LOCAL DISASTER MANAGEMENT PLAN

PUBLIC VERSION

(does not include personal contact details or restricted documents)

Version: 3.0
September 2013

Gladstone Regional Council
Local Disaster Management Group
PO Box 29, Gladstone Qld 4680

**LOCAL DISASTER
MANAGEMENT PLAN**

STRUCTURE

SECTION 1:	
PART A:	ADMINISTRATION AND GOVERNANCE
PART B:	DISASTER RISK ASSESSMENT
PART C:	DISASTER RISK TREATMENT

SECTION 2:	
PART D:	SUPPORTING PLANS
PART E:	THREAT SPECIFIC ARRANGEMENTS

SECTION 3:	
PART F:	AWARENESS AND CAPACITY BUILDING
PART G:	STAKEHOLDER AGREEMENTS

SECTION 4:	
PART H:	ANNEXURES

SECTION 5:	
PART I:	MAPS

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LOCAL DISASTER MANAGEMENT PLAN

SECTION 1

PART A

ADMINISTRATION AND GOVERNANCE

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PART A: ADMINISTRATION AND GOVERNANCE

A.1   FOREWORD

The Gladstone Region comprises the former local government areas of Gladstone, Calliope and Miriam Vale. It is a dynamic and fast growing area of Central Queensland that is occasionally subjected to the impact of natural disasters and has the potential to be severely impacted by non-natural or technological disasters as well.

The Regional Council area has a wide range of topography and changing demographics, including a number of offshore Islands, hence the need for a dynamic and robust Local Disaster Management Plan.

This Local Disaster Management Plan (LDMP), prepared on behalf of Council by the Gladstone 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 agencies within the Gladstone Region when responding to a disaster that has impacted or has the potential to seriously impact upon the communities and infrastructure in our area.

It can not be stressed enough that each situation is different and as such the response required may well be different to that experienced in the past. This is why it is important to listen to and heed information, warnings and directions given by emergency service personnel or disaster management authorities. What happened last time may not be possible the next time.

Disaster management planning involves the preparation of overarching strategies to minimise the impact of disasters and to subsequently respond appropriately to disasters when they have occurred. 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 wherever they may have occurred.

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

Community safety is everyone's responsibility.

Cr Gail Sellers
Mayor, Gladstone Regional Council and
Chairperson, Gladstone Local Disaster Management Group

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A.2　CONTENTS

SECTION 2:

PART D: SUPPORTING PLANS

PART E: THREAT SPECIFIC ARRANGEMENTS

SECTION 3:

PART F: AWARENESS AND CAPACITY BUILDING

PART G: STAKEHOLDER AGREEMENTS

SECTION 4:

PART H: ANNEXURES

SECTION 5:

PART I: MAPS

A.3   AUTHORITY TO PLAN

Gladstone Regional Council has a legislative responsibility to develop a Local Disaster Management Plan (LDMP) in accordance with Section 57(1) of the *Disaster Management Act 2003*.

"S57   Plan for disaster management in local government area

(1)   *A local government must prepare a plan (a local disaster management plan) for disaster management in the local government's area.*

(2)   *the plan must include provision for the following:-*

(a)   *the State group's strategic policy framework for disaster management for the State, and the local government's policies for disaster management;*

(b)   *the roles and responsibilities of entities involved in disaster operations and disaster management in the area;*

(c)   *the coordination of disaster operations and activities relating to disaster management performed by the entities mentioned in paragraph (b);*

(d)   *events that are likely to happen in the area;*

(e)   *strategies and priorities for disaster management for the area;*

(f)   *the matters stated in the disaster management for the area;*

(g)   *other matters about disaster management in the area the local government considers appropriate."*

"S58   Requirements of plan

A local disaster management plan must be consistent with the disaster management guidelines."

A.4   APPROVAL OF PLAN

This plan has been produced by and with the authority of Gladstone Regional Council pursuant to Section 57 and 58 of the *Disaster Management Act 2003*.

The Gladstone Regional Council accepts its roles and responsibilities as described in the *Disaster Management Act 2003*.

This plan is the result of the cooperative efforts of the Local Disaster Management Group for the Gladstone Regional Council area after consultation with those agencies and organisations identified therein. This plan will be reviewed in accordance with Section 59 of the *Disaster Management Act 2003*.

Gladstone Regional Council approved this plan by resolution at the Ordinary Meeting on 16 March 2010 – *Resolution No 10/88* – in accordance with Section 80(1)(b) of the *Disaster Management Act 2003*.

Subsequently, following amendment resulting from legislative changes, the Gladstone Regional Council approved version 2.0 of the plan by resolution at the Ordinary Meeting on 16 November 2010 – *Resolution No 10/366* – in accordance with Section 80(1)(b) of the *Disaster Management Act 2003*.

Following major amendments, the Gladstone Regional Council approved version 3.0 of the plan by resolution at the Ordinary Meeting on 03 September 2013 – *Resolution No G/13/1714* – in accordance with Section 80(1)(b) of the *Disaster Management Act 2003*.

Original Signed

....   Date: 03 / 09 / 2013
Cr Gail Sellers
Mayor, Gladstone Regional Council
Chairperson, Gladstone Local Disaster Management Group

Original Signed

....   Date: 03 / 09 / 2013
Stuart Randle
Chief Executive Officer
Gladstone Regional Council

A.5   AMENDMENT REGISTER

This document is a controlled document and is not to be altered, amended or changed in any way other than those amendments issued by the Gladstone Local Disaster Management Group.   From this, the plan is amended to be a 'live' document, open to suggested amendments.

Suggested amendments are to be forwarded to:

> The Chief Executive Officer
> Gladstone Regional Council
> PO Box 29
> GLADSTONE QLD 4680
>
> Attention: The Disaster and Emergency Management Coordinator

Version	Date	Prepared By	Comments
2.0	Nov 2010	CDEM	Amended to incorporate legislative changes
3.0	Sep 2013	DEMC	Re-Issue of Plan with major updates

A.6   VERSION CONTROL

As this Local Disaster Management Plan is a "living" document, that is one that you will update frequently and may change significantly over time, it is important that there is a record maintained of the current version.

Version	Date	Prepared by	Comments
1.0	16 March 2010	Gladstone Regional Council	Approved Version
2.0	16 November 2010	Gladstone Regional Council	Legislative changes
3.0	3 September 2013	Gladstone Regional Council	Re-Issue of Plan

A.7   DISTRIBUTION LIST

Hard Copy

All public libraries (excludes contact details and other restricted information)
Local Disaster Coordination Centre
District Disaster Coordination Centre - Gladstone

Electronic Copy

The following organisations and/or individuals will be provided with an electronic copy of the Local Disaster Management Plan:

Gladstone Regional Council
District Disaster Coordinator – Gladstone (District Officer, Gladstone Police District)
Emergency Management Queensland (Rockhampton)
Queensland Ambulance Service – Gladstone
Queensland Fire and Rescue Service – Gladstone
Queensland Police Service – Gladstone
State Emergency Service – Local Controller

Other organisations and the community in general may download an electronic copy of the public version of the Local Disaster Management Plan from the Gladstone Regional Council website.

Internet

Gladstone Regional Council Website: www.gladstone.qld.gov.au

A.8   DEFINITIONS

Community	A group of people with a commonality of association and generally defined by location, shared experience, or function (Australian Emergency Management Glossary, 1998)
Consequence	The outcome of an event or situation expressed qualitatively or quantitatively, being a loss, injury, disadvantage, or gain (Australian Emergency Management Glossary, 1998)
Disaster	A serious disruption in a community, caused by the impact of an event, that requires a significant coordinated response by the State and other entities to help the community recover from the disruption (DMA 2003, S13(1)).
Disaster Management	Arrangements about managing the potential adverse effects of an event, including, for example, arrangements for mitigating, preventing, preparing for, responding to and recovering from a disaster (DMA 2003, S14).
Disaster Operations	Activities undertaken before, during or after an event happens to help reduce loss of human life, illness or injury to humans, property loss, or damage, or damage to the environment, including, for example, activities to mitigate the adverse effects of the event (DMA 2003, S15).
Disaster Response Capability	The ability to provide equipment and a suitable number of persons, using the resources available to the local government, to effectively deal with, or help another entity to deal with, an emergency situation or a disaster in the local government's area (DMA 2003, S80(2)).
Event	An event means any of the following:- o a cyclone, earthquake, flood, storm, storm tide, tornado, tsunami, volcanic eruption or other natural happening; o bushfire; o an explosion or fire, a chemical, fuel or oil spill, or a gas leak; o an infestation, plague, or epidemic; o an attack against that State; and o another event similar to the above events. An event may be natural or caused by human acts or omissions (DMA 2003, S16(1) & (2)).
Hazard	A source of potential harm, or a situation with a potential to cause loss (Emergency Management Australia, 2004).
Mitigation	Measures taken in advance of a disaster aimed at decreasing or eliminating its impact on society and environment (Australian Emergency Management Glossary, 1998).

Preparedness	Measures to ensure that, should an emergency occur, communities, resources, and services are capable of coping with the effects (Australian Emergency Management Glossary, 1998).
Prevention	Measures to eliminate or reduce the incidence or severity of emergencies (Australian Emergency Management Glossary, 1998).
Reconstruction	Actions taken to re-establish a community after a period of rehabilitation subsequent to a disaster. Actions would include construction of permanent housing, restoration of all services, and complete resumption of the pre disaster state (Australian Emergency Management Glossary, 1998).
Recovery	The coordinated process of supporting emergency affected communities in reconstruction of the physical infrastructure and restoration of emotional, social, economic, and physical well being (Australian Emergency Management Glossary, 1998).
Rehabilitation	The operations and decisions taken after a disaster with a view to restoring a stricken community to its former living conditions, whilst encouraging and facilitating the necessary adjustments to the changes caused by the disaster (Australian Emergency Management Glossary, 1998).
Relief	The provision of immediate shelter, life support and human needs of persons affected by, or responding to, an emergency. It includes the establishment, management and provision of services to emergency relief centres (Australian Emergency Management Glossary, 1998).
Residual Risk	The level of risk remaining after implementation of a risk treatment (AS/NZS 4360:2004).
Response	Measures taken in anticipation of, during, and immediately after an emergency to ensure its effects are minimised (Australian Emergency Management Glossary, 1998).
Risk	The chance of something happening that may have an impact on the safety of wellbeing of your community. It includes risk as an opportunity as well as a threat and is measured in terms of consequences and likelihood (Adapted from AS/NZS 4360:2004).
Risk Identification	The process of identifying what can happen, why, and how (Australian Emergency Management Glossary, 1998).
Risk Management	The culture, processes, and structures that are directed towards realizing potential opportunities whilst managing adverse effects (AS/NZS 4360:2004).
Risk Reduction	Actions taken to lessen the likelihood, negative consequences, or both, associated with a risk (AS/NZS 4360:2004).

Risk Treatment	Process of selection and implementations of measures to modify risk (AS/NZS 4360:2004).
Serious Disruption	Serious disruption means:-

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 of severe damage to the environment (DMA 2003, S13(2)).

Welfare	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.

A.9 ABBREVIATIONS

AC	Assistant Commissioner
AD	Area Director
AEMI	Australian Emergency Management Institute
CBR	Chemical, Biological and Radiological
CEO	Chief Executive Officer
CEP	Casualty Evacuation Point
CMO	Coordinating Medical Officer
DCC	Disaster Coordination Centre
DCCSDS	Department of Communities, Child Safety and Disability Services
DCS	Department of Community Safety
DDC	District Disaster Coordinator
DDCC	District Disaster Coordination Centre
DDMG	District Disaster Management Group
DDMP	District Disaster Management Plan
DEMC	Disaster and Emergency Management Coordinator
DPI&F	Department of Primary Industries and Fisheries
DMA	Disaster Management Act
DO	Disaster Operations
EMA	Emergency Management Australia
EMQ	Emergency Management Queensland
LC	Local Controller (SES)
LDC	Local Disaster Coordinator
LDCC	Local Disaster Coordination Centre
LDMG	Local Disaster Management Group
LDMP	Local Disaster Management Plan
LECC	Local Emergency Coordination Committee
LRC	Local Recovery Coordinator
LRG	Local Recovery Group
NDRRA	Natural Disaster Relief and Recovery Arrangements
NPW	Nuclear Powered Warship
OIC	Officer in Charge
PCC	Police Communication Centre
QAS	Queensland Ambulance Service
QFRS	Queensland Fire and Rescue Service
QPWS	Queensland Parks & Wildlife Service

Abbreviations (continued)

QPS	Queensland Police Service
QR	Queensland Rail
RD	Regional Director
RFS	Rural Fire Services
SDC	State Disaster Coordinator
SDCC	State Disaster Coordination Centre
SDCG	State Disaster Coordination Group
SDMG	State Disaster Management Group
SDRA	State Disaster Relief Arrangements
SES	State Emergency Service
SMO	Site Medical Officer
SMT	Site Medical Team
SOP	Standard Operating Procedures
SRC	State Recovery Coordinator
TBFRG	Turkey Beach First Responders Group
XO	Executive Officer
VMR	Volunteer Marine Rescue

Abbreviations (continued)

A.10 PURPOSE OF PLAN

The purpose of this Plan is to minimise the effects of, and coordinate the response to, and the recovery from, a disaster or major emergency affecting the communities within the area of the Gladstone Regional Council.

Queensland's geography, rapidly increasing population, population spread, and infrastructure requirements, continues to raise the level of vulnerability of communities to natural and human made disasters. Adding to the challenge of planning for these increased impacts on resources and infrastructure are emerging risks from possible acts of terrorism, failure of critical infrastructure, and the possible impact of hazardous materials on environments and communities.

Local Government underpins the Queensland Disaster Management System as the key disaster management agency at the local level.

The following diagram outlines the disaster management system in Queensland:
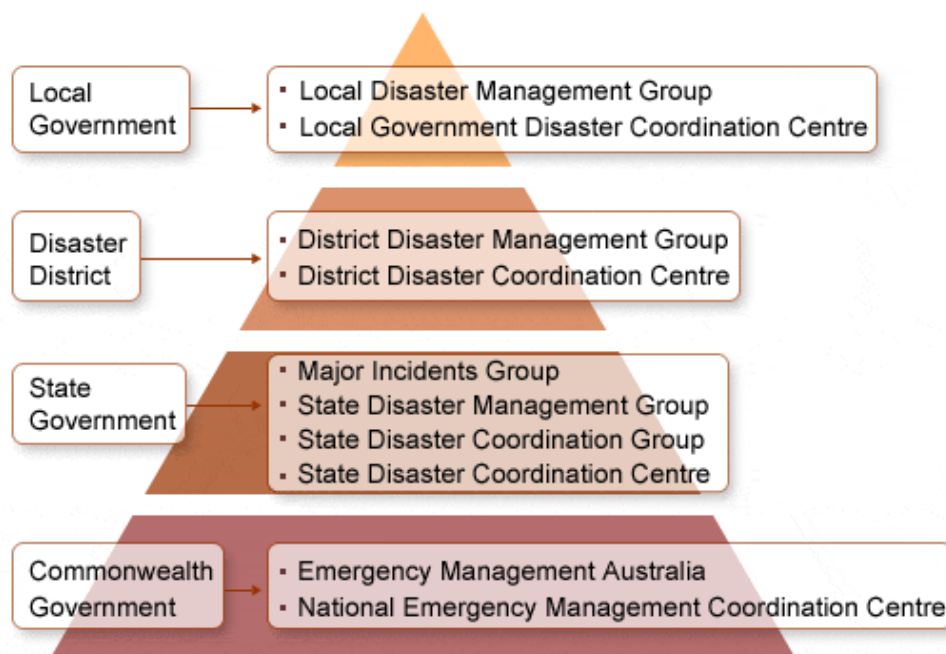
Figure A.10-1: The Queensland Disaster Management System.

A.11 OBJECTIVES OF PLAN

The primary focus of the Gladstone Region's disaster management arrangements is to mitigate the effects of disasters on the community wherever possible or practical, and being prepared to respond when disasters do occur.

The objectives of the plan are to:

- ensure there is a consistent approach to disaster management in the Gladstone region;

- create an auditing tool for disaster management functions ensuring compliance with the *Disaster Management Act 2003*;

- demonstrate a commitment for the safety of our community by reducing or eliminating risks to the community and community infrastructure;

- ensure there is a central coordination of disaster management in the Gladstone Region;

- demonstrate mitigation efforts and accountability through a disaster risk management process including disaster mitigation planning; and

- promote effective liaison between the Gladstone Regional Council and other agencies involved in disaster management.

A.12 COUNCIL'S POLICY FOR DISASTER MANAGEMENT

The Gladstone Local Disaster Management Group will ensure that the Local Disaster Management Plan and arrangements complies with the disaster management framework and all relevant legislation, policies and plans.

Relevant legislation and policies include but are not limited to:

- *Disaster Management Act 2003*;

- Re-supplying isolated communities;

- Natural Disaster Relief and Recovery Arrangements (NDRRA);

- Strategic Policy Framework for disaster management; and

- State Disaster Management Plan.

This plan is consistent with the State Disaster Management Group Strategic Policy Framework, which focuses on a comprehensive, all hazards approach with all levels of government working in partnership to reduce the effects of disasters.

Strategic Policy Framework for Disaster Management

In accordance with the community's expectations of local government with regard to community safety and sustainability, the Gladstone Regional Council is committed to:

- Working within the provisions of the State Disaster Management Strategic Policy Framework, which focuses on a comprehensive, all-hazards approach with all levels of government working in partnership with other agencies and community organisations to reduce the effects of disaster events;

- Protecting health, safety and quality of life;

- Protecting our environment;

- Recognising and valuing the benefits of partnership and collaboration across all levels of government, community and industry, in all aspects of disaster management; and

- Respecting the diversity of the communities within the Gladstone Region.

Strategic Direction for Disaster Management

The following disaster management priorities of the Gladstone Regional Council will ensure compliance with the disaster management legislation and will provide a sound legal grounding for disaster management in the Gladstone Region:

- Identification, development and fostering of function-specific planning groups to support the Local Disaster Management Group ;

- Development of a comprehensive hazard and risk assessment for the Gladstone Region;

- Development of a disaster mitigation strategy for the Gladstone Region;

- Development of a comprehensive Local Disaster Management Plan for the Gladstone Region that incorporates:

  - Disaster management arrangements;
  - Operational and threat specific planning arrangements; and
  - Response and recovery arrangements;

- Development and resourcing of primary and secondary Local Disaster Coordination Centres, including the implementation of electronic disaster management coordination processes;

- Development of a disaster management training and exercise regime for the Gladstone Regional Council, the Local Disaster Management Group and other agencies and organisations involved in disaster management at the local level;

- Development of an effective community disaster awareness and education strategy; and

- Fostering and promoting a spirit of consultation and cooperation with other local governments with regard to disaster and emergency management.

Disaster Management Program

In accordance with the above, the Gladstone Regional Council will adopt a disaster management program and allocate an appropriate budget to allow the program to be undertaken.

A.13 INTEGRATION WITH COUNCIL'S CORPORATE PLANNING PROCESSES

Disaster Management is an integral part of Council's core business. The Corporate Plan supports the disaster management process and recognises the legal responsibilities for Council.

Council planning documents incorporate a number of disaster management requirements (including mitigation) to ensure the Gladstone community is able to withstand a wide variety of disasters that may affect the region.

The Operational Plan takes into consideration the likelihood of disasters and attempts to seek the best possible outcomes for Council and the community in the event of a disaster.

GRC Corporate Plan:

Strong and Connected Communities (Strong, healthy and liveable communities)

Outcome	Strategy	Action
Active, Healthy and Safe Community A healthy and active region supported by a range of sport, leisure and recreational opportunities and community wellbeing initiatives.	Promote community awareness and preparedness for disasters.	Activity of the Local Disaster Management Group (LDMG) ensures that operational readiness is maintained. Community awareness and preparedness for disasters is promoted. Continued support for Local Emergency Coordination Committees (LECC's). Continued support of management, administration and operation of the State Emergency Service Unit and Groups within the Gladstone region. Development of social media capability for disaster management purposes is continued. Rural Fire Brigade operations are supported within the Gladstone region. Buildings that are prone to flooding during extreme rainfall events are identified for the purpose of improved disaster management response. A Fire Management Plan that recognises fire frequency to enable species retention and reduce risk to adjacent properties.

A.14 LOCAL DISASTER MANAGEMENT GROUP GOVERNANCE

Establishment

The Gladstone Local Disaster Management Group has been established in accordance with Section 29 of the Disaster Management Act 2003 that states:-

> *"S29 Establishment*
>
> *A local government must establish a Local Disaster Management Group (a local group) for a local government's area."*

Functions

Functions of the Group are set out in Section 30 of the Disaster Management Act 2003 that states:-

> *"S30 Functions*
>
> *(1)   The local group has the following functions for its area:-*
>
>> *(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 for the State;*
>>
>> *(b)   to develop effective disaster management, and regularly review and assess the disaster management;*
>>
>> *(c)   to help the local government for its area 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 ways 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 and other local groups 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;*
>>
>> *(l)   to perform a function incidental to a function mentioned in paragraphs (a) to (k).*

(2)   *In this section:-*

relevant district group, for a local group, means the district group for the disaster district in which the area of the local group is situated."

Membership

The Gladstone Local Disaster Management Group (LDMG) consists of the following persons who have been appointed in accordance with Section 33 of the *Disaster Management Act 2003*. The membership of the Group is to be reviewed annually.

Chairperson	-	Mayor or Councillor
Deputy Chairperson	-	A Councillor as determined from time to time
Local Disaster Coordinator	-	A senior council staff member as determined from time to time and appointed in accordance with legislation
Members	-	GRC Officer delegated as Deputy LDC Disaster and Emergency Management Coordinator, GRC Representative, QPS - GRC area Representative, QAS - GRC area Representative, QFRS Representative, State Emergency Service - GRC area Representative, Emergency Management Queensland Representative, Dept. of Communities, Child Safety and Disability Services
Primary Advisor	-	Chief Executive Officer, GRC
Advisors		GRC – Representative Engineering Services GRC – Representative Community Wellbeing GRC – Representative of other departments as required Area Director, Rural Fire Service Director of Medical Services, Gladstone Hospital Chair, Mutual Aid Group of Gladstone (MAGG) Executive Officer, Gladstone DDMG
		Representatives, as required, from other commonwealth, state or local government departments, industry, community organisations or other agencies deemed necessary by the local group to act as advisers for planning or operational purposes.

The Chief Executive and the District Disaster Coordinator (DDC) are to be advised annually of membership of the Group under the requirements of Section 37 of the *Disaster Management Act 2003*.

Member Details

Member and advisor details are collected for disaster management purposes only and are managed accordingly. Changes to details are to be forwarded to the Gladstone Regional Council's Disaster and Emergency Management Coordinator.

Members' Responsibilities

In undertaking their normal LDMG responsibilities, members should ensure they:

* attend LDMG activities with a full knowledge of their agency resources and services and the expectations of their agency;

- are available and appropriately briefed to actively participate in LDMG activities to ensure that plans, projects and operations use the full potential of their agency or function, while recognising any limitations;

- are appropriately positioned within their agency to be able to commit agency resources to LDMG normal business activities;

- attend and complete appropriate disaster management training to ensure an adequate level of understanding of the Queensland Disaster Management Arrangements and Framework; and

- have an appointed deputy who has the necessary expertise or experience, and is appropriately trained to take on their responsibilities should they be unavailable, or to provide additional support during extended operations.

Members should maintain a state of readiness for activations by:

- maintaining current contact registers for LDMG members;

- maintaining copies of the Local Disaster Management Plan (LDMP) and supporting documentation, as appropriate;

- ensuring resources are available to participate in disaster operations; i.e. access to a laptop, information management templates, operational checklists, telecommunications and human resource provisions;

- being appropriately positioned within each agency to be able to commit agency resources to LDMG operational activities; and

- participating in disaster management exercises and training opportunities.

In order to be effective during operations, LDMG members should:

- immediately inform their agency of the activation of the LDMG and reinforce their role as the designated single point of contact between the LDCC and their agency;

- when possible, assess the likelihood of extended operations and the possible need to implement LDMG member relief arrangements;

- ensure that a liaison officer for their agency is present at the LDCC as the liaison point of contact (if required), and ensure plans are in place for continuity of agency representation in the LDCC during extended operations;

- maintain a close liaison with all members of the LDMG including participating in briefings/meetings of the LDMG and operating from the LDCC, if appropriate; and

- ensure appropriate agency-specific disaster cost management arrangements are established quickly and utilised effectively, including the collation of financial documentation to ensure costs are captured for reimbursement, where eligible.

Authorised Delegates

Only authorised delegates (i.e. LDMG Members or their appointed Deputies) are able to vote on the decisions of the LDMG, either during general meetings or during times of activation.

LDMG Executive

There are many instances where the physical or virtual (teleconferencing, etc) meeting of all members of the LDMG will be neither possible nor necessary for the effective implementation of this plan.

Accordingly, the LDMG endorses the establishment of a LDMG Executive to expedite processes as appropriate with regard to the implementation of initial response actions in accordance with this plan. This executive has an exclusively operational response function, and will not at any time replace the policy decision-making role of the LDMG.

The LDMG Executive comprises the Chairperson, Deputy Chairperson, the Local Disaster Coordinator (and/or the Deputy LDC) and the Disaster and Emergency Management Coordinator, GRC.

DDMG Representative

Under Section 24 of the Disaster Management Act 2003, a suitably qualified person is to be appointed as the nominated local government representative for the Gladstone District Disaster Management Group (DDMG). This appointment is also to be advised to the State Group and the District Disaster Coordinator (DDC).

Reporting Requirements

The LDMG will report its activities to Council, the DDC and EMQ through distribution of meeting minutes and disaster management status reports.

Meetings

The Gladstone Local Disaster Management Group will meet as frequently as determined from time to time but no less than every six months as required by legislation. A meeting schedule is to be determined at a LDMG meeting and minuted accordingly.

Quorum

A quorum for a meeting of the Gladstone Local Disaster Management Group will be one-half of the members plus 1, or if one-half of the members is not a whole number, the next highest whole number. Appointed Deputies will be counted for a quorum when attending on behalf of their LDMG member. Advisors are not considered members of the LDMG and therefore are not to be counted to meet the requirements of a quorum.

Minutes

Minutes will be kept of all meetings of the Gladstone Local Disaster Management Group.

Terms of Reference

Terms of Reference (ToR) for the Gladstone Local Disaster Management Group have been established and are updated from time to time.

These terms of reference are included in this plan at Annexure H.6.

Establishment and Management of Sub-Groups

The Gladstone LDMG may from time to time establish permanent, semi-permanent or temporary sub-groups for the purposes of disaster management planning, disaster operational coordination or other purpose as deemed necessary.

These appointed Chairs of these sub-groups are to provide regular updates to the LDMG as required by the Chair or LDC.

Such sub-groups will include Local Emergency Coordination Committees (LECCs) to service particular community areas throughout the region.

Roles and Responsibilities of Persons Associated with the LDMG

The following table provides a brief description/overview of the roles and responsibilities of the members of, and advisors to, the LDMG with regard to the conduct of its business:

Position	Organisation	Responsibilities
Chairperson/ Deputy Chairperson	GRC	To manage and coordinate the business of the LDMG
		To ensure, as far as practicable, that the LDMG performs its functions
		To report regularly to the relevant DDMG, and the Chief Executive of the Department, about the performance by the LDMG of its functions
Local Disaster Coordinator and delegates	GRC	To coordinate disaster operations for the LDMG
		To report regularly to the LDMG about disaster operations
		To ensure, as far as is practicable, that any strategic decisions of the LDMG about disaster operations are implemented
Disaster and Emergency Management Coordinator	GRC	To provide expert advice to the LDMG, LDC and Council
		Liaise with the DDMG
		Liaise with Police and Emergency Services
		Liaise with Government and other agencies
Representative	QPS	Liaison between the agency & the LDMG
Representative	QAS	Liaison between the agency & the LDMG
Area Director	QFRS	Liaison between the agency & the LDMG
Representative	SES	Liaison between the agency & the LDMG
Representative	EMQ	Provision of disaster management advice and training.
Representative Infrastructure Services	GRC	To provide expert advice & support on all technical matters, including the provision of plant, materials & manpower during response & recovery
Representative Miriam Vale Services	GRC	To provide advice regarding the former Miriam Vale Shire component of the area
Representative Community Advisory Service	GRC	Liaison between various community organisations and the LDMG
Area Director	RFS	Liaison between the agency & the LDMG
Superintendent Gladstone Hospital	Health	Liaison between the agency & the LDMG
Representative	VMR	Liaison between the agency & the LDMG
Representative	EMQ	To provide expert advice to the LDMG
Chief Executive Officer	GRC	To provide expert advice to the LDMG
Other Advisors	Various	To provide expert advice to the LDMG

Note: All members and advisors have a responsibility to contribute to the development of planning and overall disaster management arrangements.

A.15 STATE EMERGENCY SERVICE

Establishment

The Gladstone State Emergency Service Unit has been established in accordance with Section 81 of the *Disaster Management Act 2003* that states:-

> *"S81 Establishment of SES*
>
> *The State Emergency Service (SES) is established."*

Functions

Functions of the Group are set out in Section 82 of the *Disaster Management Act 2003* that states:-

The functions of the SES are as follows -

(a)   *to perform rescue or similar operations in an emergency situation;*

(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 persons 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 disaster.*

Local Government is required under the Act to have a disaster response capability. The State Emergency Service at a local level forms an integral component of this disaster response capability.

The State Emergency Service responds to and attends a variety of incidents that occur in the community, including motor vehicle accidents (MVA) where they support other emergency service responders by activating detours and providing traffic control. They respond to call for assistance from residents during and after storms events where they assist with temporary repairs to rooves, clearing tree debris from residential and commercial properties, assisting in flood rescue situations, supplying and placing sandbags around homes to prevent or restrict flooding.

They are also called upon to assist in land search and evidence search operations within the local community, the greater region, intra-state and even inter-state.

SES members also support a variety of community events undertaking duties such as road closures, traffic control and car park management.

The Gladstone State Emergency Service Unit has been formed as a result of the Local Government Reform process which saw the amalgamation of the Gladstone City, Calliope Shire and Miriam Vale Shire Councils.

Whilst Gladstone City and Calliope Shire had previously combined for disaster management purposes, thereby having a joint State Emergency Service Unit (Gladstone/Calliope) it was deemed appropriate to consolidate this Unit with the Miriam Vale State Emergency Service Unit to form the Gladstone State Emergency Service Unit.

A revised structure accommodating this has been endorsed by Emergency Management Queensland.

This Unit is managed by a Local Controller and a number of other Volunteer Executives in accordance with departmental or local government policies, directives and instructions.

The Local Controller is appointed by EMQ on recommendation by Council.

The Gladstone State Emergency Service is comprised of a Unit Headquarters located in Gladstone and Group Headquarters facilities located in Agnes Water/1770, Baffle Creek, Calliope, Gladstone, Miriam Vale, Mount Larcom, Rosedale and Tannum Sands.

A.16 PLAN MONITORING AND REVIEW

Section 59 of the *Disaster Management Act 2003* states:

"S59   Reviewing and renewing plan

(1) A local government may review, or renew, its local disaster management plan when the local government considers it appropriate.

(2) However, the local government must review the effectiveness of the plan at least once a year."

Therefore, this plan will be reviewed following activation or exercise at least once a year or at other times as the disaster management environment changes.

The Review Process

A Local Government may review or renew its local Disaster Management plan when the Local Government considers it appropriate (S59 DMA). However, the Local Government must review the effectiveness of the plan at least once a year.

Assessment of the plan and response capability may be achieved through operational activation or by the conduct of exercises.

When reviewing the effectiveness of the plan annually, the LDMG should include a minimum of one practical exercise per annum, involving as many relevant organisations, authorities and stakeholders as possible.

Approval, Review And Reporting Arrangements

The following tables detail procedures in relation to approval, reviewing and reporting arrangements as required under the *Disaster Management Act 2003:*

The first table details the approval, review and reporting arrangements. The second table details the scheduled reviews of the Local Disaster Management Plan.

LDMP APPROVAL, REVIEW AND REPORTING ARRANGEMENTS

FUNCTION	RESPONSIBLE AGENCY	RESPONSIBLE POSITION	KEY ACCOUNTABILITIES
Plan preparation and drafting	LDMG	Disaster and Emergency Management Coordinator Gladstone Regional Council Members and advisors of the LDMG to contribute to this process.	Collation of information Consultation with agencies Drafting of Local Disaster Management Plan
Recommending LDMP to Council	LDMG	Local Disaster Coordinator Disaster and Emergency Management Coordinator Gladstone Regional Council	Review and recommend the local disaster management plan for adoption by Council as per requirements of *Disaster Management Act 2003*
Local government approval of LDMP	GRC	Local Disaster Coordinator Disaster and Emergency Management Coordinator Gladstone Regional Council	Plan endorsed by LDMG and referred to Council for adoption
Disaster District audit of GRC Local Disaster Management Plan	DDMG	DDC or XO Gladstone District Disaster Management Group Area Director, Gladstone Emergency Management Queensland Representative LDMG	Audit of GRC Local Disaster Management Plan
Updating and Amendment of LDMP	LDMG	Disaster and Emergency Management Coordinator Gladstone Regional Council	Annual updating of contact details (April and September) Amendment of LDMP a required
Review of LDMP	LDMG	Disaster and Emergency Management Coordinator Gladstone Regional Council Area Director, Gladstone Emergency Management Queensland	Annual review of LDMP (May to August)
Reports Preparation	LDMG / GRC	Disaster and Emergency Management Coordinator Gladstone Regional Council	Reports include but are not limited to annual status report to DDMG
Reports Review and sign off by Chairperson where necessary	LDMG	Local Disaster Coordinator Disaster and Emergency Management Coordinator Gladstone Regional Council Chairperson LDMG	Reports presented to LDMG will be reviewed by LDMG and forwarded to Council for endorsement where necessary Reports signed off by Chairperson LDMG where necessary

FUNCTION	RESPONSIBLE AGENCY	RESPONSIBLE POSITION	KEY ACCOUNTABILITIES
Reports Approval	GRC	Local Disaster Coordinator Disaster and Emergency Management Coordinator Gladstone Regional Council	Reports presented to Council for endorsement
Exercise LDMP	EMQ / LDMG	Area Director, Gladstone Emergency Management Queensland Local Disaster Coordinator Disaster and Emergency Management Coordinator Gladstone Regional Council	Undertake appropriate exercise to test LDMP - annually

Table A.16-1: Local Disaster Plan Approval, Review and Reporting Arrangements

SCHEDULED REVIEWS OF LOCAL DISASTER MANAGEMENT PLAN

TIME OF REVIEW	PURPOSE OF REVIEW
Post Cyclone Season	**Major Review** ▪ Fully review all aspects of LDMP with focus on disaster management aspects and including the following ▪ LDMP reflects and supports the State Group's Strategic Policy, District Disaster Plan and all relevant policies of the local government in relation to disaster management ▪ Clearly states the roles and responsibilities of all entities involved in disaster management and operations in the area ▪ The coordination of disaster management and operations, specifically including the updating of membership and all contact details ▪ A review of disaster events likely to affect the area ▪ A review of the various Parts of the Plan ▪ A review of the expected request for support services that will be required by the Local Group from the District Group ▪ A review of the community education and awareness programmes ▪ Provision capabilities of likely resources that will be needed in disaster management and operations likely in the area ▪ A review of the communications link available at the Local Group level to communicate intra-group and to District and State Groups ▪ A review of disaster management priorities for the Gladstone region

TIME OF REVIEW	PURPOSE OF REVIEW
Pre-Cyclone Season (September)	**Minor Review** – to review aspects of the Plan to ensure that all disaster operational aspects are ready for the upcoming season and including the following; ▪ The coordination of disaster management and operations ▪ A review of community education and awareness programmes
Pre-Cyclone Season (September) **[continued]**	**Minor Review** – to review aspects of the Plan to ensure that all disaster operational aspects are ready for the upcoming season and including the following; ▪ The coordination of disaster management and operations ▪ A review of community education and awareness programmes ▪ Provision capabilities of likely resources that will be needed in disaster management and operations likely in the area ▪ A review of the communications link available at the local group level to communicate intra-group and to District and State Groups
Post Exercise	**Functional Review** – to review all aspects of the Plan used in the exercise and to ensure that these parts performed satisfactorily
Post Activation	**Functional Review** – to review all aspects of the Plan used in the activation and to ensure that these parts performed satisfactorily
As directed by the LDMG	As directed – to review a part or whole of the Plan as directed by the LDMG.

Table A.16-2: Scheduled Reviews of Local Disaster Management Plan

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LOCAL DISASTER MANAGEMENT PLAN

SECTION 1

PART B

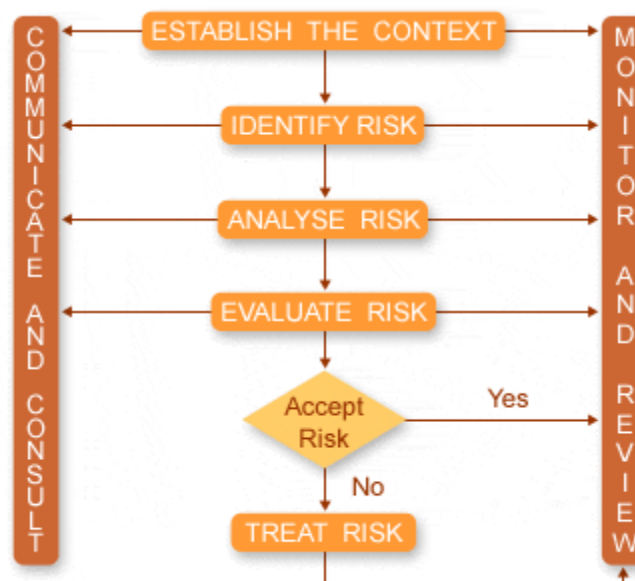# DISASTER RISK ASSESSMENT

Version: 3.0
September 2013

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PART B: DISASTER RISK ASSESSMENT

B.1   INTRODUCTION

The *Australian Standard/ New Zealand Standard on Risk Management (AS/NZS 4360: 2004)* defines risk management as "the culture, processes, and structures that are directed towards realising potential opportunities whilst managing adverse effects".

In terms of disaster mitigation and management, risk management is a process of identifying risks and hazards to a community in the event of a disaster. This process encompasses an understanding of the community (that is, identifying the context), identifying the "what, where, when, how, and why" (identifying the risks), identification of what is likely and probable to occur in that community and the consequences of these outcomes (analysing the risks, setting priorities for dealing with these risks (evaluating risks), and determining options and strategies for dealing with these risks (treating risks). Each stage of the risk management process involves extensive communication and consultation with the community and other key stakeholders, and ongoing monitor and review.

Figure B.1-1: Elements of Disaster Risk Management

Disaster risk management requires local governments to consider all of the information that identifies the risks and hazards within the local community. As situations change that may impact on hazards and risks in the community, disaster risk management is a fluid process. It does not need to be a formal study, but needs to be a structured process that incorporates the likelihood and consequences of hazards in priority. The likelihood and consequences of hazards may be gauged by looking at previous studies, but considers current and future risks. Disaster risk assessment needs to be accountable, however may vary in its complexity due to the capacity of the council

B.2   CONTEXT

B.2.1 GEOGRAPHY

The Gladstone region comprises an area of 10,488 square kilometres. This represents 0.6 per cent of the State's area (1,734,190 km2).

The Region is bounded on the west, south and east by various coastal ranges and includes the whole of the catchment of the Calliope River and over 90% of the catchment of the Boyne River.

The Region includes the Capricorn Bunker group of islands, most notably Heron Island as well as Lady Musgrave and Lady Elliot Island.

Gladstone City is a modern urbanised city located some 550 kilometres north-west of Brisbane. The city is situated between the Calliope River to the north and Boyne River some 14 kilometres to the south. Between the two river mouths lies the deep water harbour for which the city owes its existence. The harbour is protected by a low island to the east called Facing Island and to the north by Curtis Island.

B.2.2 CLIMATE AND WEATHER

The region has a sub-tropical, sub-humid climate, with an average rainfall of 890 mm per year. The average air temperature is 27 degrees with summer and winter averages between 31 and 22 degrees respectively. Prevailing winds are from the south-east and the area is within the tropical cyclone belt.

Australia and the globe are experiencing climate change. Since the middle of the 20th century, Australian temperatures have, on average, risen by about 1°C with an increase in the frequency of heat-waves and a decrease in the numbers of frosts and cold days. Rainfall patterns have also changed - the northwest has seen an increase in rainfall over the last 50 years while much of eastern Australia and the far southwest have experienced a decline.

Further information in regards to climate change is available from the Bureau of Meteorology http://www.bom.gov.au/climate/change/

B.2.3 POPULATION AND DEMOGRAPHICS

As at 30 June 2007, the estimated resident population of the Gladstone region was 55,523 persons, representing 1.3 per cent of the State's population. The annual average rate of change in population in the Gladstone region between 30 June 2002 and 30 June 2007 was 3.1 per cent, compared with 2.4 per cent for the State.

Population projections published by the Department of Local Government and Planning in 2006 indicate that the population of the Gladstone region will increase to an estimated 80,495 in 2026. The annual average growth rate between 2001 and 2026 in the Gladstone region is projected to be 2.2 per cent.

At the time of the 2001 Census, there were 1,405 persons in the Gladstone region who stated that they were of Aboriginal or Torres Strait Islander origin. These persons comprised 3.0 per cent of the total population (compared with 3.1 per cent in Queensland).

Statistics from the 2006 Census indicate that Gladstone City has a population of approximately 29,087 while the urban centres of Boyne Island/ Tannum Sands (7,824), Calliope (1,548) and Agnes Water and Seventeen Seventy (1682) comprise a significant proportion of the population.

The small rural centres of Ambrose, Baffle Creek, Bororen, Builyan, Captain Creek, Lowmead, Many Peaks, Miriam Vale, Mount Larcom, Nagoorin, Raglan, Rosedale, Rules Beach, Turkey Beach, Ubobo and Yarwun are also located within the region.

The region also includes a number of island communities including South End (Curtis Island), Farmers Point, Northcliffe and Gatcombe Heads (Facing Island) and Quoin Island as well as the tourist destinations of Heron Island and Lady Elliot Island.

B.2.4 ECONOMICS AND INDUSTRY

The region has a record of strong economic development based upon industrial development, its port facilities and the extraction of natural resources. The region also incorporates rugged and beautiful National Parks, sandy beaches, picturesque islands and the Great Barrier Reef, which draw moderate levels of tourism to the region.

Regional population growth currently averages approximately 1.5% per annum. Both the State and Federal Governments actively promote the region for the establishment of major work competitive industrial plants. As such regional growth will always be intrinsically linked with the success or otherwise of these initiatives.

The reasons which underpin the State and Federal Governments confidence in the ability of the region to deliver economic growth and export income for the nation include:-

- The Port of Gladstone which is one of the largest ports on the eastern seaboard handling over 30% of the State's exports by volume.
- Access to electricity at world competitive prices
- A comprehensive road network including linkages via the Bruce and Dawson Highways.
- A modern electrified rail network including linkages via the main north line up the east coast of Qld.
- Natural gas form the Surat Basin gas field and coal – seam methane gas for the Bowen Basin reserves are pumped through a 530 kilometre long pipeline to the region.
- An existing regional population has of 43,000 people.
- An existing suite of major industries
- Close proximity to a resource rich hinterland in terms of both mining and primary production.
- A strong primary industry base.
- An adequate supply of water.

Major existing industrial development located within the region includes:

- Gladstone Power Station is Queensland's largest coal-fired power station with a capacity of 1680 megawatts.
- Boyne Smelters Limited producing aluminium from alumina
- Cement Australia Limited producing cement clinker and cement;
- Orica producing sodium cyanide, ammonium nitrate, caustic soda, chlorine and nitric acid;
- Queensland Energy Resources Limited Oil Shale Pilot Refinery (currently non-operational);
- Queensland Alumina Refinery;

- Rio Tinto Alumina Refinery (Yarwun);
- Pacific Lime Pty Ltd Production Plant;
- Australian Magnesium Corporation Pilot Plant (currently non-operational).

The region has a strong agricultural economy with rural production consisting mainly of beef, dairy, cattle, fodder cropping and tropical fruit production.

The region is also rich in mineral resources including limestone and oil shale.

B.2.5 CRITICAL INFRASTRUCTURE AND ESSENTIAL SERVICES

Critical Infrastructure:

Power: Gladstone Power Station

Water: Bulk Water Supply – Awoonga Dam, Benaraby. Distribution mains located between dam, treatment plant and major consumer take-off points.

A major treatment plant facility is located in Gladstone with an additional facility at Yarwun. Additionally, treatment plants are also located at:

> Agnes Water & Seventeen Seventy - Bore field on Springs Road and bores in the vicinity of the 1770 Red Sand Pit, 1770 Marina and 1770 Camping Ground. Additional requirements will be met by a desalination plant adjacent to Council's existing water treatment plant on Springs Road. A smaller treatment plant has been constructed within the Red Sand Pit area at Seventeen Seventy. Reticulation exists throughout Agnes Water and is planned for this to extend to Seventeen Seventy. Council has generators to power its water supply in the event of power disruptions.

> Miriam Vale - Untreated water is sourced primarily from Baffle Creek approximately 6 kilometres south east of the township and is supplemented by a bore adjacent to Thornes Road. The existing treatment plant is sited at Kellow Street, Miriam Vale. The treated water is reticulated throughout the residential area of town.

> Bororen - Raw water is obtained from a bore field near House Creek approximately 1 kilometre from the town. This is not a fully treated water supply and is simply chlorinated. Consequently it is a non potable supply and is reticulated throughout Bororen for appropriate use. This system is currently planned for upgrade.

Sewerage: Treatment Plants and sewerage reticulation networks located in Gladstone, Boyne Island, Tannum Sands, Yarwun Industrial Estate (trade waste) Calliope. All townships within the former Miriam Vale Shire area are serviced by individual house septic systems excepting Agnes Water which is fully sewered. It is proposed to service Seventeen Seventy within the Agnes Water scheme in the near future. The Agnes Water system consists of a number of sewer pump stations with the treatment plant being situated approximately 7 kilometres south of the township.

Gas: Natural gas from the Surat Basin gas fields and coal – seam methane gas from the Bowen Basin reserves are pumped through a 530 kilometre long pipeline to the region.

Telecommunications: The region is served by landlines.   Whilst the region is served by mobile phone coverage, not all areas have adequate coverage. Towers in the southern part of the region are located on Westwood Range, Miriam Vale, Mount Maria, Watalgan Range, Iveragh and at the Agnes Water Reservoir.

Rail: The main rail line along the east coast traverses the Shire from north to south and serves the City of Gladstone. A further rail line traverses the Shire from east to west and links Gladstone to Biloela and the region beyond. A rail link also connects through Calliope to Monto.

Port: The major port in the region is located adjacent to the City of Gladstone. In addition to the city wharves, wharf facilities are located adjacent to Boyne Smelters at Boyne Island and at Queensland Cement and Lime's Cement Clinker Plant (Fisherman's Landing Wharf). The Boyne Smelters Wharf has been validated by the Visiting Ships Panel (Nuclear) to berth Nuclear Powered Warships if required.

Airport: The Gladstone Airport is located in the City of Gladstone and can accommodate medium sized jets on a sealed and flood free runway.

Road: The region is well serviced as the Bruce Highway traverses the region from north to south and the Dawson Highway traverses the region from east to west.

Essential Services:

Ambulance Stations at Agnes Water, Boyne Island, Calliope, Gladstone, Miriam Vale and Mount Larcom.

Hospitals in the City of Gladstone and a minor Health Centre at Many Peaks.

Police Stations at Gladstone, Tannum Sands, Calliope, Mount Larcom, Miriam Vale, Rosedale, Agnes Water and Many Peaks.

Fire and Rescue Services: Major urban Fire and Rescue Service at Gladstone. Auxiliary Fire Brigades at Boyne Island, Miriam Vale and Agnes Water. Balance of the region serviced by rural fire brigades.

State Emergency Services depots at Agnes Water, Baffle Creek, Calliope, Gladstone, Miriam Vale, Mount Larcom, Rosedale and Tannum Sands.

B.2.6 PUBLIC BUILDINGS, SPACES AND EVENTS

(a) Government Facilities

Local Government

- Civic Centre Administration, Goondoon Street, Gladstone
- Administration Centre and Library, Don Cameron Drive, Calliope
- Council Administration Centre, Roe Street, Miriam Vale
- Library, Goondoon Street, Gladstone
- Council Library, Roe Street, Miriam Vale
- Art Gallery & Museum, Goondoon Street, Gladstone
- Community Advisory Service Office, Goondoon Street, Gladstone
- Agnes Water Rural Transaction Centre, Captain Cook Drive, Agnes Water
- Mount Larcom Rural Transaction Centre, Raglan Street, Mount Larcom
- Boyne Tannum Community Centre, Hayes Avenue, Boyne Island
- Boyne Tannum Country Club, Jacaranda Drive, Boyne Island
- Community Centre, Bloomfield Street, Miriam Vale

- Community Halls at Bororen, Calliope, Lowmead, Mount Larcom, Rosedale and Yarwun
- State Emergency Service Depots at Agnes Water, Baffle Creek, Calliope, Gladstone, Miriam Vale, Mount Larcom, Rosedale and Tannum Sands.
- Council Works Depot, Lyons Street, Gladstone
- Council Works Depot, Vallis Street, Calliope
- Council Works Depot, Boyne Valley
- Council Works Depot, Mount Larcom
- Council Works Depot, Chapman Street, Miriam Vale
- Council Works Depot, Hills Road, Rosedale
- Council Works Depot, Worthington Road, Turkey Beach
- Council Works Depot, Captain Cook Drive, Seventeen Seventy
- Council Works Depot and Nursery, Tannum Sands
- Sewerage Treatment Plants - Agnes Water, Aldoga, Boyne Island, Calliope, Gladstone, Seventeen Seventy andYarwun
- Yarwun Trade Waste Facility
- Tannum Sands Tourist Information Centre
- Parks & Recreation Office (Botanic Gardens), Glenlyon Road, Gladstone
- Water Treatment Plants - Agnes Water, Gladstone and Miriam Vale
- Discovery Coast Community Health Services - Agnes Water, Baffle Creek and Miriam Vale
- TV & Mobile Phone Tower, Seaspray Drive, Agnes Water & Mount Maria
- Bororen Landfill, Bruce Highway, Bororen
- Agnes Water Landfill, Captain Cook Drive, Agnes Water
- Rosedale Transfer Station, Bundaberg-Miriam Vale Road, Rosedale
- Miriam Vale Tourist Information Centre

State Government

- Police Stations located in Agnes Water, Calliope, Tannum Sands, Miriam Vale, Mount Larcom, Many Peaks and Rosedale
- Police Station & Court House, Yarroon Street, Gladstone
- Police Beat, Stockland Kin Kora Shopping Centre
- Primary Schools at Agnes Water, Ambrose, Bororen, Boyne Island, Builyan, Benaraby, Calliope, Central Gladstone, Clinton, Kin Kora, Lowmead, Miriam Vale, Mount Larcom, Nagoorin, Rosedale, Rosella Park, South Gladstone, Tannum Sands, Ubobo, Wartburg, West Gladstone and Yarwun
- High Schools - Gladstone, Miriam Vale, Rosedale, Tannum Sands and Toolooa
- Urban Fire Stations at Boyne Island, Calliope, Gladstone and Miriam Vale
- Rural Fire Services at Agnes Water, Ambrose, Benaraby, Bororen, Boyne Valley, Boynedale, Butlerville, Calliope, Captain Creek, Cedarvale, Colosseum, Curtis Island, Diglum, Foreshores, Lowmead, Machine Creek, Many Peaks, Mount Alma, Mount Maurice, Mount Larcom, Raglan, Rosedale, Tannum Sands, Targinnie, Turkey Beach, Wartburg and Westowe
- Ambulance Services at Calliope, Boyne Island and Mount Larcom
- Ambulance Services, Corner Glenlyon & Tank Streets, Gladstone
- Ambulance Services at Agnes Water and Miriam Vale
- Boyne Valley Medical Centre.
- State Government Offices (Dept of Corrective Services, Disability Services, Dept of Employment & Training), Roseberry & Oaka Streets, Gladstone
- Central Queensland Port Authority Administration Office, Yarroon Street, Gladstone
- Public Trustee Office, Goondoon Street, Gladstone
- Gladstone TAFE College, Derby Street
- Community Employment Options, Tank Street
- Queensland Parks & Wildlife

- Dept of Families, Youth & Community Care, Roseberry Street
- Centrelink, 164 Goondoon Street
- Family Law Reform & Assistance Association, 115 Auckland Street
- Dept of Housing, 147 Goondoon Street
- Dept of Primary Industries & Fishing, Alf O'Rourke Drive
- Q-Build, 7 Soppa Street
- Community Health (Aboriginal & Islander Health, Alcohol, Tobacco & Other Drug Services, Child Health Services, Home & Community Care), Flinders Street
- Dental Health Services, Boles Street
- District Health Services, Park Street
- Mental Health Services, 164-170 Goondoon Street
- Community Dental Clinics, 12 William Street
- Darumbai Community Youth Service, 3/13 Herbert Street
- Aboriginal & Islanders Co-operative Society, 2/35 Off Street
- Queensland Rail, 22 Off Street
- Railway Station, Tank & Toolooa
- Rail Workshop at Cotton St & Callemondah
- Queensland Transport, 2 Paterson Street
- Australian Maritime Safety, Centrepoint Building, Level 2, 36 Goondoon Street
- State Development Centre, 33 Goondoon Street
- Customs Centre, Lord Street

Commonwealth Government

- Australia Post facilities at Agnes Water, Bororen, Boyne Valley, Calliope, Gladstone, Lowmead, Miriam Vale, Mount Larcom, Rosedale, Tannum Sands and Turkey Beach.
- Medicare, Palms Shopping Centre, 172 Goondoon Street

(b) Major Event/ Sporting Locations

- Millennium Esplanade Park, adjacent to main swimming beach, Tannum Sands;
- Canoe Point Park, Tannum Sands;
- Awoonga Dam Recreational Area;
- Bray Park, Boyne Island;
- Dennis Park, Boyne Island;
- Boyne Tannum Country Club, Boyne Island;
- Chapman Park, Calliope;
- Calliope River Camping Area, Calliope;
- Mount Larcom Showgrounds;
- Calliope Racecourse, Calliope;
- Calliope River Historical Village;
- Boyne Tannum Community Centre.
- Memorial Park, Hanson Road - Basketball, Netball
- PCYC, Yarroon Street - Basketball, Futsal (indoor soccer), Gymnastics, Netball
- Rigby Park, Glenlyon Road - Hockey, Tennis
- Gladstone Aquatic Centre, Tank & Glenlyon Streets
- Gladstone Showgrounds, Tank & Scenery Streets
- Gladstone Racecourse, Blain & Dawson Highway
- Gladstone Bowls Club, Ferris Street
- Yaralla Sports Club, O'Connell & Bell Streets
- Gladstone Golf Club, Sun Valley Road
- Gladstone Leagues Club, Harvey Road - Rugby league & Touch football
- Go Kart Track - South Trees Drive

- Meteors Sports Club, Glenlyon Road
- Wolves Soccer Club, Gladstone/Benaraby Road - Soccer & Golf driving range
- Clay Target Club, South Trees Drive - Shooting
- Curtis Island - Camping
- Facing Island - Camping
- Gladstone Marina - Bryan Jordan Drive
- United Soccer Club, Telina
- Tom Jeffery Memorial Park, Agnes Water
- Workmans Beach Camping & Day Use Area, Springs Road, Agnes Water
- Chinamans Beach, Springs Road, Agnes Water
- Discovery Coast Sport & Recreation Grounds, Anderson Way, Agnes Water
- Captain Creek Sport & Recreation Grounds, 111 Murphy Road, Captain Creek
- Air Sea Rescue Park, Captain Cook Drive, Seventeen Seventy
- Endeavour Park, Captain Cook Drive, Seventeen Seventy
- 1770 Camping Grounds, Captain Cook Drive, Seventeen Seventy
- Rosedale Soldier's Memorial Reserve, James Street, Rosedale
- Rosedale Sport & Recreation Grounds, Showgrounds Road, Rosedale
- Gary Larson Oval, Larson Street, Miriam Vale
- Lions Park, Blomfield Street, Miriam Vale
- Miriam Vale Showgrounds, Bruce Highway, Miriam Vale
- Bororen Memorial Park, Dougall Street, Bororen
- Bororen Hall Grounds, Hickman Street, Bororen
- Turkey Beach Park, Esplanade, Turkey Beach
- Wartburg Sport & Recreation Grounds, Coast Road, Baffle Creek
- Lowmead Sport & Recreation Grounds, Lowmead

(c) Shopping Precincts

- Boyne Island Shopping Plaza;
- Calliope Centro, Dawson Highway
- Tannum Sands Shopping Plaza.
- Stocklands Shopping Centre, Philip & Dawson Highway
- Windmill Centre, Philip Street
- Nightowl Centre, Dawson Highway
- Centro Valley Shopping Centre, Goondoon & Herbert Streets
- Sun Valley Shopping Centre, Sun Valley Road
- IGA, Sun Valley Road
- Clinton Shopping Centre, Ballantine Street
- Toolooa Street Shopping (Casts IGA, Chemist, Bakery, Howard Hardware, Take-away, Hairdresser, Doctor surgery)
- Seaview Shopping, J Hickey Avenue
- Palm Shopping Centre, Herbert & Goondoon Street
- Sun Valley Shopping Centre - Philip & Glenlyon
- Endeavour Plaza, Captain Cook Drive, Agnes Water
- Agnes Water Shopping Centre, Round Hill Road, Agnes Water
- Miriam Vale, Blomfield Street, Miriam Vale

(d) Tourist Attractions

- Heron Island Resort
- Gladstone Maritime Museum, Francis Ward Drive
- Gladstone Regional Gallery & Museum, Goondoon & Bramston Streets

- Tondoon Botanic Gardens, Glenlyon Road
- Gecko Valley Winery, Bailiff Road (via 700 Glenlyon Road)
- Spinnaker Park, Alf O'Rourke Drive
- Gladstone Marina, Bryan Jordan Drive
- Auckland Hill Lookout, Endeavour Street
- Round Hill Lookout, Boles Street
- Lady Musgrave Island
- Lady Elliot Island
- Bustard Bay Lighthouse
- LARC Tours - Eurimbula and Round Hill Creek

(e) Educational Institutions

Primary:

- Agnes Water State School
- Bororen State School
- Builyan State Primary School
- Clinton State School
- Faith Baptist Christian School
- Gladstone & District Life Education Centre
- Gladstone West State School
- Lowmead State School
- Mt Larcom State School & Secondary Dept
- Rosedale State School P-12 Campus
- St John the Baptist Catholic Primary School
- Star of the Sea Catholic Primary School
- Trinity College Gladstone
- Wartburg State School

- Ambrose State School
- Boyne Island State School
- Calliope State School
- Clinton State School Special Education Unit
- Gladstone Central State School
- Gladstone South State School
- Kin Kora State School
- Miriam Vale State School
- Nagoorin State School
- St Francis Catholic Primary School
- St Stephens Lutheran College
- Tannum Sands State School
- Ubobo State School
- Yarwun State Primary School

Secondary:

- Chanel College
- Gladstone State High School
- Mt Larcom State School & Secondary Dept
- St Stephens Lutheran College
- Toolooa State High School

- Faith Baptist Christian School
- Miriam Vale State School
- Rosedale State School P-12 Campus
- Tannum Sands State High School
- Trinity College Gladstone

Tertiary:

- Central Queensland University, Bryan Jordan Drive
- Gladstone TAFE College, Derby Street

(f) Major Events

- Old Station Fly In Air Show, Raglan

- Boyne Tannum Hook-up Fishing Competition, Bray Park, Boyne Island
- Calliope River Historical Village Market Days, Calliope
- Mount Larcom Show
- Calliope Rodeo
- Major Sporting Fixtures at Dennis Park, Boyne Island (netball, football)
- Lake Awoonga Barramundi Fishing Competition
- Surf Lifesaving Carnivals at Tannum Sands Main Beach
- Australia Day Celebrations
- Calliope Boxing Day Race Day, Calliope
- Brisbane to Gladstone Yacht Race (Gladstone Marina), Bryan Jordan Drive
- K-Mart Markets, Philip St & Dawson Highway
- Gladstone Show (Gladstone Showgrounds), Tank & Scenery Streets
- Gladstone Harbour Festival (Gladstone Marina), Bryan Jordan Drive
- Gladstone Seafood Festival (Gladstone Marina), Bryan Jordan Drive
- Ecofest / World Environment Day
- Multicultural Dinner
- Australia Day Celebrations
- Clean up Australia Day
- Sunfest
- Tidy Towns
- Carols by Candlelight
- 1770 Festival, Seventeen Seventy
- Miriam Vale Rodeo, Miriam Vale Showgrounds, Miriam Vale
- Australia Day Celebrations, Miriam Vale Shire Community Centre, Miriam Vale
- Miriam Vale Lions Club Christmas Fair, Miriam Vale Shire Community Centre, Miriam Vale
- Miriam Vale Flower Show, Miriam Vale Shire Community Centre, Miriam Vale
- Miriam Vale Shire Seniors Week Luncheon, Miriam Vale Shire Community Centre, Miriam Vale
- Captain Creek Rodeo, Murphy Road, Captain Creek
- Bomber Classic (Golf Day), Round Hill Road, Agnes Water

B.3   HAZARDS

B.3.1 DESCRIPTION OF HAZARDS

SEVERE STORM
The risk of a destructive storm is confined to the summer months and the warning time is usually too short for any precautionary action to be effective. The effects are usually localised varying from torrential rain to wind causing structural damage to hail causing impact damage.

