LDMP – Part 5
Welfare
Sub Plan
2010

Rowland.

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This document was developed for the Fraser Coast Regional Council by Rowland.

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LDMP Part 5 Welfare Sub Plan

Foreword

The Fraser Coast Regional Council incorporates the former Hervey Bay City Council, Maryborough City Council, Woocoo Shire Council and two divisions (of three divisions) of Tiaro Shire Council. Fraser Island and other smaller islands form part of the Council. It is a vibrant and fast growing area that has a wide range of topography and changing demographics. It exhibits an abundance of natural, world heritage, historic, aquatic, flora and fauna attractions.

Despite the Fraser Coast Region's idyllic lifestyle, there will be occasions when the community is affected by a disaster both natural and non-natural, hence the need for a dynamic and robust Local Disaster Management Plan.

The Welfare Sub Plan addresses the Council's strategies to effectively manage the welfare of the community immediately following an emergency situation or disaster in the Fraser Coast Region. The plan identifies the roles and responsibilities of lead stakeholders including the joint agencies and outlines the key objectives when responding to a disaster that has impacted or has the potential to severely disrupt the Region's communities and its infrastructure.

This document will be reviewed on a regular basis and updated to reflect changes in legislation, the changing needs of the region and lessons learnt from disasters elsewhere.

As a community we are unable to prevent a disaster from happening, however, we are able to minimise the adverse effects a disaster has on a community (both economically and socially) through comprehensive planning and preparation and managing effective response and recovery.

Mayor, Fraser Coast Regional Council
Chairperson
Fraser Coast Local Disaster Management Group.

02 / 02 / 2009

Acrobat Document

Preliminaries

Authority of the Plan

Fraser Coast Regional Council has the authority to write and implement a Local Disaster Management Plan in accordance *with Section 30, 57(1), 63 and 80 of the Disaster Management Act 2003.*

Approval of the Plan

The Fraser Coast Local Disaster Management Group, in accordance *with Section 30, of the Disaster Management Act 2003*, has prepared the Fraser Coast Regional Council Local Disaster Management Plan Part 5 Welfare Sub Plan, version number 2, dated 9th December 2010.

……
Signature

……
Print Name

Chairman
Fraser Coast Local Disaster Management Group

Dated: _ _ /_ _/ _ _ _ _

Review of the Plan

The Executive Officer, Maryborough District Disaster Management Group, in accordance *with Section 30(b)*, of the *Disaster Management Act 2003,* has reviewed the Fraser Coast Regional Council Local Disaster Management Plan Part 5 Welfare Sub Plan, version number 2, dated 9th December 2010.

……
Signature

……
Print Name

Executive Officer
Maryborough District Disaster Management Group

Dated: _ _/_ _/ _ _ _ _

Endorsement of the Plan

The Fraser Coast Regional Council, in accordance *with Section 80(1) (b)* of the *Disaster Management Act 2003,* endorsed the Fraser Coast Regional Council Local Disaster Management Plan Part 5 Welfare Sub Plan, version number 2, dated 9th December 2010 *on* __/ __/ 2010, resolution No*.*

The Fraser Coast Regional Council Local Disaster Management Plan Part 5 Welfare Sub Plan is hereby approved for distribution.

……
Signature

……
Print Name

Chief Executive officer
Fraser Coast Regional Council

Dated: _ _/_ _/_ _ _ _

Amendment Register and Version Control

1. The Fraser Coast Local Disaster Management Group Executive Officer is responsible for approving the sub plan and subsequent amendments before review by the Executive Officer Maryborough District Disaster Management Group, in accordance *with Section 28(I) Disaster Management Act 2003*.

2. Following review by the Executive Officer Maryborough District Disaster Management Group, the Fraser Coast Regional Council must approve and endorse the sub plan or proposed amendments, in accordance *with Section 80(1) (b), Disaster Management Act 2003*.
3. The Fraser Coast Local Disaster Management Group Executive Officer may make updates or amendments of a minor nature, such as document references, key appointment names or contact details, which are ratified at the next Fraser Coast Local Disaster Management Group meeting.

Amendment and Version Control Register

Amendment /Version	Date	Prepared by	Comments
Ver.1.00	02/02/2009	Heide Nelson	
Ver.2.00	09/09/2010	Chris Vakas	Various updates

Distribution List

Fraser Coast Regional Council	3 copies (includes public display copy)
Fraser Coast Regional Library	1 copy
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Wide Bay Water	1 copy

Abbreviations

AEP	Annual Exceedance Probability
AFAC	Australian Fire Authorities Council
AHD	Australia Height Datum (All BRC datum reported in AHD unless otherwise stated)
AIIMS	Australasian Inter-service Incident Management System
ARI	Annual Recurrence Interval
ATWS	Australian Tsunami Warning System
BoM	Bureau of Meteorology
BCA	Building Code of Australia
BMO	Bushfire Management Officer
BSA	Building Services Authority
CAEP	Council Assisted Evacuation Plan
CASA	Civil Aviation Safety Authority
COAG	Council of Australian Governments
COT	Council Operations Team: responsible for managing Council operations in response to a disaster
DART	Deep-ocean Assessment and Reporting of Tsunamis
DCS	Department of Community Safety
DDC	District Disaster Coordinator
DDCC	District Disaster Coordination Centre
DDMG	District Disaster Management Group
DERM	Department of Environmental Resource Management
DES	Department of Emergency Services
DMA	Disaster Management Act 2003
DMU	Disaster Management Unit
DOC	Department of Communities
EHO	Environmental Health Officer
EMA	Emergency Management Australia
EMQ	Emergency Management Queensland
EPG	Evacuation Planning Group
FCRC	Fraser Coast Regional Council
GA	Geoscience Australia
GH	Gauge Height (All BOM datum reported in GH unless otherwise stated)
GIS	Geographic Information System
HAT	Highest Astronomical Tide

