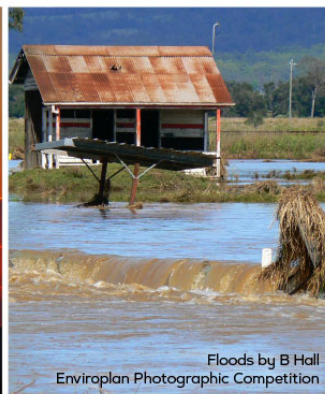
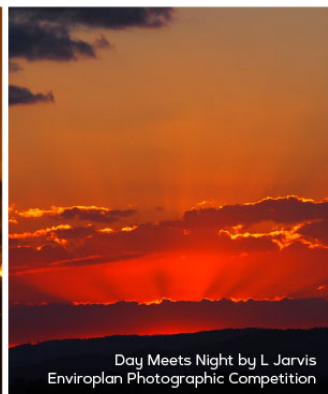


# Local Disaster Management Plan

## *A plan for the City of Ipswich*

2020-21



### Approval and Endorsement

Approval by resolution at the General Purposes Committee. **[[TBC]]** and Council Ordinary Meeting of **[[TBC]]**.

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## Foreword

I am delighted to be here as the 51st Mayor of Ipswich and new chair of the Local Disaster Management Group.

The City of Ipswich has an unmatched resilience and we band together in times of need, through floods and fires. But who could have imagined a global pandemic having such an impact across our towns and suburbs in 2020.

Shortly after taking office in April, I was heavily involved in disaster management planning as we fought to keep COVID-19 at bay in the West Moreton Health region.

Together with the group's deputy chair, new Division 4 Councillor Kate Kunzelmann, we saw at first-hand how Ipswich City Council worked in conjunction with partner agencies to keep on top of this invisible enemy.

Everyone did the most amazing job in extremely difficult circumstances. It was certainly not a situation we expected or specifically planned for, but the planning for a disaster was crucial to the success as the region went for many weeks without any new or active cases.

This local disaster management plan guides Ipswich City Council in preparing for disasters and dealing with them and their aftermath. The plan also informs our community of the disaster management arrangements for Ipswich, the roles and responsibilities of council and our disaster management partners before, during and after an event, our identified risks and how residents can be better prepared for disasters.

We acknowledge the contribution and support of so many people and organisations. While we cannot prevent disasters or serious events, we can prepare and better respond.

Ipswich City Council has had to respond to this disaster in a vastly different way.

The recent 2020-21 Budget, my first as Mayor, included an expansive COVID-19 Relief and Recovery Package aimed at supporting businesses, community and sporting organisations. We have waived many fees and charges to help businesses and organisations facing extreme hardship.

The only way Ipswich can bounce back from this economic disaster is to bolster the opportunity for jobs, growth and investment. That has taken different planning and vision from the city's leaders.

It is these troubled times that real leaders step up. This new council is united and committed to ensuring the organisation is in a remarkably better position and, together with our strong and vibrant community, we can handle the toughest assignments and disasters that come our way.

Mayor Teresa Harding



## Authorisation and approval

Ipswich City Council

This plan has been developed and approved by Ipswich City Council pursuant to Sections 57 and 58 of the *Disaster Management Act 2003*.

Section 80(1)(b) requires Council to approve its Local Disaster Management Plan (LDMP).

This plan was approved by the Ipswich City Council on **[[Insert date]]**<sup>[MP1]</sup>

City of Ipswich Local Disaster Management Group (LDMG)

The plan was endorsed by the City of Ipswich Local Disaster Management Group on **[[Insert date]]**<sup>[MP2]</sup>

## PART 1: DOCUMENT CONTROL

### 1.1 Authorising environment

The Local Disaster Management Plan (LDMP) is a controlled document of the Ipswich City Council.

The document controller is the Emergency Management and Sustainability Manager who is authorised to make minor amendments that do not materially affect the plan.

### 1.2 Amendment register

| Vers | Date          | Comment  |
|------|---------------|--|
| 2.00 | July 2012     | Plan reviewed after 'Wild Fire Exercise' conducted   |
| 3.00 | February 2016 | Complete review and revision incorporating 2015 Queensland State Disaster Management Plan (SDMP). Complete change to formatting, style and layout.   |
| 4.00 | June 2017     | Annual review conducted. Plan updated for 2016 Strategic Policy Framework, 2016 Queensland State Disaster Management Plan and 2016 Interim Recovery Plan   |
| 5.00 | 25 June 2019  | Annual review conducted. Amendments related to release of the 2018 Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guidelines and the Queensland State Disaster Management Plan.                      |
| 5.01 | 18 July 2019  | LDMG endorsement feedback – Minor and inconsequential amendments. Update LDMG member table.  |
| 6.00 | 7 July 2020   | Annual review conducted. Updated foreword and administrative matters such as entity names, reporting lines as a result of machinery of government and other organisational restructures. Formatting and improvements to readability. |

Table 1 - Amendment register

### 1.3 Consultation and continuous improvement

In addition to Council, various organisations and stakeholders were afforded the opportunity to provide feedback, suggest alterations or identify omissions in relation to the development and/or maintenance of this document. Their involvement and expertise is greatly appreciated and acknowledged.

This document will be reviewed at least annually<sup>1</sup> with relevant amendments made and distributed as needed. It is acknowledged that feedback from stakeholders and members of the community, is essential. Proposals for amendments or inclusions can be addressed in writing to:

Chief Executive Officer

Attention: Emergency Management Unit (Ipswich City Council)

Email: [council@ipswich.qld.gov.au](mailto:council@ipswich.qld.gov.au)

<sup>1</sup> Section 59, *Disaster Management Act 2003*, Reviewing and Renewing (the) Plan

## 1.4 Amendment register

---

The Local Disaster Management Plan and associated sub plans, excluding confidential information, is available for viewing online at [ipswich.qld.gov.au/emergency](https://ipswich.qld.gov.au/emergency) in a PDF format under disaster management plans.

## PART 2: INTRODUCTION

This plan is prepared by Ipswich City Council for the local government area of Ipswich pursuant to the provisions of Section 57(1) of the *Disaster Management Act 2003 (the Act)*.

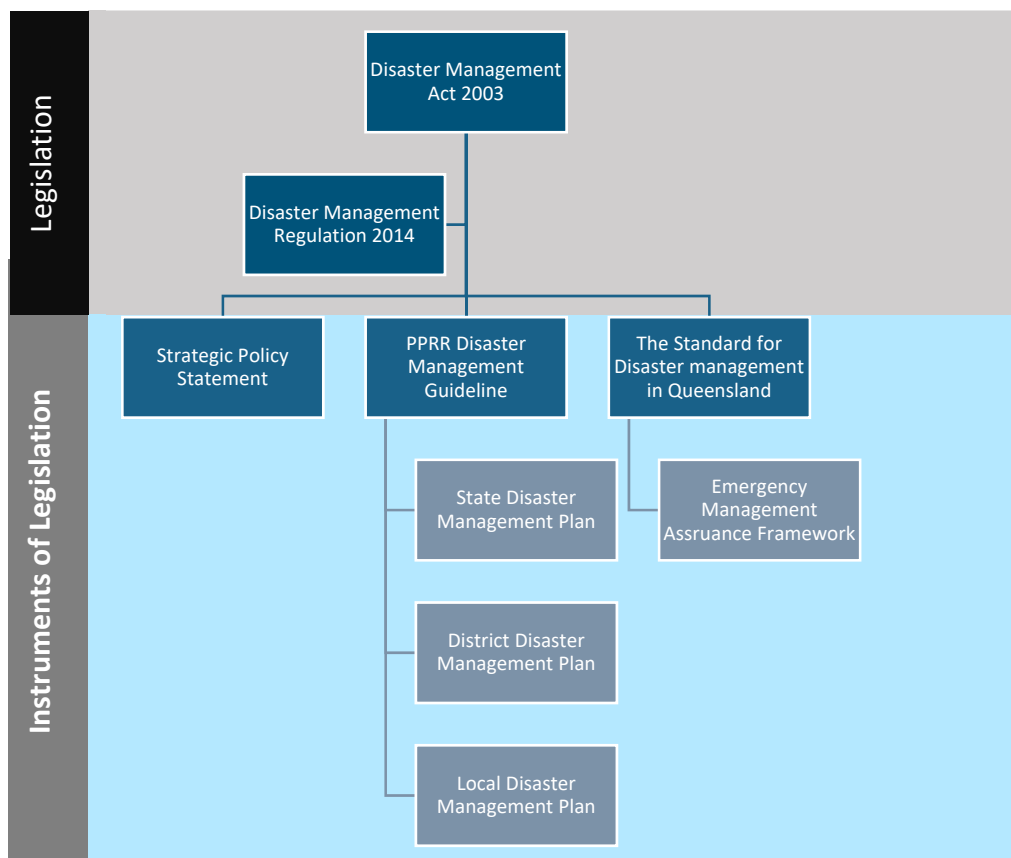


Figure 1 - Authorising environment

### 2.1 Scope of application

This plan applies to the local government area (LGA) of the City of Ipswich. This area is bordered by the City of Brisbane to the north and north-east, the City of Logan to the south-east, the Scenic Rim Region to the south, the Lockyer Valley Region to the west and Somerset Region to the west and north-west.

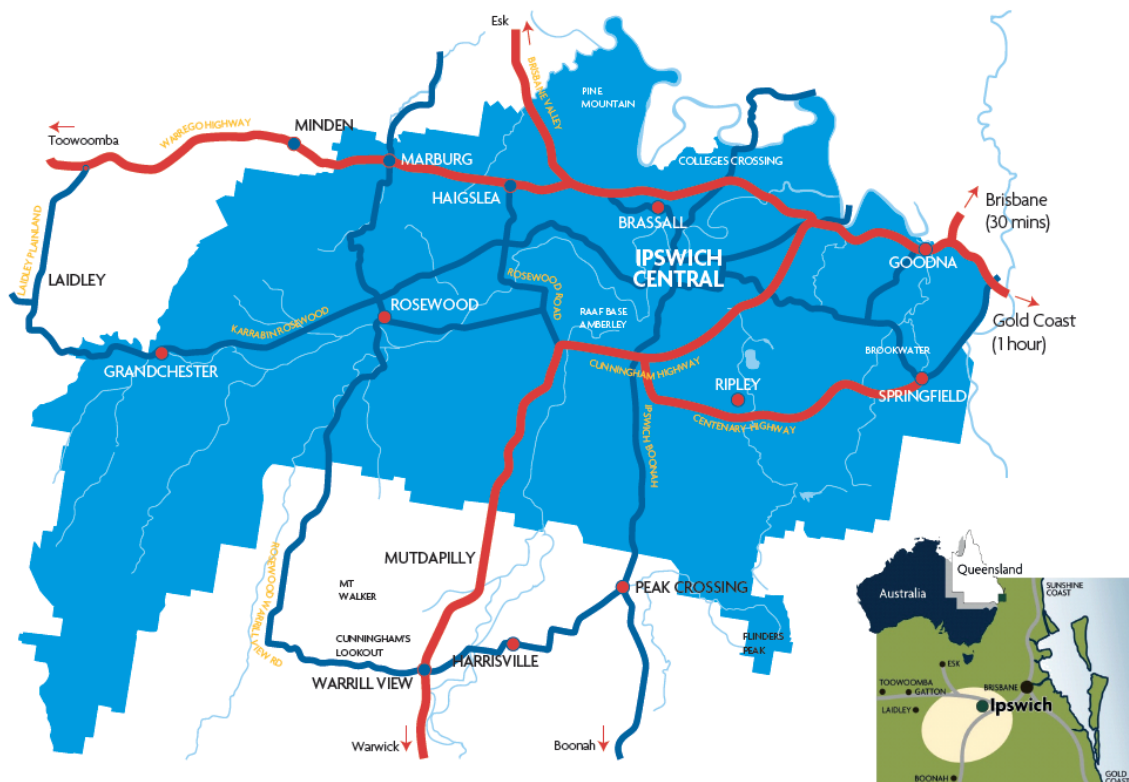


Figure 2 - Ipswich Local Government Area

## 2.2 Purpose

As legislated in Section 57 of *the Act*, the purpose of the LDMP is to:

- Embed the State group's strategic policy framework for disaster management for the State, and detail Council's policies for disaster management.
- Define the roles and responsibilities of entities involved in disaster management.
- Detail arrangements for the coordination of disaster operations and activities relating to disaster management performed by the entities involved in disaster management.
- Identify the events that are likely to happen in the area.
- Identify the strategies and priorities for disaster management for the area.

The plan provides a comprehensive, all-hazards\*, all-agencies approach to disaster management.

\*An 'all-hazards' approach means that the plan addresses all threat types in a holistic manner.

This plan and its annexures do not include:

- Documents which detail how member organisations (including Council) will manage their own resources and the way in which they will implement their agreed roles and functions.
- Business documents of the Local Disaster Management Group (LDMG) such as contact lists, agendas and minutes.
- LDMG member organisations' documented standard operating procedures (or similar).

## 2.3 Guiding principles

---

This plan and disaster management within Queensland follows the four guiding principles outlined in *the Act*:

- a) Disaster management should be planned across the following four phases — of prevention, preparedness, response and recovery (PPRR);
- b) All events, whether natural or caused by human acts or omissions, should be managed in accordance with the strategic policy statement,<sup>2</sup> the state disaster management plan and any other disaster management guidelines;
- c) Local governments should primarily be responsible for managing events in their local government area; and
- d) District groups and the state disaster management group should provide local governments with appropriate resources and support to help the local governments carry out disaster operations.<sup>3</sup>

## 2.4 Approach to disaster management

---

Consistent with *the Act*, disaster management is planned across the four phases of disaster management.

### ❖ Prevention

- Investigate and coordinate strategies to reduce the impact of disaster events on the community.

### ❖ Preparedness

- Increase community resilience by increasing knowledge and education.
- Encourage shared responsibility and an all-hazards approach to disaster management – including for the resources and arrangements used to support response and recovery.
- Enhance local capability by encouraging participation in training and exercises, contributing to equipment acquisition programs, and building relationships.

### ❖ Response

- Provide effective and efficient coordination of disaster response and relief/short-term recovery in order to safeguard people, property and the environment.
- Provide support to communities outside of the city who may be affected by a disaster.

### ❖ Recovery

- Ensure that the recovery priorities of the City of Ipswich community are identified and met across the functional areas.<sup>4</sup>
- Ensure that recovery operations help to build whole of community resilience.

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<sup>2</sup> The Queensland Disaster Management 2016 Strategic Policy Statement

<sup>3</sup> Section 4A, *Disaster Management Act 2003*, Guiding principles

<sup>4</sup> More information on functional areas can be found in 12.1.2 Functions of recovery section of this plan.

## PART 3: ADMINISTRATION AND GOVERNANCE

### 3.1 General

The LDMG forms part of the Queensland Disaster Management Arrangements (QDMA). The arrangements include local, district and state tiers, as shown in Figure 3. These arrangements enable a progressive escalation of support and assistance through each tier as required, and are focused towards providing support and coordination to the local level.

The Australian Government is also included in the arrangements as a fourth level, in recognition that Queensland may need to seek federal support in times of disaster.

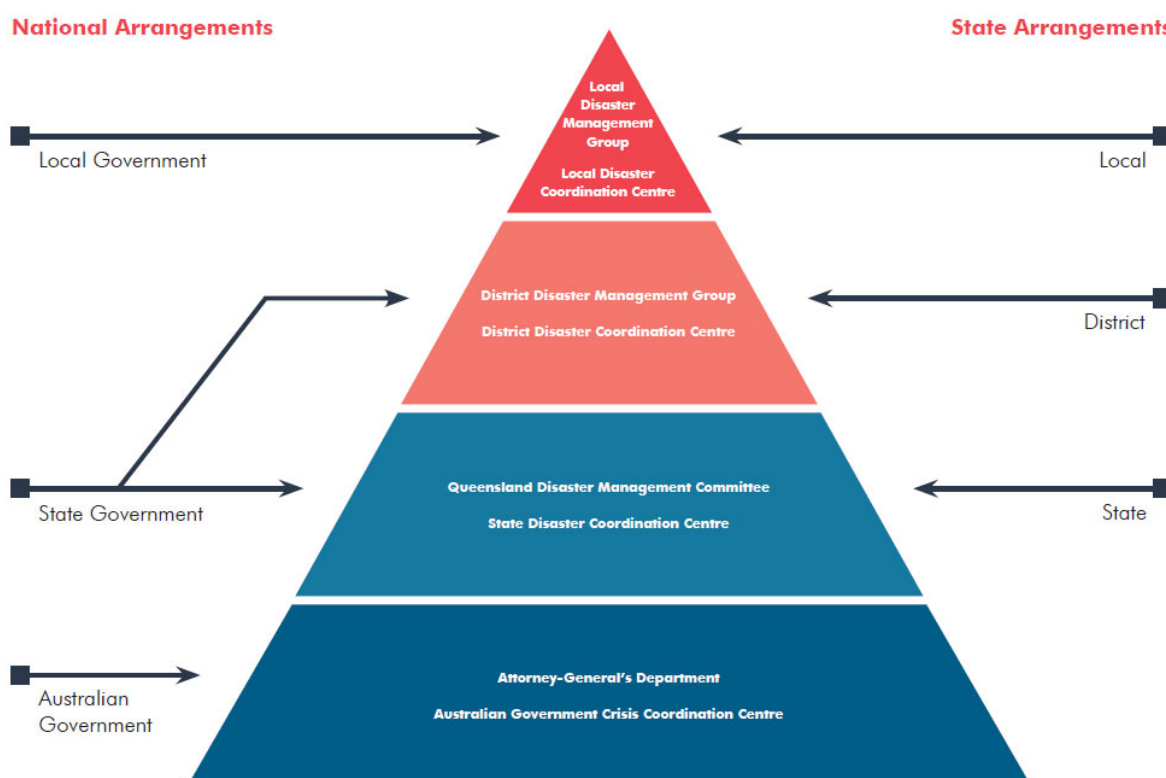


Figure 3 - Queensland Disaster Management Arrangements



For detailed information on the arrangements, please refer to the QDMA Participant Guide, available online at:

<https://www.disaster.qld.gov.au/dmp/Documents/Queensland-Disaster-Management-Arrangements-Participant-Guide.pdf>

### 3.2 Confidence in Queensland's arrangements

The Inspector-General Emergency Management (IGEM) is charged with promoting excellence and enabling confidence in the QDMA. This is achieved by the Office of the Inspector-General Emergency Management undertaking the functions prescribed in Section 16C of *the Act*. To view publications and reports by the Inspector-General visit [lgem.qld.gov.au](http://lgem.qld.gov.au).

### 3.3 Emergency Management Assurance Framework

In a general sense, assurance is defined as '*a positive declaration intended to give confidence; a promise and certainty about something.*'<sup>5</sup> The Emergency Management Assurance Framework (EMAF) is the overarching enabler for the community, the Office of the IGEM and stakeholders to support accountability and build consistency across all levels of the disaster management arrangements. The four key principles are identified in Figure 4.

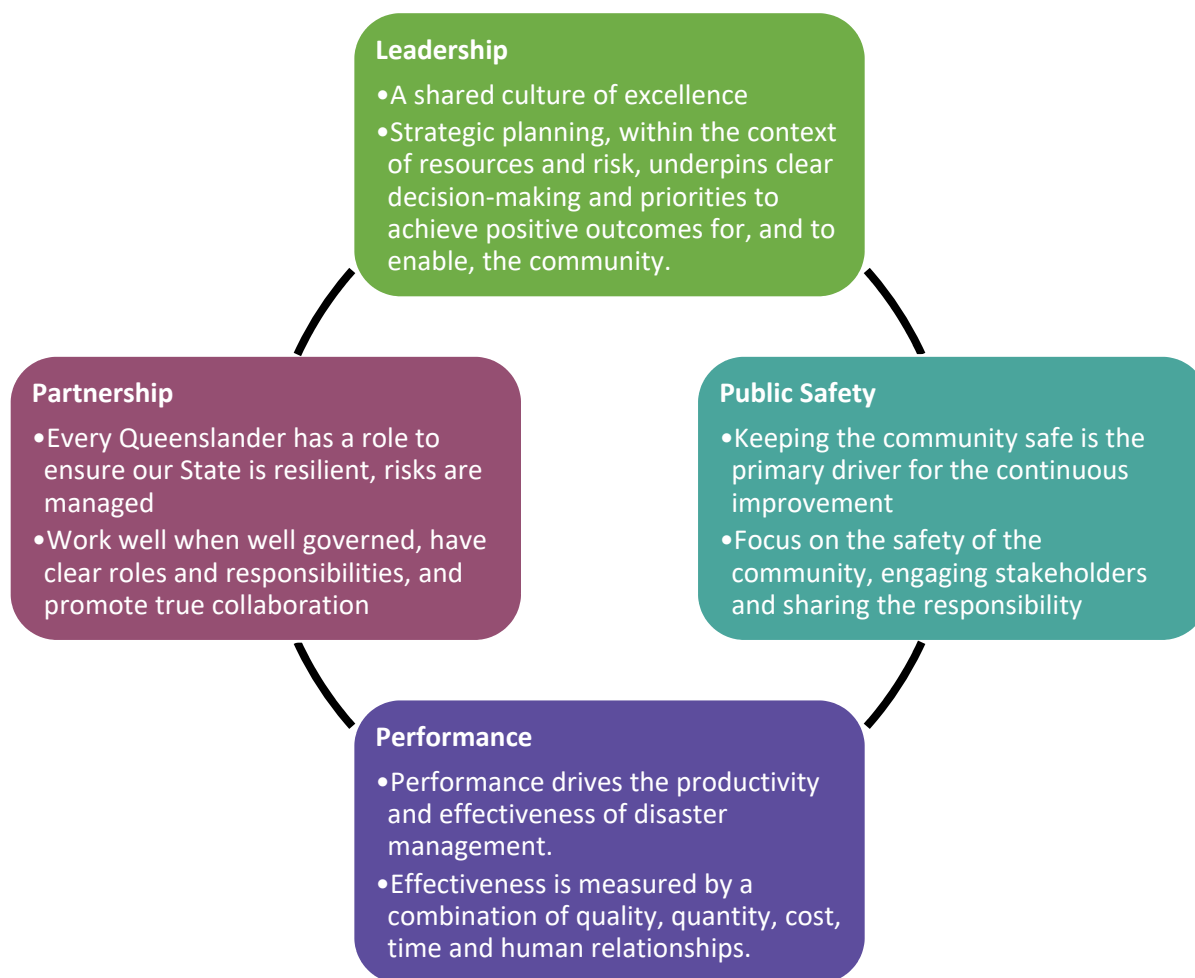


Figure 4 - Key principles of effective disaster management in Queensland

<sup>5</sup> Oxford Living Dictionaries (2019). Definition of *assurance* in English [online] available at: <https://en.oxforddictionaries.com/definition/assurance> [Accessed 27 March 2019]



### 3.4 Standard for Disaster Management

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The Standard for Disaster Management (the Standard) in Queensland establishes the performance requirements of all entities involved in disaster management in order to achieve the best outcomes for the community and is issued pursuant to the provisions of Section 16N(1) of *the Act*.

The Standard focuses on outcomes and accountabilities of shared responsibilities in disaster management. The shared responsibilities include:

- Managing risk
- Planning and plans
- Community engagement
- Capability integration
- Operations
- Collaboration and coordination.

### 3.5 Queensland Disaster Management Lexicon

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The Queensland Disaster Management Lexicon (the Lexicon) is the second standard issued by IGEM pursuant to the provisions of Section 16N(1) of *the Act*. Its primary purpose is to provide consistent and contextualised sector terminology to increase interoperability and understanding.

This plan is consistent with the Lexicon, with all relevant terms and definitions presented in Annexure 3 – Glossary.

### 3.6 Ipswich City Council Disaster Management Policy

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Ipswich City Council's Disaster Management Policy (the Disaster Management Policy) outlines Council's commitment to promoting a resilient community that can prevent, prepare for, respond to and recover from the impacts of disaster which includes a focus on the needs of the community's most vulnerable persons.

The Disaster Management Policy outlines:

- the arrangements for the City of Ipswich and for Ipswich City Council;
- mutual support to Police, Emergency Services and Local Governments;
- the role of Councillors during a disaster or emergency; and
- support above Council's standard service delivery during a disaster, including the arrangements for provision of sandbags and disposal of storm damaged vegetation.

To view Council's Disaster Management Policy visit [ipswich.qld.gov.au](https://ipswich.qld.gov.au).

## PART 4: CITY OF IPSWICH LDMG

### 4.1 Establishment and terms of reference

Council has established the City of Ipswich Local Disaster Management Group,<sup>6</sup> referred to in the plan as the LDMG. The terms of reference which outline overall functions; appointment processes; membership roles and responsibilities related to the LDMG itself; and administrative arrangements are available at [ipswich.qld.gov.au/emergency](https://ipswich.qld.gov.au/emergency) under disaster management plans.

### 4.2 Responsibilities

In accordance with Section 30(1)(f) of *the Act*, the LDMG is responsible for managing disaster operations in the local government area. It does so under policies and procedures defined by the Queensland Disaster Management Committee (QDMC), which is the State Disaster Management Group chaired by the Premier of Queensland.

In the event of a disaster, the LDMG is the decision-making authority for disaster management in the local government area.<sup>7</sup> The Chairperson is responsible for managing the business of the group.<sup>8</sup>

The Local Disaster Coordinator (LDC) is responsible for managing the coordination of disaster operations and activities performed by disaster response and recovery agencies.<sup>9</sup>

### 4.3 Membership

The membership of the LDMG is broken down into the following categories:

| Membership   | LDMG Position                     | Appointee [Role/Individual]  |
|--|-----------------------------------|--|
| LDMG Statutory Positions<br>(Ipswich City Council) | Chairperson                       | Mayor Teresa Harding   |
|  | Deputy Chairperson                | Councillor Kate Kunzelmann   |
|  | Local Disaster Coordinator        | General Manager, Coordination and Performance  |
|  | Deputy Local Disaster Coordinator | 1. Emergency Management and Sustainability Manager<br>2. General Manager, Planning and Regulatory Services |

Table 2 - City of Ipswich LDMG statutory membership

<sup>6</sup> Section 29, the *Disaster Management Act 2003*, Establishment

<sup>7</sup> Section 30, *Disaster Management Act 2003*, Functions

<sup>8</sup> Section 34A, *Disaster Management Act 2003*, Functions of chairperson of a local group

<sup>9</sup> Section 35, *Disaster Management Act 2003*, Local disaster coordinator

| Category       | Organisation  |
|----------------|---|
| LDMG: Member   | APA Group   |
|                | Australian Red Cross  |
|                | Department of Communities, Disability Services and Seniors  |
|                | Department of Transport and Main Roads  |
|                | Energy Queensland   |
|                | Queensland Ambulance Service  |
|                | Queensland Fire and Emergency Services  |
|                | Queensland Police Service   |
|                | Urban Utilities   |
|                | RAAF - Australian Defence Force   |
|                | State Emergency Service   |
|                | Telstra   |
|                | West Moreton Hospital and Health Service  |
| LDMG: Advisors | Department of Education   |
|                | Ipswich City Council (Technical Officer; Engineer Floodplain Management; Community Development Officer) |
|                | Queensland Rail   |
|                | Queensland Reconstruction Authority   |
|                | Rural Fire Service Queensland   |
|                | Seqwater  |
|                | Translink   |

Table 3 - City of Ipswich LDMG members and advisors

## 4.4 LDMG activation



The LDMG is activated by the Chairperson or Deputy Chairperson on receipt of specific warnings, requests or advice. In the case of a fast breaking event or potential event with significant community consequences for the city, the LDC or Deputy LDC may activate the Local Disaster Coordination Centre (LDCC) to respond without activating the LDMG.




### 4.4.1 Business-as-usual arrangements



Council and other member organisations, as primary (hazard/threat-specific) and lead agencies (functional), may also activate their own business-as-usual arrangements without the activation of the LDMG or the LDCC.



