Mackay District Disaster Management Plan

Isaac Regional Council
Mackay Regional Council
Whitsunday Regional Council

Version 2.2 November, 2017

Business
Endorsement and Authorisation

The Mackay District Disaster Management Plan is endorsed under the authority of the District Disaster Management Group.

This plan has been developed in accordance with the *Disaster Management Act 2003 (DM Act)* and the following documents to provide for effective disaster management in the Mackay Disaster District:

- the State Disaster Management Plan
- Queensland Emergency Management Assurance Framework
- Guidelines for District Disaster Management Groups
- Strategic Policy Framework

The plan will be maintained by the District Disaster Coordinator and will be reviewed annually unless otherwise required.

Acknowledgement is made of the Queensland Police Service and Queensland Fire and Emergency Services staff who developed and designed this Disaster Management Plan. Front cover photography provided by Daniel Hair, Mackay.

.....
Superintendent Glenn Morris
District Disaster Coordinator
Mackay District Disaster Management Group

Dated:

EMAF Component 4: Planning
- Key Outcome 4.1 and 4.2
- Indicators 4 (c)

Document Control

Amendments

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

Senior Sergeant John Holdcroft
Executive Officer
Mackay District Disaster Management Group
PO Box 261
Mackay QLD 4740

Any changes to the intent of the document must be endorsed by the Mackay 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

No / Ref	Issue Date	Comment	Inserted by	Date
1	30.11.2017	Update of Names and DDCC instructions	HOLDCROFT	30/11/2017
2	01.11.2018	Update of Names	Holdcroft	01/11/2018

Distribution

This plan has been distributed in accordance with the distribution list at Annexure A.

In compliance with section 56 of the DM Act, a copy of the plan is available on the Queensland Police Service website: www.police.qld.gov.au

This plan is also available for inspection free of charge to members of the public. All applications are to be made to the Executive Officer via address above or email to DDC.Mackay@police.qld.gov.au.

EMAF Component 4: Planning
- Key Outcome 4.1
- Indicators 4 (e)

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Governance

Purpose

This district disaster management plan is prepared under the provision of Section 53 of the *Disaster Management Act 2003.* This plan details the arrangements within the Mackay Disaster District to provide whole-of-government planning and coordination capability to support local governments in disaster management.

EMAF Component 4: Planning
Key Outcome 4.2
Indicators 4 (a)

Objectives

The objective of the Mackay 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 Queensland Disaster Management Committee's (QDMC) Strategic Policy Framework; the State Disaster Management Plan; the District Disaster Management Guidelines; and any other Guidelines relevant to district level disaster management.
- the development, implementation and monitoring priorities for disaster management for the district.

EMAF Component 4: Planning
- Key Outcome 4.1 and 4.2
- Indicators 4 (c)

Strategic Policy Framework

Disaster management and disaster operations in the Mackay disaster 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.

EMAF Component 1: Hazard Identification and Risk Assessment and 4: Planning
- Key Outcomes 1.2, 4.1 & 4.2
- Indicators 1 (a) and 4 (c)

Scope

This plan details the arrangements necessary to undertake disaster management within the Mackay Disaster District in support of the three local governments; Mackay, Whitsunday and Isaac Regional Councils. This entails the use of any State and Commonwealth government department and/or agencies and all resources available for the prevention of, preparedness for, response to and recovery from, the effects of disasters or events having a community consequence, whilst utilising an all hazards approach.

EMAF Component 4: Planning
- Key Outcome 4.2
- Indicators 4 (a)

Disaster Management Priorities

The priorities for the Mackay Disaster Management Group are to:

- Improve community (including business) disaster planning/mitigation and preparation;
- Manage training of DDMG members in line with the Queensland Disaster Management Training Framework.
- Integrate effective disaster risk reduction initiatives into strategic and corporate plans at appropriate levels of government, community organisations, industry and commerce.
- Monitor and evaluate the disaster management arrangements to:
    - streamline arrangements;
    - develop clear accountability, including defined roles and responsibilities at all levels of the disaster management arrangements;
    - improve the communication flow process; and

- develop whole-of-government, media and community engagement arrangements.

EMAF Components 2: Hazard Mitigation and Risk Reduction, 3: Capability Integration and 4: Planning

- Key Outcomes 2.3, 3.2, 4.1 & 4.2
- Indicators 2 (b), 3 (f) and 4 (b), (c), (d) (f)

Mackay District Disaster Management Group

Establishment

The Mackay District Disaster Management Group (DDMG) is established in accordance with section 22; 'Functions' of the Act which incorporates the Mackay, Whitsunday and Isaac Regional Council areas.

Role

The Mackay District Disaster Management Group is comprised of representatives from regionally based Queensland government agencies, government owned corporations, non-government organisation, industry and commerce and key community representatives, who can provide and coordinate whole-of-Government support and resource gap assistance to disaster affected communities.

The Mackay DDMG performs a 'middle management' function within Queensland Disaster Management Arrangements (QDMA) by providing coordinated state government support when requested by the Local Disaster Management Groups (LDMG's).

Functions

Functions (s23 of the DM Act) Under the DM Act, the Mackay District Disaster Management Group has the following functions for which it is established—

(a) 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;

(b) to develop effective disaster management for the district, including a district disaster management plan, and regularly review and assess that disaster management;

(c) to provide reports and make recommendations to the State group about matters relating to disaster management and disaster operations in the district;

(d) to regularly review and assess the disaster management of local groups in the district;

(e) to ensure that any relevant decisions and policies made by the State group are incorporated in its disaster management, and the disaster management of local groups in the district;

(f) to ensure the community is aware of ways of mitigating the adverse effects of an event, and preparing for, responding to and recovering from a disaster;

(g) to coordinate the provision of State resources and services provided to support local groups in the district;

(h) to identify resources that may be used for disaster operations in the district;

(i) to make plans for the allocation, and coordination of the use, of resources mentioned in paragraph (h);

(j) to establish and review communications systems in the group, and with and between local groups in the district, for use when a disaster happens; Mackay District Disaster Management Plan Mackay District Disaster Management Plan – July 2014 22

(k) to ensure information about an event or a disaster in the district is promptly given to the State group and each local group in the district;

(l) to prepare, under section 53, a district disaster management plan;

(m) to perform other functions given to the group under this Act;

(n) to perform a function incidental to a function mentioned in paragraphs (a) to (m).

EMAF Component 4 Planning Key outcome 4.1 Indicator 4 (c)

Functional Lead Agencies

Function	Lead agency	Roles and Responsibilities as detailed in the State Disaster Management Plan 2015
Transport	Department of Transport and Main Roads (DTMR)	Arrangements for the provision of transport resources for the transportation modes of road, rail, air and sea, and transport engineering to support disaster response and recovery operations.

Community Recovery	Department of Communities, Child Safety and Disability Services (DOCCS)	Arrangements for the coordination of community recovery services including:
		• Information on the range of recovery services available;
		• Information of the physical effects of a disaster;
		• Personal support services;
		• Financial assistance to eligible applicants under the following schemes:
		  • Disaster Relief Assistance;
		  • Associations Natural Disaster Relief;
		  • Special Benefits;
		• Provision of counselling and mental health services;
		• Longer term accommodation services; and
		• Facilitation of community participation in the redevelopment of social networks and community infrastructure.

Health	Department of Health (Q-Health)	Arrangements for the provision of medical and health resources to support disaster response and recovery operations through: • Command, control and coordination of medical resources; • Public health advice and warnings; • Transportation of patients; • Psychological and counselling services; and • Ongoing medical and health services required during the recovery period.
Building and Engineering Services	Department of Housing and Public Works (Q-Build)	Arrangements for the provision of resources and services pertaining to all engineering disciplines which may be required to assist disaster response and recovery operations.
Emergency Supply	Queensland Fire and Emergency Services	Arrangements for the provision and issue of emergency supplies to support disaster response and recovery operations, including arrangements for the procurement, coordinated delivery and management of emergency supplies and associated services.
Communications	Dept of Science, Information Technology and Innovation	Arrangements for the re-establishment of electronic communication links either within a disaster affected area or within areas outside the affected area, and the provision of special communication facilities to support State and Disaster District level operations mounted in

		support of an affected area.

Supporting Lead Agencies

Agency	Roles and Responsibilities
Queensland Ambulance Service	As contained in section 3D: 'Service's Functions' of the *Ambulance Service Act 1991* including the provision of ambulance services during rescue and other relates activities, transport of persons requiring attention at medical or health care facilities, participate in counter disaster planning, coordinate volunteer first aid groups.
Queensland Fire and Emergency Services	As contained in section 8B: 'Functions of the service' of the *Fire and Emergency Services Act 1990* including the protection of persons, property and the environment from fire and hazardous materials, protection and extrication of persons trapped in vehicles, building or elsewhere, swift water rescue, rapid damage assessments and USAR capability.
Queensland Police Service	As contained in section 2.3: 'Functions of the service' of the *Police Service Administration Act 1990* including the preservation of peace and good order, the prevention of crime, upholding the law generally, and rendering help as may be reasonable sought by members of the community.

EMAF Component 4: Planning
- Key Outcomes 4.1, 4.2 & 4.3
- Indicators 4(d) – further evidenced through meeting minutes, reports and emails

EMAF Component 4: Planning and Component 8: Control
- Key Outcomes 4.1, 4.2, 8.1
- Indicator 4 (a), 8(b)(c)(d)(f)

Membership

The DDMG is comprised of persons and representatives as nominated in section 24 of the Act 'Membership';

- Chairperson – District Disaster Coordinator
- Deputy Chairperson
- Executive Officer
- A representative of each local government within the district and;
- Persons representing departments whom the QDMC in consultation with the DDC considers appropriate to be represented on the group.

The core membership of the Mackay District Disaster Management Group is comprised of the following;

- DDC Deputy
- Chairperson Executive
- Officer Queensland Fire and Emergency Services (QFES)
- Department of Communities, Child Safety and Disability Services (DoCCSDS)
- Department of Health (Q-Health)
- Department of Public Works (Q-Build)
- Department of Transport & Main Roads (DTMR)

- Department of State Development, Infrastructure and Planning (DSDIP)
- Department of Transport & Main Roads (Maritime Safety Qld)
- Queensland Ambulance Service (QAS)
- Australian Broadcasting Commission
- Local Government within Disaster District – Mackay, Whitsunday and Isaac.
- Department of Education, Training and Employment (DETE)
- Department of Natural Resources and Mines (DNRM)
- Department of Environment and Heritage Protection
- Department of Agriculture, Fisheries and Forestry
- Department of National Parks, Recreation, Sport and Racing

Representatives of the following departments / agencies may be invited to attend DDMG meetings and assist in disaster operations in a co-operative disaster capacity as required:

- Queensland Rural Fire Service
- Bureau of Meteorology
- Ergon
- Sun Water
- Queensland Rail (QR)
- Telstra
- Workplace Health and Safety
- Australian Defence Forces – JOSS Roles

The Mackay DDMG Contact list is updated at DDMG meetings and is included as Annexure B to this plan.

EMAF Component 3: Capability Integration and 8: Control
- Key Outcomes 3.1 and 8.1
- Indicators 3 (d), 8 (f)

Roles and Responsibilities

A detailed itemisation of the roles and responsibilities of member agencies are outlined within the State Disaster Management Plan. The Mackay District Disaster Management Group adopts the itemisation of these roles and responsibilities at the district level.

State Disaster Management Plan
http://disaster.qld.gov.au/Disaster-Resources/Documents/State-Disaster-Management-Plan_WEB.pdf

EMAF Component 4: Planning and 8: Control
- Key Outcomes 4.1, 8.1
- Indicators 4 (b)(d)(f), 8(b)(c)

Business and Meetings

Reporting requirements within the Mackay Disaster District shall in accordance with s. 38 of the DM Act, and Queensland's District Disaster Management Group Guidelines. The DDMG may conduct its business, including its meetings, in a way it considers appropriate.

Reporting requirements within the Mackay Disaster District shall be consistent with the requirements of Queensland's District Disaster Management Group Guidelines as follows:

DDMG Guidelines
http://disaster.qld.gov.au/Disaster-Resources/Documents/Queensland%20District%20Disaster%20Management%20Guidelines.pdf

Disaster Management Act 2003
http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/D/DisastManA03.pdf

EMAF Component 4: Planning
• Key Outcomes 4.3 • Indicators 4 (c) (f)

Capacity Building

Training

Disaster management training has been identified as an essential means through which agencies can develop and maintain their disaster management capabilities and capacity. Training and education can provide the knowledge, skills and attitudes required to address the issues of disaster management through prevention, preparedness, response and recovery. Furthermore, training is important in ensuring that all agencies can seamlessly integrate their arrangements and contribute to an effective and coordinated disaster management response.

The Mackay District Emergency Management Coordinator (EMC) is responsible for delivering disaster management training within the district with the help of coordination by the Local Government Disaster Management Officers.

The EMC reports to the DDMG group meetings with the Training Needs Analysis report to achieve the Queensland Disaster Management Training Framework competencies.

The Mackay District Emergency Management Calendar is maintained by the EMC (see Annexure H). This resource enables the Mackay District to collaborate on dates for training, exercising and meetings. The calendar is circulated monthly to

Local Government DMOs and the District Disaster Management Group Executive Officer.

Agencies and organisations represented on the DDMG have the responsibility of providing suitable opportunities for DDMG representatives (including deputies) to attend required training. In addition, each agency also has a responsibility to conduct relevant internal training/exercising of their staff and where appropriate, offer other agencies the opportunity to participate.

To enhance knowledge and disaster management capabilities DDMG representatives (including deputies) are encouraged to complete training courses beyond their relevant minimum requirements of the Queensland Disaster Management Training Framework.

EMAF Component 3: Capability Integration and 4: Planning
- Key Outcomes 3.1, 3.2, 3.3 & 4.1
- Indicators 3(c)(d)(e)(f)(g) & 4(f)

Exercises

Exercises are a key component of disaster management strategies and are conducted with the objective of:

- practicing the coordination procedures during an event including;
- activation of Disaster Management Groups;
- activation of District Disaster Coordination Centres;
- information management including dissemination of information in respect to threats and warnings, requests for assistance and providing situation reports
- enhancing the interoperability of agency representatives;
- evaluating emergency plans;
- identifying planning and resource issues;
- promoting awareness;
- developing competence;
- evaluating risk treatment strategies;
- validating training already conducted;
- identifying performance gaps and areas for the potential improvement in the skills of agency representatives involved in disaster management; and
- evaluating equipment, techniques and processes in general.

The DDMG will conduct at least one exercise annually, to include all core members of the DDMG. Additionally, on an annual basis, functional committees will exercise their respective sub-plans, independent of the aforementioned disaster district exercise.

See Annexure J – Annual Operations plan for exercise dates.

EMAF Component 3: Capability Integration and 4: Planning
- Key Outcomes 3.2, 3.3 & 4.1
- Indicators 3 (b), (e) (g) & 4 (e)

Post Disaster Assessment

The review of operational activities undertaken during a disaster is a key component in ensuring capability development and the continuous improvement of disaster management arrangements.

Post-disaster reviews are conducted to:

- assess disaster operations undertaken for a given disaster including actions, decisions or processes;
- document those processes that worked well and identify a course of action to ensure that they are captured and updated in relevant doctrine for use in the next operation and;
- assess capability and consider where additional training and/or exercises may enhance capacity.

Guidelines and reporting requirements relating to post disaster assessments are contained within Section 9.9.4 of the DDMG Guidelines at; http://disaster.qld.gov.au/Disaster-Resources/Documents/Queensland%20District%20Disaster%20Management%20Guidelines.pdf

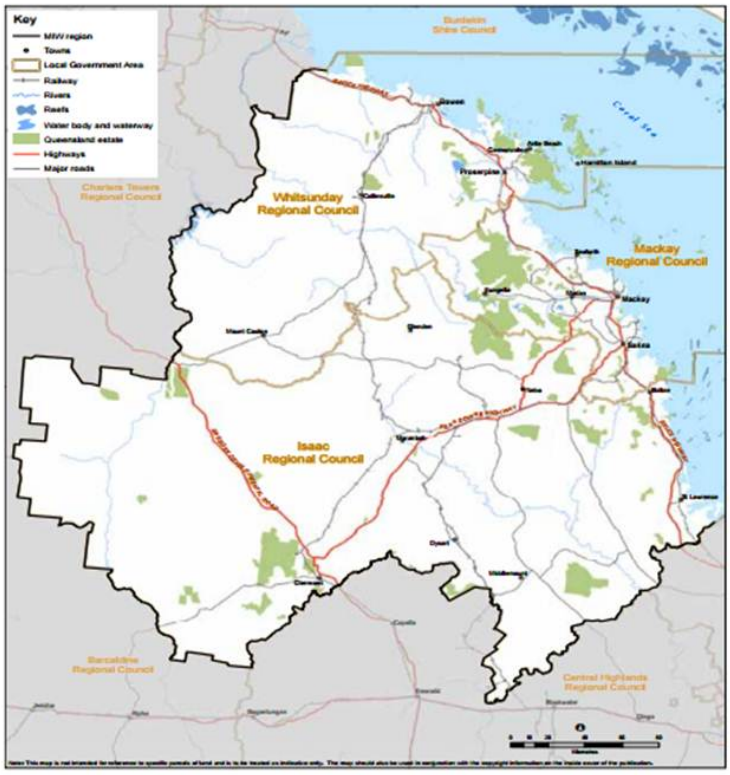
EMAF Component 3: Capability Integration and 4: Planning
- Key Outcomes 3.3, 4.1
- Indicators 3 (g) (h) & 4 (c)

Disaster Risk Assessment

Community Context

The Mackay Disaster District is located in Central Queensland and encompasses an area of square kilometres with a population of approximately 176,000. The Mackay Disaster District is diverse and consists of the major provincial city of Mackay, numerous coastal towns such as Sarina, Bowen and Proserpine, the Whitsunday Island Group and townships within the Bowen basin including Collinsville, Moranbah and Clermont.

Map of Mackay Disaster District



Local Government	Cities and towns
Isaac Regional Council	Carmila Clairview Clermont Coppabella Dysart Flaggy Rock Glenden Greenhill & Ilbilbie Middlemount Moranbah Nebo St. Lawrence
Mackay Regional Council	Mackay Eungella Sarina Marian Mirani Calen Walkerston Hay Point Finch Hatton Koumala Armstrong Beach Sarina Beach Yalboroo Bloomsbury Midge Point Kuttabul Kinchant Dam
Whitsunday Regional Council	Proserpine Bowen Daydream Island Hayman Island Cannonvale Airlie Beach Conway Beach Hamilton Island Guthalungra Mt Coolon Hideaway Bay

Climate and Weather

The Mackay District coastal areas are tropical. Summers are generally hot and wet, winter days are warm and sunny, while winter nights can be cool away from the coast.

Mackay's average annual rainfall is 1585mm. A large proportion falls in the months December-March with the driest months being August-September.

Maximum daytime temperatures are typically 29-30 degrees during the summer/wet months and 21-25 degrees during the winter/dry months. Minimum overnight temperatures are typically around 23 degrees during the summer/wet months and 13-14 degrees during the winter/dry months.

The cyclone season is from November-April with 43 tropical cyclones passing within 150km of Mackay during the years 1910-1992. Maximum temperatures have reached the high 30's and minimum temperatures have dropped to less than 4 degrees.

In the west, Isaac summers are hot but less humid than the coastal areas. Storms and heavy rains can occur during summer and flooding can cause towns to become cut off for a few days.

Topography:

The Great Dividing Range traverses the District in a north - south direction and separates the District into two regions. To the east is the coastal plain and to the west, the pastoral and coal mining regions. The tourism industry based on the Whitsunday islands is also a significant feature of the District.

Coastal zone

This area encompasses all three (3) Regional Councils. The coastal zone comprises the greatest concentrations of population, which are centred on the regional city of Mackay. This area is predominantly a sugar-growing region with some beef and dairy cattle farming also carried out. Tourism is a major industry especially on the Whitsunday islands and associated waterways to the north of the region. Highway 1 (Bruce Highway) is the main transport corridor traversing the coastal zone.

The Whitsunday Regional Council, encompasses the townships of Proserpine, Airlie Beach, Bowen and Collinsville as major population centres.

Western zone

This zone consists of large pastoral holdings as well as the extensive coal mining industry of the Bowen Basin. The larger centres of population are the mining company developed towns of Moranbah, Dysart and Middlemount, Glenden and

Clermont. All these population centres are within the Isaac Regional Council area. The Isaac Regional Council uses a 'place officer' system for dissemination of council information in the small communities of St Lawrence, Camilla, Clairview and Nebo and these networks assist in disaster management arrangements.

Local Government	Rivers and Dams
Isaac Regional Council	Isaac River Connors River Teresa Creek Dam Belyando River Suttor River Mistake Creek
Mackay Regional Council	Pioneer River Eungella Dam Kinchant Dam Middle Creek Dam Teemburra Dam
Whitsunday Regional Council	Don River Proserpine River Peter Faust Dam

Commented [CA1]: DMOs to check this table – this list is from my memory.

Demography

Population:

Local Government	Population according to LG website	Land area
Isaac Regional Council	24,215	58,862 km^2
Mackay Regional Council	123,000	7,261 km^2
Whitsunday Regional Council	35,000	23,956 km^2
Total for Disaster District	**182,215**	**90,079 km^2**

Map of Local Government Areas including cities and towns:

Isaac Regional Council
http://mapbuilder.remplan.com.au/?link=a2ce42413fe546daaea2802188cf975a

Mackay Regional Council
http://mapbuilder.remplan.com.au/?link=e52d2d4271434401900eadcf3d59e91c

Whitsunday Regional Council
http://mapbuilder.remplan.com.au/?link=ba131e89b93e42a8a26fdd4bb92fd60e

Critical Infrastructure

Industries:

The major industries in the Mackay District are the resources sector, agribusiness, construction, logistics and tourism. It is one of the largest sugar-producing regions in Australia and hosts much of the engineering, manufacturing and mining services industry supporting the wider Mackay-Isaac-Whitsunday economy.

Transport Routes:

Roads

The Bruce Highway (A1) links the three councils via the coast road. The Peak Downs Highway is the main road to Isaac Regional Council. A link to the district's road network can be found at Queensland Department of Transport and Main Roads; http://131940.qld.gov.au/Home.aspx

Ports

The Mackay District ports are the key gateways to Bowen and Galilee Basins - located at Hay Point, Abbot Point and Port of Mackay.

Railway

Aurizon operates a major rail network linking Mackay south to Brisbane, north to Cairns and west to mining communities in the Bowen Basin. The coastal line carries passenger and commercial freight. The western lines are limited to the transportation of coal.

Airports

The Mackay District includes the following major airports; Mackay, Moranbah, Hamilton Island and Whitsunday Coast (Proserpine Airport). Each airport maintains its own emergency action plan.

Hospitals

Public; Bowen Hospital, Clermont Multi-Purpose Health Service, Collinsville Multi-Purpose Health Service, Dysart Hospital, Glenden Community Health Centre, Mackay Base Hospital, Mackay Community Health, Middlemount Community Health Centre, Moranbah Hospital, Sarina Hospital and Primary Health Care Centre, Whitsunday Health Service Proserpine Hospital Campus.

Private; Mater Misericordiae Hospital Mackay, North Mackay Private Hospital.

Hazards

Each Local Government has conducted an assessment of the threats to their area as well as having identified any appropriate mitigation strategies that may be implemented. The role of the DDMG and DDCC is not to deal with these individual threats but to assist the LDMGs in implementing their respective Local Disaster Management Plan. Some of the hazards that are common to most of the Local Government areas include, but are not limited to:

- Major flooding
- Category 3+ Cyclone (including east coast low)
- Storm surge
- Bushfire
- Major Transport Incident (road, rail, sea and air)
- Hazardous Materials Incident
- Emergency Diseases (human)
- Emergency Diseases (animal)
- Emergency Diseases (plant)
- Insect/vermin plague
- Urban Structural Fire
- Oil Spill at Sea
- Tsunami
- Earthquake
- Landslip
- Failure of Critical Infrastructure
- Dam Failure
- Terrorist related incident

For more specific details, relating to these hazards please refer to:

1. Mackay DDMG risk assessment Annexure C.
2. Local Government LDMPs:

Isaac Regional Council
http://www.isaac.qld.gov.au/documents/12238/4425795e-8dfd-48d7-82af-579a9eb7b1a3

Mackay Regional Council
http://www.mackay.qld.gov.au/__data/assets/pdf_file/0009/119358/Mackay_Local_Disaster_Management_Plan_Oct_2012.pdf

Whitsunday Regional Council
https://www.whitsunday.qld.gov.au/DocumentCenter/View/1882

EMAF Component 1: Hazard Identification and Risk Assessment
- Key Outcomes 1.1
- Indicators (a, c, d)

Risk Assessment

See Annexure C.

EMAF Component 1: Hazard Identification and Risk Assessment, 2: Hazard Mitigation and Risk Reduction and 3: Capability Integration
- Key Outcomes 1.1, 1.2, 1.3, 2.1, 2.2 and 3.1, 3.2, 3.3
- Indicators 1 (a) (b) (d) (g) (e) (f), 2 (e) (f) (g) (i) and 3 (a) (d) (f)

Risk Treatment

See Annexure D.

At the time of publication, a review of the Mackay District Risk Management Plan is being undertaken in conjunction with work being undertaken by QFES on a Queensland State Risk Register. Residual risks from the three local government areas are shared with the Mackay Disaster District and are mainly focussed on physical and human resources capability gaps that arise when a disaster event is likely to continue for longer than three days, large scale evacuations are required and/or long term accommodation is required for large quantities of displaced members of the community. Events of this magnitude will likely result in state level assistance being needed. These resource thresholds for the district will be articulated in the new risk management plan.

EMAF Component 1: Hazard Identification and Risk Assessment and 2: Hazard Mitigation and Risk Reduction
- Key Outcomes 1.1, 1.2, 1.3, 2.2 and 2.3
- Indicators 1 (a) (c) and 2 (e) (i) (j) (k)

Operations

District Appreciation

Geography

The Mackay Disaster District is geographically diverse encompassing a coastal and western zone. The major centre of Mackay is situated in the coastal zone on the banks of the Pioneer River and is highly susceptible to riverine flooding and storm surge. The western zone consists of large pastoral holdings as well as the extensive coal mining industry of the Bowen Basin. The western zone is susceptible to wild fire and riverine flooding and non-natural hazards by virtue of the mining industry.

Climate and Weather

The coastal areas of the district have a humid subtropical climate with maximum temperatures ranging from 30 °C in summer to 23 °C in winter, while minimums range from 23 °C to 11 °C.

December is the start of the wet season, which lasts until March or April. High humidity, almost daily rainfall and very warm nights are typical of this time of year. Monsoonal low pressure systems and tropical cyclones occasionally affect Mackay, and cause very heavy, prolonged periods of rain, with totals of up to 500 mm often being recorded in 24 hours during these systems.

Demography

Population Size
The fastest population growth rate in the 10 years to June 2013 was recorded in Mackay (2.5%). At 30 June 2013, Townsville had the largest population of all LGAs in regional Queensland with 189,240 persons, representing 4.1% of Queensland's population. Cairns had the second largest population (157,080), followed by Mackay (121,910 persons).

District Population by Age Group

	Age Group Percentage				
As at 30 June 2014	**0-14**	**15-24**	**25-44**	**45-64**	**65+**
Mackay Disaster District	21.0	12.9	30.0	25.4	10.7

Critical Infrastructure

Site Name	Address	Owner/Operator
Airlie Beach Entertainment Precinct	Shute Harbour Road, Airlie Beach	Whitsunday Regional Council
Canelands Shopping Centre	Cnr Mangrove Road and Victoria Street, Mackay	Lend Lease Group
Dalrymple Bay Coal Terminal	Hay Point (via Sarina)	DBCT Management Pty Ltd
Hamilton Island Airport	Airport Drive, Hamilton Island	Great Barrier Reef Airport Pty Ltd
Hay Point Coal Terminal	Hay Point (via Sarina)	Billiton Mitsubishi Alliance (BMA)
Mackay Airport	East Boundary Road, Mackay	Mackay Port Authority
Mackay Base Hospital	Bridge Road, Mackay	QLD Health
Mount Pleasant Shopping Centre	Phillip Street, Mount Pleasant	Colonial First State
Port of Abbot Point	Abbot Point Road, Abbot Point	North QLD Bulk Ports Ltd
Port of Mackay and Marina	Harbour Road/Mulherin Drive, Mackay	North QLD Bulk Ports Ltd
Whitsunday Coast (Proserpine Airport	Lascelles Avenue, Gunyarra	Whitsunday Regional Council

Response Strategy

Warning Notification and Dissemination

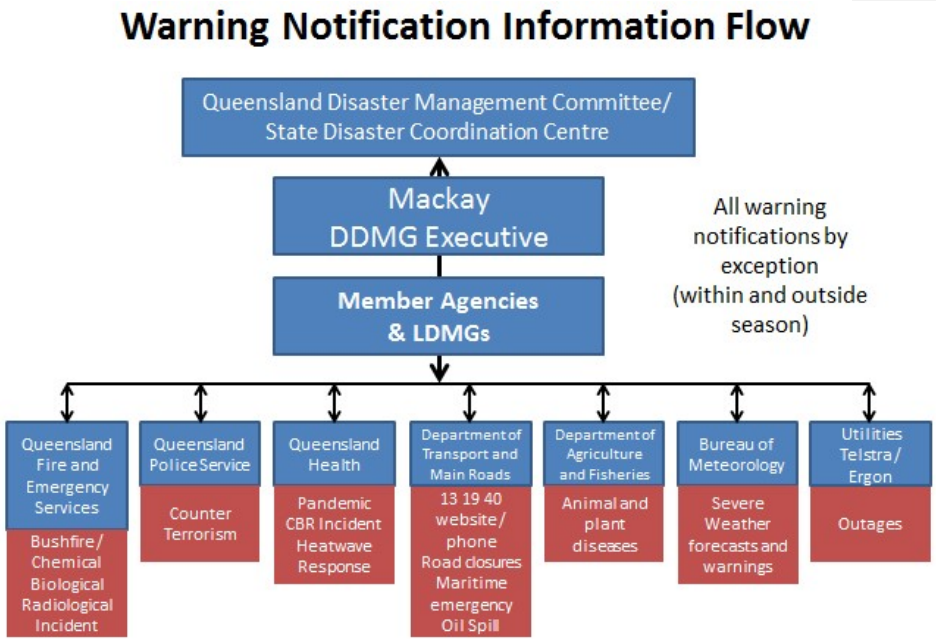
The Mackay DDMG has a responsibility to ensure warnings are disseminated to members of the LDMG, DDMG, QDMC, member agencies and the community. Multiple means of communication are used and agencies are responsible for communicating within their organization as per the QDMA structure.

This process takes into consideration, rapid onset events and will utlise all available communication means including email and text message.

The warning notification process is reviewed annually. As recently as December, 2015 a notification exercise was completed to test contact lists and warning dissemination to the Mackay DDMG members.

Contact lists are updated at every DDMG meeting by exception, as roles and positions change.

The following diagram represents information flow of warning notification/s from a District level only. This flow chart does not diminish from the methodology local governments use to manage warnings in their respective areas.



Methods of communication:
Include (but not limited to) Email, text, teleconference, video conference, Facebook, fax, HF radio.

EMAF Components 5: Public Engagement, 6: Communications Systems, 7: Warnings, 8: Control, and 10: Cooperation and Coordination

- Key Outcomes 5.1, 6.2, 7.2, 8.1, 10.1
- Indicators 5 (b), (d) (f), 6 (a) (d), 7(b) (c) (e) (g), 8 (b) (c) (d), 10(b)

Emergency Alert

Emergency Alert (EA) is one of the tools that can be used to warn communities of an impending emergency and is a critical element of emergency response. The Queensland Emergency Alert Guidelines govern the use of EA in Queensland. These guidelines are located at;

http://disaster.qld.gov.au/Disaster-Resources/Documents/Queensland%20Emergency%20Alert%20Guidelines.pdf

QFES is the lead functional agency for the management and administration of EA in Queensland.

Each local government has pre-prepared Emergency Alerts for hazards in their area. Further, the Isaac Regional Council has an Emergency Alert sub plan.

EMAF Component 5: Public Engagement, 6: Communication Systems; 7: Warnings, 8: Control, and 10: Coordination and Cooperation

- Key Outcomes 5.1, 6.2, 7.1, 7.2, 8.1, and 10.1
- Indicators 5 (b) (d) (f), 6 (a), 7 (b) (c) (e), 8 (b) (c) (d) (e), and 10 (a) (b)

Activation and Triggers

The authority to activate the Mackay District Disaster Management Plan is vested in the Chairperson/Disaster District Coordinator, or in that person's absence the Deputy Chairperson. This is to occur following consultation with one or more of the following; the Chair of the QDMC and/or DDMG; the Chair of a LDMG; a member of the DDMG and/or a member of a response agency.

The DDC should determine when, and to what extent, the DDMG should activate in support of an event, and may bypass initial levels of activation where appropriate to the event. Activation is scalable and does not necessarily mean the convening of all members of the DDMG or the activation of the DDCC. Activation

activities can be as minimal as the provision of information to DDMG members regarding the risks associated with a potential or imminent hazard impact.

EMAF Component 4: Planning, 8: Control, 9: Command, 10: Cooperation and Coordination, and 11: Operational Information and Intelligence

- Key Outcomes 4.1, 8.1, 8.2, 9.1, 10.1, and 11.2
- Indicators 4 (f), 8 (b) (c), 9 (c),10 (a) (b), and 11 (d)

The four levels of activation, as defined in the SDMP, are detailed tabled below.

		ALERT	LEAN FORWARD LEVEL ONE	LEAN FORWARD LEVEL TWO	STAND UP LEVEL ONE	STAND UP LEVEL TWO	STAND DOWN
DDMG	Triggers	• One or more LDMGs operational • Awareness that threat may be wide spread	• Need for DDMG to manage potential ops.	• Threat level indicates DDMG support may be required.	• Request for support received from LDCC • Large threat is imminent	• Impact in the District • Coordinated support required • Significant state resources committed	• All LDMGs stood down • Recovery arrangements functioning • Agencies revert to core business
	Response Actions	• XO brief DDC on Level of LDMG/s • Analysis of threat • Contact LDC/s	• Initial contact made with all LDCs • Communication procedures established • Planning commenced for support to LDCC • Advise State regarding status of DDMG • Establish all contacts • Set up email systems	• Receipt of SitReps • Brief DDMG Core Members • Warning orders given to DDMG • Planning for potential support to LDMGs • DDC support staff briefed	• Develop situational awareness • Pass on urgent warnings • Commence SitReps to SDCC • Roster developed for DDCC • DDCC activated with required staff • Forward planning commenced • SDCC advised DDMG Stood Up • Regular SitReps provided to SDCC	• DDCC activated and roster commenced • Logistics, operations planning and administrative cells in place. • Coordination of state support commenced • Receive advice from State Disaster Coordinator	• Final SitReps to SDMG • Debrief of DDCC staff • Debrief of DDMG staff • Finalisation of expenditure • Transition to recovery
	Recovery Actions	• Ensure lead agencies for various elements of recovery are notified	• Ensure LDMG response teams are aware of and engaged with relevant district recovery element leaders	• Ensure LDMG response teams are aware of and engaged with relevant district recovery element leaders	• Ensure proper communication between respective agencies is established • Ensure all necessary elements of recovery are being delivered • Ensure processes in place to capture necessary recovery information for briefing to SDMG	• Ensure proper communication between respective agencies is established • Ensure all necessary elements of recovery are being delivered • Ensure processes in place to capture necessary recovery information for briefing to SDMG	• Monitor ongoing delivery of elements of recovery • Ensure reporting network in place for provision of advice to SDMG regarding critical elements of recovery

District Disaster Coordination Centre

The **primary** District Disaster Coordination Centre (DDCC) is located at:

Mackay District Office
Suite 1, Level 1
Healthpoint Chemist Building,
67 Sydney Street
Mackay, 4740
Contact details – Annexure I

A **secondary** DDCC is located at:

Mackay Northern Beaches Police Station
Carl Court
Rural View, 4740
Contact details – Annexure I

All venues are fully equipped with computers, fax machine, photocopier, telephones, and welfare facilities. Both buildings are equipped with a generator as an alternate power supply in the event main electricity power supply is disrupted.

Staffing of the District Disaster Coordination Centre

The **Centre structure** will consist of:

- DDC
- Deputy DDC
- Executive Officer
- Operations Officer
- Planning Officer
- Intelligence Officer
- Administration and Logistics

In the event of a disaster situation and/or standing up of the DDCC, the DDC will request support, through the Assistant Commissioner Central Region of an additional commissioned officer/s to support the DDC in the capacity of Deputy DDC for the duration of the event.

Regional support of one or more commissioned officers', dependent upon the size and complexity of the event, will be made at the earliest opportunity available by the DDC.

The **Support Team** will include:

- Telephonists
- Registry Officer
- Agency Liaison Officers as required (QFES, QAS, DAFF, DNRM, QHealth, and DHPW).
- Overall management of the Disaster response is the responsibility of the DDC
- Management of the DDCC is the responsibility of the XO.

- The minimum staffing levels required, at the discretion of the DDC. Rostering will reflect a continuous 24hour presence.
- DDCC staff, drawn from the Mackay Police Complex and personnel from various participating Government and non-Government Departments / Agencies.

In the event that the activation continues for an extended period of time, fatigue management principles will apply. Coordination centre staff will be sourced in the first instance from within Mackay Police District, requests for additional QPS staff will be managed internally in conjunction with the stand up of a Police Operations Centre (POC).

Member and advisory agencies will be required to manage fatigue of their staff in line with internal agency, policy and procedures.

Operational Reporting

District Situation Reports (SITREPS)

Once the Mackay DDCC receives all local and agency SITREPs, it is the responsibility of the XO to maintain the SITREP update board (13) on DIEMS so that the SDCC is provided with real time/accurate situational awareness and reporting to enable the preparation of the 'State Update'.

Details should include all relevant information/issues surrounding the disaster situation and planning projections into the future.

(a) The DDC shall advise the QDMC Secretariat immediately the DDMG moves to Lean Forward or Stand Up;

(b) Once placed on Lean Forward or Stand up, the DDMG will provide real time SITREP's on the event and disaster operations via the SITREP update board.

EMAF Component 4: Planning, 6: Communication Systems, 8: Control, 9: Command, 10: Cooperation and Coordination, 11: Operational Information and Intelligence, and 12: Resource Management

- Key Outcomes 4.1, 4.2, 6.1, 6.2, 8.1, 8.2, 9.1, 9.2, 10.1, 11.1, 11.2, and 12.1, 12.2
- Indicators 4 (a), 6 (b,d,f), 8 (b,c,d,e,f), 9 (d,e), 10 (a,b,c,d), 11 (a,b,c,d,e) 12 (a,b,c,d,e)

Disaster Declaration

Where the District Disaster Coordinator considers it is necessary to declare a disaster situation within the Mackay Disaster District, The DDC will, subject to availability, take reasonable steps to consult with available members of the District Group (DDMG) and Chair of the relevant LDMG/s in conjunction with the Local Disaster Coordinator/s.

If circumstances prevent such processes to be undertaken the DDC will act independently to declare a disaster situation and subsequently seek approval of the Minister in accordance with the *Disaster Management Act 2003* and report the decision subsequently to the DDMG and the LDMG.

The Executive Officer is responsible for preparing all relevant documentation on behalf of the DDC for consideration by the Minister for Police and Emergency Services.

Functional Plans

Functional plans developed by the DDMG functional committees in support of this main plan are retained at the DDCC and also with the Functional Groups' lead agency.

The functional plans detail arrangements relating to supporting activities undertaken by functional lead agencies of the DDMG. Functional plans include: the QBuild Regional Disaster Management Plan which incorporates the arrangements for its functional lead agency roles of Building and Engineering and Communication Services Plan. Queensland Health; Health Plan; Transport and Main Roads; Transport Systems and Infrastructure, QFES; Emergency supply, Dept of Communities, Child Safety and Disability Services Human and Social Community Recovery.

