels	Yacoob Moola	Cnr Main & Railway Sts Lowood 4311	5426 1577	PULP 9 200 ULP 13 600 Diesel 9 200
Atkinson Dam Cabin Village	Allan Dean	381 Atkinson Dam Rd Lowood 4311	5426 4211	PULP 22 200 ULP 9 000 Diesel 4 500
Freedom Fuels	Russell Downs	Brisbane Valley Highway Fernvale 4306	54526 4211	PULP 22 700 ULP 22 700

Company	CONTACT	Address	PHONE	Fuel Type & Quantity Litres
				ULP 9 400 Diesel 26 000
Budgeons General Store	Peter Budgeon	1296 Brisbane Valley Highway Fernvale 4306	5426 7252	PULP 4 500 ULP 12 000 Diesel 4 500
Lehmann Motors		Main St Tarampa 4311	5426 1399	PULP 8 500 ULP 13 710 Diesel 12 039
JN & RA Cooper	Barbara Frohloff	The Cross Roads Minden MS 2213	5426 8582	PULP 4 500 ULP 33 400 Super 4 500
Manz Hardware	K Manz	46 Railway St Lowood 4311	5426 1102	ULP 11 800 Leaded 4 500 PULP 2 300 Diesel 6 700
Airton	5423 0241			Jet Ai Fuel 30 000 above grd. 12 000 ugrd.
Toogoolawah Produce & Seed	Michael O'Brien	80 Cressbrook St Toogoolawah	5423 1500	ULP 2 250 PULP 2 250
BP Service Station		Cnr. Mary & Hope Streets Kilcoy		ULP PULP Diesel
Neumanns		D'Agular Highway Kilcoy		ULP PULP Diesel
Somerset Regional Council		Kilcoy		ULP 200 (in drums) Diesel 9 000

## Attachments

Annexe "1A" – Emergency contact names and phone numbers.

## CHECKLIST – TRANSPORT

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION RESPONSIBLE OFFICER	CONTACT NUMBERS Ph Mob Fax	DATE COMPLETED
Prepare and maintain a database of transport resources, including road and air		Responsible Organisation Responsible Officer	Ph Mob Fax	
Prepare and maintain a database of fuel suppliers and retail outlets		Responsible Organisation Responsible Officer	Ph Mob Fax	
Ensure that the LDMG and the DDC are aware of the current situation in relation to fuel availability.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Identify routes suitable for mass evacuation, and determine maximum traffic capacities.		Responsible Organisation Responsible Officer	Ph Mob Fax	
Co-ordinate the provision of transport resources as required for mass evacuation (land based)		Responsible Organisation Responsible Officer	Ph Mob Fax	
Co-ordinate the provision of transport resources as required for mass evacuation (marine or air from off-shore islands)		Responsible Organisation Responsible Officer	Ph Mob Fax	

This Page Blank

## 7.09 PUBLIC HEALTH PLAN

### 7.09.1 Aim

To assist in the protection of the community, via the provision of temporary or preventative health measures to minimise the threats to public health.

### 7.09.2 Scope of Plan

This operational-plan describes the local arrangements for public health emergency management and addresses the following risk areas:

- food safety, including donated food;
- safe and adequate water supply;
- infectious disease control;
- waste collection and disposal;
- wastewater management;
- emergency toilets and ablution facilities;
- vermin and vector control;
- disposal of dead animals and stock;

### 7.09.3 Context and Assumptions

- the Environmental Health Officer (EHO), Somerset Regional Council is responsible for the development and implementation of public health policy in the Shire in association with Queensland Health;
- the Environmental Health Officer, Somerset Regional Council will be supported by other departments of Council in the execution of this operational-plan;
- the standard reference handbook on emergency public health response is the Australian Institute of Environmental Health Officers (AIEH) Public Health Disaster Response Handbook;

### 7.09.4 Organisation for Control

The following Agencies have accepted responsibility for the roles indicated in Part 1, Section 5 of the Main Plan:

Lead Agency	Support Agencies
Somerset Regional Council	Queensland Health (Public Health Units) Queensland Police Service Somerset Regional Council Environmental Protection Agency Queensland Fire & Rescue Service

### **7.09.5 Concept of Operations**

To be administered in conjunction with Concept of Operations in Part 1, Section 5 of the Main Plan.

### **7.09.6 Functional Responsibility of EHO**

- to facilitate the initial assessment of the disaster affected area and coordinate public health surveillance teams – see also Impact Assessment Operational-Plan;
- to facilitate the provision of safe food, water, waste disposal, sewerage services and disease control, including the provision of immunisation;
- to implement temporary or preventative public health measures including public health advice to control or mitigate threats to public health in the affected community;
- to advise the Chairperson of the Somerset Regional Council Local Disaster Management Group on relevant public health matters and needs during the course of disaster management operations;

### **7.09.7 Specific Risk Area Responsibilities**

#### **Safety of Food Supplies:**

Responsibilities of Council's EHO (in association with appropriate officers of Council and Government Departments) include the following:

- to provide assessment and guidance for the clean up of all food outlets to assure safe food operations;
- to monitor required standards for all food outlets;
- to oversee the supply of adequate, safe food (including rejection and disposal of damaged or spoilt foods) for mass feeding;
- to provide oversight and standards for the use of salvaged food and disposal of unsafe or potentially hazardous food;
- to determine siting and suitability of emergency catering arrangements including the provision of food storage facilities such as refrigeration units, food preparation facilities, washing-up facilities, dining facilities and sanitation matters;
- to ensure that food supplies for mass feeding are from safe sources and are handled safely (including storage, preparation and distribution);
- to inspect food areas, equipment, appliances and utensils for cleanliness;
- to audit cleaning procedures;
- to screen food handling personnel;
- to evaluate the condition of perishable foods and provide safe storage of those foods found to be safe;
- to brief food handlers on safe and appropriate food handling techniques;
- to advise public and emergency workers, including food caterers on general health matters relating to personal hygiene, appropriate food handling techniques and cleaning procedures;



- coordinate provision of public health advice (see General Advice on Public Health Matters in this of Operational-Plan);

Reference material:

- FOOD PREMISES PROFORMA (AIEH PUBLIC HEALTH DISASTER RESPONSE HANDBOOK);
- SOP.

### **Safety of Water Supplies:**

Comments:

- water supply impacts on food safety and sanitation issues, therefore, liaison between the EHO and the Council's Operations Department - Water and Sewerage Section is essential;
- ongoing liaison with the Council's Operations Department - Water and Sewerage Section would provide key information relating to the status of water supply infrastructure and people potentially affected by disruption to services. Repair of such services would be a priority, particularly in relation to the Esk Hospital and for QFRS fire fighting purposes;
- subject to feedback from the Council's Operations Department - Water and Sewerage Section regarding safety of reticulated supplies, the EHO, Water Officers and other officers, shall source alternative supplies and methods of supply, such as dedicated drinking water cartage vehicles and packaged water. Alternative supplies would still require scrutiny for water quality although simple advice may suffice regarding private sources, e.g. wells;
- at any stages, water sampling and testing may be warranted.
- engaging the community in promulgating public health advice with respect to water storage, treatment and prevention of contamination would be a priority;
- selected officers shall be involved in ensuring alternative supplies to reach relevant emergency evacuation centres if necessary;

Responsibilities of Council's EHO (in association with appropriate officers of Council and Government Departments) include the following:

- to liaise with officers of the Council's Operations Department - Water and Sewerage Section on the status of repairs to water reticulation infrastructure;
- to liaise with officers of the Council's Operations Department - Water and Sewerage Section to ensure water supply to essential services, e.g. Esk and Kilcoy Hospitals;
- to select and maintain a safe bulk water supply via a combination of monitoring, to monitor bulk water storage, transport, allocation and treatment;
- to inspect water cartage vehicles;

- to source and advise on alternative sources of water including for bulk water transport;
- to ascertain prevailing situations and the need for water treatment;
- to advise the public on water storage and treatment and prevention of contamination (see General Advice on Public Health Matters in this of Operational-Plan);

#### Reference material

- PROCEDURES FOR EMERGENCY WATER TREATMENT (AIEH PUBLIC HEALTH DISASTER RESPONSE HANDBOOK);
- SOP.

### **Safe Sewerage and Waste Water Disposal**

#### Comments:

- these functions would primarily involve the servicing of emergency shelter;
- EHOs or officers allocated to shelter duties shall monitor ongoing collection and disposal requirements, arrange servicing through nightsoil contractors and suppliers of portable systems (including liaison with the Council's depots for Council supplies);
- ongoing liaison with the Council's Operations Department - Water and Sewerage Section, will provide key information relating to the status of sewerage systems and people potentially affected by disruption to services. (Note: All identified potential emergency shelter centre buildings in the Shire may not be sewered);
- identification of on-site sewerage facilities and damaged plumbing and drainage and their respective condition may be a public health requirement. Surveillance teams primarily involving Council's plumbing and drainage personnel and EHOs, could be required to examine sites prior to rehabilitation in non-sewered areas;
- the environmental health consequences of widespread contamination due to failure of major sewerage transportation, treatment and disposal infrastructure/facilities in the event of a disaster would require a collaborative response effort, possibly involving also the EPA;

Responsibilities of Council's EHO (in association with appropriate officers of Council and Government Departments) include the following:

- to ensure safe sanitary collection, treatment and disposal of human waste, waste water and animal waste;
- to ensure safe clean up of major sewage spills and inundations;
- to locate, inspect and provide guidance for maintaining septic tanks (including de-sludging) and other relevant on-site sewerage facilities;
- In liaison with Council's Operation Department - Water and Sewerage Section Officers to inspect repairs to plumbing and drainage;
- to source and provide alternative systems including for the elderly/disabled;

- to co-ordinate the provision of public health advice (see General Advice on Public Health Matters in this Plan);

Reference material:

- ALTERNATIVE METHODS OF SEWAGE DISPOSAL (AIEH PUBLIC HEALTH DISASTER RESPONSE HANDBOOK);
- SOP.

### **Safe Solid Waste – Refuse Disposal**

Comments:

- the Council's Waste Management Coordinator, or his/her delegate shall establish co-ordination arrangements with Council's waste collection contractors J.J.Richards (former Esk Shire area; Cleanaway and Colex (former Kilcoy Shire area) and arrange for a waste collection service;
- depending on its capabilities, the collection contractor could service this function and the Council's Waste Management Coordinator would oversee the service being provide.
- Council's landfill sites and the waste transfer station at Esk and Kilcoy would be the first options for disposal, but alternative disposal sites may need to be ascertained;
- however, if the disaster had adversely impacted or disrupted the collection contractor's capabilities the Council's Waste Management Coordinator may seek services from relevant organisations. In addition, resources, including supervisory and monitoring personnel, have to be available for the operation of the aforesaid Landfill/Transfer Station;
- review of the day-to-day specific needs shall be addressed by the Council's Waste Management Coordinator, or his/her delegate on an 'as need' basis;
- waste disposal teams shall be set up to co-ordinate the removal of putrescible matter, where necessary, from buildings and households and the setting up of 'transfer stations' at strategic points;
- teams set up for the screening of donated and damaged foods shall arrange for the disposal of rejected food;
- emergency evacuation centre surveillance teams shall determine waste collection and disposal needs and liaise accordingly with the Council's collection contractor through the Council's Waste Management Coordinator;

Responsibilities of Council's EHO (in association with appropriate officers of Council and Government Departments) include the following:

- to co-ordinate and monitor waste collection and disposal procedures such as burial, incineration or other methods approved by the EHO in liaison with the EPA, etc as necessary and to co-ordinate the response with Council's collection contractor;
- to supervise the removal and disposal of spoilt or rejected foods from households, food premises, food warehouses, cold stores, cool rooms and to identify suitable alternative waste disposal sites;
- to ensure an adequate supply of waste containers for the relief areas including for people being relocated back onto their properties;
- to deploy waste collection/disposal teams to monitor relief areas including emergency shelters, deal with customer requests and remove putrescible matter from buildings, such as damaged buildings and those affected by power failure where necessary;
- to co-ordinate the provision of public health advice (see General Advice on Public Health Matters in this of Plan);

Reference material:

- ALTERNATIVE METHODS OF REFUSE DISPOSAL (AIEH PUBLIC HEALTH DISASTER RESPONSE HANDBOOK).
- SOP.

### **Safe Hazardous Material Disposal**

Comments:

- refer to the State of Queensland Multi Agency Response Plan to chemical, biological, radiological incidents and supporting functional plans;
- the EHO and the Council's Waste Management Coordinator, in particular shall liaise with the Environmental Protection Agency (EPA) and Queensland Fire and Rescue Service (QFRS) who may in turn liaise with the Chemical Emergency Management Unit (Chem Unit) in ascertaining the safe collection, transport and disposal of hazardous materials, including wastes, on an 'as need' basis;
- further liaison may be necessary with Queensland Health West Moreton Population Health Unit (QH-PHU) in the event of particular bio-hazards;
- the greatest potential role the EHO would be in liaising with companies to cease production and remove hazardous material storages from affected or potentially affected areas or protect storages if they cannot be relocated. The EHO could be involved in making direct contact with companies as far as opportunities permit in addition to arranging relevant communication through the media (in discussion with the Mayor and/or Chief Executive Officer). Similar information could also be conveyed in regard to domestic storages;

- relevant databases held by Council, Division of WH&S, EPA and QFRS would be vital intelligence for any response;

Responsibilities of Council's EHO (in association with appropriate officers of Council and Government Departments) include the following:

- to liaise and assist with CHEM Unit, EPA and QH-PHU on the safe disposal of hazardous materials including wastes (e.g., toxic, chemical, pathological, radioactive) including the safe temporary storage and disposal of post emergency hazardous waste;
- to liaise with companies to cease production of hazardous materials, if necessary, and remove hazardous material storages that may contaminate the environment and/or affect human health;
- to co-ordinate the provision of public health advice (see General Advice on Public Health Matters in this of Operational-Plan);

### **Vermin and Vector Control**

Comments:

- the EHO or his/her delegate shall arrange for vector control teams to be assembled and tasked;
- Officers of Somerset Regional Council will undertake adult and larval surveillance activities;
- public health surveillance teams formed shall monitor affected areas and emergency evacuation centres, deal with customer requests and control vermin/vector problems as required;
- vermin and vector control would interrelate with waste collection and disposal considerations, control of food storage and drainage and damage assessment of sewerage systems and on-site sewerage facilities;

Responsibilities of Council's EHO (in association with appropriate officers of Council and Government Departments) include the following:

- to co-ordinate a surveillance and management program for the control of vermin/vector in the affected areas and emergency evacuation centres;
- to eliminate sources of food, water and harbourage for vermin/vectors;
- to co-ordinate the provision of public health advice (see General Advice on Public Health Matters in this of Plan);

### **Impounding and Safe Disposal of Dead Animals**

Comments:

- the EHO or his/her delegate shall, in conjunction with Council's animal control officer, arrange to collect dead animals;

Responsibilities of Council's EHO (in association with appropriate officers of Council and Government Departments) include the following:

- to supervise the collection and dispose of dead animals;
- to advise on the means of disposal after consultation with the Department of Primary Industries, if necessary (for example, where deaths of animals have resulted from outbreaks of animal diseases);
- to co-ordinate the provision of public health advice (see General Advice on Public Health Matters in this of Plan);

**NOTE:**

Response to outbreaks of animal diseases not currently in Australia would be subject to Qld VetPlan and Coordination Arrangements for the State Disaster Group Support to DPI&F in the Event of an Outbreak of Emergency Animal Disease in Queensland.

**Impounding of Animals**

- the EHO or his/her delegate shall liaise with Council's animal control officer to establish animal impounding teams. Council's animal refuge will be the first option as an impounding area. Advice and assistance may need to be sought from the DPI&F, RSPCA, local veterinarian and any reputable private animal shelters and handlers;

Responsibilities of Council's EHO (in association with appropriate officers of Council and Government Departments) include the following:

- to deploy animal impounding teams to impound stray animals, particularly those causing a threat to public health and safety risks;
- to manage identified animal impounding areas, including those that may be practically established at an emergency shelter site;
- to identify suitable alternative animal impounding areas;
- to co-ordinate the provision of public health advice. (see General Advice on Public Health Matters in this of Plan).

**Safe Storage of Human Remains**

**Comments:**

- the role of the EHO is limited but assistance in respect of accessing temporary morgue facilities may be requested from the QPS. Such assistance would not involve handling. Services may be provided by Forensic Pathology - Qld Health Scientific Services. Q-Build may be requested for assistance;

Responsibilities of Council's EHO (in association with appropriate officers of Council and Government Departments) include the following:

- to respond to QPS requests in relation to accessing temporary morgue facilities, i.e. cool rooms, mobile refrigeration units;

**Infectious Disease Control:**

Comments:

- the EHO or his/her delegate and Medial Officer of Health (MOH), shall liaise closely with Queensland Health – West Moreton Public Health Unit (QH-PHU) over the requisite public health response;
- should emergency immunisation or provision of immunoglobulin be deemed appropriate, QH -PHU shall be set up to source supplies and administer programs accordingly. The Director of Environmental Health Services (QH-PHU) would initially liaise with the Public Health Medical Officer;
- the EHO or his/her delegate shall collaborate with QH-PHU in regard to disease outbreak control. Emergency evacuation centres shall be monitored for any noticeable trends;
- the EHO or his/her delegate shall collaborate with QH-PHU and the Council's media Officer regarding giving public health advice to the public.
- the EHO in liaison with the Environmental Protection Agency (EPA), QH-PHU and the Council's Waste Management Coordinator, will arrange as a priority the collection and disposal of infectious waste, particularly if Esk Hospital is affected by the disaster;
- team shall also be set up to facilitate and advise on the disinfection of buildings. Such teams, particularly at the shelter sites, shall arrange the sourcing of disinfectants, cleaning agents, etc, if necessary, through welfare agencies;

Responsibilities of Council's EHO (in association with appropriate officers of Council and Government Departments) include the following:

- to co-ordinate immunisation programs in liaison with Qld Health;
- to source and monitor quarantine areas in liaison with Qld Health;
- to sample suspected infectious substances for analysis and examination;
- to carry out epidemiological investigations in liaison with Qld Health and collect and disseminate contact information, including collecting and compiling medical based information to gauge increased rate of incidence of disease/infection;
- to co-ordinate and supervise infectious waste collection, transport and disposal;
- to co-ordinate terminal and concurrent disinfection of buildings, bedding, clothing etc in liaison with Qld Health where necessary;

- to co-ordinate the provision of disinfectants, cleaning agents and antiseptics and information on the same (possibly including Material Safety Data Sheets);
- to co-ordinate the provision of public health advice (see General Advice on Public Health Matters in this of Plan);

Reference material:

- DISINFECTION PROCEDURES (AIEH PUBLIC HEALTH DISASTER RESPONSE HANDBOOK).
- QUEENSLAND HEALTH FOOD-BORNE ILLNESS OUTBREAK MANAGEMENT GUIDELINES;
- COMMUNICABLE DISEASES CONTROL MANUAL;
- CONTROL OF COMMUNICABLE DISEASES PROTOCOL MANUAL; and
- STATE OF QUEENSLAND MULTI-AGENCY RESPONSE PLAN TO CHEMICAL, BIOLOGICAL, RADIOLOGICAL, INCIDENTS AND SUPPORTING FUNCTIONAL PLANS.
- SOP.

