State Disaster Management Group
Annual Report No. 7

2009 – 2010

Queensland Government

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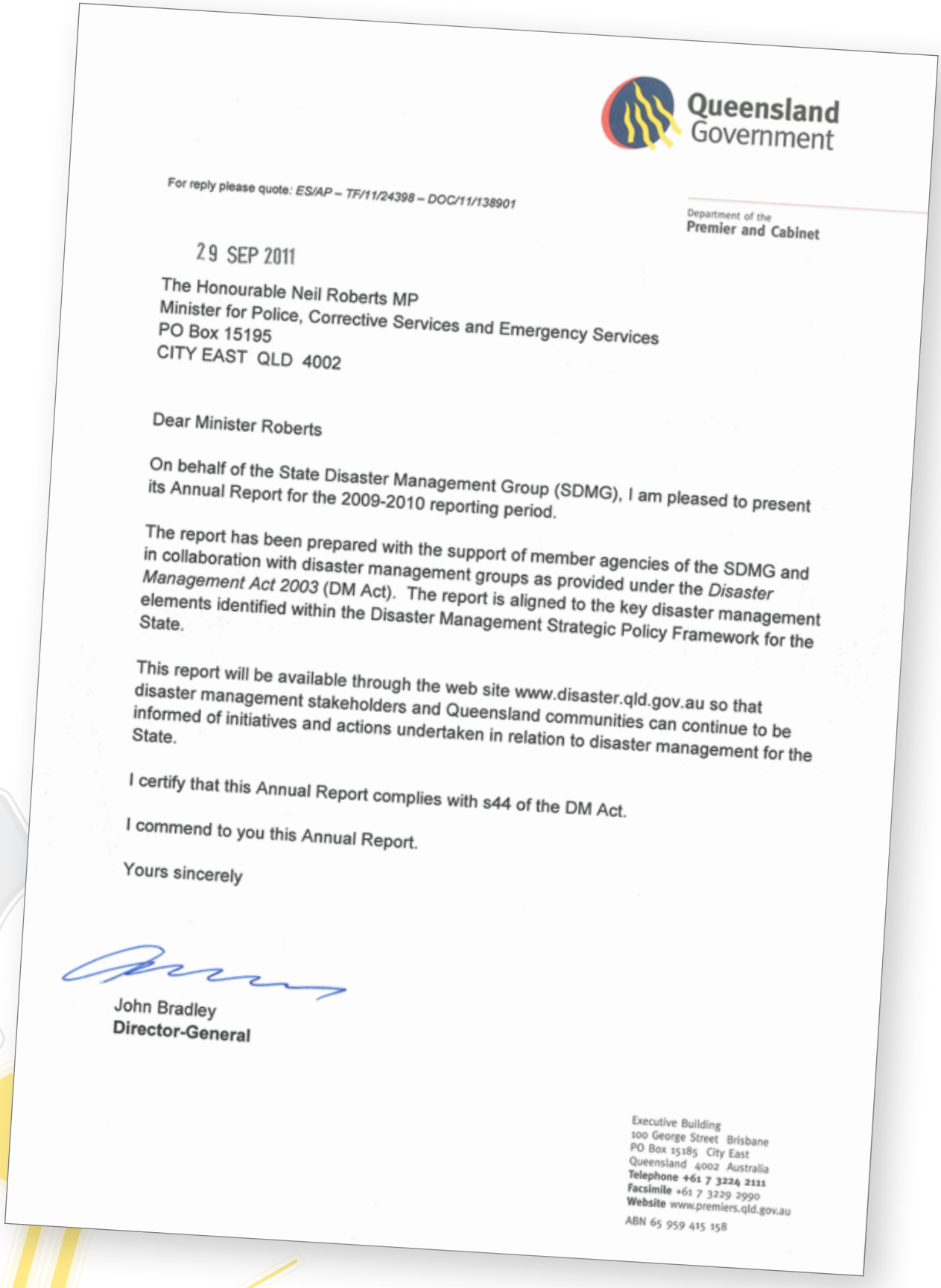

Queensland Government

For reply please quote: *ES/AP – TF/11/24398 – DOC/11/138901*

Department of the
Premier and Cabinet

29 SEP 2011

The Honourable Neil Roberts MP
Minister for Police, Corrective Services and Emergency Services
PO Box 15195
CITY EAST QLD 4002

Dear Minister Roberts

On behalf of the State Disaster Management Group (SDMG), I am pleased to present its Annual Report for the 2009-2010 reporting period.

The report has been prepared with the support of member agencies of the SDMG and in collaboration with disaster management groups as provided under the *Disaster Management Act 2003* (DM Act). The report is aligned to the key disaster management elements identified within the Disaster Management Strategic Policy Framework for the State.

This report will be available through the web site www.disaster.qld.gov.au so that disaster management stakeholders and Queensland communities can continue to be informed of initiatives and actions undertaken in relation to disaster management for the State.

I certify that this Annual Report complies with s44 of the DM Act.

I commend to you this Annual Report.

Yours sincerely

John Bradley
Director-General

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The year in review

Achievements

- The Queensland Tsunami Notification Protocol Version 1 was endorsed by the SDMG and approved for distribution in December 2009. The protocol outlines the roles and responsibilities of government, non-government and other organisations in the dissemination of tsunami warning products to vulnerable communities.
- In August 2009 a review was commissioned into disaster management legislation and policy in Queensland (Disaster Management Review). Recommendations from the Disaster Management Review were considered by a sub-committee of SDMG members, which resulted in the introduction of the *Disaster Management and Other Legislation Amendment Bill 2010* into Parliament in June 2010.
- Successful integration of the Emergency Alert (EA) system into disaster notification protocols through the State Disaster Coordination Centre (SDCC), following its launch by the Minister in December 2009. EA utilises SMS capability to provide early warnings of disaster to Queensland communities via address-based landlines and mobile telephones.

Disaster Events

Extensive rain fell across most of Queensland from late December 2009 to April 2010. During a10-day period over February and early March, the Bureau of Meteorology (BoM) estimated 403 cubic kilometres, or 403,000 gigalitres, of rain fell across the Northern Territory and Queensland. Much of Queensland received very high falls with many places recording over 100mm in 24 hour periods.

An area larger than the State of Victoria was flooded and wide spread road closures occurred. This resulted in over 35 tonnes of essential foods and supplies being airlifted to isolated communities with several communities being resupplied multiple times, due to their long period of isolation resulting from the flooding.

During the reporting period the Commonwealth/State Natural Disaster Relief and Recovery Arrangements (NDRRA) were activated by the Minister for Police, Corrective Services and Emergency Services (the Minister) on a number of occasions for natural disaster events that impacted Queensland, with some areas being impacted by multiple events.

Due to the potential impact of Tropical Cyclone (TC) Ului, and the severe flooding in Charleville and Roma Disaster Districts, the Minister declared a disaster situation under the provisions of the DM Act.

The Queensland disaster management arrangements (QDMA) were implemented during 2009-2010 for sustained periods managing a range of disasters, including one of the State's worst ever fire seasons on record, widespread flooding across the State and an active cyclone season. The efforts of everyone involved in supporting Queensland communities were outstanding, including during these extended periods. These results reflect the significant planning required to properly manage natural disasters.

However, we cannot rest on our past efforts and must continuously review and improve our disaster response processes and procedures to ensure a coordinated approach to disaster management. As a consequence of the Disaster Management Review, legislation which will strengthen our disaster management framework is currently before the Legislative Assembly. New arrangements are expected to be in place before the start of 2010 cyclone, storm and flood season.

Queensland Emergency Operations Centre

In 2009 building contracts were awarded to construct two buildings within the Kedron Park Emergency Services Complex. The buildings will be utilised by the SDCC, Queensland Fire and Rescue Service (QFRS) and its State Operations Coordination Centre, Queensland Ambulance Service (QAS), Emergency Management Queensland (EMQ), and Queensland Health (Q-Health).

This state of the art centre, which is due to be commissioned by mid 2011, will support the growth of emergency services in Queensland and control large scale incidents, disasters and day to day emergency responses.

State Disaster Management Group

Established under the DM Act, the SDMG is the peak disaster management policy and decision making body in Queensland. The role of the SDMG is to establish the strategic direction for disaster management and to prepare the Queensland State Disaster Management Plan (SDMP) to ensure that relevant, best practice disaster management planning, disaster mitigation and preparedness, operational response and recovery are conducted at all levels within the State's disaster management arrangements. The SDMG also ensures effective arrangements between the State and Commonwealth governments on matters relating to disaster management, including the identification of resources, within and outside the State that may be required for disaster response operations.

The SDMG meets on a quarterly basis with membership comprising the Chief Executive Officers of each of the 13 Queensland government departments and the Group's Executive Officer.

The Director-General of the Department of the Premier and Cabinet (DPC) is the Chair and the Director General Department of Community Safety (DCS) is Deputy Chair.

The SDMG reports to the Minister on disaster management in the State.

District Disaster Management Groups

Overview

Established under the DM Act, District Disaster Management Groups (DDMGs) comprise of representatives from regionally based government agencies, government owned corporations (GOCs) and non-government organisations (NGOs) which can provide and coordinate whole-of-government support and resource assistance to disaster stricken communities. DDMGs perform a regional management function within the QDMA by providing coordinated State government support to Local Disaster Management Groups (LDMGs) on behalf of local governments.

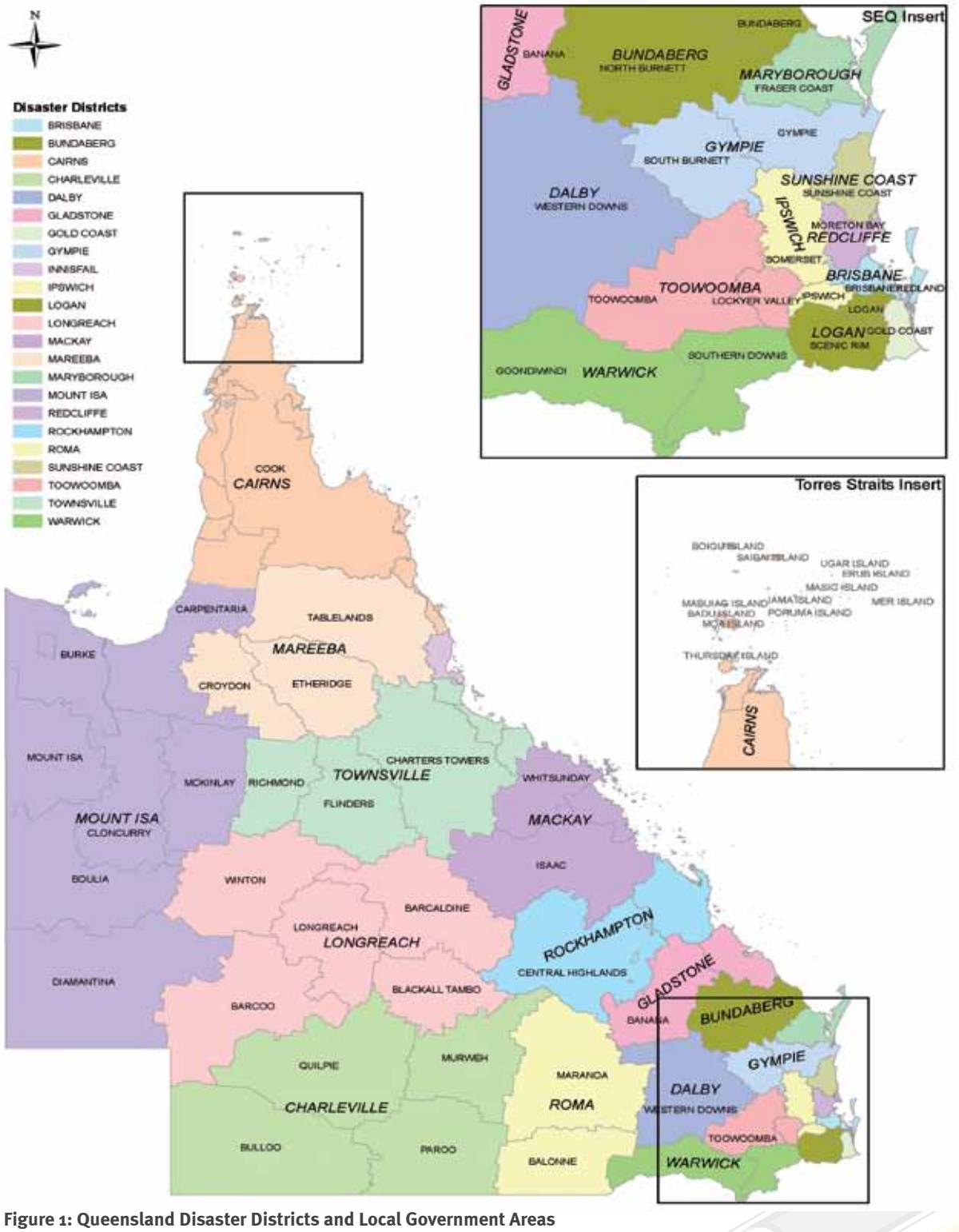


Figure 1: Queensland Disaster Districts and Local Government Areas

Demographics

The State of Queensland has a population of approximately 4.2million people and covers some 1,729,890 km² with its capital, Brisbane, located in the south. The tip of Cape York in the north is 2,400kms from Brisbane and Birdsville 1,600kms west of Brisbane. Queensland is the most disaster-prone State of Australia with identified hazards of floods, tropical cyclones, storm tide, fire, exotic animal and plant diseases, earthquake, landslide, tsunami and severe storm and thunderstorm.

There are 73 local governments within Queensland with the Weipa Town Authority, for the purposes of disaster management, also treated as a local government.

Table 1 below provides a list of LDMGs by DDMG.

DDMG	LDMG by Disaster District		*Population (Approx.)	**Size of District – km² (Approx.)
Brisbane	Brisbane	Redlands	1,164,791	1,860
Bundaberg	Bundaberg	North Burnett	102,987	26,102
Cairns	Aurukun Cairns Cook Hope Vale Kowanyama Lockhart River Mapoon Napranum	Northern – Peninsula Area Pormpuraaw Torres Torres Strait Weipa Wujal Wujal Yarrabah	185,234	134,045
Charleville	Bulloo Murweh	Quilpie Paroo	9,214	229,458
Dalby	Dalby		30,869	37,938
Gladstone	Banana	Gladstone	73,016	39,012
Gold Coast	Gold Coast		497,848	1,332
Gympie	Cherbourg Gympie	South Burnett	79,289	15,299
Innisfail	Cassowary Coast		30,356	4,684
Ipswich	Ipswich	Somerset	174,766	6,462
Logan	Logan	Scenic Rim	306,165	5,206
Longreach	Blackall-Tambo Barcaldine Barcoo	Longreach Winton	10,458	240,121
Mackay	Isaac Mackay	Whitsunday	167,666	90,124
Mareeba	Croydon Etheridge	Tablelands	46,505	133,482
Maryborough	Fraser Coast		95,689	7,102
Mount Isa	Boulia Burke Carpentaria Cloncurry Diamantina	Doomadgee McKinlay Mornington Island Mount Isa	31,686	394,774
Redcliffe	Moreton Bay		356,709	2,033
Rockhampton	Central Highlands	Rockhampton Woorabinda	141,737	78,537
Roma	Balonne	Roma	17,980	89,815
Sunshine Coast	Sunshine Coast		312,804	3,120
Toowoomba	Lockyer Valley	Toowoomba	189,070	15,221
Townsville	Burdekin Charters Towers Flinders Hinchinbrook	Palm Island Richmond Townsville	223,470	147,789
Warwick	Southern Downs	Goondiwindi	45,606	26,374

**Population Source: Australian Bureau of Statistics. Estimated Resident Population at 30 June 2008*
***District Size Source: Department of Environment and Resource Management Digital Cadastral Database 2009*

Disaster Management Strategic Policy Framework

One of the key functions of the SDMG as outlined under s18 of the DM Act is to develop a Queensland Disaster Management Strategic Policy Framework (SPF) for disaster management for the State.

The SPF identifies principles that guide the development and implementation of policies and initiatives to achieve the Queensland government's priorities, in particular the achievement of safer and more sustainable communities. The SPF provides a tool for the effective integration of disaster management planning and programming across agencies and sectors and provides a strategic benchmark for reporting and evaluation of outcomes. The aim of the SPF is to:

- Articulate the vision and goals for disaster management for the State in line with the objectives of the DM Act.
- Outline the strategic direction to guide the development of disaster management policies and programs for Queensland.
- Focus on a comprehensive, all-hazards approach to disaster management.
- Align the strategic direction for disaster risk reduction with international and national reforms.
- Mainstream disaster mitigation into relevant areas of activity of government, NGOs, small business and corporations.
- Outline the governance and accountability arrangements in place that support the achievement of disaster management priorities.

The SPF identifies elements of disaster management in line with the Council of Australian governments (COAG) report *Natural Disasters in Australia: Reforming mitigation, relief and recovery arrangements (2002)*.

Table 2 – SPF elements, objectives and key performance indicators

ELEMENT	OBJECTIVE	KEY PERFORMANCE INDICATORS
DISASTER RESEARCH	Use collaborative and best practice research to inform disaster management and improve the effectiveness of disaster management principles, policy development and practices	• Formal partnerships established with researchers • Research outcomes inform disaster management policy development and practice
POLICY AND GOVERNANCE	Disaster management outcomes are achieved through the development and implementation of sound policy and effective corporate governance	• Clearly defined roles and responsibilities of agencies I am very excited involved in the disaster management system • Legislative requirements are supported by disaster management policies
DISASTER RISK ASSESSMENT	Disaster risk assessments are used to protect life and property and contribute to sustainable development	• Comprehensive disaster risk assessments are complete, relevant and updated regularly
DISASTER MITIGATION	Reduced risk and enhanced community resilience	• Mitigation priorities are determined by evidence of disaster risk assessments
DISASTER PREPAREDNESS	Create awareness and prepared communities	• Increased level of community disaster awareness • Increased level of community disaster preparedness • Disaster management plans are in place at all levels of the disaster management system
DISASTER RESPONSE	The impacts of a disaster are minimised by effective and efficient disaster response	• All disasters are responded to in a timely and appropriate manner
DISASTER RELIEF AND RECOVERY	Improved functions of communities following a disaster	• Relief and recovery arrangements are properly integrated into disaster management arrangements
POST-DISASTER ASSESSMENT	Post-disaster assessment strengthens Queensland's disaster management capability	• Lessons learnt from disaster events and disaster management exercises are embedded into disaster management planning

Note: During 2010-2011, the SPF framework will be reviewed to reflect the outcomes of the Disaster Management Review commissioned into disaster management legislation and policy in Queensland.

SPF Element One: Disaster Research

Objective	Key Performance Indicators
Use collaborative and best practice research to inform disaster management and improve the effectiveness of disaster management principles, policy development and practices	• Formal partnerships established with researchers • Research outcomes inform disaster management policy development and practice

During the reporting period, SDMG member agencies established a number of formal and informal partnerships with other government agencies, GOCs and NGOs to further research in the area of disaster management. Key initiatives are outlined below (by exception).

- In light of Queensland's bushfire risk profile, an Interdepartmental Committee has been established to consider the findings and recommendations of the 2009 Victorian Bushfire Commission. The Committee is lead by DCS with membership drawn from identified key agencies.
- Department of Infrastructure and Planning (DIP) in partnership with Department of Environment and Resource Management (DERM), DCS and the Local Government Association of Queensland (LGAQ) commenced a review of alternative policy approaches to flood risk management in January 2010. On completion a Policy Paper will be prepared for consideration by the Minister for Infrastructure and Planning.
- The Australian Building Codes Board has undertaken research in to the impact of flooding on buildings in flood prone areas. This research is expected to take 18 to 24 months with outcomes to be included in the Building Codes of Australia.
- Department of Public Works (DPW), in partnership with the James Cook University Cyclone Testing Station, have undertaken debris impact testing of building materials and construction methodologies for use in community cyclone shelters. This testing is to identify building materials and construction methodologies which are resistant to high speed wind and windborne debris environments. It will also provide a range of materials suitable for use in the design/construction of community cyclone shelters.
- Q-Health proactively contributes to a number of significant research projects occurring under the jurisdiction of the Commonwealth government's Australian Health Protection Committee. These include:
  - Pandemic influenza planning and response capability building
  - Development of the AUSTRAUMAPLAN (National mass casualty plan under the National Health Emergency Response Health Arrangements)
  - National medical transport capability and coordination arrangements
  - National mass casualty triaging tag system
  - Hospital mass casualty surge capability
  - Health aspects of Chemical, Biological and Radiological Terrorism Plan
  - Psychological aspects of Chemical, Biological and Radiological Terrorism Plan
- DERM is the lead in a joint project with the Carpentaria and Burke Shire Councils for the production of a digital elevation model using light detection and ranging and aerial imagery. This data will be used to complete a current storm surge study and produce community storm surge and flood mapping. Funding for the study was approved under the 2009-2010 Natural Disaster Resilience Program (NDRP) funding round. Preparatory work for the study commenced during 2009-2010 and will continue during 2010-2011.
- The Department of Transport and Main Roads (DTMR) has established a dedicated emergency management research team to identify national and international emergency management best practice models to inform emergency management activities, planning, analysis and identification of trends.

District Disaster Management Groups

During 2009-2010 Disaster Risk Assessment was conducted in four Disaster Districts:

- **Bundaberg**
  - Burnett Regional Council undertook a storm tide evacuation project funded through the Natural Disaster Risk Management Studies Programme (NDRMSP) with EMQ appointed as Project Manager. Finalised on 30 June 2010, outcomes of the project will be presented to the LDMG during 2010.
  - Arrangements are underway for a consultative meeting in July 2010 with LGAQ's NDRP Senior Adviser to discuss funding for a range of projects at Bundaberg. As part of an established Strategic Alliance; representatives from the Bundaberg, Fraser Coast, North Burnett, Gladstone and Gympie Regional Councils will be invited to participate in the meeting.
- **Mackay**
  - DDMG members provided advice to James Cook University researchers on the affects and implementation the State Planning Policy 1/03: *Mitigating the Adverse Impacts of Flood, Bushfire and Landslide on Regional Councils*. This advice related to planning strategies concerning disaster management.
- **Maryborough**
  - A Coastal Evacuation Program project has been completed and findings incorporated in to current plans. The project identified issues of community awareness, warning the population, evacuation strategies and community preparedness as the key focus areas for further development.
- **Toowoomba**
  - University of Southern Queensland Lecturer and Media Liaison Officer to Toowoomba DDMG are undertaking a study post Western Queensland floods earlier this year. The study will focus on public communications and how the messages of preparedness and response (evacuation, warnings, etc) are communicated and received by the community. Outcomes that can be incorporated into future disaster management planning for the Disaster District will be made available to the DDMG.

SPF Element Two: Policy and Governance

Objective	Key Performance Indicators
Disaster management outcomes are achieved through the development and implementation of sound policy and effective corporate governance	• Clearly defined roles and responsibilities of agencies involved in the disaster management system • Legislative requirements are supported by disaster management policies

Review of disaster management legislation and policy in Queensland

To ensure continuous improvement to the QDMA, an independent review of the disaster management legislation and policy was initiated in 2009. Review recommendations were considered by a sub committee of SDMG members, resulting in the introduction of the *Disaster Management and Other Legislation Amendment Bill 2010* into Parliament in June 2010.

Review recommendations were made to government on how to deliver better response outcomes for communities impacted by disasters, which included a continued focus on developing, maintaining and continually improving the State's disaster management framework and its effectiveness.

