Redland
CITY COUNCIL

AGENDA

GENERAL MEETING

Wednesday, 26 November 2014
commencing at 9.30am

The Council Chambers
35 Bloomfield Street
CLEVELAND QLD

Table of Contents

The Mayor is the Chair of the General Meeting. The following Portfolios are included in the General Meeting and Council's nominated spokesperson for that portfolio as follows:

PORTFOLIO	SPOKESPERSON
1. Office of the CEO (including Internal Audit)	Cr Mark Edwards
2. Organisational Services (excluding Internal Audit and Emergency Management)	Mayor Karen Williams
3. City Planning and Assessment	Cr Julie Talty
4. Community & Cultural Services, Environment & Regulation	Cr Lance Hewlett
5. Infrastructure & Operations	Cr Paul Gleeson
6. Emergency Management	Cr Alan Beard

1   DECLARATION OF OPENING

On establishing there is a quorum, the Mayor will declare the meeting open.

Recognition of the Traditional Owners

Council acknowledges the Quandamooka people who are the traditional custodians of the land on which we meet. Council also pays respect to their elders, past and present, and extend that respect to other indigenous Australians who are present.

2   RECORD OF ATTENDANCE AND LEAVE OF ABSENCE

Motion is required to approve leave of absence for any Councillor absent from today's meeting.

3   DEVOTIONAL SEGMENT

Member of the Ministers' Fellowship will lead Council in a brief devotional segment.

4   RECOGNITION OF ACHIEVEMENT

Mayor to present any recognition of achievement items.

5   RECEIPT AND CONFIRMATION OF MINUTES

5.1   GENERAL MEETING MINUTES 12 NOVEMBER 2014

Motion is required to confirm the Minutes of the General Meeting of Council held on 12 November 2014.

6   MATTERS OUTSTANDING FROM PREVIOUS COUNCIL MEETING MINUTES

6.1   NOTICE OF MOTION – CR OGILVIE – INTERNET AND WIFI SPEEDS IN THE REDLANDS

At the General Meeting of 20 August 2014 (Item 14.2.1 refers) Council resolved as follows:

"That Council resolves to request a report on the following:

1. The feasibility of utilising direct wireless technology to enhance internet speeds in the Redlands; and

2. The viability of provision of public wi-fi nodes in the Redlands business districts"

A report will be presented to a future General Meeting for consideration.

6.2 COUNCILLORS' CODE OF CONDUCT

At the General Meeting of 3 September 2014 (Item 12.2.1 refers) Council resolved that this item 'lie on the table'.

This Item will be presented to a future General Meeting for consideration.

6.3 REQUEST FOR REPORT – PUBLIC VEHICLE ACCESS TO 'THE BASIN' AT AMITY

At the General Meeting of 17 September 2014 (Item 14.1.1 refers) Council resolved that a report be prepared for Council's consideration on the potential of facilitating public vehicle access to the area known as 'The Basin' at Amity.

A report will be presented to a future General Meeting for consideration.

6.4 REQUEST FOR REPORT – SHARK NET ENCLOSURE, RABY BAY FORESHORE

At the General Meeting of 17 September 2014 (Item 14.1.2 refers) Council resolved to:

1. Investigate the need and opportunity for a shark net enclosure to be installed on the Raby Bay (Masthead Drive) foreshore; and

2. That the report to Council include financial implications so that consideration can be given to possible inclusion in the Capital Works program.

A report will be presented to a future General Meeting for consideration.

7 PUBLIC PARTICIPATION

In accordance with s.42 Redland City Council Meetings – Standing Orders:

1. Council may by resolution set aside a maximum of 15 minutes to permit members of the public to address the local government on matters of public interest relating to local government. The time given to each member of the public for their address will not exceed 5 minutes and the maximum number of speakers will be decided by the Chairperson.

2. A member of the public wishing to attend and address a meeting may either:

   (a) make a Written Application to address the meeting, which must be received by the Chief Executive Officer, no later than 4.30pm two days before the meeting; or

   (b) make a request to the Chairperson at the commencement of the public participation period, when invited to do so by the Chairperson.

3. The right of any member of the public to address the local government is at the absolute discretion of Council. Priority will be given to persons who have made a written application to speak at a meeting, in accordance with Council's Meetings Standing Orders.

4.   If any address or comment made by a member of the public addressing a meeting is irrelevant, offensive, or unduly long, the Chairperson may require the person to cease their address.

5.   Any person addressing a meeting will -

(a)   unless they are incapacitated or it is otherwise unreasonable for them to do so, stand; and

(b)   speak with decorum; and

(c)   frame any remarks in respectful and courteous language.

6.   If a person is considered by the local government, Mayor or Chairperson to be unsuitably dressed, the person may be directed to immediately withdraw from the meeting.   Failure to comply with a direction may be considered an act of disorder.

8   PETITIONS AND PRESENTATIONS

Councillors may present petitions or make presentations under this section.

9   MOTION TO ALTER THE ORDER OF BUSINESS

The order of business may be altered for a particular meeting where the Councillors at that meeting pass a motion to that effect. Any motion to alter the order of business may be moved without notice.

10   DECLARATION OF MATERIAL PERSONAL INTEREST OR CONFLICT OF INTEREST ON ANY ITEMS OF BUSINESS

Councillors are reminded of their responsibilities in relation to a Councillor's material personal interest and conflict of interest at a meeting (for full details see sections 172 and 173 of the *Local Government Act 2009*). In summary:

If a Councillor has a material personal interest in a matter before the meeting:

The Councillor must—

- *inform the meeting of the Councillor's material personal interest in the matter; and*
- *leave the meeting room (including any area set aside for the public), and stay out of the meeting room while the matter is being discussed and voted on.*

The following information must be recorded in the minutes of the meeting, and on the local government's website—

- *the name of the Councillor who has the material personal interest, or possible material personal interest, in a matter;*
- *the nature of the material personal interest, or possible material personal interest, as described by the Councillor.*

A Councillor has a **material personal interest** in the matter if any of the following persons stands to gain a benefit, or suffer a loss, (either directly or indirectly) depending on the outcome of the consideration of the matter at the meeting—

(a) the Councillor;
(b) a spouse of the Councillor;
(c) a parent, child or sibling of the Councillor;
(d) a partner of the Councillor;
(e) an employer (other than a government entity) of the Councillor;
(f) an entity (other than a government entity) of which the Councillor is a member;

(g) another person prescribed under a regulation.

If a Councillor has a conflict of interest (*a real conflict of interest*), or could reasonably be taken to have a conflict of interest (*a perceived conflict of interest*) in a matter before the meeting:

The Councillor must—
- *deal with the real conflict of interest or perceived conflict of interest in a transparent and accountable way.*
- *Inform the meeting of—*
    - *(a) the Councillor's personal interests in the matter; and*
    - *(b) if the Councillor participates in the meeting in relation to the matter, how the Councillor intends to deal with the real or perceived conflict of interest.*

The following must be recorded in the minutes of the meeting, and on the local government's website—
(a) the name of the Councillor who has the real or perceived conflict of interest;
(b) the nature of the personal interest, as described by the Councillor;
(c) how the Councillor dealt with the real or perceived conflict of interest;
(d) if the Councillor voted on the matter—how the Councillor voted on the matter;
(e) how the majority of persons who were entitled to vote at the meeting voted on the matter.

*A **conflict of interest** is a conflict between—*
(a) a Councillor's personal interests (including personal interests arising from the Councillor's relationships, for example); and
(b) the public interest;

that might lead to a decision that is contrary to the public interest.

11   REPORTS TO COUNCIL

11.1   PORTFOLIO 1   (CR MARK EDWARDS)

OFFICE OF CEO (INCLUDING INTERNAL AUDIT)

11.1.1 OCTOBER 2014 MONTHLY FINANCIAL REPORTS

Dataworks Filename: FM Monthly Financial Reports

Attachment: <u>**Monthly Financial Report October 2014**</u>

Authorising Officer:

Bill Lyon
Chief Financial Officer

Responsible Officer: **Linnet Batz**
                                Chief Financial Officer

Author: **Deborah Corbett-Hall**
                                Service Manager Corporate Finance

PURPOSE

The purpose is to present the October 2014 Monthly Financial Performance Report to Council and explain the content and analysis of the report. Section 204(2) of the *Local Government Regulation 2012* requires the Chief Executive Officer of a local government to present statements of its accounts to the local government on a monthly basis.

BACKGROUND

Council adopts an annual budget and then reports on performance against the budget on a monthly basis. This is not only a legal requirement but enables the organisation to periodically review its financial performance and position and respond to changes in community requirements, market forces or other outside influences. The Corporate Financial Reporting Team compiled the attached document following end of month accruals, deferrals, allocation journals and reconciliations.

ISSUES

End of Year Accounts Finalisation
QAO certified the 2014-15 financial statements and accompanying disclosures on 23 October 2014. The October accounts are now considered to reflect the finalised opening balances for the 2014-15 financial year.

2014-15 First Budget Review
Council officers are presently reviewing performance against budget and compiling submissions for the first budget review as appropriate.   Council is trialling a reduction in the number of budget reviews (outside of carryovers) from three to two in 2014-15 and the first review is scheduled to be adopted on 10 December 2014 following consultation with Councillors later this month.

STRATEGIC IMPLICATIONS

Council has either achieved or favourably exceeded the following Key Financial Stability and Sustainability Ratios as at the end of October 2014:

- Ability to pay our bills – current ratio;
- Ability to repay our debt – debt servicing ratio;
- Cash balance;
- Cash balances – cash capacity in months;
- Longer term financial sustainability – debt to asset ratio;
- Operating surplus ratio;
- Net financial liabilities;
- Interest cover ratio; and
- Asset consumption ratio.

The following measures were not met during October:

- Level of dependence on general rate revenue;
- Operating performance; and
- Asset sustainability ratio.

The second quarter rates were levied in October, contributing to the unfavourable result for the level of dependence on general rates. The accrual operating surplus is favourable at this stage, the cash measure of operating performance reflects Council is progressing well through its capital program with resulting increases to materials and services.

The asset sustainability ratio was not achieved as at the end of October 2014 – Council continues to monitor performance of this ratio and is forecasting improved renewal spend as a percentage of depreciation in its long-term financial forecast, underpinned by the capital works prioritisation policy.

Legislative Requirements

The October 2014 financials are presented in accordance with the legislative requirement of section 204(2) of the *Local Government Regulation 2012*, requiring the Chief Executive Officer to present the financial report to a monthly Council meeting.

Risk Management

October 2014 revenues and expenditures have been noted by the Executive Leadership Group and relevant officers who can provide further clarification and advise around actual to budget variances.

Financial

Nil impact expected as the purpose of the attached report is to provide financial information to Council based upon actual versus budgeted financial activity.

People

Nil impact expected as the purpose of the attached report is to provide financial information to Council based upon actual versus budgeted financial activity.

Environmental

Nil impact expected as the purpose of the attached report is to provide financial information to Council based upon actual versus budgeted financial activity.

Social

Nil impact expected as the purpose of the attached report is to provide financial information to Council based upon actual versus budgeted financial activity.

Alignment with Council's Policy and Plans

This report has a relationship with the following items of the Corporate Plan:

8. Inclusive and ethical governance

Deep engagement, quality leadership at all levels, transparent and accountable democratic processes and a spirit of partnership between the community and Council will enrich residents' participation in local decision making to achieve the community's Redlands 2030 vision and goals.