### **General Advice on Public Health Matters**

Comments:

Somerset Regional Council shall ensure:

- the co-ordinated provision of accurate, timely and consistent information to affected individuals and families, including those re-located to emergency housing and emergency shelters, and affected businesses in relation to public health matters including the following:
- maintenance of personal and community health;
- control of animal stock and domestic pets (possibly in liaison with DPI&F and RSPCA);
- examination of vaccines if affected by a power shortage (e.g., those stocks with Council, medical clinics and private hospitals);
- immunisation needs including any emergency clinics provided;
- sanitation techniques;
- clean up and disposal of debris, refuse and unwholesome/left-over foods;
- the minimisation of waste and public health nuisances;
- safe handling of asbestos waste and other hazardous materials;
- the provision and use of disinfectants, cleaning agents and antiseptics;
- safe food handling practices;
- treatment of water including sterilisation for drinking;
- alternative water supplies;
- plumbing, drainage and building repair;



- pest, vermin and mosquito control;
- safety issues (e.g. protection for caravans in high winds and swimming in polluted waters);
- notification to Council of public health problems including spills and inundation events, etc;
- donation issues and criteria including information on disaster appeal;

#### **NOTES:**

1. The techniques for distributing more formal information to the community and the media and the contents of that information shall be assessed in collaboration with mayor and/or Chief Executive Officer and co-ordinated through the Somerset Regional Council Local Disaster Management Group.
2. Council shall collaborate with other agencies implicated in the response and recovery process, as considered necessary.
3. Efforts should be made to ensure multilingual information, if this is practical.

#### **Suitability of Emergency Housing and Re-habitation**

##### Comments:

- 'Emergency Housing' may include motels, relocatable home parks, including caravan parks. The State Government Departments of Works, Housing and Q-Build may also facilitate access of accommodation through its networks;
- damage assessment and repair would be a collaborative effort across Council's Building Surveyors, private certifiers, Council's Engineers and possibly Q-Build and private consulting engineers. Q-Build will be responsible for assessment of government owned structures. Inspection teams shall be formed as necessary.

Responsibilities of Council's EHO (in association with appropriate officers of Council and Government Departments) include the following:

- to liaise with the State Government Departments in facilitating the provision and allocation of safe and sanitary temporary emergency housing (including granny flats, caravans, etc);
- to assess and inspect damaged houses to ascertain suitability for re-habitation and the need for temporary emergency housing;
- to ensure safe building demolition and removal of dangerous trees;
- to assess the suitability of temporary emergency housing;
- to co-ordinate temporary toilets, showers and laundry facilities and the disposal of wastes from same, if required;
- to ensure the provision of Ergon Energy or portable power if required;
- to ensure the provision of a safe and adequate water supply, if required;
- to ensure the provision of suitable and sufficient water receptacles, if required;

- to inspect and assess the suitability of repaired houses with respect to re-habitation;
- to facilitate the return to homes by co-ordinating the provision of essential services like waste storage and disposal, sewerage and sullage disposal facilities including liaising with the Department of Housing;
- co-ordinate the provision of public health advice (see General Advice on Public Health Matters in this of Plan);

Reference material:

- DAMAGED DOMESTIC PREMISES PROFORMA (AIEH PUBLIC HEALTH DISASTER RESPONSE HANDBOOK);
- FLOOD DAMAGED BUILDINGS PROFORMA (AIEH PUBLIC HEALTH DISASTER RESPONSE HANDBOOK);
- SOP.

#### **7.09.8 Attachments**

Annexe “1A” – Emergency contact names and phone numbers.

## SOP - GUIDELINES FOR MANAGING PUBLIC HEALTH RISKS IN AN EMERGENCY

### Providing Safe and Adequate Water

Drinking water supplies may be community, private, parks, resorts or Council operated systems and include reticulated mains systems, rainwater tanks, run-of-river storages and direct pumping from rivers.

Contamination of drinking water can be caused by biological, chemical or physical agents.

The EHO should liaise with Council's water and sewerage Department whenever there are concerns about water quality, supply, sources, treatment, storage or transport.

### Protect and maintain existing water supplies.

Support Council's water and sewerage Department in the investigation and management of water contamination incidents by taking samples and submitting them for analysis, and helping to implement strategies to protect public health.

### Facilitate the supply, disinfection and distribution of new water supplies.

The EHO may assist by:

- determining community requirements. Minimum quantities of water *for all purposes*<sup>1</sup> per person per day are:
  - person 20 litres;
  - medical unit per casualty 60 litres;
  - feeding unit per person 30 litres;
- identifying alternative water sources (the responsibility of the water authority);
- examining possible sources of water contamination;
- ensuring that safety practices are applied;
- ensuring that new or existing water supplies are treated by **clarification, disinfection or chlorination** and are **stored and transported appropriately**;

Water can be treated by adding enough chlorine (initial dose 5 mg/L) to give a concentration of 1 mg/L after 30 mins contact. For 1000L<sup>2</sup>, you will need:

<b>4%</b> available chlorine (White King/household bleach)	125mL or 125g
<b>12.5%</b> available chlorine (liquid swimming pool or dairy factory chlorine)	40mL or 40g
<b>70%</b> available chlorine (granular swimming pool chlorine).	8mL or 8g

<sup>1</sup> NOTE: The drinking part of this allowance (4 litres) must be increased in hot conditions, or where heavy work is being done.

<sup>2</sup> 25mL/mg = 1oz/1fl oz.

You can check the chlorine level with a comparator (check with local swimming pool). If one is not available, ensure that there is a noticeable smell of chlorine in the water.

If chlorine is not available, contact Council's Water and Sewerage Department for advice regarding boiling water, or other treatment methods.

### **Distribute information and advice to the community**

The EHO should advise on:

- water treatment, including tank water;
- water protection;
- alternative water supplies;
- providing health education material concerning personal hygiene practices to ensure a safe water supply e.g. water containers are not to be used for any other purposes, are to be kept clean and people are not to drink directly from the container;

### **Shelter**

Inspect damaged houses and individual properties (in conjunction with Council's building surveyor), to determine suitability for re-habitation. (See *SOP – Assessing emergency affected housing*).

Assess, monitor and control public health in emergency evacuation centres. (See *SOP – Activating and managing emergency evacuation centres*).

Oversee, in conjunction with the Local Disaster Management Group (LDMG), the establishment of new emergency venues, including siting and layout of emergency campsites.

### **Food and food related issues**

A strong relationship with local organisations providing food during a disaster *in the pre-emergency stage* is integral in ensuring food safety is protected. Monitor and control of food safety in:

- emergency evacuation centres. This includes emergency catering and donated food;
- emergency assembly area;
- registered premises affected by the disaster;

Facilitate the distribution of information and advice to the community, as necessary. Depending on the nature of the disaster, information may need to address issues such as:

- food safety precautions during/following power failure;
- protection of food from contamination;
- clean up procedures of food premises;

- disposal of spoilt and damaged food;

Kitchens should be thoroughly cleaned and sanitised prior to being used.

Notices should be distributed to food premises regarding clean-up activities.

Place posters regarding temperature control and hygiene for food handlers in suitable areas of emergency evacuation centre kitchens.

Suitable hand washing facilities should be provided for use by recipients of food prior to eating.

### **Providing Emergency Ablution Facilities**

Coordinate adequate provision, location and maintenance of temporary toilets, hand wash basins, showers and laundry facilities.

#### **Toilet facilities**

The numbers of showers and toilets required are determined by the Council. However, minimum numbers must be in accordance with Table F2.1 of the Building Code of Australia 1996.

Patrons	Males			Females	
	WC	Urinals	HWB	WC	HWB
	1 per 20 persons	1 per 25 person	1 per 30 persons	1 per 15 persons	1 per 30 persons

(Table reference: EMA Manual 9 – Disaster Medicine, Annex G Chapter 10)

#### **Laundry Facilities**

1 wash trough and a washing machine per 350 persons;

1 clothes dryer or 25m line per 350 persons;

1 ironing board and power outlet per 350 persons;

Where possible, separate toilets and hand wash basins should be made available to food handlers, as well as a unisex facility with disabled access.

Determine suitable treatment and disposal options of wastewater from emergency ablution facilities. Ensure ablution facilities are regularly cleaned and maintained.

### **Wastewater Treatment**

Liaise with Council's Operations Department Water and Sewerage Section regarding wastewater disposal strategies. Evaluate the use of existing septic tank systems:

- including treatment plants (need for electricity);
- disposal area;
- plumbing fixtures;
- damage to fibreglass systems and waste water pipes (especially in a fire)
- availability of reticulated water;

Ensure protection of existing septic tank systems during demolition and re-building of sites.

Liaise with the Council's Operations Department Water and Sewerage Section regarding concerns about larger wastewater treatment systems.

Facilitate the distribution of information and advice to the community as necessary. Information may need to address such issues as the following:

- living in caravans on private property during rebuilding;
- protecting septic tank systems from damage by demolition machinery and during rebuilding;

### **Refuse Collection and Disposal**

Large amounts of refuse will be generated during a disaster. Extra bins and services will be needed for the cleanup process.

The EHO must ensure refuse collection and disposal is adequate throughout the community, to prevent public health issues such as breeding and/or harbourage of vermin and vectors of disease.

The EHO may need to advise any private waste contractors on their waste management practices:

- siting of bins and services throughout the community and at emergency evacuation centres;
- providing domestic bins and services where bins have been lost, damaged or destroyed;
- ensure additional bins and services for the disposal of spoilt and damaged food from homes and food premises. Special tipping arrangements may be required for large food premises, such as warehouses and cool-rooms;
- oversee appropriate disposal of medical and other hazardous wastes;
- providing information on safe disposal of dead animals. Liaise with DPI&F regarding the disposal of dead stock;

The EHO may also need to arrange distribution of information and advice to the community:

- storing waste prior to collection;
- disposal of spoilt and damaged food;
- location and use of additional bins and services provided throughout the emergency affected area;

Liaise with the LDMG and Department of Health regarding any concerns about refuse collection and disposal.

### **Vermin and Vector Control**

Monitor and control breeding and harbourage of vermin and vectors of disease throughout the community and at evacuation centres, by:

- coordinated pest control services;
- vector surveillance and control programs;
- monitoring waste management;

Facilitate the distribution of information and advice to the community as necessary:

- waste management and vermin control;
- vector control;
- personal protection;

Areas of concern include:

- food preparation and storage areas;
- refuse collection areas;
- sanitary depots;
- damaged or destroyed poultry sheds, piggeries and abattoirs;
- damaged food premises and domestic premises;
- dead stock and other animals;
- burst sewerage and water pipes;
- damaged septic tank systems;

### **Infectious Disease Control**

Maintain awareness of the potential for the spread of infectious disease in emergency evacuation centres, including provision of suitable hand washing facilities for attendees.

Notify concerns regarding potential infectious disease outbreaks to (QH-PHU). Recognise actual or emerging conditions that would favour an outbreak of disease endemic to the area. If specific endemic disease response plans are already developed, coordinate their implementation.

Support QH-PHU in the conduct of extra vaccination sessions:

- locate and/or provide suitable vaccination venues;
- distribute information and advice to community;
- assist with coordinating vaccination sessions;
- provide refrigeration and storage areas;
- receive vaccines and equipment;
- provide personnel;
- provide relevant local information to QH-PHU;
- provide waste management facilities.

Support QH-PHU in investigating gastro-intestinal disease outbreaks, in accordance with established protocol.

## Disposal of Human Bodies

This is the responsibility of the Coroner's Office, however the EHO may be asked for advice on temporary mortuary facilities e.g. cool-stores, mobile refrigeration units.

## Disposal of Dead Stock/animals

The EHO may be asked for information on suitable locations for disposal of dead stock.

The disposal of dead animals may be arranged by liaison with the Council's waste services contractor and/or the Department of Environment.

**Table 3. Communicable Diseases of Public Health Importance**

DISEASE	DISASTER POTENTIAL	PUBLIC HEALTH MEASURES
<b>WATER AND FOOD-BORNE DISEASES</b>		
Typhoid and paratyphoid fevers	Disruption of sanitary services and sanitary control of food and water	Adequate disposal of excreta
Food poisoning	Mass feeding and inadequate refrigeration/cooking facilities	Safe water for drinking and washing Sanitary food preparation
Leptospirosis	Contamination of water/food, flooding of areas with high water tables	Isolation and treatment of early cases (typhoid and paratyphoid)
<b>PERSON-TO-PERSON SPREAD</b>		
Shigellosis (bacillary dysentery)	Crowding, poor sanitation	Reduce crowding Adequate washing facilities
Streptococcal diseases		Public health education
Scabies	Overcrowding	Disease surveillance/treatment
Hepatitis A	Contamination of water/food, inadequate sanitary facilities	Treatment of clinical cases Immunisation Safe food preparation
<b>RESPIRATORY SPREAD</b>		
Measles	Introduction of measles to susceptible persons	Adequate levels of immunisation before the disaster Reduce crowding Disease surveillance in clinics and community
Whooping cough	Overcrowding	
Diphtheria	Overcrowding	
Influenza	Overcrowding	Isolation of index cases
<b>VECTOR-BORNE DISEASES</b>		
Louse born typhus	Unhygienic conditions,	Disinfection



DISEASE	DISASTER POTENTIAL	PUBLIC HEALTH MEASURES
	overcrowding	
Plague	Inappropriate rodent control	Vermin control
Australia arbo encephalitis	Availability of water sites for mosquito breeding	Vector control Disease surveillance
<b>WOUND COMPLICATIONS</b>		
Tetanus	Emergency situations	Immunisation

(reference: AIEH Course notes, Public Health Emergency Management Course)

### Disinfection and Cleaning

Following an emergency, especially floods, buildings can be contaminated with sewage, soil and other infectious matter. This can lead to stagnant water and potentially infectious and offensive conditions. Following floodwaters, consider decontamination of:

- buildings, including sub-floor spaces, wall cavities and ducts (see SOP for assessment of disaster affected housing);
- swimming pools and other open recreational waterway.

Oversee the cleaning and decontamination of public swimming pools, spas and other facilities.

Facilitate distribution of information and advice to the community, as necessary:

- clean up and disinfection of the house following flood;
- cleaning and disinfection of swimming pools;
- clean-up of registered premises, especially high-risk premises such as childcare and aged care.

To sanitise small items, soak them for at least 5 minutes in a sink of water at 50°C with bleach.

If using household bleach, then add 1.25mLs to every litre of water used.

If using commercial bleach, add 0.5mLs per litre of water used.

Alternatively you can soak the items for 2 mins in clean water at a temperature of 82°C or hotter.

Chlorine concentrations required for disinfection can be obtained from QH-PHU.

### Environmental hazards

There are a number of environmental hazards that may arise following a disaster:

- hazardous materials from semi-demolished buildings, such as asbestos
- soil contamination;
- industrial chemical spills or releases (Hazmat incidents);

- disposal of toxic waste;
- spills or releases in domestic premises;
- blue-green algae;
- recycled water.

Liaise with relevant agency and implement strategies to protect the public from exposure. These can include:

- sampling and analysis;
- erection of signs and public notices;
- distribution of information and advice to the community.

## CHECKLIST FOR PUBLIC HEALTH RISKS IN A DISASTER

### PROVIDING SAFE AND ADEQUATE WATER

Detail townships/communities affected: \_\_\_\_\_

\_\_\_\_\_

Source of water supplies for the towns/communities affected:

- |                               |  |
|-------------------------------|--|
| <input type="checkbox"/> tank | <input type="checkbox"/> stream            |
| <input type="checkbox"/> bore | <input type="checkbox"/> reticulated/mains |
|                               | responsible authority: _____               |
|                               | contact details: _____                     |

COMMENTS:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Issues to consider – refer to and implement relevant SOPs:

- |   |  |
|---|--|
| <input type="checkbox"/> contaminated private water supplies          | <input type="checkbox"/> provision of alternative water supply (responsibility of Water Authority) |
| <input type="checkbox"/> water sampling                               | <input type="checkbox"/> inspection of water cartage vehicles (refer to list of water carters)     |
| <input type="checkbox"/> provisions of information on water treatment | <input type="checkbox"/> list of suppliers of bottle water   |
|   | <input type="checkbox"/> hygienic storage of water   |

COMMENTS:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### FOOD and FOOD RELATED ISSUES

Issues to consider – refer to and implement relevant SOPs:

- |   |   |
|---|---|
| <input type="checkbox"/> food premises affected by emergency  | <input type="checkbox"/> private homes  |
| <input type="checkbox"/> emergency catering at: <ul style="list-style-type: none"><li>▪ emergency relief venues</li><li>▪ for emergency workers</li></ul> | <input type="checkbox"/> distribution of information on issues such as: <ul style="list-style-type: none"><li>▪ food safety during/following power failure</li><li>▪ protecting food from contamination</li><li>▪ disposal of spoilt food</li><li>▪ clean up procedures</li></ul> |
| <input type="checkbox"/> donated food   |   |

COMMENTS:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## SHELTER

### Have any emergency relief venues been opened?

yes/no

If so, implement SOP and checklist for activating and managing emergency evacuation centres. Liaise with LDMG regarding the establishment of new emergency evacuation centre.

---

---

---

---

---

### Any private homes affected?

yes/no

If yes, complete assessments of emergency affected housing using checklist.

---

---

---

Do affected persons need information regarding clean up, damaged buildings *etc*?

Method of distribution \_\_\_\_\_

## PROVISION OF EMERGENCY ABLUTION FACILITIES

	Males			Females	
	WC	Urinals	HWB	WC	HWB
Patrons	1 per 20 persons	1 per 25 person	1 per 30 persons	1 per 15 persons	1 per 30 persons

Calculate the number of facilities (toilets, showers and laundry facilities) required for displaced persons: \_\_\_\_\_

---

---

---

**Issues to consider** – refer to and implement relevant SOPs and checklist

- ☐ location of facilities
- ☐ maintenance of facilities
- ☐ who is responsible?
- ☐ disposal of waste (may need to liaise with EPA)
- ☐ cleaning
- ☐ are any records being kept?

### COMMENTS:

---

---

---

---

## WASTE WATER TREATMENT

Liaise with the EPA regarding wastewater disposal strategies and to ensure appropriate type of system.

Name of EPA representative \_\_\_\_\_

**Contact details** \_\_\_\_\_

**Evaluate the use of existing septic tank systems**

- |   |  |
|---|--|
| <input type="checkbox"/> treatment plants     | <input type="checkbox"/> disposal area                         |
| <input type="checkbox"/> plumbing fixtures    | <input type="checkbox"/> damage to existing fibreglass systems |
| <input type="checkbox"/> damage to pipe works | <input type="checkbox"/> availability of reticulated water     |

**COMMENTS:**

---

---

---

---

**Is community information required?** Distribute information on:

- |   |   |
|---|---|
| <input type="checkbox"/> living in caravans on private property during rebuilding | <input type="checkbox"/> protecting septic tank systems from damage by demolition machinery |
| <input type="checkbox"/> de-sludging and maintenance                              |   |

**Other information required:**

---

---

---

**REFUSE COLLECTION and DISPOSAL**

**Issues to consider** – Liaise with municipal engineer and EPA regarding waste management requirements

- |   |   |
|---|---|
| <input type="checkbox"/> siting of bins and services in community and relief venues | <input type="checkbox"/> providing domestic bins and services |
| <input type="checkbox"/> concerns/complaints  | <input type="checkbox"/> damaged or destroyed bins            |
| <input type="checkbox"/> commercial premises requirements                           | <input type="checkbox"/> keeping of records                   |
|   | <input type="checkbox"/> alternative disposal sites           |

**COMMENTS:**

---

---

---

---

---

**Dead animals or stock** \_\_\_\_\_ **Yes/no/not applicable**

Liaise with the municipal rangers

Liaise with DPI&F for disposal methods

---

---

**Is community information required?** Distribute information on:

- |  |   |
|--|---|
| <input type="checkbox"/> storage and separation of waste prior to collection | <input type="checkbox"/> location and use of additional bins and services provided throughout the emergency affected area |
| <input type="checkbox"/> disposal of spoilt and damaged food                 |   |

**Other information required:**

---



---



---

**VERMIN and VECTOR CONTROL**

**Monitor and control breeding and harbourage of vermin and vectors in areas of concern:**

- |   |   |
|---|---|
| <input type="checkbox"/> food preparation and storage areas                       | <input type="checkbox"/> damaged food premises, domestic premises |
| <input type="checkbox"/> refuse collection areas                                  | <input type="checkbox"/> dead stock/animals                       |
| <input type="checkbox"/> sanitary depots  | <input type="checkbox"/> burst sewerage and water pipes           |
| <input type="checkbox"/> damaged/destroyed poultry sheds, piggeries and abattoirs | <input type="checkbox"/> damaged septic tank systems              |

**Actions:**

---



---



---



---



---



---

**Coordinate pest control services:**

Pest controller: \_\_\_\_\_  
 Contact details: \_\_\_\_\_

**Is community information required? Distribute information on:**

- |  |  |
|--|--|
| <input type="checkbox"/> vector control      | <input type="checkbox"/> waste management and vermin control |
| <input type="checkbox"/> personal protection |  |

**Other information required:**

---



---



---

**INFECTIOUS DISEASE CONTROL**

**Potential for infectious diseases:** **yes/no**

---



---



---

Any concerns regarding infectious disease outbreaks to be notified to QH-PHU. Investigate any possible outbreaks in accordance with (QH-PHU) guidelines.