EMAF Component 4: Planning

Key Outcomes 4.1, 4.2, 4.3

- Indicators 4 (a)

Disaster Operations Functional Register

Functional Group	Responsible person/Lead agency	Key Accountabilities
Transport	Department of Transport (Queensland Transport)	As detailed in the Queensland State Disaster Management Plan including arrangements for the provision of transport resources for the transportation modes of road, rail, air and sea, and transport engineering to support disaster response and recovery operations.
Health	Queensland Health	As detailed in the Queensland State Disaster Management Plan including arrangements for the provision of medical and health resources to support disaster response and recovery operations through: • *Command, control and coordination of medical resources;* • *Public health advice and warnings;* • *Transportation of patients;* • *Psychological and counselling services; and* • *Ongoing medical and health services required during the recovery period.*
Building and Engineering Services	Department of Public Works and Housing (Q-Build)	As detailed in the Queensland State Disaster Management Plan including *arrangements for the provision of resources and services pertaining to all engineering disciplines which may be required to assist disaster response and recovery operations.*
Emergency Supply	Queensland Fire and Emergency Services (QFES)	As detailed in the Queensland State Disaster Management Plan including *arrangements for the provision and issue of emergency supplies to support disaster response and recovery operations*, including *arrangements for the procurement, coordinated delivery and management of emergency supplies and associated services*.
Communications	Department of Public Works and Housing (Q-Build)	As detailed in the Queensland State Disaster Management Plan including *arrangements for the re-establishment of electronic communication links either within a disaster affected area or within areas outside the affected area, and the provision of special communication facilities to support State and Disaster District level operations mounted in support of an affected area*.

Human and Social Community Recovery	Department of Communities, Child Safety and Disability Services	As detailed in the Queensland State Disaster Management Plan including arrangements for the coordination of community recovery services including: · Information on the range of recovery services available; · Information of the physical effects of a disaster; · Personal support services; · Financial assistance to eligible applicants under the following schemes: · Disaster Relief Assistance; · Associations Natural Disaster Relief; · Special Benefits; · Provision of counselling and mental health services; · Longer term accommodation services; and · Facilitation of community participation in the redevelopment of social networks and community infrastructure.

Hazard Specific Arrangements

Whilst Queensland has adopted an all hazards approach to the development of disaster management arrangements, it is important to acknowledge that some hazards have characteristics that may require a hazard specific approach.

There may be a range of hazard specific plans developed by the relevant hazard specific primary agency the DDMG needs to consider as supporting references to the main DDMP.

These may include:

- Plant and Animal Disease;
- Terrorism;
- Bushfire; and
- Influenza Pandemic.

These plans address specific hazards where government departments and agencies have a primary management responsibility. The primary agency has responsibility to ensure that an effective hazard specific plan is prepared.

All hazard specific plans are to address the hazard actions across all PPRR phases and include information on how the QDMA links with the hazard specific arrangements and provides support to the primary agency in the management of the hazard specific event.

Specific planning is required for these arrangements as their coordination and operational procedures can be different to those of the QDMA. Coordination centres and the structures within those Plans can be outside the local, district and State coordination centres and the passage of information and resources may be managed using different processes.

A generic hazard specific arrangements structure and linkages and communication flow to the broader QDMA is outlined in the SDMP.

Primary agencies also have a role in ensuring State hazard specific plans link to national hazard specific plans and arrangements and that appropriate communication and relationships with counterparts at the national level are maintained.

EMAF Component 4: Planning, 1: Hazard Identification and Risk Assessment

Key Outcomes 4.1, 4.2, 4.3, 1.1

- Indicators 4 (a), 1 (c)

Specific Hazard	Primary Agency	State and National Plans
Animal and plant disease	Department of Agriculture, Fisheries and Forestry	Queensland Veterinary Emergency Plan Australian Veterinary Emergency Plan
Biological (human related)	Queensland Health	State of Queensland Multi-Agency Response to Chemical, Biological, Radiological Incidents
Bushfire	Queensland Fire and Emergency Services	Wildfire Mitigation and Readiness Plans (Regional)
Chemical	Queensland Fire and Emergency Service	State of Queensland Multi-Agency Response to Chemical, Biological, Radiological Incidents
Influenza Pandemic	Queensland Health	Queensland Pandemic Influenza Plan National Action Plan for Human Influenza Pandemic
Ship-Sourced Pollution	Department of Transport and Main Roads (Maritime Safety Queensland)	Queensland Coastal Contingency Action Plan National Plan to Combat Pollution of the Sea by Oil and Other Noxious and Hazardous Substances
Radiological	Queensland Health	State of Queensland Multi-Agency Response to Chemical, Biological, Radiological Incidents
Terrorism	Queensland Police Service	Queensland Counter-Terrorism Plan National Counter-Terrorism Plan

The following documents should be read as complementing the Mackay District Disaster Management Plan:

Threat Specific Plans

- Department of Transport (Maritime Division) – Oil Spill Contingency Plan
- Department of Agriculture, Fisheries and Forestry – Emergency Animal Disease.
- Queensland Biosecurity Strategy
- Queensland Fire and Emergency Service (Rural) – Wildfire Contingency Plan
- North Queensland Bulk Ports: Oil Spill Contingency Plan
- Maritime Safety Queensland – Oil Spill Plan
- Queensland Coastal Contingency Action Plan
- Emergency Action Plan (Sun Water)
- Tropical Cyclone Storm Tide Warning-Response System (Seventh Edition-2008)
- National Storm Tide Mapping Model for Emergency Response (2002)
- Tsunami

Request for Assistance

The Mackay District Disaster Management Group does not possess any resource reserves. All resources within the disaster district are owned and managed by the various local governments, government departments, corporate entities or private business operators. Resource lists are included in each Local Disaster Management Plan, all of which form appendices to this district plan.

Where resources or services are not available within their jurisdiction, or if available, have been or are likely to be expended, an LDMG may request assistance from the DDMG to provide such resources. Requests shall be in the approved form.

RFA's may be received by:

- Email
- Fax
- Within Guardian
- DIEMS

Upon receipt of an RFA, it will be prioritised accordingly by the DDC, Deputy Chair or Executive Officer in consideration of RFA's received from other impacted LDMG's. The DDMG shall make all reasonable endeavours to locate the required resource or service from within the disaster district.

It will be a requirement for staff working within the DDCC to consider the Mackay District Emergency Supply Register (see Annexure M) prior to forwarding RFAs to the SDCC.

Resources and services acquired by the DDMG and appropriated to a LDMG may be recalled and reallocated at the discretion of the DDC.

In the event the required resource or service is not available elsewhere in the disaster district, the DDMG shall forward a request, in the required form, to the QDMC.

In acquiring resources, the DDMG will enter into normal contractual arrangements at commercial rates. Normal accepted practices in terms of purchase and acquisition apply. Appropriate approvals shall be obtained prior to the incurrence of any financial expenses.

The Executive Officer shall ensure that accurate records are maintained in respect to requests for assistance, resource acquisition and allocation and financial expenditures.

EMAF Component 8: Control

Key Outcomes 8.1

- Indicators 8 (a), (b), (c), (d)

Request for Australian Defence Assistance (DACC)

Requests for Australian Defence Force assistance under the Defence Aid to the Civil Community (DACC) arrangements shall be made in the first instance to the Officer in Charge, Joint Operations Support Staff, Lavarack Barracks, Townsville.

As well as requesting JOSS and requests for ongoing ADF assistance, particularly where aircraft usage or cost recovery may be required, under categories other than category 1 shall be forwarded to the Secretariat QDMC at the same time.

Request for Air Support

Annexure G - Mackay DDMG Aviation Cell Sub Plan

Request for Supplies and Equipment

Due to the nature of some disasters there will be occasions where areas within the disaster district become isolated for a lengthy period of time, requiring the need to resupply provisions to that area.

Local Disaster Management Groups, who require assistance in the form of resupply of provisions, shall request the assistance from the DDMG in arranging this resupply. Such requests shall be in the approved form *(Request for Assistance)*.

The Queensland Resupply Guidelines outline the governance and operational process relating to the resupply of essential goods to communities within Queensland and are located at;

http://disaster.qld.gov.au/Disaster-Resources/Documents/Queensland%20Resupply%20Guidelines.pdf

Operational Procedures

The following general principles will apply to the conduct of resupply operations:

a. Resupply operations will normally be conducted using either fixed wing or rotary wing aircraft. There may be occasions, however, when it is both safe and feasible to use watercraft to transport supplies to communities;

b. Wherever possible, the normal retail/wholesale resupply system to retailers will continue to be used, with supplies being delivered via bulk orders from the normal wholesale outlets to the communities' retail outlets;

c. Wherever practicable, only one resupply operation will be undertaken for each affected area. Bulk orders, therefore, should be sufficient to last affected communities until normal road/rail services can be restored;

d. Retailers will be responsible for placing their orders with their normal wholesale suppliers;

e. Wholesalers are to be responsible for delivering orders to the nominated dispatch point;

f. Orders are to be:

   (i) Properly prepared for transport by the nominated means;

   (ii) Clearly marked with volume, mass and details of recipient to ensure correct delivery; and

   (iii) Fully comply with regulations covering the transportation of Dangerous Goods.

g. Transport costs incurred during State approved resupply operations require three written competitive quotes to be obtained where practicable. When resupply operations are conducted at a Local or District level, without State approval the procurement should be in accordance with the relevant Local or District arrangements.

District Disaster Coordinator Responsibility

DDC's are responsible for ensuring that any request for resupply from any LDMG in their disaster district is processed through the DDCC. No requests from LDMG's for resupply operations are to be referred to the State Disaster Coordination Centre (SDCC) until they have been checked and endorsed by the DDC.

The DDC is to examine each request received from a LDMG for a resupply operation and, if it is considered an operation is warranted, refer a copy of the request to the QDMC accompanied by pertinent recommendations.

DDC's should be aware they are requesting operations that may be unbudgeted for and not claimable under NDRRA. They are accountable for their decision in committing State Government funds and should not support the resupply if it does not meet the requirements of this policy. Such requests should be clearly identified to the QDMC.

DDC's will also be responsible for:

a. Wherever practicable, satisfying requests for resupply operations to isolated communities by using resources available to them, in accordance with instructions issued by the QDMC. Details of three local competitive quotes for the transportation of the resupply goods should be forwarded to the SDCC;

b. Where it has been determined that the SDCC will be making arrangements for satisfying requests for resupply operations,

collating all requests from LDMG's and passing them to the SDCC in accordance with directions from the SDCC;

c. Checking LDMG requests for resupply to ensure they comply with the guidelines before processing them any further. Where any apparent discrepancies arise, that cannot be resolved with the LDMG are to be referred to the QDMC for resolution;

d. Monitoring resupply operations in their disaster district to ensure the most efficient use of resources;

e. Where variations to the 'essential supplies' guidelines are being sought by a LDMG, examining those requests and making recommendations on them to the QDMC; and

f. Liaise with major mail centre to ensure delivery of essential mail.

NOTE If suitable resources are available to a DDC within a Disaster District, the QDMC may authorise the DDC to contract those resources for the task(s) – in these cases, the SDCC will raise a purchase order and be responsible for payment of the resource. A report on the progress of each operation is to be included in the DDC's daily Situation Report (SITREP) to the SDCC.

District Resupply Operation

Where a DDC organises a resupply operation from within District resources they should ensure that suitable measures have been activated under SDRA or NDRRA to ensure cost recovery. Should such measures NOT be activated, then they should seek State approval under this policy to ensure financial cover is available.

The DDC should ensure that provision is made for the carriage of mail when applicable.

For further information, please refer to the Queensland Resupply Guidelines.

Financial Management

Due to the nature of many disaster situations, finance operations will often be conducted with compressed time constraints and other pressures, necessitating the use of non-routine procedures. Expenditure is on a cost-recovery basis, and must meet current Government Disaster Relief and Recovery Arrangements Guidelines to be considered for reimbursement. Guidelines for these arrangements are located at;
http://www.disaster.qld.gov.au/Financial%20Support/Disaster_finance_arrangements.html

The DDMG should predetermine event-related financial management arrangements to ensure costs are appropriately endorsed and captured from the onset of operations. The DDC, in consultation with the DDMG Executive Team, is responsible for establishing and maintaining financial management procedures for the DDCC.

Each support agency is responsible for providing their own financial services and support to its response operations relevant to their agency.

All processes are performed in accordance with the Queensland Government Financial Management Practice Manual and therefore in compliance with section 46M of the Financial Administration and Audit Act 1977 and other prescribed requirements.

EMAF Component 12: Resource Management

Key Outcomes 12.1, 12.2, 12.3

- Indicators 12 (a), (b), (c), (d), (e)

Recovery Strategy

The Mackay District Recovery Strategy may be activated upon direction from the DDC or the QDMC. This recovery strategy provides a framework for the coordination of recovery operations within the district and is supported by the procedures outlined in the *Queensland Recovery Plan,* found at
Queensland Recovery Plan
http://qldreconstruction.org.au/u/lib/cms2/Qld Recovery Plan Caretakers.pdf

Transition Triggers

The triggers to activate recovery are contained with Section 5 of the Queensland Recovery Guidelines.

		Triggers	Actions	Communications
Response Alert				
Response Lean Forward	Recovery Alert	↗ Response phase at 'lean forward' level of activation	↗ Appointment of State Recovery Coordinator (SRC) as appropriate ↗ Potential actions and risks identified ↗ Information sharing commences ↗ SRC in contact with SDCC/SDC ↗ Initial advice to all recovery stakeholders	↗ SRC and State Recovery Group members on mobile remotely ↗ Ad hoc reporting
Response Stand Up	Recovery Lean Forward	↗ Response phase at 'stand up' level of activation ↗ Immediate relief arrangements are required during response phase	↗ Monitoring of response arrangements ↗ Analysis of hazard impact or potential impact ↗ Relief and recovery planning commences ↗ Deployments for immediate relief commenced by recovery functional agencies	↗ SRC and SRG members on mobile and monitoring email remotely ↗ Regular reporting
Response Stand Down	Recovery Stand Up	↗ Immediate relief arrangements continue ↗ Medium term recovery commences. Response phase moves to 'stand down' level of activation.	↗ SRG activated at SDCC or alternate location ↗ Recovery plan activated ↗ Deployments for immediate relief response ↗ Action plans for four functions of recovery activated as required ↗ Community information strategy employed ↗ Participate in response debrief ↗ Transition arrangements from 'response and recovery' to 'recovery' activated including handover from SDC to SRC ↗ Action plans for four functions of recovery continue ↗ Community information strategies continue	↗ SRC and SRG members present at SDCC or alternate location, on established land lines and/or mobiles, monitoring emails ↗ SRC and SRG members involved in medium term recovery continue as required ↗ Regular reporting to SDMG/SDC

Immediate/Short Term Recovery

As disaster response and immediate/short term recovery occurs concurrently, the activation of the strategy will commence with immediate/short term recovery actions undertaken within the response phase. The concept of operations for immediate/short term recovery are located in Section 5.3 of the Queensland Recovery Guidelines.

Medium/Long Term Recovery

The level of district support required in the medium/long term recovery phase will be dependent on the recovery structure advised by the SDMG for each specific event. The concept of operations for medium/long term recovery are located in Section 5.5 and 5.6 of the Queensland Recovery Guidelines.

Mackay District Human and Social Recovery Committee

The Mackay District Human and Social Recovery Group meets every two months

- Attend local sub group meetings as required
- Participation in exercises
- Contacts updated every meeting

Mackay District Human and Social Recovery Plan is available to view by contacting the Mackay District Executive Officer to arrange a copy.

Parameters and Constraints

The Mackay District Disaster Community Recovery Plan outlines in detail the parameters and constraints for effective coordination of recovery operations within the district. It is attached as an appendix to this plan.

As part of the disaster recovery phase, the Chair of the Community Recovery Committee may establish a Community Recovery Coordination Centre. The Coordination Centre is established to coordinate:

- Community recovery operations; planning; logistics and communications;
- Administration within the region responding to the disaster;
- Delivery of Outreach Services; and
- Multi-agency situational awareness.

It is recognised that with large disasters multiple Disaster Districts neighbouring to the Mackay District and within the region may be affected and could require simultaneous recovery. This may place a strain on functional lead agencies and other member agencies and organisations to provide staff from within district resources to sit on multiple Recovery Groups or within multiple coordination centres. This may require deployment of staff from outside the district and does not restrict the Chair of the District Community Recovery Committee from

forming one coordination centre to address the recovery of multiple districts within the Government Region.

Operational and Action Plans

Where an LDMG undertakes recovery as the result of an event, a Recovery Group Implementation Plan is to be developed and forwarded to the DDC for review and approval.

Considerations for Recovery

When developing Operational and Action Plans lead functional agencies and recovery committees should consider the following:

- Issues identified from information gathered by impact assessments;
- Arrangements outlined in existing functional plans;
- How to allocate actions and responsibilities across the four recovery functions to inform the development of action plans;
- Arrangements for overall coordination of recovery operations;
- How to develop strategies for recovery with the affected community which detail the vision, goals and project outcomes of the recovery strategy;
- Identifying the main short, medium and long-term priorities;
- Developing project timeframes, costs, funding priorities and funding strategies;
- Advertising and disseminating public information about the Action Plans;
- Determining appropriate community engagement and communication strategies;
- Transitional and exit strategies; and
- Strategies for conducting a debrief and evaluation of recovery operations

EMAF Component 14: Recovery

Key Outcomes 14.1, 14.2

- Indicators 14 (a), (b), (c), (d)

Recovery Lead Agencies

Function	Lead Agency
Economic	**Department of State Development, Infrastructure and Planning**
Environmental	**Department of Environment and Heritage Protection**
Human-social	**Department of Communities, Child Safety and Disability Services**
Infrastructure	Transportation infrastructure: **Department of Transport and Main Roads** Building Recovery: **Department of Housing and Public Works** Telecommunications: Telecommunications providers Energy infrastructure (electricity, gas, fuel): **Department of Energy and Water Supply** Water Supply and Sewerage Infrastructure: **Department of Energy and Water Supply** Water Entities: Local government
NDRRA and SDRA coordination (coordination function)	Queensland Reconstruction Authority
Recovery coordination and monitoring (coordination function)	Queensland Reconstruction Authority

Review and Assurance

Review and Renew Plan

In accordance with section 55 of the Act the District Disaster Management Plan shall be reviewed annually. This review shall be conducted by members of the DDMG identified by the DDC and shall be conducted as follows:

- April-July Review conducted;
- September - Draft amendments formally submitted to DDMG for approval; October - Approved amendments (or new plans, if appropriate) are disseminated to all stakeholders.

The Sub-plans of the Disaster Districts Functional Committee's shall be reviewed annually by the same members and shall be conducted as follows:

- April-July Functional Committee Reviews Sub-plan;
- August - Draft amendments submitted to DDMG for consideration and approval;
- October - Approved amendments (or new sub-plans if appropriate) are disseminated to all stakeholders.

The effectiveness of the DDMP and Sub-plans shall be reviewed against the 'Criteria for review of Emergency Management Plans' as contained in Annex A to Chapter Eleven of the Australian Emergency Manual, *Community Emergency Planning Guide*, 2nd Edition.

The DDMP and Sub-plans may be reviewed at any other time should it become apparent that urgent amendment is required to effect the operational effectiveness of DDMG activities.

External Assessment

The Inspector-General Emergency Management (IGEM) is responsible for providing the Premier, Government and people of Queensland an assurance of public safety, through the establishment and implementation of an assurance framework to direct, guide and focus work of all agencies, across all tiers of Government to the desired outcomes of the disaster and emergency management arrangements for Queensland.

The Office of the Inspector-General Emergency Management supports the IGEM through planning, developing and conducting a range of review and assessment projects consulting stakeholders, to enable confidence in Queensland's disaster and emergency management arrangements.

The Emergency Management Assurance Framework (the Framework) has been established by IGEM to support accountability and build consistency across all levels of the disaster management arrangements and reinforces a shared

responsibility for delivering better disaster management outcomes for the community.

The framework establishes the Standard for Disaster Management in Queensland and is founded on six shared responsibilities, good practice guidance and clear accountabilities.
The Standard describes the attributes of effective disaster management, outlines to stakeholders the required outcomes against the Standard and provides indicators that will contribute to the likelihood of disaster management entities achieving these outcomes. The Standard also forms the basis of Assurance Activities undertaken by the Office of the IGEM.
IGEM utilise the Framework and the Standard to continually conduct assurance activities around the disaster management operations of disaster management groups to ensure quality and continuous improvement.

The Mackay District Disaster Management Group will ensure its disaster management operations and planning adhere to the principles of the Framework and Standard.

Comprehensive information in relation to the requirements and components of the Framework and the Standard may be found at;
https://www.igem.qld.gov.au/index.html

Review of Local Disaster Management Arrangements

In accordance with section 23 of the Act; the LDMG Guidelines, Strategic Policy Framework and Emergency Management Assurance Framework,
it is a function of the DDMG to regularly review and assess the disaster management of local groups in the district.

All review and assessments of local disaster management arrangements conducted by the DDMG will be undertaken in accordance with the direction provided by IGEM.

A monthly Disaster Management Officer meetings is chaired by the Mackay District XO and EMC. These meetings include Disaster Management Coordinators from the three local government areas, minutes and agendas are communicated and dates are included on the Mackay District Disaster Management Calendar. The main purpose of these meetings is to discuss emerging disaster management priorities across the district, dealing with exceptions as they arise and general collaboration and networking.

The XO and EMC attend all Mackay District LDMG meetings and regularly review LDMPs, overview sub plan development and contribute to local sub groups and disaster management projects.

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Annexure A - Distribution List

Position	Organisation	Hard Copy √	Electronic Copy √
District Disaster Coordinator	Queensland Police Service		
Deputy Chair	Queensland Police Service		
Executive Officer	Queensland Police Service		
District Disaster Coordination Centre	Queensland Police Service		
District Disaster Coordination Centre – Secondary Location	Queensland Police Service		
Local Disaster Coordinator	Mackay Regional Council		
Local Disaster Coordinator	Whitsunday Regional Council		
Local Disaster Coordinator	Isaac Regional Council		
Chairperson, District Disaster Management Group Functional Committee – Community Recovery (Regional Director - SRCP, NQ Region)	Department of Communities, Child Safety and Disability Services		
Chairperson, District Disaster Management Group Functional Committee – Transport (Manager Client Service Delivery)	Department of Transport & Main Roads		
Chairperson, District Disaster Management Group Functional Committee – Health (Executive Director Medical Services – TTH)	Queensland Health		
The Chairperson, District Disaster Management Group Functional Committee – Building & Engineering Services, Emergency Supply and Communications (Regional Manager – QBuild)	Department of Public Works		
Chief Superintendent Mackay Local Ambulance Service Network (LASN).	QAS Central Region, Mackay		

Zone Commander	QFES Mackay/Whitsunday		
Position	**Organisation**	**Hard Copy √**	**Electronic Copy √**
Regional Manager	QFES (Rural) Mackay/Whitsunday		
Bureau of Meteorology	Mackay Weather Office		
Director North Queensland Service Centre	Department of State Development, Infrastructure and Planning		
Regional Manager	Department of Environment and Heritage Protection		
Regional Director	Department of Infrastructure Local Government and Planning		
Regional Director	Department of State Development		
Regional Director	Department of Agriculture, Fisheries and Forestry		
Regional Director	Department of Natural Resources and Mines		
Corridor Manager	Queensland Rail		
Regional Director	Department of Education and Training		
Customer Service Manager (North Qld)	Telstra		
General Manager Ops (Northern)	Ergon		
Aviation Manager	Mackay Airport Limited		
Manager Marine Services	Queensland Bulk Ports		
Regional Content Manager	ABC Radio		
Manager	Joint Operation Support Staff – NQ Lavarack Barracks		
Aviation Manager	Proserpine Airport		
Aviation Manager	Hamilton Island Airport		

Annexure C - Mackay District Risk Register

Risk Identification (District level risks only)					
Risk No.	Risk Statement	Source	Impact Category	Prevention/Preparedness Controls	Recovery/Response Controls
1	Inadequate disaster management coordination results in an inefficient and undesirable response to a disaster event	ALL	ALL	▪ District Disaster Management Plan ▪ Local Disaster Management Plan ▪ Exercise and evaluation ▪ Review Local & District DM Plans ▪ Support to QDMA ▪ Regular DDMG and LDMG Meetings ▪ LDMG engagement and liaison ▪ Selection of incumbent members to DDMG/LDMG ▪ DDMG/LDMG Induction ▪ Training ▪ DDMG/LDMG member roles & responsibilities ▪ Test communications systems ▪ Development of DDCC electronic information management processes ▪ Identify and negotiate SOA's ▪ Resource identification and auditing ▪ Ongoing risk assessment process ▪ Review of current and	▪ Identify stakeholder roles and responsibilities ▪ Inclusion of response and recovery processes in DDMP and LDMP Identify and utilise capacity of: ▪ Human Services ▪ QPS ▪ QAS ▪ QFES ▪ Local Bus Lines ▪ QRail ▪ Commercial air carriers ▪ ADF Assistance/DACC Requests ▪ Volunteer Organisations ▪ Medical Services ▪ QLD Disaster Relief Recovery Arrangements ▪ QFES RDA ▪ Insurance Councils of Australia – Catastrophe Arrangements

				future technologies to distribute warning advice.	▪ Exercise and evaluation ▪ Ongoing risk assessment process
1A	There is the potential that a severe category cyclone will impact on the Mackay Disaster District causing wide spread structural damage to residential properties including private residences, aged care facilities, school boarding residences, tertiary facility residential halls, Hotels/motels and backpacker accommodation	Cyclone	People	▪ Develop community awareness ▪ Building Regulations ▪ Auditing BCP's ▪ Ensure well being of DDCC staff and families ▪ Recovery Plan ▪ Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks	▪ Identify at risk persons prior to the event ▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Establish places of refuge ▪ SES ▪ Australian Red Cross ▪ Local Government ▪ ADF ▪ QAS ▪ QHealth ▪ Local Government

1B	There is the potential that a severe category cyclone will impact on the Mackay Disaster District causing wide spread environmental damage	Cyclone	Environment	▪ Liaison with DEHP in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ NGO's
1C	There is the potential that a severe category cyclone will impact on the Mackay Disaster District causing wide spread structural damage to properties, agriculture, livestock losses and local business and industry.	Cyclone	Economy	▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Encourage retailers to hold extra non-perishable & non-essential stock	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process
1D	There is the potential that a severe category cyclone will impact on the Mackay Disaster District causing wide spread damage to infrastructure, private and commercial property and residences, injury to persons and/or loss of life, wide spread power outages impacting on residential and commercial entities, sewerage and water treatment systems and communication networks	Cyclone	Public Admin	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government
1E	There is the potential that a severe category cyclone will impact on the Mackay Disaster District causing wide spread structural damage to	Cyclone	Social setting	▪ Develop community awareness ▪ SDRA ▪ NDRRA	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer

	property, agriculture, livestock losses and commercial activity incurring loss of income and significant financial distress.			▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness ▪ identification of persons with special needs	organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA
1F	There is the potential that a severe category cyclone will impact on the Mackay Disaster District causing wide spread power outages impacting on residential and commercial entities, sewerage and water treatment systems and communication networks	Cyclone	Infrastructure	▪ Training ▪ Seasonal preparedness ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators ▪ Communication Plan	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ NGO's – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QBuild – TMR – QFES RDA ▪ ADF Assistance/DACC Requests

2A	There is the potential that a cyclone and an associated storm surge will impact on the coastal communities of the Mackay Disaster District which in turn will impact on the inhabitants.	Storm Surge	People	▪ National Storm Tide Mapping Model ▪ Develop community awareness ▪ Building Regulations ▪ Auditing BCP's ▪ Ensure wellbeing of DDCC staff and families ▪ Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Support networks	▪ Identify at risk persons prior to the event ▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Establish places of refuge ▪ SES ▪ Australian Red Cross ▪ Local Government ▪ ADF ▪ QAS ▪ QHealth ▪ Local Government ▪ QFES RDA ▪ DVI
2B	There is the potential that a cyclone and an associated storm surge which will impact on coastal communities of the Mackay Disaster District and result in the salt water inundation of coastal habitat.	Storm Surge	Environment	▪ Liaison with DEHP in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ NGO's
2C	There is the potential that a cyclone and an associated storm surge which will impact on the Mackay Disaster District causing wide spread damage to properties, agriculture and local business and industry	Storm Surge	Economy	▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Encourage retailers to hold extra non-perishable & non-essential stock	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process

2D	There is the potential that a cyclone and an associated storm surge which will impact on the capacity of public administration to support coastal communities of the Mackay Disaster District.	Storm Surge	Public Admin	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government
2E	There is the potential that a cyclone and an associated storm surge which will cause wide spread damage to property, agriculture, livestock losses thereby severely impacting on the social environment and commercial activity with the attendant loss of income and significant financial distress.	Storm Surge	Human and Social Setting	▪ Develop community awareness ▪ Advanced communication ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness ▪ identification of persons with special needs	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA
2F	There is the potential that a cyclone and an associated storm surge which will impact on coastal communities of the Mackay Disaster District by causing the failure of significant infrastructure and service delivery.	Storm Surge	Infrastructure	▪ Training ▪ Seasonal preparedness ▪ Business continuity plans ▪ Identify at risk key utilities and develop BCP strategies ▪ Identify at risk key facilities and liaise with operators ▪ Communication Plan	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ NGO's – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QBuild

					– TMR – QFES RDA ▪ ADF Assistance/DACC Requests
3A	There is a potential that an underwater seismic disturbance may create a tsunami which will flood coastal communities of the Mackay Disaster District impacting on the inhabitants.	Tsunami	People	▪ LDMG to develop tsunami inundation mapping ▪ Develop community awareness ▪ Building Regulations ▪ Auditing BCP's ▪ Ensure well being of DDCC staff and families ▪ Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks	▪ Identify at risk persons prior to the event ▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Establish places of refuge ▪ SES ▪ Australian Red Cross ▪ Local Government ▪ ADF ▪ QAS ▪ QHealth ▪ QFES RDA ▪ DVI
3B	There is a potential that an underwater seismic disturbance may create a tsunami which will flood coastal communities of the Mackay Disaster District and result in the salt water inundation of coastal habitat.	Tsunami	Environment	▪ Liaison with DERM in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ NGO's
3C	There is a potential that an underwater seismic disturbance may create a tsunami which will flood	Tsunami	Economy	▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Encourage retailers to	▪ Private sector ▪ Local government ▪ DSDIP

	coastal communities causing wide spread damage to properties, agriculture and local business and industry.			hold extra non-perishable & non-essential stock	▪ Business by business decision process
3D	There is a potential that an underwater seismic disturbance may create a tsunami which will flood coastal communities and will impact on the capacity of public administration to support coastal communities of the Mackay Disaster District.	Tsunami	Public Admin	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government
3E	There is a potential that an underwater seismic event may create a tsunami which will flood low lying areas of the Mackay Disaster District causing damage to property, agriculture, livestock losses thereby severely impacting on the social environment and commercial activity with the attendant loss of income and significant financial distress.	Tsunami	Social Setting	▪ Develop community awareness ▪ Advanced communication ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness ▪ identification of persons with special needs	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA
3F	There is a potential that an underwater seismic disturbance may create a tsunami which will flood coastal communities of the Mackay Disaster District and cause the failure of significant infrastructure	Tsunami	Infrastructure	▪ Training ▪ Business continuity plans ▪ Identify at risk key utilities and develop BCP strategies ▪ Identify at risk key	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ NGO's

	and service delivery.			facilities and liaise with operators ▪ Communication Plan	– Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QBuild – TMR – QFES RDA ▪ ADF Assistance/DACC Requests
4A	There is a potential that a seismic event may occur in the Mackay Disaster District which may impact on its inhabitants.	Earthquake	People	▪ Public awareness ▪ Emergency Alert (post event)	▪ Local Government ▪ LDMP ▪ DDMP ▪ Evacuation centres ▪ Volunteer organisations ▪ Medical services ▪ Evacuation arrangements ▪ QFES ▪ SES ▪ DoC ▪ Centrelink ▪ Volunteer organisations
4B	There is a potential that a seismic event may occur in the Mackay Disaster District which may impact on the environment.	Earthquake	Environment	▪ Liaison with DERM in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ NGO's
4C	There is a potential that a seismic event may occur in the Mackay Disaster District causing wide spread damage to properties, agriculture,	Earthquake	Economy	▪ Business Continuity Plans ▪ Re-supply plans ▪ Hold extra non-perishable & non-essential stock	▪ Private sector ▪ Local government ▪ DSDIP

	local business and industry.				
4D	There is a potential that a seismic event may occur in the Mackay Disaster District which will impact on the capacity of public administration to support coastal communities of the Mackay Disaster District.	Earthquake	Public Admin	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government
4E	There is a potential that a seismic event may occur in the Mackay Disaster District which will cause wide spread damage to property, agriculture, livestock losses thereby severely impacting on the social environment and commercial activity with the attendant loss of income and significant financial distress.	Earthquake	Social Setting	▪ Develop community awareness ▪ Establish media plan ▪ Use of Social media ▪ Establish hotlines ▪ Engage indigenous communities to promote awareness ▪ identification of persons with special needs SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA
4F	There is a potential that a seismic event may occur in the Mackay Disaster District which may cause the failure of significant infrastructure and service delivery.	Earthquake	Infrastructure	▪ Training ▪ Business continuity plans ▪ Identify at risk key utilities and develop BCP strategies ▪ Identify at risk key facilities and liaise with operators ▪ Communication Plan	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ NGO's – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QBuild

					– TMR – QFES RDA ▪ ADF Assistance/DACC Requests
5A	There is the potential that a monsoon trough or tropical low will cause an extreme rainfall event in Mackay Disaster District resulting in a major flood which will impact on residents.	Flood	People	▪ LDMG to develop flood mapping ▪ Levee banks ▪ Drainage maintenance ▪ Develop community awareness ▪ Building Regulations ▪ Auditing BCP's ▪ Ensure well being of DDCC staff and families ▪ Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks	▪ QFES Swift Water Rescue ▪ DCS Rescue Helo ▪ SES Flood boats ▪ Identify at risk persons prior to the event ▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Establish places of refuge ▪ SES ▪ Australian Red Cross ▪ Local Government ▪ ADF ▪ QAS ▪ QHealth ▪ QFES RDA ▪ DVI ▪ QPS Water Police
5B	There is a potential that a flood event may occur in the Mackay Disaster District which may impact on the environment.	Flood	Environment	▪ Liaison with DEHP in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ NGO's

5C	There is a potential that a flood event may occur in the Mackay Disaster District causing wide spread damage to lines of communications, transportation routes, property, agriculture, local business and industry.	Flood	Economy	▪ Business Continuity Plans ▪ Re-supply plans ▪ Hold extra non-perishable & non-essential stock	▪ Private sector ▪ Local government ▪ DSDIP
5D	There is a potential that a flood event may occur in the Mackay Disaster District which will impact on the capacity of public administration to support communities of the Mackay Disaster District.	Flood	Public Admin	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government
5E	There is a potential that a flood event may occur in the Mackay Disaster District which will cause wide spread damage to property, agriculture, livestock losses thereby severely impacting on the social environment and commercial activity with the attendant loss of income and significant financial distress.	Flood	Social Setting	▪ Develop community awareness ▪ Establish media plan ▪ Use of Social media ▪ Establish hotlines ▪ Engage indigenous communities to promote awareness and identification of persons with special needs SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA
5F	There is the potential that a monsoon trough or tropical low will cause an extreme rainfall event in Mackay Disaster District resulting in a major flood which will cause the failure of significant infrastructure	Flood	Infrastructure	▪ Training ▪ Business continuity plans ▪ Identify at risk key utilities and develop BCP strategies ▪ Identify at risk key facilities and liaise with	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ NGO's – Telstra

	and service delivery			operators ▪ Communication Plan	– Optus – Ergon ▪ Local Government ▪ State Government – QBuild – TMR – QFES RDA ▪ ADF Assistance/DACC Requests
6A	There is a potential that a severe storm will occur in Mackay Disaster District which may impact on inhabitants	Severe Storm	People	▪ Develop community awareness ▪ Building Regulations ▪ Auditing BCP's ▪ Ensure well being of DDCC staff and families ▪ Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks	▪ Identify at risk persons prior to the event ▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Establish places of refuge ▪ SES ▪ Australian Red Cross ▪ Local Government ▪ ADF ▪ QAS ▪ QHealth
6B	There is a potential that a severe storm will occur in Mackay Disaster District which may impact on the natural environment	Severe Storm	Environment	▪ Liaison with DERM in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ NGO's

6C	There is a potential that a severe storm event may occur in the Mackay Disaster District causing wide spread damage to lines of communications, transportation routes, property, agriculture, local business and industry.	Severe Storm	Economy	▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Encourage retailers to hold extra non-perishable & non-essential stock	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process
6D	There is a potential that a severe storm event may occur in the Mackay Disaster District which will impact on the capacity of public administration to support communities of the Mackay Disaster District.	Severe Storm	Public Admin	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DSDIP ▪ All government agencies ▪ Local government
6E	There is a potential that a severe storm event may occur in the Mackay Disaster District which will cause wide spread damage to property, agriculture, livestock losses thereby severely impacting on the social environment and commercial activity with the attendant loss of income and significant financial distress.	Severe Storm	Social Setting	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness ▪ identification of persons with special needs	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA
6F	There is a potential that a severe storm event may occur in Mackay Disaster District the effects of which may cause the failure of significant	Severe Storm	Infrastructure	▪ Training ▪ Seasonal preparedness ▪ Business continuity plans ▪ Identify key utilities and	▪ Business Continuity Plans ▪ Transport infrastructure (road,

	infrastructure and service delivery.			develop BCP strategies ▪ Identify key facilities and liaise with operators ▪ Communication Plan	rail air & sea) ▪ NGO's – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QBuild – TMR – QFES RDA ▪ ADF Assistance/DACC Requests
7A	There is a potential that a landslide may occur in the Mackay Disaster District which may result in the injury or loss of life of people.	Landslide	People	▪ Develop community awareness ▪ Building Regulations Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks	▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ SES ▪ Australian Red Cross ▪ Local Government - engineers ▪ ADF ▪ QAS ▪ QHealth
7B	There is a potential that a landslide may occur in the Mackay Disaster District which may impact on the environment	Landslide	Environment	▪ Liaison with DEHP in relation to environmental consequences ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ NGO's

7C	There is a potential that a landslide may occur in the Mackay Disaster District causing damage to lines of communications, transportation routes, property, agriculture, local business and industry.	Landslide	Economy	▪ Building Regulations ▪ Business Continuity Plans ▪ DSDIP	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process
7D	There is a potential that a landslide event may occur in the Mackay Disaster District which will impact on the capacity of public administration to support the communities of the Mackay Disaster District.	Landslide	Public Admin	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government
7E	There is a potential that a landslide event may occur in the Mackay Disaster District which will cause wide spread damage to property, agriculture, livestock losses thereby severely impacting on the social environment and commercial activity with the attendant loss of income and significant financial distress.	Landslide	Social Setting	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness ▪ identification of persons with special needs	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA
7F	There is a potential that a landslide event may occur in Mackay Disaster District the effects of which may cause the failure of significant infrastructure and service delivery.	Landslide	rastructure	▪ Training ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ NGO's

				▪ Communication Plan	– Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QBuild – TMR – QFES RDA ▪ ADF Assistance/DACC Requests
8A	There is a potential that an explosion may occur in the Mackay Disaster District which may result in the injury or loss of life of people.	Explosion	People	▪ Develop community awareness ▪ Building Regulations Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪ Organisational emergency safety procedures ▪ Safety Guidelines	▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Organisational Plans – QPS/EORT – QFES – QAS – QHealth – DTMR – Dangerous Goods Branch – DSDIP – DNRM – WH&S – SES ▪ LDMP ▪ DDMP ▪ Insurance Council of Australia – Catastrophe Arrangements
8B	There is a potential that an explosion may occur in the Mackay Disaster District which may impact on the environment.	Explosion	Environment	▪ Liaison with DEHP in relation to environmental consequences ▪ Drainage maintenance ▪ Identify environmental	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ NGO's

				hazards which may exacerbate impact	
8C	There is a potential that an explosion event may occur in the Mackay Disaster District causing wide spread damage to lines of communications, transportation routes, property, agriculture, local business and industry.	Explosion	Economy	▪ Building Regulations ▪ Business Continuity Plans	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process
8D	There is a potential that an explosion event may occur in the Mackay Disaster District which will impact on the capacity of public administration to support coastal communities of the Mackay Disaster District.	Explosion	Public Admin	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government
8E	There is a potential that an explosion event may occur in the Mackay Disaster District which will cause wide spread damage to property, agriculture, livestock losses thereby severely impacting on the social environment and commercial activity with the attendant loss of income and significant financial distress.	Explosion	Social Setting	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness ▪ identification of persons with special needs	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA
8F	There is a potential that an explosion event may occur in Mackay Disaster	Explosion	Infrastructure	▪ Training ▪ Business continuity plans	▪ Business Continuity Plans