8.7 Ensure Council resource allocation is sustainable and delivers on Council and community priorities; and

8.8 Provide clear information to citizens about how rates, fees and charges are set and how Council intends to finance the delivery of the Community Plan and Corporate Plan

CONSULTATION

Consultation has taken place amongst Council departmental officers, Financial Services Group Officers and the Executive Leadership Team.

OPTIONS

1. Council resolves to note the End of Month Financial Reports for October 2014 and explanations as presented in the attached Monthly Financial Performance Report.
2. Council requests additional information.

OFFICER'S RECOMMENDATION

Council resolves to note the End of Month Financial Reports for October 2014 and explanations as presented in the attached Monthly Financial Performance Report.

Monthly Financial Report

October 2014

CONTENTS

1. INTRODUCTION AND OVERVIEW

This monthly report is designed to illustrate the financial performance and position of Redland City Council compared to its adopted budget at an organisational level for the period ended 31 October 2014. The year to date and annual budget referred to in this report reflects the Revised Budget as adopted by Council on 3 September 2014 and budget revisions adopted in the general meeting held on 8 October 2014. The first budget review is currently underway and should address some of the variances in this report. Note: all amounts are rounded to the nearest thousand dollars.

Key financial highlights and overview

Key Financial Results	Annual Revised Budget $000	YTD Revised Budget $000	YTD Actual $000	YTD Variance $000	YTD Variance %	Status
Operating Surplus/(Deficit)	(10,656)	6,453	13,579	7,126	110%	✔
Recurrent Revenue	231,012	84,442	87,958	3,516	4%	✔
Recurrent Expenditure	241,667	77,989	74,379	(3,610)	-5%	✔
Capital Works Expenditure	66,735	14,086	14,609	523	4%	🔔
Closing Cash & Investments	60,308	94,468	97,035	2,567	3%	✔

Status Legend:

Above budgeted revenue or under budgeted expenditure	✔
Below budgeted revenue or over budgeted expenditure <10%	🔔
Below budgeted revenue or over budgeted expenditure >10%	✖

Operating results (p.7)

The year to date operating surplus of $13.58M is $7.13M above the year to date revised budget. The year to date favourable variance is primarily due to operating revenue higher than budget by $3.52M and operating expenses and depreciation expenses being lower than budget by $2.5M and $1.12M respectively.

The favourable variance in revenue is mainly attributable to water revenue being higher than budget. Employee costs and goods & services are under budget by $807K and $1.78M respectively. During the month of October, Council has passed the savings from the repeal of the carbon tax on to ratepayers.

The graph below depicts the actual results compared to the revised budget for each of the five main income categories. Council monitors its reliance on general rates revenue through a key performance indicator to gauge the need to generate income from other sources. Refer to Key Performance Indicators (p.5).
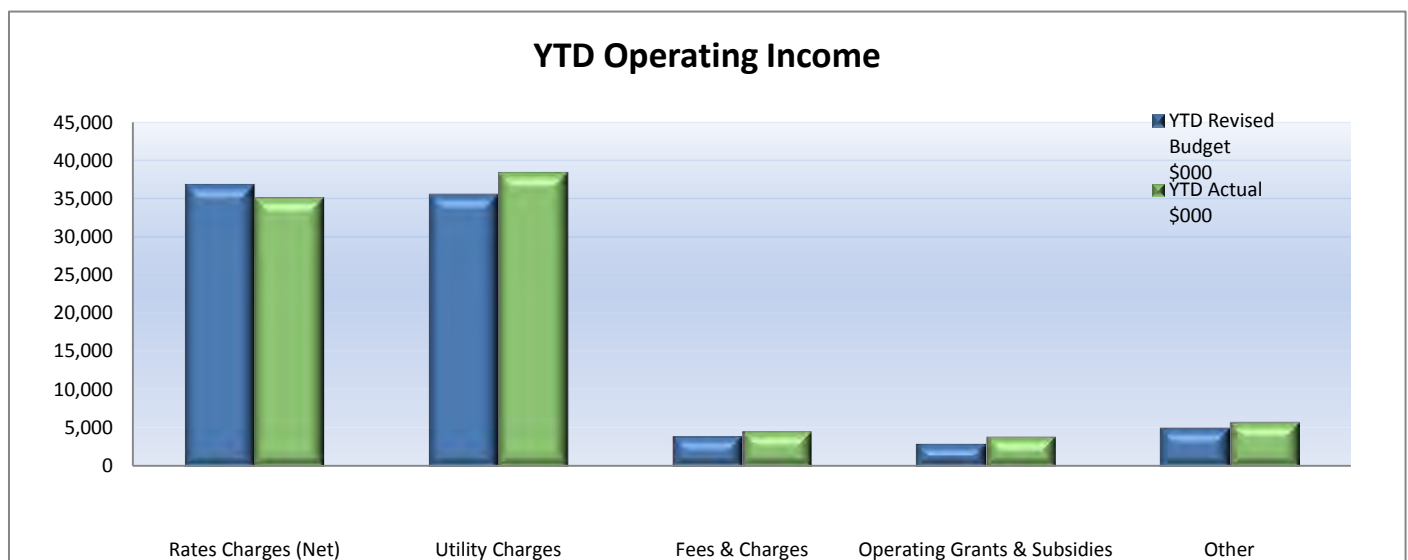
1. INTRODUCTION AND OVERVIEW (cont.)

Capital works

Council's capital works expenditure is on track with year to date actual expenditure of $14.61M which is only $523K above year to date budget of $14.09M.

Total capital commitments at the end of October 2014 (where budget is approved) was $1.49M.

Capital Expenditure Analysis - Goods & Services & Employee Costs

Legend:
- Cumulative Actual Expenditure
- Cumulative Revised Budget

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Cumulative Actual Expenditure	$1,935	$5,246	$9,612	$14,610								
Cumulative Revised Budget				$14,086	$17,132	$24,134	$29,129	$37,244	$47,715	$53,346	$59,569	$66,734

Financial position and cash flow results

Council's Balance Sheet depicts a sustainable result with total current assets of $156.12M and total current liabilities of $54.84M (current ratio of 2.85 to 1).

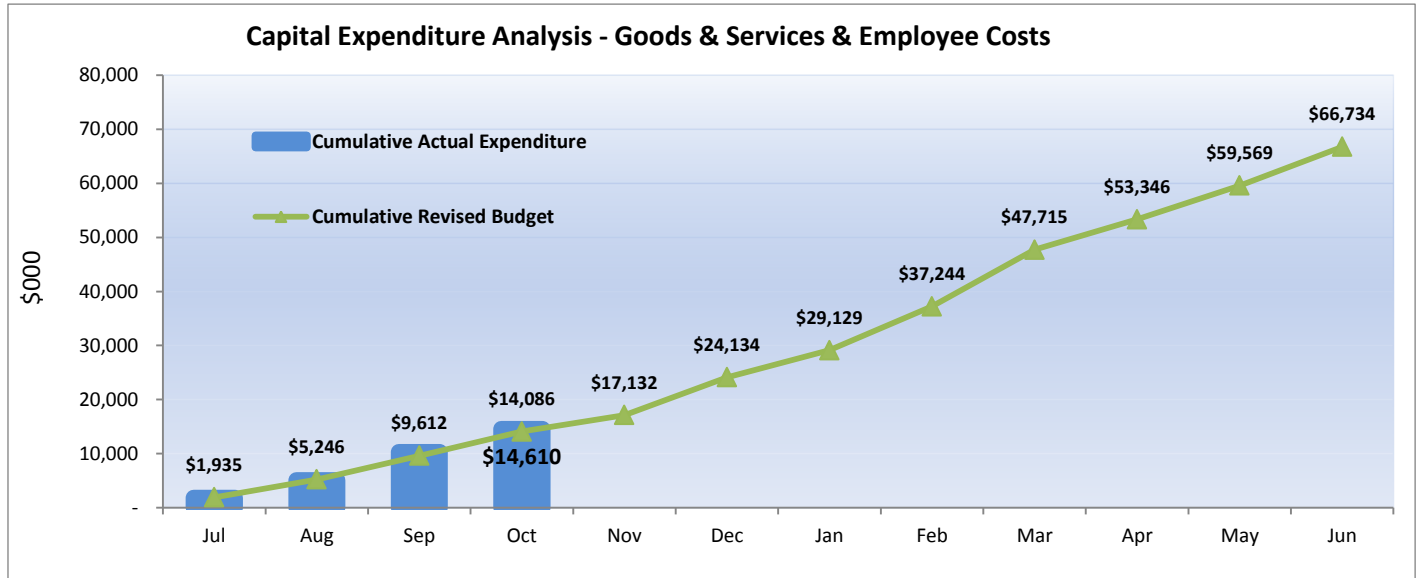Council's cash flow for the first four months exceeded the budgeted cash balance at the end of October 2014 (refer p.3). This result is attributable mainly to higher than anticipated cash collection for fees & charges, payments to suppliers lower than expected and higher than anticipated operating grants & subsidies. Of the $97.04M cash balance at the end of the period, $81.90M is held as cash constrained reserves and $96.12M of the total cash balance was invested with Queensland Treasury Corporation (QTC) at the end of the period. The two graphs below depict the various range of sources of Council's cash funding, as well as the allocation of funding to services and activities needed to support the Redlands community, capital programs and other activities at Council.

Cash Funding (YTD)

- Utility Charges 32%
- Fees & Charges 7%
- Operating Grants and Subsidies 3%
- Interest Received 1%
- Capital Subsidies, Grants & Contributions 9%
- Other cash receipts 6%
- Rates Charges 42%
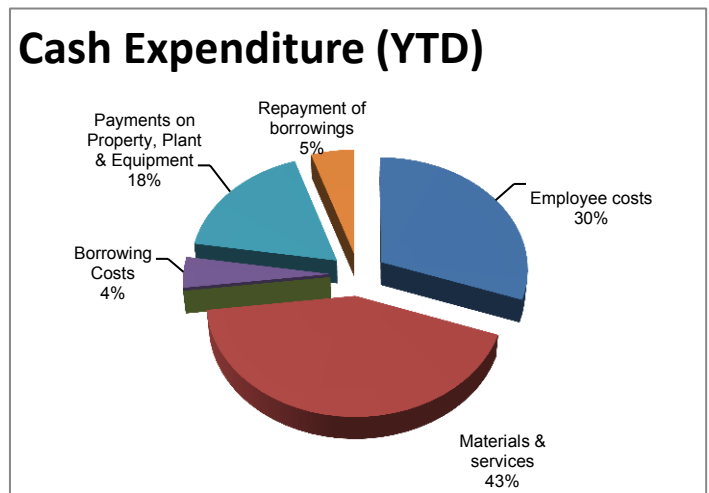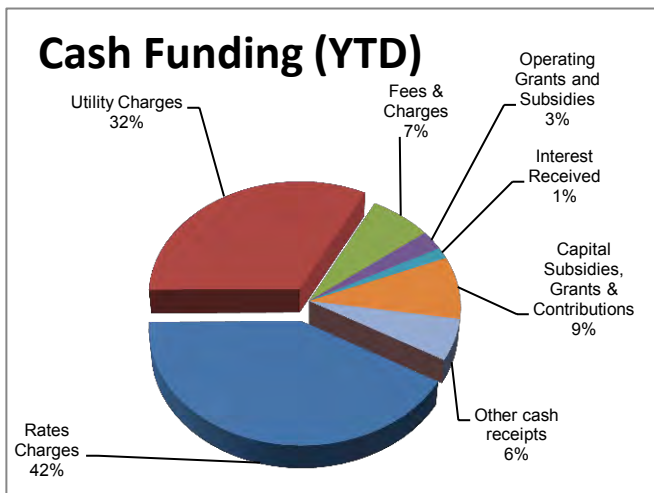
Total Cash Funding (Actual YTD)	84,498
Total Cash Funding (Annual Revised Budget)	232,405
% of Budget Achieved YTD	36%