- **State Disaster Management Plan**

  The SDMP is currently under review with a trigger for its renewal resulting from the *Report on a Review of Disaster Management Legislation and Policy in Queensland**. The 2010 version of the SDMP reflects the amendments to the DM Act and the agreed outcomes of the review findings.

  In addition, the disaster management terminology used within the SDMP was reviewed. Within the revised SDMP the disaster management term of 'threats' (as in threat-specific) is now referred to as 'hazards'. Also at times, the term 'lead' has caused confusion as it could indicate an agency was Queensland's lead agency in terms of prevention and preparedness. This term has been changed to 'primary' to recognise the roles of all agencies within the disaster management arrangements for Queensland.

  The revised SDMP will also reflect Queensland's commitment to the COAG new national, resilience based approach to disaster policy and programs.

  The 2010 version of the SDMP will be released following the proclamation of the amendments to the *Disaster Management Act 2003* (if passed by the Legislative Assembly).

- **Local Disaster Management Plans**

  Local Disaster Management Plans are an important element of the QDMA to assist communities prepare for, mitigate against, effectively respond to, and recover from, a disaster or emergency situation. As at 30 June 2010; 86% of LDMGs had current Local Disaster Management Plans. EMQ continues to actively support local governments in the review and development of their plans, a key contributor to building community resilience, and has commenced an initiative to assist those councils without current plans.

- **Queensland Evacuation Guidelines**

  The Queensland Evacuation Guidelines (Evacuation Guidelines) have been developed to ensure a consistent approach to evacuation within Queensland and were developed in consultation with a Trial Consultation Group drawn from Representatives of the local governments of Cairns, Cassowary Coast, Bundaberg and Fraser Coast Regional Councils and Gold Coast City Council and three EMQ Project Officers.

  The Evacuation Guidelines:

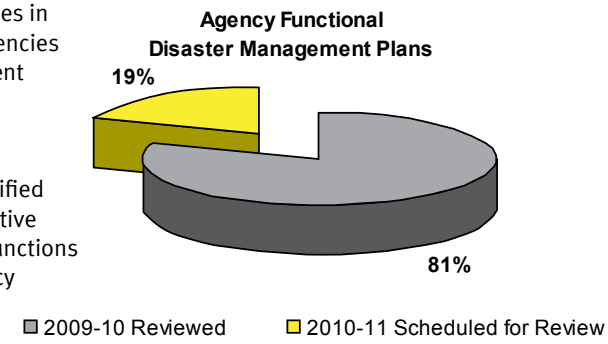
  – Outline the evacuation process based on nationally agreed emergency management principles.
  – Provide a guide to assist local governments to develop and review local evacuation plans.
  – Will assist local governments to plan for the evacuation of at risk persons and document the procedures required to move a large number of persons from an unsafe location to a safer location.
  – Outline the process for decisions regarding evacuation, issuing warnings, managing the withdrawal of people to a safer area, provision of shelter and how to conduct an orderly return to the evacuated area.

** Jim O'Sullivan and the Consultancy Bureau Pty Ltd (2009)*

Agency functional roles and responsibilities

To provide for effective coordination of State level capabilities in disaster management; the QDMA identifies a number of agencies responsible for the provision of specific disaster management services or support to communities and to the Queensland government prior to, during and after disaster events.

Individual agency disaster management functions are identified on the basis of the agency's core functions and their legislative and jurisdictional responsibilities. Disaster management functions are further outlined through the SDMP and individual agency functional plans.



During 2009-2010, nine agencies completed reviews of agency functional disaster management plans with a further five agencies identifying functional disaster management plans to be reviewed during the forthcoming reporting period.

Figure 2: SDMG Member Agency review of disaster management plans

Disaster management policies and procedures

- **Tsunami**
  - In December 2009 the SDMG approved the Tsunami Notification Protocol for distribution. The protocol describes the roles of government and non-government agencies in disseminating tsunami warning products to vulnerable communities.
- **Pandemic H1N1**
  - Lessons learned during the 2009 Pandemic H1N1 public health event are being incorporated into a review of the *Queensland Health Pandemic Influenza Plan 2009* to integrate health services response to pandemic influenza.
- **Dengue Fever**
  - As a result of 2009 outbreak experiences, the *Dengue Fever Outbreak Control Plan* is under review to further establish systems and processes to enable Q-Health to respond to the potential outbreak of dengue fever.
- **Mass Casualty**
  - A M*ass Casualty sub plan of the Queensland Health Disaster Plan* is under development to provide clinical governance and inter hospital disaster response coordination arrangements for response to significant events in Queensland. Additionally, the plan will form the basis to guide the deployment of an Australian Medical Assistance Team (AUSMAT) capability for deployment in response to an interstate or international event.
  - To support this sub plan, an AUSMAT Queensland Volunteer Register will be developed to establish electronic system and processes to assist in registration, suitability assessment and deployment of health practitioners following a request for AUSMAT deployment.
- **Hendra Virus**

  Following an infection outbreak in 2009 the following Hendra Virus (HeV) plans and policies have been reviewed and/or introduced:
  - *Hendra Virus Outbreak Control Plan* reviewed to incorporate experiences leant from the infection outbreak. The Disaster Management Review will further establish systems and processes to enable Q-Health to respond to the potential occurrence of HeV.
  - *Hendra Virus Response Infected Premises and Dangerous Contact Premises* policy which describes the actions to be taken by Biosecurity Queensland Officers and others in relation to HeV infections and contact with premises.
  - *Hendra Response – Quarantine and Undertaking Management* policy outlines the actions required by Biosecurity Queensland Officers in handling quarantines and undertakings to manage a HeV incident, as provided under legislation.
  - *Diagnostic and Health Testing of Horses for Hendra Virus* policy describes responsibilities and actions of Biosecurity Queensland Officers with regard to diagnostic and health testing for HeV.

SPF Element Three – Disaster Risk Assessment

Objective	Key Performance Indicators
Disaster risk assessments are used to protect life and property and contribute to sustainable development	Comprehensive disaster risk assessments are complete, relevant and updated regularly

Queensland Hazardscape profiles

The SDMG, through EMQ, has developed the Queensland Hazardscape. The Hazardscape report provides information describing the geographical distribution of the 10 natural hazards most likely to occur in Queensland and the potential interactions between the hazardous environment and the population, critical facilities, lifelines and land use.

In conjunction with Queensland's Hazardscape an interactive Geographical Information System program has been developed which will enable Local and District Disaster Management Groups to graphically display the hazard information contained in the report overlayed with population, critical infrastructure, lifelines and services, and land use and administrative boundary information to determine and prioritise specific risks. In addition, Hazardscape data will be used to inform a State-wide risk assessment and the development of a State Risk Register. During the reporting period; 32 out of 74 Hazardscape profiles (a series of maps covering major natural hazards) were completed.

Digital elevation model

The *Protecting Our Coastal Communities (POCC)* initiative provided for the investment of $4.56 million over the past four years (2006-2007 to 2009-2010) to enhance spatial information and mapping capability to more accurately predict storm surge inundation and to assist evacuation planning. This resulted in the acquisition of high resolution digital elevation model data over Queensland coastal communities and the development of storm tide inundation zones from the digital elevation model as per the National Storm Tide Mapping Model. The digital elevation model will allow future strategic and tactical mitigation and response activities for multi-hazard inundation events.

District Disaster Management Groups

During the reporting period 39% of DDMGs conducted a disaster risk assessment with Local Disaster Management Plans reflecting outcomes including:

- Identifying vulnerable communities that will require evacuation in the event of a tsunami and similarly, identification of communities that will not require evacuation in the event of a tsunami.
- Identifying within a Disaster District its four highest hazard risks and associated trigger points affecting its communities (flash flood, severe storm/east coast lows, bushfires and creek flooding).
- Identifying the importance of community education for temporary residents; eg tourists, seasonal workers and local and temporary residents, from a wide range of multicultural backgrounds.
- A traffic management study of heavy freight vehicles through a major regional centre.

Disaster management grants and subsidies programs

In Queensland, DCS has responsibility for the administration of disaster management grants and subsidies programs in the State. These programmes include:

- Natural Disaster Resilience Program (NDRP)
- Natural Disaster Risk Management Studies Programme (NDRMSP)
- Natural Disaster Mitigation Program (NDMP)

The NDRP is a national program aimed at identifying and addressing natural disaster risk priorities across Australia. In 2009-2010; the NDRP replaced the NDRMSP and NDMP.

Natural Disaster Resilience Program

The Natural Disaster Resilience Program is a four year disaster mitigation and community resilience grant program which aims to reduce the vulnerability of Queensland communities to natural hazards by supporting local governments and other stakeholders to build community resilience. The program is funded through shared contributions from the Australian and Queensland governments and eligible applicants. DCS is the lead agency for Queensland.

The NDRP provides funding to enable local governments to undertake natural hazard risk assessments for their local area which are up-to-date and reflect the current natural hazard risk profile for their local area or region.

The NDRP replaced the NDMP, Bushfire Mitigation Program and the National Emergency Volunteer Support Fund.

The vision of the NDRP is 'to reduce Queensland communities that are vulnerable to natural hazards by supporting regional councils and other stakeholders to build community resilience'. This vision is further supported by the following four broad objectives:

1. Reduce community vulnerability to natural hazards.
2. Support local governments and others to build community resilience and increase self reliance.
3. Promote innovation through a focus on building partnerships between sectors, support volunteering, encourage a regional or catchment area approach to mitigation, and potential impacts due to climate change.
4. Ensure that NDRP funding is utilised in an efficient way.

To be considered eligible, project proposals must adhere to the NDRP funding guidelines and address one or more of the following four-year NDRP priorities:

1. Target NDRP funding to Queensland's highest natural hazard risks (flooding, storm tide/surge, cyclone, severe storm and bushfire).
2. Enhance community preparedness for natural events through community education and awareness raising.
3. Strategic targeting to increase resilience across sectors.

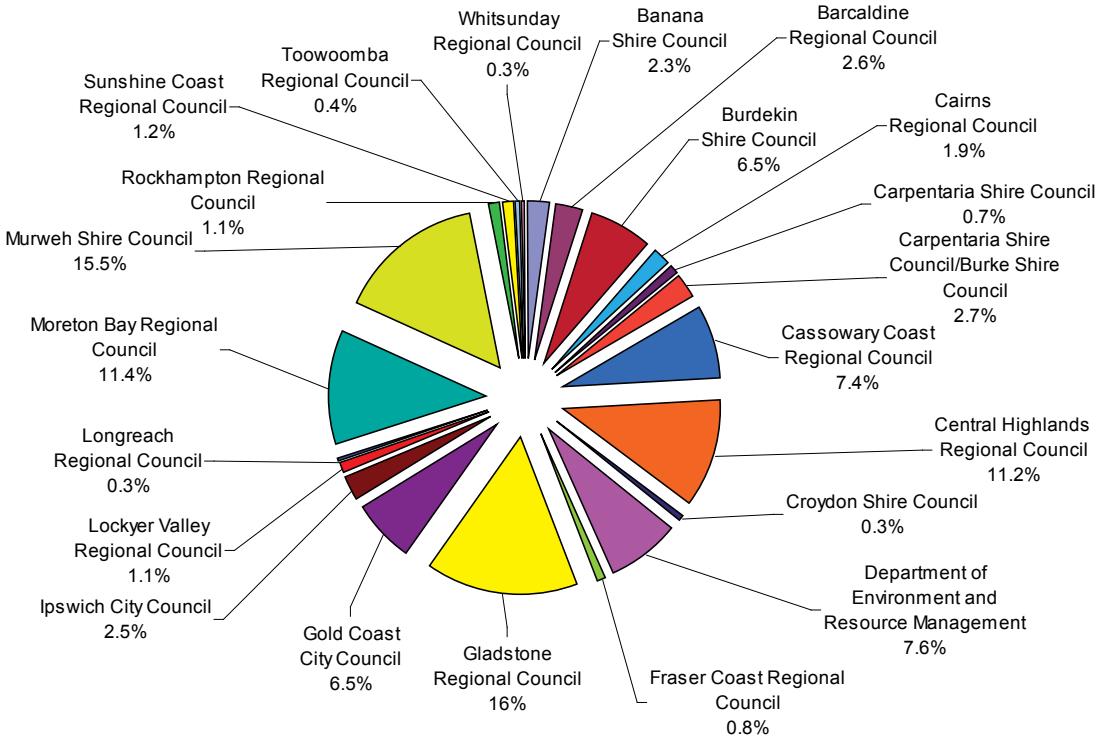
Round one of the NDRP in Queensland closed on 31 January 2010 and resulted in funding approval by the Minister, 38 projects at a total State and Australian governments allocation of $7.1M. Figure 3 provides a graphical portal of this funding allocation.

Examples of projects funded under Round one of the NDRP include:

- $1.1M towards a combined request for Murweh, Paroo, Quilpie and Bulloo Shire Councils for a South West Region river catchment flood management planning project.
- $524,000 for a community education and training program for the Cassowary Coast Regional Council.
- $120,000 to the Gold Coast City Council for the establishment of disaster management community watch groups.
- $53,333 for an emergency supply for the Carpentaria Local Disaster Coordination Centre (LDCC) within the Carpentaria Shire Council.

The NDRP Round Two commenced on 1 May 2010 and is to close on 31 August 2010.

Figure 3: Round 1 NDRP Funding Allocation



SPF Element Four: Disaster Mitigation

Objective	Key Performance Indicators
Reduced risk and enhanced community resilience	Mitigation priorities are determined by evidence of risk assessments

Natural Disaster Mitigation Program

The NDMP is a national program aimed at identifying and addressing natural disaster risk priorities across the nation. A joint initiative between the State and Australian governments, NDMP has significantly contributed to the reduction of social, economic and environmental impacts of natural disasters on Queensland communities. The program was incorporated into the NDRP during the 2009-2010 financial year.

To date, funded projects have provided for the development and implementation of mitigation works and measures, natural disaster risk management studies, storm tide studies, bushfire mitigation projects, continuation of regional flood mitigation projects and other related activities that contribute to safer, sustainable communities better able to withstand the effects of natural disasters.

The program was available to local governments responsible for disaster management and disaster mitigation works and to State government agencies where the agency is the relevant responsible agency.

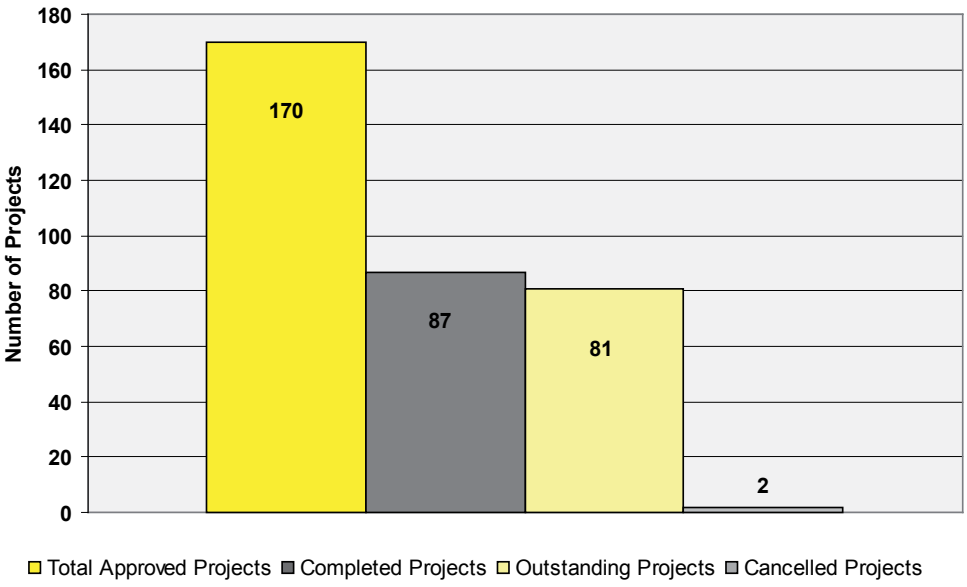


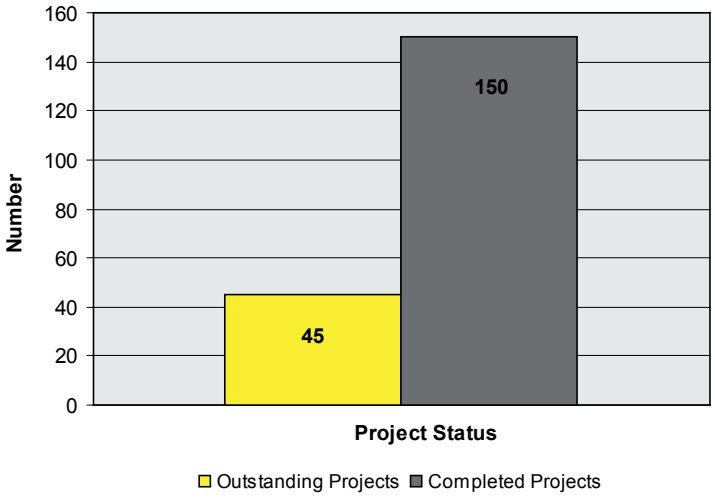
Figure 4: Overview of the status of existing NDMP projects for the reporting period

Natural Disaster Resilience Program

Funded under the National Partnership Agreement on Natural Disaster Resilience, the NDRP aims to reduce the vulnerability of Queensland communities to natural hazards by supporting local governments and other stakeholders to build community resilience. The Commonwealth and State governments each provide $22 million over four years commencing 2009-2010. During 2009-2010, $7.114 million was allocated for 38 projects across Queensland including:

- A combined request from Murweh, Paroo, Quilpie, and Bulloo Shire Councils for a South West Region River Catchment Flood Management Planning project.
- A community education and training program for Cassowary Coast Regional Council.
- The establishment of Disaster Management Community Watch Groups within the Gold Coast City Council.
- An emergency power supply for the Carpentaria LDCC for the Carpentaria Shire Council. Funding allocations are prioritised against Queensland's highest threats; namely flooding, storm tide, cyclone, severe storms and bushfires.

Natural Disaster Risk Management Studies Program



The NDRMSP ceased as at 30 June 2005 and was amalgamated with the NDMP. The purpose of the program was to encourage State and local governments to undertake worthwhile risk management studies to identify, analyse and evaluate risk from natural disasters.

Figure 5: Status of existing NDRSMP projects

Queensland Tropical Cyclone Consultative Committee

The Queensland Tropical Cyclone Consultative Committee (QTCCC) was established in 1995 as a result of a submission made to the Central Control Group, State Counter Disaster Organisation (now the SDMG).

The QTCCC provides guidance on disaster mitigation research, policy development, disaster risk assessments (hazard and vulnerabilities of communities), mitigation measures, community preparedness and post-disaster assessment in relation to tropical cyclones. The QTCCC membership consists of representatives from the three levels of government, research centres and other key agencies. Its main objectives are to:

- Enhance community safety and prevention capability in relation to tropical cyclones.
- Contribute to the National, State and Local tropical cyclones disaster management agenda.
- Contribute to the Queensland government's priority outcomes.

During the reporting period, the QTCCC met on three occasions; namely October 2009, December 2009 (extraordinary meeting) and May 2010. The following outlines the key achievements of the QTCCC during this period:

- Conduct of a series of pre-season cyclone, storm and flood seminars. A total of 10 seminars were held across the State and attended by 445 participants. Approximately half of these participants were first time attendees. The seminars continue to be well received by the disaster management and general communities.
- Actively involved with DCS in the development and review of the draft Evacuation Framework.
- Initiated a study into the effectiveness of a community education disaster awareness DVD. Households in the identified areas will be surveyed post-distribution to ascertain if the messages contained in the DVD have been effectively communicated. Study results will be used to inform and improve future community education strategies.

Queensland Flood Consultative Committee

The Queensland Flood Consultative Committee (QFCC) was formed to improve the coordination of flood risk management activities across the State with DCS and DERM providing primary agency support to the committee. Whole of government membership also comprises agency representatives from:

• Department of Infrastructure and Planning	• Department of Transport and Main Roads
• Bureau of Meteorology	• Local Government Association of Queensland
• Office of Climate Change	• Insurance Council of Australia

The role of the QFCC is to enhance community safety, mitigation and prevention capability across Queensland communities in relation to the impact of fresh water floods.

The key highlights during the year included the finalisation of the QFCC Terms of Reference, and preparation of a multi-agency project grant application under the NDRP Strategic Fund to review flood gauge information systems, in response to a request received from the Premier of Queensland.

District Disaster Management Groups

As a result of risk assessments undertaken within individual Disaster Districts, a range of mitigation priorities were undertaken by individual DDMGs on identified hazards specific to each Disaster District. These priorities can be broadly listed as:

• Agency preparedness	• Flood risk assessment/study, planning and warning system
• Community risk assessment and mitigation	• Local government resilience (services and infrastructure)
• Wildfire risk assessment, mitigation strategies and preparedness	• Community education for permanent, temporary and visiting residents
• Disaster planning	• Major transport incident preparedness
• Community recovery arrangements	• QDMA arrangements and training
• Bushfire mitigation and preparedness	• Residential aged care disaster risk assessment
• DDMG facilities	• Review and update disaster management plans
• Implement lessons learnt through post disaster assessment	• Traffic management study of heavy freight and its impacts during times of disaster
• Evacuation planning and preparedness	• Storm surge assessment and storm tide mapping
• Flood and storm tide mapping	• Tsunami planning and preparedness

As at 30 June 2010, 45% of DDMG identified disaster management priorities have been completed with the remaining projects continuing to be progressed.

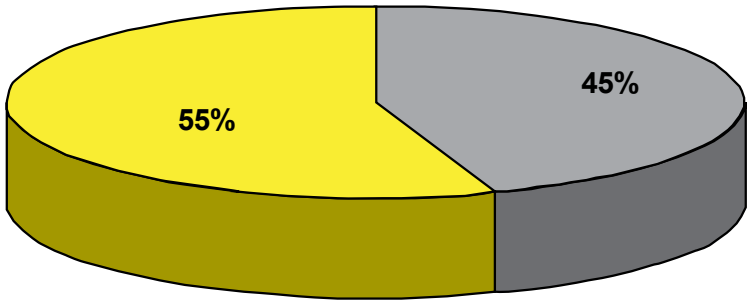


Figure 6: DDMG Progress of identified disaster mitigation priorities

SPF Element Five: Disaster Preparedness

Objective	Key Performance Indicators
Create awareness and prepared communities	• Increased level of community disaster awareness • Increased level of community disaster preparedness • Disaster management plans are in place at all levels of the disaster management system

Commonwealth arrangements

SDMG member agencies continued to establish and maintain relationships with the Australian government. Below is a snapshot of major Commonwealth initiatives that impacted the QDMA during the reporting period:

The Australian Attorney-General's Department conducted a full review of the Commonwealth Government Aviation Disaster Response Plan (CAVDISPLAN). As a member of the Australian Emergency Management Committee, Queensland ensured the revised plan met State requirements. CAVDISPLAN provides the framework for addressing Australian government support to Queensland's needs arising from aviation disasters which cannot be met from existing resources.

Queensland has maintained an active engagement with the Commonwealth and jurisdictions through the NDRRA Stakeholders Group to consider improvements to the program, including the provision of betterment for public infrastructure repeatedly affected by disaster events and the proposed eligibility of heatwave.