	District the effects of which may cause the failure of significant infrastructure and service delivery.			▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators ▪ Communication Plan	▪ Transport infrastructure (road, rail air & sea) ▪ NGO's – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QBuild – TMR – QFES RDA ▪ ADF Assistance/DACC Requests
9A	Mackay Disaster District may be subject to a bush fire or other large scale fire	Bush Fire	People	▪ Develop community awareness ▪ QFES/QFRA community engagement ▪ Hazard reduction plans ▪ Media Plan Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪ Organisational emergency safety procedures	▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Organisational Plans – QPS/EORT – QFES/QFRA – QAS – QHealth – DTMR – Dangerous Goods Branch – DNRM – WH&S – SES ▪ LDMP ▪ DDMP ▪ Insurance Council of Australia – Catastrophe Arrangements

				▪ Safety Guidelines	
9B	There is a potential that a bushfire event may occur in the Mackay Disaster District which may impact on the environment.	Bush Fire	Environment	▪ Liaison with DEHP in relation to environmental consequences ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ NGO's
9C	There is a potential that a bushfire event may occur in the Mackay Disaster District causing wide spread damage to lines of communications, transportation routes, property, agriculture, local business and industry.	Bush Fire	Economy	▪ Building Regulations ▪ Business Continuity Plans	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process
9D	There is a potential that a bushfire event may occur in the Mackay Disaster District which will impact on the capacity of public administration to support the communities of the Mackay Disaster District.	Bush Fire	Public Admin	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government
9E	There is a potential that a bushfire event may occur in the Mackay Disaster District which will cause wide spread damage to property, agriculture, livestock losses thereby severely impacting on the social environment and commercial activity with the attendant loss of income and significant financial distress.	Bush Fire	Social Setting	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA

				communities to promote awareness and identification of persons with special needs	
9F	There is a potential that a bushfire event may occur in Mackay Disaster District the effects of which may cause the failure of significant infrastructure and service delivery.	Bush Fire	Infrastructure	▪ Training ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators ▪ Communication Plan	▪ Business Continuity Plans ▪ Transport infrastructure (road & rail) ▪ NGO's – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QBuild – TMR – QFES/QFRA – QFES RDA ▪ ADF Assistance/DACC Requests
10A	Mackay Disaster District may be subject to a non-natural event	Chemical/ fuel oil spill	People	▪ Develop community awareness ▪ Media Plan Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes	▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Organisational Plans – QPS/EORT – QFES/QFRA – Hazmat – WH&S – QAS – QHealth – DTMR – Dangerous Goods Branch – DSDIP – DNRM – WH&S – SES ▪ LDMP

				▪ Established support networks ▪ Organisational emergency safety procedures ▪ Safety Guidelines	▪ DDMP
10B	There is a potential that a chemical/fuel oil spill event may occur in the Mackay Disaster District which may impact on the environment.	Chemical/ fuel oil spill	Environment	▪ Oil Spill Risk Assessment for Qld Coast and GB Reef ▪ Qld Coastal Contingency Action Plan ▪ Pollution Report ▪ Liaison with DERM in relation to environmental consequences ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ Qld Coastal Contingency Action Plan ▪ DERM ▪ Local Government ▪ Private sector ▪ Government agencies ▪ QFES (HAZMAT) ▪ MSQ ▪ NGO's
10C	There is a potential that a chemical/fuel oil spill event may occur in the Mackay Disaster District causing wide spread damage to lines of communications, transportation routes, property, agriculture, local business and industry.	Chemical/ fuel oil spill	Economy	▪ Building Regulations ▪ Business Continuity Plans	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process
10D	There is a potential that a chemical/fuel oil spill event may occur in the Mackay Disaster District which will impact on the capacity of public administration to support coastal communities of the Mackay Disaster District.	Chemical/ fuel oil spill	Public Admin	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DSDIP ▪ All government agencies ▪ Local government
10E	There is a potential that a chemical/fuel oil spill event may occur in the Mackay Disaster District which will cause wide spread damage to property, agriculture,	Chemical/ fuel oil spill	Social Setting	▪ Develop community awareness ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations

	livestock losses thereby severely impacting on the social environment and commercial activity with the attendant loss of income and significant financial distress.			▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ SDRA ▪ NDRRA ▪ Engage indigenous communities	▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA
10F	There is a potential that a chemical/fuel oil spill event may occur in Mackay Disaster District the effects of which may cause the failure of significant infrastructure and service delivery.	Chemical/ fuel oil spill	Infrastructure	▪ Training ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators ▪ Communication Plan	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail, air & sea) ▪ NGO's – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QBuild – MSQ – TMR – QFES/QFRA – QFES RDA ▪ ADF Assistance/DACC Requests
11A	There is a potential that a gas leak event may occur in the Mackay Disaster District which may impact on the community.	Gas leak	People	▪ Develop community awareness ▪ Media Plan Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres	▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Organisational Plans – QPS/EORT – QFES/QFRA – QFES (HAZMAT) – Gas Examiner – Chemical Hazards and Emergency

				▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪ Organisational emergency safety procedures ▪ Safety Guidelines	Management Unit – WH&S – QAS – QHealth – DTMR – Dangerous Goods Branch – DNRM – SES ▪ LDMP ▪ DDMP
11B	There is a potential that a gas leak event may occur in the Mackay Disaster District which may impact on the environment.	Gas leak	Environment	▪ Liaison with DEHP in relation to environmental consequences	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ QFES (HAZMAT) ▪ NGO's
11C	There is a potential that a gas leak event may occur in the Mackay Disaster District causing wide spread damage to lines of communications, transportation routes, property, agriculture, local business and industry.	Gas leak	Economy	▪ Building Regulations ▪ Business Continuity Plans ▪	▪ Private sector ▪ Local government ▪ DEEDI ▪ Business by business decision process ▪ NGO's – Boral/Ergon
11D	There is a potential that a gas leak event may occur in the Mackay Disaster District which will impact on the capacity of public administration to support coastal communities of the Mackay Disaster District.	Gas leak	Public Admin	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government
11E	There is a potential that a gas leak event may occur in the Mackay Disaster District which will cause wide spread damage to property, agriculture, livestock losses thereby	Gas leak	Social Setting	▪ Develop community awareness ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations

	severely impacting on the social environment and commercial activity with the attendant loss of income and significant financial distress.			▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ SDRA ▪ NDRRA ▪ Engage indigenous communities	▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA
11F	There is a potential that a gas leak event may occur in Mackay Disaster District the effects of which may cause the failure of significant infrastructure and service delivery.	Gas leak	rastructure	▪ Training ▪ Business continuity plans ▪ Communication Plan ▪ Organisational emergency safety procedures ▪ Safety Guidelines	▪ Business Continuity Plans ▪ Road closures 131940 ▪ NGO's – Relevant Port Authority – Telstra – Optus – Ergon/Boral ▪ Local Government ▪ State Government – QBuild – Gas Examiner – TMR – QFES (HAZCHEM) ▪ ADF Assistance/DACC
12A	Mackay Disaster District may be subject to a infestation, plague or epidemic	Infestation, plague or epidemic	DP&C – Pandemic Influenza Plan People	▪ Develop community awareness/resilience ▪ Media Plan Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation	▪ *Guide for Queensland Government Agencies Key Response Actions H1n1 Influenza 09 (Human Swine Influenza* ▪ Organisational incident management plans – QPS – QFES (HAZMAT) – QFRA

				timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪ Organisational emergency safety procedures ▪ Safety Guidelines	– QAS – QHealth – Community Health – QR – SES ▪ Federal Govt – Air Services Australia ▪ LDMP ▪ DDMP ▪ Implement evacuation arrangements ▪ Activate evacuation Centres ▪ Volunteer Groups – Red Cross – Salvation Army
12B	There is a potential that an Infestation, plague or epidemic event may occur in the Mackay Disaster District which may impact on the environment.	Infestation, plague or epidemic	Environment	▪ *DEHP Pest Management Plan 2010-2015*	▪ DEHP ▪ *DEHP Pest Mgmt Plan 2010-2015* ▪ Local Government ▪ Private sector ▪ Government agencies ▪ QFES (HAZMAT) ▪ NGO's
12C	There is a potential that a Infestation, plague or epidemic event may occur in the Mackay Disaster District causing wide spread damage to property, agriculture, local business and industry.	Infestation, plague or epidemic	Economy	▪ Organisational emergency safety procedures ▪ Safety Guidelines ▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Hold extra non-perishable & non-essential stock	▪ Private sector ▪ Local government ▪ LGAQ ▪ State Govt Agencies – DSDIP – DEHP Pest Mgmt Plan 2010-2015 ▪ Federal Govt – BioScience Aust ▪ NGO's – Telstra – Ergon

12D	There is a potential that an Infestation, plague or epidemic event may occur in the Mackay Disaster District which will impact on the capacity of public administration to support coastal communities of the Mackay Disaster District.	Infestation, plague or epidemic	Public Admin	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government
12E	There is a potential that a Infestation, plague or epidemic event may occur in the Mackay Disaster District which will cause wide spread damage to property, agriculture, livestock losses thereby severely impacting on the social environment and commercial activity with the attendant loss of income and significant financial distress.	Infestation, plague or epidemic	Social Setting	▪ Develop community awareness ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ SDRA ▪ NDRRA ▪ Engage indigenous communities	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA
12F	There is a potential that an Infestation, plague or epidemic event may occur in Mackay Disaster District the effects of which may cause the failure of significant infrastructure and service delivery.	Infestation, plague or epidemic	Infrastructure	▪ Training ▪ Business continuity plans ▪ Communication Plan ▪ Organisational emergency safety procedures ▪ Safety Guidelines	▪ Business Continuity Plans ▪ NGO's – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QHealth – Community Health – QAS – QFES (HAZMAT) – DEHP5 Pest Mgmt Plan 2010-2015 – ▪ ADF Assistance/DACC Requests

13A	Mackay Disaster District may be subject to a failure of, or disruption to, an essential service or infrastructure	Failure of, or disruption to, an essential service or infrastructure	People	▪ Develop community awareness/resilience ▪ Media Plan ▪ Established support networks ▪ Review Local & District DM Plans ▪ Organisational emergency safety procedures ▪ Safety Guidelines	▪ Organisational incident management plans – QPS – QFES – QFRA – QAS – QHealth – Community Health – QR – DSDIP – DEHP – SES ▪ LDMP ▪ DDMP ▪ Volunteer Groups – Red Cross – Salvation Army
13B	There is a potential that a failure of, or disruption to, an essential service or infrastructure event may occur in the Mackay Disaster District which may impact on the environment.	Failure of, or disruption to, an essential service or infrastructure	Environment	▪ Liaison with DEHP in relation to environmental consequences	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ QFES (HAZMAT) ▪ NGO's
13C	There is a potential that a failure of, or disruption to, an essential service or infrastructure event may occur in the Mackay Disaster District causing wide spread damage to property, agriculture, local business and industry.	Failure of, or disruption to, an essential service or infrastructure	Economy	▪ Building Regulations ▪ Business Continuity Plans	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process ▪ NGO's – Boral/Ergon
13D	There is a potential that a failure of, or disruption to, an essential service or infrastructure event may occur in the Mackay Disaster District which will impact on the capacity of public administration to support coastal	Failure of, or disruption to, an essential service or infrastructure	Public Admin	▪ Local Disaster Management Plan ▪ District Disaster Management Plan ▪ Business continuity plans	▪ LDMP ▪ DDMP ▪ Evacuation arrangements ▪ Evacuation Centres ▪ QBuild ▪ ADF Assistance/DACC

	communities of the Mackay Disaster District.				Requests ▪ All government agencies ▪ Local government
13E	There is a potential that a Failure of, or disruption to, an essential service or infrastructure event may occur in the Mackay Disaster District which will cause wide spread damage to property, agriculture, livestock losses thereby severely impacting on the social environment and commercial activity with the attendant loss of income and significant financial distress.	Failure of, or disruption to, an essential service or infrastructure	cial Setting	▪ Develop community awareness ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ SDRA ▪ NDRRA ▪ Engage indigenous communities	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ SDRA ▪ NDRRA
14A	Mackay Disaster District may be subject to an act of terrorism	Terrorism	People	▪ Public awareness ▪ Emergency Alert ▪ Established support networks ▪ Review Local & District DM Plans ▪ Organisational emergency safety procedures ▪ Safety Guidelines ▪ QPS CTLO Network	▪ Organisational incident management plans – QPS – DSDIP – QFES (HAZMAT) – QFRA – QAS – QHealth – QR – TMR – DEHP – SES ▪ Federal Govt – Air Services Australia – ADF/DFACA ▪ LDMP ▪ DDMP ▪ Evacuation arrangements ▪ Evacuation Centres

					▪ Volunteer Groups – Red Cross Salvation Army
14B	There is a potential that a terrorism event may occur in the Mackay Disaster District which may impact on the environment.	Terrorism	Environment	▪ Liaison with DEHP in relation to environmental consequences	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ QFES (HAZMAT) ▪ NGO's
14C	There is a potential that a terrorism event may occur in the Mackay Disaster District causing wide spread damage to property, agriculture, local business and industry.	Terrorism	Economy	▪ Building Regulations ▪ Business Continuity Plans	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process ▪ NGO's – Boral/Ergon
14D	There is a potential that a terrorism event may occur in the Mackay Disaster District which will impact on the capacity of public administration to support coastal communities of the Mackay Disaster District.	Terrorism	Public Admin	▪ Local Disaster Management Plan ▪ District Disaster Management Plan ▪ Business continuity plans	▪ LDMP ▪ DDMP ▪ Evacuation arrangements ▪ Evacuation Centres ▪ QBuild ▪ ADF Assistance/DFACA Requests ▪ All government agencies ▪ Local government
14E	There is a potential that a terrorism event may occur in the Mackay Disaster District which will cause wide spread damage to property, agriculture, livestock losses thereby severely impacting on the social environment and commercial activity	Terrorism	Social Setting	▪ Develop community awareness ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Business Continuity Plans ▪ Identify Recovery Centres	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities

	with the attendant loss of income and significant financial distress			▪ Develop Outreach Programs ▪ SDRA ▪ NDRRA ▪ Engage indigenous communities	▪ SDRA ▪ NDRRA
14F	There is a potential that a terrorism event may occur in Mackay Disaster District the effects of which may cause the failure of significant infrastructure and service delivery.	Terrorism	Infrastructure	▪ Training ▪ Business continuity plans ▪ Communication Plan ▪ Organisational emergency safety procedures ▪ Safety Guidelines	▪ Business Continuity Plans ▪ NGO's – Relevant port authority – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QHealth – Community Health – QAS – QFES (HAZMAT) ▪ ADF Assistance/DFACA Requests

Annexure D - Mackay District Risk Analysis

Risk Analysis						
Risk No	Level of Existing PP Controls	Level of Existing RR Controls	Consequence	Likelihood	Risk	Confidence Level
1	▪ District Disaster Management Plan ▪ Local Disaster Management Plans ▪ Exercise and evaluation ▪ Review Local & District DM Plans ▪ Support to QDMA ▪ Regular DDMG and LDMG Meetings ▪ LDMG engagement and liaison ▪ Selection of incumbent members to DDMG/LDMG ▪ DDMG/LDMG Induction ▪ Training ▪ DDMG/LDMG member roles & responsibilities ▪ Test communications systems ▪ Development of DDCC electronic information management processes ▪ Identify and negotiate SOA's ▪ Resource identification and auditing ▪ Ongoing risk assessment process ▪ Review of current and future technologies to distribute warning advice ▪ Ensure well being of DDCC staff and families	▪ Identify stakeholder roles and responsibilities ▪ Inclusion of response and recovery processes in DDMP and LDMP's Identify and utilise capacity of: ▪ Human Services ▪ QPS ▪ QAS ▪ QFES ▪ Local Bus Lines ▪ QRail ▪ Commercial air carriers ▪ ADF Assistance/DACC Requests ▪ Volunteer Organisations ▪ Medical Services ▪ QLD Disaster Relief Recovery Arrangements ▪ QFES RDA ▪ Insurance Councils of Australia – Catastrophe Arrangements ▪ Exercise and evaluation ▪ Ongoing risk assessment process				
1A	▪ Public Education ▪ Building Regulations ▪ Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge	▪ Identify at risk persons prior to the event ▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Establish places of refuge ▪ Volunteer Organisations ▪ SES	Major	Possible	High	High

	▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪ Auditing BCP's	▪ Australian Red Cross ▪ Local Government ▪ ADF ▪ QPS ▪ QAS ▪ QHealth				
1B	▪ Liaison with DEHP in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ NGO's	Minor	Possible	High	High
1C	▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Encourage retailers to hold extra non-perishable & non-essential stock	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process	Major	Possible	High	High
1D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government	Minor	Likely	Medium	High
1E	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness and identification of persons with special needs	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA	Catastrophic	Possible	High	High
1F	▪ Training ▪ Seasonal preparedness ▪ Business continuity plans	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea)	Minor	Possible	High	Moderate

	▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators ▪ Communication Plan	▪ NGO's – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QBuild – TMR – QFES RDA ▪ ADF Assistance/DACC Requests				
2A	▪ National Storm Tide Mapping Model ▪ Develop community awareness ▪ Building Regulations ▪ Auditing BCP's ▪ Ensure well being of DDCC staff and families Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks	▪ Identify at risk persons prior to the event ▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Establish places of refuge ▪ SES ▪ Australian Red Cross ▪ Local Government ▪ ADF ▪ QAS ▪ QHealth ▪ Local Government ▪ QFES RDA ▪ DVI	Moderate	Possible	Medium	High
2B	▪ Liaison with DEHP in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ NGO's	Minor	Possible	Low	High
2C	▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Encourage retailers to hold extra non-perishable & non-essential stock	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process	Major	Possible	Medium	High

2D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government	Minor	Possible	Low	High
2E	▪ Develop community awareness ▪ Advanced communication ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness ▪ identification of persons with special needs	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA	Moderate	Possible	Low	High
2F	▪ Training ▪ Seasonal preparedness ▪ Business continuity plans ▪ Identify at risk key utilities and develop BCP strategies ▪ Identify at risk key facilities and liaise with operators ▪ Communication Plan	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ NGO's – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QBuild – TMR – QFES RDA ▪ ADF Assistance/DACC Requests	Major	Possible	Medium	Moderate
3A	▪ LDMG to develop tsunami inundation mapping ▪ Develop community awareness ▪ Building Regulations ▪ Auditing BCP's ▪ Ensure well being of DDCC staff and families Evacuation arrangements	▪ Identify at risk persons prior to the event ▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Establish places of refuge ▪ SES ▪ Australian Red Cross	Major	Unlikely	Medium	High

	▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks	▪ Local Government ▪ ADF ▪ QAS ▪ QHealth ▪ QFES RDA ▪ DVI				
3B	▪ Liaison with DEHP in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ NGO's	Moderate	Rare	Low	Low
3C	▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Encourage retailers to hold extra non-perishable & non-essential stock	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process	Moderate	Rare	Low	High
3D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government	Minor	Rare	Low	High
3E	▪ Develop community awareness ▪ Advanced communication ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA	Moderate	Rare	Low	High

	promote awareness ▪ identification of persons with special needs					
3F	▪ Training ▪ Business continuity plans ▪ Identify at risk key utilities and develop BCP strategies ▪ Identify at risk key facilities and liaise with operators ▪ Communication Plan	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ NGO's – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QBuild – TMR – QFES RDA ▪ ADF Assistance/DACC Requests	Moderate	Rare	Low	Moderate
4A	▪ Public awareness ▪ Emergency Alert (post event)	▪ Local Government ▪ LDMP ▪ DDMP ▪ Evacuation centres ▪ Volunteer organisations ▪ Medical services ▪ Evacuation arrangements ▪ QFES ▪ SES ▪ DoC ▪ Centrelink ▪ Volunteer organisations	Major	Unlikely	Medium	High
4B	▪ Liaison with DEHP in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ NGO's	Minor	Unlikely	Low	Low
4C	▪ Business Continuity Plans ▪ Re-supply plans ▪ Hold extra non-perishable & non-essential stock	▪ Private sector ▪ Local government ▪ DEEDI	Moderate	Unlikely	Medium	High

4D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government	Moderate	Unlikely	Medium	High
4E	▪ Develop community awareness ▪ Establish media plan ▪ Use of Social media ▪ Establish hotlines ▪ Engage indigenous communities to promote awareness and identification of persons with special needs SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA	Moderate	Unlikely	Medium	High
4F	▪ Training ▪ Business continuity plans ▪ Identify at risk key utilities and develop BCP strategies ▪ Identify at risk key facilities and liaise with operators ▪ Communication Plan	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ NGO's – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QBuild – TMR – QFES RDA ▪ ADF Assistance/DACC Requests	Moderate	Unlikely	High	Moderate
5A	▪ LDMG to develop flood mapping ▪ Levee banks ▪ Drainage maintenance ▪ Develop community awareness ▪ Building Regulations ▪ Auditing BCP's ▪ Ensure wellbeing of DDCC staff and families Evacuation arrangements ▪ Development of local evacuation sub-plans	▪ QFES Swift Water Rescue ▪ DES Rescue Helo ▪ SES Flood boats ▪ Identify at risk persons prior to the event ▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Establish places of refuge ▪ SES ▪ Australian Red Cross	Moderate	Almost Certain	High	High

	▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks	▪ Local Government ▪ ADF ▪ QAS ▪ QHealth ▪ QFES RDA ▪ DVI				
5B	▪ Liaison with DEHP in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ NGO's	Minor	Almost Certain	Medium	Low
5C	▪ Business Continuity Plans ▪ Re-supply plans ▪ Hold extra non-perishable & non-essential stock	▪ Private sector ▪ Local government ▪ DSDIP	Minor	Almost Certain	Medium	High
5D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government	Minor	Almost Certain	Medium	High
5E	▪ Develop community awareness ▪ Establish media plan ▪ Use of Social media ▪ Establish hotlines ▪ Engage indigenous communities to promote awareness and identification of persons with special needs SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities	▪ DoC ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA	Minor	Almost Certain	Medium	High
5F	▪ Training ▪ Business continuity plans ▪ Identify at risk key utilities and develop BCP strategies ▪ Identify at risk key facilities and liaise with operators	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ NGO's – Telstra – Optus	Minor	Almost Certain	Medium	High

	▪ Communication Plan	– Ergon ▪ Local Government ▪ State Government – QBuild – TMR – QFES RDA ▪ ADF Assistance/DACC Requests				
6A	▪ Develop community awareness ▪ Building Regulations ▪ Auditing BCP's ▪ Ensure well being of DDCC staff and families Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks	▪ Identify at risk persons prior to the event ▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Establish places of refuge ▪ SES ▪ Australian Red Cross ▪ Local Government ▪ ADF ▪ QAS ▪ QHealth	Insignificant	Likely	Low	High
6B	▪ Liaison with DEHP in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ NGO's	Insignificant	Likely	Low	Low
6C	▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Encourage retailers to hold extra non-perishable & non-essential stock	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process	Insignificant	Likely	Low	High

6D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government	Insignificant	Likely	Low	High
6E	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness ▪ identification of persons with special needs	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA	Insignificant	Likely	Low	High
6F	▪ Training ▪ Seasonal preparedness ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators ▪ Communication Plan	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ NGO's – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QBuild – TMR – QFES RDA ▪ ADF Assistance/DACC Requests	Insignificant	Likely	Low	High
7A	▪ Develop community awareness ▪ Building Regulations Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge	▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ SES ▪ Australian Red Cross ▪ Local Government - engineers ▪ ADF ▪ QAS ▪ QHealth	Moderate	Possible	Medium	High

	▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪					
7B	▪ Liaison with DEHP in relation to environmental consequences ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ NGO's	Minor	Possible	Medium	Low
7C	▪ Building Regulations ▪ Business Continuity Plans	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process	Insignificant	Possible	Low	High
7D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government	Insignificant	Possible	Low	High
7E	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness ▪ identification of persons with special needs	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA	Insignificant	Possible	Low	High
7F	▪ Training ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ NGO's – Telstra	Insignificant	Possible	Medium	High

	operators ▪ Communication Plan	– Optus – Ergon ▪ Local Government ▪ State Government – QBuild – TMR – QFES RDA ▪ ADF Assistance/DACC Requests				
8A	▪ Develop community awareness ▪ Building Regulations Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪ Organisational emergency safety procedures ▪ Safety Guidelines	▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Organisational Plans – QPS/EORT – QFES – QAS – QHealth – DTMR – Dangerous Goods Branch – DSDIP – DNRM – WH&S – SES ▪ LDMP ▪ DDMP ▪ Insurance Council of Australia – Catastrophe Arrangements	Major	Possible	High	High
8B	▪ Liaison with DEHP in relation to environmental consequences ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ NGO's	Minor	Possible	Low	High
8C	▪ Building Regulations ▪ Business Continuity Plans	▪ Private sector ▪ Local government ▪ DEEDI ▪ Business by business decision process	Minor	Possible	Low	High
8D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government	Insignificant	Possible	Low	High

8E	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness ▪ identification of persons with special needs	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA	Minor	Possible	Low	High
8F	▪ Training ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators ▪ Communication Plan	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ NGO's – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QBuild – TMR – QFES RDA ▪ ADF Assistance/DACC Requests	Minor	Possible	Low	High
9A	▪ Develop community awareness ▪ QFES/QFRA community engagement ▪ Hazard reduction plans ▪ Media Plan Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points	▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Organisational Plans – QPS/EORT – QFES/QFRA – QAS – QHealth – DTMR – Dangerous Goods Branch – DSDIP – DNRM – WH&S – SES	Minor	Almost Certain	Medium	High

	▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪ Organisational emergency safety procedures ▪ Safety Guidelines	▪ LDMP ▪ DDMP ▪ Insurance Council of Australia – Catastrophe Arrangements				
9B	▪ Liaison with DEHP in relation to environmental consequences ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ NGO's	Minor	Almost Certain	Medium	High
9C	▪ Building Regulations ▪ Business Continuity Plans	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process	Insignificant	Almost Certain	Medium	High
9D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government	Insignificant	Almost Certain	Medium	High
9E	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness and identification of persons with special needs	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA	Insignificant	Almost Certain	Medium	High
9F	▪ Training ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators	▪ Business Continuity Plans ▪ Transport infrastructure (road & rail) ▪ NGO's – Telstra – Optus – Ergon	Insignificant	Almost Certain	Medium	High

	▪ Communication Plan	▪ Local Government ▪ State Government – QBuild – TMR – QFES/QFRA – QFES RDA ▪ ADF Assistance/DACC Requests				
10A	▪ Develop community awareness ▪ Media Plan Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪ Organisational emergency safety procedures ▪ Safety Guidelines	▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Organisational Plans – QPS/EORT – QFES/QFRA – Hazmat – WH&S – QAS – QHealth – DTMR – Dangerous Goods Branch – DSDIP – DNRM – WH&S – SES ▪ LDMP ▪ DDMP	Minor	Likely	High	High
10B	▪ Oil Spill Risk Assessment for Qld Coast and GB Reef ▪ Qld Coastal Contingency Action Plan ▪ Pollution Report ▪ Liaison with DEHP in relation to environmental consequences ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	▪ Qld Coastal Contingency Action Plan ▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ QFES (HAZMAT) ▪ MSQ ▪ NGO's	Moderate	Likely	High	Low
10C	▪ Building Regulations ▪ Business Continuity Plans	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process	Minor	Likely	Medium	High

10D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government	Insignificant	Likely	Low	High
10E	▪ Develop community awareness ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ SDRA ▪ NDRRA ▪ Engage indigenous communities	▪ DoCCSDC ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA	Insignificant	Likely	Low	High
10F	▪ Training ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators ▪ Communication Plan	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail, air & sea) ▪ NGO's – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QBuild – MSQ – TMR – QFES/QFRA – QFES RDA ▪ ADF Assistance/DACC Requests	Insignificant	Likely	Low	High
11A	▪ Develop community awareness ▪ Media Plan Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points	▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Organisational Plans – QPS/EORT – QFES/QFRA – QFES (HAZMAT) – Gas Examiner – Chemical Hazards and Emergency Management Unit – WH&S	Minor	Possible	Low	High

	▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪ Organisational emergency safety procedures ▪ Safety Guidelines	– QAS – QHealth – DTMR – Dangerous Goods Branch – DSDIP – DNRM – WH&S – SES ▪ LDMP ▪ DDMP				
11B	▪ Liaison with DEHP in relation to environmental consequences	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ QFES (HAZMAT) ▪ NGO's	Minor	Possible	Low	Low
11C	▪ Building Regulations ▪ Business Continuity Plans	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process ▪ NGO's – Boral/Ergon	Minor	Possible	Low	High
11D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government	Minor	Possible	Low	High
11E	▪ Develop community awareness ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ SDRA ▪ NDRRA ▪ Engage indigenous communities	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA	Insignificant	Possible	Low	High
11F	▪ Training ▪ Business continuity plans ▪ Communication Plan ▪ Organisational emergency safety procedures	▪ Business Continuity Plans ▪ Road closures 131940 ▪ NGO's – Relevant Port Authority – Telstra	Minor	Possible	Low	High

	▪ Safety Guidelines	– Optus – Ergon/Boral ▪ Local Government ▪ State Government – QBuild – Gas Examiner – TMR – QFES (HAZCHEM) ▪ ADF Assistance/DACC Requests				
12A	▪ Develop community awareness/resilience ▪ Media Plan Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪ Organisational emergency safety procedures ▪ Safety Guidelines	▪ *Guide for Queensland Government Agencies Key Response Actions H1n1 Influenza 09 (Human Swine Influenza* ▪ Organisational incident management plans – QPS – QFES (HAZMAT) – QFRA – QAS – QHealth – Community Health – QR – DSDIP – SES ▪ Federal Govt – Air Services Australia ▪ LDMP ▪ DDMP ▪ Implement evacuation arrangements ▪ Activate evacuation Centres ▪ Volunteer Groups – Red Cross – Salvation Army	Moderate	Possible	Medium	High
12B	▪ *DEHP Pest Management Plan 2010-2015*	▪ DEHP ▪ *DEHP Pest Mngmt Plan 2010-2015* ▪ Local Government ▪ Private sector ▪ Government agencies ▪ QFES (HAZMAT) ▪ NGO's	Minor	Possible	Low	Low

12C	▪ Organisational emergency safety procedures ▪ Safety Guidelines ▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Hold extra non-perishable & non-essential stock	▪ Private sector ▪ Local government ▪ LGAQ ▪ State Govt Agencies – DSDIP – DEHP Pest Mgmt Plan 2010-2015 ▪ Federal Govt – BioScience Aust ▪ NGO's – Telstra – Ergon	Minor	Possible	Low	High
12D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	▪ DPC ▪ All government agencies ▪ Local government	Minor	Possible	Low	High
12E	▪ Develop community awareness ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ SDRA ▪ NDRRA ▪ Engage indigenous communities	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA	Minor	Possible	Low	High
12F	▪ Training ▪ Business continuity plans ▪ Communication Plan ▪ Organisational emergency safety procedures ▪ Safety Guidelines	▪ Business Continuity Plans ▪ NGO's – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QHealth – Community Health – QAS – QFES (HAZMAT) – DERM Pest Mngmt Plan 2010-2015 – ▪ ADF Assistance/DACC Requests	Insignificant	Possible	Low	High

13A	▪ Develop community awareness/resilience ▪ Media Plan ▪ Established support networks ▪ Review Local & District DM Plans ▪ Organisational emergency safety procedures ▪ Safety Guidelines	▪ Organisational incident management plans – QPS – QFES – QFRA – QAS – QHealth – Community Health – QR – DSDIP – DEHP – SES ▪ LDMP ▪ DDMP ▪ Volunteer Groups – Red Cross – Salvation Army	Moderate	Likely	High	High
13B	▪ Liaison with DEHP in relation to environmental consequences	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ QFES (HAZMAT) ▪ NGO's	Insignificant	Likely	Low	High
13C	▪ Building Regulations ▪ Business Continuity Plans	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process ▪ NGO's – Boral/Ergon	Minor	Likely	Low	High
13D	▪ Local Disaster Management Plan ▪ District Disaster Management Plan ▪ Business continuity plans	▪ LDMP ▪ DDMP ▪ Evacuation arrangements ▪ Evacuation Centres ▪ QBuild ▪ ADF Assistance/DACC Requests ▪ All government agencies ▪ Local government	Minor	Likely	Low	High
13E	▪ Develop community awareness ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations	Minor	Likely	Low	High

	▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ SDRA ▪ NDRRA ▪ Engage indigenous communities	▪ Resupply to isolated communities ▪ SDRA ▪ NDRRA				
14A	▪ Public awareness ▪ Emergency Alert ▪ Established support networks ▪ Review Local & District DM Plans ▪ Organisational emergency safety procedures ▪ Safety Guidelines ▪ QPS CTLO Network	▪ Organisational incident management plans – QPS – DP&C – QFES (HAZMAT) – QFRA – QAS – QHealth – QR – TMR – DEHP – SES ▪ Federal Govt – Air Services Australia – ADF/DFACA ▪ LDMP ▪ DDMP ▪ Evacuation arrangements ▪ Evacuation Centres ▪ Volunteer Groups – Red Cross Salvation Army	Moderate	Possible	Medium	High
14B	▪ Liaison with DEHP in relation to environmental consequences	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ QFES (HAZMAT) ▪ NGO's	Minor	Possible	Low	Low
14C	▪ Building Regulations ▪ Business Continuity Plans	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process ▪ NGO's – Boral/Ergon	Moderate	Possible	Low	High

14D	▪ Local Disaster Management Plan ▪ District Disaster Management Plan ▪ Business continuity plans	▪ LDMP ▪ DDMP ▪ Evacuation arrangements ▪ Evacuation Centres ▪ QBuild ▪ ADF Assistance/DFACA Requests ▪ All government agencies ▪ Local government	Moderate	Possible	Medium	High
14E	▪ Develop community awareness ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ SDRA ▪ NDRRA ▪ Engage indigenous communities	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ SDRA ▪ NDRRA	Minor	Possible	Low	High
14F	▪ Training ▪ Business continuity plans ▪ Communication Plan ▪ Organisational emergency safety procedures ▪ Safety Guidelines	▪ Business Continuity Plans ▪ NGO's – Relevant port authority – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QHealth – Community Health – QAS – QFES (HAZMAT) ▪ ADF Assistance/DACC Requests	Minor	Possible	Low	High

Annexure E - Mackay District Risk Evaluation

Risk Evaluation						
Risk No	Tolerability	Treatment Strategies	Residual Consequence	Residual Likelihood	Residual Risk	Further Action
1A	Tolerable subject to ALARP	Evacuation arrangements ▪ Development of local evacuation plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify Places of refuge ▪ Evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Develop community awareness ▪ Evacuation routes ▪ Implementation of evacuation plan ▪ Establish Evacuation Centres ▪ Establish places of refuge ▪ Emergency Alert ▪ Established support networks ▪ Review Local & District DM Plans ▪ Building Regulations ▪ Local Disaster Management Plans (LDMP) – Evacuation Sub Plan ▪ District Disaster Management Plan (DDMP) ▪ Local & District Disaster Coordination Centres ▪ Ensure well-being of DDCC personnel and their families ▪ Volunteer Organisations ▪ SES ▪ Red Cross ▪ Medical Services ▪ QFES RDA ▪ ADF Assistance/DACC Requests ▪ Insurance Councils of Australia – Catastrophe Arrangements	Moderate	Possible	Medium	Continued treatment required, no further analysis

1B	Broadly Acceptable	▪ Levee banks ▪ Drainage maintenance	Minor	Possible	Low	No further treatment or analysis required
1C	Tolerable subject to ALARP	▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Encourage retailers to hold extra non-perishable & non-essential stock	Moderate	Possible	Medium	Continued treatment required, no further analysis
1D	Tolerable subject to ALARP	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	Minor	Possible	Medium	Continued treatment required, no further analysis
1E	Broadly acceptable	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness and identification of persons with special needs	Minor	Possible	Low	No further treatment or analysis required
1F	Broadly acceptable	▪ Training ▪ Seasonal preparedness ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators ▪ Communication Plan	Minor	Possible	Low	No further treatment or analysis required
2A	Tolerable subject to ALARP	▪ National Storm Tide Mapping Model ▪ Develop community awareness ▪ Building Regulations ▪ Auditing BCP's ▪ Ensure well being of DDCC staff and families Evacuation arrangements ▪ Development of local evacuation sub-plans	Moderate	Possible	Medium	Continued treatment required, no further analysis

		▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks				
2B	Broadly acceptable	▪ Liaison with DERM in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	Minor	Possible	Low	No further treatment or analysis required
2C	Tolerable subject to ALARP	▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Encourage retailers to hold extra non-perishable & non-essential stock	Major	Possible	High	Continued treatment required, no further analysis
2D	Broadly acceptable	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	Minor	Possible	Low	No further treatment or analysis required
2E	Broadly acceptable	▪ Develop community awareness ▪ Advanced communication ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness and identification of persons with special needs	Moderate	Possible	Low	No further treatment or analysis required

2F	Tolerable subject to ALARP	▪ Training ▪ Seasonal preparedness ▪ Business continuity plans ▪ Identify at risk key utilities and develop BCP strategies ▪ Identify at risk key facilities and liaise with operators ▪ Communication Plan	Major	Possible	High	Continued treatment required, no further analysis
3A	Tolerable subject to ALARP	▪ LDMG to develop tsunami inundation mapping ▪ Develop community awareness ▪ Building Regulations ▪ Auditing BCP's ▪ Ensure well being of DDCC staff and families Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks	Major	Unlikely	Medium	Continued treatment required, no further analysis
3B	Tolerable subject to ALARP	▪ Liaison with DEHP in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	Moderate	Rare	Low	No further treatment or analysis required
3C	Tolerable subject to ALARP	▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Encourage retailers to hold extra non-perishable & non-essential stock	Moderate	Rare	Low	No further treatment or analysis required
3D	Broadly Acceptable	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	Minor	Rare	Low	No further treatment or analysis required

3E	Broadly Acceptable	▪ Develop community awareness ▪ Advanced communication ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness and identification of persons with special needs	Moderate	Rare	Low	No further treatment or analysis required
3F	Broadly Acceptable	▪ Training ▪ Business continuity plans ▪ Identify at risk key utilities and develop BCP strategies ▪ Identify at risk key facilities and liaise with operators ▪ Communication Plan	Moderate	Rare	Low	No further treatment or analysis required
4A	Broadly acceptable	▪ Public awareness ▪ Emergency Alert (post event)	Major	Unlikely	Medium	No further treatment or analysis required
4B	Broadly acceptable	▪ Liaison with DEHP in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	Minor	Unlikely	Low	No further treatment or analysis required
4C	Tolerable subject to ALARP	▪ Business Continuity Plans ▪ Re-supply plans ▪ Hold extra non-perishable & non-essential stock	Moderate	Unlikely	Medium	No further treatment or analysis required
4D	Broadly Acceptable	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	Moderate	Unlikely	Medium	No further treatment or analysis required

4E	Broadly Acceptable	▪ Develop community awareness ▪ Establish media plan ▪ Use of Social media ▪ Establish hotlines ▪ Engage indigenous communities to promote awareness and identification of persons with special needs SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪	Moderate	Unlikely	Medium	No further treatment or analysis required
4F	Broadly Acceptable	▪ Training ▪ Business continuity plans ▪ Identify at risk key utilities and develop BCP strategies ▪ Identify at risk key facilities and liaise with operators ▪ Communication Plan	Moderate	Unlikely	Medium	No further treatment or analysis required
5A	Tolerable subject to ALARP	▪ LDMG to develop flood mapping ▪ Levee banks ▪ Drainage maintenance ▪ Develop community awareness ▪ Building Regulations ▪ Auditing BCP's ▪ Ensure well being of DDCC staff and families Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks	Insignificant	Almost Certain	Low	No further treatment or analysis required analysis required