JATWC	Joint Australian Tsunami Warning Centre
LCWC	Local Community Welfare Committee
LDC	Local Disaster Coordinator
LDCC	Local Disaster Coordination Centre
LDMG	Local Disaster Management Group
LDMP	Local Disaster Management Plan
MOU	Memorandum of Understanding
NDM	Natural Disaster Management
NDRRA	Natural Disaster Relief and Recovery Arrangements
NGO	Non Government Organisation
NOAA	National Oceanic and Atmospheric Administration
NRIS	National Registration and Inquiry System
PTWC	Pacific Tsunami Warning Centre
PMF	Probable Maximum Flood
QAS	Queensland Ambulance Service
QFRS	Queensland Fire and Rescue Service
QPS	Queensland Police Service
QR	Queensland Rail
RACE	Response Advice for Chemical Emergencies
SDCC	State Disaster Coordination Centre
SEAFRAME	Sea Level Fine Resolution Acoustic Measuring Equipment
SES	State Emergency Service
SEWS	Standard Emergency Warning System
SIP	Shelter in Place
SITREP	Situation Report
SOP	Standard Operating Procedures
SPP	State Planning Policies
TCP	Traffic Control Point
TCWC	Tropical Cyclone Warning Centre
TMR	Transport and Main Roads
WBB	Wide Bay Burnett
WICEN	Wireless Institute Civil Emergency Network. (A group of Licensed Radio Operators, who have volunteered their services for emergency and backup communications).

Definitions

AS/NZS ISO 31000:2009	International Standard on Risk Management to supersede *AS/NZS 4360:2004, Risk management*.
Assembly Point	A designated location specifically selected as a point which is not anticipated to be adversely affected by the hazard.
Collection Point	A designated location where evacuees are collected and transported
Community Recovery Centre	A centre established by the Qld Department of Communities to facilitate the delivery of disaster recovery services to the disaster-affected community by multiple agencies from a single location.
Consequence	Outcome of an event affecting objectives NOTE 1 an event can lead to a range of consequences. NOTE 2 A consequence can be certain or uncertain and can have positive or negative effects on objectives. NOTE 3 consequences can be expressed qualitatively or quantitatively. NOTE 4 Initial consequences can escalate through knock-on effects. *[AS/NZS ISO 31000:2009]*
Control	Measure that is modifying risk NOTE 1 Controls include any process, policy, device, practice, or other actions which modify risk. NOTE 2 Controls may not always exert the intended or assumed modifying effect. *[AS/NZS ISO 31000:2009]*
Council	Where used means Fraser Coast Regional Council
Critical Infrastructure	Water Supply, Power Supply, Sewage Treatment, Gas Supply, Communications, Waste Service, Drainage, Road, Rail, Air and Sea Ports, Hospitals, Fire, Police, Ambulance and Emergency Services.
Cyclone Information Bulletin	Issued every 6 hours when a cyclone exists in Queensland Waters but a Cyclone Advice/Watch/Warning is not warranted.
Cyclone Shelter	A building, or part of a building, specifically designed and constructed to provide protection from wind and debris during the passage of a severe tropical cyclone. Cyclone shelters are to meet the requirements for a Public Cyclone Shelter as detailed in *Design Guidelines for Queensland Public Cyclone Shelters: September 2006*.

Cyclone Watch	A message released by the Tropical Cyclone Warning Centre (TCWC) when a cyclone or a disturbance with potential to develop into a cyclone exists and is likely to cause coastal gales within 48 hours but not within 24 hours.
Cyclone Warning	A message released by a tropical cyclone warning centre (TCWC) when the existence of a cyclone or a developing disturbance with potential to develop into a cyclone exists and is expected to cause at least gale force winds in coastal areas within 24 hours.
Disaster	A disaster is 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).*
Event	Occurrence or change of a particular set of circumstances NOTE 1 an event can be one or more occurrences, and can have several causes. NOTE 2 An event can consist of something not happening. NOTE 3 An event can sometimes be referred to as an “incident” or “accident”. NOTE 4 an event without consequences can also be referred to as a “near miss”, “incident”, “near hit” or “close call”. *[AS/NZS ISO 31000:2009]*
Epidemic	An outbreak of new cases of a certain disease, in a given human population that occur during a given period, substantially exceed what is expected based on recent experience.
Evacuation	The planned movement of persons from an unsafe or potentially unsafe location to a safer location and their eventual return. Evacuations may be: Voluntary- the DDC may advise people in threatened areas to evacuate voluntarily before Managed Evacuation is required. Mandatory (referred to as ‘Managed’) - the DCC issues a Managed Evacuation Order granted by a declaration of a Disaster Situation in accordance with *Section 64 of* the provisions of the Disaster Management Act 2003 by the issue of an Evacuation Advisory Notice for people in designated threatened areas to evacuate.
Evacuation Centre	A building or facility which is located beyond the natural hazard which provides people with basic human needs including temporary accommodation, food and water during the event.
Evacuation Route	The route nominated, along which people may travel from the storm tide evacuation zone to a place or area of safety.
Evacuation Sub Plan	A sub set of the main Disaster Management Plan.
Evacuation Time	Total time taken: to make the decision to evacuate; to advise people to evacuate; for all people to withdraw; for all people to be sheltered.
Flash flood	Flood of short duration with relatively high peak discharge. (BoM)
Flood	A flood occurs when water inundates (covers) land that is normally dry. (BoM)
Hazard	A source of potential harm, or a situation with a potential to cause loss (EMA,

