

**QFCI**

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Exhibit Number: 956

Brisbane City Council  
**QUEENSLAND FLOODS  
COMMISSION OF INQUIRY**



*Dedicated to a better Brisbane*

January 2011 Flood Action Plan Progress Update  
As at 31 October 2011

Brisbane City Council January 2011 Flood Action Plan - Progress Report as at 31 October 2011

LEGEND: Completed Flood Action Plan Recommendation

Flood Action Plan Number	Flood Response Review / Commission of Inquiry Recommendation	Council's Plan and Delivery Date	Related Commission of Inquiry Interim Report Recommendation Number
AFF001.1	In relation to Council activities, Information Services Branch reviews its Business Continuity Plans (BCPs) to ensure the capacity exists to maintain the data centre, including an alternative site capable of taking over without delay and to maintain Council's website at all times, particularly during significant disasters.	Define web demand strategy <b>(Completed)</b> Implement Phase 1 of the cloud infrastructure for website <i>(June 2011)</i> <b>(Completed)</b> Approve data centre strategy <i>(August 2011)</i> <b>(Completed)</b> Review and update Information Services Branch Business Continuity Plans <i>(September 2011)</i> <b>(Completed)</b> Implement Phase 2 of web demand strategy and finalise review of key business applications utilising the data centre strategy <i>(October 2011)</i> <b>(Completed)</b>	not applicable
AFF001.2	Line of business managers review BCPs to ensure their ongoing robustness and to capture any lessons learnt from the flood event.	Review and update all Business Continuity Plans with learnings from January 2011 floods <i>(September 2011)</i> <b>(Completed)</b>	not applicable
AFF001.3	Contracts and arrangements be reviewed to ensure that the business continuity plans for key external outsourced service and infrastructure providers are understood, robust and able to support Council during times of emergency and disaster.	Review all critical outsource contracts and arrangements to include a clause in their contracts ensuring they are able to support Council during times of emergency and disaster <i>(October 2011)</i> <b>(Completed)</b>	not applicable
AFF001.4	In relation to the Brisbane Central Business District and high-rise residential building inundation, that Council consider hosting a symposium for all affected parties with a view to identifying best practice approaches to ensure improved flooding resilience.	Plan symposium and book venue and speakers <i>(June 2011)</i> <b>(Completed)</b> Issue invitations <i>(July 2011)</i> <b>(Completed)</b> Conduct symposium <i>(September 2011)</i> <b>(Completed)</b>	not applicable
AFF002.1	Individual and team training, including opportunities to attend Emergency Management Australia Disaster and Emergency Response courses.	Plan, develop and implement the Disaster Operations 12-month training schedule <i>(Ongoing)</i> Plan, develop and implement the annual legislative training requirements (e.g. Local Disaster Coordination Centre exercises at level 3 and 4, Local Disaster Management Group exercise and Immediate Action Team exercise) <i>(Ongoing)</i> Deliver training programs (e.g. Introduction to Queensland Disaster Management, Incident Management Training, Australasian Inter-service Incident Management System and Local Disaster Coordination Centre Essentials) <i>(Ongoing)</i> External events, conferences and exercises available as programmed (e.g. Emergency Management Australia (EMA) and Australian Emergency management Institute (AEMI) Beyond Command and Control, Design and manage activities that exercise elements of emergency management and Coordinate resources within a multi-agency emergency response) <i>(Ongoing)</i> Conduct exercise between Council's Crisis Communication Team and Local Disaster Coordination Centre <i>(August 2011)</i> <b>(Completed)</b> Conduct exercise between Regional Incident Management Teams and Local Disaster Coordination Centre to ensure new Standard Operating Procedures are effective and understood. - <i>(November 2011)</i> <b>(Completed - October)</b> Update the Disaster Operations Learning Framework <i>(December 2011)</i>	3.5