Officer responsible: \_\_\_\_\_  
Documentation kept?

**Vaccination sessions** (if required)

Issues to consider

- ☐ locate suitable venue/s \_\_\_\_\_
- ☐ distribute information and advice
- ☐ assist with the coordination of vaccination session/s
- ☐ provide refrigeration and storage
- ☐ provide personnel *i.e.* nurses, administration
- ☐ provide waste management information

**DISINFECTION and CLEANING**

**Issues to consider:** Provide advice on how to clean and disinfect:

- ☐ private houses
- ☐ public swimming pool, spas etc
- ☐ commercial premises

**COMMENTS**

---

---

---

---

**Is community information required?** Distribute information on:

- ☐ clean-up and disinfection of private homes following a flood
- ☐ cleaning and disinfection of swimming pools and spas

**Other information required:**

---

---

---

**ENVIRONMENTAL HAZARDS**

**What is the hazard?** \_\_\_\_\_  
\_\_\_\_\_

**Agencies involved and contact details:** \_\_\_\_\_

---

---

---

**Are the following required?**

- ☐ **Sampling and analysis** **yes/no**  
If yes, what: \_\_\_\_\_
- ☐ **Erection of signs and public notices** \_\_\_\_\_

\_\_\_\_\_

☐ **Distribution of information and advice to the community** \_\_\_\_\_

**GENERAL NOTES**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**ENVIRONMENTAL HEALTH OFFICER** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_



## **SOP - ASSESSING DISASTER AFFECTED HOUSING**

### **Procedure**

Assessments of disaster-affected housing should be done in consultation with the Council's Disaster Management Officer and other relevant agencies, to minimise the impact upon affected people. Ideally, assessment teams should include recovery staff able to assess broader community needs.

The outcome of the housing assessment will determine:

- any public health information and advice that needs to be distributed
- any resources that need to be requested to address public health issues
- the need for further inspections and public health activity to assist recovery.

### **Assessment**

Each team should consist of at least one EHO, one building surveyor and recovery personnel. Additional resources may need to be obtained.

The assessment will include:

- completing the attached *Survey of Damaged Premises* pro forma
- recommendations to the Team Leader for public health activity, based on assessment outcomes
- warnings regarding the occupation of premises
- advice and distribution of information
- inspections, to give clearance for rehabilitation of disaster-affected housing
- monitoring other public health issues, including:
  - the need to address actual or emerging public health risks
  - the need for new advice and distribution of information
  - the need for additional resources.
- gathering and feedback of information to the Council's Disaster Management Officer, to pass on other appropriate response and recovery agencies.

The EHO will continue to liaise with the Council's Disaster Management Officer and building surveyor, to arrange for ongoing visits if required and to report assessment results.

Any other community concerns noted during the housing assessment should be reported to the Council's Disaster Management Officer.

This Page Blank

## CHECK LIST SURVEY FOR DAMAGED PREMISES/AFFECTED HOUSING

**1. Address of premises:**

---

---

If unable to provide a street address, give approximate location and distinguishing features (for example, 200 metres NW from the corner of X street).

**2. Contour details: Is the property:**

- ☐ steep
- ☐ flat
- ☐ undulating

---

---

**3. Names of owner and occupier and contact details**  
(especially if not living at damaged house).

---

**Name of person/s present at time of visit.**

---

**Has any person visited the Emergency Relief Centre?** **yes/no/NA**

Name of person: \_\_\_\_\_

**4. Damage assessment summary:**

**House**

- ☐ intact
- ☐ damaged
- ☐ destroyed

Comments

---

---

---

**Outbuildings**

- ☐ intact
- ☐ damaged
- ☐ destroyed

Comments

---

---

---

**5. Has insurance assessor assessed property?** **yes/no/NA**

**6. What essential services have been interrupted:**

- ☐ power
- ☐ gas
- ☐ water
- ☐ phone

Duration of interruption: \_\_\_\_\_

**8. Have any services been restored?** **yes/no/NA**

If yes, which services

**9. Is there an operational toilet on the property?** **yes/no/NA**

10. Is property connected to the sewer? yes/no/NA
11. Are there any problems with the sewer? yes/no/NA  
If yes, describe the problem \_\_\_\_\_
12. Is the septic tank operational? yes/no/NA
13. Is a mechanical treatment plant used? yes/no/NA  
If so, what type?
14. Is the septic tank connected to a sand filter? yes/no/NA
15. Does the septic tank system require an electric pump? yes/no/NA
16. Is there an operational potable water supply to the property? yes/no/NA  
If so, what type? \_\_\_\_\_
17. What is the source of water supply to the property:  
☐ reticulated/mains  
☐ tank  
☐ bore  
☐ stream
18. Is there any evidence of putrescible matter, dead animals or domestic pets on the property? yes/no/NA  
If so, give details:
19. Have freezer and refrigerator contents been removed? yes/no/NA
20. Are there conditions or objects that are potentially dangerous? yes/no/NA  
(e.g. trees, swimming pools, LP gas cylinders)  
If so, state condition: \_\_\_\_\_
21. Nature of flood damage  
☐ carpets  
☐ ducted heating  
☐ hot water service and other gas and electrical appliances  
☐ swimming pool  
☐ water supply  
☐ wall cavities and insulation  
☐ under house  
☐ food supply  
☐ other.

**Comments**

---

---

**22. Structural soundness**

Roof \_\_\_\_\_

Ceiling \_\_\_\_\_  
Walls \_\_\_\_\_  
Floors \_\_\_\_\_

23. Are there any other health or sanitation problems? yes/no/NA  
If so, give details:
24. Has an inspection marker been placed? yes/no/NA
25. Is temporary site accommodation required? yes/no/NA
26. Is there a caravan or other temporary accommodation on-site? yes/no/NA
27. Is there an area suitable for a caravan on-site? yes/no/NA
28. Does this area need to be cleared before siting of caravan? yes/no/NA  
If so, give details:

Name and address of temporary accommodation provider i.e. caravan owner:

29. Power connected to caravan? yes/no/NA
30. Toilet provided? yes/no/NA  
a. Type of toilet supplied  
b. Supplier details:
31. Sanitary contractor required? yes/no/NA
32. Site clearing required? yes/no/NA
33. Material on-site needing removal? yes/no/NA  
c. Approximate quantity \_\_\_\_\_m<sup>3</sup>  
d. Is material easily accessible? yes/no  
e. Has Council's site clearing form been signed by the owner? yes/no  
f. Site cleared by:

**Recommendation:** *(Delete one)*

- i. Suitable for human habitation
- ii. Unsuitable for human habitation

**Other comments:**

---

---

---

---

**Environmental Health Officer:** \_\_\_\_\_

**Building surveyor or other agency:** \_\_\_\_\_

**Initial inspection date:** \_\_\_\_\_ **Time of inspection:** \_\_\_\_\_

**Follow-up inspection date:** \_\_\_\_\_ **Time of inspection:** \_\_\_\_\_

**Recovery action undertaken:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## SOP - EMERGENCY EVACUATION CENTRE - PUBLIC HEALTH ISSUES

*Attachment: Emergency Evacuation Centre Inspection pro forma*

### Procedure

Assessment of emergency relief centres should be undertaken prior to an emergency.

#### Identification and inspection of venues

The EHO will liaise with the Council building surveyor or agent, the Council Disaster Management Officer, and the LDMG to:

- review LDMP for existing identified evacuation centres;
- identify new or additional evacuation centres;
- outline the assessment purpose and approach to LDMG.

Coordinated health and building inspections of the proposed emergency evacuation centres may be completed in consultation with other agencies. These include:

- the owners and/or committees of management responsible for day-to-day management of venues;
- other local support agencies such as Red Cross, which may have requirements for their own emergency operations.

Inspections will be carried out using the inspection *pro forma* provided.

### Considerations

*Short-term duration:* Where the majority of people do not require bedding or substantial meals, only shelter and light refreshments.

Buildings are assessed at a ratio of one (1) person per 1.5 square metres of floor area.

*Longer-term duration:* Where the majority of people **are required** to be provided with sleeping accommodation (for example, mattresses and blankets) and substantial meals.

Buildings are assessed at a ratio of one (1) person per 3 square metres of floor area and are limited by the facilities provided.

Facilities can be assessed at a minimum of three toilets and two showers per 150 people to be accommodated.

*Emergency campsites:* If necessity dictates, people are to be accommodated in tents.

The siting and layout of such a campsite, particularly if it embraces showers, toilets and kitchen facilities, will require thorough planning. If expertise in this area is limited, the services of the Australian Defence Forces can be sought.

## Venue

The following should provide a guide to assessing venue capacity and suitability:

- area available — for sleeping and other uses;
- ventilation, heating and cooling;
- light;
- communication (telephone lines *etc*)
- gas and electricity;
- potable water supply;
- kitchen facilities;
- toilets and hand basins;
- ablutions;
- laundry facilities;
- wastewater treatment and disposal;
- drainage;
- access;
- site topography;
- vector control services;
- waste management services.

*Not all safety aspects will be addressed by the EHO. The building surveyor and the QFRS should address aspects such as fire safety, including exits and fire extinguishers.*

## Reporting

Venues selected for use as emergency evacuation centres are recorded in the LDMP. The following outcomes of the assessment will be reported:

- name of centre;
- address (may be rural address or RMB);
- rural addressing reference or UBD reference;
- directions for entry to halls within multi-purpose venues;
- availability of mobile telephone networks and other telecommunications services;
- suitability for use as an emergency evacuation centre;
- maximum numbers of people or other limitations;
- recommendations for maintenance and minor works required;
- recommendations for actions to be taken once venue is activated;

Details of additional facilities required to operate venue at maximum capacity must be recorded.

*For example*



Additional toilet facilities may be required, depending on area available for internal and external camping.

This data must be kept and easily accessible by the EHO and other Council officers.

### **Annual review**

The EHO in conjunction with the Community Support/Welfare Committee will coordinate an annual review of venues, to verify their ongoing suitability for the proposed use.

Stakeholders consulted during the initial inspection will be included in the review process.

Follow-up inspections may be required after maintenance or alterations have been undertaken.

The LDMP (and Public Health Plan if applicable) will be updated as required.

This Page Blank

## EMERGENCY EVACUATION CENTRE VENUE INSPECTION PRO FORMA

Name and address of venue: \_\_\_\_\_

rural addressing reference: \_\_\_\_\_ UBD reference \_\_\_\_\_

Type of premises: \_\_\_\_\_

Owner:

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone: \_\_\_\_\_ BH: \_\_\_\_\_ AH: \_\_\_\_\_

Occupier: Name \_\_\_\_\_

Phone: \_\_\_\_\_ BH: \_\_\_\_\_ AH: \_\_\_\_\_

Keys located: \_\_\_\_\_

Available sleeping space *internal* (m2) \_\_\_\_\_

Available camping area *external* (m2) \_\_\_\_\_

Ground surface: \_\_\_\_\_

Kitchen facilities: \_\_\_\_\_

Water available: yes/no Type: tank / reticulated / other

Max volume available (tank): \_\_\_\_\_

Structural soundness of building: \_\_\_\_\_

Vehicle access to site: \_\_\_\_\_

Power available? yes / no Type: generator/mains

Sanitary facilities	WCs	Urinals	Hand basins	Troughs	Showers	TOTAL CAPACITY
Male						
Female						

Laundry facilities: \_\_\_\_\_

If not connected to the sewer, what type of system is installed? \_\_\_\_\_

Capacity of septic: \_\_\_\_\_ litres

Disposal method: \_\_\_\_\_

If a septic tank system, does the tank need de-sludging?      yes/ no

Date of last de-sludging \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Fire safety (no. of exits and extinguishers): \_\_\_\_\_

Any other remarks: \_\_\_\_\_

Assessed by: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## **SOP - ACTIVATING AND MANAGING PUBLIC HEALTH SERVICES AT EMERGENCY EVACUATION CENTRES**

### **Introduction**

This section outlines specific arrangements for activating public health services, once an emergency evacuation centre is opened.

Somerset Regional Council is responsible for the provision and operation of emergency evacuation centres.

### **Briefing**

In most instances, the EHO will be notified and briefed on the opening of an emergency evacuation centre by the Executive Officer of the LDMG.

The EHO will obtain the following information before deploying at least one officer to the venue:

- name and location of the emergency venue activated;
- number of people expected to be accommodated;
- duration and nature of recovery services to be provided;
- catering arrangements;

### **Deployment**

Upon arrival, the EHO will introduce themselves to key emergency personnel and the emergency evacuation centre manager.

It may be appropriate for the EHO to instruct other staff to monitor some specific areas of public health, such as waste management.

### **Public Health Risk Areas in Emergency Centres**

EHO responsibilities can include the following:

- food safety, including catering and donated foodstuffs;
- water supply for drinking, cooking and sanitation;
- toilets, hand basins and other washing facilities;
- wastewater management in unsewered areas:
  - will system cope with increased load?
  - system require de-sludging? Decide location of disposal area;
- cleaning and sanitation;
- ventilation, heating and cooling;
- waste management:
  - number, type and location of receptacles;
  - frequency of disposal and removal;
  - cleaning;

- vector and vermin control measures;
- noise;
- lighting, especially in high risk areas such as the kitchen;
- animal control measures, for management of pets brought to the venue and for stray animals;

### **Previously Unassessed Venue**

If a venue has not been previously inspected and assessed, the EHO will liaise with the Council's building surveyor to coordinate an immediate joint health/building inspection.

Any serious concerns that cannot be addressed immediately will be reported to the emergency evacuation centre manager, and the Executive Officer LDMG with advice on any precautions that will be enforced.

The EHO, in consultation with the Executive Officer LDMG, will arrange for any necessary actions to address public health concerns.

## **GUIDELINES FOR THE MANAGEMENT AND CONTROL OF FOOD SAFETY IN EMERGENCY EVACUATION CENTRES**

Important public health considerations for the organisation of mass feeding centres are outlined in *Emergency Management Manual, Part III - Emergency Management Practice, Volume 1 – Service Provisions, Manual 2 – Disaster Medicine, Chapter 10, Annex D*.

### **Emergency Food Production/Preparation**

#### Food safety

Food safety in an emergency is a major public health issue and requires specific attention.

Good relationships and effective communication with key stakeholders involved in emergency catering will assist in the provision of safe food. Emergency caterers.

When planning for emergency catering, the EHO must consider:

- the ability of a nominated food premises to supply and distribute safe food;
- the establishment of temporary emergency catering facilities;

Safe food production in an emergency depends on quality control of incoming food, a safe water supply and care with storage, preparation, serving and waste disposal.

Quality controls for incoming food:

- examine food for spoilage and contamination;
- know the source of the food and check with suppliers if necessary. Choose a reliable food source where possible, such as a supermarket;
- the type of food supplied should not pose unnecessary risk (consider ambient temperatures, shelf life and storage facilities);

Safety of the water supply:

- does it need to be treated?

Storage of food:

- are there freezers, refrigerators and dry storage areas?
- are there insects or rodents in stores, kitchens or feeding centres?

Disposal of solid and liquid food wastes:

- consider grease traps, burial, cartage and incineration needs;

#### Food preparation:

- arrange facilities for washing and sanitising utensils;
- ensure supervision of food preparation areas and of food servicing (appropriate cooking methods);
- ensure supervision of food handling personnel;
- organise separate toilet and hand washing facilities for food handlers if possible, to prevent cross-infection;

### **Supervision of Food Handlers**

The following are key factors in ensuring food safety:

#### **Screening and selection of food handling personnel**

- anyone with diarrhoea, vomiting, infectious lesions or exposed areas of infected skin, or a recent history of gastrointestinal illness, *must* be excluded from handling any food;
- training — use people with training or previous commercial experience in food handling positions, where possible;

#### **Supervision**

- ensure regular supervision of feeding areas, particularly during the early stage of a disaster when personnel are operating 24 hours a day, usually in shifts of six hours.

### **Examination of Donated Food**

Fresh food donations should be discouraged. The EHO should liaise with the Media Liaison officer to ensure this is suitably communicated.

If food is donated, the key aspects to consider are:

#### **Inspection and storage**

- all foods are to be brought to a central inspection area where they can be examined by a trained person and correctly stored pending distribution;

#### **Acceptance and disposal**



- it is better to accept all food donations, even if it is obvious that they are unsuitable and to dispose of the food after the donor has left the site. This overcomes the problems of:
  - unauthorised food distribution;
  - embarrassment to the donor who, in good faith, may have travelled a long distance to donate the food, not knowing its unsuitability.

This Page Blank

## CHECKLIST OF PUBLIC HEALTH RESPONSIBILITIES IN EMERGENCY EVACUATION CENTRE

Name of venue: \_\_\_\_\_

Address of venue: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Contact: \_\_\_\_\_

### FOOD

#### Catering

- |  |   |
|--|---|
| <input type="checkbox"/> Temperatures            | <input type="checkbox"/> Food Handling            |
| <input type="checkbox"/> Storage                 | <input type="checkbox"/> Cleaning and Sanitising  |
| <input type="checkbox"/> Hand washing facilities | <input type="checkbox"/> Registered food supplier |

#### COMMENTS:

---

---

---

---

#### Donated foods

- |                                     |                                     |
|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> Inspection | <input type="checkbox"/> Acceptance |
| <input type="checkbox"/> Storage    | <input type="checkbox"/> Disposal   |

#### COMMENTS:

---

---

---

### WATER

Is there an operational potable water supply to the property? yes/no

#### What is the source of water supply:

- |  |                                 |
|--|---------------------------------|
| <input type="checkbox"/> reticulated/mains | <input type="checkbox"/> bore   |
| <input type="checkbox"/> tank              | <input type="checkbox"/> stream |

#### Does the water require any treatment?

---

---

#### Is the supply adequate for:

- |                                   |                                  |                                     |
|-----------------------------------|----------------------------------|-------------------------------------|
| <input type="checkbox"/> drinking | <input type="checkbox"/> cooking | <input type="checkbox"/> sanitation |
|-----------------------------------|----------------------------------|-------------------------------------|

#### COMMENTS:

---

## WASTEWATER MANAGEMENT

What type of system is installed? \_\_\_\_\_  
 Is the system coping with the load: **yes/no**  
 Does it require de-sludging? **yes/no**  
 Has the disposal area been isolated to prevent damage? **yes/no**  
 Comments:

---



---



---

## SANITARY FACILITIES

Are there an adequate number of facilities for the number of people being accommodated?