Cash Expenditure (YTD)

- Payments on Property, Plant & Equipment 18%
- Repayment of borrowings 5%
- Borrowing Costs 4%
- Employee costs 30%
- Materials & services 43%

Total Cash Expenditure (Actual YTD)	83,699
Total Cash Expenditure (Annual Revised Budget)	268,330
% of Budget Achieved YTD	31%

2. KEY PERFORMANCE INDICATORS

| Financial Stability Ratios	Target	Annual Revised Budget 2014/2015	October 2014	Status
Level of Dependence on General Rate Revenue (%)	Target less than 37.5%	33.00%	39.95%	✘
Ability to Pay Our Bills - Current Ratio	Target between 1.1 and 4.1	2.45	2.85	✔
Ability to Repay Our Debt - Debt Servicing Ratio (%)	Target less than or equal to 10%	3.44%	2.88%	✔
Cash Balance $M	Target greater than or equal to $40M	$60.308M	$97.035M	✔
Cash Balances - Cash Capacity in Months	Target 3 to 4 months	3.67	5.98	✔
Longer Term Financial Stability - Debt to Asset Ratio (%)	Target less than or equal to 10%	2.47%	2.57%	✔
Operating Performance (%)	Target greater than or equal to 20%	7.6%	15.43%	✘

Financial Sustainability Ratios	Target	Annual Revised Budget 2014/2015	October 2014	Status
Operating Surplus Ratio (%)	Target between 0% and 10% (on average over the long-term)	-4.61%	15.44%	✔
Net Financial Liabilities (%)	Target less than 60% (on average over the long-term)	0.84%	-31.51%	✔
Interest Cover Ratio (%)	Target between 0% and 5%	-0.22%	-0.22%	✔
Asset Sustainability Ratio (%)	Target greater than 90% (on average over the long-term)	52.68%	23.50%	✘
Asset Consumption Ratio (%)	Target between 40% and 80%	58.44%	67.98%	✔

Status Legend

KPI target achieved or exceeded	✔	KPI target not achieved	✘

3. KEY NON-FINANCIAL INFORMATION

Full Time Equivalent Employees 2014/2015
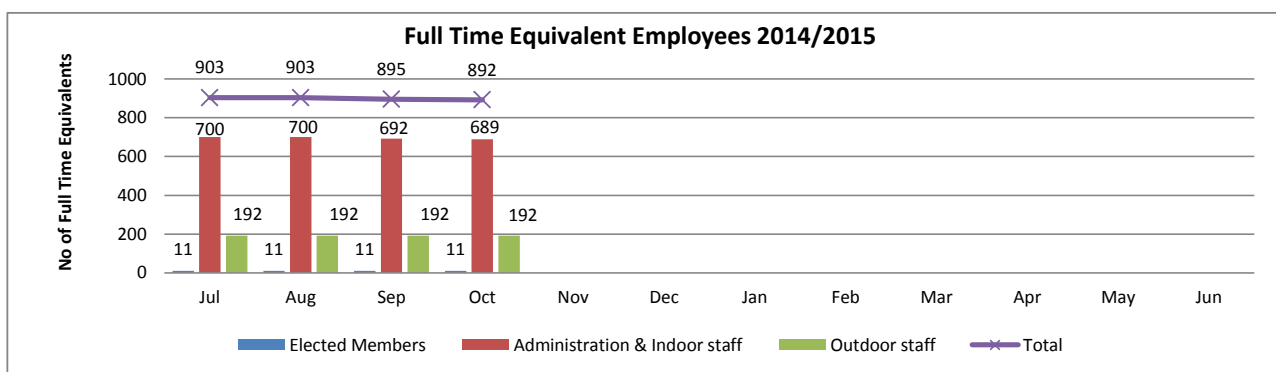
Workforce reporting - October 2014: Headcount	Employee Type					
Department Level	Casual	Contract of Service	Perm Full	Perm Part	Temp Full	Temp Part	Grand Total
Office of CEO	14	4	83	10	8	1	120
Organisational Services	3	6	99	9	8	5	130
Community and Customer Service	33	5	249	52	22	5	366
Infrastructure and Operations	13	6	311	9	25	0	364
Total	63	21	742	80	63	11	980

Note: Full Time Equivalent Employees includes all full time employees at a value of 1 and all other employees, at a value less than 1. The table above demonstrates the headcount by department and does not include a workload weighting.

4. STATEMENT OF COMPREHENSIVE INCOME

STATEMENT OF COMPREHENSIVE INCOME
For the period ending 31 October 2014

	Annual	Annual	YTD	YTD	YTD
	Original Budget $000	Revised Budget $000	Revised Budget $000	Actual $000	Variance $000
Recurrent Revenue					
Rates Charges	81,366	81,366	40,682	39,087	(1,595)
Levies & Utility Charges	124,757	124,757	35,558	38,438	2,880
Less: Pensioner Remissions	(2,743)	(5,197)	(3,825)	(3,946)	(121)
Fees & Charges	10,629	10,620	3,953	4,646	693
Operating Grants & Subsidies	3,983	8,759	3,019	3,913	894
Operating Contributions & Donations	260	260	67	121	54
Interest External	3,872	3,872	1,291	1,322	31
Other Revenue	4,021	6,575	3,697	4,377	680
Total Recurrent Revenue	226,144	231,012	84,442	87,958	3,516
Capital revenue					
Grants, Subsidies & Contributions	15,050	15,200	7,405	7,372	(33)
Non-Cash Contributions	3,146	3,146	27	-	(27)
Total Capital Revenue	18,196	18,346	7,432	7,372	(60)
TOTAL REVENUE	244,340	249,357	91,874	95,330	3,456
Recurrent Expenses					
Employee Costs	76,094	76,713	26,250	25,443	(807)
Goods & Services	106,425	110,095	33,447	31,769	(1,678)
Finance Costs	3,643	3,644	1,222	1,212	(10)
Depreciation & Amortisation	51,209	51,214	17,070	15,955	(1,115)
Total Recurrent Expenses	237,370	241,667	77,989	74,379	(3,610)
Capital Expenses					
(Gain)/Loss on Disposal of Non-Current Assets	(3,192)	(3,192)	(591)	(144)	447
Total Capital Expenses	(3,192)	(3,192)	(591)	(144)	447
TOTAL EXPENSES	234,178	238,476	77,398	74,235	(3,163)
NET RESULT	10,161	10,882	14,476	21,095	6,619
Other Comprehensive Income/(Loss)					
Increase/(decrease) in Asset Revaluation Surplus	-	-	-	-	-
TOTAL COMPREHENSIVE INCOME	10,161	10,882	14,476	21,095	6,619

5. OPERATING STATEMENT

OPERATING STATEMENT
For the period ending 31 October 2014

	Annual	Annual	YTD	YTD	YTD
	Original Budget $000	Revised Budget $000	Revised Budget $000	Actual $000	Variance $000
Revenue					
Rates Charges	81,366	81,366	40,682	39,087	(1,595)
Levies & Utility Charges	124,757	124,757	35,558	38,438	2,880
Less: Pensioner Remissions	(2,743)	(5,197)	(3,825)	(3,946)	(121)
Fees & Charges	10,629	10,620	3,953	4,646	693
Operating Grants & Subsidies	3,983	8,759	3,019	3,913	894
Operating Contributions & Donations	260	260	67	121	54
Interest External	3,872	3,872	1,291	1,322	31
Other Revenue	4,021	6,575	3,697	4,377	680
Total Revenue	**226,144**	**231,012**	**84,442**	**87,958**	**3,516**
Expenses					
Employee Costs	76,094	76,713	26,250	25,443	(807)
Goods & Services	107,098	110,769	33,669	31,885	(1,784)
Finance Costs Other	281	282	101	86	(15)
Other Expenditure	315	315	107	52	(55)
Net Internal Costs	(988)	(988)	(329)	(168)	161
Total Expenses	**182,799**	**187,091**	**59,798**	**57,298**	**(2,500)**
Earnings Before Interest, Tax & Depreciation (EBITD)	**43,345**	**43,921**	**24,644**	**30,660**	**6,016**
Interest Expense	3,362	3,362	1,121	1,126	5
Depreciation	51,209	51,214	17,070	15,955	(1,115)
Operating Surplus/(Deficit)	**(11,226)**	**(10,656)**	**6,453**	**13,579**	**7,126**

Utility Charges Breakup
For the period ending 31 October 2014

	Annual	Annual	YTD	YTD	YTD
	Original Budget $000	Revised Budget $000	Revised Budget $000	Actual $000	Variance $000
Utility Charges					
Refuse Charges	18,797	18,797	6,266	6,290	24
Special Charges	3,795	3,795	1,897	1,900	3
Environment Levy	5,637	5,637	2,818	2,832	14
Landfill Remediation Charge	4,102	4,102	1,368	1,377	9
Wastewater Charges	38,161	38,161	12,720	13,340	620
Water Access Charges	17,592	17,592	5,864	5,712	(152)
Water Consumption Charges	36,673	36,673	4,625	6,987	2,362
Total Utility Charges	**124,757**	**124,757**	**35,558**	**38,438**	**2,880**

5. OPERATING STATEMENT (cont.)

REDLAND WATER SUMMARY OPERATING STATEMENT
For the period ending 31 October 2014

	Annual	Annual	YTD	YTD	YTD
	Original Budget $000	Revised Budget $000	Budget $000	Actual $000	Variance $000
Total Revenue	94,706	94,706	23,969	26,937	2,968
Total Expenses	49,157	49,157	16,265	15,826	(439)
Earnings Before Interest, Tax & Depreciation (EBITD)	45,550	45,550	7,704	11,111	3,407
Interest Internal	21,681	21,681	7,227	7,227	-
Depreciation	16,987	16,987	5,662	5,485	(177)
Operating Surplus/(Deficit)	6,881	6,881	(5,185)	(1,601)	3,584

REDWASTE OPERATING STATEMENT
For the period ending 31 October 2014

	Annual	Annual	YTD	YTD	YTD
	Original Budget $000	Revised Budget $000	Budget $000	Actual $000	Variance $000
Total Revenue	19,967	20,058	6,475	6,474	(1)
Total Expenses	16,200	15,389	5,431	4,760	(671)
Earnings Before Interest, Tax & Depreciation (EBITD)	3,767	4,670	1,044	1,714	670
Interest Expense External	42	42	14	13	(1)
Interest Internal	313	313	104	104	-
Depreciation	556	562	187	171	(16)
Operating Surplus/(Deficit)	2,856	3,752	739	1,426	687

