**Toowoomba District Disaster Management Plan**

**It’s hard to put into words the strength of the people we have come across during the Queensland floods. Everyone has been so strong and so concerned for those around them. It has been wonderful to see a community come together. This weather may break our hearts and it is doing that but it will not break our will. I’ve lived here all my life and I’ve seen streets and football fields and ovals and schools that are just oceans of water. One of the houses… actually lifted and floated away. Lockyer Valley Regional Council When an event like this happens, you see the best come out in people and we’ve seen it already on our streets, people out there helping their neighbours and doing everything they can. It’s hard to put** **into words the strength of the people we have come across during the Queensland floods. Everyone has been so strong and so concerned for those around them. It has been wonderful to see a community come together. Mother Nature has unleashed something shocking out of the Toowoomba region. What we have here in Queensland is a very grim and desperate situation. Toowoomba Regional Council This weather may break our hearts and it is doing that but it will not break our will. I’ve lived here all my life and I’ve seen streets and football fields and ovals and schools that are just oceans of water. One of the houses… actually lifted and floated away. When an event like this happens, you see the best come out in people and we’ve seen it already on our streets, people out there helping their neighbours and doing everything they can. It’s hard to put into words the strength of the people we have come across during the Queensland floods. Everyone has been so strong and so concerned for those around them. It has been wonderful to see a community come together. Lockyer Valley Regional Council** **Mother Nature has unleashed something shocking out of the Toowoomba region. What we have here in Queensland is a very grim and desperate situation. This weather may break our hearts and it is doing that but it will not break our will. Toowoomba Regional Council I’ve lived here all my life and I’ve seen streets and football fields and ovals and schools that are just oceans of water. Lockyer Valley Regional Council One of the houses… actually lifted and floated away. When an event like this happens, you see the best come out in people and we’ve seen it already on our streets, people out there helping their neighbours and doing everything they can. It’s hard to put into words the strength of the people we have come across during the Queensland floods. Everyone has been so strong and so concerned for those around them. It has been wonderful to see a community come together. Mother Nature has unleashed something shocking out of the Toowoomba region. What we have here in Queensland is a very grim and desperate situation. This weather may break our hearts and it is doing that but it will not break our will. I’ve lived here all my life and I’ve seen streets and football fields and ovals and schools that are just oceans of water. One of the houses… actually lifted and floated away. When an event like this happens, you see the best come out in people and we’ve seen it already on our streets, people out there helping their neighbours and doing everything they can. It’s hard to put into words the strength of the people we have come across during the Queensland floods. Everyone has been so strong and so concerned for those around them. It has been wonderful to see a community come together.**

**Business**

**Endorsement and Authorisation**

The Toowoomba 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 Toowoomba Disaster District:

* Queensland State Disaster Management Plan
* Queensland Emergency Management Assurance Framework
* Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guideline
* Queensland Disaster Management 2016 Strategic Policy Statement

The plan will be maintained by the Executive Officer, Toowoomba District Disaster Management Group and will be reviewed annually unless otherwise required.



……………………………………………

Douglas McDONALD

District Disaster Coordinator

Toowoomba District Disaster Management Group

Dated: 09/04/2024

# Document Control

## 

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 Craig Berry  
Executive Officer  
Toowoomba District Disaster Management Group  
PO Box 144   
Toowoomba QLD 4350

**Amendments**

Any changes to the intent of the document must be endorsed by the Toowoomba 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**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Issue Date | Comment | Inserted by | Date |
| 1.0 | 19/1/21 | Machinery of Government changes | C Berry | 15/1/21 |
| 1.1 | 28/1/22 | Alignment to proposed State Disaster Management Plan – Roles and Responsibilities | C Berry | 28/1/22 |
| 1.2 | 28/7/22 | Machinery of Government changes  Removal of Risk related information (to be maintained by XO)   * [The Approach to Assessing Hazard Related Risk and Risk Based Planning](file:///\\TWB-FLS-PR-10\Business\DDMG\PLANS%20-%20LEGISLATION%20-%20GUIDELINES\DISTRICT%20DM%20PLANS%20AND%20OPERATIONAL%20PLANS\DDMG\DDMP\2022\Toowoomba%20District%20Disaster%20Management%20Plan%202019%20-%20v3.docx) * Understanding Hazards through Events and Their Characteristics * [Risk Treatment](#Risk_Treatment) * Residual Risk * [Decision Log](#Decision_Log) * Appendix C – Toowoomba District Disaster Risk Register | C Berry | 28/7/22 |
| 1.3 | 13/03/2024 | * Clarification/inclusion around ADF and DACC requests * Review of all links and repair where appropriate * Machinery of Government changes reflected regarding EMCs | J Sheldrick | 13/03/2024 |

**Distribution**

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

In compliance with section 56 of the Disaster Management Act 2003 [QLD], a copy of the plan is available on the [Queensland Police Service Website](https://www.police.qld.gov.au/qps-corporate-documents/disaster-management-plans)

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.Toowoomba@police.qld.gov.au](mailto:DDC.Toowoomba@police.qld.gov.au)

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# Governance

**Authority to Plan**

This District Disaster Management Plan is prepared under the provision of Section 53 of the *Disaster Management Act 2003* [QLD] (the Act)*.*

**Purpose**

This plan details the arrangements within the Toowoomba Disaster District to provide whole-of-government planning and coordination capability to support local disaster management groups.

**Objectives**

The objective of the Toowoomba District Disaster Management Plan (DDMP) 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 Statement; the State Disaster Management Plan (SDMP); the Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guideline (the Guideline); and any other guidelines relevant to district level disaster management; and
* the development, implementation and monitoring of priorities for disastermanagement for the district.

**Strategic Policy Statement**

Disaster management and disaster operations in the Toowoomba Disaster District are consistent with the Queensland Disaster Management[2016 Strategic Policy Statement](https://www.disaster.qld.gov.au/publications)

This is achieved through:

* adopting the principles of leadership, public safety, partnership and performance in IGEM’s Emergency Management Assurance Framework to drive effective disaster management and continual improvement of the disaster management system; and
* recognising that communities are at the forefront of disaster impacts and the importance of supporting communities to prevent, prepare for, respond to, recover from and become more resilient to disasters.

Enabling Strategies include:

* ensuring disaster operations capabilities are responsive and effective;
* building capacity, skills and knowledge to enable adaptation to changing environments;
* collaborating and sharing responsibilities for disaster management across all levels of government, industry and communities;
* communicating to engage all stakeholders in disaster management;
* incorporating risk based planning into disaster management decision making; and
* continuously improving disaster management through implementation of innovation, research and lessons learned.

**Scope**

This plan details the arrangements necessary to undertake disaster management within the Toowoomba Disaster District in support of the Toowoomba Local Disaster Management Group (LDMG) and the Lockyer Valley LDMG, and includes use of resources from any State and/or Commonwealth government department, community organisations, industry, and commerce.

**Disaster Management Priorities**

The priorities for the Toowoomba DDMG 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; and
* 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.

The Annual Operational Priorities for the Toowoomba DDMG are contained within the DDMG Annual Operational Plan (see Annexure F).