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AFF002.2	Workforce planning to reflect a needs analysis including disaster management related job descriptions, and a specific Council term be developed to describe "internal volunteers" to avoid confusion and to reflect the professional nature of the training and tasks.	Identify the training needs of disaster management related employee roles and job descriptions and include these in the updated training program, including an updated definition of internal volunteers. <i>(October 2011) (Completed)</i>	not applicable
AFF002.3	Annual exercises continue to be conducted with a theme of "Brisbane Ready for Summer".	Implement annual "Brisbane Ready for Summer" exercise program <i>(October 2011) (Completed)</i>	not applicable
AFF003.1	Further training and development occur for senior appointments including LDCC Incident Controllers and group leaders as well as for more junior appointments.	Identify the senior Local Disaster Coordination Centre Incident Controllers and Group Leaders, as well as more junior appointments, and deliver training <i>(October 2011) (Completed)</i>	not applicable
AFF003.2	The Disaster Intelligence Group's structure, manning and core competencies be reviewed and further staff training be conducted.	Review and update the Disaster Intelligence Group Standing Operating Procedures and competencies <i>(July 2011) (Completed)</i>  Create and deliver new training material <i>(August 2011) (Completed)</i>  Conduct training <i>(October 2011) (Completed)</i>  Test new Standard Operating Procedures in a simulated disaster activity to ensure new procedures are effective and understood <i>(November 2011) (Completed)</i>	not applicable
AFF003.3	The Forward Planning Group's responsibilities to the Brisbane City Local Disaster Management Group (BCLDMG) and to the LDCC be examined to remove ambiguity.	Review and amend the Forward Planning Group Standard Operating Procedures <i>(July 2011) (Completed)</i>  Test new Standard Operating Procedures in a simulated disaster activity to ensure new procedures are effective and understood <i>(November 2011) (Completed)</i>	not applicable
AFF003.4	Ensuring that Situation Reports are well drafted and widely distributed on a regular basis using multiple communications channels.	Update the Local Disaster Coordination Centre and Regional Incident Management Team situation report procedures and distribution lists <i>(October 2011) (Completed)</i>  Test new Standard Operating Procedures in a simulated disaster activity to ensure new procedures are effective and understood <i>(November 2011)</i>	not applicable
AFF003.5	Developing a readily accessible database of frequently asked questions to address "who does what" to support the LDCC staff and agencies (this could also include information available on Council's Call Centre database).	Develop a readily accessible database of frequently asked questions to address "who does what" to support the Local Disaster Coordination Centre staff and agencies <i>(September 2011) (Completed)</i>	not applicable

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AFF003.6	Synchronising the shifts of Council and agencies staff working in the LDCC to better facilitate handover briefings.	<p>Create common Standard Operating Procedures for Local Disaster Coordination Centre and business unit shifts (September 2011) <b>(Completed)</b></p> <p>Test new Standard Operating Procedures in a simulated disaster activity to ensure new procedures are effective and understood (November 2011) <b>(Completed - September)</b></p>	not applicable
AFF003.7	Improvements to logging incoming and outgoing information and tasking.	<p>Identify opportunities for improvement to logging of incoming and outgoing information and tasking (July 2011) <b>(Completed)</b></p> <p>Update Standard Operating Procedures for logging of incoming and outgoing information and tasking (September 2011) <b>(Completed)</b></p> <p>Test new Standard Operating Procedures in a simulated disaster activity to ensure new procedures are effective and understood (November 2011)</p>	not applicable
AFF003.8	Formalising the written briefing processes for handovers between shifts.	<p>Create shift handover procedure and review email address lists for the Local Disaster Coordination Centre and Regional Incident Management Teams (September 2011) <b>(Completed)</b></p> <p>Communicate the shift handover procedure (October 2011) <b>(Completed)</b></p> <p>Test new Standard Operating Procedures in a simulated disaster activity to ensure new procedures are effective and understood (November 2011)</p>	not applicable
AFF004.1	Review and update Standing Operating Procedures (SOPs), including a major update of selected Brisbane River and Creek Flooding SOPs, river flood maps and storm tide maps, property counts and critical infrastructure lists.	<p>Scope the river flood maps project (July 2011) <b>(Completed)</b></p> <p>Scope the critical infrastructure lists project (July 2011) <b>(Completed)</b></p> <p>Revise the River Flooding Standard Operating Procedures (October 2011) <b>(Completed)</b></p> <p>Create new Creek Flooding Standard Operating Procedures (October 2011) <b>(Completed)</b></p> <p>Update the Flood Information Centre Standard Operating Procedures (relates 2.18, 2.21 &amp; 4.24) (October 2011) <b>(Completed)</b></p> <p>Test new Standard Operating Procedures in a simulated disaster activity to ensure new procedures are effective and understood (November 2011)</p> <p>Engage the Bureau of Meteorology to determine appropriate protocol for information advice (relates 4.30 &amp; 4.31) (November 2011)</p> <p>Update the Flood Information Centre Standard Operating Procedures as required (relates 4.30 &amp; 4.31) (December 2011)</p> <p>Update the river flood maps, storm tide maps, property counts and critical infrastructure lists (December 2011)</p>	<p>2.18</p> <p>2.21</p> <p>4.24</p> <p>4.30</p> <p>4.31</p>
AFF004.2	Upgrade the Brisbane River Flood Forecast Reporting System to the most extreme flood event (Probable Maximum Flood) and to include a flood forecast system for Brisbane creeks.	<p>Complete scope of the project (October 2011) <b>(Completed)</b></p> <p>Prepare Implementation Plan and Technological Requirements for system upgrade (June 2012)</p> <p>Identify new system/processes for a Creek Flood Forecast System (June 2012)</p> <p>Commence forecast reporting system (June 2013)</p>	not applicable

