LDMP – Part 4 Local Disaster Coordination Centre Sub Plan 2010

Rowland.

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LDMP Part 4 Local Disaster Coordination Centre 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 Fraser Coast Local Disaster Coordination Centre Sub Plan addresses the Council's strategies to effectively establish and manage a Disaster Coordination Centre in the event of an emergency situation or disaster in the Fraser Coast Region. The plan identifies the roles and responsibilities within council in ensuring the required resources are available to run a multi-organisational centre prior to, during and after an emergency event or disaster.

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 4 Local Disaster Coordination Centre 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 4 Local Disaster Coordination Centre 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 4 Local Disaster Coordination Centre sub plan, version number 2, dated 9th December 2010 *o*n ___/ ___/ 2010, resolution No*.*

The Fraser Coast Regional Council Local Disaster Management Plan is hereby approved for distribution.

……
Signature

……
Print Name

Chief Executive Officer
Fraser Coast Regional Councilp

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

Amendment Register and Version Control

1. The Fraser Coast Local Disaster Management Group Executive Officer is responsible for approving the 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 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, structure and roles

Distribution List

Fraser Coast Regional Council	3 copies (includes public display copy)
Fraser Coast Regional Library	1 copy
Fraser Coast Local Disaster Management Group	1 copy each
Chair Maryborough Disaster District Management Group	1 copy
Area Director Emergency Management Queensland	1 copy
Local Controllers SES	1 copy
SES Group Leaders	1 copy each
Lead Agencies	1 copy each
Bundaberg Regional Council	1 copy
Gympie Regional Council	1 copy
North Burnett Regional Council	1 copy
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
- Safe Plan 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 Coordination Centre Sub Plan is to:

- Determine Standard Operating Procedures (SOP) for the activation and conduct of the Local Disaster Coordination Centre (LDCC) in response to a disaster event.
- Coordinate relief and support to isolated communities in an effective and efficient timeframe
- Coordinate offers of assistance and resources during an disaster event
- Coordinate the collection and dissemination of accurate, useful and timely information and warnings during a disaster event
- Coordinate the use of transport resources to support response, recovery and assistance missions
- Provide and environment for effective liaison between the LDMG, Council and other agencies involved in the disaster event
- Ensure compliance with the *Disaster Management Act 2003.*

1.2 Key objectives

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

- Ensure resources are utilised and coordinated efficiently and effectively to meet the needs of the community prior to, during and after an emergency event
- Ensure the safety and sustainability of the local community
- Minimise the effects of a disaster on the local community
- Ensure the level of response required for an event is closely monitored, planned and managed to meet the needs of the community
- Ensure Council works collaboratively and cohesively with other emergency agencies prior to, during and after an event
- Ensure communication of information is distributed to all stakeholders prior to, during and after an event
- Ensure all events are recorded accurately for debrief and evaluation after the event
- To provide LDCC support staff with guidelines and duties.

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 Disaster Coordination Centre Operations

2.1 Purpose of the Local Disaster Coordination Centre

The role of the Local Disaster Coordination Centre (LDCC) is to provide the Local Disaster management Group (LDMG) with the equipment and support required to plan and coordinate effective disaster management operations.

The LDCC is to be used as a command centre by the LDMG to plan and conduct disaster management operations. The LDCC is to be equipped with sufficient office facilities and supported by coordination and administrative staff to allow the LDMG to focus on disaster management operations. The LDCC is not responsible for providing communication equipment to all responding agencies; however, it is required to provide information services support and basic telecommunication facilities.

2.2 LDCC support staff

The Fraser Coast Regional Council (FCRC) will provide a small support team led by the LDCC Coordinator. This group is responsible for ensuring the LDCC operates smoothly and efficiently by providing administrative and coordination support. The group is also required to collect and distribute information from and to all contributing agencies.

The support staff group includes the following:

- LDCC Deputy Coordinator
- Two (2) Scribes
- Communication Officer
- Additional administrative and specialist support as required.

The size and composition of the LDCC support staff group is flexible and scalable depending on the nature of the disaster. The staff will be drawn from FCRC and may be required to engage in dual roles e.g. the Communication Officer supports the LDMG and Council Operations Team (COT).

2.3 Training

The LDMG Executive Officer is responsible for selecting appropriate people to fulfil roles in the LDCC support staff group. The person nominated as the primary LDC is responsible for training and practicing potential LDCC support staff. Training is to be conducted regularly to ensure the LDCC operates smoothly and efficiently to maximise the ability of the LDMG to plan and conduct disaster management operations.