Disaster preparedness

- EMQ partnered with the LGAQ to support the 2010 Disaster Management for Local Government Conference held at Ayr on 2-4 June. With a conference theme of *"Disasters Just Happen (but building community resilience doesn't)"*; the conference provided an important opportunity for councils to identify issues in building community resilience for disasters and to build stronger partnerships with government and other key stakeholders.
- As part of the *Disaster Preparedness in Vulnerable Communities initiative under the ClimateQ: toward a greener Queensland* strategy; development and production commenced for a series of digital media products, including instructional DVDs, on preventative measures that can reduce the impact of disasters such as cyclones and severe storms.
  In addition, the draft *Evacuation Framework for Queensland Coastal Communities* continues to be trialled in the three regional areas of Gold Coast, Fraser Coast/Hervey Bay, and Cairns/Cassowary Coast. EMQ will continue to progress work with the relevant councils in developing a viable evacuation plan.
- EMQ in consultation with the State Disaster Coordination Group (SDCG) developed a Tsunami Sub Plan Framework and Tsunami Notification Protocol for Local and District Disaster Management Groups and state Agencies. The Framework provides a template for State agencies, LDMGs and DDMGs to develop a tsunami plan for their community. The protocol outlines the roles and responsibilities of government and non-government and other organisations in the dissemination of tsunami warning products to vulnerable communities. Both the Framework and Protocol were endorsed by the SDMG.
- EMQ in partnership with the Australian Red Cross developed a Queensland version of Emergency *REDiPlan Household preparedness for people with a disability, their families and carers*. The booklet is aimed at people with a disability, their carers and families on how to prepare, respond to, and recover from disasters with the development of REDiPlan resources consisting of a booklet and worksheets. These resources, including audio format, are available at local libraries and through the Be Prepared tab at the Queensland disaster management services web site at www.disaster.qld.gov.au.
- In partnership with Townsville, Cassowary Coast and Rockhampton Regional Councils and Hinchinbrook and Burdekin Shire Councils; EMQ purchased advertising on 10 highway billboards to prompt residents to prepare for cyclone and flood events.
- EMQ developed the *SES Get Ready Guide*; an all hazards preparedness resource designed for use by SES Members in their local communities.

- As part of EMQ's broader seasonal community education preparedness campaign; a National Indigenous Radio Service campaign to increase preparedness for disasters was conducted from December 2009 to February 2010. The campaign delivered messages throughout Queensland regarding cyclone, severe storm, storm surge, and flood and bushfire preparedness. The information provided was designed to positively influence the knowledge, attitudes and behaviour of individuals in relation to natural hazards by:
  - increasing individual and community awareness of the potential for cyclones, floods, severe storm and storm surge to occur in particular regions
  - providing information on how individuals and their families can better prepare for, and respond to these hazards
  - motivating individuals to seek additional disaster preparedness information.

  In addition, a new community service announcement was developed for the Torres Strait on tsunami safety.
- The *DCS Disability Service Plan 2010-2011* provides the blueprint for the department's contribution to a safer community and a better quality of life for people with a disability. Departmental strategies which support the Queensland government's disability agenda include:
  - Supporting a reduction in damage, injury and loss of life in homes of deaf and hearing impaired people though the provision of $0.15 million per annum for the *Smoke Alarm Subsidy Scheme for Deaf and Hearing Impaired People*.
  - Producing a DVD on fire safety in the home for the deaf and hearing impaired.

Disaster management warehouse

A disaster management warehouse was purchased at Ormeau in south east Queensland in June 2010 as part of the *ClimateQ: toward a greener Queensland strategy*. This strategy provides $3.37 million over three years (commencing in 2009-2010) for the purchase of warehouses in South East and North Queensland, and caches to ensure the rapid response and reliable deployment of critical supplies to local communities in response or recovery situations. The purchase of the warehouse in the North Queensland region is scheduled for 2011-2012.

Disaster management initiatives

SDMG member agencies

A summary of community disaster preparedness initiatives undertaken by SDMG member agencies during 2009-2010 is available under Appendix A (I).

District Disaster Management Groups

In addition to participation in disaster management exercises, DDMGs were proactive in undertaking disaster preparedness initiatives within their Disaster District. Figure 7 provides a graphical summary of these initiatives with further information available under Appendix A (I).

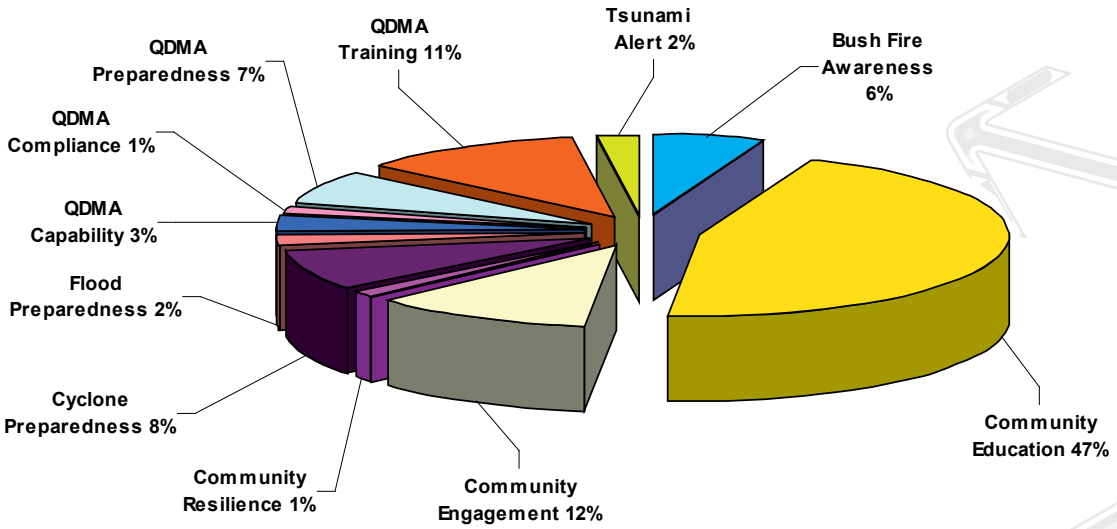


Figure 7: DDMG 2009-2010 Disaster Preparedness Initiatives

Disaster management training

There has been a considerable increase in stakeholder demand for disaster management training to support response and recovery from significant events, combined with an increased focus on disaster management training by EMQ in order to meet legislative requirements.

Through a collaborative process between EMQ, Queensland Police Service (QPS), local government and identified disaster management stakeholders; revised operational practices and procedures have been developed in response to storm, flood, cyclone and emergency events as a result of the proposed changes to the legislation. DCS and QPS officers are conducting a number of regional presentations across Queensland to members of Local and District Disaster Management Groups to implement these revised arrangements. Additionally, a training program will be promulgated to prepare staff for the implementation of improvements to the QDMA.

During the reporting period 4,025 people received disaster management training incorporating disaster mitigation concepts. This included 1,421 persons from within Queensland government, GOCs, NGOs and State Emergency Service (SES) Volunteers who undertook the *Introduction to Queensland's Disaster Management Arrangements* induction course delivered by EMQ.

A wide range of training sessions were conducted for a diverse range of disaster management stakeholders during the 2009-2010 reporting period. A summary of these training sessions is conducted in Appendix A (II).

SDCC Training

- The SDCC, through EMQ, conducted regular training sessions for DCS departmental staff to assist the SDCC during operational periods. These sessions alternated between the delivery of theoretical training and through participation in exercises to reinforce learning outcomes in a hands-on-environment.
- The Disaster Management Review identified the need to augment the capacity of EMQ to staff the SDCC for the duration of disaster events. It also suggested such augmentation could be provided through additional staff resources being drawn from other government departments.
- Endorsement will be sought of the SDMG in 2010-2011 to support an initiative to train a pool of volunteers to be drawn from whole-of-government to work in the SDCC during times of activation. It is proposed that this training would be ongoing to ensure the SDCC was able to call upon a large enough pool of volunteers for surge capacity and also during times of lengthy SDCC activations.

Queensland Combined Emergency Services Academy

In Queensland, disaster management training, covering topics such as Australian Inter-Service Incident Management System (AIIMS), Australian Emergency Coordination System (AECS) and emergency risk management, is accessible through a variety of training resources including the Queensland Combined Emergency Services Academy (QCESA) and the Emergency Management Australia (EMA) Emergency Management Institute. QCESA is comprised of three elements:

1. School of Ambulance and Paramedic Studies
2. School of Emergency Management
3. School of Fire and Rescue Service Training.

All three operational divisions hold the Registered Training Organisation status.

The School of Emergency Management strives to increase the capability and capacity of its volunteers in line with the operational functions of the SES. To achieve this, the school continues to implement quality training policies through the development of robust training procedures and the rolling out of new training resource kits and other supporting resources to its SES volunteers across the State.

Disaster management exercises

The conduct of disaster management exercises provides a valuable tool for disaster management stakeholders. These exercises provides training and hands-on experience to handle all types of hazards within Queensland. A summary of disaster management training and exercises conducted by SDMG member agencies and other QDMA stakeholders is available under Appendix A (II). Following is a brief description of two significant exercises conducted during the year with participants drawn from a wide range of disaster management stakeholders.

Exercise Poseidon			
Commencement date	8 June 2010	**Exercise duration**	Three days
Type of exercise	Practical		
Exercise coordinator	EMQ		
Agencies involved	Disaster management stakeholders from over 40 agencies.		

Overview
Conducted in Queensland's Far Northern region, Exercise Poseidon was designed around a hypothetical but realistic extreme weather event impacting regional critical infrastructure (Cairns and Innisfail hospitals and airport closures) and testing the disaster management arrangements of all participants.

The exercise engaged the three Disaster Districts of Innisfail, Cairns and Mareeba, and nine local government areas of Torres Shire, Torres Strait Island Regional Council, Hope Vale Aboriginal Shire Council, Cook Shire Council, Wujal Wujal Aboriginal Shire Council, Cairns Regional Council, Yarrabah Aboriginal Shire Council, Tablelands Regional Council and Cassowary Coast Regional Council.

Both local government and district disaster management plans, including evacuation arrangements, were exercised. Various local governments participated in call centre exercising and practiced the ability to increase capacity. Public messaging, warning systems, resource planning and strategies to manage longer-term recovery were all tested and well accepted.

The exercise was praised for its realism and participants highlighted the need for further work around business continuity planning, consistent funding arrangements for recovery and agreed triggers for transitioning from response to recovery. It also highlighted the benefit of strong relationships and a flexible but structured approach to coordination and cooperation across all levels of the disaster management arrangements in Far North Queensland.

Exercise Hot Chile			
Commencement date	19 May 2010	Exercise duration	One day
Type of exercise	Practical		
Exercise coordinator	EMQ South East Region		
Agencies involved	Various disaster management stakeholders		

Overview
Exercise Hot Chile was a tsunami planning exercise held on 19 May 2010 involving the Gold Coast and Logan DDMGs, the Gold Coast LDMG and LDCC. The SDCC was engaged to provide support in developing and submitting several fictitious EA campaigns.

District Disaster Management Groups

To build capacity at the Disaster District level, DDMGs participated in 71 exercises during the reporting period. These exercises were conducted by agencies at the Local and State levels and through the SDCC. Figure 8 provides a graphical summary of participation by exercise-type with further detail available under Appendix A (l).

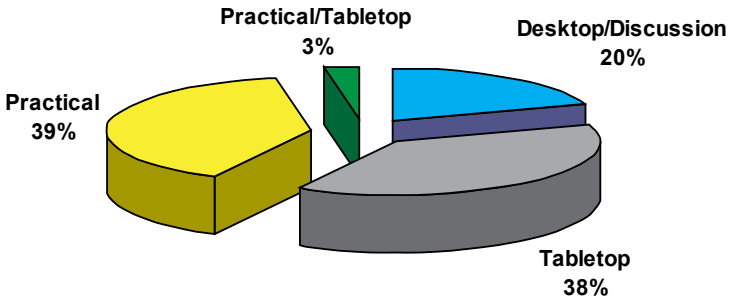


Figure 8: DDMG participation by exercise type 2009-2010

QTCCC pre-season education and awareness workshops

During September and October 2009, representatives from BoM, EMQ and DERM undertook an extensive education and awareness campaign on cyclone, storm and flood preparedness and safety procedures for the QTCCC. The purpose of the seminars was to:

- Enhance community preparedness for the 2009-2010 cyclone, storm and flood season.
- Contribute to ongoing capacity building at Local and Disaster District level to mitigate against, prepare for, respond to and recover from future adverse events.
- Provide a forum that encourages building partnerships in disaster management across Queensland and share knowledge and experiences from recent disaster events.

As recommended after the 2008 conducted seminars; the 2009 program commenced and finished earlier than the previous year's seminars with the schedule designed around the BoM seasonal outlook being released on 2 October 2009.

A total of 10 seminars were held, including a small seminar held on Thursday Island, with a total of 445 participations attending the seminars. Table 2 provides a breakdown of seminar locations, dates and number of participants, which included members of DDMGs, LDMGs and a good representation from other agencies represented in the respective locations.

Table 3: QTCCC 2009-2010 Pre-season education and awareness workshops

Location	Seminar Date	Participants
Beenleigh	15 September	80
Sunshine Coast	17 September	50
Cairns	5 October	70
Normanton	8 October	40
Thursday Island	8 October	18
Gladstone	13 October	50
Bundaberg	15 October	42
Rockhampton	16 October	30
Mackay	20 October	30
Giru	22 October	35
	Total	**445**

Queensland Natural Disaster Relief and Recovery Arrangements training

The Queensland NDRRA exist to provide financial support to Queensland communities affected by disaster events. The arrangements are designed to provide a 'safety net' to those in immediate need or who are unable to affect their own recovery.

The arrangements are also designed to assist local governments with relief and recovery of restoration of essential public assets and their counter disaster operation costs. From 11 September to 15 December 2009, EMQ delivered 19 training sessions to assist in compiling claims to the State for assessment and timely reimbursement. Participants were drawn from State and local government agencies and from the State and Interdepartmental Accounting Group Members.

SPF Element Six: Disaster Response

Objective	Key Performance Indicators
The impacts of a disaster are minimised by effective and efficient disaster response	All disasters are responded to in a timely and appropriate manner

Extensive rainfall saw the activation of the QDMA across the State for extended periods of time during the 2009-2010 storm and cyclone season. This resulted in one of the wettest seasons on record, with daily rainfall totals exceeding records set in 1956. In addition to flood events, the QDMA was activated for a variety of events, domestic and international, including severe bushfires and an oil spill response.

State Disaster Coordination Centre

Established under the SDMP; the SDCC provides an operational venue for the SDCG to provide State level support to disaster management operations in accordance with the decisions of the SDMG.

Table 4 below provides a list of disaster events in which the SDCC was both activated and assisted in numerous State-wide minor operations that did not warrant formal out of hours activation. Further information is available under Appendix B (I).

Table 4: Disaster Events in which the SDCC was both activated and assisted

Disaster Event	Event Date
• Queensland Bushfires	September - October 2009
• South West Queensland flooding	20-25 November 2009
• Northern, Central and South West Queensland flooding	22 December 2009 – January 2010
• Queensland monsoonal flooding and Tropical Cyclones Olga, Neville, Ului and Paul	January - April 2010
• Samoan Tsunami	September 2009
• Western Sumatra (Indonesia) earthquake	September 2009
• Pandemic H1N1	July 2009 - November 2009
• Queensland storms	February 2010
• Tsunami Chile earthquake	27 - 28 February 2010
• Shen Neng 1 oil spill	4 April - 31 May 2010

Bureau of Meteorology weather warnings

As a result of the high frequency of severe natural phenomena which affects Queensland communities; EMQ has developed a close working relationship with the BoM. This relationship allows EMQ access to data from 20 weather stations situated across the State.

During the reporting period, the SDCC received a total of 3,037 weather notifications from the BoM in the form of warnings, bulletins and advices. Of the notifications received 517 required follow-up action by the SDCC. The remainder of the notifications required none or minimal action, as they related to routine advice such as coastal wind warnings, tropical cyclone outlooks, tropical cyclone information bulletins and flood summaries.

Table 5: Weather warnings received and actioned by SDCC

Weather Type	No. Warnings Received	No. Warnings Actioned
Tsunami	80	65
Tropical Cyclone	137	29
Storm Tide	4	2
Severe Weather	199	43
Severe Thunderstorm	470	284
Ocean Wind	138	0
Flood	989	82
Fire	114	8
Coastal Waters	906	4
Totals	**3,037**	**517**

Emergency Alert

In February 2009, the COAG commissioned a national emergency warning system to be developed to enhance Australia's disaster management arrangements. Launched as 'Emergency Alert' throughout the country in December 2009; EA is a national telephone based emergency warning system which provides alerts to communities via landline telephones and mobile phones based on billing addresses.

Since its launch in Queensland by the Minister in December 2009, the EA system has been successfully integrated in to Queensland's disaster notification protocols through the SDCC. SDCC personnel have been trained in the use of EA and a successful public trial was conducted in Esk (South East Queensland) in January 2010.

EA messages contain basic details of the threat, recommended actions and advice on where to go for further information and have already provided important early warnings in Queensland, such as:

- providing specific low-lying communities on the Gold Coast with a tsunami alert, as a result of the Chilean undersea earthquake in February 2010; and
- during the March 2010 South-West Queensland flooding when flood warnings were provided to the communities of Charleville, St George and Thallon.

The EA system provides another useful tool to complement existing emergency warnings methods within the QDMA, such as radio and television broadcasts, website updates and local notifications; eg door knocking. These messages alert communities to potential and existing disasters but do not replace the need for communities to prepare for the affects of disasters.

In response to the use of EA system within the QDMA; EMQ is expanding its community education resources to include EA in its *Tune In, Listen Out, Log On and Act* messaging. To be initially released as a web based resource, the expanded messages will be available through its Be Prepared web site but will also be incorporated into printed materials and a range of media messages, such as radio and TV.

Response activities under the QDMA

During the reporting period the QDMA were implemented for sustained periods to manage a range of disasters, including one of the State's worst ever fire seasons on record, widespread flooding across the State and an active cyclone season.

Appendix B (II) provides a summary of some of the many activities SDMG member agencies provided in response to disaster events during the reporting period.

Reception Plans

Queensland provides assistance to the Australian government for the reception of Australian nationals and other approved persons evacuated from overseas into Queensland. The Queensland Reception Plan (QRECEPLAN) defines the roles and responsibilities of the Queensland government in these arrangements, in line with the Australian Government's Plan for the Reception of Australian Citizens and Approved Foreign Nationals Evacuated from Overseas (COMRECEPLAN).

The QRECEPLAN was activated in support of the COMRECEPLAN on one occasion during the reporting period, in support of the 2009 Samoan earthquake and tsunami event. On request from EMA, the SDCC facilitated the coordination of Reception Centres at the Brisbane and RAAF Amberley airports.

Queensland Fire and Rescue Service

Interstate
QFRS staff and resources were deployed to assist with New South Wales wildfires during December 2009; following New South Wales support during the Queensland September/October 2009 bushfire season.

Expertise Abroad
QFRS Urban Search and Rescue (USAR) expertise has received international recognition being utilised to aid response and recovery operations at locations around the world. QFRS has expanded its USAR capabilities to enable rapid gathering, processing and dissemination of disaster impact information into broader disaster response systems.

In October 2009, Queensland USAR Task Force 1 responded to two major natural disasters in the Asia Pacific region within 36 hours of each other. Despite simultaneous deployments in Samoa and Sumatra, the internationally accredited USAR teams successfully achieved their mission objectives.

In further recognition, four Queensland USAR Task Force members have been appointed United Nations International Search and Rescue Advisory Group External Classifiers. Classifiers can be called upon to assess and validate other countries' USAR capabilities and determine whether accreditation should be awarded. These Task Force members work cooperatively with the Commonwealth Attorney-General's Department and proudly represent not just the Task Force, their various agencies and Queensland, but also the people of Australia. They bring recognition and respect to the Queensland government and provide a tangible input into capacity development and international resilience.

Auxiliary fire fighters
In addition to permanent fire fighters, QFRS employed Auxiliary fire fighters who play a significant role in providing fire and rescue services in many regional areas throughout the State. Auxiliary fire fighters respond to incidents from their homes or places of work. Rural Operations is integral to QFRS and plays a vital role supporting volunteer rural fire brigades.

Rural Operations is responsible for developing and supporting a community-based approach to fire management in rural and urban-rural interface (iZone) areas throughout the State. Rural Operations supports approximately 34,000 dedicated volunteers who form the brigades across the State. These staff also work with local governments and other government agencies as well as private and public land owners in addressing issues of land management and disaster planning.

Flexible habitat capability
In response to a need to enhance field operations for prolonged and complex incidents, QFRS developed the Flexible Habitat Capability. This incorporates the ability to house functional work spaces, living spaces, comprehensive hygiene facilities, lighting, power, food and water without imposing on local resources. This new capability has enhanced multi-agency field operations and is both road and air deployable.

Volunteers

State Emergency Service
The SES is a volunteer organisation, is a vital part of the QDMA, contributing to the resilience of Queensland communities in times of disaster or emergency. State and local governments maintain an important partnership in assisting SES volunteers to provide a valuable volunteer emergency service to their local communities.

During 2009-2010 over 20,000 calls were made to the SES 132500 telephone number with requests for assistance of the SES with storm damage, rising flood water, fallen trees on buildings and damage to roofs.

SES Groups perform search and rescue or similar operations, help injured persons or protect persons or property from danger or potential danger in a disaster or emergency situation. The SES also provides valuable assistance to other emergency services and helps communities prepare for, respond to, and recover from, an event or a disaster.

During the year approximately 6,800 active SES volunteers from 342 Groups in Queensland committed 70,898 hours to protect and assist their local communities. Each year, SES volunteers also spend many hours training and preparing for operational activities and providing operational assistance to other emergency services and government agencies, and are not paid for the work that they perform.

Universally recognised for their work during severe weather events including the February/March South Western Queensland floods and Tropical Cyclone Ului, the SES was activated during the period July 2009 to June 2010 in response to a variety of events including road crash rescue, land based search and rescue, vertical rescue, flood and storm response, resupply operations and support to other emergency response agencies.

Members of the SES come from all walks of life with varied skills and capabilities. Training and equipment are provided to members who join and complete their probationary period.

Emergency Service Units
Established under the DM Act, Emergency Service Units (ESUs) are located in rural and remote areas of Queensland providing their communities with some or all of the functions traditionally associated with rural fire brigades, SES Groups and QAS Community First Responder groups.

The key rationale for the integration of these functions is that many rural and remote communities do not have the infrastructure or human or physical resources to be able to sustain multiple volunteer emergency response agencies. ESUs operate in St Pauls, Talwood, Rolleston and Tambo.

EMQ Helicopter Rescue

EMQ Helicopter Rescue continued to meet the growing demand for helicopter rescue services across Queensland in 2009-2010 with an increase in activity of approximately 26% since 2005- 2006. During the reporting period EMQ Helicopter Rescue hours of operation totalled 3,344 hours. *

** These measures report total time consumed from engine on to engine off (i.e. engine hours) and are demand driven*

SPF Element Seven: Disaster Relief and Recovery

Objective	Key Performance Indicators
Improved functions of communities following a disaster	Relief and recovery agencies are properly integrated into disaster management arrangements

Natural Disaster Relief and Recovery Arrangements
The jointly funded Commonwealth/State NDRRA is the primary mechanism utilised by the Queensland government for providing financial assistance to communities affected by any one or a combination of the following natural disaster events: cyclone, storm, flood, bushfire, earthquake, storm surge, tsunami, tornado, meteor strike and landslide (which is the direct result of an eligible event).