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AFF004.3	Conduct additional training and exercises including with the LDCC and Queensland Government agencies, and develop better communications protocols.	<p>Involve the Flood Information Centre in the Local Disaster Coordination Centre exercise, when Standard Operating Procedures will be tested in a simulated disaster activity to ensure new procedures are effective and understood (November 2011)</p> <p>Scope requirements for a further Flood Information Centre exercise and training plan (December 2011)</p> <p>Deliver the exercise and review/feedback session (June 2012)</p> <p>Review and refine communication protocols where necessary (October 2012)</p>	not applicable
AFF004.4	Provide computers capable of GIS modelling tasks and 3D visualisation analysis.	Purchase and install computers (September 2011) <b>(Completed)</b>	not applicable
AFF004.5	Provide a dedicated flat screen television for situation awareness and news monitoring.	Purchase and install flat screen television (September 2011) <b>(Completed)</b>	not applicable
AFF005.1	The Board recommends that Council examine and develop the range and variety of early warning systems and alert measures, including the proposed National Emergency Warning System, social media platforms and further improve the effectiveness of door knocking.	<p>Identify opportunities to expand the Early Warning Alert Service (August 2011) <b>(Completed)</b></p> <p>Investigate and implement if suitable the use of crowd-sourcing tools to improve the ability to collate, intelligently analyse and distribute information (September 2011) <b>(Completed)</b></p> <p>Identify opportunities for improvement to alert measures and methods (October 2011) <b>(Completed)</b></p> <p>Contract additional services if required (October 2011) <b>(Completed)</b></p> <p>Update Standard Operating Procedures if required (October 2011) <b>(Completed)</b></p> <p>Review and update crisis communications procedures (December 2011)</p>	<p>4.1</p> <p>4.3</p> <p>4.4</p> <p>4.5</p> <p>5.45</p>
AFF006.1	A senior officer be assigned to mentor each Regional Incident Management Team Manager and conduct high level discussions with the LDCC.	Continue to assign a senior officer to the Regional Incident Management Teams and update Standard Operating Procedures (October 2011) <b>(Completed)</b>	not applicable
AFF006.2	Dedicated Regional Incident Management Team operations rooms be established.	<p>Identify and assess suitability of Regional Incident Management Team sites (August 2011) <b>(Completed)</b></p> <p>Update the Standard Operating Procedures for Local Disaster Coordination Centre and Regional Incident Management Teams (October 2011) <b>(Completed)</b></p> <p>Establish the ability (and facilities) to 'stand up' the Regional Incident Management Team operation room(s) at short notice (October 2011) <b>(Completed)</b></p> <p>Test new Standard Operating Procedures in a simulated disaster activity to ensure new procedures are effective and understood (November 2011)</p>	not applicable

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AFF006.3	Planning for alternative Regional Incident Management Team sites, in the event that the primary sites become unusable, be conducted.	<p>Identify possible alternative Regional Incident Management Team sites <i>(August 2011)</i> <b>(Completed)</b></p> <p>Assess suitability of alternative Regional Incident Management Team sites <i>(August 2011)</i> <b>(Completed)</b></p> <p>Formalise arrangements with current owners of sites <i>(September 2011)</i> <b>(Completed)</b></p> <p>Develop a contingency plan for relocation in the event that a Regional Incident Management Team site becomes unusable <i>(September 2011)</i> <b>(Completed)</b></p> <p>Update the Regional Incident Management Team Standard Operating Procedures to include the Regional Incident Management Team site contingency plan, and complete an alternative site relocation plan <i>(October 2011)</i> <b>(Completed - September)</b></p> <p>Approve alternative Regional Incident Management Team sites <i>(June 2012)</i> <b>(Completed - September)</b></p>	not applicable
AFF007.1	Greater decentralisation of evacuation centres, particularly for communities that are known to be prone to isolation by flooding.	<p>Environmental Health Officer to audit Council-owned sites <b>(Completed)</b></p> <p>Environmental Health Officer to audit private-owned sites <i>(June 2011)</i> <b>(Completed)</b></p> <p>Environmental Health Officer to provide an updated full information brief on each of the identified existing sites <i>(July 2011)</i> <b>(Completed)</b></p> <p>Work with the locally elected officials, community groups and Queensland Police Service to consider establishing Community Support Centres / Community Information Centres <i>(October 2011)</i> <b>(Completed)</b></p> <p>Complete interim Isolated Communities Sub-Plan of the Disaster Management Plan <i>(October 2011)</i> <b>(Completed)</b></p> <p>Implement final Isolated Communities Sub-Plan of the Disaster Management Plan, following community and key stakeholder engagement <i>(November 2011)</i> <b>(Completed - October)</b></p>	<p>5.6 <b>(Completed)</b></p> <p>5.7 <b>(Completed)</b></p> <p>5.40 <b>(Completed)</b></p> <p>5.41 <b>(Completed)</b></p> <p>5.42 <b>(Completed)</b></p> <p>5.44 <b>(Completed)</b></p> <p>5.46 <b>(Completed)</b></p> <p>5.47 <b>(Completed)</b></p> <p>5.48 <b>(Completed)</b></p> <p>5.49 <b>(Completed)</b></p> <p>5.50 <b>(Completed)</b></p> <p>5.51 <b>(Completed)</b></p> <p>5.52 <b>(Completed)</b></p> <p>5.53 <b>(Completed)</b></p> <p>5.72 (relates to COI047.1)</p>
AFF007.2	Early and close liaison with Red Cross, particularly in regard to registration of evacuees and vetting of volunteers.	<p>Memorandum of Understanding with Red Cross in place <b>(Completed)</b></p> <p>Review the Memorandum of Understanding Standard Operating Procedures for evacuee registration and volunteer/staff vetting, and amend the Memorandum of Understanding as required <i>(October 2011)</i> <b>(Completed)</b></p> <p>Update Memorandum of Understanding with Red Cross <i>(October 2011)</i> <b>(Completed)</b></p> <p>Review and update crisis communications procedures <i>(December 2011)</i></p>	5.60
AFF007.3	Early and close liaison with Queensland Police Service (QPS) in regard to exclusion of persons not suitable to be in a general public evacuation centre.	<p>Review the Red Cross Memorandum of Understanding and update the Standard Operating Procedures regarding Queensland Police Service's role <i>(July 2011)</i> <b>(Completed)</b></p>	not applicable