5B	Broadly Acceptable	▪ Liaison with DEHP in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	Minor	Almost Certain	Medium	No further treatment or analysis required
5C	Tolerable subject to ALARP	▪ Business Continuity Plans ▪ Re-supply plans ▪ Hold extra non-perishable & non-essential stock	Minor	Almost Certain	Medium	No further treatment or analysis required
5D	Tolerable subject to ALARP	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	Minor	Almost Certain	Medium	No further treatment or analysis required
5E	Tolerable subject to ALARP	▪ Develop community awareness ▪ Establish media plan ▪ Use of Social media ▪ Establish hotlines ▪ Engage indigenous communities to promote awareness and identification of persons with special needs SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪	Minor	Almost Certain	Medium	No further treatment or analysis required
5F	Tolerable subject to ALARP	▪ Training ▪ Business continuity plans ▪ Identify at risk key utilities and develop BCP strategies ▪ Identify at risk key facilities and liaise with operators ▪ Communication Plan	Minor	Almost Certain	Medium	No further treatment or analysis required
6A	Broadly Acceptable	▪ Develop community awareness ▪ Building Regulations ▪ Auditing BCP's ▪ Ensure well being of DDCC staff and families	Insignificant	Likely	Low	No further treatment or analysis required

		Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪				
6B		▪ Liaison with DEHP in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	Insignificant	Likely	Low	No further treatment or analysis required
6C	Broadly Acceptable	▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Encourage retailers to hold extra non-perishable & non-essential stock	Insignificant	Likely	Low	No further treatment or analysis required
6D	Broadly Acceptable	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	Insignificant	Likely	Low	No further treatment or analysis required
6E	Broadly Acceptable	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness and identification of persons with special	Insignificant	Likely	Low	No further treatment or analysis required

		needs				
6F	Broadly Acceptable	▪ Training ▪ Seasonal preparedness ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators ▪ Communication Plan	Insignificant	Likely	Low	No further treatment or analysis required
7A	Broadly Acceptable	▪ Develop community awareness ▪ Building Regulations Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪	Insignificant	Possible	Low	No further treatment or analysis required
7B	Broadly Acceptable	▪ Liaison with DEHP in relation to environmental consequences ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	Minor	Possible	Low	No further treatment or analysis required
7C	Broadly Acceptable	▪ Building Regulations ▪ Business Continuity Plans ▪	Insignificant	Possible	Low	No further treatment or analysis required
7D	Broadly Acceptable	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	Insignificant	Possible	Low	No further treatment or analysis required

7E	Broadly Acceptable	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness and identification of persons with special needs	Insignificant	Possible	Low	No further treatment or analysis required
7F	Broadly Acceptable	▪ Training ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators ▪ Communication Plan	Insignificant	Possible	Low	No further treatment or analysis required
8A	Tolerable subject to ALARP	▪ Organisational emergency safety procedures ▪ Safety Guidelines ▪ Building Regulations Evacuation arrangements ▪ Develop community awareness ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks	Moderate	Possible	Medium	No further treatment or analysis required
8B	Broadly Acceptable	▪ Liaison with DEHP in relation to environmental consequences	Minor	Possible	Low	No further treatment or

		▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact				analysis required
8C	Broadly Acceptable	▪ Building Regulations ▪ Business Continuity Plans ▪	Minor	Possible	Low	No further treatment or analysis required
8D	Broadly Acceptable	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	Insignificant	Possible	Low	No further treatment or analysis required
8E	Broadly Acceptable	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness and identification of persons with special needs	Minor	Possible	Low	No further treatment or analysis required
8F	Broadly Acceptable	▪ Training ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators ▪ Communication Plan	Minor	Possible	Low	No further treatment or analysis required
9A	Tolerable subject to ALARP	▪ Develop community awareness ▪ QFES/QFRA community engagement ▪ Hazard reduction plans ▪ Media Plan Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres	Insignificant	Almost Certain	Medium	Continued treatment required, no further analysis

		▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪ Organisational emergency safety procedures ▪ Safety Guidelines				
9B	Tolerable subject to ALARP	▪ Liaison with DEHP in relation to environmental consequences ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	Minor	Almost Certain	Medium	Continued treatment required, no further analysis
9C	Tolerable subject to ALARP	▪ Building Regulations ▪ Business Continuity Plans ▪	Insignificant	Almost Certain	Medium	No further treatment or analysis required
9D	Tolerable subject to ALARP	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	Insignificant	Almost Certain	Medium	No further treatment or analysis required
9E	Tolerable subject to ALARP	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness and identification of persons with special needs	Insignificant	Almost Certain	Medium	Continued treatment required, no further analysis
9F	Tolerable subject to ALARP	▪ Training ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators	Insignificant	Almost Certain	Medium	Continued treatment required, no further analysis

		▪ Communication Plan				
10A	Tolerable subject to ALARP	▪ Develop community awareness ▪ Media Plan Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪ Organisational emergency safety procedures ▪ Safety Guidelines	Minor	Likely	Medium	Continued treatment required, no further analysis
10B		▪ Oil Spill Risk Assessment for Qld Coast and GB Reef ▪ Qld Coastal Contingency Action Plan ▪ Pollution Report ▪ Liaison with DEHP in relation to environmental consequences ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	Moderate	Likely	High	Continued treatment required, no further analysis
10C	Tolerable subject to ALARP	▪ Building Regulations ▪ Business Continuity Plans	Minor	Likely	Medium	Continued treatment required, no further analysis
10D	Broadly Acceptable	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	Insignificant	Likely	Low	No further treatment or analysis required
10E	Broadly Acceptable	▪ Develop community awareness ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Business Continuity Plans	Insignificant	Likely	Low	No further treatment or analysis required

		▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ SDRA ▪ NDRRA ▪ Engage indigenous communities				
10F	Broadly Acceptable	▪ Training ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators ▪ Communication Plan	Insignificant	Likely	Low	No further treatment or analysis required
11A	Broadly Acceptable	▪ Develop community awareness ▪ Media Plan Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪ Organisational emergency safety procedures ▪ Safety Guidelines	Minor	Possible	Low	No further treatment or analysis required
11B	Broadly Acceptable	▪ Liaison with DEHP in relation to environmental consequences	Minor	Possible	Low	No further treatment or analysis required
11C	Broadly Acceptable	▪ Building Regulations ▪ Business Continuity Plans ▪	Minor	Possible	Low	No further treatment or analysis required
11D	Broadly Acceptable	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	Minor	Possible	Low	No further treatment or analysis required

11E	Broadly Acceptable	▪ Develop community awareness ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ SDRA ▪ NDRRA ▪ Engage indigenous communities	Insignificant	Possible	Low	No further treatment or analysis required
11F	Broadly Acceptable	▪ Training ▪ Business continuity plans ▪ Communication Plan ▪ Organisational emergency safety procedures ▪ Safety Guidelines	Insignificant	Possible	Low	No further treatment or analysis required
12A	Tolerable subject to ALARP	▪ Develop community awareness/resilience ▪ Media Plan Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪ Organisational emergency safety procedures ▪ Safety Guidelines	Moderate	Possible	Medium	Further treatment and analysis required
12B	Tolerable subject to ALARP	▪ *DEHP Pest Management Plan 2010-2015*	Minor	Possible	Low	Continued treatment required. No further analysis required
12C	Tolerable subject to ALARP	▪ Organisational emergency safety procedures ▪ Safety Guidelines ▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans	Moderate	Possible	Medium	Further treatment and analysis required

		▪ Hold extra non-perishable & non-essential stock				
12D	Tolerable subject to ALARP	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take	Minor	Possible	Low	No further treatment or analysis required
12E	Tolerable subject to ALARP	▪ Develop community awareness ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ SDRA ▪ NDRRA ▪ Engage indigenous communities	Minor	Possible	Low	No further treatment or analysis required
12F	Broadly Acceptable	▪ Training ▪ Business continuity plans ▪ Communication Plan ▪ Organisational emergency safety procedures ▪ Safety Guidelines	Insignificant	Possible	Low	No further treatment or analysis required
13A	Tolerable subject to ALARP	▪ Organisational incident management plans – QPS – QFES – QFRA – QAS – QHealth – Community Health – QR – DSDIP – DEHP – SES ▪ LDMP ▪ DDMP ▪ Volunteer Groups – Red Cross – Salvation Army	Moderate	Possible	Medium	No further treatment or analysis required
13B	Broadly Acceptable	▪ DEHP ▪ Local Government	Insignificant	Possible	Low	No further treatment or

		▪ Private sector ▪ Government agencies ▪ QFES (HAZMAT) ▪ NGO's				analysis required
13C	Tolerable subject to ALARP	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process ▪ NGO's – Boral/Ergon	Minor	Possible	Low	No further treatment or analysis required
13D	Tolerable subject to ALARP	▪ LDMP ▪ DDMP ▪ Evacuation arrangements ▪ Evacuation Centres ▪ QBuild ▪ ADF Assistance/DACC Requests ▪ All government agencies ▪ Local government	Minor	Possible	Low	No further treatment or analysis required
13E	Tolerable subject to ALARP	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ SDRA ▪ NDRRA	Minor	Possible	Low	No further treatment or analysis required
14A	Tolerable subject to ALARP	▪ Organisational incident management plans – QPS – DP&C – QFES (HAZMAT) – QFRA – QAS – QHealth – QR – TMR – DEHP – SES ▪ Federal Govt – Air Services Australia	Moderate	Possible	Medium	Ongoing treatment and analysis required

		– ADF/DFACA ▪ LDMP ▪ DDMP ▪ Evacuation arrangements ▪ Evacuation Centres ▪ Volunteer Groups – Red Cross Salvation Army				
14B	Tolerable subject to ALARP	▪ DEHP ▪ Local Government ▪ Private sector ▪ Government agencies ▪ QFES (HAZMAT) ▪ NGO's	Minor	Possible	Low	No further treatment or analysis required
14C	Tolerable subject to ALARP	▪ Private sector ▪ Local government ▪ DSDIP ▪ Business by business decision process ▪ NGO's – Boral/Ergon	Moderate	Possible	Medium	Ongoing treatment and analysis required
14D	Tolerable subject to ALARP	▪ LDMP ▪ DDMP ▪ Evacuation arrangements ▪ Evacuation Centres ▪ QBuild ▪ ADF Assistance/DFACA Requests ▪ All government agencies ▪ Local government	Minor	Possible	Low	Ongoing treatment and analysis required
14E	Broadly Acceptable	▪ DoCCSDS ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ SDRA ▪ NDRRA	Minor	Possible	Low	No further treatment or analysis required
14F	Broadly Acceptable	▪ Business Continuity Plans ▪ NGO's – Relevant port authority	Minor	Possible	Low	Ongoing treatment and analysis required

		– Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QHealth – Community Health – QAS – QFES (HAZMAT) ▪ ADF Assistance/DFACA Requests				

Annexure F - Mackay District Risk Treatment Plan

Risk No.	Treatment Strategy	Priority	Responsible Agency	Consequential Actions	Implementation Timeframe	Performance Measures Including reporting and monitoring requirements
1	▪ District Disaster Management Plan ▪ Local Disaster Management Plans ▪ Exercise and evaluation ▪ Review Local & District DM Plans ▪ Support to QDMA ▪ Regular DDMG and LDMG Meetings ▪ LDMG engagement and liaison ▪ Selection of incumbent members to DDMG/LDMG ▪ DDMG/LDMG Induction ▪ Training ▪ DDMG/LDMG member roles & responsibilities ▪ Test communications systems ▪ Development of DDCC electronic information management processes ▪ Identify and negotiate SOA's ▪ Resource identification and auditing ▪ Ongoing risk assessment process ▪ Review of current and future technologies to distribute warning advice Ensure well being of DDCC staff and families	1	QPS	▪ Identify stakeholder roles and responsibilities ▪ Inclusion of response and recovery processes in DDMP and LDMP's Identify and utilise capacity of: ▪ Human Services ▪ QPS ▪ QAS ▪ QFES ▪ Bus Companies ▪ QRail ▪ Commercial air carriers ▪ ADF Assistance/DACC Requests ▪ Volunteer Organisations ▪ Medical Services ▪ QLD Disaster Relief Recovery Arrangements ▪ QFES RDA ▪ Insurance Councils of Australia – Catastrophe Arrangements ▪ Exercise and evaluation Ongoing risk assessment process	Ongoing	▪ Annual review and audit ▪ Evaluation of exercises to test plans ▪ Evaluation of performance of plans and coordination centres during activation
1A	Evacuation arrangements ▪ Development of local evacuation plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify Places of refuge ▪ Evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Develop community awareness ▪ Evacuation routes	1	ALL Agencies	▪ Identify at risk persons prior to the event ▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Establish places of refuge ▪ Volunteer Organisations ▪ SES ▪ Australian Red Cross ▪ Local Government ▪ ADF ▪ QPS	Ongoing	▪ Annual review and audit ▪ Evaluation of exercises to test plans ▪ Evaluation of performance of plans and coordination centres during activation

	▪ Implementation of evacuation plan ▪ Establish Evacuation Centres ▪ Establish places of refuge ▪ Emergency Alert ▪ Established support networks ▪ Review Local & District DM Plans ▪ Building Regulations ▪ Local Disaster Management Plans – Evacuation Sub Plan ▪ District Disaster Management Plan ▪ Local & District Disaster Coordination Centres ▪ Ensure well-being of DDCC personnel and their families ▪ Volunteer Organisations ▪ SES ▪ Red Cross ▪ Medical Services ▪ QFES RDA ▪ ADF Assistance/DACC Requests Insurance Councils of Australia – Catastrophe Arrangements			▪ QAS ▪ QHealth		
1B	▪ Levee banks ▪ Drainage maintenance	2	DEHP Local Government Private sector Government agencies NGO's	Flood studies		
1C	▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Encourage retailers to hold extra non-perishable & non-essential stock	3	Private sector Local government DSDIP Business by business decision process			

1D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take		DPC All State govt. agencies Local government			
1E	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness and identification of persons with special needs		DoCCSDS Human Services QPS Volunteer organisations	▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA		
1F	▪ Training ▪ Seasonal preparedness ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators ▪ Communication Plan		NGO's – Telstra – Optus – Ergon Local Government State Government – QBuild – TMR – QFES RDA – ADF	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ ADF Assistance/DACC Requests		
2A	▪ National Storm Tide Mapping Model ▪ Develop community awareness ▪ Building Regulations		SES Australian Red Cross Local Govt	▪ Identify at risk persons prior to the event ▪ Implementation of evacuation sub-plan		

	▪ Auditing BCP's ▪ Ensure well being of DDCC staff and families Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks		ADF QAS QHealth QFES RDA DVI	▪ Establish evacuation centres ▪ Establish places of refuge		
2B	▪ Liaison with DEHP in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact		DEHP Local Govt Private sector All Govt agencies NGO's			
2C	▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Encourage retailers to hold extra non-perishable & non-essential stock		Private sector Local Govt DSDIP Business by business decision process			
2D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take		DPC All Govt agencies Local Govt			
2E	▪ Develop community awareness ▪ Advanced communication ▪ SDRA		QFES DoCCSDS Human	▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements		

	▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness and identification of persons with special needs		Services QPS Volunteer organisations	▪ SDRA ▪ NDRRA		
2F	▪ Training ▪ Seasonal preparedness ▪ Business continuity plans ▪ Identify at risk key utilities and develop BCP strategies ▪ Identify at risk key facilities and liaise with operators ▪ Communication Plan		NGO's – Telstra – Optus – Ergon Local Government State Government – QBuild – TMR – QFES RDA – ADF	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ ADF Assistance/DACC Requests		
3A	▪ LDMG to develop tsunami inundation mapping ▪ Develop community awareness ▪ Building Regulations ▪ Auditing BCP's ▪ Ensure well being of DDCC staff and families Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points		SES Australian Red Cross Local Govt ADF QAS QHealth QFES RDA DVI	▪ Identify at risk persons prior to the event ▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Establish places of refuge		

	▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks					
3B	▪ Liaison with DERM in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact	3	DEHP Local Govt Private sector All Govt agencies NGO's			
3C	▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Encourage retailers to hold extra non-perishable & non-essential stock		Private sector Local Govt DSDIP Business by business decision process			
3D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take		DPC All Govt agencies Local Govt			
3E	▪ Develop community awareness ▪ Advanced communication ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness and identification of persons with special needs		QFES DoCCSDS Human Services QPS Volunteer organisations	▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA		

3F	▪ Training ▪ Business continuity plans ▪ Identify at risk key utilities and develop BCP strategies ▪ Identify at risk key facilities and liaise with operators ▪ Communication Plan		NGO's – Telstra – Optus – Ergon Local Govt State Govt – QBuild – TMR – QFES RDA – ADF	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ ADF Assistance/DACC Requests		
4A	▪ Public awareness ▪ Emergency Alert (post event)		QFES QFES SES DoCCSDS Human Services Volunteer organisations	▪ Local Govt ▪ Local Disaster Management Plan ▪ District Disaster Management Plan ▪ Evacuation centres ▪ Volunteer organisations ▪ Medical services ▪ Evacuation arrangements ▪ QFES ▪ SES ▪ DoC ▪ Centrelink ▪ Volunteer organisations		
4B	▪ Liaison with DERM in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact		DEHP Local Govt Private sector State Govt agencies NGO's			
4C	▪ Business Continuity Plans ▪ Re-supply plans ▪ Hold extra non-perishable & non-essential stock		Private sector Local Govt DSDIP			
4D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and		DPC All Govt agencies			

	preparatory action to take		Local Govt			
4E	▪ Develop community awareness ▪ Establish media plan ▪ Use of Social media ▪ Establish hotlines ▪ Engage indigenous communities to promote awareness and identification of persons with special needs SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪		QFES DoCCSDS Human Services QPS Volunteer organisations	▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA		
4F	▪ Training ▪ Business continuity plans ▪ Identify at risk key utilities and develop BCP strategies ▪ Identify at risk key facilities and liaise with operators ▪ Communication Plan		NGO's – Telstra – Optus – Ergon Local Govt State Govt – QBuild – TMR – QFES RDA – ADF	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ ADF Assistance/DACC Requests		
5A	▪ LDMG to develop flood mapping ▪ Levee banks ▪ Drainage maintenance ▪ Develop community awareness ▪ Building Regulations ▪ Auditing BCP's ▪ Ensure well being of DDCC staff and families Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups		QFES Swift Water Rescue DES Rescue Helo SES Flood boats SES Australian Red Cross Local Government	Identify at risk persons prior to the event Implementation of evacuation sub-plan Establish evacuation centres Establish places of refuge		

	▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks		ADF QAS QHealth QFES RDA DVI			
5B	▪ Liaison with DERM in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact		DEHP Local Govt Private sector State Govt agencies NGO's			
5C	▪ Business Continuity Plans ▪ Re-supply plans ▪ Hold extra non-perishable & non-essential stock		Private sector Local Govt DSDIP			
5D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take		DPC All Govt agencies Local Govt			
5E	▪ Develop community awareness ▪ Establish media plan ▪ Use of Social media ▪ Establish hotlines ▪ Engage indigenous communities to promote awareness and identification of persons with special needs SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪		QFES DoCCSDS Human Services QPS Volunteer organisations	▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA		

5F	▪ Training ▪ Business continuity plans ▪ Identify at risk key utilities and develop BCP strategies • *Identify at risk key facilities and liaise with operators* • *Communication Plan*		NGO's – Telstra – Optus – Ergon Local Govt State Govt – QBuild – TMR – QFES RDA – ADF	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ ADF Assistance/DACC Requests		
6A	▪ Develop community awareness ▪ Building Regulations ▪ Auditing BCP's ▪ Ensure well being of DDCC staff and families Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪		SES Australian Red Cross Local Govt ADF QAS QHealth	▪ Identify at risk persons prior to the event ▪ Implementation of evacuation sub-plan ▪ Establish evacuation centres ▪ Establish places of refuge		
6B	▪ Liaison with DERM in relation to environmental consequences ▪ Levee banks ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact		DEHP Local Govt Private sector State Govt agencies NGO's			

6C	▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Encourage retailers to hold extra non-perishable & non-essential stock		Private sector Local Govt DSDIP Business by business decision process			
6D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take		DPC All Govt agencies Local Govt			
6E	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness and identification of persons with special needs		QFES DoCCSDS Human Services QPS Volunteer organisations	▪ Resupply to isolated communities ▪ Insurance Council of Australia – Catastrophe Arrangements ▪ SDRA ▪ NDRRA		
6F	▪ Training ▪ Seasonal preparedness ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators ▪ Communication Plan		NGO's – Telstra – Optus – Ergon Local Govt State Govt – QBuild – TMR – QFES RDA – ADF	▪ Business Continuity Plans ▪ Transport infrastructure (road, rail air & sea) ▪ ADF Assistance/DACC Requests		

7A	▪ Develop community awareness ▪ Building Regulations Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪					
7B	▪ Liaison with DERM in relation to environmental consequences ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact					
7C	▪ Building Regulations ▪ Business Continuity Plans ▪					
7D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take					
7E	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness and					

	identification of persons with special needs					
7F	▪ Training ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators • *Communication Plan*					
8A	▪ Organisational emergency safety procedures ▪ Safety Guidelines ▪ Building Regulations Evacuation arrangements ▪ Develop community awareness ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks					
8B	▪ Liaison with DERM in relation to environmental consequences ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact					
8C	▪ Building Regulations ▪ Business Continuity Plans ▪					

8D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take					
8E	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness and identification of persons with special needs					
8F	▪ Training ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators ▪ Communication Plan					
9A	▪ Develop community awareness ▪ QFES/QFRA community engagement ▪ Hazard reduction plans ▪ Media Plan Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points					

	▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪ Organisational emergency safety procedures • *Safety Guidelines*					
9B	▪ Liaison with DERM in relation to environmental consequences ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact					
9C	▪ Building Regulations ▪ Business Continuity Plans ▪					
9D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take					
9E	▪ Develop community awareness ▪ SDRA ▪ NDRRA ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ Resupply to isolated communities ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Engage indigenous communities to promote awareness and identification of persons with special needs					
9F	▪ Training ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators					

	▪ Communication Plan					
10A	▪ Develop community awareness ▪ Media Plan Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪ Organisational emergency safety procedures ▪ Safety Guidelines					
10B	▪ Oil Spill Risk Assessment for Qld Coast and GB Reef ▪ Qld Coastal Contingency Action Plan ▪ Pollution Report ▪ Liaison with DERM in relation to environmental consequences ▪ Drainage maintenance ▪ Identify environmental hazards which may exacerbate impact					
10C	▪ Building Regulations ▪ Business Continuity Plans					
10D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take					
10E	▪ Develop community awareness ▪ Establish media plan ▪ Establish hotlines					

	▪ Use of Social media ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ SDRA ▪ NDRRA ▪ Engage indigenous communities					
10F	▪ Training ▪ Business continuity plans ▪ Identify key utilities and develop BCP strategies ▪ Identify key facilities and liaise with operators ▪ Communication Plan					
11A	▪ Develop community awareness ▪ Media Plan Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪ Organisational emergency safety procedures ▪ Safety Guidelines					
11B	▪ Liaison with DERM in relation to environmental consequences					
11C	▪ Building Regulations ▪ Business Continuity Plans ▪					

1D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take					
1E	▪ Develop community awareness ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ SDRA ▪ NDRRA ▪ Engage indigenous communities					
1F	▪ Training ▪ Business continuity plans ▪ Communication Plan ▪ Organisational emergency safety procedures ▪ Safety Guidelines					
2A	▪ Develop community awareness/resilience ▪ Media Plan Evacuation arrangements ▪ Development of local evacuation sub-plans ▪ Identify special needs groups ▪ Identify evacuation centres ▪ Identify places of refuge ▪ Consider evacuation timelines ▪ Trigger points ▪ Emergency Alert ▪ Test and review plans ▪ Identify evacuation routes ▪ Established support networks ▪ Organisational emergency safety procedures ▪ Safety Guidelines					

12B	▪ *DERM Pest Management Plan 2010-2015*					
12C	▪ Organisational emergency safety procedures ▪ Safety Guidelines ▪ Building Regulations ▪ Business Continuity Plans ▪ Re-supply plans ▪ Hold extra non-perishable & non-essential stock					
12D	▪ Business continuity plans ▪ Each agency to develop plans to address own processes and preparatory action to take					
12E	▪ Develop community awareness ▪ Establish media plan ▪ Establish hotlines ▪ Use of Social media ▪ Business Continuity Plans ▪ Identify Recovery Centres ▪ Develop Outreach Programs ▪ SDRA ▪ NDRRA ▪ Engage indigenous communities					
12F	▪ Training ▪ Business continuity plans ▪ Communication Plan ▪ Organisational emergency safety procedures ▪ Safety Guidelines					
13A	▪ Organisational incident management plans – QPS – QFES – QFRA – QAS – QHealth – Community Health – QR					

	– DEEDI – DERM – SES ▪ Local Disaster Management Plan ▪ District Disaster Management Plan ▪ Volunteer Groups – Red Cross – Salvation Army					
3B	▪ DERM ▪ Local Government ▪ Private sector ▪ Government agencies ▪ QFES (HAZMAT) ▪ NGO's					
3C	▪ Private sector ▪ Local government ▪ DEEDI ▪ Business by business decision process ▪ NGO's – Boral/Ergon					
3D	▪ Local Disaster Management Plan ▪ District Disaster Management Plan ▪ Evacuation arrangements ▪ Evacuation Centres ▪ QBuild ▪ ADF Assistance/DACC Requests ▪ All government agencies ▪ Local government					
3E	▪ DoC ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ SDRA ▪ NDRRA					
4A	▪ Organisational incident management plans					

	– QPS – DP&C – QFES (HAZMAT) – QFRA – QAS – QHealth – QR – TMR – DERM – SES ▪ Federal Govt – Air Services Australia – ADF/DFACA ▪ Local Disaster Management Plan ▪ District Disaster Management Plan ▪ Evacuation arrangements ▪ Evacuation Centres ▪ Volunteer Groups – Red Cross Salvation Army					
4B	▪ DERM ▪ Local Government ▪ Private sector ▪ Government agencies ▪ QFES (HAZMAT) ▪ NGO's					
4C	▪ Private sector ▪ Local government ▪ DEEDI ▪ Business by business decision process ▪ NGO's – Boral/Ergon					
4D	▪ Local Disaster Management Plan ▪ District Disaster Management Plan ▪ Evacuation arrangements ▪ Evacuation Centres ▪ QBuild ▪ ADF Assistance/DFACA Requests ▪ All government agencies ▪ Local government					

14E	▪ DoC ▪ Human Services ▪ QPS ▪ Volunteer organisations ▪ Resupply to isolated communities ▪ SDRA ▪ NDRRA					
14F	▪ Business Continuity Plans ▪ NGO's – Relevant port authority – Telstra – Optus – Ergon ▪ Local Government ▪ State Government – QHealth – Community Health – QAS – QFES (HAZMAT) ADF Assistance/DFACA Requests					

Annexure G –
Mackay DDMG Aviation Cell Sub Plan

Mackay District Disaster Management Group

Aviation Coordination Instructions

Amendments list

The table below provides an explanation of terminology used within the context of this document.

Amendment		Plan Updated	
No / Ref	Issue Date	Inserted by	Date
1	01/01/2016	S/Sgt Paul Algie	01/01/2016

Abbreviations

The table below provides an explanation of terminology used within the context of this document.

Term	Definition
Activate/d	To start up the DDCC Aviation Cell and develop the cell's operations and staffing to meet the current and projected situation.
Activation	The process to activate the Aviation Cell.
Air asset / Services	Any aircraft that has been configured and deployed to conduct a task or tasks specific to the operation.
Aircraft	Any air asset including both fixed-wing or rotary machines.
Allocation	A resource which has been distributed to an incident, group or location.
Aviation	A term used to define the business or practice of one or all of the following; designing, developing or producing, operating or using aircraft.
LDMG Local arrangement tasking's	A term used to describe arrangements / contracts Local Councils have put in place with private contractors for the use of aircraft during disaster operations.
Member Agency	An agency which has been identified as having the capacity and capability to assist the DDCC Aviation Cell.
Prioritise / Prioritising	To fill a request for air assets in order of need and importance.
Request	A verbal or written instruction regarding the need for air asset/s and/or support to undertake an activity.
Resource	Any aircraft or support service available or potentially available for operations.
SAR	Qualified Search and Rescue Officer.
SITREPS	A brief periodic report of the current situation (verbally or written).
Tasking	The process of transferring a request for air assets and/or support into an activity to be accomplished within a defined period of time or by a deadline.

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Administration and Governance

Purpose

The purpose of the District Disaster Coordination Centre (DDCC) Aviation Cell is to provide District wide oversight and coordination of, and support for, aviation resources during disaster operations.
This document is to be read in conjunction with;
1. District Disaster Management Plan;
2. Rural Fire Service Queensland, Air Operations Directives;
3. Queensland Emergency Helicopter Network: Helicopter Tasking Guideline;
4. SDCC Aviation Cell General Instructions; and
5. Annexure A – Air Services Coordination flowchart.

General Information

Identified risk factors within the Mackay Disaster District includes flooding of the Pioneer and Isaac and Don Rivers and their subsidiary river systems. This results in both flooding and isolation of communities within the district and may necessitate the need for and coordination of air services.

Whilst flooding focused, this instruction should be considered to meet the needs of any disaster situation (all hazards approach).

The coordination of aviation assets during a disaster event is a complex and high risk task that requires a thorough understanding of this specialised field. During disaster events, it is imperative that the agency responsible for raising, training and maintaining this capability is also a key decision maker during an event. The Mackay District Disaster Management Plan identifies Queensland Fire and Emergency Services (QFES) as the agency with specialist training and capacity to perform this role. The Australian Defence Force (ADF) is also identified in this role when deployed to assist in disaster response.

Roles and responsibilities

Member Agencies

- Identify and nominate individuals with the appropriate knowledge, experience and authority to fulfil their agreed roles and responsibilities within the District Aviation Cell.
- Ensure those air assets and supporting resources utilised on a day to day 'business as usual' basis comply with international, national and state standards and agency operational procedures.
- Ensure sufficient support is available to the DDCC Aviation Cell. This support must be scalable to meet the levels of activity and demand placed on the cell during disaster operations.
- Assist and participate in joint training, testing and exercising.

DDCC Aviation Cell

- Ensure member agencies are identified and integrated into the cell.
- Assess and analyse the threat of the emerging disaster situation.
- Plan for the potential requirements for air assets and associated support for the emerging disaster situation.
- Coordinate and direct air assets that are allocated to the Mackay Disaster District.

- Task and monitor resources allocated to disaster response and recovery operations in the Mackay Disaster District.
- Provide support to the QFES Aircraft Officer/s assigned to the Mackay DDMG.
- Establish and maintain communications between the affected Local Government(s), Mackay DDCC, State Disaster Coordination Centre (SDCC) and relevant groups utilising air assets.
- Utilise Aircraft Officer/s and member agency networks to assist in maintaining visibility of air assets and supporting resources including the safe operation of air assets within the area of operations.
- Ensure continuity between allocated disaster response air assets and those air assets utilised by agencies for day to day 'business as usual' operations.
- Identify where necessary and request logistics support within the operational area through the SDCC logistics cell for items such as:
    - Fuel
    - Accommodation
    - Travel
    - Additional aviation requirements not available via member agencies.
- Provide timely updates, reports and advice to the DDC and the Mackay DDMG as required.
- Liaise with the SDCC Aviation Cell, Civil Aviation Safety Authority (CASA) and Air Services Australia (ASA) in conjunction with member agency networks as required to establish temporary restricted operating areas.

Principles of Operation

- The safety of operations as well as the effective and efficient use of air assets during a disaster is of paramount importance.
- The DDCC Aviation Cell will provide the planning, direction and coordination of allocated air assets and associated supporting resources during disaster operations.
- Allocation of air assets for disaster response remains the responsibility of the State through the SDCC via the Aviation Cell.
- The SDCC Aviation Cell will also provide operational management of aviation resources at the district level when requested or required.
- The Chair of the SDCG will provide direction where there are competing demands for resources and tasking during a disaster response that cannot be collaboratively resolved by the SDCC Aviation Cell Manager between tasking agencies.

Operation

- Upon request to the SDCC, the SDCC Aviation Cell may allocate task specific air assets to the Mackay DDMG.
- The Mackay DDCC Aviation Cell will be responsible for district operational planning and tasking of air assets that are allocated to their area of responsibility.
- An Airbase/s is to be established at a suitable location/s if air assets are allocated to the Mackay DDMG.
- Dependent upon competing tasking requests, the SDCC Aviation Cell can reallocate air assets in consultation with the Mackay DDMG.
- The SDCC Aviation Cell in consultation with the Mackay DDMG may extract air assets when they are no longer operationally required to ensure availability and effective use of these limited resources
- Communication between the SDCC Aviation Cell and Mackay DDMG will be via the normal Queensland disaster management arrangements.

- The Mackay DDCC Aviation Cell is to liaise with the SDCC Aviation Cell, CASA and Air Services Australia in relation to disaster area restrictions for air traffic movement and operations and associated Notice to Airmen (NOTAMs).

Safety

- Aviation safety is a term used to encompass all safety aspects involved in the management and use of aircraft.
- The Aviation Cell and its Member Agencies will ensure that those aspects within their control and responsibility will be maintained at the highest possible safety standards and within the safest operational parameters possible during an event.
- Certain aspects such has air traffic control and air space management are outside the authority of the Aviation Cell and Member Agencies.
- The Aviation Cell and Member Agencies will work with those organisations which have the authority such has Civil Aviation Safety Authority (CASA) and Air Services Australia (ASA) to ensure safe operation of aircraft.

Triggers and Authority for Activation

- The activation of the Mackay DDCC Aviation Cell can be independent to the activation of the Mackay DDCC.
- The Mackay DDCC Aviation Cell can be activated on the basis of disaster related situations that have happened, is happening or is likely to happen.
- The Chair of the Mackay DDMG, Aviation Cell Manager or a senior representative from any member agency of the aviation cell can request the activation of the cell prior to DDCC activation.
- The relevant senior representative requesting the activation will contact the Chair of the Mackay DDMG to formally request activation of the Mackay DDCC Aviation Cell.

Position Responsibilities

The DDCC Aviation Cell Member Agency representatives must have the appropriate knowledge, experience and authority to fulfil their agreed roles and responsibilities.

District Disaster Coordinator (DDC)

The DDC is responsible for providing strategic oversight and district-wide management and coordination of multi-agency air assets during disaster operations, including;

- Establish and maintain communication of Aviation Cell operations across district and local levels;
- Allocation and re-allocation of air assets to support district and local level disaster response;
- Ensure deployment of QFES Air Operations Managers, Aircraft Officers, Air Base Managers and Air Support Advisors to support district and local level disaster response;
- Provide liaison between cell member agencies and LDCC'S to support collaborative Whole of Government (WoG) response to disaster response;
- Provide timely advice to SDCC of Aviation Cell operations and logistical requirements; and
- Appoint Aviation Cell Manager to collaboratively resolve competing demands for air assets.

DDCC Aviation Cell Manager (as appointed by DDC) Responsibilities;

- Responsible and accountable for the functions of DDCC Aviation Cell;
- Assemble relevant stakeholder representatives;
- Resolution of competing requests for air assets in consultation with DDC and requesting agency;
- Liaison with aviation cell member agencies, LDCC'S and SDCC Aviation Cell;
- Monitor / Track all aviation RFA'S from DDCC;
- Provide reporting as required by DDC / XO / SDCC on tasking operations and status; and
- Provide daily and as required SITREPS to the SDCC Aviation Cell Manager on current available air assets and operational air activities.

Queensland Fire and Emergency Services (QFES) representative

- Provide liaison and advice regarding QFES capabilities;
- Manage air assets and air base management capabilities to support DDMG;
- Liaise with LDMG/DDMG to identify suitable resources;
- Co-ordinate air operations in accordance with QFES operational doctrine and protocols;
- Monitor receipt and progress of RFA / Tasking's utilising DDCC DIEMS Portal; and
- Provide advice on prioritising of tasks.

Queensland Ambulance Service (QAS) representative

- Provide liaison and advice regarding QAS / QCC capabilities and taskings;
- Provide medical and coordination advice; and
- Provide advice on prioritising of tasks.

Queensland Police Service (QPS) representative

- Provide liaison and advice regarding search and rescue operations and requirements;
- Liaison with QPS State SAR coordinator;
- Liaison with Police Communication Centres;
- Provide a person appropriately trained in the data management of DIEMS to manage RFA's received from DDCC; and
- Provide advice on prioritising of tasks.

Australian Defence Force (ADF) representative

- Provide liaison and advice regarding ADF capabilities.
- Provide liaison and advice regarding ADF capabilities and requirements to support DDMG;
- Liaison to manage ADF air assets to support DDMG in accordance with ADF operational doctrine and protocols; and
- Provide advice on prioritising of tasks.

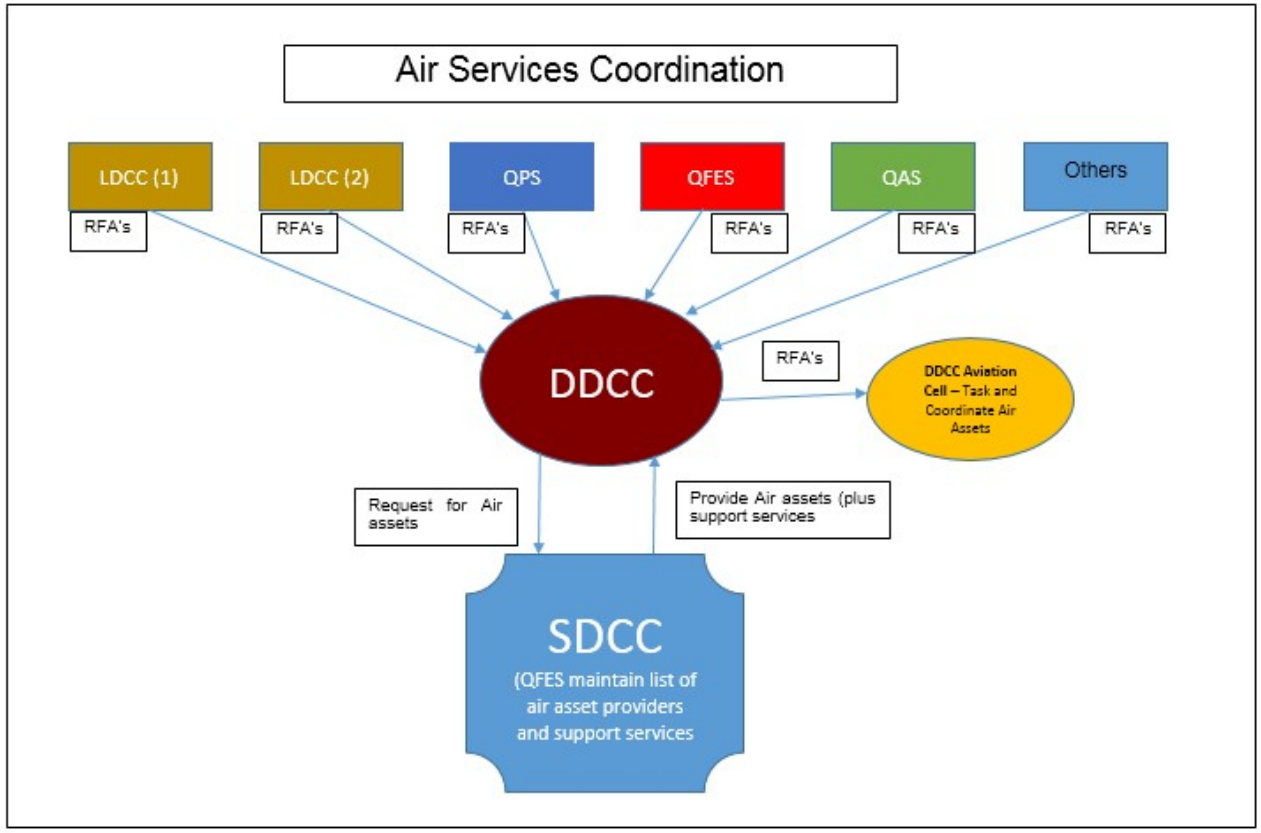
LDMG Air Support Advisor

- Providing advice to the DDMG on the following:
  - Air asset requirements for the appropriate disaster response
  - Air asset capability, tracking and availability
  - Logistics support requirements
  - Suitability of landing zones for emplaning and deplaning.
  - Requirement for CASA designated restricted or danger areas
  - Review of air asset requirements
- Tasking of air assets in accordance with their capability
- Oversight of the safe management of emplaning/ deplaning zones
- Coordination of air operations to reduce confliction within the disaster operational area, this could include:
  - Allocation of discrete frequencies
  - Identify approach and departure points from landing zones
  - Briefing on restricted areas, meteorological conditions
  - Current air activity
  - Monitoring fuel supplies
- Provide daily and as required situation reports (SITREPS) to the SDCC Aviation Cell Manager on current available air assets and operational air activity.
- Maintain a register of allocated tasks for NDRRA financial recovery.

