

Gold Coast District Disaster Management Plan

Public Version

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Foreword

The Gold Coast District Disaster Management Plan has been prepared to ensure a consistent approach to disaster management in the Gold Coast Disaster District. The Plan is an important tool for managing disasters and is a demonstrated commitment towards safety within the community.

The Plan outlines the roles and responsibilities of the government and non-government organisations that form the Gold Coast District Disaster Management Group (DDMG) prior to, during and after a disaster. The plan, supported by sub-plans and the risk assessment process provide a framework for disaster management within the Gold Coast City.

Depending on the scale of a disaster, the Gold Coast DDMG will coordinate the State Government response and resources in support of local arrangements.

The preparation of this district disaster management plan has been undertaken in accordance with the Disaster Management Act 2003 (DM Act), to provide for effective disaster management in this district. This district level plan supports and aligns with plans at the local and state levels to enhance the resilience of Gold Coast City.

Endorsement

The preparation of this district disaster management plan has been undertaken in accordance with the *Disaster Management Act 2003 (DM Act)*, to provide for effective disaster management in the district.

The plan is endorsed for distribution by the District Disaster Management Group.

P G Ziebarth
District Disaster Coordinator
Gold Coast District Disaster Management Group

Date: 21 November 2011

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Document Control

Amendment Control

This district plan is a controlled document. The controller of the document is the Gold Coast District Disaster Coordinator (DDC). Any proposed amendments to this plan should be forwarded in writing to:

District Disaster Coordinator
Gold Coast Disaster District
PO Box 561,
Surfers Paradise BC, QLD, 4217

The DDC may approve inconsequential amendments to this document. Any changes to the intent of the document must be endorsed by the District Disaster Management Group (DDMG). A copy of each amendment is to be forwarded to those identified in the distribution list. On receipt, the amendment is to be inserted into the document and the Amendment Register updated and signed.

Amendment Register

Amendment	Date	Inserted By	Insertion Date	Comment
<i>Version</i>	<i>Revisions</i>	<i>Prepared</i>	<i>Approved Date</i>	<i>Comments</i>
Version 1	6 May 2010	Snr Sgt S Hedge Operation Support Officer GC DDMG	6 May 2010	Annual Review Update
Version 2 Draft	12 May 2011	A/Inspector T Le Executive Office GC DDMG	12 May 2011	Annual Review Update
Version 3	19 July 2011	Sergeant Peter H Assistant Operat Support Officer GC DDMG		Plan review Following EMQ Assessment
Version 4	15 Nov 2011	M HOUSE XO _ DDMG	15 Nov 2011	Review

Distribution

This public release version of the Gold Coast DDMP is authorised for release to the public. It is to be displayed on the Queensland Police Service web site.

A copy of the GC DDMP is available for inspection, free of charge, by members of the public at the Gold Coast District Office Level 5 Surfers Paradise Police Centre, 68 Ferny Avenue, Surfers Paradise.

Definitions

Note: - At the Australian Government level and in some jurisdictions the term emergency is used interchangeably with disaster. The term disaster management is used in Queensland as detailed in the Disaster Management Act 2003.

The following definitions have been sourced from; the Disaster Management Act 2003, Emergency Management Australia (EMA) Glossary, The Australasian Inter-service Incident Management System guide and the Public Safety Training Package.

Advisor

A person invited to participate in the business of the DDMG in an advisory capacity on an as-needed basis.

Chair

The person appointed by the Commissioner, Queensland Police Service as the Chair of the DDMG. The Chair of the group is the District Disaster Coordinator.

Command

Command is the internal direction of the members and resources of an agency in the performance of the organisations agreed roles and tasks. Authority to command is established in legislation or by agreement within an organisation. Command relates to an organisation and operates vertically within it.

Community

A group of people with a commonality of association and generally defined by location, shared experience, or function.

Consequence

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

Control

Control refers to having direct influence/power over resources applied to achieve a particular objective. Authority for control is generally established in legislation and carries with it the ability to Control and Command within an agency. In specific circumstances legislation allows for control over other agencies. For example under the Public Safety Preservation Act, 1986, once an emergency situation has been declared the emergency commander may take control of any resource whether it is in the charge or control of any person or not.

Coordination

The bringing together of organisations to ensure effective disaster management before, during and after an event. It is primarily concerned with systematic acquisition and application of resources (people, material, equipment, etc) in accordance with priorities set by disaster management groups. Coordination operations horizontally across organisations and agencies..

Deputy Chair

The person appointed by the Commissioner, Queensland Police Service as the Deputy Chair of the DDMG.

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. Serious disruption means:

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

Disaster District

Part of the State prescribed under a regulation as a Disaster district. Disaster management arrangements for managing the potential adverse effects of an event, including, for example, arrangements for mitigating, preventing, preparing for, responding to and recovering from a disaster.

Disaster Management

Arrangements about managing the potential adverse effect of an event, including, for example, arrangements for mitigating, preventing, preparing for, responding to and recovering from a disaster. (Disaster Management Act 2003)

Disaster Mitigation

The taking of preventative measures to reduce the likelihood of an event occurring or, if an event occurs, to reduce the severity of the event. (Disaster Management Act 2003)

Disaster Operations

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

Disaster response

The taking of appropriate measures to respond to an event, including action taken and measures planned in anticipation of, during, and immediately after an event to ensure that its effects are minimised and that persons affected by the event are given immediate relief and support. (Disaster Management Act 2003)

Disaster response operations

The phase of disaster operations that relates to responding to a disaster. (Disaster Management Act 2003)

Disaster risk assessment

The process used to determine risk management priorities by evaluating and comparing the level of risk against predetermined standards, target risk levels or other criteria. (COAG, Natural Disasters in Australia: Reforming mitigation, relief and recovery arrangements: 2002)

Disaster District Coordinator

A person appointed under the Disaster Management Act 2003 who is responsible for the coordination of disaster operations in the disaster district for the District Disaster Management Group.

District Disaster Coordination Centre

Location from which disaster operations are coordinated and managed regionally, within the Disaster district.

District Disaster Management Group

A group established for each Disaster district in the State to carry out a number of functions relating to disaster management, the primary ones of which are:

- to ensure that disaster management and disaster operations in the district are consistent with the State Group's strategic policy framework for disaster management for the State; and
- to develop effective disaster management for the district, including a district disaster management plan, and regularly review and assess disaster management arrangements.

Emergency Risk Management

A systematic process that produces a range of risk reduction measures that contributes to the well-being of communities and the environment.

Event

1) Any of the following:

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

(2) An event may be natural or caused by human acts or omissions. (Disaster Management Act 2003)

Executive Officer DDMG

A Police officer appointed to the position of Executive Officer to the district group by the Commissioner, Queensland Police Service.

Executive Team

The Chair, Deputy Chair and Executive Officer.

Extraordinary Meeting

A meeting convened by the Chair in response to an operational event both inside and outside the disaster district.

Functional Lead Agency

An agency allocated responsibility to prepare for and provide a disaster management function and lead relevant organisations that provide a supporting role.

Guidelines

Guidelines are developed under s63 of the Act to inform the SDMG, DDMGs and local governments about the preparation of disaster management plans, matters to be included in disaster management plans and other appropriate matters about the operation of a DDMG or LDMG.

Hazard

A source of potential harm, or a situation with a potential to cause loss. (Emergency Management Australia, 2004)

Likelihood

Used as a general description of the probability or frequency. Mitigation Measures taken in advance of a disaster aimed at decreasing or eliminating its impact on society and environment.

Local Disaster Coordinator

A person appointed under the Act who is responsible for the coordination of disaster operations for the LDMG.

Local Disaster Coordination Centre

Location from which disaster operations are coordinated and managed within a Local government area.

Local Disaster Management Group

The group established in accordance with s29 of the Act to support the disaster management and operational activities of local governments.

Local Disaster Management Plan

A plan that documents agreed arrangements that are in place to deal with disaster events within the local government's area of responsibility.

Member

A person officially appointed as a member of the DDMG. Members have voting rights to validate the business of the group.

Natural Disaster Relief and Recovery Arrangements (NDRRA)

The primary mechanism used by the Queensland Government for providing assistance to communities affected by natural disaster events.

Ordinary meeting

A DDMG meeting which is scheduled and convened on a regular basis at an agreed time (set by the Chair) to discuss routine business of the group.

Post-disaster Assessment

Addresses performance during and the risks revealed by a disaster event in order to improve future development of mitigation measures. Post-disaster assessment forms part of continuous improvement of the whole system. (Adapted from COAG, Natural Disasters in Australia: Reforming mitigation, relief and recovery arrangements: 2002)

Preparedness

Arrangements to ensure that, should an emergency occur, all those resources and services, which are needed to cope with the effects can be efficiently mobilised and deployed.

Prevention

Regulatory and physical measures to ensure that emergencies are prevented, or their effects mitigated.

Primary Agency

An agency allocated responsibility to prepare for and respond to a specific hazard based on their legislated and/or technical capability and authority.

Queensland disaster management arrangements

Whole-of-government arrangements to ensure the collaborative and effective coordination of planning, services, information and resources for comprehensive disaster management.

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.

Recovery

The taking of preventative measures to recover from an event, including action taken to support disaster-affected communities in the reconstruction of infrastructure, the restoration of emotional, social, economic and physical wellbeing, and the restoration of the environment. (Disaster Management Act 2003)

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.

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.

Residual risk

Level of risk remaining after implementation of risk treatment.

Response

Actions taken in anticipation of, during, and immediately after, an emergency to ensure its effects are minimised and that people affected are given immediate relief and support.

Risk

The chance of something happening that may have an impact on the safety and wellbeing of a community. It includes risk as an opportunity as well as a threat and is measured in terms of consequences and likelihood.

Risk Control

That part of risk management, which involves the provision of policies, standards, and procedures to eliminate, avoid, or minimise adverse risks facing a community.

Risk Identification

The process of identifying what can happen, why, and how.

Risk Management

The culture, processes, and structures that are directed towards realizing potential opportunities whilst managing adverse effects.

Risk Management Process

The systematic application of management policies, procedures and practices to the tasks of communicating, establishing the context, identifying, analysing, evaluating, treating, monitoring and reviewing risk.

Risk Reduction

Actions taken to lessen the likelihood, negative consequences, or both, associated with a risk.

Risk Register

A listing of risk statements describing sources of risk and elements at risk with assigned consequences, likelihoods and levels of risk.

Risk Transfer

Shifting the responsibility or burden for loss to another party through legislation, contract, insurance, or other means. Risk transfer can also refer to shifting a physical risk, or part thereof, elsewhere.