Section 3 – Activation Process

3.1 Levels

There are five levels of activation, escalation and reduction in the LDMG activation process:

- Alert
- Stand-by
- Activation
- Stand-down
- Debriefing

The level of activation will depend entirely upon the complexity, nature and extent of an event. In the initial stages of an event or disaster, the LDMG XO and FCRC CEO will assess the situation and determine the scale of the event. If they determine the Council and responding agencies can deal with the event under normal operations, neither the COT nor LDMG will be activated.

As the effects of an event escalate, the COT will activate to deal with the situation. If the situation escalates further, the LDMG will be activated to provide enhanced command, control and coordination to ensure the effective utilisation of the Fraser Coast Region's resources. In the event of a disaster requiring LDMG activation, the COT must be activated, if not already in operation.

3.2 Authorisations and Actions

The LDCC and support staff are activated at the same time the LDMG is activated and in accordance with the LDMG activation process.

Alert

When a threat has been identified the LDMG Executive Officer will maintain a watching brief and monitor the situation.

Stand-by

The LDMG Chair or Executive Officer may initiate the Standby. At this stage the main focus is monitoring and tracking the potential event and is largely dependent upon lead time. DDC advised of the situation

Council staff, LDMG members and Liaison Officers are placed on standby.

LDC gets the LDCC to minimal operating capacity with staff as determined by the situation and as directed by the Executive Officer.

Activation

The Mayor will activate the LDMG on advice from the Executive Officer and District Disaster Coordinator.

The decision to activate the LDMG will automatically result in the activation of the LDCC and support staff. The COT will be activated at this time if not already activated

The LDCC is brought to appropriate operational status with appropriate staffing levels dependent upon circumstances. Refer to activation procedure in SOP link in Appendix 4A

Communications are established with DDCC and Liaison Officers from various agencies attend the LDCC as required.

The LDCC remains operational until all requests for assistance are met or can be managed by the COT.

Stand-down

The LDMG Chair will decide when to stand down the LDMG on advice from the LDMG Executive Officer, Incident Controller or by the DDMG.

The LDCC is closed and the Executive Officer advises the DDC of the stand down and forwards the final Situation Report to the DDC.

Debriefing

The Executive Officer is responsible for arranging and chairing a debrief of the LDMG and LDCC support staff as soon as practical following the event. The intent of the debrief session is to review resources (including allocation) processes, operational procedures and other issues post-event with a view to improving operational effectiveness. A report including recommendations will be produced following the debriefing process.

Section 4 – LDCC Locations & Set Up

4.1 Primary Location

Fraser Coast Regional Council Hervey Bay City Office
77 Tavistock St
Torquay, QLD 4655

4.2 Alternate Location

Fraser Coast Regional Council Maryborough Works Depot
Morton Street
Maryborough, QLD 4650