Sanitary facilities	WCs	Urinals	Hand basins	Troughs	Showers
Male					
Female		XXXXXXX XXXXXXX			

Are the facilities being maintained in a hygienic condition? **yes/no**  
**COMMENTS:**

---



---



---

## REFUSE MANAGEMENT

Are there an adequate number of receptacles? **yes/no**  
 If not, how many more are needed? Have they been requested? \_\_\_\_\_

---



---

Are the bins sited appropriately? (i.e., kitchen, toilets etc) **yes/no**

---



---

Frequency of disposal and removal adequate? **yes/no**

---



---

## GENERAL CONSIDERATIONS

**Temperature control of the facility:** Can any changes be made to the facility to improve the following?

- ☐ ventilation                      ☐ heating                      ☐ cooling

---

**Vermin                      and                      vector                      control                      issues:**

---

**Noise issues:**

**Lighting:** (in kitchen, toilets etc)

**Animal control measures:** Are animals being brought to the venue? What about stray animals? etc.

**Environmental Health Officer:**

**Date:**

**Time:**

**This Page Blank**

## **7.10 PUBLIC WORKS and ENGINEERING PLAN**

### **7.10.1 Aim**

To provide for the continuity of Council operated public works and engineering services to the community, such as water, sewerage, roads, bridges and Council owned buildings.

### **7.10.2 Potential Area of Operations**

Whole of Council's area.

### **7.10.3 Organisation for Control**

The following Agencies have accepted responsibility for the roles indicated in Part 1, Section 5 of the main plan:

<b>Threat</b>	<b>Lead Agency</b>	<b>Support Agency</b>
Public Works & Engineering – Municipal Services	Somerset Regional Council	Queensland Transport - Main Roads Department of Public Works Q Build Queensland Fire and Rescue Service

### **7.10.4 Concept of Operations**

#### **7.10.4.1 Damage Assessment**

The assessment of damage to Council's infrastructure will be the responsibility of the appropriate operations department of Council as follows:

Water and sewerage:	Operations Department
Roads, drainage, bridges;	Operations Department
Council owned buildings:	Operations Department
Parks and reserves:	Operations Department
Waste services:	Operations Department

Assessment of the damage should be carried out using the check lists provided in Plan 7.06 "Impact Assessment".

Estimates of the cost of temporary repairs should be determined and included in the damage reports and subsequently followed up with permanent restoration costs. Council's works department will coordinate the reports from the various departments and submit them to the LDMG.

#### **7.10.4.2      *Continuity of Service***

Each department of Council will be responsible for the undertaking of temporary repairs to its services and for providing alternative services if the particular utility cannot be temporarily repaired.

Council officers are confident that:

- (i) Water supply storage facilities will provide up to 7 hours supply.
- (ii) Sewerage overflow procedures and management are currently being addressed.
- (iii) Power backup facilities are provided for the Council Chambers in Esk Township and the Esk and Kilcoy Hospitals;
- (iv) Mobile communication is available;
- (v) Council work force will move quickly to clear any trees off the road or restore other damage and open roads to traffic when made safe.

The attached table summarises these aspects.

#### **7.10.4.3      *Public Health Issues***

Public health issues associated with a damaged operating supply system will be addressed in conjunction with the Council's Environmental Health Officer.

#### **7.10.4.4      *Roads, Road Bridges, and Stormwater Systems***

Damage to Council's infrastructure will be assessed by the Operations Department who will affect temporary and permanent repairs and where appropriate construct emergency access routes necessary for the passage of emergency service workers. Damage to Main Road assets will be assessed by Queensland Transport Main Roads.

Traffic diversions on Council roads will be determined by Council staff and Police.

Traffic diversions on Highways and main roads will be determined by Queensland Transport Main Roads in conjunction with Council staff and Police.

#### **7.10.4.5      *Building Inspections***

Council's Building certifier, assisted where necessary by private certifiers, Q Build, local Engineers with building assessment qualifications and consulting engineers will inspect damaged structures for structural integrity and issue appropriate notices. In conjunction with Council's Workplace Health and Safety Officer arrange for the issue of notices requiring the barricading of unsafe buildings.



#### **7.10.4.6      *Stabilisation and Temporary Repairs***

The stabilisation and temporary repairs to buildings, in order to alleviate a hazard to the community, would be undertaken by competent trades persons coopted from the local community or through the DDC where the resources had to come from outside the Shire.

#### **7.10.4.7      *Demolition***

The authority to demolish would be the declaration of a disaster after appropriate consultation with the DDC. The request would be based on an assessment that took into account prevention of loss of life, illness or injury to humans, property loss and damage, and damage to the environment.

#### **7.10.4.8      *Debris Clearance***

Debris clearance to enable access by emergency service personnel would be undertaken by Council's Operations Department.

Debris clearance to the area as a whole would be undertaken by Council's Civil Operations Department dependent upon other disaster priorities faced by the Department. Local contractors would be coopted to assist and Council may also call upon neighbouring local governments to assist under mutual assistance agreements, depending on their circumstances.

#### **7.10.4.9      *Warnings***

Advice to the community on public health issues associate with the loss of, or provision of alternative services such as water and sewerage, waster services and on alternative routes to avoid road and bridge damage will be issued by the mayor on advice from the appropriate department.

#### **7.10.5          *Request for Assistance***

All requests for assistance which fall outside the capacity of the Council to handle will be forwarded to the Executive Officer Local Group for attention and reference to the DDC.

#### **7.10.6          *Attachments***

Annex "1A – Emergency contact names and phone numbers.  
Check List  
Water and sewerage system continuity table

ELEMENT/ISSUE	TOWNS
---------------	-------

	TARAMPA MINDEN	ESK	LOWOOD	FERNVALE	COOMINYA	TOOGLOOLAWAH	MOORE	LINVILLE	SOMERSET DAM	GLAMORGAN VALE	KILCOY	JIMNA
<b>WATER SUPPLY</b>												
Reticulation or house tank	R	R	R	R	T	R	T	R	R	HT	R	R
Permanent backup power provided to source	N	N	N	N	N	N	N	N	N		N	N
Permanent backup power provided to treatment plant	N	N	N	N	N	N	N	N	N		N	N
If no permanent backup connection to source is backup power capable of connection	N	N	N	N	N	N	N	N	N		N	N
If no permanent backup connection to treatment plant is backup power capable of connection	N	N	N	N	N	N	N	N	N		N 4	N 5
If system damaged/fails how is supply provided to community	1	1	1	1	nil	1	nil	1	1		1	1
If system damaged/fails how is fire fighting supply provided	2	2	2	2	2	2	2	2	1		1	1
<b>SEWERAGE</b>												
Reticulation or septic tanks	ST	R	R	R	S	R	ST	ST	ST	ST	R	ST
Backup power provided to treatment plant		N	N	N		N					N	N
If no permanent backup connection to treatment plant is backup power capable of connection		N	N	N		N						N
Permanent backup power to pump stations		N	N	N		N					6	N
If no permanent backup power to pump stations is backup power capable of connection		N	N	N		N						N
What is contingency if treatment plant damaged/fails		3	3	3		3						N

Abbreviations: Y = Yes. N = No HT = House Tank ST = Septic Tank  
1 = Town water supplies feed from town reservoir during power failure  
2.= Rural fire brigades can use water from reservoir or from local dams  
3.= Installing overflow pits to contain spillage  
4 = Back supply from lake Somerset is powered by skid mounted diesel pump  
5 = Jimna Source Yabba Creek Weir  
6 = Major Pump stn only capable of backup power.

**CHECK LIST: PUBLIC WORKS AND ENGINEERING PLAN**

<b>TASK</b>	<b>DATE COMMENCED</b>	<b>RESPONSIBLE ORGANISATION</b> <b>RESPONSIBLE OFFICER</b>	<b>CONTACT NUMBERS</b> <b>Ph</b> <b>Mobile</b> <b>Fax</b>	<b>DATE COMPLETED</b>
<b><u>Water Supply</u></b>				
Inspections of facilities		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Continuity of supply		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Determination of alternative supply		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Emergency restoration of water supply systems and the provision of water for fire-fighting.		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Liaison with Public Health officials re safety of supply		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Water restrictions		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Public information/warnings		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
<b><u>Sewerage Service</u></b>				
Inspections of facilities		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	

Continuity of service		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Liaison with Public Health officials re public health implications of the loss of service		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Public information/warnings	Commenced	Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	Completed
<b><u>Roads and Bridges</u></b>				
Assessment of damage to roads, bridges, traffic control devices		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Assessment of damage to rail infrastructure		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Temporary construction of emergency access routes which include damaged streets, roads, bridges, airfields and any other facilities necessary for passage of rescue personnel		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Restoration of damaged roads and bridges		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Restoration of damaged rail infrastructure		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Public information/warnings (in conjunction with Public Information Operational Plan)		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	

<b><u>Buildings</u></b>				
Inspection of buildings for structural integrity		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Issue of notices concerning unsafe buildings		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Barricading of unsafe buildings		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Identification of authority and processes for legal demolition		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Identification of buildings requiring demolition		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Stabilization and/or barricading of damaged structures and facilities designated as immediate hazards to the public health and safety		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax Fax	
<b>Debris Clearance</b>				
Co-ordination of clearance of debris		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Emergency debris clearance for reconnaissance of damage areas and passage of emergency personnel and equipment.		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Identification of emergency landfill areas for debris		Responsible Organisation	Contact Numbers Ph Mob	

disposal (in conjunction with Public Health Operational Plan)		Responsible Officer	Fax	
Identification of transport and heavy earthmoving equipment (in conjunction with Transportation Logistics Operational Plan)		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Provision of protective measures to limit further risks to the community throughout the debris removal process		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	
Council green waste removal program		Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	

This Page Blank



## **7.11 PUBLIC INFORMATION, WARNINGS and MEDIA PLAN**

### **7.11.01 Aim**

To coordinate the media response and activities within the disaster/emergency area.

### **7.11.02 Context**

In any disaster or emergency the Media will play a major role, one way or another, with or without permission. In this day and age the media has the ability to monitor the activities of all of the emergency services.

If the media is not kept informed they will make their own story.

The media can be of great assistance to the Chairperson and the LDMG if they are given correct and up-to-date information on the situation.

### **7.11.03 Concept of Operation**

Whenever the LDMG is activated, the Council's Mayor and Chief Executive Officer will be contacted by the Chairperson or Executive Officer LDMG and asked to assist the LDMG to communicate quickly, consistently, honestly and clearly with Council's key stakeholders in order to:

- ensure Council's stakeholders have the information they require in order to respond appropriately to the event (e.g. ensuring residents and visitors know what roads and bridges to avoid after a severe weather event and when that infrastructure will be operational again);
- ensure an ongoing flow of up-to-date information to stakeholders throughout the initial response period of the event
- safeguard Council's relationships with key stakeholders by managing the messages and perceptions surrounding the event.

The media plan does not encompass:

- Logistical communication designed to coordinate Council's response to the disaster situation (.e. communication between the LDMG or ECC and business units about their operational response to the disaster; between the LDMG and participating agencies; between the LDMG or ECC and operational response teams to coordinate activities such as evacuation, welfare, transport, rescue, etc)
- Logistical communication with State and Federal Government agencies, or other local government authorities to help facilitate Council's operational response to the disaster situation. This activity will be carried out by the LDMG.
- The long-term recovery process that occurs after the LDMG and the ECC has been "stood-down". It is however, crucial that communications with stakeholders continues throughout the process of long-term recover, which occurs after the LDMG and the ECC have been "stood-down".

It should be noted however, that communications with relevant Ministerial media advisors is part of the process of ensuring consistent communication between all relevant agencies and their stakeholders.

#### **7.11.04 The Information Process**

Radio and television have the potential to play critical roles at the time of a disaster or emergency; the role of the press is more pronounced during the post-impact phase.

The electronic media would automatically become involved whenever a sizeable emergency situation occurred when, generally speaking, it would tend to fulfil one or all of the following roles:

- (a) the news and information role (that is, the normally accepted role of the media);
- (b) the disaster/emergency control assistance role (such as the transmission of information and instructions from the disaster control authority, to the stricken community); and
- (c) the disaster information input role (for example the transmission of appropriate information to the disaster control authority, thus contributing to the decision-making capability of such authority).

Three phases should be distinguished, which are:

- (i) pre-impact phase;
- (ii) impact phase; and
- (iii) post-impact phase.

The role of the media in each of these phases can then be considered.

#### **PRE-IMPACT PHASE**

The pre-Impact phase of radio and television lies primarily in the provision of objective information about the impending disaster. This information should include details about the likely magnitude of the disaster and advise precautionary measures to be taken. The information should be provided in concrete terms that will be meaningful to those likely to be affected by the disaster, thus enabling them to make accurate judgements about their own situations.

Effective communication links between the disaster Coordination centre and the media is absolutely necessary, prearranged plans, should exist, capable of being brought into operation at the onset of a disaster/emergency situation.

During this phase, radio and television will be the main sources involved.

During the pre-Impact phase the media should have the responsibility of keeping the community informed of the extent of the situation. Responsible and accurate reporting is of considerable importance. Many people will be already seriously alarmed, and sensational reporting may make their anxiety much worse than it already is.

Proper liaison with the Council's Mayor and Chief Executive Officer is essential, so as to ensure that radio and television broadcasters do not assume direct responsibility for giving directions to disaster victims.

## **POST-IMPACT PHASE**

The Media has a variety of important functions to perform in the post-Impact phase.

Firstly, as far as victims of the disaster are concerned, information should be made available about locations of emergency services and local relief centres.

Secondly, information about the services available and rehabilitation activities of the emergency services should continuously be made known.

Thirdly, it is important to remember that as family members are unaware of the location and safety of others they will experience a great deal of anxiety. By broadcasting information about peoples whereabouts, a great deal can be done to alleviate this form of anxiety.

A major concern in the post-Impact phase is the convergence phenomenon. Typically, following a disaster/emergency, large segments of the population will converge into the area. Some people are genuine helpers, some are simply onlookers. Indiscriminate media calls for donations in kind and for volunteers to help in disaster-affected areas can cause far more problems than they solve. When calls for volunteers are made, the Chairperson must sanction them.

In all stages of a disaster/emergency, radio and television can most effectively function as the communications arm of the LDMG. It is important for broadcasters to have some understanding of the roles of other groups and individuals in the disaster/emergency situation, and an appreciation of victim's response to disaster.

### **7.11.05 Public Awareness Programs**

The LDMG and Council undertake public education and awareness activities through the maintenance of bulletin display boards in the foyer of the Council Administration Centres, Council Libraries and other appropriate locations.

Material contained in the display boards is sourced from EMQ and other agencies such as BoM, QFRS and EMA.

### **7.11.06 Authorisation of Media and Disaster Management Releases**

The Mayor and Chief Executive Officer, Somerset Regional Council are authorised to release disaster related information sanctioned by the Chairperson of the LDMG.

### **7.11.07 Media Liaison Officer**

A Council staff member will be nominated to assist the Chairperson LDMG to prepare media releases.

It is essential, irrespective of who ever is tasked with disaster related media releases etc., that they establish and maintain a close working relationship with all branches of the media, both electronic and printed.

#### **7.11.08 Method of Release**

The following methods of release of information may be used as appropriate to the event at hand and the target audience:

- Radio – Brisbane commercial and ABC, Brisbane Valley FM 95.5;
- Television – Brisbane commercial and ABC
- Newspapers – Gatton Star, Ipswich QT, Brisbane Valley Sun, Kilcoy Sentinel, Kilcoy/Woodford News;
- Mail drops
- Notice boards
- Emergency Services public address vehicles
- Multi-lingual releases as appropriate to the area
- Telephone
- 1800 number
- Internet web site/portal
- Mobile telephone SMS systems
- Facsimile
- Email
- Internet web sites
- House to house (State Emergency Service volunteers or Warden System/Neighbourhood Watch as per Community Support Operational Plan)
- Roadside electronic billboards
- Roadside changeable signs

#### **7.11.09 Information Released**

Information to be released needs to be tailored to the event at hand and the target audience. The following detail should be provided as appropriate to the event:

- nature of the disaster;
- location of the disaster (area affected);
- number of people involved;
- continuing hazards;
- environmental impact;
- economic impact;
- agencies involved in response;
- scope of agency involvement and activity;
- extent of estimated public and private damage;
- safety instructions;
- how and where to get personal assistance;
- how and where to get information regarding assistance for livestock and companion animals;
- telephone numbers for donations and donations policy;
- pre-formatted media releases.

#### **7.11.10 Regular Bulletins**

The release of regular bulletins is essential in order to keep the public informed. Timing of the release whilst being dictated by the progress of the event should also coincide with the electronic and printed media deadlines.

#### **7.11.11 Rumour Control**

All releases must come from an authoritative Council source, namely the Mayor.

#### **7.11.12 Documentation**

All media releases must be copied and stored with other documentation relating to the disaster event in the Council's archive system.

#### **7.11.13 Types and Sources of Warnings**

The following authorities provided warnings:

**Queensland Fire and Rescue Service** - will coordinate media and public information regarding chemical or gas emergency situations.

**The Department of Primary Industries & Fisheries** - provides clear, accurate information about an emergency animal/plant disease emergency and its implications and the progress of control or eradication procedures.

**The Brisbane Regional Office of the Bureau of Meteorology (BOM)** - provides cyclone (cyclone advice, cyclone flash, cyclone watch and cyclone warning), flood (flood alert, flood watch and flood advice), severe storm (including thunderstorm), land gales and severe bushfire weather advices.

**The Department of Premier and Cabinet** - where the State wide management of a terrorist incident is required.

**Queensland Police Service**- will have responsibility for providing information about locally managed terrorist incidents.

**District Disaster Coordinator** - will provide information released by SDMG and SDCC.

**Queensland Health** - for information regarding a public health epidemic or heat wave.

**Somerset Regional Council** – for local information on road closures, traffic routes, evacuations, evacuation centres, welfare centres, public health issues, debris clean-up and all matters relating to the activation of the LDMG and LDMP.

#### **7.11.14 Target Recipients**

The target audience for the release of warnings is the general public in Somerset Regional Council area and members of the LDMG.

#### **7.11.15 Special needs Recipients**

The following special needs groups in the community should also be the recipient of warnings and disaster related information, where appropriate:

- schools, pre-schools, day care centres;
- hospitals, hospices, nursing homes;
- hearing impaired;
- people in transit (on public transport and walking, etc.);
- non-English speaking.

#### **7.11.16 Distribution**

The LDMG shall maintain an up-to-date contact list of the media organisations applicable to the area, including after hours contacts.

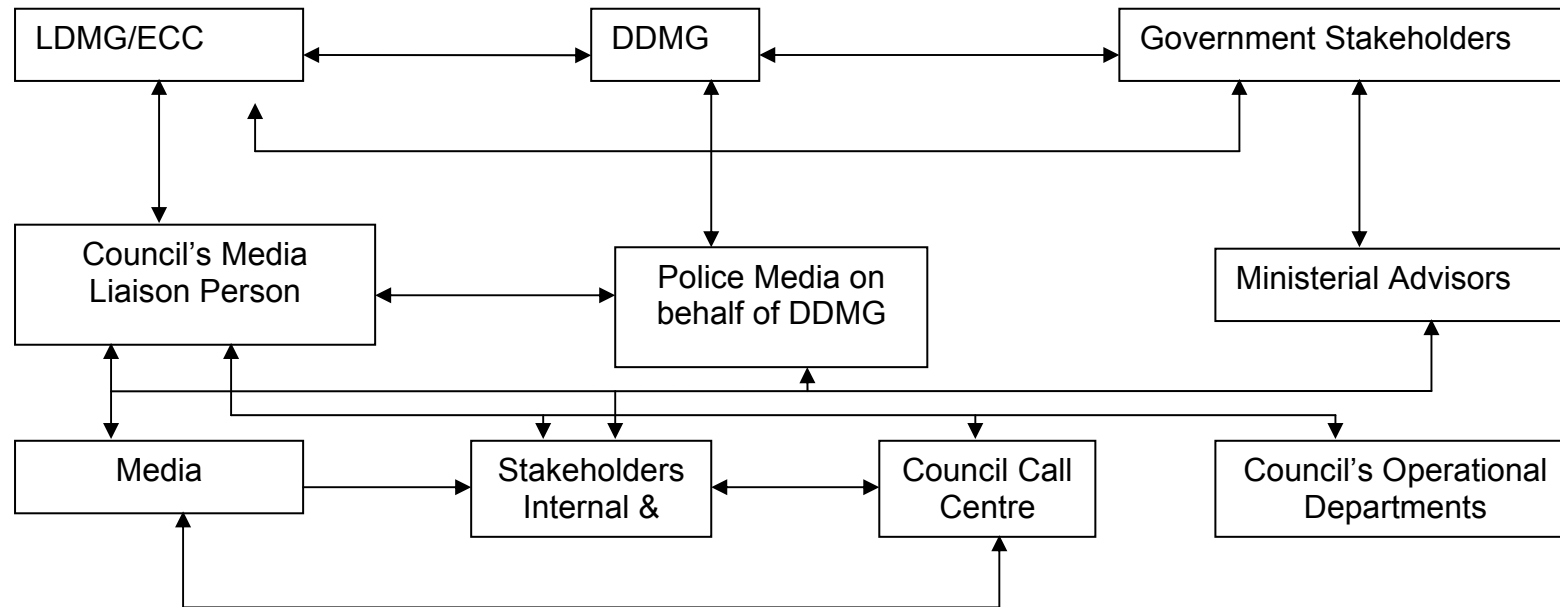
Arrangements must be put in place for the release of the information on a 24 hour/7 day basis. This will entail ensuring that material can be inserted into local radio and television stations by local arrangements rather than by remote link broadcasts.