Risk treatment

Process of selection and implementation of measures to modify risk.

Serious Disruption

Serious disruption means:

- (a) loss of human life, or illness or injury to humans; or
 - (b) widespread or severe property loss or damage; or
 - (c) widespread or severe damage to the environment.
- (Disaster Management Act 2003)

State Disaster Coordinator

A person appointed under the Act who is responsible for the coordination of disaster response operations for the SDMG.

State Disaster Management Plan

A planning tool for disaster managers which provides an overview of Queensland's disaster management arrangements, including agency roles and responsibilities.

State Recovery Coordinator

A person appointed under the Disaster Management Act 2003 who is responsible for the coordination of disaster recovery operations for the State Disaster Management Group

State Disaster Relief Arrangements (SDRA)

Financial relief measures activated by the Minister for Emergency Services for personal hardship and distress, where natural disasters are ineligible for Australian government NDRRA funding. Such relief is able to address a far wider range of disaster events than the NDRRA.

Standard Emergency Warning Signal

Known as 'SEWS', the signal used in assisting delivery of public warnings and messages for major disaster events.

Standard Operating Procedures

A set of directions detailing what actions could be taken, as well as how, when, by whom and why, for specific events or tasks. Syn. standing operating procedure.

Source of Risk

Source of potential harm e.g. bushfire, cyclone etc.

Temporary District Disaster Management Group

A DDMG established under the Act by the SDMG Chair, in consultation with the Commissioner, Queensland Police Service, as a temporary district group to manage a disaster across two or more affected disaster districts.

The Plan

The District Disaster Management Plan

The Arrangements

The Queensland State Disaster Management Arrangements

Abbreviations and Acronyms

ABS 2007	Australian Bureau of Statistics
AIIMS	Australasian Inter-Agency Incident Management System
DDC	District Disaster Coordinator
DDCC	District Disaster Coordination Centre
DGDDMG	District Group District Disaster Management Group
DDMP	District Disaster Management Plan
DES	Department of Emergency Services
EMA	Emergency Management Australia
EMQ	Emergency Management Queensland
GIS	Geographical Information System
LDCC	Local Disaster Coordination Centre
LGLDMG	Local Group Local Disaster Management Group
LDMP	Local Disaster Management Plan
NDRRA	Natural Disaster Relief and Recovery Arrangements
NGO	Non-Government Organisation
OSO	Operations Support Officer
QAS	Queensland Ambulance Service
QDMA	Queensland disaster management arrangements
QFRS	Queensland Fire and Rescue Service
QPS	Queensland Police Service
SDC	State Disaster Coordinator
SDCC	State Disaster Coordination Centre
SDCG	State Disaster Coordination Group
SDMC	State Disaster Mitigation Committee
SDMG	State Disaster Management Group
SDMP	State Disaster Management Plan
SDRA	State Disaster Relief Arrangements
SES	State Emergency Service
SITREP	Situation Report
SOC	State Operations Coordinator
SOCC	State Operations Coordination Centre
SOP	Standard Operating Procedures
SPF	<i>Disaster Management Strategic Policy Framework</i>
the Act	<i>Disaster Management Act 2003</i>
the Minister	<i>Minister for Police, Corrective Services and Emergency Services</i>
XO	Executive Officer

Administration and Governance

Authority to Plan

This district disaster management plan is prepared under the provisions of s53 of the Act.

Purpose

This plan details the arrangements within the Gold Coast Disaster District to provide whole-of-government planning and coordination capability to support Gold Coast local government in disaster management and disaster operations.

Objectives

The objective of the Gold Coast District Disaster Management Plan is to facilitate the implementation of effective and efficient disaster management strategies and arrangements including:

- the development, review and assessment of effective disaster management for the district including arrangements for mitigating, preventing, preparing for, responding to and recovering from a disaster;
- compliance with the State Disaster Management Group's (SDMG) *Strategic Policy Framework*; the State Disaster Management Plan; the *District Disaster Management Guidelines*; and any other Guidelines relevant to district level disaster management and disaster operations.
- the development, implementation and monitoring of priorities for disaster management for the district.

Strategic Policy Framework

Disaster management and disaster operations in the Gold Coast district are consistent with the *Disaster Management Strategic Policy Framework*. This is achieved by:

- ensuring a comprehensive, all hazards, all agencies approach by achieving the right balance of prevention, preparedness, response and recovery;
- supporting the mainstreaming of disaster preparedness and mitigation into relevant areas of activity of government, non-government, small business and corporations;
- aligning disaster risk reduction, disaster mitigation, disaster resilience and climate change adaptation policy and actions with international and national reforms;
- promoting a transparent, systematic and consistent approach to disaster risk assessment and management, based on the *National Emergency Risk Assessment Guidelines* and the *Australian/New Zealand Standard AS/NZS ISO 31000:2009 Risk management – Principles and guidelines*;
- recognising the commitment of stakeholders and the need for collaboration across all levels of government, community, industry, commerce, government owned corporations, private and volunteer organisations, and local communities in all aspects of disaster management;

- emphasising building and maintaining sincere relationships, trust, teamwork, consultative decision-making and shared responsibilities among stakeholders; and
- promoting community resilience and economic sustainability through disaster risk reduction.

Scope

This plan details the arrangements necessary to undertake disaster management within the Gold Coast disaster district. This includes the local government area of Gold Coast City

Strategic Priorities

The following District strategic priorities have been identified:

1. To enhance and build upon Gold Coast DDMG & DDCC operational capacities and capabilities
2. To enhance and build upon current evacuation management arrangements
3. To enhance and build upon current disaster management communication arrangements

These strategies form the basis of the District Operational Plan.

Disaster Management Priorities

District priorities are articulated in the Operational Plan – Annexe F.

Review and Renew Plan

In accordance with Section 55 of the *Disaster Management Act 2003*, a district group may review, or renew, its District Disaster Management Plan when the group considers it appropriate. However, the group must review the effectiveness of the plan at least once a year.

EMQ will conduct an Annual Review of the DDMP by the 30 April, annually. GC DDMG members to contribute to DDMP review following the inclusion of recommendations from the EMQ planning assessment report. This process is to be completed by 30 June, annually.

Review of Local Disaster Management

In accordance with s23 of the Act the Gold Coast DDC in partnership with the Local Disaster Coordinator, Gold Coast LDMG and Regional Director Emergency Management Queensland, South East will conduct continuous review of all levels of disaster plans/planning. This review activity will culminate in an annual compliance report which will identify ongoing improvement opportunities.

EMQ will conduct an Annual Review of the LDMP by the 30 April, annually. GC LDMG members to contribute to LDMP review following the inclusion of recommendations from the EMQ planning assessment report. This process is to be completed by 30 June, annually.

District Disaster Management Group

Establishment

The Gold Coast District Disaster Management Group is established for the Gold Coast Disaster District under the provisions of Section 22 of the Disaster Management Act 2003.

Disaster Management planning for the Gold Coast District is a joint responsibility held by all members and support agencies of the DDMG. Each member has a vital role to play in the provision of an appropriate operational response to any event impacting upon the communities within this disaster district. This role includes participation in the development of a main plan and appropriate operational plans.

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

Membership

In accordance with Section 24 of the *Disaster Management Act 2003*, a District Group consists of the following members:

- (a) The person appointed as the chairperson of the District Group under section 25(1)(a);
- (b) The person appointed as the Deputy Chairperson of the District Group under section 25(1) (b);
- (c) The person appointed as the executive officer of the district group under Section 27
- (d) A person appointed by Local Government;
- (e) A number of persons, each of whom represents a department of the chief executive of the department, considers appropriate to be represented on the group, having regard to effective disaster management for the disaster district;
- (f) Any other person appointed by the chief executive of the department that the chief executive considers appropriate to be a member of the District Group, having regard to effective disaster management for the Disaster District.

Members of the DDMG provide functional support to the operations of the Group.

* Meeting deputies for particular members

A member of a disaster management group may, with the approval of the chairperson of the group, appoint by signature notice another person as his or her deputy.

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.

Updated DDMG Group membership will be forwarded to the State Group by the 31 August, annually

Response Functions and Functional Supporting Committees

Specific disaster management needs may be addressed through the formation of district functional committees as required. Gold Coast DDMG currently has two active functional committees ie Gold Coast District Recovery Committee and Gold Coast District Health Medical Subcommittee.

Additional functional committees will activated at the direction of the District Disaster Coordinator as required, see examples below.

FUNCTION	ENTITY/AGENCY	ROLE & RESPONSIBILITY
Human-social Recovery	Department of Communities	<ul style="list-style-type: none"> • Coordinate community recovery effort across government and non government agencies. • Chair the multi-agency District Community Recovery Committee • Develop and annually reviews District Community Recovery Plans • Establish and manage Community Recovery Centres (one-stop-shops) and Coordination Centres • Distribute financial assistance to eligible individuals and families affected by natural disasters. • Establishes outreach service teams to visit households and determine their recovery needs • Co-ordinate the development of community recovery communication strategy messages (strategic and operational) to support the broader disaster recovery and disaster management public communication strategy. <p>Advise the Gold Coast District Disaster Management Group, and request and provide assistance through the district group as required during disaster operations.</p>
Transport	Department of Transport and Main Roads	<ul style="list-style-type: none"> • Arrangements for the provision of transport resources to support disaster response and recovery operations covering 3 modes of transport (road, air and sea) • Transport engineering (infrastructure engineering support for 3 modes including repairs to damaged state controlled roads and bridges.