4.3 Room Layout

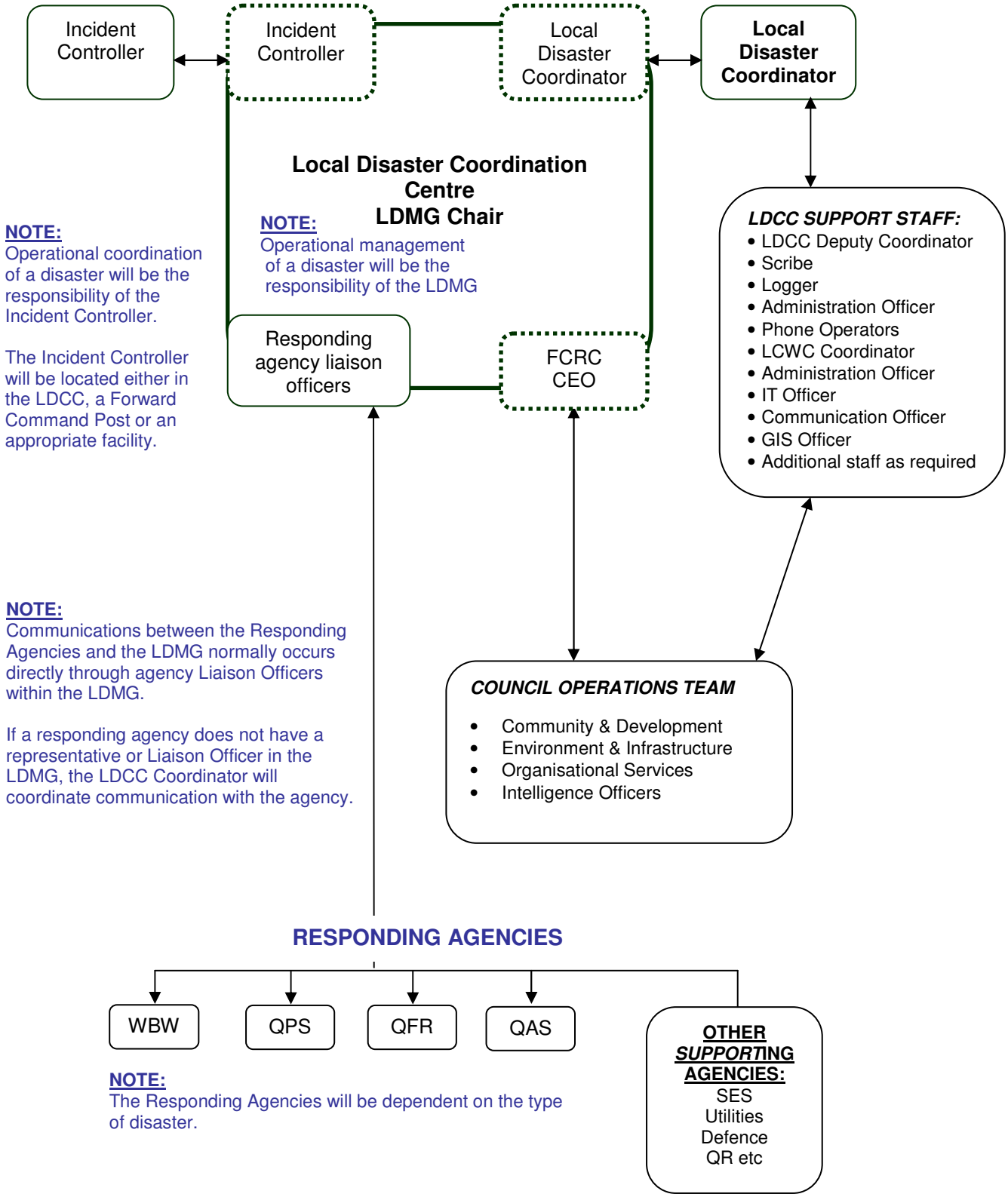
– refer to Appendix 4B

4.4 Resources and Equipment

– refer to Appendix 4B

Section 5 – Structure and roles

5.1 LDMG overview



5.2 Support Staff Roles and Responsibilities

Local Disaster Coordinator (LDC)

The LDC is responsible for the overall coordination of the LDCC, supply of resources and staff and information management for the effective operation of the LDCC and to provide assistance to the Incident Controller and LDMG.

Specific LDC duties:

- Ensure the LDCC is in a state of operational readiness
- Coordinate the operation of the LDCC and the processing of operations information
- Provide situational updates and materials for briefing and debriefing sessions to the Incident Controller and/or LDMG
- Coordinate attendance at meetings and facilitate briefs as requested by the LDMG
- Supervise the establishment and maintenance of an administrative and financial system for resources and finances expended for the LDCC
- Act as a liaison between the Incident Controller / LDMG and the COT to assist in the facilitation of resource support at a local level
- Assist in training staff to operate the LDCC efficiently on a continuous basis
- Contribute to the review of Part 4 Local Disaster Coordination Centre Sub Plan
- Assist with the development of situation reports and other documents for submission to District and State Disaster Coordination Centres.

For the LDC duty card, refer to Appendix 4A.

LDC Deputy

The LDC Deputy is responsible for the supervision of the LDCC administration staff and supporting the LDC with information collection and distribution.

Specific LDC Deputy duties include:

- Relieve the LDC if required
- Ensure the LDCC is in a state of operational readiness
- Identify and supply sufficiently trained personnel, adequate material and electronic resources to enable the effective operation of the LDCC
- Supervise the establishment of the LDCC
- Develop and coordinate a proposed roster for all support staff
- Collection of information from responding agencies
- Assist the LDC to draft situation reports (SITREPs) and other reports as required
- Screen and access information received and provide advice on the required actions
- Coordinate and ensure maps, charts and status boards are accurately and regularly updated

- Organise sufficient refreshments and catering
- Ensure adequate provision of emergency power
- Attend relevant LDCC training sessions as scheduled.