6. STATEMENT OF FINANCIAL POSITION

STATEMENT OF FINANCIAL POSITION
As at 31 October 2014

	Annual	Annual	YTD
	Original Budget $000	Revised Budget $000	Actual Balance $000
CURRENT ASSETS			
Cash & Investments	49,157	60,308	97,035
Accounts Receivable	34,311	39,519	49,930
Inventories	943	845	867
Prepaid Expenses	1,320	1,155	7,930
Non-Current Assets - Held for Sale	467	354	354
Total Current Assets	**86,199**	**102,181**	**156,116**
NON-CURRENT ASSETS			
Property, Plant & Equipment	2,021,416	2,101,318	2,081,796
Financial Assets	-	-	73
Total Non-Current Assets	**2,021,416**	**2,101,318**	**2,081,869**
TOTAL ASSETS	**2,107,615**	**2,203,499**	**2,237,985**
CURRENT LIABILITIES			
Accounts Payable	17,301	18,913	13,618
Current Employee Provisions	2,468	9,493	13,110
Current Loans	5,247	5,498	4,375
Current Landfill Rehabilitation Provisions	1,144	6,442	6,172
Other Liabilities	3,201	1,283	17,564
Total Current Liabilities	**29,361**	**41,629**	**54,839**
NON-CURRENT LIABILITIES			
Non-Current Loans	49,149	48,897	53,197
Non-Current Employee Provisions	10,998	2,013	2,310
Non-Current Landfill Rehabilitation Provisions	28,189	11,113	17,578
Non-Current Trade & Other Payables	693	478	478
Total Non-Current Liabilities	**89,029**	**62,501**	**73,563**
TOTAL LIABILITIES	**118,390**	**104,130**	**128,402**
NET ASSETS	**1,989,225**	**2,099,369**	**2,109,583**
COMMUNITY EQUITY			
Retained Earnings	1,943,302	2,031,710	2,027,682
Cash Constrained Reserves	45,923	67,659	81,901
TOTAL COMMUNITY EQUITY	**1,989,225**	**2,099,369**	**2,109,583**

7. CAPITAL FUNDING STATEMENT

CAPITAL FUNDING STATEMENT
For the period ending 31 October 2014

	Annual	Annual	YTD	YTD	YTD
	Original Budget $000	Revised Budget $000	Revised Budget $000	Actual $000	Variance $000
Sources of Capital Funding					
Capital Contributions & Donations	6,188	6,188	6,211	6,428	217
Capital Grants & Subsidies	8,862	9,012	1,195	945	(250)
Proceeds on Disposal of Non-current Assets	4,049	4,049	877	440	(437)
Capital Transfers (To) From Reserves	4,602	5,694	(4,008)	(5,213)	(1,205)
Non-cash Contributions	3,146	3,146	27	-	(27)
New Loans	-	-	-	-	-
Funding from General Revenue	42,787	46,380	11,341	13,420	2,079
Total Sources of Capital Funding	**69,633**	**74,469**	**15,643**	**16,021**	**378**
Applications of Capital Funds					
Contributed Assets	3,146	3,146	27	-	(27)
Capitalised Goods & Services	56,263	61,099	12,905	12,876	(29)
Capitalised Employee Costs	5,636	5,636	1,181	1,733	552
Loan Redemption	4,589	4,589	1,530	1,411	(119)
Total Applications of Capital Funds	**69,633**	**74,469**	**15,643**	**16,021**	**378**
Other Budgeted Items					
WDV of Assets Disposed	(857)	(857)	(286)	(296)	(10)
Transfers to Constrained Operating Reserves	(13,124)	(13,124)	(5,240)	(6,234)	(994)
Transfer from Constrained Operating Reserves	12,180	12,451	2,110	2,227	117

8. STATEMENT OF CASH FLOWS

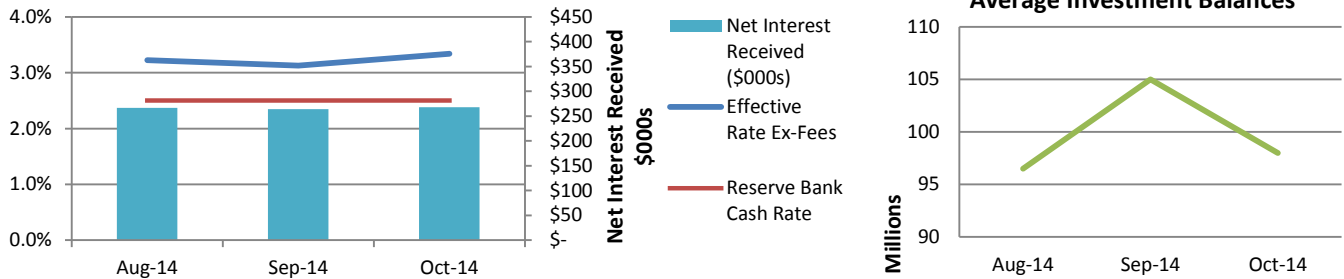## STATEMENT OF CASH FLOWS
For the period ending 31 October 2014

	Annual	Annual	YTD
	Original Budget $000	Revised Budget $000	Actual $000
CASH FLOWS FROM OPERATING ACTIVITIES			
Rates Charges (net)	78,623	76,169	35,141
Utility Charges	111,427	111,427	27,529
Fees & Charges	10,879	10,870	5,927
Operating Grants & Subsidies	3,983	3,983	2,269
Cash Contributions	260	260	121
Other Revenue	4,021	6,575	4,377
Receipts from Customers	**209,192**	**209,284**	**75,364**
Employee costs	(79,473)	(80,093)	(25,469)
Materials & services	(109,237)	(112,956)	(35,507)
Other expenses	(596)	(596)	(160)
Payments to Suppliers & Employees	**(189,306)**	**(193,646)**	**(61,136)**
Interest Received	3,872	3,872	1,322
Borrowing Costs	(3,362)	(3,362)	(3,719)
Net Cash Inflow / (Outflow) from Operating Activities	**20,396**	**16,147**	**11,831**
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments - Property, Plant & Equipment	(61,899)	(66,734)	(14,610)
Proceeds - Capital Subsidies, Grants & Contributions	15,050	15,200	7,372
Proceeds - Sale of Property, Plant & Equipment	4,049	4,049	440
Net Cash Inflow / (Outflow) from Investing Activities	**(42,800)**	**(47,486)**	**(6,798)**
Proceeds of Borrowings	-	-	-
Repayment of borrowings	(4,589)	(4,589)	(4,234)
Net Cash Inflow / (Outflow) from Financing Activities	**(4,589)**	**(4,589)**	**(4,234)**
Net Increase / (Decrease) in Cash Held	**(26,993)**	**(35,927)**	**799**
Cash at Beginning of Year	76,150	96,235	96,235
Cash at End of Financial Period	**49,157**	**60,308**	**97,035**

9. INVESTMENT & BORROWINGS REPORT

For the Period Ending 31 October 2014

INVESTMENT RETURNS

Legend:
- Net Interest Received ($000s)
- Effective Rate Ex-Fees
- Reserve Bank Cash Rate

Average Investment Balances

Total Investment at End of Month was $96.12M

Current Position

All Council investments are currently held in the Capital Guaranteed Cash Fund which is a fund operated by the Queensland Treasury Corporation (QTC).

The movement in interest earned is indicative of both the interest rate and the surplus cash balances held, the latter of which is affected by business cash flow requirements on a monthly basis. The sharp decline in average investment balances is a reflection of the rating cycle.

The QTC interest rate has consistently outperformed the UBS Australia Bank Bill Index benchmark in recent history.

Future Strategy

The Tax and Treasury Team's recommendation that Council diversify its investments outside of QTC to maximise returns has received approval from management. The Team is following procurement procedures to achieve this outcome. This will also require a change to the investment policy. In the meantime the Team ensures Council maximises its interest on a *daily* basis by depositing surplus funds at QTC for a higher rate than is achieved from the bank transaction account.

Council adopted its revised Investment Policy in April 2014 for the 2014-15 financial year

BORROWING COSTS
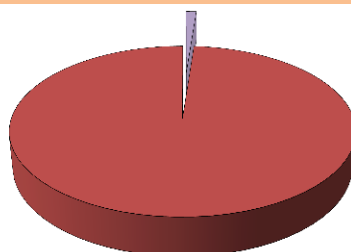

Legend:
- Interest Paid
- Debt Balance
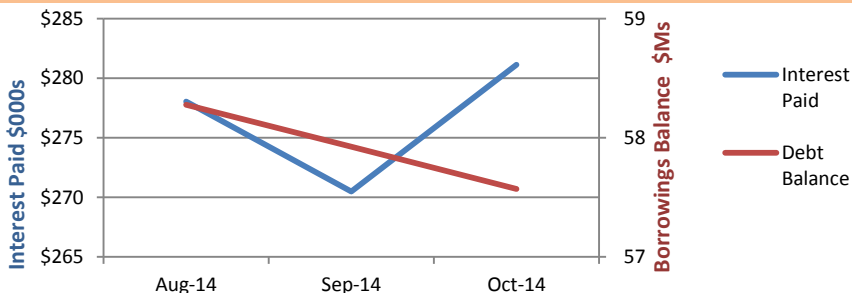
Current Position

Debt is split into 9, 12, and 15 year pools with repayment made *annually* in advance for 2014-15.

The increase in interest paid reflects compounding interest in the first quarter.

Total Borrowings at End of Month was $57.57M

- RedWaste 1.2%
- General Pool allocated to capital works 98.8%

Future Strategy

Future strategy is to review the implications of repaying debt annually in advance to ensure that there is no market value realisation adjustments under the accounting standards in order to minimise interest expenses. Further analysis will also be undertaken as to the potential to better allocate the debt across Council business in order to appreciate the true cost of capital projects undertaken.

Council adopted its revised Debt Policy in June 2014 for the 2014-15 financial year

10. CONSTRAINED CASH RESERVES

Reserves as at 31 October 2014	Opening Balance	To Reserve	From Reserve	Closing Balance
	$000	$000	$000	$000
Special Projects Reserve:				
Weinam Creek Reserve	2,782	134	(57)	2,859
Redland Work Cover Reserve	4,965	36	(224)	4,777
Red Art Gallery Commissions & Donations Res	17	-	-	17
SMBI Capital Reserve	3,894	579	-	4,473
	11,658	**749**	**(281)**	**12,126**
Utilities Reserve:				
RedWaste Reserve	3,118	332	(59)	3,391
Redland Water Reserve	8,300	-	-	8,300
Redland WasteWater Reserve	1,600	-	-	1,600
	13,018	**332**	**(59)**	**13,291**
Constrained Works Reserve:				
Tree Planting Reserve	70	7	-	77
Parks Reserve	2,408	738	-	3,146
SP1 Wellington Pt Rd Infra Reserve	463	-	-	463
Redland Bay Sth Rd Infra Reserve	647	-	-	647
East Thornlands Road Infra Reserve	674	-	-	674
Contributions to Car Parking Reserve	340	-	-	340
Community Facility Infrastructure Reserve	441	123	-	564
Retail Water Renewal & Purchase Reserve	5,505	1,022	(452)	6,075
Sewerage Renewal & Purchase Reserve	7,384	1,611	(322)	8,673
Constrained Works Res-Cap Grants & Contribs	4,389	-	-	4,389
Transport Trunk Infrastructure Reserve	5,846	2,022	-	7,868
Cycling Trunk Infrastructure Reserve	706	554	-	1,260
Stormwater Infrastructure Reserve	1,938	347	-	2,286
Constrained Works Res-Opr Grants & Contribs	919	-	(78)	841
	31,730	**6,425**	**(852)**	**37,303**
Separate Charge Reserve - Environment:				
Environment Charge Acquisition Reserve	6,936	-	-	6,936
Environment Charge Maintenance Reserve	1,505	2,832	(1,323)	3,014
	8,441	**2,832**	**(1,323)**	**9,950**
Special Charge Reserve - Other:				
Bay Island Rural Fire Levy Reserve	-	55	(39)	16
SMBI Translink Reserve	3	474	(237)	240
	3	**529**	**(276)**	**256**
Special Charge Reserve - Canals:				
Raby Bay Canal Reserve	5,187	1,327	(640)	5,874
Aquatic Paradise Canal Reserve	2,163	438	(5)	2,596
Sovereign Waters Lake Reserve	480	28	(3)	505
	7,830	**1,793**	**(648)**	**8,975**
TOTALS	**72,680**	**12,660**	**(3,439)**	**81,901**

11. OVERDUE RATES DEBTORS

Overdue Rates & Charges position comments

Comparison October 2013 to October 2014

The overall October 2014 result is a marginally higher percentage overdue than the previous period in 2013.