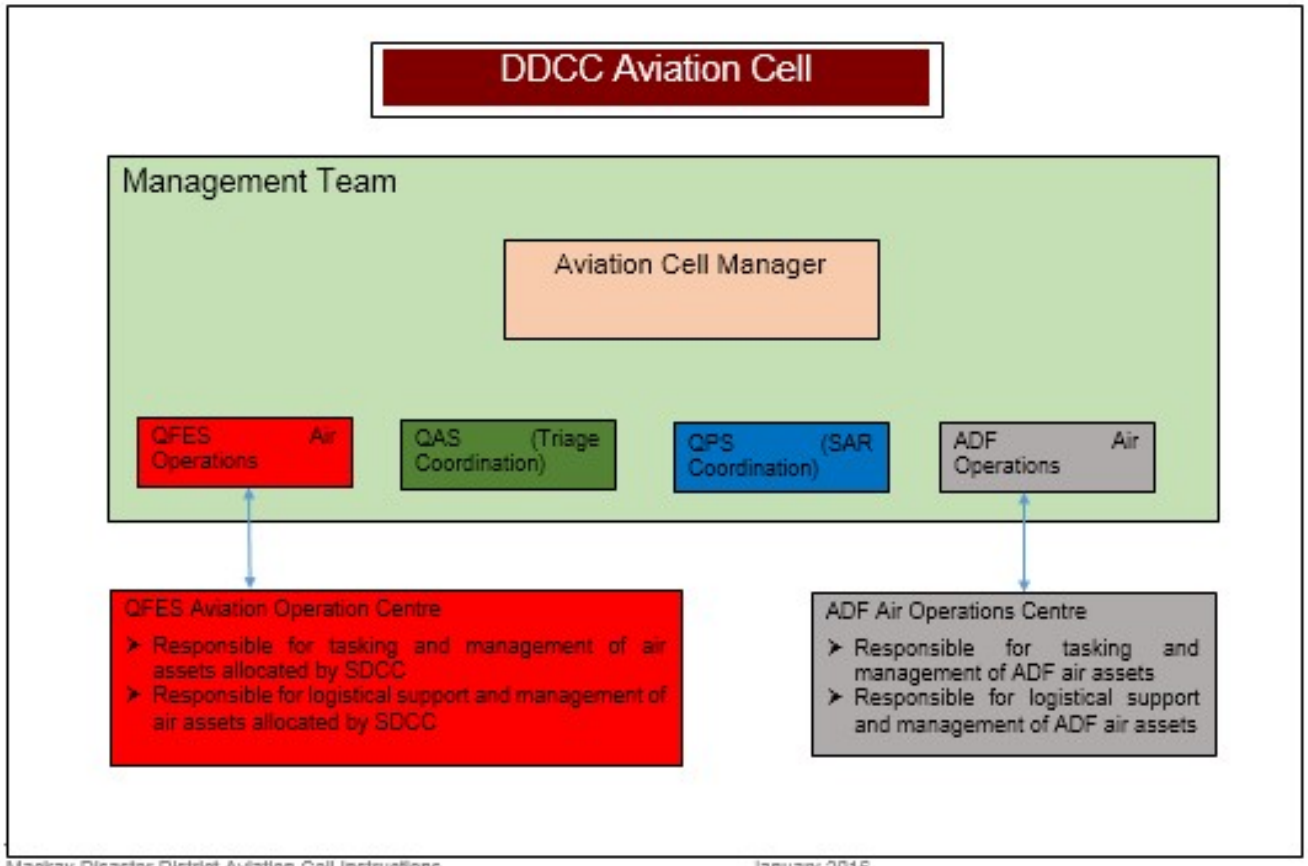
Executive Officer (XO)

- Support Training, Exercising and Testing of DDCC Aviation Cell annually or on request of QFES representative;
- Review and maintenance of DDCC Air Services Coordination General Instruction; and
- Identify / review predetermined airbase operation sites within district in consultation with LDMG / QFES.

Annexure A – Air Services Coordination

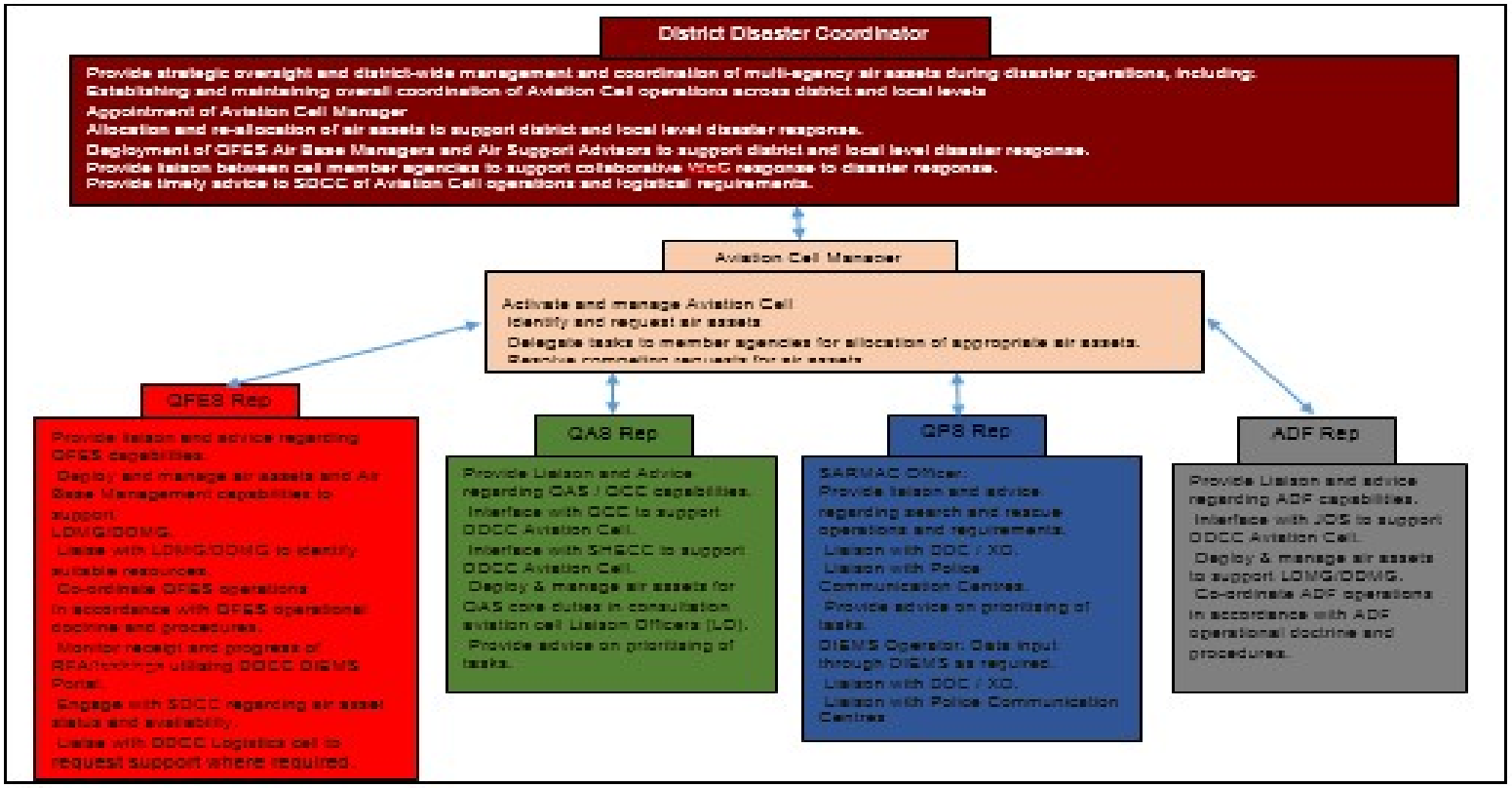


Annexure B – District Disaster Coordination Centre Aviation Cell



Mackay Disaster District Aviation Cell Instructions January 2016

Annexure C – Coordination Centre roles and responsibilities



Annexure H – Mackay District Disaster Management Calendar

Mackay District Emergency Management Calendar 2016

Course	Venue	January	February	March	April	May	June	July	August	September	October	November	December
Queensland Disaster Management Arrangements (QDMA) 2hr	Department of Housing - Mackay	13											
Whitsunday LDMG meeting and Induction	WRC	18											
Mackay LDMG meeting and Induction	MRC - Mackay		8										
Whitsunday LDMG meeting and Induction	WRC		15										
Human and Social Recovery Group	Department of Communities - Mackay		18										
Queensland Disaster Management Arrangements (QDMA) 2hr	Department of Communities - Mackay		29										
Human and Social Recovery Group	Department of Communities - Mackay			17									
Mackay DDMG meeting and Induction	QPS - Mackay			24									
Whitsunday LDMG meeting and DM Planning module 1 training	WRC				4								
District DMO Meeting / Teleconference	MRC - Mackay				12								
District DMO Meeting / Teleconference	TBC					3							
Mackay Councillors QDMA training	MRC - Mackay					6							
IGEM DMO conference Cairns	Tradewinds Cairns					4,5,6							
Mackay LDMG meeting	MRC - Mackay					9							
Whitsunday LDMG meeting and Evacuation module 1-2 training	WRC					16							
Isaac LDMG meeting	IRC - Moranbah					16							
Mackay Councillors Recovery training	MRC - Mackay					17							
Human and Social Recovery Group	Department of Communities - Mackay					19							
ANZ Disaster Management Conference	Gold Coast					30-31							
"Active Armed Offender" desktop exercise	Central Queensland University (City Campus).					30							
QDMA for QAS senior officers	QAS Beaconsfield Office							7					
IGEM Mackay Capability Review workshop - David Sheedy	QPS - Mackay							14					
Whitsunday LDMG meeting - Bowen	WRC							18					
IRC QDMA training Nebo	IRC - Nebo							19					
IRC LDMG meeting	IRC - Moranbah							20					
Mackay DDMG meeting	QPS - Mackay							21					
Human and Social Recovery Group	Department of Communities - Mackay							21					
IRC QDMA training Nebo	IRC - Moranbah, Clermont, St Lawrence							26-28					
Mackay LDMG meeting - Exercise	MRC - Mackay								1				
IRC LDCC and Guardian Training	IRC - Moranbah, Clermont, St Lawrence								16-18				
Guardian User Group Conference Gympie	Gympie								23-25				
Mackay LDMG meeting	MRC - Mackay								29				
AFAC16 conference	Brisbane Convention Centre								30 Aug - 1 Sep				
QDMA training for WRC Mayor and Councillors	WRC - Bowen Council Office									7			
Mackay DDMG meeting	QPS - Mackay									15			
Human and Social Recovery Group	Department of Communities - Mackay									15			
Whitsunday LDMG meeting	WRC									19			
Proserpine Cyclone Shelter Training	WRC									21			
Bowen Cyclone Shelter Training	WRC									22			
Mackay LDMG meeting	MRC - Mackay										10		
Disaster Coordination Centre Training	WRC										25		
Recovery Training	WRC											8	
Isaac LDMG meeting and Exercise	IRC - Moranbah											10	
Mackay DDMG meeting	QPS - Mackay											17	
Human and Social Recovery Group	Department of Communities - Mackay											17	
Whitsunday LDMG meeting	WRC											21	
Mackay LDMG meeting	MRC - Mackay											28	
Human and Social Recovery Group	Department of Communities - Mackay												8 TBC
Whitsunday LDMG meeting	WRC												19

Training bookings contact Carla Adams, Queensland Fire and Emergency Management - EMC 0409 316 798 or (07) 4965 6651
carla.adams@qfes.qld.gov.au

Annexure I – Mackay District DDCC Instructions

Mackay Police District

District Instructions

MACKAY DISTRICT DISASTER COORDINATION CENTRE

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2. AIM:

The intent of these district instructions is to outline the processes for personnel operating in the Mackay District Disaster Coordination Centre (MKYDDCC). This instruction details what is expected and required of each member during centre operations in response to a major emergency or disaster event.

Information contained within these instructions provides a mechanism for all individuals working in the centre to communicate, operate and undertake administrative duties in a cohesive manner.

This instruction is an internal document of the MKYDDCC and should be reviewed and updated regularly following activation and debriefs. This instruction is to be read in conjunction with the *Disaster Management Act 2003* (the Act), Mackay District Disaster Management Plan and relevant sections of the Queensland Police Service Operational Procedures Manual.

The purpose of these instructions is to document the processes involved in the activation and operation of a District Disaster Coordination Centre (DDCC).

Superintendent Glenn Morris
District Disaster Coordinator
Mackay District Disaster Management Group
November 2018

3. AMENDMENTS:

Amendment Number	Date of Amendment	Amended By	Date Entered
1	04/11/15	S/Sgt ALGIE	04/11/15. Add DDCC layout.
2	06/12/2017	S/Sgt Holdcroft	06/12/2017 Amended DDCC Instructions
3	01/11/2018	S/Sgt Holdcroft	01/11/2018 Supt G. Morris DDC

4. OBJECTIVES:

1. To design a common blueprint for the setting up of the MKYDDCC.

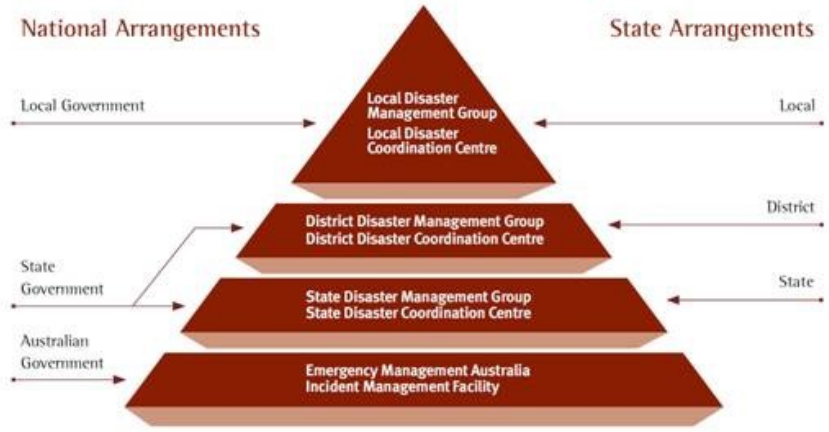
2. To identify roles and responsibilities applicable to the running of the MKYDDCC.

3. To detail the duties and functions of staff detailed to work during an activation of the MKYDDCC.

4. To outline the operational procedures to be applied once the MKYDDCC is activated.

5. OVERVIEW:

The Act, provides the legislative basis for disaster management arrangements in Queensland. Including establishment of disaster management groups for state, disaster districts and local government areas (see Figure 1). The Act also provides the legislative basis for the preparation of disaster management plans and guidelines, including the State Disaster Management Plan, which records agreed management arrangements for coordination of disaster prevention, preparedness, response and recovery operations.



Queensland disaster management arrangements

6. INTRODUCTION:

The MKYDDCC will be activated in accordance with the provisions of the Mackay District Disaster Management Plan. Activation of the MKYDDCC is scalable dependant on the particular circumstances of each event. Generally, a staged response will be employed, with additional members and liaison officers contacted, as required.

The role of the centre is to ensure that all relevant operational information is channelled into the centre and that the coordination and management of resources in response to a disaster event affecting this or in support of adjoining districts occurs.

The centre will be activated by the DDC to co-ordinate the response and resource support to the local government areas of Mackay, Isaac and Whitsunday Regional Council in the event of a disaster event threatening or impacting upon these areas.

The Co-ordination Centre may also be activated to co-ordinate the activities in support of other Disaster Districts in response to a request from these areas as a result of an event which impacts upon them.

7. DOCUMENT CONTROL:

This is a controlled document. Document control is managed by the Mackay Disaster District Executive Officer (XO) and is vested in the Chairperson of the Mackay District Disaster Management Group (MKYDDMG).

Suggested amendments to these procedures should be forwarded in writing to:

Senior Sergeant John Holdcroft
The Executive Officer
Mackay District Disaster Management Group
c/o Mackay Police
Queensland Police Service
PO Box 261
Mackay QLD 4740

Amendments to this document will be issued as required.

These procedures replace all previous documents and will be reviewed and revised annually.

8. LOCATION OF THE COORDINATION CENTRE:

The MKYDDCC is situated in the Mackay District Office, Level 1, Suite 1, Healthpoint Chemist Building, 67 Sydney Street, Mackay.

Contact Numbers for the Centre are:	**Number**
Coordination Centre	(07) 4840 0000
Operations	(07) 4840 0000
Planning	(07) 4840 0000
Intelligence	(07) 4840 0000
Administration & Logistics	(07) 4840 0000
Facsimile	(07) 4840 0000
Emergency Lines (in event of phone failure)	**(07) 4840 0000**
	(07) 4840 0000
	(07) 4840 0000

The secondary MKYDDCC is situated at the Mackay Northern Beaches Police Station, Rural View

Contact Numbers for the Centre are:	Number
Coordination Centre	(07) 4969 7666
Facsimile	(07) 4969 7688

Induction/Briefings

An induction briefing will be provided to all new personnel required to work within the MKYDDCC. This induction will include and not be limited to such issues as layout of the building, MKYDDCC processes, evacuation procedures and workplace health and safety issues.

Power Supply

The Mackay District Office is serviced by mains power with a back-up generator. Generators will be supplied by the contracted supplier, upon request in the Cyclone season and positioned on the ground floor undercover car park. Servicing, health checks and refuelling are conducted on a regular timeframe by the contracted Supplier.

Operation, services, health checks and refuelling of the generator will be managed by the contracted supplier.

In the event of an impending event in which there is a strong possibility of a power outage (for example, severe storm), the contracted supplier will conduct tests to ensure the generators continued operability throughout the event.

Cost Centre

MKYDDCC is captured within the cost centre designed for the collation of all disaster specific costs incurred by the Mackay District. The cost code for these purposes is: 1140452. All expenditure should be approved by the DDC or XO prior to any purchases being made.

Floor Plan

A recommended floor plan is found at Appendix 1. This plan may be adjusted to suit individual circumstances but will ensure that all administrative, equipment and personnel are appropriately positioned and available during centre operations.

Information Management

The DDCC will operate DIEMS (Disaster Incident and Events Management Systems) as its primary information management database. This system is both internal and external facing, thus it may be accessed from "any" internet-enabled device. The URL for accessing the DIEMS Operational environment from outside the QPS network is: https://diems.police.qld.gov.au/eoc7.

All personnel working within the DDCC are to utilise DIEMS. Access to this system can be obtained from the XO and use of the following User name:

Username: 40……(Registered no.)

9. ROLES AND RESPONSIBILITIES:

Local Government

In the event of a disaster event, or impending disaster event, Local Disaster Management Groups (LDMGs) are responsible for activating their own plans and coordination centres (LDCCs). These centres will primarily take calls from the public which will be actioned through local resources. These LDMGs are the primary responders in response to an incident that effects their area, this includes its own employees and resources, and the community volunteers including the State Emergency Service (SES).

Where an LDMG is unable to address a situation through its own resources (and contacts) it has immediately available, the LDMG may make a request (RFA – Request for Assistance) to the MKYDDMG through the DDCC for assistance.

In a disaster operation, LDMGs may be requested to provide:

- ✓ Regular situation reports. As a minimum requirement, copies of situation reports should be forwarded to the DDCC by no later than 12 midday to ensure timely collation and forwarding of the District SITREP to the SDCC (sdcc@qfes.qld.gov.au).
- ✓ In addition, a 'State Update' is required by 2000hrs and 0600hrs each day (dot point – by exception)

- ✓ A liaison officer to the DDCC.
- ✓ Attend and participate in DDMG meetings/teleconferences (as required).

DDCC Liaison Officers

In any disaster operation the persons who are the appointed liaison officers need to be in a position to assist in the management of the disaster response. This includes having knowledge and expertise in disaster management and the ability to commit resources of their parent agency.

Government and Non-Government Agencies

Depending upon the type of disaster, various government and non-government agencies will play a part in the disaster response.

In a disaster situation, government and non-government agencies may be requested to provide:

- ✓ Regular daily SITREPs. As a minimum requirement, copies of situation reports should be forwarded to the DDCC by no later than 12midday to ensure timely collation and forwarding of the District SITREP to the SDCC.
- ✓ In addition, a 'State Update' is required by 2000hrs and 0600hrs each day (dot point – by exception)
- ✓ Provision of a liaison officer to the DDCC. This liaison officer may be full time, part time or available by telephone (as appropriate).
- ✓ Advise of any media releases made by that department/agency.
- ✓ Attend and participate in DDMG meetings (as required).

Some examples of responsibilities are given below:

Organisation / Agency	Function
QPS	• Preservation of peace and good order • Prevention of crime • Maintenance of any site as a possible crime scene • Coronial investigation procedures • Traffic control, including assistance with road closures and maintenance of road blocks • Crowd control • Coordination of evacuation operations • Coordination of search and rescue operations • Protection of property and damaged premises in evacuated areas • Registration of evacuated persons • Coordinating response for Traffic, rail and air incidents • Coordination of a Counter-Terrorism response
Queensland Fire and Emergency Services	• Provision of advice and assistance to all agencies within Queensland's disaster management arrangements. • Provision of Emergency Supply arrangements, • Provision of advice to disaster managers at all levels of the state's disaster management arrangements. • Ensuring that disaster management activities within the State are consistent with the strategic policy framework. • Development and maintenance of the States Disaster Management Plan. • Training of disaster management stakeholders • Review of District and Local Plans
Department of Communities, Child Safety and Disability Services	• State's coordinating agency for social/community response and recovery planning and issues • Coordination of community recovery services including; o Information on the range of recovery services available o Information on the psychological effects of disaster o Personal support services o Personal Hardship financial assistance measures - NDRRA / SDRA or other approved government assistance measures to eligible applicants o Provision of counselling and mental health services o Long term accommodation services o Facilitation of community participation in the redevelopment of social networks and community infrastructure

Department of Transport and Main Roads	• 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, rail and maritime infrastructure • Provision of transport engineering advice including infrastructure service capacities relating to roads, bridges, ports and rail lines • Provision of information at State and District Disaster levels on road, rail, maritime and air service closures and / or restrictions
Department of Public Works (DHPW)	• Building and Engineering Services • Communications Infrastructure; • Inspection and repair of structures & communication issues • Provision of shelter • Framework of support from all service areas within the departments administrative portfolio including: - o DHPW o Project Services o Queensland Purchasing o Sales and Distribution Services o QFleet o QLD Govt Chief Information Office o CITEC o Other service areas of the department
Queensland Health	• Coordination of medical resources • Lead agency for pandemics • Public health advice and warnings to participating agencies and the community • Psychological and counselling services for disaster affected persons • Ongoing medical and health services required during the recovery period to preserve the general health of the community
Local Government	• Maintenance of Local government functions (via local government business continuity and recovery Planning) • Maintenance of normal Local government services to the community and critical infrastructure protection • Development and maintenance of disaster management plans • Development and maintenance of a public education/awareness programs • Establishment, maintenance and operation of a LDCC including the training of sufficient personnel to

	operate the centre • Coordination of support to emergency response agencies • Maintenance of warning and telemetry systems • Collection and interpretation of information from telemetry systems • Reconnaissance and post impact assessments • Debris clearance of roads and bridges • Issuance of public information prior to, during and post disaster • Recommendations with regard to areas to be considered for managed evacuation • Public advice with regard to voluntary evacuation • Provision of locally based community recovery services in conjunction with other recovery agencies • Evacuation centre management

It should be noted, that Government and Non-Government Agencies should attempt to source resources needed through their own normal channels with information and advice communicated to the DDCC to ensure planning continuance, as per the DDMG Emergency Supply Sub-Plan.

Human Resources - If additional staff are required, these should be sourced through each organisation or other contacts. If unable to source these additional resources or time frames need to be reduced, these should be requested through the DDC.

Physical Resources – The agency should attempt to source physical resources through their own normal channels. If unable to source the equipment, a request should be made to the DDC.

It needs to be stressed, that in a disaster situation, time-frames are critical to assist in the recovery. For this reason, it is recommended that wherever possible, sufficient resources are requested to reduce the time taken to respond. For example, if one local chainsaw team took four weeks to clear an area it is recommended to ask for three additional chainsaw teams so the same task can be completed in one week.

Emergency Supply - QFES now lead this function, supported by relevant members of the District Disaster Management Group (DDMG) and in collaboration with QPS Officers in the District Disaster Coordination Centre (DDCC).

The purpose of the Mackay DDMG Emergency Supply Sub-Plan is to ensure the provision of emergency supplies necessary to support disaster operations. The plan will be activated when the capacity of the Local Disaster Management Group or Groups and local agencies is exceeded in a disaster event.

LDMG Police Liaison Officers

The OIC of each respective police division attends and performs the functions of the QPS representative for that LDMG. At least one primary liaison officer and a secondary officer are to be appointed. These officers are to attend all LDMG meetings for their respective LDMG area. Their functions include:

- ✓ Attend the Local Disaster Coordination Centre (LDCC);
- ✓ Provide QPS advice and liaison for the members at that centre;
- ✓ Ensure that any matters requiring the attention of police are addressed (task QPS resources via the Mackay Communications Centre);
- ✓ Provide advice to the District Officer on the policing response to the event;
- ✓ Provide feedback on the status of tasks being performed by the QPS;
- ✓ Review RFAs submitted by the LDC to ensure sufficient details including contact person/phone numbers, specific nature of the request, what has been done by the LDCC/response agency to address the request, urgency and any other relevant information;
- ✓ Provide reports to the LDC on the status of requests for assistance (RFAs) submitted by the LDCC;
- ✓ Contact evacuation centres and determine the number of occupants and identified issues;
- ✓ Liaise with other agency / departmental liaison officers in support of police tasks required to be complete (example Transport Inspectors –enforcement of road closure signs); and
- ✓ Work with the LDCC regarding the preparation and forwarding of the LDMG SITREP to the District Group.

District Disaster Management Group

A DDMG is established for each disaster district. The MKYDDMG operates under the direction of the *Disaster Management Act 2003* and provides support to the local areas in compliance with Section 23 of the *Disaster Management Act*. The functions of the Mackay DDMG are:

	DDMG FUNCTION	SUMMARY
(a)	Ensure that disaster management and disaster operations in the district are consistent with the SDMG's SPF for disaster management for the State;	The Strategic Policy Framework (SPF) establishes elements, strategies and key performance indicators for the disaster management groups to discharge their DM responsibilities in accordance with the DM Act.
(b)	Develop effective disaster management for the district, including a District Disaster Management Plan (DDMP), and regularly review and assess disaster management;	Effective disaster management for DDMG's follows the comprehensive (all-hazards, all agencies and prepared communities) approach of prevention, preparedness, response and recovery, whilst applying effective risk management.
(c)	Provide reports and make recommendations to the SDMG about matters relating to disaster management and disaster operations in the district;	Establishment of DDMG accountability through consistent reporting (preparation of special reports, annual reports and operational reports) on disaster management and disaster operations against the SPF ensures DDMG's meet their responsibilities in accordance with the DM Act.
(d)	Regularly review and assess the disaster management of LDMG's in the district;	Effective disaster management for LDMG's follows the national concepts and principles of a comprehensive (prevention,

		preparedness, response and recovery), all-hazards, all agencies and prepared communities approach, whilst applying effective risk management. It is the role of the DDMG to review and assess LDMG disaster management activities in the disaster district annually.
(e)	Ensure that any relevant decisions and policies made by the SDMG are incorporated in its disaster management, and the disaster management of LDMG's in the district;	SDMG decisions and policies such as the State Plan, the SPF and disaster management or operational guidelines are considered and incorporated into District and Local disaster management through planning and DM activities.
(f)	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;	Disaster management and disaster operational activities and requirements are communicated to the community, utilising effective public education, and awareness strategies and mechanisms.
	DDMG FUNCTION	**SUMMARY**
(g)	Coordinate the provision of State resources and services to support the LDMG's in the District	The capacity and capability of local government is enhanced through identification and provision of resources in an organised, timely and efficient manner to the affected communities, following the disaster management pyramid and considering the operational priorities against the presented risks.
(h)	Identify resources that may be used for disaster operations in the district;	Resources are identified and prioritised by undertaking a risk management assessment of the disaster district. This identifies those resources that will be required and are accessible within the district. A gap analysis and contingency plans are implemented to ensure the shortfall can be accessed from outside the disaster district e.g. State or Australian Government.
(i)	Make plans for the allocation, and coordination of the usage of resources mentioned in paragraph (h);	Development of disaster plans at all levels of government to guide disaster management activities.
(j)	Establish and review communication systems for use when a disaster happens, in the group, and with and between LDMG's in the district;	Maintain a contemporary, up to date approach to communications and communication systems.
(k)	Ensure information about an event or a disaster in the district is promptly given to the SDMG and each LDMG in the district;	Establish clear command, control and coordination arrangements to support disaster management and operations at all levels.

(l)	Prepare, under s. 53 of the DM Act, a DDMP;	The DDMP outlines how disaster management principles are applied, how risks to the district are managed and how disaster operation arrangements will be activated.
(m)	Perform other functions given to the group under this Act;	Other functions may be accepted by members in support of a lead agency's management of events, such as Avian / Equine Influenza or an oil spill.
(n)	Perform a function incidental to a function mentioned in paragraphs (a) to (m).	Members will have the resources to assist other agencies and the community from time to time. Through effective plans collaborative arrangements may be reached by agreement.

The MKYDDMG consists of Core Group and Advisory members.

Core Group - comprises representatives from the Functional Lead Agencies that are generally involved in all events (all hazards approach) for which the DDMG may be activated. Membership of the Core Group (section 24 DMA 2003) is:

DDMG Position	Organisation	Organisational Position
DDC/Chairperson	QPS	District Officer (Superintendent)
Deputy Chairperson	QPS	Country Inspector
Executive Officer	QPS	Senior Sergeant (Disaster Management Support Officer)
Member – Local Govt.	Mackay Regional Council	Mayor – Chair LDMG
Member – Local Govt.	Isaac Regional Council	Mayor – Chair LDMG
Member – Local Govt.	Whitsunday Regional Council	Mayor – Chair LDMG
Member – Govt. Dept.	Queensland Fire and Emergency Services	Emergency Management Coordinator
Member – Govt. Dept.	Department of Housing and Public Works	Regional Manager Q-Build
Member – Govt. Dept.	Department Transport and Main Roads	Manager, (Client Service Delivery) Central
Member – Govt. Dept.	Queensland Health	District CEO Qld Health
Member – Govt. Dept.	Queensland Public Health	Director Environmental Health CQ
Member – Govt. Dept.	Department of Communities, Child Safety and Disability Services	Community Support Officer Community Recovery
Member – Govt. Dept.	Queensland Ambulance Service	Chief Superintendent Mackay LASN
Member – Govt. Dept.	Queensland Fire and Emergency Service	Area Director CQ

Advisory groups which attend and provide advice and support to the core group include:

Organisation	Organisational Position
Building Services Authority	Area Manager, BSA
QR National	Network Production Manager QR National
Red Cross	Regional Manager
Telstra	Emergency Services Liaison Officer
Mackay Regional Council	Local Disaster Coordinator LDMG
Isaac Regional Council	Local Disaster Coordinator LDMG
Whitsunday Regional Council	Local Disaster Coordinator LDMG
Rural Fire Service	Regional Director
Ergon Energy	Operations Manager
Department of Agriculture Fisheries and Forestry	Chief Vet Officer
Bureau of Meteorology	Officer in Charge
Department of Natural Resources and Mines	District Inspector
Department of Education Training and Employment	Director Regional Services CR
Department of Environment and Resource Management	Regional Manager, Land Services, Central West
Regional Harbour Master	Regional Harbour Master
Media Liaison Officer	QPS – Mackay DCPC
Australian Defence Forces	Liaison Officer
Other representatives of organisations / agencies as required.	

10. ROLE OF THE DISTRICT DISASTER COORDINATION CENTRE:

The primary functions of the DDCC include forward planning, resource and information management. In particular, the DDCC facilitates;

- the implementation of operational decisions of the DDC;
- coordination of allocated local and State resources in support of the local government response, and
- provision of prompt and relevant information to both State (SDCC) and local disaster coordination centres (LDCC) concerning any disaster event occurring within the disaster district.

The DDC has overall responsibility for the establishment and operation of the DDCC. The executive officer is the responsible manager operational capability of the DDCC

The MKYDDCC is activated by the DDC in the event of a disaster or major incident. Activation of the DDCC will assist in the management and overall coordination of the incident. The DDCC should be operated under the Incident Command System (ICS) command, control and coordination model and use the Disaster Incident and Events Management System (DIEMS).

NOTE **Staffing of the DDCC will vary dependant on the magnitude of the Disaster.**

The size and type of operation dictates the number of staff required.

11. MANAGEMENT AND STAFFING:

Centre structure will consist of:

- DDC
- Deputy DDC
- Executive Officer
- Operations Officer
- Planning Officer
- Intelligence Officer
- Administration and Logistics

Support Team will include:

- Telephonists
- Registry Officer
- Agency Liaison Officers will attend the DDCC as required (QFES, QAS, DAFF, DNRM, QHealth, DHPW).

- Overall management of the District Disaster response is the responsibility of the DDC
- Management of the DDCC is the responsibility of the appointed XO.
- The minimum staffing level required to operate the Centre is at the discretion of the DDC. In general, there will be three teams working a 24 hour rostered shifts to staff and operate the Centre.
- DDCC staff will be drawn from the Mackay Police Complex and personnel from various participating Government and non-Government Departments / Agencies.

District Disaster Coordinator (DDC)

- ✓ Manages and coordinates the business of the DDMG;
- ✓ Responsible for the overall coordination of the disaster operational response to the incident; and
- ✓ Reports to the State group about the performance by the district group of its functions (Section 26 DMA 2003).

Examples of DDC tasks during centre operation:

- Chairs conferences and teleconferences to discuss disaster issues with local and state groups and government departments.
- Undertakes daily debriefs with the XO to acquire updates and responses.
- Visits affected areas, were possible, to maintain situational awareness,
- Approves –
  - Media releases,
  - Situation Reports,
  - Requests for assistance from LDMGs,
  - Expenditure for resources within provided guidelines,
  - Authorising / Endorsing resupplies to isolated communities,
  - Use of the Emergency Radio Channel.

Executive Officer (XO)

- ✓ Activates and coordinates and overall management of the activities of the coordination centre;
- ✓ Contacts members of the DDMG;
- ✓ Maintains situational awareness;
- ✓ Advises the DDMG and DDC about matters relevant to the district operations;
- ✓ Advises and provides support services to the DDMG to facilitate disaster management in the district;
- ✓ Reviews and assesses disaster management plans;
- ✓ Reports to the DDMG on management issues surrounding the current disaster situation; and
- ✓ Ensures currency of contact numbers.

Examples of XO tasks during centre operation:

- Directly assists the DDC in the role of the DDC, providing advice within the disaster management framework;
- Oversees the processing of operational information;
- Assists as a liaison between Group members and the DDC;
- Supervises preparation of media releases and SITREPs;
- Brief and debrief coordination centre staff;
- Arranges minutes to be taken of all meetings;
- Arranges welfare support to members of the DDCC;
- Ensures security and filing of all documentation (logs, records and registers);
- Directs the orderly evacuation of staff (should an evacuation be necessary)

Operations Officers (OPSO)

The Operations Officer (OPSO) is responsible for the management of the DDCC which provides support to the DDC and the Management Group.

- ✓ Oversees the processing of operational information (collection, collation, interpretation and dissemination);
- ✓ Ensures that appropriate records are maintained;
- ✓ Delegates tasks, assesses and escalates the urgency of all Requests for Assistance/Message Forms. (Reads all requests for assistance and prioritises all responses emanating from those requests);
- ✓ Reports to the DDMG and advises the DDC on **operational** issues regarding the current disaster situation;
- ✓ Ensures DDCC communications are tested on a regular basis, especially if advice is given of an impending event (e.g. cyclone);
- ✓ Reviews and assesses disaster management plans prior to and during a disaster;
- ✓ Authorises media releases in the absence of the DDC;
- ✓ Facilitates briefings as required;
- ✓ Advises and provides support services to the group or a local group to facilitate disaster management in the district;
- ✓ Manages staff allocated to the centre; and
- ✓ Supports the DDMG as required.

Examples of OPSO tasks during centre operation:

- Acquires resources as required (develops a resource log);
- Provides situational awareness to the XO (accurate, timely, clear and concise picture of the situation):
- Ensures record keeping systems are maintained;
- Collects and collates situation reports (SITREPS) from staff, local groups and functional agencies;
- Ensuring the overall situation is accurately depicted on maps, charts and display boards.
- Ensuring a register of Financial Expenditure and equipment resources used during operations is maintained.
- Appoints individuals in the centre to specialised activities as required including:
  - Registry Officer
  - Other administrative support

Planning/Intelligence Cell

If staffing permits officers should be assigned to the roles of Planning Officer and Intelligence Officer. If not, these two positions will combine in a Planning/Intelligence Cell. A copy of all message logs should be given to the Intelligence Officer.

Planning Officer

- ✓ Considers strategic requirements, for example over the next 6, 12, 24 and 48 hours;
- ✓ Formulates appreciations: conducting situation and environmental analysis;
- ✓ Assists in the development of operational / tactical plans;
- ✓ Develops strategic planning options;
- ✓ Provides advice to the OPSO, e.g. weather;
- ✓ Prepares briefs in relation to recommendations to future resource requirements;
- ✓ Liaises with local authorities and response agencies to determine an inventory of available or required resources;
- ✓ Maintains status boards within coordination centres (excluding requests for assistance);
- ✓ Responsible for the induction of all staff;
- ✓ Responsible for briefing of all staff at changeover of shifts;
- ✓ Assists members of the group with tasks; and
- ✓ In planning, considers the following issues:
  - i. political issues
  - ii. financial constraints
  - iii. community expectations
  - iv. available resources

Examples of planning tasks during centre operation:

- Arrange for centre whiteboards to be co-ordinated and updated communicating information to centre staff and the DDC;
- Plan for next 4 hrs, 4-12, 12 - 48 hrs and beyond – forecasting future requirements and operations;
- Preparing briefings;

- Preparing situation reports;
- Inductions and briefing of new staff;
- Receive the sign in/ sign out register prior to evacuation of the centre.

Intelligence Officer

- ✓ Appreciations: conducting situation and environmental analysis;
- ✓ Assesses the urgency or priority of information and ensures that the information is actioned by the relevant coordination centre personnel;
- ✓ Drafts other reports as required;
- ✓ Develops strategic planning options;
- ✓ Collects information, collates and links that information to the planning needs;
- ✓ Interprets and analyses information and intelligence; and
- ✓ Briefs XO and OPSO on the status of the event.

Examples of Intelligence Officer tasks during centre operation:

- Provides the OPSO with an accurate, timely, clear and concise picture of the situation, particularly regarding casualties and damage;
- Co-ordinates contact boards;
- Monitors all government web sites for media releases;
- Provides information on weather, tides, changes to the environment;
- Identifies background information on victims/offenders;
- Assists planning officer as needed;
- Prepares situation reports; and
- Ensures the overall situation is accurately depicted on maps, charts and display boards.

Administration and Logistics Officer

Logistical issues are also to be addressed by the Coordination Centre and need to be brought to the attention of the XO or the OPSO. Logistics are defined as the procurement and delivery of:

- The right supplies.
- The right quantities of supplies.
- Supplies in the right order.
- Supplies in good condition.
- Supplies at the right place.
- Supplies at the right time.

Examples of supplies include: food, water, water purification accessories, medical supplies, fuel, clothing, building materials etc.

The Administration and Logistics Officers are responsible for maintaining an accurate record of all resources being used and available for use to affect the disaster operations response.

- ✓ Identifies and provides administrative support as required within the centre;
- ✓ Identifies and records resources used;
- ✓ Maintains a record of expenditure claims;
- ✓ Updates all contact lists;
- ✓ Ensures all reporting requirements are documented and filed;

- ✓ Ensures the workplace meets with workplace health and safety requirements;
- ✓ Provides security and cleaning of the coordination centre;
- ✓ Collates cost recovery claims on behalf of the coordination centre; and
- ✓ Ensures the retention and filing of all disaster related documentation occurs.