For the LDC Deputy duty card, refer to Appendix 4A.

Scribe

The Scribe is responsible for the collection and recording of all incoming and out-going information and general administrative duties at the coordination centre.

Scribe duties include:

- Complete all administration tasks / duties as directed by the LDC Deputy
- Assist with the setup of the LDCC
- Register and log all correspondence to the LDMG
- Ensure all priority or urgent messages are delivered to the LDC Deputy punctually
- Plot and update information on maps regularly
- Regularly update the information on charts and status boards
- Operate a concise and efficient filing and registry system for all documentation
- Attend relevant LDCC training sessions as scheduled
- Assist with returning the LDCC back to a 'ready' state.

For the Scribe duty card, refer to Appendix 4A.

Communication Officer

The Communication Officer is responsible for assisting in the development of the communication strategy and communication materials on behalf of the Incident Controller and LDMG.

Communication Officer duties include:

- Assist the Incident Controller and LDMG Chair with drafting official communication for release to media and the community
- Provide media advice and support to the LDMG
- Apply the processes outlined in the Communication Sub Plan
- Refer external communication materials to the LDMG Chair (and Incident Controller) for approval
- Assist in developing a media strategy
- Provide an opportunity and means for community and stakeholder input and feedback through community forums as required
- Coordinate and provide information to the COT.

For the Communication Officer duty card, refer to Appendix 4A.

Section 6 – Operating Procedures

6.1 Information management

Information management is critical to effective disaster management. LDCC support staff are responsible for managing the flow of information in and out of the LDCC and for efficient information sharing and dissemination with the LDMG.

The key components of information management in the LDCC are:

- Registry
- Briefs and reports
- Status boards
- Personal log.

Registry

The LDCC Support Staff are responsible for establishing a Registry to capture and record details of information being sent from and to the LDMG. There are four key components of the LDCC Registry:

- Staff Registration Form
- Operations Events Log
- Document Tracking System
- Telephone Messages.

Staff Registration Form

The LDC is responsible for establishing and running a Staff Registration Form once the LDMG is activated. The form is designed to capture details of all staff and visitors to the LDCC and how much time they spend in the LDCC. The form assists the LDC manage staff rotations and workloads, A copy of the staff registration form is contained in Appendix 4A

Operations Events Log

The LDC is responsible for establishing and running an information log once the LDMG is activated. The log is designed to capture details of all correspondence to and from the LDMG, including situation reports and updates from local, district and state agencies. The log also records the LDMG decisions and actions of the LDMG, such as the decision to evacuate an area and the conduct of update briefs and meetings.

The log may be a hand written document, however it is recommended that it is established as an electronic log for ease of management. If the resources are available the LDC may elect to establish a database to be used as the log.

The log can also be used as a tool to review the LDMG's response and management of the disaster during debrief**.** A copy of the operations events log is contained in Appendix 4A

Document Tracking

In addition to the log, copies of LDMG correspondence must be made and filed for later reference. The LDC is responsible for ensuring an effective document tracking system is put in place and that the Scribe/s are proficient in using it.

The LDC may be required to establish both electronic and hard copy filing systems.

Telephone Messages

An official telephone message sheet is used to accurately record details of phone conversations to ensure the appropriate person receives the information. The message sheet may be utilised to capture information from other forms of communication including faxes, emails and text messages. A copy of the telephone message sheet is contained in Appendix 4A.

Briefs and reports

Initial brief

Upon activation of the LDMG, the LDC is to collect information regarding the situation in order to assist the LDMG Chair prepare an initial brief. The LDMG Chair is responsible for delivering the initial brief to the LDMG.

The LDC is to maintain a record of the initial brief and be prepared to deliver it on behalf of the LDMG Chair to LDCC Support Staff and responding agencies as they are activated. A copy of the initial brief is contained in Appendix 4A.

Update brief

Update briefs are used to keep members of the LDMG informed of the situation, the progress of the response, and any new developments. The update brief is generally conducted by the Incident Controller or LDMG Chair. The LDC is responsible for ensuring status boards and logs are current prior to the conduct of update briefs. A copy of the update brief is contained in Appendix 4A.

Situation report (SITREP)

Situation reports are a written record prepared by the LDMG with summarised information concerning the event, including resources deployed, activities for the period covered (both past, present and future intentions), damage assessments and any other relevant information.