In Queensland, the NDRRA are administered by DCS through EMQ, with funding sourced through Queensland Treasury and the Australian government.

Recent policy revision of the NDRRA provides for the restoration of essential public assets to pre disaster standard/level of service, in accordance with current engineering standards and requirements and building codes and guidelines, whilst maintaining the same asset class and/or asset immunity level. This revision will be welcome by agencies responsible for restoring essential public assets, including local governments, and will result in improved resilience of essential public assets.

During the reporting period, disaster events resulted in 99.8% of Queensland's land mass activated under the NDRRA incorporating 69 of 74 local government areas. The whole-of-government estimated eligible cost of events which occurred in 2009-2010 is expected to exceed $1.246 billion. Relief measures activated include counter disaster operations, restoration of essential public assets, disaster relief assistance scheme, concessional loans and freight subsidies for primary producers, and concessional loans for small businesses.

New NDRRA activations for 2009–2010

Disaster Event	Location	Date
Queensland Bushfires	Far Northern, Northern, Central, North Coast, South East and South West Regions (including 18 local government areas)	September to October 2009
South West Queensland Flooding	Barcoo and Diamantina Shire Councils	20 to 25 November 2009
Northern, Central and South West Queensland Flooding	Northern, Central and South West Regions (including 23 local government areas)	22 December 2009 to 8 January 2010

NDRRA activations finalised during 2009–2010

Disaster Event	Location	Date
Queensland Bushfires	Far Northern, Northern, Central, North Coast, South East and South West regions (including 18 local government areas)	September to October 2009
South East and North Coast Queensland east coast low	North Coast and South East Regions (including 30 local government areas)	August 2007
Central and Southern Queensland severe storms	Central, South East and Brisbane Regions (including 37 local government areas)	28 to 30 October 2010
South West Queensland Storms and flooding	South West Region (including 10 local government areas)	23 to 30 November 2007
Central West Queensland Storms and flooding	Central and Northern Regions (including 7 local government areas)	22 to 30 December 2007
South East Queensland east coast low	Brisbane, South East and South West Regions (including 9 local government areas)	27 December 2007 to 7 January 2008
Queensland monsoonal flooding	Far Northern, Northern, Central, North Coast and South West Regions (including 32 local government areas)	January 2008
South East and Western Queensland storms and flooding	Brisbane, South East and South West Regions (including 11 local government areas)	3 to 8 February 2008
Queensland monsoonal flooding	Far North, North, North Coast Regions (including 32 local government areas)	February to March 2008
South East Queensland storms	Gympie Regional Council	29 May to 2 June 2008
South West Queensland flooding	Barcoo and Diamantina Shire Councils	June 2008

Appendix B (I) provides details on NDRRA activation during the reporting period.

State Disaster Relief Arrangements

The State Disaster Relief Arrangements (SDRA) is a Queensland government funded all-hazards disaster assistance package which addresses personal hardship and community response needs for disaster events that fall below the NDRRA activation threshold of $240,000. The SDRA relief measures for personal hardship and community response activities are defined as the same relief measures that are activated under the NDRRA, only the funding source differs.

As the SDRA is a Queensland government funded assistance package, it is not subjected to the event eligibility provisions imposed for NDRRA by the Australian government and therefore is available to address a wider range of disaster events and circumstances where personal hardship exists. For this reason, the SDRA may still be in effect beyond the $240,000 expenditure limit.

SDRA activations
There were no new SDRA Activations during the 2009-2010 reporting period.

SDRA Activations finalised in 2009–2010

Disaster Event	Location	Date
Central and Southern Queensland severe storms	Central and Southern Queensland (including 50 local government areas)	7 to 12 October, 2007

Partnerships

A wide range of partnerships, formal and informal have been established in support of the QDMA. Appendix D provides a summary of partnerships established during the reporting period and the service they provide.

SPF Element Eight: Post Disaster Assessment

Objective	Key Performance Indicators
Post-disaster assessment strengthens Queensland's disaster management capability	Lessons learnt from disaster events and disaster management exercises are embedded into disaster management planning

The lessons to be learnt through post-disaster assessment provide guidance for future training and exercise content and inform the development of disaster management priorities for the forthcoming year and are incorporated into functional agency disaster management plans and sub plans, as relevant. However as the Disaster Management Review would be a broader assessment of the QDMA; limited seasonal post-disaster assessments were undertaken as the primary focus would be the implementation of review recommendations and possible changes to legislation.

Figures 9 and 10 represent the top disaster management priorities for 2009-2010 as identified by SDMG member agencies and DDMGs during post-disaster assessment. Further detail on these priorities is available under Appendix E.

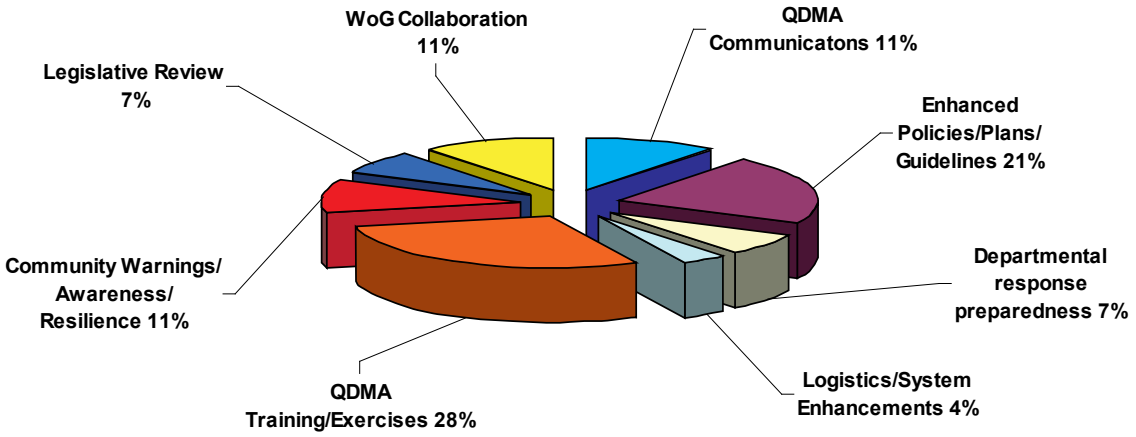


Figure 9: SDMG member agencies identified top disaster management priorities for 2009-2010

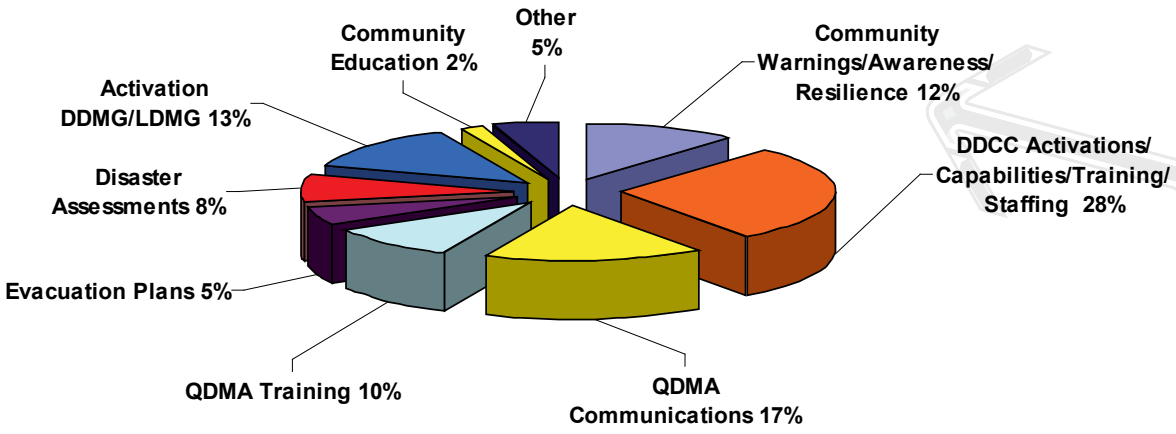


Figure 10: DDMG identified top disaster management priorities for 2009-2010

Appendices

Appendix A: SPF Element 5 – Disaster Preparedness

(I) Initiatives

SDMG member agencies

Community disaster preparedness initiatives undertaken during 2009-2010		
Agency	**Initiative**	**Target Audience – Objective – Outcome**
DCS	Initiate and train QAS Regional Special Response Teams	To create a regionally based non conventional ambulance response team to extend operational capability.
DCS	Volunteer Passport Project	• To investigate, and where possible, streamline interstate and territory volunteering arrangements. • In emergency services the project will facilitate national support for the movement of volunteer groups across borders.
DCS	Develop a Bushfire Survival Plan and Self Assessment tool	• Linked through the QFRS website, a Bushfire Survival Plan and Self Assessment tool is located on the Rural Fire Service website. • The tool was developed to enable communities to prepare and plan in advance for the impact of bushfires.
DCS	Delivered a revised Summer Emergencies National Indigenous Radio Service campaign to increase disaster preparedness	Queensland Indigenous communities: • Deliver key community education messages to Queensland indigenous communities to minimise the vulnerability of communities to the affects of disaster. • Messages are delivered through a mix of paid advertisements and community service announcements by Indigenous broadcast providers as embedded programming elements and as separate discrete elements that are broadcast free of charge; eg within news broadcasts. • Broadcast coverage is via licensed Community Indigenous Radio Stations based in metropolitan and regional areas and Remote Indigenous Broadcasting Services to Remote Aboriginal Communities Scheme.
DCS	Tsunami-related community education products	Community: EMQ participated in the national development production and distribution of a range of community education resources designed to improve knowledge and awareness of tsunami.
DCS	Include the EA system into community education resources	Community. • Developed a range of *Tune into Warning* themes to incorporate and adapt EA messaging into a Queensland context. • Expanded messaging was incorporated into a range of media messages, such as radio and television, which was funded by the Queensland government.
DCS	Representation on a National Marketing and Community Education Working Group	EMQ represented the department on this working group in development of an EA marketing campaign which was conducted across a number of media, including radio, print and on line.
DCS	Develop community education resources for SES Group to use in their local communities	SES Groups and Community: Resources developed including: • Pull up banners • Fact sheets (in 12 languages) • SES Get Ready Guide.
DEEDI	Develop the Department of Employment, Economic Development and Innovation (DEEDI) Regional Emergency and Business Continuity Management Framework Plan (E&BCM)	Intra-departmental regional staff: • To ensure a consistent approach to the prevention, preparedness, response and recovery (PPRR) concepts across the region. • Ensure alignment with departmental disaster management functional plan.
DEEDI	Emergency and Business Continuity Management Framework and Strategic Policy	DEEDI intra-departmental staff: Develop and implement a single DEEDI E&BCM Framework to effectively prevent, prepare for, response to and recovery from all types of emergencies.
DEEDI	Tsunami Plans including Business continuity plans.	Coastal staff and assets: • Equip departmental staff to effectively respond to and recover from a tsunami. • Align with DEEDI E&BCM and policies.

Community disaster preparedness initiatives undertaken during 2009-2010		
Agency	**Initiative**	**Target Audience – Objective – Outcome**
DEEDI	Updated the Automated Notification System to include all DEEDI portfolios	Identified State-wide departmental key staff and site managers: • To notify the 500 staff/industry representatives simultaneously of emergency status via SMS, e-mail and facsimile. • Ensure alignment with departmental disaster management functional plan/s.
DERM	Fire hazard reduction schedule	Local communities that may be impacted by a planned hazard reduction: • Inform local communities of planned hazard reduction activities.
DET	DET Emergency Management & Response Unit Awareness	DET State-wide Instructional Institutions: • Provide all sites with succinct information relating to identified potential disasters. • Distribution of refresher information supports the emergency management plans for all sites and provides staff with a quick reference guide prior to the impact of an event.
DIP	Adoption of current Australian Standard AS 3959—2009 Construction of buildings in bushfire prone areas into a new Queensland Development Code MP 2.4 – Buildings in bushfire prone areas, and referenced in the 2010 Building Code of Australia	Building Certifiers, Architects, Building Designers, Builders, other members of the building industry and the Queensland community • Promote the adoption in Queensland of the latest Australian Standard AS 3959—2009 Construction of buildings in bushfire prone areas into a new Queensland Development Code MP 2.4 – Buildings in bushfire prone areas, and referenced in the 2010 Building Code of Australia (BCA). • Information sessions conducted for Queensland industries and communities.
DIP	Community forums on draft South East Queensland Climate Change Management Plan	Community Forums: • Conducted 11 forums across south east Queensland. • Inform the community on government actions to address climate change in the region. The aim of the Queensland Climate Change Management Plan is to assist the region to be more resilient to the impacts of climate change on south east Queensland's built environment, communities, infrastructure and natural ecosystems.
DIP	Enhance communication with local government authorities on Tsunami Notification Protocol for Queensland – as endorsed by SDMG	Local government/community: • Consult with LGAQ to enhance communications with local government authorities to warn communities at risk of a tsunami threat and to assist in response and recovery phases.
DoC	Disaster District Community Recovery Plans (23)	Government and non-government agencies in Disaster Districts: • Identify preparedness and recovery responses in each Disaster District to ensure relevant government and NGOs are prepared to provide recovery services in the event of a disaster.
DoC	Memorandum of Understanding (MoU) between key government and non-government signatories for the Provision of Community Recovery Services Following a Disaster	Government and NGOs at a State level for service delivery 'on the ground': • MoU identifies the service delivery recovery response and roles and responsibilities of signatory agencies – ensures all signatories are prepared to meet their responsibilities for a coordinated state level community recovery response. • Ensure the MoU is consistent with the State Community Recovery Plan.
DoC	State Community Recovery Plan	Government and NGOs at a State level: • The State Community Recovery Plan targets recovery at the State level - Identify specific roles and responsibilities of government and non-government agencies across the recovery response. • Ensure Plan is consistent with QDMA.
DPC	Arts Queensland: Emergency Planning Committee	Arts Statutory Authority Representatives: • Ensure all Arts Statutory Authorities have in place plans that integrate into the overall Cultural Centre plan to prevent loss of life and to protect State assets.
DPW	Cross agency disaster management training	Agencies represented on DDMGs: • To enhance agency preparedness - develop better cross agency understanding of the respective roles provided by each agency and how they may interact during a disaster.
DPW	Integration of whole-of-government disaster management transport/ logistics arrangements (as part of a new Transport SOA)	Operational officers within the SDCC/SDCG and all DDMGs: • To enhance agency preparedness - provide a value for money 24/7 freight management solution for all applications. • The resultant whole-of-government SOA will have applicability at all times and will not be limited to only times of disaster.
DPW	Whole-of-government Disaster Management Information System	All levels of the QDMA: • To enhance agency preparedness - establish a system to support connectivity and flow of information between levels of the QDMA and across all agencies that support disaster management.

Community disaster preparedness initiatives undertaken during 2009-2010		
Agency	**Initiative**	**Target Audience – Objective – Outcome**
DPW	Whole-of-government Disaster Management Information System	All levels of the QDMA: • To enhance agency preparedness - establish a system to support connectivity and flow of information between levels of the QDMA and across all agencies that support disaster management.
DTMR	Road Network Incident Management Plans	All road users: • Ensure effective management of road incidents at the Local, District and State level. • Manage a road incident to restore safe road access in a timely manner.
Q-Health	Build an integrated, well maintained system to respond to environmental health threats	Health sector, local government, disaster response partners, identified industries: • Engage environmental health services, clinical and State-wide Services to effectively respond in the event of pandemic, chemical, biological and radiological emergencies and natural disasters/ emergencies. • Develop agreed partnerships, with integrated response and recovery arrangements.
Q-Health	Building capability to respond to pandemic influenza	Health sector, school communities, general industries: • Aimed to achieve effective partnership agreements with health sector partners to protect and sustain the community during a pandemic. • Agreed partnerships, with integrated response and recovery arrangements.
Q-Health	Building command, control and coordination capability across health services	Health sector, private hospitals, General Practitioners: • Aimed to enable Q-Health senior executives to operate effectively in the integrated disaster incident management system. • Agreed partnerships, with integrated response and recovery arrangements.
Q-Health	Heatwave response	Q-Health and Monash University, Griffith University, Gold Coast Campus commenced a collaboration project to increase knowledge and preparedness in response to heatwave events and increased hospital admissions.
Q-Health	Implementation of national 8 step concept of Psychological First Aid in accordance with the Queensland Plan for Mental Health 2007– 2017	All disaster responders: • Mental Health Plan Priority 3 - Participation in the Community: Expanded cross-government capacity to provide a coordinated State-wide mental health and psychosocial disaster response and enhanced participation in the community recovery response. • Mental Health Plan Priority 4 - Coordinating Care: Queensland government agencies will work in partnership to develop coordinated responses to disasters to minimise psychological impact and facilitate community recovery, including increasing the availability of training and professional staff development.
QPS	Assess and review of Local and District Disaster Management Plans	DDMGs and LDMGs: • Ensure District and Local Disaster Management Plans complied with legislative requirements under the DM Act.
QPS	Develop District Disaster management guidelines	DDMG members and support staff: • Provide clear guidance to District Disaster Co ordinators (DDCs), DDMG members and their support staff in the governance and operational requirements of DDMGs.
QPS	Local and District Tsunami Sub-plans	To plan for the preparedness and response of tsunami alerts and actions to be taken regarding at risk areas of the community.

District Disaster Management Groups

Community disaster preparedness Initiatives undertaken during 2009-2010		
DDMG	**Initiative**	**Target Audience – Objective – Outcome**
Brisbane	Tsunami Alert planning – Brisbane City Council	Moreton Island & vulnerable coastal communities in Brisbane Council: • As a result of deficiencies raised from a February 2010 tsunami marine EA messaging; participated in a conference at Tangalooma, hosted by Brisbane City Council. • Worked with BCC through a range of issues, including: – Attaining after-hours contact numbers of identified key Island personnel to receive EA Messages. – Location of SES rescue boat on Tangalooma Island – Training for staff on the Island. – BCC also to revise their Tsunami sub-plan.
Brisbane	Tsunami Alert planning – Redlands City Council	North Stradbroke Island and other vulnerable communities: • Attended two Redland City Council workshops on Tsunami planning and worked closely with Redlands City Council staff on the revision of the Tsunami sub-plan. Further workshops and planning meetings to be held in the next reporting period.
Brisbane	Bushfire Arson Prevention	QPS First-Response Officers: • Attended QFRS Interdepartmental Committee on Bushfires (QFRS Rural Fire Service). • Assistant in distribution of training DVDs to all QPS District Officers for training of first response officers. • In the process of obtaining Bushfire Arson Prevention booklet for distribution to all District Officers throughout the State to assist in setting up Bushfire Arson Prevention Committee's in conjunction with local QFRS officers to look at strategies to prevent bush fires.
Brisbane	Redland LDMG Disaster Management Plan	Redland City Council: • Revised and re written its LDMG Disaster Management Plan.
Bundaberg	Flood plan review	Communities in identified affected areas: • All existing flood maps have been reviewed and amended: Maps have been: – Reduced from a seven flood level overlay to a clearer four level display. – Approved and will be uploaded for public access on to the Bundaberg Regional Council website.
Bundaberg	Flood zone awareness project	Communities in identified affected areas: • Several possible identification options are under review to assist the communities to understand flood maps and emergency warnings.
Bundaberg	Enhancement of disaster management Information and resources available on the respective Council websites.	Communities: • To provide the community with access to relevant emergency and disaster related information in order to improve community awareness and preparedness. • Information will include multilingual publications to address the increased multicultural makeup of Disaster District communities.
Bundaberg	Enhancement of Disaster District capability to provide effective recovery services	Community Recovery agencies – LDMG – DDMG: • To ensure an effective recovery capability, with particular emphasis on: – Community Recovery Coordination Centre capability – Enhancement of inter-agency cooperation for Recovery outcomes.
Cairns	Community Engagement within Cook Shire Council	Residents of the Cook Shire : • A public meeting was held to raise the communities awareness of the need to be prepared the impacts of a disaster.
Cairns	Information sessions with school groups	Disaster District school groups but with an emphasis on the Cairns area.

Community disaster preparedness Initiatives undertaken during 2009-2010		
DDMG	**Initiative**	**Target Audience – Objective – Outcome**
Cairns	Port Douglas Mossman Gazette's Community Phone Book – Emergency Action Guide.	Mossman and Port Douglas area: • Inform the community on ways to mitigate against the effects of a disaster.
Cairns	Contribution to the Cairns Post Cyclone Awareness Booklet	Whole District: • Inform the community on ways to mitigate the effects of a disaster.
Cairns	Cairns Regional Council Community Education Initiatives	Cairns Regional Council residents: • 'Plan, Pack, Listen' campaign (brochures, survival guide) • Dedicated website www.cairns.qld.gov.au/disaster – School and community group visits. – Library displays – including colouring-in competition – Advertisements in Gazette Phonebook, Gazette paper. • 'Post-Ed' section of The Cairns Post web magazine (www.Cairns.com.au). • Major sponsorship of web site: www.cairns.com.au/cyclone. • Radio launch (including interviews). • Annual District Disaster Coordination Centre exercise; including media: – Social Networking trial "Face book" and "Twitter" – Advertising on 3 Sunbus vehicles.
Charleville	Recovery Services Exercise	Charleville - Local and State governments departments: • Familiarise personnel with the many services utilised during a disaster recovery operation, and discuss and resolve any outstanding / ongoing recovery related issues
Dalby	One-Stop-Shop for Community Recovery	DDMG Recovery Agencies: • Test ability of Recovery Agencies to coordinate a One-Stop-Shop to assist the Dalby community in case of a major incident.
Dalby	Pre-Fire Season Workshop	Agencies involved in a wildfire event: • Test fire agency preparedness and response capabilities.
Gladstone	Community Preparedness – Gladstone Regional Council	• August 2009 – Rural Communities: – Bushfire Preparedness - EMQ and SES collaborated for availability of public education and information brochures. • September 2009 – Rural Communities – Bushfire Preparedness –follow-up. • November 2009 – Communities – *Cyclone Season Preparedness*. • February 2010 Storm Season Preparedness – All Community. • March 2010 – Storm Season Preparedness – All Community: – Reminder regarding Storm Season. Articles on all above community preparedness initiatives appeared in the Gladstone Regional Council's newsletter, *The Council Connection*.
Gladstone	Public Education - Banana Shire	General Community: • Through displays held at annual Show - highlighting disaster management and the part the communities can play.
Gold Coast	M8S4Life – Stormwater Safety	Children and Drivers: • A Gold Coast City Council (GCCC) campaign to provide children with the understanding of the dangers for people and animals around storm water drains. • Awareness of the dangers of driving through flood waters.
Gold Coast	Storm Season Reminder	Residents of the Gold Coast: • GCCC campaign following Energex's community preparedness storm season campaign; design to remind the city's residents and visitors of the threats of severe storms and the preparedness actions that should be undertaken. • This Reminder Campaign includes printed copy of a Storm Guide, plus community radio messages. • The campaign is also designed to remind residents to prepare a home emergency kit and, as with the previous year's campaign year, featured the give away of a commercially produced emergency kit.