#### **7.11.17 Warning Content**

The content of warning bulletins should include as appropriate the following detail:

- official source;
- brief;
- non-technical language;
- nature of the problem;
- location of the problem (area affected);
- anticipated lead time;
- probability of event occurring;
- safety instructions – protective action;
- time of next warning/update;
- must be designed to promote action;
- pre-formatted warnings.

Lines of Communication when the Local Disaster Coordination Centre is operational.



**CHECK LIST: PUBLIC INFORMATION, WARNINGS AND MEDIA**

<b>TASK</b>	<b>DATE COMMENCED</b>	<b>RESPONSIBLE ORGANISATION</b> <b>RESPONSIBLE OFFICER</b>	<b>CONTACT NUMBERS</b> <b>Ph</b> <b>Mobile</b> <b>Fax</b>	<b>DATE COMPLETED</b>
Appoint Media Liaison Officer or Public Information Officer	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop an information dissemination plan	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Identify the representative of the LDMG to be the 'public face' of the LDMG's response to the event.	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop (in conjunction with relevant member agencies of the LDMG) pre-formatted public information fact sheets regarding various major impact events, and recommended actions	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop pre-formatted media briefing sheets	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop and foster relationships with media organisations	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Determine media release and briefing timetables	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Establish liaison with local radio and other media outlets for community alerts and warnings	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed



<b>TASK</b>	<b>DATE COMMENCED</b>	<b>RESPONSIBLE ORGANISATION</b> <b>RESPONSIBLE OFFICER</b>	<b>CONTACT NUMBERS</b> <b>Ph</b> <b>Mobile</b> <b>Fax</b>	<b>DATE COMPLETED</b>
Develop draft media releases and briefings.	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Monitor news coverage for accuracy, currency, completeness and report discrepancies to the LDMG.	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Maintain a record of all media releases, contacts and activities.	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Ensure that warning are being received by the community	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Where necessary, have warnings repeated via live radio or television appearances	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Check with special needs facilities that they have received warnings as appropriate	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Ensure maintenance of media contact details	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Encourage 24-hour local transmission with staff of broadcast radio stations	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed
Develop warning templates in conjunction with the Media Liaison Officer, for utilisation in the Public information area	Commenced	Responsible Organisation Responsible Officer	Contact Numbers Ph Mob Fax	Completed

TASK	DATE COMMENCED	RESPONSIBLE ORGANISATION  RESPONSIBLE OFFICER	CONTACT NUMBERS Ph Mobile Fax	DATE COMPLETED
Check content of warnings from external agencies for accuracy, and advise the originator of the warning of any inaccuracies	Commenced	Responsible Organisation  Responsible Officer	Contact Numbers Ph Mob Fax	Completed

This Page Blank

## 7.12 RESCUE PLAN

### 7.12.01 Aim

To provide support to communities after a disaster event and to coordinate the use of resources in search and rescue in response to an actual or potential disaster condition.

### 7.12.02 Context and Assumptions

Rescue is a function which is addressed on a daily basis by a number of organisations. Rescue as a function of a disaster response is an extension of that daily role, and while the intensity and magnitude of the activities may be substantially increased during a major event, the basic principles do not change.

- The State Rescue Policy outlines Queensland's rescue services and their specific areas of expertise and responsibility;
- All rescue arrangements in place at individual agency level and agencies in combination, where appropriate as outlined in the Policy;
- These rescue arrangements are guided by standard operating procedures and regularly tested by activities and by exercise.

### 7.12.03 Potential Area for Control

The whole of Council's area.

### Organisation for Control

The following Agencies have accepted responsibility for the roles indicated in Section 5 of this plan:

Threat	Lead Agency	Support Agencies
Rescue	Queensland Police Service	Queensland Rescue Queensland Fire & Rescue Service Queensland Ambulance Service State Emergency Service Aviation Services Mines Rescue Federation Mountain Rescue

### 7.12.04 Road Crash Rescue

Road Crash Rescue (RCR) functions within the Shire are carried out by the Queensland Fire and Rescue Service and supported by the State Emergency Service.

### **7.12.05 Rescue Elements**

The elements that make up rescue include the following as outlined in the State Rescue Policy:

- Vertical Rescue;
- Road Crash Rescue;
- Confined Space Rescue;
- Trench rescue;
- Flood and Inland Waterways Rescue;
- Swift Water Rescue;
- Structural Collapse Rescue;
- Urban Search and Rescue;
- Land Search.

### **7.12.05 Policy**

The following Policy statements and Guidelines apply:

- State Rescue Policy Statement 2000;
- State Rescue Policy Guidelines 2000;
- State Register of Rescue Units.

## 7.13 COMMUNICATIONS PLAN

### 7.13.01 Aim

To identify and co-ordinate the activities of organisations involved in providing communications in support of disaster management operations within the Shire.

### 7.13.02 Potential Area of Operations

The following are considered potential areas for conducting communications operations:

- (b) whole of Council's area;
- (c) Somerset Regional Council disaster coordination centre or alternative site;
- (d) evacuation centres.

### 7.13.03 Organisation for Control

The following Agencies have accepted responsibility for the roles indicated in Part 1, Section 5 of the Main Plan:

Lead Agency	Support Agencies
Somerset Regional Council	SES WICEN Telstra Other communication providers

### 7.13.04 Activation

This operational plan will be activated in conjunction with the activation of the ECC.

### 7.13.05 Concept of Operations

To be administered in conjunction with Concept of Operations in Part 1, Section 5 of the Main Plan.

The hierarchy of communications during a disaster management operation is as follows:

- 1<sup>st</sup>. telephone and facsimile;
- 2<sup>nd</sup>. email;
- 3<sup>rd</sup>. Mobile 'phone.  
Note: Mobile 'phone access may not be available in all locations in the Shire
- 4<sup>th</sup>. Need to ensure availability of means of recharging 'phone batteries;  
Own organisations two way radio network;

- Note: need to ensure capability of maintaining power to the system.
- 5<sup>th</sup>: Multiple service radios;
- 6<sup>th</sup>: Other service organisations' radio network, e.g. SES, QAS, Police, QFRS, non government organisations;
- 7<sup>th</sup>: Courier
- Note: need staff and means of transport etc. to physically carry the messages.

If the primary means of communication fail, the SRC with the support of the communications officer, Telstra and the various Lead and Support Agencies will attempt to restore communications or provide alternative means of communications.

All Lead and Support Agencies involved in the disaster response shall provide their own communication links between the ECC and their agency, forward command post or evacuation centre.

Initial temporary communications between the evacuation centres and the ECC may be required to be provided by the SES until more suitable communications means are established by SRC

#### **7.13.06 Communications at Forward Command Posts**

The establishment of communications at forward command posts is normally the responsibility of the individual agency. However SES may be able to assist in providing communications in the interim.

Organisations such as QAS and QFRS pass their communications through their own call centres. In these cases it is essential that those call centres are provided with appropriate contact details for the LDMG and ECC and understand the protocols for requesting assistance not able to be met from the agency's own resources.

#### **7.13.07 Available Communication Resources**

- (e) conventional Telstra and other service provider landlines;
- (f) mobile 'phone facilities;
- (g) SES radio net;
- (h) Somerset Regional Council radio net;
- (i) Queensland Police radio net;
- (j) individual agency radio nets;
- (k) WICEN and radio club members; and
- (l) private individuals.
- (m) electronic media – radio and television stations for messages to the public;

Owner	Address	Type	Frequency	No. Sets	Range	Transmitter Site

#### **7.13.08 Maintenance of Communication Resources**

Each agency is responsible for the maintenance of its system and facilities.

#### **7.13.09 Attachments**

Annex "1A" – Emergency contact names and phone numbers.

#### **7.13.09 ISSUES TO BE CONSIDERED, ADDRESSED AND DOCUMENTED.**

##### **Available Communication Resources**

- identify available communication resources, transmitter locations etc. within Region and complete table.



This Page blank

## 7.14 LOGISTICS PLAN

### 7.14.01 Aim

To co-ordinate the activities of Agencies involved in management, receipt and delivery of appropriate supplies, in good condition, in the quantities required and at the places and time they are required.

### 7.14.02 Organisation for Control

The following Agencies have accepted responsibility for the roles indicated:

Lead Agency	Support Agencies
Somerset Regional Council	Chamber of Commerce Local transport Operators Service Clubs

### 7.14.03 Management

Council's purchasing and stores section will manage the procurement, storage and distribution of supplies in accordance with Council's purchasing and financial policies.

In a major event it may be necessary to supplement Council staff in order to maintain a 24 hour/7 day capability.

Supplies required by the LDMG which are not available locally, such as large generators, cold rooms etc. will be sourced externally by placing the request through the DDC.

### 7.14.04 Warehousing

Use will be made of the pavilions as required, at the Esk, Lowood, Kilcoy and Toogoolawah Showgrounds as a central location for the storage of supplies.

Adequate open-air storage is available adjacent to the pavilions for the storage of gas bottles etc. the siting of cold rooms and mobile freezers and for the movement of large transport vehicles.

Security of the area can be provided.

In locations removed from Esk, Lowood, Kilcoy and Toogoolawah open air storage is generally available adjacent to the evacuation centre for the storage of gas bottles etc. the siting of cold rooms and mobile freezers and for the movement of large transport vehicles.

#### **7.14.05      Asset Recording/Tracking**

Council's financial systems will be used to track and maintain supply levels.

#### **7.14.06      Transportation**

Forklifts and cranes are available locally from Council and private companies to move heavy items.

Private companies can provide service to equipment using mobile service vans and tankers.

Council maintains an annual standing offer listing of companies able to supply plant and equipment to Council on an as needs basis.

Refer to Plan 7.08 "Transport Plan" for transport provider detail.

## **7.15 TERRORISM PLAN**

### **7.16.01 Aim**

To co-ordinate the activities of Agencies involved in responding to a terrorism incident affecting the residents and communities of Somerset Regional Council area.

### **7.15.02 Scope of the Operational Plan**

This operational-plan relates to terrorism incidents which involve Agencies in addition to the Queensland Police Service and applies to any incident:

- (a) Which occurs in the Council area;
- (b) Which occurs outside the Council's boundaries but which impact on the residents and communities within the Council's area.

The QPS will manage the whole-of-government response to a terrorist situation in accordance with the National Anti Terrorist Plan (NATP).

Biological terrorist events are managed in accordance with the State Multi-Agency Response Plan to Chemical, Biological and Radiological (CBR) Incidents.

This operational plan, in conjunction with the Disaster Management Plan, supports the NATP and provides a disaster management framework for coordinating the community consequences in the response and recovery phases.

The Queensland Government has determined four broad classifications of possible terrorist or security related targets. These are:

- Mass Gatherings
- Critical Infrastructure
- Hazardous Sites
- Government Facilities

### **7.15.03 Potential Area for Control**

The potential for a terrorism incident within the Council's boundaries is considered to be unlikely but possible.

It is more probable that an incident will occur outside the Council's boundaries and have a secondary impact within the Council area, such as an incident involving a critical piece of State infrastructure such as power, transport etc.

### **7.15.04 Organisation for Control**

The following Agencies have accepted responsibility for the roles indicated in Section 5 of this plan.

Threat	Lead Agency	Support Agencies
Terrorism	Queensland Police Service	Queensland Fire & Rescue Service Queensland Ambulance Service Esk Hospital Kilcoy Hospital Somerset Regional Council Ergon Energy Telstra Chem Unit –RACE (Response Advice For Chemical Emergency)

#### 7.15.05 Warnings

All warnings will be issued by the Queensland Police Service Media Unit. Upon implementation of the LDMP, all public warnings will be distributed through the SRC upon recommendation of the Lead Agency and on authorisation of the Chairperson LDMG.

#### 7.15.06 National Security Alert Levels

Australia has moved to a four-level system of national counter terrorist alert. The alert levels are:

- Low – no information to suggest a terrorist attack in Australia
- Medium – medium risk of a terrorist attack in Australia
- High - high risk of a terrorist attack in Australia
- Extreme - terrorist attack is imminent or has occurred

The categorization is not in reaction to any particular threat, but rather a sensible arrangement to inform national preparation and planning and to provide greater flexibility through a graduated response.

Somerset Regional Council's response and recovery planning and preparation are keyed to changes in the alert level. Changes to the alert level will be advised by QPS. Changes to the alert level above Medium will be advised immediately to the Chairperson and Executive Officer of the LDMG.

The Chairperson will activate the LDMG and the Executive Officer and the LDMG when:

- an incident has occurred;
- a credible, specific threat has been received; or
- the alert level is raised to High for the South East Region or for a specific event or type of critical infrastructure within Council's boundaries.

### **7.15.07 Concept of Operation**

A report of a possible terrorism related incident will be referred to the local unit of the Queensland Police Service.

Response to and control of the incident will be undertaken by the Queensland Police Service.

Community recover will commence once the incident site is cleared by the Queensland Police Service.

Community recovery may require activation of the LDMG and the District Disaster Community Recovery Arrangements.

#### **7.15.07.1 RESPONSE TO A TERRORIST EVENT**

QPS is the controlling and coordinating authority for all State response agencies in a terrorist incident. The incident will be controlled and coordinated in accordance with the NATP and/or the emergency powers afforded to the police under the *Public Safety Preservations Act, 1986*.

**Somerset Regional Council's responsibilities** are to provide support as required during the response phase, to manage the broader community consequences, to commence planning for the recovery phase and to coordinate the recovery effort, if needed through the LDMG.

If necessary, the procedures outlined in the State CBR Plan will be implemented in conjunction with the above arrangements and legislation.

#### **7.15.07.2 ACTIVATION OF THE PLAN**

QPS will advise Somerset Regional Council that a terrorist incident or security related event is imminent or has occurred. Based on that initial information and the QPS assessment of the potential for significant impact on a community, the Chair will decide whether or not to activate this Operational Plan. If not activated immediately, the situation should be monitored in case circumstances change.

If the Operational Plan is activated, the LDMG will be activated in accordance with SOPs.

#### **7.15.07.3 RESPONSE SUPPORT**

The LDMG role is to assist in the coordination of necessary resources, requests for assistance and functional arrangements in support of the QPS, and to manage the community consequences of the event.

#### **7.15.07.4 RECOVERY SUPPORT**

The LDMG role is to coordinate the recovery effort needed once the event has been resolved. Planning for this should begin as early as possible and all support agencies should be identified and engaged in the planning process.

#### **7.15.07.5 Liaison Officers**

Somerset Regional Council should consider the deployment of a Liaison Officer to the QPS forward command post to ensure that LDMG receives accurate and timely information as well as advance warning of requests for assistance.

#### **7.15.08 Counter Terrorism Liaison Officer (CTLO)**

QPS will make available to Somerset Regional Council a trained and qualified CTLO. The CTLO is available to assist with developing the security risk profile and to advise on the nature and type of support the QPS may seek during the response phase. Because of other police duties, the CTLO may not be available during the response phase.

#### **7.15.09 Requests for Assistance**

Requests for assistance from Support Agencies will be made through the local unit of the Queensland Police Service and may involve but not be limited to:

- Provision of barricades;
- Diversion of traffic;
- Immediate welfare – evacuation, temporary accommodation, feeding etc.

#### **7.15.10 Conference – Protracted Operations**

Briefings will be held when necessary, as determined by the Queensland Police Service.

#### **7.15.11 Debriefing**

Debriefing of the incident will occur and will be arranged by the Queensland Police Service.

#### **7.15.12 Attachments**

Annexe “1A” Emergency contact names and phone numbers.

#### **7.15.13 ISSUES TO BE CONSIDERED, ADDRESSED AND DOCUMENTED**

To ensure validity of the operational plan a risk management assessment in accordance with the procedures set out in the “Local Government Counter Terrorism

Risk Management Kit” should be undertaken in the former Kilcoy Shire area, the findings documented and this operational plan modified.



This Page Blank

## **7.16 EMERGENCY ANIMAL/PLANT DISEASE PLAN**

### **7.16.01 Aim**

To assist the LDMG to deal with an emergency animal disease event within the Council area.

### **7.16.02 Objectives**

The objectives of this Emergency Animal Disease Plan are to:

- provide guidelines to assist the lead agency (DPI&F) for a co-ordinated local response to the control and/or eradication of emergency animal disease outbreaks; and
- provide guidelines for initiating community recovery following completion of control or eradication.

### **7.16.03 Scope of Operational Plan**

The whole of Somerset Regional Council area is likely to be involved in an emergency animal disease response. There is potential for an emergency animal disease response to be undertaken in more than one shire within a disaster district. When this occurs the Disaster District Co-ordinator will also be notified.

Most animal disease emergencies present little direct threat of injury or death to humans; however the cost in purely economic terms may be particularly significant. There may be a demand for resources long after the disease has been brought under control. QLDVETPLAN and the Exotic Diseases in Animals Act 1981 detail arrangements for compensation for loss or damage and for reimbursement where eligible of those expenses incurred during the response.

### **7.16.04 Review and Exercise of Plan**

This plan is to be reviewed in accordance with section 1.11 of the main plan.

DPI&F staff will work with LDMG to develop appropriate training and exercise material and assist the LDMG to test aspects of the plan.

### **7.16.05 Organisation for Co-ordinating Operations**

The DMEG will manage the event on behalf of the LDMG with the assistance of the OIC Police and the Community Support Coordinator.

The local DPI&F Veterinary Officer and/or Biosecurity Inspector should attend DMEG meetings however during a response they are unlikely to be available due to operational commitments

### **7.16.06 Risk Assessment Emergency Animal Disease Threats**

Australia is free of over 50 major animal diseases occurring elsewhere in the world.

Whilst various types of animals are in existence in the Region, cattle are the animals in the largest numbers. For this reason, it is anticipated that this species is the most likely in which this type of disease would occur. Diseases of very high significance to the cattle industry include foot and mouth disease and screw-worm fly.

Some diseases, such as rabies, concern all warm blooded animals including humans.

Diseases of poultry may be carried into the area by migrating birds from neighbouring countries as well as through illegal importation of birds and bird products.

Disease control actions would involve controlling people and animal produce movements, destruction of animals and burial/disposal of animals. Appropriate decontamination of fomites and animal housing may need to be undertaken.