SITREPs are regularly generated for district and state level organisations to provide an accurate update of operations at the local level. The LDC will collect

input from all responding agencies and assist the LDMG XO to develop a SITREP on behalf of the LDMG. SITREPs are also distributed to responding agencies to keep aware of each other's current activities and future operations being planned by the LDMG. A copy of the SITREP is contained in Appendix 4A.

Request for Assistance

Requests for assistance are made when LDMG resources are fully utilised or not appropriate for the situation. The LDC will collect input from all responding agencies and assist the LDMG XO to develop a request for assistance on behalf of the LDMG. This request is sent to the DDC in the first instance to provide assistance required. Should the DDC be unable to meet the request the DDC will forward the request to the SDCC. A copy of the Request for assistance is contained in Appendix 4A.

Status Boards

The status boards are records of all key events (including briefings, shift hand-over and visits), offers of assistance and the allocation of resources, decisions and major items of communication. All recordings are to be made in chronological order. The maintenance of the status boards is the responsibility of the LDCC Deputy Coordinator.

The status boards maintained in the LDCC are:

- Offers of Assistance Board
- Current Operations Log
- Resource Allocation
- Situation Overview
- LDCC Information Board
- Emergency Contacts

Copies of the status boards are contained in Appendix 4A.

Personal log

This document is to be used by the following LDCC appointments to record the details of their activities throughout the disaster:

- LDC
- LDC Deputy
- Communications Officer.

The personal log is used to record tasks allocated to the individual, the actions they undertake and subsequent outcomes. This log is handed to relief staff at shift change to assist with the smooth operation of the LDCC. A copy of the personal log is contained in Appendix 4A.

6.2 Shift handover brief

This document is to be used as an aid to assist the changeover from one LDCC team to another.

Each shift handover is to be recorded in the Information Log and all Shift Handover briefs are filed in accordance with the document tracking system. Key staff must also pass on their Personal Log to the person relieving them during the handover. A copy of the Shift Handover brief is contained in Appendix 4A.

6.3 Internal communication

Where possible, LDMG members will use telephone and internet communications throughout the disaster. The LDCC is to be equipped with internet access and telephones for use by the LDMG and LDCC Support Staff. The LDCC Support Staff will also provide IT and telecommunications trained staff to assist with set-up and provide ongoing support.

Responding agencies are to provide communication equipment and liaison staff to the LDCC as the FCRC has limited radio communications systems and trained personnel.

6.4 Public communication

The FCRC will develop and maintain systems and strategies in order to warn the community: prior to, during and post an event and/or to activate the community e.g. during evacuation operations. This strategy will include collaboration with the Department of Emergency Services and other emergency response agencies as well as the use of the Standard Emergency Warning Signal (SEWS) in assisting the delivery of public warnings and messages.

Methods for warning the community include:

- ABC Radio, and other commercial radio stations for general alerts
- Television
- Council Website
- Media releases to local media
- Flood warning systems
- Posting of notices at major commuter terminals (e.g. ferry terminals, ferries and barges)
- Door-knocks (by SES and community groups).

Refer to Part 8 Communication Sub Plan for additional public communication details.

6.5 Standing Down

The LDCC and support staff stands down when the LDMG is stood down. A full debrief of the LDCC staff will take place as soon as is practical after stand down The final SITREP will be prepared and forwarded to the DDC.

Section 7 – Administration

7.1 Financials

Where applicable, the existing council financial policies and procedures are to be followed for transactions during a disaster. In some circumstances, transactions may be of an urgent nature, for these purchases there are provisions to modify the purchasing policies to expedite the transaction. The FCRC will provide specialist advice to the LDMG regarding financial management if requested. Requests for assistance and advice on financial issues are made to the LDCC Coordinator, who in turn will approach the FCRC.

Details regarding disaster management financial assistance programs are contained in Part 3 Recovery Sub Plan and Part 5 Welfare Sub Plan.

7.2 Security

Access to the LDCC and other Council buildings, during a disaster will be controlled by a suitable security contractor. The security contractor will need to ensure LDCC staff have Council ID cards or provide them with visitor cards giving access to the appropriate Council buildings and areas.

The LDC is responsible for coordinating security arrangements.

7.3 Staff Management

Rosters

The LDC Deputy is responsible for developing a shift roster for the LDCC Support Staff.

Staff Welfare

The LDC is responsible for the welfare of all people on shift in the LDCC.