Community disaster preparedness Initiatives undertaken during 2009-2010		
DDMG	**Initiative**	**Target Audience – Objective – Outcome**
Gold Coast	Gold Coast Bulletin Storm Guide	GCCC Community (including visitors): • Gold Coast Bulletin newspaper initiative designed to provide information to the community on the risk of severe thunderstorms over the summer period. • The initiative also provided advice on self-preparedness strategies to minimise the impact to their properties and themselves during severe storms.
Gold Coast	Disaster Management at Home – Education Packs	GCCC Community: • A Council initiative to provide publications suitable for affixing to a refrigerator or keeping by the telephone to prompt the community on personal emergency kits and key contact numbers for reference, as needed. • To provide a visual reference to the community on the contents for consideration within personal kits, the Council purchased four sample (EMQ approved) emergency kits. • Two kits were given away to a member of the public as part of the promotion. • Education packs are printed in English and the ten (10) non English languages most applicable to the residents of the Gold Coast, with an additional insert for bushfire.
Gold Coast	Bushfire Preparedness	Springbrook Community: • Joint QFRS and GCCC campaign with personnel from both organisations team door knocking identified 'at risk' properties with information and advice regarding bushfire preparedness.
Gold Coast	Heatwave	GCCC Staff: • A Council awareness activity on 'Dehydration – A Danger In Summer Health Bulletin' which was provided to all Council staff to raise awareness and provide prevention strategies during the rising summer temperatures.
Gold Coast	Training resources for Gold Coast schools	Gold Coast State and non-government primary and secondary schools: The GCCC Disaster Management Unit: • Posted resources relating to emergency management to 107 schools across the Gold Coast, as a training resource for each library. • Will develop a strategic plan to provide schools with a program of presentations to assist with studies conducted as part of their curriculum and as a part of the community education and awareness program.
Gympie	Enhancement of disaster management information and resources available	Gympie Community: • In order to improve community awareness and preparedness, the community was provided with access to relevant emergency and disaster related information • Pandemic information included in community awareness and preparedness as one means of ensuring the information is available for Gympie Regional Council staff and the community. • Gympie Regional Council has created a Disaster Management Section within the local libraries to enable easy access by the public to relevant information. Gympie Regional Council has held discussions with South Burnett Regional Council regarding this initiative.

Community disaster preparedness Initiatives undertaken during 2009-2010		
DDMG	**Initiative**	**Target Audience – Objective – Outcome**
Gympie	Gympie and South Burnett/ Cherbourg Disaster Management Plans and functional sub-plans	LDMG, DDMG Members and the Community: • Develop the Gympie and South Burnett/Cherbourg Disaster Management Plans, and functional sub-plans to ensure preparedness of LDMG/DDMG to activate, respond and recover from disaster events, and to address mitigation measures.
Gympie	Enhance District Disaster capability to provide effective recovery services	Community Recovery agencies/LDMG/DDMG: Ensure effective recovery capability with particular emphasis on: • Establishing a Community Recovery Centre. • Community Recovery Centre coordination capability. • Enhancing inter-agency cooperation for recovery outcomes.
Innisfail	Improve community cyclone preparedness	Community: • Cyclone preparedness advertising to improve community awareness and preparedness. • Two advertising billboards, between the two major towns of Innisfail and Tully, will be displayed before and during the cyclone season. School students: • Improve student awareness and preparedness through presentations on cyclone preparedness and the role of local government roles in disaster management. Accommodation providers: • Disaster preparedness workshop conducted.
Innisfail	Improve coastal community storm tide awareness and preparedness	Community: • Conducted a series of coast township storm tide presentations for all coastal townships in the region.
Innisfail	Improve community disaster management awareness and preparedness	Community: • Information stands at a range of events to assist the community in disaster awareness and preparedness. • Notice boards at distribution points. • Disaster preparedness information in local telephone directories. • Disaster preparedness information available through local government web site. • Media release on funding for the new community disaster management education and training centre. • Media release on the new Guardian software for disaster management.
Innisfail	Improve community disaster management awareness and preparedness	Business community: • Presentation to the Tropical Women's Business Association on disaster preparedness for the business community. • Presentation to Endeavour Foundation staff on disaster preparedness for the disabled.
Ipswich	Improve community bush fire awareness	Community: • In cooperation with the QFRS, provided community education on the need to conduct local and individual prevention activities and prepare for bush fires. • Provide advice on responding to any fire events.
Logan	Improve community storm awareness	Community: • Provide residents within the Logan Disaster District with community education on preparing for the storm season.
Logan	Improve community resilience	Community: • Community discussion and information sessions conducted in the Logan and Scenic Rim communities on disaster management matters issues to improve community resilience in the event of a disaster.
Logan	M8S4Life – Stormwater Safety	Children and Drivers: A GCCC campaign to provide: • Children with the understanding of the dangers for people and animals around storm water drains. • Awareness of the dangers of driving through flood waters.
Logan	Storm Season Reminder	GCCC Community: • GCCC campaign following Energex's community preparedness storm season campaign; design to remind the city's residents and visitors of the threats of severe storms and the preparedness actions that should be undertaken. • This reminder campaign included a printed copy of a Storm Guide, together with community radio messages. • The campaign is also designed to remind residents to prepare a home emergency kit and, as with the previous year's campaign year, featured the give away of a commercially produced emergency kit.

Community disaster preparedness Initiatives undertaken during 2009-2010		
DDMG	**Initiative**	**Target Audience – Objective – Outcome**
Longreach	Improve community preparedness	Community: • Production of a newsletter sent to all residents on storm preparedness for Shire Residents. • Radio interviews held during flood season for disaster preparedness aimed at permanent and temporary visitors to the shires and business organisations.
Mackay	Storm and cyclone preparedness workshops	DDMG, LDMGs and Regional Councils: • Participation in QTCCC storm and cyclone workshops. • Discuss and ensure all agencies and regional councils are aware of roles and responsibilities in the event of a cyclone or severe storm.
Mackay	Improve community cyclone preparedness	LDMGs and local governments: • Ongoing preparatory strategies Councils to alert local communities and LDMGs to be prepared; particularly coming into the cyclone season. • Public awareness campaigns i.e. The basics could save your life...be cyclone smart.
Mackay	Improve disaster preparedness of local tourist operations	Tourist Operators within the Mackay and Airlie Beach areas: • Two Risk Workshops conducted by Tourism Queensland to provide assistance to Tourist Operators to adopt an 'all hazards' approach and develop business contingency planning or incident plans to deal with disasters that may affect their businesses.
Mackay	Improve natural disaster awareness of primary school students	Presentations to Grade 7 Primary School students at: • Eimeo State Primary School • Pioneer High School Grade • Mackay West State High School Provided advice on natural disasters within the context of the emergency management framework (a comprehensive approach).
Mareeba	Improve community cyclone awareness	Community: • Contribute to The Cairns Post (newspaper) Cyclone Awareness Booklet to provide the communities on how to prepare to mitigate the effects of a disaster.
Maryborough	Implementation recommendations for changes to the QDMA	Local governments, DDMG, LDMG and Agency staff: • Provide advice on recommendations of the Disaster Management Review and how they impact of the QDMA, across all levels of the arrangements. • Program outcomes to define and explain how amendments to the DM Act and the Public Safety Preservation Act 1986 will impact on the QDMA and relevant timelines.
Mount Isa	Improve Burke Shire Council community disaster awareness and preparedness	Community and Community Retailers: Burke Shire Council delivered detailed community education prior to the wet season through the Council's web site and community displays. • During disaster events the Council issued newsletters to inform the community progress of the event and the assistance that is available.
Mount Isa	Improve Carpentaria Shire Council community disaster awareness and preparedness	Community and Community Retailers: • Carpentaria Shire Council conducted community education program which targets the community through the provision of written material and briefs to new residents. • Prior to the 'traditional' wet season the LDMG undertook education sessions with local retailers to explain procedures for the resupply of essential goods during times of disaster.
Longreach	Improve community preparedness	Community: • Production of a newsletter sent to all residents on storm preparedness for Shire Residents. • Radio interviews held during flood season for disaster preparedness aimed at permanent and temporary visitors to the shires and business organisations.
Mackay	Storm and cyclone preparedness workshops	DDMG, LDMGs and Regional Councils: • Participation in QTCCC storm and cyclone workshops. • Discuss and ensure all agencies and regional councils are aware of roles and responsibilities in the event of a cyclone or severe storm.
Mackay	Improve community cyclone preparedness	LDMGs and local governments: • Ongoing preparatory strategies Councils to alert local communities and LDMGs to be prepared; particularly coming into the cyclone season. • Public awareness campaigns i.e. The basics could save your life...be cyclone smart.

Community disaster preparedness Initiatives undertaken during 2009-2010		
DDMG	**Initiative**	**Target Audience – Objective – Outcome**
Mackay	Improve disaster preparedness of local tourist operations	Tourist Operators within the Mackay and Airlie Beach areas: • Two Risk Workshops conducted by Tourism Queensland to provide assistance to Tourist Operators to adopt an 'all hazards' approach and develop business contingency planning or incident plans to deal with disasters that may affect their businesses.
Mackay	Improve natural disaster awareness of primary school students	Presentations to Grade 7 Primary School students at: • Eimeo State Primary School • Pioneer High School Grade • Mackay West State High School Provided advice on natural disasters within the context of the emergency management framework (a comprehensive approach).
Mareeba	Improve community cyclone awareness	Community: • Contribute to The Cairns Post (newspaper) Cyclone Awareness Booklet to provide the communities on how to prepare to mitigate the effects of a disaster.
Maryborough	Implementation recommendations for changes to the QDMA	Local governments, DDMG, LDMG and Agency staff: • Provide advice on recommendations of the Disaster Management Review and how they impact of the QDMA, across all levels of the arrangements. • Program outcomes to define and explain how amendments to the DM Act and the Public Safety Preservation Act 1986 will impact on the QDMA and relevant timelines.
Mount Isa	Improve Burke Shire Council community disaster awareness and preparedness	Community and Community Retailers: • Burke Shire Council delivered detailed community education prior to the wet season through the Council's web site and community displays. • During disaster events the Council issued newsletters to inform the community progress of the event and the assistance that is available.
Mount Isa	Improve Carpentaria Shire Council community disaster awareness and preparedness	Community and Community Retailers: • Carpentaria Shire Council conducted community education program which targets the community through the provision of written material and briefs to new residents. • Prior to the 'traditional' wet season the LDMG undertook education sessions with local retailers to explain procedures for the resupply of essential goods during times of disaster.
Mount Isa	Improve Diamantina Shire Council community disaster awareness and preparedness	Community: • Written material displayed in prominent community areas and new employees are educated on the risks faced by the Shire.
Mount Isa	Improve McKinlay Shire Council community disaster awareness and preparedness	Community: • Written material displayed and available in prominent public places prior to the traditional wet season.
Mount Isa	Improve Mount Isa District community disaster awareness and preparedness	Community: Regular radio interviews and other media to educate the community on road closures and the dangers associated with travel during the wet season.
Redcliffe	New District Disaster Coordination Centre	DDMG Members: A new District Disaster Coordination Centre has been identified at the Burpengary Police Station with the Centre to be exercised during 2010 2011.
Redcliffe	Improve community disaster awareness and preparedness	Community: Moreton Bay LDMG and EMQ collaborate to deliver public disaster awareness campaigns within the Moreton Bay LDMG area of responsibility.
Rockhampton	Improve community disaster awareness and preparedness	Community: • Delivery of Rockhampton Regional Council Community Educational DVD – Understanding & Preparing for Natural Disasters to enhance community understanding and preparing for natural disasters. • 24 February 2010 - Rockhampton Regional Council Information Session Preparing for Natural Disasters.
Rockhampton	Central Highlands Regional Council new Local Disaster Management Plan	DDMG: • Increase the DDMG understanding of its role preparing for and during times of a disaster, particularly in light of the Central Highlands Regional Council (new) Local Disaster Management Plan.
Rockhampton	Central Highlands Regional Council Public Information Storm Safety Guide	Community: • Enhance community understanding of preparing for natural disasters. • Central Highlands Regional Council public information storm safety guide.

Community disaster preparedness Initiatives undertaken during 2009-2010		
DDMG	**Initiative**	**Target Audience – Objective – Outcome**
Roma	QFRS Pre-Season Wildlife Workshop	LDMG and DDMG Representatives: • Discuss and ensure that all agencies are aware of roles and responsibilities and briefed on QFRS initiatives.
Sunshine Coast	Improve community disaster preparedness information through Sunshine Coast Council web site	Community: • Provide information on preparedness activities or tasks that residents can undertake. • Provide information to the communication on local disaster risks.
Sunshine Coast	Enhance community pre-storm preparedness through magazine publication	Community: • Through local Council's Encompass Magazine, provide the community with pre storm season information and preparedness activities, or tasks, that residents can undertake to enhance disaster resilience.
Sunshine Coast	Launch of Sunshine Coast Local Plan	Community: • DDMG Members jointed with the Council to support the adoption of the Local Plan and provide supporting comment for the local media.
Toowoomba	Improve community disaster awareness and preparedness	Community: • Information displays at regional shows to disseminate information to the public.
Toowoomba	Improve school student community disaster awareness	School Students: • School curriculum integration of disaster awareness presentations by EMQ and Toowoomba Regional Council.
Townsville	SES Week	Hinchinbrook Community: • Displays and information expo for the community on disaster awareness (risks) and preparedness.
Townsville	Cyclone Awareness Billboards	Permanent and temporary community residents: • Billboards sign posted with key messages of Don't let this happen to you - Are you prepared? • A joint initiative between local government and the DDMG.
Townsville	Cyclone Sunday	Townsville Community: • Expo with DDMG agencies aimed at raising community disaster awareness and resilience.
Townsville	Townsville Seniors Expo	Townsville Senior Residents: • Expo with DDMG agencies and organisations relevant to the elderly aimed at raising their disaster awareness and resilience.
Townsville	Defence Community Welcome and Info Expo	Incoming Townsville based members of the Australian Defence Force community: • Expo of DDMG agencies aimed at raising awareness and building resilience for Defence Force families newly-arrived to Townsville.
Townsville	Multicultural Support Service Expo	Community – new and temporary residents: • DDMG agencies and organisations relevant to Townsville's multicultural groups aimed at raising awareness and building resilience.
Warwick	SES Week	Community: • Promotional displays and information stands at shopping centre for members of community.
Warwick	Remember Day	Community: • Promotion to make public aware of road trauma the impact on community.
Warwick	Warwick and Goondiwindi Show	Community: • Public awareness and information sharing by SES members at local shows.

(II) Training

SDMG member agencies

The following table provides a summary of disaster management training undertaken by SDMG member agencies, in addition to disaster preparedness initiatives as previously outlined.

Agency	Training Course Facilitator/s and Course Name	Target audience
DCS	QAS Command and Control courses (levels 1 – 3)	Operational ambulance supervisors and managers.
	QAS, QPS, QFRS, Q-Health: Joint Emergency Services Training (JEST)	Supervisors and managers from the emergency services and government response agencies.
DoC	Australian Emergency Management Institute: • Plan and manage recovery functions and services • Coordinate resources within a multi-agency emergency response; manage media requirements at a major incident • Recovery • Leadership in a Coordination Environment	Departmental Regional Community Recovery staff.
DoC	Australian Emergency Management Institute: PD 2010	Internal State coordination staff.
DEEDI	Biosecurity Queensland, Emergency Management Unit • Biosecurity Emergency Response Awareness Training - Foundation • SCHQ Systems Training - Consolidating Exercise • Respiratory Management Training	Intra-departmental staff.
Q-Health	• Establish a Queensland Health Disaster Management Education Committee • Establish a Human Social Clinical and Education Disaster Advisory Committee	Queensland Health clinical and organisational leaders and health sector partners.
Q-Health	•Disaster Connect (Psychological First Aid)	• ADRA volunteers • Community Recovery responders
Q-Health	• CBRN Safe Psychosocial First Responder Guidelines	• JEST participants
Q-Health	• Introduction to Disaster Awareness • Disaster Connect • Foundations of Disaster Psychosocial Disaster Management	Health Service District Staff
Q-Health	Foundations of Disaster Psychosocial Disaster Management	TAFE Student Counsellors
Q-Health	EMA: Business Continuity Management	Emergency Incident Coordinators
Q-Health	Pre-Hospital Trauma Life Support (PHTLS)	Rural Doctors, Nurses and Paramedics
DPW	DTMR, EMQ, DoC and DPW: Cross Agency Disaster Management Training	Functional agency representatives at the DDMG level.
DPW	DPW Disaster Preparedness Group - DPW Disaster Management Forum	DPW Executive staff, senior service area personnel with responsibilities in disaster management and external agency disaster management stakeholders.
DTMR	Departmental Emergency Management Division: DTMR annual disaster management training	Department of Transport and Main Roads staff likely to be involved in supporting disaster management preparedness, response and recovery activities.
DTMR	Maritime Safety Queensland – oil spill response training	Departmental and key industry and local government personnel.
DTMR	• Emergency Management Australia: various EMA disaster management focused courses • Emergency Management Queensland A range of EMQ lead disaster management courses	Identified agency staff to support the department's disaster management preparedness, response and recovery activities.
QPS	QPS: Deliver a QPS self-paced education product on the fundamentals of disaster management	QPS service members.
QPS	*EMQ: Introduction to Qld Disaster Management Arrangements induction course*	District Police and DDMG members, as arranged for DDCs.
QPS	EMA: disaster management training courses	60 District Police attended to assist in their professional development above the basic or fundamental disaster management training available within Queensland.

Disaster management exercises conducted or participated in by member agencies (by exception)

Agency	Exercise Facilitator and Name	Exercise Type	Target audience
DCS	QAS Exercise Hard Rock	Deployment based drill style	Regional Special Response Team
DCS	QAS, QFRS, QPS, Q-Health and commercial organisations Emergo Exercises	Multi service Emergo based exercise	Response personnel from Police, emergency and health services.
DoC	DoC	Desktop	Approximately 1,500 staff across government participated in community recovery training conducted under the Queensland Government Community Recovery Workforce Strategy.
DET	EMQ Exercise Poseidon	Tabletop and practical	LDMG, regional and central offices of all participating government agencies.
DEEDI	DEEDI Consolidating Exercise	Functional	DEEDI head office staff
Q-Health	Q- Health • Establish Queensland Health Disaster Management Education Committee • Establish of the Human Social Clinical and Education Disaster Advisory Committee		Queensland Health clinical and organisational leaders and health sector partners.
Q-Health	Queensland Health Disaster Connect (Psychological First Aid)	• ADRA volunteers • Community Recovery responders	
Q-Health	Queensland Health CBRN Safe Psychosocial First Responder Guidelines	JEST participants	
Q-Health	Queensland Health • Introduction of Disaster Awareness • Disaster Connect • Foundations of Disaster Psychosocial Disaster Management	Health Service District Staff	
DPW	EMQ Exercise Poseidon	Practical	Local governments, DDMG and the SDCC.
DTMR	EMQ Participation in a number of exercises as either a participation or an Observer, including Exercise Poseidon	Desktop	Multi-agency
DTMR	DTMR Scenario testing of key road corridors for management of major incidents eg. Ipswich and Pacific motorways	Desktop	Multi-agency
DTMR	Maritime Safety Queensland, Department of Transport and Main Roads Pollution of the sea (namely oil spill) response and clean-up	Desktop Practical	Multi-agency

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Q-Health	Q- Health • Establish Queensland Health Disaster Management Education Committee • Establish of the Human Social Clinical and Education Disaster Advisory Committee		Queensland Health clinical and organisational leaders and health sector partners.
Q-Health	Queensland Health Disaster Connect (Psychological First Aid)		• ADRA volunteers • Community Recovery responders
Q-Health	Queensland Health CBRN Safe Psychosocial First Responder Guidelines		JEST participants
Q-Health	Queensland Health • Introduction of Disaster Awareness • Disaster Connect • Foundations of Disaster Psychosocial Disaster Management		Health Service District Staff
DPW	EMQ Exercise Poseidon	Practical	Local governments, DDMG and the SDCC.
DTMR	EMQ Participation in a number of exercises as either a participation or an Observer, including Exercise Poseidon	Desktop	Multi-agency
DTMR	DTMR Scenario testing of key road corridors for management of major incidents eg. Ipswich and Pacific motorways	Desktop	Multi-agency
DTMR	Maritime Safety Queensland, Department of Transport and Main Roads Pollution of the sea (namely oil spill) response and clean-up	Desktop Practical	Multi-agency

Disaster management training and exercises conducted at the Disaster District level (if not previously addressed within this report)

DDMG	Exercise Facilitator Training/Exercise Name	Type	Objective
Gold Coast	QPS Exercise Super GP	Tabletop	• Improve understanding of the command, control and coordination arrangements. • Identify communication arrangements. • Canvass incident management; and clarify functional support arrangements between agencies.
Gold Coast	Q-Health Exercise Emergo Train	Tabletop	
Gold Coast Logan	GCCC Incident Management Team (IMT) Mini-Exercise for Alternate DCC		Processes for identifying an alternate DCC should the existing centre capability be lost as a result of the impacts of a disaster.
Gold Coast Logan	GCCC Exercise Carrara - an Evacuation Centre (DCC Component)	Tabletop	To test GCCC disaster management activation arrangements in support of establishing an evacuation centre within the city.
Gold Coast Logan	GCCC Carrara Shelter Exercise	Practical	To test evacuation centre standing operations procedures.
Gold Coast Logan	GCCC - IMT Mini-Exercise Juno's Fury	Practical	Role of IMT and relationship with LDMG East Coast Low threats.
Gold Coast Logan	QPS Schoolies Exercise	Discussion	To test coordination of incident response during the period known as 'Schoolies'.
Gold Coast Logan	GCCC IMT Mini-Exercise Nucleolus	Practical	Process for preparing IMT shift rosters.
Gold Coast Logan	GCCC IMT Mini-Exercise Windup	Practical	Processes for running operations during a high tempo event.
Gold Coast Logan	GCCC - Gold Coast Water Exercise Purple Rain	Tabletop	To test hazards that may arise from the implementation of dual reticulated Class A+ recycled water.
Gold Coast Logan	QPS – EMQ Exercise Preptime	Practical	Examine DDMG capabilities for: • The activation process and initial assessment of the situation. • Agency or organisation plans and lists. • Continuous assessment of the situation. • Business and agency continuity planning.
Gold Coast Logan	QFRS High Angle Rescue Exercise	Practical	Testing high-angle rescue techniques.
Gold Coast Logan	QFRS Mt Tamborine Auxiliary Station Hazmat Training	Practical	Testing Hazmat scenario.
Gold Coast Logan	QFRS (Urban and Rural) Bushfire iZone Exercise	Practical	Operational readiness and communications plan.
Gold Coast Logan	GCCC Exercise Porepunkah	Practical	To test the capacity of the Gold Coast City Disaster Coordination Centre Incident Management Team to plan for and respond to a storm surge event.
Gold Coast Logan	SEQ Water Exercise Matrix	Tabletop	• A full scale exercise of the whole of SEQ Water Grid Emergency Response Plan. • This was the first time such full scale exercise had been held.
Gold Coast Logan	GCCC - IMT Mini-Exercise Burning Embers	Tabletop	Focus on bushfire threats and coordinating a bushfire disaster.
Gold Coast Logan	EMQ Exercise Hot Chile	Tabletop Practical	Observe the interaction between the Local, district and State disaster management level operations during a simulated aquatic event which may require an evacuation.
Gold Coast Logan	GCCC Tweed Shire Council (NSW)	Tabletop	To test and practice the final draft of the Cross Border Disaster Management Sub Plan.
Gold Coast	Gold Coast Airport Limited Exercise Longshot	Tabletop	To exercise operational procedures and to assess the effectiveness of the AEP and agencies Standing Operations Procedures (SOPs), in the event of an on-airport aircraft incident (without prior warning) requiring a major response.