Health	Queensland Health	<ul style="list-style-type: none"> • Arrangements for provision of medical and health resources to support disaster response and recovery operations including command and control of medical resources • Public health advice and warnings • Transport of patients • Psychological and counselling services • Ongoing medical and health service required during the recovery period
Emergency Supply & Building Engineering Services & Communications Services	QBuild	<ul style="list-style-type: none"> • Coordinate the acquisition, receipt and management of emergency supplies and services in support of disaster operations at district level. Includes: Food and or catering services (excluding the resupply of isolated communities. This is the responsibility of the Department of Emergency Services in accordance with the "Resupplying Isolated Communities Policy and Procedures" • Potable water • Building materials and equipment • Earthmoving equipment • Support to establish forward command posts, recovery centres, local disease control centres etc • Services - cleansing , security etc • Other resources within the level of authority available to QBuild • Coordinate the provision of communications support for disaster operations at disaster district level (excludes the coordination of service provider's core business responsibilities). This includes temporary communications systems including satellite, mobile and radio communications such as UHF, VHF, paging system (excludes combat agency owned communication systems) • Data (due to the specific nature of each agencies requirements, IT hardware and software are normally the responsibility of the agency requesting the assistance) • Liaise with service providers for the provision of priority services as directed by the District Disaster Coordinator eg establishment of communications infrastructure for forward command posts, recovery centres, local disease control centres etc • Liaise with Government Information and Communication Technology, Department of Public Works on communication issues

Warnings	Department of Community Safety through the EMQ Watchdesk and Regional Director EMQ.	<ul style="list-style-type: none"> • Provision of timely advise to DDC and LDC of Weather related warnings on receipt from Bureau of Meteorology. • Coordination and delivery of Emergency Alerts
Economic Recovery	Department of Employment , Economic Deployment and Innovation	<p>Coordinate contact and engagement with business owners to assess business impact of disaster, current and potential obstacles to business recovery and available assistance from within the business community.</p> <p>Elevate information within DEEDI for policy making on business recovery response.</p> <p>Assist business owners with their eligibility and application for business financial assistance from declared business assistance programs</p> <p>Promote and provide access to workshops, expertise and/or temporary resources that assist business recovery</p> <p>Coordinate supply chain needs/issues/opportunities and develop business continuity strategies.</p>
Environmental Recovery	Department of Environment and Resource Management	<p>Coordinating restoration and regeneration of biodiversity (species and plants) and ecosystems, natural resources, environmental infrastructure, amenity/aesthetics (e.g. scenic lookouts), culturally significant sites and heritage structures. It includes management of environmental health, waste, contamination and pollution and hazardous materials.</p>
Infrastructure Recovery	Department of Local Government and Planning	<p>Support Council as required post events in recovery of infrastructure;</p> <p>Assist Council and other agencies if required to manage events.</p>

Public Information	Department of Premier and Cabinet	<p>Providing the effective collection, monitoring, management and dissemination of accurate, useful and timely information to the community, media and other interest groups for use in preparing for and responding to the impacts of a disaster. The <i>Queensland Government Arrangements for Coordinating Public Information in a Crisis</i> provides for the establishment of a crisis communication network to ensure effective coordination between agencies. The arrangements are designed to be flexible and to provide for the coordination and distribution of reliable and consistent information to: maintain public safety and meet public needs; keep people informed and engaged; and to support Queensland government crisis management activities.</p>
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Roles and Responsibilities

Organisation	Roles and Responsibilities
<p>Gold Coast District Disaster Management Group (DDMG)</p>	<ul style="list-style-type: none"> • Functions allocated to the group under Section 23 of the <i>Disaster Management Act 2003</i> • Ensure that disaster management and disaster operations in the district are consistent with the strategic policy framework for the State • Develop effective disaster management for the district, • Prepare a District Disaster Management Plan, • Regularly review and assess disaster management arrangements in the disaster district • Provide reports and make recommendations to the State group about matters relating to disaster management and disaster operations in the district; • Regularly review and assess the disaster management of local groups in the district • Ensure that any relevant decisions and policies made by the State group are incorporated in its disaster management arrangements, and the disaster management arrangements of local groups in the district • 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 • Coordinate the provision of State resources and services provided to support local groups in the district; • Identify resources that may be used for disaster operations in the district; • Plan for the allocation, and coordination of resources that may be used for disaster operations in the district and the coordination of their use • Establish and review communications systems in the group, and with and between local groups in the district, for use when a disaster happens • Provide information about an event or a disaster in the District to the State Group and Local Disaster Management Group • Coordination of impact assessment and disaster response on behalf of the District Disaster Management Group

Organisation	Roles and Responsibilities
Gold Coast City Local Disaster Management Group	<ul style="list-style-type: none"> • Functions allocated to the group under Section 30 of the <i>Disaster Management Act 2003</i> • Development of the comprehensive Local Disaster Management Planning strategies • Design and maintenance of a public education/awareness program, which is delivered through member agency resources • Coordination of support to response agencies • Reconnaissance and impact assessment • Provision of public information prior to, during and following disaster event impacts • Recommendations regarding areas to be considered for authorised evacuation • Public advice regarding voluntary evacuation • Evacuation centre management • Provision of locally based community support services
Australian Pipeline Trust	<ul style="list-style-type: none"> • Maintenance of gas supplies

Organisation	Roles and Responsibilities
Department of Communities	<p>Functional lead agency for human-social recovery</p> <ul style="list-style-type: none"> • Coordinate provision of human-social recovery services during recovery operations in partnership with local, state, federal and non-government agencies • Work with affected individuals and communities to support their own recovery activities • Maintain linkages with local, state, federal and non-government agencies and committees • Maintain a register of state government officers available to assist in human-social recovery when required • Administer SDRA and NDRRA relief measures • Coordinate community recovery effort across government and non government agencies. • Chair the multi-agency District Community Recovery Committee • Develop and annually reviews District Community Recovery Plans • Establish and manage Community Recovery Centres (one-stop-shops) and Coordination Centres • Distribute financial assistance to eligible individuals and families affected by natural disasters. • Establishes outreach service teams to visit households and determine their recovery needs • Co-ordinate the development of community recovery communication strategy messages (strategic and operational) to support the broader disaster recovery and disaster management public communication strategy. • Advise the Gold Coast District Disaster Management Group, and request and provide assistance through the district group as required during disaster operations.

Organisation	Roles and Responsibilities
<p>Department of Environment & Resource Management</p>	<p>Functional lead agency for environmental recovery</p> <ul style="list-style-type: none"> • Provide oiled wildlife response, traditional owner liaison, environmental and shoreline assessments and waste management • advice and approvals for ship-sourced pollution at sea • Lead fire fighting on state owned and managed land where there is no threat to life or property • Provide geographical information for data sets that are owned and managed by DERM • Provide stream height, storm tide and wave height information and expertise, including projections • Provide information and expert advice with respect to controlled dam locations, safety and integrity • Provide expert advice in pollution incidents • Assist in flood planning, management and study • Provide for the safety of National Parks users including issuing warnings in extreme conditions, closing areas where necessary and coordinating evacuations with QPS • Administer NDRRA relief measures
<p>Department of Local Government and Planning</p>	<p>Functional lead agency for infrastructure recovery</p> <ul style="list-style-type: none"> • Support disaster mitigation considerations in development planning, built environment and infrastructure design • Support compliance of State Planning Policies for new developments • Amend Building Codes and Standards to reduce vulnerability to hazard impacts and improve environmental sustainability • Review and assess building requirements in order to mitigate the impact of natural disasters on infrastructure • Provide infrastructure programming expertise to assist delivery agencies to plan, sequence and prioritise work • Share knowledge and innovative solutions to build local government resilience, sustainability and self-reliance • Support local governments to apply sound business continuity practices • Assist local governments, and other agencies if required, to manage events • Support Queensland Reconstruction Authority, as required in administering NDRRA relief measures

Organisation	Roles and Responsibilities
<p>QBuild</p> <p><i>a).Building and Engineering Services</i></p>	<p>Functional lead agency for emergency supply Functional lead agency for communications services Functional lead agency for building and engineering services</p> <ul style="list-style-type: none"> • Coordinate the logistics support framework • Assist agencies source disaster response-related (emergency) supplies and equipment • Provide support to establish strategic coordination/command and other response related built infrastructure through access to specialist building services, vehicle hire solutions and temporary voice/data communications • Provide public works-related professional services, trade staff, damage inspection, building repairs and technical support to disaster response and recovery • Provide temporary/portable accommodation and alternative building accommodation solutions for disaster response and recovery • Provide technical advice on structural/services suitability of buildings for use as community evacuation centres and new cyclone shelters • Provide SES 132500 and community call centre operations and government internet pages for the provision of public information about major events and/or disasters – through Smart Service Queensland (SSQ) • Building and Engineering Services • Communications Infrastructure; and • Emergency Supply • Inspection and repair of structures & communication issues on behalf of the State government • Provision of shelter • DPW utilises a framework of support from all service areas within the departments administrative portfolio including:- <ul style="list-style-type: none"> – QBuild <ul style="list-style-type: none"> – Project Services – Queensland Purchasing – Sales and Distribution Services – QFleet – QLD Govt Chief Information Office – CITEC – Other service areas of the department <p>Coordinate the acquisition, provision and or activities of building and engineering services in support of disaster operations at disaster district level. This includes:</p> <ul style="list-style-type: none"> • Professional services e.g. Engineers (geotechnical, structural, civil etc.), Architects and other professional consultants • Trade staff both internal and external (plumbers, electricians, carpenters etc) • Building inspectors / damage assessors • Support response for damage to heritage/cultural assets • General advice on mitigation measures as it applies to built infrastructure • Temporary/portable office accommodation for use as forward command posts, recovery centres, local disease control centres etc • Advice on shelter building accommodation <p>Other tasks requested by the District Disaster Coordinator that are within the building & engineering services support function</p>

Organisation	Roles and Responsibilities
<p><i>b).Emergency Supply</i></p>	<ul style="list-style-type: none"> • Trade staff both internal and external (plumbers, electricians, carpenters etc) • Building inspectors / damage assessors <p>Coordinate the acquisition, receipt and management of emergency supplies and services in support of disaster operations at disaster district level. This includes:</p> <ul style="list-style-type: none"> • Food and or catering services (excluding the resupply of isolated communities. This is the responsibility of the Department of Emergency Services in accordance with the “Resupplying Isolated Communities Policy and Procedures” • Potable water • Building materials and equipment • Earthmoving equipment • Support to establish forward command posts, recovery centres, local disease control centres etc • Services – cleaning, security etc • Other resources within the level of authority available to QBuild
<p><i>c).Communications</i></p>	<p>Coordinate the provision of communications support for disaster operations at disaster district level (<i>excludes the coordination of service provider’s core business responsibilities</i>). This includes:</p> <ul style="list-style-type: none"> • Temporary communications systems including satellite, mobile and radio communications such as UHF, VHF, paging system (excludes combat agency owned communication systems) • Data (due to the specific nature of each agencies requirements, IT hardware and software are normally the responsibility of the agency requesting the assistance) • Liaise with service providers for the provision of priority services as directed by the District Disaster Coordinator e.g. establishment of communications infrastructure for forward command posts, recovery centres, local disease control centres etc • Liaise with Government Information and Communication Technology, Department of Public Works on communication issues