Confidentiality

Staff working in the LDCC need to be aware there may be considerable interest in their operations. LDCC staff are not to discuss matters pertaining to the LDMG response to a disaster outside the LDCC.

Further, staff are not to discuss operational matters with media representatives, politicians or members of the public. Care should be exercised in discussing sensitive matters over the telephone and radio networks.

All requests for information from the media or public should be referred to the Police Media Officer or Communication Officer.

7.4 Catering

The LDC Deputy is to liaise with the COT to organise catering for the LDMG and LDCC staff. Local staff lunch rooms should be used as a 'break out' room for meal breaks.

7.5 Document handling

The LDC is to ensure all documentation, books, plans and papers produced within the LDCC or held by the LDCC are adequately protected from loss or theft. All staff are to be advised of correct information release procedures and security policy concerning document protection.

Sensitive files and records not required for current operations are to be stored in a lockable container in the LDCC. Once the LDCC is stood down the files are to be archived.

7.6 Waste disposal

A paper waste recycling box needs to be provided at the LDCC. It will be clearly marked as "LDCC Classified Waste" and is to be stored in an easily accessible location.

Once the decision is made to stand down the LDMG, it is the responsibility of the LDC to organise for a classified waste bin to be provided to the LDCC for the secure disposal of waste held in the recycling box.

7.7 Emergency Power

As a minimum requirement, all lighting and communications should be sustained by emergency power. Safeguards such as backup power must in place to protect against equipment damage.

The practicality and efficiency of these safeguards are the responsibility of the FCRC and a regular testing/review programme should be implemented.

The SES Local Controller is responsible for providing additional backup power at the LDCC and any field command posts that are established.

7.8 Supply arrangements

A list of suppliers of goods and services for use during emergency events including contact details is held in Appendix 4A, Supporting Information file.

7.9 Personnel Support

Following a disaster, all staff will be formally debriefed by the Executive Officer of the LDMG, the LDC or LDCC Deputy Coordinator. If any staff feel the need for further debriefing, support is available through the Employee Assistance Program.

7.10 Workplace Health and Safety

FCRC existing Workplace Health & Safety and Risk Management policies and procedures are to be complied with during a disaster.