FLOOD
Flooding may be caused by continual rain and/or storm surge. Flash flooding arising from sudden storms causes problems only on rare occasions. Storm surges (associated with cyclones) coupled with high tides may cause flooding in parts of the City of Gladstone and waterfront areas in the Calliope Shire such as Boyne Island and Tannum Sands

EARTHQUAKE
Information from the University of Queensland confirms that the Gladstone/Calliope area lies within an "active" earthquake area.

Information is to the effect that there is a 10% chance in 100 years of this area experiencing an earthquake exceeding velocity of 90 millimetres per second. This places Gladstone/Calliope in an area where an earthquake approximately ¾ the size of that experienced in Newcastle can be anticipated.

The last major earthquake in this area was in 1918 due east of the City of Gladstone and effected an area from Rockhampton in the north to Bundaberg in the south.

An earthquake of the magnitude described would result in large scale property damage and some loss of life. It would also disrupt normal channels of communication.

CYCLONE
The risk of a cyclone is generally confined to the summer months between November and March, and to a 50km coastal strip.

The threatened areas are the City of Gladstone and the populated coastal area of Tannum Sands, Boyne Island, Calliope, Mount Larcom, Yarwun, Benaraby and Wurdong Heights. Also threatened are the populated areas of Islands in the City and Shire areas including Heron Island, an international popular holiday destination.

There is normally several days warning in which to make preparations to reduce cyclonic effects which may be felt throughout the whole of the Gladstone/Calliope area. These effects may vary in intensity from heavy rain and little wind to high velocity wind and rain causing major structural damage and flooding over wide area.

Storm Tide Considerations
The State Disaster Management Group (SDMG) and the Bureau of Meteorology have prepared a handbook which identifies the process of response to Storm Tide Warnings.

This plan is to be considered an integral part of the Gladstone Local Disaster Management Group's Response to a cyclone threat.

A summary of the sequence of warnings is identified in the handbook for the use of emergency/disaster managers.

This summary of the sequence of warnings is a restricted document and may be found at Annexure H.5.

Special arrangements - Masthead and North West islands
The LDMG is aware that the Queensland Parks and Wildlife Service operates camping grounds on the following islands:

- North West Island - Maximum 150 campers
- Masthead Island   - Maximum 50 campers

The Department of Environment and Resource Management has adopted a Cyclone Emergency Contingency Plan which provides that the Queensland Parks and Wildlife Service co-ordinates the evacuation of the islands in advance of a cyclone.

BUSHFIRE
The whole of the Gladstone region, including the outer areas of the City of Gladstone are at risk from bushfires.

Every summer there are small bushfires within the region and these can be an early warning of a potential disaster. The main period for the problem lies between September and the start of the wet season. However, this period may extend further when summer rains do not eventuate.

A bushfire may last for many days and destroy hundreds of hectares of pasture and stock apart from threatening lives and homes.

INDUSTRIAL ACCIDENT

The potential impact of an industrial disaster is high when considered that there are large storage of fuel, gas and coal at the wharves together with other dangerous chemicals and grain silos. Within the Gladstone region there are large industrial plants with large workforces. Added to this there are small depots and businesses with stocks of fuel and inflammable chemicals, gasses and the like.

HAZARDOUS MATERIALS INCIDENT

The industrial expansion in the Gladstone region, in conjunction with a general increase in the use of road and rail transport to carry dangerous chemicals, has led to an increased risk potential of an disaster involving hazardous materials, particularly on the Bruce and Dawson Highways, the Gladstone-Mt Larcom Road and the major arterial roads in the Gladstone region.

Hazardous materials being transported include Liquid Petroleum Gas, Natural Gas, Fuel, Chlorine, Sodium Cyanide (both solid and liquid), Sodium Hydroxide, Sodium Hypochlorite, Hydrochloric Acid, Sulphuric Acid and Anhydrous Ammonia.

EXOTIC ANIMAL / PLANT DISEASE

An exotic animal/plant disease outbreak is a potential problem as Gladstone is a major port with a large number of overseas vessels including yachts. A disease of this nature could be introduced from animal or plant material smuggled ashore as well as escaped ships' pets. Because of the large livestock population of the region as well as a feral animal population, a disease, once established, would be difficult to eradicate.

LIQUID SPILLS (MARINE)

Gladstone, being a major industrial port, is highly subject to liquid spills due to the large number of shipping movements throughout the harbour. Flammable liquids, fuel, diesel and lubricating oils, along with acids and caustic soda are the main types of spills likely to be encountered. Such spills can cause a dangerous situation in their close proximity. The foreshores within the Gladstone region are at risk from spills.

GAS SITUATIONS

With the construction of gas pipelines and possibly Liquefied Natural Gas (LNG) plants, there is a possible threat of disasters involving this natural resource.

Jemena operates the Queensland Gas Pipeline, which travels from Wallumbilla to Gladstone with a branch line to Rockhampton. The Queensland Gas Pipeline supplies gas to major industry in Gladstone and Rockhampton as well as to Origin Energy for reticulation.

Origin Energy operates the Wide Bay Pipeline, which travels from Gladstone to Bundaberg and Maryborough. The Wide Bay Pipeline interconnects with the Queensland Gas Pipeline at the Gladstone city gate station. As well Origin operates a gas reticulation system in both Gladstone and Rockhampton.

It is possible that in the future the City will become reticulated for gas thereby further increasing the likelihood of disasters involving gas.

DAM FAILURE

The Awoonga Dam situated on the Boyne River is a large capacity dam. Whilst highly unlikely, should the dam wall fail, a large area will be inundated, including sections of the Boyne Island and Tannum Sands Townships.

B.3.2 HAZARDOUS SITES

Major Hazard Facilities (MHF) are defined under the Dangerous Goods Safety Management Act 2001 Section 31 as;

1.   A *major hazard facility* is a facility that is classified by the chief executive officer under Part 4 Division 1 of the Act as a major hazard facility

2.   A *possible major hazard facility* means either of the following facilities, other than a facility under a declaration under section 32(5) of the Act (declaration that a facility is not a MHF) –

   a. A facility where a hazardous material is stored or handled if the quantity of the material is more than the quantity prescribed under a regulation;

   b. A facility that the occupier of the facility intends to use for the storage or handling of a hazardous material if the quantity of the material that is likely to be stored or handled is more than the quantity prescribed under a regulation

The following Major Hazard Facility is within the Gladstone region:

Name	Location	Main Materials causing classification	Date Classified
Orica Australia	300 Reid Road YARWUN QLD 4694	Ammonium Nitrate, Sodium Cyanide, Ammonia, Chlorine	1 November 2002

Note: The Liquefied Natural Gas (LNG) plants under construction on Curtis Island will be classified as Major Hazard Facilities following their construction.

B.4 HAZARD ANALYSIS

The risks/ hazards identified in this section have been rated in accordance with the following criteria:

Likelihood Rating Scale

A	Almost Certain	The event is expected to occur
B	Likely	The event will probably occur
C	Possible	The event should occur at some time
D	Unlikely	The event could occur at some time
E	Rare	The event may occur only in exceptional circumstances

Consequences

1	Insignificant	Little disruption to the community
2	Minor	Minor disruption to the community
3	Moderate	Some inconvenience to the community
4	Major	Noticeable impact on the community, some services unavailable
5	Catastrophic	Community unable to function without significant support

Matrix - Level of Risk

Likelihood	Consequence				
	1	2	3	4	5
A	High	High	Extreme	Extreme	Extreme
B	Moderate	High	High	Extreme	Extreme
C	Low	Moderate	High	Extreme	Extreme
D	Low	Low	Moderate	High	Extreme
E	Low	Low	Moderate	High	High

B.5   RISK ASSESSMENT

NATURAL HAZARDS AND RISK LEVELS:

Classification	Hazard	Likelihood	Consequence	Level of Risk
Meteorological	Cyclone	B	5	Extreme
	East Coast Low	B	3	High
	Storm Tide	B	3	High
	Severe storms	B	3	High
	Bushfire	A	2	High
	Heat wave	D	2	Low
	Flood	B	2	High
Geological	Earthquake	D	4	High
	Landslip and/ or debris flow	E	2	Low
	Erosion (with or without a disaster event)	C	1	Low
	Tsunami	D	4	High
Biological	Epidemic human disease	E	3	Moderate
	Animal disease	E	3	Moderate
	Plant Disease	E	3	Moderate
	Insect and vermin plague	E	1	Low
	Emerging catastrophic disease (eg SARS, Bird-Flu)	D	4	High

NON-NATURAL HAZARDS AND RISK LEVELS:

Classification	Hazard	Likelihood	Consequence	Level of Risk
Human-Made	Civil disturbance/ riot	E	1	Low
	Terrorist attack	E	4	High
	Bombing	E	4	High
	Arson	D	3	Moderate
	Sabotage of essential services	E	4	High
	Information technology virus, significant compromise	E	2	Low
Technological	Bridge collapse	E	4	High
	Building fire	A	1	High
	Failure in critical infrastructure	E	4	High
	Hazardous material accident	C	3	High
	Transport accident	A	1	High
	Industrial accident	D	3	Moderate
	Dam failure	E	4	High
	Aeronautical and/ or space debris	E	1	Low
	Marine Spill	D	4	High

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LOCAL DISASTER MANAGEMENT PLAN

SECTION 1

PART C

DISASTER RISK TREATMENT

Version: 3.0
September 2013

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PART C: DISASTER RISK TREATMENT

C.1   DISASTER MITIGATION STRATEGY

The Federal Government through the Department of Transport and Regional Services, the State Government through the Department of Community Safety together with the former local governments now comprising the Gladstone Regional Council completed Natural Disaster Risk Management Studies and Reports resulting in Natural Disaster Mitigation Plans for the former local government area.

The credible natural disasters identified in the reports and plans were:-

- Cyclones (wind, flood and storm surge)
- Floods
- Severe Storms (non-cyclonic)
- Bushfires
- Earthquakes including tsunami impacts
- Landslides

The implementation of the respective natural disaster mitigation plans is an ongoing process.

It is recognised that the mitigation plans need to be revisited and subsequently consolidated into a single document and this will be undertaken following the preparation, endorsement and approval of this overall Local Disaster Management Plan for the Gladstone Region. Resource requirements, together with senior staff availability, dictate that this process will be time consuming; nevertheless efforts will be made to achieve this at the earliest opportunity.

In 2001 the Australian Geological Survey Organisation in collaboration with the Bureau of Meteorology released a "Community Risk in Gladstone – a multi-hazard risk assessment" report continues to assist in the planning and mitigation of disasters in this region. In addition the former Calliope Shire Council also coordinated a Counter Terrorism Risk Management Assessment dated May 2005.

All these documents should be read in conjunction with this plan. Other relevant documents held by the Gladstone Local Disaster Management Group which have been considered in the development of this plan include:

- Bushfire Risk Assessment and Management Plan, Gladstone City and Calliope Shire Councils (2008)
- Report to Council of Australian Governments January 2005 – National Inquiry on Bushfire Mitigation and Management.
- Local Government Counter-Terrorism Risk Management Kit - August 2004.
- Department of Works – Shelter Buildings (Cyclone) Evacuation and Investigation Program Stage 2 – June 1999.
- Gladstone Port Authority – Hazard Analysis of Petroleum Handling and Storage Facilities at Auckland Point – August 1992.

Other documents, studies and reports will become available over time and these will be reviewed to ensure all relevant disaster management and/or mitigation aspects are incorporated into disaster management planning arrangements.

Refer to the various Disaster Mitigation Plans for detailed information regarding disaster mitigation strategies.

C.1.1 PROGRAMMED MITIGATION WORKS

Each year, Council develops programs for undertaking various works throughout the region.

These programs form part of Council's Operational Plan which is aligned to the Corporate Plan. Naturally, the Operational Plan is very much dependant on the approved budget for any particular year.

A significant component of the programmed work, whether it is new work or maintenance, contributes to mitigating the future effects of disaster and/or emergency events.

Council recognises that works must be planned with disaster mitigation as a factor in planning considerations.

Refer to Council's current Operational Plan which includes programmed works, for flood mitigation, drainage improvements, road surface improvements and other mitigation works.

C.1.2 DEVELOPMENT APPLICATIONS

Similarly, Council ensures that development applications are assessed against State Planning Policy 1/03: Mitigating the Adverse Impacts of Flood, Bushfire and Landslide.

Purpose and General Effect

Development should minimise the potential adverse impacts of flood, bushfire and landslide on people, property, economic activity and the environment by:

- Being compatible with the nature of the natural hazard except in certain specified circumstances;
- Avoiding unacceptable levels of risk to people or property; and
- Locating and designing certain types of community infrastructure so they are able to function effectively during and immediately after natural hazard events wherever practicable.

C.1.3 COMMUNITY EDUCATION AND AWARENESS

Community education and awareness is a recognised disaster mitigation strategy. An aware community is a significant component of a resilient community.

In the past most communities were resilient through necessity (e.g. property owners who became isolated by flood on a regular basis). In the current day, this resilience has been lost with many community residents relying on day-to-day living rather than long-term self-sufficiency.

A primary strategy to rebuild community resilience is through public education and awareness.

Refer to *Section 3, Part F: Awareness and Capacity Building* for further information.

C.1.4 TRAINED AND RESOURCED PERSONNEL

Council is committed to ensuring all appropriate personnel are trained in disaster management related activities. These activities range from an awareness of Queensland's Disaster Management System (QDMS) through to specific areas in disaster response.

Personnel involved in disaster management are encouraged to participate in various meetings, workshops, conferences, training and exercises to ensure that the response disaster events is coordinated and well managed.

This includes training of staff in Coordination Centre management and the use of appropriate disaster management computer software.

Also, as the State Emergency Service forms a part of disaster management response arrangements, support is provided to this organisation (in partnership with the State Government through Emergency Management Queensland) in terms of management, administration, funding and resourcing.

This includes the development and implementation of acquisition, replacement and maintenance programs for vehicles and equipment.

C.1.5 FURTHER STUDIES AND DATA ACQUISITION

There are some parts of the Gladstone Region for which there is limited data available to base the development of satisfactory disaster management arrangements and strategies. As a result of this, it is recognised that current planning arrangements can be strengthened once new and updated data is available.

As opportunities and funding become available, further studies will be commissioned to investigate research and provide recommendations on various disaster management strategies for those areas in which further investigation is required.

Similarly, specific data acquisition projects will be undertaken to provide more accurate and detailed information on which to base specific planning arrangements.

C.2   MANAGEMENT OF RESIDUAL RISK

Following the development of disaster mitigation plans there will be residual risks identified.

As the implementation of the respective natural disaster mitigation plans is an ongoing process, each residual risk will be analysed according to the same principles in a cyclic monitoring and review process.

The same criteria will be used to re-examine the risks in terms of likelihood and consequence and decision made to accept, treat or partially treat the risks.

One outcome of this process may be the continuation of studies and investigations into a number of hazards and associated strategies for risk reduction or removal.

C.3   RESPONSE STRATEGY

C.3.1 ASSESSMENT OF DISASTER RESPONSE CAPABILITY

Disaster Response Capability for Local Government is defined in Part 5 of the *Disaster Management Act 2003* as:

> " *…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 deal with, an emergency situation or a disaster in the local government's area*."

This disaster response capability is depicted in the following diagram:

Figure C.3.1-1: Disaster Response Capability

Disaster response capability can be likened to the fire triangle. Three specific elements are required for it to exist and if one element is missing, capability is not present.

Notwithstanding the limitations of a small percentage of the populace, including perceptions and attitudes, the community is essentially regarded as having the capacity to respond to and recover from most situations. The pragmatic rural values in some areas of the region engender a degree of self-reliance, which brings stability, foundation and sustainability.

Unfortunately, this is not generic across the region and some areas will need to be serviced heavily in preparing for, responding to and recovering from most disaster situations.

There is a solid base of emergency service response capacity across the region, with Queensland Police Service, Queensland Fire and Rescue Service, both urban and rural volunteer, Queensland Ambulance Service and State Emergency Service volunteers represented in most communities.

The Gladstone Regional Council is one of the major employers in the region and has sufficient resources and competent personnel to contribute to the physical response demands of disaster events.

The disaster management systems and arrangements in place for the Gladstone Regional Council provide a satisfactory level of disaster response capability. There exists a Local Disaster Management Plan, trained personnel, a resourced Local Disaster Coordination Centre, physical resources to respond to emergency and disaster events, well documented procedures and processes for the response to events and excellent liaison and working relationships with other organisations and agencies at all levels of the disaster management system.

This response capability is continually assessed and improved upon where possible and when resources are available.

C.3.2 OPERATIONAL PLANNING

The utilisation of a functional (All Hazards) operational planning approach will ensure that our planning processes will be suitable for all events.

Operational (functional) planning arrangements have been developed for the Gladstone Region and are included in the LDMP as *Section 2, Part D: Operational Planning*.

C.3.3 THREAT SPECIFIC PLANNING

Threat specific planning arrangements have been developed for the Gladstone Region and are included in the LDMP as *Section 2, Part E: Threat Specific Plans*.

C.3.4 ROLES AND RESPONSIBILITIES

The roles and responsibilities for each of the organisations involved in responding to disaster events in the Gladstone Region are detailed in *Section 3, Part G: Stakeholder Agreements* and also in *Annexure H.2 Agency Capability and Resources*.

C.3.5 AGENCY PLANNING ARRANGEMENTS

Each of the organisations involved in responding to disaster events in the Gladstone Region will develop their own planning arrangements and procedures to detail the actions they will undertake and the resources they will provide in assisting the LDMG and the community in responding to an event.

C.3.6 COORDINATION OF RESPONSE

Location of the Local Disaster Coordination Centre (LDCC)

The primary location for the LDCC is at the Gladstone Regional Council offices, 109 Goondoon Street, Gladstone. This is the building adjacent to the Executive Offices at the Gladstone Civic Centre, 101 Goondoon Street.

If necessary an alternate location for the LDCC will be the Boardroom at the Gladstone Civic Centre, 101 Goondoon Street, Gladstone, or if necessary, the training room at the Calliope Offices, Don Cameron Drive, Calliope.

Details regarding the establishment and operation of the LDCC can be found in *D.3.2 Activation of Gladstone Local Disaster Coordination Centre*.

Further information can also be found in the Standard Operating Procedures (SOPs) for the Local Disaster Coordination Centre.

Local Emergency Coordination Committees

The Queensland Fire and Rescue Service has undertaken to deploy suitably qualified staff to coordinate response activities where possible. Information will be passed back to the LDCC.

This particularly applies to the Baffle Creek area as no full-time government agencies are located there.

C.3.7 DISASTER DECLARATIONS

Section 64 of the Disaster Management Act 2003 states:

(1) A district disaster coordinator for a disaster district may, with the approval of the Minister, declare a disaster situation for the district, or a part of it, if satisfied—

    (a) a disaster has happened, is happening or is likely to happen, in the disaster district; and

    (b) it is necessary, or reasonably likely to be necessary, for the district disaster coordinator or a declared disaster officer to exercise declared disaster powers to prevent or minimise any of the following—

        (i)   loss of human life;

        (ii)   illness or injury to humans;

        (iii) property loss or damage;

        (iv) damage to the environment.

Whilst this details the provisions for declaring disaster situations, it is recognised that if the Chair or LDC of the LDMG considers the situation to warrant the declaration of a disaster situation they must make a request to the DDC outlining the factors for such a declaration to be warranted.

C.3.8 LEVELS OF ACTIVATION

Level of Activation	Definition
Alert	A heightened level of vigilance due to the possibility of an event in the area of responsibility. No action is required however the situation should be monitored by someone capable of assessing the potential of the threat.
Lean Forward	An operational state prior to 'stand up' characterised by a heightened level of situational awareness of a disaster event (either current or impending) and a state of operational readiness. Disaster coordination centres are on standby; prepared but not activated.
Stand Up	The operational state following 'lean forward' whereby resources are mobilised, personnel are activated and operational activities commenced. Disaster coordination centres are activated.
Stand Down	Transition from responding to an event back to normal core business and/or recovery operations. There is no longer a requirement to respond to the event and the threat is no longer present.

Note: A descriptive table of the levels of activation as they pertain to the Gladstone LDMG is included in Part D, page D-4: Concept of Operations.

LOCAL DISASTER MANAGEMENT PLAN

SECTION 2

PART D

SUPPORTING PLANS

Version: 3.0
September 2013

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PART D: SUPPORT PLANNING

D.1   SUPPORT PLANNING

The lessons learned from recent events in Asia, the United States and throughout Australia and Queensland in particular provide a salutary reminder of the joint responsibilities to the community of Queensland to ensure that disaster management arrangements are capable of addressing the response to and recovery from *any* event. Utilisation of a functional (All Hazards) operational planning approach will ensure that our planning processes will be suitable for all events.

The Operational Planning Guidelines state that it was never intended that Local Government or Local Disaster Management Groups would be left to their own devices to develop operational plans. Emergency Management Queensland (EMQ) personnel are to actively advise and assist in relation to the development of the operational planning processes.

D.2   CONCEPT OF OPERATIONS

(a) Each organisation will have their own Standard Operating Procedures (SOP) to detail to their staff their responsibilities and duties when a disaster or impending disaster is reported.

(b) There will be a SOP prepared for the running of the Co-ordination Centre.

(c) SOP's will be designed by respective organisations to fulfil the needs and obligations of that organisation as set out in Operational, Functional and/or Threat Specific Plans.

(d) Supporting Plans and/or Sub-Plans will be prepared.

Warnings

(u). Public warnings will be issued by the Chair LDMG or by the Local Disaster Coordinator in consultation with the Chair LDMG. These warnings will include the public telephone number of relevant authorities and those of the Co-ordination Centre.

(v) No public warnings will be issued by any other person or organisation.

Public Information

(w) The LDMG will devise a system of public information in relation to the ongoing necessities of members of the Public to receive advice and instructions regarding specific identified threats.

(x) A copy of the LDMP (not including contact details) will be made available for public scrutiny through Public Libraries in the Gladstone Region and online.

Review/Revision of Operational, Functional and Threat Specific Plans and Sub-Plans

(y) Planning documents are to be reviewed on a regular basis and revised as determined by operational activity, exercises or as changes are required.

Concept of Operations

Each organisation will have their own Standing Operating Procedures (SOP) to detail to their staff their responsibilities and duties when a disaster or impending disaster is reported.

LEVELS OF ACTIVATION

	Triggers	Actions	Communications
Alert	▪ Awareness of a hazard that has the potential to affect the local government area	▪ Hazard & risks identified ▪ Information sharing with warning agency ▪ LDC discusses with DEMC ▪ LDC contacts EMQ ▪ LDC updates Chair ▪ Initial advice to all stakeholders	▪ Chair, LDC and DEMC on mobile remotely
Lean Forward	▪ There is a likelihood that threat may affect local government area ▪ Threat is quantified but may not yet be imminent ▪ Need for public awareness ▪ LDMG is now to manage the event	▪ EMQ, LDC and DEMC conduct analysis of predictions ▪ Chair, LDC and DEMC on watching brief ▪ Confirm level & potential of threat ▪ Check all contact details ▪ Commence cost capturing ▪ Conduct meeting with available LDMG ▪ First briefing core members of LDMG ▪ Council staff prepare for operations ▪ Determine trigger point to stand up ▪ Prepare LDCC for operations ▪ Rosters for LDCC planned ▪ Establish regular communications with warning agency ▪ LDC advises DDC of lean forward & establishes regular contact ▪ Warning orders to response agencies ▪ Public information & warning initiated	▪ Chair, LDC and LDMG members on established land lines and/or mobiles and monitoring email remotely ▪ Ad-hoc reporting
Stand Up	▪ Threat is imminent ▪ Community will be or has been impacted ▪ Need for coordination in LDCC ▪ Requests for support received by LDMG agencies or to the LDCC ▪ The response requires coordination	▪ Meeting of LDMG Core Group ▪ LDCC activated ▪ Rosters for LDCC implemented ▪ Commence operational plans ▪ Local government shifts to disaster operations ▪ LDMG takes full control ▪ SOPs activated ▪ Core group of LDMG meets as required ▪ Commence SITREPs to DDMG ▪ Distribute contact details ▪ DDMG advised of potential requests for support	▪ LDCC contact through established land lines and generic email addresses ▪ LDC present at LDCC on established land lines and/or mobile, monitoring emails ▪ Chair and LDMG members on established land lines and/or mobiles, monitoring emails
Stand Down	▪ No requirement for coordinated response ▪ Community has returned to normal function ▪ Recovery taking place	▪ Final checks for outstanding requests ▪ Implement plan to transition to recovery ▪ Debrief of staff in LDCC ▪ Debrief with LDMG members ▪ Consolidate financial records ▪ Hand over to Recovery Coordinator for reporting ▪ Return to local government core business ▪ Final situation report sent to DDMG	▪ LDMG members not involved in recovery operations resume standard business and after hours contact arrangements ▪ LDCC staff return to normal business duties

D.3   SUPPORTING PLANS

Various Supporting Plans have been prepared as part of this Local Disaster Management Plan.

The following index lists those plans that have been identified and developed as part of disaster management arrangements.

SUPPORTING PLAN INDEX

D.3.1.   ACTIVATION OF THE GLADSTONE LOCAL DISASTER MANAGEMENT GROUP

D.3.2.   ACTIVATION OF THE GLADSTONE LOCAL DISASTER COORDINATION CENTRE

D.3.3.   FINANCIAL MANAGEMENT

D.3.4.   COMMUNITY SUPPORT

D.3.5.   EVACUATION

D.3.6.   EVACUATION CENTRE MANAGEMENT

D.3.7.   IMPACT ASSESSMENT

D.3.8.   MEDICAL SERVICES

D.3.9.   PUBLIC HEALTH

D.3.10.   PUBLIC INFORMATION AND WARNINGS

D.3.11.   PUBLIC WORKS AND ENGINEERING

D.3.12.   RESCUE

D.3.13.   TRANSPORT

D.3.14.   LOGISTICS

D.3.15.   RESUPPLY

D.3.16.   RECOVERY

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Supporting Plan #1

ACTIVATION OF GLADSTONE
LOCAL DISASTER MANAGEMENT GROUP

Purpose

To provide an activation process for the Gladstone Local Disaster Management Group in response to an emergency/disaster event.

Functional Responsibility

The activation of the LDMG is the functional responsibility of the Gladstone Regional Council.

Context and Assumptions

The Local Disaster Coordinator and individual members of the LDMG should maintain a situational awareness during "peak" threat periods (such as bushfire, storm or cyclone season) and shall 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.

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 the Council and participating organisations.

Introduction

The LDMG is activated as a response to a worsening situation or at the request of the responsible lead agency (in situations where no prior warning is possible). The LDMG may be placed on standby when a watching brief is being maintained after receiving a specific warning.

Support Agencies

All member and advisory organisations of the Gladstone Local Disaster Management Group.

Responsibility for the Initial Decision to Activate

Activation at the LDMG shall be in response to a local event that demands a coordinated community response. The authority to activate the Gladstone Local Disaster Management Plan is vested in the Chair (or delegate) of the LDMG in consultation with the Local Disaster Coordinator. It is the duty of the Chair or Local Disaster Coordinator to inform the DDC and EMQ regarding the Plan's activation. The plan may also be activated at the request of the DDC.

The LDMG is activated:

- As a response to a worsening situation;

- Upon request from the Gladstone District Disaster Coordinator;

- Because of a perceived need relative to an impending hazard impact, including advice from the BoM;

- On receipt of a request from a responsible Lead Agency to the Chair, Local Disaster Coordinator LDMG or delegate to provide resource support and coordination in support of operations.

Initial Level of Activation

Activation of the LDMG is a five-stage operation being Alert, Standby, Activation, Stand-down and Debrief. Activation of each stage shall be dependent upon the type of hazard situation. For example, an earthquake or terrorist attack may have an immediate major or catastrophic impact and will require Stage Three activation. A cyclone, flood or bushfire may be a gradual build up and a staged activation is more likely.

The stages of activation are as follows:

1. **Alert** – at this stage the LDMG is placed on readiness. The Local Disaster Coordinator continues to monitor the event.

2. **Lean Forward** – at this stage all LDCC staff are advised of the LDCC roster. The Local Disaster Coordinator confirms operational status. The Media Liaison Officer prepares a media release for the Mayor. All members of the LDMG and the DDC are notified of the situation.

3. **Stand Up** – at this stage the Plan is activated and the LDCC is staffed and phone lines opened to respond to and process incoming requests.

4. **Stand Down** – at this stage the event has passed and the LDCC is no longer required for coordinating operations.

Note: A descriptive table of the levels of activation as they pertain to the Gladstone LDMG is included in Part D, page D-4: Concept of Operations.

Debrief – An operational debrief should be conducted immediately after the event has passed or no later than the next day, followed by a full debrief in the two weeks following the event. This debrief should include all players involved if available. Initally a debrief will be held as part of the Stand Down stage.

Depending on the type of threat not all of the LDMG members may be involved particularly in the early stages.

Decision to Activate the Gladstone Local Disaster Coordination Centre

The LDCC is activated by the Local Disaster Coordinator of the LDMG following discussion with the Chair of the LDMG.

The decision to activate the LDCC shall be dependent upon the urgency of the situation, given the lead in time to the impact of the hazard.

For urgent matters, the Local Disaster Coordinator after having been satisfied that an urgent situation exists and is unable to contact any or all of the Disaster Management Executive, may authorise the activation of the Gladstone Disaster Coordination Centre immediately.

For matters with a longer lead in time, the decision to activate the LDCC shall be made by the Disaster Management Executive.

The Disaster Management Executive has the following membership, Chair, Deputy Chair, Local Disaster Coordinator, Deputy Local Disaster Coordinator and the Disaster and Emergency Management Coordinator.

Activation of the LDCC is the responsibility of the Local Disaster Coordinator and in consultation with the Chair shall decide when each stage is activated. When the threat no longer exists the Stand-down and Debrief stages are commenced.

Note - There may be some situations where the LDCC will be activated but the situation may not require the LDMG to be activated and visa versa. This shall be a decision made by the LDC and Chair.

Process to be followed for the Activation of the LDMG

1.   The LDMG is activated (or placed on standby) in accordance with the NSLDMP.

        Should time permit meetings are normally held with representatives of the key agencies as soon as possible to:

        (a) To ensure that the disaster event is being co-ordinated and monitored; and

        (b) To determine whether the emerging event warrants the activation of the LDMG

If there is no time for a meeting then proceed with the following:

2.   The Mayor and the Deputy Chair of the LDMG are to be kept informed of the situation;

3.   The Gladstone District Disaster Coordinator should also be provided with Situation Reports. Situation Reports will be provided by the Local Disaster Coordinator to the DDC and/or the Executive Officer, DDMG.

4.   Depending on reporting arrangements at the time, Emergency Management Queensland is to be contacted and kept informed of the situation and provided with situation reports.

5.   The LDMG members are to be advised by email and/or SMS of the activation.

6.   The Gladstone Regional Council CEO is be contacted and kept informed.

7.   Councillors are to be advised of the situation.

Operational Checklist

Refer to Annexure H.4

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Supporting Plan #2

ACTIVATION OF GLADSTONE
LOCAL DISASTER COORDINATION CENTRE

Purpose

To outline the procedures for the activation of the Gladstone Local Disaster Coordination Centre (LDCC) in response to a disaster, emergency or other event.

Functional Responsibility

The operation of the LDCC is the functional responsibility of Gladstone Regional Council.

Context and Assumptions

The LDCC is activated to manage the response to, and provide support and communications for, the disaster management process of the Gladstone Regional Council.

As with the activation of the LDMG, there is a need to balance operational requirements with corporate acceptance – the 'unnecessary' activation of the LDCC (with its associated time and cost considerations) may result in diminished credibility of the Disaster Management arrangements, within both Local Government and participating organisations.

Introduction

The *Disaster Management Act 2003* tasks the LDMG to identify and coordinate resources in Gladstone during a disaster as set out in the *Gladstone Local Disaster Management Plan.*

The Gladstone Regional Council is the responsible organisation for establishing and maintaining the LDCC in the event of disasters or emergencies occurring.

This Operational Plan provides the procedures to be applied for the activation of the LDCC.

Support Agencies

All member and advisory organisations of the LDMG.

Location of LDCC

The primary location for the LDCC is at the Gladstone Regional Council Offices, 109 Goondoon Street, Gladstone.

If necessary alternate locations for the LDCC will be:
- the Training Room at GRC's Calliope Office, Don Cameron Drive, Calliope; or
- the Boardroom at the Gladstone Civic Centre, 101 Goondoon Street, Gladstone.

With the use of the Guardian Control Centre software system, in effect the LDCC can be established in any of GRC's facilities with telephone and computer capability.

Plan for the LDCC

A plan of telephone and computer positions is included in the Standard Operating Procedures for the LDCC. The LDCC Standard Operating Procedures are included at Annexure H.7.

Provision of Email and Internet facilities to the LDCC

The primary means of communication shall be by email from the LDCC to agencies, LDMG Members (not in attendance) DDC and EMQ. Supported by fax if email is unavailable.

The internet will be used for information purposes and as an operational tool by the LDCC.

Telecommunications 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 and an alternate system using two-way radios will be utilised as a back up.

The LDCC will use existing telephones & appointed telephone lines set up to respond to a disaster.   Email and internet facilities will be provided as part of council's normal business as usual with IT support.

At the commencement of operations telephones in the LDCC are to be activated.   If additional phones are required, IT Support will be advised that they will be required to provide additional capability to the LDCC communication system.

Back-up Telecommunications Facilities

The Council email and internet facilities shall be used until the ability to do so is lost. Telephone lines (phone/fax) will be used until the ability to do so is lost.

The Mobile telephone system will be used until the ability to do so is lost.

If necessary, a two-way radio system will be utilised in the LDCC to ensure communications with all primary agencies are available once the telephone and mobile network have failed.

Maintenance of Telecommunications Facilities to the LDCC

The communications facilities of the LDCC shall have 24/7 response capability and be managed and maintained by personnel under the direction of the Local Disaster Coordinator or the LDCC Communications Officer.

Communications with the District Disaster Coordination Centre (DDCC)

The primary communication method for Situation Reports (Sitreps) etc shall be via email.

Dedicated phone/fax lines between the LDCC and the DDCC shall be nominated when required by the LDCC Communications Officer.

Discrete disaster management radio system – If possible, Channel 34 capability shall be available at the LDCC. This shall ensure continued communication between the LDCC and the DDCC.

Communication is available via telephone, email or the Channel 34 Emergency Services radio system.

Communications with the Headquarters' of Participating Agencies

Where possible, GRC will provide telephone and computer capability, however, it is the responsibility of the participating agencies to provide back-up communications between their headquarters and their Liaison Officer in the LDCC. It is expected that the Liaison Officer who should be delegated decision making authority will maintain communication with the relevant parent organisation at base and field level as appropriate.

If required the SES and WICEN may be able to assist.

Communications with Evacuation Centres

If available email shall be used as the primary means of communication.

Communications between the LDCC and Evacuation centres will also be by the telephone and mobile phone network until this fails.

SES personnel and/or WICEN may provide communications if necessary between the Evacuation Centre and the LDCC using their UHF and HF radio equipment.

WICEN personnel if required, and available, can assist in the provision of inter agency/service communications.

Council two-way radio network may be used to provide limited alternative communications between the LDCC, Evacuation Centres and various agencies in the field. This will depend on available equipment, operators and on the use required for other Council operations, which may overload the network.

Appointment of a Communications Officer in the LDCC

The LDCC Communications Officer is appointed by the LDC and is responsible for the efficiency of all communications processes within the LDCC, including those from other agencies.

The LDCC Communications Officer is responsible for the formulation and display of a Communications Network Graphic for the LDCC.

Emergency Power

There is currently an emergency power generator available for the LDCC, both at its primary location and its backup locations.

Management and Staffing

The following staffing may be required for operation of the LDCC:

Situation Management
- Local Disaster Coordinator (LDC)

Operations
- Manager LDCC
- Telephonists/Loggers
- Tasking Officers
- Agency Liaison Officers

Local Disaster Management Plan   Gladstone Regional Council
LDCC ACTIVATION   Supporting Plan #2   D.3.2

Planning
- Intelligence Officer
- GIS Officer.

Logistics
- Logistics (Procurement) Officers
- Communications / Information Technology Officer

Media
- Media Liaison Officer

Advisor
- Disaster and Emergency Management Coordinator

The Disaster and Emergency Management Coordinator will provide advice to the LDC and LDMG as required.

A summary of duties for the above positions are included in the LDCC SOP, a copy of which is attached at Annexure H.7.

Agency Liaison Officers

Agency Liaison Officers provide the link between their organisations and the LDCC. They should have the authority to commit their organisation's personnel and resources in support of operational requirements.

Security

The LDCC is a restricted area. Only those persons engaged in duty in the LDCC, or otherwise authorised, are permitted access. Non LDMG Councillors may enter the LDCC after reporting to the LDC.

Media in the LDCC

The general media is not provided with access to the LDCC. A media briefing area will be established at an appropriate location. The Media Liaison Officer shall have access to the LDCC.

Initial Decision to Activate the LDCC

The LDCC is activated by the Local Disaster Coordinator of the LDMG following discussion with the Chair of the LDMG.

The LDMG and LDCC are activated as a result of –

- A response to a worsening situation.
- A request from the Gladstone District Disaster Coordinator.
- A perceived need relative to an impending hazard impact, including advice from the Bureau of Meteorology.
- A request from a responsible Lead Agency to the Local Disaster Coordinator LDMG or delegate to provide resource support and coordination in support of operations.

Initial Level of Activation

Dependent upon circumstances, the LDC may decide to operate the LDCC in a 'watching brief' capacity, with minimum staffing of 1 to 2 persons.

This most likely shall be the LDC or delegate, Disaster and Emergency Management Coordinator, Manager LDCC and an Administration Officer. The Manager LDCC shall advise additional staff as required. Operational staffing of the LDCC shall involve a minimum of 8 persons.

Stages of Operation

There are four stages of operation for the LDCC

1. **Alert**
   A heightened level of vigilance due to the possibility of an event in the area of responsibility. No action is required however the situation should be monitored by someone capable of assessing the potential of the threat.

2. **Lean Forward**
   An operational state prior to 'stand up' characterised by a heightened level of situational awareness of a disaster event (either current or impending) and a state of operational readiness. Disaster Coordination Centres are on stand-by, prepared but not activated.

3. **Stand Up**
   The operational state following 'lean forward' whereby resources are mobilised, personnel are activated and operational activities commenced. Disaster Coordination Centres are activated.

4. **Stand Down**
   Transition from responding to an event back to normal core business and/or recovery operations. There is no longer a requirement to respond to the event and the threat is no longer present.

Note: These stages are detailed in the LDCC Standard Operating Procedures and also in Part D, page D-4: Concept of Operations.

Information Displays

The primary means of managing the coordination of response activities will be by using the Guardian Control Centre software system.

However, it may be deemed appropriate for the following information displays to be erected in the LDCC and shall be the responsibility of the Intelligence Officer or delegate. Boards can consist of computer generated displays projected onto walls or screens:

Current Operations Display Board
A White Board showing all tasks being carried out in the affected area/s.

Situation Map Board
Maps of the shire showing the impacted areas marked with both existing and developing threats and any other information deemed appropriate that will assist to identify recovery operations.

Situation Report Board
A White Board displaying a summery of the current operational situation for the affected area/s.

Contacts Display Board
Recording important contact telephone and fax numbers for use during operations. Contact numbers in regular use should be permanently displayed.

Resources Allocation Board
Display Board showing resource location, resources committed, resources available.

Weather Display
The Bureau of Meteorology weather map is to be displayed within the LDCC and regularly updated. Additional relevant weather details specifically affecting the region, including flood warnings and approaching storms are to be displayed in a prominent place in the LDCC.

Personnel Roster
Required for protracted operations.

TV and Radio
TV/radio may be used in the LDCC to enable news items and warnings to be viewed

Plans and Documentation

The following documents and plans are to be available in the LDCC:

- Gladstone Local Disaster Management Plan and Supporting Plans
- District Disaster Plan
- State Disaster Plan
- *Disaster Management Act 2003*

Administration and Equipment

Stationery and equipment requirements for the LDCC will be drawn from existing supplies and supplemented as required.

Extended Operations

Duty rosters and catering arrangements will be implemented in the event of extended operations.

Information Management

As mentioned previously, the Guardian Control Centre software system will be utilised to manage coordination of response activities and this will include the general information management processes normally in place in a LDCC.

A paper-based system will be used as a back-up should the electronic system be unavailable for a period of time. This back-up system is based on the former paper-based process that was previously supported and trained by EMQ.

Operational Reporting

Situation reports will be submitted on a regular basis by email or alternatively by fax to the DDC with copies to the Area Director, EMQ and LDMG members. Additional reports may be distributed at other times as required.

Agency Liaison Officers

Provide the link between their organisation and the LDCC. They need to be able to advise the Local Disaster Coordinator of their agency's ability to commit resources in support of operational requirements and the characteristics and capabilities of their organisation.

Operational Checklist

Refer to Annexure H.4

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Supporting Plan #3

FINANCIAL MANAGEMENT

Purpose

To outline the Gladstone Regional Council and other responding agency internal financial arrangements in support of a disaster event and the eventual financial claiming process to recoup funds.

Functional Responsibility

All participating agencies individually.

Context and Assumptions

Disaster related finances are not normally included in the budgetary processes of the Councils 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.

Introduction

Gladstone Regional Council must maintain proper financial records during a disaster. In the event of a disaster situation the Council's normal procedure for expenditure should be followed. A Work Order job number is raised and all expenses captured in that Work Order. Expenses should be recorded in the following three categories; Labour, Plant Hire, Materials and Services.

Support Agencies

Each support agency is responsible for providing its own financial services and support to its response operations in the field.

Authority/Delegation to Expend Funds

The LDC is able to authorise financial expenditure if required. The LDC undertakes consultation with the relevant Council's senior management, the DDC and EMQ before any major outlay.

Authorised Expenditure

Individual authorised limits shall be generally as per normal delegation. The determination of the limit of expenditure permitted without further reference to senior management by the LDC shall be decided by the CEO.

Recording of Expenses

When an event occurs, Council should immediately begin accounting for labour, plant hire, materials and equipment costs relating to the disaster response.

All disaster-related expenditure should be recorded in a Work Order specifically raised to deal with the event/disaster. The Work Order should have separate provision for capturing expenses incurred on Council land and those on private land. Provided all expenditure is directed through Councils existing financial program and uses current work practices any claim for reimbursement can be supported.

Whilst innovative and expeditious means of procurement are called for during times of disaster events, it is still mandatory that all expenses are directed to the Work Order to safeguard the use of public funds from the potential of fraud, waste or abuse.

Recouping of Funds

Provided the relevant State Government Minister has approved the activation of State Disaster Relief Arrangements (SDRA) or the Commonwealth/State Natural Disaster Relief and Recovery Arrangements (NDRRA), Local Governments can submit a claim for costs incurred to recover from a disaster event.

Reimbursement of costs incurred as a result of a disaster requires evidence supporting disaster-related expenditure.

Further information can be sourced from publications on the websites of the Department of Community Safety or other relevant government agencies.

State Disaster Relief Arrangements

SDRA is a wholly *State* funded, **all hazards**, personal hardship financial assistance package which can be activated to assist Queensland communities recover from a disaster event. The relief measures available include Disaster Relief Assistance Scheme and Counter Disaster Operations. The restoration of state or local government assets requires the activation of NDRRA.

SDRA is not subject to the Australian Government imposed event eligibility provisions or the activation threshold that exists under Natural Disaster Relief and Recovery Arrangements. As a consequence, SDRA is able to address a wider range of disaster events and circumstances where personal hardship exists. For this reason SDRA may still be in effect beyond the expenditure limit.

As a personal hardship program, the SDRA may be activated when at least one case of personal hardship is identified by the Department of Communities as a direct result of a disaster event.

A Minister of the State Government is responsible for the activation of the SDRA and the financial relief measures eligible under these arrangements.

The area defined for the receipt of assistance is provided by the Department of Communities and may consist of residents, a single community, a local government area or a number of local government areas.

Natural Disaster Relief and Recovery Arrangements

NDRRA relates to eligible **natural** disasters, such as bushfire, cyclone, tsunami, earthquake, storm surge, meteor strike, flood, landslide, tornado and storm.

NDRRA are provided through a cost sharing formula (between Queensland and Australian Governments) on a range of pre-agreed relief measures. The application of these relief measures is based on Queensland's interpretation, alignment and acceptance of the relief assistance measures outlined in the Australian Government NDRRA Determination 2007.

The standard assistance available under NDRRA includes:

- Disaster Relief Assistance Scheme;
- Concessional Loans to Persons in Need;
- Counter Disaster Operations;
- Restoration of Essential Public Assets;
- Concessional Loans to Small Businesses;
- Concessional Loans to Primary Producers;
- Freight Subsidies for Primary Producers; and
- Associations Natural Disaster Relief Assistance Scheme.

Following a severe natural disaster event the activation of Special Assistance through the Community Recovery Package and other acts of relief and recovery may be considered. Relief measures available under these categories are additional to the standard assistance available under NDRRA and require special consideration by the Premier of Queensland.

The NDRRA Trigger Point for Gladstone Regional Council is determined annually by the relevant State Government Department (usually the one responsible for Local Government) and is published in the NDRRA Booklet. This is usually available in November each year.

Refer to the booklet: *"Natural Disaster Relief and Recovery Arrangements"* which deals with claimable expenditure, etc.

Note:
Assistance available to Queenslanders under the SDRA and/or NDRRA is not intended to supplant, and/or operate as a disincentive for self-help either through insurance or appropriate disaster mitigation strategies. All levels of government encourage Queenslanders to build disaster resilience through awareness and preparedness for potential disasters in their area of residence and/or place of work.

Operational Checklist

Refer to Annexure H.4

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Supporting Plan #4

COMMUNITY SUPPORT

Purpose

The provision of immediate and continuing care of disaster affected persons who may be threatened by the event, distressed, disadvantaged, homeless or have been evacuated and the maintenance of the health, well-being and prosperity of such persons with all available community resources until their rehabilitation is achieved.

Functional Responsibility

Gladstone Regional Council has the functional responsibility for the Community Support Plan at the local level. Longer term assistance in recovery issues is the functional responsibility of the Department of Communities and will be coordinated through the District Human Social Recovery Committee.

Context and Assumptions

This Supporting Plan addresses short-term sustenance, health and well being of affected persons in the Gladstone Regional Council area. Longer-term disaster recovery issues are managed at the District level of the Disaster Management system, through the District Human Social Recovery Committee.

A level of resilience is expected from most communities, via their preparedness for major events. The Gladstone Regional Council is developing public awareness programs that should see the Gladstone community prepared to be self-sufficient for a number of days in relation to food, water, etc.

The involvement of community groups, such as those listed as support agencies is invaluable in this area. In most communities, a robust community support system already exists, via service clubs and community based organisations. This Supporting Plan seeks to harness the efforts of these organisations into an efficient, coordinated community support system during events which may have a major impact on the community.

Introduction

The Community Support Plan details the requirements necessary to support and maintain contact with vulnerable people in their place of residence within the Gladstone community in times of an emergency/disaster situation. The plan shall be scaled up or down as necessary to provide support for members of the community involved in minor or major operations.

Evacuation means

The recommended strategy for evacuation is shelter in place or voluntary evacuation to family/friends. However, when danger to the community and property is expected to be for an extended period, at-risk residents may be removed from the disaster area or potential disaster area and relocated into an Emergency Evacuation Centre with access to personal and community support facilities. An Emergency Evacuation Centre may also be commercial accommodation for extended periods.

Temporary Relocation means

When danger to people and property is expected to be of a short duration, residents may be temporarily removed from the area of immediate danger to a safe assembly point (place of refuge) until danger has passed. Only minimum support facilities may be required.

Emergency Shelters

The Gladstone Region does not have cyclone rated shelters. Therefore the recommended evacuation strategy is voluntary evacuation to family and/or friends or to shelter in place.

Support Agencies

The following agencies assist the Gladstone Regional Council in community support:

- Australian Red Cross
- Blue Care
- Centrelink
- Insurance Council Australia
- Lifeline Sunshine Coast
- OzCare
- Salvation Army
- Service Clubs
- SES
- St Vincent De Paul
- St Johns Ambulance

The Department of Communities when required provide support through the DDMG.

Public Awareness of the Function

Media releases and public education programs regarding services provided by the LDMG are found in *D.3.10 Public Information and Warnings Plan.* When this plan is activated the LDMG shall provide media releases regarding the services provided.

Publication of Point of Contact

The LDMG shall provide media releases regarding the contact numbers for assistance and/or support centre location.

Contact phone numbers are maintained in the Guardian Control Centre software (with a securely kept hard copy printout). These details will not be included in publicly accessible documents nor will they be released to the public.

Community Information/Reporting System

Through processes outlined in *D.3.10 Public Information and Warnings Plan.*

The QPS in conjunction with SES personnel shall when required during an event, fulfil any requirement to carry out door-to-door checks and advice regarding safety and possible need to evacuate.

Various community welfare groups such as Blue Care and Meals on Wheels and other agencies such as Queensland Health Services shall compile a record of community members who may require assistance. These lists shall be given to the Chief Welfare Officer for action.

Outreach Teams

Welfare agencies may be required to form multi-disciplinary teams to enter the affected area post-impact, to assess the needs of the disaster affected community. This task may be undertaken by the Department of Communities as part of District Community Recovery arrangements.

These Outreach Teams shall provide post impact information regarding needs of the affected community (linked with impact assessment teams looking after damage). Forms will be required for personal assistance for completion by Outreach Teams.

Multicultural and Aboriginal/Islander Community Liaison

The LDMG if required shall attempt to provide a translator if available for Multicultural groups.

The LDMG if required will attempt to provide a liaison officer if available for Aboriginal and Islander groups.

Counselling & Mental Health

Welfare agencies, through outreach teams and the core business of participating agencies, will identify the need for and coordinate initial counselling services, in conjunction with the provisions of Medical Services Operational Plan, where appropriate.

Queensland Health Services will coordinate counselling services to evacuees and other members of the affected community as required.

Logistics

An appointed officer shall coordinate each service provider to ensure services are provided to the community.

The LDMG shall coordinate the distribution of resources accessed by the State to support members of the community.

The acquisition of resources shall be made in accordance with financial management procedures as set out in *D.3.3 Financial Management Plan.*

Emergency Evacuation Centre Management

In conjunction with the provisions of *D.3.6 Emergency Evacuation Centre Management Plan*.

Public Health

The Environmental Heath Officer following consultation with the LDMG and Director Environmental Health Services – Queensland Health are responsible for the public health of the affected community, refer to *D.3.9 Public Health Plan.*

Recovery

The Department of Communities is responsible for Recovery following the cessation of an event. The LDMG and other agencies shall provide assistance to the Department during the recovery phase.

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Supporting Plan #5

EVACUATION

Purpose

The purpose of this evacuation sub plan is to outline the arrangements for the implementation of an evacuation of at risk persons within the Gladstone Local Disaster Management Group (LDMG) area of responsibility.

The implementation of this plan will allow the LDMG to make informed, timely decisions regarding evacuation, ensure an orderly release of warnings to the community, the safe and managed movement of persons at risk to a safer location and a structured return.

Authority

This plan forms a sub plan to the Gladstone Local Disaster Management Plan and is developed under the authority of the *Disaster Management Act 2003*. This sub plan will be managed in accordance with the administrative and governance processes outlined within the Gladstone Local Disaster Management Plan including approval, document control, distribution and review and renew.

Activation

This evacuation plan will be activated by the Local Disaster Coordinator of the LDMG where the nature of a risk to the community will require the movement of at risk persons to a safer location.

This plan is supported by the Community Support, Evacuation Centre Management, Public Information and Warnings and the Transport Plans and the activation of these supporting plans should be considered concurrently with this plan.

Evacuation Planning Committee

The LDMG may decide to establish an Evacuation Planning Committee to develop and review comprehensive evacuation plan. If such a committee is established, it may be required to conduct business meetings every six (6) months (as a minimum) to perform planning, review and renew activities associated with the arrangements outlined within this sub plan.

This Evacuation Planning Committee, if established, would comprise representatives from agencies involved the evacuation process.

Suggested Membership:

Chair:　　　　Queensland Police Service

Members:　　Queensland Fire and Rescue Service
　　　　　　　　Queensland Ambulance Service
　　　　　　　　Emergency Management Queensland
　　　　　　　　State Emergency Service
　　　　　　　　GRC - Disaster and Emergency Management Coordinator
　　　　　　　　Red Cross
　　　　　　　　Chairs of Local Emergency Coordination Committees

How to use this Plan during Operations

Upon activation this sub plan should be utilised to manage the conduct of the evacuation and in particular the actions outlined in the Evacuation: Operational Checklist at Annexure E are to be referenced and recorded. This plan has been developed as an operational guide with pre-determined strategies able to be adapted to the specific circumstances of the event.