Organisation	Roles and Responsibilities
<p>Department of Employment, Economic Development and Innovation</p>	<p>Functional lead agency for economic recovery</p> <ul style="list-style-type: none"> • Functional lead agency for electricity, fuel and gas supply • Primary agency for the containment and eradication of exotic animal and plant diseases • Coordinate efforts to prevent, respond to, and recover from pests, diseases, livestock welfare, business interruption, tourism shocks and impacts on mining and energy infrastructure • Provide advice relative to stock • Coordinate destruction of stock or crops as required • Assist business and industry in business resilience and recovery strategies, Prior to and following an emergency event • Assist businesses to access applicable NDRRA relief measures throughout QRAA
<p>Emergency Management Queensland (EMQ)</p>	<p>Functional lead agency for warnings as an agency within the Department of Community Safety</p> <ul style="list-style-type: none"> • Review, assess and report on the effectiveness of disaster management by the State at all levels, including the State Disaster Management Plan and district and local plans • Ensure that disaster management and disaster operations within the State are consistent with the State’s policy framework, plans, and guidelines • Ensure that persons performing functions under the Act in relation to disaster operations are appropriately trained • Provide advice and support to the SDMG, DDMGs and LDMGs in relation to disaster management and disaster operations • Coordinate reception operations • Administer NDRRA relief measures in accordance with Annexure G <p>Perform the following responsibilities in support of disaster operations:</p> <ul style="list-style-type: none"> • Develop, maintain, monitor and continuously improve the State’s disaster management arrangements and systems • Ensure the availability, maintenance and operation of the SDCC • Manage resupply operations • Coordinate, support and manage the deployment of State Emergency Service resources • Coordinate, support and manage the deployment of EMQ Helicopter Rescue resources • Support the deployment of Queensland Corrective Services resources

Organisation	Roles and Responsibilities
ENERGEX	<ul style="list-style-type: none"><li data-bbox="639 264 1214 297">• Maintenance of electrical power supply<li data-bbox="639 309 1270 342">• Advice in relation to electrical power supply<li data-bbox="639 353 1528 387">• Provide information on priorities for restoration of power supply<li data-bbox="639 398 979 432">• Restoration of power<li data-bbox="639 443 1078 477">• Safety advice for consumers

Organisation	Roles and Responsibilities
Gold Coast City Council (GCCC)	<ul style="list-style-type: none"> • Management and administration of the Gold Coast City Local Disaster Management Group, including the development and maintenance of disaster management plans • Design, maintenance and operation of a Local Disaster Coordination Centre – including the training of sufficient Council and Agency to operate the Centre on behalf of the Local Disaster Management Group – to coordinate disaster operations and support to response agencies • Coordination of impact assessment and disaster response on behalf of the Local Disaster Management Group • Coordination of immediate welfare and recovery needs in conjunction with the Department of Communities, including the management of evacuation centres • Coordination of communications systems between response and recovery agencies • Maintenance of the Local Government function (via Local Government Business Continuity Contingency Planning) • Maintenance of normal Local Government services to the community: • Ensure continuity of critical local government services during events that have the potential to cause disruptions to Council’s business with the primary focus being to ensure people are safe and disruption impacts are minimised. The critical services covered include but are not limited to: <ul style="list-style-type: none"> – Water (after transition from Allconnex Water) – Sewerage – Refuse disposal – Public health – Animal control – Environmental protection – Maintenance (including debris clearance) of parks, Council controlled roads and bridges, beaches and foreshores • Maintenance of a disaster response capability • Maintenance of telemetry and warning systems • Collection and interpretation of information from telemetry systems, conjointly with Bureau of Meteorology • Local Disaster Management Group agencies are prepared for operations • Support the Gold Coast Unit of the State Emergency Service with plant, equipment and operating budget • Provide support such as funding, equipment, training and/or other services to volunteer community service organisations that contribute to the City’s disaster management arrangements • Provide advice to the Gold Coast and Logan District Disaster Management Groups on local matters such as evacuation and longer term recovery • Provide support to the Gold Coast and Logan District Disaster Management Groups with performing the functions of the Local Group, in the event of a disaster event preventing the local group from performing its functions •

Organisation	Roles and Responsibilities
Queensland Ambulance Service (QAS)	<ul style="list-style-type: none"> • Emergency Pre-Hospital Patient Care assessment, treatment and transportation of ill and/or injured persons • Coordination of all other Volunteer first aid groups including QAS 1st responder Groups • The establishment of an on/site triage/treatment area, casualty clearing and vehicle marshalling areas • Assistance with the evacuations of persons with medical conditions (specialised medical transport) • Provision of medical advice in reference to members of the community with special medical needs • Access, assess, treat and transport sick and/or injured persons • Protect persons from injury or death, during rescue and other related activities • Coordinate all volunteer first aid groups during for major emergencies and disasters • Provide and support temporary health infrastructure where required • Collaborate with Queensland Clinical coordination Centre in the provision of paramedics for rotary wing operations • Participate in search and rescue, evacuation and victim reception operations • Participate in Health Facility evacuations • Collaborate with Queensland Health in mass casualty management systems • Provide Disaster, Urban Search and Rescue (USAR), Chemical Hazard (Hazmat), Biological and Radiological operations support with specialist logistics and specialist paramedics
Education Queensland	<ul style="list-style-type: none"> • Maintain the safety and wellbeing of students, staff and volunteers who work or participate in DET schools, institutes and workplaces • Ensure, as far as practicable, that all State Instructional Institutions and workplaces have a documented Emergency Management Plan • Minimise interruption to essential services to allow teaching and learning to be maintained or resumed as a priority • Protect critical resources where possible • Facilitate the return of State Instructional Institutions to normal operations as soon as possible

Organisation	Roles and Responsibilities
Queensland Fire & Rescue Service (QFRS)	<p>Primary agency for bushfire Primary agency for chemical / hazardous materials (HazMat) related incidents</p> <ul style="list-style-type: none"> • Control & prevention of fire (in both the urban and rural environment). • Control of permits to light fire, and advice for the safe use of fire for hazard reduction, including disaster recovery arrangements such as animal carcass or diseased plant destruction. • Provide control, management and pre-incident planning of fires (structural, landscape and transportation) • Provide rescue capability for persons trapped in any vehicle, vessel, by height or in confined space • Rescue of persons isolated or entrapped in swiftwater / floodwater events • Provide advice, chemical analysis and atmospheric monitoring at chemical / HazMat incidents • Provide mass and technical decontamination capabilities under State Biological Disaster and State Radiological Disaster response • Provide Urban Search and Rescue (USAR) capability for building collapse events • Support the Queensland Hazardous Materials Incident Recovery Plan • Support the Queensland Coastal Contingency Action Plan - Chemical Spill Response Plan (a supporting plan of the National Marine Chemical Spill Contingency Plan, and National Marine Oil Spill Contingency Plan) • Provide Impact Assessment, and intelligence gathering capabilities • Provide logistical and communications support to disasters within capabilities

Organisation	Roles and Responsibilities
<p>Queensland Health (QHealth)</p> <p>Gold Coast District Health Service</p> <p>Population Health</p>	<p>Functional lead agency for health services Primary agency for Pandemic Influenza, Biological and Radiological incidents</p> <ul style="list-style-type: none"> • Protect and promote health in accordance with Health Services Act 1991 and Public Health Act 2005 • Provide Clinical and State-wide and Forensic services support for disaster response and recovery • Provide Human-social support for response and recovery • Provide appropriate pre-hospital on-site medical and health support • Coordinate aero medical assets throughout the State • Ensure a whole-of-health emergency incident management capability to prevent, respond to, and recover from any event • Provide appropriate public and community health risk and preventative measures information • Provide health emergency incident information for media communications • Coordination of medical resources • Coordinate pandemic response • 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 • Provision of Site Medical Officer or Site Medical Team if required • On site emergency treatment of casualties if required • Casualty Clearance Station • Short-term medical support • Advise and request assistance during disaster operations through the Local Disaster Management Group • Provide advice regarding environmental health and communicable disease issues arising from disasters

Organisation	Roles and Responsibilities
Queensland Police Service (QPS)	<ul style="list-style-type: none"> • Primary agency responsibility for terrorism • Preservation of peace and good order • Prevention of crime • Maintenance of any site as a possible crime scene • Coronial investigation procedures • Provide a Disaster Victim Identification capability • Traffic control, including assistance with road closures and maintenance of road blocks • Crowd control • Coordination of evacuation operations • Coordination of search and rescue operations • Security of evacuated areas • Provide security for damaged or evacuated premises • Manage the registration of evacuees and associated inquiries in conjunction with the Australian Red Cross • Tracing or coordination of search for missing members of the community • Respond to and investigate traffic, rail and air accidents

Organisation	Roles and Responsibilities
<p>Department of Transport and Main Roads</p>	<p>Functional lead agency for transport systems Primary agency for sea pollution where it impacts, or is likely to impact, on Queensland Coastal Waters</p> <ul style="list-style-type: none"> • Provide information and advice on the impact of disruptive events on road, aviation and maritime infrastructure as it affects the transport system • Enable an accessible transport system through reinstating road, and maritime infrastructure • Assist with the safe movement of people as a result of mass evacuation of a disaster affected community • Ensure the capability of logistics related industries are appropriately applied to disaster response and recovery activities • Coordination of transport and transport engineering support for disaster prevention, preparedness, response and recovery • Movement of disaster related equipment and supplies including food, water, fuel, sandbags and medical resources • Movement of people as a result of mass evacuation of a disaster affected community • Repairs to and reinstatement of road and maritime infrastructure • Provision of transport engineering advice including infrastructure service capacities relating to roads, bridges, and ports • Provision of information at District Disaster level on road and maritime infrastructure • Management of Main Roads infrastructure • Advice on location and suitability of heavy earthmoving equipment • Advice on vehicle detour routes • Provision of advice and information alerts to the marine industry in relation to emergent occurrences and situations • Liaise with the commercial marine sector for the provision of equipment and services (barges, cranes and high capacity ferries) in times of emergency • Manage the movement of ships throughout the designated pilotage area • Management of ship sourced pollution response • Provision of equipment and personnel to combat pollution spills that occur in coastal waters • Maintain and repair marine infrastructure (aids to navigation) and the vessel traffic services network

Meetings

The DDMG will meet at least once in every six months at a time and place decided by the chairperson of the group.

Quorum

A quorum for a meeting of the DDMG is the number equal to one-half of its members for the time being holding office plus 1; or if one-half of its members for the time being holding office is not a whole number, the next highest whole number

Presiding at Meetings

The chairperson of the DDMG is to preside at all meetings of the group at which the chairperson is present. If the chairperson is absent from a meeting of the group, the deputy chairperson or the member of the group nominated is to preside.