This operational plan outlines the operational priorities for the forthcoming year pursuant to the provisions of Section 53 (2) (e) of the Act*.*

The operational plan is used as a tool to outline, implement, manage and monitor current disaster management priorities for the district and will be reviewed annually by the executive officer in consultation with the Chair of the DDMG and member agencies.

**Toowoomba District Disaster Management Group**

**Establishment**

The Toowoomba DDMG is established in accordance with Section 22 ‘Establishment’ of the Act.

**Role**

The Toowoomba DDMG is comprised of representatives from regionally based Queensland government agencies, government owned corporations, non-government organisations, industry and commerce and key community representatives, who can provide and coordinate whole-of-Government support and assistance to disaster affected communities.

The group performs a ‘middle management’ function within Queensland Disaster Management Arrangements (QDMA) by providing coordinated state government support when requested by the LDMGs.

**Functions**

Section 23 of the Act outlines the functions of the DDMG, these are to:

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

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

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

(i) the disaster management of local groups in the district; and

(ii) local disaster management plans prepared by local governments whose areas

are 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;

(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; and

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

(a) to (m).

## 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 | 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, Housing and Disability Services | 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 | 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 Communities, Housing and Digital Economy | 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** | Department of Communities, Housing and Digital Economy | 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 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* [QLD]includes the provision of ambulance services during rescue and other related 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 8 ‘Functions of the service’ of the *Fire and Emergency Services Act 1990* [QLD] includes the protection of persons, property and the environment from fire and hazardous materials, protection and extrication of persons trapped in vehicles, building or elsewhere. |
| **Queensland Police Service** | As contained in Section 2.3 ‘Functions of the service’ of the *Police Service Administration Act 1990* [QLD] includes 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. |

**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 Toowoomba District Disaster Management Group is comprised of the following;

* Queensland Police Service (QPS)
  + Chairperson
  + Deputy Chairperson
  + Executive Officer
* Queensland Fire and Emergency Services (QFES)
* Queensland Ambulance Service (QAS)
* Department of Treaty, Aboriginal and Torres Straight Islander Partnerships, Communities and the Arts
* Department of Health (Q-Health)
  + Darling Downs Hospital and Health
  + West Moreton Health
* Department of Agriculture and Fisheries (DAF)
* Department of Transport & Main Roads (DTMR)
* Local Government within the Toowoomba Disaster District – Toowoomba Regional Council and Lockyer Valley Regional Council

Department / Agencies who perform advisory functions to the Toowoomba District Disaster Management Group include;

* Australian Broadcasting Commission (ABC)
* Australian Defence Force (ADF)
  + Joint Operations Support Staff (JOSS)
  + Oakey Army Aviation Training Centre
* Department of Communities, Housing and Digital Economy – Building and Asset Services (BAS)
* Department of Local Government, Racing and Multicultural Affairs(DLGRMA)
* Australian Red Cross (Red Cross)
* Department of Education (DE)
* Telstra / NBN Co
* Energy Queensland
* Queensland Reconstruction Authority (QRA)
* Department of Regional Development, Manufacturing and Water
* Department of Employment, Small Business and Training
* Department of State Development, Infrastructure and Planning
* Seqwater
* Department of Premier and Cabinet
* Department of Environment and Science (DES)
* Urban Utilities (Lockyer Valley)

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

* Bureau of Meteorology (BoM)
* Any other department / agency as deemed appropriate

The Toowoomba DDMG contact list (Annexure B) is updated regularly.

**Roles and Responsibilities**

|  |  |  |
| --- | --- | --- |
| **Role** | **Responsible person/agency** | **Functions** |
| **Chairperson/ District Disaster Coordinator**    Note: As per Section 25 of the Act the chairperson of a district group is also the district disaster coordinator of the district group. | As prescribed by regulation under  Section 25 of the Act. | **The chairperson is to:**   * manage and coordinate the business of the DDMG; * ensure, as far as practicable, that the group performs it's functions; and * report regularly to the State group about the performance by the DDMG of its functions.     **The District Disaster Coordinator is to:**   * coordinate disaster operations in the disaster district for the group. |
| **Deputy**  **Chairperson** | As prescribed by regulation under  Section 25 of the Act. | **The deputy chairperson is to:**  • represent the chairperson when the chairperson is unavailable; and  • assist the chairperson in performing their functions, including but not limited to:   * manage and coordinate the business of the DDMG; * chair meetings associated with the DDMG in the absence of the chairperson * assist the DDMG to review the district disaster plan; * provide timely and accurate advice to the DDC in matters relating to disaster management; * assist the chairperson, in their role as DDC, in coordinating disaster operations; * report to the DDMG on operational issues; * represent the chairperson when the chairperson is unavailable; * undertake the role of the DDC when delegated that function; and * perform any other task or function as required by the chairperson for the efficient and effective performance of the DDMG. |
| **Executive Officer** | As appointed by the Commissioner of the Police Service under Section 27 of the DM Act. | **The executive officer is to:**  • support the group in the performance of its functions, including but not limited to:   * establish the DDCC including relevant standard operating procedures; * identify and train staff to operate within the DDCC; * activate and operationally manage the DDCC; * provide administrative and secretarial functions to the DDMG; * maintain a contact list of the DDMG; * in conjunction with relevant stakeholders, review district disaster plans; * liaise with QPS Emergency Management Coordinators (EMC) to develop and manage exercises; * assist QPS EMCs with identification for and delivery of training; * facilitate post disaster event debriefs; * establish and maintain a stakeholder network, and to provide advice to the DDMG on current and emerging trends which may have an impact in disaster districts; * in conjunction with QFES disseminate information on disaster preparedness community networks; * represent the DDC when required; and * ensure the district group fulfils its legislative responsibilities under the Act. |
| **Deputy Executive Officer** | As appointed by the DDC | **The deputy executive officer is to:**   * support the executive officer to activate and operationally manage the DDCC; and * perform any other task or function as required by the chairperson for the efficient and effective performance of the DDMG. |
| **Regional Councils**  Toowoomba  Lockyer Valley | Member Local Government | **The Toowoomba LDMG and Lockyer Valley LDMG are to:**   * provide advice and reports to DDMG and resource allocation relevant to parent organisational functions; * ensure it has a disaster response capability; and * ensure information about an event or a disaster in its area is promptly given to the DDC for the disaster district in which its area is situated. |

A detailed itemisation of the roles and responsibilities of member agencies are outlined within the [Queensland State Disaster Management Plan](https://www.disaster.qld.gov.au/noticeboard-and-events/noticeboard/queensland-state-disaster-management-plan-update) . The Toowoomba DDMG adopts the itemisation of these roles and responsibilities at the district level.

## Meetings

In accordance with Section 38 of the Actgroup meetings must be held at least once every six (6) months at the times and place decided by the chairperson of the group.

* **Ordinary** – a meeting which is scheduled and convened on a regular basis at an agreed time (set by the Chairperson). Ordinary meetings are used to address the general business of the group.
* **Extraordinary** – a special meeting convened by the Chairperson in response to an operational event.

The calendar for meetings will be reviewed periodically and amended as necessary to address any emerging situations that may arise (see Annexure F)

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

**Administration**

**Reporting**

Business reporting requirements of the DDMG are to be managed by the executive officer. Meetings, status reports and annual operational planning requirements will be maintained in accordance with the Actand guideline.