	2004).
Highest Astronomical Tide (HAT)	The highest level of water which can be predicted to occur under any combination of astronomical conditions. This level may not be reached every year.
Incident	Can be used interchangeably with event.
Incident Controller	The appointed individual responsible for the management of all incident operations
Infrastructure	schools, government facilities, aged care facilities, sporting facilities, community facilities, and recreational facilities, and structures not defined as Critical Infrastructure.
Leaving Time	Time taken in leaving the home. This includes collecting personal effects, enquiring regarding neighbours and friends and securing the premises.
Level of risk	Magnitude of a risk or combination of risks, expressed in terms of the combination of consequences and their likelihood [AS/NZS ISO 31000:2009].
Likelihood	Chance of something happening NOTE1 In risk management terminology, the word “likelihood” is used to refer to the chance of something happening, whether defined, measured or determined objectively or subjectively, qualitatively or quantitatively, and described using general terms or mathematically (such as a probability or a frequency over a given time period). NOTE 2 The English term “likelihood: does not have a direct equivalent in some languages; instead, the equivalent of the term “probability” is often used. However, in English, “probability” is often narrowly interpreted as a mathematical term. Therefore, in risk management terminology, “likelihood” is used with the intent that it should have the same broad interpretation as the term “probability” has in many languages other than English. [AS/NZS ISO 31000:2009]
Major flooding	In addition to the effects of Minor and Moderate flooding, extensive rural areas and/or urban areas are inundated. Properties and towns are likely to be isolated and major traffic routes likely to be closed. Evacuation of people from flood affected areas may be required. (BoM)
Minor flooding	Causes inconvenience. Low-lying areas next to watercourses are inundated which may require the removal of stock and equipment. Minor roads may be closed and low-level bridges submerged. (BoM)
Mitigation	Measures taken in advance of a disaster aimed at decreasing or eliminating its impact on society and environment (Australian Emergency Management Glossary, 1998).
Moderate flooding	In addition to the effects of minor flooding, the evacuation of some houses may be required. Main traffic routes may be covered. The area of inundation is substantial in rural areas requiring the removal of stock. (BoM)
Pandemic	An outbreak of infectious disease with a high attack rate in people of all age groups that occurs concurrently throughout the world.
Probable Maximum Flood	The most severe flood that is likely to occur at a particular location. Such a flood would result from the most severe combination of critical meteorological and hydrological conditions. (BoM)
Preparedness	Arrangements made to ensure that should an emergency occur, communities, resources and services are capable of coping with the effects (Australian Emergency Management Glossary, 1998).
Prevention	Measures to eliminate or reduce the incidence or severity of emergencies (Australian Emergency Management Glossary, 1998).
Property	All other structures in the built environment not defined as Infrastructure or Critical Infrastructure.

Recovery	The coordinated process of supporting disaster affected communities in reconstruction of physical infrastructure and restoration of emotional, social, economic and physical well-being (Australian Emergency Management Glossary, 1998).
Relief	The provision of immediate shelter, life support and human needs of persons affected by or responding to a disaster. It includes the establishment, management and provision of services to disaster relief centres (Australian Emergency Management Glossary, 1998).
Response	Actions taken in anticipation of, during and immediately after, a disaster to ensure its effects are minimised (Australian Emergency Management Glossary, 1998).
Resilience	The ability of an organisation/community to withstand and recover from Disasters and Emergencies.
Risk	Effect of uncertainty on objectives. NOTE 1 An effect is a deviation from the expected – positive and/or negative. NOTE 2 Objectives can have different aspects (such as financial, health and safety, and environmental goals) and can apply at different levels (such as strategic, organisation-wide, project, product and process). NOTE 3 Risk is often characterised by reference to potential events and consequences, or a combination of these. NOTE 4 Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated likelihood of occurrence. NOTE 5 Uncertainty is the state, even partial, of deficiency of information related to, understanding or knowledge of an event, its consequence, or likelihood. [AS/NZS ISO 31000:2009]
Risk Management	Coordinated activities to direct and control an organisation with regard to risk. [AS/NZS ISO 31000:2009]
Riverine flooding	Riverine flooding is generally the result of widespread rain causing water over large areas to collect in streams and rivers, which overflow. These floods generally rise at a slower rate and although quite devastating, rise at a rate that usually allows for managed escape. Riverine floods are still dangerous as flowing water can still wash people, cars, etc away. Also, breaches of levees or other barriers may cause localised flash flooding as water flows through the breach into previously dry land. (BoM)
Serious disruption	One or more of the following occurring as a result of and event: • Loss of human life, or widespread illness or injury to humans; • Widespread or severe, critical infrastructure, infrastructure or property loss or damage; • Widespread or severe loss or damage to the economy; and • Widespread or severe loss or damage to the environment.