Payments

From a payment perspective, considerably less payments were received in October 2014 than in the prior period of October 2013. However, it can be assumed that the variance is attributable to the due date of the October rate notice. The October 2013 rate notice was due on 4th November, while October 2014 rate notice is due 10th November, which is a difference of 6 days. Therefore, the majority of payments that would be received by the due date had been paid by the end of October 2013

Month/Year	AustPost		Bpay		IVR		Direct Debit		Receipt		Internet		Total	
	Count of Transactions	Sum of Amount	Count of Transactions	Sum of Amount	Count of Transactions	Sum of Amount	Count of Transactions	Sum of Amount	Count of Transactions	Sum of Amount	Count of Transactions	Sum of Amount	Count of Transactions	Sum of Amount
Oct-13	5,045	$2,748,713	21,803	$10,250,024	2,694	$1,866,750	2,119	$171,770	4,269	$3,931,276	1,719	$1,180,252	37,649	$20,148,784
Oct-14	3,306	$1,704,408	17,480	$6,841,049	1,347	$902,089	2,983	$247,201	2,734	$2,265,214	1,130	$777,656	28,980	$12,737,617
Variance	-1,739	-$1,044,304.41	-4,323	-$3,408,975.28	-1,347	-$964,660.84	864	$75,430.88	-1,535	-$1,666,062.79	-589	-$402,595.14	-8,669	-$7,411,167.58
% Variance	-34%	-38%	-20%	-33%	-50%	-52%	41%	44%	-36%	-42%	-34%	-34%	-23%	-37%

Overall Trend September 2014 to October 2014.

The October month end percentage of 4.7%, which was a reduction of -5.71% on September's month end result.

A sale of land auction for unpaid rates and charges is scheduled to take place 24 November 2014, and this has prompted a number of owners with properties listed for sale to bring their accounts into order to avoid the land being sold. This has had a favourable impact on the >180 days category of SMBI.

Comparison October 2013 to October 2014

Total

Days Overdue	Oct-13	% Overdue	Oct-14	% Overdue	$ Variance	% Variance
<90	$1,983,008	1.9%	$2,247,377	1.9%	$264,369	0.08%
90 - 180 days	$893,671	0.8%	$990,392	0.9%	$96,721	0.02%
>180 days	$1,692,947	1.6%	$2,160,478	1.9%	$467,531	0.28%
Total	$4,569,626	4.28%	$5,398,247	4.66%	$828,621	0.38%

Mainland

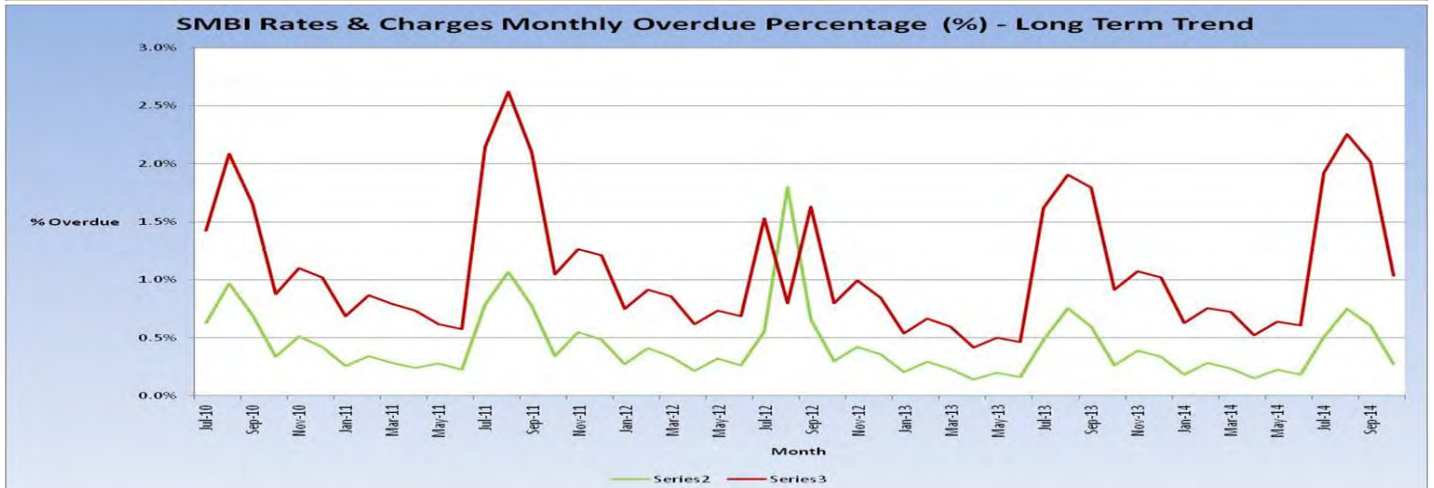| Days Overdue	Oct-13	% Overdue	Oct-14	% Overdue	$ Variance	% Variance
<90	$1,398,251	1.3%	$1,600,083	1.4%	$201,832	0.07%
90 - 180 days	$593,890	0.6%	$646,443	0.6%	$52,553	0.00%
>180 days	$687,074	0.6%	$916,729	0.8%	$229,655	0.15%
Total	$2,679,215	2.51%	$3,163,255	2.73%	$484,040	0.22%

Nth Stradbroke Is / Coochiemudlo Is / Garden Is

Days Overdue	Oct-13	% Overdue	Oct-14	% Overdue	$ Variance	% Variance
<90	$57,886	0.1%	$72,795	0.1%	$14,909	0.01%
90 - 180 days	$21,777	0.0%	$29,819	0.0%	$8,041	0.01%
>180 days	$29,397	0.0%	$44,532	0.0%	$15,135	0.01%
Total	$109,061	0.10%	$147,145	0.13%	$38,085	0.02%

SMBI

Days Overdue	Oct-13	% Overdue	Oct-14	% Overdue	$ Variance	% Variance
<90	$526,871	0.5%	$574,499	0.5%	$47,628	0.00%
90 - 180 days	$278,004	0.3%	$314,130	0.3%	$36,126	0.01%
>180 days	$976,476	0.9%	$1,199,217	1.0%	$222,742	0.12%
Total	$1,781,351	1.67%	$2,087,847	1.80%	$306,496	0.13%

Trend - September 2014 to October 2014

Total

Days Overdue	Sep-14	% Overdue	Oct-14	% Overdue	$ Variance	% Variance
<90	$2,953,137	4.6%	$2,247,377	1.9%	-$705,760	-2.68%
90 - 180 days	$1,273,897	2.0%	$990,392	0.9%	-$283,505	-1.14%
>180 days	$2,399,640	3.8%	$2,160,478	1.9%	-$239,162	-1.89%
Total	$6,626,674	10.37%	$5,398,247	4.66%	-$1,228,427	-5.71%

Mainland

Days Overdue	Sep-14	% Overdue	Oct-14	% Overdue	$ Variance	% Variance
<90	$2,164,198	3.4%	$1,600,083	1.4%	-$564,115	-2.01%
90 - 180 days	$845,322	1.3%	$646,443	0.6%	-$198,879	-0.76%
>180 days	$1,070,562	1.7%	$916,729	0.8%	-$153,833	-0.88%
Total	$4,080,082	6.38%	$3,163,255	2.73%	-$916,827	-3.65%

Nth Stradbroke Is / Coochiemudlo Is / Garden Is

Days Overdue	Sep-14	% Overdue	Oct-14	% Overdue	$ Variance	% Variance
<90	$87,370	0.1%	$72,795	0.1%	-$14,575	-0.07%
90 - 180 days	$40,406	0.1%	$29,819	0.0%	-$10,587	-0.04%
>180 days	$39,790	0.1%	$44,532	0.0%	$4,742	-0.02%
Total	$167,565	0.26%	$147,145	0.13%	-$20,420	-0.14%

SMBI

Days Overdue	Sep-14	% Overdue	Oct-14	% Overdue	$ Variance	% Variance
<90	$701,570	1.1%	$574,499	0.5%	-$127,070	-0.60%
90 - 180 days	$388,170	0.6%	$314,130	0.3%	-$74,040	-0.34%
>180 days	$1,289,288	2.0%	$1,199,217	1.0%	-$90,070	-0.98%
Total	$2,379,027	3.72%	$2,087,847	1.80%	-$291,180	-1.92%