**Administrative Reporting**

The Chairperson of each LDMG shall provide details in respect to the membership of their group annually to the Executive Officer of the DDMG;

The DDC shall provide details in respect to the membership of the DDMG annually to the Executive Officer of the QDMC;

LDMGs and the DDMG shall, at least twice annually, conduct full meetings of their respective groups and report the outcomes to the Executive Officer of the QDMC; and

Disaster District Functional Committees shall, at least twice annually, conduct full meetings of their respective committee and report the outcomes to the DDC.

**Member Status Reports**

Written member status reports on behalf of core member agencies are used to update other DDMG members on the status of the member agency’s disaster management initiatives, projects, training/exercises, community awareness programs, disaster management plans, operations conducted or contact information.

## This information assists the DDMG to evaluate the status of the disaster management and disaster operations for the disaster district. Member status reports are to be provided for each DDMG meeting.

**Annual Reports**

## A district annual report is to be furnished to the QDMC for each preceding financial year. This allows for relevant information to be considered for inclusion in the State group annual report. The Executive Officer of the DDMG is responsible for the preparation of this report.

## Capacity Building

## 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 future operations; 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 the [Prevention preparedness response and recovery disaster management guideline](https://www.disaster.qld.gov.au/disaster-management-guideline)

## Training

The Toowoomba based EMC’s are responsible for delivering disaster management training within the district with the help of coordination by the Local Government Disaster Management Officers and the Executive Officer of the Toowoomba DDMG. They are also responsible for maintaining a calendar of related training conducted within the district. This process enables the district disaster management stakeholders to collaborate on dates for training and exercising.

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](https://www.disaster.qld.gov.au/__data/assets/pdf_file/0020/339401/H1027-QueenslandDisasterManagementTrainingFramework.pdf)

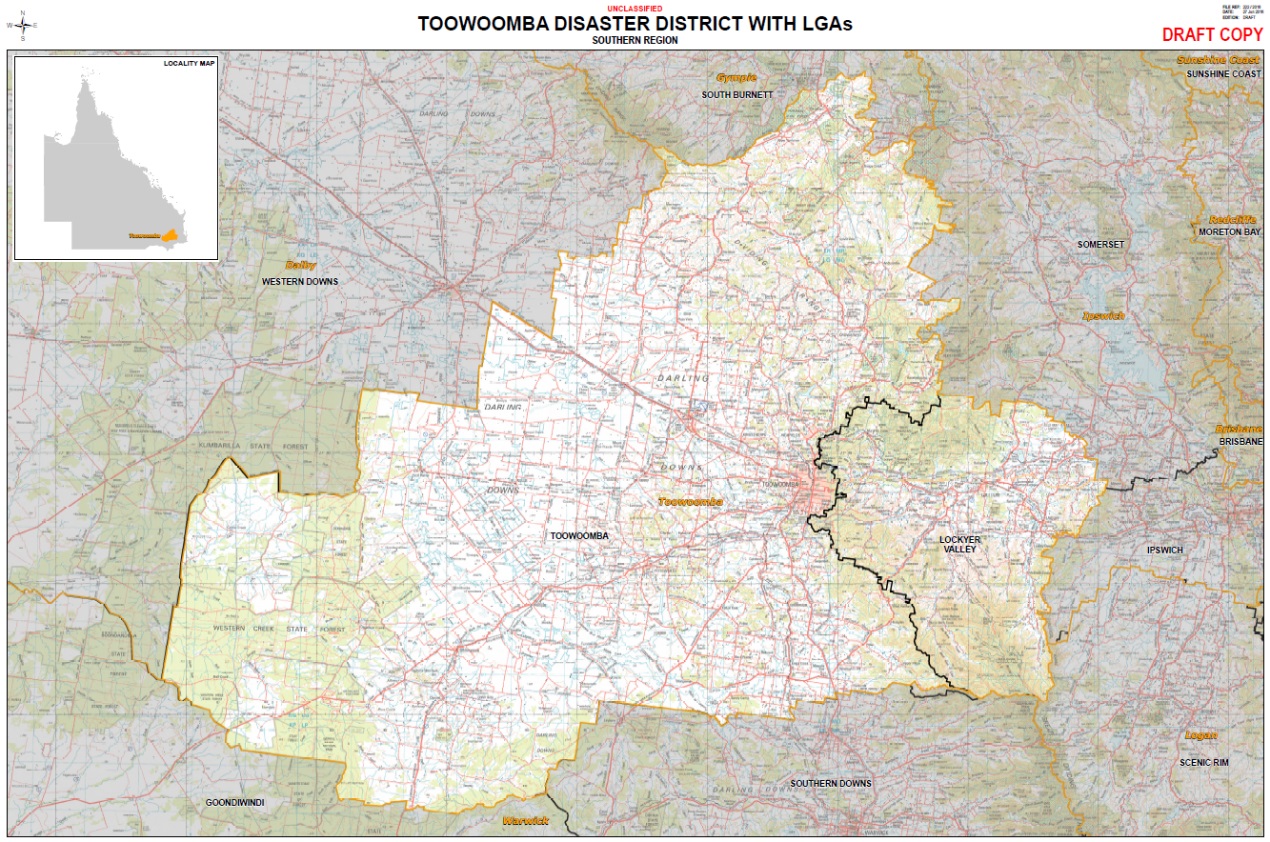
## Exercises

Exercises are a key component of disaster management strategies and are conducted with the objective of practicing 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 and updates
* enhancing the interoperability of agency representatives;
* evaluating emergency plans;
* identifying planning and resource requirements;
* 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.

Unless activated in an operational capacity, 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 district exercise.

**Disaster District Context**



*Figure 2: Map of the Toowoomba Disaster District*

**Overview**

The Toowoomba Disaster District is located in South East Queensland approximately 92 kilometres west of Brisbane. It covers a total area of 15,246 km2. It is bounded by the Gympie Disaster District to the North, the Dalby Disaster District to the north-west, the Warwick Disaster District to the south and south-west, and the Ipswich and Gold Coast Disaster Districts to the east. The disaster district is divided by the Great Dividing Range with the Toowoomba Regional Council sitting on the crest (west) of the range and the Lockyer Valley Regional Council to the east.

The Toowoomba Disaster District comprises the local government areas of the [Toowoomba Regional Council](http://www.tr.qld.gov.au/) and [Lockyer Valley Regional Council](http://www.lockyervalley.qld.gov.au/Pages/default.aspx) , both of which are required to form a Local Disaster Management Group in accordance with Section 29 of the Act.

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**Risk Context**

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**Large Geographic Features**

Toowoomba City is situated on the crest (west) of the [Great Dividing Range](https://en.wikipedia.org/wiki/Great_Dividing_Range), around 600 meters above sea level. The eastern region is characterised by steeply sloping ridges and gullies, often with slopes which form catchment for dozens of intermittent ridges and gullies that flow in a west south-westerly direction and eventually feed into the [Condamine River](https://en.wikipedia.org/wiki/Condamine_River). The western portion of the area levels to plain lands and is often subject to flood inundation.

The Lockyer Valley is enclosed on either side by the Great Dividing Range. The Lockyer Valley is a catchment in which the land is bounded by natural features (the Great Dividing Range) from which all run-off water flows to a low point (the Lockyer Creek) which ultimately flows into the Brisbane River.