Conduct of Meetings

The DDMG may hold meetings, or allow members of the group to take part in its meetings, by using any technology that reasonably allows members to hear and take part in discussions as they happen.

Minutes

The DDMG will keep minutes of its meetings and distribute these to group members.

Reporting

Group members are required provide electronic business status reports 7 days prior to scheduled business meeting. A calendar programmed business meetings is prepared and circulated prior to the commencement of each financial year. Members are also required to submit reports to support Group Annual and Operational planning requirements.

Disaster Risk Assessment

Community Context

The Gold Coast Disaster District contains part of the Gold Coast City and operates adjacent to the Logan Disaster Districts with the Pimpama River being the boundary between the two Districts. The northern part of the Gold Coast City is within the Logan Disaster District.

Geography and Topography

The Gold Coast Disaster District spans across approximately 1400 square kilometres and extends from the Pimpama River on the southern fringe of the Logan Disaster District and along 70km of coast line to Coolangatta on the New South Wales border.

The District extends west to the Scenic Rim Regional Council's border. The District also includes the Hinze Dam and Little Nerang Dam.

The topography of the Gold Coast consists of a coastal plain that includes beaches and dunes, five (5) major river systems and associated deltas, bays, estuaries and wetlands, rolling foot hills and low mountain ranges. Much of the eastern portion of the city is coastal plain (less than 10m above sea level) and thus is vulnerable to storm surge and tsunamis. The topography rises through rolling foothills to the scarps of the ranges to the west (up to 1010m above sea level at Springbrook).

Approximately fifty percent of the Gold Coast remains under remnant vegetation, with the other fifty percent having been utilised for urban development and agriculture.

The population is significantly more dense south of the Pimpama River and land use comprises a significant proportion of high-medium density dwellings along coastal and canal developments.

Population density decreases in suburban developments towards the hinterland and on South Stradbroke Island.

Climate and Weather

Climate	Sub tropical
Average Summer Temperature Range	19°C to 29°C.
Average Winter Temperature Range:	9°C to 21°C
Yearly Rainfall	1400 mm (Average)

Storm season and wildfire threats occur during the Spring/Summer months of September to February.

Population

With a base residential population of approx 527,000, growing at a rate of approx 3.4% pa (ABS 2007), the Gold Coast City is Australia's sixth largest city.

The population is most heavily distributed along the coast between Hope Island and Coolangatta; Surfers Paradise has the highest population density, including significant numbers of high rise buildings of up to 80 floors.

By 2031, the City's population is estimated to reach approx 798417. Currently 13,000 – 16,000 persons relocate to the City each year.

(Source: Office of Economic and Statistical Research, Queensland, 2008)

The Gold Coast City regional profile can be found online through the Queensland Office of Economic and Statistical Research: <http://statistics.oesr.qld.gov.au/qld-regional-profiles>

Gold Coast City Council maintains Geographical Information System (GIS), data and maps, which are accessible by the DDMG through the Gold Coast Local Disaster Management Group (LDMG).

Gold Coast City is a premier tourist destination, attracting approx 10.9 million domestic and international overnight and daytrip visitors per annum or an average of

78,000 visitors per day. During peak tourism periods (eg, Christmas – New Year) and major events (eg Gold Coast 600 motor race) city occupancy rates approach 100%, resulting in as many as 250,000 visitors present in the city (Source: Gold Coast City Council, 2007).

As a result of tourism, the cultural and linguistic diversity of the city can increase by 50% during peak summer tourist season.

Cultural and Linguistic Diversity

The Gold Coast City has a rich cultural and linguistic diversity.

- 8.7 % of residents speak a language other than English at home
- 15.6% of usual residents of Molendinar speak a language other than English at home, which represents the highest proportion within Gold Coast City areas
- After English, Chinese languages (mandarin, Cantonese and other Chinese languages) were spoken at home by the highest proportion of persons (1.2%)

The top 9 primary languages spoken at home within the city are:

English	83.7 %
Japanese	0.9 %
Mandarin	0.6 %
Italian	0.5 %
Cantonese	0.5 %
German	0.5 %
Korean	0.4 %
Spanish	0.3 %

It should be noted that 20.7% of persons speaking a Chinese language at home and 17.4% of persons speaking Japanese at home do not speak English well or at all.

Census data indicates that a number of tourists from non English speaking countries visit the Gold Coast, primarily from:

Japan	218, 000 (individuals)
China	77, 000 (individuals)
Korea	36, 000 (individuals)

The religious profile of the city comprises:

Christianity	64.1 %
No religion	19.2 %
Buddhism	1.2%
Islam	0.6 %
Other religions	0.4 %
Hinduism	0.3 %
Judaism	0.3 %

(Source: Gold Coast City Council, 2007)

Community Capacity

During disaster events the Gold Coast City has a significant response and recovery capacity including Queensland Government departments and Gold Coast City Council.

Private businesses that contribute to the city's disaster management arrangements include:

- Australian Pipeline Trust
- ENERGEX
- Gold Coast Airport Limited
- Telstra
- Q Rail

Numerous volunteer agencies that contribute to the city's disaster management arrangements, including:

- Adventist Development of Relief Agency
- Animal Welfare League
- Red Cross
- Church of Jesus Christ of Latter Day Saints.
- Lifeline
- Royal Society for the Prevention of Cruelty to Animals
- Salvation Army
- State Emergency Service
- Surf life saving clubs covering 22 of the city's beaches between Point Danger and Southport
- St John Ambulance
- St Vincent de Paul Society
- Numerous Service Clubs
- Numerous culturally and linguistically diverse community organisations

In addition to maintaining a strong volunteer capacity, the Gold Coast City Local Disaster Management Group encourages residents of the city to be self-reliant for at least three (3) days during disaster events.

Major Industry

Tourism Sector

The Gold Coast is a Regional, State and National tourism hub with tourism being economically significant at all levels.

In addition to accommodation providers, restaurants and other service businesses, the tourism sector is underpinned by seven major theme parks, which attract significant numbers of daily visitors:

Gold Coast Theme Parks

Theme park	Location
Warner Bros Movie World	Oxenford
Wet 'n Wild Water Park	Oxenford
Dream World	Coomera
The Outback Spectacular	Oxenford
SeaWorld	The Spit
Currumbin Wildlife Sanctuary	Currumbin
Fleays Wildlife Park	Burleigh

Visitors to the city pose additional challenges during a disaster, in that potentially large numbers of visitors need to be considered during disaster and potential evacuation.

Cultural and linguistic diversity will need to be considered when communicating in the event of a disaster as awareness to being prepared for any given disaster situation may be limited.

Business Sector

The Gold Coast has a number of major business and shopping precincts, which are supported by restaurants and extensive clusters of high-density living along the coastal strip.

These include:

- Surfers Paradise, Broadbeach, Coolangatta which have entertainment precincts which cater to a variety of clientele
- Southport, which includes a major CBD
- Robina, which under the *Local Government (Robina Central Planning Agreement) Act 1993*, and the Gold Coast City Council Town Plan, has become and is continuing to expand into a major commercial and business centre for the city
- The Varsity area, which is becoming a hub for business
- Helensvale
- Coomera

Major shopping centres at the Gold Coast include:

- Australia Fair
- Harbour Town
- Helensvale
- Pacific Fair
- Robina Town Centre

Industrial Sector

There are numerous industrial areas spread throughout the city. Major industrial sites are located at:

- Coomera (marine industry)
- Hope Island (marine industry)
- Nerang (industry)
- The Spit (marine industry)

Further details of these areas and minor industrial precincts can be found in the Gold Coast City Local Area Plans, which are able to be viewed online at

http://www.goldcoast.qld.gov.au/gcplanningscheme_new/Support_files/contents.htm#part6

Gold Coast City Council maintains a mapping layer in its GIS software which shows location of industrial precincts.

Agricultural Sector

The Gold Coast has sugar cane farming and cattle (beef and dairy) in various locations across the city.

Education

Schools

The Gold Coast has numerous schools – private and public – that offer educational services to young people, including:

- A large number of registered childcare centres
- 76 primary schools
- 38 secondary schools
- 3 Special schools

Gold Coast City Council maintains a mapping layer in its GIS software which shows location and indicative enrolment population of the schools.

Higher Education

The Gold Coast City has a number of providers of higher education, including:

- Griffith University (Parkwood)
- Bond University (Varsity Lakes)
- Central Queensland University (Southport)
- Southern Cross University (located in Tweed Shire)
- Gold Coast Institute of TAFE (Ashmore and Southport)

Sport and Recreation

The Gold Coast City has numerous sporting and recreation facilities, including:

- Skilled Park, Robina
- Metricon Stadium, Carrara
- Gold Coast Convention Centre, Broadbeach
- Gold Coast Showgrounds, Parklands
- Mudgeeraba Showgrounds, Mudgeeraba
- Numerous smaller sporting facilities and fields, and community centres located across the city.

Gold Coast City Council maintains a mapping layer in its GIS software which shows location of sporting and recreational facilities, parks and reserves, and community centres.

Mass Events

The Gold Coast hosts many high profile national and international events, most of which occur during the cyclone, summer storm and bushfire seasons.

Regular annual mass events include:

Month	Event	Location
January	Big Day Out Summerfieldaze Magic Millions Carnival	Southport The Spit Bundall
February	The Good Vibrations Festival	Southport
April	ANZAC Day	Currumbin Southport
May	Sanctuary Cove International Boat Show	Sanctuary Cove
June	Wintersun	Coolangatta
July	Mudgeeraba Show	Mudgeeraba
	Gold Coast Airport Marathon	Southport
August	Gold Coast Show	Southport
September	Gold Coast Triathlon World Championships	
October	Coolangatta Gold	Coolangatta
	Gold Coast 600 motor race	Surfers Paradise
November	Schoolies	City wide

Critical Infrastructure

Emergency Services

The Gold Coast City is serviced by a number of emergency service organisations including Queensland Fire and Rescue Service, Queensland Ambulance Service, Queensland Police Service, State Emergency Service and dedicated Medical Facilities.

Helicopter Landing Sites

There are numerous helipads located across the Gold Coast City, which could be used for evacuation purposes.

Government Buildings and Facilities

The Queensland Government, Australian Government and Gold Coast City Council, maintain numerous buildings and facilities for the delivery of services to the community.