Functional Responsibility

Evacuation is the responsibility of Queensland Police Service and the LDMG.

Context and Assumptions

There are several emergency/disaster situations, which might require an evacuation or temporary relocation of all or part of the population.

Small-scale, localized evacuations may be required as a result of flash flooding, hazardous materials accident or major fire, while the evacuation of larger areas may be required as a result of events such as major flooding, cyclone, bushfire, earthquake, or terrorist threat.

Evacuating hazardous areas is the most effective action for protecting people in many disaster or disaster-threat situations.

Gladstone Local Disaster Management Group has reached agreement as to the functional roles and responsibilities of the various participating organisations.

LDMG has access to appropriate mapping and relevant population statistics.

It is assumed that the public shall receive and understand official information related to evacuation. Most of the public will act in their own interest and evacuate dangerous areas when advised to do so by the authorities. Some people may refuse to evacuate. These people shall be left until all who are willing to leave have been provided for. Time permitting, further efforts may be made to persuade those who are still there to evacuate.

In the event of an evacuation required as a result of a storm tide, the DDC may recommend voluntary evacuation refer to *Storm Tide Warning Handbook.*

Some disaster events are slow-moving and provide ample reaction time. The worst case assumption is that there would be little or no warning of the need to evacuate and it may be necessary day or night.

There may not be time to obtain support from outside resources. Local resources could be severely stretched.

Temporary accommodation facilities and food will need to be provided for evacuees although it will be promoted that they seek shelter with relatives and friends or motels rather than use designated Evacuation Centre facilities.

Evacuees are encouraged to, and will use private transportation means; however, transportation may need to be provided for some evacuees.

- Spontaneous voluntary evacuation will occur when there is sufficient warning of the threat. Past events suggest that between 5 and 20 per cent of the people at risk will evacuate before being directed to do so.

- Some people will refuse to evacuate, regardless of the threat.

- Some owners of companion animals will refuse to evacuate unless arrangements have been made to care for their animals

NOTE: Mandatory evacuation is specifically provided for 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 Co-ordinator, with Ministerial approval; a Commissioned Officer of Police or an authorised officer, respectively. There is no legislative restriction to the provision of advice by the LDMG concerning voluntary evacuation.

Introduction

The evacuation or temporary relocation of residents during a disaster or emergency in the Gladstone Region shall have as its primary consideration, above all other things, the preservation of life.

Emergency Shelters

There are no designated emergency shelters in the Gladstone Region.

Evacuation Strategy

The primary strategy for evacuation in the Gladstone Region is to shelter in place or to voluntarily evacuate to family and/or friends.

Evacuation means

When danger to the community and property is expected to be for an extended period, residents may be removed from the disaster area or potential disaster area and relocated in an evacuation centre with access to personal and community support facilities. An Evacuation Centre may also be commercial accommodation for extended periods.

Temporary Relocation means

When danger to people and property is expected to be of a short duration, residents may be temporarily removed from the area of immediate danger to a safe assembly point until danger has passed. Only minimum support facilities may be required.

Support Agencies

The support agencies for assisting with the evacuation from an at risk area are:

- Gladstone Regional Council
- State Emergency Service
- Queensland Ambulance Service
- Public and private transportation providers
- Media outlets
- The Department of Transport if required will provide support at the DDMG level.

General Principles of Evacuation

Disaster evacuation in the Gladstone Region is based on Self Evacuation. On activation, advice will be given to seek temporary accommodation in safer places with family and friends in safer locations. Various community groups such as Aged Homes, the disabled, the homeless and aged members of the community, who do not have access to transport shall be provided assistance wherever possible.

All the threats outlined in the LDMP could at some time, warrant evacuation. For members of the community who do not have secure surroundings they should contact the LDCC or preferably their local State Emergency Service before hand.

Stages of Evacuation

The following are the stages of the evacuation process:

- Decision to evacuate
- Warning to be prepared to evacuate
- Withdrawal/evacuation
- Shelter until directed to return to affected area
- Return/Recovery

It should be noted that no evacuation can be considered complete until the evacuated population has been returned (where possible) to its original location.

Reasons for Evacuation

This Evacuation Plan is to be activated in the event of:

- Threats such as, flood, storm surge, bushfire, etc as identified in the LDMP

- Identification of hazards, which may require the removal of sections of the community from one place to another for a limited period of time.

- Limited evacuation of specific geographic areas may be needed as a result of a hazardous materials transportation accident, major fire, gas leak, or localised flash flooding.

- Large-scale evacuation may be required in the event of extensive flooding, cyclone, major hazardous materials spill, terrorist attack with chemical agent, etc.

Decision to Evacuate

There are a number of factors, which determine the responsibility for the decision to evacuate an area.

Information available to the LDMG from a variety of sources may indicate that an evacuation may be the most appropriate course of action to maintain the safety of the Gladstone Community.   There is no legislative restriction to the provision of advice by the LDMG concerning voluntary evacuation, and in many instances a public announcement of the LDMG recommendation will activate the community.

Any decision to evacuate should be made in time for the actual evacuation to be completed prior to the impact of that part of the event which makes outside activity dangerous, for example 75km/h winds as a tropical cyclone approaches.

The decision to authorise an evacuation may occur under the following conditions or authorities:

- QPS may order an evacuation under the *Public Safety Preservation Act 1986;*

- QFRS may order an evacuation under the *Fire and Rescue Service Act 1990;*

- LDMG may recommend a voluntary self evacuation of a community or portions of a community; and

▪ LDMG may recommend that the Gladstone DDC declare a Disaster Situation under the *Disaster Management Act 2003* in order to effect a managed evacuation of a community or portions of a community.

Voluntary Evacuation

The decision to publicly recommend voluntary evacuation needs to be taken in a considered manner, given the potential for the evacuation to be not actually required, causing a community 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

The Local Disaster Coordinator shall make the decision for voluntary evacuation after consultation with the Chair. There is no legislative restriction to the provision of advice by the LDMG concerning voluntary evacuation.

The LDMG shall make a recommendation to the District Disaster Coordination Centre on which areas are to be evacuated based on current available information.

Some people will voluntarily evacuate early, but will not advise authorities, they are to be encouraged to advise family/friends and neighbours of their whereabouts.

The anticipated duration of any voluntary evacuation shall be made by the LDMG based on current available information.

Managed Evacuation

Enforced evacuation is specifically provided for only following a Declaration of a Disaster Situation under the provisions of the Disaster Management Act, 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. There is no legislative restriction to the provision of advice by the LDMG concerning voluntary evacuation.

Evacuation Routes

Gladstone Regional Council is responsible for the Identification and mapping of evacuation routes, refer to *D.3.13 Transport Plan*.

The Department of Main Roads and the Gladstone Regional Council are responsible for the maintenance of evacuation routes refer to *D.3.11 Public Works and Engineering Plan.*

QPS are responsible for security and traffic control on evacuation routes. Gladstone Regional Council and DMR shall assist QPS with advice on the condition of routes.

It is important the evacuation routes are maintained in the best possible condition at all times.

Traffic control during an evacuation is essential, to ensure that the evacuation routes operate as effectively as possible, allowing continuous ease of travel.   It may be appropriate to instigate changed traffic conditions, such as directing that all traffic travels one way only on a dual lane road.

Evacuation Centres

When members of the community are evacuated, many will be self-sufficient, obtaining alternative accommodation outside the affected area.   Others, however, will require assistance with short-term accommodation.   The Evacuation Centre Management Plan provides comprehensive information in relation to the temporary accommodation available.

The LDMG oversees the identification and management of Evacuation Centres, refer to *D.3.6 Evacuation Centre Management Plan.*

Warnings

The Bureau of Meteorology is responsible for weather warnings and most warnings for other hazards requiring the activation of the evacuation plan shall come from either the Queensland Police Service or the Queensland Fire and Rescue Service.

In the case of weather related evacuation, consideration should be given to the provision of advance warning to special facilities to advise the facility Manager to activate their evacuation transportation and reception arrangements.

Warning systems and public education programs are detailed in *D.3.10 Public Information and Warnings Plan.*

Public Information

Refer to *D.3.10 Public Information and Warnings Plan* for public awareness programs that are designed to increase awareness of possible reasons for evacuation.

It is recommended that "at threat" communities have pre planned evacuation routes.

The community are to be aware of the need to take with them appropriate food, clothing, and other personal supplies including medication during an evacuation.

Public information should encourage the helping of neighbours who may need assistance during an evacuation.

Demographic Information

As at 30 June 2007, the estimated resident population of the Gladstone Region was 55,523 persons, representing 1.3 per cent of the State's population. The annual average rate of change in population in the Gladstone Region between 30 June 2002 and 30 June 2007 was 3.1 per cent, compared with 2.4 per cent for the State.

Population projections published by the Department of Local Government and Planning in 2006 indicate that the population of the Gladstone Region will increase to an estimated 80,495 in 2026. The annual average growth rate between 2001 and 2026 in the Gladstone Region is projected to be 2.2 per cent.

At the time of the 2001 Census, there were 1,405 persons in the Gladstone Region who stated that they were of Aboriginal or Torres Strait Islander origin. These persons comprised 3.0 per cent of the total population (compared with 3.1 per cent in Queensland).

Statistics from the 2006 Census indicate that Gladstone City has a population of approximately 29,087 while the urban centres of Boyne Island/ Tannum Sands (7,824), Calliope (1,548) and Agnes Water and Seventeen Seventy (1682) comprise a significant proportion of the population.

The small rural centres of Ambrose, Baffle Creek, Bororen, Builyan, Captain Creek, Lowmead, Many Peaks, Miriam Vale, Mount Larcom, Nagoorin, Raglan, Rosedale, Rules Beach, Turkey Beach, Ubobo and Yarwun are also located within the region.

Special Needs Population

Special arrangements may be required for the evacuation needs of the following:

- Home-bound population
- Mobility impaired
- Aged
- Medical (Home Dialysis Machines, Oxygen Concentrators), etc.
- Transient population (street people, motel and hotel guests, seasonal workers)
- Lack of transport (private or public)
- Pre-register special needs population
- Caravan Park permanent residents

When an evacuation is to be conducted, public information is required in relation to a contact number for those members of the community in need of assistance.

Members of the community with special needs will require consideration regarding extended lead time for evacuation.

Animals

Service animals such as seeing-eye dogs and hearing dogs must always be evacuated with their owners; pets may only be evacuated if permission is granted by the LDMG.

Primary producers are responsible for their animals and should ensure that all efforts are made to ensure their safety if possible. Refer to Department of Primary Industries *Local Government Guidelines for Emergency Animal Disease Sub-plans.*

Hospitals, Nursing Homes

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 use of appropriate host facilities.

The evacuation of an Aged Care facility by the LDMG shall require the implementation of the Queensland Health *Medical Transport Plan.* This shall require the Local Disaster Coordinator to work in conjunction with the DDC and the DDMG.

In the case of short-notice or no-notice emergency situations, facilities may be unable to make the required arrangements for transportation and may need assistance from LDMG with transportation and in identifying suitable reception facilities.

Information from the Commonwealth Department of Health and Ageing suggests that unless the nursing home proprietors have voluntarily developed continuing care arrangements for the residents of the facility, they are under no (legal) obligation so to do.   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.

Schools / Day Care Centres

The LDMG shall liaise with the Department of Education and private schools and day care providers to ensure the safe evacuation of their facility.

Caravan Parks

Usually sited in hazard-prone areas and will be subject to flood:

- The Chief Welfare Officer shall collect a record of any permanent caravan park residents who are part of the special needs population and require assistance
- Temporary residents (tourists) of caravan parks usually have transportation and shall evacuate when warned
- All caravan parks should have their own evacuation plan

Tourist Resorts/Attractions/Major Shopping Centres

The Manager of the facility is responsible for the safety of guests and it is recommended that guest and employees are aware the warnings given by the LDMG should be adhered to.

These facilities should have their own evacuation plan.

Transportation

It is anticipated that the primary means of evacuation for most individuals shall be by personal transport. However, some individuals do not own vehicles and others will need assistance in evacuating and provision must be made to provide public transportation for those individuals.

Coordination of transportation for evacuees without vehicles or who need assistance in evacuating, and establishing pickup points if required.

Coordination of transportation assistance for the evacuation of special facilities may be required.

Refer also to *D.3.13 Transport Plan* for details of Critical Areas for Public Transportation.

Assembly Areas

The LDMG shall nominate the location and number of assembly areas for evacuation when deemed necessary.

Security of Evacuated Areas

The QPS is responsible for the security of evacuated areas including the security of any damaged premises.

The QPS is responsible for establishing any roadblocks with assistance from Council and/or the SES.

Return/Recovery

The LDMG is to consider the following when the emergency/disaster situation has ceased:

- 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 been removed, ruptured gas, water, and sewer lines repaired and other significant safety hazards eliminated?
- Have structures been inspected and determined to be safe to re-occupy?
- Public health information, refer to *D.3.9 Public Health Plan*
- Identification of persons requesting re-entry?
- Temporary re-entry?
- Staged re-entry to permit repairs, etc?

Return Strategies

The Chair LDMG is responsible for the following actions prior to giving the Authority to Return:

- Assure evacuees that they will be allowed to return to their homes as soon as it is safe
- Allow short term visits to houses where safe to do so.
- Provide information to evacuees on what they should do when they return to their homes. If possible provide information sheets.

Documentation

The Red Cross is responsible for recording details of all evacuees, which will then be routinely forwarded to the DWLDCC.

The Evacuation Centre Coordinator shall ensure that all necessary documentation is forwarded to the DWLDCC.

Potential Areas Requiring Evacuation

Potential areas which may require evacuation will be determined by the nature and specifics of a particular threat. As such it is not feasible to list possible areas as these will be decided upon, in consultation with the DDC, as part of the decision making process at the time.

Evacuation Strategy

The table located at Attachment A outlines a pre-determined evacuation strategy for a range of threats and associated risks.

The evacuation strategy provides a basis of reference data to enable prompt decision making and can be refined at the time of an event where the data is influenced by event specific factors.

In particular, the Evacuation Disaster Management Response Maps developed and referenced by threat, will be utilised to inform decision making and determine 'who' requires evacuation.

> **Within the Gladstone Region it has been agreed by disaster management, police and emergency service personnel that the primary strategy will be for residents and others to either <u>Voluntarily Evacuate</u> to family, friends or out of the area under their own arrangements or to <u>Shelter-in-Place</u> unless directly threatened and advised to evacuate.**

As part of this strategy, communities within the Gladstone Region will be advised to ensure that they have sufficient food and medicines to last a number of days as it may not be possible to undertake a resupply for some time. It may not be possible to conduct evacuations depending on conditions and available resources, primarily aviation resources.

In particular, this will possibly be the case for the Baffle Creek catchment area where a number of isolation pockets occur during flooding.

Depending on other road access to the Boyne Valley, this area may become isolated when the water level at the Awoonga Dam is approximately 1.5 metres above the spillway level.

A summary of evacuation strategies for various communities within the Gladstone Region is located at Annexure A.

Aged Care Facilities
It is the responsibility of each aged care facility to develop and regularly review an all hazards evacuation plan.

The aged care facility evacuation plan should include procedures for the complete evacuation of the facility including specialised transportation requirements and the establishment of formal agreements with other aged care facilities or other suitable accommodation providers who will be able to provide shelter and an appropriate level of care for their evacuated residents.

Aged care facilities should also obtain alternative power generation equipment, hold additional stocks of critical stores such as medical oxygen and common medications and develop a high needs client register. This is especially important during high risk times of the year to mitigate the immediate effects of any isolation should this occur.

Aged Care Facilities in the Gladstone Region:

- Hibiscus Gardens, 45 French Street, South Gladstone
- Edenvale, Glen Eden Drive, Glen Eden
- Domain Aged Care, 18 Wicks Street, New Auckland
- Pioneer Gardens, 11 Pioneer Drive, Telina
- Bindaree Lodge, 45 Wyndham Avenue, Boyne Island

Retirement Facilities
Retirement facilities should plan with the same considerations as for aged care facilities.

Retirement Facilities in the Gladstone Region:

- Leisure Living, 8 Wicks Street, New Auckland
- Sunnycove Retirement Village, 28 Marten Street, South Gladstone
- 10 Units for fully able pensioners, 4 Hancock Close, Miriam Vale

Hazard/Event Assessment Summary
An assessment of Aged Care and Retirement Facility locations has determined the following general outcome.

FACILITY	HAZARD / EVENT		
	Storm Tide	Flood	Tsunami
Aged Care Facilities			
Hibiscus Gardens	✓	✓	✘ Partly
Edenvale	✓	✓	✓
Domain Aged Care	✓	✘	✓
Pioneer Gardens	✓	✘	✓
Bindaree Lodge	✘	✘	✘
Retirement Facilities			
Leisure Living	✓	✓	✓
Sunnycove Retirement Village	✓	✓	✘
Units at Miriam Vale	✓	✓	✓

Affected: ✘   Not Affected: ✓

Comments:

Hibiscus Gardens
Partly affected by Tsunami at the 10m AHD level. One building at the NE corner or the property adjacent to the Sigg and French Street intersection.

Domain Aged Care
This is within the Q100 flood area, but the actual depth of water is not known.

Bindaree Lodge
In the majority if situations the only problems are related to access via Wyndham Road. Alternate access may be gained by 4WD or other high-clearance vehicles. Depending on the water level, other access may be made though to Lighthouse Drive.

One of the buildings becomes affected at Storm Tide Zone 5 or 5.5m – 6.5m AHD, which would represent a surge of about 3.5m above HAT. Most other buildings (but not all) are affected at Storm Tide Zone 6 or 6.5m – 7.5m AHD.

Based on the Tsunami planning of 10m AHD, the entire complex would be affected and need to be evacuated. Buildings would start to be affected around the 6m or 7m AHD level.

Sunnycove
Current structures at 18 Marten Street start being affected at the 8m AHD level. Possible future structures at 2 Marten Street may be affected by Tsunami at the 6m AHD level.

Decision to Evacuate

Considerations for decision to evacuate

Consider the specific circumstances of the event and the existing strategy outlined in the LDMG Evacuation Strategy. Given the specifics of the event consider if this strategy is directly applicable to this event or if it will need to be refined, in particular:

- Advice from relevant authorities on severity, arrival and impact area.

- The applicability of predetermined vulnerable zones and modification of existing or development of additional maps as required.

- The time required to complete the evacuation and the lead time available. Is evacuation achievable, safe and the most suitable option?

- What type of evacuation is necessary; voluntary, managed? Is shelter in place a safer alternative?

- The capacity of proposed evacuation routes to support rapid egress by pedestrian and / or vehicular traffic given the specific event related conditions.

- The suitability of proposed shelter and / or assembly points, including the ability to establish them quickly and sustain them for the duration of the event.

- Specific transportation requirements.

- If special needs populations and facilities have been planned for?

- If the appropriate resources are available to effectively manage the evacuation?

Where the event has not previously been detailed in the LDMG Evacuation Strategy, relevant data for the event will be developed based on the criteria in the strategy.

As the process of evacuation carries a level of risk to evacuees and emergency response agencies, the final step in the decision making process, when all available data is known, is to undertake a risk assessment. The decision to evacuate will be based on a proper assessment of all the risks and the availability of alternative public protection measures.

In consideration of all issues, the risk assessment and available data, the Evacuation Committee will provide a recommendation to the LDC and the LDMG regarding the evacuation of at risk persons.

Authority to evacuate

The process of evacuation requires the approval of an appropriate authority.

Evacuations undertaken during small scale <u>incidents</u> for the purposes of public safety would be undertaken by emergency service responders in the execution of their normal duties and authorised in accordance with their relevant legislation. This Evacuation Guideline is designed for the evacuation of persons at risk from <u>disaster</u> events in accordance with, and under the authority of, the *Disaster Management Act 2003.*

The voluntary evacuation of at risk persons may be authorised and implemented by the LDC of the LDMG. The LDC is to take reasonable steps to consult with and brief the DDC prior to the implementation of this decision.

An authorised managed evacuation requires the endorsement of the DDC upon recommendation by the LDC. Upon receipt of a recommendation for managed evacuation from the LDC or following consultation between the DDC and the LDC, the DDC will seek the

approval of the Minister for the Declaration of a Disaster Situation in accordance with the provisions of the *Disaster Management Act 2003.*

Upon approval of the declaration, a managed evacuation order may be issued by the DDC and persons may be authorised to exercise declared disaster powers to enable the effective and timely conduct of the withdrawal process.

Evacuation Timelines
The following are the timeframes for the effective execution of an evacuation, relative to each threat. These timelines have been developed based on the following considerations:

- **Decision** - Time required consulting, seeking approval, and deciding to evacuate. This includes the time required to deploy local council and emergency services resources to implement the evacuation.

- **Warning** - Time required advising the community to evacuate.

- **Withdrawal** - Time required for the community to prepare and travel out of the threatened area. This includes:

- **Leave time** - is the time people take to secure the home and prepare to leave;

- **Travel time** - is the time taken by a person or vehicle to travel from the evacuation zone to the shelter zone;

- **Time past-a-point** - is the time taken for all people/vehicles being evacuated to pass a point on the evacuation route. The time past-a-point is calculated in hours by dividing the number of people to be evacuated by the route capacity in people per hour.

- **Shelter Time** - time for people to take shelter at a safer location.

Once a decision has been made to implement an evacuation notice, agencies will deploy their resources. Depending on weather conditions the deployment of resources may take up to two (2) hours. These resources must be in position to manage the evacuation when the notice is issued to the public.
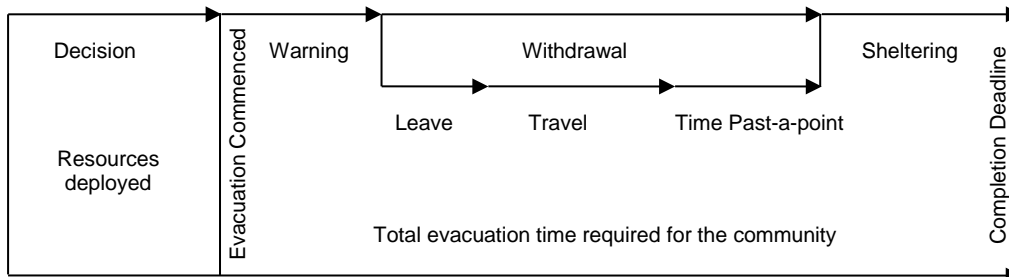
Evacuation Timeline Model

Evacuation Route Capacity

Route Conditions	Capacity (vehicles per hour per lane)
<u>Normal</u> Fine weather with normal traffic control.	600 (assumes travel speed of 40kph)
<u>Enhanced</u> Emergency response agencies intervene to increase route capacity. Traffic management strategies may include traffic controlled intersections, contra flow, banning vehicles towing caravans and trailers.	800 (assumes travel speed of 50kph)
<u>Disrupted</u> Heaveyrain with possible vehicle breakdowns, traffic accidents, land-slips, minor flooding across road, etc.	300 (assumes travel speed of 20kph)
<u>Blocked</u> Route is closed by flood waters, impact of fire or large scale land-slip etc. An alternative route or means of transport may be required.	100 (assumes travel speed of 5kph)

Warnings

When at risk areas and the location of safer areas have been determined, the decision to evacuate at risk members of the community can be made. This information needs to be communicated to the community.

Warning dissemination and methods
The following table documents the agencies responsible for the dissemination of evacuation warnings to at risk populations.

At Risk Population	Warning Method	Agency primarily responsible for dissemination of warning
General Population	*Media releases*	*LDCC via media contact lists.*
	Door knocking	*QPS with assistance from SES*
	Emergency Alert	*SDCC – LDCC to formally request through DDCC*
	Social Networking	*LDCC via GRC Media Staff*
	LECCs	*LDCC via LECCs*
Hospitals, Nursing Homes, Aged Care		*LDCC via contact lists.*
School, Daycare, University		*LDCC via contact lists.*
Shopping Centres		*LDCC via contact lists.*
Detention Centres		*LDCC via contact lists.*
Tourists	*Via Tourism Operators, Accommodation Providers etc*	
Off Shore Islands		*LDCC via contact lists.*
Caravan Parks, Marinas, Camping Grounds		*LDCC via contact lists.*
Non English Speaking	*Nominated central point of contact within community for interpretation and distribution to relevant ethnic group.*	*LDCC via contact lists.*
People with a disability	*Methods appropriate to ensure audience understanding.*	
Marine Users	*Marine Radio and Distress Systems and Networks*	*LDCC through VMR and MSQ Harbour Control and possibly QPS Water Police*
Homeless	*Mobile Public Address System at known hot spots.*	*QPS with assistance from SES*
Mass Gathering Venues		*LDCC via contact lists.*

LDCC   Local Disaster Coordination Centre   DDCC   District Disaster Coordination Centre
SDCC   State Disaster Coordination Centre

Warning methods may include:

- Media – Radio and Television Broadcasts
- Door Knocking (QPS, volunteers)
- Telephone, Mobile, Fax, Email – public alerting systems
- Internet
- Social networking systems (Facebook/Twitter)
- Mobile Public Address System
- Local / Community Warden System
- Fixed Variable Message Signs
- Sirens
- Commercial Emergency Warning Providers
- Emergency Alert (coordinated by the State Disaster

- Marine Radio and Distress Systems and Networks   Coordination Centre or District Disaster
                                                          Coordination Centre)

Standard messages to the community
Standard Evacuation Order message templates are attached at Annexure C.

The standard wording contained in these templates should be further populated with the details relevant to the event and then utilised across all warning methods to ensure consistent messages are provided to all elements of the community.

Media Organisations and Contacts
The Community Relations section of the Gladstone Regional Council has a detailed list of media organisations and contacts.

The following media outlets are available to promulgate public information and messages:

- **<u>Radio</u>**

  Zinc AM

  Hot FM

  Sea FM

  ABC Local Radio (Gladstone)

  ABC Local Radio (Bundaberg)

  ABC National Radio

- **<u>Television</u>**

  Channel 2 (ABC)

  Channel 7 (Seven Network)

  Channel 9 (WIN - Nine Network)

  Channel 10 (Southern Cross Media)

Withdrawal

Following the decision to evacuate and adequate warning being given, the withdrawal process will commence.

A representative for the Local Disaster Coordinator will provide briefings for agencies and evacuees at assembly areas and emergency accommodation centres to include reason for evacuation, anticipated duration, methods of transport, where to go and how to get there, personal effects, documents and medication to be taken, arrangements for pets/livestock, securing of premises. (turn off power, water, gas, lock up).

Self-evacuation and use of personal transport will be advised by the Banana Shire Local Disaster Management Group in the event of the need for an evacuation

Evacuation Routes
Evacuation routes are identified by threat and at risk areas within the Evacuation Strategy detailed on page 7 of this plan and also in Annexure A.

Traffic Management Strategy
This strategy is to be developed, managed and reviewed by GRC's Manager Works Operations, in consultation with the Queensland Police Service.

Transport
As the strategy is primarily voluntary evacuation and shelter-in-place, in most circumstances, transport for evacuees will be their own. They will be evacuating to nearby family and friends or out of the area.

Transport responsibilities are shown in the following table:

RESPONSIBLE AGENCY	RESPONSIBLE OFFICER	DUTY
Queensland Police Service	Officer in Charge	Direct all local traffic movement during an evacuation.
Local Disaster Coordination Centre	Local Disaster Coordinator	Arrange alternative transport should evacuation via road be unavailable.
Local Disaster Coordination Centre	Local Disaster Coordinator	Ensure LDCC is aware of situation in relation to fuel availability and maintain a register of fuel suppliers.
Department of Transport & Main Roads	Regional Director	Prepare and maintain a database of available transport resources, including road and rail, as well as a database of available State controlled roads.
Gladstone Regional Council	Works Manager	Prepare and maintain a database of available Council controlled roads.

Security Strategy
Generally, security matters will be determined and actioned by the Queensland Police Service.

Such strategies will encompass both the security of evacuated areas as well as the security of any evacuation centres established.

The QPS have advised that, as much will be depend on circumstances at the time, these strategies will be developed as required during an event.

Shelter

Safe Locations
The table at Attachment B provides a Summary of Safe Locations available with specific information beneficial to support decision making in selecting locations most suitable to the nature of the event and the number of at risk persons and projected length of stay.

This summary table includes assembly points (AP), evacuation centres (EC) and cyclone shelters (CS).

Detailed information on each nominated evacuation centre and cyclone shelter is available at Annexure D and can be sourced by the Reference Number indicated on the summary table.

Evacuation Centre Details
Details of Evacuation Centres and other facilities are maintained in the Guardian Disaster Management software and updated on an annual basis.

Electronic copies of this information is also kept on network drives and printed as necessary.

Evacuation Centre Management
Where evacuation centres are being used as safe locations during an evacuation they are to be opened and operational prior to their details being released to the public in the Evacuation Order.

The specific management and ongoing operation of the evacuation centre will be undertaken in accordance with the Evacuation Centre Management Sub Plan.

Pets and Animal Welfare
Pet ownership is a personal responsibility. Owners are responsible for making evacuation and accommodation plans that include their animals and then handling and caring for these animals while they are away from their primary residence. In spite of the danger, some people will refuse to evacuate if they are not permitted to bring along and remain with their companion animal(s).

Operations involving the assisted evacuation and accommodation of people from risk areas will also involve the evacuation and lodging of their companion animals.

Pet owners who evacuate with their pets will be asked to bring a pet pack with such items as health papers, small amounts of food and water, medicines, and other pet-related equipment (e.g. collars, leashes, small or collapsible carriers, bowls, muzzles, etc.).

Persons self-evacuating using their own transportation out of the risk area, and taking along a companion animal(s), are expected to take that animal(s) with them in their own vehicle(s).

Pet owners will be encouraged to:

- Take the animal with them if they are self-evacuating, and encourage them to identify pet friendly hotels/motels prior to departing;
- Locate the pet(s)/animal with a friend/relative outside the storm tide threatened area; and
- Board the pet in an animal hotel/cattery.

Despite these arrangements it is necessary for FCRC to establish an animal management facility at the Maryborough Showgrounds to accommodate pets/animals that cannot be managed by evacuees.

Return

The decision for the return of evacuees and the development of a return strategy will be undertaken in consultation with:

- LDC and LDMG
- DDC and relevant District Functional Committees
- Electricity Provider
- Telstra
- Local Government Divisions (as relevant, may include Environmental Health, Water and Sewerage, Roads and Drainage and Building Services).

Decision for Return

To determine if the disaster area is safe for return it will be necessary to assess the following issues:

- absence of the hazard and the possibility of its return;
- safety of buildings and structures;
- safety of transport infrastructure;
- availability of schools and work places;
- operation of utilities; power, water, sewerage, and communications;
- public health;
- security of remaining damaged or unsafe areas; and
- availability of support services and infrastructure.

Return Strategy

Once it is determined that areas are safe for return a Return Strategy is to be developed to outline the arrangements necessary to plan and execute an organised return and how that process will be coordinated and managed. The Return Strategy will address:

- specific areas deemed safe for return

- security of damaged, unsafe structures or infrastructure;

- detailed return advice to evacuees;

- traffic management plan; and

- transportation requirements.

ANNEXURES

A: Evacuation Strategies

B: Standard Messages

C: Summary of Safer Places

D: Storm Tide Evacuation Zones

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ANNEXURE A

Evacuation Strategies

COMMUNITIES

- Agnes Water / Seventeen Seventy

- Baffle Creek

- Miriam Vale

- Turkey Beach / Foreshores

- Benaraby / Wurdong Heights

- Boyne Island / Tannum Sands

- Gladstone

- Calliope

- Mount Larcom

- Islands

- Industries

Gladstone LDMG Evacuation Strategy
Agnes Water / Seventeen Seventy

Threat	Areas at Risk	Population	Evacuation Method	Safer Location	Evacuation Route	Estimated Evacuation Timeframe			
						E	N	D	B
Cyclone Cat 1			Voluntary for at risk homes	Family and friends					
Cyclone Cat 2			Voluntary for at risk homes	Family and friends					
Cyclone Cat 3			Voluntary for at risk homes	Family and friends					
Cyclone Cat 4			Voluntary for at risk homes	Family and friends					
Cyclone Cat 5			Voluntary for at risk home	Family and friends					
Storm Tide	Red Zone		Voluntary /Directed	Family and friends					
	Orange Zone		Voluntary /Directed	Family and friends					
	Yellow Zone		Voluntary /Directed	Family and friends					
	Blue Zone		Voluntary /Directed	Family and friends					
Minor Flooding			Shelter in place						
Moderate Flooding			Voluntary	Family & friends or [....] Evacuation Centre					
Major Flooding				Family & friends or [....] Evacuation Centre					
Tsunami (Marine Threat)									
Tsunami (Land Threat)			Voluntary	Family and friends or high ground					

Gladstone LDMG Evacuation Strategy
Baffle Creek

Threat	Areas at Risk	Population	Evacuation Method	Safer Location	Evacuation Route	Estimated Evacuation Timeframe			
						E	N	D	B
Cyclone Cat 1			Voluntary for at risk homes	Family and friends					
Cyclone Cat 2			Voluntary for at risk homes	Family and friends					
Cyclone Cat 3			Voluntary for at risk homes	Family and friends					
Cyclone Cat 4			Voluntary for at risk homes	Family and friends					
Cyclone Cat 5			Voluntary for at risk home	Family and friends					
Storm Tide	Red Zone		Voluntary /Directed	Family and friends					
	Orange Zone		Voluntary /Directed	Family and friends					
	Yellow Zone		Voluntary /Directed	Family and friends					
	Blue Zone		Voluntary /Directed	Family and friends					
Minor Flooding			Shelter in place						
Moderate Flooding			Voluntary	Family & friends or [….] Evacuation Centre					
Major Flooding				Family & friends or [….] Evacuation Centre					
Tsunami (Marine Threat)									
Tsunami (Land Threat)			Voluntary	Family and friends or high ground					

Gladstone LDMG Evacuation Strategy
Miriam Vale

Threat	Areas at Risk	Population	Evacuation Method	Safer Location	Evacuation Route	Estimated Evacuation Timeframe			
						E	N	D	B
Cyclone Cat 1			Voluntary for at risk homes	Family and friends					
Cyclone Cat 2			Voluntary for at risk homes	Family and friends					
Cyclone Cat 3			Voluntary for at risk homes	Family and friends					
Cyclone Cat 4			Voluntary for at risk homes	Family and friends					
Cyclone Cat 5			Voluntary for at risk home	Family and friends					
Storm Tide	Red Zone		Voluntary /Directed	Family and friends					
	Orange Zone		Voluntary /Directed	Family and friends					
	Yellow Zone		Voluntary /Directed	Family and friends					
	Blue Zone		Voluntary /Directed	Family and friends					
Minor Flooding			Shelter in place						
Moderate Flooding			Voluntary	Family & friends or [….] Evacuation Centre					
Major Flooding				Family & friends or [….] Evacuation Centre					
Tsunami (Marine Threat)									
Tsunami (Land Threat)			Voluntary	Family and friends or high ground					

Gladstone LDMG Evacuation Strategy
Turkey Beach / Foreshores

Threat	Areas at Risk	Population	Evacuation Method	Safer Location	Evacuation Route	Estimated Evacuation Timeframe			
						E	N	D	B
Cyclone Cat 1			Voluntary for at risk homes	Family and friends					
Cyclone Cat 2			Voluntary for at risk homes	Family and friends					
Cyclone Cat 3			Voluntary for at risk homes	Family and friends					
Cyclone Cat 4			Voluntary for at risk homes	Family and friends					
Cyclone Cat 5			Voluntary for at risk home	Family and friends					
Storm Tide	Red Zone		Voluntary /Directed	Family and friends					
	Orange Zone		Voluntary /Directed	Family and friends					
	Yellow Zone		Voluntary /Directed	Family and friends					
	Blue Zone		Voluntary /Directed	Family and friends					
Minor Flooding			Shelter in place						
Moderate Flooding			Voluntary	Family & friends or [....] Evacuation Centre					
Major Flooding				Family & friends or [....] Evacuation Centre					
Tsunami (Marine Threat)									
Tsunami (Land Threat)			Voluntary	Family and friends or high ground					

Gladstone LDMG Evacuation Strategy
Benaraby / Wurdong Heights

Threat	Areas at Risk	Population	Evacuation Method	Safer Location	Evacuation Route	Estimated Evacuation Timeframe			
						E	N	D	B
Cyclone Cat 1			Voluntary for at risk homes	Family and friends					
Cyclone Cat 2			Voluntary for at risk homes	Family and friends					
Cyclone Cat 3			Voluntary for at risk homes	Family and friends					
Cyclone Cat 4			Voluntary for at risk homes	Family and friends					
Cyclone Cat 5			Voluntary for at risk home	Family and friends					
Storm Tide	Red Zone		Voluntary /Directed	Family and friends					
	Orange Zone		Voluntary /Directed	Family and friends					
	Yellow Zone		Voluntary /Directed	Family and friends					
	Blue Zone		Voluntary /Directed	Family and friends					
Minor Flooding			Shelter in place						
Moderate Flooding			Voluntary	Family & friends or [...] Evacuation Centre					
Major Flooding				Family & friends or [...] Evacuation Centre					
Tsunami (Marine Threat)									
Tsunami (Land Threat)			Voluntary	Family and friends or high ground					

Gladstone LDMG Evacuation Strategy
Boyne Island / Tannum Sands

Threat	Areas at Risk	Population	Evacuation Method	Safer Location	Evacuation Route	Estimated Evacuation Timeframe			
						E	N	D	B
Cyclone Cat 1			Voluntary for at risk homes	Family and friends					
Cyclone Cat 2			Voluntary for at risk homes	Family and friends					
Cyclone Cat 3			Voluntary for at risk homes	Family and friends					
Cyclone Cat 4			Voluntary for at risk homes	Family and friends					
Cyclone Cat 5			Voluntary for at risk home	Family and friends					
Storm Tide	Red Zone		Voluntary /Directed	Family and friends					
	Orange Zone		Voluntary /Directed	Family and friends					
	Yellow Zone		Voluntary /Directed	Family and friends					
	Blue Zone		Voluntary /Directed	Family and friends					
Minor Flooding			Shelter in place						
Moderate Flooding			Voluntary	Family & friends or [....] Evacuation Centre					
Major Flooding				Family & friends or [....] Evacuation Centre					
Tsunami (Marine Threat)									
Tsunami (Land Threat)			Voluntary	Family and friends or high ground					

Gladstone LDMG Evacuation Strategy
Gladstone

Threat	Areas at Risk	Population	Evacuation Method	Safer Location	Evacuation Route	Estimated Evacuation Timeframe			
						E	N	D	B
Cyclone Cat 1			Voluntary for at risk homes	Family and friends					
Cyclone Cat 2			Voluntary for at risk homes	Family and friends					
Cyclone Cat 3			Voluntary for at risk homes	Family and friends					
Cyclone Cat 4			Voluntary for at risk homes	Family and friends					
Cyclone Cat 5			Voluntary for at risk home	Family and friends					
Storm Tide	Red Zone		Voluntary /Directed	Family and friends					
	Orange Zone		Voluntary /Directed	Family and friends					
	Yellow Zone		Voluntary /Directed	Family and friends					
	Blue Zone		Voluntary /Directed	Family and friends					
Minor Flooding			Shelter in place						
Moderate Flooding			Voluntary	Family & friends or [….] Evacuation Centre					
Major Flooding				Family & friends or [….] Evacuation Centre					
Tsunami (Marine Threat)									
Tsunami (Land Threat)			Voluntary	Family and friends or high ground					

Gladstone LDMG Evacuation Strategy
Calliope

Threat	Areas at Risk	Population	Evacuation Method	Safer Location	Evacuation Route	Estimated Evacuation Timeframe			
						E	N	D	B
Cyclone Cat 1			Voluntary for at risk homes	Family and friends					
Cyclone Cat 2			Voluntary for at risk homes	Family and friends					
Cyclone Cat 3			Voluntary for at risk homes	Family and friends					
Cyclone Cat 4			Voluntary for at risk homes	Family and friends					
Cyclone Cat 5			Voluntary for at risk home	Family and friends					
Storm Tide	Red Zone		Voluntary /Directed	Family and friends					
	Orange Zone		Voluntary /Directed	Family and friends					
	Yellow Zone		Voluntary /Directed	Family and friends					
	Blue Zone		Voluntary /Directed	Family and friends					
Minor Flooding			Shelter in place						
Moderate Flooding			Voluntary	Family & friends or [....] Evacuation Centre					
Major Flooding				Family & friends or [....] Evacuation Centre					
Tsunami (Marine Threat)									
Tsunami (Land Threat)			Voluntary	Family and friends or high ground					

Gladstone LDMG Evacuation Strategy
Mount Larcom

Threat	Areas at Risk	Population	Evacuation Method	Safer Location	Evacuation Route	Estimated Evacuation Timeframe			
						E	N	D	B
Cyclone Cat 1			Voluntary for at risk homes	Family and friends					
Cyclone Cat 2			Voluntary for at risk homes	Family and friends					
Cyclone Cat 3			Voluntary for at risk homes	Family and friends					
Cyclone Cat 4			Voluntary for at risk homes	Family and friends					
Cyclone Cat 5			Voluntary for at risk home	Family and friends					
Storm Tide	Red Zone		Voluntary /Directed	Family and friends					
	Orange Zone		Voluntary /Directed	Family and friends					
	Yellow Zone		Voluntary /Directed	Family and friends					
	Blue Zone		Voluntary /Directed	Family and friends					
Minor Flooding			Shelter in place						
Moderate Flooding			Voluntary	Family & friends or [...] Evacuation Centre					
Major Flooding				Family & friends or [...] Evacuation Centre					
Tsunami (Marine Threat)									
Tsunami (Land Threat)			Voluntary	Family and friends or high ground					

Gladstone LDMG Evacuation Strategy
Islands

Threat	Areas at Risk	Population	Evacuation Method	Safer Location	Evacuation Route	Estimated Evacuation Timeframe			
						E	N	D	B
Cyclone Cat 1			Voluntary for at risk homes	Family and friends					
Cyclone Cat 2			Voluntary for at risk homes	Family and friends					
Cyclone Cat 3			Voluntary for at risk homes	Family and friends					
Cyclone Cat 4			Voluntary for at risk homes	Family and friends					
Cyclone Cat 5			Voluntary for at risk home	Family and friends					
Storm Tide	Red Zone		Voluntary /Directed	Family and friends					
	Orange Zone		Voluntary /Directed	Family and friends					
	Yellow Zone		Voluntary /Directed	Family and friends					
	Blue Zone		Voluntary /Directed	Family and friends					
Minor Flooding			Shelter in place						
Moderate Flooding			Voluntary	Family & friends or [….] Evacuation Centre					
Major Flooding				Family & friends or [….] Evacuation Centre					
Tsunami (Marine Threat)									
Tsunami (Land Threat)			Voluntary	Family and friends or high ground					

Gladstone LDMG Evacuation Strategy
Industries

Threat	Areas at Risk	Population	Evacuation Method	Safer Location	Evacuation Route	Estimated Evacuation Timeframe			
						E	N	D	B
Cyclone Cat 1			Voluntary for at risk homes	Family and friends					
Cyclone Cat 2			Voluntary for at risk homes	Family and friends					
Cyclone Cat 3			Voluntary for at risk homes	Family and friends					
Cyclone Cat 4			Voluntary for at risk homes	Family and friends					
Cyclone Cat 5			Voluntary for at risk home	Family and friends					
Storm Tide	Red Zone		Voluntary /Directed	Family and friends					
	Orange Zone		Voluntary /Directed	Family and friends					
	Yellow Zone		Voluntary /Directed	Family and friends					
	Blue Zone		Voluntary /Directed	Family and friends					
Minor Flooding			Shelter in place						
Moderate Flooding			Voluntary	Family & friends or [....] Evacuation Centre					
Major Flooding				Family & friends or [....] Evacuation Centre					
Tsunami (Marine Threat)									
Tsunami (Land Threat)			Voluntary	Family and friends or high ground					

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ANNEXURE B

Media Release Templates

TOP PRIORITY FOR IMMEDIATE AND FREQUENT BROADCAST

Transmitters serving the area/s of [*insert locations*] are requested to use the
STANDARD EMERGENCY WARNING SIGNAL before broadcasting this message.

EVACUATION ORDER
For FLOODING

Issued: [Time, Day, and Date]

As a result of the flood level predicted by the Bureau of Meteorology for [location*]* at
[***date/time***] the [***authority***] is directing residents within the [***nominated areas/ evacuation
zones***] to evacuate within the next [***number***] hours. *Where more than one evacuation zone
is identified, the sequence for movement should be specified. For example: "Evacuation of
the Red Zone is to commence immediately and to be completed by no later than XXX hours.
Evacuation of the Orange Zone is to commence no earlier than XXXX hours and be
completed by XXX hours.*

Do not delay your evacuation. Roads will be congested or closed. You could become trapped
and need rescue. Remaining in those areas nominated for evacuation is dangerous and may
place your life at risk.

Evacuation centres will be established at [***name and address***] where you can obtain
temporary accommodation and other assistance. You may also choose to go to
friends or relatives who reside outside the area nominated for evacuation.

The registration of evacuees will be undertaken at evacuation centres, if you do not go to an
evacuation centre please telephone [***telephone number***] to report your safety.

[***include any transport arrangements including times and pick up points***]

As you evacuate you should:

- Take your emergency kit with you.
- Ensure neighbours have received the evacuation order.
- Turn off the electricity and gas and lock your home.
- Do not walk or drive through floodwater.
- Continue listening to your local radio station for further information and instructions.

For assistance or further information telephone the Local Disaster Coordination Centre on
4977 6655 or view the website at: www.gladstone.qld.gov.au.

The Gladstone Local Disaster Management Group and Emergency Management
Queensland would appreciate this order being broadcast regularly.

Authorised By: [insert name & operational position title   ]

Message End

TOP PRIORITY FOR IMMEDIATE AND FREQUENT BROADCAST

Transmitters serving the area/s of [*insert locations*] are requested to use the
STANDARD EMERGENCY WARNING SIGNAL before broadcasting this message.

EVACUATION ORDER
For STORM TIDE

Issued: [Time, Day, and Date]

As a result of the storm tide associated with <Severe Tropical /Tropical Cyclone name>
predicted by the Bureau of Meteorology for [*location*] at [*date/time*] the [*authority*] is
directing residents within the [*nominated areas/ evacuation zones*] to evacuate within the
next [*number*] hours. *Where more than one evacuation zone is identified, the sequence for
movement should be specified. For example: "Evacuation of the Red Zone is to commence
immediately and to be completed by no later than XXX hours. Evacuation of the Orange
Zone is to commence no earlier than XXXX hours and be completed by XXX hours.*

Do not delay your evacuation. Roads will be congested or closed. You could become trapped
and need rescue. Remaining in those areas nominated for evacuation is dangerous and may
place your life at risk.

Evacuation centres will be established at [*name and address*] where you can obtain
temporary accommodation and other assistance. You may also choose to go to
friends or relatives who reside outside the area nominated for evacuation.

The registration of evacuees will be undertaken at evacuation centres, if you do not go to an
evacuation centre please telephone [*telephone number*] to report your safety.

[*include any transport arrangements including times and pick up points*]

As you evacuate you should:

- Take your emergency kit with you.
- Ensure neighbours have received the evacuation order.
- Turn off the electricity and gas and lock your home.
- Continue listening to your local radio station for further information and instructions.

For assistance or further information telephone the Local Disaster Coordination Centre on
4977 6655 or view the website at: www.gladstone.qld.gov.au.

The Gladstone Local Disaster Management Group and Emergency Management
Queensland would appreciate this order being broadcast regularly.

Authorised By: [insert name & operational position title   ]

Message End

TOP PRIORITY FOR IMMEDIATE AND FREQUENT BROADCAST

Transmitters serving the area/s of [*insert locations*] are requested to use the **STANDARD EMERGENCY WARNING SIGNAL** before broadcasting this message.

EVACUATION ORDER
For TSUNAMI

Issued: [Time, Day, and Date]

A tsunami large enough to flood marine and low-lying coastal areas is predicted to begin to affect the [***location]*** coast at [***date/time***] and the danger will last for many hours.

The [***authority***] is directing residents within the [***nominated areas/ evacuation zones***] to evacuate immediately. Do not delay your evacuation, remaining in those areas nominated for evacuation is dangerous and may place your life at risk.

Go immediately to high ground at least ten metres (10m) above sea level or move one kilometre (1km) away from beaches, coastal rock platforms and the waterfront of harbours, coastal streams and lakes.

Assembly Points have been established at <***name and address***>. You may also choose to go to friends or relatives who reside outside the area nominated for evacuation.

As you evacuate you should:

- Take your emergency kit with you.
- Ensure neighbours have received the evacuation order.
- Turn off the electricity and gas and lock your home.
- Walk to safety if possible to avoid traffic congestion and delay.
- Continue listening to your local radio station for further information and instructions.

Stay away from beaches, coastal rock platforms and the waterfront of harbours and estuaries. Do not go to the coast or headlands to watch the tsunami.

If you can not reach high ground or evacuate then take shelter in an upper storey of a sturdy brick or concrete multi-storey building.

For assistance or further information telephone the Gladstone Local Disaster Coordination Centre on **4977 6655** or the Joint Australian Tsunami Warning Centre on **1300 TSUNAMI 1300 878 6264,** or view the Australian Tsunami Warning Centre web site www.bom.gov.au/tsunami

The Gladstone Local Disaster Management Group and Emergency Management Queensland would appreciate this order being broadcast regularly.

Authorised By: [insert name & operational position title   ]

Message End

ANNEXURE C

Summary of Safe Locations

COMMUNITIES

- Agnes Water / Seventeen Seventy

- Baffle Creek

- Miriam Vale

- Turkey Beach / Foreshores

- Benaraby / Wurdong Heights

- Boyne Island / Tannum Sands

- Gladstone

- Calliope

- Mount Larcom

- Islands

- Industries

Summary of Safe Locations
Agnes Water / Seventeen Seventy

Location Type & Ref. No.	Name	Address	Map Ref	Event Suitability				Capacity	
				Storm Tide	Flood	Cyclone Shelter	Tsunami	Respite	Accom
EC	Agnes Water State School			✓	✓		✓		
EC	Agnes Water Community Centre			✓	✓		✓		

Note: Location Types: Assembly Point (AP) Evacuation Centre (EC) Cyclone Shelter (CS)

Summary of Safe Locations
Baffle Creek

Location Type & Ref. No.	Name	Address	Map Ref	Event Suitability				Capacity	
				Storm Tide	Flood	Cyclone Shelter	Tsunami	Respite	Accom
EC	Wartburg State School			✓	✓		✓		

Note: Location Types: Assembly Point (AP)   Evacuation Centre (EC)   Cyclone Shelter (CS)

Summary of Safe Locations
Miriam Vale

Location Type & Ref. No.	Name	Address	Map Ref	Event Suitability				Capacity	
				Storm Tide	Flood	Cyclone Shelter	Tsunami	Respite	Accom
EC	Miriam Vale Community Hall			✓	✓		✓		
EC	Miriam Vale State School			✓	✓		✓		

Note: Location Types: Assembly Point (AP) Evacuation Centre (EC) Cyclone Shelter (CS)

Summary of Safe Locations
Turkey Beach / Foreshores

Location Type & Ref. No.	Name	Address	Map Ref	Event Suitability				Capacity	
				Storm Tide	Flood	Cyclone Shelter	Tsunami	Respite	Accom

Note: Location Types: Assembly Point (AP)   Evacuation Centre (EC)   Cyclone Shelter (CS)

Summary of Safe Locations
Benaraby / Wurdong Heights

Location Type & Ref. No.	Name	Address	Map Ref	Event Suitability				Capacity	
				Storm Tide	Flood	Cyclone Shelter	Tsunami	Respite	Accom

Note: Location Types: Assembly Point (AP) Evacuation Centre (EC) Cyclone Shelter (CS)

Summary of Safe Locations
Boyne Island / Tannum Sands

Location Type & Ref. No.	Name	Address	Map Ref	Event Suitability				Capacity	
				Storm Tide	Flood	Cyclone Shelter	Tsunami	Respite	Accom
EC	Tannum Sands State School			✗	✗		✗		
EC	Boyne Island State School			✓	✓		✓		
EC	Tannum Sands State High School			✓	✓		✓		
EC	Tanyella Conference and Recreation Centre			✓	✓		✓		

Note: Location Types: Assembly Point (AP)   Evacuation Centre (EC)   Cyclone Shelter (CS)

Summary of Safe Locations
Gladstone

Location Type & Ref. No.	Name	Address	Map Ref	Event Suitability				Capacity	
				Storm Tide	Flood	Cyclone Shelter	Tsunami	Respite	Accom
EC	CQ College of TAFE			✓	✓		✓		
EC	Gladstone State High School			✓	✓		✓		
EC	Toolooa State High School			✓	✓		✓		
EC	Clinton State School			✓	✓		✓		
EC	Kin Kora State School			✓	✓		✓		
EC / AP	South Gladstone State School			✓	✓		✗		
EC / AP	Gladstone Entertainment Centre			✓	✓		✓		
EC / AP	PCYC ??			✗	✗		✗		

Note: Location Types: Assembly Point (AP) Evacuation Centre (EC) Cyclone Shelter (CS)

Summary of Safe Locations
Calliope

Location Type & Ref. No.	Name	Address	Map Ref	Event Suitability				Capacity	
				Storm Tide	Flood	Cyclone Shelter	Tsunami	Respite	Accom
EC	Calliope Community Hall			✓	✓		✓		
EC	Calliope State School			✓	✓		✓		

Note: Location Types: Assembly Point (AP) Evacuation Centre (EC) Cyclone Shelter (CS)

Summary of Safe Locations
Mount Larcom

Location Type & Ref. No.	Name	Address	Map Ref	Event Suitability				Capacity	
				Storm Tide	Flood	Cyclone Shelter	Tsunami	Respite	Accom
EC	Mount Larcom State School			✓	✓		✓		

Note: Location Types: Assembly Point (AP) Evacuation Centre (EC) Cyclone Shelter (CS)

Summary of Safe Locations
Islands

Location Type & Ref. No.	Name	Address	Map Ref	Event Suitability				Capacity	
				Storm Tide	Flood	Cyclone Shelter	Tsunami	Respite	Accom

Note: Location Types: Assembly Point (AP)   Evacuation Centre (EC)   Cyclone Shelter (CS)

Summary of Safe Locations
Industries

Location Type & Ref. No.	Name	Address	Map Ref	Event Suitability				Capacity	
				Storm Tide	Flood	Cyclone Shelter	Tsunami	Respite	Accom
EC	CQ College of TAFE			✓	✓		✓		
EC	Gladstone Entertainment Centre			✓	✓		✓		

Note: Location Types: Assembly Point (AP) Evacuation Centre (EC) Cyclone Shelter (CS)

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ANNEXURE D

Storm Tide Evacuation Zones

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GLADSTONE REGION
EVACUATION PLANNING
STORM TIDE EVACUATION ZONES

#	HAT LOCATION	HAT	EVACUATION DISTRICT	RECOMMENDED — EVACUATION ZONE	RECOMMENDED — CALCULATED ZONE RANGE	PRELIMINARY — EVACUATION ZONE	PRELIMINARY — CALCULATED ZONE RANGE	ADOPTED — EVACUATION ZONE	ADOPTED — CALCULATED ZONE RANGE	ZONE
1	Port Alma	3.12	A (say 2.5 AHD)	Extreme	2.5 – 3.5	1	2.5 – 3.5	1	Not Applicable	Extreme
2	Sea Hill	2.82		Major	3.5 – 4.5	2	3.5 – 4.5	2	2.5 – 3.5	Major
3	The Narrows (Ramsay's Crossing)	3.16		Moderate	4.5 – 6.5	3	4.5 – 5.5	3	3.5 – 4.5	Moderate
4	The Narrows (Boat Creek)	2.92				4	5.5 – 6.5	4	4.5 – 5.5	
5	Fisherman's Landing	2.69		Minor	6.5 – 8.5	5	6.5 – 7.5	5	5.5 – 6.5	Minor
6	Gladstone	2.56				6	7.5 – 8.5	6	6.5 – 7.5	
7	South Trees	2.42	B (say 2.0 AHD)	Extreme	2.0 – 3.0	1	2.0 – 3.0	1	2.0 – 2.5	Extreme
8	Gatcombe	2.21		Major	3.0 – 4.0	2	3.0 – 4.0	2	2.5 – 3.5	Major
				Moderate	4.0 – 6.0	3	4.0 – 5.0	3	3.5 – 4.5	Moderate
						4	5.0 – 6.0	4	4.5 – 5.5	
				Minor	6.0 – 8.0	5	6.0 – 7.0	5	5.5 – 6.5	Minor
						6	7.0 – 8.0	6	6.5 – 7.5	
9	Pancake Creek	1.88	C (say 1.5 AHD)	Extreme	1.5 – 2.5	1	1.5 – 2.5	1	1.5 – 2.5	Extreme
10	Clewes Point	1.86		Major	2.5 – 3.5	2	2.5 – 3.5	2	2.5 – 3.5	Major
11	Seventeen Seventy	1.97		Moderate	3.5 – 5.5	3	3.5 – 4.5	3	3.5 – 4.5	Moderate
12	Baffle Creek (Winfield)	1.51				4	4.5 – 5.5	4	4.5 – 5.5	
				Minor	5.5 – 7.5	5	5.5 – 6.5	5	5.5 – 6.5	Minor
						6	6.5 – 7.5	6	6.5 – 7.5	
				Based on the Storm Tide Evacuation Framework Resource for Queensland Coastal Communities		Based on 3 Evacuation DISTRICTS each with 4 Evacuation ZONES		Modified to 3 Evacuation DISTRICTS and 6 Evacuation ZONES		

MODIFIED ZONES TO SUIT THE GLADSTONE REGION

Evacuation District A:
Port Alma to Gladstone (6 HAT levels ranging from 2.56 to 3.16)

- Evacuation Zone 1: Not Applicable [Extreme]
- Evacuation Zone 2: 2.5 to 3.5m AHD [Major]
- Evacuation Zone 3: 3.5 to 4.5m AHD [Moderate 1]
- Evacuation Zone 4: 4.5 to 5.5m AHD [Moderate 2]
- Evacuation Zone 5: 5.5 to 6.5m AHD [Minor 1]
- Evacuation Zone 6: 6.5 to 7.5m AHD [Minor 2]

Evacuation District B:
South Trees to Gatcombe (2 HAT levels ranging from 2.21 to 2.42)

- Evacuation Zone 1: 2.0 to 2.5m AHD [Extreme]
- Evacuation Zone 2: 2.5 to 3.5m AHD [Major]
- Evacuation Zone 3: 3.5 to 4.5m AHD [Moderate 1]
- Evacuation Zone 4: 4.5 to 5.5m AHD [Moderate 2]
- Evacuation Zone 5: 5.5 to 6.5m AHD [Minor 1]
- Evacuation Zone 6: 6.5 to 7.5m AHD [Minor 2]

Evacuation District C:
Pancake Creek to Baffle Creek (4 HAT levels ranging from 1.51 to 1.97)

- Evacuation Zone 1: 1.5 to 2.5m AHD [Extreme]
- Evacuation Zone 2: 2.5 to 3.5m AHD [Major]
- Evacuation Zone 3: 3.5 to 4.5m AHD [Moderate 1]
- Evacuation Zone 4: 4.5 to 5.5m AHD [Moderate 2]
- Evacuation Zone 5: 5.5 to 6.5m AHD [Minor 1]
- Evacuation Zone 6: 6.5 to 7.5m AHD [Minor 2]

Although this results in no Extreme Zone for District A (Gladstone), it will eliminate confusion for residents when they hear advice to evacuate Zones as they will represent the same level along the entire coastline.