Severe Storm	A storm which produces: • hail, diameter of 2 cm or more; or • wind gusts of 90 km/h or greater; or • flash floods; or • lightning that causes death, injury or damage; or • tornadoes, or any combination of these. (BoM)
Shelter in Place (SIP)	The process of staying where you are and taking shelter, rather than trying to evacuate. This usually means selecting a small, interior room, with no or few windows, and taking refuge there.
State Instructional Institution	An educational institution established under s.13 or 14 of the Education (General Provisions) Act 2006, namely State primary, secondary or special education schools, environmental education centres or outdoor education centres.
Storm Surge	A storm surge is a rise above the normal water level along a shore resulting from strong onshore winds and / or reduced atmospheric pressure. Storm surges accompany a tropical cyclone as it comes ashore. (BoM)
Stormwater flooding	Inundation caused buy local run-off rather than water rising from a watercourse. It includes run-off exceeding the capacity of the drainage system. (Bureau of Transport and Regional Economics)
Storm Tide	The combination of a **storm surge**, tidal peaks, a shallow coastal gradient, and on-shore winds. A storm tide effect may be increased by funnelling due to coastal terrain.
Storm Tide Information Bulletin	An initial estimate of the possible storm surge associated with a coastal crossing of a severe tropical cyclone at the forecast intensity. (Note: the estimate includes only the storm surge, the actual storm tide would also depend on the wave setup and the normal tide height at the time of crossing).
Storm Tide Warning (Preliminary)	Issued during a Cyclone Warning phase when a storm tide risk is identified and it is expected that wind gusts along the threatened coast could Increase to 100 km/h or more within 24 hours.
Storm Tide Warning	Issued 12 hours before wind gusts of 100 km/h winds are predicted. Storm tide heights in the warnings are referenced to AHD. Warnings will be updated at 3 hourly intervals. A Final Storm Tide Warning will be issued after the cyclone has crossed the coast or ceases to be a threat.
Sustainability	The capacity to endure, the ability of a system to maintain processes, functions, biodiversity and productivity into the future.
Time Past-a-Point	Time taken for all people to pass a point on the evacuation route.
Tornado	These rarest and most violent of thunderstorm phenomena are rapidly rotating columns of air that descend in the well-known funnel shape from the base of a storm cloud. A tornado vortex, which can range in width from a few metres to hundreds of metres, usually whirls clockwise (viewed from above) and contains very damaging winds that may reach more than 450 km/h. (BoM)
Travel Time	Time taken for a person to travel the evacuation route.

Tropical Cyclones	Tropical cyclones are intense low pressure systems which form over warm ocean waters at low latitudes. Atmospheric circulations rotate clockwise in the southern hemisphere, and anti-clockwise in the northern hemisphere. Tropical cyclones are associated with strong winds, torrential rain and storm surges (in coastal areas). Tropical Cyclone Category System **Category 1** *(tropical cyclone)* Strongest winds are GALES with typical gusts over open flat land of 90 - 125 km/h. **Category 2** *(tropical cyclone)* Strongest winds are DESTRUCTIVE winds with typical gusts over open flat land of 125 - 164 km/h. **Category 3** *(severe tropical cyclone)* Strongest winds are VERY DESTRUCTIVE winds with typical gusts over open flat land of 165 - 224 km/h. **Category 4** *(severe tropical cyclone)* Strongest winds are VERY DESTRUCTIVE winds with typical gusts over open flat land of 225 - 279 km/h. **Category 5** *(severe tropical cyclone)* Strongest winds are VERY DESTRUCTIVE winds with typical gusts over open flat land of more than 280 km/h. (BoM)
Tsunami	A tsunami is a series of ocean waves with very long wavelengths (typically hundreds of kilometres) caused by large-scale disturbances of the ocean, such as: • earthquakes • landslide • volcanic eruptions • explosions • meteorites These disturbances can either be from below (e.g. underwater earthquakes with large vertical displacements, submarine landslides) or from above (e.g. meteorite impacts). (BoM)
Warning Time	Time taken to advise people in the evacuation zone to evacuate.
Withdrawal Time	Time taken to withdraw people from the evacuation zone. The withdrawal time is the sum of the time taken preparing to leave, the travel time and the time past-a-point.
Wave Setup	An increase in the mean water level towards the shoreline caused by wave action. It can be very important during storm events as it results in a further increase in water level above the tide and surge levels
Wave Run up	The rush of water up a beach after a wave reaches the shoreline. The amount of wave run up is the vertical distance between the maximum height on the beach the rush of water reaches and the still water level. Wave run up is dependent on a number of factors including wave height and period, and the slope and composition of the beach.
Welfare	The provision of immediate and continuing care of disaster affected persons who may be threatened, distressed, disadvantaged, homeless or evacuated and the maintenance of health, well-being and prosperity of such persons with all available community resources until their rehabilitation is achieved.