Examples of Admin / Logistics Officer tasks during centre operation:

- Creates and maintains contact lists for all officers in the centre and key stakeholders;
- Processes requests for assistance;
- Ensures that priority or urgent messages are brought to the attention of the OPSO and XO through the Intelligence Officer.
- Photocopy and maintain a master register of all incoming and outgoing information.
- Maintains a register of requests;
- Maintains a request for assistance white board;
- Documents and distributes minutes of meetings undertaken;
- Maintains lists of all staff and a record of costs;
- Identifies all resources being used in the field;
- Supports other officers in the centre as required;
- Ensures that all boards are cleaned and stores returned (after checking with the OPSO)

Logging Officer – Registry

The Logger is responsible for recording all incoming information at the DDCC.

- ✓ Records all information in the Activity Log of events (DIEMS);
- ✓ Advises the OPSO of all outstanding tasks;
- ✓ Provides a copy of all message forms to the Intelligence Officer;
- ✓ 'In Trays' which reflect the urgency of Request for Assistance/Message Forms;
- ✓ RFA/Message Forms are actioned according to their urgency;
- ✓ Records all RFA/Message Forms on the Activity Log;
- ✓ Numbers all Facsimiles and emails sent in the Activity Log; and
- ✓ Regularly reviews the Task Log and brings to the attention of the OPSO and XO any incomplete actions.

Telephone Operator

The telephonist is responsible for receiving and transmitting information by telephone in the DDCC.

- ✓ Answering incoming telephone calls;
- ✓ Accurately recording the relevant information on the appropriate forms;
- ✓ Ensuring that the recorded information is passed onto the Activity Log for actioning;
- ✓ Ensuring facsimile messages are sent, received and recorded as appropriate; and
- ✓ As directed, make telephone calls seeking or relaying information.
- ✓

Media Liaison Officer (MLO)

The MLO is responsible for the management of all media matters relating to Disaster Operations in the Mackay Disaster District area.

- ✓ Reviewing the media log
- ✓ Preparing accurate press releases based on Local operations;
- ✓ Answering inquiries from all media sources;
- ✓ Maintain a working log of press releases and all other significant contact with media sources;
- ✓ Referring all media inquiries regarding political or controversial issues to the DDC;
- ✓ Coordinate and conduct media group tours of disaster areas;
- ✓ Keeping abreast of operational developments by liaising with Coordination Centre Intelligence cell staff;
- ✓ Maintaining a current contact register of media organisations;
- ✓ Utilising media to ensure timely and accurate dissemination of disaster information to the public.
- ✓ Comply with the provisions of s1.10.11 Information sought by media for public broadcast' of the OPM.

Examples of MLO tasks during centre operation:

- Preparing, disseminating and conducting media releases and interviews;
- Coordinating, managing and answering any media enquiries;
- Maintaining a current contact register of media organisations / resources;
- Seeking out and publicise human interest stories of district operations; and
- Ensure that the media does not impede operations or investigations.

Communications Officer

- ✓ Provision and maintenance of all communications equipment within the Coordination Centre;
- ✓ Establishment of appropriate communication pathways;
- ✓ Coordinating radio frequencies for use by all agencies at the site;
- ✓ Supervision of communications equipment operators; and
- ✓ Providing advice to the OPSO on communications matters during operations.

Examples of Communications officer tasks during centre operation:

- ✓ Installation and maintenance of relevant radio, telephone and facsimile machines within the Coordination Centre;
- ✓ Advice to the DDC on use of the Emergency Radio Channel;
- ✓ Identifying system faults and the provision of advice on alternative communications;
- ✓ Training communications operators in appropriate procedures;
- ✓ Supervision of communications operators during operations;
- ✓ On completion of operations (or exercise), evaluate communication equipment performance and operational performance and resolve any deficiencies;
- ✓ Provide the OPSO with an evaluation report.

Liaison Officers **(QFES, QAS, DNRM, DAFF, QHealth, DHPW, DCCSDS plus)**
When the DDCC is operationally activated, Liaison Officers are to report directly to the XO DDMG on initial attendance at the centre.

- ✓ Act as a liaison officer, attending the DDCC as necessary;
- ✓ Convey the DDC's directions / instructions to their respective organisation;
- ✓ Manage information flows to and from the DDCC to their respective Department / Agency;
- ✓ Provide agency updates for inclusion within the District SITREP;
- ✓ Provide support and advice across agencies and the DDMG / DDC as required;
- ✓ Have the authority to commit their organisation's resources in support of operational requirements;
- ✓ Undertake functional agency responsibilities as necessary to support the functions of the DDMG and as directed by the DDC;
- ✓ Ensure Situation Reports are forwarded at the request of the DDC;
- ✓ Implement agency plans as required;
- ✓ Assist in the development of coordination/response plans as required; and
- ✓ Implement Functional agency response in accordance with legislative responsibility.

12. ACTIVATION OF THE COORDINATION CENTRE:

The MKYDDCC will be operationalised in the event of any of the following:

- at the direction of the SDMG;
- at the direction of the Mackay DDC;

PRINCIPLES

Main principles which apply are:

i. A determination of priorities with the aim of preserving life and property:
ii. Knowledge and understanding of these SOPs and the various disaster management plans.
iii. Continuous liaison between all involved organisations and local and State levels of disaster management;
iv. The efficient coordination of available resources; and
v. The collection, processing and dissemination of all operational information and intelligence.

Triggers which may lead to activation include:

- a request for assistance / support from an LDMG;
- a cyclone warning being issued that will affect the Mackay Disaster District;
- upon any other severe weather warning issued by the Bureau of Meteorology;
- implementation of the District Disaster Management Plan will automatically activate the Centre to operational status.

Advice on the activation of the DDCC / DDMG will usually be by telephone contact initiated by the XO. This advice will provide a brief overview of the situation that may necessitate DDCC / DDMG activation and details of any proposed meetings of the Group.

The following procedures will be observed:

- A watching brief is to be maintained by the XO at all times, and the DDCC maintained in a basic state of readiness;
- The DDCC is opened and brought to an operational state with required equipment and staffing as determined by the event. This will occur during the Lean Forward Stage;
- The move to Stand-Up Stage will be determined by the DDC in consultation with the XO and members of the DDMG.

Stages of Operation

The operation of the DDCC is based on the following triggers, actions and communications:

	Triggers	Actions	Communications
Alert	• One or more LDMGs operational • Awareness that threat may be widespread	• XO brief DDC on activation level of LDMG/s • Analysis of threat • Contact LDC/s • Ensure coordination centre is ready for operation (contact RES / Computer support and address any issues); • If sufficient time is given, watching brief maintained	• DDC and XO on mobile remotely • Advise SDCC / LDCCs of DDCC readiness and contact details
Lean Forward	▪ Potential requirement for DDMG to coordinate disaster operations or provide support because of threat level or resource requirements	▪ Maintain contact with LDC/s ▪ Communication procedures established ▪ Planning commenced for support to DDCC and staff briefed ▪ Advise State regarding status of DDMG ▪ Establish contacts & set up communication systems ▪ Receipt of Sitreps from LDMG/s ▪ Brief DDMG core members ▪ Planning for potential support to LDMG/s ▪ DDC and XO, consult regarding future action and implementation of the District Disaster Management Plan; ▪ Liaison Officers placed on Stand-By / review departmental 'readiness'; ▪ Preparatory meeting of appropriate members of the DDMG held; ▪ Co-ordination Centre personnel placed on stand-by; ▪ DDMG liaise regarding any recommendation for a Disaster Declaration;	▪ DDC, XO and DDMG members on mobile and monitoring email remotely ▪ Ad-hoc reporting ▪ DDCC telephone / fax numbers issued to LDCC(s); ▪ Advice to SDCC / LDCCs of preparedness and that a DDMG meeting was conducted; ▪ Assistant Commissioner, Central Region, ▪ Deputy Commissioner, Regional Operations, ▪ Superintendent, Police Communications Branch and ▪ Superintendent Disaster and Major Events Planning Branch advised of situation.
Stand Up	▪ Request for support received from LDCC/s ▪ Large threat is imminent with impact in District ▪ Coordinated support required ▪ Significant State resources committed	▪ DDC implements District Disaster Management Plan; ▪ XO / OPSO opens the DDCC and brings to operational status with desired staffing levels (including rosters developed); ▪ Membership provides dedicated support to the DDMG in response to the event; ▪ Develop situational awareness ▪ Pass on urgent warnings ▪ Initial Sitrep to SDCC ▪ Forward planning commenced ▪ SDCC advised DDMG stood up ▪ Regular Sitreps provided to SDCC ▪ Logistics, operations, planning and administrative cells in place ▪ Coordination of State support commenced ▪ Receive advice from State Disaster Coordinator ▪ DDCC remains operational until all requests for assistance have been met, adequate resources are available and affected area/s are well into the recovery phase.	▪ DDCC contact through established land lines and generic email addresses ▪ DDC, XO and DDMG members present at DDCC, on established land lines and/or mobiles, monitoring emails ▪ Executive Officer, SDMG ; ▪ Assistant Commissioner, Central Region; and ▪ Deputy Commissioner, Regional Operations advised of situation;
Stand Down	▪ LDMG/s stood down from response ▪ Recovery arrangements functioning	▪ Final check for outstanding requests ▪ Assist LDMG/s to transition to recovery ▪ Consolidate financial records ▪ Final situation report sent to SDCC ▪ Hand over to Recovery Coordinator (If appointed) • DDC requests final LDMG Sitrep from each group; • Operational information collected and collated for review / audit purposes; • DDC suspends operation of the DDCC and gives the Stand Down order; • Debrief of staff in DDCC & DDMG members • Successful initiatives / deficiencies identified and recorded; ▪ Organise debrief schedule. ▪ Return to core business	▪ DDMG members not involved in recovery operations resume standard business and after hours contact arrangements ▪ DDC advises State, District and Local Groups of stand down stage; ▪ DDC advises XO, SDMG of Stand Down and forwards final Situation Report to the Local and State Group;
Debrief	▪ Event finalised. ▪ Hot debrief ▪ Operational debrief ▪ District Group meeting	▪ All organisations will conduct internal debriefs with respective Liaison Officers to attend; ▪ A full operational debrief of the DDMG will be conducted as soon as possible following the Stand Down; ▪ A full operational debrief of DDCC personnel will be conducted as soon as possible following the Stand Down; ▪ DDMG debrief conducted.	▪ Compilation of Disaster event report ▪ Collation of District Annual report to State

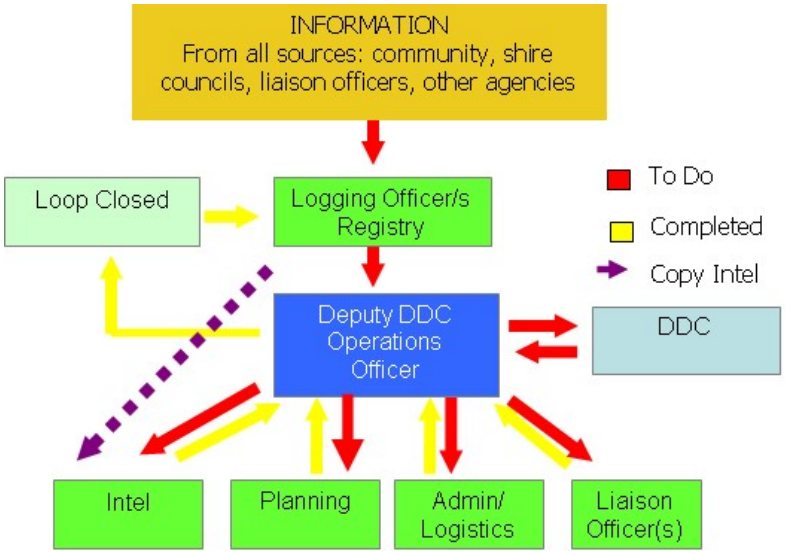
13. INFORMATION FLOW:

Information management within the DDCC is to be conducted by use of the DIEMS computer system. It is vital that information is disseminated appropriately by all personnel in the DDCC. This system is designed to ensure that messages are handled by the appropriate staff, no message is overlooked or lost, no duplication of functions takes place, and messages are prioritised and handled expeditiously.

Information may flow into a DDCC by any number of means including Request for Assistance (RFA), email, fax or telephone. Each piece of information received is to be separately recorded on the Activity log with advice to the OPSO. The OPSO will then make a determination as to what action is to be taken in relation to the information and whether to detail it to an agency liaison officer or to initiate a task to another member within the DDCC.

Information is to be recorded on the Activity Log ensuring that any tasks to be actioned are recorded with an appropriate priority listing of Urgent/High/Low and Routine. If a task has been assigned to your section all action must be taken to address the task to ensure its completion. It is only when a task is finalised that it is recoloured as completed. Each cell (and the D/DDC and OPSO) are to regularly review each task to ensure that they are being actioned and completed in a timely manner.

In the below flowchart, all information is passed through the OPSO, however, in practical terms, it will be acceptable for minor tasks to be passed directly to the various cells (after recording within the Activity Log) and for those cells to record completion within DIEMS. Outgoing information is to be handled in the same manner. Note that a copy of all information is to be passed to the Intelligence Officer. The reason for this is a secondary risk management requirement in case the Requests for Assistance / Message Forms are unable to be completed or mislaid.



Recording of Information

All staff are responsible for examining the information that they receive, assessing its accuracy and completeness, and clarifying any inconsistencies. They should also note the impact the information may have on their area of responsibility.

Each member of the DDCC is to record all their actions and decisions in the Decision Log and/or Activity Log within DIEMS. Relevant information in personnel diaries is to be transferred to the Decision Log or Activity Log as soon as practicable.

The decisions made in meetings are to be recorded in minutes, which can be uploaded to the Decision Log to ensure an auditable record of information relevant to the situation (with all original documentation being uploaded and retained for debriefing and audit purposes).

Situation Reports In/Out (SITREPs)

Situation reports will be received at predetermined times (or as the situation changes) from local governments, non-government agencies, community organisations and key stakeholders. These may be provided over the telephone, email, and fax or in person.

All SITREPs (in/out) must be logged on the SITREPS Board on DIEMS and filed (hard copy) in a **SITREPS in/out file)**. If received electronically, copies should be uploaded within the SITREP board within the DIEMS Incident/event.

When a daily SITREP is received this should be provided to the OPSO for perusal. The timing and accuracy of these reports is essential so all effort must be made to ensure they are presented in sufficient time to validate their content. At this point an action will

be determined and the information may be passed onto the Planning Officer depending on the nature of the report. Relevant information recorded on these SITREPs will form the basis of the District SITREP to State.

District Situation Reports (SITREPS)

Once the MKYDDCC receives all local and agency SITREPs, a District SITREP is formulated from all the relevant information regarding current disaster operations**.** The District SITREP should include all relevant information/issues surrounding the disaster situation and planning projections into the future.

Once completed the District SITREP should be approved by the DDC included on the SITREP board in DIEMS and forwarded to the SDCC by 1400hrs each day to email address; **sdccops@sdcc.qld.gov.au**

To achieve this timeframe all LDMG and Agency SITREPS are to be received by the DDCC as follows:

- **LDMG SITREP is to be received at the DDCC by 1200hrs**
- **DDMG SITREP to be received at the SDCC by 1400hrs**

During an event a 'State Update' is to be forwarded by the DDMG to the SDCC in 'dot point' format where there is a significant situational change in circumstances at the Local/District level. This 'State Update' is to be provided by the DDMG to the SDCC at - **2000hrs each evening and 0600hrs each morning.**

Briefings

Briefings should be held at regular times throughout the day to update all working persons in the DDCC. During briefings, consideration should be given to having the briefing in one of the breakout rooms and obtaining outside assistance in the answering of telephones at this time.

At a minimum, briefings should occur on shift handover, in the middle of the day and last thing at night. There are various forms of briefings that may be required during and after activation:

Operational Brief **-** *There will be times when a core group of personnel must gather to brainstorm an issue and make recommendations to the DDC. At this time it is essential that a brief is given to that group and by the group members themselves, so that all members of the group clearly understand the issue and the problems they may be faced with.*
Daily Brief **-** *This brief is used to give staff a situation report and an opportunity for staff to raise any issues.*
Hot Debrief *- A debrief by an immediate supervisor directly after an event.*
Operational Debrief **-** *A debrief from staff within the same organisation, a few days after the event. A debrief should cover what worked, what didn't work and any ideas for future events. A critical incident counsellor may be appropriate at this meeting.*

Whiteboard Operations

To assist with operations, whiteboards are located within the centre to provide ready access to information, reporting and situation updates. Whiteboard templates have been developed. The following Whiteboards will be used:

Situation Board	Summarises the current operational situation for the various affected area/s with a brief prognosis of likely events. This board should also include the numbers of deceased, injured, evacuated and their locations. Damage to houses, sheds or other property as provided by any rapid damage assessment (RDA) information and any electrical or communications issues.
Planning	Showing what is planned for the next: 4 hrs 4-12 hrs 12-24 hrs 24-48 hrs.
Operations / Tasking	Listing the composition of all teams, Identifying the important tasking for these teams (working log of all tasks being carried out in the affected area/s).
Administration and Logistics Boards.	Display board used to record important contact telephone/fax numbers for use during operations. Contact numbers in regular use are permanently displayed, e.g. Local Disaster Coordination Centres, State Emergency Service, SDCC etc. Resource location, resources committed, resources available but not committed and additional, special and other resources that may be required.
Access/Egress Board	Details what roads and other forms of transport are open/operating.
Maps	Detailed and up to date weather information together with all weather and flood warnings. Where applicable – cyclone tracking map / fire tracking map. Any other relevant mapping and recording information.

Closure

At the conclusion of the response to any incident:

- All equipment is to be accounted for, stored and secured;
- Coordination Centre is to be returned to its original configuration;
- Stocks of supplies refurbished;
- All expended stores / equipment and receipts are to be supplied to the Administration and Logistics officer for the collation of cost recovery documentation;
- Collate and file maps;
- Radio turned off;
- All documents emails, reports, SITREPS etc. are to be cross checked and stored within the Activity Log and where appropriate hard copies filed to their relevant folders.

14. PLANS:

The following plans are to be held in the DDCC (under no circumstances are these plans to be removed from this centre):

- State Disaster Management Plan
- Mackay District Disaster Management Plan;
- Local Disaster Management Group Plans (for each of the three Local Government areas).
    - Mackay Regional Council
    - Isaac Regional Council
    - Whitsunday Regional Council

- Relevant sub and functional plans.
    - Human Social Community Recovery Functional Plan
    - Transport Main Roads Functional Plan for disaster management
    - Queensland Resupply Guidelines
    - Queensland Disaster Relief and Recovery Arrangements

In addition to these plans, further plans may be developed by staff in the DDCC. These include:

- **Media Plan** – what information should be broadcast, by whom and when.

- **Communication Plan** – what information needs to be provided to the public and by whom. If the media does not publish this information, how can it be broadcast? Should paid advertisements be made, regular newsletters? This is formulated in conjunction with the affected Local Governments

- **Essential Services Plan** – How can essential services be restored as soon as possible. Which essential services and roads are prioritised?

- **Evacuation Plan** – How will evacuees reach the evacuation centres? What signage is needed? This information is to be accessed from the relevant Local Disaster Management plans.

- **Traffic Management Plan** - developed to effectively manage the coordination of physical and human resources in response to a disaster event affecting the closure of designated roads and / or evacuation routes in response to a disaster event.

15. RECOMMENDED EQUIPMENT AND SET-UP:

Activation
The Mackay DDCC will be activated upon direction of the Mackay DDC.
Upon direction being given to activate the primary DDCC, the following will occur:
Business hours – XO and OPSO will ready the DDCC for activation.
After hours – XO and OPSO will be recalled to duty to commence to readying the DDCC for activation.

Access to building
The role of the DDCC is to provide a multi-agency response to disaster events. To fulfil this, the response will be adjusted to include a variety of agencies according to the incident being managed.
The Mackay Police District Office is a secure facility which is alarmed when not in use. Responders from external agencies are to sign into and out of the DDCC and can be provided access to the building upon request to the XO.
Members of the media are not to be given access to the complex without the express permission of the DDC or XO.

Equipment
Equipment for use in the primary DDCC is stored in the District Office. A recommended list of equipment for the centre during activation is attached (See Appendix 2).
The DDCC encompasses the entire District Office, office space at, Suite 1 level 1 of the complex. Whiteboards and dividers can be arranged as necessary to assist and divide the operating area as required.
There are kitchen and toilet facilities for personnel located on level 1 of the building.

Communications
Members of the MKYDDCC are to be mindful of the need to ensure that any material which could be considered to be of a sensitive nature, should not be broadcast over an insecure radio network, used in any email, facsimile or other communication.
The Mackay DDCC will rely on the following communications networks:

Mackay Police District radio/communications network.
Telephone
Email / Internet
Mobile telephones
Facsimile

Contingency communications
SES external radio network (UHF and HF).
Marine radio network to water craft and island resorts.
QPS satellite phone
Emergency Radio channel 34 (if necessary)

Radio Equipment

A police radio is available in the DDCC;
Police radio is to be used to a minimum level;
This radio is to have both analogue and digital transmission capability;
The digital facility provides for secure communications;

Computers

Individual agencies / liaison officers will provide their own lap-top computers enabling email / internet access with parent organisations.
Computers can be linked to a printer within the DDCC.
Email copies sent requesting or directing resources etc. are to be forwarded to the OPSO for inclusion on the Activity log.

Email / Internet

All members working within the coordination centre are to work within DIEMS.

The Mackay DDC and DDCC have designated email accounts (see below)

These accounts are set up for the purposes of assisting in the timely coordination of information into and out of the coordination centre to internal and external agencies. Each of these accounts corresponds to a designated role within the coordination centre consistent with designated Incident Command System roles. These positions and corresponding email accounts are:

Position	Role	Email account
Command	DDC	DDC.Mackay@police.qld.gov.au
Operations (OPSO)	Operations Officer	DDMG.Mackay.Operations@police.qld.gov.au
Planning	Planning Officer	DDMG.Mackay.Planning@police.qld.gov.au
Intelligence	Intelligence Officer	DDMG.Mackay.Intelligence@police.qld.gov.au
Logistics	Administration and Logistics Officer	DDMG.Mackay.Logistics@police.qld.gov.au
Police Operations Cell (POC)	QPS Coordination Mackay HQ	DDMG.Mackay.POC@police.qld.gov.au

- Members replying, forwarding or initiating a message using the business account, **must** include their name, rank and position title at the end of the message text. Under **no** circumstance are messages to be sent without identification of the sender.

Contact Details

Contact details easily become out of date in disaster management. All contact details (including email) should be confirmed at each meeting.

Within the DDCC, during a prolonged event dedicated landlines will be established for each of the Incident Command System cells, including additional dedicated landlines for individual liaison officers.

Activity Log

All information in and out of the MKYDDCC must be recorded in a chronological order on the Activity Log (within DIEMS). The purpose of the log is to track information related to queries or requests during a disaster. Actions in the log that require follow up or pending finalisation should be appropriately tasked. It is the responsibility of the OPSO to ensure all actions listed on the log are attended to in a timely manner.

Requests for Assistance (RFA)

RFAs may be received over the telephone, email, fax or in person. Once received, all RFAs must be entered within the RFA board on DIEMS and transferred to the Activity Log.

Depending on the disaster, requests may be addressed locally or forwarded to the SDCC. Once the request is in progress/actioned a DIEMS RFA/Activity Log is to occur.

Isolated Communities Request for re-supply

During a disaster isolated communities may need to be resupplied with the necessities of food, water, fuel. If needed, they are required to submit requests for re-supply to their local Council. These are received by the LDMG and forwarded to MKYDDCC for attention of the QFES liaison officer. Documentation complete (with quotes) and supplied to the DDC for consideration. If approved this endorsed request is to be forwarded to the SDCC for approval and issue of a purchase order endorsing payment.

Meetings/Teleconference Link

Meetings will be conducted on a needs basis at the discretion of the DDC. The DDMG should meet regularly during a disaster event. This may need to be daily.

Upon the MKYDDCC commencing, a teleconference link should be established in preparation for contact with LDMGs / LDCCs and other government departments to respond to district issues.

Any meetings will have minutes recorded and distributed to key stakeholders.

Contact List

Upon the MKYDDCC commencing, a contact list should be developed and updated on a regular basis. The Administration and Logistics Officer is to ensure document control with updates reflected in DIEMS for that event and a hard copy displayed on the relevant Contact list whiteboard.

All personnel working within the DDCC are to provide their current contact details.

Planning – Following Day

The Planning Officer is to ensure that forward planning is ongoing with projections for the next 6, 12, 24 and 48 hours. Planning should be conducted during the evening shift to ensure there are adequate tasking's for the next day.

Recording of Costs

Because costs associated with the disaster may be able to be claimed through SDRA or NDRRA, all costs are to be recorded. This includes any overtime, meals, stationary or other items needed to respond to the disaster. The Administration and Logistics Officer is to ensure the collation of all costs incurred by the DDCC. The MKYDDCC has the following cost centre code: 1140452.

Media

No media personnel are to be allowed into the DDCC during operations without the direct authority of the DDC.

ABC Radio will generally broadcast information which the DDC considers necessary. It is also important to include other television and radio stations to ensure a wide and consistent coverage of information occurs. A generic media plan is attached and marked **Appendix 3**.

Media Releases

The DDC shall authorise all media releases from the DDCC. This will be carried out through the appointed MLO, having regard to media deadlines.

Media releases are usually prepared by the OPSO and XO in conjunction with the DDC. In the first instance the release should be completed electronically and emailed to Media and Public Affairs Branch (QPS) or the appointed Emergency Services Media Officer, who will peruse content and return to the MKYDDCC for forwarding to key media outlets.

A Media Liaison Officer (MLO) should be appointed and will conduct Media briefings in an area away from the Coordination Centre. If no Media Liaison Officer is appointed, this role will be undertaken by the DDC with the assistance of the XO.

The MLO is tasked with being the focal point for all media issues relating to the disaster event and to liaise with the relevant departmental/agency media representatives to ensure coordination of all media outputs from the DDCC. Liaison Officers are requested to ensure they have appropriate contact arrangements for their department/agency

media staff and that any media issues relating to the event are coordinated with the DDMG MLO.

A search should be conducted by the Intelligence Officer of relevant media releases and all media releases (whether generated from the DDCC or Departmental/Agency) saved within the Activity log.

16. STAFFING GENERALLY:

All staff - whether QPS staff employees or volunteers from other Agencies etc. are to be aware of the following matters:

Break out area

The DDCC has one primary room and one secondary room which can be used as a breakout area for meetings, briefings etc. This area is available through the XO.

Minimum dress

- Police personnel - dress of the day unless stated otherwise
- Civilian personnel - neat casual attire
- all personnel must have strong sturdy footwear

Sign in/out Register

- all personnel must SIGN IN upon arrival for duty at the Centre
- all personnel must SIGN OUT upon their departure from the Centre

Welfare

Any staff member who suspects that he or she or another member of staff would benefit from any counselling during or after operations should seek guidance from the XO. A Human Services Officer (HSO) can be made available at any time during the event or at the post operational debrief.

- all personnel should bring with them an initial meal.
- Drinking water, tea, coffee, sugar, milk and boiling water will be provided.
- Minimal car parking area is available at the centre.
- phone calls: personnel will be permitted to make a limited number of telephone calls of a personal nature to ensure friends and relatives are notified of their location while on duty in the Centre.

Health / Injuries

Acquire assistance from any First Aid experienced personnel that may be within the Centre.

- Health issues or Injuries received within the Coordination Centre (or attending the Coordination Centre) must be brought to the immediate attention of the OPSO

Rostering / Workplace Health and Safety

- Rostering of all staff within the DDCC is determined by the XO in consultation with the DDC
- A staff roster will need to be developed for the proper management of the DDCC. The Planning Officer is responsible for this role.
- Personnel may be required to work rostered shifts up to a maximum of 10 hours in duration at any one time.
- The roster must be produced in hard-copy and available within the coordination centre.
- Rostering consideration needs to be given to enterprise bargaining arrangements, fatigue and WH&S issues.

17. RISK MANAGEMENT:

Documentation

The decisions and relevant information sourced during the activation of the DDCC may later be the subject of scrutiny from internal and external reviews, performance or safety audits. Where there is a death which is the result of the disaster, an inquest will be held into all aspects of the management of the disaster. As such, it is imperative that accurate and proper records are kept.

Copies of all documents are to be recorded within DIEMS and hard copies retained where appropriate. Records to be kept will include the following:

- Activity Log
- Situation Reports
- Minutes of Meetings
- Inward Requests
  - Emails
  - Facsimiles
  - Requests for Action/Message Forms
  - Local Government Requests for Assistance
- Requests to the SDMG
- Media Releases - DDCC
- Media Releases – External
- Weather and Flood Warnings
- Road Closures
- Resupply of isolated Communities

All members working in the DDCC are to ensure that all documentation is accurate and is secure.

Resources other Agencies / Organisations should bring to the MKYDDCC

To participate fully in the activities of the MKYDDCC, it is recommended that agencies or organisations providing representatives should supply them with the following resources:

- Mobile phone and charger

- Laptop and supporting equipment
- Their agency or organisational plans and contact details

Maintenance of this equipment is the responsibility of the individual agencies and no guarantee is given as to its condition.

It is recommended that representatives from **all** agencies requiring access to their respective agency networks bring a wireless network connection.

Damage

Any damage to plant and equipment within the coordination centre is to be immediately reported to the OPSO.

Security

The MKYDDCC is a secure area, personnel attending will be required to identify themselves, their agency or organisation and the reason for their visit.

Access to the MKYDDCC is normally restricted to members of the DDMG, Liaison Officers and working members of staff.

Approved visitors to the Coordination Centre must be approved by either the DDC or the XO and are to be escorted at all times.

Visitors must sign in and out against the MKYDDCC attendance register.

Once the DDCC is activated, the XO is to ensure it is locked when no staff members of the DDCC are working.

Children

Are not permitted in the DDCC - **unless** under exceptional circumstances and sanctioned by the Executive Officer.

18. REFERNCE MATERIAL:

Definition of disaster

The Act defines a disaster as 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. A serious disruption is defined as;

- loss of human life, or illness or injury to humans;
- widespread or severe property loss or damage;
- widespread or severe damage to the environment.

The event may be natural or caused by human acts, omissions and means any of the following;

- a cyclone, earthquake, flood, storm, storm tide, tornado, tsunami, volcanic eruption or other natural happening;
- an explosion or fire, a chemical, fuel or oil spill, or a gas leak;
- an infestation, plague or epidemic;
- a failure of or disruption to, an essential service or infrastructure;
- an attack against the State.

Disasters are not simply large scale incidents. They require very different treatment, which is reflected in planning and operational management systems. These systems must be able to address the needs of any community which is suffering from the effects of a disaster, and which requires outside assistance in order to cope.

Natural Disaster Relief and Recovery Arrangements (NDRRA)

NDRRA is a Commonwealth/State cost sharing formula and a range of pre-agreed financial relief measures.

This may be activated by the Minister for Police, Fire and Emergency Services (on behalf of the Queensland Government) once an eligible need has been established.

Activation of relief measures is dependent on a demonstrated need for a particular category of assistance as a result of an eligible natural disaster event, and State expenditure on eligible NDRRA assistance measures will exceed $240,000.

An administrative process that activates funding arrangements for a defined area, it is a "safety net" to help those who are unable to provide for their own recovery.

Eligible Disasters include floods, cyclones, storms, storm surge, bushfires, tsunami, meteorite strike, tornado, earthquake, landslides and terrorist activity that are associated with the event (unless poor environmental planning practices or commercial

development have been significant contributing factors).

Activation of NDRRA assistance links to the disaster event and timing of activation is not critical for funding assistance as NDRRA can be backdated to the start of the event. NDRRA Relief Measures provide assistance towards:

- **Disaster Relief Assistance Scheme** - Subsistence needs, household contents, repairs to make dwellings habitable). Administered by Department of Communities, Child Safety and Disability Services.

- **Counter Disaster Operations**. Reimbursement of costs incurred by State Departments, Local Government and supporting Volunteer Agencies. Administered by QFES.

- **Restoration of Public Assets**. Grants towards restoration of constructed State and Local Government assets. Administered by Department of Local Government Sport and Recreation (Local government assets) and by Department of Natural Resources and Water (State government assets) with eligibility determined by QFES.

- **Small Businesses/Primary Producers**. Concessional interest rate loans (4%pa) for restoration, restocking and carry-on requirements. Administered by Queensland Rural Adjustment Authority.

State Disaster Relief Arrangements (SDRA)

The purpose of SDRA is to address personal hardship and community response needs for disaster events that fall under the Commonwealth imposed NDRRA disaster activation threshold of $240,000.

SDRA is triggered by the existence of personal hardship. Personal hardship and community response relief measures under SDRA are the same relief measures that are activated under NDRRA, only the funding source differs.

SDRA applies solely to the following relief measures:

- **Disaster Relief Assistance Scheme**. Assistance to individuals towards emergent payments, dwelling contents and repairs to make private dwellings habitable and secure. Administered by Department of Communities.

- **Counter Disaster Operations**. Reimbursement of costs incurred by combat Agencies and Local Governments in performing community response activities. Administered by QFES. Eligible Local Government costs including consumables for SES and Local Government operations centres, green-waste/debris removal from private/commercial properties placed on footpaths and emergent health/safety matters.

The protection or repair of assets owned/controlled by Local Governments or State Departments is not covered under SDRA. The Restoration of Public Assets relief measure requires an NDRRA activation.

Requests for Defence Force Assistance to the Civil Community (DACC)

States/Territories have Constitutional responsibility for the protection of lives and property of personnel within their boundaries. Where a disaster is actually or potentially of such a magnitude that State/Territory resources are inadequate, unavailable or cannot be mobilised quickly, the Commonwealth accepts a responsibility for providing support when requested.

Assistance through the use of Defence should be regarded as the exception rather than the rule.

Categories of counter disaster and emergency assistance:

> **Cat 1** – Emergency assistance for a specific task(s) when immediate action is necessary to save human life, alleviate suffering, prevent extensive loss of animal life or prevent widespread loss/damage to property. Cat 1 should not normally exceed 48 hours.
>
> **Cat 2** – Assistance provided (reasons as per Cat 1) for a more extensive or continuing disaster when State/Territory resources are inadequate.
>
> **Cat 3** – Assistance provided which is not directly linked to saving of life or property.

DACC Requests: **Cat 1** can be initiated from the DDC directly to a Commander of a local Defence Unit. **Cat 2 – 3** is coordinated by the SDCC in conjunction with EMA.

Cost Recovery:

Cat 1 and **2** – Emergency Assistance – no cost recovery.
Cat 3 – Emergency Assistance – full cost recovery.

Resupply to Isolated Communities

During a disaster, some communities can become isolated due to prolonged flooding events and require additional transport resources to provide food and other eligible items to the community. DDC requests for resupply are approved by the SDCC.

Resupply is only undertaken if the community/property is not able to be reached by road, rail or other forms of ground transport, and the Local Government has certified that the operation is required to maintain the physical/psychological welfare of residents. Considerations prior to requesting resupply are outlined in the Queensland Resupply Guidelines.

Sourcing Resources

When identifying external resources to be used a number of issues should be considered. These include whether they are able to be paid through NDRRA or SDRA funding.

It should also be considered whether it is a resupply issue, the available sources, specifications and operator competencies. Some issues to consider include:

Standing Offer Arrangements	Are there any Standing Offer Arrangements already in place to purchase the resource?
Is it a valid request?	Can the organisation requesting the resource obtain it without going through the DDCC?
Specification required	What specifications are required? For example, what size chainsaw?
Operator Competencies	Is the operator competent to use the equipment which is being considered for acquisition?
Cost	Who is going to pay for the resource? For example, the requesting agency or LDMG may order the item, however NDRRA will pay for the freight.
Safety Equipment	Is any specialised safety equipment needed for the resource which has not been purchased? E.g. chainsaw safety equipment will be needed to be purchased with chainsaws even though not ordered.
Request for Assistance	Has a request been made by the Local Government / agency or organisation for the equipment.
Hazard	Can the resource be safety moved or will the resource create or expand the potential danger or damage situation?

19. APPENDIX:

Appendix 1.....Coordination Centre Floorplan

Appendix 2..... Recommended equipment for disaster coordination centre

Appendix 3..... Media Plan

Appendix 4..... Staff registration form

Appendix 5.....MKYDDCC Evacuation Plan

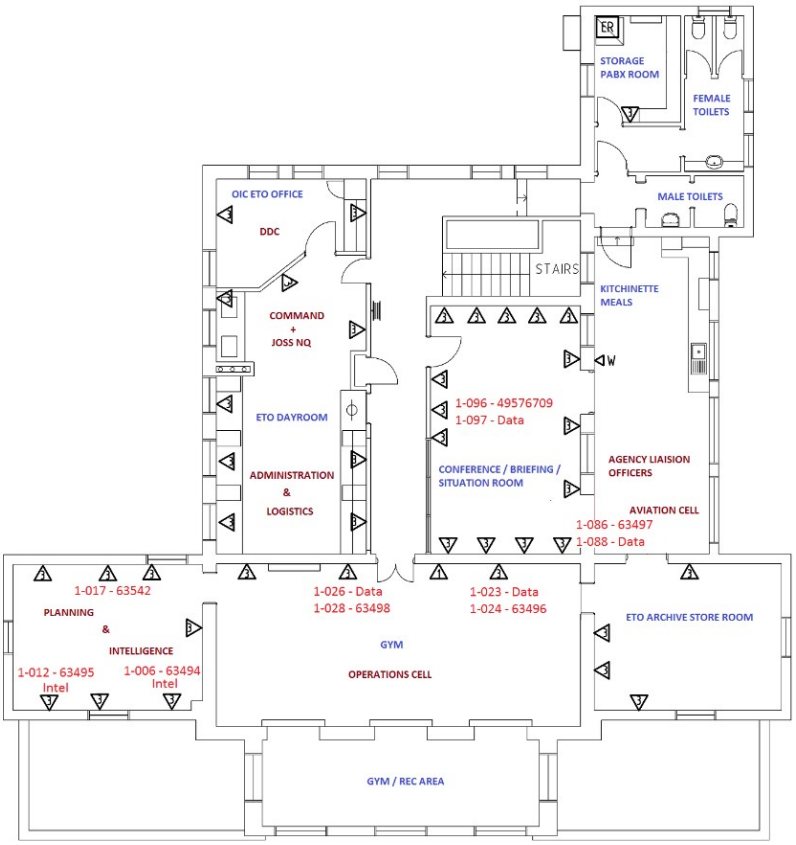
Forms to be supplied electronically within the coordination centre include:

Appendix 6.....Mackay District Situation Report

Appendix 7.....Activity Log

Appendix 8.....Critical Decision Log

APPENDIX 1


ER
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ETO DAYROOM
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PLANNING
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1-024 - 63496
GYM
OPERATIONS CELL
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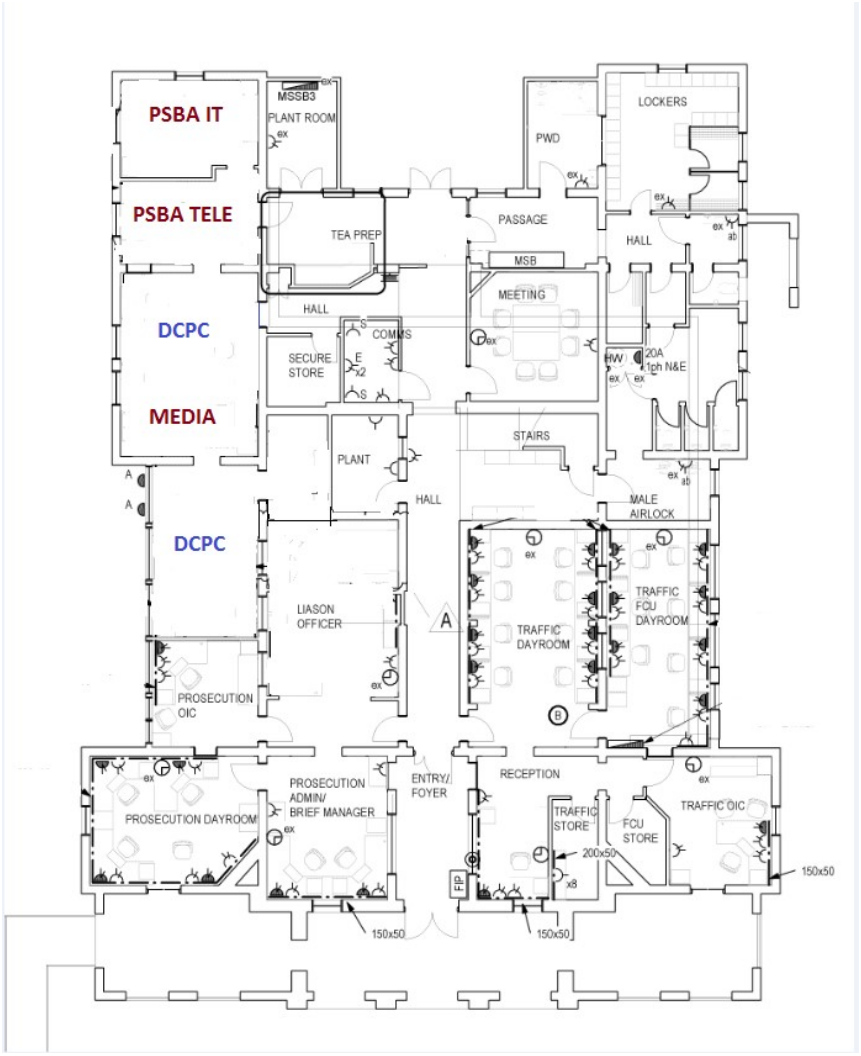
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PLANT ROOM
TEA PREP
HALL
SECURE STORE
COMMS
PLANT
HALL
LIASON OFFICER
PROSECUTION OIC
PROSECUTION DAYROOM
PROSECUTION ADMIN/ BRIEF MANAGER
ENTRY/ FOYER
PASSAGE
MSB
MEETING
PWD
LOCKERS
HALL
STAIRS
MALE AIRLOCK
TRAFFIC DAYROOM
TRAFFIC FCU DAYROOM
RECEPTION
TRAFFIC STORE
FCU STORE
TRAFFIC OIC
20A 1ph N&E
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150x50
150x50
150x50
FIP

CO-ORDINATION CENTRE EQUIPMENT REQUIREMENTS

AUXILIARY POWER SUPPLIES

Back-up generator, fuel (check tank levels).