## PART 5: ROLES & RESPONSIBILITIES


Effective coordination of disaster management relies on roles and responsibilities being clearly defined, communicated and understood. Outlined below are the indicative disaster management roles and responsibilities of LDMG member organisations and other stakeholders. State government departmental and organisational roles and responsibilities are adapted from the Queensland State Disaster Management Plan (SDMP) or relevant legislation.

| Organisation   | Indicative Roles and Responsibilities  |
|--|--|
| <p>Residents, Businesses and Community Organisations</p>            | <ol style="list-style-type: none"> <li>1. Understand your local risks and develop an emergency plan</li> <li>2. Prepare emergency and evacuation kits</li> <li>3. Prepare your home or business</li> <li>4. Tune into warnings</li> <li>5. Check on your family, friends and neighbours</li> <li>6. Think of your pets, animals and livestock</li> </ol> <p>To learn more about understanding risk, how to support your household, businesses and community group visit <a href="https://lpswich.qld.gov.au/emergency">lpswich.qld.gov.au/emergency</a>.</p>   |
|  <p>City of Ipswich<br/><b>Local Disaster Management Group</b></p> | <ul style="list-style-type: none"> <li>• <b>Situation assessment</b><br/>The collection, collation, evaluation and dissemination of information relating to the current and predicted status of the disaster.</li> <li>• <b>Event priority determination</b><br/>The establishment of priorities among the many distinct incidents that may make up a disaster event.</li> <li>• <b>Essential resource acquisition and allocation</b><br/>The acquisition of resources from the agencies involved or from external sources to support the disaster response.</li> <li>• <b>Policy level support of interagency activities</b><br/>The making of local policy level decisions, where required, if existing arrangements are not sufficient to support the disaster response.</li> <li>• <b>Coordination with other groups</b><br/>Coordination with other groups such as the District Disaster Management Group (DDMG) and cross-border coordination bodies.</li> <li>• <b>Coordination with elected and appointed officials</b><br/>The briefing of elected and appointed officials on disaster-related issues in the local area.</li> <li>• <b>Coordination of summary information</b><br/>Coordination of summary information such as impact assessments.</li> <li>• <b>Coordination of public information</b><br/>Coordination of information among agencies and other groups to ensure consistency in messages to the public. The Chair of the LDMG approves and delivers the media statements and public announcements to ensure consistent messaging.</li> </ul> |


| Organisation  | Indicative Roles and Responsibilities   |
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|  <p>City of Ipswich</p> <p>Ipswich City Council</p> <p>LDMG Member and Secretariat</p> | <ul style="list-style-type: none"> <li> <b>Participate</b> <p>Act as a member or advisor of the City of Ipswich LDMG pursuant to the terms of reference, provide advice to the City of Ipswich LDMG and action reasonable requests during disaster operations.</p> </li> </ul> <p><u>SDMP Defined Responsibilities (Section 1.3.3)</u></p> <ul style="list-style-type: none"> <li>Local governments should be primarily responsible for managing events in their local government area (drawn from Section 4A, <i>the Act</i>)</li> </ul> <p><u>Locally Defined Responsibilities</u></p> <ul style="list-style-type: none"> <li>Ensure the business continuity of essential local government services including, (but not limited to): <ul style="list-style-type: none"> <li>public health, including refuse disposal;</li> <li>maintenance (including debris clearance) of parks, city-controlled roads and bridges;</li> <li>animal control; and</li> <li>environmental protection.</li> </ul> </li> <li>Conduct and implement prevention and preparedness arrangements, including community education.</li> <li>Maintain flood telemetry (measurement) and warning systems within the Ipswich local government area.</li> <li>Collect, analyse and disseminate information from telemetry systems in conjunction with the Bureau of Meteorology (BoM).</li> <li>Coordinate immediate recovery needs in conjunction with partner organisations.</li> <li>Act as secretariat of the City of Ipswich LDMG pursuant to the terms of reference.</li> </ul> |
|  <p>Australian Defence Force</p> <p>LDMG Member</p>                                  | <p><u>Role</u></p> <p>To provide Air Power in support of National objectives and priorities. Support agency for LDMG/DDMG during disaster response as requested by Defence Aid to the Civil Community (DACC) tasking.</p> <p><u>Responsibilities</u></p> <ul style="list-style-type: none"> <li>Consider DACC when requested through the appropriate channels.</li> </ul>   |
|  <p>Australian Red Cross</p> <p>LDMG Member</p>                                      | <p><u>Role</u></p> <p>Red Cross works with communities and stakeholders to build capacity and strength in preparing for, responding to, and recovering from disasters. Red Cross is an Auxiliary to Government in the humanitarian space.</p> <p><u>Overarching Responsibilities</u></p> <ul style="list-style-type: none"> <li>Development and provision of best practice guidance and information on disaster management and recovery related practice.</li> <li>Administration of the National Registration and Enquiry Service – ‘Register.Find.Reunite.’</li> <li>Provision of psychosocial supports to disaster affected communities.</li> <li>Delivery of recovery supports and services in evacuation centres, recovery hubs, and through outreach.</li> </ul>  |

| Organisation  | Indicative Roles and Responsibilities  |
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|   | <p><u>Locally Defined Responsibilities</u></p> <ul style="list-style-type: none"> <li>• Support the management and operations of evacuation centres upon request from Council.</li> <li>• Provide psychosocial supports and psychological first aid in evacuation centres, recovery hubs, and through outreach.</li> <li>• Operate the Register.Find.Reunite. Service under the auspices of the Queensland Police Service (QPS).</li> </ul>  |
|  <p><b>Australian Government</b><br/><b>Bureau of Meteorology</b></p> <p>Access through local arrangements and State Disaster Coordination Centre (SDCC)</p> | <p><u>Role</u></p> <p>Provide forecasts, warnings and long-term outlooks on environmental phenomena that affect the safety, prosperity and resilience of Australians.</p> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>• Collect, coordinate and distribute environmental data in support of advices, warnings and briefings</li> <li>• Provide seasonal climate outlooks for planning.</li> </ul>  |
|  <p><b>Queensland Government</b></p> <p>Department of Agriculture and Fisheries</p> <p>Access through DDMG</p>  | <p><u>Role</u></p> <p>Lead agency for containment and eradication of animal and plant diseases and pets. The Department of Agriculture and Fisheries (DAF) also provides advice on agriculture, fisheries and forestry in a disaster event.</p> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>• Coordinate efforts to prevent, respond to, and recover from plant and animal pests and diseases and invasive plants and animals.</li> <li>• Coordinate the Agriculture Coordination Group with agricultural industry groups to provide information about the effect that a disaster event has on the agriculture, fisheries and forestry industries and the issues that individuals and businesses are facing in responding to and recovering from a disaster event.</li> <li>• Administer Disaster Recovery Funding Arrangements (DRFA) relief measures including agriculture industry recovery operations as required.</li> <li>• Report on the possible impact seasonal conditions and climate events will have on the agricultural sector.</li> </ul> <p><u>Locally Defined Responsibilities (extracted from SDMP)</u></p> <ul style="list-style-type: none"> <li>• Collaborate with stakeholders with shared responsibilities and other organisations to facilitate prevention, preparedness, response and recovery strategies and priorities for animal welfare management within a community.</li> <li>• Provide advice in relation to agriculture, fisheries and forestry disaster impacts.</li> <li>• Provide advice on livestock welfare.</li> <li>• Coordinate destruction of stock or crops in an emergency pest/disease situation.</li> <li>• Lead the reporting on the disaster impact assessments on the agricultural sector, including economic losses and expected recovery.</li> <li>• Engage with industry on preparedness for climate risks and aid with economic recovery.</li> <li>• Assist agriculture industries in prevention and preparedness through normal business operations and service provision to industry and the communities.</li> </ul> |



| Organisation   | Indicative Roles and Responsibilities  |
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| <div data-bbox="252 353 387 526">  <p>Queensland Government</p> </div> <div data-bbox="189 548 453 651"> <p>Department of Communities, Disability Services and Seniors</p> </div> <div data-bbox="234 674 408 705"> <p>LDMG Member</p> </div> | <ul style="list-style-type: none"> <li>Provide advice to the City of Ipswich LDMG and action reasonable requests during disaster operations, as required.</li> </ul> <p><u>Role</u></p> <p>Functional lead agency for planning, coordination and implementation of human and social recovery in Queensland.</p> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>Coordinate and/or provide human and social recovery information and/or resources to support Local and District Disaster Management Groups.</li> <li>Enable access to information and/or coordinated government and non-government human and social recovery services through a range of service delivery channels which may include: <ul style="list-style-type: none"> <li>promotion and/or referral to local community services,</li> <li>1800 Recovery Hotline,</li> <li>grants portal,</li> <li>multi-agency recovery hubs,</li> <li>community recovery information &amp; referral centres,</li> <li>case coordination of vulnerable persons, and</li> <li>outreach teams.</li> </ul> </li> <li>Purchase extraordinary human and social recovery services when local capacity is exhausted.</li> <li>Facilitate matching and enabling of EV CREW registered volunteers.</li> <li>Enable the matching of donated goods and offers of assistance.</li> <li>Enable access to emergency and temporary accommodation assistance.</li> <li>Administer State Disaster Recovery Arrangements (SDRA) and DRFA measures for eligible individuals.</li> <li>Manage the Queensland Government's Community Recovery "Ready Reserve".</li> </ul> |
| <div data-bbox="252 1323 387 1496">  <p>Queensland Government</p> </div> <div data-bbox="178 1514 462 1545"> <p>Department of Education</p> </div> <div data-bbox="239 1568 402 1599"> <p>LDMG Advisor</p> </div>                           | <p><u>Role</u></p> <p>Lead, manage and coordinate the department's planning, preparation, response and recovery from disasters and emergencies.</p> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>Maintain the safety and wellbeing of students, staff and volunteers who work or participate in Department of Education (DoE) schools, institutions and workplaces.</li> <li>Ensure that all state schools, regional offices and other workplaces have a documented emergency response plan.</li> <li>Ensure that all DoE regional offices and key workplaces have a tested business continuity plan.</li> <li>Ensure that DoE is prepared to respond to and recover from, disasters and emergencies.</li> <li>Contribute to the state-wide response to disasters and emergencies, as required.</li> <li>Provide workplace health and safety advice, information and awareness about electrical, chemical, asbestos and general safety matters in the lead up to, during and following cyclones, storms, floods and other disasters</li> </ul>  |

| Organisation  | Indicative Roles and Responsibilities  |
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|   | <p><u>Locally Defined Responsibilities (extracted from SDMP)</u></p> <ul style="list-style-type: none"> <li>Facilitate the return of affected state schools to normal operations as soon as safe and practicable following an event.</li> <li>Facilitate the transition of DoE facilities to cyclone shelters, places of refuge and evacuation centres, as required or directed.</li> </ul>  |
|  <p>Department of Environment and Science</p> <p>Access through DDMG</p> | <p><u>Role</u></p> <p>Functional lead agency for planning, coordination and implementation of environmental recovery in Queensland.</p> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>Provide technical advice to response activities, regulatory support to affected stakeholders, coordination of environmental recovery initiatives, and the development of climate change adaptation strategies as well as ensure the safety of national park, conservation park and state forest users and manage impacts from natural disasters on these community assets.</li> <li>Liaise with key stakeholders regarding an imminent disaster event and the status of their operations to understand pressing issues.</li> <li>Provide expert assessment and advice on: <ul style="list-style-type: none"> <li>impacts and potential harm of incidents on environmental values,</li> <li>priorities for protection of environmental values,</li> <li>contaminant and treatment measures,</li> <li>environmental harm mitigation measures,</li> <li>clean up measures for environments and wildlife, and</li> <li>transport and disposal of wastes and contaminated materials.</li> </ul> </li> <li>Monitor and coordinate any actions relating to heritage buildings pursuant to the <i>Queensland Heritage Act 1992</i>.</li> <li>Provide environmental management advice, assistance and direction during incident response and recovery phases as required under the SDMP, State Chemical, Biological and Radiological Plans, Queensland Coastal Contingency Action Plan, National Plan for Maritime Emergencies, related memorandum of understandings (MoU) and agreements.</li> <li>Establish mechanisms for industry, landowners and local governments to receive necessary environmental approvals for recovery (e.g. temporary landfills, beach replenishment, replacement of coastal infrastructure, fill extraction for road repairs, port facility dredge, spoil disposal, retrieval of hazardous materials, repairs to heritage listed places and dispensation to nature refuge holders).</li> <li>Conduct investigations pursuant to the <i>Environmental Protection Act 1994</i> and other environment and conservation legislation.</li> <li>Maintain relationships and cooperative arrangements with other relevant state and Commonwealth departments and entities through regular review of agreed roles and responsibilities.</li> <li>Closing affected national parks, conservation parks, and state forests.</li> <li>Provide storm tide and wave information, expertise and advice in accordance with the 12th edition of the Tropical Cyclone Storm Tide Warning Response System Handbook (2016).</li> <li>Undertake post event coastal field investigations to assess coastal impacts and</li> </ul> |







| Organisation  | Indicative Roles and Responsibilities  |
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|   | <p>storm tide inundation levels following a significant storm tide event.</p> <ul style="list-style-type: none"> <li>• Provide assistance with satellite imagery processing and distribution activities from cross-agency coordination with Department of Natural Resources Mines and Energy, Land and Spatial Unit, and Geoscience Australia's Disaster Assistance Team.</li> <li>• Provide information about land use mapping and supporting services and activities to key government agencies and industry groups.</li> </ul> <p><u>Locally Defined Responsibilities (extracted from SDMP)</u></p> <ul style="list-style-type: none"> <li>• Provide situational monitoring of local government infrastructure including landfills, sewage treatment plants and sewage pump stations, and the provision of expert advice.</li> <li>• Provide environmental risk assessment of events and incidents affecting infrastructure, mining and industrial sites and, where necessary, authorise emergency actions and releases.</li> <li>• Monitor and advise on management of impacted native wildlife outside the national park estate, and reduce conflict and risks to the community due to their displacement.</li> <li>• Coordinating evacuations of national parks, conservation parks, state forests and department owned areas with the QPS.</li> <li>• Lead firefighting on national parks, conservation parks and state forests where there is no threat to life or property.</li> <li>• Manage impacts on national parks, conservation parks, state forests, and reopen facilities to the public.</li> <li>• Provide water quality monitoring through catchment monitoring programs to provide data on nitrogenous and phosphorous contaminants, suspended sediments and selected pesticides that may impact the natural environment.</li> </ul> |
| <div data-bbox="252 1288 387 1458">  <p>Queensland Government</p> </div> <p>Department of Housing and Public Works</p> <div data-bbox="153 1563 496 1617"> <p>Access through DDMG</p> </div> | <p><u>Role</u></p> <p>Functional lead agency for planning, coordination and implementation of building recovery in Queensland. Functional lead agency for coordination of ICT and telecommunications advice and back-end financial transaction processing on behalf of response and recovery lead agencies. Ensure the safety of recreation centre users and manage impacts from natural disasters on these community assets.</p> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>• Coordinate technical advice on structural suitability of buildings to use as evacuation centres, places of refuge or cyclone shelters.</li> <li>• Coordinate temporary office accommodation for use by state agencies, where occupied.</li> <li>• Coordinate structural assistance grant assessments on behalf of the Department of Communities, Disability Services and Seniors (DCDSS).</li> <li>• Coordinate emergency fleet vehicles for state agencies.</li> <li>• Maintain contact registers of professional service providers, specialist building contractors, building services and trades.</li> <li>• Provide 24/7 call centre operations for the delivery of disaster planning, preparedness, response and recovery services on behalf of government agencies.</li> </ul>   |


| Organisation   | Indicative Roles and Responsibilities   |
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|  | <ul style="list-style-type: none"> <li>• Actively manage whole of government ICT infrastructure, data centres and networks.</li> <li>• Liaise with the telecommunications industry in relation to the impact of disaster related outages on the functioning of response agencies and the wider community.</li> <li>• Collaborate with telecommunications carriers to identify the status of their networks and to assist them to re-establish power where this is practical.</li> <li>• Provide whole of government and agency specific services that contribute to the government's frontline service delivery priorities such as the processing of disaster related grants payments and other financial transactions, and processing extraordinary payroll transactions on behalf of frontline agencies</li> <li>• Government website publishing of public information about major events and/or disasters (in partnership with relevant content/franchise owners).</li> <li>• Provide analytical web usage data and reporting to web content owners, franchises and disaster management teams – facilitating reactive and tailored communication.</li> </ul> <p><u>Locally Defined Responsibilities (extracted from SDMP)</u></p> <ul style="list-style-type: none"> <li>• Advise on, and provide temporary emergency accommodation solutions for people displaced by disaster events and for government agency response and/or recovery workers.</li> <li>• Coordinate technical advice on structural suitability of buildings to use as evacuation centres, places of refuge or cyclone shelters.</li> <li>• Coordinate evacuations, closures and restoration of damaged infrastructure of recreation centres and department owned areas.</li> </ul> |
|  <p>Department of Innovation,<br/>Tourism and Industry<br/>Development</p> <p>Access through DDMG</p> | <p><u>Role</u></p> <p>Assist the Queensland Government to help Queensland prepare for, respond to and recover from a disaster through the Department of Innovation, Tourism and Industry Development (DITID) Emergency Management Plan (EMP). The EMP complements the SDMP and is enacted in line with <i>the Act</i>, Disaster Management Strategic Policy Statement and Queensland Recovery Plan.</p> <p>Coordinate activities following a disaster to support tourism throughout Queensland through the Economic Recovery Group and actively engage with key partners to ensure a coordinated approach to economic recovery efforts, including:</p> <ul style="list-style-type: none"> <li>○ Regional Services, Department of State Development, Manufacturing, Infrastructure and Planning (DSDMIP),</li> <li>○ Tourism and Events Queensland (TEQ),</li> <li>○ Queensland Tourism Industry Council.</li> </ul> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>• Compile and provide situation reports on impacts to tourism zones and tourism infrastructure.</li> <li>• Resilience and recovery strategies for the tourism industry.</li> </ul> <p><u>Locally Defined Responsibilities (extracted from SDMP)</u></p> <ul style="list-style-type: none"> <li>• Support resilience and recovery strategies for the tourism industry.</li> </ul>  |



| Organisation   | Indicative Roles and Responsibilities  |
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|  <p>Queensland Government</p> <p>Department of Local Government, Racing and Multicultural Affairs</p> <p>Access through local arrangements and DDMG</p> | <p><u>Role</u></p> <p>Support disaster mitigation considerations in development planning, built environment and infrastructure design. Manage appropriate funding programs to local governments for disaster resilience and preparedness.</p> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>• Manage the development and implementation of funding programs that provide funding for works that protect existing essential public infrastructure and/or build resilience to future natural disaster events.</li> <li>• Fund and manage the implementation of the Bundaberg 10-year Action Plan.</li> <li>• Multicultural Affairs Queensland to advise emergency management and recovery agents on the best ways to reach multicultural and ethnic community organisations and groups.</li> </ul>   |
|  <p>Queensland Government</p> <p>Department of Natural Resources, Mines and Energy</p> <p>Access through DDMG</p>                                       | <p><u>Role</u></p> <p>Contribute to disaster management responses across those areas where the department has responsibilities or special expertise that include:</p> <ul style="list-style-type: none"> <li>• Manage impacts on unallocated state land and other land managed by the Department of Natural Resources, Mines and Energy (DNRME),</li> <li>• Maintain DNRME stream gauges that provide stream height, flow and rainfall data used by the BoM,</li> <li>• Provide assistance during a disaster to Queensland Fire and Emergency Services (QFES) and the Public Safety Business Agency (PSBA) in the capture of spatial imagery and spatial information analysis and product production as necessary,</li> <li>• Manage impacts on and from Queensland abandoned mines, and</li> <li>• Provide updates on the closure and opening status of current mining operations.</li> </ul> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <p><b>Energy</b></p> <ul style="list-style-type: none"> <li>• Act as a conduit of information between all relevant parties, including advice on, action and implement the use of any emergency powers.</li> <li>• Develop capability to facilitate emergency actions and responses to an actual or potential energy supply emergency event.</li> <li>• Maintain a watching brief and facilitate information transfer in an emergency that may impact at the local, district, state or national level for an electricity, reticulated gas supply and liquid fuels.</li> <li>• Maintain contact registers for Queensland's: <ul style="list-style-type: none"> <li>○ major electricity supply (generators, transmission, distribution), Australian Energy Market Operator (AEMO) and designated responsible officers (within Powerlink), national forum jurisdictional representatives including Department of the Environment and Energy, Minister's office and DNRME communication and media.</li> <li>○ major reticulated gas supply (transmission and distribution service providers), AEMO, national forum jurisdictional representatives including Department of the Environment and Energy, Minister's office and DNRME communication and media.</li> </ul> </li> </ul> |



| Organisation  | Indicative Roles and Responsibilities  |
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|   | <ul style="list-style-type: none"> <li>○ liquid fuel supply wholesale providers (major wholesalers, national forum jurisdictional representatives including Department of the Environment and Energy, Ministers office and DNRME communication and media.</li> <li>• Advise the Minister if emergency powers are required to maintain supply security. Where appropriate, undertake process to enable the Minister to invoke emergency powers.</li> </ul> <p><b>Water</b></p> <ul style="list-style-type: none"> <li>• Provide information and advice on the issues of dam safety and drinking water supply (continuity and/or safety), as required.</li> </ul> <p><b>Dam Safety</b></p> <ul style="list-style-type: none"> <li>• Ensure emergency action plans are in place for referable dams to ensure appropriate action is taken in the event of incidents or failures of the dams.</li> <li>• Collate information from dam owners on event impacts.</li> <li>• Exercise dam safety emergency powers if needed to minimise the risk of failure or consequences of a dam failure.</li> </ul> <p><b>Drinking Water</b></p> <ul style="list-style-type: none"> <li>• Ensure drinking water quality management plans are in place by registered drinking water service providers (this does not include private or unregistered providers).</li> <li>• Collate information from service providers and operators of drinking water supply schemes.</li> <li>• Work in partnership with Public Health Units (Queensland Health) regarding drinking water quality issues.</li> <li>• Act as a conduit of information between all relevant parties, including the support and enactment of emergency powers.</li> </ul> |
|  <p>Department of the Premier and Cabinet</p> <p>Access through DDMG</p> | <p><u>Role</u></p> <p>Coordinate disaster management policy and arrangements with the Commonwealth.</p> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>• Support the Premier as Chair of the Queensland Disaster Management Committee.</li> <li>• Represent Queensland at the National Crisis Committee.</li> <li>• Represent Queensland at the Australia-New Zealand Emergency Management Committee, Australia-New Zealand Counter Terrorism Committee and the Council of Australian Governments.</li> <li>• Coordinate whole of government disaster management policy.</li> <li>• Manage and activate the Crisis Communication Network.</li> <li>• Act as lead agency for public information and coordinate media.</li> <li>• Coordinate disaster relief appeal management.</li> <li>• Coordinate Australian Government assistance.</li> </ul>  |

| Organisation  | Indicative Roles and Responsibilities  |
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|  <p>Department of State Development, Manufacturing, Infrastructure and Planning</p> <p>Access through DDMG</p> | <p><u>Role</u></p> <p>Functional lead agency for planning, coordination and implementation of economic recovery in Queensland, playing a key role in assisting local government, business and industry in resilience and recovery strategies.</p> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>• Initial situation report on economic impacts on jobs, business and industry in disaster affected areas.</li> <li>• Provide support to relevant authorities restoring power, water and communications in the affected communities for the resumption of economic activity.</li> <li>• Ongoing coordination and reporting on the economic recovery tasks for the life of a long-term recovery plan.</li> <li>• Support the implementation of the State Planning Policy (SPP) which outlines 17 state interests to be considered in development assessment and in every planning scheme across Queensland, and includes the state interest of natural hazards, risk and resilience.</li> <li>• Prepare and implement regional plans that identify and interpret relevant matters of state interests for a particular region, including natural hazards, risk and resilience, to achieve desired outcomes.</li> <li>• Work collaboratively with the Department of Housing and Public Works (DHPW) on the development and implementation of the Queensland Digital Infrastructure Plan, which forms part of the State Infrastructure Plan.</li> </ul> <p><u>Indicative Locally Defined Responsibilities (extracted from SDMP)</u></p> <ul style="list-style-type: none"> <li>• Initial situation reporting on economic impacts of the local government area.</li> </ul> |
|  <p>Department of Transport and Main Roads</p> <p>LDMG Member</p>  | <p><u>Role</u></p> <p>Functional lead agency for planning, coordination and implementation of roads and transport recovery in Queensland. Coordinate the effective and efficient delivery of state-controlled road and transport recovery and reconstruction activities.</p> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>• Provide information and advice regarding the impact of an event on road, rail, aviation and maritime infrastructure.</li> <li>• Assist with the safe movement of people resulting from mass evacuation.</li> <li>• Enable an accessible transport system through reinstating road, rail and maritime infrastructure.</li> <li>• Ensure the capability of logistics-related industries is appropriately applied to disaster response and recovery activities.</li> </ul>   |
|  <p>LDMG Member</p>  | <p><u>Role</u></p> <p>Energy Queensland is a Government Owned Corporation (GOC) which delivers electricity through its 'poles and wires' business (distribution network) in Queensland, with Energex in the south east. Energy Queensland and Powerlink have developed protocols for response to disasters or significant incidents where the assets of one or both organisations are impacted.</p>  |

| Organisation   | Indicative Roles and Responsibilities  |
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|  | <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>Restore any supply interruptions to the electricity distribution network across Queensland.</li> <li>Work with State, District and Local disaster management groups where required to manage the consequences of disruption to Energy Queensland's networks and provide timely and accurate information.</li> </ul> <p><u>Locally Defined Responsibilities (extracted from SDMP)</u></p> <ul style="list-style-type: none"> <li>Develop an Electricity Restoration Plan to maintain and/or restore electrical power supply, based upon impact assessments in affected locations that align with business operational plans.</li> <li>Energy Queensland has a combined field workforce of 4,400 (including design, construction, maintenance, inspection and vegetation workers) who can be deployed as necessary for disaster response operations.</li> <li>Energy Queensland has a variety of mobile generators and support equipment that can be deployed into impacted communities to deliver temporary supply while the network is restored following a natural disaster event. Field crews, vehicles, generators, and equipment are mobilised prior to cyclones to support the rapid restoration of electricity supply to impacted communities.</li> </ul>  |
| <div data-bbox="165 969 475 1088">  </div> <div data-bbox="197 1115 443 1146"> <p>Access through DDMG</p> </div> | <p><u>Role</u></p> <p>Powerlink is a State Government Owned Corporation, which owns, develops, operates and maintains the high voltage electricity transmission network that extends 1700km from north of Cairns to the New South Wales border. Its network comprises 15,500 circuit kilometres of transmission lines and 141 substations.</p> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>Operate the electricity transmission network in accordance with the <i>Electricity Act 1994</i>, the National Electricity Rules and Law, the conditions of Powerlink's transmission licence and other relevant state legislation.</li> <li>Work with DNRME, Energy Queensland and AEMO to ensure that electricity demand and electricity supply in Queensland (and any shortfalls) are managed appropriately as part of the National Electricity Market (NEM), including acting as the Queensland jurisdictional contact for the NEM power system emergency management procedures overseen by AEMO for very significant disruptions.</li> <li>Inform on timelines for restoration on the transmission network.</li> <li>Manage emergencies under an all hazards approach such that the safety of the public, employees and contractors and the minimisation of potential environmental harm and damage to assets is prioritised.</li> <li>Work with State, District and Local disaster management groups where required to manage the consequences of a disruption to Powerlink's transmission network and provide timely and accurate information.</li> </ul> <p><u>Locally Defined Responsibilities (extracted from SDMP)</u></p> <ul style="list-style-type: none"> <li>Powerlink has its own field staff in South East Queensland and contracts Energy Queensland to provide field response in the rest of state, with all operations directed from Powerlink's office in Brisbane. Powerlink has a range of equipment to support rapid restoration of the network, including temporary transmission towers and has agreements with aerial service providers to deploy equipment and personnel at short notice across the state for damage</li> </ul> |

| Organisation  | Indicative Roles and Responsibilities  |
|---|--|
| <div data-bbox="252 320 387 488">  </div> <div data-bbox="183 512 461 580">Inspector-General<br/>Emergency Management</div> <div data-bbox="205 602 437 669">Access through local<br/>arrangements</div> | <p data-bbox="555 262 909 291">assessment and event response.</p> <p data-bbox="505 315 558 342"><u>Role</u></p> <p data-bbox="505 358 1331 387">Enable confidence in Queensland's emergency management arrangements.</p> <p data-bbox="505 405 1048 434"><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul data-bbox="505 450 1426 1070" style="list-style-type: none"> <li>• Regularly review and assess the effectiveness of disaster management by the state, including the State Disaster Management Plan and its implementation.</li> <li>• Regularly review and assess cooperation between the entities responsible for disaster management in the state, including whether the systems and procedures used by those entities are compatible and consistent.</li> <li>• Make disaster management standards.</li> <li>• Regularly review and assess disaster management standards.</li> <li>• Review, assess and report on performance by entities responsible for disaster management in the state against disaster management standards.</li> <li>• Work with entities performing emergency services, departments and the community to identify and improve disaster management capabilities, including volunteers' capabilities.</li> <li>• Monitor compliance by departments with their disaster management responsibilities.</li> <li>• Identify opportunities for cooperative partnerships to improve disaster management outcomes.</li> </ul> <p data-bbox="505 1086 1106 1115"><u>Locally Defined Responsibilities (extracted from SDMP)</u></p> <ul data-bbox="505 1131 1436 1193" style="list-style-type: none"> <li>• Regularly review and assess the effectiveness of disaster management by district and local groups, including District and Local Disaster Management Plans.</li> </ul> |
| <div data-bbox="252 1225 387 1393">  </div> <div data-bbox="199 1417 443 1485">Public Safety Business<br/>Agency</div> <div data-bbox="205 1507 437 1574">Access through local<br/>arrangements</div>  | <p data-bbox="505 1220 558 1247"><u>Role</u></p> <p data-bbox="505 1263 1430 1366">The Public Safety Business Agency (PSBA) was established in 2014 to provide high quality corporate services to Queensland's public safety agencies to support them to deliver quality community services.</p> <p data-bbox="505 1384 1048 1413"><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul data-bbox="505 1429 1441 1912" style="list-style-type: none"> <li>• Provide aircraft assets to the whole of government disaster response via the Queensland Government Air Service including: <ul data-bbox="603 1507 1441 1680" style="list-style-type: none"> <li>○ helicopter asset control to Retrieval Services Queensland (Queensland Health),</li> <li>○ supplying coordinators to the State Disaster Coordination Centre (SDCC) aviation cell to support all aircraft deployments,</li> <li>○ deployment of fixed wing assets via aviation cell.</li> </ul> </li> <li>• Provide human resources to support the functional operations of the SDCC.</li> <li>• Provide enhanced logistical, procurement, financial, asset management, information technology and human resource management services to support PSBA agency responses.</li> <li>• Provide mapping services to the SDCC during operations to support the SDCC and QDMC decision making.</li> </ul>  |