References

- Emergency Management Australia Manual Series - Manual 10 Recovery, 2004
- Emergency Management Australia Manual Series - Manual 18 Community and Personal Support Services
- Emergency Management Australia Manual Series - Manual 38 Communications, 1998
- Emergency Management Australia Critical Infrastructure Emergency Risk Management and Assurance, January 2006
- Emergency Management Australia Emergency Risk Management Process
- Emergency Management Queensland Operational Guidelines 2004
- Emergency Management Queensland Major Disaster Evacuation Plan
- Department of Transport and Regional Services, Natural Disaster Relief & Recovery Arrangements
- Disaster Management Act 2003
- Disaster Management Strategic Policy Framework 2005
- Australian Emergency Management Glossary 1998
- AS/NZS Standard 4360:2004 Risk Management treatment options
- Queensland Management Planning Guidelines 2005
- Hervey Bay City Council, DMP, Welfare sub-plan section 4
- SafePlan 2
- Fraser Coast Regional Council Risk Management Policy
- LTC Strategic Risk Management Review
- Wide Bay Water Corporation, Corporate Risk Management Plan
- FCRC Media Policy Docs # 806324
- Hervey Bay Building Management Plan 1999
- Maryborough Building Management Plan 2004.

Section 1 – Introduction

1.1 Purpose of the sub plan

The purpose of the Fraser Coast Regional Council Local Disaster Management Welfare Sub Plan is to:

- Ensure the safety and sustainability of the local community
- Reduce or eliminate risk to the community
- Assist in alleviating distress and hardship in the community in the event of an emergency or disaster
- Ensure the region is able to provide immediate and continuing care to the community
- Ensure compliance with the Disaster Management Act 2003.

1.2 Key objectives

The key objectives of the Fraser Coast Regional Council Local Disaster Management Welfare Sub Plan are to:

- Arrange emergency accommodation for disaster affected residents
- Provide a list of suitable resources and welfare groups
- Coordinate and provide adequate feeding arrangements
- Establish arrangements for material assistance
- Provide catering for emergency workers as agreed
- Coordinate and establish a single point service delivery facility as required
- Provide health and other related services that may be needed or as directed
- Provide a link between the response and recovery phases.

1.3 Testing and review

This sub plan is reviewed in accordance with the review policy outlined in the Fraser Coast Regional Council Local Disaster Management Plan, Part 1 Main Plan.

Section 2 – Local Community Welfare Committee

2.1 Purpose of welfare

Welfare is often required in the event of a disaster or emergency to provide immediate and continuing care to emergency affected persons who may be threatened, distressed, disadvantaged, homeless or evacuated. It includes the maintenance of individual's health, well-being and prosperity using all available community resources until rehabilitation can be achieved.

Welfare services are most effective when:

- They are delivered in a planned, prompt and empathetic method
- All sectors of the community affected by the disaster have access to them
- The affected community is consulted regarding the development and organisation of such services
- They support the sharing of information between agencies
- They are incorporated with all other services
- They support and assist changes to community infrastructure during the recovery process
- The importance of cultural and spiritual ideals are recognized and catered for
- Appropriately skilled personnel and resources are utilised.

This sub plan is concerned with the coordinated delivery of immediate and continuing care, including the maintenance of health and well-being to those persons who have been affected by a disaster by the Local Disaster Welfare Group.

2.2 Role and responsibilities

The role of the Local Community Welfare Committee (LCWC) is to assist the Local Disaster management Group (LDMG) in the provision of emergency welfare in response to a disaster.

The responsibilities of the Local Community Welfare Committee are to coordinate the provision of immediate to short-term welfare needs to:

- Identify and assess the needs of disaster affected individuals and families
- Provide information to the community such as resources and services available
- Identify and coordinate locations to be utilised as Welfare Centres

- Liaise with the Department of Communities about establishing a Community Recovery Centre, if required
- Assist with the logistics and supply of material and human resources.

Membership

The LCWC consists of the following core members:

- LCWC Coordinator
- Queensland Department of Communities
- Fraser Coast Regional Council
- Queensland Health
- Lifeline
- Salvation Army
- Red Cross
- State Emergency Service.

Other support agencies that may provide a representative include:

- Country Women's Association
- St Vincent de Paul Society
- Aboriginal/Islander Community Organisations
- Ethnic/National Grouping Community Organisations
- Local churches and religious groups.

Committee Teams

For ease of control a range of teams may be established within the LCWC, based on likely functions and roles, such as catering or health services teams. The number and type of teams will depend on the scale and nature of the disaster and will be determined at the time. It is recommended that different teams be established in the advent of a large scale disaster requiring a wide range of services to a large number of the community.

Meetings

The LCWC will meet as required to plan, prepare and deliver community welfare and support for one or more areas within the Fraser Coast Region that may be impacted by a disaster.