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AFF007.4	The special needs of frail, aged, incapacitated, nursing home and oxygen-dependant evacuees for whom separate and special arrangements need to be made.	<p>Update the Evacuation &amp; Emergency Human Services Plan and Standard Operating Procedures to include information on how to manage special needs evacuees (August 2011) <b>(Completed)</b></p> <p>Develop evacuation planning tools for facilities housing people who may require assistance to evacuate (relates 5.62, 5.63, 5.65, 5.66, 5.67 &amp; 5.68) (December 2011)</p> <p>Hold a forum with the operators of facilities housing people who may require assistance to evacuate and organisations that provide services to people in the community (relates 5.62, 5.63, 5.65, 5.66, 5.67 &amp; 5.68) (December 2011)</p> <p>Update the evacuation sub-plan (relates 5.64, 5.65 &amp; 5.66) (December 2011)</p>	<p>5.62 5.63 5.64 5.65 5.66 5.67 5.68</p>
AFF007.5	Social, cultural and religious diversity of evacuees, including those with a non-English speaking background.	<p>Complete stakeholder consultation (September 2011) <b>(Completed)</b></p> <p>Update the Evacuation &amp; Emergency Human Services Plan and Standard Operating Procedures (October 2011) <b>(Completed)</b></p>	<p>5.40 <b>(Completed)</b> 5.41 <b>(Completed)</b></p>
AFF007.6	Purchase and supply of special items such as personal hygiene kits and baby requisites.	<p>Complete stakeholder consultation (September 2011) <b>(Completed)</b></p> <p>Update the Evacuation &amp; Emergency Human Services Plan and Standard Operating Procedures (October 2011) <b>(Completed)</b></p>	<p>5.40 <b>(Completed)</b> 5.41 <b>(Completed)</b></p>
AFF008.1	The Board recommends that estimates be developed of likely sandbag demand for regions during future flood events and that the best situated potential sites for filling and distribution points in each region be identified.	<p>Develop flooding scenarios (river, king tide and creek) (July 2011) <b>(Completed)</b></p> <p>Estimate sandbag requirements based on flooding scenarios (August 2011) <b>(Completed)</b></p> <p>Develop processes to determine how these would best be deployed (September 2011) <b>(Completed)</b></p> <p>Amend Local Disaster Coordination Centre Standard Operating Procedures (October 2011) <b>(Completed)</b></p>	not applicable
AFF009.1	The Board recommends that the Council consider developing advanced plans, in consultation with QPS, to improve traffic flow in flood recovery congested areas including converting some streets into one way, route designation for heavy vehicles and identification for residents' vehicles.	<p>Procure four more radio base stations <b>(Completed)</b></p> <p>Work in consultation with Queensland Police Service to assist in the development of relevant and suitable Traffic Management Plans (October 2011) <b>(Completed)</b></p>	not applicable
REC001.1	The Board recommends that the term, DFL, be used exclusively in public documents concerning flood planning levels for Brisbane, regardless of the cause of the flooding	<p>Conduct a risk based review of all documents and identify critical and non-critical documents to be reviewed and amended (October 2011) <b>(Completed)</b></p> <p>Implement the use of Defined Flood Level terminology in critical documents (December 2011)</p> <p>Evaluate options and make recommendations for amendments to non-critical documents (February 2012)</p> <p>Develop an implementation plan and implement amendments to non-critical documents (February 2012 onwards)</p>	not applicable