| Organisation  | Indicative Roles and Responsibilities  |
|---|--|
| <div data-bbox="236 264 402 488" data-label="Image"> </div> <p data-bbox="193 499 453 562">Queensland Ambulance Service</p> <p data-bbox="236 589 408 616">LDMG Member</p>                        | <p data-bbox="507 271 558 297"><u>Role</u></p> <p data-bbox="507 315 1437 418">Provide, operate and maintain ambulance services and service delivery during rescue and other related activities. This includes protecting persons from injury or death, whether or not the individuals are sick or injured.</p> <p data-bbox="507 436 1422 539">Provide transport for persons requiring attention at medical or health care facilities, to participate with other emergency services in counter disaster planning and to coordinate all volunteer first aid groups during the disaster.</p> <p data-bbox="507 557 1046 584"><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul data-bbox="507 602 1437 956" style="list-style-type: none"> <li>• Provide, operate and maintain ambulance services.</li> <li>• Coordinate all volunteer first aid groups during major emergencies and disasters.</li> <li>• Provide and support temporary health infrastructure where required.</li> <li>• Collaborate with Retrieval Services Queensland in the provision of paramedics for rotary wing operations.</li> <li>• Collaborate with Queensland Health in mass casualty management systems.</li> <li>• Provide disaster, urban search &amp; rescue (USAR), chemical hazard (Hazmat), biological and radiological operations support with specialist logistics and specialist paramedics.</li> </ul> <p data-bbox="507 974 1102 1001"><u>Locally Defined Responsibilities (extracted from SDMP)</u></p> <ul data-bbox="507 1019 1422 1211" style="list-style-type: none"> <li>• Access, assess, treat and transport sick and injured persons.</li> <li>• Protect persons from injury or death, during rescue and other related activities.</li> <li>• Participate in search and rescue (SAR), evacuation and victim reception operations.</li> <li>• Participate in health facility evacuations.</li> </ul> |
| <div data-bbox="252 1249 386 1415" data-label="Image"> </div> <p data-bbox="197 1440 446 1503">Queensland Corrective Services</p> <p data-bbox="177 1529 467 1556">Access through the DDMG</p>    | <p data-bbox="507 1240 558 1267"><u>Role</u></p> <p data-bbox="507 1285 1422 1464">Contributes to a fair, safe and just Queensland by managing government and privately operated custodial facilities and supporting the rehabilitation of offenders within and outside these facilities. It assists with crime prevention through the humane containment, supervision and rehabilitation of offenders in correctional centres and the community.</p> <p data-bbox="507 1482 831 1509"><u>State Defined Responsibilities</u></p> <ul data-bbox="507 1527 1422 1585" style="list-style-type: none"> <li>• Upon request from Council, activate staff to operate, manage and subsequently close evacuation centres as agreed.</li> </ul>  |
| <div data-bbox="226 1608 411 1818" data-label="Image"> </div> <p data-bbox="177 1832 469 1895">Queensland Fire and Emergency Services (QFES)</p> <p data-bbox="236 1921 408 1948">LDMG Member</p> | <p data-bbox="507 1612 558 1639"><u>Role</u></p> <p data-bbox="507 1657 1422 1800">Ensure the safety of people and property in Queensland through the provision of effective prevention, preparation, response and recovery activities across a range of emergency situations through the capabilities of Fire and Rescue, Rural Fire Service (RFS) and State Emergency Service (SES).</p> <p data-bbox="507 1818 1046 1845"><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul data-bbox="507 1863 1358 2011" style="list-style-type: none"> <li>• Primary response agency for structural, bushfire and hazmat incidents.</li> <li>• Provide advice, chemical analysis and atmospheric monitoring at relevant incidents.</li> <li>• Provide mass and technical decontamination capability.</li> </ul>  |






| Organisation   | Indicative Roles and Responsibilities   |
|--|---|
| <p><u>QFES Services</u></p>    <p>A jointly-funded service of Ipswich City Council and Queensland Fire and Emergency Services</p> | <ul style="list-style-type: none"> <li>• Provide rescue and search functions and perform other operations to help and protect injured persons from danger or potential danger.</li> <li>• Distribute and develop (where primary agency) warnings to disaster management stakeholders and communities.</li> <li>• Facilitate and authorise Emergency Alert (EA) campaigns to provide advice and warnings to communities affected by disasters and emergency situations.</li> <li>• Prepare guidelines to inform local governments, district and state groups of disaster management related matters.</li> <li>• Establish and maintain arrangements between the state and the Commonwealth about matters relating to effective disaster management.</li> <li>• Ensure disaster management and disaster operations are consistent between plans, policies, standards and guidelines.</li> <li>• Ensure that persons performing functions under <i>the Act</i> in relation to disaster operations are appropriately trained.</li> <li>• Provide advice and support to the state group, local and district groups in relation to disaster management and disaster operations.</li> <li>• Ensure the collaborative development of the Queensland Emergency Risk Management Framework and the state-wide risk assessment.</li> <li>• Ensure the SDCC is maintained to a state of operational readiness.</li> <li>• Maintain situational awareness and reporting capability and capacity through the SDCC Watch Desk.</li> <li>• Lead the planning and logistics capabilities in the SDCC and support the staffing models of other capabilities.</li> <li>• Emergency supply acquisition and management of supplies and services in support of disaster operations.</li> <li>• Resupply of essential goods (food and basic commodities) to temporarily isolated communities, properties and individuals.</li> <li>• Ensure the capability and capacity of Disaster Assistance Response Teams (DART) to assist communities affected by disasters or emergency situations.</li> <li>• Undertake damage assessment function (residential and commercial structures)</li> </ul> <p><b>Queensland Fire and Emergency Services</b></p> <ul style="list-style-type: none"> <li>• Carry out primary (hazard) and/or lead (functional) agency roles as nominated in this plan.</li> <li>• Contribute to prevention and preparedness activities, including community education.</li> <li>• Provide impact assessment and intelligence-gathering capabilities at the request of Council.</li> <li>• Provide situational monitoring.</li> <li>• Coordinate, support and manage the deployment of SES resources as required. In consultation with local government, appoint a suitably experienced and/or qualified officer as SES Coordinator to support the coordination of SES operations.</li> <li>• Coordinate and manage resupply (food and other essentials) and emergency supply operations.</li> </ul> |



| Organisation   | Indicative Roles and Responsibilities  |
|--|--|
|  | <ul style="list-style-type: none"> <li>• Coordinate and manage the deployment of air assets including fixed wing and rotary aircraft.</li> <li>• Coordinate disaster management training in accordance with the Queensland Disaster Management Training Framework.</li> </ul> <p><b>Fire and Rescue Service</b></p> <ul style="list-style-type: none"> <li>• Provide control, management and pre-incident planning of fires (structural, landscape and transportation).</li> <li>• Support QPS, when requested, in the coordination of search and/or rescue events as defined in the inter-governmental agreement.</li> <li>• Provide rescue capability for people trapped in any vehicle, vessel, by height or in confined space.</li> <li>• Carry out rescues of people isolated or trapped in swift-water/floodwater events.</li> <li>• Provide advice, chemical analysis and atmospheric monitoring at hazmat incidents.</li> <li>• Provide mass and technical decontamination capabilities under the State Biological Disaster and State Radiological Disaster response.</li> <li>• Provide urban search and rescue capability for building collapse events.</li> <li>• Support the Queensland Hazardous Materials Incident Recovery Plan.</li> <li>• Provide impact assessment and intelligence-gathering capabilities.</li> </ul> <p><b>Rural Fire Service – West Moreton Area Fire Management Group</b></p> <ul style="list-style-type: none"> <li>• Respond to the outbreak of fires within the Ipswich local government area (LGA).</li> <li>• Undertake a range of planning and preparation activities, including hazard reduction burns.</li> <li>• Community education on fire behaviour and prevention.</li> <li>• Manage permits to light fires.</li> <li>• Assist other emergency service agencies during disasters.</li> </ul> <p><b>State Emergency Service</b></p> <ul style="list-style-type: none"> <li>• Search for and/or rescue missing, trapped or other people under the direction of a SAR Authority (QPS in the State of Queensland), in line with the inter-governmental agreement.</li> <li>• Provide emergency repair and protection of damaged or vulnerable critical infrastructure.</li> <li>• Provide emergency repair and protection of damaged essential living areas (for example, a room for sleeping, meal preparation and personal hygiene).</li> </ul> |
|  <p>Queensland Health – West Moreton Hospital and Health Service</p> <p>LDMG Member</p> | <p><u>Role</u></p> <p>Coordinate and manage the health aspects of a disaster or emergency incident across the full spectrum of prevention, preparedness, response and recovery including health advice to the community, public health, clinical care, forensic support and mental health.</p> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>• Lead agency for response functions of public health, mental health and medical services, mass casualty management, mass fatality management including victim identification (with QPS) and emergency medical retrieval.</li> </ul>  |



| Organisation  | Indicative Roles and Responsibilities   |
|---|---|
|   | <ul style="list-style-type: none"> <li>• Provide health emergency incident information.</li> <li>• Primary agency for heatwave, pandemic influenza, biological and radiological incidents.</li> <li>• State representation at Australian Health Protection Principal Committee and associated sub-committees including Communicable Diseases Network Australia (CDNA), Public Health Laboratory Network (PHLN) and the National Health Emergency Management Standing Committee.</li> <li>• Department of Health participation in appropriate and relevant state level groups and committees.</li> <li>• Hospital and Health Service participation in LDMG and DDMG activities.</li> <li>• Develop health-focused disaster and emergency preparedness, response and recovery plans.</li> <li>• Develop and maintain disaster and emergency health response capability and capacity.</li> <li>• Implement business continuity plans and arrangements to maintain health services during disasters and emergencies.</li> <li>• Work across the health sector including aged care facilities, private facilities, primary health and community care providers to ensure 'whole of health' arrangements are in place.</li> <li>• Coordinate the state level health response through maintenance and activation of the State Health Emergency Coordination Centre.</li> <li>• Clinically coordinate aeromedical transport and emergency medical retrieval (with QAS) and provide membership to the SDCC aviation cell when activated.</li> <li>• Forensic and scientific health services to mass fatality management and terrorism (with QPS).</li> <li>• Communicable disease surveillance and response arrangements.</li> </ul> <p><u>Locally Defined Responsibilities (extracted from SDMP)</u></p> <ul style="list-style-type: none"> <li>• Provide health disaster and emergency incident information to the public and disaster management stakeholders.</li> <li>• Clinical response to mass casualty management (with QAS).</li> <li>• Recovery mental health support to affected communities (with DCDSS).</li> <li>• Public health and environmental health advice and support to local governments and affected communities and industries.</li> <li>• Environmental health risk assessment advice to other agencies, local government and industries.</li> <li>• Messaging on public health risks to affected communities.</li> </ul> |
|  <p>Queensland Police Service</p> <p>LDMG Member</p> | <p><u>Role</u></p> <p>To enhance the safety of the community by assisting them to prepare for, respond to and recover from disaster events by providing support and guidance to disaster management groups at all levels.</p> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>• Preserve peace and good order.</li> <li>• Operational responsibility for first response to terrorism.</li> </ul>  |



| Organisation  | Indicative Roles and Responsibilities  |
|---|--|
|   | <ul style="list-style-type: none"> <li>• Providing executive support to the QDMC.</li> <li>• Coordinating disaster response operations for the QDMC through the State Disaster Coordinator.</li> <li>• Provide the Chair and executive support to the State Disaster Coordination Group.</li> <li>• Provide the Chair (District Disaster Coordinator) and executive support to DDMGs.</li> <li>• Managing and coordinating the business of DDMGs.</li> <li>• Develop and facilitate a program of disaster management themed exercises.</li> <li>• State Search and Rescue authority and responsible for the coordination of search and rescue operations.</li> <li>• Activate and coordinate the operation of the SDCC.</li> <li>• Conduct coronial investigations.</li> <li>• Coordinate the review of the SDMP.</li> <li>• Provide a Disaster Victim Identification capability.</li> </ul> <p><u>Locally Defined Responsibilities (extracted from SDMP)</u></p> <ul style="list-style-type: none"> <li>• Provide support to LDMGs.</li> <li>• Manage the registration of evacuees and inquiries in partnership with Red Cross.</li> <li>• Provide traffic management, including assistance with road closures and maintenance of road blocks.</li> </ul>   |
|  <p>Telstra</p> <p>LDMG Member</p> | <p><u>Role</u></p> <p>Telstra's purpose is to create a brilliant connected future for everyone.</p> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>• Telstra operates as a mobile phone/data provider and provides fixed lines services for its customers. It also provides this capability to other resellers.</li> <li>• Telstra has an extensive data network that covers Queensland.</li> <li>• Telstra is a reseller of NBN services.</li> <li>• Telstra has a variety of mobile facilities that it can deploy into impacted communities to deliver limited/partial service restoration subsequent to service disruption driven through the impacts of a natural disaster event. These facilities are pre-deployed into locations that the carrier determines to be the most logistically practical placement to support rapid deployment into impacted communities. Common terms include:             <ul style="list-style-type: none"> <li>○ Satellite Communications on Wheels (COWS) – used to create temporary mobile phone coverage.</li> <li>○ Mobile Exchange on Wheels (MEOWS) – portable land line exchange to supplement inoperable facilities.</li> <li>○ Wi-Fi Mobile Customer Office – a van where customers can connect to Wi-Fi to do their business and to charge their phones/tablets.</li> </ul> </li> </ul> |

| Organisation   | Indicative Roles and Responsibilities  |
|--|--|
|  <p>Queensland Reconstruction Authority</p> <p>LDMG Advisor</p> | <p><u>Role</u></p> <p>Lead agency for disaster recovery, resilience and mitigation policy in Queensland. Manage and coordinate the state government's program of infrastructure reconstruction within disaster-affected communities. The Queensland Reconstruction Authority (QRA) focuses on working with state and local government partners to deliver value for money and best practice expenditure and acquittal of public reconstruction funds.</p> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>• Drive and coordinate enhancement of resilience throughout Queensland.</li> <li>• Plan and coordinate Queensland and Australian Government assistance under the Disaster Recovery Funding Arrangements (DRFA).</li> <li>• Maintain the Queensland Recovery Plan and develop state level event-specific plans as required.</li> <li>• Implement the Queensland Strategy for Disaster Resilience 2017.</li> <li>• Maintain the State Recovery Coordinator (SRC) Guide and Register, including induction of SRCs, when appointed.</li> <li>• Monitor damage of public infrastructure and private properties.</li> <li>• Administer DRFA and SDRA.</li> <li>• The Chief Executive Officer, QRA is appointed by the Premier as the State Recovery, Policy and Planning Coordinator.</li> </ul> <p><u>Locally Defined Responsibilities</u></p> <ul style="list-style-type: none"> <li>• Monitor reconstruction activities in affected communities.</li> </ul> |
|  <p>LDMG Advisor</p>  | <p><u>Role</u></p> <p>Queensland Rail's purpose is to provide a safe, reliable, on-time, value for money and customer focussed rail service that benefits the community, supports industry and is integrated with the public transport system.</p> <p><u>State Defined Responsibilities</u></p> <ul style="list-style-type: none"> <li>• Queensland Rail's network extends more than 6,600 kilometres across the state. The business operates the following three core services across multiple customer markets: <ul style="list-style-type: none"> <li>○ Citytrain</li> <li>○ Travel and Tourism</li> <li>○ Regional Network and Freight.</li> </ul> </li> <li>• Queensland Rail has a comprehensive Emergency Management Framework in place and regularly tests its processes and procedures for emergency situations across the state. It regularly partners with external agencies as part of these emergency preparedness exercises.</li> </ul>  |

| Organisation  | Indicative Roles and Responsibilities  |
|---|--|
| <br>LDMG Member  | <p><u>Role</u></p> <p>Urban Utilities were established on 1 July 2010 as a statutory body to be a distributor-retailer under the provision of the <i>South East Queensland Water (Distribution and Retail Restructuring) Act 2009</i> and as a service provider under the <i>Water Supply (Safety and Reliability) Act 2008</i>.</p> <p><u>State Defined Responsibilities</u></p> <ul style="list-style-type: none"> <li>Urban Utilities services the Brisbane, Ipswich, Somerset, Lockyer Valley and Scenic Rim regions. Supplying drinking water, recycled water and sewerage services to a population of more than 1.4 million in South East Queensland.</li> </ul> <p><u>Locally Defined Responsibilities</u></p> <ul style="list-style-type: none"> <li>Deliver drinking water, recycled water and sewerage services within the city.</li> </ul>  |
| <br>LDMG Adviser | <p><u>Role</u></p> <p>Seqwater is a statutory authority of the Queensland Government that provides bulk water storage, transport and treatment, water grid management and planning, catchment management and flood mitigation services to South East Queensland (SEQ).</p> <p>Seqwater provides bulk water for the operation of the SEQ Water Grid including dams, weirs, conventional water treatment plants and climate resilient sources of water through the Gold Coast Desalination Plant and the Western Corridor Recycled Water Scheme. It manages 26 dams across the region and operates Wivenhoe and Somerset and North Pine as dams to provide flood mitigation for Ipswich and Greater Brisbane.</p> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>Seqwater is the key liaison for the State, Local government and emergency services for all water related emergencies or incidents in SEQ.</li> <li>The SEQ water grid provides Seqwater with the ability to move drinking water across the region if its assets are impacted by weather or emergency events.</li> <li>Develop Emergency Action Plans (EAPs) for all of their referable dams as per legislative requirements.</li> <li>Develop the Flood Mitigation Manual for Wivenhoe, Somerset and North Pine flood mitigation dams.</li> </ul> <p><u>Locally Defined Responsibilities</u></p> <ul style="list-style-type: none"> <li>Provide notifications and warnings to populations at risk immediately downstream of their referable dams, as per actions contained within their approved EAPs.</li> <li>Seqwater provides a free dam release notification service and associated App to provide the community with up to date information on dam releases, water supply and recreation during emergencies or incidents.</li> <li>Work with and provide timely and accurate information to the LDMGs where required to manage the consequences of a water supply or dam safety incident.</li> <li>Seqwater operates two purpose built Emergency Operations Centres (Brisbane and Ipswich) to host its flood operations team, network control and its incident and management teams. The centre provides updated situation reports (SITREPS) during emergencies and incidents for the State, Local government and</li> </ul> |

| Organisation   | Indicative Roles and Responsibilities   |
|--|---|
|  | emergency services and will have senior management and media resources at the SDCC as required.   |
|  <p>LDMG Member</p>                         | <p><u>Role</u></p> <p>APA Group is a company in Australia which owns and operates natural gas and electricity assets. APA plays a key role in enabling Australian consumers and businesses to have access to affordable, reliable and sustainable energy.</p> <p><u>State Defined Responsibilities</u></p> <ul style="list-style-type: none"> <li>• Nil defined.</li> </ul> <p><u>Locally Defined Responsibilities</u></p> <ul style="list-style-type: none"> <li>• Monitor the gas transmission and distribution networks.</li> <li>• Maintain and/or restore the gas supply.</li> <li>• Provide advice in relation to gas supply, including safety advice to customers.</li> </ul>  |
|  <p>Access through local arrangements</p>   | <p><u>Role</u></p> <p>St John Ambulance Australia is a self-funding, charitable organisation active in all states and territories, dedicated to helping people in sickness, distress, suffering or danger. It provides event health services at public events and emergencies.</p> <p><u>State Defined Responsibilities</u></p> <ul style="list-style-type: none"> <li>• Nil defined.</li> </ul> <p><u>Locally Defined Responsibilities</u></p> <ul style="list-style-type: none"> <li>• Assist with evacuation centres (and elsewhere as required) by providing first aid and personal care.</li> </ul>  |
|  <p>Access through local arrangements</p> | <p><u>Role</u></p> <p>To provide physical, emotional and spiritual support to all members of the Australian community, meeting them at their point of need.</p> <p><u>State Defined Responsibilities</u></p> <ul style="list-style-type: none"> <li>• Upon request from Council, activate staff to operate, manage and subsequently close evacuation centres, as agreed.</li> </ul> <p><u>Locally Defined Responsibilities</u></p> <ul style="list-style-type: none"> <li>• Support disaster-affected people and emergency services workers during times of crisis by providing emergency catering through Salvation Army Emergency Services.</li> <li>• Support communities through the recovery process by providing holistic support that will promote the recovery of those communities. Following community consultation and identification of community needs The Salvation Army could support the local community with identified physical, emotional and spiritual support. Examples of this support may include personal support, coordination of immediate needs, provision of gift cards, network building, referral and connection to local services and partnerships.</li> </ul> |





| Organisation   | Indicative Roles and Responsibilities  |
|--|--|
| <br>Access through local arrangements | <p><u>Role</u></p> <p>GIVIT manages offers of goods and services in response to disasters and emergency incidents as defined by <i>the Act</i>. GIVIT also procures goods with monies donated by the public in response to such events.</p> <p><u>State Defined Responsibilities (through Service Agreement with the Queensland Government)</u></p> <ul style="list-style-type: none"> <li>• In partnership with the Queensland Government, manage offers of donated goods and services, including corporate offers of assistance, following Queensland disasters.</li> </ul> <p><u>Locally Defined Responsibilities</u></p> <ul style="list-style-type: none"> <li>• Allocate offers of donated goods and services, including corporate offers of assistance in response to urgent requests received from local government, local services and community groups.</li> <li>• Connect and inspire an online network of givers to support the community as it manages the immediate and long-term needs of affected residents.</li> </ul>  |
| <br>Access through local arrangements | <p><u>Role</u></p> <p>Volunteering Queensland is the peak body for volunteering in Queensland and as such is solely dedicated to specialising in all aspects of volunteering.</p> <p><u>State Defined Responsibilities (SDMP Appendix C)</u></p> <ul style="list-style-type: none"> <li>• Manage Emergency Volunteering – Community Response to Extreme Weather (EV CREW).</li> <li>• Activate the State Emergency Volunteering Coordination Centre for the recruitment and distribution of volunteers. The coordination centre uses the EV CREW system and is the central coordinating point for requests from organisations seeking volunteers, as well as and individuals offering their time and assistance.</li> <li>• Act as an information provider and a gateway to disseminate information to the general public and registered emergency volunteers about progress and areas where assistance may be needed.</li> </ul> <p><u>Locally Defined Responsibilities</u></p> <ul style="list-style-type: none"> <li>• Connect volunteer offers to help from individuals, groups and corporates with requests for assistance from organisations who are seeking volunteers.</li> <li>• Work closely with organisations across the course of their volunteer operations.</li> <li>• Volunteering Queensland may also be able to provide additional services including:               <ul style="list-style-type: none"> <li>○ ‘good practice’ advice and assistance to local government authorities to have appropriate local arrangements in place</li> <li>○ local place-based planning to identify opportunities to use volunteers in each phase of emergency management</li> <li>○ training to local government authorities and local volunteers involving organisations for the management and coordination of spontaneous volunteers.</li> </ul> </li> </ul> |

Table 4 - Roles and responsibilities



## PART 6: COMMUNITY CONTEXT

### 6.1 Community context

To tailor this LDMP to the needs of Ipswich, Council takes into account the population, infrastructure, industry, climate, geography, assets, challenges and hazards of the area.

#### 6.1.1 Our geography and topography

The local government area (LGA) of the City of Ipswich covers 1,090 km<sup>2</sup> (Figure 5). It is bordered by a series of vegetated hills and mountain ranges including the Little Liverpool Range and the Proctor Range to the west, Pine Mountain and the D'Aguilar Range to the north-east, the Bluff to the north-west, and Flinders Peak and the Grampian Hills to the south.

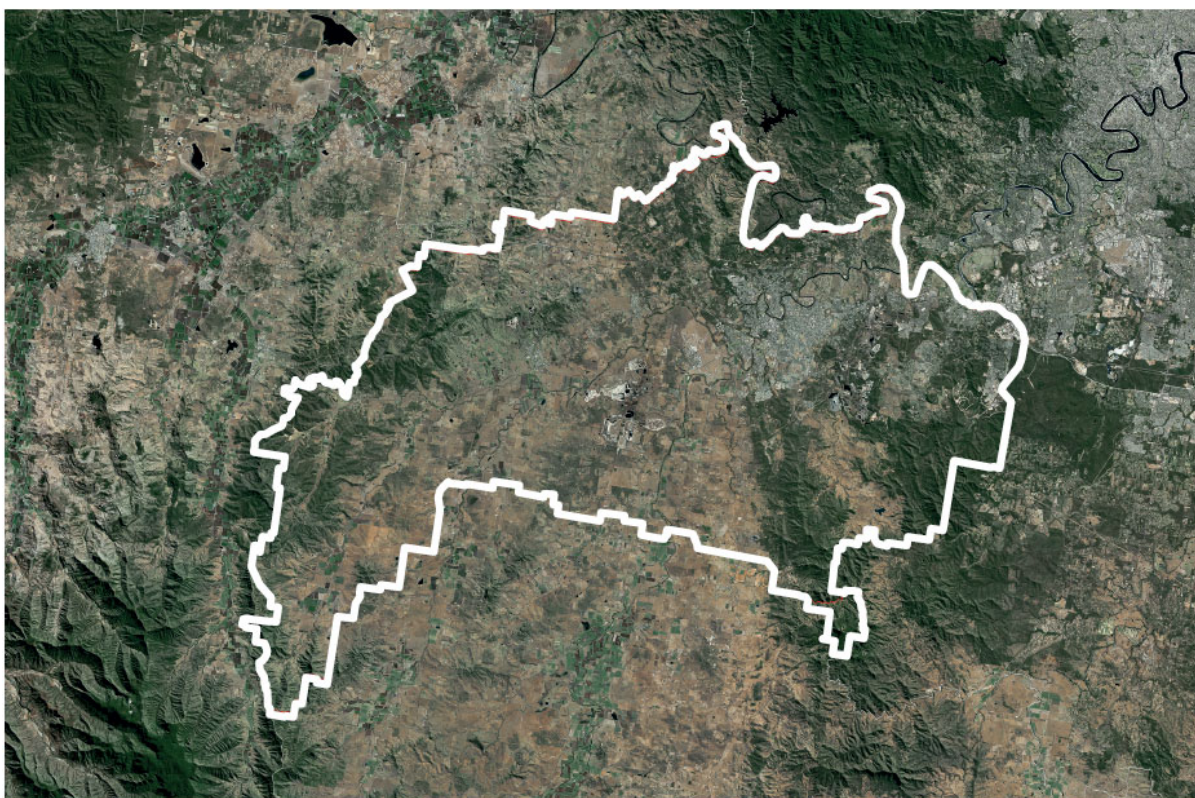


Figure 5 - Ipswich Local Government Area

Many of the region's rivers and waterways converge in the Ipswich LGA, including the Brisbane and Bremer rivers and the Western, Warrill, Purga, Bundamba, Six Mile, Opossum, Goodna and Woogaroo creeks.

Natural vegetation types in the area are the most diverse in South East Queensland and include rainforest, dry vine forest, soft forest, open forest, heathland, wetlands and grasslands.

### 6.1.2 Our climate and weather

The climate is described as moist sub-tropical with a seasonal rainfall pattern. The heaviest rainfall occurs in the summer months and is often associated with cyclones and severe storms. The average rainfall is 879 mm per annum,<sup>10</sup> the yearly average maximum temperature is 27.3°C and the yearly average minimum temperature is 13.9°C.<sup>11</sup>

Storm season and bushfire threats occur during the spring and summer months of September to April.

### 6.1.3 Our population

The population of the area includes all people, residents, visitors and tourists within the City of Ipswich LGA at a given point in time. As at 9 August 2016 (2016 Census day), the total population of the area was 193,733,<sup>12</sup> with 49.4% male and 50.6% female. The Australian Bureau of Statistics (ABS) Estimated Residential Population, as at 30 June 2019, was 222,307.<sup>13</sup> Based on a growth rate of 16.1% over the period 2011 – 2016, the population is predicted to increase to 450,827 by 2031.<sup>14</sup>

Figure 6 provides a summary snapshot if Ipswich was a group of 100 people.

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<sup>10</sup> Bureau of Meteorology, [Bom.gov.au/climate/averages/tables/cw\\_040101.shtml](http://Bom.gov.au/climate/averages/tables/cw_040101.shtml) (Accessed July 2020)

<sup>11</sup> Bureau of Meteorology, [Bom.gov.au/climate/averages/tables/cw\\_040101.shtml](http://Bom.gov.au/climate/averages/tables/cw_040101.shtml) (Accessed July 2020)

<sup>12</sup> Australian Bureau of Statistics, 2016 – Quick Stats

<sup>13</sup> Australian Bureau of Statistics, (.id profile)

<sup>14</sup> Queensland Government population projections, 2018 edition; Australian Bureau of Statistics, Population by age and sex, regions of Australia, 2016 (Cat no. 3235.0).