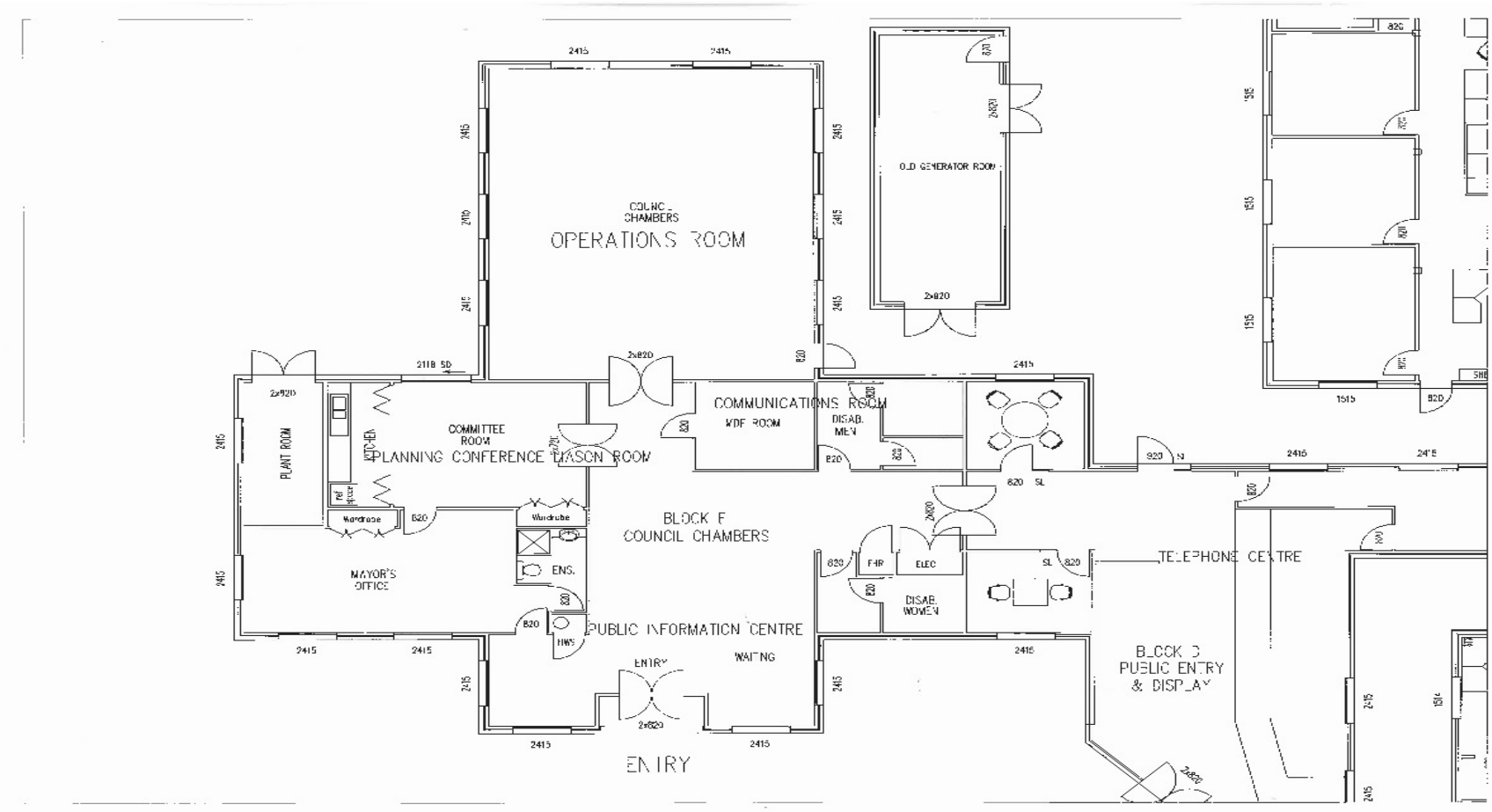
Appendix 4A – Supporting Information

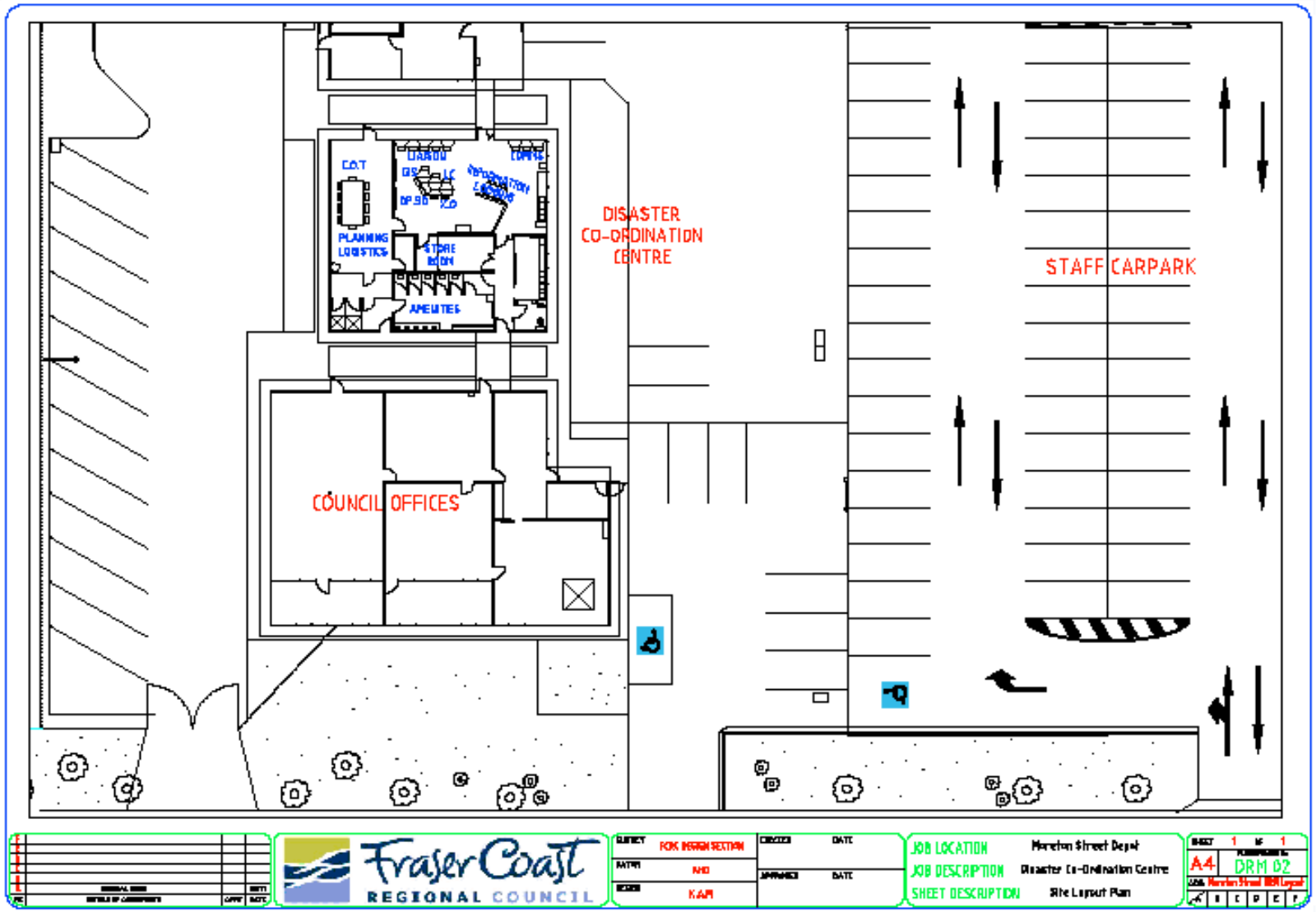
The supporting information file for the Local Disaster management Plan is maintained electronically. Follow this file path for the latest version of the supporting information file: Docs# 857228