### **7.16.07 General Threats**

There are 7 major diseases/pests which are considered high risk threats to Queensland. These are -

- foot and mouth disease;
- highly pathogenic avian Influenza;
- screw worm fly;
- Newcastle disease;
- Asian bee and varroa mite;
- classical swine fever;
- Equine Influenza.

### **7.16.08 Local Threats**

South East Queensland (including Somerset Regional Council area) has a major Agricultural base.

Risks within the region are -

#### **Cattle/Pigs**

- the number of rural enterprises owned by persons of European descent;
- the ease of international travel for rural persons;
- the drawing of cattle to market places for sale as store or fat;

- a Feral Pig population which has access to domestic product at local dumps and or widespread property sites where the practise of keeping and feeding of feral pig is allowable.

### **Poultry**

- the Avian Diseases do not hold high significance economically because of the isolation to that particular industry plus the relative small size of the local industry;
- migratory birds are in existence and these pose a threat with Avian Influenza.

### **Humans**

- There may be language barriers in disseminating information relating to disease control and unacceptable behaviours etc.

### **Sheep and Goats**

- Blue tongue and foot and mouth present a threat to the sheep population. The small goat industry located in the cattle producing areas are at highest risk of having detectable field cases of blue tongue and foot and mouth.

### **Exotic Animals**

- There are several operations in the Shire farming emus and deer which may be also present risks.

### **Horses**

- Equine influenza is a serious threat to the equine industry on an operational and personal level.

## **7.16.09 Organisational for Control**

### **Lead Agent - Department of Primary Industry and Fisheries (DPI&F).**

DPI&F is the Lead Agency and has overall responsibility for emergency animal disease outbreaks. The DPI&F response is co-ordinated at state level by a State Disease Control Headquarters (SDCHQ) and at a local level by a Local Disease Control Centre (LDCC). DPI&F may require assistance on a local level from other agencies and would direct these requests for assistance to the relevant LDMG or to the DDMG. DPI&F may contract functions to private individuals/companies during a response. This would be facilitated separately from requests made to the LDMG and DDMG.

## DPI&F Operations Centres

A DPI&F State Disease Control Headquarters (SDCHQ) would be set up in Primary Industries Building, Brisbane.

A DPI&F Local Disease Control Centre (LDCC) would be established within 48-72 hours of the first notification of an outbreak.

In the DPI&F's South East Region the LDCC would be established initially at one of three sites depending on the location of the outbreak:

- Brisbane;
- Toowoomba;
- Beaudesert;

Within Somerset Regional Council area the following locations may be suitable for DPI&F to establish a LDCC:

- Fernvale Futures Complex;
- Esk, Lowood, Toogoolawah, Kilcoy Showground;

Council's local disaster coordination centre located in the Council Chambers would not be available for a long term 24 hour/7 day activation due to normal Council requirements for the chamber.

The LDCC may be moved to an alternative site (e.g. Esk SES headquarters) during the outbreak if thought necessary.

Provisions also exist for Forward Command Posts (FCP) to be set up. The sites for these FCP's would be determined at the time of the outbreak or during the response phase.

The structure and functions of the LDCC are detailed in the QLDVETPLAN. The AUSVETPLAN Control Centre Management Manuals detail operational activities of the LDCC including chain of command, layouts, and job descriptions of all positions. The LDCC will deal directly with the LDMG unless the DDMG has been activated, in which case the LDMG would deal primarily with the DDMG.

**Somerset Regional Council Local Disaster Management Group (LDMG).** The primary roles of the LDMG in an emergency animal disease response is to respond to specific requests made by DPI&F and to co-ordinate and lead the community recovery program in the Council area. These requests shall be met by the LDMG activating relevant parts of their disaster management functional plans. If a request cannot be fulfilled at local level, the DDMG should be notified as per Disaster District arrangements. The LDMG and the DDMG are responsible for supervising any sections of the functional plans activated to carry out specific requests.

If the DDMG is activated the LDCC would deal primarily with the DDMG and the LDMG would deal with the DDMG as per District Disaster Plans, though some contact would remain with the LDCC.

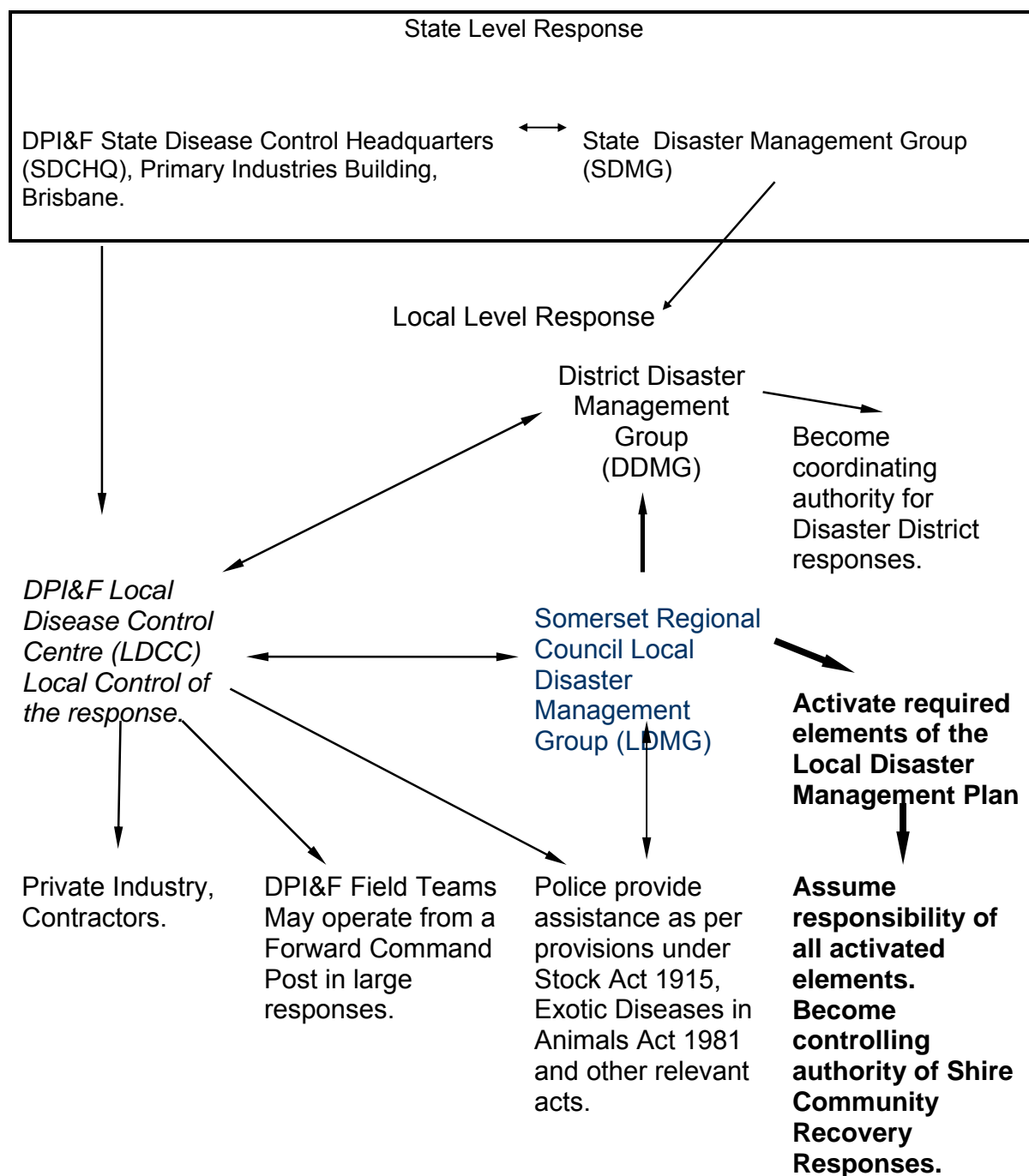
An emergency animal disease response **may take some time (weeks or months)** to finalise however involvement of the LDMG **may not** be required for this length of time. They would be kept informed and at such time as their assistance is no longer required would be notified to stand-down. DPI&F would take over the operation of the response until completion and would re-establish contact if new outbreaks were discovered or the current outbreak escalated beyond DPI&F resources.

#### **7.16.10 Concept of Operations**

DPI&F conducts responses under the Stock Act 1915 and/or the Exotic Diseases in Animals Act 1981. The technical aspects of response operations are carried out using the nationally accepted guidelines set out in AUSVETPLAN. Operations will be undertaken in four broad phases, these are:

- (a) **Investigation Phase** – when a report of a possible exotic disease has been made and is being investigated by a DPI&F Veterinary Officer and/or Stock Inspector.
- (b) **Alert Phase** – when there is a high probability that an exotic or emergency disease is suspected in the shire or when there is a confirmed outbreak in Queensland or in another state which may affect the Shire. Internal DPI&F response plans are activated and LDMG and DDC are notified that a response may be required within the shire. If an emergency does not arise, or if the emergency can be controlled by DPI&F resources alone, stand-down procedures may then take effect.
- (b) **Operational Phase** – when the CVO is satisfied that there is an exotic disease outbreak in the Shire and implements control or eradication procedures. Overall control remains with DPI&F who may request assistance from LDMG / DDMG. Both Somerset Regional Council and the Disaster District would then be responsible for supervising any elements of their local disaster management plan activated to fulfil these requests. Costs incurred in this phase may be recoverable from a fund managed by DPI&F.
- (c) **Stand-down Phase** – when the CVO determines that there is no longer an animal disease emergency and operations are wound down. Note however, as mentioned in the Scope of the plan, resources may be required well after the initial outbreak is contained. Stand-down of other agencies may occur before the actual completion of the response by DPI&F.

## Flowchart



**Roles and Responsibilities** – refer to section 5.06 and 5.07 of Part 1 Main Plan.

### **7.16.11 Reporting**

Situation reports (Sitreps) detailing operations to date and forecast operations will be submitted on a regular basis by the LDMG, to the DDMG, when these are operational. Refer to plan 7.02 Disaster Coordination Centre.

Information that should be transmitted and recorded when reporting a suspected emergency animal disease outbreak is outlined in the attached “report format for reporting suspect emergency animal disease initial reporting record for non-DPI&F Biosecurity staff.”

### **7.16.12 Conferences – Protracted Operations**

Daily briefing sessions will be held during the early stages of a response. Briefing notes from each session will be circulated to support agencies involved. The frequency of these briefings is likely to be reduced as the response is finalised. A media unit at the LDCC may conduct press conferences and issue news releases.

### **7.16.13 Debriefing**

As soon as possible after completion of the operation a debriefing of field operations will be conducted DPI&F. All organisations involved in the activation should be represented at the debriefing in order to identify and rectify deficiencies.

If the LDMG has been activated, the Chairperson of the LDMG will debrief the LDMG and ECC participation in the event.

### **7.16.14 Communications**

Assistance may be sought from the LDMG with communications in the local area. For efficient operations, there should be dedicated outgoing lines and incoming lines to alleviate overload of the system. All systems should be protected, as far as practicable, from failure and wherever possible back up systems should be established. Refer to plan 7.14.

### **7.16.15 Public Information and Awareness**

Reports of disease emergencies should be directed to the:

- DPI&F Call Centre **13 25 23**; or
- National Disease Watch Hotline, 24 hour Emergency No. **1800 675 888**. or
- DPI&F after hours emergency number **3830 8550**

Initial public announcement of an exotic or emergency animal disease outbreak will be made by the Minister for Primary Industries. SDCHQ will then continue to release



media bulletins and respond to media enquires. LDCC will have a media unit that may also release media bulletins of a more local nature.

All media enquiries directed to the LDMG should be redirected to the DPI&F Call Centre on **13 25 23** until the Media Unit of LDCC is operational. It is recognised that LDMG may also need to release information to the media. These releases should be cleared by the SDCHQ in the early stage then through the LDCC media unit, when established, before release.

The LDMG will display Emergency Animal Disease pamphlets and related material in the display racks in the Council Administration Building and libraries.

#### **7.16.16 Surveillance**

Council's town plan and local laws provide adequate controls on the location and development of enterprise establishments likely to be a source or involved in an emergency animal disease event.

Council's staff (EHO and saleyard employees) are familiar with:

- Public health issues related to the disposal of food stuffs, swill feeding;
- Paper work, record keeping, national vendor declarations etc. related to saleyard activities, including the dangers of unauthorised after hours use of the saleyards;
- Procedures to notify awareness of large animal deaths – aquatic, avian, terrestrial etc.

#### **7.16.17 Diseased Animal Destruction**

There are professional licensed shooters in the Somerset Regional Council area and there staff in Council's Planning and Development Department who are licensed to destroy animals.

#### **7.16.18 Animal Disposal**

The following issues will be considered when establishing disposal sites:

- Water tables;
- Soil type;
- Drainage and waterways including irrigation channels;
- Leachate collection;
- Feral animal control;
- Access and distance from destruction sites;
- Social issues (smoke, odour, noise, traffic etc);

DPI&F, DNR&W, and EPA/QPWS will provide advice on proposed disposal sites.

Council will not allow diseased animals to be buried in landfill sites at the various rural towns.

The following web sites contain useful information for choosing disposal sites:

AUSVETPLAN at: <http://www.aahc.com.au/ausvetplan/index.htm>

#### **7.16.20 Provision of Plant, Equipment and Resources**

Whilst Council owns and operates a plant fleet, its availability is dependent upon operational requirements to meet Council's core local government responsibilities. Council also maintains an annual list of plant and equipment suppliers who have quoted to supply plant and equipment on an as needs basis.

Fuel suppliers in the Region are detailed in the transport plan together with mass transport operators.

#### **7.16.21 Requests for Assistance**

All requests for assistance which fall outside the scope or ability of the LDMG to meet will be forwarded to the DDMG for action.

#### **7.16.22 Finance**

The control and recording of expenditure associated with the activation of this plan will be in accordance with Section 4.04 of the LDMP.

Financial relief to the community will be assessed in accordance with the provisions of NDRRA/SDRA.

#### **7.16.23 Community Support**

Community support will be provided where appropriate in accordance with Operational Plan 7.05.

#### **7.16.24 Attachments**

Annexe "1A" – Emergency contact names and phone numbers.

#### **7.16.25 References**

##### **7.16.25.1 Websites**

*Australian Veterinary Emergency Plan - AUSVETPLAN – Summary Document.* 2002. Agriculture and Resource Management Council of Australia and New Zealand. 16 February 2004. <http://www.aahc.com.au/ausvetplan/index.htm>

*Australian Veterinary Emergency Plan - AUSVETPLAN – Management Manual – Part 1 Management and Organisation of Control Centres.* 1996. Agriculture and Resource

Management Council of Australia and New Zealand. 16 February 2004.

<http://www.aahc.com.au/ausvetplan/index.htm>

AQUAVETPAN at:

<http://www.affa.gov.au/content/publications.cfm?Category=Animal%20fixand%20Plant%20Health>

#### **7.16.25.2 Publications**

*Queensland Animal Emergency Diseases Operations Manual (QAEDOM)*. 2 July 2002. Queensland Department of Primary Industries and Fisheries.

*Queensland Veterinary Emergency Plan - A Threat Specific Plan For Emergency Animal Diseases*. Queensland Department of Primary Industries and Fisheries.

“Suspect emergency animal disease initial reporting record for non-DPI&F Biosecurity staff.”

*Report details of caller*

Name of caller	Telephone # of caller	Mobile # of caller	Fax # of caller
Address of caller			
Property owner's name	Telephone # of property owner	Mobile # of property owner	Fax # of property owner
Location of animals / property owners address			Tailtag # (if known)
Directions to property		Species affected	
Disease suspected	Clinical signs	Additional comments	

*Report receiver details*

Name of receiver	Telephone #	Disease suspected	Date reported to DPI&F
Address of receiver	Fax #	Location (district) of suspect disease	
Additional comments			

This Page Blank

## **7.17 EPIDEMIC OR OTHER HEALTH ISSUES PLAN**

### **7.17.01 Aim**

To co-ordinate the activities of organisations involved in preparing for and responding to an epidemic and / or pandemic within the Council area.

### **7.17.02 Potential Area of Operations**

The whole of Council's area is considered a potential area for conducting health operations.

### **7.17.03 Background**

The major threat is considered to come from the Avian Influenza Virus (H5N1 Bird Flu). The concern is that if the virus mutates into a form capable of being transmitted to humans, it could cause a pandemic similar to the Spanish flu of 1918 which killed millions of people world-wide.

Current modelling suggests that the impact on local governments and business generally, would see the need for staff members to care for family members. This together with mandatory social isolation policies may cause staff absenteeism rates as high as 50%.

Management of the consequences of an epidemic or pandemic in Queensland will be the function of State Disaster Management System through State, District and Local Disaster Management Groups.

Changes in alert phases will be determined by the Chief Medical Officer, Australian Government as detailed in the NAPPI.

### **7.17.04 Potential Communicable Diseases**

Epidemics of communicable diseases are of low probability. However the following hierarchy indicates broad probabilities:

Communicable diseases commonly found in the general population: meningitis, food-borne illness, influenza and water-borne diseases;

Setting – potential disease outbreak locations – childcare centres, schools, aged care facilities, event-specific, prisons, marginalised groups such as IV drug users, animal farms (chicken, cattle);

Emerging infectious diseases – Birdflu, SARS, Leptospirosis, Lyssa virus, Q fever;

Biological assault – terrorist threat, biological weapons.

### 7.17.05 Organisation for Control

The following Agencies have accepted responsibility for the roles indicated in Part 1, Section 5 of the Main Plan:

Lead Agency	Support Agencies
Queensland Health	Somerset Regional Council Queensland Police Service Queensland Ambulance Service Esk Hospital

### 7.17.06 Concept of Operations

To be administered in conjunction with Concept of Operations in Part 1, Section 5 of the Main Plan.

### 7.17.07 Council's Responsibilities

- determine and maintain appropriate Epidemic or Pandemic Influenza policies and plans consistent with the role of Local Government and complementing relevant state, territory and national policies and plans;
- maintain business continuity plans to enable the delivery of Local Government essential services;
- support national, state and territory response and recovery by representing the needs of local communities and contributing to their continuing viability; and
- support state and territory emergency management frameworks.  
State Government Responsibilities.

In simple terms, Local Governments have three key functions in the event of an Epidemic or Pandemic Influenza:

- as a Disaster Manager – Council as a local authority is charged with maintaining disaster management plans, arrangements and a response capability as well as for contributing to the management of community consequences of a disaster event;
- as a Service Provider – and supplier of essential services with expectations that continued provision of such services will be guaranteed; and
- as a Responsible Employer – to ensure the well being of all staff.

The responsibilities above are best categorised into those with an external focus and those with an internal focus.

- the **external aspects** are coordinated using the Council's disaster management

arrangements. These are applied to coordinate Council's response to any disaster and to manage the community consequences of any event.

- the **internal aspects** are managed via a series of business continuity plans (BCP) each covering an essential business service. The BCP aims to guarantee the continued provision of the essential services or priority business process, regardless of the nature and impacts of a disaster. Internal aspects will also be managed through the effective use of Human Resource (HR) management policies and communication strategies that provide for effective staff management during an epidemic/ pandemic.

#### **7.17.07.1 Council as a Disaster Manager**

A key service provided by Council is managing the community consequences of a major disaster within its boundaries and within the limit of its resources. This service is provided for by the externally-focused disaster management arrangements. It is important to note that Council's role will change as the pandemic progresses.

In the initial **Containment Phase**, Council will have a narrow but important set of responsibilities, operating primarily in a support role. This support will be coordinated through the Disaster District structure and will focus on supporting the logistics and infrastructure support to Queensland Health in managing the pandemic influenza outbreak.

Should Containment operations be unsuccessful, the strategy switches to **Maintenance of Essential Services**. Council then has a much more significant role in two aspects:

- the need to ensure the continued provision of essential community services; and
- managing the community consequences of the event (supporting the community).