BASED ON RECOMMENDED ZONES

Evacuation District A:
Port Alma to Gladstone (6 HAT levels ranging from 2.56 to 3.16)

- Evacuation Zone 1: 2.5 to 3.5m AHD [Extreme]
- Evacuation Zone 2: 3.5 to 4.5m AHD [Major]
- Evacuation Zone 3: 4.5 to 6.5m AHD [Moderate]
- Evacuation Zone 4: 6.5 to 8.5m AHD [Minor]

Evacuation District B:
South Trees to Gatcombe (2 HAT levels ranging from 2.21 to 2.42)

- Evacuation Zone 1: 2.0 to 3.0m AHD [Extreme]
- Evacuation Zone 2: 3.0 to 4.0m AHD [Major]
- Evacuation Zone 3: 4.0 to 6.0m AHD [Moderate]
- Evacuation Zone 4: 6.0 to 8.0m AHD [Minor]

Evacuation District C:
Pancake Creek to Baffle Creek (4 HAT levels ranging from 1.51 to 1.97)

- Evacuation Zone 1: 1.5 to 2.5m AHD [Extreme]
- Evacuation Zone 2: 2.5 to 3.5m AHD [Major]
- Evacuation Zone 3: 3.5 to 5.5m AHD [Moderate]
- Evacuation Zone 4: 5.5 to 7.5m AHD [Minor]

NOTES:

There are 12 different HAT values along the GRC coastline

Divide coastline into three (3) Evacuation Districts (A, B and C)

A – Northern boundary to South Trees Inlet
B – South Trees Inlet to Turkey Beach (approx)
C – Turkey Beach (approx) to Baffle Creek

Adopt HAT levels for each District to use as base for Evacuation Zone determination

A – 2.5 AHD
B – 2.0 AHD   Adopt a base of 1.5m AHD for Region
C – 1.5 AHD

Supporting Plan #6

EVACUATION CENTRE MANAGEMENT

Purpose

To provide for the management of facilities, which provide affected people with basic human needs including accommodation, food and water, and welfare/recovery processes. The size and number of evacuation facilities available shall depend upon the scale and extent of the emergency/disaster situation.

Functional Responsibility

The management of Evacuation Centres is the responsibility of Gladstone Regional Council.

Context and Assumptions

That a disaster or an emergency situation has occurred and requires members of the community to be temporarily accommodated for an unknown period.

Dependant upon the event an Evacuation Centre facility may be required for anything from a few hours to several days. In the case of short duration evacuations (up to 12 hours) the provision of seating, shelter, food and refreshments shall be provided.

If required an appointed officer with the assistance of the Department of Communities shall attempt to place evacuees in overnight accommodation in hotels or motels in the area. If no suitable accommodation in available in the Gladstone Region the matter should be referred to the District Human Social Recovery Committee for assistance.

Note: The Gladstone Region does not have suitably rated cyclone shelters, therefore there may be "places of refuge" established. In the main the centres referred to in this plan will be established post impact.

Introduction

This Plan details the requirements necessary to establish and manage an Evacuation Centre in the event of a disaster or emergency event for an unknown period.

Support Agencies

The following are the agencies that assist when required with Evacuation Centre management:

- Australian Red Cross
- Blue Care
- Centrelink
- Insurance Council Australia
- OzCare
- Q Build
- QPS
- Salvation Army
- St Johns Ambulance
- St Vincent De Paul

- State Emergency Service

Queensland Health and the Department of Communities provide support through the DDMG.

Evacuation Centre Activation

Following an assessment of the situation, the LDMG shall activate required Evacuation Centres and advise all local and outside organisations that the Centres are operational.

Identification of Centres

A number of facilities throughout the Gladstone Region have been identified for use as Evacuation/Welfare Centres should the need arise.

These are not listed in this plan as the availability of such facilities will dictate which of them will be used in any given situation. Details are kept in Council's Disaster Coordination Centre and in the disaster management software used by Council and the LDMG.

Safe Location

The use of a particular Centre shall depend on it not being in an area affected by the hazard.

Length of Stay Capability

Facility capabilities for all prospective Evacuation Centres are maintained in the Local Disaster Coordination Centre and in the disaster management software used by Council and the LDMG.

Ablutions

There are limitations regarding the number of persons who can be accommodated at each Centre. Such details are maintained in the Local Disaster Coordination Centre and in the disaster management software used by Council and the LDMG.

Separate toilet installations for the food handlers should be provided (if possible) close to the mass feeding area.

Toilets and latrines must be kept in the best possible state of cleanliness at all times and constantly be inspected to ensure compliance.

Diluted liquid hand sanitiser in squeeze bottles should be located near the exit from the toilet area for use by food handlers.

Kitchen Facilities

When selecting a temporary site for the kitchen, the use of existing facilities is suggested where possible. These offer suitable conditions for maintaining a satisfactory standard of cleanliness, and protection from the invasion of rodents and insects.

Only **potable water** may be used in kitchen facilities.

Where there is no water supply connected, potable water must be transported, stored and handled in such a manner as to avoid contamination.

Where refrigeration facilities are either non-existent or inadequate, perishable foods should only be accessed on a daily basis and cooked and served as soon as possible.

A sufficient number of basins, each with soap, nail brush and a clean towels (preferably disposable paper towels), must be provided **exclusively** for the use of food handlers.

Separate double-basins must be provided for washing of cooking utensils and tableware (plates, eating utensils etc).

Refuse Collection

Sufficient waste containers are to be provided in the Centre for all waste.

A refuse removal service must be promptly started as proper collection and disposal prevents many problems, particularly fly breeding, rodent invasion and fire risk. This shall be the responsibility of Gladstone Regional Council's Environmental Health Department.

Where this service is impractical, an attempt must be made to separate refuse such as putrescible (food scraps) and non-putrescible (boxes, paper, cans etc), and store such putrescibles in a lidded bin.

Solid wastes from kitchens must be deposited immediately into lidded refuse bins.

The bins must be tightly covered and removed outside for collection and disposal when full.

An adequate supply of detergents, disinfectants, brushes, cloths, brooms and other housekeeping necessities must be provided.

Disposable plates, cups etc. should be used in mass feeding Centres.

Vehicular Access and Parking

All weather driveway access is desirable and the driveway and parking areas should be of sufficient width to permit entry and exit of buses.

The Evacuation Centre Coordinator shall nominate suitable assembly areas when required which have sufficient parking facilities for the anticipated number of evacuees.

Wheelchair Access

Wheelchair access details are maintained in the Local Disaster Coordination Centre and in the disaster management software used by Council and the LDMG.

Pets

Details of those facilities that have suitable areas available for pets/service animals are maintained in the Local Disaster Coordination Centre and in the disaster management software used by Council and the LDMG.

Social considerations

The Evacuation Centre Coordinator is responsible for ensuring there are no ethnic or indigenous tensions in the Centre.

Every endeavour shall be made to cater for special dietary requirements.

The Evacuation Centre Coordinator shall nominate (if available) changing/nursing facilities for mothers with infants.

The QPS shall be responsible for any anti-social behaviour amongst the evacuees in the Centre.

Entertainment

Attempts shall be made to provide television/video facilities in the Centre.

Magazines and books shall be provided if available.

Public Information

The Evacuation Centre Coordinator shall provide regular disaster updates and related information for evacuees through available means such as:
- Notice board
- PA announcements

Security

The QPS if available shall provide security for the Evacuation Centre.

All Evacuation Centres are to have visible and clear Evacuation Plans in the event of a fire or other emergency situation.

Where appropriate suitably qualified evacuees may be requested by the Evacuation Centre Coordinator to assist with security of the Centre.

Management Processes

Staff requirements and management structure are shown in Appendix B.

The Evacuation Centre Coordinator shall introduce a staff roster system as soon as possible after opening the Centre.

Communications Procedures.

The Communications Officer shall ensure adequate communications between the Evacuation Centre and the LDCC.

Registration

The Australian Red Cross shall be responsible for the registration of all evacuees.

Operational Checklist

Refer to Annexure H.4

APPENDICES

Appendix A – Evacuation Centre Requirements

Appendix B – Evacuation Centre Management

Appendix C – Duty Statements

- Evacuation Centre Coordinator
- Catering Coordinator

Appendix D– Volunteer Registration Form

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Appendix A

Evacuation Centre Requirements

The following may be required at the Evacuation Centre:
- Male & female toilet facilities
- Male & female shower/washing facilities
- Laundry facilities including troughs, washing machines & dryers
- Portable power generator sets
- Portable refrigeration facilities
- Transport - for staff and evacuees
- Material aid (personal items)
- Chairs & tables
- Identification for victims and volunteers
- Stationery - signs/pens/pencils/marker pens
- Telephones – staff and public
- Telephone directories
- Two-way radios
- Bottled water supply
- First Aid and/or medical services

Evacuation Centre Kit List
- Clipboards
- Paper
- Pens
- Pencils and erasers
- Ruler
- Permanent and whiteboard marker pens
- Adhesive tape
- Drawing pins
- Blank cardboard (for posters)
- Stapler/staples
- Scissors
- Blank name tags
- Log books for evacuee movement and volunteer sign-on
- Local telephone directory
- Maps of area with street names
- Torches and batteries
- Light plastic raincoat
- First aid kit
- Sharps container
- Radio (conventional)
- Two-way radio

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Appendix B

Evacuation Centre Management

Setting up the Evacuation Centre
Following the decision to activate the Evacuation Centre, the Evacuation Centre Coordinator shall be requested to open the Evacuation Centre including road location signs and directional signs if applicable.

Coordinator at Evacuation Centre
Until such time as the Coordinator of each of the Welfare Services has arrived at the Evacuation Centre general support and direction shall be provided by a delegated officer.

Registration of Evacuees
The Australian Red Cross shall establish a Registration Desk at the Evacuation Centre. Local service clubs may be requested to assist with registration. Arrangements are to be made for the telephones to be manned at the Centre.

Evacuation Centre - Staffing
Following the decision to open the Evacuation Centre each agency shall arrange for all necessary personnel as rostered (at the direction of each Coordinator) to attend the Evacuation Centre and to assist in providing for the needs of the evacuees and workers.

Evacuation Centre Management
In conjunction with the Gladstone Region Environmental Health Officer an assessment shall be made as to the need for locating support services such as portable toilet and shower facilities at the Evacuation Centre. The Environmental Health Officer with assistance from the LDMG shall arrange for the installation of the portable facilities.

The Evacuation Centre Coordinator shall determine the needs of the Centre with regard to public address systems, signs, notice boards, telephones, stationery, etc. and arrange for their provision with assistance from the SES Local Controller or the LDMG.

The Environmental Health Officer will determine the general cleaning requirements and make suitable arrangements, including sanitary and garbage services and pest control.

Catering
The Catering Coordinator shall be responsible for all catering requirements of the centre.

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Appendix C

Evacuation Centre Duty Statements

Evacuation Centre Coordinator

The duties of the Evacuation Centre Coordinator are as follows:

- In the standby phase contact each resource group and place on standby;

- Liaise with the Chief Welfare Officer or Deputy Chief Welfare Officer to determine the extent of emergency situation and likely numbers to be evacuated;

- Following the decision to evacuate and open the Evacuation Centre contact volunteer resource Coordinators to attend the Evacuation Centre;

- Contact key holders to the designated Centre to obtain access;

- Contact supply sources for adequate mattresses, blankets and pillows and ensure delivery is arranged to the Centre if applicable;

- Generally establish the Evacuation Centre including road location signs and directional signs if available;

- Arrange with the Council Engineers to provide staff for the completion of road sign placements and evacuation layout;

- Establish a telephone/radio link with the LDCC;

- Ensure adequate chairs, trestles and other equipment are provided for each welfare service to enable them to operate at the Centre (i.e. Personal Counselling, Catering, etc). Priority is to be given to the area designated for Disaster Registration;

- Representatives of voluntary groups to be briefed on assistance required at the Centre;

- Storage area to be provided for incoming bedding;

- Designation of areas for meals is to be ascertained in liaison with the Catering Coordinator;

- Provision to be made for sleeping accommodation;

- Appointment of self-help leaders from amongst the evacuees to be responsible for a room, or floor area to ensure cleanliness, hygiene, etc;

- Plans of building (including conveniences), signs and notices to be erected in prominent positions;

- Program for meals and entertainment to be organised;

- Advise Catering Coordinator of numbers requiring meals;

- Contact Chief Welfare Officer to determine alternative venues for short-term accommodation, if required, i.e. unit, caravan park, motels;

- Request LDCC to contact Tourism Gladstone for assistance to provide suitable longer term accommodation;

- Request LDCC to contact local radio stations and television channels to advise of the centres function and invite residents who may be affected to attend for assistance;

- Accommodation Coordinator to ascertain from Red Cross details of all registrations with contact addresses to enable information to be forwarded at later date.

Catering Coordinator

The duties of the Catering Coordinator are as follows:

- Following initial contact by the Chief Welfare Officer, remain available and in close contact with the Evacuation Centre Coordinator;

- Contact all appropriate support and assist groups and advise of the need to be on standby and to attend the Evacuation Centre if required;

- Determine with the Evacuation Centre Coordinator the numbers to be catered for;

- Contact the SES and establish whether meals are needed for response personnel and the numbers to be catered for. All meals will be cooked and served at the Evacuation Centre;

- Order food supplies on order forms to be authorised by the Chief Welfare Officer;

- Prepare and maintain rosters of all volunteers;

- In conjunction with the Evacuation Centre Coordinator or the Deputy Chief Welfare Officer, arrange for adequate tables, chairs, cutlery, crockery, rubbish bins and liners, urns and cookery utensils for the centre;

- Comply with all requirements as advised by the Environmental Health Officer regarding food storage, preparation, handling and serving and associated activities.

Appendix D

Volunteer Registration Forms

Volunteer Registration
for Relocation Centre or Evacuation Centre Helper

Volunteer's Position:_____

Centre Name:_____ Start Time:_____ Date: /   /

Appointed by:_____ in capacity as: _____

You will report for duty to and work under the direction of:_____

Special duties or responsibilities:_____

_____

Volunteers Details:

Name:_____ Age_____ Sex M / F

Home Address:_____

Home Phone:_____ Work Phone:_____

Mobile Phone:_____ Email:_____

Occupation:_____ Vehicle Available: Y / N

Special Experience or Skills:_____

I hereby agree to carry out those duties assigned to me and to take instructions from the Centre Manager or other Centre officials as required.

I acknowledge receiving Volunteer Authorisation and understand the conditions of this position.

Signed:_____ Date: /   /

Centre Manager's Authorisation:

Centre Manager's Name:_____

Signed:_____ Date: /   /   Time:_____

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Supporting Plan #7

IMPACT ASSESSMENT

Purpose

To assist the Gladstone 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.

Functional Responsibility

Impact assessment is the responsibility of Gladstone Regional Council, however assistance may be provided by the Queensland Fire and Rescue Service Rapid Damage Assessment capability, the Queensland Reconstruction Authority or through the Disaster District level by the Department of Public Works.

Context and Assumptions

As identified in the hazard analysis process, many events have the potential to cause extensive fatalities, injuries and property and environmental damage. The timely and accurate assessment of the health impact on the community, together 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 affected:

▪ Critical infrastructure has been identified in the Gladstone Local Disaster Management Plan.

▪ The impact of the event is not such that the LDMG has lost the capacity to undertake the function. Should the event be of such magnitude that the LDMG no longer has the capacity to perform this function, personnel will be brought to the area to assist with this function.

▪ Each member agency of the LDMG shall advise in relation to its individual resources

Introduction

This plan provides the LDMG with the tools and processes to carry out an initial and then more detailed impact assessment on the effect of the disaster on infrastructure, private property and the people in the community.

Support Agencies to be Included in an Impact Assessment Team

All member organisations of the LDMG and others as required.

Refer also to *D.3.4 Community Support Plan* regarding the role of Outreach Teams in relation to the provision of impact assessment information regarding the well-being of the affected community.

All agencies can play a role in impact assessment. It is important that a complete picture of the situation is available, so multiple sources of information are required.

The composition of a formal impact assessment team shall be dependent upon the availability of personnel following the impact of the event.

Rapid Damage Assessment – Queensland Fire and Rescue Service

Rapid damage assessment is undertaken by the Queensland Fire and Rescue Service (QFRS) using portable handheld devices.

QFRS will be tasked by the LDMG and will prepare plans for the processes and procedures required for them to undertake this rapid damage assessment in the Gladstone Region, reporting results back to the LDMG.

Assessment Reporting Format and Information Management System

A format is to be developed for reporting on the impact assessment so as each agency reports in a similar format. EMQ is currently developing and it will be Attachment A to this plan.

A daily board of impact assessment is to be available in the LDCC.

Each individual member agency of the LDMG shall be in a position to provide advice in relation to is own assets.

Each Impact Assessment team will require transportation, communications and recording equipment, and this is to be coordinated by the LDMG.

Grid System

It is essential to develop a grid or locality system for the deployment of impact assessment teams, to ensure maximum coverage without duplication of effort. Typically, this can be achieved by assigning street blocks, for instance, to particular teams. The teams shall be provided with a map of their area of activity.

Information Required

The following information is required for a complete impact assessment:

> **Area affected by the event**
> - Location and size
> - Urban, rural, remote
>
> **Numbers affected by the event**
> - Deceased
> - Injured - Determine or estimate the number of major injuries
> - Numbers unwell that may require medical treatment or hospitalisation
> - Homeless (as a result of the event)
> - Evacuated (numbers and where to) refer to *D.3.6 Evacuation Centre Management Operational Plan*
> - Numbers still requiring evacuation refer to *D.3.5 Evacuation Operational Plan*
> - Members of the community suffering personal hardship
>
> **Characteristics and condition of the affected population**
> - Resilience of the population – identify sections of the community that are self sufficient and those that require assistance
> - Type of community – special care groups, self help groups, aged care facilities

Emergency medical, health, nutritional, water, and sanitation situation
- Level of services available –
  o determine the number of medical facilities that are still functioning and the total number of usable beds
  o determine the number of food outlets still able to function
- Level of assistance required to maintain sustainability
  o Manpower
  o Plant and equipment
  o Construction materials

Level of continuing or emerging threats (natural/human-caused)
- Secondary hazards, eg mosquito or black fly infestations

Damage to infrastructure and critical facilities
- Condition of water and sewage treatment facilities and of the distribution network
- Determine 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 can the operator be expected to restore services? Identify facilities and action taken to restore services
- Identify and evaluate possible alternative water sources, for example, provision of bottled water.

Damage to homes and public buildings
- 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

Damage to commercial premises
- Approximate the number of commercial buildings damaged or destroyed

Damage to agriculture and food supply system
- Description of effects on agricultural crops
- Description of effects on specific localised agricultural concerns – eg fruit and vegetables, industry

Damage to economic resources, and social organization
- Damage to industry which may result in long-term social problems
- Effects on community or government infrastructure

Level of response by the affected area and the internal capacity to cope with the situation
- Is the community capable of looking after itself with minimal assistance?
- Is major outside assistance required? If the resources of the LDMG are exhausted, outside assistance is to be sought through the DDC
- Type of assistance required, manpower, plant and equipment, construction materials, specialist advice or equipment
- Urgency of assistance, immediate, days, weeks
- Number of people requiring urgent personal hardship assistance?

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Supporting Plan #8

MEDICAL SERVICES

Purpose

To provide co-ordination of the health and medical resources needed in responding to medical care needs following a disaster event

Functional Responsibility

Queensland Health has the functional responsibility for Medical Services.

Context and Assumptions

In the more populous areas of Queensland, the normal health resources are usually such that they are either self-sufficient, or within a short distance of alternative services.

Introduction

This Medical Services Plan is designed to cover medical emergencies which, over short or long term, extend beyond the capabilities of local medical practitioners to handle.

Any disaster in the Gladstone Region area will automatically involve the Gladstone Hospital and the Mater Private Hospital and becomes a District Disaster Management Group (DDMG) issue.

Support Agencies

The following are the support agencies who may be involved in a disaster or emergency situation:
- Private Medical Practitioners
- Day surgery facilities
- Private In-Patient Care Providers (Hospitals, Hospices, Nursing Homes)
- Private Domiciliary Care Providers
- Queensland Ambulance Service
- SES

Queensland Health provides support as required through the DDMG.

Co-ordination

For the purpose of coordination, the Medical Operation Centre is based at Gladstone Hospital. A secondary operations centre will be on site co-ordinating with the hospital control headquarters, on site base Queensland Ambulance Service and the SES.

- The Local Disaster Coordinator, on determining the need for activation of the Medical Services Operational Plan, shall alert:
  o Queensland Ambulance Service, which will alert Queensland Ambulance Service, Gladstone and the Medical Superintendent, Gladstone Hospital and the Mater Private Hospital.
  o SES

▪ Medical Superintendent Gladstone Hospital will activate the required number of medical personal including Local Medical officers in liaison with Medical Superintendent, Mater Private Hospital.

The Medical Superintendent Mater Private Hospital shall be briefed by the Medical Superintendent Gladstone Hospital, senior ambulance officers or police at the earliest opportunity.

Response Capability

The following organisations have the allotted roles in assisting with the provision of medical services:

QUEENSLAND AMBULANCE SERVICE is responsible for:
o Primary Triage
o Site Management – casualties
o Pre Hospital Emergency Care
o Casualty Management
o Coordination of Volunteer First Aiders
o Coordination of Medical Responses
o Communications between allied agencies and hospitals
o Transport of patents/casualties

GLADSTONE HOSPITAL is responsible for:
o Overall supervision of doctors and nursing staff involved in the incident
o Management of the emergency treatment area
o Provision of advanced emergency medical treatment at the site
o Allocation of patient destinations and priorities
o Aerial transfer of medical patients
o Hospital resuscitation equipment
o Certificate of Death
o The Senior Medical officer also has the authority, in consultation with the Ambulance Commander for the medical site control of the incident

MATER PRIVATE HOSPITAL is responsible for:
o Provision of emergency treatment for patients as directed by Site Medical Officer from Gladstone Hospital. This may include the provision of one Doctor and one Nurse from Mater Hospital (on site Retrieval Team)
o If Mater Hospital Retrieval Team is first at the disaster site, commence management of emergency treatment area and allocate initial patient priorities. If back up support from Gladstone Hospital Medical team is delayed, start allocation of critical patients to destinations
o Contact Local Medical Officers as required, in liaison with Site Medical Officer

LOCAL MEDICAL OFFICERS are responsible for:
o Medical Officers are under the control of the site Medical Officer from Gladstone Hospital in liaison with Medical Superintendent, Mater Hospital
o Secondary Triage
o Emergency medical treatment on site or at the Mater Hospital
o First Aid
o Certificate of Death

SES is responsible for:
o Setting up communications and emergency management areas
o Stretcher bearers
o Equipment and stretchers including lighting
o First Aid duties as directed by Ambulance Commander

MEDIVAC HELICOPTERS are responsible for:
o Authorised by Queensland Coordination Centre – Activated by the Queensland Ambulance Service
o Transport of medical and QAS teams to site
o Transport of medical supplies
o Transport of patients as directed by QAS
o Initial floodlighting of site if not tasked to Medical Team
o Communications and observation platform

POLICE are responsible for:
o Security
o Evacuation
o Traffic control
o Overall command of accident sites
o Transport of Medical teams
o Victim verification

QUEENSLAND FIRE and RESCUE SERVICE is responsible for:
o Fire control
o Command of site until declared safe from fire, and /or hazardous substances

RED CROSS is responsible for:
o Registration of uninjured
o Personal support

SALVATION ARMY is responsible for:
o Welfare/care and concern
o Emergency catering

COAST GUARD are responsible for:
o Casualty evacuation in a marine situation
o Blue water transport

Transportation
- It is expected that the Queensland Health Medical Transport Plan will be activated following consultation with the DDMG
- Transportation to appropriate medical facilities for definitive treatment is covered in **Response Capability** above
- For Special transportation needs see *A.13 Transport Plan*
- Aerial support for medical reasons can be called for as required by the Medical Superintendent of Gladstone Hospital

Communications
- Communications between the emergency site and Gladstone Hospital will be the responsibility of the Queensland Ambulance Service.
- Communications with the Medivac helicopter will be through the Queensland Ambulance Service Communications Centre, Rockhampton.

Special Needs

Should an emergency arise a register of the infirm is to be compiled by the Chief Welfare Officer (CWO). The following organisations are to inform the CWO of those people who are confined to their homes and would be in need of support in time of emergency:

- Blue Care – Gladstone
- Queensland Health Services
- Meals on Wheels

Psychological and Counselling Services

In conjunction with the provisions of *D.3.4 Community Support Plan*

Public Health Advice

Provided by Queensland Health as detailed in the *D.3.9 Public Health Plan*

Alternative Facilities

Identification of possible alternative sites for medical care in the event that the dedicated facility becomes unusable, then an alternate facility shall be designated by the District Disaster Management Group.

Supporting Plan #9

PUBLIC HEALTH

Purpose

To assist in the protection of the community, via the provision of temporary or preventative health measures to minimise the threats to public health.

Scope

This 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; and
- disposal of dead animals and stock.

Functional Responsibility

Gladstone Regional Council is responsible for the Public Health Plan.

- to facilitate the initial assessment of the disaster affected area and coordinate public health surveillance teams – see also Impact Assessment Sub-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; and
- to advise the Chair of the LDMG on relevant public health matters and needs during the course of disaster management operations.

Support Agencies

Gladstone Regional Council is supported in this plan by Queensland Health.

Context and Assumptions

A major event may cause significant disruption to the community and pose a range of risks to public health.

Water supplies, sewage treatment, refuse disposal, power supplies and access to food may be compromised. There may be an increased risk of disease. Public health issues may continue for some time after the event.

The Environmental Health section, Gladstone Regional Council is responsible for the development and implementation of public health policy in the area in association with Queensland Health.

The Environmental Health section, Gladstone Regional Council will be supported by other departments of Council in the execution of this plan.

The standard reference handbook on emergency public health response is the Environmental Health Australia (EHA) Public Health Disaster Response Handbook.

Safety of Food Supplies:

Responsibilities of Council's Environmental Health Section (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 the provision of public health advice (see General Advice on Public Health Matters in this of Plan);

Reference material:

- Food Premises Proforma (EHA Public Health Disaster Response Handbook);

Safety of Water Supplies:

Comments:

- water supply impacts on food safety and sanitation issues, therefore, liaison between the Environmental Health Section and the Water and Sewerage Branch of Council is essential;
- ongoing liaison with the Council's Water and Sewerage Branch 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 Hospitals and for QFRS fire fighting purposes;
- subject to feedback from the Council's Water and Sewerage Branch regarding safety of reticulated supplies, the Environmental Health Section, 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, eg 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 Environmental Health Section (in association with appropriate officers of Council and Government Departments) include the following:

- to liaise with officers of the Council's Water and Sewerage Branch on the status of repairs to water reticulation infrastructure;
- to liaise with officers of the Water and Sewerage Branch to ensure water supply to essential services, eg 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 Plan);

Refer to the "Distribution of Drinking Water" arrangements detailed at the end of this document.

Reference material

- Procedures or Emergency Water Treatment (EHA Public Health Disaster Response Handbook);

Safe Sewerage and Waste Water Disposal

Comments:

- these functions would primarily involve the servicing of emergency shelter;
- the Environmental Health Officers (EHOs)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 Water and Sewerage Branch would 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 Council's area 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 also involving the Department Environment & Heritage Protection (DEHP)

Responsibilities of Council's Environmental Health Section (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 ups of major sewage spills and inundations;
- to locate, inspect and provide guidance for maintaining septic tanks (including desludging) and other relevant on-site sewerage facilities;
- In liaison with Council's Water and Sewerage 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 of Plan);

Reference material:

- Alternative Methods of Sewage Disposal (EHA Public Health Disaster Response Handbook);

Safe Solid Waste – Refuse Disposal

Comments:

- the Council's Manager Waste Services or his/her delegate shall establish co-ordination arrangements with Council's waste collection contractors JJ Richards and arrange for a waste collection service;
- depending on its capabilities, the collection contractor could service this function and Council's Manager Waste Services, would oversee the service being provided;.
- Council's landfill sites and waste transfer stations 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, Council's Manager Waste Services 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 Council's Manager Waste Services, 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 Council's collection contractor through Council's Manager Waste Services;

Responsibilities of Council's Waste Services Department (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 in liaison with the DEHP, 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, ice;

- 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 (EHA Public Health Disaster Response Handbook).

Safe Hazardous Material Disposal

Comments:

- refer to the State of Queensland Multi Agency Response Plan to chemical, biological, radiological incidents and supporting functional plans;

- Council's Manager Waste Services in particular shall liaise with the Department of Environment & Heritage Protection (DEHP) and Queensland Fire and Rescue Service (QFRS) who may in turn liaise with the Hazardous Industries & Chemicals Branch (HICB) 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 in the event of particular bio-hazards;

- the greatest potential role for Waste Services 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. Waste Services could be involved in making direct contact with companies as far as opportunities permit in addition to arranging relevant communication through the media (via Council's Media and Promotions Department). Similar information could also be conveyed in regard to domestic storages;

- relevant databases held by Council, Division of WH&S, DEHP and QFRS would be vital intelligence for any response;

Responsibilities of Council's Waste Services Department (in association with appropriate officers of Council and Government Departments) include the following:

- to liaise and assist with HICB, DEHP and QH-BSPHU on the safe disposal of hazardous materials including wastes (eg, 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 Plan);

Vermin and Vector Control

Comments:

- the Environmental Health Section or delegate shall arrange for vector control teams to be assembled and tasked;

- Officers of Gladstone Regional Council's Vector Control section 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 Environmental Health Section (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 undertake fogging of areas to control mosquitoes and midges;

- 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 Environmental Health Section or delegate shall in conjunction with Council's animal control officer negotiate with its waste collection contractors to collect dead animals;
- servicing of the contract in this regard would be overseen by Council's Manager Waste Services;

Responsibilities of Council's Environmental Health Section (in association with appropriate officers of Council and Government Departments) include the following:

- to supervise Council's contractor(s) to collect 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 Management Group support to DPI in the event of an outbreak of Emergency Animal Disease in Queensland.

Impounding of Animals

- the Environmental Health Section or delegate shall with Council's animal control officer establish animal impounding teams. Council's animal refuge will be the first option as an impounding area. Alternative sites include the showgrounds at 70 Tank Street, Gladstone. Advice and assistance may need to be sought from the DPI&F, RSPCA, local veterinarians and any reputable private animal shelters and handlers;

Responsibilities of Council's Environmental Health Section (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 Environmental Health Section 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 (through the DDMG) may be requested for assistance;

Responsibilities of Council's Environmental Health Section (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, ie, cool rooms, mobile refrigeration units.

Infectious Disease Control:

Comments:

- the Environmental Health Section or delegate and the Health Medical Officer shall liaise closely with Queensland Health over the requisite public health response;
- should emergency immunisation or provision of immunoglobulin be deemed appropriate, QH shall be set up to source supplies and administer programs accordingly. The Director of Environmental Health Services (QH_PHU) would initially liaise with the QH Public Health Medical Officer;
- the Environmental Health Section or delegate shall collaborate with QH-BSPHU in regard to disease outbreak control. Emergency evacuation centres shall be monitored for any noticeable trends;
- the Environmental Health Section or delegate shall collaborate with QH-PHU and the Marketing and Communications Manager regarding giving public health advise to the public.
- liaison with DEHP, QH-PHU and Council's Manager Waste Services, in regard to infectious waste collection and disposal shall be a priority, particularly if Gladstone Hospital is affected by the disaster;
- teams 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 Environmental Health Section (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 delineate 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 (EHA Public Health Disaster Response Handbook).
- Queensland Health Food-Borne Illness Outbreak Management Guidelines;
- Communicable Diseases Control Manual;

- Control Of Communicable Diseases Protocol Manual;
- State Of Queensland Multi-Agency Response Plan to Chemical, Biological, Radiological, Incidents and Supporting Functional Plans; and

General Advice on Public Health Matters

Comments:

Council shall ensure:

- the co-ordinated provision of accurate, timely and consistent information to affected individuals and families, including those 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 (eg, those stocks with Council, medical clinics and private hospitals);
- immunisation needs including any emergency clinics provided;
- sanitation techniques;
- clean up and disposal of debris and refuse;
- spoilt, unwholesome and 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 (eg, 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 Council's Media and Promotions Department and co-ordinated through the LDMG.
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 Environmental Health Section (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 (EHA Public Health Disaster Response Handbook);
- Flood Damaged Buildings Proforma (EHA Public Health Disaster Response Handbook);

Attachments

A: Guidelines for Managing Public Health Risks in an Emergency
B: Checklist for Public Health Risks in a Disaster
C: Emergency Evacuation Centres – Public Health Issues
D: Guidelines for Activating and Managing Public Health Services at Emergency Evacuation Centres
E: Guidelines for the Management and Control of Food Safety at Emergency Evacuation Centres
F: Checklist of Public Health Responsibilities in an Emergency Evacuation Centre
G: Distribution of Drinking Water

Gladstone Regional Council
D.3.9

Supporting Plan #9

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT A

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 Environmental Health Section should liaise with Council's water and sewerage branch 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 branch 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 Environmental Health Section may assist by:

- determining community requirements. Minimum quantities of water *for all purposes*[1] 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[2], you will need:

4% available chlorine (White King/household bleach)	125mL or 125g
12.5% available chlorine (liquid swimming pool or dairy factory chlorine)	40mL or 40g
70% available chlorine (granular swimming pool chlorine).	8mL or 8g

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 Branch for advice regarding boiling water, or other treatment methods.

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[1] NOTE: The drinking part of this allowance (4 litres) must be increased in hot conditions, or where heavy work is being done.
[2] 25mL/mg = 1oz/1fl oz.

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT A

Supporting Plan #9

Gladstone Regional Council
D.3.9

Distribute information and advice to the community

The Environmental Health Section 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 rehabilitation. *(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 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.

Gladstone Regional Council
D.3.9

Supporting Plan #9

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT A

Toilet facilities

The number 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.

	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)

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 Water and Sewerage Branch 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 Water and Sewerage Branch 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.

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT A

Supporting Plan #9

Gladstone Regional Council
D.3.9

The Waste Services Department 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 Waste Services Department may need to advise 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 regarding the disposal of dead stock;

The Waste Services Department 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;

Gladstone Regional Council
D.3.9

Supporting Plan #9

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT A

- 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 Environmental Health Section may be asked for advice on temporary mortuary facilities *eg* cool-stores, mobile refrigeration units.

Disposal of Dead Stock/animals

The Environmental Health Section 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 relevant government agencies.

Table 3. Communicable Diseases of Public Health Importance

DISEASE	DISASTER POTENTIAL	PUBLIC HEALTH MEASURES
WATER AND FOOD-BORNE DISEASES		
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)
PERSON-TO-PERSON SPREAD		

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT A
Supporting Plan #9
Gladstone Regional Council
D.3.9

DISEASE	DISASTER POTENTIAL	PUBLIC HEALTH MEASURES
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
RESPIRATORY SPREAD		
Measles	Introduction of measles to susceptible persons	Adequate levels of immunisation before the disaster
Whooping cough	Overcrowding	Reduce crowding Disease surveillance in clinics and community
Diphtheria	Overcrowding	
Influenza	Overcrowding	Isolation of index cases
VECTOR-BORNE DISEASES		
Louse born typhus	Unhygienic conditions, overcrowding	Disinfection
Plague	Inappropriate rodent control	Vermin control
Australia arbo encephalitis	Availability of water sites for mosquito breeding	Vector control Disease surveillance
WOUND COMPLICATIONS		
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 de-contamination 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.

Gladstone Regional Council
D.3.9

Supporting Plan #9

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT A

Chlorine concentrations required for disinfection can be obtained from QH-BSPHU.

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;

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT A

Supporting Plan #9

Gladstone Regional Council
D.3.9

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Gladstone Regional Council
D.3.9
Supporting Plan #9
Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT B

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:
- ❑ tank
- ❑ bore
- ❑ stream
- ❑ reticulated/mains
  responsible authority: _____
  contact details: _____

Comments:
_____
_____
_____

Issues to consider – refer to and implement relevant SOPs:
- ❑ contaminated private water supplies
- ❑ water sampling
- ❑ provisions of information on water treatment
- ❑ provision of alternative water supply (responsibility of Water Authority)
- ❑ inspection of water cartage vehicles (refer to list of water carters)
- ❑ list of suppliers of bottle water
- ❑ hygienic storage of water

Comments:
_____
_____
_____
_____
_____
_____

FOOD and FOOD RELATED ISSUES

Issues to consider – refer to and implement relevant SOPs:
- ❑ food premises affected by emergency
- ❑ emergency catering at:
  - ▪ emergency relief venues
  - ▪ for emergency workers
- ❑ donated food
- ❑ private homes
- ❑ distribution of information on issues such as:
  - ▪ food safety during/following power failure
  - ▪ protecting food from contamination
  - ▪ disposal of spoilt food
  - ▪ clean up procedures

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 DEHP)
- cleaning
- are any records being kept?

Comments:

_____
_____
_____
_____

WASTE WATER TREATMENT

Liaise with the DEHP regarding wastewater disposal strategies and to ensure appropriate type of system.

Name of DEHP representative? _____
Contact details _____

Gladstone Regional Council
D.3.9

Supporting Plan #9

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT B

Evaluate the use of existing septic tank systems
- ❑ treatment plants
- ❑ plumbing fixtures
- ❑ damage to pipe works

- ❑ disposal area
- ❑ damage to existing fibreglass systems
- ❑ availability of reticulated water

Comments:
_____
_____
_____
_____
_____

Is community information required? Distribute information on:
- ❑ living in caravans on private property during rebuilding
- ❑ de-sludging and maintenance

- ❑ protecting septic tank systems from damage by demolition machinery

Other information required:
_____
_____
_____

REFUSE COLLECTION and DISPOSAL

Issues to consider – Liaise with municipal engineer and DEHP regarding waste management requirements
- ❑ siting of bins and services in community and relief venues
- ❑ concerns/complaints
- ❑ commercial premises requirements

- ❑ providing domestic bins and services
- ❑ damaged or destroyed bins
- ❑ keeping of records
- ❑ alternative disposal sites

Comments:
_____
_____
_____
_____
_____
_____

Dead animals or stock? _____**Yes/no/not applicable**
Liaise with the municipal rangers
Liaise with DPI for disposal methods
_____
_____

Is community information required? Distribute information on:
- ❑ storage and separation of waste prior to collection
- ❑ disposal of spoilt and damaged food

- ❑ location and use of additional bins and services provided throughout the emergency affected area

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT B

Supporting Plan #9

Gladstone Regional Council
D.3.9

Other information required:

_____
_____
_____

VERMIN and VECTOR CONTROL

Monitor and control breeding and harbourage of vermin and vectors in areas of concern:

- ❑ food preparation and storage areas
- ❑ refuse collection areas
- ❑ sanitary depots
- ❑ damaged/destroyed poultry sheds, piggeries and abattoirs

- ❑ damaged food premises, domestic premises
- ❑ dead stock/animals
- ❑ burst sewerage and water pipes
- ❑ damaged septic tank systems

Actions:

_____
_____
_____
_____
_____
_____
_____

Coordinate pest control services:

Pest controller: _____

Contact details:_____

Is community information required? Distribute information on:

- ❑ vector control
- ❑ personal protection

- ❑ waste management and vermin control

Other information required:

_____
_____
_____

INFECTIOUS DISEASE CONTROL

Potential for infectious diseases: **yes/no**

_____
_____
_____

Any concerns regarding infectious disease outbreaks to be notified to QH-BSPHU. Investigate any possible outbreaks in accordance with (QH-BSPHU) guidelines.

Officer responsible:_____

Documentation kept?

Gladstone Regional Council
D.3.9

Supporting Plan #9

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT B

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
- ❑ commercial premises
- ❑ public swimming pool, spas etc

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: _____
  _____

Local Disaster Management Plan   Gladstone Regional Council
PUBLIC HEALTH   Supporting Plan #9   D.3.9
ATTACHMENT B

❑ **Erection of signs and public notices** _____

_____

❑ **Distribution of information and advice to the community** _____

_____

General Notes

_____
_____
_____
_____
_____
_____
_____
_____

ENVIRONMENTAL HEALTH OFFICER _____

Date: _____ **Time:** _____

Gladstone Regional Council
D.3.9

Supporting Plan #9

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT C

EMERGENCY EVACUATION CENTRE - PUBLIC HEALTH ISSUES

Procedure

Assessment of emergency relief centres should be undertaken prior to an emergency.

Identification and inspection of venues

The Environmental Health Section will liaise with the Council building surveyor or agent, the Council Disaster Management Officer, and the LDMG to:

- review BSLP 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;

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT C

Supporting Plan #9

Gladstone Regional Council
D.3.9

- 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 Environmental Health Section. 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 BSLP.
The following outcomes of the assessment will be reported:

- name of centre;
- address (may be rural address or RMB);
- "findaSTREET" reference and/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 Environmental Health Section and other Council officers.

Annual review

The Environmental Health Section in conjunction with the Council Disaster Management Officer 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 sub-Plan if applicable) will be updated as required.

Gladstone Regional Council
D.3.9

Supporting Plan #9

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT C

Emergency Evacuation Centre Venue Inspection Pro Forma

Name and address of venue: _____

_____

"findaSTREET" 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: ___/___/___

If a septic tank system, does the tank need de-sludging?   yes/ no

Date of last de-sludging   ___/___/___

Gladstone Regional Council
D.3.9

Supporting Plan #9

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT D

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.

Gladstone Regional Council is responsible for the provision and operation of emergency evacuation centres.

Briefing

In most instances, the Environmental Health Section will be notified and briefed on the opening of an emergency evacuation centre by the Executive Officer of the LDMG.

The Environmental Health Section 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 Environmental Health Section will introduce themselves to key emergency personnel and the emergency evacuation centre manager.

It may be appropriate for the Environmental Health Section 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;

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT D

Supporting Plan #9

Gladstone Regional Council
D.3.9

- 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 Environmental Health Section will liaise with the Council's Disaster Management Officer and the 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 Council's Disaster Management Officer, with advice on any precautions that will be enforced.

The Environmental Health Section, in consultation with the Council's Disaster Management Officer, will arrange for any necessary actions to address public health concerns.

Gladstone Regional Council
D.3.9

Supporting Plan #9

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT E

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 Environmental Health Section 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 Environmental Health Section should liaise with the Media Liaison officer (Council' Media and Promotions Department) 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.

Gladstone Regional Council
D.3.9

Supporting Plan #9

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT F

CHECKLIST OF PUBLIC HEALTH RESPONSIBILITIES IN AN EMERGENCY EVACUATION CENTRE

Name of venue: _____

Address of venue: _____

Date: _____ Time: _____

Contact: _____

FOOD

Catering

- ❑ Temperatures
- ❑ Storage
- ❑ Hand washing facilities

- ❑ Food Handling
- ❑ Cleaning and Sanitising
- ❑ Registered food supplier

Comments:

_____
_____
_____
_____
_____
_____

Donated foods

- ❑ Inspection
- ❑ Storage

- ❑ Acceptance
- ❑ Disposal

Comments:

_____
_____
_____

WATER

Is there an operational potable water supply to the property?   **yes/no**

What is the source of water supply:

- ❑ reticulated/mains
- ❑ tank

- ❑ bore
- ❑ stream

Does the water require any treatment?

_____
_____

Is the supply adequate for:

- ❑ drinking
- ❑ cooking
- ❑ sanitation

Comments:

_____
_____

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT F

Supporting Plan #9

Gladstone Regional Council
D.3.9

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		XXXXXXXX XXXXXX			

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**
_____
_____

Gladstone Regional Council
D.3.9

Supporting Plan #9

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT F

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: _____

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT F

Supporting Plan #9

Gladstone Regional Council
D.3.9

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Gladstone Regional Council
D.3.9

Supporting Plan #9

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT G

DISTRIBUTION OF DRINKING WATER

Aim

To co-ordinate the activation of a step-by-step process to isolate contaminated drinking water and deliver bottled water to shire residents and other premises.

Scope

This planning arrangement relates to the supply and distribution of bottled drinking water to residential, government, commercial and industrial premises within the shire should the mains water supply, reservoirs or catchment areas be contaminated and unsafe.

Potential Areas of Operation

The following locations would be used as pick up points for the supply of bottled water:-

(a) Gladstone Regional Council Depots/Facilities:
   a. Lyons Street, Gladstone
   b. Calliope
   c. Miriam Vale
   d. Mount Larcom
   e. Agnes Water

(b) Gladstone Council Offices:
   a. Goondoon Street, Gladstone
   b. Don Cameron Drive, Calliope
   c. Roe Street, Miriam Vale

Bottled water will be supplied to the following:

- Hospitals, Nursing Homes/Aged Car Centres and Respite Centres
- Pre-schools, Kindergartens, Primary Schools, Secondary Schools
- Child Care Centres

Summary

Although the Water Treatment Plant can generally be protected from any interference, Councils reservoirs and water mains remain at risk. Should contamination of Council's water supply be confirmed, staff will initiate the provision of bottled water.

Each household within the Gladstone Region shall be provided with bottled water until the water supply within water mains, reservoirs and water catchments is made safe.

Supply to be based on an average of two people per household and allocating two litres per person per day .

Legislation provides exemptions for a Local Government to enter into a contract without complying with the requirements of seeking tenders, quotations and advertising.

Local Disaster Management Plan
PUBLIC HEALTH
ATTACHMENT G

Supporting Plan #9

Gladstone Regional Council
D.3.9

IF CONTAMINATION OF COUNCIL'S WATER SUPPLY IS CONFIRMED ISSUING CONTROL AUTHORITY IS GLADSTONE REGIONAL COUNCIL PH: (07) 4970 0700

Activation

The Chief Executive Officer or his delegate is responsible for the Plan and is authorised to activate the measures proposed herein.

Step 1

The Chief Executive Officer to inform:

- Water Engineer
- Water Operations Manager
- Executive Officer LDMG
- Chair LDMG

Step 2

The Water Engineer and Water Operations Manager are to investigate and isolate the contamination where possible.

Step 3

- LDC to contact the selected emergency response team and LDMG
- Alert Police at Gladstone
- Alert QFRS at Gladstone
- Alert QAS at Gladstone
- Alert SES at Gladstone
- Works Superintendent
- Contact Bottled Water Supplier

   (explain situation and allocated major bottled water pick up points)

Step 4

Mayor or delegate issue Media Release which contains details of the situation and is to identify allocated major bottle water pick up points.

Step 5

Works Superintendent to organise Council major pickup points, supply delivery vehicles and staff if possible to help with bottled water delivery.

Works Superintendent to organise major deliveries, explaining the situation, identifying major pick up points and organising security for protection if required.

All communications and progress reports to be relayed to LDC who shall keep the Mayor & CEO informed.

Supporting Plan #10

PUBLIC INFORMATION AND WARNINGS

Purpose

1.   To provide public education programs prior to an event.

2.   To provide for the effective collection, monitoring, management and dissemination of accurate, useful and timely information to the public during disasters.

Functional Responsibility

Gladstone Regional Council has a functional responsibility for dissemination of Public Information and to provide Education and Warnings on disasters.

This process acknowledges the role of other agencies such as Emergency Management Queensland, Emergency Management Australia and the Bureau of Meteorology in also providing such information and warnings.

Context and Assumptions

Public Awareness and Education Programs regarding natural and manmade disasters shall be provided to the community by the Gladstone Regional Council, possibly in conjunction with other agencies.

Public information and warnings shall be given to the public in relation to a current event and shall include information about the event and any actions recommended.

Broadcast radio shall be the primary vehicle for public information in most events.

Warnings may emanate from different sources, dependant on the event.

Introduction

This plan provides the guidelines for the public awareness and education programs undertaken by the LDMG and also sets out the process and procedures for issuing warnings and providing advice, before, during and after an event.

Other Agencies

Other agencies involved in the provision of public information and warnings are as follows:

- Electronic media
- Print media
- Community Organisations
- Emergency Management Queensland
- Bureau of Meteorology
- Maritime Safety Queensland
- Industry

Public Awareness Programs

The Gladstone Regional Council provides long-term public education efforts related to hazard awareness, family protection planning and emergency self-help. The public awareness programs of other agencies are also supported by Council as appropriate.

Resources and mediums of communication include:

- QFRS Bushfire Awareness Program
- EMA Disaster Awareness and Education Resource Kit
- BoM weather warnings
- SES Activities
- Brochures displayed and available in Council offices and libraries
- EMQ presentations
- Articles in local newspapers and Council Newsletters
- Gladstone Regional Council web site and media releases
- Presentations to vulnerable communities, schools and retirement villages

Authorisation of Release of Warnings

The issuing of warnings on disaster related matters to the public shall be authorised by the Chair of the LDMG after liaison with the Local Disaster Coordinator and the Officer in Charge of the lead agency. The Media Liaison Officer will be responsible for the actual release of the warning.

When the DDMG has been activated all release of public information shall be in consultation with the DDC.

Media Liaison Officer | Media Management

Staff from the Gladstone Regional Council community relations section will fulfil the role of Media Liaison Officer for the LDMG. These officers will develop an appropriate media management plan for the event in consultation with the LDMG Executive.

Warnings

Flood warning systems for various waterways, including the Calliope and Boyne Rivers, are linked to the Bureau of Meteorology and included in their warning system for the Gladstone Region.

Refer also to *Attachment A – Systems of Education and Warning* and Attachment B - *Scripted Warning and Alert Messages.*

Method of Release of Warnings and Advices

The following are the various methods used to provide information and warnings to the community:

- If warranted, the use of the Emergency Alert system;
- ABC and other local radio stations
- The Gladstone Observer and other local newspapers
- Email
- Mail drops
- Door knocking
- Notice boards in Gladstone Regional Council buildings

- Multi-lingual releases are not considered to be required as the City's demographics indicate that the majority of the community have a good command of the English language
- Gladstone Regional Council Customer Service Centres
- Gladstone Regional Council web site
- Social Media

Information to be Released

The information to be released to the public shall contain all or some of the following:

- Nature of the disaster
- Area affected by the disaster
- Number of people involved
- Continuing hazards
- Environmental impact
- Possible economic impact
- Agencies involved in response
- Scope of agency involvement and activity
- Extent of estimated public and private damages
- 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

Regular bulletins

Regular bulletins shall be issued to the community, disseminating emergency instructions and protective actions to the public and shall be timed to coincide with electronic media deadlines, unless specific urgent warnings are to be issued.

Rumour Control

Coordination of public information by the LDMG is aimed at avoiding panic, fear and confusion resulting from rumours and hearsay.

ALL press releases are to be issued by the Mayor (Chair) or LDC through the Media Liaison Officer.

Documentation

ALL media releases must be filed with the LDCC archives.

Types and Sources

Warnings to the community are of different types and from different sources such as:

- Meteorological Warnings (flood, storm, cyclone and storm surge) – Bureau of Meteorology
- Hazardous Material Incident – QPS or QFRS
- Public Health Warnings (Queensland Health or Gladstone Regional Council)
- Geo-technical warnings (Geoscience Australia)

Target Recipients
- Members of the community
- Members of the LDMG

Special Needs Recipients

Consideration is to be given to the different recipients of warning and advice:

- Schools, pre-schools, day care centres
- Hospitals, hospices, nursing homes
- Hearing impaired
- Tourists to the area
- People in transit (on public transport, walking, etc)
- Non-English speaking persons

Distribution

Refer to contact list of all media outlets in the area:

- List is to include after hours contacts
- 24 hour capability of radio stations via local arrangements

This contact list is incorporated within Council's disaster management software as well a securely kept hardcopy lists within the Community Relations section of Council.

Method of Contact

The following are the methods of contact that may be used:

- Telephone
- Mobile telephone and SMS systems
- The Gladstone Observer
- Facsimile
- Email
- Internet web sites
- Radio stations FM 90.3, 91.9, 92.7, 96.1, 104.9, 106.5
- TV stations ABC, Ch7, WIN Ch 9 and Southern Cross Ch 10
- Emergency Services public address vehicles
- House to house
- Roadside electronic billboards
- Roadside changeable signs

Warning Content Should Contain the Following Information
- Official source of information
- Brief and concise
- Non-technical language
- Nature of the emergency/disaster
- Area expected to be affected by the emergency/disaster
- Anticipated lead time
- Probability of event occurring
- Safety instructions – protective action
- Time of next warning/update
- Must be designed to promote and encourage action
- Pre-formatted warnings may be developed and included in various planning sections or Standard Operating Procedures.

Attachment A
SYSTEMS OF EDUCATION AND WARNINGS

System 1 – Educating the Community.

In conjunction with the SES, Rural Fires and other Emergency Service providers, Council may conduct public meetings or provide information through the media advising and reminding the community of actions to be taken prior to, during and after a disaster event. This information may include what to do in the event of an evacuation, what to take and where to go. It may also include details of how residents can assist themselves or neighbours prior to, during or after a disaster.

System 2 – Informing the Community of the Event and the Status of the Event.

The Mayor informs the community using all available media methods, providing relevant information about the event having been briefed by the Local Disaster Coordinator LDMG. Media releases will be in accordance with the plan and generally occur at 10am and 4pm daily or at other times as required. The Mayor may include information that identifies where the community can obtain assistance or support from all sections of Government, prior to during and after a Disaster.

System 3 – After a Disaster

In the days and weeks after a disaster event the community shall be advised of where they can seek assistance in a range of matters. This may include accessing emergency funding, accommodation or medical assistance.