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REC002.1	The Board recommends that Council use a more readily understandable description of flood levels (to reflect BoM descriptions).	<p>This recommendation applies to event specific communications.</p> <p>Ensure severe weather early warning alert message services are consistent with Bureau of Meteorology alerts (July 2011) <b>(Completed)</b></p> <p>Develop an implementation strategy to address this recommendation based on an analysis of current flood level communication issues and existing communication products (October 2011) <b>(Completed)</b></p> <p>Develop a community engagement strategy to determine and test the most effective flood level information (December 2011)</p> <p>Implement strategy (October 2012)</p>	not applicable
REC003.1	The Board recommends that effort continue to be put into providing more localised (property, street, suburb and Ward) information regarding inundation and flood level forecasts through a range of channels including the Early Warning Alert Service EWAS, Floodwise Property Report and Flood Flag Maps (including rate notices to draw attention to the existence of the Floodwise Property Report) and flood markers.	<p>Incorporate a registration drive for Early Warning Alert Service as part of Council's ongoing community education programs including the "Summer Storm" campaign <b>(Completed)</b></p> <p>Develop interim flood level maps based on the Temporary Local Planning Instrument <b>(Completed)</b></p> <p>Update FloodWise Property Reports to refer to both the Defined Flood Level and the 2011 flood levels <b>(Completed)</b></p> <p>Include information in Council rates notices directing residents to the availability of flood information <b>(Completed)</b></p> <p>Provide localised information from the Brisbane River Flood Forecast Reporting System, including information for individual properties to enable property owners to determine when water may enter their property (Ongoing)</p> <p>Investigate additional methods by which this information can be more widely disseminated to the community (Ongoing)</p> <p>Undertake feasibility study to determine additional information to be incorporated into the existing FloodWise Property Reports, such as a king tide flood flag, creek names and two year Average Recurrence Interval (50% chance) flood levels for each property (September 2011) <b>(Completed)</b></p> <p>Investigate the opportunity to reflect gauge height information for the three gauge locations at City, Jindalee and Moggill, in a range of information products including media releases, website information and amendments to the FloodWise Property Reports to link to the Brisbane River Flood Forecast Reporting System (November 2011)</p> <p>Install flood markers throughout Brisbane (December 2011)</p> <p>Implement additional functionality/information into FloodWise Property Reports (June 2012)</p>	4.13 4.14
REC004.1	The Board recommends that the Flood Flag Map be further developed to enable NearMap data obtained on the morning of 13 January 2011 to be included and accessed.	Investigate the opportunity to display additional information on the Flood Flag Maps (November 2011)	4.13



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REC005.1	The Board recommends that Council investigate the Flood COP system and examine its utility, in conjunction with hand held devices, to improve the efficiency and effectiveness of data collection, the provision of information, the prioritisation of tasks and the deployment of resources.	Investigate new systems/products <i>(September 2011) (Completed)</i>  Test systems <i>(December 2011)</i>  Develop business case to purchase product <i>(January 2012)</i>  Implement then train staff in new system <i>(June 2012)</i>	not applicable
REC006.1	The Board recommends that Council further develop its capabilities to produce flood maps for a larger set of scenarios based on a range of 2000 to 20,000 m <sup>2</sup> /s in electronic and hard copy format.	Scope the project <i>(July 2011) (Completed)</i>  Produce additional interim maps <i>(December 2011)</i>  Investigate improved technology solution and develop and deliver maps <i>(June 2012)</i>	not applicable
REC007.1	The Board recommends that Council review the disaster management arrangements for a major flooding situation as they apply to Pullenvale Ward.	Implement for Local Disaster Management Group sub-committees <i>(Completed)</i>  Identify opportunities for improvement <i>(August 2011) (Completed)</i>  Develop Isolated Communities Sub-Plan of the Disaster Management Plan to include Pullenvale Ward, following engagement with locally elected officials, community groups and Queensland Police Service <i>(November 2011) (Completed - October)</i>  Incorporate into the Isolated Communities Sub-plan (relates 5.8) <i>(November 2011) (Completed - October)</i>	5.6 <i>(Completed)</i> 5.7 <i>(Completed)</i> 5.8 <i>(Completed)</i> 5.49 <i>(Completed)</i> 5.50 <i>(Completed)</i> 5.51 <i>(Completed)</i> 5.52 <i>(Completed)</i> 5.53 <i>(Completed)</i>
REC008.1	The Board recommends that Council review the disaster management arrangements for a major flooding situation as they apply to Tennyson Ward to ensure the ongoing provision of a flood-free Ward Office.	Investigate and develop preferred option. <i>(August 2011) (Completed)</i>	not applicable
REC009.1	The Board recommends that Council examine appropriate ways for Councillors to assist during disaster events, particularly given their community leadership responsibilities and their detailed local knowledge of circumstances and capabilities that exist in their Wards, in a way which does not cut across the existing and appropriate arrangements detailed in Council's disaster management arrangements.	Document the needs and responsibilities of Councillors <i>(August 2011) (Completed)</i>  Update Standard Operating Procedures to include a Councilor Liaison cell in the Local Disaster Coordination Centre <i>(October 2011) (Completed)</i>  Provide Councilor briefing <i>(October 2011) (Completed)</i>	not applicable
REC010.1	The Board recommends that permanent flood markers be installed on key roads that are known to become flood affected to complement other public awareness and safety campaigns.	Identify marker installation locations <i>(August 2011) (Completed)</i>  Design and document markers <i>(August 2011) (Completed)</i>  Manage the manufacture and installation of markers <i>(January 2012)</i>	4.13
REC011.1	The Board recommends Council develop a process for handling donated goods separately from evacuation centres.	Develop a process for handling donated goods separately from evacuation centres and incorporate in the Volunteer Guidelines <i>(October 2011) (Completed)</i>	not applicable
REC012.1	Development of a proforma briefing sheet for volunteers based on experience gained in this flood event.	Develop a pro forma briefing sheet for flood volunteers. <i>(October 2011) (Completed)</i>	not applicable
REC012.2	Identification of house team leaders to liaise with residents so that clean up activity is in accordance with the residents' wishes.	Develop Volunteer Guidelines. <i>(October 2011) (Completed)</i>	not applicable
REC012.3	Ensuring the provision of appropriate health care arrangements to accompany deployed volunteer groups.	Develop Volunteer Guidelines <i>(October 2011) (Completed)</i>	not applicable