**Significant Recent Historical Events**

2022 Flood Toowoomba and Lockyer Valley

2020 – 2022 – [COVID-19 Pandemic in Australia](https://en.wikipedia.org/wiki/COVID-19_pandemic_in_Australia)

2019 Bushfires - [Thornton and Pechey](https://knowledge.aidr.org.au/resources/black-summer-bushfires-qld-2019/)

2013 Flood - [Lockyer Valley](file:///\\TWB-FLS-PR-10\Business\DDMG\PLANS%20-%20LEGISLATION%20-%20GUIDELINES\DISTRICT%20DM%20PLANS%20AND%20OPERATIONAL%20PLANS\DDMG\DDMP\2018\Lockyer%20Valley)

2010/11 Flood – [Toowoomba and Lockyer Valley](https://en.wikipedia.org/wiki/2010%E2%80%9311_Queensland_floods#Toowoomba_and_the_Lockyer_Valley)

2002 Fire – [Toowoomba Escarpment](https://www.fire.qld.gov.au/news/view.asp?id=236)

## Local Hazards

Local Disaster Risk Assessments have identified the following natural and human-made hazards that may impact on the region and are used to inform district risk process and subsequent planning.

* Tropical Cyclone, East Coast Low and Severe Thunderstorms
* Flood (Q20 impacting on Toowoomba Region)
* Dam Failure
* Landslide
* Prolonged Drought
* Bushfire (Rural and Interface areas)
* Hazardous Material Accident (Land Transport Corridor)
* Hazardous Material Accident (Industrial)
* Major Passenger Transport Accident (Road/Rail Casualties)
* Major Air Transport Accident
* Rail Accident
* Earthquake
* Epidemic/Pandemic
* Heatwave
* Exotic Animal/Plant Disease
* Terrorism

**Risk Assessment**

**Risk Management Process**

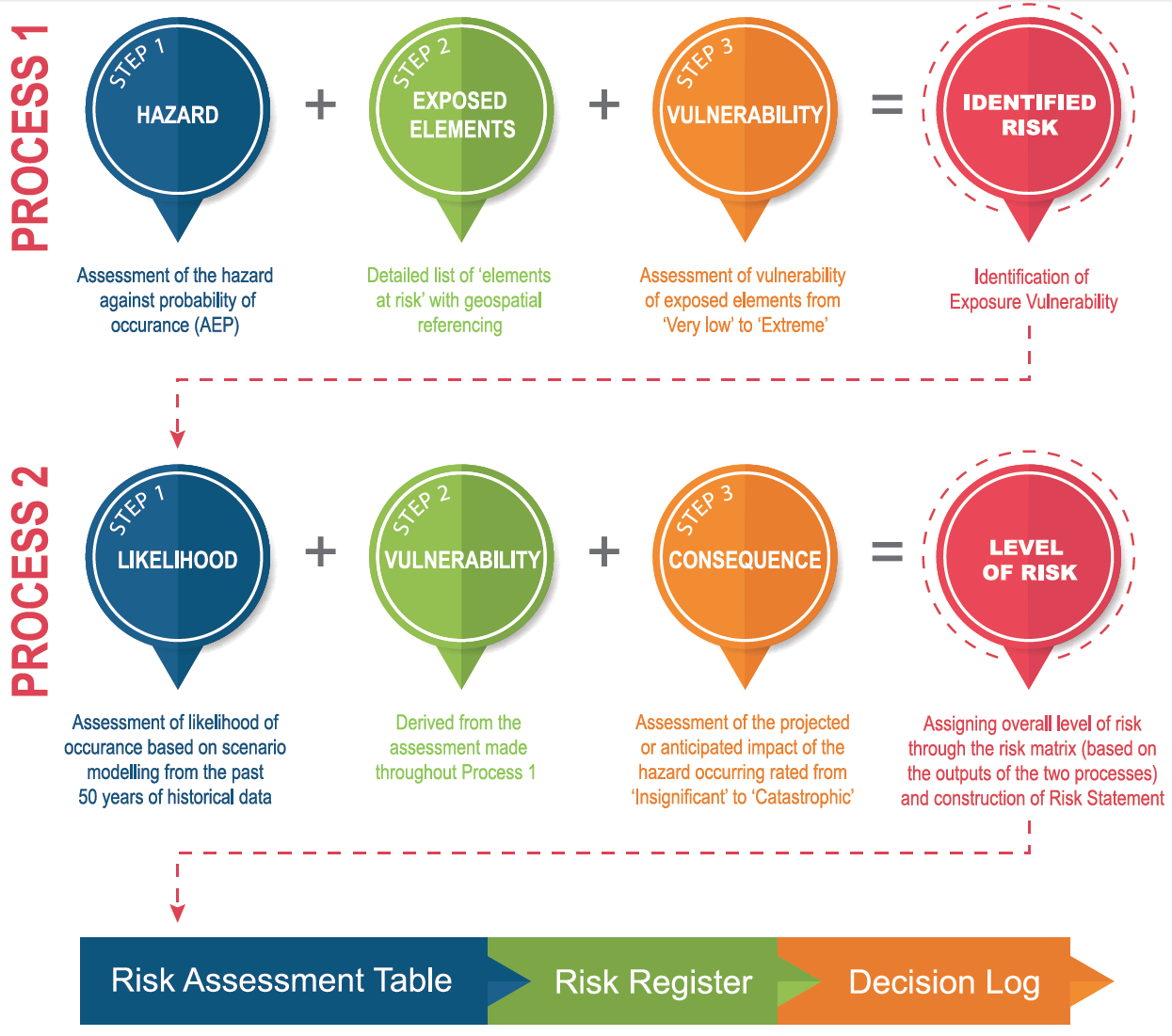
Risk management processes conducted by the group promote opportunities for collaboration and communication between Government, industry stakeholders and community across the three levels (Local, District and State) in Queensland. It also promotes the need for identification and communication of residual risk across these levels.

Conduct of risk assessments assist stakeholders working within Queensland’s’ Disaster Management Arrangements (QDMA) to review existing natural disaster risk management processes and enhancing resilience as outlined within the [Queensland Strategy for Disaster Resilience](https://www.qra.qld.gov.au/qsdr).

Risk methodology adopted must be endorsed by the group and in line with recognised Australian and international methodology, for example, Queensland emergency Risk Management Framework (QERMF), ISO 31000:2009 Risk management – Principles and guidelines, or National Emergency Risk Assessment Guidelines (NERAG).

Disaster District risk assessments and any subsequent reviews are conducted by members of the Toowoomba DDMG, and any other key advisors as deemed appropriate.





**Monitoring and Review**

The risk assessment must be reviewed annually and where required updated to ensure it is current and relevant, given changing priorities, perception and culture.

Lessons learned from training exercises and the results of evaluations after responses to events will be used to inform assessment activities. Issues identified as a part of the risk management assessment process will inform future exercise programs as part of treatment options.

The monitoring and review process is to be documented as part of the risk assessment reporting, including:

* ensuring the identified controls are operating effectively and adequately and have not changed over time;
* ensuring the best and most up-to-date available information is used as evidence for the likelihood, vulnerability and consequence levels;
* incorporating information from emergency events that may have occurred since the last risk assessment;
* accounting for changes in the context of the risk assessment; and
* identifying and accounting for emerging risks.