Local Community Welfare Committee Structure

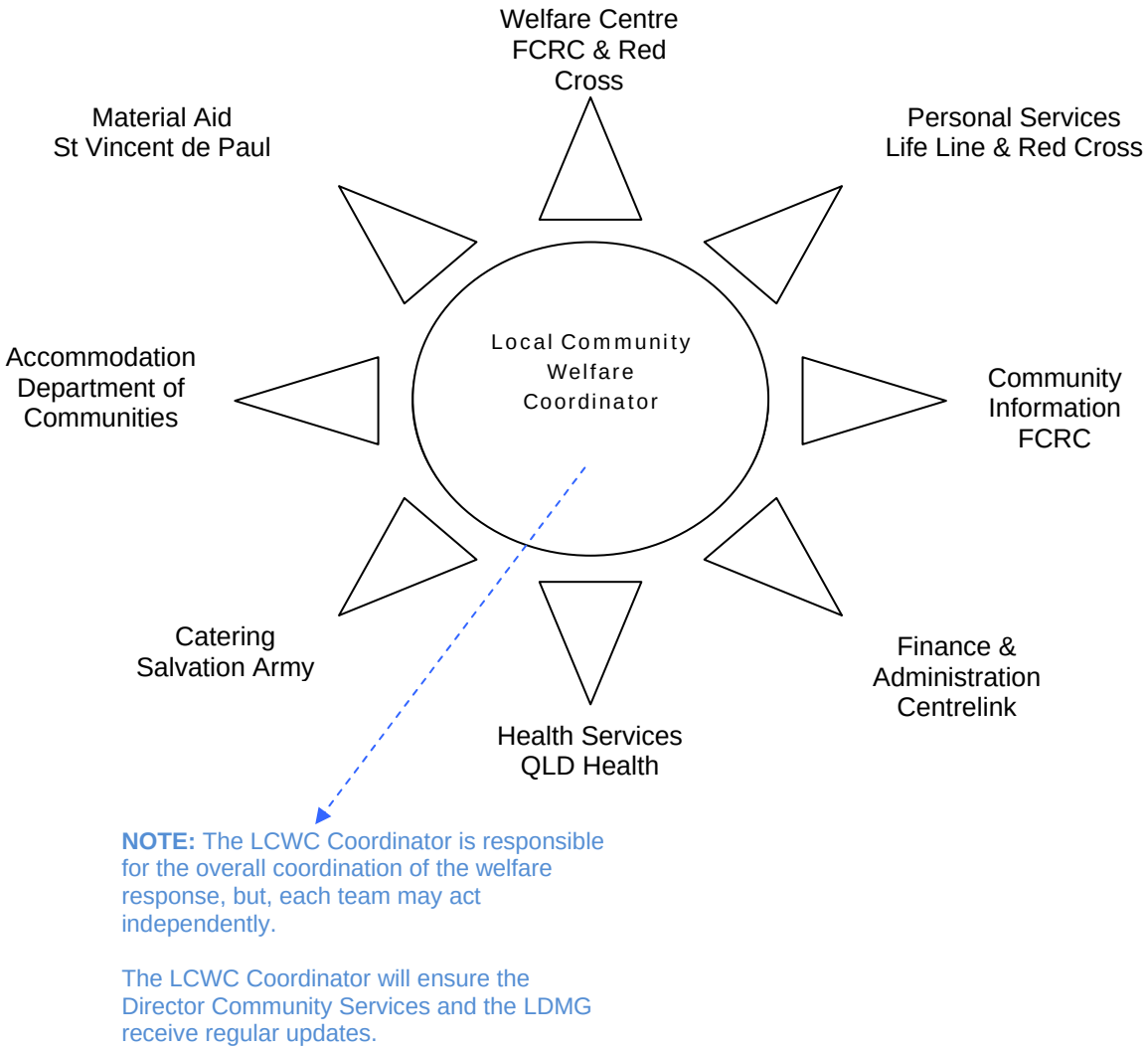

Figure 5.1: Local Community Welfare Committee structure

Local Community Welfare Coordinator

The Local Community Welfare Coordinator is responsible for the overall coordination of the welfare effort in the event of a disaster and will be located in the LDCC. The person will be the liaison between the LDMG, COT and the Local Disaster Welfare Committee.

Specific Local Community Welfare Coordinator duties:

- Coordinate the establishment of a welfare control centre if required
- Keep the LDMG informed through the LDCC Coordinator
- Be prepared to attend LDMG briefings and meetings
- Coordinate resources and staff
- Activate additional service providers as necessary
- Conduct planning conferences with leaders of service providers

- Formulate plans and deliver operational instructions
- Prepare situation reports
- Request assistance and resources from the LDMG on behalf of the LCWC
- Conduct exercises to test and evaluate welfare response
- Direct and controls tasks as required
- Provide advice to state and districts level disaster organisations in ensuring that welfare centres are adequate for the purpose.

Support staff

Support staff includes those who will assist lead agencies in the provision of welfare services such as catering, accommodation, personal services, community information and other needs determined by the LDMG and LCWC. Support staff may include (but is not limited to):

- Council staff
- Local community groups
- Local financial institutions
- Service clubs
- Non-government organisations
- Local media
- Volunteers.

Section 3 – Detailed Planning

3.1 Activation

The activation of the Local Community Welfare Committee will be authorised by the LDMG, District Disaster Coordinator or the Department of Communities (DOCs). The Council Operations Team (COT) may also activate in the LCWC following consultation with the Coordinator.

Once activated, the LCWC will have to determine the level and duration of services required, according to the type, severity and impact of the disaster.

Appendix 5A is a supporting information file for key appointments of the LCWC and welfare support agencies. This form is designed to be completed prior to or at the first meeting of the committee when the structure is determined and key appointments are identified. The list is then duplicated and provided to all committee members.

To assist staff in setting up a Welfare Centre a checklist is attached as Appendix 5B of this document.

3.2 Welfare centres

The most common method for delivering welfare is through welfare centres. For smaller events the LCWC will establish local welfare centres on behalf of the FCRC. For a declared disaster or large scale event, welfare centres will be established by the Department of Communities.

When determining a suitable location for a welfare centre, refer Evacuation Centres Matrix, which lists a range of possible locations within the region and provides information regarding their capacity and facilities. Details of centres are listed in Part 9 of this plan under Appendix 7D

3.3 Welfare and support services

A number of primary functions are recommended when determining the objectives and priorities of the services to be provided. These primary functions include:

- Financial assistance
- Material aid
- Food / meals
- Personal support services
- Transport
- Counselling and support
- Information services
- Outreach services.