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REC012.4	In conjunction with QPS, developing processes to ensure the security of flooded residents' dwellings during volunteer cleanup activity.	Develop Volunteer Guidelines (October 2011) <b>(Completed)</b>	not applicable
REC012.5	Making provision for a co-ordination cell within the LDCC particularly for individual volunteers.	Develop Volunteer Guidelines (October 2011) <b>(Completed)</b>	not applicable
REC013.1	The Board recommends that Council develop a comprehensive single list of potential sites suitable for temporary waste collection, incorporate a liaison officer from the CWS team into the LDCC, and strengthen the link between procurement and waste management during a disaster by establishing a dedicated liaison officer position in the City Waste Services (CWS) team.	Develop a comprehensive single list of potential sites suitable for temporary waste collection (October 2011) <b>(Completed)</b>  Update Standard Operating Procedures to include City Waste Services Liaison Officer(s) in the Local Disaster Coordination Centre (October 2011) <b>(Completed)</b>	not applicable
REC014.1	The Board recommends that, in relation to planning, Council undertake a complete Flood Risk Management analysis for the area of Brisbane affected by flooding from the Brisbane River and associated tributaries in line with National Flood Risk Advisory Group (NFRAG) and other relevant guidelines. This would require a detailed assessment of the benefits and costs of a full range of flood mitigation options.	Council would support being a part of a State Government led project to complete a Flood Risk Management analysis for the area of Brisbane affected by flooding, as part of or following a whole of Brisbane River catchment hydrology and flood study. This is expected to be an expensive and long-term project. Council notes that the Queensland Floods Commission of Inquiry is likely to recommend a similar approach. These comprehensive studies should include a whole of Brisbane River Catchment flood study, which extends beyond the Dam catchments, and includes tributaries such as the Bremer River and Lockyer Creek along with major creek inflows such as Oxley Creek. Council considers that it is a necessary stakeholder in this process. This process will be part of the likely discussions between relevant parties arising out of the work of the Queensland Floods Commission of Inquiry. (August 2011) <b>(Completed)</b>  Representative on Seqwater steering committee (August 2011) <b>(Completed)</b>	2.10 <b>(Completed)</b> 2.11 <b>(Completed)</b> 2.12 <b>(Completed)</b> 2.13 <b>(Completed)</b>
REC015.1	Council investigate the feasibility of the installation of devices to prevent backflow from river flooding in locations such as in parts of the Central Business District (CBD) and in high rise buildings which would not have been flooded otherwise, where all those potentially affected by backflow flooding have responsibility for oversight of the maintenance of the device in working order.  No backflow prevention device should be incorporated into the stormwater network system unless a complete risk based flood management analysis has confirmed that this is the best option.	Scope project and gather data to inform the potential application of backflow prevention technology in three case study areas being the Central Business District, Rosalie/Milton and New Farm areas (July - August 2011) <b>(Completed)</b>  Seek community input on backflow issues in the three case study areas via Talk to Council sessions, Living in Brisbane newsletter and direct mail (September 2011) <b>(Completed)</b>  Conduct technical investigations to assess the risks, issues and opportunities associated with backflow prevention technology in the three case study areas. There will be further community consultation in each of the case study areas at the conclusion of the technical investigations. (October 2011- May 2012)  Concurrently, carry out a desktop review to identify other sites across the city that flooded in January 2011 which may warrant a more detailed investigation and analysis as detailed above. The desktop review will be followed by community consultation in identified areas. (August - December 2011)	not applicable
REC016.1	The Board recommends that Council investigate the feasibility and appropriateness of establishing local levees to protect areas of strategic significance such as the Rocklea Markets. This will require a complete risk based flood management analysis.	Council supports the investigation by property owners to assess the feasibility and appropriateness of establishing levees. Council will provide a framework to be used by property owners who wish to undertake this assessment. This may include hydrological assessments to be undertaken on a user pays basis. Construction of levees would be the responsibility of the asset owner. Council will work collaboratively with areas of strategic significance, such as the Rocklea Markets, to undertake risk based flood management analysis. (October 2011) <b>(Completed)</b>	not applicable