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**Operations**

**Response Strategy**

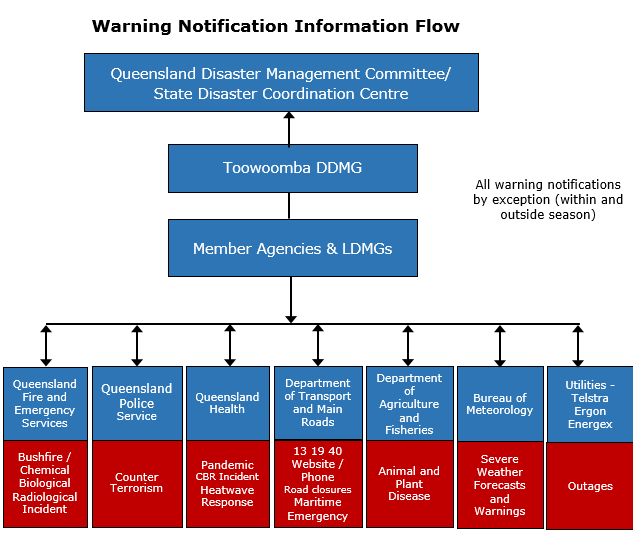
**Warning Notification and Dissemination**

The Toowoomba 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 utilize all available communication means.

The warning notification process is reviewed annually with contact lists updated quarterly 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 are not limited to):

* Email
* Telephone (landline/mobile/satellite)
* Text to Email
* Video e.g. Microsoft TEAMS
* Social Media e.g. Facebook
* Fax
* HF radio

**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 [M.1.174 Queensland Emergency Alert Manual (disaster.qld.gov.au)](https://www.disaster.qld.gov.au/__data/assets/pdf_file/0027/339417/M1174-Queensland-Emergency-Alert-Manual.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 Lockyer Valley Regional Council has a Warning and Communications Sub-plan.

**Activation and Triggers for Response**

The authority to activate the Toowoomba District Disaster Management Plan is vested in the Chairperson/Disaster District Coordinator, or in that person’s absence the Deputy Chairperson. This should 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.

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

|  |  |
| --- | --- |
| **Level of Activation** | **Definition** |
| **Alert** | A heightened level of vigilance and preparedness due to the possibility of an event in the area of responsibility.  Some action may be required and the situation should be monitored by staff capable of assessing and preparing for the potential threat. |
| **Lean forward** | An operational state prior to ‘stand up’ characterized by a heightened level of situational awareness of a disaster event (either current or impending) and a state of operational readiness.  Disaster coordination centres are on stand-by; prepared but not activated. |
| **Stand up** | The operational state following ‘Lean Forward” whereby resources are mobilised, personnel are activated and operational activities commenced.  Disaster coordination centres are activated. |
| **Stand down** | Transition from responding to an event back to normal core business and/or recovery operations.  There is no longer a requirement to respond to the event and the threat is no longer present. |

## District Disaster Coordination Centre

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

**Darling Downs District Training Room**

**First Floor**

**52 Neil Street**

**Toowoomba**

Contact details are contained in the DDCC General Instructions. (Operational Plan 1)

A **secondary** DDCC is located at:

**Southern Police Region Conference Room**

**First Floor**

**52 Neil Street**

**Toowoomba**

The exact location of the Coordination Centre will be determined by the DDC in consultation with the Local Disaster Coordinators and appropriate members of the DDMG. DDCC staff and DDMG members will be advised of the location when the DDMG moves to Lean Forward status.

**Staffing of the District Disaster Coordination Centre**

The DDCC structure is in line with the COPIA incident command model, but is flexible and may change depending on the event and availability of staff. An ideal model is outlined below;

* **C**ommander (DDC and/or Deputy DDC)
  + Room Manager (Executive Officer)
* **O**perations Officer/s
* **P**lanning Officer/s
* **I**ntelligence Officer/s
* **A**dministration and Logistics

The **Support Team** will include:

* Telephonists
* Registry Officer
* Agency Liaison Officers will attend the DDCC as required (e.g. QFES, QAS, DAF, DTMR, QHealth, and DHPW etc.).
* Overall management of the district disaster response and operations is the responsibility of the DDC.
* Management of the DDCC is the responsibility of the appointed executive officer.
* Staffing level of the DDCC is scalable and will be at the discretion of the DDC. If required, two teams will work opposing 12 hours shifts to ensure 24/7 disaster operations.
* DDCC staff will be drawn from the Darling Downs Police District 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 Darling Downs 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.

The Executive Officer to the Group maintains General Instructions outlining how the DDCC will be operated.

**Operational Reporting**

**District Situation Reports (SITREPS)**

Staff within the DDCC shall advise the SDCC Watch desk once the DDMG is activated and update DIEMS accordingly.

Once activated, the DDMG will provide real time situational reporting on the event and disaster management operations of local and district groups via the DIEMS SITREP update board.

QPS Organisational briefing structure will be determined by the event.

**Disaster Declaration**

Where the District Disaster Coordinator considers it is necessary for a disaster declaration within the Toowoomba Disaster District, the DDC will take reasonable steps to consult with the district group and each local government whose area is in, or partly in, the declared area for the disaster situation.

If time permits, the DDC will also discuss the outcome of any consultation with members of the Toowoomba DDMG during an extra-ordinary meeting of the group.

The executive officer is responsible for preparing relevant documentation on behalf of the District Disaster Coordinator for consideration by the Minister for Police and Corrective Services and Minister for Fire and Emergency Services.

If circumstances prevent such processes to be undertaken the District Disaster Coordinator will act independently to declare the disaster and subsequently seek verbal approval in accordance with the *Disaster Management Act 2003* and report the decision subsequently to the DDMG and relevant LDMGs.

**Functional Plans**

The State Disaster Management Plan 2023 (State Plan) outlines that functional plans address the functions of disaster management where government departments and agencies have a functional lead agency role. The plans and procedures are developed by the relevant functional lead agency.

The functional plans detail arrangements relating to supporting activities undertaken by functional lead agencies of the DDMG. **Refer to Functional Lead Agencies (page 48-50) of this plan.**

## 

**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 which the DDMG should consider as supporting references to the DDMP. A generic hazard specific arrangements structure and linkages and communication flow to the broader QDMA is outlined in the SDMP.

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 and communicated within all levels of the QDMA.

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 their internal structures may vary to local, district and state coordination centres, accordingly the passage of information and resources may be managed differently.