Major Roads

The Gold Coast District is serviced by a network of roads, including:

- The Pacific Motorway (M1)
- The coastal Gold Coast Highway (Route 2), which comes off the inland Pacific Motorway (M1) at Helensvale and then runs along the coast to Coolangatta
- Southport – Burleigh link (Route 3)
- Hope Island – Robina (Route 4)

These four main roads are connected by a number of major arterial roads including:

- Smith St Motorway
- Southport - Nerang Rd
- Nerang – Broadbeach Rd
- Gooding Drive
- Reedy Creek Rd

Other major roads include:

- Pimpama – Jacobs Well Road
- Gold Coast – Springbrook Road

Main Roads Network for the Gold Coast



Gold Coast City Council maintains a mapping layer in its GIS software which shows the location of major roads owned and operated by the Main Roads Department and the Gold Coast City Council.

Rail Network

The Gold Coast city is connected to the Brisbane CBD by Queensland Rail's passenger network. Within the city, railway stations are located at:

- Varsity Lakes (Commissioned 14 December 2009)
- Robina
- Nerang
- Helensvale
- Coomera

Airports and Airfields

Gold Coast Airport Limited operates the Gold Coast Airport, which is located at Coolangatta. The airport caters for both domestic and international flights. The runway is capable of taking all aircraft types other than A380 Airbuses.

In addition, a small airstrip is also located in Southport.

Details of airports can be found at:

www.airservices.gov.au/publications/aip.asp?pg=40&vdate=9-June-2005&ver=2

Water Supply and Dams

Hinze Dam

Hinze Dam is located 15 km south-west of Nerang immediately downstream of the joining of the Nerang River and Little Nerang Creek and holds 161,070 million litres of water across a surface area of 9.72 square kilometres. Based on average rainfall and weather patterns, it can provide an average 191 million litres of water per day.

The Stage 3 upgrade of the Hinze Dam is currently in progress. The upgrade will see the dam wall raised from 93.5 metres to 108.5 metres, and will increase water supply from Hinze Dam to 225 million litres per day and provide for a potential to reduce flooding in the lower Nerang River catchment.

The Dam is connected into the South East Queensland Water Grid, and is managed by SEQ Water.

Little Nerang Creek Dam

Little Nerang Dam is primarily used as a secondary source of water supply. The scheme draws its supply from a mass concrete dam with gates constructed across Little Nerang Creek. The water then flows by gravity pipeline to the Mudgeeraba Water Treatment Plant.

The Little Nerang Dam, which has a storage capacity of 9,280 million litres, has a catchment area of approximately 35 square kilometres which includes Springbrook Plateau.

Gold Coast Desalination Plant

Located at Tugun, west of the airport, this desalination plant will produce up to 133 ML/day of new drinking water for South East Queensland. This is equivalent to about twenty percent of the region's current daily water use.

Water Distribution

The current Gold Coast water distribution system includes:

- In excess of 3,000 kilometres of water pipes or 'water mains'
- 74 reservoirs
- 59 water pumping stations
- 2 water treatment plants

Gold Coast City Council maintains a mapping layer in its GIS software which shows location of reservoirs and water pumping stations.

Power Supply

The Gold Coast City is supplied by ENERGEX with electrical power through a series of substations.

Gold Coast City Council maintains a mapping layer in its GIS software which shows location of substations.

Gas Supply

Australian Pipeline Trust maintains a major natural gas reticulation network within the Gold Coast City.

Gold Coast City Council maintains a mapping layer in its GIS software which shows location of gas mains.

Waste Water System

The City's wastewater system serves population through a 2859 kilometre network of wastewater and three wastewater treatment plants located at Elanora, Merrimac and Coombabah. Construction of a new Wastewater and recycled water treatment plant at Staplyton will commence in early 2010. Most of the system is gravity fed, following natural catchment drainage lines, although transport to treatment plants is assisted by approximately 586 wastewater pumping stations.

The new Pimpama wastewater treatment plant and the city's first Class A+ recycled water treatment plant will be fully operational in early 2009.

The distribution system is controlled by a 24-hour computer-based telemetry system, which monitors water levels in all reservoirs and moves water around the system as required.

Gold Coast City Council maintains a mapping layer in its GIS software which shows location of the elements (pumping stations, pipes, monitors and reservoirs) that comprise the city's wastewater system.

Telecommunications

Telstra and Optus both maintain telecommunications networks within the city. This includes Public Switched Telephone Network (PSTN), broadband and mobile services.

Gold Coast City Council maintains a mapping layer in its GIS software which shows location of mobile towers and exchanges.

In addition, there is a high take-up of pay television services within the city, with Foxtel (cable) and Austar (satellite) as the main providers of these services.

Proposed Future development and infrastructure

The Gold Coast City is one of the fastest growing areas of Queensland, with substantial urban and infrastructure developments planned for implementation.

Urban Development

Under the Gold Coast Planning Scheme 2003 (version 1.2, 2010), Gold Coast City Council maintains Local Area Plans which detail proposed urban developments within the city. These are available for public viewing online at http://www.goldcoast.qld.gov.au/gcplanningscheme_new/Support_files/contents.htm

In summary the planning scheme covers urban development within the following zones:

- The linear urban area along the Pacific Ocean and Broadwater coast, from Coolangatta to Paradise Point
- The extensive suburban area to the west of the coastal strip, generally between the Gold Coast City Highway and Pacific Motorway
- The Hinterland areas
- The newly developing Albert Corridor extending from Gaven/Helensvale to Yatala
- The Cane lands between Southern Moreton Bay and the Pacific Motorway
- The islands and estuaries of southern Moreton Bay, including South Stradbroke Island and the Broadwater

Under the Gold Coast City Town Plan, major town centres are located and being further developed at:

- Broadbeach
- Coolangatta
- Coomera
- Helensvale
- Robina
- Southport
- Surfers Paradise

Details of the Northern Growth Corridor Social Infrastructure Plan can be found online at:

http://www.goldcoastcity.com.au/attachment/communityconsultation/ngc_plan.pdf

Transport Infrastructure

At present projects are underway to:

- Upgrade the M1 (Pacific Motorway) from 4 lanes to 6 lanes between Nerang and Worongary. The Department of Transport and Main Roads has plans to continue upgrading the M1 further south.
- Upgrade the Queensland Rail link between Brisbane and the Gold Coast. A new station at Varsity Lakes was completed late 14 December 2009.

Further developments are planned to extend the rail link through to Gold Coast Airport at Coolangatta. Once completed the extension will enable passengers to travel from Gold Coast Airport, through Brisbane CBD, and onto Brisbane Airport. This project is due for completion in 2026.

Details of these significant infrastructure projects can be found in:

- The South East Queensland Regional Plan 2009 – 2031, and Amendment 1 (2006), which are available online at:
<http://www.dip.qld.gov.au/regional-planning/regional-plan-s.html>
- The South East Queensland Infrastructure and Program 2005 – 2006, which is available online at:
http://www.qr.com.au/SEQIP/Images/SEQIPP_2008_2026_small_tcm30-25315.pdf

Light Rail

Construction of a light rail system between Helensvale and Coolangatta. Stage 1 of the Gold Coast Rapid Transit project has commenced to provide the service between Parklands/ Gold Coast University Hospital and Broadbeach with operations due to commence in early 2014.

Further information regarding the Gold Coast Rapid Transit project can be found online at: <http://www.goldcoastrapidtransit.qld.gov.au>

Water Infrastructure

The capacity of the Hinze Dam will be increased by raising the dam wall from 93.5 m to 108.5 m. This project, which has commenced, will increase the daily water supply to the SEQ water grid from 191 million litres per day to 225 million litres per day. Further details of this project can be found online at: www.hinzedamstage3.com

Hazardous Sites

There are a number of major hazard facilities and large dangerous goods facilities located within the city.

Queensland Fire and Rescue Service maintain a register of these facilities, and Gold Coast City Council maintains a mapping layer in its GIS software which shows location of these sites.

Hazard Analysis

In partnership with the Gold Coast City Local Disaster Management Group a risk study for the city has been completed. Further analysis will be conducted during the 11-12 financial year in line with ISO 31000/2009 and the national Emergency Risk Assessment Guidelines.

The risk study which was based on accepted principles of risk management (AS/NZS 4360) and emergency risk management, has considered all known hazards and the risks they pose to the city. Risk treatment options and strategies to manage residual risk are detailed in later sections of this plan. Full details of the risk study are included in the Report on Disaster Risk Management (Gold Coast City Council).

In summary this study examined and rated:

- The effectiveness of current risk treatments employed within the city to reduce disaster risks. Refer to Annexure C for ratings used.
- The consequences to the community of a particular disaster event or hazard impacting the Gold Coast City. Refer to Annexure C for the consequence descriptors used.
- The level of risk associated with particular events, based on their community sequence and likelihood of occurrence. Refer to Annexure D for the risk scoring matrix used within this study.

Gold Coast Disaster District has identified the following risks as being medium/high or high:

- Epidemic, pandemic (Based on increased pandemic threat data)
- Tsunami
- Flooding (Coomera River catchment, Nerang River catchment, Talebudgera Creek catchment, Currumbin Creek catchment)

Gold Coast City Council has at 4 July 2011 not identified any “residual risk” requiring DDMG assistance.

Risk sharing has been identified as a means of risk treatment, where deemed appropriate. Risk has been shared between various agencies and organisations – refer to risk register and treatment plan.

Capacity Building

Community Awareness

Public education consists of the ongoing public awareness programs conducted by the various statutory services such as Bureau of Meteorology (BoM), Queensland Fire and Rescue Service (QFRS), Emergency Management Queensland (EMQ) and Local Governments in conjunction with the Local Disaster Management Groups at Local Government level and with the District Disaster Management Group at a district level. A number of community education programs have also been driven at State level.

Monitoring and review of community awareness activities will be conducted quarterly in conjunction with business DDMG meetings. (Note as detailed in Operational Plan)

Training

A district training and exercise calendar has been developed between GCCC, QPS and EMQ. Calendar is made available to representatives of LDDMG & DDMG and operates six months in advance.

Disaster Management qualifications are monitored by EMQ in conjunction with GC LDC & DDC. Representatives of all State agencies will report on training quarterly in conjunction with business meetings.

Exercises

The Queensland Disaster Management System brings together a number of agencies to work in a coordinated manner to assist communities to prepare for, respond to and recover from disasters.

The DDMG maintains a *Training Framework*, which details a coordinated approach to disaster management training within the group.

Central features of this framework include:

- Training members of the Gold Coast District Disaster Management Group;
- Training members of the Gold Coast District Disaster Coordination Centre;
- Exercises to test and develop capacity;
- Coordinate training in disaster management concepts and operations for relevant stakeholders.