Rates & Charges Arrears ($)
Long Term Trend – 90+ Days Overdue

Rates & Charges Monthly Overdue Percentage (%) - Long Term Trend

SMBI Long Term Trend Rates & Charges Arrears ($) – 90+ Days Overdue

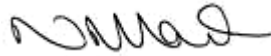SMBI Rates & Charges Monthly Overdue Percentage (%) - Long Term Trend
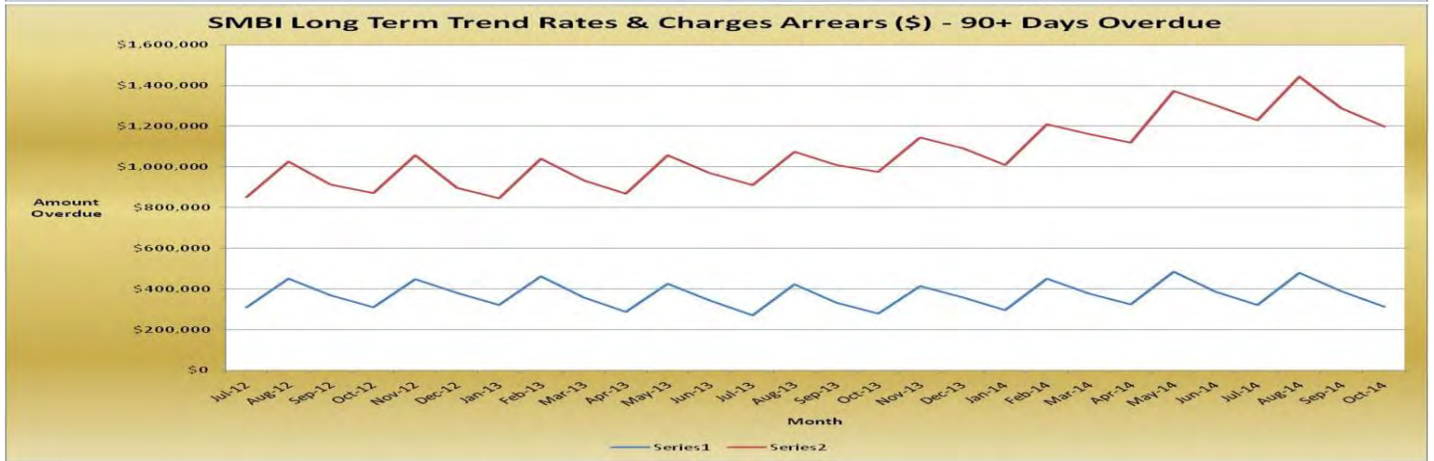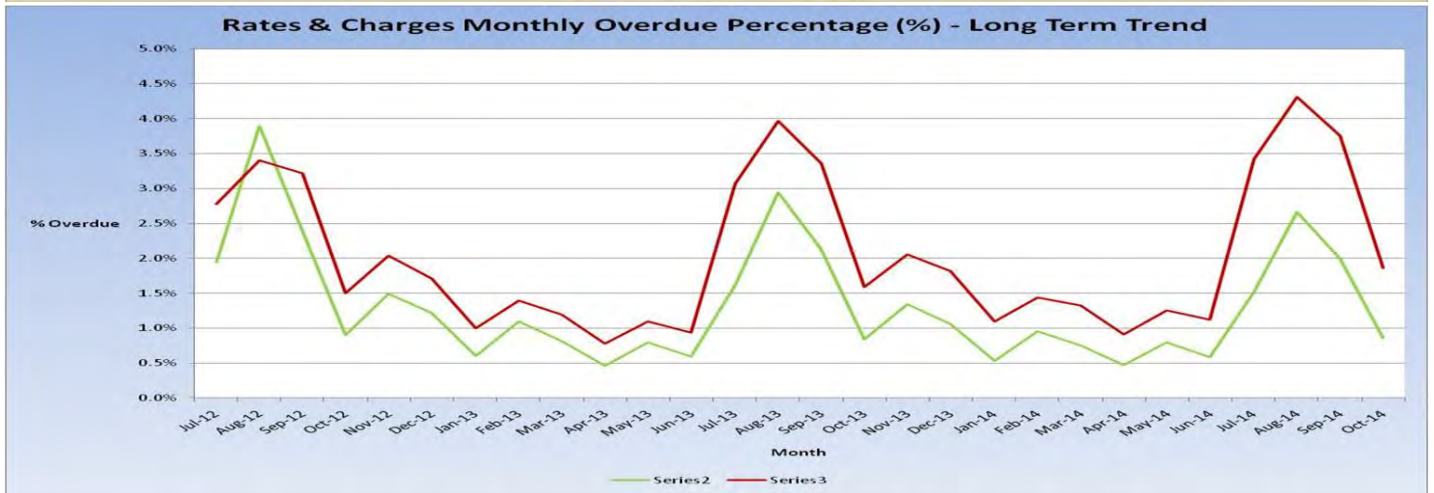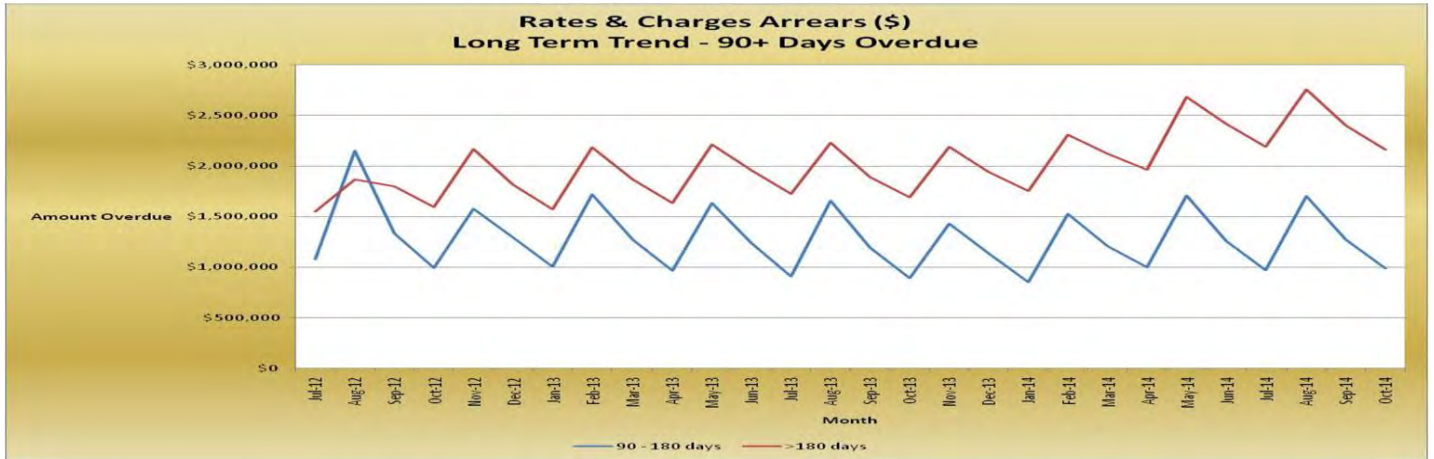
12. GLOSSARY

Definition of Ratios

Level of Dependence on General Rate Revenue:
This ratio measures Council's reliance on operating revenue from general rates (excludes utility revenues)

$$\frac{\text{General Rates - Pensioner Remissions}}{\text{Total Operating Revenue - Gain on Sale of Developed Land}}$$

Current Ratio:
This measures the extent to which Council has liquid assets available to meet short term financial obligations

$$\frac{\text{Current Assets}}{\text{Current Liabilities}}$$

Debt Servicing Ratio:
This indicates Council's ability to meet current debt instalments with recurrent revenue

$$\frac{\text{Interest Expense + Loan Redemption}}{\text{Total Operating Revenue - Gain on Sale of Developed Land}}$$

Cash Balance - $M:

Cash Held at Period End

Cash Capacity in Months:
This provides an indication as to the number of months cash held at period end would cover operating cash outflows

$$\frac{\text{Cash Held at Period End}}{[[\text{Cash Operating Costs + Interest Expense}] / \text{Period in Year}]}$$

Debt to Asset Ratio:
This is total debt as a percentage of total assets, i.e. to what extent will our long term debt be covered by total assets

$$\frac{\text{Current and Non-current loans}}{\text{Total Assets}}$$

Operating Performance:
This ratio provides an indication of Redland City Council's cash flow capabilities

$$\frac{\text{Net Cash from Operations + Interest Revenue and Expense}}{\text{Cash Operating Revenue + Interest Revenue}}$$

Operating Surplus Ratio*:
This is an indicator of the extent to which revenues raised cover operational expenses only or are available for capital funding purposes

$$\frac{\text{Net Operating Surplus}}{\text{Total Operating Revenue}}$$

Net Financial Liabilities*:
This is an indicator of the extent to which the net financial liabilities of Council can be serviced by operating revenues

$$\frac{\text{Total Liabilities - Current Assets}}{\text{Total Operating Revenue}}$$

Interest Cover Ratio:
This ratio demonstrates the extent which operating revenues are being used to meet the financing charges

$$\frac{\text{Net Interest Expense on Debt Service}}{\text{Total Operating Revenue}}$$

Asset Sustainability Ratio*:
This ratio indicates whether Council is renewing or replacing existing non-financial assets at the same rate that its overall stock of assets is wearing out

$$\frac{\text{Capital Expenditure on Replacement of Assets (Renewals)}}{\text{Depreciation Expenditure}}$$

Asset Consumption Ratio:
The average proportion of 'as new' value remaining in the infrastructure assets. This ratio seeks to highlight the aged condition of our physical assets

$$\frac{\text{WDV of Infrastructure Assets}}{\text{Gross Current Replacement Cost of Infrastructure Assets}}$$

* These targets are set to be achieved on average over the longer term and therefore are not necessarily expected to be met on a monthly basis.

11.1.2 REPORT OF THE AUDIT COMMITTEE MEETING

Dataworks Filename:	**GOV Audit Committee**
Attachment:	**Minutes Audit Committee 23 October 2014**
Responsible/Authorising Officer:	**Nick Clarke** **General Manager Organisational Services**
Author:	**Siggy Covill** **Group Manager Internal Audit**

PURPOSE

The purpose of this report is to present the minutes of the Audit Committee meeting on 23 October 2014 to Council for adoption in accordance with Section 211 of the *Local Government Regulation 2012*.

BACKGROUND

The primary objective of the Audit Committee is to assist Council in fulfilling its corporate governance role and oversight of financial measurement and reporting responsibilities imposed under the *Local Government Act 2009,* the *Financial Accountability Act 2009* and other relevant legislation.

To fulfil this objective and in order to enhance the ability of Councillors to discharge their legal responsibility, it is necessary that a written report is presented to Council as soon as practicable after a meeting of the Audit Committee about the matters reviewed at the meeting and the committee's recommendations about these matters.

ISSUES

Please refer to the attached Minutes of the Audit Committee meeting held on 23 October 2014.

STRATEGIC IMPLICATIONS

Legislative Requirements

Requirements from the *Local Government Act 2009,* the *Local Government Regulation 2012* and the *Financial Accountability Act 2009* have been taken into account during the preparation of this report.

Risk Management

There are no opportunities or risks for Council resulting from this report.

Financial

There are no financial implications impacting Council as a result of this report.

People

There are no implications on people as a result of this report.

Environmental

There are no environmental implications resulting from this report.

Social

There are no social implications as a result of this report.

Alignment with Council's Policy and Plans

Relationship to Corporate Plan: 8. Inclusive and ethical governance

Deep engagement, quality leadership at all levels, transparent and accountable democratic processes and a spirit of partnership between the community and Council will enrich residents' participation in local decision making to achieve the community's Redlands 2030 vision and goals.

8.5   Be transparent and consistent in the way we manage the organisation, its risks and obligations and ensure we are delivering against our priorities.

CONSULTATION

The Audit Committee minutes are presented for confirmation as a true and accurate record of proceedings at its next meeting.

OPTIONS

1. That Council accepts this report, which summarises the issues discussed at the Audit Committee meeting of 23 October 2014;

2. That Council accepts this report and requests additional information; or

3. That Council not accepts this report and requests an alternative method of reporting.

OFFICER'S RECOMMENDATION

That Council resolves to accept this report, which summarises the issues discussed at the Audit Committee meeting of 23 October 2014:

MINUTES

AUDIT COMMITTEE MEETING

Thursday, 23 October 2014

Council Chambers
1st floor Administration Building
Bloomfield Street Cleveland QLD 4163

TABLE OF CONTENTS

1   DECLARATION OF OPENING

The Chairperson declared the meeting open at 1.06pm.