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Flood Action Plan Number	Flood Response Review / Commission of Inquiry Recommendation	Council's Plan and Delivery Date	Related Commission of Inquiry Interim Report Recommendation Number
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**Commission of Inquiry Interim report recommendation that were already in place or have been implemented by Brisbane City Council**

(Reported as already implemented but with some additional outstanding work nominated by Council)

COI031.1	Councils, with the assistance of the Bureau of Meteorology, should consider the susceptibility of their regions to flash flooding, and whether it is feasible and necessary to acquire and operate an automated local evaluation in real time system (ALERT system) for particular waterways.	Continue with the four creek ALERT systems currently in place <b>(Completed)</b>  Continue with plan to deliver six additional creek ALERT systems (June 2012) <b>(Completed - October 2011)</b>	4.11 <b>(Completed)</b>
COI032.1	Each local disaster management group should include in its meetings a representative of the operator of any dam upstream of its region which contributes water to flooding.	Identify upstream dam operators or their representatives <b>(Completed)</b>  Include upstream dam operators or their representatives and the Water Grid Manager in Local Disaster Management Group meetings (Ongoing) <b>(Completed - October)</b>	4.15 <b>(Completed)</b>
COI035.1	To ensure effective coordination in larger-scale disasters, deployment of personnel (and other resources) between local governments should be facilitated through the Council to Council (C2C) program.	Continue to support other councils <b>(Completed)</b>  Review disaster management arrangements once guidance is received from the Queensland Government regarding the incorporation of C2C into Queensland Disaster Management Arrangements. (December 2011)	5.3

**Commission of Inquiry Interim report recommendation that are not yet addressed in Brisbane City Council's Flood Response Review Action Plan**

COI020.1	Seqwater should act immediately to establish: 1. a steering committee to oversee the long term review of the North Pine manual including senior representatives of at least DERM, Seqwater, the Water Commission, the Water Grid Manager, Brisbane City Council and the Moreton Bay Regional Council 2. a technical review committee comprised of independent experts in at least hydrology, meteorology and dam operations to examine all technical work completed as part of the review.	Remain a stakeholder in this recommendation. This is an ongoing engagement as required. <b>(Completed - October)</b>	2.27
COI020.2	The steering committee should: 1. oversee the continuation of Seqwater's North Pine Dam Acceptable Flood Study Investigations in accordance with the scope and program of activities advised to the Commission as at 6 May 2011 2. determine whether any hydrological studies, in addition to those undertaken as part of the North Pine Dam Acceptable Flood Study Investigations, are required 3. ensure that modelling across a range of full supply levels and operating strategies, including variations of the gate increments and gate opening intervals is undertaken 4. ensure all of the above work is reviewed by the technical review committee.	Remain a stakeholder in this recommendation. This is an ongoing engagement as required. <b>(Completed - October)</b>	2.28

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COI025.1	<p>Before the next wet season, local governments susceptible to flooding should conduct community education programs which provide local information about (at least) the following topics:</p> <ul style="list-style-type: none"> <li>- the measures households should take to prepare for flooding</li> <li>- the roles and functions of the SES and details of how to contact and join it</li> <li>- whom to contact if assistance is needed during a flood</li> <li>- contact details for emergency services in the area</li> <li>- the types of warnings that are used in the area, what they mean and what to do in the event of a warning</li> <li>- where and how to obtain information before, during and after a disaster</li> <li>- what is likely to happen during a disaster (for example, power outages and road closures)</li> <li>- evacuation</li> <li>- measures available for groups who require particular assistance (for example, the elderly, ill and people with a disability).</li> </ul>	<p>Incorporate into the "Brisbane Ready for Summer" campaign (October 2011) <b>(Completed)</b></p>	<p>3.13 <b>(Completed)</b></p>
COI028.1	<p>Councils should ensure that residents are aware of the frequency of the radio station or stations in their local area that will disseminate flood warnings and other information during disasters.</p>	<p>Incorporate into the "Brisbane Ready for Summer" campaign (October 2011) <b>(Completed)</b></p>	<p>4.7 <b>(Completed)</b></p>
COI030.1	<p>Councils, with the assistance of the Bureau of Meteorology, should examine the feasibility of and priorities for installing additional river height and rainfall gauges in areas of identified need.</p>	<p>Scope the project and methodology (October 2011) <b>(Completed)</b></p> <p>Undertake feasibility study for additional river height gauges within Council boundaries (January 2012)</p>	<p>4.10</p>
COI034.1	<p>Local governments should consider adopting uniform disaster management software, to enable inter-council assistance to be given more easily and effectively.</p>	<p>Engage with Local Government Association of Queensland to consider adopting uniform disaster management software (October 2011) <b>(Completed)</b></p>	<p>5.2 <b>(Completed)</b></p>
COI036.1	<p>A clear protocol should be developed for managing the participation of local and district disaster management groups in the state level teleconferences, to govern and make more efficient participation in the teleconferences.</p>	<p>Engage with Emergency Management Queensland to develop protocol (October 2011) <b>(Completed)</b></p>	<p>5.10 <b>(Completed)</b></p>