The LDCC Standard Operating Procedures – Duty Cards – and Templates is located at the following link: Docs#1089640

Appendix 4B – LDCC room layout and equipment checklist

Hervey Bay LDCC – Council Chambers




DISASTER
CO-ORDINATION
CENTRE
STAFF CARPARK
COUNCIL OFFICES
C.O.T
PLANNING
LOGISTICS
STORE
ROOM
AMENITIES
Fraser Coast
REGIONAL COUNCIL
JOB LOCATION
Moreton Street Depot
JOB DESCRIPTION
Disaster Co-Ordination Centre
SHEET DESCRIPTION
Site Layout Plan
A4
DRM 02

QUANTITY	EQUIPMENT	CHECKED
multiple	Ports for internet/LAN and general compute access or wireless hub	☐
2	Satellite phones	☐
1	UPS units (as pre-determined)	☐
1	Printers attached to local area networks (LAN)	☐
5	Telephones with external dial-out 1 x telephone line	☐
1	Photocopier	☐
1	Fax machine with fax stream facility	☐
1	Conference phone	☐
1	Telephone headset	☐
3	Telephone extension leads	☐
1	TV, video recorder/ DVD-RW and supply of blank video tapes	☐
6	Blank video tapes (180 minute)	☐
50	Blank DVD's	☐
1	Data projector and screen (including cabling for computer)	☐
1	External Hard Drive	☐
1	Network ready laptop, with wireless broadband	☐
2	Two way radios & independent power supplies	☐
1	AM/FM radio receiver and recorder (used for media monitoring)	☐
1	Small tape recorder and tape/ digital voice recorder	☐
1	Current version of the FCRC LDMP– hard copies and e-copy	☐
3	Clocks	☐
2	Enlarged sets of site plans for the FCRC	☐
1	Employee recall register	☐
1	Flip chart on easel	☐
Qnty	Spare electronic white board paper	☐
Qnty	A4 paper, white, yellow, blue, pink	☐
Qnty	Stick tape & dispenser, Masking tape, packaging tape, blu-tack	☐
Qnty	Sufficient desks/seating for all team members	☐
Qnty	Butchers paper and flip chart paper	☐
Qnty	Permanent markers (black, blue, red, green)	☐
2	Mobile electronic whiteboards and whiteboard pens (black, blue, red, green) and erasers	☐

1	Whiteboard cleaning solution	☐
Qnty	Writing pads, pens (blue, black, red), pencils, erasers, paperclips, staplers, spare staples, bull clips, scissors, rulers, post it pads, glue sticks, white out, page markers, coloured stick dots, blank white labels, data sticks, photocopy paper, staplers, data sticks, hole punch	☐
2	Calculators	☐
2	Local Street directories	☐
1	First aid kit	☐
Qnty	ID tags, inserts, lanyards	☐
Qnty	Telephone directories (Council, LDMG, White/Yellow Pages)	☐
1	Portable light and torches	☐
Qnty	Batteries for all battery powered equipment	☐
10	Desk filing trays in/out	☐
5	Folders/ clipboards	☐
3	Plastic Storage boxes	☐
4	Extension leads	☐
2	Powerboards	☐