2   RECORD OF ATTENDANCE AND APOLOGIES

Membership:

Cr Mark Edwards	Chairperson
Cr Karen Williams	Mayor
Mr Virendra Dua	External Member
Mr Peter Dowling	External Member

Secretary:

Ms Siggy Covill	Group Manager Internal Audit

Invitees:

Mr Bill Lyon	Chief Executive Officer
Mr Lex Smith	Acting General Manager Infrastructure and Operations
Mr Nick Clarke	General Manager Organisational Services
Mr David Jeanes	Group Manager City Planning and Assessment
Ms Deborah Corbett-Hall	Service Manager Corporate Finance
Mr Luke Wallace	Group Manager Corporate Governance
Mr Andrew Ross	General Counsel
Mr Peter Gould	Service Manager Workplace Health, Safety & Wellbeing
Mr Denis Byram	Queensland Audit Office
Mr Martin Power	Bentleys - QAO Audit Representative
Ms Ashley Carle	Bentleys - QAO Audit Representative

Minutes:

Ms Elizabeth Striplin	Corporate Meetings and Registers Team

Apologies:

Mr Gary Soutar	General Manager Infrastructure and Operations
Ms Louise Rusan	General Manager Community and Customer Services
Ms Linnet Batz	Chief Financial Officer

3   RECEIPT AND CONFIRMATION OF MINUTES

The minutes of the Audit Committee meeting of 11 September 2014 were confirmed as correct.

3.1   BUSINESS ARISING FROM PREVIOUS MINUTES

The Chair asked for any business arising from previous minutes to be presented.

    3.1.1 As per Item 3.1.3 (Business Arising From Previous Minutes) of the meeting on 5 June 2014 the Committee suggested that a report be presented once a year on the evaluation feedback received from managers on audits performed. Internal Audit will present a full report of the evaluation feedback at the meeting in October 2014.

        • *This item has been completed - refer Item 7.1.*

3.1.2 As per Item 3.1.3 (Business Arising From Previous Minutes) of the meeting on 5 June 2014 the Committee requested that Legal Counsel provide an update to the October Audit Committee on the number of contracts in the contracts register after the Quarter 1 review.
- *This item has been completed - refer Item 11.5.*

3.1.3 As per Item 3.1.3 (Business Arising From Previous Minutes) of the meeting on 5 June 2014 the Committee requested that the final clearance of the financial statements and current year financial sustainability statement be given by the Audit Committee via email, when available, with an opportunity to provide comments prior to the next meeting on 23 October 2014.
- *This item has been completed - refer Item 5.2.*

3.1.4 As per Item 5.1 (End of Month Financial Reports) of the meeting on 5 June 2014 the Committee requested the CEO and CFO to respond via email to all Committee members regarding the questions and comments posed by Mr Peter Dowling, external member.
- *Completed on Monday, 16 June 2014 – for noting.*

3.1.5 As per Item 11.3 (Complaints Management) of the meeting on 5 June 2014 the Committee requested: 1) that the date the complaints were recorded and closed be included in future reports to the Audit Committee; and 2) that a more informative format of the report be investigated by General Counsel.
- *This item has been completed - refer Item 11.3.*

3.1.6 As per Item 11.4 (Workplace Health and Safety) of the meeting on 5 June 2014 the Committee requested that the Service Manager, Workplace Health, Safety & Wellbeing review the reports submitted in February and prepare reports consistent with those to future Audit Committee meetings.
- *This item has been completed - refer Item 11.4.*

COMMITTEE DECISION

That the Audit Committee notes the receipt and confirmation of the prior minutes and updates as presented.

4   UPDATE FROM THE CHIEF EXECUTIVE OFFICER

The Chief Executive Officer provided an update on the following items:

LDMG
- All elements for preparing for storm and major event period are under control.
- Get Ready Redlands Pamphlets are being distributed this weekend.
- NDRRA funding has been received and working to ensure full allocation and processes in place for any coming events.

RCC Budget
- Council in a strong position.
- Still working on forecasting element.
- Capital expenditure is in line with expectations.
- EOY results will be formally adopted on 26 November 2014.

Certified Agreement/Modern Award
- Modern Award has been delivered through QIRC, impacts to RCC currently being assessed.
- Issues will be addressed in next Enterprise Agreements.
- RCC continues to work with other SEQ Councils to ensure appropriate outcomes are achieved.

Policy Development
- No significant change in position.
- Corporate Plan is being reviewed and on track to achieve project plan.

Major Projects
- Planning Scheme Review is progressing as planned.
- Differential Rating matter is settled and legislation amended to cover RCC position – no change.
- Memorandum of Understanding signed for Priority Development Areas and progressing to plan.
- Management looking at ways to develop new revenue streams.

Legal Matters
- Queensland Parliament passed 26 Acts and 24 Bills which are available from Parliamentary Counsel website.
- Update on claims was provided.

COMMITTEE DECISION

That the Audit Committee notes the report as presented.

5   COUNCIL FINANCIAL REPORTS

5.1   END OF MONTH FINANCIAL REPORTS

Council's end of month reports for May, June (interim), July and August 2014 were presented to the Audit Committee.

COMMITTEE DECISION

That the Audit Committee notes the financial reports as presented.

5.2   FINANCIAL STATEMENTS

The signed financial statements for the year ended 30 June 2014 as presented to the External Auditors for sign-off were presented to the Audit Committee for information.

COMMITTEE DECISION

1. **That the Audit Committee notes the financial statements as presented; and**
2. **That the Financial Statements include the amended disclosure for Note 34 as tabled.**

6   QUARTERLY COMPLIANCE SURVEYS

The quarterly compliance surveys for the June and September 2014 quarters were presented to the Audit Committee.

COMMITTEE DECISION

That the Audit Committee notes the quarterly compliance surveys as presented.

7 INTERNAL AUDIT PLAN

7.1 AUDIT PLAN STATUS

The status of the Audit Plan 2014-2015 was presented to the Committee for noting.

COMMITTEE DECISION

That the Audit Committee notes the Status of the Audit Plan as presented.

7.2 ANNUAL INTERNAL AUDIT PLAN 2014-2015

The Annual Internal Audit Plan 2014-2015 was presented to the Committee for endorsement.

COMMITTEE DECISION

1. **That the Audit Committee endorses the Annual Internal Audit Plan 2014-2015 as presented;**
2. **That Internal Audit will present a table showing high operational and strategic risks mapped to the Internal Audit reviews scheduled at the next Operational Risk Management Committee meeting; and**
3. **Increase Information Management reviews to two reviews next year instead of one.**

8 INTERNAL AUDIT REPORTS

The following reports were presented for Audit Committee consideration:

8.1 ORGANISATIONAL SERVICES

- Review of Delegations and Authorisations
- Review of Data Management Framework

8.2 OFFICE OF THE CEO

- Review of Purchase to Pay Cycle
- Review of Collection of Overdue Rates and Charges
- Review of Grants Management – Funds In

8.3 COMMUNITY AND CUSTOMER SERVICES

- Review of Development Application Processing

8.4 INFRASTRUCTURE AND OPERATIONS

- Review of Asset Management – Maintenance of Infrastructure Assets

COMMITTEE DECISION

1. **That the Audit Committee notes the reports as presented;**
2. **That Financial Services notify the Committee of the number of overdue rates being progressed to prosecution; and**
3. **That updated Roads, Drains and Marine Infrastructure Asset values after revaluation be supplied to the Committee.**

9   AUDIT RECOMMENDATIONS DUE FOR IMPLEMENTATION

9.1   INTERNAL AUDIT RECOMMENDATIONS

The Group Manager Internal Audit presented a progress report on audit recommendations due for implementation to the Committee.

COMMITTEE DECISION

1. **That the Audit Committee notes the report on Audit Recommendations Due For Implementation and updates as presented; and**
2. **That the CEO will be putting more pressure on managers to reduce the overdue audit recommendations.**

9.2   QAO RECOMMENDATIONS

The Group Manager Internal Audit presented a progress report of QAO audit recommendations due for implementation to the Committee.

COMMITTEE DECISION

That the Audit Committee notes the QAO Audit Recommendations Due For Implementation as presented.

10   UPDATE FROM EXTERNAL AUDITORS

Bentleys presented their Closing Report for the Year Ended 30 June 2014 and Management Letter to the Committee.

COMMITTEE DECISION

1. **That the Audit Committee notes the documents as presented;**
2. **That actual asset valuations are appropriately tracked – recommendation for best practice is more involvement by Audit Committee in scope and results of valuations; and**
3. **That the CFO provides an update on asset valuations at each Audit Committee meeting and the Committee confirms its desired level of information and involvement.**

11   OTHER BUSINESS

11.1   FRAUD AND CORRUPTION PREVENTION

The Group Manager Internal Audit presented an update of the implementation of the Fraud and Corruption Prevention Framework to the Committee.

COMMITTEE DECISION

That the Audit Committee notes the update as presented.

11.2 CHANGES TO STRATEGIC AND OPERATIONAL RISKS

The Group Manager Corporate Governance updated the Committee on any changes to the strategic and operational risks during the quarter.

COMMITTEE DECISION

1. **That the Audit Committee notes the update as presented; and**
2. **Recommendation that Council seeks external assistance from those experienced in the PRINCE 2 methodology to assist internal staff in tailoring and applying the methodology for the organisation, initially focussing on larger operational and capital projects. The PRINCE 2 Maturity Model can be used for gating to assure business readiness.**
3. **Project reporting should be included as a part of the monthly financial report pack.**

11.3 COMPLAINTS MANAGEMENT

The General Counsel presented an update on administrative action complaints for the quarter.

COMMITTEE DECISION

That the Audit Committee notes the update as presented.

11.4 WORKPLACE HEALTH AND SAFETY

The Service Manager Workplace Health, Safety & Wellbeing presented the external Workplace Health and Safety audit report and update to the Committee.

COMMITTEE DECISION

1. **That the Audit Committee notes the report and update as presented; and**
2. **Clarification in documentation of YTD figures to be provided for future Audit Committee meetings.**

11.5 PROCUREMENT UPDATE

Legal Counsel provided an update on the procurement review currently in progress.

COMMITTEE DECISION

1. **That the Audit Committee notes the update as presented; and**
2. **That data mining be considered for procurement operations.**

MEETING CLOSURE

The chair declared the meeting closed at 2.58pm.

11.2   PORTFOLIO 2   (MAYOR KAREN WILLIAMS)

ORGANISATIONAL SERVICES (EXCLUDING INTERNAL AUDIT AND EMERGENCY MANAGEMENT)

11.2.1 QUARTERLY CORPORATE PERFORMANCE REPORT

Dataworks Filename:	**GOV Corporate Performance Reporting**
Attachment:	**September 2014 Quarterly Operational Plan**
Authorising/Responsible Officer:	**Nick Clarke** **General Manager Organisational Services**
Author:	**Jo Jones** **Service Manager Corporate Planning & Performance**

PURPOSE

The purpose of this report is to provide a progress report against the Operational Plan 2014/15 for the first quarter, from 1 July to 30 September 2014.

This report is the first report for the 2014/15 plan.

BACKGROUND

The *Local Government Act 2009* (the Act) requires Council to adopt an Operational Plan each year.

The Operational Plan 2014/15 forms an important part of Council's strategic planning and sets out the work Council planned to deliver towards achievement of the Corporate Plan 2010-2015.

The Act also requires the Chief Executive Officer to present a written assessment of the Council's progress towards implementing the annual operational plan at meetings of Council, at least quarterly.

ISSUES

The attached report provides a progress report against the Operational Plan 2014/15 for the first quarter, from 1 July to 30 September 2014. The report provides a status update for each project, together with a comment outlining progress for the quarter.

It also provides an update on projects which were carried forward from the Operational Plan 2013/14, as they were not complete as at 30 June 2014.

The information in the report has been provided by the Departments responsible for each project.