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Attachment B
SCRIPTED WARNING AND ALERT MESSAGES

Message Type	Severity	Voice Message	Text Message
Cyclone	Warning	Emergency Emergency. This is a Cyclone Warning from the **Gladstone Local Disaster Management Group**. The Gladstone Region is likely to be affected by Tropical Cyclone **//NAME//.** Very destructive winds are likely in **//NUMBER//** hours-**OR** from **//TIME//**. You should warn neighbours, secure belongings and seek safe shelter. For more information listen to local radio, or visit www.disaster.qld.gov.au. For cyclone damage assistance contact the State Emergency Service on 132 500	Cyclone Warning-Gladstone Region -Destructive wind likely in **//xx// hours - OR at //TIME// -**Warn others**.** Seek shelter-Radio or www.disaster.qld.gov.au for info
Cyclone	Watch and Act	This is a Cyclone Watch and Act message from the **Gladstone Local Disaster Management Group**. The Gladstone Region is likely to be affected by Tropical Cyclone **//NAME//.** Destructive winds are likely in **//NUMBER//** hours-**OR** from **//TIME//**. You should warn neighbours, secure belongings and seek safe shelter. For more information listen to local radio, or visit www.disaster.qld.gov.au. For cyclone damage assistance contact the State Emergency Service on 132 500	Cyclone Watch and Act Message- Gladstone Region -Destructive wind likely in **//xx// hours - OR at //TIME// -** Warn others**.** Seek shelter-Radio or www.disaster.qld.gov.au for info
Cyclone	Advice	This is a Cyclone Advice from the **Gladstone Local Disaster Management Group**. The Gladstone Region may be affected by Tropical Cyclone **//NAME//.** Destructive winds are likely in **//NUMBER//** hours-**OR** from **//TIME//**. You should warn neighbours, secure belongings and seek safe shelter. For more information listen to local radio, or visit www.disaster.qld.gov.au. For cyclone damage assistance contact the State Emergency Service on 132 500	Cyclone Watch and Act Message- Gladstone Region -Destructive wind likely in **//xx// hours - OR at //TIME// -** Warn others**.** Seek shelter-Radio or www.disaster.qld.gov.au for info
Storm Tide	Warning	Emergency Emergency. This is a Storm Tide Warning from the **Gladstone Local Disaster Management Group**. The Gladstone Region Storm Tide Zone 1 and 2 is likely to be affected by a very dangerous Storm Tide caused by Cyclone **//NAME//** in **//NUMBER//** hours-**OR at //TIMEandDAY//**. You should warn neighbours, secure belongings and seek safe shelter. For more information listen to local radio, or visit www.disaster.qld.gov.au	Storm Tide Warning-Gladstone Region Storm Tide Zone 1 and 2-Dangerous Storm Tide likely in **//xx// hours - OR at //TIME//-**Seek shelter- for info use radio or www.disaster.qld.gov.au

Message Type	Severity	Voice Message	Text Message
Storm Tide	Warning	Emergency Emergency. This is a Storm Tide Warning from the **Gladstone Local Disaster Management Group**. The Gladstone Region Storm Tide Zone 3 and 4 is likely to be affected by a very dangerous Storm Tide caused by Cyclone **//NAME//** in **//NUMBER//** hours-**OR at //TIMEandDAY//**. You should warn neighbours, secure belongings and seek safe shelter. For more information listen to local radio, or visit www.disaster.qld.gov.au	Storm Tide Warning- Gladstone Region Storm Tide Zone 3 and 4- Dangerous Storm Tide likely in **//xx//** hours - OR at **//TIME//-**Seek shelter- for info use radio or www.disaster.qld.gov.au
Storm Tide	Warning	Emergency Emergency. This is a Storm Tide Warning from the **Gladstone Local Disaster Management Group**. The Gladstone Region Storm Tide Zone 5 and 6 is likely to be affected by a very dangerous Storm Tide caused by Cyclone **//NAME//** in **//NUMBER//** hours-**OR at //TIMEandDAY//**. You should warn neighbours, secure belongings and seek safe shelter. For more information listen to local radio, or visit www.disaster.qld.gov.au	Storm Tide Warning- Gladstone Region Storm Tide Zone 5 and 6- Dangerous Storm Tide likely in **//xx//** hours - OR at **//TIME//-**Seek shelter- for info use radio or www.disaster.qld.gov.au
Storm Tide	Watch and Act	This is a Storm Tide Watch and Act message from the **Gladstone Local Disaster Management Group**. The Gladstone Region Storm Tide Zone 1 and 2 is likely to be affected by a very dangerous Storm Tide caused by Cyclone **//NAME//** in **//NUMBER//** hours-**OR at //TIMEandDAY//**. You should warn neighbours, secure belongings and seek safe shelter. For more information listen to local radio, or visit www.disaster.qld.gov.au	Storm Tide Watch and Act message- Gladstone Region Storm Tide Zone 1 and 2-Dangerous Storm Tide likely in **//xx// hours - OR at //TIME//-**Seek shelter- for info use radio or www.disaster.qld.gov.au
Storm Tide	Watch and Act	This is a Storm Tide Watch and Act message from the **Gladstone Local Disaster Management Group**. The Gladstone Region Storm Tide Zone 3 and 4 is likely to be affected by a very dangerous Storm Tide caused by Cyclone **//NAME//** in **//NUMBER//** hours-**OR at //TIMEandDAY//**. You should warn neighbours, secure belongings and seek safe shelter. For more information listen to local radio, or visit www.disaster.qld.gov.au	Storm Tide Watch and Act message- Gladstone Region Storm Tide Zone 3 and 4-Dangerous Storm Tide likely in **//xx// hours - OR at //TIME//-**Seek shelter- for info use radio or www.disaster.qld.gov.au
Storm Tide	Watch and Act	This is a Storm Tide Watch and Act message from the **Gladstone Local Disaster Management Group**. The Gladstone Region Storm Tide Zone 5 and 6 is likely to be affected by a very dangerous Storm Tide caused by Cyclone **//NAME//** in **//NUMBER//** hours-**OR a**t **//TIMEandDAY//**. You should warn neighbours, secure belongings and seek safe shelter. For more information listen to local radio, or visit www.disaster.qld.gov.au	Storm Tide Watch and Act message- Gladstone Region Storm Tide Zone 5 and 6-Dangerous Storm Tide likely in **//xx// hours - OR at //TIME//-**Seek shelter- for info use radio or www.disaster.qld.gov.au

Message Type	Severity	Voice Message	Text Message
Storm Tide	Advice	This is a Storm Tide Advice from the **Gladstone Local Disaster Management Group**. The Gladstone Region Storm Tide Zone 1 and 2 may be affected by a dangerous Storm Tide caused by Cyclone **//NAME//** in **//NUMBER//** hours-**OR at //TIMEandDAY//**. You should warn neighbours, secure belongings and seek safe shelter. For more information listen to local radio, or visit www.disaster.qld.gov.au	Storm Tide Advice-Gladstone Region Storm Tide Zone 1 and 2-Dangerous Storm Tide possible in **//xx//** hours - **OR at //TIME//-**Seek shelter- for info use radio or www.disaster.qld.gov.au
Storm Tide	Advice	This is a Storm Tide Advice from the **Gladstone Local Disaster Management Group**. The Gladstone Region Storm Tide Zone 3 and 4 may be affected by a dangerous Storm Tide caused by Cyclone **//NAME//** in **//NUMBER//** hours-**OR a**t **//TIMEandDAY//**. You should warn neighbours, secure belongings and seek safe shelter. For more information listen to local radio, or visit www.disaster.qld.gov.au	Storm Tide Advice-Gladstone Region Storm Tide Zone 3 and 4-Dangerous Storm Tide possible in **//xx// hours - OR at //TIME//-**Seek shelter- for info use radio or www.disaster.qld.gov.au
Storm Tide	Advice	This is a Storm Tide Advice from the **Gladstone Local Disaster Management Group**. The Gladstone Region Storm Tide Zone 5 and 6 may be affected by a dangerous Storm Tide caused by Cyclone **//NAME//** in **//NUMBER//** hours-**OR at //TIMEandDAY//**. You should warn neighbours, secure belongings and seek safe shelter. For more information listen to local radio, or visit www.disaster.qld.gov.au	Storm Tide Advice-Gladstone Region Storm Tide Zone 5 and 6-Dangerous Storm Tide possible in **//xx// hours - OR at //TIME//-**Seek shelter- for info use radio or www.disaster.qld.gov.au
Flood	Warning	Emergency Emergency. This is a Flood Warning from the **Gladstone Local Disaster Management Group**. The **//NAME//** River affecting **//PLACE//** is expected to peak causing major flooding at //**TIME//**. Properties in this area are likely to experience //**EXTERNAL/INTERNAL//** flooding. You should warn neighbours, secure belongings and move to higher ground now. For more information listen to local radio, or visit www.disaster.qld.gov.au. For flood assistance contact the State Emergency Service on 132 500	Flood Warning for **//NAME//** River affecting **//PLACE//**- Major Flood at **//TIME// -**Warn others-Leave area NOW or seek higher ground-Listen to radio
Flood	Watch and Act	This is a Flood Watch and Act message from the **Gladstone Local Disaster Management Group**. The **//NAME//** River affecting **//PLACE//** is expected to peak causing major flooding in //**XX//** hours. Properties in this area are likely to experience //**EXTERNAL/INTERNAL//** flooding. You should warn neighbours, secure belongings and move to higher ground now. For more information listen to local radio, or visit www.disaster.qld.gov.au. For flood assistance contact the State Emergency Service on 132 500	Flood Watch&Act message for **//NAME//** River affecting **//PLACE//**- Major Flood at **//TIME// -**Warn others-Leave area NOW or seek higher ground-Listen to radio

Message Type	Severity	Voice Message	Text Message
Flood	Advice	This is a Flood Advice from the **Gladstone Local Disaster Management Group**. The **//NAME//** River affecting **//PLACE//** is expected to peak causing major flooding at //**TIME//**. Properties in this area may experience //**EXTERNAL/INTERNAL//** flooding. You should warn neighbours, secure your belongings and move to higher ground now. For more information listen to local radio, or visit www.disaster.qld.gov.au. For flood assistance contact the State Emergency Service on 132 500	Flood Advice for **//PLACE//**-immediate threat to life/ property**-**Warn others**-**Leave area/ prepare NOW or seek higher ground-Listen to radio
Flash Flood	Warning	Emergency Emergency. This is a Flash Flood Warning from the **Gladstone Local Disaster Management Group**. Areas in the Gladstone Region are likely to experience rapidly rising water levels and property inundation over the next **//XX//** hours, posing an immediate danger to residents. You should warn neighbours, secure belongings and move to higher ground now. For more information listen to local radio, or visit www.disaster.qld.gov.au. For flood assistance contact the State Emergency Service on 132 500	Flash Flood Warning for **//PLACE//-immediate threat to life/property-**Warn others**-**Leave area NOW or seek higher ground-Listen to radio
Flash Flood	Watch and Act	This is a Flash Flood Watch and Act message from the **Gladstone Local Disaster Management Group**. Areas in the Gladstone Region are likely to experience rapidly rising water levels and property inundation over the next **//XX//** hours, posing an immediate danger to residents. You should warn neighbours, secure belongings and move to higher ground now. For more information listen to local radio, or visit www.disaster.qld.gov.au. For flood assistance contact the State Emergency Service on 132 500	Flash Flood Watch & Act message for **//PLACE//-possible threat to life/property-**Warn others**-**Leave area NOW or seek higher ground-Listen to radio
Flash Flood	Advice	This is a Flash Advice from the **Gladstone Local Disaster Management Group**. Areas in the Gladstone Region are likely to experience rapidly rising water levels and possible property inundation over the next **//XX//** hours, posing a possible danger to residents. You should warn neighbours, secure belongings and move to higher ground now. For more information listen to local radio, or visit www.disaster.qld.gov.au. For flood assistance contact the State Emergency Service on 132 500	Flash Flood Advice for **//PLACE//-possible threat to life/property-**Warn others**-**Leave area/prepare NOW or seek higher ground-Listen to radio

Message Type	Severity	Voice Message	Text Message
Tsunami	Warning	Emergency Emergency. This is a Tsunami Warning from the **Gladstone Local Disaster Management Group**. Areas between **//PLACE//** are forecast to experience dangerous and destructive waves around **//TIME//.** You should warn neighbours, move to higher ground immediately, at least ten metres above sea level, or if possible move at least one kilometre away from all beaches and the water's edge of harbors and coastal estuaries. For more information listen to local radio, or visit www.disaster.qld.gov.au	Tsunami Warning for **//PLACE//**-expect destructive waves at **//TIME//-** Warn others-Seek higher ground NOW-Listen to local radio
Tsunami	Watch and Act	This is a Tsunami Watch and Act message from the **Gladstone Local Disaster Management Group**. Areas between **//PLACE//** are forecast to experience dangerous and destructive waves around **//TIME//.** You should warn neighbours, move to higher ground immediately, at least ten metres above sea level, or if possible move at least one kilometre away from all beaches and the water's edge of harbors and coastal estuaries. For more information listen to local radio, or visit www.disaster.qld.gov.au	Tsunami Watch & Act message for **//PLACE//**-expect destructive waves at **//TIME//-** Warn others-Seek higher ground NOW-Listen to local radio
Tsunami	Advice	This is a Tsunami Advice message from the **Gladstone Local Disaster Management Group**. Areas between **//PLACE//** may experience dangerous and destructive waves around //**TIME//.** You should warn neighbours, move to higher ground immediately, at least ten metres above sea level, or if possible move at least one kilometre away from all beaches and the water's edge of harbors and coastal estuaries. For more information listen to local radio, or visit www.disaster.qld.gov.au	Tsunami Advice for **//PLACE//**-possible destructive waves at **//TIME//-** Warn others-Seek higher ground NOW-Listen to local radio
All Purpose	Watch and Act	For more information listen to local radio, or visit www.disaster.qld.gov.au	Listen to local radio
All Purpose	Advice	For more information listen to local radio, or visit www.disaster.qld.gov.au	Listen to local radio
Bushfire	Warning	Emergency Emergency. This is a Bushfire Emergency Warning from the **Gladstone Local Disaster Management Group**. A bushfire is located at **//PLACE//** and is expected to impact the areas of //**SUBURBS//** around //**TIME//.** Residents are strongly advised to seek shelter or leave now if able to. For further information listen to local radio or go to www.disaster.qld.gov.au	Bushfire Emergency Warning from QFRS-**//PLACE//**-Seek shelter now-Check radio or www.disaster.qld.gov.au
Bushfire	Watch and Act	This is a Bushfire Watch and Act message from the **Gladstone Local Disaster Management Group**. A bushfire is located at **//PLACE//** and is expected to impact //**SUBURBS//** around //**TIME//.** Residents are to prepare their property or relocate to a safer area if able. For further information listen to local radio or go to www.disaster.qld.gov.au	Bushfire Watch & Act Message from QFRS-**//PLACE//**-Prepare property or relocate to safer area-Check radio or www.disaster.qld.gov.au

Message Type	Severity	Voice Message	Text Message
Bushfire	Advice	This is a Bushfire Advisory message from the **Gladstone Local Disaster Management Group**. A possible bushfire threat is located at **//PLACE//**. Residents are advised to be aware, stay informed and prepare their property. For further information listen to local radio or go to www.disaster.qld.gov.au	Bushfire Advisory Message from QFRS- **//PLACE//** and surrounding areas-Stay informed-Check radio or www.disaster.qld.gov.au
Chemical Spill	Warning	Emergency Emergency. This is a Chemical Spill Emergency Warning from the **Gladstone Local Disaster Management Group**. A Chemical Incident is located at **//PLACE//** and is expected to impact the areas of **//SUBURBS//** for the next //**TIME//.** Residents are strongly advised to shelter indoors, close windows and doors and turn off air conditioning. For further information listen to local radio or go to www.disaster.qld.gov.au	Chemical Spill Emergency Warning from QFRS- **//PLACE//**- Avoid area- shelter indoors-Close windows doors-Shut off aircon-Check radio or www.disaster.qld.gov.au
Chemical Spill	Watch and Act	This is a Chemical Spill Watch and Act message from the **Gladstone Local Disaster Management Group**. A Chemical incident is located at **//PLACE//** and is expected to impact **//SUBURBS//** for the next //**TIME//** minutes**.** Residents are to stay informed and prepare to relocate to a safer area if instructed. For further information listen to local radio or go to www.disaster.qld.gov.au	Chemical Spill Watch & Act Message from QFRS- **//PLACE//**-Stay informed and prepare for evacuation. Check radio or www.disaster.qld.gov.au
Chemical Spill	Advice	This is a Chemical Spill Advice message from the **Gladstone Local Disaster Management Group**. A chemical incident is located at **//PLACE//**. and is expected to impact the areas of **//SUBURBS//** for the next //**TIME//** minutes**.** Residents are to stay informed. For further information listen to local radio or go to www.disaster.qld.gov.au	Chemical Spill Advice from QFRS- **//PLACE//**- Stay informed-Check radio or www.disaster.qld.gov.au
Smoke or Toxic	Warning	Emergency Emergency. This is a Smoke Plume Emergency Warning from the **Gladstone Local Disaster Management Group**. A Chemical Incident is located at **//PLACE//** and is expected to impact the areas of **//SUBURBS//** for the next //**TIME//.** Residents are strongly advised to shelter indoors, close windows and doors and turn off air conditioning. For further information listen to local radio or go to www.disaster.qld.gov.au	Smoke Plume Emergency Warning from QFRS- **//PLACE//**- Shelter indoors-Close windows doors-Shut off aircon-Check radio or www.disaster.qld.gov.au
Smoke or Toxic	Watch and Act	This is a Smoke Plume Watch and Act message from the **Gladstone Local Disaster Management Group**. A Chemical incident is located at **//PLACE//** and a smoke plume is expected to impact **//SUBURBS//** for the next //**TIME//** minutes**.** Residents are to stay informed and prepare to relocate to a safer area if instructed. For further information listen to local radio or go to www.disaster.qld.gov.au	Smoke Plume Watch & Act Message from QFRS- **//PLACE//**-Stay informed and prepare for evacuation. Check radio or www.disaster.qld.gov.au

Message Type	Severity	Voice Message	Text Message
Smoke or Toxic	Advice	This is a Smoke Plume Advice message from the **Gladstone Local Disaster Management Group**. A chemical incident is located at **//PLACE//** and a smoke plume is expected to impact the areas of **//SUBURBS//** for the next **//TIME//** minutes**.** Residents are to stay informed. For further information listen to local radio or go to www.disaster.qld.gov.au	Smoke Plume Advice from QFRS- **//PLACE//**- Stay informed-Check radio or www.disaster.qld.gov.au
Fire Incident	Warning	Emergency Emergency. This is a **//FireIncident//** Emergency Warning from the **Gladstone Local Disaster Management Group**. A **//FireIncident1//** is located at **//PLACE//** and is expected to impact the areas of **//SUBURBS//** for the next **//TIME//.** Residents are strongly advised to shelter indoors, close windows and doors and turn off air conditioning. For further information listen to local radio or go to www.disaster.qld.gov.au	**//FireIncident//** Emergency Warning from QFRS- **//PLACE//**- Shelter indoors-Close windows doors-Shut off aircon-Check radio or www.disaster.qld.gov.au
Fire Incident	Watch and Act	This is a **//FireIncident//** Watch and Act message from the **Gladstone Local Disaster Management Group**. A **//FireIncident1//** is located at **//PLACE//** and is expected to impact **//SUBURBS//** for the next **//TIME//** minutes**.** Residents are to stay informed and prepare for relocation to a safer area if instructed. For further information listen to local radio or go to www.disaster.qld.gov.au	**//FireIncident//** Watch & Act Message from QFRS- **//PLACE//**-Stay informed and prepare for evacuation. Check radio or www.disaster.qld.gov.au
Fire Incident	Advice	This is a **//FireIncident//** Advice message from the **Gladstone Local Disaster Management Group**. A **//FireIncident1//** is located at **//PLACE//** and is expected to impact the areas of **//SUBURBS//** for the next **//TIME//** minutes**.** Residents are to stay informed. For further information listen to local radio or go to www.disaster.qld.gov.au	**//FireIncident//** Advice from QFRS- **//PLACE//**- Stay informed-Check radio or www.disaster.qld.gov.au

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Supporting Plan #11

PUBLIC WORKS AND ENGINEERING

Purpose

To provide for the continuity of service of essential water and sewerage services, building inspections, road, rail, bridge and marine facility damage assessment and carry out maintenance or repair, demolitions and debris clearing as required.

Functional Responsibility

Gladstone Regional Council is responsible for public works and engineering.

Context and Assumptions

A major event may cause extensive damage to property and infrastructure.

Roads, public buildings, bridges and other facilities may have to be reinforced or demolished to ensure safety.

Debris may make streets, roads and highways impassable.

Public utilities may be damaged or be partially or fully inoperable.

Access to affected areas may require the immediate repair of transportation routes.

In many locations, it may be necessary to give debris clearance and emergency road repairs top priority to support immediate lifesaving emergency response activities.

Damage assessment of the affected area shall be required to determine potential workload.

The LDMG agencies shall have addressed a number of these issues in the planning processes, but for overall co-ordination purposes, all tasks are identified in this document.

Introduction

Protection and restoration of infrastructure before, during and after an event is paramount and this plan identifies key resources and assistance that can be deployed.

Support Agencies

Gladstone Regional Council is supported in public works and engineering by the following agencies:

- Department of Main Roads
- Queensland Transport
- Queensland Rail
- Q-Build
- Gladstone Ports Corporation

Damage Surveillance and Assessment

In order for repairs to be effected, information regarding the level of damage to infrastructure must be obtained.   The provision of surveillance and reporting systems regarding the extent of damage is addressed in *D.3.7 Impact Assessment Plan.*

Central reporting of extent of damage is essential, to allow meaningful strategic planning to be undertaken in relation to the tasks required.

The early provision of damage repair estimates shall be expected, and this can be facilitated by the centralisation of information.

Water Supply

Priorities for Gladstone Regional Council are:

- Emergency restoration of water supply systems and the provision of water for fire-fighting.
- Continuity of supply
- Inspections of facilities
- Liaison with Public Health officials re safety of supply
- Water restrictions, if required to maintain a reduced supply
- Public information and warnings as set out in *D.3.10 Public Information and Warnings Plan*

Sewerage Services

Priorities for Gladstone Regional Council are:

- Continuity of service
- Inspections of facilities
- Liaison with Public Health officials re public health implications of the loss of service
- Public information and warnings as set out in *D.3.10 Public Information and Warnings Plan*

Roads, Rail, Bridges, Marine Structures, etc.

The earliest possible assessment of damage to roads, bridges, traffic control devices, levees, spillways, flood-ways, marine structures, etc. shall facilitate the development of a restoration/repair plan.   This plan will be cognisant of the response strategies of the Gladstone Local Disaster Management Group.

The restoration/repair response plan shall address the following:

- Emergency repairs to damaged roads, bridges, traffic control devises, marine structures and any other facilities necessary for passage of rescue personnel
- Temporary construction of emergency access routes
- Restoration of damaged roads and bridges
- Assessment of damage to canals. beaches, wharves, piers, jetties, navigation aids and boat ramps

- Emergency repairs and temporary action to prevent further damage or erosion of beaches that may threaten structures

- Public information and warnings as set out in *D.3.10 Public Information and Warnings Plan*

Building Inspections

Priorities for Gladstone Regional Council and Q-Build building officials are:

- Inspection of buildings for structural integrity

- Issue of notices concerning unsafe buildings

- Barricading of unsafe buildings

- Stabilisation of damaged structures and facilities designated as immediate hazards to the public health and safety

- Identification of authority and processes for legal demolition

- Identification of buildings requiring demolition

- Temporary protective measures to abate immediate hazards to the public for health and safety reasons until demolition is accomplished

Debris Clearance

In a major event, such as a major flood, or a major building collapse, the removal of debris poses a number of problems. Both building materials and other flood debris will be in abundance, and has to be managed. The following issues are priorities in the clearance of debris:

- Coordination of clearance of debris – a structured approach must be taken, to harness the efforts of all concerned, and to ensure alignment with the response strategies of the Gladstone Local Disaster Management Group

- Emergency debris clearance for reconnaissance of damage areas and passage of emergency personnel and equipment.

- Identification of emergency landfill/storage areas for debris disposal/re-use in conjunction with *D.3.9 Public Health Plan*

- Identification of transport and heavy earthmoving equipment in conjunction with *D.3.13 Transport Plan*

- Provision of protective measures to limit further risks to responders and the community throughout the debris removal process.

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Supporting Plan #12

RESCUE

Purpose

Provide support to communities after a disaster event and to co-ordinate the use of resources in search and rescue in response to an actual or potential disaster condition

Functional Responsibility

Queensland Police Service has the functional responsibility for rescue operations.

Context and Assumptions

The Department of Emergency Service's State Rescue Policy outlines specific areas of expertise and responsibility with regard to rescue situations.

All rescue arrangements in place at individual agency level, and agencies in combination, where appropriate, are as outlined in the Policy.

These rescue arrangements are guided by standard operating procedures, and regularly tested both by activation and by exercise.

Introduction

During a major event, circumstances may require the rescue of people and the support rescue agencies and their activation procedure is identified in this plan.

Other isolated situations not related to a specific major event but where land search is required for missing or lost persons.

Support Agencies

The following agencies may assist QPS in rescues in the Gladstone Region:

- Gladstone Regional Council
- Queensland Fire & Rescue Service
- State Emergency Service
- Queensland Ambulance Service
- Aviation Services
- Volunteer Marine Rescue
- Others as required

ORGANISATION FOR CONTROL

Refer to the following which identifies organisations and their response roles and responsibilities for a rescue operation.

Lead Agency	Responsibilities
QPS	• Control and Command of search • Communication • Rescue
Supporting Agencies	**Responsibilities**
Gladstone Regional Council	• Establish and Maintain Coordination Centre • Provide resources as requested • Establish Evacuation Centres if required • Clear roads & easements of debris, assist responders to access areas
Australian Defence Force	• Provide personnel and equipment in accordance with DACC
QAS	▪ Treatment and transportation of casualties and medical evacuations
Queensland Fire & Rescue Service	• Provision of Personnel and equipment • Assist in the rescue of persons trapped
Media	• Disseminate information to the public
State Emergency Service	• Provision of personnel, emergency lighting and communications • Assistance with traffic control etc. • Man road closures and barricades • Assist in searches • Coordinate welfare as required

Supporting Plan #13

TRANSPORT

Purpose

To co-ordinate the use of transportation resources to support the needs of the LDMG, voluntary organisations and other disaster support groups to enable them to adequately perform their emergency response, recovery and assistance activities.

Functional Responsibility

Transport is a functional responsibility of Gladstone Regional Council. When resources are exhausted, requests will be made to the District Disaster Coordinator for support.

Context and Assumptions

The provision of transport resources in response to a major event is an area which requires the development of information in relation to the resources available locally.

This is relevant in the Gladstone community because of the possibility of sections of the community being cut off from outside help.

This Plan shall be supported by the District Transport Functional Committee as part of their role from a District perspective.

Introduction

The mass transport of sections of the community may be required in the event of an emergency/disaster situation. To deal with this requirement the LDMG may need to call upon Local and State transport capabilities.

Support Agencies

- Public transport contractors
- Private bus lines
- Private transport contractors
- Private companies with suitable heavy vehicles
- Voluntary agencies with transportation available

Q-Rail and the Department of Transport and Main Roads will provide support as required through the DDMG.

Provision of Additional Transport Resources

Where necessary, the Department of Transport and Main Roads is responsible for supplying additional transport resources and shall attempt to supply qualified transport operators in the event of a disaster/emergency situation.

Mass Movement of People

Identification and maintenance of evacuation routes shall be made by the Local Disaster Coordinator following advice from the QPS.

Physical evacuation shall be carried out in accordance with *D.3.5 Evacuation Plan.*

Transportation of work teams into and out of the disaster affected area shall be carried out by the respective agencies under the direction of their Liaison Officer at the LDCC.

Fuel Supplies

Maintenance of information regarding the state of available fuel is the responsibility of each agency.

During an event the Local Disaster Coordinator is to be advised of any emerging fuel problems.

Council Fleet and Plant Resources

Council has a register of plant, equipment and licensed operators that may be available to assist other response agents during disaster or emergency situations:

Additional Transport Resources

The following are transport resource providers that may able to assist in a disaster/emergency situation.

Organisation	Phone Details	Type of Transport
Stonestreet's Coaches	4976 9933	Passenger Services
Buslink Queensland Pty Ltd	4972 1670	Passenger Services
Blue and White Taxis	131 008	Passenger Services
Gladrock Carrying Service	4979 1099	Parcel / Freight Services
Gladstone Carrying Service & Crane Truck Hire	0407 130 776	Parcel / Freight Services
NQX Freight System	4972 3788	Parcel / Freight Services
QRX Gladstone	4972 2599	Parcel / Freight Services
Gladstone Low Loader Hire	4978 7177	Heavy Machinery Haulage
Keiths Tiltrays & Transport Services	4978 0985	Containers, Machinery, Buildings
S&W Taylor (Calliope)	0429 647 660	General Freight, Dangerous Goods
Department of Transport and Main Roads	Through DDMG	

Operational Checklist

Refer to Annexure H.4

Supporting Plan #14

LOGISTICS

Purpose

To develop a process to manage the receipt and delivery of the appropriate supplies, in good condition, in the quantities required, and at the places and time that they are needed.

Functional Responsibility

Gladstone Regional Council is responsible for the implementation of this Plan.

Context and Assumptions of this Plan

Resource management, particularly of material resources, is an area, which can cause extreme problems in the response to a major event, unless processes are developed to manage the issue.

'Convergence' will occur – this is the situation where resources, both requested and otherwise, will start to arrive en masse in the affected area.

In smaller events, the issue may be adequately addressed via the Gladstone Regional Council normal stores procedures, but larger events will require specific logistics planning and processes to be employed.

Introduction

The proper and timely acquisition of supplies during a disaster is critical to the efficient response to and recovery from the event.

Support Agencies

The support agencies are:

- State Emergency Service
- Local service clubs
- Local transport operators
- Local hire companies
- Local industries
- Local contractors

Management

The management of logistics during a disaster event shall be conducted as an extension of Gladstone Regional Council store role. In major events, however, consideration should be given to out-sourcing the management of logistics, due to the magnitude of the issues involved.

Logistics management must have a firm link with the LDMG operational priorities for resource supply (e.g. the provision of generators to hospitals, cold stores, etc).

Specialist logistics / stores personnel shall be required (often for extended periods) to manage the situation.   Both management and warehouse staff shall be required, possibly to maintain a 24 hours, 7 days per week service, for a limited period.

Warehousing - Identification of suitable premises in the Gladstone Regional Council area

The following criteria should be applied when investigating premises for use as logistics warehousing facilities:

Accessibility

- are the premises outside the impacted area?

Availability

- can the premises be diverted from normal use?

Security

- consider the provision of a 24 hour security presence

Capacity

- covered, secure area for the storage of materials
- open, secure area for the placement of containers, gas cylinders, etc
- large enough hard standing area for ease of movement of heavy vehicles
- cold storage area for food (may require refrigerated trailers if cold room capacity is insufficient)

Office space

- sufficient desks, etc. to operate efficiently

Information and Communications Technology capacity

- telephone, fax, computer systems, two-way radio links to LDCC and transport operators

Alternative power supply or fittings for generator connection

Identification of satellite distribution points

Premises identified as being suitable for use are

- Gladstone Regional Council Stores – Gladstone, Calliope and Miriam Vale
- Gladstone SES facilities at Agnes Water/1770, Baffle Creek, Calliope, Gladstone, Miriam Vale, Mount Larcom, Rosedale and Tannum Sands

Asset Recording/Tracking

Gladstone Regional Council shall apply an information management system to address the recording and tracking of assets, including items donated.   The system shall address:

- Resources on hand
- Resources ordered
- Current location of resources

- ▪ Anticipated delivery times for resources received and despatched

The system will link to the 'Requests for Assistance' process being developed by Emergency Management Queensland to facilitate the tracking of information from LDMG to DDMG and State levels of the disaster management system.

Transportation

Council shall utilise their Tender information to identify suitable transport providers, including:

- ▪ Identification of vehicles with self-contained lifting capacity for loading and unloading
- ▪ Provision of forklifts, elevated work platforms for the loading, unloading and internal movement of materials

Fuel

Priority fuel provision for transport vehicles involved in disaster response is required, which may require specific management of the fuel supply.

Fuel trucks with metered output should be available for the maintenance of fuel supplies to large generators.

Operational Checklist

Refer to Annexure H.4

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Supporting Plan #15

RESUPPLY

Purpose

To provide guidance and direction to the Local Disaster Coordinator (LDC) on the conditions and procedures that will be applied by Emergency Management Queensland when planning and conducting resupply operations.

Functional Responsibility

Gladstone Regional Council, through the LDMG, is responsible for the implementation of this Plan.

Context and Assumptions of this Plan

This plan has been formulated using the Queensland Resupply Guidelines and its implementation will be assisted by Emergency Management Queensland and, where necessary, the Disaster District.

Introduction

The supply of <u>essential goods</u> to individuals fits into three (3) distinctly different categories:-

<u>Isolated Community Resupply:-</u> This type of resupply operation is used when the persons residing in that community have ready access to retail outlets however the retail outlet is unable to maintain the level of *essential goods* required due to normal transport routes being inoperable as a result of a natural event or events.

<u>Isolated Rural Properties Resupply:-</u> For the purposes of this sub-plan isolated rural properties are groups of individuals that arte isolated from retail facilities due to normal transport routes being inoperable as a result of a natural event or events. This may include primary producers, outstations or small communities that have no retail facilities.

<u>Resupply of Stranded Persons:-</u> This type of resupply operation is undertaken to provide *essential goods* to individuals that are isolated from retail facilities and are not at their normal place of residence. This normally pertains to stranded travellers and campers.

Support Agencies

The support agencies are:

- Retailers
- Suppliers
- District Disaster Coordinator
- Emergency Management Queensland
- Queensland Police Service
- State Emergency Service
- Local transport operators

Management

The management of resupply operations, at local level, during a disaster event shall be the responsibility of the Local Disaster Coordinator supported by Emergency Management Queensland, the LDMG, LDCC, DDMG, DDCC and other agencies.

Definitions

Community: The term community for the purposes of this sub-plan refers to a populated location, normally a town, that includes retail facilities for essential goods.

Essential Supplies: Goods considered essential to maintaining human and domestic animal life and/or health until normal supply can recommence.

Isolated: For the purpose of this sub-plan a community, rural properties or individuals are defined as being isolated when they cannot be accessed by any road, or rail route, or in the case of island communities and communities on the coast who are normally accessed by sea, by vessels that would normally service those communities. Distance is not considered an isolating factor if such communities, rural properties or individuals are accessible by road, rail or water transport.

Local Suppliers: For the purpose of this operational plan the term means and includes any business or organisation that supplies essential goods or services to the public. These may include commercial organisations, government services or charities.

Normal Retail Outlets: Includes local supplies but does not include private individual arrangements where supplies are purchased outside local retail outlets and normally transported at private costs.

Rural Property: Includes primary producers, outstations and small towns with no retail facilities.

Stranded persons: Small groups or individuals that are unable to access essential goods due to isolation and are away from their normal residence.

INDIVIDUAL AND COMMUNITY PREPARATIONS:

There is an expectation that communities which are likely to be affected by seasonal events of storms, cyclones or flooding for example would be prepared well in advance for any such event and for sustaining for the duration of an expected period of isolation. Preparations by communities include the following but are not restricted to:

- Stocking up on sufficient foods, medicines and other foods they would need to sustain themselves for the expected period of isolation;
- Making arrangement for the delivery/collection of mail during isolation periods; arranging suitable tuition for school children and maintain contact with neighbours and friends;
- Relocating stock from threatened areas and preparing fodder stockpiles to last during the period of expected isolation;
- Making arrangements to extend lines of credit with local supplies, or establishing lines of credit with other supply centres if local arrangements cannot be made, so that they can obtain sufficient goods to last them through the expected period of isolation;
- Providing as much protection as possible for the stockpiled goods to prevent them either being damaged or rendered unusable by the impact of the hazard, or spoiling because of the length of storage time: and
- Having sufficient fuel stocks for generators, machinery, vehicles and aircraft.

Communities/individuals should ensure that their Local Government is provided with accurate details of the location of their property and/or landing strip/helipad using Global Positioning Systems latitude and longitude data to assist possible resupply operations. Communities/individuals should also include any potential hazards near likely landing areas, including power and phone lines or tall objects.

Responsibilities of the Local Disaster Management Group:

The LDMG is responsible for conducting community awareness programs with respect to preparations to be made prior to the expected time of impact of the event and coordinating activities with respect to such preparation. These preparations may include:-

▪ Be fully aware of the contents of this operational plan and be well positioned to answer questions from the community with respect to it.
▪ Use appropriate community information networks are aware of the contents of this sub-plan to be prepared in sufficient time for a possible resupply. These may include:
▪ Utilisation of the GRC website
▪ Utilisation of the social media network (Facebook/Twitter)
▪ Newspaper articles
▪ Utilisation of the audio/visual media
▪ Liaison with the Chamber of Commerce to spread the message through their network
▪ Liaison with various industry, agricultural and other agencies.

PREPARATORY STRATEGY

Where there is a high likelihood that a resupply operation may be required due to isolation the LDMG will develop a resupply strategy that details the resupply actions for the community, rural properties or individuals. The resupply strategy and procedure is to be submitted to the District Disaster Management Group for endorsement prior to implementation.

Resupply Procedure/Strategy Principles:

The following general principles will apply:
▪ Normally be conducted with either fixed wing or rotary wing aircraft. There may be occasions where it is safe and feasible to use watercraft to transport supplies;
▪ Wherever possible the normal retail/wholesale resupply system to retailers will continue to be used, with supplies being delivered via bulk orders from the normal wholesale outlets to the communities' retail outlets;
▪ Where possible only one resupply operation will be undertaken for each affected area…Hence orders should be such that they will last until normal road/rail services are restored;
▪ Retails will be responsible for placing orders with wholesalers
▪ Wholesalers will be responsible for delivery of orders to nominated dispatch points;
▪ Orders should be properly prepared for transport; clearly marked with volume and fully comply with the any regulation on the transportation of goods.

Frozen or Chilled Goods:

As part of this sup-plan it is recommended that alternatives to frozen or chilled goods be undertaken by the LDMG e.g. UHT/Powdered milk in lieu of fresh milk.

However, the Assistant Director General, EMQ may authorise otherwise if there is sufficient and ample justifiable reason to do so.

It is the responsibility of the recipients of any such goods to take care to check their suitability for consumption.

Back Loading:

No back loading is to be undertaken without the express approval of the ADG, EMQ. If the ADG does provide such authorisation the State Disaster Coordination Centre will advise of the administrative arrangements

RESPONSIBILITIES OF LOCAL DISASTER MANAGEMENT GROUP:
(Before and After Delivery)

LDMG Consideration: Liaison Officer

The LDMG should consider the appointment of a Liaison Officer for the collation of local orders. In considering such nomination the LDMG should take into consideration that the LO is independent and has no vested interest in food retail outlet or fuel supplier.

Resupply to Isolated Communities

The aim of resupply to isolated communities is to ensure that essential goods are available to the community through the normal retail facilities within that community. In times of isolation the normal method of transporting goods from the wholesaler to the retailer is no longer available and utilising alternate methods of transport would greatly increase the cost of essential goods to the consumer.

The purpose of resupply for isolated communities is to ensure that members of the community can access essential goods required to maintain the safety and wellbeing of humans and domestic animals during periods of isolation. This is achieved by the State Government contributing to the extraordinary cost of transporting goods by alternate methods.

When determining the need for resupply the Local Disaster Coordinator (LDC) and the LDMG must take into account the level of goods available in the entire community rather then acting on requests from individual retailers. The purpose of resupply is not to maintain the normal trading levels of retailers during isolation.

As well as retailers the local disaster management group must consider organisations other than retailers, this may include:

- Hospitals and clinics,
- Charity organisations (meals on wheels, school based feeding programs)
- Postal contractors,
- Fuel suppliers (aviation fuel, essential fuel supples only)
- Vets,
- Ambulance,
- Aged care facilities, and
- Any other local organisation that supplies essential goods or services.

Responsibilities

1. The Local Disaster Management Group is to certify by a Local Government Request for Resupply to the DDC that a resupply operation is necessary to maintain the physical and/or psychological welfare of the inhabitants of the affected communities.

2. The LDMG will be the focal point for process any request for resupply by any community in their area of responsibility.

   Note: No request for resupply is to be passed to the DDC until it has been examined and checked by the EMQ member on the LDMG.

3. The LDMG will also be responsible for:

   (a) Coordinating the activities of the retailers, fuel suppliers and hospitals in preparing and placing bulk orders and ensuring their compliance with guidelines issued with respect to those goods which will be considered essential to the needs of the isolated communities

   (b) Collecting copies of retailers orders for use in checking supplies delivered to ensure no unauthorised variations are made by retailers with wholesalers after providing copies of their orders to the LDMG

   (c) Collating all orders to provide details of volume and mass of the consolidated orders so that an appropriate calculation can be made on the number and type of transport vehicles to uplift the orders can be provided to the appropriate EMQ Officer.

   (d) Ensuring that retailers arrange for the collection of their supplies from the delivery point or organising local delivery.

   (e) Checking the manifest of supplies delivered against the copies of the retailers orders

   (f) Certifying to the appropriate EMQ officer that all supplies have been delivered and that delivery manifests are correct.

Resupply to Isolated Rural Properties

The aim of resupply operations to isolated rural properties is to maintain access to essential goods. The definition of rural properties for the purpose of this policy includes both primary producers and smaller towns or outstations within the local governments' area of responsibility that are isolated and cannot access retail facilities in order to maintain sufficient levels of essential goods.

It is the responsibility of the Isolated Rural Property to place their orders with the retailer and pay for goods. The LDMG and DDMG will facilitate and meet the cost of transport only.

Resupply to isolated rural properties may continue for some time after resupply to isolated communities is no longer required. In addition to essential goods isolated rural properties may require additional goods such as medications to be delivered as part of the resupply.

LDMGs whose area of responsibility contains rural properties that are subject to isolation should ensure that all rural properties are aware of the resupply process and who to contact should resupply be required.

The LDMG should maintain a list of rural properties in the shire and include:

- Contact details (Phone, fax, email),
- Number of residents (and ages),
- Airstrip capacity,

- GPS location (latitude, longitude) of the houses,

- Landing area (rotary wing) and hazards,

- UHF channel monitored, and

- Other details that may assist in the provision of resupply or assistance during events.

Resupply to isolated rural properties is conducted at a local level with the approval of the DDC.

When the need for resupply is identified the LDMG should ensure that there are sufficient supplies in the community to supply the rural properties. It may be necessary to conduct a resupply to isolated communities prior to conducting resupply to isolated rural properties.

Responsibilities

1. The LDMG is to certify by a Isolated Rural Properties-Request for Resupply to EMQ that a resupply operation is necessary on the basis of physical and/or psychological welfare of the inhabitants of the affected property

2. The LDMG should canvass all properties in the area prior to submitting the requisite form to ensure the most effective and efficient use is made of transport resources.

3. The LDMG is to be the focus point for processing any request for resupply by any rural property in their area of responsibility.

4. The LDMG will also be responsible for:-

    (a) coordination of activities in preparing and placing orders and compliance with the appropriate guidelines

    (b) Collecting copies of rural properties orders for checking of delivered supplies to ensure no unauthorised variations are made

    (c) Collating all orders to provide details of volume and mass so that appropriate transport arrangements can be made.

    (d) Ensuring that goods are delivered to the transport departure point

    (e) Checking the manifests of supplies against copies of the orders

    (f) Certifying to the appropriate EMQ Officer that all supplies have been delivered and that delivery manifests are correct.

    (g) Collection of mail and medications that are to be transported.

    (h) The LDMG is to maintain regular contact with isolated rural properties throughout the period of isolation

    (i) Following approval by the DDC the LDMG is to engage the transport provider and coordinate the logistics of conducting this resupply.

Resupply of Stranded Persons

The aim of resupply of stranded persons is to ensure that persons that become stranded away from retails facilities and away from their residence can access essential goods.

The resupply of stranded persons is coordinated by the Queensland Police Service. The Queensland Police Service will coordinate any resupply or evacuation of stranded persons. The police may utilise the resources of the local disaster management group if the group is active in response to an event in the local government area.

If the LDMG is not active the Police Service will conduct resupply or evacuation of stranded individuals and report through the normal police reporting system.

If the local disaster management system is activated in response to an event in the local government area police will coordinate the resupply or evacuation of stranded persons and report through the normal police reporting system as well as the disaster management reporting system. Police, as a key member of the LDMG, may access the resources of the group when the group is active.

Responsibilities

The LDMG, if activated, is to provide assistance to the police to conduct resupply or evacuation operations for stranded individuals, or groups of individuals.

(a) The LDMG is to inform the DDMG of any resupply or evacuation operations including:-
(b) Number of persons resupplied or evacuated
(c) Location evacuated from
(d) Location evacuated to
(e) Number of persons resupplied or evacuated (including age and gender); and
(f) The circumstances of the operation

If a request is made to organise food and essential goods or accommodation for stranded individuals the LDMG is to discuss the suitability of this request with the EMQ member of the LDMG.

The LDC will ensure that all relevant details are duly logged in to the computerised disaster management system (Guardian) for future referencing and situational reporting.

OTHER INFORMATION

Forms

All relevant forms and other pro-forma documents are incorporated in the Queensland Resupply Guidelines.

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Supporting Plan #16

RECOVERY

Purpose

The purpose of the Recovery Plan is to:

- Establish the organisation and procedures for the management of recovery from disasters in the Gladstone Region
- Establish a framework for the coordination of recovery for the community
- Provide guidance on the development of strategies to assist the community to recover to an improved state.

Functional Responsibility

Gladstone Regional Council, through the LDMG, is responsible for the implementation of this Plan.

Context and Assumptions of this Plan

This plan has been formulated using the Queensland Recovery Guidelines and its implementation will be assisted by Emergency Management Queensland and, where necessary, the Disaster District.

Introduction

Recovery is defined as "the coordinated process of supporting affected communities in the reconstruction of physical infrastructure and restoration of emotional, social, economic and physical well-being" (Emergency Management Australia, 2005). Recovery is often complex and protracted process and goes well beyond the immediate wellbeing support.

Hence, the Local Disaster Management Group should ensure that recovery arrangements are prepared for, planned for and implemented to support the local government area.

Key Objectives

The key objectives of the Recovery Plan are to:

- Provide guidelines for recovery planning and implementation
- Ensure identification of personnel able to lead recovery operations across each functional area
- Establish procedures governing the conduct of the recovery
- List the agreed roles and responsibilities of lead and support agencies during recovery operations
- Integrate with relevant Council corporate and operational documents and operational procedures.
- Establish a meeting system to ensure that recovery strategies and coordination arrangements are prepared and reviewed
- Ensure that feedback is provided to the LDMG/DDMG for referral to the SRG

Testing and Review

This Sub-Plan is reviewed in accordance with the review policy outlined in the Gladstone Local Disaster Management Plan.

Principles of Disaster Recovery Management

The Gladstone Regional Council will conduct recovery on behalf of the Local Disaster Management Group (LDMG), assisted by the Local Community Wellbeing Committee (LSWC). On a large scale disaster the recovery will be implemented by state level organisations.

When an event effects an area, the affected LDMG, will collaborate with the relevant DDMG and functional lead agencies to consider arrangements for establishing a local and/or district recovery group so as to ensure the implementation of recovery operations across the four (4) designated functional recovery areas. The following principles that can be located in the Queensland Recovery Guidelines 2012, will be applicable:-

a. Recovery from disaster is an enabling and supportive process, which allows individuals, families and communities to attain a proper level of functioning through the provision of information, specialist services and resources.
b. Effective recovery from disaster requires the establishment of planning and management arrangements, which are accepted and understood by recovery agencies, combat agencies and the community.
c. Recovery management arrangements are most effective when they recognise the complex, dynamic and protracted nature of recovery processes and the changing needs of the affected individuals, families and groups within the community over time.
d. The management of disaster recovery is best approached from a community development perspective and is most effective when conducted at a local level with the active participation of the affected community and a maximum reliance on local capabilities and expertise.
e. Recovery management is most effective when human services agencies play a major role in all levels of key decision making which may influence the wellbeing and recovery of the affected community.
f. Recovery from disaster is best achieved where the recovery process begins from the moment of impact of the disaster.
g. Recovery planning and management arrangements are most effective where they are supported by training programs and exercises which ensure that recovery agencies and personnel are properly prepared for their role.
h. Recovery from disaster is most effective where recovery management arrangements provide a comprehensive and integrated framework for managing all potential emergencies and disasters and where assistance measures are provided in a timely, fair and equitable manner and are sufficiently flexible to respond to a diversity of community needs.

Meetings

- The LRG during periods of activation should meet as determined necessary so as to be in the best position to manage/coordinate recovery operations.
- Determination of time and dates of meetings will be at the discretion of the Chair of each recovery group that is established.
- During non-activation periods recovery groups should meet regularly so that levels of preparedness can be discussed and reviewed as necessary

Reporting and Resource Flow

Reporting:
The Local Recovery Group reports to the LDMG and the SRG who in turn reports to the SDMG. It is possible that the report/s could be forwarded to the federal level should there have been a need to involve federal resources.

Resource/s:
If the LRC (or DRG) does not have adequate resources available for recovery operations, resources will be provided from State Level following the request for assistance protocols.

5.9 Reporting and Resource Flow

The following diagram represents the flow of resources, information and reporting for recovery (for local/district and state levels).
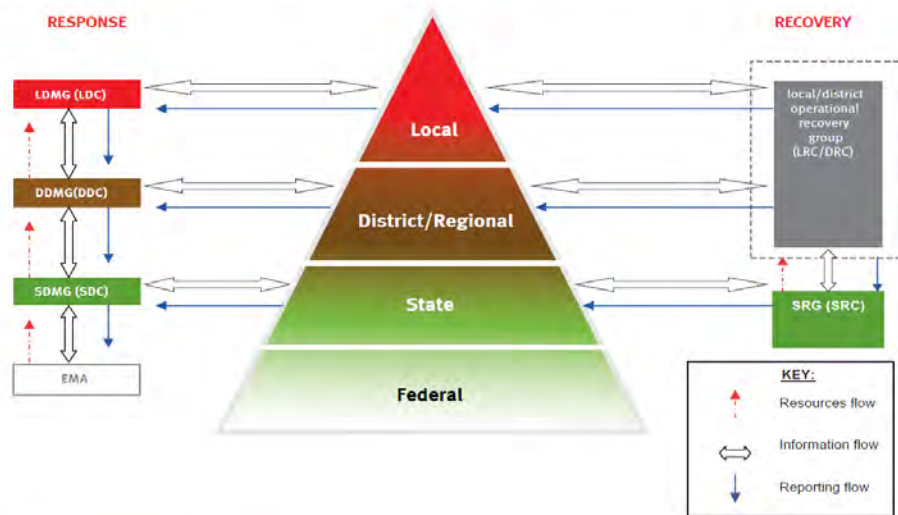
Figure 1. Recovery Reporting and Resource Flow

Recovery transitions to the 'Stand Up' level of activation for recovery, after an initial impact assessment, normally conducted by the appropriate functional lead agencies. Assessments are based on information provided during response operations. This assessment is conducted in consultation with local level groups including a local / district recovery group if formed at the time.

When a local /district recovery group does not have adequate resources available for recovery operations, resources will be provided from State level and then the Federal, until the resource has been provided.

Reporting about disaster recovery operations is from local / district to state and potentially federal level.

For recovery, the local / district recovery group also reports to the LDMG and SRG; and the SRC reports to the SDMG.

-
Local Recovery Coordinator:

The Local Disaster Management Group in its recovery deliberations should make a determination as to the necessity for the appointment of Local Recovery Coordinator (LRC) to ensure proper and continuous coordination of recovery at the local level.

The LRC is appointed by the Chair of the LDMG after due consultation with the SRG. Pre-emptive appointment can be considered.

The appointment stipulation is that the LRC must not be the same person appointed as the LDC but there should be regular liaison between both parties during a disaster event.

LRC Role:

The LRC if appointed will:

- Chair the Local Recovery Group
- Liaise with functional lead agency representatives
- Work with identified agencies
- Work with the community to develop specific operational strategies

Recovery Planning Guidelines

- Provision of temporary housing, shelter, financial assistance and emergency food supplies (generally in assistance to District or State level activities)
- Assist in development and implementation of public awareness programs to inform the community of available recovery assistance
- Counselling of emotionally affected persons
- Restoration of lifelines, essential services and the local physical infrastructure to normal levels of service
- Assistance with the clean-up of residential and commercial properties
- The engagement of the community to obtain their opinions and views regarding the recovery process
- Long term recovery, reconstruction and rehabilitation (generally in assistance to district or state level activities)
- Review the Recovery SOPs following the disaster.

Operational Concepts

This represents how the levels of activation relate to and the stages of recovery

Triggers to Activate Initiating Recovery:

The disaster operational levels of activation are based on the Alert; Lean Forward; Stand Up and Stand Down.   Recovery agencies will adopt these levels so that there is clear understanding of status across all facets of disaster management. When the level of activations transition from one level to the next it is often unclear so the developed trigger points are a guide to decision makers within the LDMG minimises the risks of uncertainty. Activation modes are summarily outlined hereunder:-

ALERT: The responsible recovery agencies will move to "Alert" when an event is imminent to ensure that the recovery strategy is in place and ready for implementation.

LEAN FORWARD: When the LDMG moves to "Stand Up" mode of activation for response the recovery organisation will move to "Lean Forward" and begin to source pertinent information (e.g. from Situational Reports; intelligence gleaned, any impact assessments etc from the LDMG and the DDMG). Discussion should ensue on the basis of service delivery requirements along with what governance issues should be applied.

STAND UP: When there is a requirement for recovery agencies to provide resources to an individual or a community, recovery agencies will transition to the "Stand Up" phase. This

phase will also provide a timely opportunity to critically examine the three (3) broad stages that recovery may warrant:-

- Immediate/short term recovery
- Medium term recovery
- Long term recovery

IMPORTANT NOTE: Individuals, groups and communities may be at different stages of recovery simultaneously. Applicable recovery arrangements should be developed to reflect the deviating nature of recovery functions.

STAND DOWN: The recovery group during periods of activation will discuss 'triggers' for commencing "Stand Down" and could include the responsible winding down of organisation requirements which can be assigned to the relevant agency as general core business and must be formally acknowledged.   A Review of Operational and Action Plans along with any reports from functional recovery groups should form part of the discussion process.   An appropriate information strategy should be developed to keep the community informed of the winding back or standing down of recovery operations from the Committee perspective.

Recovery from large scale disasters will involve representatives of State, Commonwealth and neighbouring local governments, together with representatives of non-government organisations (NGOs) and community groups. In these cases the Disaster District Management Group or State Government Department of Communities will initiate the recovery phase.

At the State level there is an established State Recovery Group (SRG). A Local Recovery Group (LRG) will be established during operations to ensure recovery operations are implemented effectively. This group will be supported and assisted, if required, by a District Disaster Management Group. The LRG will work with functional lead agencies for recovery to coordinate recovery operations. At district level, functional lead agencies for each of the four (4) nominated recovery functions may also establish standing groups to support ongoing recovery as seen fit by the nature of the event.

The local level is the entry point for recovery with the district providing resources to the local level based on impact assessment and any agreed service delivery arrangements.

It is vitally important that at the local level there is complete understanding that the District Disaster Management Group are to ensure that the LDMG is prepared, planned and can readily implement recovery actions with support from the District level across the four functional elements.

For smaller scale events the recovery plan may be activated by the LDMG with the response phase of the disaster and is coordinated by the Council with assistance from the Local Community Wellbeing Committee.

Elements of recovery

The recovery methodology adopted by the Gladstone Regional Council is aligned with best practice principles detailed in The Queensland Recovery Guidelines of 2011 Queensland Disaster Management Planning Guidelines 2005. The methodology is based on the four (4) inter-related functions applicable in an all hazards environment)five elements of recovery:

- Economic
- Environmental
- Human – Social
- Infrastructure

<u>Economic</u>

The range of economic consequences for an effected community varies greatly and will depend on both the nature of the disaster and the economic health of the community prior to the disaster. The local authorities will have a limited capacity to assist with economic recovery, but initially there will be a need to focus on the restoration of common services that enable the community to be viable.

The LDMG and GRC will implement infrastructure recovery plans which will have a flow on effect on the economic situation of the community through the initial establishment of services such as banking facilities, food outlets/groceries stores and fuel stations etc. Another major impact resulting from infrastructure damage and damage to businesses and commercial ventures is the effect on job security and unemployment, therefore the provision of immediate financial assistance to individuals is important and should be a priority in the initial stages of recovery.

Once immediate economic impacts are dealt with, and prior to conducting detailed planning, it is important that the Council conducts a comprehensive assessment of the economic impacts of the disaster as soon as possible. As with the other elements of recovery, this will require engagement with representatives from the region, in particular key industries and businesses. Insurance companies are a critical component of economic recovery and should be engaged as early as possible. Additionally, longer term recovery of the area is likely to require input from Commonwealth and State authorities.