Figure 6 - Summary of Ipswich population

### 6.1.4 Our age<sup>15</sup>

Ipswich continues to defy state and national trends with its notably younger population, with a median age of 32 years. This compares with Queensland's median age of 37 years and Australia's of 38 years (Figure 7).

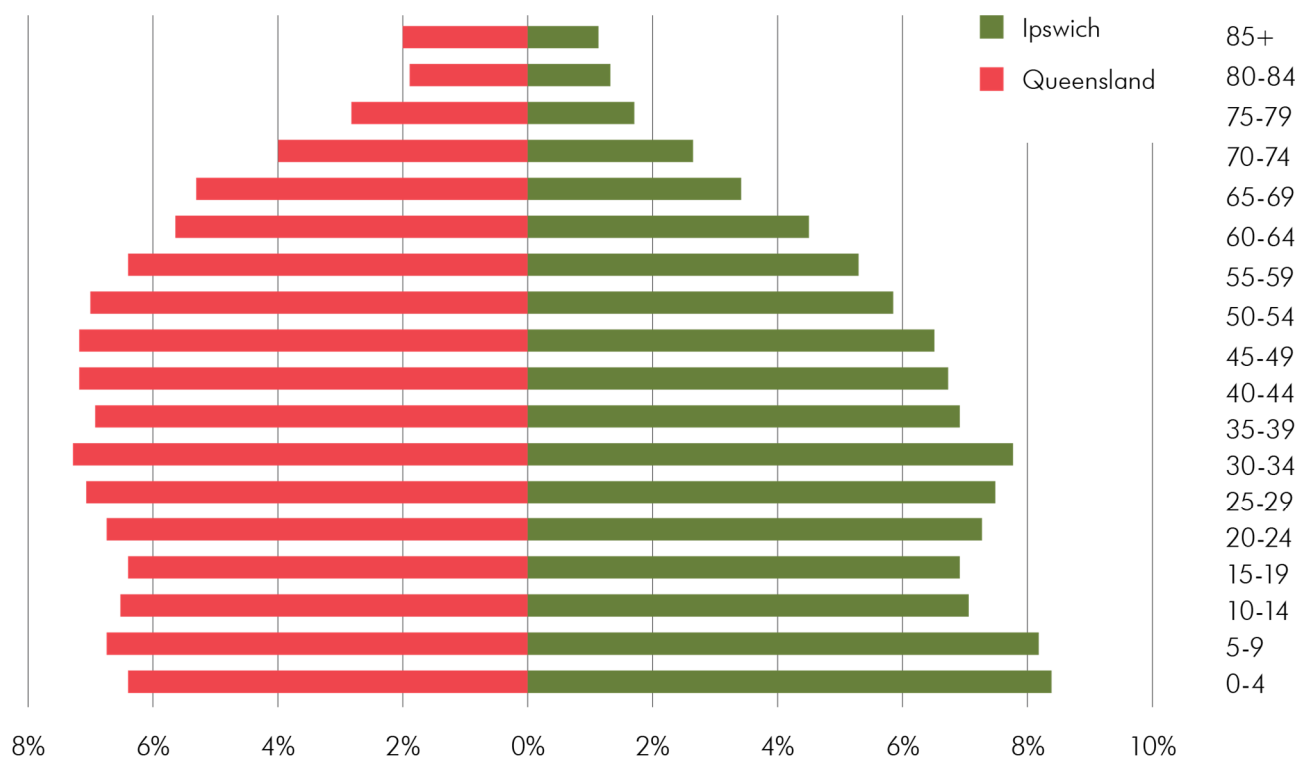


Figure 7 - Age profile comparison for Queensland and Ipswich, 2016

<sup>15</sup> Australian Bureau of Statistics, 2016 – Quick Stats

### 6.1.5 Where we come from

The majority of Ipswich residents (78.4%) were born in Australia, however the proportion of residents who were born overseas has increased from 20% in 2011 to 21.6% in 2016. Figure 8 summarises the top 15 Ipswich resident's countries of birth in 2016.

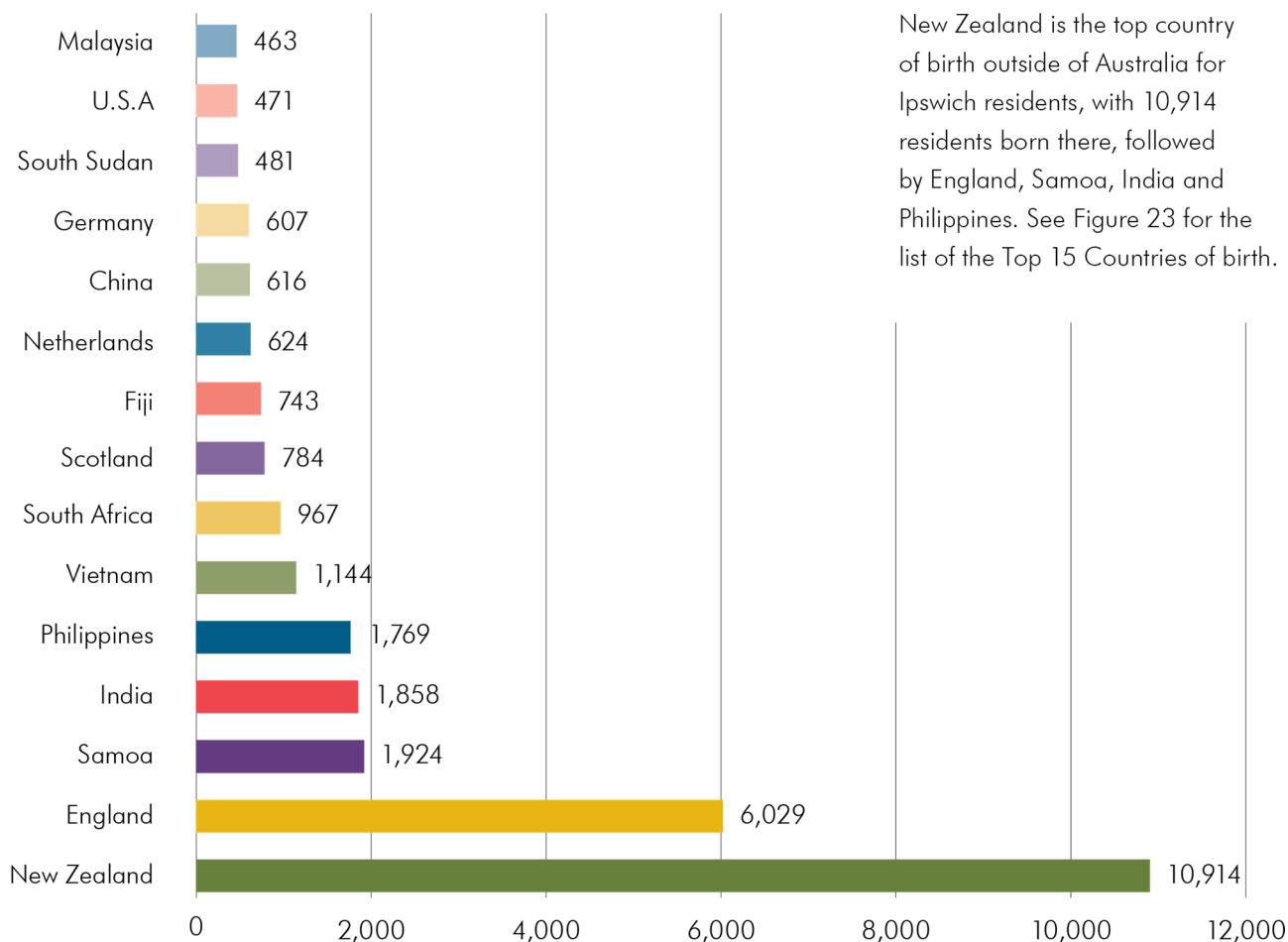


Figure 8 - Ipswich residents' countries of birth, 2016 (number of residents)

Ipswich is home to 8,428 residents identifying as Aboriginal and/or Torres Strait Islander (4.6% of the population). This is slightly higher than the Queensland proportion of 4.2% (Figure 9).

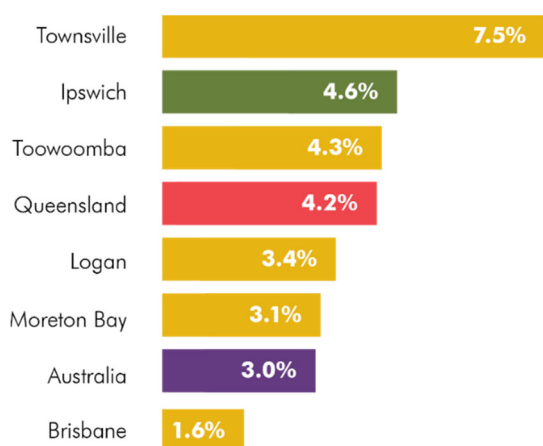


Figure 9 - Proportion of residents identifying as Aboriginal and/or Torres Strait Islander for Queensland, Ipswich and benchmark LGAs in 2016 (%)

## 6.1.6 Our education

The 2016 Census revealed a continuing trend for Ipswich residents to attain qualifications, with 45% of Ipswich residents aged over 15 years stating they had a qualification (inclusive of certificates, diplomas, bachelor degrees and post-graduate qualifications). The highest number of residents (46.1%) possess Certificate II & IV level qualifications, however there has been strong growth since 2011 in the number of residents who possess Bachelor and higher degrees and Diplomas (Figure 10). Over a quarter (26.6%) of Ipswich residents with qualifications, hold a Bachelor or higher degree, while 19.2% have a Diploma and 8.1% possess a Certificate I or II.

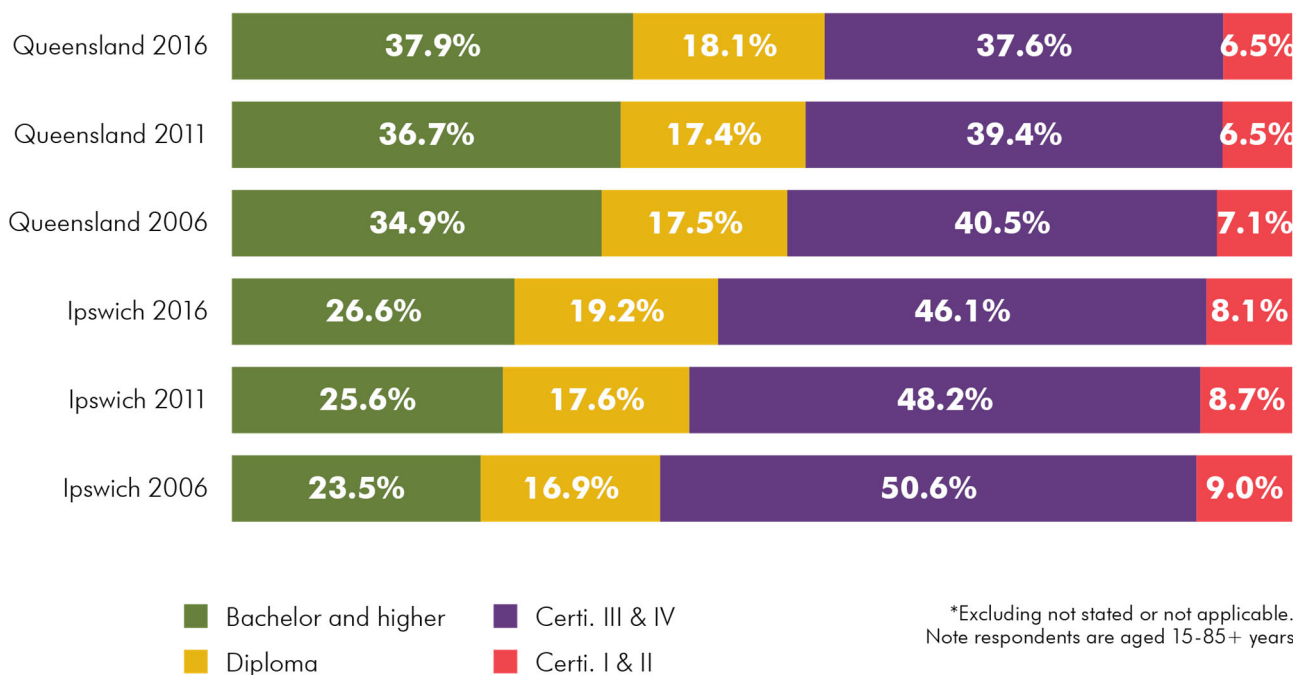


Figure 10 - Our education

## 6.1.7 Disability

There were 11,044 people (or 5.7% of the city's population) in 2016 that reported needing help in their day-to-day lives due to disability. There were also 17,162 carers (11.6%) providing unpaid assistance to a person with a disability, long term illness or old age in 2016.<sup>16</sup>

## 6.1.8 Our linguistic diversity

In the City of Ipswich, 11.6% of people spoke a language other than English in the home in 2016. In Ipswich, 152 languages other than English are spoken at home, with the most prevalent languages used at home being Samoan, followed by Vietnamese, Filipino/Tagalog, Spanish, Hindi and Mandarin (Figure 11 and Figure 12).<sup>17</sup>

<sup>16</sup> Australian Bureau of Statistics, Census, 2016

<sup>17</sup> Australian Bureau of Statistics, Census, 2016



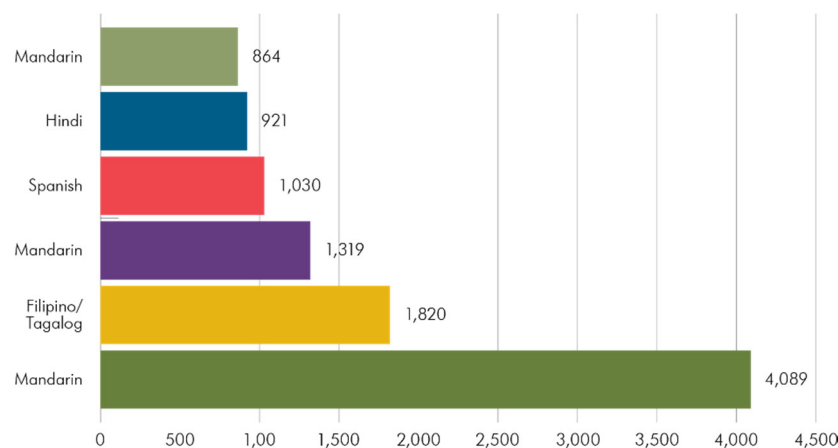


Figure 11 - Top six spoken non-English languages<sup>18</sup>

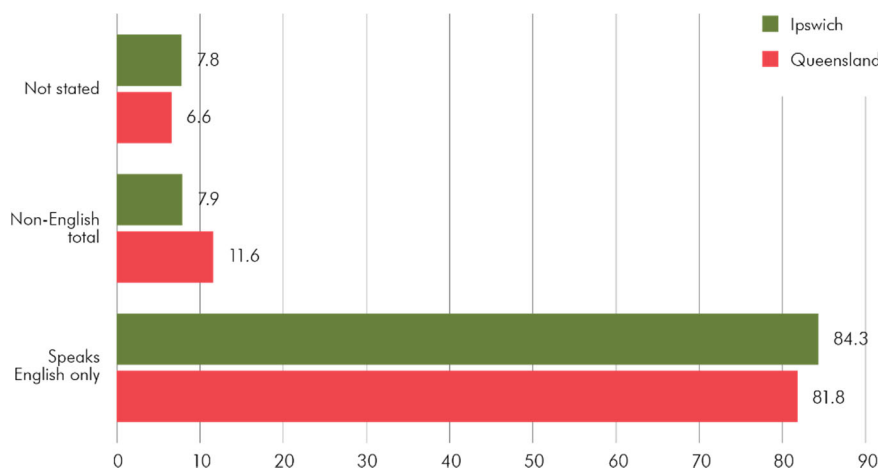


Figure 12 - Languages spoken at home<sup>19</sup>

### 6.1.9 What we do

The population of Ipswich is a diverse mix of people who contribute through employment, volunteering, home duties and the provision of unpaid child care and/or unpaid care of another. Major employment industries in Ipswich are Health Care and Social Assistance (13.2%), Retail (10.5%), Manufacturing (10%), Public Administration and Safety (9.1%), Construction (8.4%) and Education and Training (8.1%). These top six industries account for 59.3% of Ipswich residents' employment in 2016, compared to 54% of the Queensland population (Figure 13).<sup>20</sup>

<sup>18</sup> Australian Bureau of Statistics, Census, 2016

<sup>19</sup> Australian Bureau of Statistics, Census, 2016

<sup>20</sup> City of Ipswich Community Profile, 2016, Industry sector of employment. <https://profile.id.com.au/ipswich/industries> [Accessed 7 July 2020]

Total employed persons

City of Ipswich South East Queensland

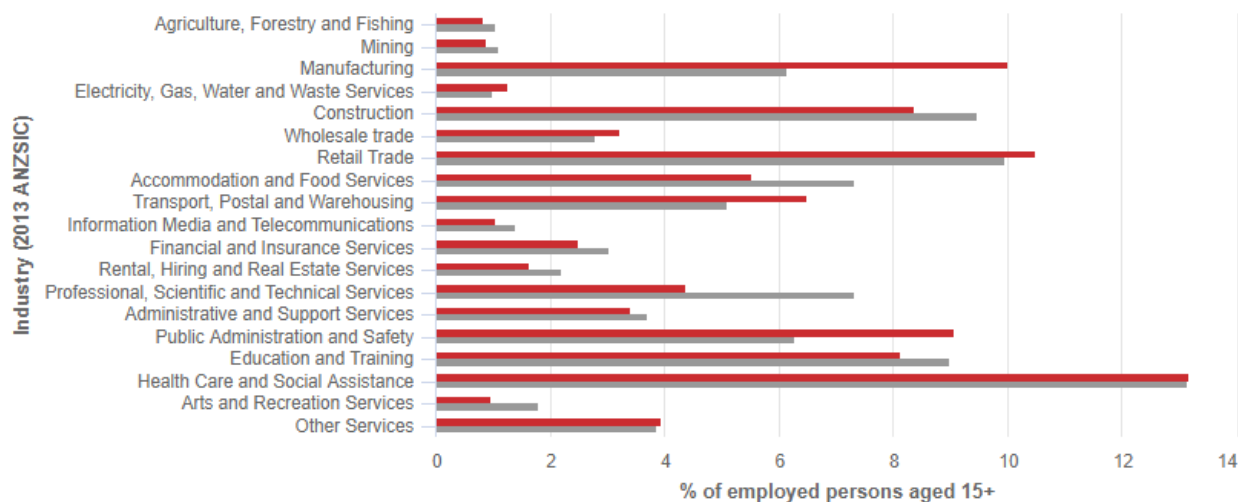


Figure 13 - Employment by industry comparison for Queensland and Ipswich in 2016

At the time of the 2016 Census, 91% of the Ipswich population were employed (59.2% full time and 26.9% part time) and 9% reported they were unemployed.<sup>21</sup>

#### 6.1.10 Our Community capacity

The community is well supported by agencies, organisations, service and sporting clubs, and a myriad of special interest and hobby groups.

#### 6.1.11 Our Vulnerable populations

Ipswich residents face a level of risk when a disaster impacts the community, however protective factors such as strong family and social connections enable many people to be better prepared and able to adapt to the effects of a disaster. The plan recognises that some people and communities do not have this support and that they are more likely to succumb to higher levels of risk, injury, loss, or severe and longer-term impacts than others.

The city has a number of vulnerable populations. These include (but are not limited to) those in aged care facilities, seniors residing in their homes, people with a disability, people with chronic medical conditions, and those who have difficulty communicating in English.

To reduce the impact of disasters on people with vulnerabilities, or people who may become vulnerable, this plan uses the *People with vulnerabilities in disaster – A framework for effective local response*. Developed by DCDSS, this framework outlines a state-wide approach to assist local governments and communities identify people who are, or who may be, highly susceptible to the impacts of disasters and plan activities to mitigate or increase their resilience and/or recovery.<sup>22</sup>

<sup>21</sup> Australian Bureau of Statistics, Census, 2016

<sup>22</sup> DCDSS 2016, People with vulnerabilities in disasters



### 6.1.12 Our Public buildings, spaces and events

The Ipswich LGA is well serviced through public buildings including Council offices and facilities (such as the Civic Hall, Art Gallery and the Court House), Queensland Government department regional offices, swimming complexes, a racecourse, showgrounds, sporting facilities, a motor sport precinct, primary and secondary schools, vocational education facilities and universities, and places of worship.

Ipswich is well known for its cultural and social events, which include the Jacaranda Festival, Ipswich Festival, Ipswich Cup, Winter-national drag races, V8 Supercar races and the Ipswich Show.

### 6.1.13 Our Critical infrastructure and service localities


Critical infrastructure is given a high priority in the recovery stages of an extreme event. Table 5 shows the categories of critical infrastructure for the City of Ipswich. Some facilities located outside of the LGA have responsibility for response areas within the Ipswich LGA; similarly, some facilities located within the Ipswich LGA have responsibility for areas outside the LGA.

| Category                 | Name of Facility or Establishment   |
|--------------------------|---|
| Health Facilities        | Ipswich General Hospital, St Andrews Private Hospital, Mater Private Hospital Springfield                         |
| Police Stations          | Ipswich, Yamanto, Karana Downs, Rosewood, Marburg, Booval, Goodna, Springfield                                    |
| Ambulance Stations       | Ipswich, Rosewood, Redbank, Springfield   |
| Fire and Rescue Stations | Ripley, Brassall, Rosewood, Marburg, Booval, Camira, Karana Downs   |
| SES Depots               | Ipswich, Goodna, Marburg, Rosewood  |
| Major Roads              | Brisbane Valley Highway, Centenary Highway, Cunningham Highway, Ipswich Motorway, Logan Motorway, Warrego Highway |
| Rail Lines               | Main Western Rail Line (Gailes to Grandchester), Springfield Rail Line (Springfield to Darra)                     |
| Rural Fire Brigades      | Ripley, Pine Mountain, Mount Forbes, Lower Mount Walker, Mount Mort, Grandchester, Marburg                        |
| Power Supply             | Swanbank Power Station, Energy Queensland substations and transformers  |
| Gas Supply               | Roma to Brisbane Pipeline   |
| Telephone Exchanges      | Ipswich, Flinders View, Booval, Brassall  |

Table 5 - Summary of critical infrastructure

### 6.1.14 Our Potable water distribution network

Potable (drinkable) water is available from multiple sources including Seqwater's Camerons Hill (Mount Crosby) water treatment plant. Water is also sourced from the Gold Coast through the Southern Regional Water Pipeline.



Water is distributed to 26 service reservoirs and towers owned and operated by Urban Utilities. A network of trunk and distribution mains, together with pump stations owned and operated by Urban Utilities, disperse the water to properties within the area. Urban Utilities also operates a small water treatment plant on Warrill Creek that serves some of the southern suburbs.

#### **6.1.15 Our Waste water network**

The majority of the residential areas of the city are serviced by the sewerage network. The network consists of asbestos cement pipes, polyvinyl chloride pipes, vitreous clay pipes and 62 pump stations. Sewerage is treated by Urban Utilities at four treatment plants located at Bundamba, Carole Park, Goodna and Rosewood. The network is owned and operated by Urban Utilities.

#### **6.1.16 Our Electricity network**

Bulk power is sourced from the Queensland electricity grid (operated by Powerlink) and fed to the Blackwall Switching Station via a series of high voltage transmission lines. Energy Queensland operates the distribution network, which consists of 15 substations and approximately 200 km of high and low voltage lines. The bulk of this network is located above ground however, new housing estates may have their electricity distribution networks underground.

#### **6.1.17 Our Gas supply**

The Ipswich LGA is traversed by the Moonie Oil Pipeline (decommissioned) and the Roma to Brisbane Gas Pipeline (owned and operated by the APA Group). Several regulation/monitoring stations are located on these lines within the area. Gas is distributed to homes across Ipswich.

#### **6.1.18 Our Telecommunications**

NBN Co, Telstra, Optus and Vodafone maintain telecommunications networks within the city. These include the public switched telephone network (PSTN), broadband (including NBN) and mobile services.

### **6.2 Essential infrastructure**

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#### **6.2.1 Emergency services**

The city is serviced by the following emergency services:

- Queensland Fire and Emergency Service – Fire and Rescue stations
- Queensland Fire and Emergency Service – Rural Fire Service brigades
- Queensland Ambulance Service – Ambulance establishments
- Queensland Police Service – Police establishments
- State Emergency Service – SES depot

## 6.2.2 Medical and health facilities

The city is serviced by the following medical facilities:

- Ipswich General Hospital, operated by West Moreton Health;
- St Andrews Private Hospital, operated by Ramsay Health;
- Mater Private Hospital Springfield; and
- an extensive network of medical centres and general practitioners.

## 6.2.3 Railway

Ipswich is connected to Brisbane by Queensland Rail's passenger network. Within the Ipswich area, rail stations are located at Grandchester, Rosewood, Thagoona, Walloon, Karrabin, Wulkuraka, Thomas Street, Ipswich, East Ipswich, Booval, Bundamba, Ebbw Vale, Dinmore, Riverview, Redbank, Goodna, Springfield Central and Springfield.

## 6.2.4 Airports, airfields and helicopter landing pads

RAAF Base Amberley is situated within the City of Ipswich and is a primary staging point for military air operations.

There are several locations across Ipswich that are suitable for use as helicopter landing pads (helipads) and could be used for evacuation purposes.

The helipad used by Ipswich Hospital is located on Griffith Road, Ipswich.

## 6.3 Economic profile

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For the year ending June 2019, Ipswich's Gross Regional Product was \$9.77 billion. Manufacturing was the most productive industry, generating \$1,189 million (14.6%) in the 2018/19 financial year, followed by Construction (\$1,088 million or 13.4%) and Public Administration and Safety (\$845 million or 10.4%).<sup>23</sup>

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<sup>23</sup> National Institute of Economic and Industry Research (NIEIR) ©2019

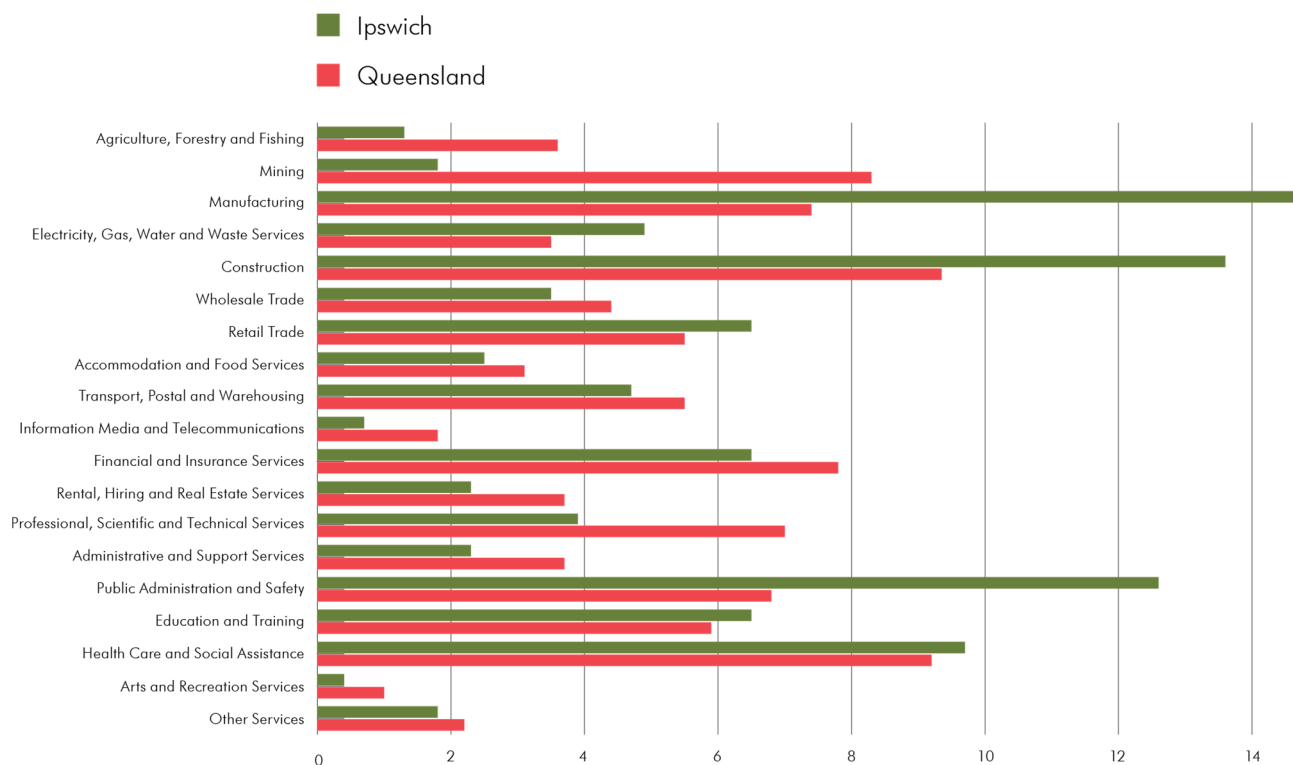


Figure 14 - Value added by industry sector 2017/18<sup>24</sup>

### 6.3.1 Industrial/manufacturing sector

There is a range of industries in the LGA which contribute to the city's economy and offer substantial employment opportunities. These industries include, but are not limited to, coal extraction, railway workshops, livestock slaughtering, meat processing, aluminium manufacturing, power generation, clay paver production, heavy engineering manufacturing, and defence.