Welfare centres do not provide accommodation; this is provided in designated evacuation centres.

Financial Assistance

Following a Declaration of Disaster by the Minister, the following financial assistance can be accessed by eligible recipients under the Natural Disaster Relief and Recovery Arrangements (NDRRA) or State Disaster Relief Arrangements (SDRA) schemes.

The SDRA allows activation of assistance for disaster-affected individuals and communities following isolated disaster events that total less than $240,000, where Commonwealth funding commences.

The NDRRA assistance is provided based on a number of eligible measures. These measures are outlined in four categories which are drawn from the Natural Disaster Relief and Recovery Arrangements Determination document located on the Emergency Management Australia web site. The trigger point for funding assistance is $447,000 for the financial year 2010/11.

Category A is a form of emergency assistance that is given to individuals to alleviate their personal hardship arising from a natural disaster. The funds may be used to provide one or more of the following:

- Emergency food, clothing or temporary accommodation
- Repair or replacement of essential items of furniture and personal effects
- Essential repairs to housing, including temporary repairs and repairs necessary to restore housing to habitable condition
- Demolition or rebuilding to restore housing to a habitable condition
- Removal of debris from residential properties to make them safe and habitable
- Extraordinary counter disaster operations of direct assistance to an individual
- Personal and financial counselling aimed at alleviating personal hardship and distress arising as a direct result of the natural disaster
- Extraordinary costs associated with the delivery of any of the above forms of assistance.

Category B assistance can consist of one of the following types:

- Restoration or replacement of certain essential public assets damaged during the natural disaster
- Loans, subsidies or grants, which may take to form of concessional loans, freight subsidies and interest rate subsidies, to alleviate the financial burden of costs incurred by businesses, primary producers, individuals and non-profit bodies
- Counter disaster operations for the protection of the general public.

The assistance outlined under category B could consist of the following:

- A scheme of loans assistance at a concessional interest rate to small business or primary producers
- A scheme of loans assistance at a concessional interest rate to needy individuals or voluntary non-profit bodies
- Freight subsidy to primary producers

- Interest rate subsidy to small businesses or primary producers
- Grants to needy individuals or voluntary non-profit bodies.

Category C assistance is a community recovery package designed to support a holistic approach to the recovery of regions, communities and sectors affected by a natural disaster. Expenditure from the fund is aimed at community recovery and is administered by the State Government in close collaboration with the FCRC and the LDMG.

Category D assistance is an act of relief or recovery carried out to alleviate distress or damage in exceptional circumstances as determined by the Minister.

Another form of assistance that may be available is relief provided by charities and non government organisations. During the disaster, these bodies will be able to assist individuals who have been displaced and require food, shelter and water. For example the Red Cross may assist with the provision of shelter and the Salvation Army may provide catering services.

Material aid

Clothing, bedding, toiletries, basic furniture, cooking equipment, toys, and specialised goods for the care of infants and the aged are typically personal and household items required following a disaster. One or more organisations are needed for the collection, transportation, storage and distribution of material aid. Category A NDRRA funding may be used to assist in the provision of material aid. There are also many local organisations that may be able to assist including St Vincent de Paul.

Refer to the Supporting Information file at Appendix 5A for a comprehensive list of organisations that may be able to assist.

Food / Meals

Catering will be provided to those in the community affected by the disaster as well as staff and volunteers involved in the recovery effort. This will be coordinated by the LCWC or district and state level organisations, and involve local organisations such as the Salvation Army, local churches, etc. Category A NDRRA funding may be used to assist in the provision of food and meals.

Refer to the Supporting Information file at Appendix 5A for a comprehensive list of organisations that may be able to assist.

Personal support services

Personal support services are generally addressed after shelter as well as food and clothing have been provided and can include, counselling, child/aged care, transportation and tracing relatives and friends, etc. These services are most often provided on a one to one basis and can involve a variety of local agencies including Lifeline, Red Cross, Disability Services Queensland, Nursing facilities, etc. Category A NDRRA funding may be used to assist in the provision of personal support services.

Refer to the Supporting Information file at Appendix 5A for a comprehensive list of organisations that may be able to assist.

Transport

Most people will transport themselves, but some individuals and groups in the community will require transportation to and from welfare and associated centres. The type and capacity of transportation available will be determined by the type of disaster and the extent of the impact. Local agencies and businesses include the FCRC, local taxis, transportation companies, etc.

Refer to the Supporting Information file at Appendix 5A and 7A for a comprehensive list of organisations that may be able to assist.

Counselling and support

A counselling team coordinated by the Department of Communities comprising of counsellors from Centrelink, Lifeline, Mental Health services, and local community agencies will be available to all members of the community and emergency services suffering emotional reactions as a result of the disaster effects. The team members will be deployed as required or provide services from a central location, such as a welfare centre.

Refer to the Supporting Information file at Appendix 5A for a comprehensive list of organisations that may be able to assist.

Information services

Effective communication channels need to be established to provide the community with timely, accurate and relevant information. Information should include:

- The welfare support services available
- The development services available
- When, where and how to access those services.

This information will be delivered through a 1300 information line, print media, posters, noticeboards, community agencies, radio, television, outreach visitation and public meetings. Refer to Part 8 Communication Sub Plan for details of the various communication methods available.