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COI021.1	Before the next wet season, councils, SES controllers and Emergency Management Queensland should work together to identify and address deficiencies in the ability of the SES to respond effectively to flooding. At the very least, suitable flood boats and flood boat training should be provided to SES units which require them.	Conducted initial flood boat training session in conjunction with Emergency Management Queensland <b>(Completed)</b> Work with Emergency Management Queensland to conduct further flood boat training sessions (February - March 2012)	5.32
COI022.1	The Queensland Government and councils should take measures, as soon as possible, to attract more SES volunteers, particularly in areas susceptible to flooding which do not have sufficient numbers. New SES units should be established where possible.	Identify location for and commence work to establish new depot (July 2012)	5.33
COI037.1	It is a matter for councils whether or not they choose to publicise the location of evacuation centres before a disaster but there is a good deal to be said for doing so, particularly in smaller communities where the options are limited. Whether or not councils publicise the location of evacuation centres before a disaster, they should include in their disaster education programs information on evacuation procedures, and how to ascertain evacuation centre locations and safe evacuation routes.	Review and update crisis communications procedures (December 2011)	5.43
COI025.2	Councils should include information about the National Registration Inquiry System as part of their community education.	Incorporate into the "Brisbane Ready for Summer" campaign (October 2011) <b>(Completed)</b>	5.61 <b>(Completed)</b>
COI044.1	The Queensland Government and councils should ensure information about emergency preparedness, warnings and evacuation is available in the different languages of ethnic groups in the community and in Auslan.	Investigate options and select solution (December 2011) Implement solution (March 2012)	5.69
COI045.1	As part of their community education strategy, councils should ensure tourists are made aware of evacuation procedures, how to ascertain evacuation centre locations and safe evacuation routes. That may be done through tourism boards, operators and accommodation providers.	Liaise with Tourism Queensland and other stakeholders as required (December 2011) Develop a plan (June 2012)	5.70
COI046.1	Councils, as part of their community education program for disaster preparation, should encourage pet owners to consider what they will do with their pets if they need to evacuate.	Incorporate into the "Brisbane Ready for Summer" campaign (October 2011) <b>(Completed)</b> Include standard message on disaster event specific page on Council's website (December 2011) <b>(Completed - October)</b>	5.71 <b>(Completed)</b>
COI047.1	Councils should work with the RSPCA to develop plans about transporting and sheltering pets should they need to be evacuated with their owners.	Update the evacuation sub-plan (December 2011)	5.72
COI048.1	Animal shelters, zoos, stables, and similar facilities should develop plans for evacuating or arranging for the care of animals in consultation with their local council. Local disaster co-ordinators should be aware of what plans exist.	Liaise with appropriate State Government agencies to determine the relevant State Government agency policy lead for zoos, stables and similar facilities (October 2011) <b>(Completed)</b> Update evacuation sub-plan (December 2011)	5.73

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COI049.1	Before the 2011/2012 wet season, all local and district disaster management groups should formally adopt the Queensland Re-supply Guidelines and have arrangements in place for the prompt re-supply of towns, properties and residents isolated by floodwaters.	Liaise with the District Disaster Management Group to determine the implementation strategy <i>(November 2011)</i>  Incorporate Queensland Re-supply Guidelines in Disaster Management Plan <i>(December 2011)</i>	5.75
COI051.1	Brisbane Markets Limited should contact the Brisbane City Council on a regular basis in the lead-up to and during flooding to seek local flood information. In response, the council should provide readily understood information which, as far as possible, explains the level of flooding to be expected at the Rocklea Markets site.	Establish a working relationship with Brisbane Markets Limited <i>(September 2011)</i> <b>(Completed)</b>	6.7 <b>(Completed)</b>
COI052.1	The Brisbane City Council should attend to the clearing of the flood mitigation channel on the western side of the market site before the next wet season.	Debris cleared from the flood mitigation channel <b>(Completed)</b>  Clear vegetation from the flood mitigation channel, subject to Queensland Government environmental approvals <i>(TBA)</i>	6.8

**Commission of Inquiry interim report recommendation that are partially addressed in Brisbane City Council's Flood Response Review Action Plan but require additional work**

COI043.1	During a disaster, councils and the Queensland Police Service should encourage individuals to self-register with the National Registration Inquiry System.	Include standard message on disaster event specific page on Council's website <i>(December 2011)</i>	5.60
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