The industrial base serving the area includes many establishments that may be considered to contain hazardous material and/or processes. These include:

- Australian Meat Holdings (Dinmore)
- Carole Park, Karrabin, Redbank and Wulkuraka industrial estates
- Citiswich Industrial Park
- Churchill Abattoir
- RAAF Base Amberley
- Swanbank Enterprise Park
- Waste Management Facilities – New Chum, Riverview and Swanbank

Major shopping centres and other food storage facilities around the city can also be considered hazardous due to the large amounts of ammonia used for refrigeration.

<sup>24</sup> National Institute of Economic and Industry Research (NIEIR) ©2018

### 6.3.2 Tourism sector

The Ipswich LGA offers a variety of tourism experiences and sites, ranging from historical homesteads, museums, vineyards, breweries, eclectic cafes, art galleries, as well as stunning parks with trails and tracks for mountaineers and motor enthusiasts.

Tourism and hospitality are key industries and major contributors to Ipswich's economy. In 2018/19, the total tourism and hospitality sales in the City of Ipswich was \$384 million. At this time, there were 3,519 people who made up the tourism and hospitality workforce in the Ipswich LGA, of this 36.2% worked full-time and 63.9% worked part-time or were away from work. For 2018/19, there were 698,691 international visitor nights in the City of Ipswich.<sup>25</sup>

In a local disaster management context, tourists pose additional challenges during a disaster because:

- The potential for large numbers of visitors needs to be considered during disaster and evacuation planning.
- Cultural and linguistic diversity (CALD) needs to be considered when communicating in the event of a disaster.
- Visitors' preparedness for any given disaster situation may be limited.

### 6.3.3 Commercial sector

Ipswich has a number of major commercial (retail and wholesale) business and shopping precincts which include restaurants and several clusters of high-density living. Major shopping centres include Booval, Brassall, Goodna, Karalee, North Ipswich, Redbank, Redbank Plains, Springfield Lakes, Springfield, Yamanto and the Ipswich central business district.

### 6.3.4 Agricultural sector

In 2015/16, the total value of agricultural output in the City of Ipswich was \$14m. The largest commodity produced was through livestock slaughtering, which accounted for 59.7% of the total agricultural output in value terms. Other agricultural commodities produced within the Ipswich LGA include cereal crops, broad acre crops, nurseries and cut flowers, vegetables and milk.<sup>26</sup>

## 6.4 Education

The Ipswich area has numerous schools – public, private and independent. In addition, a number of child care centres, kindergartens and early learning centres are located within the LGA.

Ipswich is home to two campuses of the University of Southern Queensland. The city also has multiple campuses of TAFE Queensland, in addition to a number of other private providers.

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<sup>25</sup> National Institute of Economic and Industry Research 2017/18

<sup>26</sup> City of Ipswich Economic Profile, 2016, Economy.ID <http://economy.id.com.au/ipswich/value-of-agriculture> [Accessed 2 July 2020]

## 6.5 Sport, recreation and major events

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### 6.5.1 Sport and recreation

Ipswich has a mix of large and small sporting and recreation facilities, these include open sports fields and community centres. The city has an active racing industry and maintains a large racecourse at Bundamba, with significant numbers of horses located within the LGA.

### 6.5.2 Major events

The city hosts various high profile national and international events, most of which occur during the cyclone, summer storm and bushfire seasons. Major events for the city pose challenges for evacuation and people management during disaster events.

A calendar of major events, is available at [DiscoverIpswich.com.au/whats-on/](http://DiscoverIpswich.com.au/whats-on/)

## 6.6 Hazardous materials and sites

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### 6.6.1 Hazardous sites

There are a number of facilities on sites across the Ipswich area that contain flammable and combustible liquids and other hazardous substances of varying quantities.

Work Health and Safety Queensland is responsible for maintaining a register and ensuring the safe handling and storage of a range of hazardous substances as per Schedule 11 of the *Work Health and Safety Regulation 2011*.

Council also registers and monitors a variety of other premises known as 'environmentally relevant activities' under the *Environmental Protection Act 1994*. These premises contain a variety of hazards including chemicals, ignition sources, and wastes.

### 6.6.2 Hazardous household waste

Some types of household waste require special disposal arrangements because they have properties that are flammable, corrosive, explosive or toxic to humans or the environment. Some chemicals can cause fires or explosions, rapid chemical reactions or immediate health risks such as poisoning.

Council has available on its website relevant information on the safe management, handling and disposal of these waste products, including a number of services to assist residents to manage their waste in a manner that protects the environment and community health.

## PART 7: RISK MANAGEMENT

The risk management process AS/NZ ISO 31000:2009<sup>27</sup> (Risk Management) was used to identify and assess disaster risks in the Ipswich LGA.

Recognising the endorsement of the Queensland Emergency Risk Management Framework (QERMF) by QDMC as Queensland's approach to emergency risk management, further work will be undertaken to consider the QERMF to inform risk based planning through its four steps:<sup>28</sup>

1. Establishing the context
2. Analysing the hazards
3. Assessing risk
4. Risk based planning.

Risk studies for the City of Ipswich have been completed and used to implement appropriate risk treatments.<sup>29</sup>

### 7.1 Our risks

Ipswich City Council and the LDMG have identified several natural and non-natural risks that have the potential to affect the Ipswich community. These are addressed in this section of the LDMP.

#### 7.1.1 Floods

Flooding is defined as:

*The covering of normally dry land by water that has escaped or been released from the normal confines of: any lake, or any river, creek or other natural watercourse, whether or not altered or modified; or any reservoir, canal, or dam.*<sup>30</sup>

Ipswich has a complex flood story due to its location on the floodplains of both the Bremer and Brisbane Rivers. The Bremer River is an important part of the much larger Brisbane River catchment (13,570 km<sup>2</sup> in size) and its water levels are influenced by tides from Moreton Bay.

Flooding has always been a natural occurrence in the region, with the explorer John Oxley recording a flood event as early as 1824. While riverine floods usually affect a larger area, flooding (including flash flooding) also occurs along the many local creeks, as well as from numerous overland flow paths.

The majority of the Ipswich LGA lies within the lower Bremer River floodplain. The upper catchment areas lie within the Scenic Rim floodplain, and the north-eastern and north-western

<sup>27</sup> Australian/New Zealand Standard under the International Organization for Standardization

<sup>28</sup> Queensland Fire and Emergency Services, 2018. Queensland Emergency Risk Management Framework Handbook

<sup>29</sup> In accordance with ISO 31000:2009 Risk Management

<sup>30</sup> Geo Science Australia, What is a Flood? [Ga.gov.au/scientific-topics/hazards/flood/basics/what](http://Ga.gov.au/scientific-topics/hazards/flood/basics/what)

parts are located directly on the Brisbane River floodplain. The Brisbane River also forms the city's north-eastern boundary.

The Bremer River catchment has a total size of approximately 2,030 km<sup>2</sup>, with a 100 km river length from its source in the Scenic Rim to the Brisbane River. Within Ipswich LGA, a number of major creeks, namely the Western (Franklin Vale), Warrill (Purga), Ironpot, Mi Hi, Deebing and Bundamba Creek flow into the Bremer River.

The Six Mile, Goodna, Woogaroo and Sandy Creeks flow directly into the Brisbane River along Ipswich's north-east boundary. Black Snake Creek, which flows through the township of Marburg, also feeds into the Brisbane River at Fernvale.

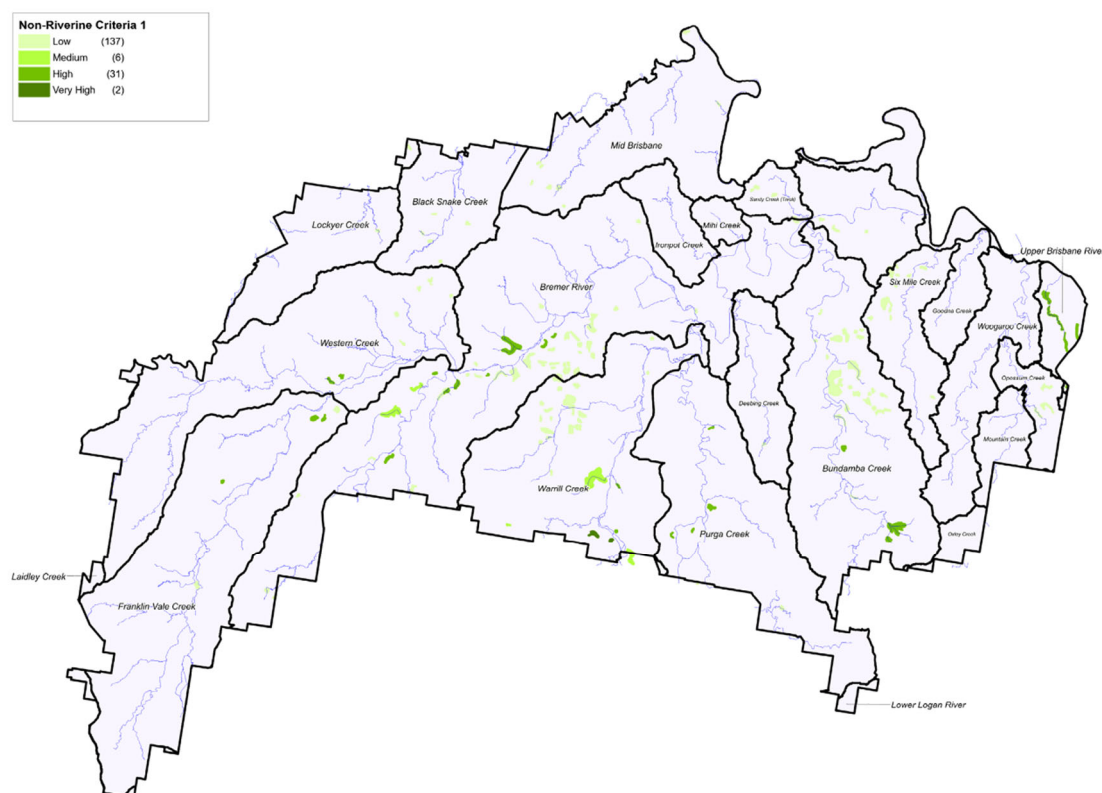


Figure 15 - Catchment and river systems for the City of Ipswich

Urban development in Ipswich has historically been concentrated along the Bremer River and the eastern creeks, primarily along the Deebing, Bundamba, Six Mile, Goodna and Woogaroo Creeks. The city is currently experiencing a high level of urban development in the Ripley Valley area (Bundamba Creek), in the Springfield area (Woogaroo Creek), in Redbank Plains and in Collingwood Park (Six Mile Creek).



The largest floods in Ipswich occurred in:

- February 1893 – town gauge reading of 24.50 m Australian Height Datum (AHD)<sup>31</sup>
- January 1974 – town gauge reading of 20.70 m AHD
- January 2011 – town gauge reading of 19.25 m AHD
- January 2013 – town gauge reading of 13.90 m AHD

For reference, the David Trumpy Bridge, which traverses the Bremer River in Ipswich, has a deck height of 24.90 m AHD.

Information on flooding risks for property addresses within the City of Ipswich can be found on the City of Ipswich website, [www.ipswich.qld.gov.au/online\\_services/map\\_search](http://www.ipswich.qld.gov.au/online_services/map_search)

### 7.1.2 Bushfires

Bushfires and grassfires are defined as:

*Bushfires and grassfires are common throughout Australia. Grassfires are fast moving ... They have a low to medium intensity and primarily damage crops, livestock and farming infrastructure, such as fences. Bushfires are generally slower moving, but have a higher heat output ... Fire in the crown of the tree canopy can move rapidly.*<sup>32</sup>

The bushfire danger period extends from mid-late winter through to early summer (August to December). Seasonal conditions can exacerbate potential bushfire situations; this is especially the case if a relatively wet summer/autumn period (which produces good vegetation growth) is followed by a cold, dry winter and warm spring. This can result in abundant quantities of dried vegetation, especially if the cycle occurs over several years.

Natural bushlands in the following areas are prone to bushfire: Camira, Carole Park, Pine Mountain, Kholo, Marburg Range, Ripley Valley, Walloon and Springfield. Grassland fires are possible in most rural areas depending on seasonal conditions.

### 7.1.3 Major fires

Major fires are defined as:

*Major fires are fires involving or inside a building or structure, including outbuildings, ships, tank farms and petrochemical complexes.*<sup>33</sup>

The City of Ipswich has a number of potential major fire risk localities. Generally, these are located in industrial and commercial areas such as Amberley, Bundamba, New Chum, Carole Park and Wulkuraka.

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<sup>31</sup> An Australian standard measure of altitude above sea level

<sup>32</sup> Geoscience Australia, What is a Bushfire? [Ga.gov.au/scientific-topics/hazards/bushfire/basics/what](http://Ga.gov.au/scientific-topics/hazards/bushfire/basics/what)

<sup>33</sup> Country Fire Authority of Victoria

### 7.1.4 Severe thunderstorms

Severe thunderstorms are localised events, they usually do not affect areas as widely as tropical cyclones and floods, therefore, their impacts are often underestimated.

Thunderstorms that produce any of the following events are classified as severe in Australia:

- *large hail (2 cm or greater in diameter)*
- *wind gusts (90 km/hr or greater)*
- *tornadoes*
- *heavy rainfall conducive to flash flooding*

*Severe thunderstorms are likely to cause damage to property, crops and natural vegetation, and ... [have been known to] result in death or injury.*<sup>34</sup>

### 7.1.5 Major transport incidents

Queensland Police Service define major transport incidents as:

*Incidents involving transport or passenger vehicles such as rail and road vehicles, aircraft, or marine vessels.*<sup>35</sup>

#### Aircraft Incidents

An aircraft incident is a possibility in the Ipswich LGA, with flight paths of aircraft from the Amberley Air Base, Brisbane Domestic and International Airports, and Archerfield Airport frequently passing over the city. An incident could be caused by either defence or civilian aircraft. The effect of an aircraft coming down, particularly in a built-up area, would likely extend emergency services beyond their capacity.

#### Road Incidents

The Ipswich LGA contains numerous major road networks which provide critical transport links within the area and to other nearby regions. Daily use of these networks for commercial and passenger purposes are high. For example, in March 2019 it was reported that 85,000 motorists use the Ipswich Motorway every day.<sup>36</sup>

Road incidents of the size or complexity to require the activation of the LDMG would be likely to involve large transport vehicles or buses (as local suburban and school services). The potential for road incidents increases with the number of arterial roads and the type of traffic. Increased commuter, industrial and haulage traffic adds to this probability.

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<sup>34</sup> Bureau of Meteorology, Storm Spotters Handbook [Bom.gov.au/storm\\_spotters/handbook/introduction.shtml](http://Bom.gov.au/storm_spotters/handbook/introduction.shtml)

<sup>35</sup> Queensland Police Service, <https://www.police.qld.gov.au/queensland-police-service-corporate-documents/operational-policies/operational-procedures-manual>

<sup>36</sup> Premier Palaszczuk media statement, 22 March 2019

## Rail Incidents

Railway lines that pass through the city area service South West Queensland. The line is electrified from Brisbane to Rosewood. A serious rail incident could extend emergency services beyond their capacity.

## Marine incidents

Although unlikely, a major incident could occur on the Bremer or Brisbane Rivers, or on any of the various lakes and dams within the LGA. The Moggill Ferry is located at Riverview, and regular water skiing activities occur on various sections of the river.

### **7.1.6 Hazardous materials incidents**

Hazardous materials are defined as:

*A hazardous material is a 'substance with potential to cause harm to persons, property or the environment because of its chemical, physical, biological or radiological properties.'*<sup>37</sup>

There is potential for emergencies and disaster through the storage, transport, use and discharge of toxic and flammable substances and gases. The effects of this type of disaster could cause severe chemical and/or thermal burns to large numbers of people who would require extensive medical treatment. It is likely to expose whole communities to toxic materials, particularly gases and small particles through airborne distribution, necessitating the evacuation of people from within the disaster area, contaminated areas or damaged buildings.

The Ipswich LGA is crossed by the Moonie Oil Pipeline and high pressure gas mains, all of which could cause a disaster should they break or fail. Both low and high pressure gas lines run throughout the older areas of the city.

### **7.1.7 Epidemics/pandemics (human-related)**

Epidemics and pandemics are defined as:

*The occurrence in a community or region of cases of an illness...or other health-related events clearly in excess of normal expectancy*<sup>38</sup>; *and a pandemic is the worldwide spread of a new disease.*<sup>39</sup>

The outbreak of an infectious disease within the human population could cause the normal response systems within the community to be overwhelmed. It could involve isolation and quarantine of large numbers of people for a protracted period.

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<sup>37</sup> (Queensland) State Chemical/Hazmat Plan (2004)

<sup>38</sup> World Health Organization, [What is a pandemic?](#)

<sup>39</sup> World Health Organization, [Definitions: Emergencies](#)

### 7.1.8 Dam failures

*A dam is considered to have failed when part or all of it physically collapses, or where there is an uncontrolled release of any of the contents from the dam.<sup>40</sup>*

Owners of referable dams, which are dams that could put people at risk if they were to fail, must prepare emergency action plans (EAPs). Public versions of these EAPs are available on the <https://www.business.qld.gov.au/industries/mining-energy-water/water/industry-infrastructure/dams/emergency-action-plans/map>

Ipswich City Council prepares and maintains EAPs for a number of managed dams and detention basins. Seqwater provides Council with copies of its EAPs for dams that impact on the City of Ipswich, namely Lake Manchester Dam, Moogerah Dam, Somerset Dam and Wivenhoe Dam.

Other dam operators within the City of Ipswich also prepare and provide a copy of their EAP to Council. Each EAP requires the dam operator to provide advice to the LDMG of impending failure situations and the likely impacts.

### 7.1.9 Heatwaves

A heatwave occurs when:

*The maximum and the minimum temperatures are unusually hot over a three-day period at a location. This is considered in relation to the local climate and past weather at the location.<sup>41</sup>*

The Bureau of Meteorology operates a Heatwave Service between the start of October and the end of March, this covers the entire summer season.<sup>42</sup>

Heatwaves are sometimes described as a “silent killer” and can result in significant health stress on vulnerable people. This stress may result in death during the heat event, but in many cases, death occurs well after the heatwave has passed. Often it can be difficult to determine whether the heatwave caused death, as many of those who die have a pre-existing or contributing health condition.

Intense heatwaves may also affect the reliability of infrastructure, such as power, water and transport services.

### 7.1.10 Tropical cyclones and east coast lows

A tropic cyclone is defined as:

*A non-frontal low pressure system of synoptic scale developing over warm waters, having organised convection and a maximum mean wind speed of 34 knots or greater extending more than half-way around near the centre and persisting for at least six hours.<sup>43</sup>*

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<sup>40</sup> Queensland Guidelines for Failure Impact Assessment of Dam Waters

[Dews.qld.gov.au/\\_data/assets/pdf\\_file/0005/78836/guidelines-failure-impact-assessment.pdf](https://dews.qld.gov.au/_data/assets/pdf_file/0005/78836/guidelines-failure-impact-assessment.pdf)

<sup>41</sup> Bureau of Meteorology, [Heatwave Knowledge Centre](#)

<sup>42</sup> Bureau of Meteorology, [Heatwave Knowledge Centre](#)

An east coast low is an intense low-pressure system. East coast lows;

*'... occur on average several times each year off the eastern coast of Australia, in particular southern Queensland, New South Wales and eastern Victoria'.<sup>44</sup>*

Although east coast lows can occur at any time of the year, they are more common during autumn and winter, with a maximum frequency in June.

The impacts of tropical cyclones and east coast lows are largely similar to flooding and severe storms; these impacts have been defined under the respective headings.

### 7.1.11 Services disruption

#### Water Supply

Treated water is received in the Ipswich LGA through four major gravity trunk mains from the Mount Crosby Water Treatment Facility (owned and operated by Seqwater). The water is distributed throughout the city and surrounding townships via a complex system of reservoirs, trunk supplies and trunk mains.

A small treatment plant located on Warrill Creek and operated by Urban Utilities supplies water for irrigation purposes only.

A loss or disruption of the city's water supply may result in the loss of sanitation and hygiene, potentially increasing the transmission of infectious diseases that cause diarrhoea, vomiting and dysentery. Drinking water service providers (DWSPs) are responsible for issuing drinking water advisories in Queensland.<sup>45</sup>

In addition, minor interruptions could occur due to exposure of people to the fracture of a large high pressure water main in a built-up area. Major incidents could overtax the emergency response resources of the city, particularly if they occur in conjunction with other events such as a fire or earthquake.

#### Sewerage

Ipswich LGA has four major waste water treatment plants (owned and operated by Urban Utilities) located at Bundamba, Rosewood, Goodna and Carole Park treating the domestic and industrial effluent from the city and some surrounding townships. A loss or disruption to the services provided by these treatment plants could result in public health and environmental risks.<sup>46</sup>

#### Roadways, Bridges and Stormwater Infrastructure

Approximately 1,632 km of roadways and numerous bridges and major culverts service the area.

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<sup>43</sup> Bureau of Meteorology, Tropical Cyclones, [Bom.gov.au/cyclone/fag/](http://Bom.gov.au/cyclone/fag/)

<sup>44</sup> Bureau of Meteorology, East Coast Low, [Bom.gov.au/lam/glossary/epagegl.shtml](http://Bom.gov.au/lam/glossary/epagegl.shtml)

<sup>45</sup> Queensland Health, 2018. [Drinking water advisories – Guidelines and templates](#)

<sup>46</sup> Department of Energy and Water Supply, [Planning Guidelines for Water Supply and Sewerage April 2010](#)

Disruption of roadways and bridges due to a disaster or emergency would create traffic congestion and may affect the ability of emergency services to respond. Disruption would cause affect to the travelling public, bus and rail networks, and commercial transports.

### Refuse Disposal

Domestic and industrial refuse is disposed of as landfill at either the Ti Tree BioEnergy facility at Willowbank or the Remondis facility at Swanbank. Council operates two recycling and refuse centres at Riverview and Rosewood.

Council has engaged an appropriate contractor to undertake the disposal of pathological waste in accordance with relevant legislation.

### **7.1.12 Terrorism**

A terrorist act is:

*An act, or a threat to commit an act, that is done with the intention to coerce or influence the public or any government by intimidation to advance a political, religious or ideological cause, and the act causes:*

- *death, serious harm or endangers a person*
- *serious damage to property*
- *a serious risk to the health or safety of the public, or*
- *seriously interferes with, disrupts or destroys critical infrastructure such as a telecommunications or electricity network.*<sup>47</sup>

The National Terrorism Threat Advisory System has a five-level scale that is intended to provide advice about the likelihood of an act of terrorism occurring in Australia. When the threat level changes, the Australian Government provides advice on what the threat level means, where the threat is coming from, potential targets and how a terrorist act may be carried out. The National Terrorism Threat Level is regularly reviewed in line with the security environment and intelligence.<sup>48</sup>

### **7.1.13 Exotic animal and plant diseases**

In Queensland, an exotic animal and plant disease is considered to be a biosecurity event. Biosecurity Queensland is responsible for leading and coordinating the Queensland Government's biosecurity initiatives.

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<sup>47</sup> Australian Government, Criminal Code Act 1995 (Cth)

[Ag.gov.au/NationalSecurity/Counterterrorismlaw/Documents/Australias%20counter%20terrorism%20laws.pdf](https://www.ag.gov.au/NationalSecurity/Counterterrorismlaw/Documents/Australias%20counter%20terrorism%20laws.pdf)

<sup>48</sup> Australian Government, National Security, [Nationalsecurity.gov.au/Securityandyourcommunity/Pages/National-Terrorism-Threat-Advisory-System.aspx](https://www.nationalsecurity.gov.au/Securityandyourcommunity/Pages/National-Terrorism-Threat-Advisory-System.aspx)

A biosecurity event an event comprising something that:

*...has, or may have, a significant harmful effect on human health, social amenity, the economy or the environment, and is caused by a pest, disease or contaminant.*<sup>49</sup>

Animal and plant diseases could be introduced or spread by the movement of livestock and crops through the LGA. As examples, these diseases could include Foot and Mouth, Anthrax, Brucellosis, Rabies, Newcastle disease, Screw-worm fly, African swine fever, or Avian influenza (strain H5N1). An outbreak of any exotic animal and plant disease could cause a major health risk and impact the ability to move freely in the area. Of primary concern are diseases that are naturally transmitted from animals to people (known as zoonotic diseases), such as anthrax, Australian bat lyssavirus and brucellosis.

#### 7.1.14 Earthquakes

Earthquakes are:

*...the vibrations caused by rocks breaking under stress. The underground surface along which the rock breaks and moves is called a fault plane.*<sup>50</sup>

Earthquakes are a possibility in the Ipswich LGA, although historically the risk is not high. The effects of this type of disaster could include personal injury and death (human and animal), building damage, fire, uncontained hazardous materials and chemicals, loss of power and telecommunications and other essential infrastructure, and disruption to transport routes.

The Geoscience Australia website ([Ga.gov.au](http://Ga.gov.au)) for recorded seismic activity from 1985 – 2016 shows the most recent earthquakes in Ipswich: two in 1990 and one in 1992. Other earthquakes have been recorded in South East Queensland over the same time period.

#### 7.1.15 Landslides

Landslides in Queensland are generally caused by heavy rain that saturates the soil on a hillside, causing the top layer of soil to slip down the hill.<sup>51</sup>

A landslide is unlikely in the Ipswich LGA, but is possible in developed and rural hilly areas. The effects of this type of disaster include damage to buildings and infrastructure.

Landslide damage is most likely to be confined to those areas of the city containing the Marburg formation and Walloon Coal Measures. Minor landslides have been observed along the banks of the Bremer and Brisbane Rivers after floods.

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<sup>49</sup> Department of Agriculture and Fisheries, [General biosecurity obligation](#)

<sup>50</sup> GeoScience Australia, [What is an Earthquake](#)

<sup>51</sup> Queensland Government, <https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/landslides>

## 7.2 Risk evaluation

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The highest prioritised risks for the City of Ipswich are those associated with:

1. Flood
2. Severe thunderstorm
3. Fire

The primary organisation, lead organisation and strategies related to each of these risk sources and other risks are identified in the prevention, preparedness, response, relief, and recovery sections of this LDMP.

## 7.3 Risk treatment

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### 7.3.1 Risk treatment options

There are several ways to treat risks, including:

- avoid or remove the risk source
- implement strategies to decrease the consequences of the risk
- implement strategies to decrease the likelihood of the risk
- share the risk (for example, through insurance)
- transfer the risk through the identification of ownership and associated responsibility
- accept and retain the risk through informed decision-making

To ensure that shared risks are appropriately managed, the LDMG must consult with the entities with whom the risk will be shared, and ensure that appropriate agreements are in place and documented.

### 7.3.2 Residual risk

The LDMG treats risks by using the strategies outlined in Section 7.3.1. There will be instances where the LDMG, following a risk assessment, identifies that the application of treatment options at the local level will not be adequate to remove the risk and that unacceptable residual risk remains. When an unacceptable residual risk remains at the local level, the LDMG will transfer the risk to the Ipswich DDMG, through the QDMA, for consideration and further treatment.


### 7.3.3 Increased risk from a changing climate

Climate change is *'any change in the climate, lasting for several decades or longer, including changes in temperature, rainfall or wind patterns'*<sup>52</sup> and, coupled with increased population

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<sup>52</sup> Climate Council, <https://www.climatecouncil.org.au/resources/what-is-climate-change-what-can-we-do/>





growth and urban development, is likely to increase exposure and risks to Queensland communities and infrastructure.<sup>53</sup>

Climate change increases the frequency, distribution, duration and intensity of weather events, which will expose the community to hotter summers, more intense rainfall, flooding, storms and cyclones. An emphasis on understanding the impacts and preparing for them will be integral to mitigating the risks of climate change.<sup>54</sup>

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<sup>53</sup> Queensland Government, [Emergency Management Sector Adaptation Plan for Climate Change](#)

<sup>54</sup> [Queensland Strategy for Disaster Resilience 2017](#)

## PART 8: PREVENTION

Prevention comprises regulatory and physical measures undertaken to prevent or reduce the likelihood of a disaster event occurring or to decrease (mitigate) the severity of an event should it occur.

Mitigation measures are those activities and initiatives taken in advance of a disaster, aimed at decreasing or eliminating its impacts on society and the environment. Mitigation initiatives should work towards reducing the financial and social costs to communities over time, improving the built environment, and reducing impact on the natural environment.