Outreach services

The LCWC may be required to provide outreach services for community members that don’t have easy access to transport. An outreach service is where a team calls on residents within the disaster affected area, delivering information on the services available and determining those who require additional services including what those services are. Team members will need to have suitable skills and qualifications to make accurate assessments of the people they visit. Typically a team will include health practitioners who are able to assess the physical and mental well being of members of the community.

Special considerations

The Fraser Coast Region is considered a major tourist destination with Fraser Island and high profile tourism activities, such as whale watching, attracting large numbers of tourist to the region throughout the year. There are also a number of community events that also cause a significant increase in the population. The table below outlines some of the periods and events that affect the region.

Event	Month of Event	Considerations
Whale Festival and watching season	August-October	10,000 extra persons Hervey Bay
School holidays	Christmas / New year Easter June / July September / October	Camping on Fraser Island, beachfront caravan parks, camping grounds and accommodation areas.
Christmas period	December-February	Large number of campers
World's greatest pub crawl	June	5000 – 6000 extra people in the Maryborough CBD.
Fraser Island fishing competition	May	1500 – 3000 additional people on Fraser Island
Backpackers / Tourists	All year	Additional people with language / cultural barriers in the region holidaying.
Technology Challenge	September	High School Students camping, 4,000 extra persons, Maryborough
Mary Poppins Festival	July	5000 – 6000 extra people in the Maryborough CBD
Multicultural Festival	March	5,000 extra persons Language and Cultural barriers, Hervey Bay
Scout Jamboree	January 2013	15,000 extra young adults, language and cultural barriers. Maryborough Showgrounds
Seafood Festival	August	4,000 extra persons, Hervey Bay

Planning for the provision of welfare will need to take into consideration the transient population that may be in the area during a disaster. Apart from requiring an increased volume of resources, the tourist element may create further issues stemming from cultural differences and language barriers.

Section 4 – Transition to full Recovery

4.1 Emergency Welfare Centres

As the disaster abates the services required will change from a response and recovery focus to a recovery focus. It is likely that some welfare centres will continue to operate through the recovery phase, but as the needs of the community change, they will be gradually closed down. At the same time, district or state level organisations may still operate recovery centres in the region.

Essentially many of the services are the same, or similar, within the recovery centre, however the focus is on longer term repair and recovery, not emergency relief. Recovery centres are likely to need fewer resources than a welfare centre as the need for emergency relief services such as food and shelter reduces. Additionally it is likely that less recovery centres will be required than welfare centres. The decision to close welfare centres or transition them to district or state level organisations for use as recovery centres is made by the LDMG Chair in consultation with the LCWC and FCRC.

4.2 Local Community Welfare Committee

The decision to stand down the LCWC and have these responsibilities assumed completely by the FCRC will be made by the LDMG Chair in consultation with the LCWC Coordinator and FCRC.

For more detail on the recovery phase, refer to LDMP Part 3 Recovery Sub Plan.

Appendix 5A – Supporting Information

The supporting information file for the Local Disaster Management Plan is maintained electronically. Follow this file path for the latest version of the supporting information file: Docs# 857228

Appendix 5B – Welfare Centres Checklist

WELFARE CENTRES CHECKLIST		
Outline: This checklist is to be used when a requirement exists to establish an evacuation centre and/or welfare centres.		
Responsible Officer:	Local Community Welfare Committee Coordinator	
Alternate Officer:		

	Action/s	Time Actioned
Prior to Establishment		
1	Gather and collate information about anticipated numbers of community members requiring support and what is the range of services required	
2	Identify appropriate centres taking into account: • Capacity • Location (safety) • Power sources • Length of stay capability • Facilities (toilet, shower, kitchen) • Facilities for special needs groups • Pets • Security	
3	Appoint Welfare Centre Managers / supervisors • Arrange keys • Appoint NRIS registration person	
4	Identify and coordinate support personnel for the centre/s • Appoint first aider • Appoint counsellor • Appoint security person • Arrange food and drinks	
5	Provide logistic support to the centres, outreach teams and operational personnel	
6	Establish communication links with LDCC and other operational teams	
7	Prepare and release information to the public and media regarding the assistance, functions and facilities available. Coordinate with the LDCC Communications Officer	
8	Develop a reporting timetable with the LDCC	
Ongoing Actions		
9	Prepare and coordinate a roster for support staff	
10	Implement an information management system to notate and monitor the movement of resources	
11	Gather and collate information regarding community members needing assistance – forward this information through regular updates to the LDCC Coordinator.	
12	Coordinate the registration process for community members	

13	Provide a regular SITREP to LDMG	
14	Closely monitor and coordinate catering, water, waste and sanitation requirements – consider appointing monitoring roles to appropriate staff	
15	Coordinate the availability of medical services e.g. counselling, first aid	
16	Record and monitor the financial transactions	
17	Coordinate and supply transport for affected community members to and from the Evacuation / Welfare Centre and other required locations – request support through the LDCC Coordinator	
Stand Down		
18	Prepare and release information to the public and media regarding stand down procedures – consult with FCRC and LDMG. All communication is coordinated by the LDCC Communications Officer	
19	Coordinate the collection of refuse and equipment collection	
20	Ensure the centres are returned to pre emergency status prior to handover to provider	
21	Coordinate community feedback session – targeted feedback from individuals is sufficient	
22	Conduct de-brief session/s with centre, support and operational staff and record lessons learned and feedback	