Economic Recovery includes the coordinated process of supporting affected communities in:

(a) Assessing impact on key economic assets
(b) Stimulating the renewal and growth of the economy within the affected area
(c) Facilitating business, industry and economic recovery and renewal
(d) Facilitating business assistance, access to funds and loans and employer subsidies
(e) Ensure that businesses and industry groups and affected communities are involved in the decision making process
(f) Recovering from the intangible effects of an event (e.g. loss of business confidence and quality of life etc)
(g) The functional lead agency for economic recovery is (DEEDI or whatever they are today)

<u>Environmental</u>

This is the coordinated process for supporting affected communities in:

(a) Identifying and advising on environmental and cultural heritage impacts and the risks caused by the event and response operations (e.g water quality, soil and groundwater, landscapes, ecosystems, wildlife, heritage places and indigenous cultural heritage
(b) Rehabilitating, conserving and supporting the natural recovery of impacted or the at risk terrestrial, aquatic and marine ecosystems, wildlife, landscapes and natural resources
(c) Recovering and conserving impacted or at risk cultural heritage values and heritage places
(d) Supporting long term community sustainability needs e.g. waste management, environmental protections and ecosystem services etc
(e) Ensuring that environmental bodies, affected communities and interest groups are involved in the decision making process
(f) The functional lead agency for environmental recover is (DERM or whatever they are called today)

<u>Human-Social</u>

The category of Human-social includes the coordinated process of supporting affected communities in the provision of:-

(a) Community support and the restoration of community support services and networks
(b) Supporting individuals and households
(c) Social impacts and needs assessment/s and monitoring
(d) Personal support and information
(e) Physical health and emotional support
(f) Psychological, spiritual, cultural and social wellbeing support
(g) Public safety and education support
(h) Activities that ensure affected communities and interest groups are involved in the decision making process
(i) Temporary accommodation
(j) Financial assistance to meet immediate individual needs and uninsured household loss and damage

The functional lead agency for human-social recovery is the Department of Communities (DoC).

<u>Infrastructure</u>

Infrastructure recovery includes the process of supporting affected communities in:

(a) Assessing damage in housing stock, commercial and industrial building and structures, rural structures, and infrastructure facilities
(b) Coordinating building safety inspection services and securing damaged buildings and structures
(c) Coordinating demolition of unsafe buildings and structures
(d) Coordinating repair and rebuilding matters of housing stock
(e) Coordinating disposal of hazardous material and debris
(f) Coordinating recovery of utility (water, power and telecommunications) infrastructure which is normally undertaken by infrastructure owners and operators (e.g. Telstra/Energex etc)
(g) Coordinating restoration of public schools and public building infrastructure, sporting facilities and public playgrounds
(h) Coordinating the restoration of damaged dam structures
(i) Coordinating recovery of road and other transport infrastructure
(j) Prioritising repair and reconstruction activities, where appropriate
(k) Ensure industry groups and affected communities are involved in the decision making process
(l) Consider mitigation measures (e.g. flood risk reduction) when planning for rebuilding and reconstruction
(m) The Department of Transport and Main Roads(roads and transport) and the Department of Housing and Public Works (building recovery) are the functional lead agencies for infrastructure a co-chair arrangement.

Evacuation/Recovery Centres

As the disaster abates, the services required will change from a response and recovery focus to a recovery focus. It is likely that some evacuation centres will continue to operate through the recovery phase, but as the needs of the community change, they will be gradually closed

down. At the same time, district or state level organisations may still operate recovery centres in the region.

Essentially many of the services are the same, or similar, within the recovery centre, however the focus is on longer-term repair and recovery, not emergency relief. Recovery centres are likely to need fewer resources than a welfare centre as the need for emergency relief services such as food and shelter reduces. Additionally it is likely that less recovery centres will be required than welfare centres. The decision to close welfare centres or transition them to district or state level organisations for use as recovery centres is made by the LDMG Chair in consultation with the LRC and GRC.

The decision to stand down the LRC and have these responsibilities assumed completely by GRC will be made by the LDMG Chair in consultation with the LRC Coordinator, GRC and the chair of the DDMG.

Operational and Action Plans:

Operational and Action Plans should be developed by the local recovery group and should consider the following:-

(a) Issues identified from information gathered by impact assessment
(b) Any arrangements in any existing functional plan
(c) How to allocate actions and responsibilities across the four recovery functions to inform the development of action plans
(d) Arrangements for overall coordination of recovery operations
(e) How to develop strategies for recovery with the affected community which detail the vision, goals and project outcomes for the recovery strategy
(f) Identifying the main short, medium and long term priorities
(g) Developing project timeframes, costs, funding priorities and funding strategies
(h) Advertising and disseminating public information about the action plans
(i) Determining appropriate community engagement and communication strategies
(j) Ensuring all aspects of operational and action plans adhere to the National Principles of Disaster Recovery
(k) Transitional and exit strategies
(l) Strategies for conducting a debrief and evaluation of recovery operations

An operational plan will be developed by an established local recovery group to be utilised as a guide to their to the group's activities. A copy of which is attached.

Action Plans should be developed for each of the four (4) nominated recovery functions when initiated. Each of these plans will list the tasks to be performed by the group, participant agencies or individual/s responsible for each identified task. Each tasking will be combined with a nominated timeframe for completion

Action plans should be revised if additional actions are required or as issues emerge requiring change. However, the core of the plan pertaining to roles and responsibilities, on-going coordination across the functions and progress should be maintained.

Copies of action plans should be submitted to the recovery group and preferably through the LRC to allow for monitoring/situational appreciation. In any event when a final meeting is being conducted copies of all actions plans will be forwarded to the LRC

Review and Evaluation

On transitioning from the various layers of recovery stages the operational plan should be reviewed and the effectiveness of the recovery process evaluated at each level. This review should also undertake an assessment of the effectiveness of the established guidelines, recovery group structures and processes. Documentation of lessons learnt and recommendation/s for improvement should be undertaken and on-forwarded through the disaster management chain to the SRC. It may be necessary to include those recommendation/s into local planning processes for future planning, preparedness, prevention and mitigation.

Recovery Communication Plan

A Recovery Group established at the local disaster management level, as well as District and State, should develop a communications plan. This plan is to ensure there is coordinated communications with the community and stakeholders across the recovery functions.

Inclusions within this plan should include:

(1) Information on the recovery strategy
(2) Planned measures in place
(3) The progress of recovery operations (using defined and agreed measures and central sources of recovery related information for individuals and communities)

The aim of this plan is to foster and maintain confidence in the recovery operations, and to provide the ability to be able to measure progress, and could include:

(a) Engaging with communities when key milestones are reached
(b) Providing regular media updates
(c) Establishing a strong web and social media presence

The core communication strategy as contained in the LDMG Communications Plan is the engagement, but not limited to, all types of media and social media outlets and all other mechanisations outlined in that plan.

Debrief Process

It is imperative that a debriefing process be instituted at the local (and district) levels. These can be conducted in either of the following format:

(a) Hot debrief:
     Debrief undertaken immediately after operations are complete, giving participants the opportunity to share learning point/s whilst the experience is still fresh in their minds. Multiple 'hot debriefs' during protracted operations may be appropriate to identify significant issues and provide prompt solutions for immediate implementation.

(b) Post event debrief:
     This debrief is held days or weeks after an operation when participants have had an opportunity to take a considered view of the effectiveness of the operation.

Functional lead agencies for recovery may also conduct debriefs for their specific functions

Recovery operation debriefs should occur in conjunction with an overall disaster management operational debrief and part of the debriefing process should consider the transition between response operations and recovery operations.

The appointed LRC will participate in debriefs and that the preparation of requisite post disaster assessment reports are prepared collaboratively and in conjunction with the DDC.
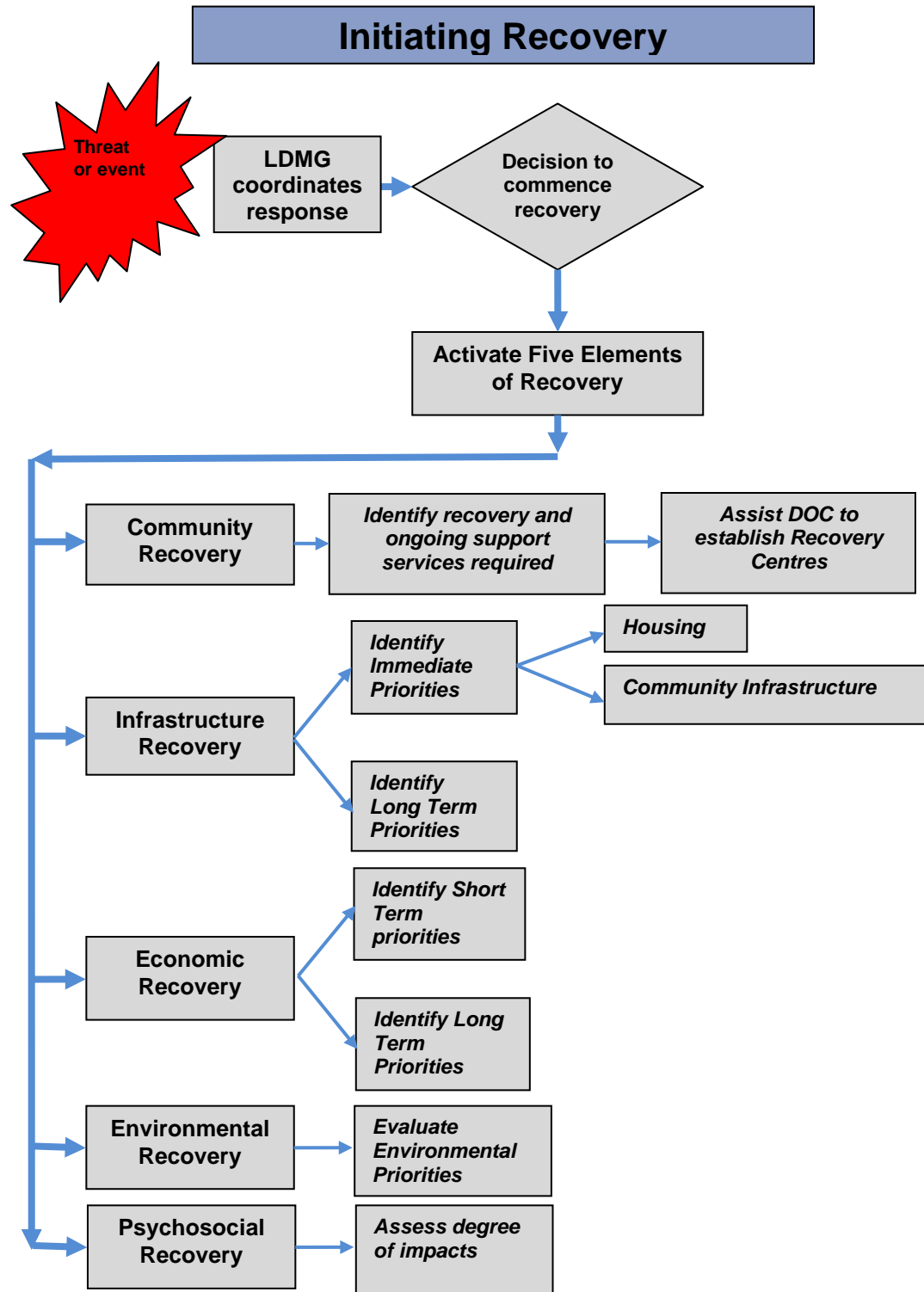
The LRC will be liaison contact point for the SRC.

Figure 3.1: Initial phases of Disaster Recovery.

The Recovery Process

Transition from Response

Recovery activities should commence immediately following the impact of a disaster, in some cases whilst response activities are still in progress. Key decisions and activities undertaken during the response may directly influence and shape the recovery process.

Organisation Responsibilities

Regular review of each agency or group's plans should be done annually to verify their willingness and capability to undertake the agreed responsibilities. The responsibilities of all major agencies and groups for the recovery process are listed in the following table. Additionally each recovery element has a lead agency that will be responsible for coordination of other agencies.

Local Government	• coordinates the provision of immediate to short-term welfare needs, including provision of evacuation centres as required for small localised events
Department of Communities, Child Safety and Disability Services	• coordinates community recovery effort across government and non-government agencies for larger events • chairs the multi-agency State and District Community Recovery Committees • establishes and manages Community Recovery Centres (one-stop-shops) and Coordination Centres • distributes financial assistance to eligible individuals, families and non-profit associations affected by natural disasters • establishes outreach service teams to visit households and determine their recovery needs
Department of Communities, Child Safety and Disability Services	• responds to the housing needs of residents in public housing affected by disaster • facilitates broader provision of emergency accommodation • works with other agencies to coordinate medium and longer-term housing strategies
Queensland Health	• acts as lead agent for psychological and counselling services • provides public health advice warnings • provides ongoing medical and health services needed during recovery
Department of Agriculture, Fisheries and Forestry	• responds to animal welfare matters • responds to plant disease outbreaks • responds to disease/biosecurity issues for aquaculture • provides farm financial counselling services • works with primary industries to recover from major emergencies • administers the Natural Disaster Relief and Recovery Arrangements (NDRRA) for primary producers in disaster declared areas
Department of Tourism, Major Events. Small Business and Commonwealth Games	• helps business and industry recover from disasters through a range of support services which may include client interviews, access to expertise, workshops and programs

Department of Housing and Public Works	• provides support through provision of comprehensive accommodation solutions for community recovery centres and other resourcing needs • provides support though damage assessment of impacted built infrastructure
Department of Education and Training and Employment	• works to minimise the disaster's impact on the community's education and training services
Lifeline	• provides workers to counsel and support individuals affected by disaster (psychological first aid) • provides specialist crisis counselling
Australian Red Cross	• provides a National Registration and Inquiry service to track the whereabouts of relatives in disaster situations • provides personal support and visits to affected community members checking on their wellbeing and making appropriate referrals to other agencies
Salvation Army	• provides catering for personnel involved in the disaster affected community
St Vincent de Paul	• provides essential material items such as blankets, toiletries, mattresses, essential new clothing, food and water and children's and babies' necessities
Centrelink	• ensures existing clients receive their pensions, allowances and benefits • financially assists people whose normal means of livelihood have been disrupted by the disaster • provides personal support, counselling and/or referral to other available services
Department of State Development, Infrastructure and Panning	• coordinates the reconstruction of Queensland following state wide floods or cyclone events
Emergency Management Queensland	• activates and coordinates disaster relief measures under the Natural Disaster Relief and Recovery Arrangements (NDRRA) • manages recovery task force management groups

Stakeholder Engagement

It is proven that the recovery process achieves the best results when a wide range of stakeholders are engaged and actively involved throughout the recovery process. As previously outlined, the range of stakeholders are numerous and diverse.

Impact Assessment

The LDMG will need to conduct an impact assessment in order to accurately determine what essential services, medium and long term services will need to be restored and their order of priority. The assessment of priority should be done in consultation with representatives from the community.

The priority is the restoration of essential services and utilities. Information required for determining which services require restoration will more than likely be available from the LDMG and agencies involved in the response phase. In some cases, these services may have been restored under the response phase and will not require additional recovery planning.

Examples of essential services that may be considered immediate priorities are:
- Restoration of utilities (power, gas, water and sewerage)
- Restoration of fuel supply
- Restoration of food suppliers and outlets.

It may be prudent to consider initially restoring essential services using temporary measures, with the view that they will be fully restored at improved levels during the long term recovery plan.

Once essential services are restored, additional detailed assessments of impacts on the different elements of recovery may be required. When conducting the impact assessment, consideration needs to be given to the role of insurance companies and what proportion of the damage will be covered by them.

Appendix 3B outlines the elements that need to be considered when completing an impact assessment.

Planning and Funding

The shortfall between the extent of the disaster's impacts and what is not covered by insurance is typically what the LDMG and GRC will focus on. Details on the shortfalls will assist lead agencies to identify possible solutions and provide estimations on resources required. This information will also be required by senior levels of Commonwealth and State Government to determine the level of support allocated to the region.

As information regarding the level of funding and resourcing arises, it is the responsibility of the LDMG and GRC to develop the detailed, long term recovery plan for the region. The success of the plan will hinge on the LDMG and GRC's ability to influence levels of funding for the region and how wisely funding is shared amongst the five elements of recovery.

Apart from funds managed by the GRC, there are a number of financial assistance options available to the community following a disaster. These grants and options can be applied for and utilised by individuals, small business and primary producers to assist in the recovery process. District, state or commonwealth level organisations can assist the community with gaining access to these funds.

The State Disaster Relief Arrangements (SDRA) allows activation of assistance for disaster-affected individuals and communities following isolated disaster events that total (currently) under $240,000, where Commonwealth programs commence.
The Commonwealth Government provides financial assistance to the State Government to reduce the burden of large scale expenditure during a natural disaster. This arrangement is administered by the Department of Transport and Regional Services and is called the Natural Disaster Relief and Recovery Arrangements (NDRRA). The trigger point to access this funding was $480,000 for the financial year 2010/11.

The NDRRA covers eligible natural disasters including one or a combination of:
- Bushfire
- Earthquake
- Flood
- Storm/surge
- Cyclone
- Landslide
- Tsunamis.

Currently NDRRA funding is provided on a number of eligible measures. These measures are outlined in four categories which are drawn from the Natural Disaster Relief and Recovery Arrangements Determination document located on the Emergency Management Australia web site.

Currently the four categories are -

Category A - emergency assistance that is given to individuals to alleviate their personal hardship arising from a natural disaster. Additional information relating to category A assistance is contained in Part 5, Welfare SOPs.

Category B assistance includes:
- Restoration or replacement of certain essential public assets damaged during a natural disaster
- Loans, subsidies or grants, which may take to the form of concessional loans, freight subsidies and interest rate subsidies, to alleviate the financial burden of costs incurred by businesses, primary producers, individuals and non-profit bodies
- Counter disaster operations for the protection of the general public.

Category C assistance is a community recovery package designed to support a holistic approach to the recovery of regions, communities and sectors affected by a natural disaster. Expenditure from the fund is aimed at community recovery and is administered by the State Government in close collaboration with the LDMG and GRC.

The package can comprise of one or more of the following:
- Community recovery fund to restore social networks, functioning and community facilities.
- Expenditure is aimed at community recovery, community development and community capacity building for the future
- Recovery grants for small businesses
- Recovery grants for primary producers.

There are a number of principles that will need to be considered when administering the community fund and these can include:
- Use a community development approach
- Think long term recovery
- Keep track of emerging needs
- Aim to increase individual and community resilience
- Ensure quick response
- Ensure equity and fairness
- Maintain transparency.

Category D assistance is an act of relief or recovery carried out to alleviate distress or damage in exceptional circumstances as determined by the Minister.

The most applicable category measure for this SOP is category C, as this is designed for the recovery of the community, whereas category A and some of category B measures are based on assistance for individuals and organisations.

Another form of assistance that is available for the GRC to coordinate during a disaster will be from charities and other non-government organisations. The charities are likely to provide support directed towards individuals rather than businesses. The GRC will need to assist in the coordination of these charities and non-government organisations to ensure all sectors of the community are supported.

Public Information

Regular and effective dissemination of information to the affected community throughout the recovery process is essential. Information should be made available to the community concerning the following:
- How to access assistance and support programs
- Plans for repair and redevelopment of damaged areas within the region
- Estimated timeframes for the recovery plan including likely impacts to the community at various stages
- How the community can provide feedback to the Council regarding recovery activities.

Many varied methods will need to be used to ensure effective communication with the community and will be coordinated through the Communication Officer.

Stand Down

The recovery process can take several months from the time the disaster occurs to when the community is functioning normally again. As this process continues, the LDMG Chair may choose to allocate control of the recovery process to the Council and remain abreast of progress through update meetings. It is also likely that update meetings will occur less often and only convene periodically to review progress. The Council may choose to manage some recovery activities as stand-alone projects or as a component of their ongoing operations.

Briefing/Review and Assessment

The Council CEO will arrange for the debriefing of all participants and organisations involved in local recovery operations once the recovery process is complete. This review will is designed to identify lessons learnt during the recovery process and consider amendments to the Recovery SOPs.

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LOCAL DISASTER MANAGEMENT PLAN

SECTION 2

PART E

THREAT SPECIFIC ARRANGEMENTS

Version: 3.0
September 2013

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PART E: THREAT SPECIFIC ARRANGEMENTS

E.1   OVERVIEW

The Queensland Disaster Management System includes provision for threat specific arrangements that provide for the coordination of disaster related planning, response and recovery by those departments or agencies that have an allocated threat specific role.

Threat Specific Agencies are responsible for the planning, response and recovery functions necessary to combat specific threats and which require significant technical expertise.   The Queensland Disaster Management System in turn coordinates resources in support of Threat Specific Lead Agency combat operations.

In some situations, many of the available resources required to counter a particular threat will be in possession of entities other than Lead Agencies. This may mean that plans will need to involve other Government departments and agencies and private or volunteer organisations.

E.2   SPECIFIC PLANNING ARRANGEMENTS

E.2.1.   BUSHFIRE

E.2.2.   MARINE OIL SPILL

E.2.3.   PANDEMIC

E.2.4.   EMERGENCY ANIMAL DISEASE

E.2.5.   DAM FAILURE

E.2.6.   INDUSTRIAL INCIDENT

E.2.7.   TSUNAMI

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Threat Specific Arrangement #1

BUSHFIRE

Purpose

To detail the general arrangements for the provision of assistance in the event of bushfire events in the Gladstone Region.

Functional Responsibility

Queensland Fire and Rescue Service (QFRS) is the designated Threat Specific Agency for bushfire under the State Disaster Management Arrangements.

Introduction

To date, no detailed Threat Specific Plan for Bushfires has been developed.   In the past, QFRS perceived that no detailed Threat Specific Plan was required as bushfires were traditionally managed using routine response and callout procedures under the Incident Control System (ICS).

Recent experience with bushfire response in Queensland and lessons derived from the NSW and ACT fires have led QFRS to develop a State-level command and control system for bushfire response. The State Incident Management Team (SIMT) and the QFRS State Operations Centre are to be the centrepieces of this system.

These measures represent a change in bushfire response management. Accordingly, it is considered appropriate to document these arrangements in a new Threat Specific Plan for Bushfires under the State Disaster Management Plan. Such detail is required to ensure that all elements of the Disaster Management System are aware of the command and control mechanisms that will apply during major bushfire response.

QFRS are establishing a range of improved control and coordination measures to ensure the effective management of significant bushfire events within Queensland.   These measures include the creation of a QFRS State Operations Centre to be co-located with the State Disaster Coordination Centre and the raising of State Incident Management Teams (SIMT). These teams will be deployed to a major fire incident to provide enhanced command and control of the fire event. Two SIMT are in the process of being raised – one to be located in North Queensland and the other in South East Queensland. A summary of the SIMT concept is set out below.

The Commissioner, or Deputy Commissioner, will deploy a SIMT to ensure control is established and appropriate organisational structures are implemented to manage a high impact (Level 3) incident. Level 3 Incidents are large and complex incidents that may take several days to control and suppress, incidents where there are significant environmental, cultural or heritage values at risk or where there are potentially high suppression costs.

Primarily, a SIMT will specialise in wildfire management in rural/urban interface areas with team members being drawn from both Rural and Urban Officers. An SIMT is to be fully functioning and managing an incident within 12 hours of activation and be supported by members of a Regional Incident Management Team (RIMT).

The SIMT pool will comprise a total of 26 individuals operating as two distinct teams. A designated team leader, who will act as Incident Controller upon activation, will manage each team. Each team member will be selected to perform a specific functional role but also have an ability to work in other roles. Team members will be allocated to a team after selection to provide a balance of skill and experience within each team.

QFRS members selected to be members of a SIMT will have high level skills and experience in incident management, have completed the 5 day AIIMS/ICS program and will have ideally experienced recent deployments into an IMT within the state or interstate.

Agencies that may be required to assist in bushfire situations are to develop arrangements for the provision of appropriate support to QFRS if requested.

As such, it is not practical to include specific details in this document.

Co-ordination

As bushfires are the specific responsibility of QFRS, it is envisaged that the control of response activities will be undertaken by that agency with support in terms of resources, evacuations and other assistance being provided by other agencies.

Support Agencies

A number of agencies, organisations and commercial entities may be involved in providing support to a bushfire event, specifically organisations with appropriate plant and machinery such as graders, dozers and water trucks.

Response Capability

In addition to specific agency assistance being provided to the Queensland Fire and Rescue Service, components of the Local Disaster Management Plan may be activated to support operations.

Depending on the severity, or potential severity, of the event, this may include the need for evacuations and the establishment of evacuation centres with associated personal services being provided.

Gladstone Regional Council has internal policies and procedures for providing assistance as an organisation. These may be implemented for assistance at individual events or through a coordinated approach to a significant event or multiple events.

Threat Specific Arrangement #2

MARINE OIL SPILL

Purpose

To detail the general arrangements for the provision of assistance in the event of a marine oil spill in the Gladstone Region.

Functional Responsibility

Maritime Safety Queensland is the designated Threat Specific Agency for marine oil spills under the State Disaster Management Arrangements.

Introduction

The threat specific plan for oil spills, the Queensland Coastal Contingency Action Plan (QCCAP), details the threat specific arrangements for a coordinated and integrated response to oil pollution incidents in State waters.

The plan addresses the following issues:

- reporting of oil pollution incidents,
- measures to be instituted to restrict the further spread of the pollutant, and
- actions that can be taken to clean up and dispose of collected pollutants.

The plan was developed in conjunction with Commonwealth Government authorities and representatives of the oil industry and maritime/ports sectors. It acts as a supplement of the National Plan to Combat Pollution of the Sea by Oil and Other Noxious and Hazardous Substances (NATPLAN).

Gladstone Ports Corporation has a complimentary plan within the State and National arrangements.

"Reefplan", which provides strategic direction for response arrangements within the Great Barrier Reef, compliments QCCAP.

Interaction with Other Plans

National Plan to Combat Pollution of the Sea by Oil and Other Noxious and Hazardous Substances.

The agreements for interaction between Queensland and Commonwealth authorities with respect to coordination and the provision of technical advice, logistic and maintenance support, training, materials and equipment are contained in the NATPLAN. This plan also details the division of responsibilities between the Australian Maritime Safety Authority (for the Commonwealth), Maritime Safety Queensland and Port Authorities for combating oil spills.

<u>State Disaster Management Plan.</u>

The State Disaster Management Plan interacts with the QCCAP to enable Queensland Marine Authorities to access resources at Local Government, Disaster District and State level to assist Maritime Safety Queensland with oil spill combat operations within State waters, Commonwealth waters and Great Barrier Reef Marine Park waters.

Principal Responsibilities

The Director-General of the Department of Transport is responsible for appointing the Chair of the Queensland National Plan Oil Pollution Committee and the State Oil Spill Commander (SOSC).

The SOSC is responsible for the direction and management of the NATPLAN response to a serious oil spill on behalf of the State Government and for advising Government in respect to combating a serious oil spill.

Activation Procedures

The Chairman of the Queensland National Plan Oil Pollution Committee will activate the plan on receipt of notification of a significant pollution incident.

On activation, a State Oil Spill Control Centre (SOSCC) will be opened, and CDRS will be alerted in preparation for activation of the State Disaster Coordination Centre and the appointment, if necessary, of a Liaison Officer to the SOSCC.

At Disaster District level, the relevant District Disaster Management Group(s) will be activated in preparation for provision of resources support, as necessary, to the On Scene Coordinator.

At Local Government level, the Local Disaster Management Group may be activated in preparation for provision of resource support, as necessary, to the On Scene coordinator.

Coordination Centres

The SOSCC, the meeting point for the State Oil Spill Committee, is located at the:

      Emergency Operations Room
      Marine Operations Base
      MacArthur Avenue
      East Pinkenba

The Regional Harbour Master's office in Gladstone also operates an emergency operations room equipped for oil spill response and other marine hazards/threats.

The Chair, Queensland National Plan Oil Pollution Committee is responsible for the SCSCC.

If required, Disaster Coordination Centres at the District and Local levels may be activated in support of operations.

Liaison Officers

If necessary, EMQ Liaison Officers will operate from the SOSCC and will arrange resource support to oil spill operations, as required, through the State Disaster Coordination Centre.

Liaison between District Disaster Management Groups and the On Scene Coordinator will be effected by the relevant District Disaster Coordinator through the District Disaster Coordination Centre.

The Chairperson of the Local Disaster Management Group through the Local Disaster Coordination Centre will effect liaison between Local Government and the On Scene Coordinator.

Support Agencies

A number of agencies, organisations and commercial entities may be involved in providing support to a marine oil spill event.

Response Capability

In addition to specific agency assistance being provided to Maritime Safety Queensland or the Gladstone Ports Corporation, components of the Local Disaster Management Plan may be activated to support operations.

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Threat Specific Arrangement #3

PANDEMIC

Purpose

To detail the general arrangements for a Pandemic event and to provide for the co-ordination of local government support to Queensland Health, as the responsible agency, and to the District Disaster Management Group (DDMG) as needed in responding to a pandemic.

Functional Responsibility

Queensland Health has the functional responsibility for a Pandemic.

Context and Assumptions

In the event of a pandemic it is expected that the normal health resources in the Gladstone Region will be such that they will require assistance and support to establish and run medical facilities in addition to the hospital(s). Such facilities are referred to in this document as improvised medical facilities.

Whilst such support is coordinated at the Disaster District level, the local government, either in its own right or through the Local Disaster Management Group (LDMG), will be required to provide assistance in the establishment and running of such facilities.

Introduction

These Pandemic specific arrangements are designed to cover medical emergencies which, over short or long term, extend beyond the capabilities of local health resources to manage.

Any Pandemic in the Gladstone Region will automatically involve Queensland Health, the Gladstone Hospital, possibly the Mater Private Hospital and becomes a DDMG issue.

Improvised Medical Facility

In the Gladstone Region it has been determined that Queensland Health has the resources to establish only ONE improvised medical facility. This facility will be established at the Police Citizens Youth Centre (PCYC), Yarroon Street, Gladstone. A diagram of the proposed internal layout is at Attachment A.

Support Agencies

The following are the support agencies who may be involved in a pandemic event:

- Queensland Ambulance Service
- Queensland Police Service
- State Emergency Service (SES)
- Department of Public Works (QBuild)
- Department of Communities
- Department of Transport and Main Roads
- Local Government
- St Johns Ambulance
- Welfare Agencies

The District Disaster Coordinator (DDC), through the DDMG, provides support to Queensland Health as required.

Co-ordination

As Queensland Health is the responsible agency for a Pandemic, they will request support from the DDC through the DDMG.

The DDC will advise the local government

Response Capability

The following organisations have the allotted roles in assisting with the provision of support to a Pandemic event:

QUEENSLAND HEALTH is responsible for:
o   Overall supervision of doctors and nursing staff involved
o   Management of the improvised medical facility
o   Provision of medical assessment and treatment at the site
o   Allocation of patient destinations and priorities

MATER PRIVATE HOSPITAL is responsible for:
o   Supporting Queensland Health as required

QUEENSLAND AMBULANCE SERVICE is responsible for:
o   Site Management – casualties
o   Pre Hospital Emergency Care
o   Casualty Management
o   Coordination of Volunteer First Aiders
o   Communications between allied agencies and hospitals
o   Transport of patents/casualties

POLICE are responsible for:
o   Security
o   Traffic control

SES is responsible for**:**
o   Assisting Police with traffic control as required
o   Management and direction of car parking
o   Observation of general areas through stationed officers or walking patrols
o   Lighting of car parking and other external areas as required

DEPARTMENT OF PUBLIC WORKS (QBUILD) is responsible for:
o   Provision of resources and materials required to establish the improvised medical facility
o   Removal of resources and materials after the event

DEPARTMENT OF COMMUNITIES is responsible for:
o   Detailing arrangements for personal and social support to those persons requiring home quarantine.
o   Coordinating agencies to provide social support services.

DEPARTMENT OF TRANSPORT AND MAIN ROADS is responsible for:
o   Coordination and provision of transport resources to enable those members of the community requiring transport assistance to attend to the improvised medical facility.

LOCAL GOVERNMENT is responsible for:
o   Assisting with traffic management by providing signage, barriers, traffic cones and other like resources.
o   Providing human resources to assist QBuild with the assembly and later disassembly of barriers, fencing and other resources.
o   Providing human resources to assist with traffic management matters, including car parking, if required.

ST JOHNS AMBULANCE is responsible for:
o   Assisting QAS with First Aid

WELFARE AGENCIES are responsible for:
o   Personal support
o   Catering for staff and volunteers at the improvised medical facility

Transportation

Should transport resources be required for transportation to the improvised medical facility, it is expected that the District Transport Plan will be activated as part of the DDMG support arrangements.

Communications

Communications arrangements between the improvised medical facility and Gladstone Hospital will be determined following consultation with Queensland Health at the time.

Traffic Management

Queensland Police, the SES and the Gladstone Regional Council will develop arrangements for the management of traffic in the vicinity of the improvised medical facility. Such arrangements will include car parking. A layout plan for traffic management at the PCYC facility is at Attachment B.

Security

Queensland Police will have overall responsibility for security but may be assisted by private security firms and, to a lesser extent the SES.

The SES will not be involved in physical security issues but will provide a "presence" and observation resource. They may also assist with marshalling people to entry points, car parks and like tasks.

Indicative Personnel Numbers for Traffic Management and Security

The following table shows the indicative numbers of Police, SES and Private Security personnel required at an improvised medical facility. These numbers may change depending on circumstances.

	Traffic Management		Security		
Stage	**Police**	**SES**	**Police**	**SES**	**Private Security**
1	1	2	2	2	
2	1	2	2	2	
3	1	3	3	2	2
4	1	3	4	4	2

E.2.3. Table 1: Indicative Numbers of Police, Security and SES Personnel

Special Needs

The PCYC has wheelchair access to it main entrance, however in a Pandemic event this access will not be able to be used as a separate exit is required. Accordingly, arrangements will be made to enable wheelchair egress from the eastern side of the facility adjacent to the Ambulance arrival/despatch point.

Psychological and Counselling Services

The Department of Communities has developed procedures for personal services and social support.
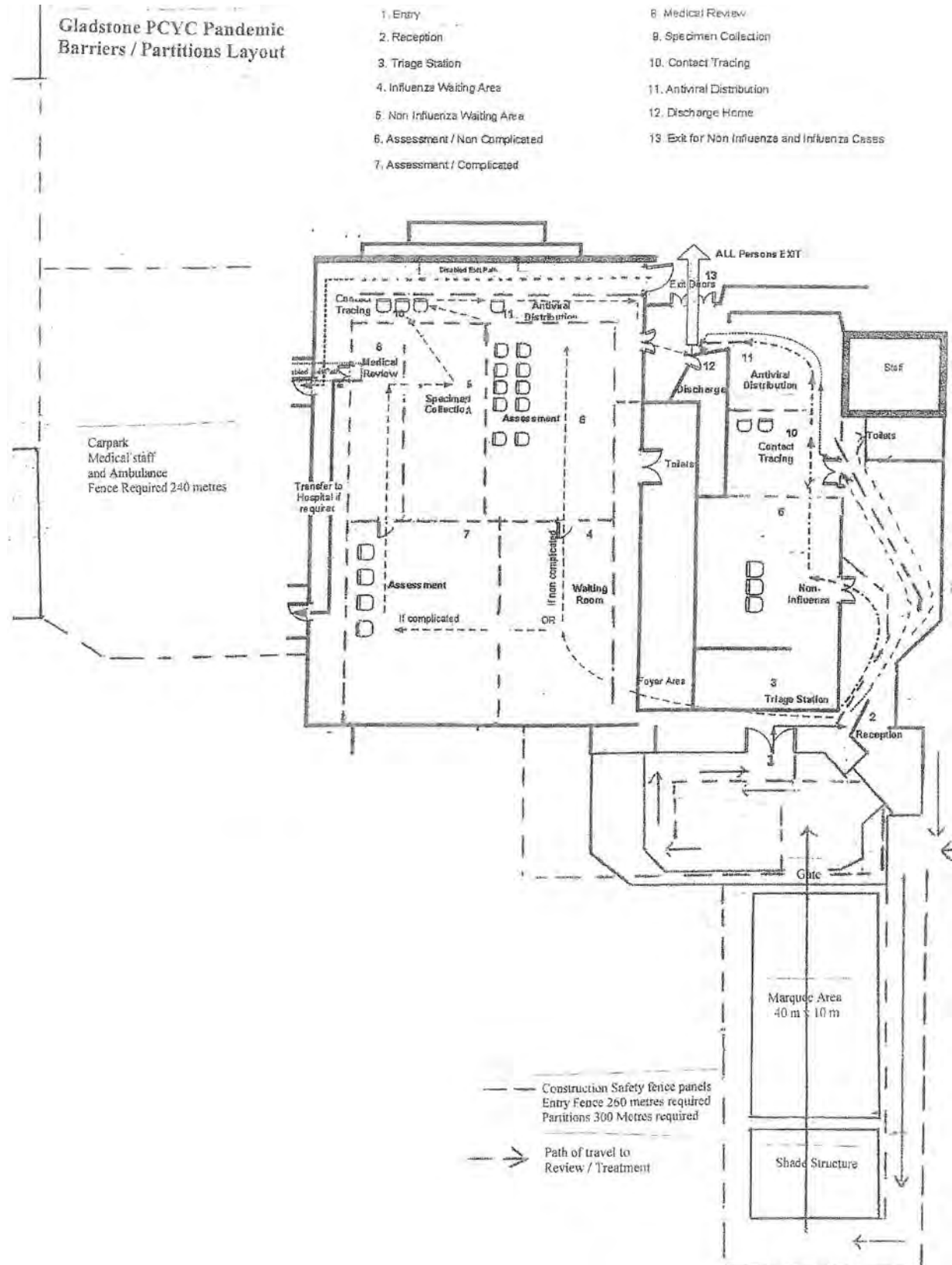
Public Health Advice

Public information and education will be provided by Queensland Health and other authorities as the situation develops.

Alternative Facilities

Identification of possible alternative sites for medical care in the event that the identified improvised medical facility becomes unusable, an alternate facility shall be designated by Queensland Health.

ATTACHMENT A

Internal Layout
Improvised Medical Facility – PCYC

Gladstone PCYC Pandemic Barriers / Partitions Layout

1. Entry
2. Reception
3. Triage Station
4. Influenza Waiting Area
5. Non Influenza Waiting Area
6. Assessment / Non Complicated
7. Assessment / Complicated
8. Medical Review
9. Specimen Collection
10. Contact Tracing
11. Antiviral Distribution
12. Discharge Home
13. Exit for Non Influenza and Influenza Cases

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Gladstone Regional Council
E.2.3

PANDEMIC

Local Disaster Management Plan
Threat Specific Arrangements
ATTACHMENT B

ATTACHMENT B

Traffic Management Plan
Improvised Medical Facility - PCYC

Title: Changed Traffic Conditions – Glenlyon Road

Address: Glenlyon Road

Principal Contractor: Gladstone Regional Council (Calliope Office)
                                PO Box 231
                                Calliope Qld 4680

                                Ph: (07) 4975 8100
                                Fax: (07) 4975 8106

General:
The Traffic Management Plan for this project covers the control of traffic for changed traffic conditions on Glenlyon Road. The purpose as outlined in the "Threat Specific Arrangement # 3 – Pandemic" is to provide local traffic access to Memorial Park along Glenlyon Road. The Queensland Police Service will have control of the site and are responsible for Traffic Control.

The posted speed for this section of Road is 60 KPH.

This plan will manage traffic entering and exiting temporary entrances to Memorial Park and to maintain through traffic along Glenlyon Road. Police will control the movement of vehicles entering the restricted lane. Police will maintain a permanent presence while changed traffic conditions remain in place.

Signs will be mounted on posts 2.2m above the footpath height to the underside of the sign wherever possible.

An Electronic variable message board will operate at the Railway Street intersection as advance warning and notification of Changed traffic conditions.

This plan includes signage and will be in accordance with the Manual of Uniform Traffic Control Devices (MUTCD) Part 3 Works on Roads. The Average Daily Traffic (AADT) for this section of road exceeds 3000 vehicles per day for the purpose of Traffic Management calculations.

The major traffic control guidance schemes will be as per the attached layouts.

- Traffic Management Overview
- One Lane Traffic Operations

Hours of Operation:
Traffic alterations will be at the sole discretion of the Queensland Police. Control of the site is potentially 24 hours a day, 7 days a week.

Speed Limits:
A maximum speed of 40km/h through the work site will be in force throughout the project.

Traffic Lanes:
One lane will operate for Through Traffic at all times and will be a 3m traffic lanes plus 2x.5m clearance. Control of Traffic will be by signage in accordance with MUTCD or as amended by the Queensland Police or trained traffic management staff.

Public Notification:
Electronic message board/s will be operating prior to the start of Traffic alterations and for the life of the project. Advertising the works in the Local Newspapers and other Media regarding changed traffic conditions will the responsibility of others. Copies of the traffic management plan will be forwarded to all Essential Services. Advertisements and notification will be as soon as practicable.

Works Sequence:
- Installation of temporary signs and devices
- Erection of Temp Fencing (650m of mesh and say 200 pickets)
- Construction of suitable vehicle access points
- Dis-establishment
- Removal of Temporary Signage

Traffic Guidance Scheme:
Installation and removal of the temporary traffic signs will be conducted in accordance with Part 3 of the MUTCD.

The traffic management plans will be read in conjunction with MUTCD and this document for Signage set out. The Traffic Guidance scheme was developed from diagram 27 Long Term, One Lane Closure for a multi lane divided road. Signage placement will be installed as a "best fit" for the purpose of distances which are not achievable as referenced in the MUTCD.

The means of delineation and separation through the project site shall be by means of Class 1 Retro reflective directional arrows and traffic cones.

Where the diverting of traffic is required overnight, the travelled paths shall be clearly defined and Lit. The Queensland Police Service shall drive through the site at night to ensure effectiveness.

A Provision for pedestrians and bicycles must be allowed for. This should be at least 1.2m wide and/or 2m wide path where practical. Consideration is given for the diverting of Pedestrian Traffic to the opposite side of proposed Car Park facility (Glenlyon Road E/NE)

On completion of the works, all temporary traffic signs shall be removed and documented.

Maintenance and Records:
Maintenance and records of any incidents will be the responsibility of the Queensland Police.

Public Access:
All effort will be made to ensure all accesses are made available to residents/businesses. Residents/Businesses are to be notified as soon as practical. There are no foreseeable issues regarding access to private properties and businesses.

Delay Control:
Traffic delays and queue lengths will be monitored by Queensland Police. Upon request, Queensland Police may contact Gladstone Regional Council (contact details supplied) to supply and install additional signage as required. Special consideration is to be given for monitoring Traffic behaviour when queue lengths extend into the Railway St – Port Access Road Traffic signals.

Gladstone Regional Council
E.2.3

PANDEMIC

Local Disaster Management Plan
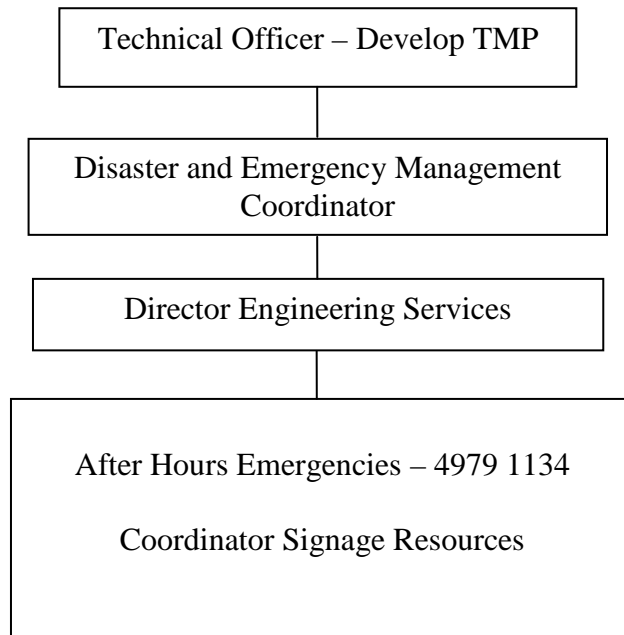Threat Specific Arrangements
ATTACHMENT B

If this occurs, a risk assessment and revised plan will be developed to ensure signage extends out to encompass all approaching road users. Queensland Police may require additional Officers to Control Traffic past the Traffic Management Plan footprint.

Traffic Coordination Committee:
Queensland Police, Gladstone Regional Council, State Emergency Service

Traffic Management Structure:
Contact Persons (Gladstone Regional Council):

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┌─────────────────────────────────────────┐
│   Technical Officer – Develop TMP         │
└─────────────────────────────────────────┘
                    │
┌─────────────────────────────────────────┐
│   Disaster and Emergency Management       │
│   Coordinator                             │
└─────────────────────────────────────────┘
                    │
┌─────────────────────────────────────────┐
│   Director Engineering Services           │
└─────────────────────────────────────────┘
                    │
┌─────────────────────────────────────────┐
│                                           │
│   After Hours Emergencies – 4979 1134     │
│                                           │
│   Coordinator Signage Resources           │
│                                           │
└─────────────────────────────────────────┘
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TRAFFIC MANAGEMENT OVERVIEW LAYOUT

Gladstone Regional Council
E.2.3

PANDEMIC

Local Disaster Management Plan
Threat Specific Arrangements
ATTACHMENT B

ONE LANE TRAFFIC OPERATIONS

Local Disaster Management Plan
Threat Specific Arrangements
ATTACHMENT B

PANDEMIC

Gladstone Regional Council
E.2.3

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Threat Specific Arrangement #4

EMERGENCY ANIMAL DISEASE

Purpose

To detail the general arrangements for the provision of assistance in the event of emergency animal disease in the Gladstone Region.

Functional Responsibility

The Department of Primary Industry and Fisheries (DPI&F) is the designated Threat Specific Agency for Emergency Animal Disease under the State Disaster Management Arrangements.

Introduction

The Queensland Veterinary Emergency Plan (QLDVETPLAN) is a sub-plan of the State Disaster Management Plan. It details arrangements at State level to cope with a serious emergency animal disease emergency within the State. It also provides guidance to District Disaster Management Groups and the Local Disaster Management Groups for the development of their plans to assist the DPI with emergency animal disease emergency operations as necessary.

The plan was developed in conjunction with:

- **AUSVETPLAN and AFFAVETPLAN.** AUSVETPLAN is a series of documents detailing principles and procedures to be adopted to control or eradicate certain exotic diseases. AFFAVETPLAN details arrangements whereby the Commonwealth will provide support to the States in combating animal disease emergencies. The DPI&F's plan interacts with both these plans in order to access specialist advice and resources to assist the Department with the conduct of its operations.

Interaction with other Plans

AUSVETPLAN and AFFAVETPLAN.

The DPI's plan interacts with both these plans in order to access specialist advice and resources to assist the Department with the conduct of its operations.

State Disaster Management Plan.

QLDVETPLAN interacts with the SDMP to enable Departmental officers to access resources not covered by arrangements under either AUSVETPLAN or AFFAVETPLAN. Because of the nature of operations to combat an exotic animal disease outbreak, and the potential size of the area(s) likely to be involved, it is probable that a number of Disaster Districts will be involved. If this occurs, coordination of supply of such resources support will be effected through the State Disaster Coordination Centre.

Principal Responsibilities

The Director-General DPI&F is responsible for the establishment, maintenance and activation of the QLDVETPLAN and the establishment, maintenance and activation of the State Disease Control Headquarters.

Activation Procedures

The plan will be activated by the Chief Veterinary Officer, DPI&F on receipt of advice that an outbreak of an emergency animal disease has occurred in Queensland. The plan may also be activated if notification is received from another State that an outbreak of an emergency animal disease has occurred in the State, and is likely to be transmitted into Queensland.

On activation of the plan, the State Disease Control Headquarters will be opened, and the Executive Director CDRS is to be alerted in preparation of activation of the State Disaster Coordination Centre.

Coordination Centres

The State Disease Control Headquarters is located in the:

> Primary Industries Building
> Ann Street
> Brisbane.

The Chief Veterinary Officer is responsible for the management and conduct of operations within the State Disease Control Headquarters.

Liaison Officers

If necessary, Liaison Officers from CDRS will operate from the State Disease Control Headquarters and will arrange support to DPI&F operations, as required, through the State Disaster Coordination Centre. Liaison between District Disaster Management Groups and Regional Biosecurity managers (DPI&F) will be effected by the relevant District Disaster Management Group.

Support Agencies

A number of agencies, organisations and commercial entities may be involved in providing support to an outbreak of emergency animal disease.

Response Capability

In addition to specific agency assistance being provided to the Department of Primary industries and Fisheries, components of the Local Disaster Management Plan may be activated to support operations.

Threat Specific Arrangement #5

DAM FAILURE

Matters pertaining to the response activities associated with a failure of the Awoonga Dam and its associated flooding consequences are initially dealt with in the Gladstone Area Water Board's Emergency Action Plan for the Awoonga Dam.

Downstream effects resulting from the spilling or a failure of the Awoonga Dam will be managed through Operational plans which will be activated in whole or in part to assist with the response to such a situation.

Upstream effects resulting from water levels in the dam will also be managed through Operational plans which will be activated in whole or in part to assist with the response to such a situation.

The Gladstone Area Water Board will keep the LDMG informed of the situation at all times.

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Threat Specific Arrangement #6

INDUSTRIAL INCIDENT

Purpose

This document describes general response arrangements for an industrial incident which has human impacts outside the boundary of a Gladstone based industrial site. These arrangements could include the provision and co-ordination of state and local government, emergency services, volunteer and industry material resources and personnel.

Being the responsible agency for an industrial incident, the Queensland Police Service (QPS) will lead this response.

Functional Responsibility

QPS is the lead response agency for major industrial accidents and Hazardous Material incidents.

Should incident impacts be contained within the site's boundaries, there will be no requirement to enact this plan. Rather in this case, the site's senior managers will liaise directly with emergency services organisations and the Department of Environment and Resource Management (DERM) to resolve the situation.

Context

Industries

Major industry with a replacement value of well over $20 billion has been established in the Gladstone region. These industries include:
- Boyne Smelters Limited – Australia's largest Aluminium smelter,
- Cement Australia – Australia's largest cement kiln, and
- Gladstone Port Corporation - the world's fifth largest coal export terminal.
- NRG Gladstone Operating Services – Queensland's largest power station.
- Orica - one of the world's largest producers of sodium cyanide and ammonium nitrate,
- Queensland Alumina Limited – the third largest alumina refinery in the world,
- Rio Tinto Aluminium Yarwun – the first green field alumina refinery constructed worldwide since 1985,

Future possible industrial developments include multiple Liquid Natural Gas (LNG) liquefaction plants, an integrated steel plant, a nickel refinery and an expanded export coal terminal.

Incident Triggers

There could be many possible triggers for an industrial incident. It could be initiated by a natural disaster, malicious act, disruption to electrical or other utilities, a process or equipment failure or human error. All industrial sites have rigorous mandatory prevention, containment and mitigation systems which are designed to avert a major failure by thwarting these triggers or minimizing the consequences of an incident.

Regardless of the cause of the incident, if containment and mitigation systems are unsuccessful, foreseeable major incidents are likely to have similar generic community impacts. These causal factors will therefore outside of the scope of this plan.

Incident Products

An industrial incident could generate solid, liquid or gaseous products. As the solid and liquid products are unlikely, in themselves to human impacts, a response to these dimensions of an industrial incident will not be considered further. Please note that the management of incidents which impact Port Curtis Harbour is the responsibility of the Gladstone Port Corporation.

Gaseous contaminants however, released either directly or as a consequence of the release of liquid or solid substances, could have significant human impacts. Gaseous emissions will therefore be the focus of this plan.

Incident Severity

The severity of gaseous emissions from an industrial incident could vary from nuisance to life threatening.

Amenity impacts could include an unpleasant odour, a visually concerning plume or inconvenience caused by serious disruption to transportation routes. This may also affect emergency response resources access to the area of the incident.

The emissions generated by an industrial incident could also result in significant discomfort or life threatening outcomes for sensitive community members. For instance, breathing difficulties caused by products of combustion such as particulate pollution, sulphur dioxide or oxides of nitrogen.

Finally, an industrial incident could result in the release of toxic emissions which have serious impacts for the general community. These contaminants could be emitted individually such as in an alkali or chlorine release or in conjunction with other contaminants such as in a fire in a process plant which could result in the release of products of combustion along with carcinogens.

As the response to this final scenario is likely to address the first two situations, this plan will only address responses to the third most serious situation.

Introduction

Typical Site Incident Response Activities
The typical chain of events in a major industrial incident is:
- A site emergency alarm is activated
- Site personnel enact their emergency workplace evacuation procedures
- Site First Response Team (SFRT) is called out.
- SFRT evaluate the situation.
- As appropriate the SFRT evacuate injured personnel and / or take incident control measures
- SFRT advises whether to call out the Site Emergency Management Team (SEMT)
- The SEMT, which is led by the most senior onsite manager, is called out and takes charge of incident response.
- The staff of the impacted site notifies personnel on their Emergency Contact Register of the incident.
- The SEMT evaluates the severity of the incident and decides whether to request assistance from QPS, QFRS, QAS and / or the emergency response resources of other industries as well as notify DERM.

- If called upon, QPS takes charge of the response and decides whether to request support from the disaster management system through the activation, in part or in whole, of the Local Disaster Management Plan (LDMP) and if and how to notify the general public of the incident.

Support Agencies

The following are the support agencies could involved in an industrial incident:
- Queensland Police Service
- Queensland Fire and Rescue Service
- Queensland Ambulance Service
- St Johns Ambulance
- State Emergency Service (SES)
- Impacted Industrial Site
- Mutual Aid Group for Gladstone (MAGG)
- Department of Environment and Resource Management
- Contract Security Personnel
- Queensland Health
- Mater Private Hospital
- Gladstone Regional Council
- Department of Public Works (QBuild)
- Department of Communities
- Department of Transport and Main Roads
- Welfare Agencies
- Media
- Gladstone Industry Leadership Group

If the Queensland Disaster Management System is activated, the Local Disaster Management Group (LDMG) provides support top agencies as required. If the situation warrants, the District Disaster Coordinator (DDC), through the District Disaster Management Group (DDMG), provides support to the LDMG as required.

Coordination

QPS is the responsible response agency for an industrial incident which has impacts outside the perimeter of an industrial site. QPS can request support from agencies and organisations as part of the incident management process, or if the disaster management system is activated from the LDMG and/or the DDC through the DDMG.

Response Capability

QUEENSLAND POLICE SERVICE (QPS):
- Lead and coordinate the disaster response
- Requesting support from the LDMG and this plan
- Security of the incident vicinity
- Selection and establishment of an incident response control room. (?)
- Control access to the site and the immediate area
- Control traffic around the vicinity of the incident as well as access routes to the area of the incident
- Media liaison
- Commandeering the equipment needed to respond to the incident
- Direction to industry site personnel.
- If someone is killed is this a crime scene, how will this be managed, WorkSafe Queensland involvement (?)

QUEENSLAND FIRE AND RESCUE SERVICE (QFRS):
- Rescue of injured personnel from the immediate site of the incident to an identified safe zone where they will be transferred to the QAS
- Control of any fire, explosive or hazardous material situation.

QUEENSLAND AMBULANCE SERVICE (QAS):
- Provision of medical assessment and treatment at the site
- Evacuation of casualties
- Pre Hospital Emergency Care
- Casualty Management
- Coordination of Volunteer First Aid personnel
- Communications between allied agencies and hospitals
- Transport of patents/casualties

ST JOHNS AMBULANCE:
- Assisting QAS with First Aid

STATE EMERGENCY SERVICES (SES):
- Assisting Police with traffic control as required
- Management and direction of car parking
- Observation of general areas through stationed officers or walking patrols
- Lighting of car parking and other external areas as required
- Assisting QAS with patient transport
- Assisting other agencies as required

IMPACTED INDUSTRIAL SITE:
The provision of supplementary disaster response:
- Evacuation of the site
- Stabilisation of site processes
- Provision of site escort personnel
- Advice to QPS about the nature of the incident, site risks, access, processes, protective equipment requirements.
- Provision to QPS of the equipment and operators needed to respond to the incident
- Where available, placement and activation of mobile monitoring equipment to assist assess the nature of the incident emissions
- Media liaison

MUTUAL AID GROUP FOR GLADSTONE (MAGG):
The provision of supplementary disaster response:
- Consumables
- Specialist advice
- Equipment resources and operators
- Emergency response personnel
- Ambulances and other emergency equipment
- Medical and nursing personnel.
- General assistance personnel.

NOTE: This support will be provided in accordance with the procedures and undertakings contained in the MAGG Statement of Intent, which is scheduled for signature in 2010. This may or may not include on site contractor equipment and personnel and contract site security staff.

DEPARTMENT OF ENVIRONMENT AND RESOURCE MANAGEMENT:
- Completion of incident air quality monitoring
- Advice to QPS about the possible human and environmental impacts of the incident and proposed remediation measures.

CONTRACT SECURITY PERSONNEL:
- Assist QPS will traffic control

QUEENSLAND HEALTH:
- Overall supervision of doctors and nursing staff involved
- Management of the improvised medical facility
- Allocation of patient destinations and priorities

MATER PRIVATE HOSPITAL:
- Support to Queensland Health

GLADSTONE REGIONAL COUNCIL (GRC):
- Assisting with traffic management by providing signage, barriers, traffic cones and other like resources.
- Providing human resources to assist QBuild with the assembly and later disassembly of barriers, fencing and other resources.
- Providing human resources to assist with traffic management matters, including car parking, if required.
- Assisting with the provision of plant and resources as may be required
- Activating the disaster management system at a local level if required.

DEPARTMENT OF PUBLIC WORKS (QBUILD):
- Provision of resources and materials required to establish the improvised medical facility if required
- Removal of resources and materials after the event

DEPARTMENT OF COMMUNITIES:
- Coordinating agencies to provide social support services.

DEPARTMENT OF TRANSPORT AND MAIN ROADS:
- Coordination and provision of transport resources to enable those members of the community requiring transport assistance to attend to the improvised medical facility.