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.

|  |  |  |
| --- | --- | --- |
| **Specific Hazard** | **Primary Agency** | **State and National Plans** |
| Animal and plant disease | Department of Agriculture and Fisheries | <https://www.animalhealthaustralia.com.au/wp-content/uploads/2015/09/Control-centres-management-manual_Part-1_final_9-December-2015.pdf>  AUSVET PLAN - [Emergency response arrangements - Animal Health Australia](https://animalhealthaustralia.com.au/emergency-response-arrangements/)  [AQUAVETPLAN - DAFF (agriculture.gov.au)](https://www.agriculture.gov.au/agriculture-land/animal/aquatic/aquavetplan)  [Australian Emergency Plant Pest response Plan (PLANTPLAN)](https://www.planthealthaustralia.com.au/biosecurity/incursion-management/plantplan/)  [Queensland Biosecurity Manual](https://www.daf.qld.gov.au/__data/assets/pdf_file/0004/379138/qld-biosecurity-manual.pdf) |
| Biological (human related) | Queensland Health | [State Chemical HazMat Plan](https://www.disaster.qld.gov.au/__data/assets/pdf_file/0023/340088/Chemical-HazMat-Plan.pdf) |
| Bushfire | Queensland Fire and Emergency Services | Wildfire Mitigation and Readiness Plans (Regional)  [QLD Bushfire Plan](https://www.disaster.qld.gov.au/__data/assets/pdf_file/0021/340086/QLD-Bushfire-Plan.pdf) |
| Chemical | Queensland Fire and Emergency Service | [State Chemical HazMat Plan](https://www.disaster.qld.gov.au/__data/assets/pdf_file/0023/340088/Chemical-HazMat-Plan.pdf) |
| Influenza Pandemic | Queensland Health | [Queensland Whole-of-Government Pandemic Plan (disaster.qld.gov.au)](https://www.disaster.qld.gov.au/__data/assets/pdf_file/0020/340085/QLD-WoG-Pandemic-Plan.pdf)  [Queensland Health pandemic influenza plan - May 2018](https://www.health.qld.gov.au/__data/assets/pdf_file/0030/444684/influenza-pandemic-plan.pdf) |
| Radiological | Queensland Health | [State Chemical HazMat Plan](https://www.disaster.qld.gov.au/__data/assets/pdf_file/0023/340088/Chemical-HazMat-Plan.pdf) |
| Terrorism | Queensland Police Service | Queensland Counter-Terrorism Plan  National Counter-Terrorism Plan |

**The following documents should be read as complementing the Toowoomba District Disaster Management Plan.**

### Threat Specific Plans

* Department of Agriculture and Fisheries – [Queensland Biosecurity Strategy](https://www.daf.qld.gov.au/business-priorities/biosecurity/enhancing-capability-capacity/qld-biosecurity-strategy) [Map and list of emergency action plans for referable dams](https://www.business.qld.gov.au/industries/mining-energy-water/water/industry-infrastructure/dams/emergency-action-plans/map) (Bill Gunn Dam, Clarendon Dam, Reck Property Dam, Cooby Dam, Cressbrook and Perseverance Dams

**Request for Assistance**

The Toowoomba DDMG 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 maintained by relevant Local Disaster Management Groups.

Where resources or services are not available within their jurisdiction, or if available but have been or are likely to be expended, an LDMG may request assistance from the DDMG to support resource provision.  Requests shall be in the approved Request for Assistance (RFA) form.

RFA’s may be received by:

* Email
* Fax
* Guardian/DIEMS

Note: verbal telephone call prior to submission of RFA may expedite process.

Upon receipt of an RFA, it will be prioritised by the DDC, deputy DDC or executive officer. The DDMG shall make all reasonable efforts to locate the required resource or service from within the disaster district.

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 via DIEMS to the SDCC Operations Capability.

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.

**Request for Air Support**

The Toowoomba DDMG as an entity does not possess any Aviation resources. All resources within the disaster district are owned and managed by government departments, corporate entities, or private business operators. Where a resource or service, which is required to conduct disaster response activities, is not available within the jurisdiction of the Local Disaster Management Group, the Local Disaster Management Group may request assistance from the Toowoomba DDMG to provide such resources.

The Toowoomba DDMG may make the request for assistance for air support to the State Disaster Coordination Centre for consideration.

Identified hazards which have the potential to pose a significant risk to communities within the Toowoomba Disaster District may necessitate the need to consider air services support. All requests by local groups for air services support should be forwarded by an RFA.

**Request for Australian Defence Force (ADF) Assistance**

The Australian Government may provide assistance in response to a disaster event, following a request for Defence Assistance to the Civil Community (DACC). The principle applied to emergency DACC is that state and territory governments are primarily responsible for combating disasters using available paid and volunteer services and commercially available resources. With the exception of DACC 1, requests for DACC are made via the Request for Assistance (RFA) process to the SDCC. These requests are considered by the SDC and upon approval are forwarded to EMA via the Crisis Coordination Centre for consideration. In all cases it is recommended that any potential DACC requests are first discussed with the Australian Defence Force Liaison Officers (ADFLO) from the Joint Operations Support Staff (JOSS) before submitting a formal request as they can provide advice on what may be possible and can help draft the RFA. There are six categories of DACC with the following three being pertinent to disaster management.

DACC Category 1 – Local Emergency Assistance

• Defence Assistance to the Civil Community Category 1 (DACC 1) is Defence emergency assistance provided to authorities at a local level where deliberate and decisive action is necessary to save human life, alleviate suffering, prevent extensive loss of animal life, or prevent widespread loss and damage to property; where local civilian resources are inadequate, unavailable or cannot be mobilised in time. DACC 1 support is provided from within the resources of a local Defence unit or base, or the integral resources of an established Joint Task Force. DACC 1 tasks are short term in nature (generally no more than 48 hours).

DACC Category 2—Significant Emergency Assistance

• DACC 2 refers to requests for significant emergency non-financial assistance. DACC 2 is considered to be beyond the assistance provided under DACC 1 due to the location, scale, complexity or expected duration of the request. DACC 2 should be considered when: the Australian Government Disaster Response Plan (COMDISPLAN) has been activated and a formal request has been made for Defence assistance action, or continuing action, is necessary to save human life or alleviate suffering, prevent extensive loss of animal life, or prevent widespread loss/damage to property, including environmental damage local, state or territory resources, including commercially available resources, are or imminently will be exhausted, are inadequate, not available or cannot be mobilised in time, the support to be provided exceeds the DACC 1 resources of a Senior ADF Officer or Unit Commander. The duration of DACC 2 assistance shall depend on the nature and scope of the emergency and available resources.

DACC Category 3 – Recovery Assistance from an Emergency

• Defence Assistance to the Civil Community Category 3 (DACC 3) is assistance associated with recovery from a civil emergency or disaster, where the imminent threat to life and or property has passed. Provision of this level of support involves longer term significant recovery support, such as reconstruction of the physical infrastructure and the restoration of emotional, social, economic, and physical wellbeing. Duration of assistance shall depend on the nature and scope of recovery effort and available resources. The COMDISPLAN must be activated for DACC 3 to apply

**Request for Supplies and Equipment**

The DDMG as an entity does not possess any resource reserves. All resources within the disaster district are owned and managed by the Toowoomba Regional Council, Lockyer Valley Regional Council, government departments, corporate entities or private business operators. Available resources which may be necessary for disaster response activities may be requested from these entities as required. A copy of local disaster management plans are available on the respective council websites or from the relevant council offices.

Where a resource or service which is required to conduct disaster activities is not available within the jurisdiction of the LDMG, the LDMG may request assistance from the DDMG to provide such resources.

**Resupply**

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, will request the assistance from the DDMG in arranging this resupply. Such requests shall be in the approved form (Request for Assistance).

Efforts should be made in the first instance to provide the requested resupply of provisions from within the capability and capacity of the DDMG. Where a DDC organises a resupply operation from within district resources they should ensure that suitable measures have been activated under the Disaster Recovery Funding Arrangements (DRFA) to assist cost recovery. Should such measures NOT be activated, then they should seek State approval under this policy to ensure financial cover is available.