Disaster management training and exercises conducted at the Disaster District level (if not previously addressed within this report)

DDMG	Exercise Facilitator Training/Exercise Name	Type	Objective
Gold Coast	QPS Counter Terrorism Strategic Policy Branch" Exercise Baccus	Tabletop	Exercise the role of Senior Command in a terrorist incident.
Gold Coast	QPS Counter Terrorism Strategic Policy Branch" Exercise Baccus	Practical	• Test the role of a Police Forward Commander during a terrorist incident. • Assess the application of the Queensland. Public Safety Preservation Act. • Test the use of the Mobile Police Facility and its communications capability in a remote location.
Gold Coast	QPS Major Event Planning Unit - Gold Coast Marathon	Tabletop	• Improve understanding of command, control and coordination arrangements for the Gold Coast Marathon. • Identify areas where communication arrangements can be improved. • Clarify and improve functional support arrangements between agencies.
Gold Coast Logan	Queensland Rail Exercise Skilled Train	Desktop	Review preparedness and response arrangements outlined in key stakeholder plans.
Gympie	DoC Exercise Phoenix	Field	• To determine: *"What do partner agencies need to learn in a community recovery activation and what are their roles and responsibilities?"* Objectives: • Communities and EMQ to further develop a logistical and procedural framework for the establishment of a Community Recovery Centre on Sunshine Coast. • Practice roles in Community Recovery Centre establishment and validate resources and deployment procedures. • Understanding of own and other agency services. • Plans and SOPs reviewed from learnings.
Gympie	Gympie Regional Council Exercise Evacuation Centre – Cyclone Tracey II	Tabletop	• Practice the establishment of an Evacuation Centre and identify roles and responsibilities of agencies within the centre. • Identify roles and responsibilities of a Community Recovery Centre. • Identify planning and resource requirements for inclusion in existing community support plans.
Innisfail Mareeba	EMQ Exercise Poseidon	Tabletop	Trigger the activation of disaster management arrangements in response to major flooding in the Barron, Mulgrave, Johnstone, Tully, Mossman, Bloomfield and Daintree Rivers. Also to: • Exercise whole-of-government disaster management relationships at Local, district and State level. • Exercise LDMG evacuation plans. • Exercise emergency call centre capacity to deal with high volume calls. • Enable members of Disaster Management Groups to actively engage in the business of the group.| • Exercise the capacity of the Cairns Base and Innisfail Hospital to respond to multiple casualties resulting from an extreme weather event. • Exercise re-supply arrangements for the region. • Exercise the establishment of a recovery transition strategy. • Evaluate the communication flow between disaster management groups.

Disaster management training and exercises conducted at the Disaster District level (if not previously addressed within this report)

DDMG	Exercise Facilitator Training/Exercise Name	Type	Objective
Ipswich	Ipswich Community Recovery Committee Exercise Dark Cloud	Tabletop	To practice the establishment of a Community Recovery Centre (One-Stop-Shop).
Logan	Brisbane City Council Exercise Built Together	Discussion	Evacuation centre welfare discussion exercise.
Logan	EMQ Exercise Hot Chile	Tabletop / Practical	To observe the interaction between the local, district and State disaster management operations during a simulated aquatic event which may require an evacuation.
Logan	GCCC Observer Training Day – Welfare Sub-Committee	Discussion	Preparation for Emergency Shelter Exercise to be held on 22 October 2009.
Logan	GCCC Tweed Shire Council (NSW) Cross Border Disaster Management Sub Plan	Desktop	Test and practice the final draft of the Cross Border (Disaster Management) Sub-plan.
Logan	GCCC - IMT Mini Exercise Dark and Stormy	Practical	This activity focuses on operating the IMT, should the DCC not be able to function.
Logan	Gold Coast Airport Limited Exercise Longshot	Tabletop	Exercise operational procedures and to assess the effectiveness of the AEP and agencies Standard Operating Procedures, in the event of an on-airport aircraft incident (without prior warning) requiring a major response.
Logan	QFRS Wildfire Exercises		
Logan	QPS Super GP	Tabletop	• Improve understanding of the command, control and coordination arrangements. • Identify communication arrangements. • Canvass incident management; and clarify functional support arrangements between agencies.
Logan	QPS and EMQ Exercise Prep Time		
Longreach	Longreach Regional Council Airport Emergency Exercise		Test activation and preparedness.
Longreach	Winton Shire Bus Accident Exercise	Practical	Practical training.
Mackay	Whitsunday Regional Council Exercise Wet Feet	Field/ Discussion	Aim to exercise the activation and operation of the LDCC and the DM plan and evaluate their effectiveness.
Mareeba	EMQ Exercise High Ground	Tabletop	Test evacuation and shelter procedures.
Mareeba	EMQ Exercise Garnet	Tabletop	Test response and recovery arrangements from participating agencies and local governments and if there was a need for district coordination.
Maryborough	EMQ DM Training	Tabletop with scenario	Provide an opportunity for member agencies to practice their contribution to the establishment of a Community Recovery Centre. Provide an opportunity for member agencies to validate their resources and deployment procedures. To imbue deeper understanding by all agencies of their own service as well as the services provided by other committee member agencies. Provide input into the enhancement of existing plans and SOPs.
Maryborough	EMQ NDRRA Training	Tabletop	• To enable the DoC (as lead agency) in collaboration with EMQ, to further develop a logistical and procedural framework for the establishment of a Community Recovery Centre. • Provide member agencies the opportunity to: –practice their contribution to the establishment of a Community Recovery Centre –validate their resources and deployment procedures. • To imbue deeper understanding by all agencies of their own service as well as the services provided by other committee member agencies • Provide input into the enhancement of existing plans and SOPs.

Disaster management training and exercises conducted at the Disaster District level (if not previously addressed within this report)

DDMG	Exercise Facilitator Training/Exercise Name	Type	Objective
Maryborough	EMQ ICC Training	Practical	Improve Coordination Centre effectiveness and identification of any communication issues.
Mount Isa	EMQ Burke Shire response to the impacts of a cyclone	Tabletop	Staff development
Mount Isa	EMQ Diamantina response to animal disease	Tabletop	Test response
Mount Isa	EMQ, QPS Karumba evacuation	Tabletop	Development of the evacuation plan.
Redcliffe	EMQ Exercise Hot Chile	Practical	Activate and operate in an Emergency Coordination Centre.
Redcliffe	EMQ and Moreton Bay Regional Council Exercise Clearwater	Practical	Activate and operate in an Emergency Coordination Centre.
Redcliffe	EMQ, DoC, Redcliffe DDMG Executive Exercise Recall	Practical	Redcliffe DDMG and Community Recovery Committee contact lists tested for accuracy and availability of members.
Redcliffe	Moreton Bay Regional Council Exercise Alerts	Tabletop	To test knowledge of the five stages operations, levels of activation and roles and responsibilities.
Rockhampton	EMQ Recovery Exercise	Desktop/ Discussion	Test Recovery functional Plan.
Rockhampton	Rockhampton Regional Council	Practical	Test Disaster Coordination Centre Operations.
Roma	EMQ, DoC Roma District Disaster Recovery Services Exercise	Practical/ Tabletop	Familiarise personnel, establish One-Stop-Shop.
Sunshine Coast	QFRS - Bushfire Exercise	Practical	Test Coordination
Toowoomba	DDC - Exercise Murphy	Discussion	Communications
Toowoomba	DDMG, University Southern Queensland Exercise Hailstorm	Discussion	DDC Communications
Toowoomba	QPS/EMQ Exercise Erebus	Discussion	Major road accident
Townsville	Burdekin Shire Council Exercise Flooding Burdekin Guardian system	Discussion	Capability of LDMG to establish and run LDCC the using Guardian system.
Townsville	EMQ Exercise Tropic Thunder	Discussion	DDMG assistance to LDMGs
Townsville	EMQ Exercise Crackerjack	Discussion	LDMG capability to establish LDCC
Townsville	EMQ Exercise Bravo	Discussion	LDMG capability to establish LDCC
Townsville	EMQ Exercise Charlie Tango	Discussion	LDMG capability to establish LDCC
Townsville	EMQ Exercise Foxtrot	Discussion	LDMG capability to establish LDCC
Townsville	EMQ Exercise Romeo	Discussion	LDMG capability to establish LDCC
Townsville	EMQ, Hinchinbrook LDCC Guardian Exercise	Practical	Ability of LDMG to establish and run LDCC using the Guardian system.
Townsville	Townsville City Council Exercise Guardian	Practical	Establish and run LDCC
Warwick	EMQ Southern Downs Fire Scenario	Discussion	• Inter LDMG communication between Warwick and Stanthorpe – Fire Preparedness. • Coordination Centre.
Warwick	EMQ Goondiwindi Silo Fire Scenario	Discussion	Inter agency coordination, evacuation and coordination centre.

Appendix B: SPF Element 6 – Disaster Response

Note: This appendix also provide a summary of declarations by the Minister of a disaster situation and activation of NDRRA relief measures

(I) Disaster Events

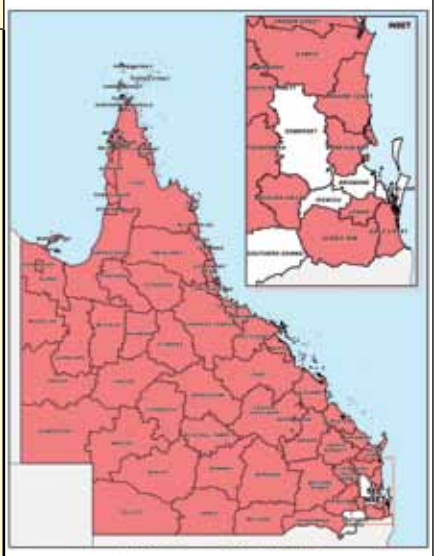
Queensland Bushfires	
Event Date	September–October 2009
Summary of Event Severe bushfires caused significant damage to a number of Queensland communities across the State during September and October 2009. Dangerous fuel loads caused by vegetation nurtured by above average rainfall occurring during early 2009, combined with drying westerly winds resulted in attendance of more than 7000 bush and grass fires across the State by urban and rural fire crews, with approximately 750,000 hectares of bush and rural land destroyed. The majority of the fire activity occurred in Queensland's central region, with blazes threatening homes around Rockhampton and Emerald during October 2009. Major fires also occurred in the areas of Gin Gin and Moolboolaman; Mt Morgan and Bluewater.	
Local Government Areas affected	See NDRRA section below.
Disaster Management Tiers involved	State, District and Local.
Did a Declaration of Disaster occur?	No
Disaster relief and recovery arrangements	
1 Natural Disaster Relief and Recovery Arrangements activated	
Activated by	The Minister for Police, Corrective Services and Emergency Services
Area formally defined for receipt of NDRRA Relief Measures by Minister	*"Communities within Queensland affected by bushfire activity commencing on 22 September 2009"*
NDRRA relief measures activated	
Measures	**Specific Local Government areas**
• Counter Disaster Operations • Disaster Relief Assistance Scheme • Concessional Loans to Small Businesses • Concessional Loans to Primary Producers • Freight Subsidies for Primary Producers In addition, the relief measure Restoration of Essential Public Assets was activated for these local government areas • Central Highlands Regional Council • Gold Coast City Council • Isaac Regional Council • Rockhampton Regional Council • Whitsunday Regional Council	• Barcaldine Regional Council • Bundaberg Regional Council • Central Highlands Regional Council • Cook Shire Council • Fraser Coast Regional Council • Gladstone Regional Council • Gold Coast City Council • Gympie Regional Council • Hinchinbrook Shire Council • Isaac Regional Council • Maranoa Regional Council • North Burnett Regional Council • Rockhampton Regional Council • Somerset Regional Council • South Burnett Regional Council • Southern Downs Regional Council • Townsville City Council • Whitsunday Regional Council

South West Queensland Flooding		
Event Date	20–25 November 2009	
Summary of Event Communities within the Barcoo and Diamantina Shires were affected by flooding associated with heavy rainfall activity during the period from 20 to 25 November 2009.		
Local Government Areas affected	Barcoo and Diamantina Shire Councils	
Disaster Management Tiers involved	Local	
Did a Declaration of Disaster occur?	No	
Disaster relief and recovery arrangements		
1 Natural Disaster Relief and Recovery Arrangements activated		
Activated by	The Minister for Police, Corrective Services and Emergency Services, the Honourable Neil Roberts MP	
Area formally defined for receipt of NDRRA Relief Measures by Minister	*"Communities within Barcoo and Diamantina Shires affected by heavy rainfall and associated flooding activity during 20–25 November 2009".*	
NDRRA relief measures activated		
Measures	**Specific Local Government areas**	
• Counter Disaster Operations • Restoration of Essential Public Assets	• Barcoo Shire Council • Diamantina Shire Council	

Northern, Central and South West Queensland Flooding		
Event Date	22 December 2009 – 8 January 2010	
Summary of Event During December 2009 and January 2010 heavy rainfall resulted in flooding for 23 local government areas throughout central and south west Queensland. Whilst flood waters caused significant damage to roads, inundation to property was not significant.		
Local Government Areas affected	Refer to NDRRA listing	
Disaster Management tiers involved	Local, District and State	
Did a Declaration of Disaster occur?	No	
Disaster relief and recovery arrangements		
1 Natural Disaster Relief and Recovery Arrangements activated		
Activated by	The Treasurer and Acting Minister for Police, Corrective Services and Emergency Services, The Honourable Andrew Fraser MP	
Area formally defined for receipt of NDRRA Relief Measures by Minister	*"Communities within Northern, Central and South West Queensland affected by heavy rainfall and associated flooding, 22 December 2009 to 8 January 2010".*	
NDRRA relief measures activated		
Measures	**Specific Local Government areas**	
• Counter Disaster operations • Restoration of Essential Public Assets	• Balonne Shire Council • Barcaldine Regional Council • Barcoo Shire Council • Blackall-Tambo Regional Council • Boulia Shire Council • Bulloo Shire Council • Burke Shire Council • Carpentaria Shire Council • Central Highlands Regional Council • Cloncurry Shire Council • Diamantina Shire Council • Doomadgee Aboriginal Shire Council	

Queensland Monsoonal Flooding and Tropical Cyclones Olga, Neville, Ului and Paul

Event Date	January to April 2010



Summary of Events

Tropical Cyclones Neville and Olga (January to February 2010)

A Category 1 cyclone, TC Neville initially began as a tropical low over north west Gulf of Carpentaria waters on 14 January 2010. The low remained slow moving until 17 January, when the system moved east towards the Cape York Peninsula. The low reached the north west waters of the Coral Sea by 19 January and was named TC Neville during the early hours of 21 January 2010. However, it quickly weakened back to a tropical low later that morning.

TC Olga initially crossed the coast as a tropical low approximately 25km south of Cairns on 25 January 2010 before moving westward across inland Queensland to the Gulf. TC Olga re-intensified to a tropical cyclone and made landfall in the Gulf Country coast for the final time early on 30 January 2010 as a Category 1 Tropical Cyclone. The system continued to move in a southerly direction across inland Queensland delivering widespread rain to much of the State. As a result Normanton, Karumba and Georgetown were isolated and food resupplies were provided to Mornington Island.

Whilst tracking across the sea, TC Olga interacted with ex-TC Neville, creating a 'Fujiwhara Effect', whereby two low pressure systems can influence each other to the extent that they tend to orbit each other, similar to planets. At their closest point, the two systems came within less than 300km of each other on the night of 23 January 2010.

Queensland Monsoonal Flooding (February to March 2010)

This rain event commenced on 22 February 2010 when a strong low pressure system developed over the Top End (Northern Territory) within a monsoon trough. By 28 February the monsoon low had moved into South West Queensland, delivering widespread and record breaking rain. It then moved further east. A second low also formed off of Queensland's eastern coastline near Fraser Island.

Record breaking daily rainfall totals exceeded 100mm with Queensland recording its wettest day on 2 March 2010 with a State-wide average of 31.74mm. Over the 10-day period to 3 March 2010, the Bureau of Meteorology estimated 403 cubic square kilometres, or 403,000 gigalitres, of rain fell across the Northern Territory and Queensland. Compared to the last similar floods in April 1990, peak rainfall amounts were smaller but heavy rains covered a much larger area. Bedourie and Birdsville in western Queensland both recorded their average yearly rainfall in the space of one day.

Floodwaters resulting from heavy rainfall from a monsoon and east coast low, which developed off the Fraser Coast, resulted in a declaration of a disaster situation for Charleville after floods triggered the evacuation of residents from inundated properties and the Charleville Waroona Nursing Home. Residents were also evacuated from properties in Roma. A number of towns were isolated during this period and required resupply, including Karumba, Normanton and Birdsville – Bedourie. Approximately 500 people were relocated to the Charleville showgrounds, where an evacuation centre had been established. Residents were assisted by local disaster management authorities and the Australian Red Cross.

Tropical Cyclone Ului (March 2010)

TC Ului crossed the Queensland coast between Bowen and Proserpine (near Arlie Beach) as a Category 3 cyclone at approximately 0130 hours on 21 March 2010. It weakened as it moved inland over the Collinsville area. Maximum wind speeds of 200km/hr were experienced at Hamilton Island as the cyclone made landfall. Heavy rainfall triggered a number of flood warnings for rivers in the area.

Impacts of the cyclone included fallen trees, road closures due to flooding and loss of power to some critical infrastructure, however the majority were backed up by generators. The community was significantly affected by power outages for a number of days, resulting in the closer of 22 schools for a few days following TC Ului. DPW estimate damages to infrastructure resulting from this event will be close to $1 million.

A declaration of a disaster situation was declared on 20 March 2010 for the local government areas of Townsville; Burdekin; Whitsunday and Charters Towers (Townsville Disaster District) and the local government areas of Mackay and Isaac within the Mackay Disaster District and the local government areas of Rockhampton and Central Highlands (Rockhampton Disaster District). The declaration of a disaster situation for this event was cancelled 23 March 2010.

Tropical Cyclone Paul (April 2010)

At 1000 hours on 2 April 2010 ex-TC Paul crossed the Queensland coast as a low then re-entered the Northern Territory. Ex-TC Paul delivered significant rainfall to the catchment area of the Nicholson and Gregory River systems, isolating rural properties in Burke Shire and the town of Doomadgee.

Local Government areas affected	Refer to NDRRA listing below.	
Disaster Management tiers involved	Local, District and State	
Did a Declaration of Disaster occur?	Yes – multiple declarations as outlined below	
1Natural Disaster Relief and Recovery Arrangements Activated		
Activated by	The Minister for Police, Corrective Services and Emergency Services, the Honourable Neil Roberts MP	
Event TC Ului		
Date Declared	**Extensions**	**Disaster Declaration Areas by disaster district/specific local government areas**
30 March 2010	Nil	Townsville Disaster District • Townsville • Burdekin • Whitsunday • Charters Towers Mackay Disaster District • Mackay • Issac Rockhampton Disaster District • Rockhampton • Central Highlands
Event Monsoonal Floods		
Date Declared	**Extensions**	**Disaster Declaration Areas by disaster district/specific local government areas**
2 March 2010	Nil	Charleville Disaster District • Murweh Shire Council
Event Monsoonal Floods		
Date Declared	**Extensions**	**Disaster Declaration Areas by disaster district/specific local government areas**
2 March 2010	9 to 16 March 2010	Roma Disaster District • Maranoa Regional Council
Event Monsoonal Floods		
Date Declared	**Extensions**	**Disaster Declaration Areas by disaster district/specific local government areas**
2 March 2010	11 to 18 March 2010	Roma Disaster District • Balonne Shire Council
Disaster relief and recovery arrangements		
1Natural Disaster Relief and Recovery Arrangements Activated		
Activated by	The Minister for Police, Corrective Services and Emergency Services, the Honourable Neil Roberts MP	
Area formally defined for receipt of NDRRA Relief Measures by Minister	*"Communities within Queensland affected by heavy rainfall and associated flooding, January to April 2010".*	

NDRRA relief measures activated		
Measures	**Specific Local Government areas**	
• Counter Disaster Operations – all listed local government areas • Restoration of Essential Public Assets – all listed local government areas • Disaster Relief Assistance Scheme – specific local government areas • Balonne Shire Council • Banana Shire Council • Bulloo Shire Council • Burke Shire Council • Carpentaria Shire Council • Isaac Regional Council • Mackay Regional Council • Maranoa Regional Council • Murweh Regional Council • Paroo Shire Council • Quilpie Shire Council • Western Downs Regional Council • Whitsunday Regional Council	• Aurukun Shire Council • Balonne Shire Council • Banana Shire Council • Barcaldine Regional Council • Barcoo Shire Council • Blackall-Tambo Regional Council • Boulia Shire Council • Bulloo Shire Council • Bundaberg Regional Council • Burdekin Shire Council • Burke Shire Council • Cairns Regional Council • Carpentaria Shire Council • Cassowary Coast Regional Council • Central Highlands Regional Council • Charters Towers Regional Council • Cloncurry Shire Council • Cook Shire Council • Croydon Shire Council • Diamantina Shire Council • Doomadgee Aboriginal Shire Council • Etheridge Shire Council • Flinders Shire Council • Fraser Coast Regional Council • Gladstone Regional Council • Gold Coast City Council • Goondiwindi Regional Council • Gympie Regional Council • Hinchinbrook Shire Council • Hope Vale Aboriginal Shire Council •Isaac Regional Council •Kowanyama Aboriginal Shire Council •Lockhart River Aboriginal Shire Council •Lockyer Valley Regional Council	• Logan City Council • Longreach Regional Council • Mackay Regional Council • Mapoon Aboriginal Shire Council • Maranoa Regional Council • McKinlay Shire Council • Mount Isa City Council • Moreton Bay Regional Council • Mornington Shire Council • Murweh Regional Council • Napranum Aboriginal Shire Council • North Burnett Regional Council • Northern Peninsula Area Regional Council • Palm Island Aboriginal Shire Council • Paroo Shire Council • Pormpuraaw Aboriginal Shire Council • Quilpie Shire Council • Richmond Shire Council • Rockhampton Regional Council • Scenic Rim Regional Council • South Burnett Regional Council • Sunshine Coast Regional Council • Tablelands Regional Council • Toowoomba Regional Council • Torres Shire Council • Torres Strait Island Regional Council • Townsville City Council • Western Downs Regional Council • Whitsunday Regional Council • Winton Shire Council • Woorabinda Aboriginal Shire Council • Wujal Wujal Aboriginal Shire Council • Yarrabah Aboriginal Shire Council

Samoan Earthquake and Tsunami, September 2009

On 30 September 2009 an 8.1 magnitude earthquake occurred 200 km SSW of Apia, Samoa. This generated a tsunami that struck the Samoan and Tongan island groups. Official casualties have been listed as Samoa - 149 fatalities, American Samoa - 34 fatalities and Niuatoputapu, Tonga 9 fatalities, 7 injured and 500 displaced persons. Widespread damage was reported to infrastructure occurred at Pago Pago, American Samoa, in many parts of Samoa and on Niuatoputapu, Tonga. Nearly all of the casualties and damage was caused by large tsunami.

In response to the Samoan government's official request for humanitarian assistance; the Australian government activated the Australian Overseas Assistance Plan (AUSASISTPLAN), National Response Plan for Mass Casualty Incidents Involving Australians Overseas (OSMASSCASPLAN) and the Australian Government Reception Plan (COMRECEPLAN). The Queensland government activated the Queensland Government Reception Plan (QRECEPLAN).

As a result, the State Disaster Coordination Centre was activated and coordinated the Queensland whole-of-government humanitarian assistance and relief effort for Samoa and Tonga. This response included medical personnel, search and rescue teams and disaster relief supplies.

The COMRECEPLAN was activated on 1 October 2009 and Emergency Management Australia requested Queensland government support for COMRECEPLAN operations that triggered the activation of the QRECEPLAN.