Examples of mitigation strategies include, but are not limited to:<sup>55</sup>

- land-use planning that recognises the sources of risk
- design improvements to reduce the risk of disaster and to provide more resilient future infrastructure, or updating/hardening existing infrastructure/services
- community education, preparing communities and response agencies
- resilience activities, including establishing partnerships between sectors and the community
- a clear understanding of hazards, their behaviour and associated risks and interaction with vulnerable elements, and communicating these

The development of mitigation strategies should be informed by analysis of the risk register. There should also be a clear link to the member organisations of the LDMG to ensure that each risk and mitigation strategy is coordinated and managed by the most appropriate entity.

### 8.1 Queensland Government prevention roles and responsibilities

The state level policy and planning roles and responsibilities for prevention are outlined in the Queensland State Disaster Management Plan. They are as follows:

| Lead Prevention Agency  | Function   |
|---|--|
| Queensland Reconstruction Authority   | <ul style="list-style-type: none"><li>• Disaster resilience and mitigation policy and planning, eg. Queensland Strategy for Disaster Resilience and the Queensland Disaster Resilience and Mitigation Investment Framework</li></ul> |
| Department of Local Government, Racing and Multicultural Affairs            | <ul style="list-style-type: none"><li>• Development and implementation of funding programs for works that protect existing essential public infrastructure and/or build resilience to future natural disaster events</li></ul>       |
| Department of State Development, Manufacturing, Infrastructure and Planning | <ul style="list-style-type: none"><li>• Land-use planning – support the implementation of the State Planning Scheme</li><li>• Prepare and implement regional plans that include natural hazards, risk and resilience</li></ul>       |

Table 6 - Queensland Government prevention policy responsibilities

<sup>55</sup> Queensland State Disaster Management Plan 2016

## 8.2 Land-use planning

Managing land use is a key strategy in reducing disaster risks to minimise the potential for displacement, damage and disruption to communities.

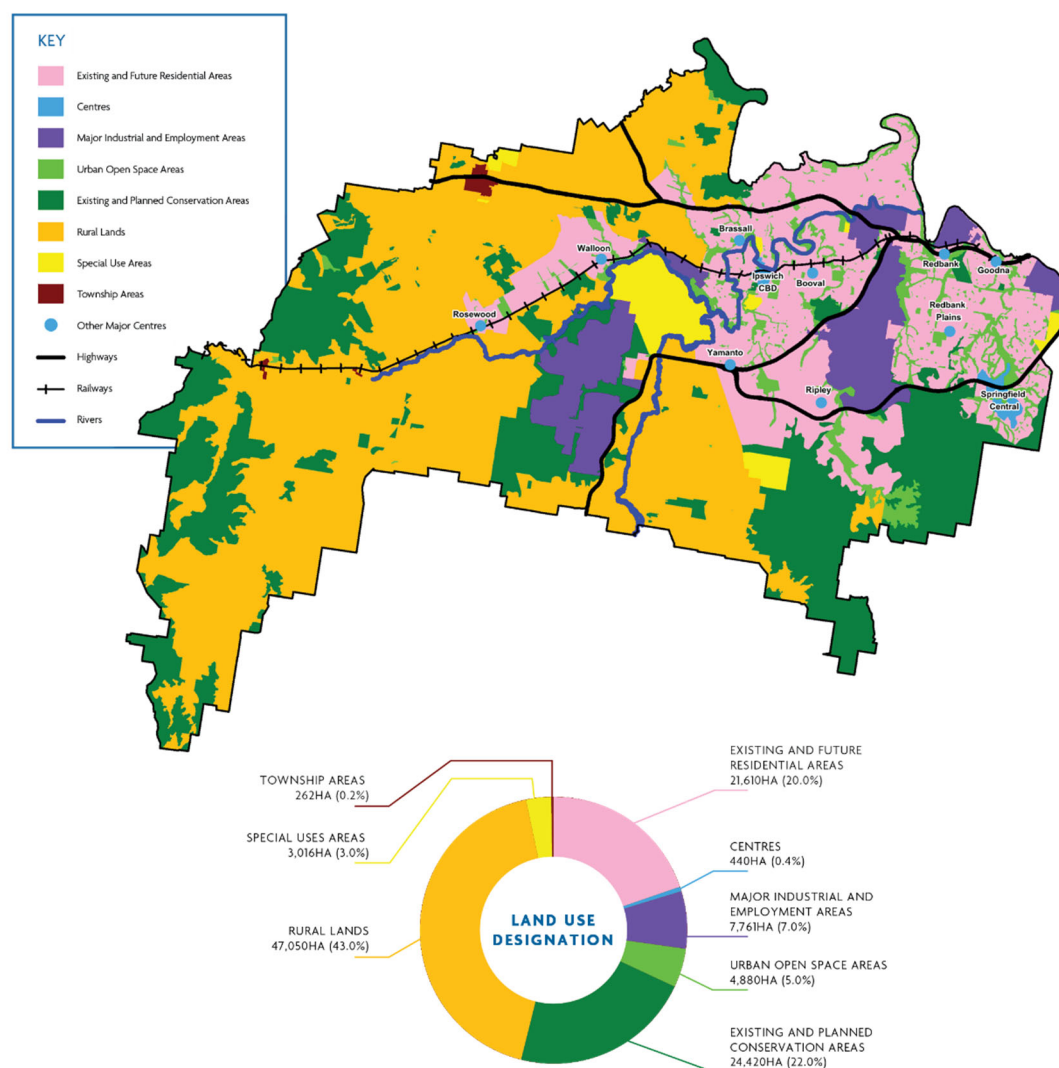


Figure 16 - Land-use designation

Council prepares and maintains the Consolidated Ipswich Planning Scheme. This scheme includes plans, references for land-use management, codes for development, and requirements relating to the assessment of proposed developments. The Consolidated Ipswich Planning Scheme contributes to disaster risk reduction within identified hazard-prone/constraint areas, in particular:

- potential bushfire hazard areas (this allows for the identification of an appropriate class of building construction)
- waterways (allowing for minimum building setbacks)
- areas of unstable soils and areas of potential landslip hazard

- natural hazard (flood) management areas (this allows for the identification of appropriate development standards so that private and community infrastructure can be sited above recommended flood levels)

### 8.3 Mitigation and resilience initiatives

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Ipswich City Council is committed to enhancing the area's resilience and reduce the impacts of future disasters, and has been an active stakeholder across all phases of the Brisbane River Catchment Flood Studies (BRCFS). The BRCFS was the first regional flood study ever done for South East Queensland, across four LGA boundaries (Brisbane City, Ipswich City, Somerset Regional and Lockyer Valley Regional Councils). The study used the latest hydrology modelling techniques including Monte Carlo hydrological modelling, which looked at millions of potential combinations of rain conditions, catchment conditions and dam operation scenarios to determine a best estimate of design floods. The results of this formed the basis of the Brisbane River Strategic Floodplain Management Plan (BRSFMP).

Ipswich City Council is subsequently considering the recommendations of the Brisbane River Strategic Floodplain Management Plan (BRSFMP) - a regional plan covering SEQ, which requires the four councils to undertake Local Floodplain Management Plans. Following consideration, these recommendations will be progressed further by both the state and the four local governments working collaboratively, as appropriate. Ipswich City Council has commenced this work with the near completion of a Bremer catchment scale flood study which integrated with the BRCFS outputs to achieve consistency. This Bremer flood study will be the technical base for the Bremer River Integrated Catchment Plan.

A river catchment management approach is also being implemented with integrated award winning constructed and technological solutions such as a rain on grid forecast model, developed in partnership with the Bureau of Meteorology and contract support. The construction of the Jim Donald and Redbank multi-functional wetlands has also been completed while the rain gauge and telemetry network has been expanded with new gauge stations.

Recent major structural mitigation projects completed in Ipswich include the Barclay Street Detention Basin and associated drainage upgrades to reduce existing flood inundation to properties downstream of Barclay Street Park, as well as the integrated detention basins at Redbank Jim Donald and Limestone Park.

### 8.4 Community education

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The LDMG member organisations are responsible for ensuring the community is aware of the relevant hazards and risks, and how to prepare for, respond to and recover from them.<sup>56</sup>

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<sup>56</sup> Section 30(f), *Disaster Management Act 2003*, Functions

The LDMG agrees to use the statewide *Get Ready Queensland* campaign as the overriding messaging for disaster awareness within Ipswich. Funding made available to the City of Ipswich through the *Get Ready Queensland* program is used to produce community education and awareness products and undertake disaster preparedness activities at key events, such as the Ipswich Show.

Each LDMG member organisation is responsible for implementing targeted community campaigns relative to its expertise and primary (hazard) and lead (function) agency status.

## 8.5 Hazard reduction programs

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The agencies that make up the LDMG are responsible for ensuring risk sources are managed and/or reduced wherever possible. For example, such actions could include:

- Bushfire fuel load reduction through contemporary land management practices – including prescribed burning, maintenance of existing fire breaks and identification of additional fire breaks:
  - Running from April until August, Operation Cool Burn is the Rural Fire Service’s (RFS) opportunity to prepare for the forthcoming bushfire season by completing a range of mitigation activities to reduce the risk of fire in bushfire prone areas. The RFS, brigades, councils, National Parks and landowners work together to ensure that our communities are well prepared and informed for the future.
- Inspection and maintenance of high risk hazards and structures.
- Public education to reduce disaster risks around the home.
- Catchment management programs (for example, waterway/natural drainage maintenance).

Each organisation undertaking these measures is responsible for implementing and maintaining an appropriate hazard reduction program and reporting progress and outcomes to the LDMG.

## 8.6 Building codes, regulations and standards

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Building codes, regulations and standards are designed to ensure consistent, safe and sustainable development of buildings and infrastructure. Building is regulated by Council under the *Building Act 1974* and the *Building Regulation 2006*. The codes, regulations and standards cover areas including drainage, fire separation, and construction in flood hazard areas.

More information on building standards can be located at [ipswich.qld.gov.au/residents/building/building\\_standards](https://ipswich.qld.gov.au/residents/building/building_standards).

## 8.7 Insurance

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Residents, businesses and other organisations are encouraged to evaluate their risks and consider appropriate levels of insurance.



The 'Understand Insurance' website developed by the Insurance Council of Australia ([UnderstandInsurance.com.au](http://UnderstandInsurance.com.au)) provides practical information to help residents, businesses and other organisations find out more about insurance and make decisions to meet their needs. It also covers how to understand risks, what to consider when choosing a product and an insurer, how to manage the cost of a premium, and how to lodge a claim.<sup>57</sup>

The Insurance Council of Australia coordinates liaison between government and the insurance industry during the recovery phase of a disaster event. This focuses on:

- providing senior industry representation to each state and federal recovery group,
- providing a 24-hour escalation path for insurance queries from the impacted community,
- providing key insurance data and decision support to the community and government,
- providing clear public communication about the insurance response to the event,
- providing liaison between insurers, assessors, brokers, trades and suppliers at an industry level on issues of collective importance in delivering services to the impacted community.<sup>58</sup>

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<sup>57</sup> Insurance Council of Australia [insurancecouncil.com.au/for-consumers](http://insurancecouncil.com.au/for-consumers)

<sup>58</sup> Insurance Council of Australia [insurancecouncil.com.au/for-consumers/catastrophe-arrangements](http://insurancecouncil.com.au/for-consumers/catastrophe-arrangements)

## PART 9: PREPAREDNESS

Preparedness activities are designed to increase the capability of communities in order to reduce the impact of disasters. Examples of preparedness activities include:

- developing and implementing community awareness programs
- developing effective information management and collection of historical data events
- developing concise and effective community communications methods
- ensuring that accurate and current plans are in place

The City of Ipswich prepares for disasters through a continuous cycle of risk management, planning, coordinating, training, equipping, exercising, evaluating and taking corrective action to ensure effective coordination and response during disasters. To ensure effective coordination across the full spectrum of disaster management (prevention, preparedness, response and recovery), plans and arrangements are developed on a risk basis.

The LDMG establishes and maintains relationships with lead and support agencies, local community groups and local volunteer service groups. This helps to build a culture of ownership and partnership with group members, increasing the LDMG's overall disaster management capability.

### 9.1 Response capability

Council maintains a response capability<sup>59</sup> through its funding and extensive support of the Ipswich City State Emergency Service (SES) Unit. Council also collects and distributes the Emergency Management Levy on behalf of the Queensland Government, and has decided to levy a special charge for the Rural Fire Resources Levy on rateable land in the LGA that specifically benefits from the Rural Fire Brigades Services.

Internally, Council has identified teams with relevant capabilities and expertise to assist in providing a disaster response capability.

### 9.2 Training

Training is important to ensure that all agencies can seamlessly integrate within the disaster management arrangements and contribute to an effective and coordinated response.

The LDMG has adopted the Queensland Disaster Management Training Framework (QDMTF), developed by QFES. QFES delivers the training and maintains records of it using a learning management system.

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<sup>59</sup> Section 80(1)(a), *Disaster Management Act 2003*, Functions of local government

### 9.3 Exercises

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An exercise is a controlled activity used to train or assess personnel, evaluate procedures and test the availability and suitability of resources. Exercises are an essential component of disaster preparedness and can be used by the LDMG and member organisations to enhance capacity and contribute to continuous improvement. In most cases, exercises are usually scenario based and focus on achieving specific objectives.

Legislatively, *the Act* requires the effectiveness of the LDMP to be reviewed at least once a year,<sup>60</sup> conducting an exercise is one way in which the LDMG can meet this requirement. The activation of the LDMG, for example dealing with a disaster, would also satisfy this legislative requirement.

### 9.4 Post-event review

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After disaster events occur, the LDMG will review the operational activities undertaken. This is a key component in ensuring capability development and the continuous improvement of disaster management arrangements. Post-event reviews are conducted to:

- assess disaster operations undertaken, including actions, decisions or processes;
- document those processes that worked well and identify a course of action to ensure they are recorded and updated for use in the next operation/event; and
- assess capability and consider where additional training, community education and/or exercises may be needed.

The LDMG may choose to review its operations following an event through a 'hot debrief' or a post-event debrief. During protracted operations the LDMG may choose to conduct multiple 'hot debriefs' to identify significant issues and provide prompt solutions for immediate implementation.

The post-event debrief could be held days or weeks after an operation, when participants have had an opportunity to form a considered view on the effectiveness of the operation. It may also be conducted using a cooperative panel approach, with panel members drawn from various agencies. This process is designed to look for improvements to the QDMA, it is also designed to identify improvements in relation to the conduct of business between the QDMC, the DDMG and the LDMG.

The report from the post-event analysis may make recommendations regarding how disaster management is delivered within the QDMA. These recommendations can be made to/about any of the three disaster management levels (local, district and state) and/or organisations involved.

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<sup>60</sup> Section 59(2), *Disaster Management Act 2003*, Reviewing and renewing plan



## 9.5 Preparedness notification and dissemination

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### 9.5.1 Bureau of Meteorology

Warning products issued by the Bureau of Meteorology (BoM) include severe weather warnings, heatwave warnings, tropical cyclone advice and tsunami warnings. The community is encouraged to subscribe to these. Monitoring may also occur through [Bom.gov.au/](http://Bom.gov.au/) or through the BoM App available from the Google Play Store or Apple Store.

### 9.5.2 Disaster Dashboard

Ipswich City Council's Disaster Dashboard provides the Ipswich community with a comprehensive and user-friendly platform for accessing information on the current status of events in Ipswich. It includes emergency news, road conditions, weather warnings, power outages and other information. To view the dashboard visit [Disaster.ipswich.qld.gov.au](http://Disaster.ipswich.qld.gov.au).

### 9.5.3 My Ipswich Alerts

As part of Ipswich City Council's commitment to community safety and wellbeing, it has teamed up with the Early Warning Network (EWN) to provide residents with early warning alerts for potentially dangerous weather and bushfires within the City of Ipswich. Council encourages residents to become familiar with potential hazards and risks and take early action where needed.

The EWN alerts are provided through Council's innovative *My Ipswich Alerts* platform, a free service enabling the community to be instantly updated via email or smartphone app with warnings and information about emergency and disaster events in the greater Ipswich region.

To opt in for this service or find out information, visit [ipswich.qld.gov.au/myipswichalerts](http://ipswich.qld.gov.au/myipswichalerts) or search the Google Play Store or Apple Store for *My Ipswich Alerts*.

### 9.5.4 Seqwater notification service

Seqwater manages three gated dams (Wivenhoe, Somerset and North Pine dams) in South East Queensland, these dams provide water to 3.1 million people in the region. Seqwater provides information on planned releases of water from the dams in addition to other notices.

For more information visit [Seqwater.com.au/dam-release-information-service](http://Seqwater.com.au/dam-release-information-service).

### 9.5.5 LDMG and member organisation responsibilities

The LDMG has established notification and dissemination processes to allow communication between member organisations. This process takes into account the time restrictions of rapid onset events such as dam failures.

LDMG's secretariat does not use the LDMG notification system to send out any publically available warnings or notifications to member organisations. Member organisations are required to subscribe and manage their subscription to these services themselves.

## 9.6 Emergency planning

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### 9.6.1 Local Disaster Management Plan principles

The LDMG recognises the importance of planning for disaster events and actively promotes this to the city's disaster management agencies.

When preparing the Local Disaster Management Plan (LDMP) and sub plans, the LDMG:

- undertaking a risk based approach
- adopts a comprehensive, all-agencies approach to disaster management;
- considers community preparedness; and
- consults with agencies and community stakeholders as appropriate.

Council is responsible for maintaining the LDMP, in consultation with member agencies. In addition, Council maintains a number of sub plans detailing coordination and support arrangements for the LDMG.

### 9.6.2 Primary and lead agency plans

The LDMG expects that primary (hazard/threat-specific) and lead (functional) agencies will prepare and maintain written emergency plans to support the LDMP, and associated sub plans to control hazards and manage the delivery of the disaster management functions for which they are responsible.

### 9.6.3 Community emergency plans

The LDMG encourages community groups, businesses, developers and others to prepare emergency and business continuity plans. The group especially encourages organisations that care for vulnerable sectors of the community (for example, aged care facilities) to prepare emergency plans in consultation with the appropriate organisations.

Any organisation that wishes to provide Council with copies of their plans may do so by emailing [council@ipswich.qld.gov.au](mailto:council@ipswich.qld.gov.au).

### 9.6.4 Response and recovery equipment programs

While the LDMG recognises that organisations are responsible for raising and maintaining their own equipment, it will:

- Support applications from the city's disaster management organisations for funding through grant programs.
- Advocate for increases in state and federal government funding for local disaster management equipment initiatives.
- Encourage organisations to support each other with equipment needs through strategies such as funding support and memoranda of understanding (MoU).

## 9.7 Community awareness and education

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There is an onus on the member agencies that make up the LDMG to ensure the community is aware of the relevant hazards and risks and knows how to prepare for, respond to and recover from them.<sup>61</sup> The lead agencies are responsible for community education related to their specific hazards.

Examples of this operating locally within the City of Ipswich are:

- Council's website and social media sites;
- Emergency management brochures and materials;
- Community education newsletters, articles and presentations by Council's Emergency Management team;
- Community education activities and presentations by the Ipswich City SES Unit;
- Organisational programs, such as:
  - Public health alerts and campaigns
  - Seqwater recreation and safety notices
  - QFES's *Prepare, Act, Survive* campaign; and
  - The Bureau of Meteorology's warnings and website.


Hazards and community characteristics may be similar across local governments, and media broadcast areas will often overlap local government boundaries. In recognition of this, the LDMG continuously looks for opportunities to promote and undertake shared messaging and joint programs with the relevant organisation, including neighbouring LDMGs.

The LDMG coordinates community education activities conducted by the appropriate organisations to inform the Ipswich community about some of the following matters:

- local disaster risks;
- what is likely to happen during a disaster (for example, power outages and road closures);
- the appropriate actions to take in preparing for a disaster event;
- who to contact if assistance is needed during a disaster (and contact details);
- local evacuation arrangements (when to evacuate and where) and information about the service;
- specific measures available for groups who require particular assistance (for example, the elderly, those with healthcare needs, and people with disability);
- what to do with household pets when evacuating;
- types of warnings that are used in the area, what they mean and what to do when a warning is issued; and
- where and how to obtain information before, during and after a disaster.

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<sup>61</sup> Section 30(f), *Disaster Management Act 2003*, Functions



LDMG community education activities should be targeted at addressing the specific needs of local communities, and based on the outcomes of the disaster risk assessment. They should include general information as well as targeted education programs for groups with particular needs.

Community awareness and education strategies currently adopted by the group include:

- publications explaining disaster preparedness and emergency procedures;
- media releases explaining disaster preparedness and emergency procedures;
- publications prepared by lead agencies detailing the measures that should be taken to prevent, minimise and deal with the effects of emergency and disaster events;
- ongoing media campaigns to raise awareness and encourage the community to implement preventative measures and be aware of hazards;
- ongoing campaigns to raise awareness of the standard emergency warning signal (SEWS); and
- programs that raise awareness of evacuation procedures and the limitations of evacuation centres during a disaster event.

## PART 10: RESPONSE

The Act defines disaster response as:

*... the taking of appropriate measures to respond to an event, including action taken and measures planned in anticipation of, during, and immediately after an event to ensure that its effects are minimised and that persons affected by the event are given immediate relief and support.*<sup>62</sup>

The principal purpose of emergency response is the preservation of life, property and the environment.

### 10.1 Emergency response and the Local Disaster Management Group

The LDMG is informed of the day-to-day emergency (incident) response undertaken by primary agencies, including emergency services. Once activated, the LDMG's role is to:

- efficiently and effectively coordinate the response to an event;
- minimise the impact of a disaster event on the community;
- detail the strategic manner in which elements of the LDMG will deal with day-to-day disaster management business; and
- determine how information will be shared on events that may affect the local government area.

Activation and change of status of the LDMG can be authorised by its Chairperson, Deputy Chairperson, Local Disaster Coordinator or Deputy Local Disaster Coordinator on receipt of any of the following:

- a warning of an impending threat that would require a coordinated multi-agency response;
- a request from:
  - a lead or primary agency for assistance under this plan;
  - a support agency for assistance under this plan;
  - the Ipswich District Disaster Coordinator (DDC);
  - an affected neighbouring local government (to provide assistance under mutual aid arrangements); and/or
  - advice from the state of an impending disaster.

Wherever possible the Chairperson or Deputy Chairperson should be consulted regarding the activation or change of status.

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<sup>62</sup> Section 4A(a)(iii), *Disaster Management Act 2003*, Guiding principles

## 10.2 Activation levels for response arrangements

It is critical that the LDMG and its members maintain awareness of events occurring in the LGA to ensure an appropriate and measured activation of the LDMG. There are four activation levels:



The levels are not sequential, and may be skipped depending on the situation. The activation levels are described in the following table.

|              | Description   | Triggers   | Ipswich City Council Actions   |
|--------------|---|--|--|
| Alert        | <ul style="list-style-type: none"> <li>There is awareness of a hazard that has the potential to affect the LGA.</li> <li>No further action is required; however, the situation should be monitored by someone capable of assessing the potential risk.</li> </ul>   | <ul style="list-style-type: none"> <li>There is awareness of a risk source (threat) that has the potential to affect the Ipswich LGA to an extent that a coordinated multi-agency response would be required or requested.</li> </ul>  | <ul style="list-style-type: none"> <li>Monitor the risk source through communication with the primary agency.</li> <li>Maintain situational awareness.</li> <li>Brief the LDC and key staff.</li> <li>Provide advice of the LDMG response level to the DDC.</li> <li>Report, by exception only, to the DDC and/or LDMG.</li> <li>Undertake emergency response activities through LDMG members' core business arrangements.</li> </ul>  |
| Lean Forward | <ul style="list-style-type: none"> <li>This is an operational state prior to 'Stand Up', characterised by a heightened level of situational awareness of a disaster event (either current or pending) and a state of operational readiness.</li> <li>The Local Disaster Coordination Centre (LDCC) is on standby – prepared but not activated.</li> </ul> | <ul style="list-style-type: none"> <li>There is a likelihood that a threat may affect the Ipswich LGA to an extent that a coordinated multi-agency response would be required or requested.</li> <li>The threat is quantified but may not yet be imminent.</li> <li>There is a need for public awareness.</li> </ul> | <ul style="list-style-type: none"> <li>The LDC places the Chairperson and Deputy Chairperson of LDMG on watching brief.</li> <li>Establish communication protocols with the primary and warning agencies.</li> <li>Maintain situational awareness and confirm level and potential of the threat.</li> <li>Provide advice of the LDMG response level to the DDC.</li> <li>Issue warning orders to key staff and agencies.</li> <li>Prepare LDCC but do not activate it.</li> <li>Determine trigger point for move to stand up.</li> <li>Conduct initial briefing of LDMG.</li> <li>Provide ad-hoc reporting by exception only to DDC and/or LDMG.</li> <li>Initiate public information and warnings.</li> </ul> |

|            | Description   | Triggers   | Ipswich City Council Actions   |
|------------|---|--|--|
| Stand Up   | <ul style="list-style-type: none"> <li>This is the operational state following Lean Forward, at which resources are mobilised, personnel are activated and operational activities are commenced.</li> <li>LDCC is activated.</li> </ul>   | <ul style="list-style-type: none"> <li>The threat is imminent or has occurred</li> <li>The community will be or has been affected.</li> <li>Requests for support received by the LDMG.</li> <li>There is a need for coordination.</li> </ul> | <ul style="list-style-type: none"> <li>LDC briefs Chairperson and Deputy Chairperson of LDMG.</li> <li>LDMG meets.</li> <li>LDCC is activated and operational.</li> <li>LDMG assumes control of disaster operations in the LGA.</li> <li>Implement standard operating procedures.</li> <li>Provide regular reporting to DDC and/or LDMG.</li> <li>Recovery needs and operations are scoped.</li> </ul> |
| Stand Down | <ul style="list-style-type: none"> <li>The transition is made from responding to an event back to normal core business and/or continuance of recovery operations.</li> <li>There is no longer a requirement to respond to the event and the threat is no longer present.</li> </ul> | <ul style="list-style-type: none"> <li>There is no requirement for coordinated response.</li> <li>Community has returned to normal function.</li> <li>Recovery taking place.</li> </ul>  | <ul style="list-style-type: none"> <li>LDC approves stand down.</li> <li>Conduct final checks of outstanding tasks.</li> <li>Make the transition to business as usual and/or recovery.</li> <li>Debrief staff of the LDCC and LDMG.</li> <li>Make a final situation report to DDC and/or LDMG.</li> <li>Through the Local Recovery Group, manage medium to long term recovery operations</li> </ul>    |

Table 7 - LDMG Response activation Levels

## 10.3 Local Disaster Coordination Centre

The LDCC is responsible for coordinating operations under the direction of the LDC consistent with the LDMG's strategic direction. This includes (but is not limited to) the:

- coordination and planning of disaster operations;
- dissemination of public information and warnings; and
- coordination of reporting to the relevant stakeholders.

Council operates and resources the LDCC, liaison officers from relevant organisations also operate from within the LDCC.

## 10.4 Emergency warning notification and dissemination

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The LDMG is responsible for ensuring the community is aware of ways to prevent, prepare for, respond to and recover from a disaster.<sup>63</sup> This involves raising awareness of identified threats and the means by which the public should respond at an individual and/or household level. It may also include warnings and directions, as provided by primary agencies relating to the particular hazard.

The Chairperson of the LDMG (or delegate) is the official source of public and media information for the group's coordination and support activities.

Primary and functional lead agencies provide media liaison for issues relating to their organisational roles. Individual organisations maintain responsibility for internal reporting on their business in accordance with their established procedures.

Community members may receive warnings and information from a number of different sources – some official, some not.

### 10.4.1 Family, friends and neighbours

Family, friends and neighbours are an extremely powerful source of warning information. However, this information should always be verified through official sources.

All members of the community are encouraged to check on family, friends and neighbours and to share official warnings with them.

### 10.4.2 Social media, websites and notification services

Facebook and Twitter are the two most common social media platforms used by disaster management organisations in Queensland. A search of each of these platforms by organisation name will assist in obtaining relevant information. Social media feeds are available from [Qld.gov.au/alerts](https://www.qld.gov.au/alerts) and Council's [Disaster Dashboard](#) for those who do not subscribe to social media platforms.

### 10.4.3 Emergency Alert

Emergency Alert (EA) is the national telephone warning system used by emergency services and Council to send voice messages (to landlines) and text messages (to mobile phones) within a defined area about likely or actual emergencies.

The Emergency Alert system will only be used in dangerous situations where there is likely to be an impact on human life. It relies on telecommunications networks to send messages, and message delivery cannot be guaranteed.<sup>64</sup>

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<sup>63</sup> Section 30, Disaster Management Act 2003, Functions

<sup>64</sup> Australian Government, Emergency Alert, [emergencyalert.gov.au/](https://emergencyalert.gov.au/)



#### 10.4.4 Standard Emergency Warning Signal (SEWS)

When disasters loom or a major emergency happens, residents will be alerted by the sound of the Standard Emergency Warning Signal (SEWS) before critical television or radio broadcasts.

The SEWS is a wailing siren sound used throughout Australia for various emergency events of major significance, such as cyclones, flooding and severe storms. When community members hear the signal, they should pay careful attention to the message that follows and act immediately on the advice given. There are strict rules on the use of this warning signal in Queensland.<sup>65</sup>

#### 10.4.5 Mainstream media (radio, television and newspapers)

The use of mainstream media is essential for the provision of emergency warnings. Mainstream media channels are generally very proactive in the monitoring of official sources.