WELFARE AGENCIES:
- Personal support
- Catering for staff and volunteers at the improvised medical facility

MEDIA AGENCIES:
- General community incident updates

GLADSTONE INDUSTRY LEADERSHIP GROUP has no response responsibilities during an industrial incident.

Communications

Emergency Services
QPS, QAS and QFRS will use their radio communications systems. QPS will ensure that a method of communication is established with the operators of commandeered equipment.

Site Communications

Sites will continue to use their existing site communications.

Community

The content and authorisation procedures for incident notification messages to potentially threatened civilian populations will be determined by the lead agencies. These messages will be disseminated according to specific arrangements or in accordance with *Operational Plan #10 Public Information and Warnings* as part of the LDMP.

Community Education and Awareness

As part of community education and awareness strategies, community members will be advised of the appropriate actions to take in the event of an industrial incident.

Capability Development

To ensure timely and effective incident responses, organisations nominated with response capabilities should also undergo joint realistic training, exercises and competitions to improve teamwork and interoperability, build mutual understanding, streamline decision making and prove command, control, coordination and communications processes.

Psychological and Counselling Services

Various organisations provide personal services and social support. If necessary these can be coordinated through the disaster management system.
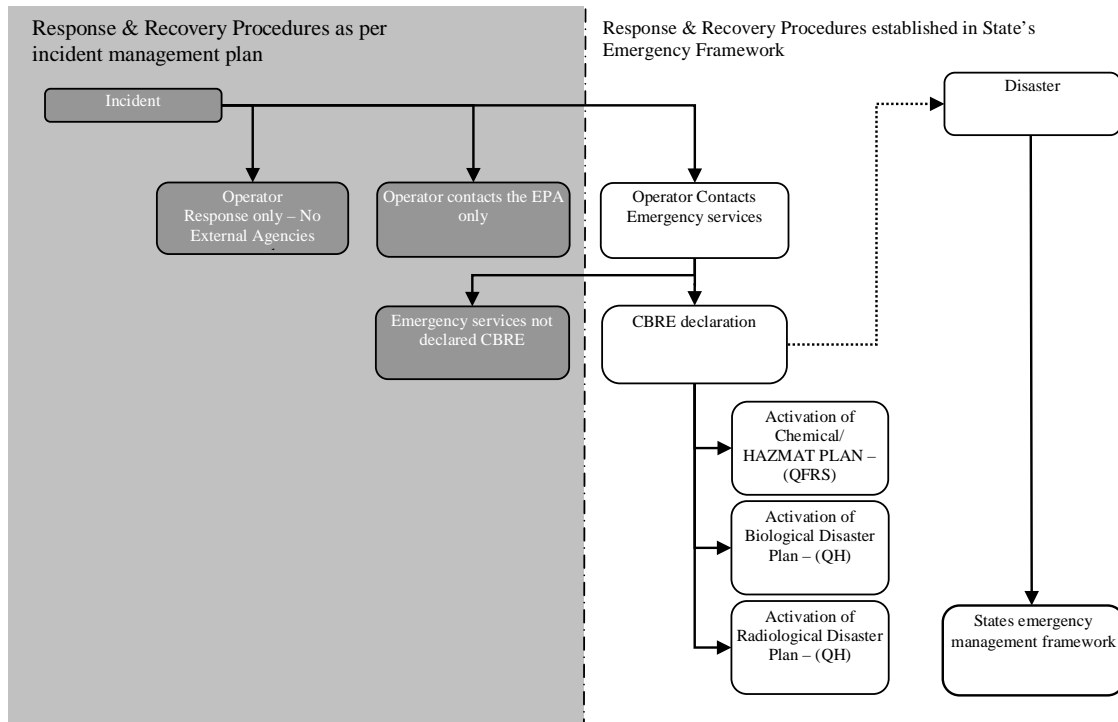
Industry organisations may supplement these counselling services with additional resources.

Public Health Advice

Public information and education will be provided by Queensland Health and other authorities as the situation develops.

Amended Conceptual Incident Workflow

Emergency
Services and EPA

Site

GILG

Incident

Occurs

20 mins

10 mins

Incident Severity
Assessment

Notify

Disaster Management Meeting

Time

Community
and external
to Site
Response

Site Response
and Internal and
Stakeholder
messaging

Update Disaster Management Meeting

Site

Stabilised

EPA Investigation

Close

Status

Inform

Site Investigation

Close

Status

Inform

Identify and
ensure Industry
responses to all
community
concerns

Site

Investigation completed

Remedial Action

Inform

In coop with site
comms, provide
additional
Community
explanation of
incident and the
remedial action
taken

**Facility
Boundary**

**Facility
Boundary**

Response & Recovery Procedures as per incident management plan

Response & Recovery Procedures established in State's Emergency Framework

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  ┌──────────────┐
  │   Incident   │──────────────────────────────────────────────────────┐
  └──────────────┘                                                       │
        │                    │                        │                  │
        ▼                    ▼                        ▼                  ▼
 ┌────────────┐      ┌──────────────┐        ┌──────────────┐      ┌──────────────┐
 │ Operator   │      │ Operator     │        │ Operator     │      │   Disaster   │
 │ Response   │      │ contacts the │        │ Contacts     │      └──────────────┘
 │ only – No  │      │ EPA only     │        │ Emergency    │            │
 │ External   │      └──────────────┘        │ services     │            │
 │ Agencies   │              │               └──────────────┘            │
 └────────────┘              │                      │                    │
                             ▼                      ▼                    │
                    ┌──────────────────┐    ┌──────────────┐            │
                    │ Emergency        │    │ CBRE         │············┘
                    │ services not     │    │ declaration  │
                    │ declared CBRE    │    └──────────────┘
                    └──────────────────┘            │
                                            ┌───────┼───────────────┐
                                            ▼                       │
                                   ┌──────────────────┐            │
                                   │ Activation of    │            │
                                   │ Chemical/        │            │
                                   │ HAZMAT PLAN –    │            │
                                   │ (QFRS)           │            │
                                   └──────────────────┘            │
                                   ┌──────────────────┐    ┌──────────────────┐
                                   │ Activation of    │    │ States emergency │
                                   │ Biological       │    │ management       │
                                   │ Disaster Plan –  │    │ framework        │
                                   │ (QH)             │    └──────────────────┘
                                   └──────────────────┘
                                   ┌──────────────────┐
                                   │ Activation of    │
                                   │ Radiological     │
                                   │ Disaster Plan –  │
                                   │ (QH)             │
                                   └──────────────────┘
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NOTES:

CBRE: Chemical, Biological and Radiological Emergencies

Threat Specific Arrangement #7

TSUNAMI

Introduction

The Risk from Tsunami

The occurrence of Tsunami is related to submarine earthquakes, landslides, volcanic eruptions and potential asteroid impact in the ocean.

On average, 1 tsunami is recorded in Australia every 2 years, but most are very small. The largest recorded was in Western Australia in 1977 with a 6m run-up. There is evidence of impact of large tsunamis on east coast prior to European settlement.

Most of the provisions to reduce the impact of storm tide inundation also apply to tsunami, for all except very rare events, which may exceed 10m.

Gladstone Regional Council
The risk to the Gladstone Regional Council coastal communities from a tsunami event is *still being assessed*. Recent events, however, have shown that, even if tsunamis occur infrequently, their effect can be catastrophic.

The Gladstone Regional Council has a mainland coastline of approximately 210 kilometres, with a number of communities located along the coastline. There exists a significant number of people living in those communities, however not all will be directly vulnerable to a tsunami.

Harbour Islands with an exposure to the open ocean are Curtis and Facing Islands. These islands have an exposed (eastern) coastline of approximately 90km. It is unsure how much protection these islands will offer in terms of reducing tsunami impact on the inner harbour islands as well as Gladstone City itself. However, given the identified effect of the Great Barrier Reef in reducing the tsunami threat, it is reasonable to expect that these large islands would also have a mitigating effect on a possible tsunami impact to Gladstone.

Gladstone Regional Council has communities located on these Harbour Islands. Population on these outer harbour islands includes people on a permanent basis and possibly further people on a temporary or periodic basis, however numbers are not able to be accurately determined.

Tourist enterprises, Government facilities and educational research facilities also exist on Offshore Islands in the region, the major islands and population bases being Heron Island and Lady Elliot Island which have tourist resorts. Estimated maximum numbers at these islands (all parties) are as follows:

Refer to Attachment B for comment and information provided by Geoscience Australia regarding their professional opinion of "A nearshore tsunami hazard assessment for Australia". *Please note that in planning documents available to the public this information is not available due to copyright arrangements and conditions.*

The Bureau of Meteorology advice in its land inundation warnings is for people to move at least ten metres above sea level or at least one kilometre away from all beaches and the waters edge of harbours and coastal estuaries.

Between Rules Beach and Agnes Water is Deepwater National Park covering an area of 4730 hectares and is popular for fishing and camping. Camping grounds exist at Flat Rock and Middle Rock with Wreck Rock being a known fishing location.

As Round Hill Creek, with its mouth at the Town of 1770, is a natural barrier for connecting roads to the north directly to Gladstone. Residents in coastal communities between Baffle Creek and Round Hill have the option of travelling to the west along Fingerboard Road (which is subject in a number of places to flooding) to the township of Miriam Vale and then north on the Bruce Highway to Gladstone.

Alternately, residents in this region can travel south on Tablelands Road and then Bundaberg/Lowmead Road to Bundaberg. Travel times and distance to both centres is approximately 1.40hours and 125 kilometres. Due to terrain, residents in this region are mainly serviced by Bundaberg Media. Road conditions and avoidance of the Bruce Highway encourages the majority residents to travel to Bundaberg. Transport facilities in both centres are comparable however with Bundaberg being closer to Brisbane, residents use Bundaberg as their departure destination when travelling south. Bundaberg with a larger population has more commercial and retail facilities than Gladstone.

All of the above contribute to residents north of the local government boundary to Agnes Water and Town of 1770 treating Bundaberg as its Regional Centre. During natural disasters, residents of this part of Gladstone Regional Council may rely on Bundaberg as an alternate centre for support and assistance.

This reliance on Bundaberg could see a significant number of persons impacting on its resources and its response and recovery capabilities. Gladstone Regional Council is currently in discussions with Bundaberg Regional Council to establish protocols should an event occur where residents of Gladstone Regional Council rely on support from Bundaberg. These protocols are necessary as Gladstone Regional Council is ultimately responsible for its residents at a Local Disaster Management level.

People living or working in areas potentially affected by a tsunami, need to know that they should move to safer areas if a tsunami warning affecting them is issued.

The Risk from Tsunami - Adjoining Local Government Areas.

Bundaberg Regional Council
Gladstone Regional Council's southern coastal boundary with Bundaberg Regional Council is Baffle Creek. South of the boundary on the coastline (in Bundaberg Regional Council) are the communities of Winfield and Norval Park. There are also a quite number of rural residential subdivisions which maybe subject to inundation from a Tsunami.

Due to resourcing, time and distance factors and community perceptions and habits, it is unlikely that Bundaberg Regional Council will require assistance from Gladstone Regional Council in a reciprocal manner to that outlined previously.

Rockhampton Regional Council
Gladstone Regional Council's northern coastal boundary with Rockhampton Regional Council is Raglan Creek, Balaclava Island and the northern end of Curtis Island.

Port Alma is located within the Rockhampton Regional Council area just to the north of the Gladstone Region boundary.

No communities are located on the coastal area in this vicinity.

Purpose

The purpose of this response plan is to articulate the tsunami specific preparedness, prevention and response arrangements for the tsunami threat to the Gladstone Regional Council Local Disaster Management Group's area of responsibility.

National Tsunami Warnings

The Joint Australian Tsunami Warning Centre (JATWC) was established to give Australia an independent warning capability of regional tsunami threats.

It is a virtual centre that includes Geoscience Australia (GA) in Canberra and the Australian Bureau of Meteorology (Bureau) in Melbourne.

The role of GA is seismic wave detection and analysis.

The role of the Bureau is to determine possible impacts, verify tsunami existence and forecast wave arrival times.

Note: The Pacific Tsunami Warning Centre, based in Hawaii, is no longer regarded as an authoritative source of tsunami warnings for Australia, although individuals can subscribe to its email warning service.
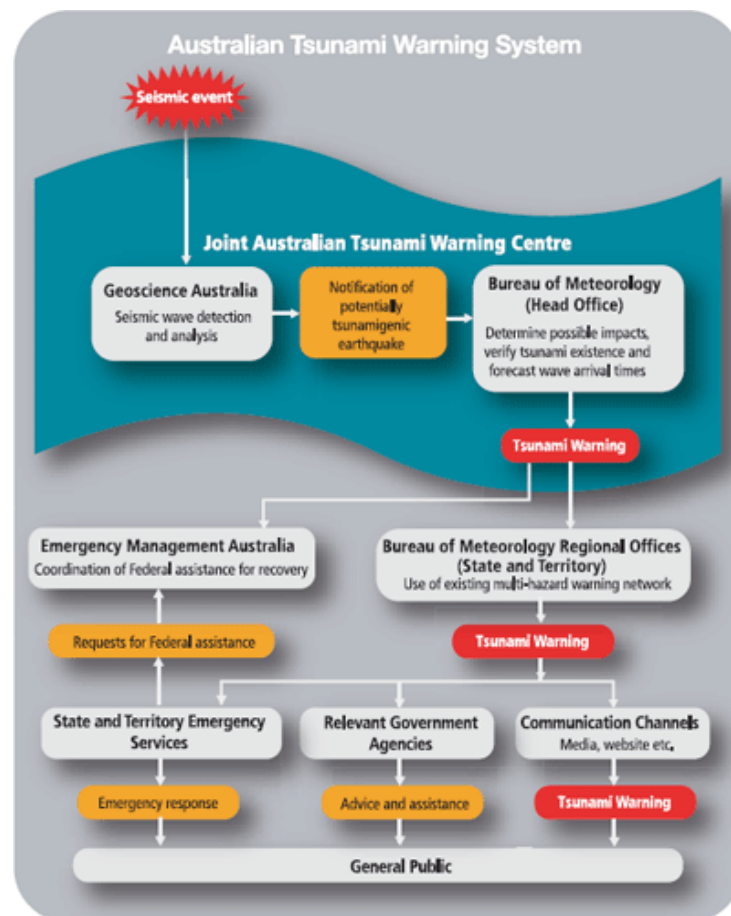
E2.7 Figure 1: The Australian Tsunami Warning System

Sequence of Watches and Warnings
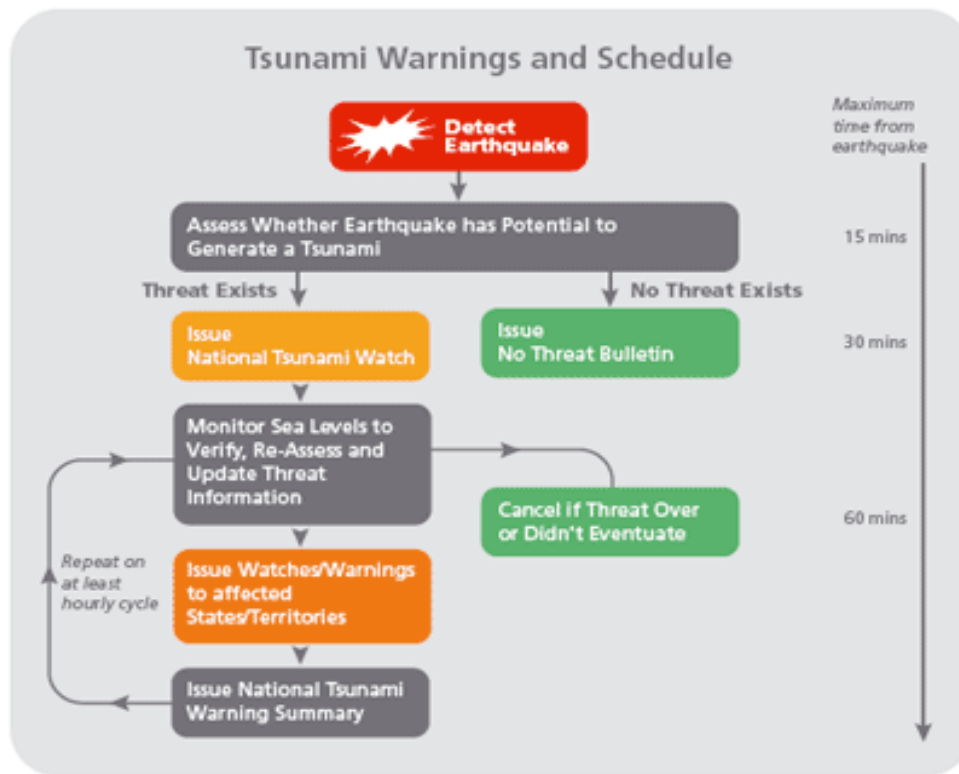
E2.7 Figure 2: Tsunami Warnings and Schedule

Tsunami Warnings start with detection of an earthquake by GA. GA seismologists assess whether the earthquake has the potential to generate a tsunami and advise the Bureau of their findings. The Bureau completes the analysis and determines whether a threat exists to Australia or not.

If a threat does not exist then a No Threat Bulletin is issued to the Bureau's Regional Forecast Centres. If a threat does exist, then a National Tsunami Watch is similarly issued.

During the Watch phase, which lasts up to 30 minutes, further information-gathering and evaluation is conducted to update the threat assessment. This will result in state-focussed Tsunami Warnings, if warranted, and a Cancellation once the threat is over or if it does not eventuate.

Tsunami Warning Products

National No Threat Bulletin: To advise people that the earthquake has been assessed and that no tsunami threat exists

National or State/Territory Watch: To advise people that a tsunami threat may exist and that they should look out for further updates

State/Territory Warning: To advise people that a tsunami threat does exist and to advise them of the level of threat and action they should take, i.e.:

Marine and immediate foreshore threat. Warning of potentially dangerous waves, strong ocean currents in the marine environment and the possibility of only some localised overflow onto the immediate foreshore.

Land inundation threat. Warning for low-lying coastal areas of major land inundation, flooding, dangerous waves and strong ocean currents.

National Warning Summary: To provide the public, media and emergency authorities with the status of tsunami warnings nationally

Event Summary: To provide the public, media, emergency authorities and government with summary information that can be used in post-event analysis

JATWC warning products are issued to a range of government and non-government agencies including State and Territory Emergency Services, the media, and other agencies and individuals registered with their supporting Regional Forecast Centre.

JATWC uses conventional marine forecast districts to describe the areas likely to be affected by a tsunami, with the addition of an extra district, Great Barrier Reef offshore islands and reefs (the area surrounding Swains Reef), outside central Queensland coastal waters. These are shown in the diagram at **Attachment A** to this threat specific plan.

The Gladstone Regional Council coastline falls within the 'Capricornia Waters" district.

Queensland's Processes to Manage JATWC Warning Products

Queensland's management of tsunami warnings is covered in the Queensland Tsunami Notification Protocol (QTNP), in agency plans and SOPs, and in DDMG and LDMG plans.

Warnings from the Bureau of Meteorology are issued directly to Queensland-based Commonwealth agencies such as Defence, Air Services Australia and airport authorities. The Bureau or Meteorology also issues warnings directly to the media, harbour-masters and any other registered subscriber.

The Department of Community Safety, through the State Disaster Coordination Centre receives all warnings on behalf of the Queensland Government. Warnings are disseminated to all Queensland Disaster Management Arrangement stakeholders by SMS, telephone and email.

References

Joint Australian Tsunami Warning Centre, www.bom.gov.au/tsunami

Emergency Management Queensland, www.emergency.qld.gov.au

Geoscience Australia, www.ga.gov.au

Queensland Tsunami Notification Protocol

Tsunami Risk Considerations

Tsunami potential consequences– vulnerable communities and infrastructure
A table identifying those elements of the community vulnerable to tsunami based on the Bureau of Meteorology recommended height parameter, which is 10.0m AHD, will be included in this plan once accurate data has been received and interpreted.

Elements within the Community	Exposure in Vulnerable Area*
Mainland Estimated Population Total: _____ Harbour Islands Estimated Population Total: _____ Offshore Island Estimated Population Total: _____ (Includes possible tourist numbers)	*# Information to be determined #*
Residential Dwellings ; Industrial; Commercial	*# Information to be determined #*
Caravan Parks ; Camping Grounds: National Parks	*# Information to be determined #*
Public Schools ; Private Schools; Childcare Centres	*# Information to be determined #*
Public Hospitals; Private Hospitals; Aged Care ; Nursing Home Facilities	*# Information to be determined #*
Maritime	*# Information to be determined #*

E2.7 Table 1: Community Vulnerability – Gladstone Region

AHD Level	No of Land Parcels	Progressive No of Land Parcels
1m	20	20
2m	188	208
3m	138	346
4m	246	592
5m	357	949
6m	268	1217
7m	991	2208
8m	320	2528
9m	674	3202
10m	898	4100

E2.7 Table 1A: Community Vulnerability – Land Parcels – former Gladstone/Calliope Area

*Notes:

1. Vulnerable Area defined by: less than 10.0 metres Australian Height Datum (AHD) or within 1 kilometre of beaches or the waters edge of harbours and coastal estuaries.

2. Exposure likely to be dependant on nature of tsunami warning ie marine or land inundation.

3. This column identifies the number of people and names or locations of assets exposed for each element in the location.

4. Mitigation strategies are included in the main disaster management plan and the awareness and capacity building section of this sub plan.

Awareness and Capacity Building

Community Education
The Gladstone Regional Council has produced a map showing inundation areas below 6.0m AHD contour, and high ground land at 10.0m AHD. The map will be distributed to response agencies.

Public information announcements will be made on relevant broadcast media regarding tsunami awareness.

Training and Exercises
The Gladstone Regional Council will undertake a number of desktop exercises with response agencies.

Community Resilience Measures
All buildings built since the late 1970's have been constructed with a cyclone rating and buildings prior to that date have been subject to cyclones. Provided buildings have been maintained correctly, the cyclone rating should provide some resilience to an inundation as a result of a tsunami. Furthermore, various buildings and locations throughout the region that are inland from the coastline will provide shelter to vulnerable communities provided sufficient warning is available.

Business Continuity Measures
The primary commercial and retail capacities of the region are located in the general boundaries of Gladstone city and are unlikely to be impacted. Business services impacted by a tsunami event could be handled by businesses in Gladstone in the short to medium term. Some industrial areas may be subject to impact from a tsunami event. These industries have their own response and continuity arrangements in place.

Response Strategy

The response phase of the Tsunami Response Plan commences with the receipt of a Tsunami Watch Bulletin or Tsunami Warning Bulletin. Evacuations will be initially voluntary and following a declaration can be mandatory following a decision by the Officer in Charge, Gladstone Police District.

Any evacuations will occur following consultation between the District Disaster Management Group and the Local Disaster Management Group; and if the two groups cannot be convened, a decision on evacuation strategies will be determined between the District Disaster Coordinator and the Local Disaster Coordinator, Local Disaster Management Group.

Following a notification, of evacuations or possible preparations will be disseminated through response agencies such as Local State Emergency Service (if safe to do so) and via media alerts.

Warning Notification and Dissemination
In accordance with Queensland Tsunami Notification Protocol, the State Disaster Coordination Centre will directly disseminate tsunami warning products to State Government Departments, other State Disaster Coordination Group members, Emergency Management Queensland Regional Offices, and District Disaster Coordinators. Emergency Management Queensland Regional Offices disseminate tsunami warning products to their supported LDMGs. This is a complimentary message to the warnings received from the Bureau of Meteorology.

Gladstone Regional Council LDMG Core Group members will be notified by SMS from the Bureau of Meteorology.

Gladstone Regional Council LDMG will distribute information to vulnerable communities by contacting key people in the communities as shown below:-

LDMG Responsible Officer(s)	Community Contact
Local Disaster Coordinator	ABC Regional Program Manager (Rockhampton and Bundaberg) Managers, Gladstone Broadcasters
SES Controller	Agnes Water SES Group Leader Baffle Creek Group Leader Gladstone SES Group Leader Tannum Sands/Boyne Island SES Group Leader
Council Customer Service Staff	Schools, Day Care Centres, Retirement Villages & Queensland Parks & Wildlife Council Caravan Parks & Camping Grounds
Area Director Rural Operations Queensland Fire and Rescue Service	Rural Fire Brigades with jurisdiction in the inundation area

Electronic Media Outlets for Emergency Purposes

Gladstone/Rockhampton

Organisation	Number
Radio	
ABC Capricornia	4924 5111
ABC Gladstone Office	4976 4111
Rhema FM	4972 9355
Sea FM (Rockhampton)	4927 6222
Hot FM (Gladstone)	4972 2777
Zinc	4970 0300
Television	
ABC Television	4924 5111
Win Television (Channel 9)	4930 4499
Channel 7 Queensland	4999 3777
Southern Cross 10 Television	4972 2777

Bundaberg

Organisation	Number
Radio	
ABC Regional	4155 4930
ABC National	4155 4930
Rhema FM	4124 2024
Sea FM	4153 2533
Television	
ABC Television	4155 4930
Win Television (Channel 9)	4150 1799
Channel 7 Queensland	4153 7377
Southern Cross 10 Television	4153 2533

Marine Forecast District

Gladstone Regional Council coastline is potentially affected by bulletins specific to the following Marine Forecast Districts and areas:

Qld Marine Forecast District of Capricornia Waters

The following table illustrates the local governments within the forecast district of Capricornia Waters:

Marine Forecast District	*Local Governments*
Capricornia Waters	*Rockhampton Regional Council* *Gladstone Regional Council* *Bundaberg Regional Council*

E2.7 Table 2: Queensland Marine Forecast District of Capricornia Waters

The following table documents the agencies responsible for the dissemination of tsunami warnings to vulnerable elements of the community. It is the result of collaboration between agencies to ensure effective coverage of all vulnerable elements of the community.

It is expected that all vulnerable groups will receive notice of watch bulletins, warning bulletins and cancellation bulletins.

Vulnerable Groups	Agency primarily responsible for dissemination of warning*
Vulnerable Groups to Consider **Land Based Elements** Domestic, Industry/Commercial buildings & residents Schools Coastal Parks and Reserves Users Beach and Foreshore Users ie swimmers, surfers, fishers, sunbathers, foreshore pedestrians Camping Areas/Caravan Parks Motorists **Marine Based Elements** Boats and Crew Other Marine Users – Divers, snorkelers, etc Port of Gladstone & Marinas	Primary Agency Considerations LDMG Education Queensland Qld Parks & Wildlife Surf Lifesaving (Season / Weekend); VMR (Weekend) Gladstone Regional Council Gladstone District Office, Qld Department of Transport & Main Roads VMR Gladstone VMR Round Hill Manager Gladstone Port (Gladstone Port Authority) Maritime Safety Queensland – Harbour Control

E2.7 Table 3: Vulnerable Groups and Agency Responsible for Warnings

Agency plans will include detailed contact registers to achieve dissemination of warnings.

Warning Methods

Warning messages will be disseminated by the most effective means allowing for factors such as time of day, season, infrastructure limitations, etc. *Methods that council have chosen to use may include*:

- Media – Radio and Television Broadcasts

- Door Knocking (QPS, SES & Rural Fires personnel)

- Telephone, Mobile, Fax – public alerting systems

- Internet

- Social networking systems (Facebook Twitter)

- Marine Radio and Distress Systems and Networks

- Mobile Public Address System

- Fixed Variable Message Signs

- Emergency Warning Network

Standard Messages to the Community
Wherever possible Tsunami Warnings should be disseminated verbatim. Where this is not possible or practicable due to delivery method or technological limitations, the following abbreviated message format should be used:

> **The Bureau of Meteorology has issued a *<insert title of warning product>* for this part of Queensland. Please call 1300TSUNAMI, that is 13008786264, or log onto www.bom.gov.au/tsunami for the full text of the message.**

Any other proposed variation should be cleared through the Bureau of Meteorology prior to use.

Concept of Operations for Response
The concept of operations to manage tsunami will predominantly be in accordance with the existing all hazard arrangements. This section of the Response Plan focuses on those aspects that have been modified to address the sudden onset nature of this hazard.

Roles and Responsibilities
Responsibility for the management of a tsunami event remains with the LDMG. The DDMG will support the LDMG in the management of a tsunami event.

The following table provides examples of roles and responsibilities.

Agency	Roles	Watch	Warning Marine Inundation	Warning Land Inundation
Gladstone Regional Council LDMG	Prepare for critical asset protection in risk areas o Continuity of services o Post impact resource needs	✔		
	Prepare to close / evacuate beaches	✔		
	Beach Closures / Evacuations		✔	✔
	Commence critical asset protection in risk areas		✔	✔
	Public communications – local preparedness and response	✔	✔	✔
	Issuing of public information that compliments other warnings and targets local needs prior to during and post disaster impact events	✔	✔	✔

Agency	Roles	Watch	Warning	
			Marine Inundation	Land Inundation
	Supporting the dissemination of advice to the public regarding voluntary evacuations		✔	✔
	Supply of road signs			✔
	Provide advice on mitigation options and assist in the coordination of suitable response		✔	✔
	Prepare for critical asset protection in risk areas	✔		
	Commence critical asset protection from at risk areas			✔
Ergon	Prepare for critical asset protection in risk areas	✔		
	Commence critical asset protection from at risk areas		✔	✔
Mass Media	Dissemination of tsunami information and warnings	✔	✔	✔
Queensland Ambulance Service	Prepare for critical asset protection in risk areas	✔		
	Commence critical asset protection from at risk areas		✔	✔
	Preparation for use of QAS Station sites outside of impact zone for community support		✔	✔
	Assistance with evacuations (persons with medical conditions)			✔
	Provision of advice regarding medical special needs sectors of the community			✔
Queensland Fire & Rescue	Prepare for critical asset protection in risk areas	✔		
	Commence critical asset protection in risk areas			✔
	Assistance with evacuations			✔
Queensland Heath	Prepare for potential influx of injured people	✔		
	Commence preparation for triage			✔
Queensland Police Service	Coordination of Evacuation Arrangements		✔	✔
	Liaison with Australian Federal Police		✔	✔
	Prepare for critical asset protection in risk areas	✔		
	Commence critical asset protection in risk areas			✔
	Doorknock vulnerable communities tasked by LDMG			✔

| Agency | Roles | Watch | Warning | |
			Marine Inundation	Land Inundation
State Emergency Services	Prepare for critical asset protection in risk areas	✔		
	Commence critical asset protection in risk areas			✔
	Doorknock vulnerable communities tasked by LDMG			✔
Telstra	Prepare for critical asset protection in risk area	✔		
	Commence critical asset protection in risk area			✔
Others	Responsibilities as required	✔	✔	✔

E2.7 Table 4: Agency Roles and Responsibilities

Levels of Activation

Tsunami Watch

LDMG
Local Disaster Coordinator and Chairperson contacts LDMG core group members to confirm all are aware of watch. LDMG monitoring. Local Disaster Coordinator liaises with the District Disaster Coordinator.

Tsunami Warning

LDMG
Marine Inundation – Activate LDMG members.   Marine Inundation warning operating procedures (from Table 4 commencing on Page 11) implemented.
Land Inundation – Activate LDMG members. Land Inundation warning operating procedures (from Table 4 commencing on Page 11) implemented.

Disaster Declaration
It is expected that a disaster declaration will be signed for the affected area following the issue of a tsunami warning. The DDC may be requested by the Gladstone Regional Council LDMG to make a declaration of a disaster situation should it be considered that extra powers are required during the watch phase to ensure the movement of people away from the tsunami hazard i.e. evacuations, road closures, authority to enter a place, etc.

Evacuation
Existing evacuation plans will provide the basis for tsunami response planning. However the sudden onset nature of tsunami presents some unique constraints for evacuation planning. The Gladstone Regional Council LDMG expects people in the vulnerable zone to self evacuate based on the information given to them by the LDMG, QPS, Emergency Services and Bureau of Meteorology. The evacuation will be based on the Tsunami Risk Maps.

Where people are not able to self evacuate, they should seek the assistance of neighbours, support agencies, relatives or friends. As a last resort, emergency services (QPS, QFRS, QAS and SES) will be asked to assist.

Special needs persons have been identified in other plans.

Agency Plans
Agencies are expected to develop their own plans, which will be complementary to this plan.

Attachments

The following are attachments to this plan:

A.   Bureau of Meteorology Marine Forecast Zones (Queensland)

B.   Information Extract from Geoscience Australia document (**RESTRICTED**)

C.   Tsunami Risk Maps (to be developed)

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ATTACHMENT A

Marine Forecast Zones Relevant to Queensland

Queensland Marine Forecast Districts

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ATTACHMENT B

Information from Geoscience Australia

RESTRICTED DOCUMENT

In it's professional opinion of "A nearshore tsunami hazard assessment for Australia", Geoscience Australia has asserted copyright conditions stating:

"This work is for internal government use only and no part of this product may be reproduced, distributed or displayed publicly by any process without the joint permission of Geoscience Australia and the Attorney-General's Department."

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ATTACHMENT C

Tsunami Risk Mapping

UNDER DEVELOPMENT

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LOCAL DISASTER MANAGEMENT PLAN

SECTION 3

PART F

AWARENESS AND CAPACITY BUILDING

Version: 3.0
September 2013

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PART F: AWARENESS AND CAPACITY BUILDING

F.1   COMMUNITY AWARENESS AND EDUCATION

Community awareness and education is a recognised disaster mitigation strategy. An aware community is a significant component of a resilient community.

In the past most communities were resilient through necessity (e.g. property owners who became isolated by flood on a regular basis). In the current day, this resilience has been lost with many community residents relying on day-to-day living rather than long-term self-sufficiency.

A primary strategy to rebuild community resilience is through public education and awareness.

Community awareness and education activities will include, but not be limited to:

- The Gladstone Regional Council continuing to provide, awareness information on various hazards by including items in community newsletters and also on its website.
- Providing articles and information to print media within the region regarding current disaster management arrangements.
- Continuing to participate in Interviews with electronic media agencies.
- The Gladstone Regional Council, EMQ and SES also making available various public education and information brochures.
- EMQ providing various media releases and advertisements in support of newspaper features throughout the threat season. (e.g. for cyclones and severe storms)

Emergency Action Guide

Council has prepared a comprehensive Emergency Action Guide that has been distributed to all households with an electronic version available on Council's website.

Online Mapping

Council has made available Storm Tide Evacuation Mapping as part of the general online mapping service available to the community via Council's website. Residents are able to ascertain what Storm Tide Evacuation Zone their property is in and are able to download a map of their vicinity to view the zones and evacuation routes.

Residents without access to the internet have been offered the option of contacting council to discuss their property location and its relationship to the threat of storm tide.

Social Media

The Gladstone Regional Council has developed a social media capability for disaster and emergency management.

This is currently through a Facebook account:
www.facebook.com/GladstoneRC.Disaster.Management

F.2   TRAINING

Council is committed to ensuring all appropriate personnel are trained in disaster management related activities. These activities range from an awareness of Queensland's Disaster Management System (QDMS) through to specific areas in disaster planning, response and recovery.

Personnel involved in disaster management are encouraged to participate in various meetings, workshops, conferences, training and exercises to ensure that the response disaster events is coordinated and well managed.

Disaster management training is facilitated by Emergency Management Queensland in line with the Disaster Management Training Framework and the Disaster Management Training Handbook.

This includes training of staff in Coordination Centre management and the use of appropriate disaster management computer software.

F.3   EXERCISES

Assessment of the plan and response capability may be achieved through operational activation or by the conduct of exercises.

When reviewing the effectiveness of the plan annually, if there has been no operational activation the LDMG should include a minimum of one practical exercise per annum, involving as many relevant organisations, authorities and stakeholders as possible.

As auditors of the local government arrangements, Emergency Management Queensland should take the lead role in the preparation, facilitation and evaluation exercises in conjunction with relevant local government staff and Disaster District representatives.

Debriefs

Following the conduct of exercises, debriefs will be conducted to identify what went well and what could be improved. Such debriefs are to be constructive in nature.

F.4   STATE EMERGENCY SERVICE

As the State Emergency Service forms a part of disaster management response arrangements and disaster management capability, support is provided to this organisation (in partnership with the State Government through Emergency Management Queensland) in terms of management, administration, funding and resourcing.

This includes the development and implementation of acquisition, replacement and maintenance programs for facilities, vehicles and equipment.

LOCAL DISASTER MANAGEMENT PLAN

SECTION 3

PART G

STAKEHOLDER AGREEMENTS

Version: 3.0
September 2013

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PART G: STAKEHOLDER AGREEMENTS

G.1   ROLES AND RESPONSIBILITIES

The following information indicates the roles and responsibilities of the various agencies involved in disaster planning and response within the Gladstone Region:

AGENCY	ROLES AND RESPONSIBILITIES
Gladstone Regional Council	• Maintenance of Local government functions (via Local government business continuity and recovery Planning) • Maintenance of normal Local government services to the community and critical infrastructure protection • Development and maintenance of disaster management plans for the region • Development and maintenance of a public education/awareness program • Establishment, maintenance and operation of a LDCC including the training of sufficient personnel to operate the centre • Coordination of support to emergency response agencies • Maintenance of warning and telemetry systems • Collection and interpretation of information from telemetry systems • Reconnaissance and post impact assessments for the shire • Debris clearance of roads and bridges • Issuance of public information prior to, during and post disaster impact events • Recommendations with regard to areas to be considered for authorised evacuation • Public advice with regard to voluntary evacuation • Provision of locally based community recovery services in conjunction with other recovery agencies • Evacuation centre management
Queensland Police Service	• Preservation of peace and good order • Prevention of crime • Maintenance of any site as a possible crime scene • Coronial investigation procedures

AGENCY	ROLES AND RESPONSIBILITIES
Queensland Police Service (continued)	• Traffic control, including assistance with road closures and maintenance of road blocks • Crowd control • Coordination of evacuation operations • Coordination of rescue operations • Security of evacuated areas • Security of damaged premises • Registration of evacuated persons • Tracing or coordination of search for missing members of the community • Traffic, rail and air accidents • Guidance on Counter-Terrorism Issues
State Emergency Service	• Storm damage response • Public education • Rescue of trapped or stranded persons • First aid • Traffic control • Short term welfare support • Assistance with impact assessment • Assistance with communications • Assistance with lighting
Emergency Management Queensland	• Provision of advice and assistance to all agencies within Queensland's disaster management arrangements • Provision of advice to disaster managers and staff at all levels of Queensland's disaster management arrangements • Provision, coordination and facilitation of disaster management training • Review of disaster management plans including the preparation and conduct of exercises
Queensland Ambulance Service	• Assessment, treatment and transportation of injured persons • Assistance with evacuations (persons with medical conditions) • Provision of advice regarding medical special needs sectors of the community

AGENCY	ROLES AND RESPONSIBILITIES
Queensland Fire and Rescue Service	• Fire control • Fire prevention • Rescue of trapped persons • Assist in pumping out of flooded buildings • Management of hazardous material situations • Provision of Material Safety Data Sheet (MSDS) information relative to hazardous materials • Provision of expert advisory services with regard to chemical incidents
Queensland Health	• Coordination of medical resources • Lead agency for pandemics • Public health advice and warnings to participating agencies and the community • Psychological and counselling services for disaster affected persons • Ongoing medical and health services required during the recovery period to preserve the general health of the community
Department of Environment and Resource Management (DERM)	• Coordination of storm time advice • Environmental issues • Pest control and fire management programs • Increased level of monitoring, modelling and assessment and supply of relevant information to decision-makers • Increased effectiveness managing significant environmental risks with potential adverse impacts minimised • Responsibilities under the Hazmat Recovery Plan • Monitoring and evacuation of camping grounds on North West and Masthead Islands
Department of Communities	• State's coordinating agency for social/community response and recovery planning & issues • Coordination of community recovery services including • Information on the range of recovery services available • Information on the psychological effects of disaster • Personal support services • Personal Hardship financial assistance measures - NDRRA / SDRA or other approved government assistance measures to eligible applicants

AGENCY	ROLES AND RESPONSIBILITIES
Department of Communities (continued)	• Provision of counselling and mental health services • Long term accommodation services • Facilitation of community participation in the redevelopment of social networks and community infrastructure
Department of Primary Industries and Fisheries	• Coordinates the Government's efforts to prevent, respond to, and recover from pests and diseases that threaten the economy and environment • Lead agency for exotic animal and plant diseases • Advice relative to stock • Destruction of stock or crops as required • Advice relative to disaster recovery processes for primary producers
Bureau of Meteorology	• Forecasting of weather and the state of the atmosphere • Issue of warnings for gales, storms and other weather conditions likely to endanger life or property, including weather conditions likely to give rise to floods or bushfires • Supply of meteorological information • Publication of meteorological reports and bulletins • Provision of advice on meteorological matters
Queensland Transport	• Control of all shipping movements; • Closure of Port • Provision of transport resources through DDMG as required
Ergon Energy	• Restoration of electricity supply
Telstra	• Restoration of communications facilities and services; • Provision of special communications facilities if required and possible
Industry	• Implementation of site emergency procedures; • Assistance to other agencies
Other organisations	• The provision of assistance as directed or requested.

G.2   STAKEHOLDER AGREEMENTS

Various Stakeholder Agreements have been prepared as part of this Local Disaster Management Plan.

The following index lists those plans that have been identified and developed as part of disaster management arrangements.

STAKEHOLDER AGREEMENT INDEX

G.2.1.   QCWA

G.2.2.   ST VINCENT DE PAUL

G.2.3.   SALVATION ARMY

G.2.4.   RED CROSS

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QCWA GLADSTONE

EMERGENCY CATERING
FOR THE GLADSTONE REGION

AUTHORITY

Under the Community Support arrangements of the Gladstone Local Disaster Management Plan.

ROLE

It is the role of the QCWA Gladstone to provide personnel to:

1. Organise and coordinate the catering for the feeding of victims and volunteer members of the public in an emergency or disaster situation within the Gladstone/Calliope area.

2. Prepare and provide food for other affected persons as required by the controlling authority.

3. Organise and assist in food distribution which may be organised at designated points, or centrally, or as required by the situation.

ACTIVATION

On receipt of request from the proper authorities activation will be as per QCWA Gladstone call out list.

COMMAND

President or nominated person will be in overall command of all members of the QCWA Gladstone Branch and of all catering volunteers (having officially signed on in the official volunteer record book provided by the QCWA) during the emergency or disaster from call out to stand down or when relieved by the appropriate authorities.

President or nominated person will in turn nominate a deputy leader to officially carry out duties in their absence should they be unavailable at any time during operations.

RESPONSIBILITY

President or nominated leader has overall responsibility for safety, execution of duties and well being of all QCWA volunteers and equipment used during call out time and is also responsible for ensuring that effective rotation of personnel is carried out during emergency operations.

The president or nominated person must ensure that members are made aware of their responsibility and the responsibility of the QCWA under the Gladstone/Calliope Emergency Welfare Plan.

It is the responsibility of the QCWA to provide an up to date contact list to the appropriate authorities at least once per year for inclusion in the Emergency Welfare Plan.

During operations the QCWA Gladstone will provide Catering Situation Reports and have good liaison with emergency services, the Local Disaster Management Group and other organisations.

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ST VINCENT DE PAUL

EMERGENCY CLOTHING AND SERVICES FOR THE GLADSTONE REGION

AUTHORITY

Under the Community Support arrangements of the Gladstone Local Disaster Management Plan.

ROLE

To organise and coordinate the collection of existing used clothing resources for distribution to disaster victims.

For the salvage, storage and processing of clothing for redistribution during and/or after an emergency or disaster and as directed by the controlling emergency authorities and as set out under the Gladstone Local Disaster Management Plan.

To provide services and goods namely food, blankets and supplies for free distribution at a Welfare Centre or Shelter and to provide these goods and services for distribution before, during and after an emergency or disaster as requested by the controlling authorities and agreed to by St Vincent de Paul.

The amount of assistance and services to be provided at the welfare centre or shelter will be at no cost to the emergency services unless specified but will be at the discretion of the St Vincent de Paul Society and with the Society Committee determining the restrictions and/or limits placed on the goods and services.

ACTIVATION

Activation will be as per St Vincent de Paul organisational call out procedures and also in coordination with other clothing suppliers as per agreement under the Local Disaster Management Plan.

COMMAND

President or nominated person of St Vincent de Paul Committee will be in overall command of St Vincent de Paul resources and members.

RESPONSIBILITY

President or nominated leader has overall responsibility for safety, execution of duties and well being of all members of the St Vincent de Paul Society, volunteer members and equipment used during call out time and is also responsible for ensuring that effective rotation of personnel is carried out during emergency operations and good liaison between clothing suppliers is established and maintained.

The president or nominated person must ensure that members are made aware of their responsibility and the responsibility of the Society under the Gladstone Local Disaster Management Plan.

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SALVATION ARMY

EMERGENCY WELFARE SERVICES
FOR THE GLADSTONE REGION

AUTHORITY

Under the Community Support arrangements of the Gladstone Local Disaster Management Plan.

ROLE

1. To organise and coordinate a Mobile Feeding Trailer

2. To organise and coordinate collection of existing used clothing and other goods for distribution to disaster victims

3. To organise and coordinate the salvaging, storage and processing of clothing and goods for redistribution during and/or after an emergency or disaster and as directed by the controlling emergency authorities and as set out under the Gladstone Local Disaster Management Plan.

ACTIVATION

Activation will be as per Salvation Army organisational call out procedures and also in coordination with other clothing suppliers as per agreements under the Local Disaster Management Plan.

COMMAND

Nominated person of Salvation Army will be in overall command of Salvation Army resources.

RESPONSIBILITY

Nominated person has overall responsibility for safety, execution of duties and well being of all members of the Salvation Army and volunteer members and equipment used during call out time and is also responsible for ensuring that effective rotation of personnel is carried out during emergency operations and good liaison between suppliers is established and maintained.

The nominated person must ensure that members are made aware of their responsibility and the responsibility of Salvation Army under the Gladstone Local Disaster Management Plan.

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RED CROSS SOCIETY GLADSTONE

**EMERGENCY REGISTRATION
FOR THE GLADSTONE REGION**

AUTHORITY

Under the Community Support arrangements of the Gladstone Local Disaster Management Plan.

ACTIVATION

On receipt of request from the proper authorities activation will be as per Red Cross Society Gladstone call out list.

COMMAND

President or nominated person of will be in overall command of all members of Red Cross Society Gladstone and all volunteer members of the public (having signed on in the official Red Cross record book provided by the Society) and carrying out the duties of registration during the emergency or disaster from call out to stand down or when relieved by the appropriate authorities.

President or nominated person will in turn nominate a deputy leader to officially carry out the duties in their absence and on their behalf should they be unavailable at any time during operations..

ROLES AND RESPONSIBILITIES

It is the role of the Red Cross Gladstone to provide personnel to coordinate and organise Red Cross members and volunteer members of the public to register evacuees in an emergency or disaster situation within the Gladstone Region.

The president or nominated leader has overall responsibility for safety, execution of duties and well being of all members, volunteers and equipment used during call out time and is also responsible for ensuring that effective rotation of registering team personnel is carried out during emergency operations.

It is the responsibility of the president or nominated person to ensure that each member of the Red Cross Society Gladstone is made aware of their responsibility and the responsibility of the Society as per the Gladstone Local Disaster Management Plan.

It is the responsibility of the Society to provide an up to date contact list to the appropriate authorities at least once per year for inclusion in the Local Disaster Management Plan.

During operations the Red Cross Society Gladstone should provide Registration Situation Reports and have good liaison with emergency services and the Local Disaster Management Group.

Registration will be on the standard Police Evacuation Form provided by them unless otherwise specified.

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LOCAL DISASTER MANAGEMENT PLAN

SECTION 4

PART H

ANNEXURES

Version: 3.0
September 2013

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PART H: ANNEXURES

INDEX

H.1   CONTACT LIST   (Restricted Document)

H.2   AGENCY CAPABILITY AND RESOURCES

H.3   GRC STRATEGIC DIRECTION FOR DISASTER MANAGEMENT

H.4   OPERATIONAL CHECKLISTS   (Restricted Document)

H.5   SEQUENCE OF WARNINGS – STORM TIDE   (Restricted Document)

H.6   TERMS OF REFERENCE – LOCAL DISASTER MANAGEMENT GROUP

H.7   LDCC STANDARD OPERATING PROCEDURES   (Restricted Document)

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CONTACT LIST

Contact lists relevant to disaster management arrangements within the Gladstone region are maintained in Gladstone Regional Council's disaster management software.

Having these details located in the one area only (with hard copy backup – filed appropriately) will assist in ensuring the currency and accuracy of the information and will contribute to maintaining appropriate privacy levels in accordance with relevant legislation.

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AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
GLADSTONE REGIONAL COUNCIL ***Legislative authority:*** *Local Government Act 1993*	Maintenance of the Local Government function (via Local Government Business Continuity Contingency Planning). Maintenance of normal Local Government services to the community ▪ Water ▪ Sewerage ▪ Refuse disposal ▪ Public health ▪ Animal control ▪ Environmental protection Overview, Management and maintenance of a disaster response capability including management of State Emergency Service Unit. Design and maintenance of a public education and 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 of flood telemetry and warning systems. Collection and interpretation of information from flood telemetry systems. Identification, development & implementation of disaster mitigation strategies.	To administer & deliver the functions of local government To design construct, deliver & maintain Council infrastructure. To staff and operate a disaster coordination centre.	Council's Administrative staff & systems Established Local Disaster Coordination Centre at Gladstone. Guardian Control Centre software for use in Local Disaster Coordination Centre Trained personnel to staff coordination centre Dedicated specialist staff. Equipment for: **Excavation**- dozers, loaders, graders, bobcats **Haulage** - tip trucks, tray top trucks **Convey water** – tankers **Miscellaneous –** compressors, mowers, barricades, hazard lights. Refer to Council's asset listing for full detail of plant and equipment available.	Trained personnel to staff coordination centre if event continues for an extended period Vehicles for mass transport of evacuees. Fogging equipment to treat mosquitoes, Sandflies & Midges. Qualified personnel to inspect damaged premises. Temporary/portable flood levee. Beds & bedding for evacuees in evacuation centres. Refrigeration & freezers for food storage at evacuation centres. Cooking & washing up facilities at evacuation centres. Toilet facilities at Evacuation centres.

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
Local Disaster Management Group. ***Legislative authority:*** *Disaster Management Act 2003*	Development of a comprehensive regional Local Disaster Management Plan. Management of disaster events. Design and delivery of a public education/awareness program. Establishment, maintenance and operation of a regional and Local area Disaster Coordination Centres, including the training of sufficient personnel to operate the centre. Coordination of support to response agencies. Reconnaissance and impact assessment. Provision of public information and warnings prior to, during and following disaster event impact. Recommendations re areas to be considered for authorised evacuation. Public advice re voluntary evacuation. Provision of locally based community recovery services.	Current local disaster management, operational and threat specific plans that address natural and man made-disasters in the area.	As per member and advisory agencies.	As per member and advisory agencies.

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
Emergency Management Queensland (EMQ) ***Legislative authority:*** *Disaster Management Act 2003*	*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).* 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 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.	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. Publications relating to disaster management. Brochures relating to various hazards. Staffed and resourced State Disaster Coordination Centre	

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
Queensland Police Service ***Legislative authority:*** *Public Safety preservation Act 1986;* *Terrorism Act 2004 (Community Safety).*	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.	Current district disaster management plan. Established district disaster coordination centre.	Support from District Police HQ Police Stations throughout the region. Radio communications	

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
Queensland Fire & Rescue Service **URBAN BRIGADES** ***Legislative authority:*** *Fire and Rescue Service Act 1990, S 8B*	Primary provider of fire and rescue services.	To respond to: • fires in buildings, homes, vehicles and land, • Road and other rescue incidents; • Chemical & hazardous material incidents; • Requests for expert advisory services (through the Chemical. Hazard Emergency Management Unit's RACE *[Response Advice on Chemical Emergencies]* Team). • Request to pump out flooded buildings; • Requests to assist clean-up of flooded buildings. To provide: • Community awareness/education; • Training in fire fighting, safety and evacuation.	Trained volunteers; Basic first aid; radio communications; AIIMS trained .teams; QFRS Stations throughout the region. Equipment: Urban fire appliance (not suitable for off road incidents); breathing apparatus Portable pumps;	Potable water; Sustaiablity of personnel in early stages of incident;

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
Queensland Fire & Rescue Service **RURAL FIRE SERVICE** ***Legislative authority:*** *Fire and Rescue Service Act 1990, S 8B*	Primary provider of rural fire services.	To provide: • Fire management for rural and semi rural areas; • Incident Control Centres in rural areas; To provide protection of life, property and environment through : • Reduction in fire risk; • Managing the use of fire for hazard reduction; • Managing unwanted fire. • Community awareness/education;	Trained volunteers; Basic first aid; radio communications; Chainsaw operation; AIIMS trained. teams; A number of Rural Brigades throughout the region. Equipment: Tankers: Light tankers 600 lt.; Slip-on 540 lt.; Medium Tankers 1800 lt.; Heavy tankers 3000-6000 lt.; Trailers; Urban unit; Sundry Items: hand tools; knapsack sprays; Lighting plants; portable pumps; hoses; & couplings.	Water; tankers; personnel transport; Fuel; Earthmoving equipment; Equipment movement after hrs; Welfare of personnel.
Queensland Ambulance Service. ***Legislative authority:*** *Ambulance Service Act 1991, S 3D*	Assessment, treatment and transportation of injured persons. Assistance with medical evacuation. Provision of advice regarding medical special needs sectors of the community. First Aid.	To provide: • Emergency response to patients with sudden illness and injury; • Pre-hospital patient care; • Specialised transport; • Stand-by at special events; • Coordination of aero-medical services; • Inter hospital transfers; • Casualty room services; • Community education and training;	QAS Stations throughout the region. Equipment:: Ambulances First Aid equipment.	

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
State Emergency Service ***Legislative authority:*** *Disaster Management Act 2003, S 82*	Assisting the community to prepare for, respond to and recover from an event or disaster. 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.	To advise and assist local government, government departments, statutory organisations, voluntary groups 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; Hand held radios; Basic First Aid Equipment; Ropes & Pulleys; Small Generators. Chainsaws. Groups at Agnes Water/1770, Baffle Creek, Calliope, Gladstone, Miriam Vale, Mount Larcom, Rosedale, Tannum/Boyne.	Trained volunteers in extended or major events; Tarpaulins; Sandbags; Flood Boats; Vehicles;
Department of Health ***Legislative authority:*** *State Health Disaster Plan,* *S. 2*	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.	Lead agent for psychological and counselling services; Provision of public health advice & warnings; Provision of ongoing medical & health services needed during the recovery phase.	Hospital at Gladstone Field triage teams in accordance with hospital procedures & policy Private (Mater) Hospital at Gladstone	

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
Ergon Energy	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 phone,TMR & UHF radio comm. Digital job despatch direct to vehicle. Helicopter service provider. ERGON ENERGY has a phase (1) response capability of crews within Gladstone. Within 2 hours several hundred crews from across ERGON ENERGY.	Catastrophic damage to the network may require importing of resources from interstate. ERGON ENERGY fatique management requires crews to be rotated 18hrs (ON) followed by 9 hrs (OFF) for 1st shift of extended hrs.

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
Australian Defence Forces	Defence aid to the civil community (when requested through formal channels)	Command, Communications and 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.	High clearance vehicles (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);	Personal protective equipment if army personnel used off base.