Note: Enquiries regarding cost recoverable activities should be directed to the Queensland Reconstruction Authority (QRA).

Where a DDC receives an RFA for resupply operations which is outside of the capability or capacity of the DDMG, the RFA is to be forwarded to the SDCC to enable the provision of the request from the LDMG.

[Prevention preparedness response and recovery disaster management guideline](https://www.disaster.qld.gov.au/disaster-management-guideline)  outlines in detail the governance and operational process relating to the resupply of essential goods to communities within Queensland.

**Emergency Supply**

During a disaster related event, in particular, a rapid onset event, the situation may arise whereby members of the community require the supply of essential items and goods to maintain their health and well-being until more permanent arrangements may be made.

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 is the role of QFES. Refer to the State Disaster Management Plan and [Section 5.8.2 - Emergency Supply](http://www.disaster.qld.gov.au/dmg/Pages/DM-Guideline-2.aspx#5.8) of the [Prevention preparedness response and recovery disaster management guideline](https://www.disaster.qld.gov.au/disaster-management-guideline) for more information on this topic.

Emergency supply may be conducted by the QFES representative from within the DDCC or another appropriate location (IOC/ROC/SOCC) as determined necessary in the circumstances. A Toowoomba DDMG Emergency Supply Register is maintained by the DDMG.

**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.

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.

**Operational Plans**

The DDMG has developed a number of operational plans for use during response and recovery phases undertaken prior to, during and after disaster events. These operational plans have been developed to assist in the mitigation of residual risk passed from the local to district level. It is the responsibility of the executive officer to ensure these plans are reviewed annually in consultation with the Chair of the DDMG and member agencies. These plans include:

1. District Disaster Coordination Centre General Instructions
2. District Human Social Functional Recovery Plan

**Note:** All General Instructions and Operational Plans are available upon request to the Executive Officer, Toowoomba DDMG via email [DDC.Toowoomba@police.qld.gov.au](mailto:DDC.Toowoomba@police.qld.gov.au)

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**Recovery Strategy**

The Toowoomba 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 Section 6 of the[Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guideline](https://knowledge.aidr.org.au/media/1781/national-principles-for-disaster-recovery.pdf)

**Transition Triggers**

Triggers to activate district recovery are contained within Section 6 (page 80) of the Queensland Disaster Management Guideline. Toowoomba district disaster management recovery activation levels are contained below (page 44).

**Toowoomba District Disaster Management Recovery Activation Levels**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Response**  **Alert** |  | **Triggers** | **Actions** | **Communications** |
| **Response Lean** **Forward** | **Recovery Alert** | * + Response phase at ‘lean forward’ level of activation | * - Initial advice to all recovery stakeholders * - Potential actions and risks identified. * - Information sharing commences. | * + Recovery stakeholders monitoring communicatons   + Ad hoc reporting |
| **Response Stand Up** | **Recovery Lean Forward** | * + - Response phase at ‘stand up   + level of activation   + - Immediate relief   + arrangements are required   + during the 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   + - DDCC operationised | * + Recovery stakeholders communicating   + Reporting in line with established protocols |
| **Recovery Stand Up** | * + **Immediate relief arrangements continue**   + **Medium term recovery commences**   + **Response phase moves to ‘stand down’ level of activation.** | * + **- Deployments for immediate relief**   + **response**   + **- Action plans for 5 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 DDC to LRC/s** | * + **- LRC/s present at LDCC**   + **or alternate location on established landlines**   + **and/or mobiles, monitoring emails**   + **- LRC/s involved in medium term recovery**   + **continue as required**   + **- Regular reporting to LDMG/LDCs/DDC** |
| **Response Stand Down** |
| **Recovery Stand Down** | * + Recovery arrangements are finalised.   + Communities return to normal activities with ongoing long term recovery support provided by functional lead agencies as required | * + Consolidate financial records   + Reporting requirements finalised   + Participate in recovery debrief   + Participate in post event debrief   + Post event review & evaluation   + Long term recovery arrangements transferred to functional lead agencies   + Return to core business | * + LRC & DORG members resume standard business and after hours contact arrangements   + Functional lead agencies report to LRC/DORG as required. |

## 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.

## Toowoomba District Human and Social Recovery Committee

The Toowoomba District Human and Social Recovery Group meets every three months

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

Toowoomba District Human and Social Recovery Plan is available to view by contacting the Toowoomba District Executive Officer.

## Parameters and Constraints

The Toowoomba 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 Operational Plan 3 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 the Toowoomba Disaster District 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**

If convened for disaster recovery operations, the Toowoomba District Functional Recovery Committee will develop an Operational Plan to guide its activities. This will be discussed and developed during the group’s first meeting. A broad timeframe will be included in this plan. At the first meeting Action Plans for each recovery function will also be developed. This Action Plan will list the tasks to be performed by the group, agencies/individuals responsible for the tasks.

As Local Recovery Groups have a lead role in the disaster recovery process, any District Community Recovery Committee’s operational or action plans will be developed to supplement and support local recovery plans. The Community Recovery Committee will operate closely with local recovery groups to assist in the recovery process.

Copies of amended action plans should then be submitted to the recovery group of the appropriate level at their final meeting, where the Operational Plan is to be finalised. Copies of plans should be included in relevant agency and committee event files.

Functional Recovery

|  |  |
| --- | --- |
| **Function** | **Lead Agency** |
| **Economic** | Department of State Development, Infrastructure, Local Government and Planning |
| **Environmental** | Department of Environment and Science |
| **Human-social** | Department of Treaty, Aboriginal and Torres Straight Islander Partnerships, Communities and the Arts |
| **Building** | Department of Energy and Public Works |
| **Roads and Transport** | Department of Transport and Main Roads |
| **Disaster recovery, resilience and mitigation policy** | 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:

* February – March - Review conducted;
* April - Draft amendments formally submitted to DDMG for approval;

May - Approved amendments (or new plans, if appropriate) are disseminated to all stakeholders.

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

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

The effectiveness of the DDMP and Sub-plans shall be reviewed and assessed against the Inspector-General Emergency Management (IGEM) [Standard for Disaster Management in Queensland](https://www.igem.qld.gov.au/sites/default/files/2021-07/Standard%20for%20Disaster%20Management%20in%20Queensland%202.1.1.pdf)

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 is responsible for providing the Premier, Government and people of Queensland an assurance of public safety. This is achieved 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](https://www.igem.qld.gov.au/assurance-framework/emaf-standard.html) 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 Toowoomba DDMG 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; [Emergency Management Assurance Framework](https://www.igem.qld.gov.au/sites/default/files/2021-07/Emergency%20Management%20Assurance%20Framework%20v2.1.1.pdf)

**Review of Local Disaster Management Arrangements**

In accordance with section 23 (d) of the Act; the Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guideline, Strategic Policy Statement 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.