### 10.5 Public information and media management

During a disaster, it is critical that the public information provided to the media is consistent across all agencies. To ensure the release of appropriate, reliable and consistent information:

- Joint media conferences should be held at designated times involving key stakeholders, including the Chairperson of the LDMG, where feasible; and
- Key spokespeople should be senior representatives of the LDMG agencies involved in the event.

Consideration of the following should occur:

- The scheduling of media conferences requires a coordinated approach to ensure there is no conflict between state, district or local announcements; and
- Statistics are a potentially contentious issue requiring careful checking with all agencies before release.

**Each agency is to comment only on its own areas of responsibility and should consult the LDC (or delegate) to ensure consistent messaging to the community**

During an event, the LDMG should develop a flexible media management strategy that:

- identifies key messages to share with the community, including reinforcing the LDMG's role in coordinating support to the affected community;
- identifies preferred spokespeople for factual information (for example, evacuation measures and road closures); and
- is consistent with the crisis communication network arrangements outlined in the Queensland Government Arrangements for Coordinating Public Information in a Crisis (further details are located at [Disaster.qld.gov.au](https://disaster.qld.gov.au)).

<sup>65</sup> Queensland Government, [Disaster.qld.gov.au](https://disaster.qld.gov.au)

## 10.6 Coordination and capability support

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Each organisation is responsible for ensuring that it has appropriate resources to deliver its agreed roles and responsibilities. Where an organisation's local capacity is exceeded, it can request support through the LDMG.

In a multi-agency response, the LDMG coordinates and supports the response capability of individual organisations. Where the LDMG is unable to provide the requested support for the organisation, it will follow the established processes to seek assistance from the Ipswich DDMG.

## 10.7 Impact assessment

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Impact assessment is the organised process of collecting and analysing data after an emergency or disaster to estimate:

- extent of loss of/injury to human life;
- damage to property and infrastructure; and
- the needs of the affected community in terms of response, recovery and future (prevention and preparedness) assistance.

Impact assessments provide the LDMG with a source of comprehensive, standardised information on the effect an event has had on various elements of the community. This information is then used to identify need, set priorities and make decisions about the response to an emergency or disaster, and to take the initial steps leading to recovery.

There are two basic types of impact assessment:

1. Post-Impact Assessment, which examines the ways in which an event has affected a community.
2. Needs Assessment, which examines the type, amount and priorities of assistance needed.

### 10.7.1 Post-impact assessment

There are two types of post-impact assessments:

- Rapid Damage Assessment (RDA); and
- Comprehensive Damage Assessment (CDA).

#### 10.7.1.1 Rapid damage assessments (RDA)

RDAs are undertaken immediately after an event to gather a high-level view of consequences and potential consequences. Sources of information include:

- calls for assistance recorded at emergency services communications centres and through the Council's call centre;
- information and assessment data provided by LDMG members, representatives and advisors; and
- media monitoring and reporting.

The RDAs provide initial and often unconfirmed information. The information collected is used to provide a broad assessment of the potential overall impact of the event and to set initial priorities.

#### **10.7.1.2 Comprehensive damage assessment (CDA)**

CDAs will commence as soon as possible after an event to accurately establish the impact.

All LDMG members and requested relevant organisations will undertake detailed impact assessments relating to their area of jurisdiction. Depending on need, the LDMG may coordinate the formation and operation of multi-agency damage assessment teams to systematically collect and analyse impact assessment data.

#### **10.7.2 Needs Assessment**

Using data from the initial rapid and comprehensive damage assessments, the LDMG will conduct a needs assessment to establish the type, quantity and priorities of assistance required by disaster-affected communities.

### **10.8 Financial management**

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LDMG member organisations will be responsible for their financial management and procurement matters. Council will assume responsibility for financial management of the LDCC during the event.

When an event occurs, each organisation should immediately begin accounting for personnel and equipment costs relating to disaster operations (in accordance with its own policies and procedures) to provide evidence for reimbursement from the various assistance arrangements.

Care and attention to detail must be taken throughout the disaster operations period to maintain logs, formal records and file copies of all expenditure (including personnel timesheets). This will provide clear and reasonable accountability and justification for future audit and potential reimbursement purposes.

### **10.9 Disaster financial assistance arrangements**

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There are two sets of financial arrangements that, if activated, provide financial support to Queensland communities affected by a disaster event.

#### **10.9.1 Disaster Recovery Funding Arrangements (DRFA)**

The DRFA is a joint funding initiative of the Australian and State governments to provide disaster relief and recovery payments and infrastructure restoration to help communities recover from the effects of natural disasters and terrorist acts. In Queensland, this program is managed on a whole of government basis by the Queensland Reconstruction Authority (QRA).

Eligible disasters under DRFA include cyclones, floods, landslides, meteor strikes, storms, bushfires, terrorist act, tornadoes and earthquakes.

Droughts, frosts, heatwaves and epidemic events relating from poor environmental planning, commercial development or personal intervention are not eligible events under DRFA.

The Minister for Fire and Emergency Services is responsible for activating the DRFA. The DRFA activation relies on the damage, loss and personal hardship information provided by state and local governments.

To claim for expenditure reimbursement under State Disaster Relief Arrangements (SDRA) or DRFA arrangements:

- the relevant arrangements must be activated;
- the expenditure must meet the eligibility requirements of that measure; and
- the claimant must provide documentary support for all eligible expenditure detailed in the claim.

### **10.9.2 State Disaster Relief Arrangements (SDRA)**

The SDRA is an all hazards relief program that is 100% State funded and covers natural and non-natural disasters. The purpose of the SDRA is to address personal hardship and community response needs for disaster events where the DRFA is unable to be activated. SDRA relief measures for Personal Hardship Assistance Scheme and Counter Disaster Operations are the same relief measures that are activated under the DRFA, as detailed above.

The SDRA is able to be activated when the Department of Communities, Disability Services and Seniors identifies that local service providers have reached their capacity to provide a service to people identified as experiencing personal hardship as a direct result of a disaster event, or that there are no local service providers to assist in the event of a disaster.

The Director-General of the Department of the Premier and Cabinet (supported by QRA) is responsible for activating the SDRA.

## **10.10 Logistics management**

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When the LDMG requires logistics support and/or resources to meet operational requirements that are beyond local capacity and capability, it sends a request for assistance to the District Disaster Coordination Centre (DDCC).

At times, administrative boundaries may separate resources from affected communities. In planning, the LDMG considers resources in neighbouring LGAs in addition to those available locally.

## 10.11 Disaster declaration

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In accordance with *the Act*, and subject to several factors, ‘a District Disaster Coordinator for a disaster district may, with the approval of the Minister, declare a disaster situation’<sup>66</sup> for a district or for one or more LGAs within the district in whole or in part.

The declaration confers extra powers on particular groups to perform actions, give directions and control movements within the declared area.<sup>67</sup>

In declaring a disaster situation:

A district disaster coordinator for a disaster district may, with the approval of the Minister, declare a disaster situation for the district, or a part of it, if satisfied—

- a) a disaster has happened, is happening or is likely to happen in the disaster district; and
- b) it is necessary, or reasonably likely to be necessary, for the district disaster coordinator or a declared disaster officer to exercise declared disaster powers to prevent or minimise any of the following:
  - i. loss of life;
  - ii. illness or injury to humans;
  - iii. property loss or damage;
  - iv. damage to the environment.<sup>68</sup>

Even when a disaster situation is declared, Council is still primarily responsible for managing operations within the City of Ipswich.

## 10.12 Resupply

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The LDMG is responsible for supporting communities in preparing for temporary isolation. It is also responsible for ensuring procedures are in place for resupply of food and other essentials during times of isolation.

Most events that isolate communities occur on a seasonal basis and their effects on roads and transport networks can be predicted with reasonable accuracy. Communities that are likely to be affected by such events are expected to prepare well in advance for both the event and the expected period of isolation.

To help with this, the LDMG conducts community education programs that focus on the community and household preparations to be made prior to the expected time of impact.

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<sup>66</sup> Section 64, Disaster Management Act 2003, Declaration

<sup>67</sup> Sections 75 and 77, *Disaster Management Act 2003*, Authorisation for disaster situation; General powers

<sup>68</sup> Section 64, Disaster Management Act 2003, Declaration

Planning for resupply operations takes into account the necessity and urgency of the request. It will need to balance the diversion of limited resources from other activities (such as supporting rescue, evacuation centres or similar) with the needs of the isolated community.

### 10.13 Emergency supply

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‘Emergency Supply’ is the acquisition and management of emergency supplies and services in support of disaster operations. Emergency supply can include:

- resource support in the establishment of forward command posts, community recovery centres and/or disease control centres, such as furniture, equipment and materials;
- resource support for community evacuation centres, such as furniture, bedding material and health and hygiene products;
- bottled water and bulk water supplies;
- temporary structures such as marquees and portable ablution facilities; and
- small plant equipment hire services, such as chainsaws and pressure washers.

Before requesting emergency supply:

- every effort will be made to exhaust local supplies;
- attempts will be made to support local economies; and
- organisations will use their own internal acquisition processes.

QFES is the functional lead agency for emergency supply.

### 10.14 Accessing support and allocating resources

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Requests for support may come from lead agencies, supporting agencies or the community. These requests must be registered and acted on in accordance with the standard operating procedures for Council’s LDCC.

The LDC may request assistance from local agencies, businesses and community groups for additional resources.

The LDMG will maintain regular communications with the Ipswich DDMG, to coordinate the actions and resources required to respond and recover from the impact of disaster events. It will also maintain communication with local governments that share a boundary with the area. These are the Brisbane City Council, Somerset Council, Logan City Council, Lockyer Valley Regional Council and Scenic Rim Regional Council.

Any requests for assistance that cannot be met within local resources will be submitted to the District Disaster Coordinator (DDC); the LDMG Chairperson or the LDC must endorse these requests. If the request for assistance cannot be actioned by the DDC, he or she will request assistance through the Chairperson of the State Disaster Coordination Centre.

## 10.15 Hazard-specific arrangements

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### 10.15.1 Primary (hazard-specific) agency

A primary agency is the organisation in control of the management of a specific threat. 'Control' relates to managing what should be done, when and by whom. Control operates horizontally across agencies that are contributing to the management of the particular hazard.

For example, during a bushfire threat, QFES is the primary agency, it will control all agencies that are contributing to management of the bushfire. This includes giving directions and tasks to supporting agencies, allowing access into various zones and/or determining the need for evacuation.

Primary agency status is usually bestowed by legislation, common law, regulations, state plans or by agreement of the LDMG. Table 7 details the primary (hazard-specific) agencies for the City of Ipswich.

## 10.16 Functional arrangements

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### 10.16.1 Lead (function) agencies

A functional lead agency is the organisation in control of the management of a specific function. For example, when an evacuation centre is required, Council is the functional lead agency and will control all agencies that are contributing to the management of the evacuation centre. This includes giving directions and tasks to supporting agencies, and opening and allowing access to centres.

A functional lead agency will be supported by other agencies that have agreed roles in the delivery of the disaster management function. For example, in the management of evacuation/emergency shelters, Council is assisted by a number of agencies such as the Australian Red Cross, the Queensland Police Service and the State Emergency Service.

Functional lead agency status is usually bestowed by legislation, common law, regulations, state plans or by agreement of the LDMG. Table 8 details the functional lead agencies for the City of Ipswich

## 10.17 General arrangements related to primary and lead agencies

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### 10.17.1 Coordination of primary and lead agencies

During a disaster, a number of primary and lead agencies are likely to be operating at the same time. For example, a disaster may involve the management of a number of threats and the delivery of a number of disaster management functions, such as evacuation centre management or public health.

Coordination operates horizontally across agencies, but does not extend to the control of threats or functions, or to the command of agency resources. The LDMG's role in coordination is to

ensure primary, lead and support agencies have the resources and information needed to carry out their agreed roles.

### 10.17.2 Primary and lead support agencies

Members of the LDMG agree to support other organisations through the provision of mutual aid. A support agency assists the primary or lead agency in the delivery of their objectives.

While under the control of a primary or lead agency, support agencies retain responsibility for commanding their resources and ensuring that their own standard operating procedures are correctly implemented.

### 10.18 Primary (hazard-specific) agencies

| Hazard   | Primary Agency                           | Other Related Plans (excluding Sub Plans)  |
|--|--|--|
| Animal or Plant Disease (bio-security)                             | Department of Agriculture and Fisheries  | <ul style="list-style-type: none"> <li>Queensland Veterinary Emergency Plan</li> <li>Australian Aquatic Veterinary Emergency Plan (AQUAVETPLAN)</li> <li>Australian Veterinary Emergency Plan (AUSVETPLAN)</li> <li>Australian Emergency Plant Pest Response Plan (PLANTPLAN)</li> <li>Biosecurity Emergency Operations Manual (BEOM)</li> </ul> |
| Biological (human related)<br>Communicable Disease<br>Radiological | West Moreton Hospital and Health Service | <ul style="list-style-type: none"> <li>Queensland Pandemic Influenza Plan</li> <li>National Action Plan for Influenza Pandemic</li> <li>State of Queensland Multi-Agency Response to Chemical, Biological and Radiological Incidents</li> </ul>  |
| Earthquake and Landslip  | Ipswich City Council                     | <ul style="list-style-type: none"> <li>Dam Safety Emergency Action Plans</li> </ul>  |
| Fire – structural or bushfire                                      | Queensland Fire and Emergency Services   | <ul style="list-style-type: none"> <li>Wildfire Mitigation and Readiness Plans</li> </ul>  |
| Flood, Storm, Cyclone or Severe Weather                            | Ipswich City Council                     | <ul style="list-style-type: none"> <li>Flood Intelligence Manual</li> <li>Seqwater Flood Manual for Somerset/Wivenhoe</li> </ul>   |
| Hazardous Material/s Incident                                      | Queensland Fire and Emergency Services   | <ul style="list-style-type: none"> <li>State of Queensland Multi-Agency Response to Chemical, Biological and Radiological Incidents</li> </ul>   |
| Heatwave   | West Moreton Hospital and Health Service | <ul style="list-style-type: none"> <li>Heatwave Response Plan</li> </ul>   |
| Major transport incident (road, rail, marine)                      | Queensland Police Service                | <ul style="list-style-type: none"> <li>Operational Procedures Manual (OPM)</li> <li>Queensland Mass Casualty Incident Plan</li> </ul>  |



| Hazard    | Primary Agency            | Other Related Plans (excluding Sub Plans)   |
|-----------|---------------------------|---|
| Terrorism | Queensland Police Service | <ul style="list-style-type: none"> <li>Operational Procedures Manual (OPM)</li> <li>Queensland Counter-Terrorism Plan</li> <li>National Counter-Terrorism Plan</li> </ul> |

Table 8 - Primary (hazard-specific) agencies for the City of Ipswich

## 10.19 Functional lead agencies

| Function  | Lead Agency   | Other Related Plans (excluding Sub Plans)  |
|---|---|--|
| Damage Assessments  | Queensland Fire and Emergency Services  | <ul style="list-style-type: none"> <li>Nil</li> </ul>  |
| Emergency medical retrieval   | Queensland Health   | <ul style="list-style-type: none"> <li>Nil</li> </ul>  |
| Emergency Supply  | Queensland Fire and Emergency Services  | <ul style="list-style-type: none"> <li>Nil</li> </ul>  |
| Energy Infrastructure (electricity, gas and liquid fuel)            | Department of Natural Resources, Mines and Energy   | <ul style="list-style-type: none"> <li>Nil</li> </ul>  |
| Evacuation  | <u>Voluntary:</u><br>Ipswich City Council<br><u>Directed and/or mass scale:</u><br>Queensland Police Service  | <ul style="list-style-type: none"> <li>Queensland Prevention Preparedness, Response and Recovery Disaster Management Guideline, 2018</li> <li>Operational Procedures Manual (OPM)</li> </ul>   |
| Evacuation Centre Management  | Ipswich City Council<br>Supported by Australian Red Cross   | <ul style="list-style-type: none"> <li>Queensland Prevention Preparedness, Response and Recovery Disaster Management Guideline, 2018</li> <li>Australian Red Cross Preferred Sheltering Practices</li> </ul>                                     |
| Mass fatality management (including disaster victim identification) | Queensland Health<br>Queensland Police Service  | <ul style="list-style-type: none"> <li>Nil</li> </ul>  |
| Public Health, mental health and medical services                   | West Moreton Hospital and Health Service  | <ul style="list-style-type: none"> <li>Nil</li> </ul>  |
| Public Information and Warnings                                     | Public Information<br>Ipswich City Council<br>Public Safety Business Agency<br>Warnings<br>Ipswich City Council<br>Queensland Fire and Emergency Services on advice | <ul style="list-style-type: none"> <li>Queensland Prevention Preparedness, Response and Recovery Disaster Management Guideline, 2018</li> <li>Emergency Alert Guidelines</li> <li>Standard Emergency Warning Signal (SEWS) Guidelines</li> </ul> |

| Function                          | Lead Agency                                     | Other Related Plans (excluding Sub Plans)  |
|-----------------------------------|---|--|
|                                   | from the primary agency                         |  |
| Resupply                          | Ipswich City Council                            | <ul style="list-style-type: none"> <li>Queensland Prevention Preparedness, Response and Recovery Disaster Management Guideline, 2018</li> <li>Operational Procedures Manual</li> </ul> |
| Search and/or Rescue              | Queensland Police Service                       | <ul style="list-style-type: none"> <li>Intergovernmental Agreement</li> <li>The National Search and Rescue Manual</li> </ul>   |
| Transport Systems                 | Department of Transport and Main Roads          | <ul style="list-style-type: none"> <li>Nil</li> </ul>  |
| Temporary emergency accommodation | LDMG and Department of Housing and Public Works | <ul style="list-style-type: none"> <li>Temporary Emergency Housing Accommodation Sub Plan</li> </ul>   |

Table 9 - Lead (function) Agencies for the City of Ipswich

## PART 11: RELIEF

Relief is a transitional phase that occurs during both response and short-term recovery operations. It is defined as:

*‘Efforts to meet the immediate needs of persons affected by a disaster, to minimise further loss through the provision of immediate shelter and basic human needs.’<sup>69</sup>*

### 11.1 Evacuation centres

The primary reason for an evacuation is the preservation of life. The process of evacuation is managed through the response phase and follows a defined process with five stages:

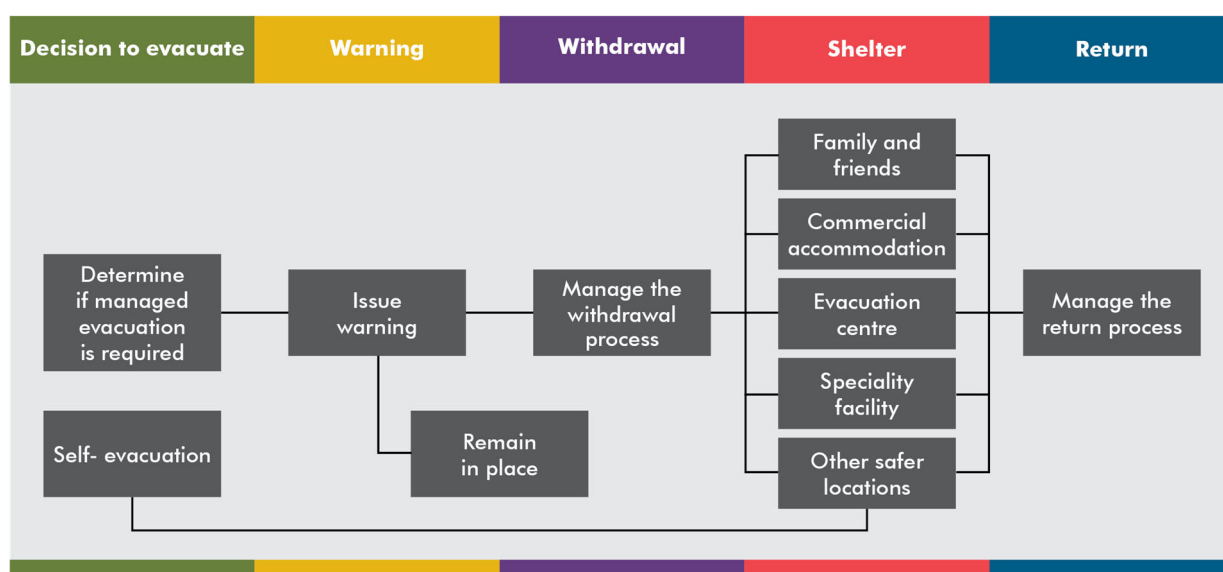


Figure 17 - Stages of an evacuation

Evacuation centres are opened to meet an immediate need for those with no other option, in order to preserve life, wellbeing and safety. They should not be the primary source of shelter or relocation.

Evacuation centres abide by the Australian Red Cross Preferred Emergency Sheltering Practices, which provide for:

- one toilet for every 20 to 50 people;
- 1.2 m<sup>2</sup> – 5 m<sup>2</sup> of floor space per evacuee; and
- one shower for every 30 to 50 people.

Preferred evacuation solutions for community members to consider – in priority order – are:

1. a destination of the person's choosing (for example, with family, friends or neighbours);

<sup>69</sup> Queensland Recovery Plan 2017

2. established accommodation (for example, a hotel, motel or caravan park); then
3. evacuation centre.

## 11.2 Donating to affected people

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Council and the Queensland Government have partnered with GIVIT to manage all offers of donated goods and services (including corporate offers of assistance) following Queensland disasters. Affected people register with GIVIT detailing what their needs are. GIVIT then matches these needs with goods currently being donated. This eliminates the need for organisations to store and sort unexpected donations.

GIVIT also accept donations of money, 100% of funds received by GIVIT during a disaster are spent on urgently needed items. Wherever possible, the items are purchased from businesses in the disaster-affected area to assist recovery of the local economy. **To donate, visit [givit.org.au/](http://givit.org.au/).**

## 11.3 Volunteering

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The desire to volunteer is an indication of the health and resilience of the community. The best way a person can start volunteering is to find out if family, friends and neighbours need assistance. This should always be done under their direction and with their consent.

It is imperative that volunteers act safely; WorkCover Queensland provides guidance on how to be safe. For more information, visit [Worksafe.qld.gov.au/injury-prevention-safety/workplace-hazards/dangers-in-your-workplace/storms-and-floods](http://Worksafe.qld.gov.au/injury-prevention-safety/workplace-hazards/dangers-in-your-workplace/storms-and-floods).

After assisting family, friends and neighbours, all volunteers should register with Volunteering Queensland's Emergency Volunteer Service by visiting [Emergencyvolunteering.com.au/qld](http://Emergencyvolunteering.com.au/qld) or phoning 1800 994 100. They will then be contacted by Volunteering Queensland if additional volunteers with their skills are required.

## 11.4 Isolated communities

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Communities that become physically isolated, particularly due to flooded roads, have been identified during the risk management process. These communities do not necessarily require evacuation, but additional support may be needed to help people stay in their homes. An isolated communities plan has been prepared and is available online at [lpswich.qld.gov.au/emergency](http://lpswich.qld.gov.au/emergency) under disaster management plans.

Occupants of areas known to become isolated are strongly encouraged to plan for periods (of at least three days) without access to food, water, medicine, toiletries and essential household items.

## PART 12: RECOVERY

Disaster recovery is:

*‘The coordinated process of supporting disaster-affected communities’ psychosocial (emotional and social), and physical well-being; reconstruction of physical infrastructure; and economic and environmental restoration (including regeneration of the natural environment, associated infrastructure and heritage sites and structures, and the management of pollution and contamination)’.*<sup>70</sup>

### 12.1 Our approach to recovery

Disaster recovery in Ipswich follows the Queensland principles for recovery. These principles recognise that successful recovery relies on:

- understanding the **context**
- recognising **complexity**
- using local, **community-led** approaches
- ensuring **coordination** of all activities
- employing effective **communication**
- acknowledging and building **capacity**
- identifying lessons and building **resilience**

Recovery is also defined under *the Act* as:

- a) Providing relief measures to assist persons affected by the disaster who do not have the resources to provide for their own financial and economic wellbeing;
- b) Restoring essential infrastructure in the area or areas affected by the disaster;
- c) Restoring the environment in areas affected by the disaster;
- d) Providing health care to persons affected by the disaster, including temporary hospital accommodation.<sup>71</sup>

The LDMG encourages an all-agencies approach to recovery. This involves identifying a range of organisations to support the lead functional agency and the LDMG in implementing an effective recovery over the short, medium and long term.

#### 12.1.1 Phases of recovery

Recovery is undertaken across three phases, these phases are contained in the Queensland Recovery Plan and are summarised below.

<sup>70</sup> Queensland Recovery Plan, 2017

<sup>71</sup> Disaster Management Act 2003, Schedule Dictionary

### 12.1.1.1 Phase 1 – Post-impact relief and early recovery

This phase often occurs at the same time as response, it involves addressing and supporting the immediate needs of individuals, businesses and the community affected by the event. In this phase, the Local Recovery Group (LRG) will be established, impact assessments are undertaken and recovery plans are developed and implemented.

### 12.1.1.2 Phase 2 – Recovery and reconstruction

This phase includes medium-term recovery and the execution of planned methodical recovery and reconstruction to enhance the outcomes of disaster-affected individuals, communities, functions and infrastructure. In this phase, coordination of impact assessments, community engagement, communication and collaboration of all recovery partners continues and recovery progress is monitored by the Local Recovery Coordinator (LRC).

### 12.1.1.3 Phase 3 – Transition

In the transition phase, recovery and reconstruction is progressively handed over to agencies or organisations – including government, community-based or industry-led sectors that would normally support the functional area. During transition, lessons are identified and implemented to increase the community's resilience. This phase ends when all recovery and reconstruction responsibilities are back to being managed as business as usual and the community realises its post-disaster "new normal".



Figure 18 - Phases of recovery

### 12.1.2 Functions of recovery

Effective recovery requires an integrated, multi-disciplinary approach to analysing needs, engaging the community, and planning.

Recovery is a complex and potentially protracted process. To help coordinate this, it is grouped into five functions:

- Human and Social
- Economic
- Environment (or Natural Environment)
- Buildings
- Roads and Transport

These often overlap, and recovery arrangements must reflect the interrelationship between them.

## 12.2 City of Ipswich LDMG recovery governance

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The City of Ipswich recovery governance arrangements mirror those of the Queensland Government. By doing so, timely access to resources to support effective, needs based recovery efforts can be better achieved.

### 12.2.1 Local Recovery Group

The City of Ipswich Local Recovery Group (LRG) was been established as a standing subgroup to the City of Ipswich LDMG. The terms of reference are available online at [ipswich.qld.gov.au/emergency](https://ipswich.qld.gov.au/emergency) under disaster management plans.

### 12.2.2 Local Recovery Coordinator

Council appoints the General Manager, Infrastructure and Environment to the role of Local Recovery Coordinator (LRC). The Local Recovery Coordinator chairs the Local Recovery Group and reports to the Chairperson of the LDMG. The Local Recovery Coordinator will activate the Local Recovery sub-committees based on impact and needs assessments, or as directed by the Chairperson of the LDMG.

### 12.2.3 Local recovery sub-committees

Each Local Recovery sub-committee is chaired by Ipswich City Council's most appropriate General Manager or Branch Manager given the circumstances at the time. The key tasks of the sub-committees are as follows:

#### Human and Social:

- personal support and information;
- physical and emotional health;
- psychological, spiritual, cultural and social wellbeing;
- public safety and education;
- temporary accommodation;

- financial assistance to meet immediate individual needs; and
- uninsured household loss and damage.

#### **Economic:**

- renewal and growth of:
  - the micro economy (within the affected area) and the macro economy (overall economic activity of the state);
  - individual and household entities (for example, employment, income and insurance claims), private and government business enterprises, and industry;
  - assets, production and flow of goods and services;
  - capacity for the export of goods and services from the affected region; and
- securing the confidence of overseas markets.

#### **Environment (or Natural Environment):**

- restoration and regeneration of:
  - biodiversity (species and plants) and ecosystems;
  - natural resources;
  - environmental infrastructure;
  - amenity/aesthetics (for example, scenic lookouts);
  - culturally significant sites and heritage structures; and
- management of environmental health, waste, contamination and pollution, and hazardous materials.

#### **Building:**

- repairing and reconstructing:
  - residential and public buildings;
  - commercial, industrial and rural buildings/structures;
  - government structures;
  - utility structures, systems and services (water, sewage, energy and communications);
  - other essential services; and
- dam safety.

#### **Roads and Transport:**

- repairing and reconstructing local roads and transport systems.

The service components of each of the five functions are not necessarily delivered by the lead agency. The lead agency works with multiple private and public sector partners who deal directly with the community and individual families and businesses to achieve recovery.

While these five functions provide the framework for the recovery structure, the final structure depends upon the nature and consequences of an event. For example, events such as cyclones may cause large-scale damage to housing and the built environment and therefore may require



more emphasis on infrastructure recovery. Other events, such as pandemics, may require more emphasis on the human and social aspects of recovery.

### 12.3 Planning for recovery

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The Recovery Sub Plan provides information on a framework for the coordination of recovery operations within the City of Ipswich. The procedures outlined in the Queensland Recovery Plan support this framework, the sub plan is part of the Local Disaster Management Plan. The strategy it outlines is flexible and designed to address different types and sizes of disaster events, as required.