The SDCC facilitated the coordination of Reception Centres at Brisbane and Amberley Airports. This consisted of members from Queensland and Australian government agencies to assist in the reparation of injured and non-injured Australians.

Western Sumatra (Indonesia) Earthquake, September 2009

At 1716hrs (AEST) Wednesday 30 September, a 7.5 magnitude earthquake struck off the coast of West Sumatra, approximately 53 kilometres northwest of Padang City. There was extensive damage to buildings and infrastructure in Padang and surrounding areas. Indonesian government official casualty estimates are 1115 fatalities, 2902 injured, 2 missing. (As of Wednesday 14 October 2009).

In response to the Indonesian government's request for humanitarian assistance the Australian government activated the Australian Overseas Assistance Plan (AUSASISTPLAN).

As a result, the SDCC was activated and coordinated the Queensland whole-of-government humanitarian assistance and relief effort for victims of the Indonesian earthquake.

Queensland government provided a 36 member Urban Search and Rescue team from the QFRS to assist the Indonesian government in the search for survivors of the earthquake. The team departed for Sumatra from RAAF Amberley Airbase on 2 October 2009 and returned to Queensland on 8 October 2009.

Pandemic (H1N1) - April 2009 to November 2010

On Friday 24 April 2009 the Australian government's Department of Health and Aging, National Incident Room was notified by the World Health Organisation (WHO) of cases of outbreaks of a new strain of swine influenza viruses in the USA and Mexico. Since the outbreak thousands of people have contracted the H1N1 virus all over the world. To date the worst affected locations in Queensland include Cairns, the Gold Coast and Brisbane.

The SDCC ceased to be activated for Pandemic (H1N1) 2009 in mid-November, but will maintain a watching brief in case of further developments and in support of Queensland Health's ongoing response.

Queensland Storms - February 2010

A wide band of rain impacted a large part of Queensland on 16 and 17 February 2010, resulting in isolated flash flooding and many traffic disruptions. Central, South East and South West part of Queensland were all affected. The SES responded to requests for assistance for sandbagging and temporary roof repair jobs from Central region down to South Eastern region.

Although not activated the SDCC monitored the situation during the period.

Tsunami Warning (Chile Earthquake) – 27-28 February 2010

On 27 February 2010 at approx 1730 hrs (0330 hrs Chile time) an earthquake measuring 8.8 magnitude occurred some 300km south of Santiago, the Chilean capital, near Concepcion, Chile's second largest city. Chilean authorities advised that more than 120 aftershocks have taken place since then. There were no reports of Australians injured as a result of the earthquake. As a result of the earthquake, the Joint Australian Tsunami Warning Centre released a Tsunami Warning (marine) for Australia including Queensland marine and foreshore communities. Seven Emergency Alert Campaigns were conducted for low lying areas in and around the Gold Coast.

There was no significant impact and the Tsunami Warning was cancelled after the expected arrival time.

The SDCC was activated from 27 to 28 February 2010.

Shen Neng 1 Oil Spill – 4 April – 31 May 2010

On Saturday 3 April 2010 (1710 hrs) the bulk carrier Shen Neng 1 grounded on Douglas Shoal, 37 nautical miles east of Great Keppel Island. At 0005 hrs on Sunday 4 April 2010, the Ship's master advised that a fuel oil tank was breached (it contained 150 tonnes of oil).

The incident was within the waters of the Great Barrier Reef Marine Park. Under pre-existing response arrangements, the DTMR (through Maritime Safety Queensland) was the lead agency to coordinate the response effort.

The Shen Neng 1 was relocated from Gladstone to Hervey Bay in order to unload cargo (coal). After this was completed the boat was towed to Gladstone, before its eventual departure to China on Sunday 30 May 2010.

Although not activated; the SDCC monitored the event from 04 April to 28 May 2010.

As this was a non-natural disaster event, NDRRA was not activated.

(II) SDMG member agencies response activities to disaster events

The following table provides a summary of the activities under by SDMG member agencies during times of operational response to disaster events. The table highlights a number of the issues identified through the post disaster assessment process.

Agency	Agency Response Activities	Post disaster assessment learnings
Event Pandemic H1N1		
DEEDI	• Coordinate DEEDI staff safety response activities • Developed Information Handbook for staff • Identified and assessed business continuity – DEEDI critical business functions	Prioritise DEEDI's critical business functions to identify the current top priority functions under the new DEEDI structure.
Q-Health	• Q-Health staff worked particularly hard to contain and manage the pandemic. Outbreaks of the virus varied in size and duration and the response teams responded accordingly. Strong partnership arrangements were developed with specific government agencies and non-government health partners to enable effective coordination of services	• Although significant plans were in place, the evaluation of Q-Health's response identified three key areas where ongoing development is required and is underway. • Identified the need for the Queensland Pandemic Plan to have greater flexibility to be able to respond to varying levels of seriousness of the presenting disease impact. • Health services emergency incident management response systems need further development to sustain an ongoing public health event. • The Commonwealth government are the lead in a review of pandemic influenza disease management strategies.
Event Hendra Virus Outbreak		
Q-Health	• Collaborated with DEEDI in devising a response strategy • Activation of the State Health Emergency Coordination Centre (SHECC) • Deployment of Environmental and Public Health Officers to assist in door knocking around the contaminated site • Deployment of Public Health Officers to the region to staff information vans at various public locations • Development of information sheets and phone 13Health advice for members of the public	•Early collaboration between cooperating agencies ensures rapid and accurate assessment of the potential threat to the community. • Real time and 'point-of-truth' incident messaging and operational situation outcomes are key requirements to meet community expectations.
Event Queensland Bushfires		
DCS	Support the region with staff deployments and coordination with NSW Ambulance Task Force	Identified problematic issues with out-of-State ambulance response teams integrating with State response and the same time supporting their own State's task force.
DERM	• Closing and evacuating of National Parks affected by the fire • Work with QFRS in the control of bushfires • Assist with the capture and care of injured wildlife • Assess and recovery of affected areas, including infrastructure on State controlled land after the event	
DJAG	One staff member attended as a Rural Fire Service volunteer	Enhancement of the department's staff member's command and control skills as a Section Commander through interaction with other agencies.
DoC	• Provided emergency assistance under the NDRRA • Provided information and counselling services	
DPW	• Agency on 'standby' to provide functional support • Inspection of State government built assets within the impact zone for identification of damage	

Agency	Agency Response Activities	Post disaster assessment learnings
Event Western Sumatra (Indonesia) Earthquake		
DCS	Provide QAS USAR level 2 officers to support the International Task FORCE	This incident was managed largely in accordance with the standards and expectations of all stakeholders.
Event Western Samoan Earthquake and Tsunami		
DCS	AUSMAT and USAR deployment assisting with • reconnaissance of the devastated coastline; • coordination of medical teams (local and Australian teams • visiting individual communities and provide medical assistance • provision of support and logistics to all hospitals • assistance with medical evacuation of foreign nationals	• Improvements of communications for overseas deployments and logistical support processes. • Preparations and planning for the team to be completely self-sufficient was demonstrated to essential.
Q-Health	• Activation of the SHECC • Deployment of 12 officers from Q-Health and QAS, who formed the AUSMAT Team to provide immediate medical reconnaissance and a critical care response capability at very short notice • Worked alongside Samoan Ministry of Health officers in a variety of functions • Established 13 Health advice for Samoans living in, or visiting, Queensland.	• Identified the need for pre-identified, assessed and prepared health practitioners considered appropriate for emergency deployment to a time-critical medical need. • Develop, in partnership with DCS, an agreed logistics capability to support deployed health personnel. • The need for greater coordination of communication to all personnel involved in the response deployment.
Event Northern, Central and South West Queensland Flooding		
South West Queensland Flooding		
DEEDI	• Response and recovery activities in relation to impacts on primary industries, energy mines, small business and tourism • Member of the South West Queensland Flood Recovery Sub-Committees responsible for the economic recovery following the events • As part of the whole-of-government response and recovery efforts	• Identify the scope of economic recovery element (immediate and longer term) relevant to DEEDI regions.
DEEDI	Burkshire flooding: • Response and recovery activities in relation to impacts on Primary Industries, energy mines, small business and tourism • Member of the South West Queensland Flood Recovery Sub-Committees responsible for the economic recovery following the events • As part of the whole-of-government response and recovery effort	• Need for further clarity regarding scope of economic recovery element of emergency management. • Need to better align agency reporting to the whole-of-government reports coordinated by the EMQ
DERM	• Provided expert advice on integrity of dams within the flood zone • In collaboration with DEEDI; liaised with impacted industries, especially the timber industry, to ensure production could return to normal as soon as possible • Member of the Premier's Flood Response Task Force	Contemporary knowledge of local, man made geographical features is not vested in the State or any other single repository making it very difficult to predict flood patterns.
DJAG	• A well received visit by two staff to affected district to assess asbestos sheet repair /replacement, work practices and provide advice on safe handling and removal of asbestos cement sheeting • One staff member placed on 24 hour standby to assist the SES, QPS and EMQ as a Rural Fire Service volunteer	• Undertake two visits; one soon after the event to provide advice and then a follow up visit some weeks after the event to assess remedial work practices. • The staff member's knowledge regarding coordination and cooperation with other agencies was enhanced.
Q-Health	• Deployment of Q-Health emergency management adviser to affected region to assist local health authorities with response and recovery coordination arrangements • Liaison Officers deployed to the SDCC for both response and recovery phases • Activation of the SHECC	• There is a need for further training of frontline health staff in regard to the disaster management systems, linking Q Health and the QDMA. • In particular, a strengthened collaborative approach through the District Community Recovery Committee function and associated inter-agency roles and relationships is required.

Agency	Agency Response Activities	Post disaster assessment learnings
Event Queensland Monsoonal Flooding and Tropical Cyclones Olga, Neville, Ului and Paul		
Queensland Monsoonal Flooding		
DET	• Regional disaster management group activated and monitored situation • Response at Regional Level • The Department's Emergency Management Response Unit maintained a watching brief on the event	• Develop hazard specific information sheets to provide clearly defined roles and responsibilities to all staff. These need to be distributed prior to disaster impacts. • Centralised communication hub to be trialled. • Revised communication process reduced delay in information flow. • State wide response process highlighted the need to ensure all participants are aware of their roles and responsibilities.
DPC	• Activation of the Premier's Disaster Relief Appeal • Support to the Director-General DPC, as Chair of the SDMG, particularly through support to the Crisis Communication Network when activated and communication with the Commonwealth	Value of the SDMG and Crisis Communication Network as central coordination mechanisms for effective communication and liaison with communities.
DCS	Deployments of Special Operations Response Team to assist local services evacuate the Charleville hospital and nursing home and establish a temporary medical facility to retain appropriate patients within their community	• The necessity for proactive engagement with stakeholders to better respond to emerging needs. • Clear identification of capability.
DCS	Evacuate residents of a Nursing Home facility to multiple nursing homes across Brisbane	This incident was managed largely in accordance with the standards and expectations of all stakeholders.
DoC	• Provided emergency assistance under the NDRRA • Establish Community Recovery Information and Coordination Centres • Conducted outreach visits in affected areas deploying over 520 Queensland government employees trained in Community Recovery operations under the Queensland Government Community Recovery Workforce Strategy	Identified a need to improve: • Tools and systems to support impact analysis and to have an operational focus on service delivery models. • Strategies for stakeholder engagement to promote the communication of clear and consistent messages to the community through formal and informal channels. • Pre-deployment staff briefing on the nature and impact of an event • The on-line application process to reduce the margin of error and re-work.
QPS	Responsibilities for member representation on • State Disaster Management Groups • District Disaster Management Groups • District Disaster Coordination Centres • Local Disaster Management Groups	• The flooding of Bradley's Gully in the heart of Charleville, for the second time in two years, caused major disruption to Charleville. This was caused by continual heavy rain and flash flooding overnight . • The Murweh Shire Council has commissioned a study and options report on mitigation strategies for the Gully • The matter is still unresolved.
DPW	Provision of a wide range of materials for community evacuation centres including • Bedding materials • Food and bottled water • Health and hygiene products • Additional portaloos • Provision of additional government fleet vehicles in support of disaster response and recovery operations • Damage assessments • Basic structural integrity and electrical safety inspections of flood impacted private residences	• The provision of supplies and personnel to establish and operate community evacuation centres is resource intensive and requires a reasonable lead time. • Detailed LDMG planning of a community's real needs can significantly reduce unnecessary effort during the response phase. • Establishment of a cache of materials commonly used in evacuation centres can significantly improve an ability to fulfil a request for assistance. • Develop SOAs for commonly requested materials in disaster responses. • Develop whole-of-government integrated transport/logistics arrangements for use during the response to a disaster event.
DTMR	Implemented processes to ensure State-wide management of transport system outages; providing transport and logistics support and advice to multi agency stakeholders	Regular and accurate reporting (both agency and multi agency reporting) for road and transport system outages was key for managing expectations and demands for road access during long outages; forecasting and long lead times about likely outages can assist with response and recovery.

Agency	Agency Response Activities	Post disaster assessment learnings
TC Olga		
DCS	Support EMQ's Northern region with a base of operations and logistic support for isolated gulf communities	• In responding to the threat of a tropical cyclone; there is a short window of opportunity to move road based resources. • Not all resources are able to be air lifted in to required locations.
DET	• Regional disaster management group activated and monitored situation • Response at regional level • The DET's Emergency Management Response Unit maintained a watching brief on the event	Reporting structure delayed information flow. This was reviewed with a draft process prepared to be actioned for response to the next disaster event.
DJAG	14 departmental staff volunteered to assist through the community recovery program managed by the Department of Communities	
TC Neville		
DoC	• Provided emergency assistance under the NDRRA • Established Community Recovery Information and Coordination Centres • Conducted outreach visits in affected areas deploying over 520 Queensland government employees trained in Community Recovery operations under the Queensland Government Community Recovery Workforce Strategy	There is a need to: • Improve tools and systems to support impact analyses and implementation of service delivery models. • Improve strategies for stakeholder engagement to promote the communication of clear and consistent messages to the community through formal and informal channels. • Improve briefings to staff on nature and impact of event prior to their deployment. • Refine of the on-line application process to reduce the margin of error and re-work
TC Ului		
QPS	Responsibilities for member representation on • State Disaster Management Groups • District Disaster Management Groups • District Disaster Co ordination Centres • Local Disaster Management Groups	• Pro-active early evacuation of the islands in the Whitsunday region prior to the cyclone arriving was a valuable lesson that was put into practise in this event. • The public information awareness campaign prior to the cyclone arriving was found to be a valuable tool in educating the public in disaster situations.
DoC	• Provided emergency assistance under NDRRA • Established Community Recovery Information and Coordination Centres • Conducted outreach visits in affected areas deploying over 520 Queensland government employees trained in Community Recovery operations under the Queensland Government Community Recovery Workforce Strategy.	• The need for improved tools and systems to support impact analyses and the implementation of service delivery models. • The need for improved strategies for stakeholder engagement to promote the communication of clear and consistent messages to the community through formal and informal channels. • The need to better brief staff on nature and impact of event prior to their deployment. • The need to refine on-line application process to reduce the margin of error and re-work.
DET	The departments' Emergency Management Response Unit was activated and dispatched to Region	• Distribution of information sheets resulted in excellent preparedness of all sites. • Centralised communication hub reduced response period and accelerated recovery process.
DEEDI	• Response and recovery activities in relation to impacts on primary industries, energy mines, small business and tourism • Member of the South West Queensland Flood Recovery Sub-Committees responsible for the economic recovery following the events • As part of the whole-of-government response and recovery efforts	• Identify scope of economic recovery element (immediate and longer term) of the QDMA .

Agency	Agency Response Activities	Post disaster assessment learnings
DERM	• Provide storm tide and wave height expert advice and data leading up to, during and after the event • Evacuating National Parks in the possible and actual path of the cyclone to minimise human life risk • Assessing and repairing damage caused by the cyclone in National Parks • Providing expert advice on integrity of dams in the path of the cyclone and scenario planning	A strong reliance on single electricity and communication providers can delay recovery after an event and inhibit communication during an event.
Q-Health	• Cancellation of hospital elective surgeries, discharge or transportation of patients where appropriate, cancellation of outpatient clinics in the Mackay Health Service District • Deployment of Environmental Health Officers from other areas to impacted site to assist and collaborate with local authorities • Deployment of liaison officers to SDCC • Activation of SHECC	• Prior preparations allowed Q-Health to be able continue to provide and maintain a high level of service. • It is easier to re-allocate officers from an existing deployment if they are no longer needed than to source additional officers to deploy at short notice. • If an agency's telecom provider is disrupted the use of DDMG network can be utilised.
DJAG	• 14 staff volunteered to assist through the community recovery program managed by the Department of Communities • One staff member conducted a visual inspection of public areas for electrical risk after TC Ului	Pre TC Ului - level of preparedness and knowledge of disaster recovery/business continuity plans varied markedly between departments.
DPW	Provision of a wide range of materials for community evacuation centres including • Bedding materials • Food and bottled water • Health and hygiene products • Additional portaloos • Provision of additional government fleet vehicles in support of disaster response and recovery operations • Damage assessments • Basic structural integrity and electrical safety inspections of cyclone damaged private residences • Provision of portable generators for use at residences affected by prolonged power outages	• The provision of supplies and personnel to establish and operate community evacuation centres is resource intensive and requires a reasonable lead time. • Detailed LDMG planning of a community's real needs can significantly reduce unnecessary effort during the response phase. • Establishment of a cache of materials commonly used in evacuation centres can significantly improve an ability to fulfil a request for assistance. • Develop SOAs for commonly requested materials in disaster responses. • Develop SOAs with hire firms for an extensive range of materials and or equipment regularly requested in disaster responses. • The need to development of whole-of-government integrated transport/logistics arrangements during a response to a disaster event.
DTMR	Proactive preparedness and monitoring across regions likely to be impacted and consistently consulted with stakeholders to manage the incident as it evolved	Regularly confer with appropriate stakeholders across the agency to ensure early warning and timely preparedness for potential incidents.
TC Paul		
DJAG	• Fourteen staff volunteered to assist through the community recovery program managed by DoC • One staff member conducted a visual inspection of public areas for electrical risk after TC Ului • One staff member attended as a member of the SES	Pre TC Ului – the level of preparedness and knowledge of disaster recovery/business continuity plans varied markedly between departments.
Event Gold Coast Tsunami Marine Warning		
QPS	Responsibilities for member representation on • State Disaster Management Groups • District Disaster Management Groups • District Disaster Co ordination Centres • Local Disaster Management Groups	Public warnings to not attend the beaches and other at risk areas had the opposite effect and drew large crowds to view the tsunami waves.
DTMR	Regularly monitored the tsunami warnings and provided relevant stakeholders and departmental contacts with updates	Expand awareness within the agency of the nature and risk of tsunami; work with other agencies to ensure regular, consistent and accurate messages and alerts are circulated to all relevant stakeholders.

Agency	Agency Response Activities	Post disaster assessment learnings
Event Tsunami Warning (Chile Earthquake)		
Q-Health	• Activation of the Queensland Health Tsunami Notification Protocol • Use of the Government Automated Notification System messaging system • SHECC placed on stand-by	Q-Health needs to develop internal automated notification system redundancy to complement the government inter-agency notification system.
Event Shen Neng 1 Oil Spill		
DPC	Informal activation of the Crisis Communication Centre to facilitate a coherent whole-of-government public information effort	Although the SDMG was not formally activated; the informal activation of the Crisis Communication Centre was a very effective means of directly engaging with and informing concerned community groups and businesses.
DEEDI	Convened the DEEDI Control Group to coordinate government and seafood industry response and recovery activities as part of the whole-of-government response activities	Continue to utilise control group approach as an effective communication arrangement between government and industry during an event.
DERM	• Monitor the impact of spills on the marine and terrestrial environment • Provide support vessels to monitor for any oils spills during transit of the vessel and at anchorage • Provide environmental baseline assessments for possible anchorage points against which any damage could be assessed • Setting up oiled wildlife response centres prepared to receive any wildlife impacted by a spill • Member of the incident response group providing expert advice	• Where significant events cross jurisdictional boundaries a single incident controller should clearly document responsibilities and ownership to be applied during the event. • Access to portable communications technologies will greatly assist in marine events.
DPW	• Supply of 4,500 metres of plastic gutter guard to protect turtle rookeries along Burnett Region beaches • On standby to provide a range of functional support including personnel; hire equipment, emergency supplies; and vehicles	• Need to maintain a level of preparedness for requests arising from any type of incident. • Knowledge that all agencies maintain a varying capability for the deployment of internal resources in the response to disaster events or other incidents.
DTMR	Monitoring the stranded coal carrier, facilitating a refloat, moving the ship to a nearby anchorage, checking for damage, and monitoring the safety of the vessel and the subsequent cargo lightening (off loading of coal at sea)	Regular effective communication between multi agency stakeholders is vital.

Appendix D: SPF Element 7 – Disaster Relief and Recovery

Partnerships - SDMG member agencies

Formal partnerships established to assist in SDMG Member Agency relief and recovery arrangements		
Agency	**Established Partnership**	**Service Provided**
DPC	DPC Australian Red Cross Queensland	• DPC continued to work in partnership with the Red Cross for the distribution of funds donated to the Premier's Disaster Relief Appeal. • Organisations such as the Red Cross are considered to assist in the Appeal process as these organisations have expertise in providing support to individuals and families in distress and have a regional network of members and volunteers throughout the State. • Partnerships such as those developed between the DPC and the Australian Red Cross highlight the importance and benefit of a collaborative approach, ensuring that a positive outcome is achieved for disaster affected families. • The Red Cross: – agreed to distribute the funds donated to the Premier's Disaster Relief Appeal launched in October 2009 to help those affected by the South Pacific tsunami and the earthquake in the Indonesian Archipelago, and the Appeal launched in March 2010 to assist flood-affected communities in South-West Queensland and the victims of TC Ului. – Ensured that the donated funds have been responsibly disbursed to those in most need within the affected communities. – Established a Distribution Committee, to manage the equitable distribution of funds based on hardship and capacity to recover and to provide an acquittal of all funds expended. The Committee was chaired by a Board Member of the Australia Red Cross, Queensland and a representative of the Department of the Premier and Cabinet was invited to participate on the Distribution Committee. • The Distribution Committee: – Determine the criteria and distribution of funds, called for applications, reviewed applications and determined the payment amount against application criteria, and made further inquiries and undertook investigations when necessary. All applicants were advised in writing of the outcome of their application. All unsuccessful applicants were able to request a review of their original funding decision. – Members were required to sign a Privacy Agreement to ensure that the privacy of applicants was respected.
DPC	Arts Queensland: Emergency Planning Committee for the Cultural Centre	The Emergency Planning Committee - representatives drawn from the Queensland Performing Arts Centre, Art Gallery, Gallery of Modern Art, Queensland Museum and State Library of Queensland held its first meeting in May 2010. The aim of the partnership is to integrate all individual agency plans into an overall Cultural Centre Plan.
DoC	MoU with partner agencies	Each signatory to the MoU agrees to provide a range of recovery and post recovery services to affected communities.
DoC	Queensland Government Community Recovery Workforce Strategy	Departmental staff are made available to support recovery efforts following natural disasters.
DoC	Royal Flying Doctor Service (RFDS)	Funding was provided to the RFDS to undertake recovery responses in remote communities in the Gulf of Carpentaria.
DoC	Smart Service Queensland – Online System	The Community Recovery Unit engaged Smart Service Queensland to provide an on-line grant application process.
DoC	Australia Post	Australia Post has agreed to provide a community recovery cheque encashment service for community members in disaster effected areas.
DERM	DoC	Provide trained agency staff to work in emergency recovery centres after events.
DERM	QFRS	Provide trained staff to participate in fire fighting during bushfire events. Reciprocal arrangement for monitoring controlled burns.
DERM	Forestry Plantations Queensland	Planning for controlled burns in adjacent estates.