The exercise activities are incorporated in the District Operational Plan Goal 3. A district training and exercise calendar has been developed between GCCC, QPS and EMQ. Calendar is made available to representatives of LDDMG & DDMG and operates six months in advance.

Disaster Management exercise program is monitored by GC DDC, LDC and EMQ. Representatives of all State agencies will report on exercises quarterly in conjunction with business meetings.

Post-Disaster Assessment

Impact Assessment

Impact assessments are undertaken as an organised process of collecting information relative to an emergency or disaster to determine the extent of damage, the number of casualties and the needs of the affected community for response, recovery and future prevention and preparedness assistance.

Impact Assessments provide the DDMG with a source of comprehensive, standardised information on the impact of a hazard. This information can be used to set priorities and make decisions relating to the response to an emergency or disaster and to the initial steps leading to recovery.

Impact Assessments are coordinated through the DDCC.

Types of assessment

There are three types of assessment:

- Pre impact assessment which examines the way in which a hazard may affect the District;
- Post impact assessment which examines the ways in which a hazard has affected the District; and
- Needs assessment which examines the type, amount and priorities of assistance needed by affected communities within the district.

Pre Impact Assessment

Pre event impact assessment may be undertaken to determine the likely effects of a hazard and develop any response plans. DDMG members may be requested to conduct pre event impact assessments for any part of the District or their agency operational capability.

Post impact assessment

Post impact assessment is a key process in the response and recovery stages. Immediately after an event has affected a community, there is a need to identify what the impact has been and what needs to be done to ensure the safety of life and property and to return the community to normality.

Post impact assessment may include both Rapid Damage Assessment and Comprehensive Damage Assessment.

Rapid Damage Assessment

Rapid Damage Assessment is undertaken immediately following an event to gather a high level view of the potential consequences.
Methods of obtaining this information include:

- Calls for service recorded at QPS, QAS, QFRS and SES coordination centres
- Tasking of emergency service assets
- DDMG members
- Local government assessment

This assessment will provide initial and often unconfirmed indicative information. The information collected is used to provide an assessment of the potential overall impact of the event and to set initial priorities.

Comprehensive Damage Assessment

Comprehensive Damage Assessment will commence as soon as possible following an event to accurately establish the impact of an event.

Group Members will undertake detailed impact assessments relating to their area of jurisdiction including verifying information obtained from Rapid Damage Assessment and submit a SITREP to the DDC.

Comprehensive Damage Assessment is an ongoing process.

Needs Assessment

A Needs Assessment will establish the type, amount and priorities of assistance needed by affected communities within the district and is based on the initial Rapid Damage Assessment and enhanced by the Comprehensive Damage Assessment.

Impact Assessment Time Periods

The DDCC may request agencies to develop Impact Assessments based on specific time periods.

These time frames will generally be:

- Immediate
- 24 hours
- 48 hours
- 72 hours
- 7 days
- Beyond 7 days

Specific times or additional time periods may also be requested by the DDCC.

Response Strategy

Warning Notification and Dissemination

DDMG members will receive warning products via a number of means.

The DDC will receive notification directly from the State Disaster Coordination Centre (SDCC) and internally through Queensland Police Service Communication Centres. The DDC will ensure the dissemination of warnings to vulnerable LDMGs within the district.

DDMG member agencies will be notified by telephone/electronic messaging/emails and may also receive notification from internal agency central offices.

A number of agencies will also receive warnings directly from the Bureau of Meteorology.

Details regarding responsibility for notification processes within DDMG member agencies are detailed in respective agency plans. Agency plans will include detailed contact registers to achieve dissemination of warnings.

Activation

The DDC is responsible for activating the DDMG. This would generally occur following consultation with one or more of; the Chair of the SDMG; the Chair of a LDMG; and/or a member of the DDMG.

The four levels of activation are:

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 stand by; 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.

District Disaster Coordination Centre

Primary District Disaster Coordination Centre

The primary DDCC location 1 is currently located at Level 5, Surfers Paradise Police Complex, Ferny Ave Surfers Paradise.

1. Access to Surfers Paradise Police Complex is restricted. Entry arrangements will be advised upon activation stage. Identification will be required.

First (Alternate) District Disaster Coordination Centre

The alternate DDCC is located at Southport Police Station, Hinze Street, Southport.

2. Access to Southport Police Station is Entry arrangements will be advised upon activation stage. Identification will be required.
3. Access to the DDCC during active operations is restricted to DDCC staff, XO DDMG, Chair DDMG, Deputy Chair DDMG and LOs from other agencies and selected others that have been granted entry as per agreement or instruction from the District Disaster Coordinator. Media representatives are not permitted in the DDCC without prior approval of the DDC.
4. The primary DDCC access will be managed by existing security arrangements.
5. Only electronic equipment approved and authorised by Gold Coast District Disaster Management Group is to be used within the DDCC. This includes laptops, memory sticks, mobile phones and cameras.

The Gold Coast District Disaster Coordination Centre Standard Operating Procedures provide further information in respect to operational aspects of the Coordination Centres site specific.

Concept of Operations for Response

Operational Reporting

Situation Report (SITREPS)

All operational reporting is through the disaster arrangements facilitated via situation reports from Local, through District, to the State Group.

During activation all response organisations are to submit regular situation reports to the DDCC.

Group members' may report directly to their agency as required by normal agency reporting requirements. Agency reports should be consistent with the advice provided to the District Group.

Financial Management

All agencies are responsible for meeting and recording their own operational expenses incurred during a disaster event, and for claiming reimbursement of any expenses allowed under the State Disaster Relief Arrangements (SDRA) and the Natural Disaster Relief and Recovery Arrangements (NDRRA), if activated.

Individual agencies must exercise responsible financial management practices when conducting disaster operations.

Individual agencies are to ensure details of financial expenditure which may be an eligible claim under SDRA or NDRRA arrangements are reported progressively in Agency Situation reports.

Responsibility for activating and coordinating natural disaster financial relief measures from a Whole-of-Government perspective lies with the Minister for Emergency Services. Emergency Management Queensland (EMQ) within the Department of Emergency Services provides direct support for this role.

Media Management

The Queensland Government arrangements for coordinating public information in a crisis can be activated to provide leadership for the many cross-government communication activities that occur as a result of an incident, and to assist agencies harmonise their activities and messages.

All disaster related media enquires are to be directed to the DDMG Media Liaison Officer and Media releases authorised by the Chairperson DDMG.

Key spokespersons for the DDMG will be senior representatives of the district group (ie DDC and Executive Officer or their delegates).

It is critical that media management is coordinated and member agencies of the DDMG speak with a united voice in the dissemination of public information and warnings to the media.

The DDMG may conduct joint media conferences at designated times involving the key stakeholders including the Mayor or delegate of the Gold Coast City Council.

The scheduling of media conferences is to be coordinated to ensure there is no conflict between State and District announcements.

Individual agencies are only to comment on their specific agencies area of responsibilities.

Accessing Support and Allocation of Resources ***Operational roles and responsibilities***

On activation of the district group, group members undertake a combination of administrative and operational tasks.

Administrative tasks

Group members' administrative tasks on activation include:

- Immediately inform the member agency of the district groups activation
- Participate in briefings/meetings of the district group
- Operate from the District Disaster Coordination Centre (DDCC) as required
- Function as the designated single point of contact between the DDCC and the member agency

- Assess the likelihood of extended operations and the possible need to implement relief arrangements
- Maintain a close liaison with all members of the district group.
- Ensure appropriate disaster cost management arrangements are established quickly and utilised effectively including the collation of financial documentation to ensure costs are captured for recompense

Operational tasks

Group members' operational tasks address three main areas:

- Forward planning;
- Request management; and
- Information management.

Forward Planning

A key function of the district group is to identify forward planning issues such as evacuations, damage assessments and long-term recovery requirements. Group members' should be proactive in identifying agency related tasks that come from forward planning.

Specific timeframes and periods for forward planning may be assigned by the DDCC.

Group members' should:

- Actively participate in forward planning
- Keep abreast of the latest information
- Identify possible future requirements
- As required, undertake preliminary investigations as to how the agency may respond to proposals.

Request management

Coordinate in a timely manner the fulfilment of all agency tasks and requests:

- Review requests for assistance for clarity and sufficiency of information to enable the request to be actioned prior to forwarding to the agency.
- Maintain a progress watch on all requests forwarded to the agency. This is required to identify possible time delays so the district group can be briefed and possible alternative options considered.
- Liaise with other agencies to complete requests as required.
- Provide advice to the DDCC on progress of tasks and requests and expected time frames for completion.

Information management

- Compile agency information for inclusion within Situation Reports for the district group.
- Report on agency core business affected within the disaster district.
- Coordinate agency media statements with the DDCC.

Communications Plan

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

- a) Conventional Telstra facilities. Additional telephones and facilities may be made available by Telstra during the conduct of operations
- b) State Emergency Service radio net,
- c) Queensland Police radio net,
- d) Individual Response Agency radio net,
- e) Inter-agency network Channel 34
- f) Electronic media- Radio and television stations – for dissemination of public information as directed by the DDC or delegate

Resource Management

The DDMG stakeholders are encouraged to adopt “business continuity arrangements” to ensure that group representation to the DDMG is delivered and maintained in any operation. Group nominations to the DDMG also include secondary representatives.

The DDMG further has a dedicated core group of coordination centre staff. This group is also able to be supported by trained staff drawn from Emergency Management Queensland.

Briefings

Accurate and timely briefings are critical to effective and efficient disaster management.

Briefings will be conducted as required to meet operational and information requirements.

Offers of Assistance

Offers of assistance are to be directed to the relevant agency. Individual agencies are responsible for assessing the validity of the offer of assistance and use it at their discretion.

Public Appeals

All requests for the conduct of public appeals are to be referred to the Executive Officer of the State Disaster Management Group (SDMG) for advice.

Interstate Assistance

The southern boundary of the Gold Coast District adjoins New South Wales.

It is acknowledged that a relationship currently exists between the Gold Coast District and the Northern Rivers District Emergency Management Committee.

Existing protocols allows for the exchange of information and cooperation/support when required.

Requests for interstate assistance are to be coordinated through the State Disaster Coordination Centre.

Defence Assistance to the Civil Community

Requests seeking Defence assistance to the Civil Community (DACC) is approved by the DDC and coordinated through EMQ. DACC is to be considered the exception rather than the rule and prior to the approval of a DACC request, all locally available resources and state resources must be exhausted.