#### **7.17.07.2 Council as a Service Provider**

Local Governments are major providers of services to their communities. Some are delivered by Council officers, others under contract. In addition, there are support services without which the primary services could not be delivered.

In planning for a possible Epidemic or Pandemic Influenza, Council should consider its essential services and essential support services with regard to how these may be affected by an Epidemic or Pandemic Influenza.

Reviewing Council's Business Continuity Plans for these essential services should be a principal outcome of the planning process. Such reviews should seek to:



- determine the absolute minimum operating and staff levels for a protracted period,
- note key interdependencies;
- identify key messages for communication; and
- examine the effects of social isolation policies.

In some cases a new plan may have to be written.

#### **7.17.07.3 Council as a Responsible Employer**

As outlined above, an influenza pandemic may have devastating effects on the social infrastructure including high levels of absenteeism. How any organisation manages its people will affect its image and reputation and in some cases may determine whether it survives at all.

Two features which will distinguish successful employers will be the quality of their HR response to the pandemic and how they communicate with their staff. The challenge will be to apply existing policies in a consistent manner across the organisation in a flexible way to match the changing requirements as any pandemic evolves.

#### **7.17.08 Issues to be addressed**

The following issues are addressed in the operational plan “Public Health”:

- food and water distribution;
- refuse collection and disposal;
- vermin and vector control;
- disposal of dead animals;
- hygiene – food handling, storage and preparation;
- immunisation including emergency immunisation of emergency response personnel;
- business continuity

Other issues that need to be addressed and documented are listed at the end of this plan.

#### **7.17.09 Management of Infected Persons**

##### **Key principals**

In order to slow the spread of the virus, ill people not requiring hospitalisation will need to be restricted to their homes (isolation). Asymptomatic close contact of ill persons will also need to be restricted to their homes (quarantined). Admission to hospitals may need to be limited to the severely ill.

Queensland Health is currently developing guidelines for health care providers on the management of people in home isolation and home quarantine.

#### **7.17.10 Council Business Continuity**

The prospect of an epidemic or influenza pandemic is real. The current influenza strain H5N1 (avian influenza or bird flu) is causing concern and the World Health Organisation (WHO) has warned that should the virus mutate and be transmitted to humans, there would be significant consequences.

Somerset Regional Council must be in a position to continue to provide essential services, which are its core responsibilities, to the community.

To this end, a Somerset Regional Council Influenza Pandemic Management Group should be formed with functions outlined in the attached "Somerset Regional Council Influenza Pandemic Business Continuity Plan".

#### **7.17.11 Attachments**

Annex "1A" – Emergency contact names and phone numbers.  
"Somerset Regional Council Influenza Pandemic Business Continuity Plan".

This Page Blank

## **7.18 FLOOD / DAM BREAK / STORM PLAN**

### **7.18.01 Aim**

To co-ordinate the activities of Organisations involved in preparing for and/or combating the effects of Riverine Flooding, Dam Break Flooding and Storm Damage in the Somerset Regional Council area.

### **7.18.02 Potential Areas of Operations**

- (a) Riverine Flooding -whole of Council's area;
- (b) Storm –wind, rain, hail, lightning – whole of Council's area;
- (c) Deep Low Ex-Cyclone – sever wind and rain – whole of Council's area;
- (d) Dam Break Flood – Brisbane River and Cressbrook Creek Floodplain

**NOTE 1:** Within Council's GIS system there are a number of resources that may assist in interpreting the effects of flooding within the Shire.

**NOTE 2:** Dam break flood inundation mapping of the town of Toogoolawah, Lowood and Fernvale (see attached).

**NOTE 3:** Flood inundation levels for various failure scenarios are contained in the Emergency Action Plans for Atkinson, Cressbrook, Somerset and Wivenhoe Dams (see EAP in Annex 6).

### **7.18.03 Storms**

The Bureau of Meteorology classifies storms as follows:

#### **Severe Storm:**

- Defined by two categories - severe thunderstorms and land gales.

**Severe thunderstorm** - This type of thunderstorm is one that produces:

- hail, diameter of 2 cm or more (\$2 coin size); or
- wind gusts of 90 km/h or greater; or
- flash floods; or
- tornadoes, or any combination of these.

South-East Queensland is a region particularly susceptible to severe thunderstorms during the summer months with their hail, flash flooding, lightning and strong winds. These events are responsible for most of the annual damage to property from natural hazards in the region. There are about 20 days a year on which severe thunderstorms develop and on many occasions there have been up to five individual storm systems involved on any one day. Not all thunderstorms, however, produce damage. Over the

past 45 years the region has experienced, on average, two damaging thunderstorms each year. In both 1995 and 1999 there were eight such storms.

Destructive winds from thunderstorms occur much more frequently in the south-east Queensland region than do severe winds brought by tropical cyclones or east coast lows. Thunderstorm winds do, however, impact over a much smaller area. As a result, thunderstorms tend to cause localised but sometimes severe damage in a few suburbs, rather than affecting the whole region. Track widths typically vary from 1 km upwards and can extend for over 100 km if conditions are 'favourable'. Approximately 30% of all severe thunderstorms produce damaging hail. These swaths of hail may impact areas a few kilometres in width and up to 10 km in length. Thunderstorms can also bring with them flash flooding.

Almost all storms produce some lightening and associated thunder.

Tornadoes may accompany severe supercell thunderstorms. On average they occur about one day per year in this region. Peak wind speeds are estimated to approach 450 km/h in the larger tornadoes.

Somerset Regional Council area appears to have been fortunate that apart from hail damage to some crops the main storm damage was by strong winds bringing electricity high tension lines and pylons down in the Harlin and Gregors Creek areas.

The wind damage caused by the 'tornado' during December 2002 which appeared to follow the Gatton-Esk Road and branched out to Somerset and the Esk-Kilcoy Road is evidence that the region is not immune to storm damage and that it can occur at any time and place.

## **Land Gales**

Land gales are gale force (62 km) or stronger winds, which occur over the land. They usually last longer and affect much larger areas than thunderstorms. Gales blow when large differences in atmospheric pressure are concentrated over a small distance. This can happen between a "deep" low-pressure system and a strong high, or near an intense cold front.

**Cyclones:** Tropical cyclones are accompanied by strong winds, with potentially destructive gusts (more than 130 km/h within 100 km of the centre of Category 3 or greater storms. These strong winds can persist for hours, or even days, causing widespread building and infrastructure damage or even loss of life. Most of the structural damage caused by tropical cyclones is inflicted by strong winds. This damage can be caused directly by the wind and/or by the debris that it propels, frequently with great force.

**East coast lows**, also known as east coast cyclones, winter cyclones or easterly trough lows, are one of a family of low pressure systems which most often develop

during the winter months along the east coast of Australia south of latitude 25°C (around Bundaberg). These large-scale storm systems often develop rapidly and can become quite intense, with storm force winds extending over wide areas. These events contribute significantly to flooding and wind damage along the coastal margins as well as marine accidents, storm surge and beach erosion.

Whilst they share many features with tropical cyclones, east coast lows tend to intensify much more rapidly and form much closer to the south-east Queensland region, with the result that warnings of severe weather are typically quite short. The incidence of this type of storm fluctuates quite widely from one year to the next, with none in some years and the highest incidence being twelve in 1978/79. The long term average annual occurrence is about 2.5 storms per year but since 1960 the average has increased to 3.7.

#### **7.18.04 Riverine Flooding**

The 1 in 100 year flood event has often been used as a land use planning benchmark, unfortunately in some quarters this has been taken (erroneously) as a guarantee that if a flood of this magnitude occurs, then it will be a further 100 years before another of this severity will be experienced. The reality is that each year the odds are 100:1 that a flood of this level or greater will occur. This is now generally referred to as an Annual Exceedance Probability (AEP) of 1%. Over a 100 year time span, a 1% AEP flood has virtually a 100% chance of occurrence. It is also important to recognise that a 0.1% AEP flood (i.e. 1 in 1000 years) has a 10% chance of occurrence in 100 years.'

The largest flood in the Shire for which information is available was the 1974 flooding caused by the tropical cyclone "Wanda".

Other major flooding occurred in 1996 and 1999 but of lesser magnitude than 1974. For this reason the Shire has adopted the 1974 flood levels and has mapped it accordingly. It is generally recognised that the 1974 flood was approximately a 1:75 year average recurrence interval (ARI).

Community input in the Kilcoy area and BoM records suggests there have been major flood events on the Stanley River and the many creeks in the Kilcoy area. Regular flash flooding occurs in Sandy, Sheep Station, Monsildale and Kilcoy Creeks.

The following Table details flood data recorded by Main Roads in the Kilcoy area. This data is not automatically recorded and relies on surveyors visiting the site after the event to establish flood heights.

ROAD/ STRUCTURE	STRUCTURE IMMUNITY		REPORTED FLOOD				DESIGN FLOOD 50 yr ARI FLOOD LEVEL
	DECK LEVEL	OVER TOP IMMUNIT Y ARI yrs	DATE	LEVEL	TIME FLOODED Hrs	LENGTH RD FLOODED Metres	
D'Agullar Highway							
Oakey Crk	111.70	50	1992	112.06			114.40
			1999	112.12			
Kamerigo Crk	117.70	50		117.53			117.40
Waterfall Gully	112.34						
Stanlet Gully	112.02						
Sheep Station Crk	105.77	5	1999	106.78			
			1992	106.59		425	
			1989	105.46			
Kilcoy Crk	104.91	1	1999	105.79	12	450	
			1992	105.89	18		
			1989	105.80			
Sandy Crk	113.4		1989	114.02			
			1999	113.82			
Scrubby Crk	107.00		1989	106.95			
			1999	107.34			
Mary Smokes Crk	102.17			103.61			
			1992	102.35	48		
			1999	102.58			
Stoney Crk	115.83						
Post Office Crk	114.04						
Highway @ Villeneuve Rd			1989	103.24			
Highway@ Seib St			1992	105.64			
Culvert @ Ch 50.66			1992	Rd +1.01	18		
Esk-Kilcoy Rd							
Shaw's Gully	111.74	50					110.23
New Country Crk	118.08	50					115.10
Oaky Crk	108.45	50	1992	109.36			107.70
Beam Crk	106.52						
Kilcoy- Murgon Rd							
Sheep Station Crk No1	128.0 1	1	1999	130.48			130.48
			1989	130.14			
			1931	128.93			
Sheep Station Crk No 2	135.9 4	6	1999	137.62			137.02
			1989	136.06	8	300	
Sheep Station Crk	168.9 6	50	1963	167.05			167.03
Jiggera Crk	525.1 7	100		523.08			523.30

### Flood data records for Main Road structures in Kilcoy area

The major flood impact in the Kilcoy area has been on the rural community, those sections of the community who live in the rural residential subdivisions and those who commute outside the area on a daily basis for work.

### **7.18.05 Dam Break Flood**

Breaching of the dam walls of Perseverance, Cressbrook, Wivenhoe, Somerset, Split Yard Creek and Atkinson Dam is possible and studies have been carried out as to possible flooding downstream of the dams.

#### **Perseverance and Cressbrook Dams**

Toowoomba City Council has produced emergency action plans and flood inundation maps which identify properties that would be affected by breaching of Perseverance and Cressbrook Dams in the unlikely event of dam failure whether by earthquake, excessive rainfall or other reasons.

Over-floor flooding of some properties in Toogoolawah may occur as a result of dam failure flooding.

Refer to the Emergency Action Plans (see Annex 6) for Perseverance and Cressbrook Dams for a detailed explanation of the impact of flooding resulting from the failure of the dam, particularly on the township of Toogoolawah.

#### **Wivenhoe and Somerset Dams**

South East Queensland Water Corporation has produced emergency action plans and flood inundation maps for the areas below Somerset and Wivenhoe Dams for the 1 in 100 year flood event or the unlikely event of a breach of the dams. These are very broad scale and do not allow identification of properties and people that would be affected.

Management of releases from the Wivenhoe Dam have the following objectives:

- ensure the structural integrity of the dam;
- provide optimum protection of urbanised areas from flooding;
- minimise disruption to rural life in the valleys of the Brisbane River.

Maps showing deck levels of bridges likely to be affected by flooding from Somerset and Wivenhoe Dams are attached to this plan.

Operation of Somerset Dam during a flood event is such that the integrity of Wivenhoe and Somerset Dams is not endangered.

Normally this means that the Somerset crest gates are raised to allow uncontrolled discharge and the low level regulators and sluices are kept closed until either the Wivenhoe Dam level begins to drop or the level in Somerset Dam exceeds EL 102.25.

The classification of floods in Somerset Dam are as follows:



Minor RL 103.0  
 Moderate RL 105.0  
 Major RL 106.0

A two day duration storm on the Somerset Dam catchment is estimated to produce the following stream flows and flood levels:

AEP %	Peak Inflow (m <sup>3</sup> /sec)	Peak Outflow (m <sup>3</sup> /sec)	Peak Volume (ML)	Peak Lake Level (n AHD)
1	3 500	1 700	421 000	103.5
0.1	4 500	2 600	690 000	104.5
0.001	6 800	4 700	1 042 000	107.5
0.0001	9 200	6 300	1 412 000	109.3
PMF	11 100	7 500	1 694 000	110.3

### **Somerset Dam Flood Levels (Data from EAP Somerset Dam)**

The PMF figures are based on the Dam being overtopped but no wall failure.

Kilcoy Township is not vulnerable to a dam break flood originating from Somerset Dam because the flood will impact area downstream of the dam.

A secondary impact caused by a tail-water flood greater than a 1% AEP event is the potential to impact communities living along the lake foreshore, low-lying parts of township of Kilcoy and along creeks feeding into the lake.

Properties in the following locations in Kilcoy may be flooded by a tail-water PMF flood: Seib Street, the eastern ends of Atthow, Taylor, William, McCauley Streets, Hope Street, Ridge Street, the southern ends of Mary, Rose Ethel and Robson Streets, Ridge Street as well as properties backing onto Kilcoy and Sheep Station Creeks. Approximately 129 properties may be affected. See map of inundation area attached to this plan.

When waters were not released from the dam during the 1974 Australia Day floods, 12 homes in Kilcoy were flooded.

Refer to the Emergency Action Plans (see Annex 6) for both Somerset and Wivenhoe Dams for a detailed explanation of the operation of the dams in flood mitigation and failure mode.

### **Split Yard Creek Dam**

Tarong Energy has produced an emergency action plan and inundation map for areas below the dam showing the impact of a dam failure flood.

Inundation maps are attached to this plan.

Refer to Annex 6 for a copy of the Emergency Action Plan for Split Yard Creek Dam.

### **Atkinson Dam**

SunWater has produced an emergency action plan and inundation map for areas below the dam showing the impact of a dam failure flood.

Inundation maps are attached to this plan.

Refer to Annex 6 for a copy of the Emergency Action Plan for Atkinson Dam.

### **7.18.06 Organisation for Control**

The following Agencies have accepted responsibility for the roles indicated in Part 1, Section 5 of the Main Plan:

<b>Threat</b>	<b>Lead Agency</b>	<b>Support Agencies</b>
Flood	Queensland Police Service	State Emergency Service Somerset Regional Council Queensland Police Service
Storm Damage	State Emergency Service - Esk	Ergon Energy Telstra Queensland Ambulance Service Queensland Fire & Rescue Service Queensland Transport Esk & Kilcoy Hospitals

### **7.18.07 Concept of Operations**

To be administered in conjunction with Concept of Operations in Part 1, Section 5 of the Main Plan.

Movement of persons and the tasking of emergency service personnel in severe wind and cyclonic winds must be complete before the wind gusts reach 75 km/hr. Movement of persons in winds in excess of 75 km/hr is too dangerous due to flying debris etc.

### **7.18.08 Evacuation Centres**

Evacuation centres have been designated at various locations throughout the Council area, and are listed in 7.03 "Evacuation Plan".

### **7.18.09 Evacuation Routes**

- when evacuation requires movement across the various bridges on the Brisbane River, account must be taken of the potentially limited time before flood waters inundate the deck. This time window must be factored into evacuation calculations.

See attached maps of bridges on the Brisbane River for detail of deck levels etc.

See also Plan 7.03 “Evacuation” and Plan 7.10 “Public Works and Engineering”.

#### **7.18.10 Warnings**

- riverine flood warnings will initially be received from the Bureau of Meteorology via SMS, email and facsimile;
- riverine flood warnings may also be issued by the LDMG;
- public warnings will be issued by Bureau of Meteorology via radio and television as necessary after consultation with SRC;
- cyclone warnings will be issued by the Bureau of Meteorology via email, SMS and facsimile.

The South East Queensland Water Corporation and the BoM maintain an extensive “ALERT” system (rainfall and stream flow measurement) in the Brisbane and Stanley River Basins which is used to forecast and monitor floods in the river basins and as an aid to the control of both the Somerset and Wivenhoe Dams.

#### **7.18.11 Public Information**

The BoM provides a flood warning service in cooperation with the SRC. The Flood Warning Service provides different types of information, determined by the anticipated type of flooding and the flood risk.

A **Flood alert, watch or advice** of possible flooding is issued if flood-producing rain is expected to happen in the near future.

Warnings of **minor, moderate or major** flooding are issued in areas where there are installed specialised warning systems. In these areas, the flood warning messages will identify the river valley, the locations expected to be flooded, the likely severity of the flooding and when it is likely to occur.

Flood bulletins/warnings issued by the BoM or LDMG will contain details of areas affected by flooding, road closures and other advice on what the community should do if they are likely to be flooded.

Whilst the BoM’s role is to provide flood warnings, some of which contain forecasts of expected river height, it is the Somerset Regional Council’s role to interpret river levels into depths and areas of inundation in the local area and advise the public accordingly.

The BoM also issue severe weather warnings relating to severe wind, thunderstorms and hail.

#### **7.18.12 Disaster Impact Assessment**

Refer to Part 1 section 5.04 “Initial and Post Impact Assessment”

Refer to Plan 7.06 “Impact Assessment” for Impact Assessment Survey Forms.

#### **7.18.13 Return of Community**

Before evacuees can be permitted to return to their premises, the following issues must be addressed:

- has the hazardous situation that caused the evacuation abated;
- has sufficient debris has been removed to permit travel;
- are roads and bridges are safe to use;
- have fallen power lines have been removed; ruptured gas, water, and sewer lines repaired; and other significant safety hazards eliminated;
- have structures have been inspected and determined to be safe to reoccupy;
- public health information (See Public Health Operational Plan);
- identification of persons requesting re-entry;
- temporary re-entry – to retrieve personal belongings when the area has not been cleared for full unconditional return;
- staged re-entry to permit repairs, etc;
- special needs groups.

See SOP Assessing disaster affected housing and accompanying check list in the Plan 7.10 “Public Health”.

#### **7.18.14 Flood Inundation Maps**

1. Brisbane River Bridge Inundation Map – Somerset Dam;
2. Brisbane River Bridge Inundation Map – Wivenhoe Dam;
3. Brisbane River Bridge Inundation Map – Wivenhoe Dam to Mt Crosby Weir;
4. Town of Kilcoy subject to a Tail-water PMF flood in Somerset Dam.