Formal partnerships established to assist in SDMG Member Agency relief and recovery arrangements		
Agency	**Established Partnership**	**Service Provided**
Q-Health	MoU: Q-Health/DEEDI Biosecurity Queensland/ DJAG Workplace Health and Safety Queensland	The MoU provides the agreed basis or multi-agency coordination necessary to manage the threat to human or animal health from infection with a zoonotic disease or other health threats to humans from an animal or plant source.
Q-Health	Q-Health continuing partnerships	• Q-Health, QAS, Retrieval Service Queensland and St John Ambulance Australia (Queensland) have agreed planning and response arrangements in place to support integrated and sustained mass casualty management capability throughout Queensland. • MoU is in place with the DOC which both reflects the role of Q-Health as a member of the State Community Recovery Committee and its collaborative service arrangements with DOC and a range of government and non government agencies, to respond to and support impacted communities and individuals to recover. This is also reflected at the LDMG level.
DJAG	Individual Partnerships: DPC, DCS, Q-Health, DERM (through Environmental Protection Agency Queensland Health)	• The former Department of Employment and Industrial Relations (DEIR) was a co-signatory to the Hazardous Materials Incident Recovery Plan during the previous reporting period (April 2008). Under the 2009 Machinery of Government changes, the Department of Justice and Attorney-General (DJAG) - through Workplace Health and Safety Queensland (WHSQ) has taken over this responsibility from DEIR. • A draft of the post Machinery-of Government plan had been circulated by the lead agency (DCS - QFRS) for signature by contributing agencies however. It was noted that despite responsibilities being attributed to WHSQ, the draft did not include DJAG as a signatory. WHSQ is consulting with QFRS to address this issue.
DPW	Cross agency training	Worked with other SDMG member agencies in the delivery of training of disaster management personnel on each other agencies roles and responsibilities before, during and following a disaster.
DPW	Personal Hardship structural assistance grant inspection procedures	Development of a suite of arrangements for the coordination of structural assistance inspections of eligible persons whose principal place of residence including caravans and vessels has been impacted by a disaster event.
DPW	Disaster management transport	Integration of capacity for whole-of-government disaster management transport solutions in a new Standing Offer Arrangement for courier and light freight.
DPW	Whole-of-government Disaster Management information system	To establish a system to support connectivity and flow of information between all levels of Queensland's disaster management system and across all agencies that support disaster management.
DTMR	Local government	Roads Alliance processes facilitate restoration of local and State-owned road networks following incidents/outages.

Informal Partnership – SDMG member agencies (by exception)

Agency	Established Partnership	Service Provided
DEEDI	RSPCA	To work more closely with RSPCA to ensure no gaps occur between response and recovery for companion animals and native animals during an event.
QPS	Australian Defence Force	Encourage DDMG membership of Australian Defence Force.

Partnerships: District Disaster Management Groups

DDMG	Established Partnership	Service Provided
Brisbane	Australian Defence Force	Advisor to the Brisbane DDMG through the Australian Army (Enoggera).
Bundaberg	Local governments of Gladstone, Fraser Coast and North Burnett Region Councils	• A Strategic Alliance meeting held resulting in a recommendation to develop a MoU between councils for a 'spirit of cooperation' during times of disaster emanated. Recommendation circulated for discussion by involved Councils • A MoU would serve to enhance preparedness levels by adjoining councils to that which may eventuate being the target area.
Bundaberg	Australian Broadcasting Corporation	Primary disaster media outlet.
Cairns Innisfail Mareeba	Queensland government agencies: • Q- Health (Mental Health Service) • Department of Education and Training • DEEDI NGOs: • Lifeline • Salvation Army • Australian Red Cross • St Vincent de Paul Society • Centacare/Migrant Settlement Services Australian government agencies: • Department of Families, Community Services and Indigenous Affairs • Centrelink Corporates: • Tourism Tropical North Statutory Authority: • Building Services Authority	
Cairns Innisfail Mareeba	DoC (inc ATSI Services; Child Safety, Youth and Families; Disability Services, Housing and Homelessness; Sport, Recreation and Community Participation)	All of the recovery partner agencies listed are integrated into the DDMG arrangements through the Community Recovery Sub-Committee.
Charleville	Australian Red Cross	Work with LDMG to establish MoUs for assistance and support of LDMG evacuation management operations.
Dalby	DoC and Australian Red Cross	Recovery arrangements.
Gladstone and Rockhampton	Service providers for Disability Services	Assistance to people with disabilities.
Gold Coast	The Church of Jesus Christ of the Latter Day Saints (NGO)	Assist Australian Red Cross with care and comfort, including child care.
Gold Coast	• RSPCA • Animal Welfare League	Assist GCCC with animal management.
Gold Coast	St John Ambulance	Assist QAS with medical/ first aid services.
Gold Coast	Gold Coast City LDMG/LDCC	• Catering – operational emergency service personnel. • Sourcing of additional volunteers. • Transport from assembly/staging areas.
Gold Coast	GCCC	• Coordination of welfare services • Identification of suitable assembly areas, emergency shelters and recovery centres • Health and Hygiene. • Facility Supervisors at emergency shelters / evacuation centres. • Animal control (with assistance of RSPCA and AWL). • Information services. • Multicultural Services. • Beds and bedding (current capacity for 1,000 people).
Gold Coast	Australian Red Cross	• Emergency Shelter Management. • Reception. • Assist QPS with registration and enquiry. • Care and comfort.

DDMG	Established Partnership	Service Provided
Gold Coast	The Salvation Army	Food and Catering - The Salvation Army have contractual arrangements with local food suppliers to provide for these services.
Gold Coast	Surf Life Saving Queensland	Identified as a potential support agency in the area of aquatic events in terms of trained staff and with water borne equipment. Queensland Life Saving are now connected to LDMG group membership.
Gold Coast	St Vincent de Paul	Material aid
Gold Coast	Queensland Ambulance Service	Medical/First Aid: • QAS have indicated that during the onset of an event they would not have sufficient resources to manage their emergency roll during a disaster and staff an emergency shelter /evacuation centre. • Assistance is provided by St John Ambulance.
Gold Coast	Queensland Police Service	Registration and enquiry (while QPS are the primary agency Australian Red Cross take on this role as one of their primary duties) Spiritual/Chaplaincy services.
Gold Coast	Adventist Development and Relief Agency	NGO - Sourcing of temporary accommodation for evacuees.
Gold Coast	Q-Health	Trauma response and debriefing and the care of special needs.
Gympie	Building Services Australia	Agency advice
Mackay	Australian Red Cross and Mackay Regional Council	Development of the Australian Red Cross Community Support Operational Plan.
Mackay	Regional Managers Coordination Network (Queensland government) - a key body to assist manage and coordinate agency activities	Other agency resources that may called upon to provide further assistance or resources to LDMG/LDCC.
Maryborough	Gladstone, Bundaberg and North Burnett Region Councils	• A Strategic Alliance meeting held resulting in a recommendation to develop of a MoU between councils for a 'spirit of cooperation' during times of disaster emanated. Recommendation circulated for discussion by involved Councils. • A MoU would serve to enhance preparedness levels by adjoining councils to that which may eventuate being the target area. • Fraser Coast Region Council has commenced participation in this Alliance Group.
Maryborough	Australian Broadcasting Corporation	Primary disaster media outlet.
Mount Isa	The Salvation Army	Pastoral and welfare support to isolated properties.
Mount Isa	Royal Flying Doctor Service	Welfare support to isolated communities and properties.
Roma	Australian Red Cross	Work with LDMG to establish MoUs for assistance and support in the operation of LDMG evacuation management operations.
Sunshine Coast	Building Services Authority and DTMR through Maritime Safety Queensland	Member of Sunshine Coast DDMG.
Townsville	Surf Life Saving Queensland – a Volunteer organisation	Established roles and capabilities of Surf Life Saving Queensland in the Disaster District.

Appendix E: SPF Element 8 – Post Disaster Assessment

SDMG member agencies

Agency	Priority Details and Comments
DCS	QAS identified the importance of: • Adequate redundancy in systems and capability • Integrated and available communications equipment • Recognition of each agencies capability and systems. QFRS: • Better coordination with AusAID/EMA on the logistic requirements for international deployments • Common use of operating platforms for technology ensuring that agency needs are met.
DEEDI	• Review, develop or refine management arrangements for ensuring 'best practice' during biosecurity emergencies, with particular regard to zoonotic disease management. • Review, develop or refine response policies for biosecurity emergencies, with particular regard to zoonotic disease management. • Continue to research and develop an effective economic recovery approach for Queensland. • The review, development and refining of plans, manuals, standard operating procedures and work instructions have been prioritised according to agency learnings. • Currently researching the scope for Queensland's economic recovery element to be included in the E&BCM Framework.
DERM	• In an event that straddles multiple jurisdictional boundaries, such as the Shen Neng 1, the incident controller should, early in the event, establish clear accountabilities with stakeholders and incident response team members to ensure there is no confusion or conflict during the response. • During an event, one or many recovery coordinators should be appointed to ensure a smooth transition from response to recovery including knowledge transition from response team members.
DET	• Distribution of hazard-specific information sheets prior to season or impact of identified potential threat increased the preparedness and resilience of DET sites. • Creating a communication hub minimised the delay in providing accurate reports, eliminated duplicated lines of reporting, and increased DET's ability to coordinate and target resources during the response and recovery phases. • Providing staff with clearly defined roles and responsibilities enabled our school communities to better prepare and respond to emergencies. • Distribution of hazard specific information sheets are now scheduled for release to all school communities prior to each season.
DIP	• The importance of a common and consistent message to communities impacted by disasters. • Timely responses to disasters to assist local government/communities. • Improved communications for local government/communities preparedness and response in the event of a Tsunami warning. • These learnings have been embedded into the agency's functional disaster management planning.
DJAG	• The department noted the coordinated approach used following the Victorian bushfires by the Victorian Births, Deaths and Marriages agency, in particular where they worked with Centrelink, Medicare and other agencies, to deliver as seamless a service as possible to replace destroyed life event certificates. • The department recognised its processes could be further leveraged from those used successfully in Victoria and will develop an end-to-end process, with clear guidelines for the public to enable applicants to access a more efficient and effective service during any similar future event.
DoC	• The need to improve impact and recovery needs assessment for the implementation of community recovery responses and service delivery models. • Ensure the availability of funds to cash cheques in communities by developing partnerships with Queensland Treasury, and the banking sector in relation to effective cheque encashment for people impacted by events. • The need to refine on-line and Call Centre services. • The Community Recovery Unit has developed a de-brief tracking tool that captures findings from each event de-brief in detail and provides a mechanism to ensure that learning's are tracked, analysed and converted into work plans that will inform the annual reviews of the State Community Recovery Plan and Disaster District Community Recovery Plans. • Negotiations with Australia Post have been completed and negotiations with the major banks currently being undertaken.

Agency	Priority Details and Comments
DPW	• Need for a whole-of-government disaster management logistics capability partnerships with commercial providers. • Need for inter-agency training. • Need for better community evacuation planning and any consequent evacuation centre support arrangements.
DTMR	• Accurate information and timely communication. • Coordination of effort. • Deployment of resources. • Establish a dedicated Emergency Management Division within DTMR to: – facilitate a comprehensive emergency management culture across the agency; –develop, test and review disaster preparedness and planning, implement emergency management training and education –provide accurate and timely situation updates to relevant stakeholders during an incident –regularly review emergency management capacity and preparedness of the agency –conduct short and long term forecasting of likely incident impacts to encourage pre emptive deployment of agency resources to respond and recover from an incident.
Q-Health	• Increase ongoing staff education in the Queensland Health emergency incident management arrangements with the QDMA. • A need to improve understanding of the multiple functions of Q Health in support of the community response to and recovery from significant public health threats and disaster events. • Ongoing development of Health Emergency Operation Centre (HEOC) policies, procedures and resources to enhance inter-agency communication and coordination. • The Chief Health Officer (CHO) has established two key consultation processes to establish mechanisms for ongoing staff education, partner collaboration and integrated HEOC interoperability with other disaster management agencies. These are: –Queensland Health Disaster Management Collaborative (DMC): Established in early 2009, the DMC is convened by the CHO 3 to 4 times a year. It is an open invitation, informal collaborative with attendees from Q- Health clinical and organisational leaders, health sector partners and disaster management partners at which health disaster planning, response arrangements and resource capability issues are identified and workshopped. The DMC outputs are incorporated into Q-Health on going disaster management planning and capability building. –Queensland Health Emergency Management Coordinators Network (EMCN): Established in 2010; the EMCN is convened by the CHO every second month. The EMCN is an internal, formal network consisting of the appointed Emergency Management Coordinators from each of the Corporate Divisions and Health Service Districts who meet with the Emergency Management Unit Director and staff to: –Discuss and resolve emergency incident management system issues relevant to Q Health operations –Endorse proposed disaster management system arrangements and disaster response protocols for CHO approval –Receive and disseminate updates on the QDMA –Advise the CHO on the status of the department's disaster preparedness and response capability;
QPS	• Training for District Officers for the roles of DDC. • Training for District Police Officers in the newly created role of Executive Officer to the DDC, under the proposed Disaster Management Act legislative amendments. • Revise local Tsunami sub-plans in the South East corner of the State following gaps identified in local plans during the tsunami marine alert in February 2010, and the need for a greater public awareness campaign on tsunami. • With the QPS taking an increased role in disaster preparedness and response as a result of the legislative amendments and DM review recommendations, the need for specialist training for DDCs and Executive Officers has been identified and is currently being planned for. QPS policy and procedure is also being reviewed and amended to reflect the proposed changes to the QDMA • DDCs continue to meet with local councils and regional EMQ personnel to encourage and assist local councils in the revision of their tsunami sub-plans to address the gaps identified in the tsunami marine alert earlier in the 2010 year.

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Disaster management glossary of terms

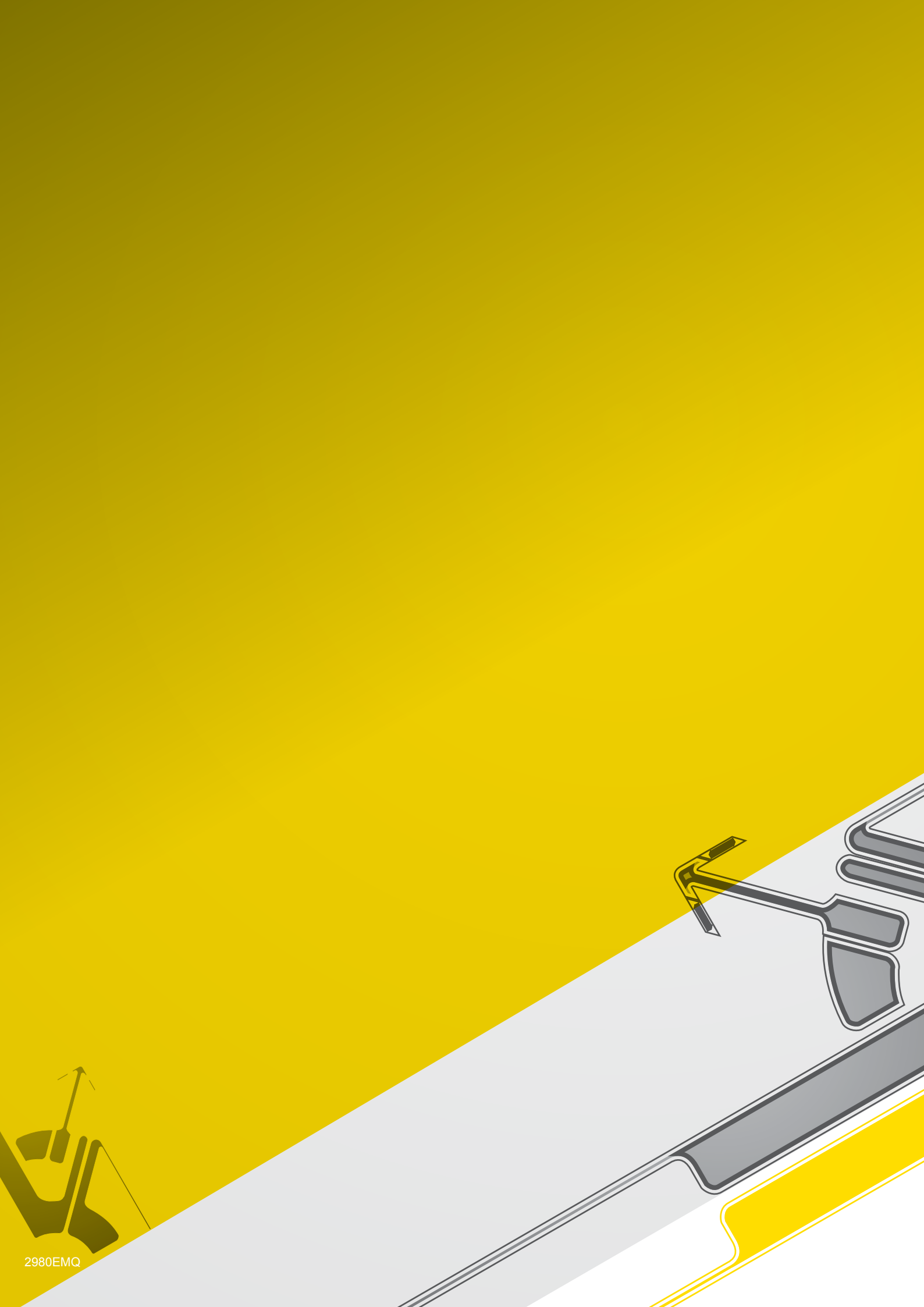
Background: The COAG report *Natural Disasters in Australia: Reforming mitigation, relief and recovery arrangements (2002)* identified the need for a comprehensive, all-hazards, all-agencies approach to disaster management, particularly with the emergence of new hazards such as terrorism and threats of a pandemic. This approach, including the disaster management elements were adopted in the development of the SPF.

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. *Disaster Management Act 2003, s13(1)*
Disaster management	Arrangements about managing the potential adverse effects of an event, including, for example, arrangements for mitigating, preventing, preparing for, responding to and recovering from a disaster. *(Disaster Management Act 2003, s14)*
Disaster mitigation	The means taken in advance of, or after, a disaster aimed at decreasing or eliminating its impact on society and the environment. *COAG report Natural Disasters in Australia: Reforming mitigation, relief and recovery arrangements (2002)*
Disaster preparedness	Arrangements that ensure that, should an emergency occur, all those resources and services which are needed to cope with the effects can be efficiently mobilised and deployed. *COAG report Natural Disasters in Australia: Reforming mitigation, relief and recovery arrangements (2002)*
Disaster research	May be broadly understood as a systematic inquiry, before and after a disaster, into a relevant disaster management problem. *COAG report Natural Disasters in Australia: Reforming mitigation, relief and recovery arrangements (2002)*
Disaster response capability	The ability to provide equipment and a suitable number of persons, using the resources available to the local government, to effectively deal with, or help another entity to deal with, an emergency situation or a disaster in the local government's area. *Disaster Management Act 2003, S80(2)*
Disaster response	Actions taken in anticipation of, during and immediately after an emergency to ensure that its effects are minimised. *(COAG report Natural Disasters in Australia: Reforming mitigation, relief and recovery arrangements (2002)*
Disaster relief and recovery	Disaster relief is the provision of immediate shelter, life support and human needs of persons affected by, or responding to, an emergency. Disaster recovery is the coordinated process of supporting emergency-affected communities in the reconstruction of the physical infrastructure and restoration of emotional social, economic, physical wellbeing. *COAG report Natural Disasters in Australia: Reforming mitigation, relief and recovery arrangements (2002)*
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 report Natural Disasters in Australia: Reforming mitigation, relief and recovery arrangements (2002)*
Policy and governance	Policy and governance elements ensure clear direction of disaster management priorities, resource allocation and accountability through sound performance management and risk management for the whole disaster management system.

Abbreviations used in this report

AECS	Australian Emergency Coordination System
AIIMS	Australasian Inter-service Incident Management System
AUSMAT	Australian Medical Assistance Team
BoM	Bureau of Meteorology
CAVDISPLAN	Commonwealth Government Aviation Disaster Response Plan
CHO	Chief Health Officer
COAG	Council of Australian Governments
COMRECEPLAN	*Australian Government Plan for the Reception of Australian Citizens and Approved Foreign Nationals Evacuated from Overseas*
DCC	District Coordination Centre
DCS	Department of Community Safety
DDC	District Disaster Co ordinator
DDC	District Disaster Co ordinator
DDMG	District Disaster Management Group
DEEDI	Department of Employment, Economic Development and Innovation
DERM	Department of Environment and Resource Management
DIP	Department of Infrastructure and Planning
Disaster Management Review	A review commissioned into disaster management legislation and policy in Queensland
DJAG	Department of Justice and Attorney-General
DM Act	*Disaster Management Act 2003*
DMC	(Queensland Health) Disaster Management Collaborative
DPC	Department of the Premier and Cabinet
DPW	Department of Public Works
DTMR	Department of Transport and Main Roads
E&BCMF	(DEEDI) Emergency and Business Continuity Management Framework
EA	Emergency Alert
EMA	Emergency Management Australia
EMCN	(Queensland Health) Emergency Management Coordinators Network
EMQ	Emergency Management Queensland
ESU	Emergency Services Unit
Evacuation Guidelines	Queensland Evacuation Guidelines
GCCC	Gold Coast City Council
GOC	Government owned corporation
HEOC	Health Emergency Operation Centre
HeV	Hendra Virus
IMT	Incident Management Team

JEST	Joint Emergency Services Training
LDCC	Local Disaster Coordination Centre
LDMG	Local Disaster Management Group
LGAQ	Local Government Association Queensland
MoU	Memorandum of Understanding
NDMP	Natural Disaster Mitigation Program
NDRMSP	Natural Disaster Risk Management Studies Programme
NDRP	Natural Disaster Resilience Program
NDRRA	Natural Disaster Relief and Recovery Arrangements
NGO	Non-government organisation
POCC	Protecting Our Coastal Communities
PPRR	prevention, preparedness, response and recovery
QAS	Queensland Ambulance Service
QCESA	Queensland Combined Emergency Services Academy
QDMA	Queensland Disaster Management Arrangements
QFCC	Queensland Flood Consultative Committee
QFRS	Queensland Fire and Rescue Service
Q-Health	Queensland Health
QPS	Queensland Police Service
QRECEPLAN	Queensland Reception Plan
QTCCC	Queensland Tropical Cyclone Consultative Committee
SDCC	State Disaster Co ordination Centre
SDCG	State Disaster Coordination Group
SDMG	State Disaster Management Group
SDMP	State Disaster Management Plan
SDRA	State Disaster Relief Arrangements
SES	State Emergency Service
SHECC	State Health Emergency Coordination Centre
SOA	Standard Operating Arrangement
SOP	Standard Operating Procedures
SPF	Queensland Disaster Management Strategic Policy Framework
TC	Tropical Cyclone
the Minister	Minister for Police, Corrective Services and Emergency Services
USAR	Urban Search and Rescue
WHSQ	Workplace Health and Safety Queensland



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