COOKING EQUIPMENT AND FACILITIES

Cooking utensils (multitude), garbage bags (heavy duty), refrigerators, eskies, hot water, mugs, cups, eating utensils. (Check centre meal room for supplies).

CO-ORDINATION CENTRE STAFF CONTACT LIST

Refer Attachment

FACSIMILE

Two if possible with paper supplies. Ink and or toner for facsimile machines.

FIRST AID KIT

For injuries at DDCC. (Check supply)

FOOD SUPPLIES

Ensure adequate supplies are available for the circumstances being mindful of possible power restrictions. (To be arranged by Administration and Logistics Officer.)

FORMS

Damage reports, request for assistance forms, situation report, record of requests/tasks (running sheet of activities), messages in/out forms, roster form, sign on/off sheet.

HYGIENE REQUIREMENTS

Toilets as required. Ensure access to cleaner's store.

MAP BOARDS

Cloth covered room dividers (one side can be used as information display for staff briefing and reverse side to attach maps/information displays for working staff. The actual divider can also be utilised as a room divider.) Pin boards as supplied in DDCC.

MAPPING ITEMS / MAPS

Compasses, protractors, parallel rules.
QPS District maps, Topographical, marine charts, Local Government, aerial photos, "Mud maps".

MOBILE TELEPHONE

Include spare batteries and recharging facility.

OFFICE EQUIPMENT

Tables, chairs, letter trays, room dividers, waste paper baskets/bins, garbage bins, storage boxes/crates, clocks, calculator, paper, computers, printer, emergency lighting (torches, bulb/fluoro, batteries, candles, lanterns - gas/kero, matches/lighters).

LIGHT PRO PROJECTOR

already located in primary and secondary DDCCs

PHOTOCOPIER

Ensure availability of photocopier including adequate paper supply.

PLANS

- State Disaster Management Plan
- Mackay District Disaster Management Plan
- Mackay Regional Council
- Isaac Regional Council
- Whitsunday Regional Shire Council

Functional Committee Plans -

- Building and Engineering Services
- Communications
- Community Recovery
- Emergency Supply
- QHealth
- Transport and Main Roads

COMMUNICATIONS

- QPS communications channel nominated by Comco;
- Telephone communications;
- Mobile telephone;
- HF & VHF radios and marine radio.

RECORDING/VIEWING EQUIPMENT

Television, video recorder and sufficient tapes

STATIONARY SUPPLIES

Pens, pencils, white board markers (various colours), erasers, writing pads, rulers, clip boards, drawing pins (coloured), binders, white board erasers, butcher paper, staples, staples pins.

AM/FM RADIO

Radio with supplies of spare batteries.

WHITEBOARDS

Wall mounted, mobile, electronic. White boards and magnets to fix maps thereon.

MEDIA PLAN – DISASTER

Aim:

The aim of this media plan is to document the direction the Mackay District Disaster Management Group (DDMG) will proceed in the event of a major disaster.

Media Releases – Frequency

Media releases will be made as often as is necessary and when the DDMG considers that the release of information will assist in the disaster response.

Generally, the media release will be made at least on a daily basis.

Media Releases – Information

The information contained in media releases will include the following:

Power outages	Telephone outages	Roads open/cut
Rail open/cut	Airports open/cut	Flooding
Food stocks	Schools open	Shipping
Radio/Television	Damage to buildings	Damage to services
Information deaths and injuries	Recovery information	Relief funds available
		Next media release

ABC Radio

In the event of power failing, ABC Radio is the primary source of providing information to a community. Arrangements will be made to ensure that the ABC is directly provided with copies of information.

Police and Emergency Management Media

All media releases will be sent through the Queensland Police Service Media and Public Affairs Branch for editing and advice prior to release. That Branch will liaise with QFES media.

Approval

All media releases are to be approved by the DDC.

Paid Media Advertising

Because all information released will not be published by the print media, the DDC will consider having advertisements placed in the print media.

MACKAY DISTRICT
DISASTER COORDINATION CENTRE
STAFF REGISTRATION FORM

DATE :/ /

NAME (PRINT)	ORGANISATION (PRINT)	TIME IN	TIME OUT	SIGNATURE

MKYDDCC EVACUATION PLAN

All persons attending the DDCC are to familiarise themselves with the diagrammatic evacuation plans positioned around the Centre. In the event of the need to evacuate the DDCC for any period the following procedures will apply:

Warning alarm

1. Once activated the sounding of the warning alarm requires all persons within the Coordination center to exit the building immediately.
2. Assembly points are located at the rear of the District Office Police Complex Carpark.
3. The OPSO is to ensure that all persons are directed to this assembly point
4. The OPSO is to ensure that all persons have left the Centre.
5. The OPSO will perform a roll call against the sign in / sign out register to ensure all staff are clear of the center.

Permanent evacuation

1. Structural damage to the Centre, total loss of electrical power, fire etc. may necessitate the evacuation of staff from the Centre.
2. The alternate site chosen as a MKYDDCC is the Mackay Northern Beaches Police Station, Rural View.
3. Should time be available all personnel in the Co-ordination Centre at the time (on or off duty) will assist in the removal of all equipment to the alternate Co-ordination Centre site (if safe to do so).
4. All staff must continue to wear their assigned name tags throughout the entire change-over of locations.
5. Radio / computer equipment - will be the responsibility of Communication or other approved officers.
6. Computers, printers and faxes will be shut down normally and switched off.
7. The OPSO will conduct a role call against the current sign in / sign out register and ensure that all personnel working within the centre are accounted for.
8. The OPSO or delegate is to make immediate attempts to contact any unaccounted for personnel.

ALL ROSTERED SHIFTS, JOB ROLES AND FUNCTIONS WILL REMAIN THE SAME

Resuming operations

1. If the building is undamaged, and the DDC decides to continue operations, all staff will return when directed to their normal duties.
2. If the building is damaged and the DDC directs, operations will be transferred to a nominated secondary DDCC.
3. The XO will arrange for those persons advised of the closure of operations to be advised that operations have been recommenced and at which locations.

MACKAY DDCC CRITICAL DECISION LOG

Note: The purpose of this document is to record any critical decisions made concerning the direction of management during a disaster event, providing the circumstances in which the decision was made and the results of that decision. This document then needs to be included in any post event debriefing documents where it needs to be locked to prevent any alteration.

Region:	**Central**	**District**:	**Mackay**	**Event**:	
Date:		**Time**:		**Location**:	
Situation discussed:					
Person/s present (Please Sign):					
Issues considered:					
Resultant Decision:					
Notes:					

20. Date:

This Instruction commenced on 30 November 2017

(Note: Station/Establishment Instructions - blue paper. OPM S 1.5.3)

Glenn Morris
Superintendent
District Officer
Mackay District

Annexure J – Mackay DDCC Suggested Information Flow

Info Source	Step 1	Step 2	Step 3				Step 4	Step 5	Step 6
	Logger	Deputy XO	Operations / Intel / Planning / Logistics **Is this verified? What does this mean for the community? What's required now?**					XO / DXO	Anyone
	Create Activity, Review Task & **Print**	Preliminary Review and Task	a. Read, Assess, Record	b. Create tasks/RFAs	c. **Print** and collate hard copies	d. Distribute	Reconcile completed tasks / RFAs, record	Review	File
 Phone 4840 000 Fax 4840 0896 (attach to activity hard copy) Email DDC.Mackay@police.qld.gov.au (Attach to activity hard copy) RFA through DIEMS	a. Create activity on DIEMS **Subject:** -Use naming convention see over page **Region related to:** Disaster District Mackay **Location:** Leave blank **Description:** Short summary in first paragraph so DDC / XO can gain immediate situational awareness **Don't forget:** • **Attach email / fax / RFA to activity log** • **Mark email in DDC.Mackay inbox with red flag** b. Create XO Review Task through activity **Assign to:** DDCC Mackay Command Cell **Type:** Administration **Subject/title:**	Continually monitor RFA log for new RFAs • refer them to logger Continually monitor task log for review tasks. • Conduct preliminary review on Activity to determine urgency • Create and assign task to relevant cell a. Create Task thru activity **Assign to:** DDCC Mackay Select relevant cell **Type:** Select task type **Subject/title:** Enter title **Details of request:** Enter details **Due date:** Unless high	No further action Update activity with full summary of original information provided	Finalise your task	Reprint activity with updated details (use print to PDF button)	Return hard copy to DXO		Review all DIEM's entries and hard copies. Make sure everything has been recorded properly. Identify where to file Place in filing tray	File as per table below File original email
			Action required by District Update activity with full summary of original information provided and action to be taken	-Create tasks on DIEMS and assign to agency **Assign to:** DDCC Mackay / (select relevant agency)	Print 2 copies of each task on pink paper. Attach 1 copy to your task	Place your original task (with new task attached) in 'Activity has been tasked' tray Second pink copy of task handed to agency	-Take completed tasks out of 'Activity Completed by Agency' tray -Reconcile with your task in tray 'Activity has been tasked tray' -Assess whether further action is required -Update and finalise both task on DIEMS -Update activity on DIEMS -Reprint Activity -Advise requestor (if applicable) -Place all documents in 'XO review' tray		

	Review Task **Details of request:** Review Task **Due date:** Unless high priority set at 4hrs from now **c. Print Hardcopy and compile in this order:** • Activity entry (use print to PDF button) (blue paper) • Email with attachments / fax • Review Task (use print to PDF button) (pink paper) Place hard copy in DXO in-tray	priority set at 2hrs from now **b. Print 2 x hardcopy of task and put 1 in cell's intray** **Retain activity entry and attach copy of task.** Tasks printed on pink paper	Escalate to State Update activity with full summary of original information provided	-Refer to training manual on how to escalate RFA to state	Print RFA created in DIEMS on green paper and any attachments (including signed original RFA)	Green copy placed in tray 'RFA has been tasked'	-Monitor RFAs on DIEMS to identify if SDCC has updated/completed -Update activity log -Print RFA from DIEMS -Reconcile with green original in 'RFA has been tasked' tray -Advise requestor (if applicable) -Place all documents in 'XO Review' tray		

Activity Type	From
Weather	Mackay LDCC
Damage Overview	Isaac LDCC
Town Isolated	Whitsunday LDCC
Media Issue	
General Sitrep	
Projected Operations	
Response	
Population	
Population (Vulnerable People)	Ergon
Evacuation	Telstra
Place of Refuge	Optus
Medivac	
Injury	ADF
Medical Facility	BOM
Deceased	Communities
Transport	DAFF
Transport (Roads)	DEHP
Transport (Airport)	DETE
Transport (Port)	DNRM
Transport (Ferry)	DSITIA
Transport (Bus)	DTMR
Transport (Train)	DHPW
Structures	Human Services
Structures (Dwelling)	MSQ
Structures (Business)	QAS
Structures (Building)	QFES
Structures (School)	QHealth
Structures (Bridge)	QPS
Structures (Dam)	QRail
Services	Red Cross
Services (Comms)	RSPCA
Services (Electricity)	Mackay Airport
Services (Sewerage)	Mackay Bulk Ports
Services (School)	
Industry	
Environment	
Re-Supply	

General information:

DIEMS Event: **[Insert DIEMS event name]**

This event is being used by DDCCs from Bundaberg to Cairns. Therefore, filter your activity log, task log and RFA log by 'Disaster District Mackay'.
All activities you enter must have **'Disaster District Mackay' in the Region Related To field**

The Information recorded on DIEMS is used to

- Electronically record information
- Provide an easy search function
- Provide a quick reference SITREP for DDC, D/DDC, XO and staff within DDCC
- Allow State to monitor our status
- Escalate RFAs to State

The hard copy system is designed to mirror DIEMS to ensure business continuity

Printing
When printing in DIEMS click the 'Print to PDF' button rather than the 'Print' button. It displays better. Printer name is MKY – DETOCOPIER - 2

Email:
The DDCC needs to monitor the following email accounts:
DDC.Mackay
DDMG Mackay Call Taker
DDMG Mackay Intel
DDMG Mackay Logger
DDMG Mackay Media
DDMG Mackay Planning
DDMG Mackay Logistics
DDMG Mackay Operations

You can set your email up so you can view these accounts from your normal email
All emails you send should be sent from one of these accounts (to prevent replies or other emails being sent to your personal email)

File Server
All documents associated with the event can be found on the file server:
\\mky-fls-01\guest\DISASTER MANAGEMENT\ **[EVENT NAME]**

NAMING CONVENTIONS:

Activity subject line should follow this naming convention:

Activity Type – From – Title / Subject

Where possible, use the names below

It's very important to record changes in the status of			
Vulnerable people	**Infrastructure**	**Transport**	**Utilities**
Hospital	Houses	Airport	Electricity
Nursing homes	Businesses	Port of Mackay	Water
Evacuees / Displaced people	Buildings	Road network	Sewerage
Homeless / Itinerants	Road network	Rail	Telephone
Elderly / Sick / Disabled etc.	Bridges	Bus	
Tourists	Dams	Ferry	
	Cyclone shelters / Places of refuge		
	Schools		

Annexure K –
2017-18 Annual Operational Plan

Queensland Government

Mackay District Disaster Management Group

Operational Plan 2017 -2018

Disaster Management Priorities:

As outlined in the Mackay District Disaster Management Group (DDMG) Disaster Management Plan 2014, the priorities for the Mackay DDMG are –

- The continual 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;
- The regular review and assessment of the disaster management arrangements of the
  - Mackay Local Disaster Management Group;
  - Whitsunday Local Disaster Management Group;
  - Isaac Local Disaster Management Group.
- Ensuring the community is aware of ways of mitigating the adverse effects of an event, and preparing for, responding to and recovering from a disaster;
- Coordinating the provision of State resources and services to support the
  - Mackay Local Disaster Management Group;
  - Whitsunday Local Disaster Management Group; and
  - Isaac Local Disaster Management Group

  in all phases of disaster management;
- The identification, allocation and coordination of resources that may be used for disaster operations in the district; and
- The establishment and review of communications systems in the group, and with the
  - Mackay Local Disaster Management Group;
  - Whitsunday Local Disaster Management Group; and
  - Isaac Local Disaster Management Group

  for use when a disaster happens.
- Addressing disaster management training needs of the district through the delivery of a structured training program.

The Mackay District Disaster Management Group (DDMG) develop a District Annual Operational Plan outlining the operational priorities for the forthcoming year pursuant to the provisions of

Section 53 (2)(e) of the *Disaster Management Act 2003.* The operational plan is used as a tool to outline, implement, manage and monitor current disaster management priorities for the district. This is that Annual Operation Plan.

Some activities may be relevant to more than one Priority but will only be listed once in the Operational Plan.

No.	Priorities	Performance Indicators	Activities	Date	Responsible Unit / Member
1	The continual 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.	▪ Stakeholder Engagement ▪ Capability Development ▪ Disaster Mitigation / Prevention ▪ Disaster Preparedness ▪ Disaster Response ▪ Disaster Recovery ▪ DDMG Meetings ▪ Member appointments / governance	▪ Review and Rewrite of Mackay DDMP to ensure compliance with the Emergency Management Assurance Framework. ▪ Review of District Risk Management Plan ▪ Ensure member appointments in accordance with governance and legislative requirements and quarterly review ▪ Proposed DDMG meetings	By 30 June 2016 Ongoing Ongoing	Executive Officer through an appropriate process of consultation with all DDMG membership. All DDMG Members – coordinated by Risk Management Sub Group. XO All agencies All agencies

No.	Priorities	Performance Indicators	Activities	Date	Responsible Unit / Member
			○ 24/03/2016 ○ 21/07/2016 ○ 15/09/2016 ○ 17/11/2016		
2	The regular review and assessment of the disaster management arrangements of the – Mackay Local Disaster Management Group; – Whitsunday Local Disaster Management Group. – Isaac Local Disaster Management Group.	▪ Stakeholder Engagement ▪ Review of Local Disaster Management Plans ▪ Review of District Disaster Management Plan	▪ Undertake formal review and assessments of Mackay, Whitsunday, Isaac LDMPs in line with timeframes set by IGEM ▪ Assist LDMGs in the development of LDMP's risk management plans and exercising of those plans. ▪ Participate in the formal review and assessment of the DDMP in line with the timeframes set by IGEM ▪ Timely completing and submission of Annual Report in accordance with reporting timeframes	As directed by IGEM Ongoing As directed by IGEM By 30/07/2016	QPS – DDMG XO / Chair QFES (Disaster Management) QPS – DDMG XO All agencies QPS – DDMG XO All agencies QPS – DDMG XO LDC's DDMG Chair.
3	Ensuring the community is aware of ways of mitigating the	▪ Stakeholder Engagement ▪ Agency	▪ Continued support for 'Get Ready' Campaign at an	Ongoing	All agencies.

No.	Priorities	Performance Indicators	Activities	Date	Responsible Unit / Member
	adverse effects of an event, and preparing for, responding to and recovering from a disaster;	resilience and business continuity.	agency level and in support of Local Government activities.		
4	Coordinating the provision of State resources and services to support the – Mackay Local Disaster Management Group; – Whitsunday Local Disaster Management Group; and – Isaac Local Disaster Management Group in all phases of disaster management;	▪ Stakeholder Engagement ▪ Preparation of staff and LO's to undertake disaster operations. ▪ Effective Member and agency communications. ▪ Effective and continual training of DDCC staff and DDMG members. ▪ Exercising established arrangements.	▪ Implementation of recommendations and findings from Exercise Contact conducted in 2015. ▪ Conduct DDMG exercises where deemed appropriate by the group to test arrangements	Ongoing 31/12/2016 and ongoing	All agencies All agencies. QPS – DDMG XO
5	The identification, allocation and coordination of resources that may be used for disaster operations in the district	▪ Stakeholder Engagement ▪ Exercising established arrangements. (See other priorities for relevant activities)	▪ Review of District Risk Management Plan	By 30/06/2016	QPS – DDMG XO All agencies
6	The establishment and review of communications systems in the group, and with the – Mackay Local Disaster	▪ Stakeholder Engagement ▪ Exercising established arrangements. ▪ Introduction of the GWN (Government	▪ Regular review of DDMG contact list and regular dissemination to members ▪ Conduct of	Each meeting and ongoing 31/12/2016	All agencies QPS – DDMG XO All agencies

No.	Priorities	Performance Indicators	Activities	Date	Responsible Unit / Member
	Management Group; – Whitsunday Local Disaster Management Group; and – Isaac Local Disaster Management Group for use when a disaster happens.	Wireless Network)	DDMG and DDCC exercise involving both LDMGs	and ongoing	QPS – DDMG XO
7	Addressing disaster management training needs of the district through the delivery of a structured training program.	▪ Stakeholder Engagement ▪ Compliance with the training framework ▪ Attendance at QFES Courses.	▪ Training is a permanent agenda item at all DDMG meetings ▪ QFES provides approved DM training to all members, deputies, advisors and DDCC staff aligned to strategic priorities and district needs ▪ QPS DDCC staff, DDMG members and DDCC LO's are provided with suitable DIEMS training and access when available	Ongoing Ongoing Ongoing	QFES (Disaster Management) QFES (Disaster Management) QPS – DDMG XO

Principles of Disaster Management:

As part of the on-going management goals and objectives for the Mackay DDMG, the group has adopted the principles of disaster management as listed in the State Plan and reflected in the Strategic Policy Framework; namely –

(a) Comprehensive approach;

(b) All hazard approach;

(c) All agencies approach;

(d) Local disaster management capability; and

(e) Prepared, resilient community.

Compiled by

……

Senior Sergeant John Holdcroft
Executive Officer
Mackay Disaster District

Approved by

……

Superintendent Glenn Morris
District Disaster Coordinator
Mackay Disaster District

Annexure L – Cyclone Shelter Management Instructions

Mackay Police District

District Instruction

Responsibilities of QPS Officers working in Public Cyclone Shelters and Places of Refuge

Note: These instructions are to be read in conjunction with O.P.M 4.6, - 4.8, 9, 13.4.9, 13.17, 13.23, 13.24, 17.3.10, and 17.3.12,_Queensland Public Cyclone Shelters – Operations Guidelines Interim 2012, Public Cyclone Shelter Resources Planning Tool, Mackay Regional Council Local Disaster Management Plan Cyclone Shelter Operations Sub Plan, Whitsunday Regional Council Local Disaster Management Plan Cyclone Shelter Operations Sub Plan, Mackay Regional Council Code of Conduct and conditions of entry documentation, Whitsunday Regional Council Code of Conduct and conditions of entry documentation.

1. Purpose:

These instructions seek to augment the operational procedures and legislative requirements upon which officers of the Queensland Police Service perform their duties, policing and the management of public order within the Mackay, Proserpine and Bowen Cyclone Shelters in response to a cyclone event requiring their activation.

2. Definitions:

Act: Means the *Disaster Management Act 2003.*

Declaration of a "Disaster Situation": a district disaster coordinator for a disaster district, may, with the approval of the Minister, declare a disaster situation for the district, or part of it (s.64 of the Act).

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 (s.13 of the Act)

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.

Event means: –

(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;
(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 paragraphs (a) to (e)

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

Place of refuge is:

- not a purpose built cyclone shelter
- a normal building, selected as being amongst the best existing buildings available within the community in which people may shelter during a tropical cyclone
- only used where shelter in public cyclone shelters is not available
- only used by those unable to make alternative safe arrangements □a building which may provide no greater protection than a home on high ground, built since 1982.

Public Cyclone Shelter A building specifically designed and constructed to provide protection from wind and debris during the passage of a severe tropical cyclone and constructed in accordance with the "Design Guidelines for Queensland Public Cyclone Shelters September 2006.

noxious or offensive substance: *State Buildings Protective Security Act 1983*, section 3.

offensive weapon: see s 3 *State Buildings Protective Security Act*

outer garment: *includes cloak, coat, shirt and garment.*

potentially harmful thing—

(a) means a thing a person may lawfully possess that is or contains a substance that may be harmful to a person if ingested or inhaled; and
Examples—
1 glue
2 paint
3 a solvent
(b) includes methylated spirits; and
(c) does not include a thing intended by its manufacturer to be inhaled or ingested by a person using it.

proscribed thing: means proscribed matter under the *State Buildings Protective Security Act 1983* s 3.

Seize: includes retain, but does not include impound.

state building: see *State Buildings Protective Security Act 1983*, s 4.

3. General Information:

The Mackay Public Cyclone Shelter is a purpose built facility situated at the Mackay Northern Beaches State High School, Rosewood Drive, Rural View. The Proserpine Public Cyclone Shelter is located at Proserpine State School, Sterry Street, Proserpine. The Bowen Public Cyclone Shelter is located at Bowen State High School, Richmond Road, Bowen.

Cyclone Shelters are designed and constructed to meet multiple purposes including the protection of people during the lead up to and passage of a severe tropical cyclone. The primary purpose of public cyclone shelters is to provide protection from storm tides, high winds and windborne debris to vulnerable sections of the community, who have not or could not move away from the effects of a tropical cyclone impact.

These shelters are engineered structures designed to:

a. withstand wind gust speeds up to 306km/hr (Category 5 - wind gusts more than 280 km/hr),
b. be capable of resisting debris as defined in the guidelines,
c. be located in areas where: access is maintained; the shelter is not inundated by storm tide or flooded by river or creek flow and the shelter is not at risk from landslip or other significant event,
d. have a design density of a minimum floor area of 1.25m2 per person. The level of comfort is similar to the seating capacity of a movie theatre. Limited space may need

to be made available for special needs individuals e.g. to lie down. These arrangements shall be made to best suit the building layout.

The design of cyclone shelters requires attention to behavioural and other non-engineering issues that affect the safety of large numbers of people in relatively confined spaces. **Shelters are not intended to store property, or accommodate pets or personal property/bedding during a cyclone event.**

The cyclone shelter is intended to provide protection for people during the passage of a cyclone and have been designed for two periods of occupancy. These periods are the total occupancy period and the lock-down period (up to 18 hours).

- **Total Occupancy Period** - includes a period prior to the wind reaching a gust wind speed of 100km/hr, the period of lock-down of the shelter when the winds are greater, and a period after the winds have abated but prior to people departing the shelter. Normally, an event would require the building to be managed as a cyclone shelter for a period of 24 to 48 hours. This time period includes opening and setup, occupation, the lock down period as the cyclone passes, exit of occupants and shut down. Occupation will potentially commence 6-12 hours before the lock-down period.

- **Lock-Down Period** - when windows and doors are closed to provide protection from wind gusts of 100km/hr and greater, may be 6-12 hours with an anticipated maximum of 18hrs. During this time, no one will be permitted to leave or enter the building.

A community awareness campaign has been delivered to local residents who may attend the cyclone shelter. This campaign together with the code of conduct seeks to outline to attendees what a Public Cyclone Shelter is, who may be accepted/accommodated within the shelter, what to bring and what arrangements they need to make for their pets/animals. The shelter manager should be able to provide further detail on any issues requiring clarification.

At the shelter entrance and designated pick up areas, evacuees are to be provided with handouts detailing the conditions of entry (Code of Conduct and Prohibited Items lists). **This is an opportunity for them to decide if they intend to enter the shelter or leave for another more suitable location. Additionally, this is when the amount and type of belongings being brought in will be monitored. If the evacuees do not arrive via the Transportation Team and have a vehicle parked nearby they will be advised to return any prohibited and/or excess items to their vehicle/s.**

Evacuees are to complete the registration details (Evacuee Registration Form – **Annexure A)** on arrival at the shelter including agreeing to the code of conduct and conditions of entry. **The provision of personal information is a condition of entry to the shelter and people may be refused entry if they are not willing to comply with this requirement.** A registration form is to be completed for every evacuee who will then be issued with a wrist band and directed to their allocated seat.

No pets will be permitted to enter the shelter. **Please Note: Assistance animals (such as Guide and Hearing Dogs) are not pets and must be adequately accommodated within the Public Cyclone Shelter. The management and care of the assistance animals always remains the responsibility of their owner.**

Space in the cyclone shelter should **not** be allocated to the media for their personnel and/or equipment, nor should they be encouraged to stay during the lockdown period.

On entry to the shelter evacuees will be further informed via handouts and public addresses of the code of conduct that they are required to abide by prior to entry into the shelter. All entrants are required to read and understand this Code of Conduct.

The code of conduct will be communicated to the shelter occupants by:

- A sign displaying the code at the point of entry
- Distribution of a code of conduct leaflet on entering the shelter
- Prominently displayed signage around the shelter

It will set out:

- Key behavioural expectations
- The role of security
- Options to address breaches
  - Before entry and during lockdown

In nominating to work within this shelter you have agreed you have the personal characteristics, attitude and experience to be suitable for performing duties under the threat of an imminent natural event. The attributes you are suggesting you possess include:

- experience in disaster management and operations;
- management experience at a suitable level;
- level headed approach to work;
- conflict resolution experience;
- ability to remain calm in a stressful situation and reassure others; and
- relevant qualifications such as Apply First Aid or Operating Fire Extinguishers.

The Cyclone Shelter Manager (or delegate) retains overall responsibility for the management of the shelter from its establishment through the shelter period, to closure and handover back to the asset owner (*Queensland Public Cyclone Shelters – Operations Guidelines Interim 2012*).

The Cyclone Shelter Management Team are the identified staff that will remain in the shelter for the duration of its occupancy and support the Shelter Manager in the running of the shelter. Amongst other functions they will monitor the crowd for issues and bring identified problems which they are not able to rectify to the attention of police or relevant emergency response agencies.

Shelter occupants will want to leave the shelter as soon as possible after the event however, the ability to move around safely or access certain areas of the community could put them in greater danger. The decision to unlock and allow persons to leave the centre is to be made by the Centre Manager in close consultation with the Local and District Disaster Coordinators.

All queries regarding fire and fire evacuation procedures should be directed to the Queensland Fire and Emergency Service.

4. Instructions:

Officers should clearly balance the rights of a person to lawfully enter the shelter, their safety and that of other persons against the justifiable reason to exclude any person from the shelter.

The primary purpose of the cyclone shelter is the personal safety of attendees and those working to protect them. In this case the balance where no other safe alternatives are available should always be to allow entry to the shelter.

Excess or unnecessary property (not medication or essential food items required by the entrant) should be excluded prior to entry with a request made to the entrant to return the item to their vehicles or home address (if safe to do so).

Entry

Persons attempting to enter the shelter who in the opinion of the Shelter Manager (or authorised delegate) are not abiding by the conditions of entry may be advised that they have been refused entry and are not to enter the shelter (by way of a direction (see section 5 – Direction) given by the Shelter Manager or delegate).

The authority for such refusal is found at s 277 of the *Criminal Code* (the Code).

This section authorises a person (in this case the Shelter Manager) in peaceable possession of any land, structure, vessel or place, or who is entitled to the control or management of any land, structure, vessel, or place, and for any person lawfully assisting him or her or acting by his or her authority (police / other shelter staff), to use such force as is reasonably necessary in order to:

(i) prevent any person from wrongfully entering upon such land, structure, vessel, or place; or

(ii) to remove therefrom a person who:

(a) wrongfully remains therein; or

(b) conducts himself or herself in a disorderly manner therein;

provided that he or she does not do grievous bodily harm to such person.

Officers assisting persons in the peaceable possession of the shelter to lawfully remove persons improperly there, are taken to be acting in the exercise of their duty despite the fact that such assistance could be provided by a person who is not an officer (see s. 792 Performance of duty of the *Police Powers and Responsibilities Act (PPRA*).

Example—
An occupier of a place who may remove a trespasser from the place asks a police officer to remove the trespasser. The police officer, when removing the trespasser at the occupier's request is performing a function of the police service.

This provision is used in conjunction with the powers and responsibilities provided in the *PPRA* in particular ss. 52, 615 and 792.

Section 52(2) (Prevention of offences—general) of the PPRA provides:

(2) It is lawful for a police officer to take the steps the police officer considers reasonably necessary to prevent the commission, continuation or repetition of an offence.

Section 615 (Power to use force against individuals) PPRA provides:

(1) It is lawful for a police officer exercising or attempting to exercise a power under this or any other Act against an individual, and anyone helping the police officer, to use reasonably necessary force to exercise the power.
Example—
A police officer may use reasonable force to prevent a person evading arrest.

(2) ……

(3) The force a police officer may use under this section does not include force likely to cause grievous bodily harm to a person or the person's death.

Therefore, should the Shelter Manager withdraw consent for the person to be in or remain in the shelter they can be removed as per s 277 of the Code and force may be used if required to effect this removal s 615 PPRA.

Whilst it is the case that they may be removed pursuant to s 277 of the Code, they cannot be charged with an offence against s 11 (Trespass) of the *Summary Offences Act 2005* (SOA), as the Cyclone Shelter is not a dwelling or place used for business purposes. After being removed from the place, unless they commit another offence, no action should be taken against them.

The situation changes of course if the offender does not leave quietly and police may consider an offence under s 790 of the PPRA which provides:

> (1) A person must not assault or obstruct a police officer in the performance of the officer's duties.
>
> (2) …….
>
> (3) In this section—
>
> ***assault*** has the meaning given by the Criminal Code, section 245.
>
> ***obstruct*** includes hinder, resist and attempt to obstruct.

During a 'disaster situation' (declared period) police officers are automatically authorised as declared disaster officers see s 113(b) D M Act and as such a person can be charged with obstructing these officers unless the person has a reasonable excuse – see s 115(1) - Obstruction of authorised person, in this case the person must be warned that it is an offence to obstruct the authorised person.

Also, a police officer could consider the 'move-on' powers under Part 5 of the PPRA, as the definition of "regulated place" in s 44 and schedule 6 of the PPRA includes,

> (a) public places;
>
> (b) prescribed places that are not also public places.

Directed Evacuation

When a 'disaster declaration' has been made and a person has been refused entry to the cyclone shelter for the reasons stated above (or the shelter is over capacity) consideration may be given to evacuating them from the area if safe to do so. During this situation as Declared Disaster Officers police have all of the powers included in section 77 General powers DM Act including:

> (c) evacuate persons or animals from the declared area or a part of the area;

At this time the necessary arrangements need to be in place to transport these persons away from the centre and this decision must be communicated to the Senior Police Officer at the Local Disaster Coordination Centre (LDCC) and the District Disaster Coordination Centre (DDCC) with advice of reception requirements at a designated reception point. Help and reasonable force may be used to support the evacuation of these persons from the area (if required) s 77(4) of D M Act.

No offence provisions exist for a failure to comply with the direction to evacuate under these circumstances therefore consideration needs to be given to directions and requirements offered under the PPRA.

Breach of the Peace

The code of conduct provides the basis upon which to frame the behaviour and property allowed to be brought into the shelter, that is, should a person's behaviour or the property be outside the scope of the code of conduct then consideration can be given to the prevention of a breach of the peace provisions (Part 6 Breaches of the peace, riots and prevention of offences) ss 50 – 52 PPRA.

Where action is considered necessary to prevent a breach of the peace under s 50(2) of the PPRA, officers are to ensure that they have the reasonable suspicion required under s 50(1).

(a) a breach of the peace is happening or has happened; or

(b) there is an imminent likelihood of a breach of the peace; or

(c) there is a threatened breach of the peace.

(2) It is lawful for a police officer to take the steps the police officer considers reasonably necessary to prevent the breach of the peace happening or continuing, or the conduct that is the breach of the peace again happening, even though the conduct prevented might otherwise be lawful.

When a person has been detained under s 50(2) of the PPRA, the detention will be lawful, provided that the required reasonable suspicion under s 50(1) continues to exist. Also, it is lawful in appropriate circumstances for a person detained under s 50 to be taken to another place (e.g. holding cell) provided that the other officer (receiving officer) holds the required reasonable suspicion.

However, once the relevant breach of the peace has been prevented from happening or continuing, or the conduct that is the breach of the peace has been prevented from again happening, the person is to be released from detention. Where a person is detained under s. 50 of the *PPRA* and taken to another place (e.g. holding cell), a QPRIME entry is required to be made. In this situation no clear authority exists to search this person, unless by consent (s. 443: 'Police officer may search person in custody of the *PPRA* does not apply).

Search

Search powers contained within ss 29 and 30 of the PPRA provide officers with the power to search persons in a variety of prescribed circumstances where the officer reasonably suspects a search is required. These powers are supported by ss 549 through 555 PPRA, with regards to Directions in State Buildings (as provided below).

Public Cyclone Shelters are a designated 'State Building', within the *State Buildings Protective Security Act 1983*, and therefore the provisions of ss 549 to 555 of the PPRA apply.

As such, a police officer performing duties within the Shelter can make a requirement to an entrant of the shelter to state a reason for the entrant to enter or be in the building, see s 549 Power to require reasons for entry to state building of the PPRA, provided they provide such entrant with a reason for making such request.

Pursuant to s 550(1)(c) and (2)(c) PPRA a police officer may pass a hand held scanner in close proximity to the entrant and / or the entrant's belongings and if considered reasonably necessary in relation to the entrant or the entrants belongings (s 551(1) PPRA). Before doing so the Officer must tell the entrant the reason for making such request (s 551(2)).

The Officer can also request the person to do one or more of the following;

(a) allow the police officer to inspect the entrant's belongings;

(b) remove 1 or more outer garments worn by the entrant as specified by the police officer and allow the police officer to inspect the garments;

(c) remove all articles from the entrant's clothing and allow the police officer to inspect them;

(d) open an article for inspection and allow the police officer to inspect it;

(e) and (f) ….

(3) A police officer may touch a garment the entrant is wearing only if the police officer is the same sex as the entrant.

(4) In this section— inspect, an article, includes handle the article, open it and examine its contents.

A failure by the entrant to provide a reason for entering or remaining in the building or allowing a police officer to search by hand held scanner the entrant or the entrants' belongings (s 552 PPRA) allows the officer the power to direct the person to leave the building and to take their belongings (s 553 PPRA) with them (see s 553 PPRA).

If a person fails to comply with the request or direction, or fails to satisfy a police officer of the reason to be in the building (and the person has not been arrested for a contravene direction s 791, the police officer may;

- remove or
- prevent the person from entering the Building (see s 555 PPRA).

The relevant provisions of the D M Act, are limited in scope to effectively manage property brought into the centre (power to open a container (bag / hand bag s. 77(l) General Powers, DMA) if a disaster declaration is in existence and then only by a declared disaster officer to (i) ensure the safety of the public, (ii) prevent or minimise loss of human life, or illness or injury to humans or animals; (iii) prevent or minimise property loss or damage, or damage to the environment; (s. 76 General provision about powers). At this juncture it may be more appropriate to revert back to the relevant sections of the PPRA, the Criminal Code and other Acts to ensure appropriate coverage of these issues.

Sections 442 and 443 of the PPRA provide that a search may be conducted where a person has been lawfully arrested or is otherwise in lawful custody. The requirements of a lawful arrest without warrant are set out in s 365 of the PPRA. In the case of the arrest of an adult in relation to a summary offence, there are two elements which must be satisfied:

i. the officer must reasonably suspect that the person has committed or is committing an offence; and

ii. the arrest must be reasonably necessary for one or more of the reasons specified in s 365(1).

Where an arrest of an adult for a summary offence does not satisfy these elements and the person is not otherwise in lawful custody, an officer will not be considered to be acting in the course of his or her duties when conducting a search pursuant to s 443 PPRA. If the arrested person hinders the officer during the course of the search, he or she cannot be charged with obstruction, as an essential element of s. 790 Offence to assault or obstruct police officer PPRA cannot be established.

Property

All property received (**seized**) by members in the course of their duties (including within the Cyclone shelter) will require the issue of a Field Property Receipt (QPB32A) or Notebook or QPrime entry s. 55 (Receipt for seized property) *Police Powers and Responsibilities Regulations* (PPRR) and s. 622 (Receipt for seized property) PPRA.

The member who takes possession of the property is the reporting officer for that property. This officer is responsible for the property until such time as it is returned, destroyed or disposed of pursuant to an Act, law or Service policy; or it is necessary to keep the property for use during questioning or for an investigative procedure involving it (see OPM 4.6).

Where a person within the shelter is arrested or detained for any reason consideration should be given to having property returned or delivered into the care of a person acceptable to the arrestee or detainee (where appropriate).