Maps to be inserted:

5. Various ARI maps from future flood study;

#### **7.18.15 Attachments**

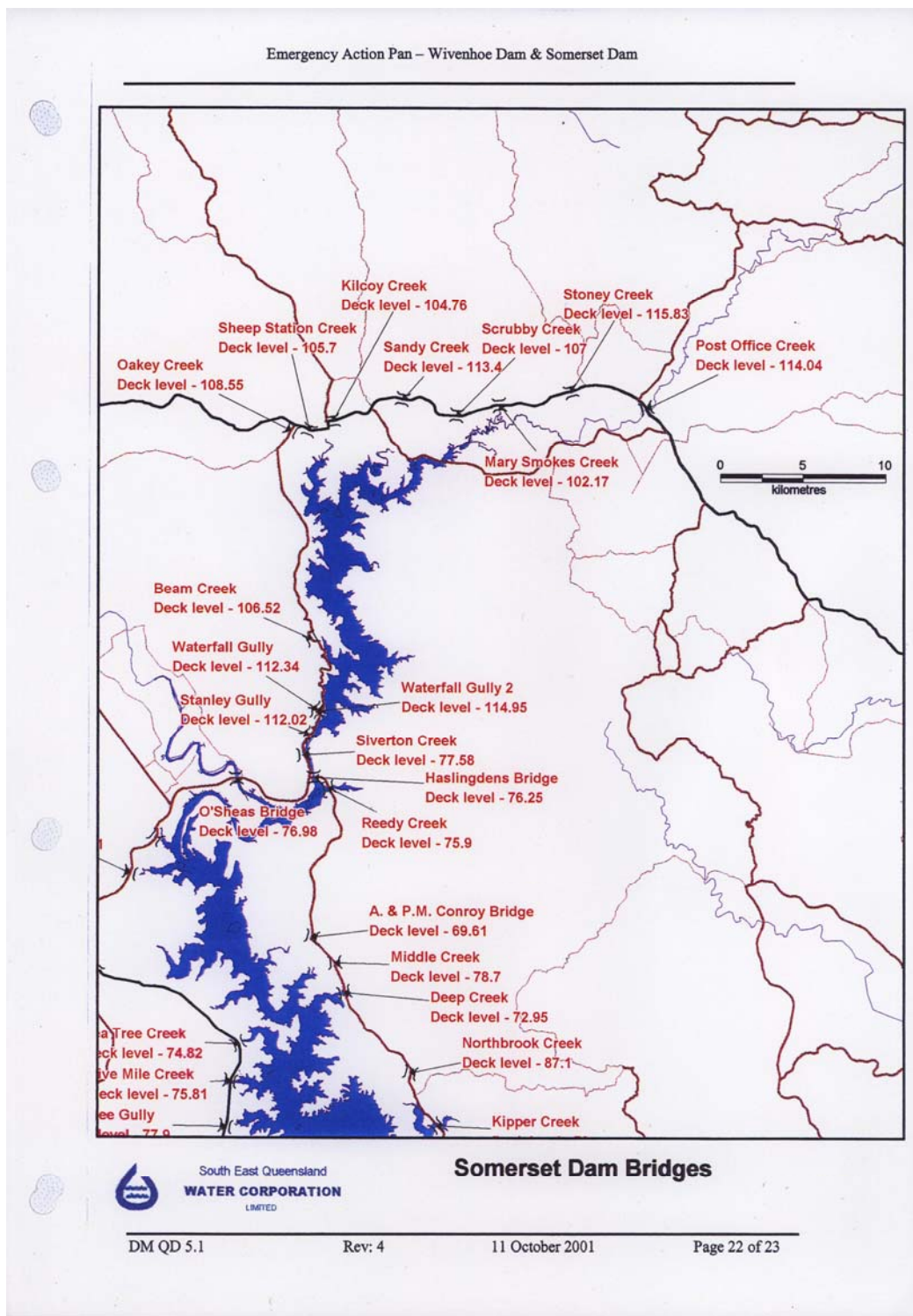
Annexe “1A ” – Emergency contact names and phone numbers.

## **7.1816 Issues to be Addressed**

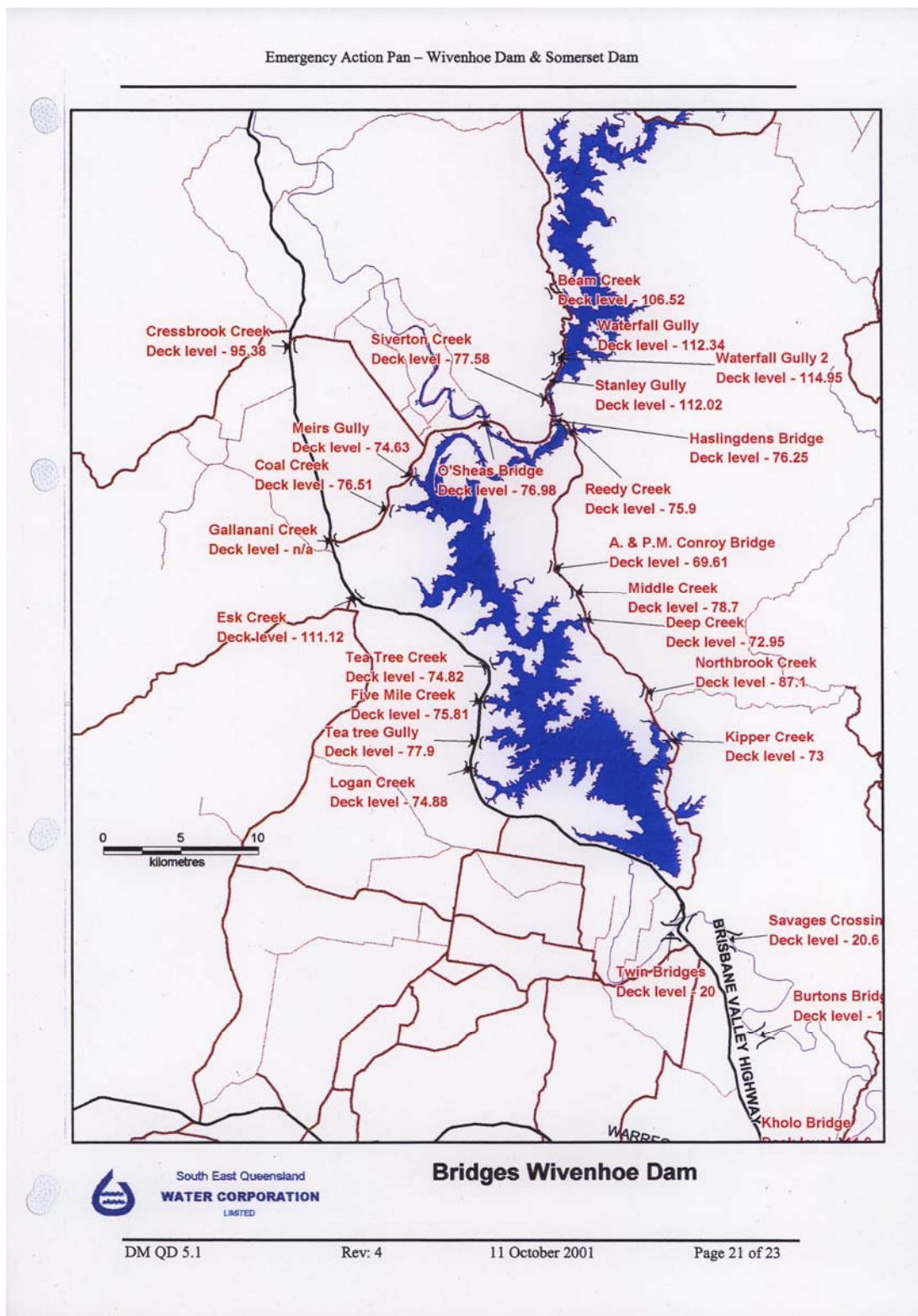
Insert detail of inundation areas (maps of all events up to PMF, No. of properties affected etc.) from flood survey when complete.

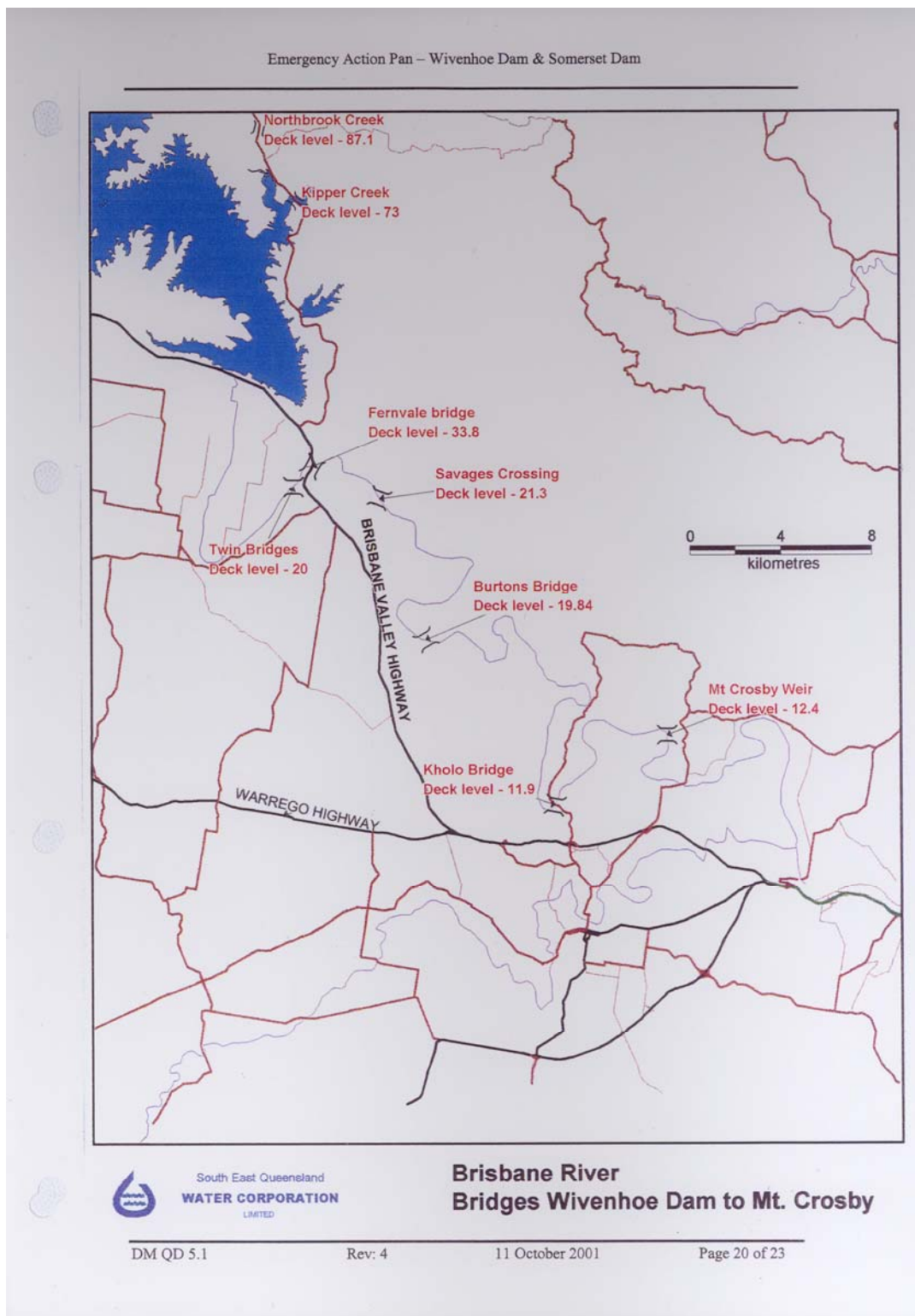
Insert flood maps for various ARI events when flood study complete.

Insert detail of dam break flood inundation areas (maps of all events up to PMF, No. Properties affected, travel times of flood wave, depth of inundation, length of time of inundation etc.) from Dam EAPs when available.

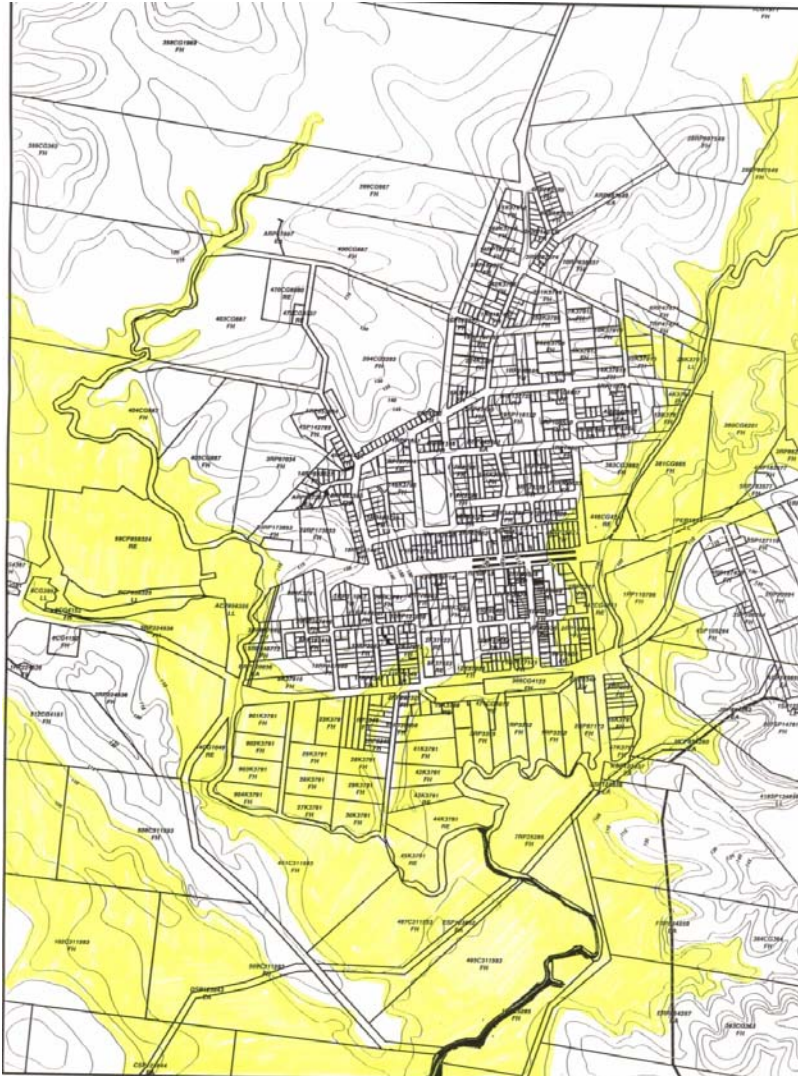












**Possible Somerset Dam Tail-water PMF flood inundation area town Kilcoy**

# **Somerset Regional Council Local Disaster Management Plan**

## **Part 3      Recovery Plan**

---

## **Section 8- Recovery Plan**

---

**8.00 This section reserved for the insertion of a future recovery plan**

# **Somerset Regional Council Local Disaster Management Plan**

## **Part 4 Council Action Plan**

---

**NOTE: THIS PLAN IS A CONTROLLED DOCUMENT AND IS NOT  
TO BE RELEASED TO THE PUBLIC OR THE MEDIA.**

## SOMERSET REGIONAL COUNCIL

### 9.00 COUNCIL ACTION PLAN

No.	Task	Responsible Organisation	Responsible Officer	Start Date	Duration	End Date	Comments
1.0	<b>Preliminaries</b>						
1.1	Foreword by Mayor						
1.2	Plan approval by agencies						
1.3	Plan approval by LDMG						
1.4	Plan review by XO of DDMG						
1.5	Plan adopted by Council						
1.6	Version control table completed after adoption by Council						
1.7.1	Distribution of plan – provide copy for public viewing						
1.7.2	Distribution of plan – Check control copy number in table at P1.07						
1.8	Place copy of plan on Council web site						
1.9	Determine price for sale of hard copy of plan						
1.10	Advise DDC and State Group of representative to DDMG						
1.11	Advise DDC and State Group of membership of LDMG						

No.	Task	Responsible Organisation	Responsible Officer	Start Date	Duration	End Date	Comments
1.12	Make appropriate amendments to the plan that result from the amalgamations & EMQ decisions etc.						
2.0	<b>Section 1 Introduction</b>						
2.1	Finalise LDMG membership post amalgamations						
3.0	<b>Section 4. Preparedness</b>						
3.1	Agencies to complete response capability tables in Annex 8						
3.2	Forward copy of completed Annex 8 to DDMG						
3.3	Train staff for coordination centre roles						
3.4	Exercise plan						
4.0	<b>Section 5. Response</b>						
4.1	Disaster Coordination Centre – establish/set-up						
4.2	Impact assessment – discuss with Esk local management group, and establish assessment groups						
4.3	Impact assessment – training exercise						
5.0	<b>Annexes</b>						
5.1	Annexe 1A - 1I Contact lists and Detail: Update						

<b>No.</b>	<b>Task</b>	<b>Responsible Organisation</b>	<b>Responsible Officer</b>	<b>Start Date</b>	<b>Duration</b>	<b>End Date</b>	<b>Comments</b>
5.2	Annex 1E– Risk Management Strategies: Monitor currency of strategies and delete as appropriate if Council decides not to adopt a particular strategy						
5.3	Annex 1F - SDRA/NDRRA: Update \$ values as result of amalgamation then annually						
5.4	Annex 5 Training Register: keep updated						
5.5	Annex 6 Insert copies of EAP for Cressbrook, Somerset and Wivenhoe Dams						
5.6	Annex 7 Exercise register: Keep updated						
5.7	Annex 8. Agency capability and resources: Complete tables and forward copy to DDMG.						
<b>6.00</b>	<b>Operational Plans</b>						
<b>6.1</b>	<b>Coordination Centre Plan 7.02</b>						
6.2	Staffing- Complete table. Nominate staff to fill various positions. Consider need for all stated administrative						

No.	Task	Responsible Organisation	Responsible Officer	Start Date	Duration	End Date	Comments
	staff roles and combine as necessary.						
6.3	Modify duty statements as required.						
6.4	Centre layout – develop layout plan for new location and insert						
6.5	Review contents of plan 7.02 in light of new procedures, policies etc of the Somerset regional Council						
7.0	<b>Evacuation Operational Plan 7.03</b>						
7.1	Registration of Evacuees: Discuss with Red Cross Auxiliary and Police to ensure viability etc of procedures. Or if necessary nominate another group to undertake registration task						
7.2	Discuss with operators of housing facilities for special needs group (aged units etc) what arrangements they have in place for disaster evacuation, encourage them to develop stand alone plans;						
7.3	Discuss with operators						



No.	Task	Responsible Organisation	Responsible Officer	Start Date	Duration	End Date	Comments
	of housing facilities hotels, motels, caravan parks and like, what arrangements they have in place for disaster evacuation, encourage them to develop stand alone plans;						
7.4	Complete detail for Kilcoy evacuation centre/s						
8.0	<b>Evacuation Centre Management 7.04</b>						
8.1	Document security arrangements for each evacuation centre						
8.2	Develop and document management structure for each centre						
8.3	Nominate staff for each centre and develop role and responsibilities						
8.4	Develop MOU for use of evacuation centres and have signed.						
8.5	Identify and train Evacuation Centre Managers						
9.0	<b>Community Support Plan 7.05</b>						
9.1	Appoint Council Officer as Community Support Coordinator						
9.2	Community Support Group to meet and						

No.	Task	Responsible Organisation	Responsible Officer	Start Date	Duration	End Date	Comments
	review plan and make amendments as required and document						
9.3	Determine agencies to undertake support roles in Esk, Fernvale Lowood & Kilcoy. Complete table.						
9.4	Identify residents with special needs and complete and maintain table						
<b>10.0</b>	<b>Communications 7.13</b>						
10.1	Available communication resources – check listing						
10.2	Agency communication requirements – expand detail as required						
<b>11.0</b>	<b>Flood/Storm Plan 7.18</b>						
11.1	Insert detail of inundation areas (maps of all events up to PMF, No. properties affected etc.)from flood survey when completed						
11.2	Insert detail of dam break flood inundation areas (maps of all events up to PMF, No. properties affected, travel times of flood wave, depth of						

No.	Task	Responsible Organisation	Responsible Officer	Start Date	Duration	End Date	Comments
	inundation, length of time of inundation etc.) from Dam EAPs when available						
12.0	Business Continuity Influenza Pandemic Plan						
12.1	Influenza Pandemic Plan to be reviewed by management of Council amended as required and if deemed appropriate adopted by Council.						