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
Bureau of Meteorology	A small operational Queensland unit of the National authority for weather & flood forecasting & warnings. Weather & Flood updates	Specialist staff to: • Forecast weather & Issue warnings; • Monitor weather systems. Specialist staff to: • Monitor rainfall & stream flows; • Predict flood levels. Specialist staff to: • Assist with the design & installation of telemetry systems. To conduct of public education programs relating to weather impacts.	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.	
Centrelink	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. Ensure existing clients receive their pensions, allowances etc. Coordinated through the Dept. of Communities	Access to Department's response capability through the Gladstone District Disaster Committee (Dept. Communities District Community recovery Committee)	

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
Department of Communities	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: • Information on impact of disaster; • availability and accessibility of services such as comfort, child care, transport, interpreter services, help with clean-up. • Financial assistance; • Counselling.	Access to Department's response capability through the Gladstone District Disaster Committee. (Dept. Communities District Community recovery Committee)	
Federation Mountain Rescue	Bush and mountain search and rescue.	• Provide persons, material equipment and methods for search and rescue.	Self sufficient in search and rescue equipment: Stretchers, hauling gear, comprehensive ropes for rock climbing and prusiking.	
Department of Primary Industries and Fisheries	Manage risks to primary industries including agriculture associated with potentially harmful pests and diseases.	Specialist staff to : • Provide advice on pests and diseases. • Manage outbreaks. • Establish & operate a local disease control centre. Provide advice on quarantine and disposal of diseased stock and plants.	Access to Department's response capability through the Gladstone District Disaster Committee (Dept. Communities District Community recovery Committee)	

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
Department of Public Works **(Q- Build) Disaster Management Unit**	Support communities during a disaster event.	Specialist staff to assist in: • Acquiring emergency supplies; • Providing building and engineering advice & services; • Appraising extent of damage; • Repairing or reconstruction damaged public assets; • Arrange temporary accommodation; • Coordinate the repair & replacement damaged communication systems. • Advising on future mitigation options.	40ft. container held at Canon Hill holding tarpaulins, sandbags etc ready for dispatch to disaster location; Regional depots at Rockhampton, Gladstone & Longreach. Rockhampton Office access to standing offers from contractors, equipment suppliers, specialist services etc.	
Department of Transport	Planning, design, building, and maintaining the main roads network including bridges.	Movement of equipment & personnel ; Movement of supplies including food, water & medical; Movement of people as a result of mass evacuation; Provision of information on state of transport services including air; Support in event of emergency animal disease.		
Main Roads	Planning, design, building, and maintaining the main roads network including bridges.	Road & bridge construction & maintenance contract inspections; Road & bridge maintenance expertise & advice; Driver instructor, construction plant & trucks; Onsite inspection & reporting; Overseeing traffic management plans & traffic devices.	Road Tek Depots:	

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
Environmental Protection Agency	Environmental incidents	Provision of advice and assistance to LDMG and disaster management agencies		
Red Cross	Evacuee registration	Support Police in registration of evacuees using NRIS system; Supply medical equipment	Volunteers trained to assist with registration of evacuees. Medical equipment – crutches, wheel-chairs etc	Depending on size of event - personnel to assist with registration of evacuees.
Salvation Army	Catering for displaced persons Material aid	Support to Emergency Welfare as part of response arrangements	Volunteers Emergency catering trailer	
St John Ambulance	First Aid	Support QAS and provide First Aid Services to Evacuation/Welfare Centres as required.	Trained volunteers First Aid Equipment	
St Vincent de Paul	Material aid eg. Essential clothing, bedding etc.	Support to Emergency Welfare as part of response arrangements	Volunteers Various materials and supplies	
State Development	Specialist staff to help business and industry recover from through a range of support services including client interviews, access to expertise workshops & programs.	Access to Department's response capability through the Gladstone District Disaster Committee (Dept. Communities District Community Recovery Committee)		

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
Telstra	Supply & maintenance of public Communications. Advice concerning communications. Basic access services to most homes and businesses in Australia, Local and long distance telephone calls in Australia and international calls to and from Australia, Mobile telecommunications services, Broadband access and content, Data and Internet services, Management of business customers' IT and/or telecommunications services Wholesale services to other carriers, carriage service providers and ISPs, Advertising, search and information services (through Sensis), Cable distribution services for FOXTEL's® cable subscription television services.	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. 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. ELSO's attend LDMG meetings, provide advice & be contact for coordination of Telstra response. 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. 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. Provision of special networking re-arrangements to support telecommunications management during declared emergencies. Staff leave for ESO volunteers in accordance with current Telstra HR policies. **For services supplied by Telstra to Councils, the Telstra Account Manager is the key point of contact for the Council.**		

AGENCY	FUNCTION	RESPONSE CAPABILITY	RESOURCES	POTENTIAL RESOURCE SHORTFALL
Telstra (cont)		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	Provision of resources and assistance as required	Various depending on agency involved and for what purpose.	Earthmoving equipment:	

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GLADSTONE
REGIONAL COUNCIL

STRATEGIC DIRECTION – DISASTER MANAGEMENT

As endorsed by the Gladstone Regional Council

Background

The Gladstone Region's geography, increasing population, population spread, and infrastructure requirements, continues to raise the level of vulnerability of communities to natural and technological disasters. Adding to the challenge of planning for these increased impacts on resources and infrastructure are emerging risks from possible acts of terrorism, failure of critical infrastructure, and the possible impact of hazardous materials on environments and communities.

Local Government underpins the Queensland Disaster Management System as the key disaster management agency at the local level.

The following diagram outlines the disaster management system in Queensland:
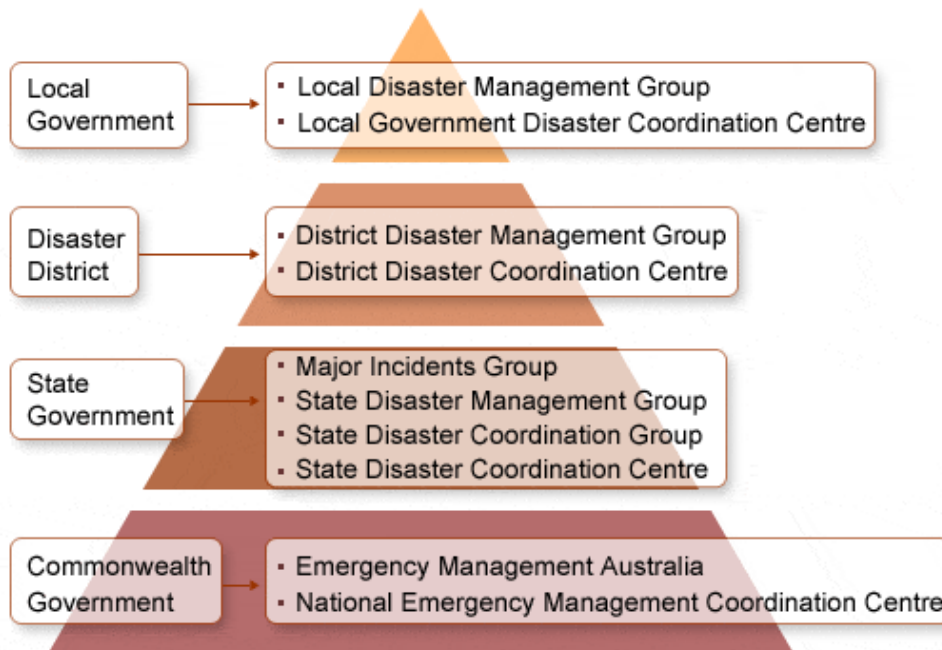
Figure 1: The Queensland Disaster Management System.

Objectives

The primary focus of the Gladstone Region's strategic direction for disaster management is to mitigate the effects of disasters on the community wherever possible or practical, and being prepared to respond when disasters do occur.

The objectives of this direction are to:

- ensure there is a consistent approach to disaster management in the Gladstone region;

- create an auditing tool for disaster management functions ensuring compliance with the *Disaster Management Act 2003*;

- demonstrate a commitment for the safety of our community by reducing or eliminating risks to the community and community infrastructure;

- ensure there is a central coordination of disaster management in the Gladstone Region;

- demonstrate mitigation efforts and accountability through a disaster risk management process including disaster mitigation planning; and

- promote effective liaison between the Gladstone Regional Council and other agencies involved in disaster management.

Gladstone Regional Council, through the Gladstone Local Disaster Management Group, will ensure that the Local Disaster Management Plan, including associated arrangements, complies with the disaster management framework and all relevant legislation, policies and plans.

Relevant legislation and policies include but are not limited to:

- *Disaster Management Act 2003*;

- Re-supplying isolated communities;

- Natural Disaster Relief and Recovery Arrangements (NDRRA);

- Strategic Policy Framework for disaster management; and

- State Disaster Management Plan.

This plan is to be consistent with the State Disaster Management Group Strategic Policy Framework, which focuses on a comprehensive, all hazards approach with all levels of government working in partnership to reduce the effects of disasters.

Strategic Policy Framework

In accordance with the community's expectations of local government with regard to community safety and sustainability, the Gladstone Regional Council is committed to:

- Working within the provisions of the State Disaster Management Strategic Policy Framework, which focuses on a comprehensive, all-hazards approach with all levels of government working in partnership with other agencies and community organisations to reduce the effects of disaster events;

- Protecting health, safety and quality of life;

- Protecting our environment;

- Recognising and valuing the benefits of partnership and collaboration across all levels of government, community and industry, in all aspects of disaster management; and

- Respecting the diversity of the communities within the Gladstone Region.

Disaster Management Priorities

The following disaster management priorities of the Gladstone Regional Council will ensure compliance with the disaster management legislation and will provide a sound legal grounding for disaster management in the Gladstone Region:

- Identification, development and fostering of function-specific planning groups to support the Local Disaster Management Group ;

- Development of a comprehensive hazard and risk assessment for the Gladstone Region;

- Development of a disaster mitigation strategy for the Gladstone Region;

- Development of a comprehensive Local Disaster Management Plan for the Gladstone Region that incorporates:

    - Disaster management arrangements;
    - Operational and threat specific planning arrangements; and
    - Response and recovery arrangements;

- Development and resourcing of primary and secondary Local Disaster Coordination Centres, including the implementation of electronic disaster management coordination processes;

- Development of a disaster management training and exercise regime for the Gladstone Regional Council, the Local Disaster Management Group and other agencies and organisations involved in disaster management at the local level;

- Development of an effective community disaster awareness and education strategy; and

- Fostering and promoting a spirit of consultation and cooperation with other local governments with regard to disaster and emergency management.

Integration with Council's Corporate Planning Processes

Disaster Management is an integral part of Council's core business. The Corporate Plan supports the disaster management process and recognises the legal responsibilities for Council.

Council planning documents incorporate a number of disaster management requirements (including mitigation) to ensure the Gladstone community is able to withstand a wide variety of disasters that may affect the region.

The Operational Plan takes into consideration the likelihood of disasters and attempts to seek the best possible outcomes for Council and the community in the event of a disaster.

GRC Corporate Plan:

Objective	Strategy	Actions
Healthy and safe communities where residents are protected through public health, safety and counter disaster programs.	Formulation of disaster management plans that minimise the effect of, and coordinate Council's response to, disasters.	Developing a comprehensive regional counter disaster plan. Partnering with the State and Regional Disaster Coordination Groups to ensure that Council's response to disasters or threats is coordinated and well managed.

Disaster Risk Management

The *Australian Standard/ New Zealand Standard on Risk Management (AS/NZS 4360: 2004)* defines risk management as "the culture, processes, and structures that are directed towards realising potential opportunities whilst managing adverse effects".

In terms of disaster mitigation and management, risk management is a process of identifying risks and hazards to a community in the event of a disaster. This process encompasses an understanding of the community (that is, identifying the context), identifying the "what, where, when, how, and why" (identifying the risks), identification of what is likely and probable to occur in that community and the consequences of these outcomes (analysing the risks, setting priorities for dealing with these risks (evaluating risks), and determining options and strategies for dealing with these risks (treating risks). Each stage of the risk management process involves extensive communication and consultation with the community and other key stakeholders, and ongoing monitor and review.

Figure 2: Elements of Disaster Risk Management

Disaster risk management requires local governments to consider all of the information that identifies the risks and hazards within the local community. As situations change that may impact on hazards and risks in the community, disaster risk management is a fluid process. It does not need to be a formal study, but needs to be a structured process that incorporates the likelihood and consequences of hazards in priority. The likelihood and consequences of hazards may be gauged by looking at previous studies, but considers current and future risks. Disaster risk assessment needs to be accountable, however may vary in its complexity due to the capacity of the council

Disaster Mitigation

With funding support from the Federal Government and the State Government, the former local governments now comprising the Gladstone Regional Council completed Natural Disaster Risk Management Studies and Reports resulting in Natural Disaster Mitigation Plans for the former local government area.

GRC Strategic Direction for Disaster Management   **ANNEXURE H.3**

The credible natural disasters identified in the reports and plans were:-

- Cyclones (wind, flood and storm surge)
- Floods
- Severe Storms (non-cyclonic)
- Bushfires
- Earthquakes including tsunami impacts
- Landslides

The implementation of the respective natural disaster mitigation plans is an ongoing process.

It is recognised that the mitigation plans need to be revisited and subsequently consolidated into a single document and this will be undertaken following the preparation, endorsement and approval of an overall Local Disaster Management Plan for the Gladstone Region.

In 2001 the Australian Geological Survey Organisation in collaboration with the Bureau of Meteorology released a "Community Risk in Gladstone – a multi-hazard risk assessment" report continues to assist in the planning and mitigation of disasters in this region. In addition the former Calliope Shire Council also coordinated a Counter Terrorism Risk Management Assessment dated May 2005.

All of these documents should be read in conjunction with the Local Disaster Management Plan. Other relevant documents held by the Gladstone Local Disaster Management Group which have been considered in the development of the Local Disaster Management Plan include:

- Bushfire Risk Assessment and Management Plan, Gladstone City and Calliope Shire Councils (2008)
- Report to Council of Australian Governments January 2005 – National Inquiry on Bushfire Mitigation and Management.
- Local Government Counter-Terrorism Risk Management Kit - August 2004.
- Department of Works – Shelter Buildings (Cyclone) Evacuation and Investigation Program Stage 2 – June 1999.
- Gladstone Port Authority – Hazard Analysis of Petroleum Handling and Storage Facilities at Auckland Point – August 1992.

Other documents, studies and reports will become available over time and these will be reviewed to ensure all relevant disaster management and/or mitigation aspects are incorporated into disaster management planning arrangements.

Programmed Mitigation Works

Each year, Council develops programs for undertaking various works throughout the region.

These programs form part of Council's Operational Plan which is aligned to the Corporate Plan. Naturally, the Operational Plan is very much dependant on the approved budget for any particular year.

A significant component of the programmed work, whether it is new work or maintenance, contributes to mitigating the future effects of disaster and/or emergency events.

Council recognises that works must be planned with disaster mitigation as a factor in planning considerations.

Refer to Council's current Operational Plan which includes programmed works, for flood mitigation, drainage improvements, road surface improvements and other mitigation works.

Development Applications / Land Use Planning

Local government is responsible for preparing planning schemes under the *Integrated Planning Act 1997,* taking into account matters of state and regional interest. Council ensures that development applications are assessed against relevant State planning documents and policies, including but not limited to:

State Planning Policy 1/03: Mitigating the Adverse Impacts of Flood, Bushfire and Landslide:

Purpose and General Effect
Development should minimise the potential adverse impacts of flood, bushfire and landslide on people, property, economic activity and the environment by:

- Being compatible with the nature of the natural hazard except in certain specified circumstances;

- Avoiding unacceptable levels of risk to people or property; and

- Locating and designing certain types of community infrastructure so they are able to function effectively during and immediately after natural hazard events wherever practicable.

State Coastal Management Plan:

Local government must take into account the State Coastal Plan and any applicable regional coastal management plan in assessing particular development applications where the coastal plans have not been incorporated into a planning scheme. Additionally, coastal plans deal with state and regional interests that local governments are encouraged to consider in the preparation of corporate plans and the development of local laws under the *Local Government Act 1993*.

Other Controls:

Council also applies other development and planning controls such as:

- Buffer Zones (e.g for bushfires)

- Restrictions on building in hazardous areas;

- Landuse zoning appropriate to hazards risk (e.g. sportsfields on floodplains)

- Raising floor levels of buildings and/or rezoning following a significant event;

- Adoption/enforcement of building design codes for other hazards (e.g. wind, slope, fire)

Community Education and Awareness

Community education and awareness is a recognised disaster mitigation strategy. An aware community is a significant component of a resilient community.

In the past most communities were resilient through necessity (e.g. property owners who became isolated by flood on a regular basis). In the current day, this resilience has been lost with many community residents relying on day-to-day living rather than long-term self-sufficiency.

A primary strategy to rebuild community resilience is through public education and awareness.

Trained and Resourced Personnel

Council is committed to ensuring all appropriate personnel are trained in disaster management related activities. These activities range from an awareness of Queensland's Disaster Management System (QDMS) through to specific areas in disaster response.

Personnel involved in disaster management are encouraged to participate in various meetings, workshops, conferences, training and exercises to ensure that the response disaster events is coordinated and well managed.

This includes training of staff in Coordination Centre management and the use of appropriate disaster management computer software.

Also, as the State Emergency Service forms a part of disaster management response arrangements, support is provided to this organisation (in partnership with the State Government through Emergency Management Queensland) in terms of management, administration, funding and resourcing.

This includes the development and implementation of acquisition, replacement and maintenance programs for vehicles and equipment.

Disaster Risk Studies and Data Acquisition

There are some parts of the Gladstone Region for which there is limited data available to base the development of satisfactory disaster management arrangements and strategies. As a result of this, it is recognised that current planning arrangements can be strengthened once new and updated data is available.

As opportunities and funding become available, further studies will be commissioned to investigate research and provide recommendations on various disaster management strategies for those areas in which further investigation is required.

Similarly, specific data acquisition projects will be undertaken to provide more accurate and detailed information on which to base specific planning arrangements.

Assessment of Disaster Response Capability

Disaster Response Capability for Local Government is defined in Part 5 of the *Disaster Management Act 2003* as:

> " *…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 deal with, an emergency situation or a disaster in the local government's area.*"

This disaster response capability is depicted in the following diagram:

Figure 3: Disaster Response Capability

Disaster response capability can be likened to the fire triangle. Three specific elements are required for it to exist and if one element is missing, capability is not present.

Notwithstanding the limitations of a small percentage of the populace, including perceptions and attitudes, the community is essentially regarded as having the capacity to respond to and recover from most situations. The pragmatic rural values in some areas of the region engender a degree of self-reliance, which brings stability, foundation and sustainability.

Unfortunately, this is not generic across the region and some areas will need to be serviced heavily in preparing for, responding to and recovering from most disaster situations.

There is a solid base of emergency service response capacity across the region, with Queensland Police Service, Queensland Fire and Rescue Service, both urban and rural volunteer, Queensland Ambulance Service and State Emergency Service volunteers represented in most communities.

The State Emergency Service forms a significant component of Council's disaster response capability. Council recognises this and has implemented various management and funding strategies for the Gladstone State Emergency Service Unit.

The Gladstone Regional Council is one of the major employers in the region and has sufficient resources and competent personnel to contribute to the physical response demands of disaster events.

The disaster management systems and arrangements in place for the Gladstone Regional Council provide a satisfactory level of disaster response capability. There exists a Local Disaster Management Plan, trained personnel, a resourced Local Disaster Coordination Centre, physical resources to respond to emergency and disaster events, well documented procedures and processes for the response to events and excellent liaison and working relationships with other organisations and agencies at all levels of the disaster management system.

This response capability is continually assessed and improved upon where possible and when resources are available.

Management of Residual Risk

Following the development of disaster mitigation plans there will be residual risks identified.

As the implementation of the respective natural disaster mitigation plans is an ongoing process, each residual risk will be analysed according to the same principles in a cyclic monitoring and review process.

The same criteria will be used to re-examine the risks in terms of likelihood and consequence and decision made to accept, treat or partially treat the risks.

One outcome of this process may be the continuation of studies and investigations into a number of hazards and associated strategies for risk reduction or removal.

Disaster Management Group

Council acknowledges its responsibilities under the *Disaster Management Act 2003* and has established a Local Disaster Management Group (LDMG) in accordance with this legislation.

In consultation with the Local Disaster Coordinator of the LDMG, Council's Coordinator Disaster and Emergency Management will administer and monitor associated governance issues, including statutory requirements of the group under legislation.

Disaster Coordination

As stated in the Corporate Plan, Council is committed to ensuring that the response to disaster/emergency events is well coordinated and managed.

Currently, the primary location for the Local Disaster Coordination Centre (LDCC) is at the Aerodrome Offices, Gladstone Airport, Aerodrome Road, Gladstone. If necessary an alternate location for the LDCC will be the Boardroom at the Gladstone Civic Centre, Goondoon Street, Gladstone.

As part of developing its response and coordination capability, Council has approved the use of disaster management/coordination software for the LDCC.

In due course, a review regarding the location and establishment of the LDCC will be undertaken.

Disaster Management Program

In accordance with these disaster management arrangements, the Gladstone Regional Council will adopt a disaster management program and allocate an appropriate budget to allow the program to be undertaken.

LOCAL DISASTER MANAGEMENT PLAN

ANNEXURE H.4

OPERATIONAL CHECKLISTS

RESTRICTED DOCUMENT

Version: 3.0
September 2013

THIS ANNEXURE IS RESTRICTED DUE

TO STATE GUIDELINES AND THE

INCLUSION OF PERSONAL DETAILS

Summary – STORM TIDE – Sequence of Warnings

RESTRICTED DOCUMENT

Bureau of Meteorology Storm Tide Warnings
RESTRICTED for use within the QDMS
(Not for direct release to the media & public)
SEQUENCE OF WARNINGS

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GLADSTONE
REGIONAL COUNCIL

LOCAL DISASTER MANAGEMENT GROUP

TERMS OF REFERENCE

Establishment

The Local Disaster Management Group (LDMG) is established under s29 of the *Disaster Management Act 2003* (the DM Act).

Role

The LDMG comprises representatives, either as members or advisors, from Local Government, locally based Police, Emergency Services and some Queensland government agencies (e.g. Queensland Health), government owned corporations, non-government organisations, industry and commerce and key community representatives who can provide and coordinate local support and resources to counter the effects of disasters on the local community.

Functions s30 of the DM Act

Under the DM Act, the LDMG has the following functions:

(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 for the State;

(b)   to develop effective disaster management, and regularly review and assess the disaster management;

(c)   to help the local government for its area 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 ways 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;

ANNEXURE H.6   Terms of Reference – Local Disaster Management Group

(i)   to establish and review communications systems in the group, and with the relevant district group and other local groups within 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 this Act;

(l)   to perform a function incidental to a function mentioned in paragraphs (a) to (k).

<u>Note:</u>   The "relevant district group" refers to the Gladstone District Disaster Management Group.

Membership   s33 of the DM Act

Legislated

A LDMG consists of the following members:

1.   A local group consists of the persons appointed as members of the group by the relevant local government for the group.
2.   At least 1 person appointed under subsection (1) must be a person nominated by the chief executive of the department.
3.   At least 1 person appointed under subsection (1) must be a councillor of a local government.
4.   The relevant local government for a local group may appoint a person as a member only if satisfied the person has the necessary expertise or experience to be a member.

Membership of the Gladstone LDMG is detailed in Section 1, Part A of the Local Disaster Management Plan.

Non-Legislated

*   Providing a quorum is achieved, as outlined under s40 of the DM Act, the LDMG may appoint Advisors to assist in the business of the LDMG.
*   The engagement of advisers to the LDMG is to reflect current priorities and the disaster management arrangements for the local government.
*   These Advisors can be drawn from all levels of government and non-government organisations and assist on either a permanent or 'as required' basis.
*   Advisors are not members of the LDMG and so are not to be counted for quorum purposes.

Local Disaster Management Plan   s57 of the DM Act

Preparation

In accordance with s57 of the DM Act, a local government must prepare a local disaster management plan (LDMP) for disaster management in the local government's area. The LDMP must include provision for:

a.   the State group's strategic policy framework for disaster management for the State, and the local government's policies for disaster management;

b.   the roles and responsibilities of entities involved in disaster operations and disaster management in the area;

c.   the coordination of disaster operations and activities relating to disaster management performed by the entities mentioned in paragraph (b);

d.   events that are likely to happen in the area;

e.   strategies and priorities for disaster management for the area;

f.   the matters stated in the disaster management guidelines as matters to be included in the plan;

Terms of Reference – Local Disaster Management Group   ANNEXURE H.6

g.   other matters about disaster management in the area the local government considers appropriate.

A LDMP must be consistent with the disaster management guidelines, in accordance with s58.

Reviewing and renewing the Plan   s59 of the DM Act

- A local government may review, or renew, its LDMP when the local government considers it appropriate.
- However, the local government must review the effectiveness of the plan at least once a year.

Subordinate Groups and Committees s48 of the DM Act

The local government LDMG may establish committees to assist it in performing its functions. These groups and committees are to provide status reports to the LDMG on a regular basis.

Reporting Arrangements   s44 of the DM Act

Local governments must prepare and provide a written report about the performance of the LDMG and local government disaster management matters to the DDMG for input into the DDMG Annual Report to the State group.

Frequency of Meetings   s39 of the DM Act

Meetings of the LDMG must be held at least once in every six months at the times and places decided by the Chairperson.

- The Chairperson must call a meeting if asked, in writing, to do so by the District Disaster Coordinator or at least one-half of the members of the LDMG.

Meetings can be held or allow members to take part in its meetings, by using any technology that reasonably allows members to hear and take part in discussions as they happen.

Quorum   s40 of the DM Act

A quorum for a meeting of the DDMG is the number equal to:

a.   one-half of its members plus 1;

   or

b.   if one-half of its members is not a whole number, then the next highest whole number.

Meeting Deputies   s40A of the DM Act

1.   A member of a disaster management group may, with the approval of the chairperson of the group, appoint by signed notice another person as his or her deputy.
2.   The deputy may attend a group meeting in the member's absence and exercise the member's functions and powers under this Act at the meeting.
3.   A deputy attending a group meeting is to be counted in deciding if there is a quorum for the meeting.

Secretariat Support

The Local Disaster Coordinator and the Gladstone Regional Council Disaster and Emergency Management Coordinator provide administrative and secretariat support to the LDMG.

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LOCAL DISASTER MANAGEMENT GROUP

LOCAL DISASTER COORDINATION CENTRE

STANDARD OPERATING PROCEDURES

Revised: August 2013

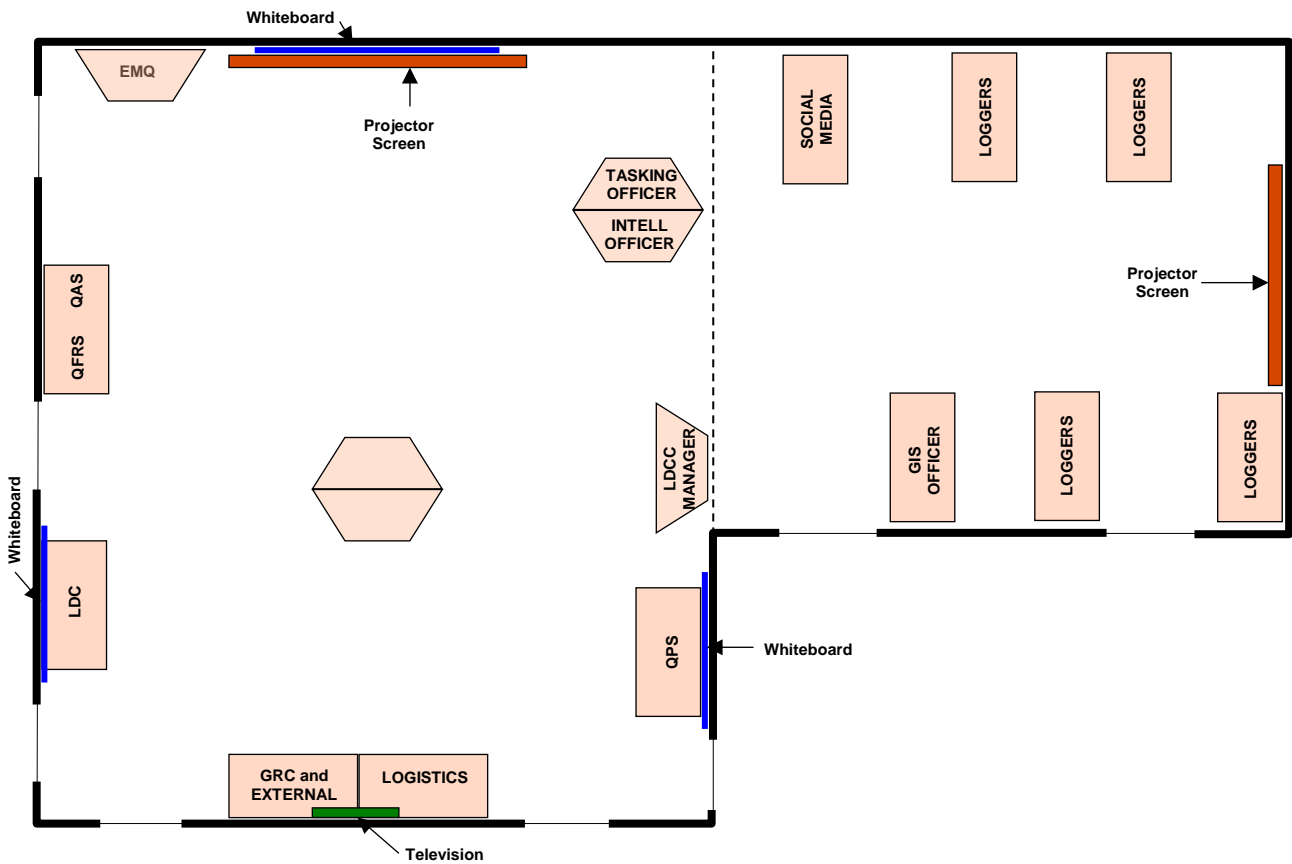# TABLE OF CONTENTS

Attachments:

A   Gladstone LDCC Process Structure

Gladstone
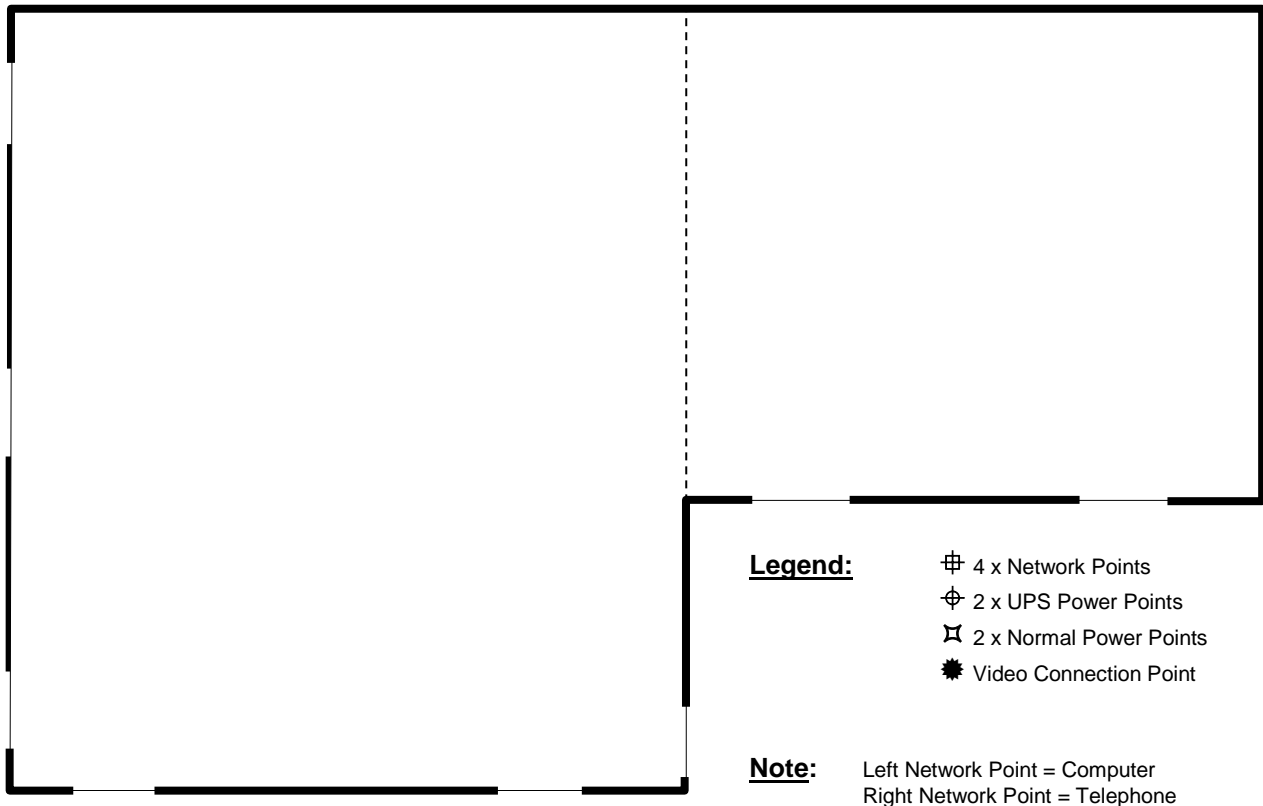# Local Disaster Coordination Centre
109 Goondoon Street, Gladstone
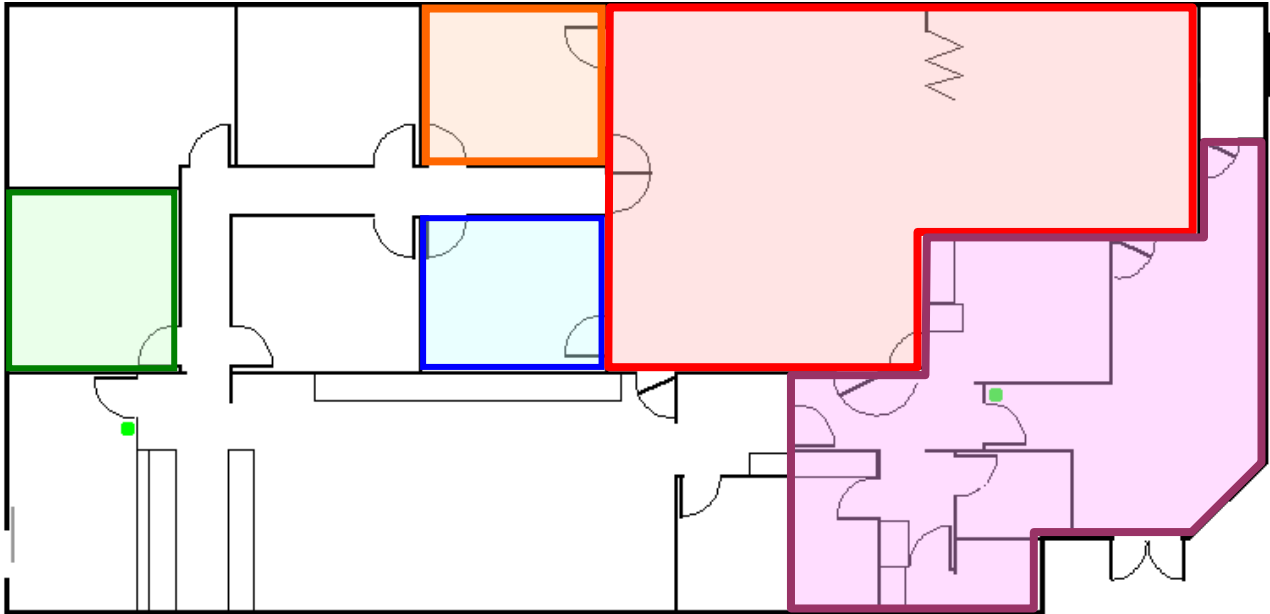
GENERAL LAYOUT

Figure 2
POSSIBLE LDCC SETUP WHEN ACTIVATED

Gladstone
Local Disaster Coordination Centre
109 Goondoon Street, Gladstone

Legend: ⊕ 4 x Network Points
⬦ 2 x UPS Power Points
Ⱶ 2 x Normal Power Points
✳ Video Connection Point

Note: Left Network Point = Computer
Right Network Point = Telephone

Figure 3
TELEPHONE / IT CONNECTION POINTS

Capability:	Resources:
76 x IT Connection Points (Computers, Printers, Telephones)	9 x Computers (ability to acquire more with Guardian software loaded)
38 x UPS Power Points	1 x small Networked Printer (in-room)
38 x Normal Power Points (able to be used with generator power)	2 x Ceiling-mounted Projectors
	2 x Electronic Screens
2 x Video Connection Points	3 x Fixed Whiteboards (with ability to acquire more mobile whiteboards)
	17 x Desks
	30 x Chairs
	Dedicated DM Telephone Resources
	10 x Telephones (Computer-linked – GRC Use)
	09 x Telephones (Agency Use)

Local Disaster Coordination Centre

1. Coordination of any disaster situation will be through the Local Disaster Coordination Centre (LDCC).

2. All incoming and outgoing information in relation to the management of the disaster situation is to pass through the Local Disaster Coordination Centre.

3. All requests for assistance and offers of assistance are to be passed through the Local Disaster Coordination Centre. Failure to do so may result in duplication of requests or a failure to act on requests.

4. The Local Disaster Coordination Centre is to be activated by the Local Disaster Coordinator following consultation with the LDMG Chairperson or their designated representative.

5. The Local Disaster Coordination Centre will be established in Council's facility at 109 Goondoon Street, Gladstone.

6. If necessary, the Local Disaster Coordination Centre can be relocated to or established in the Boardroom at the Gladstone Civic Centre or the Training Room at the Calliope Offices.

7. Only authorised persons will be allowed entry to the Local Disaster Coordination Centre. Authorisation for entry will be granted by the Local Disaster Coordinator or their designated representative.

8. Standing Operating Procedures (SOP) will apply to the running of the Local Disaster Coordination Centre and will summarise the duties and responsibilities of the key staff of the Local Disaster Coordination Centre. A copy of the SOP in relation to the Centre will be supplied to all staff and a copy will be kept at the Centre.

9. The disaster situation will be managed utilising the Guardian Control Centre Software, Council's corporate and operational systems and by agencies utilising their own command structure to action requests/tasks. If necessary, centre operations will revert to the long established paper based system for as long as necessary.

10. Staff will be selected and trained in their duties in relation to the Local Disaster Coordination Centre. Selection and training of Local Disaster Coordination Centre staff will be the responsibility of the Local Disaster Coordinator.

Manual Coordination System

Should it be necessary, a manual, or "paper-based", information management and event coordination system will be implemented for as long as necessary. This system will be based on the previous systems in place for disaster coordination centres and is documented separately with a copy kept in the disaster management area along with supplies of the necessary forms.

Communication Details:

Public Telephone Number: (07) 4977 6655
Facsimile (Electronic): (07) 4975 8600
Generic Email: gldcc@gladstonerc.qld.gov.au

Note: A restricted list of allocated telephone numbers for agencies and positions is maintained for the LDCC.

Role of the Disaster Coordination Centre

A SUMMARY

- To ensure that, where possible, all information is channelled through one central location.

- To act as a point of contact for members of the disaster affected public to access assistance.

- To provide information and resource support to the various responding agencies e.g. Police, Fire Brigade, Ambulace, SES and Councils.

- To provide ***official*** information to the public.

- To provide regular information to the District Disaster Coordinator relative to the disaster event.

BUT

It **DOES NOT** control the response to the event.

AND

It **DOES NOT** decide how the various response agencies will handle allocated tasks.

Objectives of the Standard Operating Procedures

The objectives of these Standard Operating Procedures are:

- To establish processes and procedures for establishing the Local Disaster Coordination Centre.

- To identify key roles for the operation and functioning of the Local Disaster Coordination Centre.

- To detail the duties of key staff associated with the operation of the Local Disaster Coordination Centre.

- To detail the concepts of operation of the Local Disaster Coordination Centre.

Concept of Operations

Each organisation will have their own Standing Operating Procedures (SOP) to detail to their staff their responsibilities and duties when a disaster or impending disaster is reported.

LEVELS OF ACTIVATION

	Triggers	Actions	Communications
Alert	Awareness of a hazard that has the potential to affect the local government area	- Hazard & risks identified - Information sharing with warning agency - LDC discusses with DEMC - LDC contacts EMQ - LDC updates Chair - Initial advice to all stakeholders	Chair, LDC and DEMC on mobile remotely
Lean Forward	- There is a likelihood that threat may affect local government area - Threat is quantified but may not yet be imminent - Need for public awareness - LDMG is now to manage the event	- EMQ, LDC and DEMC conduct analysis of predictions - Chair, LDC and DEMC on watching brief - Confirm level & potential of threat - Check all contact details - Commence cost capturing - Conduct meeting with available LDMG - First briefing core members of LDMG - Council staff prepare for operations - Determine trigger point to stand up - Prepare LDCC for operations - Rosters for LDCC planned - Establish regular communications with warning agency - LDC advises DDC of lean forward & establishes regular contact - Warning orders to response agencies - Public information & warning initiated	- Chair, LDC and LDMG members on established land lines and/or mobiles and monitoring email remotely - Ad-hoc reporting
Stand Up	- Threat is imminent - Community will be or has been impacted - Need for coordination in LDCC - Requests for support received by LDMG agencies or to the LDCC - The response requires coordination	- Meeting of LDMG Core Group - LDCC activated - Rosters for LDCC implemented - Commence operational plans - Local government shifts to disaster operations - LDMG takes full control - SOPs activated - Core group of LDMG meets as required - Commence SITREPs to DDMG - Distribute contact details - DDMG advised of potential requests for support	- LDCC contact through established land lines and generic email addresses - LDC present at LDCC on established land lines and/or mobile, monitoring emails - Chair and LDMG members on established land lines and/or mobiles, monitoring emails
Stand Down	- No requirement for coordinated response - Community has returned to normal function - Recovery taking place	- Final checks for outstanding requests - Implement plan to transition to recovery - Debrief of staff in LDCC - Debrief with LDMG members - Consolidate financial records - Hand over to Recovery Coordinator for reporting - Return to local government core business - Final situation report sent to DDMG	- LDMG members not involved in recovery operations resume standard business and after hours contact arrangements - LDCC staff return to normal business duties

Gladstone Local Disaster Management Plan
ANNEXURE H.7   **LDCC Standard Operating Procedures**

WARNINGS

Public warnings will be issued by the Chairperson or by the Local Disaster Coordinator in consultation with the Chairperson. These warnings will include the public telephone number of relevant authorities and those of the Local Disaster Coordination Centre.

At the local level, no public warnings will be issued by any other person or organisation.

PUBLIC INFORMATION

The LDMG will devise a system of public information in relation to the ongoing necessities of members of the Public to receive advice and instructions regarding specific identified threats.

A copy of the LDMP is available on the Gladstone Regional Council website for public scrutiny and comment. It is also available in hard copy in the Public Libraries throughout the region.

REVIEW / REVISION OF SOP

This SOP is to be reviewed on a regular basis and revised as determined by exercises or as changes are required.

Local Disaster Coordination Centre

Key Personnel

Situation Management:
- Local Disaster Coordinator

Operations:
- LDCC Manager
- Telephonists / Loggers
- Tasking Officer
- Agency Liaison Officers

Planning:
- Intelligence Officer
- GIS Officer

Logistics:
- Logistics Officer
- Communications/Technology Officer

Media:
- Media Liaison Officer

Administration | Social Media:
- Administration and Social Media Officer

Advisor:
- Disaster and Emergency Management Coordinator

Duties of Key Personnel

LOCAL DISASTER COORDINATOR

- Overall management of the situation.

- To coordinate disaster operations for the local group.

- To ensure, as far as practicable, that any strategic decisions of the local group about disaster operations are implemented.

- Maintain the operational readiness of the Disaster Coordination Centre.

- Preparing and implementing Standard Operating Procedures governing the activation and operation of the Local Disaster Coordination Centre.

- Provide trained staff to operate the Centre.

- Identifying and providing adequate resources to enable the Local Disaster Coordination Centre to operate efficiently.

- Activation of the Disaster Coordination Centre.

- The overall management of the Centre during operations.

- Overseeing the processing of operational information.

- Supervising the preparation and authorisation of Situation Reports for presentation to the District Disaster Coordinator.

- Supervising the preparation and authorisation of Media Releases for presentation to the District Disaster Coordinator.

- Responsibility for advising the Mayor and the Local Disaster Management Group on disaster-related matters, both during disaster activations and during normal times.

- Preparing materials for briefing and debriefing sessions.

- Advising the Mayor and Chairperson (if not the Mayor) and the Local Disaster Management Group on disaster-related matters, both during disaster activations and during normal times.

- Media liaison in conjunction with the Chairperson and Media Liaison Officer.

- Maintaining communications with District Disaster Management Group and District Disaster Coordinator as required.

- Participate in information and training sessions relating to Disaster Management.

- Facilitate staff shift change meetings in the Local Disaster Coordination Centre.

LDCC MANAGER

- Act as Coordinator between the Local Disaster Coordinator and the Administration functions.

- Ensure sufficient trained personnel are available to staff the Local Disaster Coordination Centre.

- Preparation of the Coordination Centre duty roster that provides a 12 hour rotation of personnel.

- Coordinate refreshments for Coordination Centre.

- Coordinate security of the Coordination Centre.

- Coordinate interchange of personnel.

- Monitor performance of Coordination Centre and deploy resources to overcome "bottlenecks".

- Manage Guardian Control Centre software administrative tasks, incl. monitoring staff fatigue.

- Establish and maintain administrative and financial systems for resources and monies expended in connection with the operation.

- Ensure a Register of Financial Expenditure and Equipment Resources expended during operations is maintained.

- Assist in monitoring the overall operation of the Local Disaster Coordination Centre.

TELEPHONISTS / LOGGERS

- Receive incoming telephone calls/faxes.

- Enter details into the Guardian Control Centre Software system.

- Relay information to respective Local Disaster Coordination Centre operational personnel and the public.

- Respond accordingly to telephone enquiries.

TASKING OFFICER

- Receives requests for assistance/requests/information from the Loggers.

- Decides which is the most appropriate agency/agencies to task the requests/information to.

- Tasks the request/information to the relevant agency/agencies.

- Screening operational information received or dispatched and interpret the actions as required.

- Updates information as required.

AGENCY LIAISON OFFICER

- Facilitate the provision of their agency's resources and expertise.

- Carry out tasks assigned to them by the Tasking Officer.

- Contacts their agency and has the tasking actioned.

- When the task has been actioned and completed, ensures that all relevant details have been included in the job details in the Guardian software system.

- Provide Situation Reports to Local Disaster Coordinator as required.

- Assist in the preparation of Situation Reports in the Guardian system (in a timely manner).

- Continue to advise their parent agency of developing plans and the likely effect on resource commitment.

- Communicate with their parent agency to receive up to date information on the availability of resources for tasking, pass on tasking directions and to receive advice on completion of tasks.

- Provide information and advice to the Intelligence Officer and Logistics Officer as required by their specialist agencies.

- Report to the Local Disaster Coordinator on specific matters as required.

INTELLIGENCE OFFICER

- Prepare Situation Reports for the approval of the LDC.

- Where appropriate, enters details of the message on relevant maps, etc.

- Amends and updates job details in the Guardian software system as required.

- Keep abreast of the changes to the disaster response environment and alert others of critical information.

- Collect, analyse, collate and present accurate, current and relevant data. Information is sourced from external agencies including Bureau of Meteorology, Department of Transport and Main Roads, RACQ, and Ergon Energy.

- Provide information briefs to the Local Disaster Coordinator.

- Maintain Road Closures in "Guardian".

- Collate information and advice received from specialist agencies (eg. Police, Ambulance, etc).

GIS OFFICER

- Prepare maps to assist decision-making and or public information requirements.

- Compile and present data relating to property information as required by the LDC or Chair, LDMG.

- Where necessary, assist in the preparation of maps and data for inclusion in reports.

- Providing mapping for the Local Disaster Coordination Centre and support agencies (GIS capabilities).

- Provide information on identified potential impacted areas, population, evacuation routes, road closures, status and alternate routes, allocation of resources. Provision of specialised maps as required

LOGISTICS OFFICER

▪ Assist Emergency Management Queensland (EMQ) with the food/grocery re-supply of isolated properties.

▪ Assist Emergency Management Queensland (EMQ) with the food/grocery/fodder re-supply of essential businesses.

▪ Assist Queensland Health and Queensland Ambulance Service (QAS) with medical re-supplies and evacuation of special needs residents.

▪ Manage the receipt and delivery of the appropriate supplies, in good condition, in the quantities required, and at the places and time they are needed.

▪ Assist in the preparation of Situation Reports for the approval of the LDC.

▪ Maintain resources lists within the Guardian software system.

▪ Source resources as required by the LDC.

▪ Prepare requests for assistance to the DDMG (incl. resupply issues).

▪ As directed by the Local Disaster Coordinator, liaise with District and State Disaster Coordination Centres for supply and assistance.

▪ Provide information briefs to the Local Disaster Coordinator.

COMMUNICATIONS/TECHNOLOGY OFFICER

▪ Provide assistance to the LDC to ensure the LDCC is appropriately resourced and functional.

▪ Troubleshoot technological issues affecting the operation of the LDCC (phones/computers, etc).

MEDIA LIAISON OFFICER

▪ Answering enquiries from all media sources .

▪ Prepare media releases/public information for and on behalf of the LDC and Chair, LDMG as required.

▪ Disseminate approved media releases and public information to all relevant media organisations.

▪ Coordinate media interviews for and on behalf of the Chair, LDMG and LDC.

▪ Manage disaster management information on social media (Facebook/Twitter) and Council's website.

▪ Maintaining a working log of press releases and all other significant contacts with media sources.

▪ Referring all media enquiries regarding political or controversial issues to the Chair of the Local Disaster Management Group.

▪ Keeping abreast of the operational developments by liaison with the Local Disaster Coordinator.

▪ Review information, tasks and maps in "Guardian".

▪ Maintaining a current contact register of media organisations.

▪ Utilising media to ensure timely and accurate dissemination of disaster information to the public; at one location and away from the Coordination Centre.

COUNCIL LIAISON OFFICER

- Provide information and advice to the Local Disaster Coordinator, Intelligence Officer and Logistics Officer as required.

- Carry out tasks assigned to them by the Tasking Officer.

- Contacts the Council Call Centre and ensures that the tasking is actioned.

- When the task has been actioned and completed, ensures that all relevant details have been included in the job details in the Guardian software system (entry may have been completed by Call Centre staff).

- Assist in the preparation of Situation Reports in the Guardian system (in a timely manner).

- Provide information briefs to the Local Disaster Coordinator.

ADMINISTRATIVE SUPPORT / SOCIAL MEDIA OFFICER

- To maintain Council's disaster management social media sites up to date with relevant information as necessary.

- To provide administrative support to the Local Disaster Coordinator and the LDMG during the course of an event.

DISASTER AND EMERGENCY MANAGEMENT COORDINATOR

Both during disaster/emergency activations and during non-operational times:

- To provide Disaster Management and/or emergency related advice to the Gladstone Regional Council.

- To provide Disaster Management and/or emergency related advice to the Chairperson, Local Disaster Coordinator and members of the Local Disaster Management Group.

- To liaise with the State Emergency Service, and Emergency Management Queensland.

- To liaise with Rural Fire Brigades, and the Rural Fire Service.

- To liaise with Council's designated representative to the District Disaster Management Group.

- To liaise with the Disaster District as required (including the District Disaster Coordinator (DDC) and the Executive Officer (XO) to the DDMG).

- Undertake an administrative role (where possible) with regard to the Council's disaster management software and liaise with the software developers/providers as necessary.

- Liaise with Council IT staff appointed to assist with the IT/telecommunications resourcing of the LDCC.

- Other assistance as required by the Local Disaster Coordinator.

- Undertake and/or facilitate the revision and update of disaster management planning arrangements.

- Undertake and/or facilitate the review and update of Standard Operating Procedures (SOP's) as required.

Local Disaster Coordination Centre Staff

(as at August 2013)

ROLE	PERSON
Local Disaster Coordinator	
Deputy Local Disaster Coordinator	
Disaster and Emergency Management Coordinator	
Relief for DEMC Role	
LDCC Administrative Support and Social Media	
LDCC Managers	
Tasking Officers	
Intelligence Officers	
Logistics Officers	
Media Liaison Officers	Persons are not listed for privacy and operational reasons
Telephone/Logging Officers	
Council Liaison Officers	
External Agency Liaison Officers	
Agency Liaison Officers (as required)	
GIS Officers	
Communications/Technology Officers	

Situation Reports (SITREPS)

Participating Agency Sitreps

- For the disaster response to be effective, the Coordination Centre must be aware of activities being conducted by all participating agencies, along with their projected problems, resource requirements, etc.

- All agencies ***must*** provide a Sitrep (Situation Report) at regular intervals, the timing to be decided by the Local Disaster Coordinator, so that the information provided may be relayed to the Mayor and the Local Disaster Management Group, and also included in the Sitrep to the DDC.

- In most instances, direct input by agencies of their information in the situation reporting module within the Guardian software system will be adequate.

Sitreps to the DDC

- The District Disaster Coordinator (DDC) requires a Situation Report relative to the operations several times a day – the DDC will nominate the times.

- The Area Director, Emergency Management Queensland should receive copies of these Sitreps.

- Sitreps are prepared by the Intelligence Section from within the Guardian software system and authorised by the Local Disaster Coordinator who will forward them to the relevant persons/agencies.

- Agencies will be asked to update their information in the situation reporting module within the Guardian software system.

CONTACTS DIRECTORY

Gladstone Local Disaster Coordination Centre

| PUBLIC CONTACT PHONE NUMBER	4977 6655
PUBLIC CONTACT FAX NUMBER	4975 8600
EMERGENCY SERVICE RADIO CHANNEL	Restricted Information
COORDINATION CENTRE AGENCY TELEPHONE NUMBERS – Restricted Information	Refer Telephone Communications Information Sheet
GENERIC EMAIL ADDRESS:	gldcc@gladstonerc.qld.gov.au

OTHER IMPORTANT NUMBERS FOR USE BY COORDINATION CENTRE STAFF

Information is restricted for privacy and operational reasons.

Note: A comprehensive list of contact information is held within the Guardian Control Centre software (a hard copy is printed regularly and kept secure for LDCC use).

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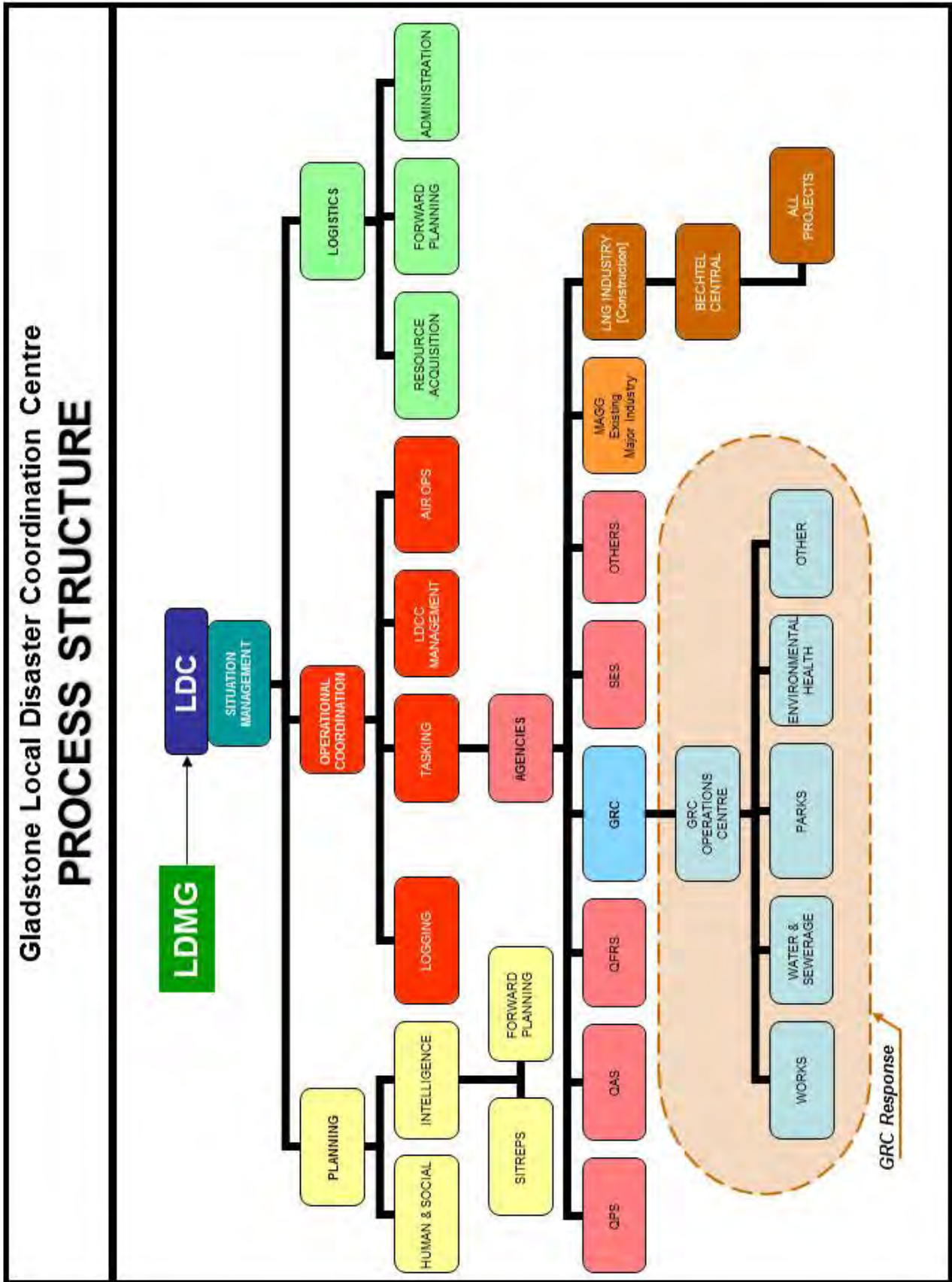
ATTACHMENT A

Gladstone Local Disaster Coordination Centre
PROCESS STRUCTURE

GLADSTONE
REGIONAL COUNCIL

Local Disaster Coordination Centre | **Standard Operating Procedures**

LOCAL DISASTER MANAGEMENT PLAN

SECTION 5

PART I

MAPS

Version: 3.0
September 2013

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PART I: MAPS

I.1   OVERVIEW

Maps are held within the Local Disaster Coordination Centre and on Council's corporate mapping system.

These maps are accessible as part of the Guardian Control Centre software system utilised as Council's coordination management system for disaster and significant events.

It is not considered appropriate to include copies of maps as part of the hardcopy Local Disaster Management Plan given accuracy issues with regard to their currency.

Storm Tide Evacuation Zone mapping is available to the public via Council's website.

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