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##### **Annexure A - Distribution List**

|  |  |  |
| --- | --- | --- |
| **Organisation** | **Hard Copy √** | **Electronic Copy √** |
| Queensland Police Service |  |  |
| Queensland Police Service |  |  |
| Toowoomba Regional Council |  |  |
| Lockyer Valley Regional Council |  |  |
| Department of Communities, Housing and Digital Economy |  |  |
| Department of Transport & Main Roads |  |  |
| Toowoomba Hospital and Health Service |  |  |
| West Moreton Health |  |  |
| Department of Agriculture and Fisheries |  |  |
| Department of Environment and Science |  |  |
| Queensland Ambulance Service |  |  |
| Queensland Fire and Emergency Services |  |  |
| Department of Regional Development, Manufacturing and Water |  |  |
| Department of Local Government, Racing and Multicultural Affairs |  |  |
| Department of Education |  |  |
| Department of Employment, Small Business and Training |  |  |
| Department of State Development, infrastructure and Planning |  |  |
| Energy Qld |  |  |
| ABC Southern Queensland |  | ✓ |
| Australian Defence Force - JOSS |  | ✓ |
| Australian Red Cross |  | ✓ |
| Qld Reconstruction Authority |  | ✓ |
| Telstra |  | ✓ |
| Seqwater |  | ✓ |
| Department of Premier and Cabinet |  | ✓ |
| Urban Utilities |  | ✓ |

##### **Annexure B - Toowoomba District Disaster Management Group Contact List**

DUE TO THE CONFIDENTAL NATURE OF THIS DOCUMENT IT WILL NOT BE MADE PUBLICALLY AVAILABLE

**Annexure C – Abbreviations and Acronyms**

**ADF** Australian Defence Force

**AUSVETPLAN** Australian Veterinary Plan

**BoM** Bureau of Meteorology

**DACC** Defence Aid to the Civil Community

**DAF** 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 Science

**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, Mines and Energy

**DOC** Department of Communities, Disability Services and Seniors

**DRAT** District Risk Assessment Team

**DRC** District Recovery Coordinator

**DRG** District Recovery Group

**DSDMIP** Department of State Development, Manufacturing, Infrastructure and Planning

**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

**EMC** Emergency Management Coordinator

**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 Minister** Minister for Police, Fire and Emergency Services

**Executive Officer** Executive Officer

##### **Annexure D - 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 Coordinator | A person appointed under the *Disaster Management Act 2003* who is responsible for the coordination of disaster operations in the disaster district for the District Disaster Management Group. |
| District Disaster 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:   1. a cyclone, earthquake, flood, storm, storm tide, tornado, tsunami, volcanic eruption or other natural happening 2. an explosion or fire, a chemical, fuel or oil spill, or a gas leak 3. an infestation, plague or epidemic (*example of an epidemic – a prevalence of foot-and-mouth disease)* 4. a failure of, or disruption to, an essential service or infrastructure 5. an attack against the state 6. another event similar to an event mentioned in (a) to (e).   (2) An event may be natural or caused by human acts or omissions. (*Disaster Management Act 2003*) |
| Executive Officer  DDMG | The person appointed by the Commissioner, Queensland Police Service as the Executive Officer 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. |

# Annexure E – 2024 Annual Operational Plan

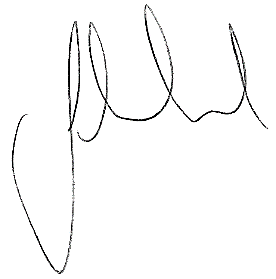
|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| No. | Priorities | Performance Indicators | Activities | Date | Responsible Unit/Member |
| 1. | The continual development, review and assessment of effective disaster management for the district including arrangements for mitigating, preventing, 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 of Toowoomba DDMP * Review of Toowoomba District Disaster Risk Assessment * Ensure member appointments are in accordance with governance and legislative requirements, and review prior to each DDMG meeting * Member induction * Proposed 2024 DDMG meetings   ⮚13 March 2024  TBA | By 31 August 2024  By 31 August 2024  Ongoing  Conducted when required after DDMG meetings  As per legislation or as required by Chair | DDMG members/advisors  DDMG members/advisors  Executive Officer  Executive Officer / QFES (EMC)  Chair / Executive Officer |
| 2. | The regular review and assessment of disaster management arrangements of:  • Toowoomba DDMG  • Toowoomba LDMG  • Lockyer Valley LDMG | * Stakeholder Engagement * Review of LDMPs * Review of DDMP | * Undertake formal review of Toowoomba and Lockyer Valley LDMPs * Participate in the formal review and assessment of the DDMP in line with timeframe established by IGEM * Completion of Annual Report in line with established timeframe | 31 August 2024  31 August 2024  Prior to each financial year | Executive Officer and other LDMG members as required  Executive Officer and other DDMG members as required  Executive Officer |
| 3. | Contribute towards building disaster resilient communities. | * Stakeholder engagement * Promotion of and participation in community education and training programs | * Support/participation in annual ‘Get Ready’ campaign * Support/participate in other Local/State Government initiated community focused disaster management activities | Ongoing  Ongoing | DDMG members / advisors  DDMG members / advisors |
| 4. | Coordinating provision of State resources in support of LDMG disaster management related activities | * Stakeholder engagement * Preparation of staff and LO’s to undertake disaster operations * Exercising LDMPs and DDMP and other disaster management arrangements | * Provision of DDCC and DIEMS training * Develop / participate in local and district exercises ensuring lessons learnt are actioned * Test / encourage testing of agency BCPs | Review training bi-annually (Prior to ordinary DDMG meetings)  Annually, or when required  Annually or when required | Executive Officer and internal QPS stakeholders as required  DDMG members / advisors  DDMG members / advisors |
| 5. | The identification, allocation and coordination of resources that may be used for disaster operations within the Toowoomba Disaster District. | * Stakeholder engagement * Post event reviews * Exercising (refer to No. 4 – above) | * Review of DDMP / LDMPs * Exercise evaluation and Post event review * Identification and discussions concerning emerging issues | Annually  Annually / - as required  Ongoing | Executive Officer and other DDMG members as required  DDMG members / advisors  DDMG members / advisors |
| 6. | The establishment and review of communications systems in the group | * DDMP * Stakeholder engagement * Exercising / post event reviews | * Review of DDMP / Contact list * Exercise DDMG and LDMGs * Conduct of post event reviews | Annually / Ongoing  Annually or as required  As required | Executive Officer / DDMG members / advisors  Executive Officer / DDMG members / advisors  DDMG members / advisors |
| 7. | Addressing DDMG training needs through QFES Training Framework | * Stakeholder engagement * Compliance with training framework * Attendance at internal / external training and / or workshops | * Training is a standing agenda on member agency status update reports and discussed at DDMG meetings * QFES review DDMG training compliance bi-annually * DDCC / DIMS training provided as required | In line with DDMG meeting dates  Bi-annually  Ongoing | Chair / DDMG members / advisors  QFES (EMC)  Executive Officer and internal QPS stakeholders as required |

**Principles of Disaster Management:**

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

1. Comprehensive approach;
2. All hazard approach;
3. All agencies approach;
4. Local disaster management capability; and
5. Prepared, resilient community.

**Compiled by Approved by**

****

**……………………………… …………………………..**

**(28/03/2024) (09/04/2024)**

**A/Senior Sergeant Jeremy Sheldrick Superintendent Douglas McDonald**

Executive Officer District Disaster Coordinator

Toowoomba District Disaster Toowoomba District Disaster

Management Group Management Group