Disaster Declaration

A 'Declaration of a Disaster Situation' is made in accordance with Sections 64, 65, 66, 67 and 68 of the *Disaster Management Act 2003*.

The DDC 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 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.

Before declaring the disaster situation, the DDC must take reasonable steps to consult with;

- (a) the district group for the disaster district; and
- (b) each Local Government whose area is in, or partly in, the declared area for the disaster situation.

A failure to consult does not affect the validity of the declaration.

A 'Declaration of a Disaster Situation' starts when it is signed by the DDC and approved by the Minister and has a maximum duration of 14 days unless the Minister ends the disaster situation or the period is extended by regulation.

Upon authorisation of a Disaster Declaration, DDMG members will be notified via SMS and email copy of notification.

The DDC will appoint "suitably qualified persons" in writing to exercise disaster powers in accordance with Part 4, Division 2 of the Disaster Management Act 2003.

Resupply

The DDMG will coordinate requests for resupply in terms of the Queensland Resupply Guidelines.

Functional Plans

Function	Lead Agency	Support Agencies ¹	Relevant Plans/ Sub-plans
<p>COMMUNITY RECOVERY</p> <p>The provision of a coordinated process of supporting disaster – affected individuals, families and communities towards the restoration of emotional, social, economic and physical well being following a disaster.</p>	Department of Communities	<p>Q Build</p> <p>Q Health</p> <p>Gold Coast City Council</p> <p>Relevant District Stakeholders</p>	Welfare Sub-plan
<p>CROSS BORDER DISASTER MANAGEMENT ARRANGEMENTS</p> <p>Accessing interstate and/or Australian government assistance when local and State resources are exhausted or not available.</p>	State Disaster Management Group	All agencies as required	
<p>DAMAGE ASSESSMENT</p> <p>To assist the District Disaster Management Group in planning, formatting, and conducting impact assessment.</p>	District Disaster Management Group	All member organisations of the District Disaster Management Group	
<p>DISASTER COORDINATION</p> <p>To coordinate the actions, information and resources required to effectively respond to a disaster, and to assist the Group to communicate with State and Local Disaster Management Groups</p>	District Disaster Coordinator	District Disaster Coordination Centre	

Function	Lead Agency	Support Agencies¹	Relevant Plans/ Sub-plans
<p>EVACUATION</p> <p>To provide for the planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return.</p>	<p><i>Voluntary:</i> Gold Coast City Local Disaster Management Group</p> <p><i>Mandatory:</i> Queensland Police Service</p>	<p>Gold Coast City Council</p> <p>Queensland Police Service</p> <p>State Emergency Service</p> <p>Queensland Ambulance Service</p> <p>Department of Transport and Main Roads</p> <p>Department of Communities</p> <p>Q Rail</p> <p>Q Health</p> <p>Q Build</p>	
<p>EVACUATION CENTRE / EMERGENCY SHELTER MANAGEMENT</p> <p>To manage facilities (evacuation centres / emergency shelters) that provide disaster affected people with their basic human needs. These include accommodation, food / water, community, information, and personal support as the starting point to assisting people recovering from an event.</p>	<p>GCCC (Via Welfare Sub Committee)</p>	<p>Q Build</p> <p>Q Health</p> <p>Gold Coast City Council</p> <p>Relevant District Stakeholders</p>	
<p>MEDICAL SERVICES</p> <p>To provide coordination of the health and medical resources needed in responding to medical care needs following a disaster event.</p>	<p>Queensland Health</p>	<p>Q Build- Relevant District Stakeholder</p> <p>Queensland Ambulance Service</p> <p>Relevant District Stakeholders</p>	

Function	Lead Agency	Support Agencies ¹	Relevant Plans/ Sub-plans
<p>PUBLIC HEALTH</p> <p>To assist in the protection of the community, via temporary or preventative health measures to minimise the threats to public health.</p>	<p>Queensland Health</p>	<p>Q Build</p> <p>Queensland Ambulance Service</p> <p>Gold Coast City Council</p> <p>Relevant District Stakeholders</p>	
<p>PUBLIC INFORMATION & WARNINGS</p> <p>To provide for the effective collection, monitoring, management and dissemination of accurate, useful and timely information and warnings to the public during disaster events</p>	<p>DDMG Media Liaison Officer</p>	<p>District Disaster Management Group</p> <p>Gold Coast City Council</p> <p>Bureau of Meteorology</p> <p>Electronic Media</p> <p>Print media</p> <p>Emergency Services</p>	
<p>PUBLIC WORKS AND ENGINEERING</p> <p>To provide for the continuity of service of essential water and sewerage services, building inspections, road, rail, bridge and marine facility damage assessment, maintenance or repair, and demolitions and debris clearing as required</p>	<p>Asset owner</p>	<p>QBuild</p> <p>Department of Transport and Main Roads</p> <p>Queensland Rail</p> <p>Gold Coast City Council</p>	

Function	Lead Agency	Support Agencies¹	Relevant Plans/ Sub-plans
<p>RESCUE</p> <p>Provide support to communities after a disaster event and to coordinate the use of resources in search and rescue in response to an actual or potential disaster condition.</p>	Queensland Police Service (Coordination)	EMQ Rescue Queensland Fire & Rescue Service State Emergency Service Queensland Ambulance Service Volunteer Marine Rescue Australian Volunteer Coast Guard AusSAR	State Rescue Policy
<p>RESUPPLY OPERATIONS</p> <p>To ensure that communities are re-supplied with food and other essentials during times of isolation</p>	District Disaster Management Group	State Disaster Management Group	State Resupply Policy (2001)
<p>TRANSPORT</p> <p>To coordinate the use of transportation resources to support the needs of Local Government, voluntary organisations and other disaster support groups requiring transportation capacity to perform their emergency response, recovery and assistance missions.</p>	Department of Transport and Main Roads	Gold Coast City Council Relevant District Stakeholders	

Hazard Specific Arrangements

A series of Hazard Specific sub-plans have been compiled at a joint Local and District level. These plans outline the roles and responsibilities of member agencies in response to a disaster created by the impact of an event from identified hazards.

Recovery Strategy

Section 6 – Recovery

Recovery is the process by which an affected community is assisted in regaining a proper level of functioning following a disaster. It comprises initial recovery, which satisfies personal and community needs and restores services to the level where Local Government and the normal responsible agencies can manage the continuing process. It also includes long term recovery, reconstruction and rehabilitation measures.

While the primary aim of response is to reduce the risk to life, property and the environment from a disaster event to acceptable levels, the primary aim of recovery is to assist disaster-affected communities to regain appropriate and acceptable levels of functioning following an event both initially and in the long term.

The recovery phase should commence alongside the response phase, and due to the complex nature of rebuilding communities, the recovery phase may continue well after the response to a disaster event has concluded.

Specific recovery structures may be developed by the Queensland Government during an event. These structures will recognise the link to Local Government and other relevant stakeholders.

The DDMG organises its approach to recovery into specific areas identified as:

- Community which includes psycho-social
- Infrastructure
- Economic
- Environmental

Community Recovery

Community recovery involves the short-term health and well-being of the community, and the longer term returning of the community to normal functioning.

The Department of Communities has the lead role for the DDMG for community recovery. The Gold Coast District Community Recovery Plan outlines response arrangements.

Infrastructures Recovery

Infrastructure recovery involves critical and non-critical infrastructure and may include both government and private assets.

Critical infrastructure

During a disaster event the DDMG will give priority to reinstating critical infrastructure which, if destroyed, degraded or rendered unavailable for an extended period, will significantly impact on social or economic well-being or affect security.

The Queensland Government has identified critical infrastructure in the following industries:

- Banking and finance;
- Electrical power systems;
- Emergency services (police, fire and ambulance);
- Food supply;
- Gas, oil and fuel;
- Government services;
- Health services;
- Information and communications;
- Transport (air, road, water and rail); and
- Water supply systems.

The restoration of privately owned critical infrastructure will be the responsibility of the asset owner, with owners being required to follow all relevant Local and State laws and regulations. The DDMG may consider providing assistance with restoring the asset to partial or full operations, provided the Group considers:

- The asset provides an essential service to the community
- The services must be provided prior to when the asset owner would reasonably be able to restore that asset.

In the event of activation of the Natural Disaster Relief and Recovery Arrangements, funds may be made available to assist the recovery of public infrastructure. Details of this can be found online at www.disaster.qld.gov.au/publications.

Non-critical infrastructure

Owners of non-government and community infrastructure will primarily be responsible for the restoration of their own assets.

In the event of activation of the Natural Disaster Relief and Recovery Arrangements, funds may be made to assist the recovery of public infrastructure. Details of this can be found online at www.disaster.qld.gov.au/publications.

Economic Recovery

The DDMG will support economic recovery in conjunction with State Government directives.

Environmental Recovery

The DDMG will support environmental recovery in conjunction with State Government directives.

Transition Arrangements - Response to Recovery

The transition from operational response/relief and short term recovery, to medium and long term recovery requires a managed approach. While response and recovery processes initially operate concurrently, at some point a formal transition is required to clearly mark the end of response activities and handover of responsibility for the event to the relevant recovery group. The development of a response-recovery transition strategy can assist in formalising this process.

While any transition strategy will need to be tailored for the current event, in principle the strategy should:

- Be developed in consultation between the district group and the district recovery group
- Identify areas of responsibilities
- Specify transition criteria/triggers that can be clearly identified and assessed
- Where possible, identify preliminary exit criteria from recovery to the resumption of normal day-to-day business.

Response and Recovery Capacity

The Districts current response capability is achieved through the:

- Establishment of a District Disaster Management Group (DDMG);
- Establishment and maintenance of a Local Disaster Management Group (LDMG);
- Capabilities of member agencies as detailed in the agency response and recovery table

Agency Response and recovery capacity and a resource list are detailed in Subplan C (Not for public release).

Regional Rescue Capabilities and Coordination

The State Rescue Plan details agency responsibilities for rescue and coordination.

Resupply

The DDMG will coordinate requests for resupply in terms of the State Resupply Policy.

Annexure Index

- A Distribution List – Not for Public Release
- B DDMG Contact List – Not for Public Release
- C Risk Register – Not for Public Release
 - C1 Risk Management ratings
 - C2 Consequence Descriptors
 - C3 Risk Scoring Matrix
 - C 4 Gold Coast City Disaster Risk Assessment
- D District Levels of Activation for Response Arrangements – Not for Public Release
- E Gold Coast DDMG Terms of Reference – Not for Public Release
- F District Priorities – Operational Plan - Not for Public Release.