All property other than that required for evidentiary purposes (or in the custody of an arrested/detained person) should be retained for as long as is reasonably necessary and returned to the property owner or the person who had lawful possession of it before it came into the possession of the Police Service on the re-opening of the centre and departure of attendees (see ss.686 – 695). Prior to release a relevant indemnity receipt or notebook acknowledgment is to be obtained from this person for the property seized.

Move-on directions

A direction may be provided to persons in regulated places (a) public places; (b) prescribed places that are not also public places (s. 44 Application of pt. 5 PPRA). In these circumstances where a police officer reasonably suspects the person's behaviour or presence (a relevant act) is or has been—

(a) causing anxiety to a person entering, at or leaving the place, reasonably arising in all the circumstances; or
(b) interfering with trade or business at the place by unnecessarily obstructing, hindering or impeding someone entering, at or leaving the place; or
(c) disorderly, indecent, offensive, or threatening to someone entering, at or leaving the place; or
(d) disrupting the peaceable and orderly conduct of any event, entertainment or gathering at the place (ss. 46 When power applies to behaviour and s. 47 When power applies to a person's presence *PPRA*).

A police officer may give to a person or group of persons doing a relevant act any direction that is reasonable in the circumstances (stating the reasons for giving the direction) in the interests of—
(a) public safety; or
(b) public order; or
(c) the protection of the rights and freedoms of other persons.

This direction may require a person to do 1 of the following—

(a) leave the regulated place and not return or be within the regulated place within a stated reasonable time of not more than 24 hours;

(b) leave a stated part of the regulated place and not return or be within the stated part of the regulated place within a stated reasonable time of not more than 24 hours; s. 48 Direction may be given to person (PPRA)

(c) move from a particular location at or near the regulated place for a stated reasonable distance, in a stated direction, and not return or be within the stated distance from the place within a stated reasonable time of not more than 24 hours (s. 48 Direction may be given to person PPRA).

Action under this section does not constitute a prosecution and is action taken to prevent an offence or breach of the peace. Offenders may be released when the threat of committing an offence or breaching the peace no longer exists. The direction can only last 24 hours.

A move on direction can be given to the person, only if the person's behaviour or presence has or had the effect mentioned, in the part of the public place at or near where the person then is (see ss. 46(2) and 47(2) of the PPRA.

Giving a direction should be the first 'action' step. Should the actions continue the second step could be commencement of proceedings for contravening a direction or requirement - unless the person has a reasonable excuse (see s 791 of the PPRA).

Officers who give a person or group of persons a move on direction should record in their official police notebook details of the:

(i) time and date the direction was given;

(ii) location of the person or group when the direction was given;

(iii) name and address, if known, of the person or persons given the direction or a description of the person given the direction, including age, sex and ethnic background;

(iv) terms of the direction given; and

(v) ensure an occurrence is entered on QPRIME as soon as reasonably practicable.

In all instances listed above commencement of proceedings should be by way of Infringement Notice (where available for that offence) or Notice to Appear. Should the person not desist and continue with the offence or disregard the direction or requirement and public safety continues to be at risk, then you may have to consider additional enforcement action. If any person undertakes an overt action to stop or hinder your actions, then the offence of obstruct or assault may be applicable (see s 790 of the PPRA).

The direction in this circumstance must be a 'reasonable direction' and satisfy the relationship between the circumstances which allowed the direction to be given, and the direction that was given.

Officers should use their discretion in exercising their power of arrest during the operation / activation of a public cyclone shelter as the process of arresting a person for an offence of a minor nature may cause the situation to further deteriorate, necessitate the transport of persons away from the area or require their restricted movement within a designated police area within the shelter. The more serious the offence committed, the more likely it should be that an arrest will take place.

Police officers should bear in mind that all 'use of force' applications must be:

(i) authorised;

(ii) justified;

(iii) reasonable / proportionate / appropriate;

(iv) legally defensible; and

(v) tactically sound and effective.

Domestic Violence

Domestic violence issues occurring within the Shelter are to be managed in accordance with all relevant legislative provisions (*Domestic and Family Violence Protection Act 2012* (DFVPA) or any other Act and operational procedures. This includes the need for the completion of all documentation and registers as they apply, including:

* Enforcement Act register entries

* Protective assessment

* Domestic Violence Protection Order Applications, Police Protection Notice etc.

It must be remembered that during lockdown it is unlikely that a person can be 'taken into custody' in accordance with section 116 of the DFVPA, due to the unlikely ability for compliance with section 117 (DFVPA).

Under these circumstances and subject to the need to prevent personal injury to another person or prevent damage to property, Officers may consider the use of a police protection notice (QP 0899) against the respondent in accordance with s 101 of the DFVPA in which case approval must be sought to issue such notice.

Cross matching information

On occasion there may be a need to cross match information received from other agencies against relevant QPS computer databases. Support for this cross-matching is contained within the relevant provisions of the *Information Privacy Act 2009* at section 29 Special provision for law enforcement agencies, which can be summarised as follows:

(1) A law enforcement agency is not subject to IPP 2, 3, 9, 10 or 11, but only if the law enforcement agency is satisfied on reasonable grounds that noncompliance with the IPP is necessary for—

(a) if the enforcement agency is the Queensland Police Service—the performance of its activities related to the enforcement of laws; or

- Enforcement exemption in s.29 applies to IPPs … 9 and 10, provided that the requirement of "necessary for a law enforcement function" can be satisfied.
- IPP 9 "Use of personal information only for relevant purpose"
- IPP 10(1)(b) permits information to be used for another purpose where it is necessary to prevent to lessen a serious threat to life, safety, welfare etc of a member of the public.
- IPP 10(1)(d) also permits information to be used for another purpose where the agency is satisfied on reasonable grounds that the use is necessary (i) – (v)

5. Move on-directions:

Officers should give a direction substantially in the following form:

Person in Peaceful Possession (Shelter Manager or delegate – s.*277 Criminal Code)*

I am (name and position in Council) of the Mackay/Whitsunday Regional Council the person or agent of the person in peaceful possession of the Mackay/Proserpine/Bowen Cyclone Shelter, to all those on / within …… (name of street/road/place), you are unlawfully within the Mackay/Proserpine/Bowen Cyclone Shelter. I revoke all lawful rights for you to be here and I now require you to immediately move yourselves and your goods and chattels off these premises.

Officer Direction

I am Senior Sergeant/Senior/Constable …… (registered number) of (Station) of the Queensland Police Service. You have been given a direction by (name of person who gave the direction) of the Mackay/Whitsunday Regional Council to move from this site. I am now directing you to move yourself (and your goods and chattels) from the Mackay/Proserpine/Bowen Cyclone Shelter and move to a more suitable safe location immediately.

If you fail to comply with this direction without a reasonable excuse, you will be committing an offence for which you may be arrested.

The reason I am giving this direction is [state reason as outlined in s. 46(1) or 47(1) of the PPRA].

Officer Direction (Breach of the Peace)

My name is (state name), I am a (rank) of Police, registered number (number) of (station). I am of the opinion that you (point) are about to commit an offence of (Breach of the peace/Trespass).

Under the provisions of section 48 of the Police Powers and Responsibilities Act 2000, I hereby direct you (point to person) to leave the Mackay/Proserpine/Bowen Cyclone Shelter immediately and move to a safe location. I direct that you (point to person) are not to return within (select appropriate distance) of this area for a period of 24 hours.

The time and date of this direction is (time) and (date).

Do you understand this direction?

I warn you that failing to comply with my direction may constitute an offence against section 791 of the Police Powers and Responsibilities Act 2000, do you understand?

Appendix A – Code of Conduct

All persons occupying the shelter will:

- Provide the required registration details to the Shelter staff prior to entry;
- Comply with directions of the Shelter staff;
- Not use anything that is dangerous or interferes with the health and comfort of yourself and others or be under the undue influence of illicit drugs or alcohol (this includes the consumption of alcohol, illicit drugs or tobacco products/smoking). Non-compliance with this requirement may result in prosecution;
- Be mindful of the large number of persons within a small space and conduct yourself in a calm manner that does not create any unnecessary disruption, disorder or conflict with fellow shelter occupants;
- Not intentionally cause damage to the Shelter building, furniture, fittings and fixtures and immediately report any accidental damage, incidents of vandalism, theft and / or other illegal activity to the Shelter staff;
- Supervise children closely. Children remain thebe accompanied to the toilets and showers by a parent or guardian;
- Wear appropriate rubber or soft-soled footwear at all times for safety and hygiene reasons;
- Occupy the seat allocated to them by the Shelter staff and stow personal items below that chair. Occupants are responsible for the security of their own valuables;
- Keep walkways and emergency exits clear;
- Remain within the main area of the Shelter and not enter storerooms, kitchens or office space unless requested or permitted by the Shelter staff;
- Use earphones to listen to battery powered personal music / electronic devices. Volume levels are to be kept to a minimum to avoid disturbing others;
- Not use electronic devices with Shelter power outlets unless approved by Shelter staff;
- Only use shower facilities at the direction of the Shelter staff;
- Maintain cleanliness and dispose of rubbish in the bins provided; and
- Notify the Shelter staff of any medical emergency or other critical incidents.

Appendix B - Prohibited items

These items must not be brought to the Shelter and must be surrendered upon entry. Persons who refuse to surrender items of this nature will be refused entry to the shelter. Items include:

- All alcohol;
- All weapons including knives or similar edged items;
- Illicit drugs and associated items; and
- All aerosols (except personal medications; asthma puffers etc.)

Shelter occupant's belongings and person may be searched by a QPS Officer securing the facility if officers have a reasonable suspicion items of this nature have been taken into the shelter.

Appendix C - Operational checklist

The following summary only applies to the actions of Police Officers and not those of private security officers or other persons.

Relevant sections within this passage have been summarised and to ensure correctness should be referenced prior to enforcement action being taken.

- ☐ *Is the entrant aware of the code of conduct and prohibited items list?*
- ☐ *Has the entrant been supplied a copy/identified the signage relevant to the code of conduct and prohibited items list?*
- ☐ *Make requirement to the entrant to state the reason for the entrant to be or enter the Building (Cyclone Shelter) (s549 PPRA)*
- ☐ *Provide reasons to the entrant for making this request*
- ☐ *If available pass a hand held scanner in close proximity to the entrant and/or the entrant's belongings (s550(1)(c) and (2)(c) and (d) (PPRA).*
- ☐ *If considered reasonably necessary in relation to entrant or entrants' belongings (s551(1), and before doing so tell the entrant the reason for making the request (s551(2)), ask the person to do one or more of the following;*

  (a) allow the police officer to inspect the entrant's belongings;
  (b) remove 1 or more outer garments worn by the entrant as specified by the police officer and allow the police officer to inspect the garments;
  (c) remove all articles from the entrant's clothing and allow the police officer to inspect them;
  (d) open an article for inspection and allow the police officer to inspect it;
  …….
  (3) A police officer may touch a garment the entrant is wearing only if the police officer is the same sex as the entrant.
  (4) In this section— inspect, an article, includes handle the article, open it and examine its contents.
- ☐ *Direct the person to leave the building and to take their belongings should they fail to provide a reason for entering or remaining in the building or allow a police officer to search by hand held scanner the entrant or belongings (s552).*
- ☐ *Seize any proscribed thing not lawfully in their possession (s553).*
- ☐ *If property seized a QPrime or notebook entry is required to be made for the subject property.*
- ☐ *If a person fails to comply with the request or direction, or fails to satisfy a police officer of the reason to be in the building (and the person has not been arrested for a contravene direction s791), the police officer may;*
  - *remove or*
  - *prevent the person from entering the Building (s555(a) and (b)).*
- ☐ *Officers requested to assist to remove person(s) from any land, structure, vessel or place should refer to s. 277: 'Defence of premises against trespassers – removal of disorderly persons' of the Criminal Code.*
- ☐ *Officers should record in their official police notebook the nature of the request of the person in authority for police assistance. The person in authority should then be requested to sign the officer's notebook.*

- ☐ *A power to search a person or vehicle is not affected by the powers contained in this division (s553) [above ss.549 to 552 therefore revert to ss. 29 and 30 PPRA or other relevant legislation where appropriate].*
- ☐ *If officer reasonably suspects any of the prescribed circumstances exist may, without a warrant, do any of the following—*

  (a) stop and detain a person;
  (b) search the person and anything in the person's possession for anything relevant to the circumstances for which the person is detained.
  Seize all or part of a thing—
  (a) that may provide evidence of the commission of an offence; or
  (b) that the person intends to use to cause harm to himself, herself or someone else; or.(s.29)
- ☐ *Prescribed circumstances for searching a person without a warrant may include (s.30) —*

  (a) the person has something that may be—
  (i) a weapon, knife or explosive the person may not lawfully possess, or another thing that the person is prohibited from possessing under a domestic violence order or an interstate domestic violence order; or
  (ii) an unlawful dangerous drug; or
  (iii) stolen property; or
  (iv) unlawfully obtained property; or
  (v) tainted property; or
  (vi) evidence of the commission of a seven year imprisonment offence that may be concealed on the person or destroyed; or
  (vii) evidence of the commission of an offence against the Criminal Code, section 469 that may be concealed on the person or destroyed if, in the circumstances of the offence, the offence is not a seven year imprisonment offence; or
  (viii)evidence of the commission of an offence against the Summary Offences Act 2005, section 17, 23B or 23C; or
  (ix) evidence of the commission of an offence against the Liquor Act 1992, section 168B or 168C;
  (b) the person possesses an antique firearm and is not a fit and proper person to be in possession of the firearm—
  (i) because of the person's mental and physical fitness; or
  (ii) because a domestic violence order has been made against the person; or
  (iii) because the person has been found guilty of an offence involving the use, carriage, discharge or possession of a weapon;
  (c) the person has something that may have been used, is being used, is intended to be used, or is primarily designed for use, as an implement of housebreaking, for unlawfully using or stealing a vehicle, or for the administration of a dangerous drug;
  (d) the person has something the person intends to use to cause harm to himself, herself or someone else; ……..
- ☐ *If a disaster declaration is in place s64 Declaration, Disaster Management Act 2003, may provide scope to open a container or other thing, or dismantle equipment (s77(l), should an officer as a declared disaster officer consider it necessary).*

Breach of the peace

- ☐ *If a reasonable suspicion exists of a breach of the peace occurring, has occurred or is likely or threatened to occur, or an offence has been, is being or is about to be committed, a police officer may take the steps considered reasonably necessary to prevent the breach of the peace occurring (ss.50 Dealing with breach of the peace and 52 Prevention of offences - PPRA).*

- *Examples for subsection (2) — 1 The police officer may detain a person until the need for the detention no longer exists.*
- *2 A person who pushes in to the front of a queue may be directed to go to the end of the queue.*
- *3 Property that may be used in or for breaching the peace may be seized to prevent the breach.*

☐ *For section 52 (above) examples of commission of an offence includes;*

- *A police officer who reasonably suspects the way a person in the vicinity of a prisoner is acting threatens or is likely to threaten the security of the prisoner or the security or good order of the place where the prisoner is detained may require the person to leave the vicinity of the prisoner or the place of detention.*
- *Examples of continuation of an offence- 1 A police officer may direct a person who is obstructing an ambulance officer acting under the authority of the Ambulance Service Act 1991 to leave the place where the person is and, if the person fails to leave, may use reasonably necessary force to remove the person.*
- *2 A police officer may remove or deface an obscene or indecent placard, picture, writing or advertisement attached to a place or thing if it contravenes an Act because it is visible to members of the public.*

☐ *Officers should ascertain the following before deciding to give a move on direction to a person:*

- *whether informal means of directing a person to move on would be a more appropriate method in de-escalating the situation. For example, asking the person to leave the area.*
- *any reason the person offers for being in or near the place;*
- *the nature of any complaint made about the person;*
- *the nature of any anxiety the person is allegedly causing to someone else and whether the anxiety has any factual basis; and*
- *the effect of the person's presence or behaviour on anyone else in or near the place.*

☐ *An officer who gives a person or group of persons a move on direction is to, as soon as reasonably practicable:*

- *state the officer's name, rank and station or establishment to any person who is to be given a move on direction (s. 637 'Supplying police officer's details' PPRA);*
- *if not wearing uniform, inform the person given a move on direction that the officer is a police officer and produce for that person's inspection the officers identity card (s. 637 PPRA); and*
- *tell the person or group of persons the reasons for giving the direction (s. 48(4) PPRA).*

☐ *Officers who give a person or group of persons a move on direction should record in their official police notebook details of the;*

- *time and date the direction was given;*
- *location of the person or group when the direction was given;*
- *name and address, if known, of the person or persons given the direction or a description of the person given the direction, including age, sex and ethnic background;*

- *terms of the direction given; and*
- *ensure an occurrence is entered on QPRIME as soon as reasonably practicable.*

☐ *Officers are not to give a move on direction to a person or group of persons whose behaviour or presence is interfering with trade or business at a place by unnecessarily obstructing, hindering or impeding someone entering, at or leaving the place unless the occupier of the place complains about the presence or behaviour of the person or group (see ss. 46 and 47) PPRA.*

- *establish whether the person has a reasonable excuse for failing to comply with the move on direction;*
- *warn the person that it is an offence to fail to comply with a move on direction and that the person may be arrested for the offence; and*
- *give the person a reasonable opportunity to comply with the direction (s. 633 'Safeguards for oral directions or requirements' PPRA.*

☐ *An officer may receive into custody a person who the officer reasonably believes has witnessed a breach of the peace or is lawfully detained under the Criminal Code s.260 Preventing a breach of the peace; and to detain that person for a reasonable time.*

☐ *Section 260 refers to a breach of the peace witnessed by any person (allowing them to interfere to prevent the continuance or renewal of it, and to use such force as is reasonably necessary for such prevention including detaining and giving the person into the custody of a police officer.*

☐ *A person detained under s. 50 can be taken to another place (e.g. holding cell) provided that the receiving officer holds the required reasonable suspicion.*

☐ *Once the relevant breach of the peace has been prevented from happening or continuing, or the conduct that is the breach of the peace has been prevented from again happening, the person is to be released from detention*

☐ *Where a person is detained under s. 50 of the* PPRA *and taken to another place (e.g. holding cell), an entry is to be made on QPRIME.*

☐ *No clear authority exists to search such person, unless by consent. (s. 443: 'Police officer may search person in custody of the* PPRA *does not apply.)*

☐ *Arrest of a person without warrant may be necessary pursuant to s.365 Arrest without warrant, PPRA, where an adult the police officer reasonably suspects has committed or is committing an offence if it is reasonably necessary for 1 or more of the following reasons—*

(a) to prevent the continuation or repetition of an offence or the commission of another offence;
(b) to make inquiries to establish the person's identity;
(d) to obtain or preserve evidence relating to the offence;
(f) to prevent the fabrication of evidence;
(g) to preserve the safety or welfare of any person, including the person arrested;
(h) to prevent a person fleeing from a police officer or the location of an offence;
(i) because the offence is an offence against section 790 or 791;
(j) because the offence is an offence against the Domestic and Family Violence Protection Act 2012, section 177, 178 or 179;
(k) because of the nature and seriousness of the offence;
(2) Also, it is lawful for a police officer, without warrant, to arrest a person the police officer reasonably suspects has committed or is committing an indictable offence, for questioning the person about the offence, or investigating the offence, under chapter 15.

(3) Subject to the Youth Justice Act 1992, section 13, it is lawful for a police officer to arrest a child without warrant if the police officer reasonably suspects the child is committing or has committed an offence.
Editor's note—
Under the youth justice principles in the Youth Justice Act 1992, schedule 1, it is a principle of that Act that a child should be detained in custody for an offence, whether on arrest or sentence, only as a last resort and for the least time that is justified in the circumstances.

- ☐ *Sections 442 and 443 of the PPRA provide that a search may be conducted where a person has been lawfully arrested or is otherwise in lawful custody.*
- ☐ *A hot and cold debrief should be conducted at the conclusion of Cyclone Shelter use and finalisation of the disaster event including the consideration of:*

(a) operational activities of all personnel (Management and response agencies within the shelter)

(b) compliance with the code of conduct / prohibited items list – did they understand what it meant, did they take alternative action as a result of this information.

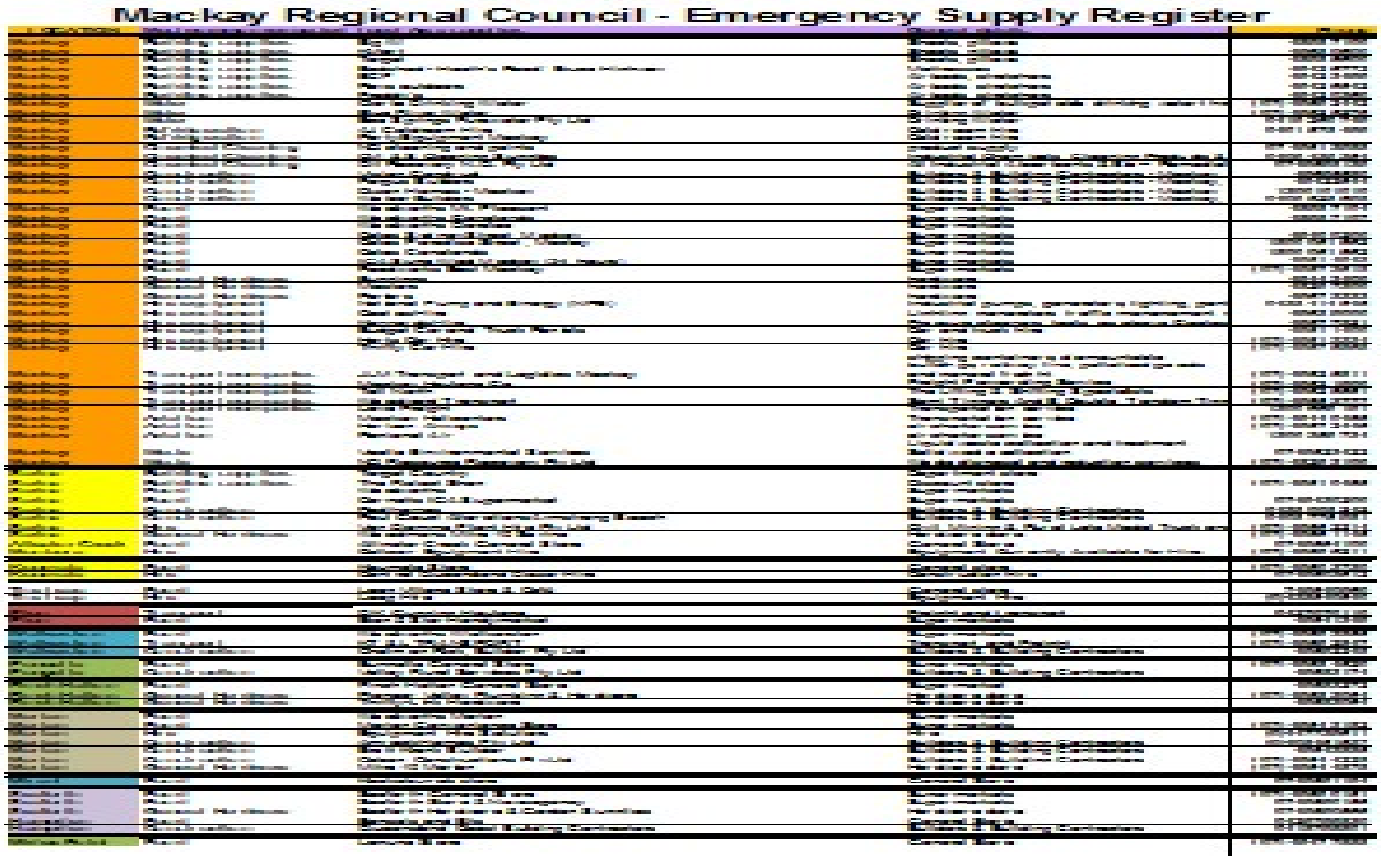
(c) Are attendees consistent with threat area – at threat of storm tide inundation, in a building built prior to 1982, cannot self-evacuate, are from a transient population;

(d) procedures for the processing of persons arrested at Shelter

(e) need for additional / alternate equipment within the Shelter

(f) Appropriateness of communication (internal and external) of the shelter

Annexure M – District Emergency Supply Register



Isaac Regional Council - Emergency Supply Register

LOCATION	Most common requested	Local Area suppliers	General details	Phone
Moranbah	Water	Neverfail Spring water	Water sales and distribution	0418 160 887
Moranbah	Bedding	Target Moranbah	Department store	(07) 4941 0100
Moranbah	Bedding	Civeo Village Moranbah	Mining Camp	4987 9100
Moranbah	Bedding	Eurika Village Camp Goonyella	Mining Camp	0448 188 899
Moranbah	Food	Coles Moranbah	Supermarket	1800 061 562
Moranbah	Food	Verns Highland Fresh	Fruit and veg supplier	(07) 4963 1177
Moranbah	Hire	Coates Hire Moranbah	Equipment hire	(07) 4946 2200
Moranbah	Hire	TFH Hire Services	Temporary Fencing, Barrier & Equipment I	0418 886 883
Moranbah	Hire	Flexihire	Equipment hire	07 4941 9900
Moranbah	Aviation	Oz Air Aviation Moranbah	Aviation services	07 4961 3220
Moranbah	Construction	Central Highlands Constructions	Building and contractors	(07) 4941 7934
Moranbah	Construction	Alphyn Construction Pty Ltd	Building and contractors	0427 329 360
Moranbah	Construction	NU Concept Developments	Building and contractors	(07) 4941 7717
Moranbah	General Hardware	High Country Enterprises Mitre 10	Hardware	(07) 4941 7135
Nebo	Food	Fresh Fruit & Vegies & Meat	Fruit Shops & Greengrocers	07 4965 0589
Nebo	Food	Nebo General Store	Supermarket	(07) 4965 6177
Nebo	General Hardware	Nebo Rural Services Pty Ltd	Hardware	07 4965 0563
Nebo	Bedding supplies	Civeo Nebo Village	Mining Camp	(07) 4940 4000
Copabella	Bedding supplies	Civeo Coppabella Village	Mining Camp	(07) 4941 3000
Copabella	Bedding supplies	TEROWIE VILLAGE CAMP ACCOMMODATION	Mining Camp	07 4813 7201
Copabella	Food	Coppabella Convenience Store Pty Ltd	Supermarket	07 4965 0126
Glenden	Food	Cornetts Supermarket Glenden	Supermarket	(07) 4958 9282
Glenden	Catering	ESS Support Services Worldwide	Food / Catering	07 4965 8229
Clairview	Construction	Steve C Electrical	Building and contractors	0438 787 322
St Lawrence	Food	Fossey General Store & Takeaway	General Store	07 4965 8133
St Lawrence	Food	LM's Cafe, Takeaway & General Store	General Store	07 4965 8044
St Lawrence	Construction	Stehyd Pty Ltd	Building and contractors	4958 9007
Clermont	Food	Cornett Supermarket Clermont	Supermarket	(07) 4983 1818
Clermont	Food	Clermont Supermarket	Supermarket	(07) 4983 1108
Clermont	General Hardware	Belyando Building Supplies Mitre 10	Hardware	(07) 4983 1304
Clermont	Construction	PDT Building Services	Building and contractors	07 4983 3186
Clermont	Construction	Daley Built Constructions	Building and contractors	0421 718 346
Clermont	Waste Removal	J.J. Richards & Sons Pty Ltd	Rubbish Removal & Skip Bins	07 4983 3848
Clermont	Transport	R&K Livestock Transport	Transport	0401 417 868
Dysart	Food	Cornett Supermarket Dysart	Supermarket	(07) 4963 1138
Dysart	General Hardware	Dysart Home Hardware	Hardware	(07) 4963 1986
Dysart	General Hardware	John Crooks Electrical & Hardware	Hardware	07 4963 1986
Dysart	Transport	Followmont Transport	Transport	(07) 4960 0457
Dysart	Transport	Toll Mining Services	Transport and Freight	(07) 4963 1323
Dysart	Bedding supplies	Civeo Dysart Village	Mining Camp	4949 1900
Dysart	Transport	Dysart Tilt Trays & General	General Freight	
Middlemount	Food	Cornett Supermarket Dysart	Supermarket	(07) 4986 7223
Middlemount	Bedding supplies	Civeo Middlemount Village	Mining Camp	4984 8000
Middlemount	Bedding supplies	Vintrite Village (Kelsoe P&S Group Mine Accomodation Village)	Mining Camp	07 4986 7389
Middlemount	Construction	Creedon J & L	Building and contractors	07 4965 7404
Middlemount	Construction	Bungalow Building Co	Building and contractors	07 4965 8882
Middlemount	General Hardware	Middlemount Rural Agencies	Hardware	4986 7800

* Search Emerald or Mackay suppliers for Aviation, Water, Hire companies, Waste, Chemical Cleaning, Cold Rooms.

Whitsunday Regional Council - Emergency Supply Register

LOCATION	Most common requested	Local Area suppliers	General details	Phone
Cannonvale	Food	Coles Cannonvale	Supermarket	(07) 4846 4888
Cannonvale	Food	IGA Jubilee Pocket	Supermarket	4848 1400
Cannonvale	General Hardware	Bunnings Cannonvale	Hardware	(07) 4948 7300
Cannonvale	General Hardware	Home Timber & Hardware CV	Hardware	(07) 4848 7171
Cannonvale	Bedding Suppliers	Target	Bedding	4841 4400
Cannonvale	Bedding Suppliers	Beds R Us	Bedding	4948 8000
Cannonvale	Bedding Suppliers	BCF	Bedding	4948 3909
Cannonvale	Construction	Peto's Constructions Pty Ltd	Builder	(0)419707021
Cannonvale	Cold Rooms	ARS Whitsunday	Cold Room supply, refridgeration	74848 2882
Airlie Beach	Water	Neverfail Springwater Whitsundays	Drinking Water	0748488823
Airlie Beach	Food	Woolworths Airlie Beach Central	Supermarket	74867 5705
Airlie Beach	Waste removal	Waste away services	Rubbish & Waste Removal, Septic Tank C	(0)419218661
Airlie Beach	Waste removal	JJ Richards and Sons	Rubbish & Waste Removal, Septic Tank C	(07) 4952 3666
Airlie Beach	Aviation	GSL Aviation	Aviation	1300475247
Airlie Beach	Aviation	Helireef Whitsunday	Aviation	74848 8102
Airlie Beach	Construction	McNeill Building Pty Ltd	Building and Contractors	(0)41883 8831
Airlie Beach	Construction	Greene Homes Whitsunday	Building and Contractors	(0) 40724 5766
Airlie Beach	Transport companies	Followmont	Transport and freight	(0)41864 1885
Airlie Beach	Transport companies	Jn D Transport	Transport and freight	(0)40873 8702
Proserpine	Food	Proserpine IGA	Supermarket	(07) 4846 3470
Proserpine	Food	Woolworths Proserpine	Supermarket	(07) 4884 8200
Proserpine	Water	Neverfail Springwater Proserpine	Drinking water	0748488823
Proserpine	Water	Whitsunday Natural Springs	Drinking water	0748462882
Proserpine	General Hardware	Home Hardware Proserpine	Hardware	(07) 4846 5611
Proserpine	General Hardware	Woodman's Mitre 10	Hardware	(07) 4846 1288
Proserpine	Transport companies	Warren Transport	Transport and freight	0748462200
Proserpine	Transport companies	AWR Transport Proserpine	Transport and freight	0748461811
Proserpine	Transport companies	Proserpine Carrying	Transport and freight	4846 1066
Proserpine	Construction	Brian Smith Constructions Pty Ltd	Builder	(07)4846 5614
Proserpine	Construction	Barrier Reef Contracting Pty Ltd	Builder	(07)4846 4333
Proserpine	Chemical Cleaning	Etwell Cleaning Services	Cleaning Products	0409 804 812
Proserpine	Chemical Cleaning	Caterquip Queensland Pty Ltd	Cleaning Products	(07)4846 3633
Proserpine	Aviation	Flight West	Aviation	(07) 4846 1433
Proserpine	Aviation	GSL Aviation Pty Ltd	Aviation	0748488087
Proserpine	Aviation	Helibiz	Aircraft Charters, Flying Schools, Helicopt	0748488422
Collinsville	Food	Foodworks Collinsville	Supermarkets	(07) 4786 8484
Collinsville	Food	IGA Collinsville	Supermarkets	(07) 4786 5326
Collinsville	Food	Cairns Top Shop	General Store	(07)4786 6418
Collinsville	Water	Aqua Water Deliveries	Drinking Water	40711 6504
Collinsville	General Hardware	Collinsville Hardware	Hardware	(07) 4786 6482
Collinsville	Aviation	Heilpower	Charters fixed wing and helicopters	42867 3013
Collinsville	Bedding supplier	Collinsville Village	Mining Camp	07 4786 5010
Collinsville	Transport companies	Crowhurst Transport	Freight and transport	(07) 4786 5730
Collinsville	Transport companies	Searle's Transport	Freight and transport	(07) 4786 5124
Bowen	Food	Woolworths Bowen	Supermarkets	(07) 4783 3100
Bowen	Food	IGA SUPA Magees	Supermarkets	(07) 4786 1844
Bowen	General Hardware	Bowen Home Hardware	Hardware	0747861733
Bowen	General Hardware	Mitre 10 Bowen	Hardware	0747861044
Bowen	Transport companies	Followmont Transport Pty Ltd	Freight and Transport	0747862878
Bowen	Transport companies	Interstate Transport Logistics	Freight and Transport	0747862483
Bowen	Hire	Bowen Industrial Hire	Equipment, porta-loo and containers for hi	0747886588
Bowen	Hire	Bowen Hire	Everything commercial and handyman	4786 1164
Bowen	Construction	Latitude 20 Homes	Builders contractors	74786 5686
Bowen	Construction	Pilcher Industries	Builders contractors	(07)4786 2310
Bowen	Bedding	Beds R Us	Bedding suppliers	0747911000
Mt Coolon	Food and Water	Koala Roadhouse		07 4983 5535
Mt Coolon	Food	Mt Coolon Hotel	Accommodation and Food	(07)4983 5530
Mt Coolon	Food	Refer to IGA Glenden	Supermarkets	(07) 4968 9282

*Bedding, Water, Waste Removal, Chemical Cleaning, see Proserpine, Airlie Beach or Mackay.

Annexure N - Abbreviations and Acronyms

ADF	Australian Defence Force
AUSVETPLAN	Australian Veterinary Plan
BoM	Bureau of Meteorology
DACC	Defence Aid to the Civil Community
DAFF	Department of Agriculture and Fisheries
DDC	District Disaster Coordinator
DDCC	District Disaster Coordination Centre
DDMG	District Disaster Management Group
DDMP	District Disaster Management Plan
DEHP	Department of Environment and Heritage Protection
DET	Department of Education and Training
DEWS	Department of Energy and Water Supply
DHPW	Department of Housing and Public Works
DM Act	*Disaster Management Act, 2003*
DNRM	Department of Natural Resources and Mines
DOC	Department of Communities, Child Safety and Disability Services
DRAT	District Risk Assessment Team
DRC	District Recovery Coordinator
DRG	District Recovery Group
DSDIP	Department of State Development, Infrastructure and Planning
DSITI	Department of Science, Information Technology and Innovation
DTMR	Department of Transport and Main Roads
EAP	Emergency Action Plan
ECC	Earthquake Coordination Committee (Queensland)
EMA	Emergency Management Australia
EMAF	Emergency Management Assurance Framework
EOC	Emergency Operations Centre
EPA	Environmental Protection Agency
FMD	Foot and Mouth Disease
LDC	Local Disaster Coordinator
LDCC	Local Disaster Coordination Centre
LDMG	Local Disaster Management Group
LDMP	Local Disaster Management Plan
NDRRA	Natural Disaster Relief and Recovery Arrangements
NGO	Non-Government Organisation
QAS	Queensland Ambulance Service
QCCAP	Queensland Coastal Contingency Action Plan
QDMA	Queensland Disaster Management Arrangements
QDMC	Queensland Disaster Management Committee
QFES	Queensland Fire & Emergency Services
RFS	Rural Fire Service
QLDVETPLAN	Queensland Veterinary Emergency Plan
NPSR	National Parks, Sport and Racing
QPS	Queensland Police Service
QR	Queensland Rail
QTCCC	Queensland Tropical Cyclone Coordination Committee
RAAF	Royal Australian Air Force
SDC	State Disaster Coordinator
SDCC	State Disaster Coordination Centre
SDCG	State Disaster Coordination Group
SDMP	State Disaster Management Plan

SDRA	State Disaster Relief Arrangements
SEWS	Standard Emergency Warning Signal
SES	State Emergency Service
SOP	Standard Operating Procedure
SPF	Queensland Disaster Management - Strategic Policy Framework
the Act	*Disaster Management Act* 2003
the Minister	Minister for Police, Fire and Emergency Services
XO	Executive Officer

Annexure O - Definitions

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 Governor in Council as the Chairperson of the DDMG. The Chair of the group is the District Disaster Coordinator.
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 Governor in Council as the Deputy Chairperson of the DDMG.
Disaster	A serious disruption to the 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 (*Disaster Management Act 2003*).
Disaster District	Part of the state prescribed under a regulation as a disaster district.
Disaster Management (DM)	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 Management Group	One of or a number of any of the following: the QDMC, DDMGs or LDMGs.
Disaster Management Strategic Policy Framework	A strategic tool which identifies principles that guide the development and implementation of policy and initiatives to achieve disaster management priorities.
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 (s. 15, DM Act).
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 recovery operations	The phase of disaster operations that relates to recovering from 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	A person appointed under the *Disaster Management Act 2003* who

Coordinator	is responsible for the coordination of disaster operations in the disaster district for the District Disaster Management Group.
District Disaster Management Group (DDMG)	The group established in accordance with s. 22 of the DM Act to provide coordinated State Government support and resources to LDMGs on behalf of local governments.
District Disaster Management Plan	A plan prepared in accordance with s53 of the Act, that documents planning and resource management to counter the effects of a disaster within the disaster district.
Emergency Management Assurance Framework (EMAF)	The EMAF provides the foundation for guiding and supporting the continuous improvement of entities, disaster management programs across all phases of disaster management. The framework also provides the structure and mechanism for reviewing and assessing the effectiveness of Queensland disaster management arrangements.
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 (XO) DDMG	The person appointed by the Commissioner, Queensland Police Service as the XO of the DDMG.
Executive Team	The Chairperson, Deputy Chairperson and Executive Officer.
Extraordinary Meeting	A meeting convened by the Chairperson 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*)
Local Disaster Coordinator	A person appointed under the Act who is responsible for the coordination of disaster operations for the LDMG.
Local Disaster Management Group (LDMG)	The group established in accordance with s. 29 of the DM Act to support the disaster management and operational activities of local governments. The specific functions of the LDMG are outlined in s. 30 of the DM Act.
Local Disaster Management Plan	A plan that documents agreed arrangements that are in place to deal with disaster events within its area of responsibilities.
Member	A person officially appointed as a member of the DDMG. Members have voting rights to validate the business of the group.
Minister	Minister for Police, Corrective Services and Emergency Services.
Ordinary Meeting	A DDMG meeting which is scheduled and convened on a regular

	basis at an agreed time (set by the Chairperson) 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*)
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
Queensland Disaster Management Committee (QDMC)	The group established in accordance with s. 17 of the DM Act who is responsible for disaster management and operational arrangements for the state of Queensland. The specific functions of the QDMC are outlined in s. 18 of the DM Act.
Quorum	The minimum number of DDMG members required to validate the business of the group.
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)
Relief	The provision of immediate shelter, life support and human needs of persons affected by, or responding to, an emergency.
Residual Risk	The risk remaining after risk treatment. Residual risk can contain unidentified risk. Residual risk can also be known as 'retained risk'. (*ISO Guide 73:2009 Risk management – Vocabulary)*
Risk	The effect of uncertainty on objectives. (*ISO Guide 73:2009 Risk management – Vocabulary*)
Risk Management	Coordinated activities to direct and control a community or organisation with regard to risk. (Adapted from *ISO Guide 73:2009 Risk management – Vocabulary*)
Risk Register	A listing of risk statements describing sources of risk and elements at risk with assigned consequences, likelihoods and levels of risk.
Risk Treatment	Process of selection and implementation of measures to modify risk. (*National Emergency Risk Assessment Guidelines*)
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. (D*isaster 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 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 Management Plan	A planning tool for disaster managers which provides an overview of Queensland's all-hazards disaster management arrangements, including agency roles and responsibilities at each tier of the arrangements.
State Recovery Coordinator	A person appointed under the Act who is responsible for the coordination of disaster recovery operations for the SDMG.
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.