Recovery can also offer an opportunity to learn and build resilience so that Ipswich is better prepared for future disaster events. Communities can further develop their capability and resilience through recovery activities that focus on sustainability and growth, community development initiatives, reconstruction efforts, risk reduction strategies, and hardening of infrastructure and the built environment.

The recovery sub plan includes transition arrangements from 'response' through 'immediate relief arrangements' to 'recovery arrangements', outlining the transfer of all required resources. It also identifies the scope of possible disaster recovery operations and the roles and responsibilities of all stakeholders involved in the process for short, medium and long-term recovery requirements.

## PART 13: ANNEXURES

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## 13.2 Annexure 2 – Abbreviations and acronyms

| Abbr.                          | Full Text   |
|--------------------------------|---|
| ABS                            | Australian Bureau of Statistics   |
| the Act                        | Disaster Management Act 2003  |
| AEMO                           | Australian Energy Market Operator   |
| AHD                            | Australian Height Datum   |
| AQUAVETPLAN                    | Australian Aquatic Veterinary Emergency Plan                                |
| AUSVETPLAN                     | Australian Veterinary Emergency Plan  |
| BEOM                           | Biosecurity Emergency Operations Manual                                     |
| BoM                            | Bureau of Meteorology   |
| BRCFS                          | Brisbane River Catchment Flood Studies                                      |
| BRSFMP                         | Brisbane River Strategic Floodplain Management Plan                         |
| CALD                           | Cultural and linguistic diversity   |
| CDA                            | Comprehensive Damage Assessment   |
| CDNA                           | Communicable Diseases Network Australia                                     |
| Council                        | Ipswich City Council  |
| COWS                           | Satellite Communications on Wheels  |
| DACC                           | Defence Aid to Civil Community  |
| DAF                            | Department of Agriculture and Fisheries                                     |
| DART                           | Disaster Assistance Response Teams  |
| DCDSS                          | Department of Communities, Disability Services and Seniors                  |
| DDC                            | District Disaster Coordinator   |
| DDCC                           | District Disaster Coordination Centre                                       |
| DDMG                           | Ipswich District Disaster Management Group                                  |
| DoE                            | Department of Education   |
| DHPW                           | Department of Housing and Public Works                                      |
| the Disaster Management Policy | Ipswich City Council's Disaster Management Policy                           |
| DITID                          | Department of Innovation, Tourism and Industry Development                  |
| DNRME                          | Department of Natural Resources, Mines and Energy                           |
| DRFA                           | Disaster Recovery Funding Arrangements                                      |
| DSDMIP                         | Department of State Development, Manufacturing, Infrastructure and Planning |
| DWSP                           | Drinking water service providers  |

| Abbr.             | Full Text  |
|-------------------|--|
| EA                | Emergency Alert  |
| EAP               | Emergency Action Plan  |
| EMAF              | Emergency Management Assurance Framework   |
| EMP               | Emergency Management Plan  |
| EV CREW           | Emergency Volunteering – Community Response to Extreme Weather   |
| EWN               | Early Warning Network  |
| GOC               | Government Owned Corporation   |
| Handbook 7        | Handbook 7 – Emergency Management Australia: Managing the Floodplain: a guide to best practice in flood risk management in Australia |
| Hazmat            | Hazardous materials  |
| ICT               | Information and Communications Technology  |
| IGEM              | Inspector-General Emergency Management   |
| ISO               | International Standards Organisation   |
| ISO Guide 73:2009 | ISO Guide 73:2009 Risk management – vocabulary   |
| LDC               | Ipswich Local Disaster Coordinator   |
| LDCC              | Ipswich City Council Local Disaster Coordination Centre  |
| LDMG              | City of Ipswich Local Disaster Management Group  |
| LDMP              | Ipswich City Council Local Disaster Management Plan  |
| the Lexicon       | Queensland Disaster Management Lexicon   |
| LGA               | Local government area  |
| LRC               | Ipswich Local Recovery Coordinator   |
| LRG               | City of Ipswich Local Recovery Group   |
| Manual 3          | Australian Emergency Management Glossary   |
| MEOWS             | Mobile Exchange on Wheels  |
| MoU               | Memorandum of Understanding  |
| NBN               | National Broadband Network   |
| NEM               | National Electricity Market  |
| OPM               | Operational Procedures Manual  |
| PHLN              | Public Health Laboratory Network   |
| PLANTPLAN         | Australian Emergency Plant Pest Response Plan  |
| PPRR              | Preparation, preparedness, response and recovery   |
| PSBA              | Public Safety Business Agency  |
| PSTN              | Public Switched Telephone Network  |

| Abbr.        | Full Text   |
|--------------|---|
| QAS          | Queensland Ambulance Service                      |
| QDMA         | Queensland Disaster Management Arrangements       |
| QDMC         | Queensland Disaster Management Committee          |
| QDMTF        | Queensland Disaster Management Training Framework |
| QERMF        | Queensland Emergency Risk Management Framework    |
| QFES         | Queensland Fire and Emergency Services            |
| QPS          | Queensland Police Service                         |
| QRA          | Queensland Reconstruction Authority               |
| QRP          | Queensland Recovery Plan                          |
| RAAF         | Royal Australian Air Force                        |
| RDA          | Rapid Damage Assessment                           |
| RFS          | Rural Fire Service                                |
| SDC          | State Disaster Coordinator                        |
| SDCC         | State Disaster Coordination Centre                |
| SEQ          | South East Queensland                             |
| SDMP         | (Queensland) State Disaster Management Plan       |
| SDRA         | State Disaster Relief Arrangements                |
| SES          | State Emergency Service                           |
| SEWS         | Standard Emergency Warning Signal                 |
| SITREPS      | Situation Reports                                 |
| SPP          | State Planning Policy                             |
| SRC          | State Recovery Coordinator                        |
| the Standard | Standard for Disaster Management                  |
| TEQ          | Tourism and Events Queensland                     |
| USAR         | Urban Search and Rescue                           |

### 13.3 Annexure 3 – Glossary

| Term                          | Definition  | Reference       |
|-------------------------------|---|-----------------|
| Activation                    | Activation involves the commencement of a process or activity in response to a trigger. An activation is not a declaration, nor is it dependent on the declaration of a disaster situation (see definition for declaration). For example, activation of relief measure, as detailed in the Queensland Disaster Relief and Recovery Arrangements.                    | IGEM Lexicon    |
| Alert (level of activation)   | A level of activation: a heightened level of vigilance due to the possibility of an event in the area of responsibility. Some action may be required. The situation should be monitored by someone capable of assessing the potential of the threat.  | IGEM Lexicon    |
| All-agencies approach         | All agencies should be involved to some extent in disaster management. The context of disaster management for specific agencies varies and may include ensuring the continuity of their business or service, protecting their own interests and personnel, and protecting the community and environment from risks arising from the activities of the organisation. | QLDM Guidelines |
| All-hazards approach          | This means dealing with all types of emergencies or disasters, and civil defence, using the same set of management arrangements.  | Manual 3        |
| Australian Height Datum (AHD) | This is a common national survey height measure used as a reference level for defining reduced levels. 0.0 m AHD corresponds approximately to sea level.  | Handbook 7      |
| Briefing                      | The process of advising personnel of the details of the incident or event with which they will be dealing.  | IGEM Lexicon    |
| Bushfire                      | A fire involving grass, scrub or forest.  | IGEM Lexicon    |
| Bushfire danger period        | A period of the year, either established by legislation or declared by the relevant agency, when restrictions are placed on the use of fire due to dry vegetation and the existence of conditions conducive to the spread of fire.  | IGEM Lexicon    |
| Capacity                      | The combination of all the strengths, attributes and resources available within an organisation, community or society to manage and reduce disaster risks and strengthen resilience. Capacity may include infrastructure, institutions, human knowledge and skills, and collective attributes such as social relationships, leadership and management.              | IGEM Lexicon    |
| Catchment                     | This is the area of land draining to a particular site. It is related to a specific location, and includes the catchment of the main waterway as well as any tributary streams.   | Handbook 7      |
| Catchment flooding            | This is flooding due to prolonged or intense rainfall (for example, severe thunderstorms, monsoonal rains in the tropics, or tropical cyclones). Types of catchment flooding include riverine, local overland, and groundwater flooding.  | Handbook 7      |
| Community                     | A group with a commonality of association and generally defined by location, shared experience, or function.  | IGEM Lexicon    |

| Term                                  | Definition  | Reference         |
|---------------------------------------|---|-------------------|
|                                       | A social group which has a number of things in common, such as shared experience, locality, culture, heritage, language, ethnicity, pastimes, occupation, workplace, etc.   |                   |
| Consequence                           | <p>This is used to refer to the outcome of an event that affects objectives.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>• An event can lead to a range of consequences.</li> <li>• A consequence can be certain or uncertain, and can have positive and negative effects on objectives.</li> <li>• Consequences can be expressed qualitatively or quantitatively.</li> </ul> <p>Initial consequences can escalate through knock-on effects.</p> | ISO Guide 73:2009 |
| Control                               | The overall direction of emergency management activities in an emergency situation. Authority for control is established in legislation or in an emergency plan and carries with it the responsibility for tasking other organisations in accordance with the needs of the situation. Control relates to situations and operates horizontally across organisations.   | IGEM Lexicon      |
| Coordination                          | The bringing together of organisations to ensure effective disaster management before, during and after an event. It is primarily concerned with systematic acquisition and application of resources (people, material, equipment, etc) in accordance with priorities set by disaster management groups. Coordination operates horizontally across organisations and agencies.  | IGEM Lexicon      |
| Coordination Centre                   | A centre established at State, district or local level as a centre of communication and coordination during times of disaster operations.   | IGEM Lexicon      |
| Critical infrastructure               | The physical structures, facilities, networks and other assets which provide services that are essential to the social and economic functioning of a community or society.  | IGEM Lexicon      |
| Damage Assessment                     | The process of collecting quantifiable data that enables the assessment of the impact of an event. Data collected could be used to inform Impact Assessments  | IGEM Lexicon      |
| Debrief                               | A meeting at the end of an operation with the purpose of assessing the conduct or results of an operation.  | IGEM Lexicon      |
| Debriefing                            | The process of sharing the good and bad points of the response to an incident as a means to improving any future planning and responses.  | IGEM Lexicon      |
| Declaration (of a disaster situation) | The formal procedure to enable declared disaster powers under the Disaster Management Act 2003 (s64-s69) as required. Specific powers may be used to prevent or minimise loss of life, injury or damage.  | IGEM Lexicon      |
| Declared area                         | <p>(a) for a disaster situation declared under s64(l)-the disaster district, or the part of the disaster district, for which the disaster situation is declared; or</p> <p>(b) for a disaster situation declared under s69-the State or, if the disaster situation is declared for a part of the State, the part.</p>   | IGEM Lexicon      |



| Term                                   | Definition   | Reference    |
|--|--|--------------|
| Declared disaster officer              | For a disaster situation, means- (a) a police officer; or (b) a person authorised under s75(l) to exercise declared disaster powers for the disaster situation   | IGEM Lexicon |
| Declared disaster powers               | The powers of a district disaster coordinator or a declared disaster officer under s77 and s78.  | IGEM Lexicon |
| 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.   | IGEM Lexicon |
| Disaster district                      | A part of the State prescribed under a regulation as a disaster district.  | IGEM Lexicon |
| Disaster management                    | Disaster management means arrangements about managing the potential adverse effects of an event, including, for example, arrangements for mitigating, preventing, preparing for, responding to and recovering from a disaster.   | IGEM Lexicon |
| Disaster management group              | The State group, a district group or a local group   | IGEM Lexicon |
| Disaster management guidelines         | The chief executive may prepare guidelines to inform the State group, district groups and local governments about matters relating to any of the following-<br>(a) the preparation of disaster management plans<br>(b) the matters to be included in a disaster management plan<br>(c) other matters about the operation of a district group or local group the chief executive considers appropriate having regard to disaster management for the State | IGEM Lexicon |
| Disaster management plan               | The State group, district groups and local groups must prepare a plan (State Disaster Management Plan, District Disaster Management Plan and Local Disaster Management Plan) for disaster management in the State, disaster district and local government's area respectively.   | IGEM Lexicon |
| Disaster operations                    | Disaster operations means activities undertaken before, during or after an event happens to help reduce loss of human life, illness or injury to humans, property loss or damage, or damage to the environment, including, for example, activities to mitigate the adverse effects of the event.   | IGEM Lexicon |
| Disaster Recovery Funding Arrangements | This is the Australian Government program intended to assist with the recovery of communities whose social, financial and economic wellbeing has been severely affected by a natural disaster or terrorism event.<br><br>These arrangements provide a cost-sharing formula between the Queensland and Australian governments on a range of pre-agreed relief and recovery measures.  | QRA 2018     |
| Disaster response capability           | For a local government, means the ability to provide equipment and a suitable number of persons, using the resources available to the local government, to effectively deal with, or help another entity to deal with, an emergency situation or a disaster in the local government's area.  | IGEM Lexicon |
| Disaster risk                          | The potential loss of life, injury, or destroyed or damaged assets which could occur to a system, society or a community in a specific period of time,   | IGEM Lexicon |

| Term                               | Definition   | Reference    |
|------------------------------------|--|--------------|
|                                    | determined probabilistically as a function of hazard, exposure, vulnerability and capacity.  |              |
| Disaster risk assessment           | A qualitative or quantitative approach to determine the nature and extent of disaster risk by analysing potential hazards and evaluating existing conditions of exposure and vulnerability that together could harm people. Property, services, livelihoods and the environment on which they depend.  | IGEM Lexicon |
| Disaster risk management           | Disaster risk management is the application of disaster risk reduction policies and strategies to prevent new disaster risk, reduce existing disaster risk and manage residual risk, contributing to the strengthening of resilience and reduction of disaster losses.   | IGEM Lexicon |
| Disaster risk reduction            | Disaster risk reduction is aimed at preventing new and reducing existing disaster risk and managing residual risk, all of which contribute to strengthening resilience and therefore to the achievement of sustainable development.  | IGEM Lexicon |
| Disaster situation                 | A disaster situation declared under s64(1) by the district disaster coordinator with the approval of the Minister or by the Minister or Premier (s69)  | IGEM Lexicon |
| District disaster coordinator      | The chairperson of a district group is also the district disaster coordinator of the district group. The function of the district disaster coordinator is to coordinate disaster operations in the disaster district for the group.  | IGEM Lexicon |
| District disaster management group | A district disaster management group is established for each disaster district. A district group consists of the persons prescribed by regulation to be members of the group.  | IGEM Lexicon |
| Emergency alert                    | A national telephone warning system that provides Australian emergency authorities with an enhanced ability to warn the community in the event of an emergency. The warning system is another tool available for organisations to issue emergency warnings. Emergency Alerts will be issued via landline and mobile telephones.  | IGEM Lexicon |
| Emergency management               | Emergency management is also used, sometimes interchangeably, with the term disaster management, particularly in the context of biological and technological hazards and for health emergencies. While there is a large degree of overlap, an emergency can also relate to hazardous events that do not result in the serious disruption of the functioning of a community or society. | IGEM Lexicon |
| Evacuation                         | The planned movement of persons from an unsafe or potentially unsafe location to a safer location and their eventual return.   | IGEM Lexicon |
| Evacuation centre                  | A building located beyond a hazard to provide temporary accommodation, food and water until it is safe for evacuees to return to their homes or alternative temporary emergency accommodation.   | IGEM Lexicon |
| Event                              | An event means any of the following:<br>(a) a cyclone, earthquake, flood, storm, storm tide, tornado, tsunami, volcanic eruption or other natural happening<br>(b) an explosion or fire, a chemical, fuel or oil spill, or a gas leak  | IGEM Lexicon |

| Term                        | Definition   | Reference           |
|-----------------------------|--|---------------------|
|                             | <p>(c) an infestation, plague or epidemic</p> <p>(d) a failure or, or disruption to, an essential service or infrastructure</p> <p>(e) an attack against the State</p> <p>(f) another event similar to an event mentioned in paragraphs (a) to (e) An event may be natural or caused by human acts or omissions</p>  |                     |
| Exercise                    | A controlled, objective-driven activity used for testing, practising or evaluating processes or capabilities.  | IGEM Lexicon        |
| Flash flooding              | This is a flood that is sudden and unexpected. It is often caused by sudden local or nearby heavy rainfall. It is generally not possible to issue detailed flood warnings for flash flooding. However, generalised warnings may be possible. It is often defined as flooding that peaks within six hours of the causative rain.  | Handbook 7          |
| Flooding                    | Flooding is a natural phenomenon that occurs when water covers land that is normally dry. It may result from coastal or catchment flooding, or a combination of both (see also Catchment flooding).  | Handbook 7          |
| Hazard                      | A process, phenomenon or human activity that may cause loss of life, injury or other health impacts, property damage, social and economic disruption or environmental degradation. Hazards may be natural, anthropogenic or socionatural in origin.  | IGEM Lexicon        |
| Impact assessment           | The analysis of the consequences of an event, including psychosocial (emotional and social), economic, natural and built environment.  | IGEM Lexicon        |
| Incident                    | <p>An event, occurrence or set of circumstances that:</p> <ul style="list-style-type: none"> <li>• has a definite spatial extent</li> <li>• has a definite duration calls for human intervention</li> <li>• has a set of concluding conditions that can be defined</li> <li>• is or will be under the control of an individual who has the authority to make decisions about the means by which it will be brought to an end.</li> </ul> | IGEM Lexicon        |
| Intelligence                | The product of a process of collecting and analysing information or data which is recorded and disseminated as intelligence to support decision making.  | IGEM Lexicon        |
| Intergovernmental agreement | The intergovernmental agreement is an agreement signed by the Australian Government and every state and territory government. It assigns the Australian Defence Force, the relevant police agency and the Australian Maritime Safety Authority as the only search and/or rescue coordination authorities.  | National SAR Manual |
| Jurisdiction                | The state or territory in which an agency, organisation or statutory position has authority or responsibility.   | IGEM Lexicon        |
| Lean forward                | An operational state prior to 'stand up' characterised by a heightened level of situational awareness of a disaster event (either current or impending) and a state of operational readiness. Disaster coordination centres are on standby,  | IGEM Lexicon        |

| Term                            | Definition  | Reference         |
|---------------------------------|---|-------------------|
|                                 | prepared but not activated.   |                   |
| Levels of activation            | Queensland's disaster management arrangements are activated using an escalation model based on the following levels: <ul style="list-style-type: none"> <li>• Alert</li> <li>• Lean Forward</li> <li>• Stand up</li> <li>• Stand down</li> </ul>  | IGEM Lexicon      |
| Likelihood                      | In risk management terminology, 'likelihood' is used to refer to the chance of something happening, whether defined, measured or determined objectively or subjectively, qualitatively or quantitatively. It is described using general terms or mathematically (such as a probability or a frequency during a given time period).  | ISO Guide 73:2009 |
| Lead (function) agency          | This is an organisation that, because of its expertise and resources, is primarily responsible for dealing with a particular function within disaster management.   | SDMP 2018         |
| Local disaster coordinator      | The chairperson of the local group must, after consulting with the chief executive, appoint the chief executive officer or an employee of the relevant local government as a local disaster coordinator of the group. The person appointed must have the necessary expertise or experience and the appointment must be in writing.  | IGEM Lexicon      |
| Local disaster management group | A local government must establish a local disaster management group for the local government's area.  | IGEM Lexicon      |
| Local disaster management plan  | A local government must prepare a plan for disaster management in the local government's area. A local disaster management plan must be consistent with the disaster management standards and disaster management guidelines. A local group may review, or renew the effectiveness of the plan at any time, but at least once a year. A district group must ensure a copy of its district disaster management plan is available for inspection, free of charge, by members of the public. | IGEM Lexicon      |
| Logistics                       | The range of operational activities concerned with supply, handling, transportation and distribution of materials. Also applicable to the transportation of people.   | IGEM Lexicon      |
| Mass casualty incident          | An incident or event where the location, number, severity or type of live casualties, requires extraordinary resources.   | IGEM Lexicon      |
| Mitigation                      | Activities intended to reduce or eliminate risks, or lessen the actual or potential effects or consequences of an event.  | IGEM Lexicon      |
| Multi-agency response           | The response to an incident where one or more agencies assist the jurisdictional control agency or agencies.  | IGEM Lexicon      |
| Natural hazards                 | Natural hazards are predominantly associated with natural processes and phenomena.  | IGEM Lexicon      |
| Neighbourhood                   | This is a local open space or building where people may gather, as a last   | QFES              |

| Term  | Definition  | Reference    |
|---|---|--------------|
| Safer Place                                   | resort, to seek shelter from a bushfire.  |              |
| Non-government organisation                   | Non-profit making organisation operating at the local, national, or international levels. Distinct from a governmental organisation, having no statutory ties with a national government.   | IGEM Lexicon |
| Plan  | A formal record of agreed emergency management roles, responsibilities, strategies, systems, and arrangements.  | IGEM Lexicon |
| Planning process                              | The collective and collaborative efforts by which agreements are reached and documented between people and organisations to meet their communities' emergency management needs. It is a sequence of steps which allows emergency management planning to take place.   | IGEM Lexicon |
| Preparedness                                  | The knowledge and capacities developed by governments, response and recovery organisations, communities and individuals to effectively anticipate, respond to and recover from the impacts of likely, imminent or current disasters.  | IGEM Lexicon |
| Prevention                                    | Activities and measures to avoid existing and new disaster risks.   | IGEM Lexicon |
| Primary (hazard) agency                       | This is an agency allocated responsibility to prepare for and respond to a specific hazard based on its legislated and/or technical capability and authority.   | SDMP 2018    |
| Probability                                   | See 'Likelihood'  | n/a          |
| Queensland's disaster management arrangements | Whole of government arrangements to ensure the collaborative and effective coordination of planning, services, information and resources for comprehensive disaster management.   | IGEM Lexicon |
| Reconstruction                                | The medium- and long-term rebuilding and sustainable restoration of resilient critical infrastructures, services, housing, facilities and livelihoods required for the full functioning of a community or a society affected by a disaster, aligning with the principles of sustainable development and 'build back better', to avoid or reduce future disaster risk. | IGEM Lexicon |
| Recovery                                      | The coordinated process of supporting disaster-affected communities' psychosocial (emotional and social), and physical well-being; reconstruction of physical infrastructure; and economic and environmental restoration.   | IGEM Lexicon |
| Relief  | Efforts to meet the needs of persons affected by a disaster, to minimise further loss through the provision of immediate shelter and basic human needs.   | IGEM Lexicon |
| Residual risk                                 | Residual risk is the disaster risk that remains even when effective disaster risk reduction measures are in place, and for which emergency response and recovery capacities must be maintained.   | IGEM Lexicon |
| Resilience                                    | A system or community's ability to rapidly accommodate and recover from the impacts of hazards, restore essential structures and desired functionality, and adapt to new circumstances.   | IGEM Lexicon |

| Term                | Definition  | Reference         |
|---------------------|---|-------------------|
| Response            | Actions taken directly before, during or immediately after a disaster in order to save lives, reduce health impacts, ensure public safety and meet the basic subsistence needs of the people affected.  | IGEM Lexicon      |
| Risk                | <p>This is the effect of uncertainty on objectives.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>• An effect is a deviation from the expected – positive and/or negative.</li> <li>• Objectives can have different aspects (for example, financial, health, safety and environmental goals) and can apply at different levels (for example, strategic, organisation wide, project, product and process).</li> <li>• Risk is often characterised by reference to potential events and consequences, or a combination of these.</li> <li>• 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.</li> </ul> <p>Uncertainty is the state (complete or partial) of deficiency of information relating to understanding or knowledge of an event, its consequence or likelihood.</p> | ISO Guide 73:2009 |
| Risk analysis       | <p>This refers to the process used to comprehend the nature of risk and determine the level of risk.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>• Risk analysis provides the basis for risk evaluation and decisions about risk treatment.</li> <li>• Risk analysis includes risk estimation.</li> </ul>  | ISO Guide 73:2009 |
| Risk assessment     | This refers to the overall process of risk identification, risk analysis and risk evaluation.   | ISO Guide 73:2009 |
| Risk criteria       | <p>These are the terms of reference against which the significance of a risk is evaluated.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>• Risk criteria are based on organisational (or jurisdictional) objectives, and external and internal context.</li> </ul> <p>Risk criteria can be derived from standards, laws, policies and other requirements.</p>  | ISO Guide 73:2009 |
| Risk identification | <p>This is the process of finding, recognising and describing risks.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>• Risk identification involves the identification of risk sources, events, their causes and their potential consequences.</li> </ul> <p>Risk identification can involve historical data, theoretical analysis, informed and expert opinions, and stakeholders' needs.</p>   | ISO Guide 73:2009 |
| Safer location      | A variety of designated locations which are not anticipated to be adversely affected by the hazard. Categories of safer locations comprise:   | IGEM Lexicon      |

| Term                               | Definition  | Reference    |
|------------------------------------|---|--------------|
|                                    | <ul style="list-style-type: none"> <li>shelter in place;</li> <li>neighbourhood safer places; and</li> <li>friends and family - assembly points.</li> </ul>   |              |
| Serious disruption                 | <ul style="list-style-type: none"> <li>loss of human life, or illness or injury to humans</li> <li>widespread or severe property loss or damage</li> <li>widespread or severe damage to the environment</li> </ul>  | IGEM Lexicon |
| Shelter in place                   | An alternative or in addition to evacuation where individuals shelter within their homes, workplace or with family/friends if considered safe to do so.   | IGEM Lexicon |
| Stand down                         | Transition from responding to an event back to normal core business and/or continuance of recovery operations. There is no longer a requirement to respond to the event and the threat is no longer present.  | IGEM Lexicon |
| Stand up                           | The operational state following 'lean forward' whereby resources are mobilised, personnel are activated and operational activities commenced. Disaster coordination centres are activated.  | IGEM Lexicon |
| Standard Emergency Warning Signal  | <p>A distinctive audio signal that alerts the community to the broadcast of an urgent message relating to a major emergency or disaster. It is intended for use as an alert signal to be played on public media such as radio, television and public address systems.</p> <p>Can be heard at <a href="#">SEWS audio signal</a></p>  | IGEM Lexicon |
| Standard operating procedure       | A set of directions detailing what actions could be taken, as well as how, when, by whom and why, for specific events or tasks.   | IGEM Lexicon |
| State Disaster Coordination Centre | The State Disaster Coordination Centre supports to State Disaster Coordinator (SDC) through the coordination of a State level operational response capability during disaster operations. The Centre also ensures information about an event and associated disaster operations is disseminated to all levels, including to the Australian Government.  | IGEM Lexicon |
| State disaster coordinator         | A person appointed made under s21B to coordinate disaster operations for the group and can be a deputy commissioner of the police service or another person the chairperson decides, after considering the nature of the disaster operations, should be appointed. The chairperson must consult with the commissioner of the police service before making the appointment and it must be in writing.  | IGEM Lexicon |
| State disaster management plan     | The State group must prepare a plan for disaster management for the State. The chairperson of the State group must give a copy of the plan to each district and local group. The State plan must be consistent with the disaster management standards and disaster management guidelines. The State group may review or renew the plan when it considers it appropriate. The chairperson of the State group must ensure a copy of the State plan is available for inspection, free of charge, by members of the public. | IGEM Lexicon |
| State Disaster Relief Arrangements | This is an all-hazards relief program that is 100% state-funded and covers natural and non-natural disasters. The purpose of the SDRA is to address personal hardship and community response needs for disaster events where  | QRP          |

| Term                              | Definition   | Reference    |
|-----------------------------------|--|--------------|
| (SDRA)                            | the NDRRA is unable to be activated.   |              |
| State Recovery Coordinator        | The person appointed under s21D to coordinate recovery operations  | IGEM Lexicon |
| Sub-plan                          | An annex to an existing plan, with additional statements of control/coordination arrangements and roles/responsibilities   | IGEM Lexicon |
| Temporary housing (accommodation) | Empowers people to re-establish household routines before permanent housing can be obtained. The goal is to transition from sheltering to housing as soon as possible. Multi-agency responses may begin during the temporary sheltering phase or earlier.  | IGEM Lexicon |
| Temporary sheltering              | In excess of 18 hours, may extend into weeks. Bedding and substantial meals required. More comprehensive support required. Examples: evacuation centre, relief centre, public cyclone shelter, place of refuge.  | IGEM Lexicon |
| Vulnerability                     | <p>Vulnerability in relation to disaster events is a fluid and complex concept. The definition of vulnerability in the Qld Vulnerability Framework comprises three components:</p> <ul style="list-style-type: none"> <li>• target group statement - people who would benefit from additional and targeted assistance to prepare for, respond to, and recover from disasters</li> <li>• vulnerability indicators - for example proximity to an event, lack of financial resources, and disruption to, or lack of available services, supports/carers medication, aids and equipment</li> <li>• four protective factors - wellbeing, connection, knowledge and security.</li> </ul> <p>The conditions determined by physical, social, economic and environmental factors or processes which increase the susceptibility of an individual, a community, assets or systems to the impacts of hazards.</p> | IGEM Lexicon |
| Welfare                           | The provision of immediate and continuing care of emergency 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.   | IGEM Lexicon |