Projects	Number
Completed	7
On track	33
Monitor	7
Concern	2
Cancelled	1
Total	**50**

STRATEGIC IMPLICATIONS

Council's Operational Plan 2014/15 is an important statutory plan which sets out Council's plans to deliver the Corporate Plan 2010-2015 to achieve the vision, outcomes and goals of the Redlands 2030 Community Plan. The Operational Plan 2014/15 includes a wide range of projects which directly contribute to the delivery of Council's agreed outcomes. Tracking progress against this plan provides a useful assessment of Council's performance in delivering against its plans.

Legislative Requirements

The Local Government Regulation 2012 (section 174) states that "*the chief executive officer must present a written assessment of the local government's progress towards implementing the annual operational plan at meetings of the local government held at regular intervals not more than 3 months.*" Under the same section of the regulation, Council is allowed to amend the plan at any time before the end of the financial year.

Risk Management

The risk of not delivering against Council's operational plan is that Council does not achieve the commitments set out in the longer term corporate and community plans. Each project would have associated risks which would be managed by the relevant area of Council.

Financial

The Operational Plan 2014/15 is funded from the annual budget.

People

Projects listed in the Operational Plan 2014/15 are managed by the individual area in Council responsible for the project. The status and comments of projects in the attached report have been provided by the relevant officer for each project and compiled by Council's Corporate Governance Group. Although the delivery of the plan itself is dependent on staff resources and some projects relate to people issues, there are no direct impacts on people resulting from this report.

Environmental

Some projects within the Operational Plan 2014/15 directly contribute to Council's environmental commitments; however, this report does not have any direct environmental impacts.

Social

Some projects within the Operational Plan 2014/15 directly contribute to Council's social commitments; however, this report does not have any direct social impacts.

Alignment with Council's Policy and Plans

Council's Operational Plan 2014/15 outlines planned activities and projects against the nine outcomes in the Corporate Plan 2010-2015. As such, it is a key planning document and consistent with both the Corporate Plan 2010-2015 and the Redlands 2030 Community Plan.

CONSULTATION

The Corporate Governance Group has prepared the attached report in consultation with relevant officers and managers within Council. The status and comments have been provided by the officers involved in delivering the particular projects within the Operational Plan 2013/14.

OPTIONS

1. That Council notes the Quarterly Operational Plan Performance Report.

2. That Council notes the Quarterly Operational Plan Performance Report, but requests additional information to be provided after this meeting.

OFFICER'S RECOMMENDATION

That Council resolves to note the Quarterly Operational Plan Performance Report.

Redland City Council

Operational Plan
Quarterly Performance Report

September 2014

Summary

Outcome		Complete	On Track	Monitor	Concern	Cancelled	Total
1	Healthy natural environment	1	2	1	0	0	4
2	Green living	1	1	0	1	0	3
3	Embracing the bay	0	3	0	0	0	3
4	Quandamooka Country	0	5	0	0	0	5
5	Wise planning and design	0	5	3	0	0	8
6	Supportive and vibrant economy	0	4	0	0	0	4
7	Strong and connected communities	1	8	2	1	0	12
8	Inclusive and ethical governance	0	2	1	0	0	3
9	An efficient and effective organisation	4	3	0	0	1	8
	Total:	7	33	7	2	1	50

On Track: The project is progressing on time and on budget and is on track for delivery by 30 June, 2015.
Monitor: There are issues with timeframes and/or budget but it is still expected that with close monitoring the project can be delivered by 30 June.
Concern: There are significant delays or budget issues and it is unlikely that the project will be delivered by 30 June.

1. Healthy natural environment

Strategies

1.1	*Increase biodiversity by taking informed action to protect, enhance and manage our local ecosystems*
1.2	*Stop the decline in population of the koala and other species at risk through advocacy, protecting and restoring vital habitat and increasing community engagement and action*
1.3	*Protect our natural environment by restoring degraded landscapes, contaminated land and managing fire, pests and other hazards*
1.4	*Improve residents' understanding, respect and enjoyment of the local environment through stewardship and partnerships*
1.5	*Coordinate effective management of the conservation estate on all (private and public) lands in Redlands, through a combination of incentives and various tenure and management arrangements to restore, maintain and plant new habitat*
1.6	*Address the decline in the health of Redlands waterways and improve water quality, aquatic populations and their biodiversity*

Project	Op Plan Ref	Lead	Status	Comment
S Return the open drains at Amity Point to functional purpose and reinstate current and desired levels of service for the community	3	City Infrastructure	On Track	Sink well trial planned for November.
S Manage the conservation estate by completing a review of Council's land holdings and making recommendations regarding acquisitions or disposals, through the development of a consolidated Healthy Natural Environment Policy and by developing a natural environment decision support system that integrates environmental data into Council's planning and decision making	C/F	Environment & Regulation	Completed	Policy review completed.
S Control the accelerated foreshore erosion and threat to landfill portion of the Tina Avenue Foreshore Park, Lamb Island	1	Water & Waste Infrastructure	Monitor	Project is behind schedule due to delays in development approvals. Construction is due to commence in early 2015.
S Engineered landfill capping solution and rehabilitation of the approval area of Birkdale Landfill Remediation	2	Water & Waste Infrastructure	On Track	Design completed and at tender stage

2. Green living

Strategies

2.1	*Achieve sustainability through strong leadership and innovation, and by effective planning and managing our services, assets and resources*
2.2	*Promote, support and encourage commitment to green living in our community by improving residents' understanding of climate change and achieving greater water, energy and waste conservation and efficiency*
2.3	*Promote a 'go local' attitude towards working, socialising, shopping, playing and supporting local production of food*
2.4	*Provide and maintain safe and attractive routes for people to walk and cycle throughout the city and to connect to nearby regional centres*
2.5	*Achieve greater use of public transport by advocating for improved access to innovative and high quality services*
2.6	*Conserve energy and water, improve efficiency and reduce greenhouse gas emissions resulting from Council's energy consumption*
2.7	*Keep Redlands clean and green through programs that increase community participation in practical and positive local action to build a sense of ownership and an increasing pride in our city*
2.8	*Implement Council's waste management strategy by applying best practice principles in pricing, public awareness, resource management, recycling and recovery*
2.9	*Protect our community and the natural environment by managing environmental harm and nuisance caused by industry, business and development from past and present activities*

Project	Op Plan Ref	Lead	Status	Comment
S Promote public transport use through coordination of the Southern Moreton Bay Islands network integration with Translink, ongoing upgrades to bus stops across the city to improve disabled access and by commencing implementation of the Redlands Integrated Local Transport Plan Review	C/F	City Infrastructure	Concern	SMBI integration is well underway. Upgrade and renewal program for bus shelters and stops is continuing under the Asset Service Management Plans. Accelerated program is to meet Disability Discrimination Act (DDA) compliance within certain timeframes - 90% by 2017 and 100% by 2022. Given the number of council wide bus shelters and stops, the project will require increased budget, resources and commitment to ensure delivery and standards can be achieved
S Organise and conduct Redlands 'Good Gardening Expo' in partnership with the Redland Organic Growers Inc	4	Environment & Regulation	Completed	The Good Gardening Expo was held in in association with the Redlands Organic Growers in April 2014. The event was highly successful with approximately 950 visitors. This showed significant growth compared to the 2013 event.

2. Green living

Project	Op Plan Ref	Lead	Status	Comment
s Launch the 2014 RedSWAP program for primary schools in the Redlands	5	Water & Waste Operations	On Track	A professional development session was offered to existing pilot schools. Two have presented case studies highlighting their achievements in recycling and waste reduction and were awarded a 'Two Star Cleaner Greener Schools' accreditation. Three schools signed up in March with an additional two expected to commence in 2015

3. Embracing the bay

Strategies

3.1   Address the social, cultural and economic needs of island communities by partnering with residents and other tiers of government to deliver infrastructure, facilities and services

3.2   Better manage our foreshores through coordinated planning with a special focus on resilience to the impacts of flooding and storm tides

3.3   Ensure the ongoing health of the bay by managing creeks, wetlands and storm water and by protecting natural areas surrounding the bay

3.4   Promote enjoyment of the bay by improving access for environmentally sensitive recreation activities, education, economic opportunities and ecotourism

3.5   Build partnerships with marine research, education institutions and the private sector to develop future research projects and education programs that will improve the health of the bay

3.6   Support management of the marine park and advocate for a new national park covering a substantial area of North Stradbroke Island

Project	Op Plan Ref	Lead	Status	Comment
S Protect and manage foreshores through completion of a city wide coastal process study and development of a shoreline erosion management plan for Norfolk Beach, Coochiemudlo Island and Thorneside Esplanade	C/F	City Infrastructure	On Track	A Coastal Adaptation Steering Committee has been established and will be holding its inaugural meeting on 3 November. A full project plan will be endorsed at that meeting.
S Implement the land exchange program and use other mechanisms including zoning, land acquisition and voluntary transfers to achieve more sustainable land use on Southern Moreton Bay Islands (carried forward 2012/13)	C/F	Environment & Regulation	On Track	Further report to Council being drafted by City Planning and Assessment to extend the program.
S Conduct effluent toxicity testing as part of the new licence requirements for Cleveland Waste Water Treatment Plant	6	Water & Waste Infrastructure	On Track	Negotiated with Environmental Health & Protection to prepare a more cost effective action for an effluent toxicity risk assesment. This work is currently being carried out by GHD.

4. Quandamooka Country

Strategies

4.1 *Improve community understanding and promote respect for the Quandamooka peoples' relationship with the land and waters of Redlands*

4.2 *Negotiate Council's rights and interests with respect to Native Title land with the Traditional Owners of the land through an Indigenous Land Use Agreement*

4.3 *Strengthen partnerships in natural and cultural resource management with local Aboriginal organisations, in particular management of the North Stradbroke Island holiday parks*

4.4 *Advocate for the application of Indigenous landscape values in state planning in line with DRO7 the SEQ Regional Plan and work with the local Aboriginal community to protect sites and landscapes of significance to their heritage and wellbeing*

4.5 *Work with local Traditional Owners and Elders and apply creative and educational techniques to improve employees', residents' and visitors' understanding of the heritage, achievements and aspirations of local Aboriginal people*

4.6 *Build on Council's partnership with local Aboriginal organisations to strengthen shared planning, service delivery, advocacy and decision making, using the Quandamooka Aboriginal Community Plan to guide our management of assets and services*

4.7 *Support the Quandamooka Forum in its negotiations with Queensland and Commonwealth Government*

4.8 *Acknowledge the living culture of local Aboriginal people by formally recognising Traditional Owners in Council ceremonies by observing cultural protocols, promoting traditional knowledge and increasing the profile of Aboriginal heritage through signage, cultural, tourism and community events*

4.9 *Work with Traditional Owners of North Stradbroke Island / Minjerribah to establish an Indigenous-focused knowledge centre in Dunwich to encourage local cultural and economic development opportunities and educate the wider community*

Project	Op Plan Ref	Lead	Status	Comment
S Develop a Cultural Heritage policy and guideline in line with the draft Cultural Heritage Management Plan from QYAC	9	City Spaces	On Track	Will be developed as part of the cemeteries review project
S Support community understanding and educational awareness of the Quandamooka People and their relationship with the land	8	Communication, Engagement & Tourism	On Track	Acknowledgement of Quandamooka People included in weekly snapshot advertisements. Two day Quandamooka Country Cultural Heritage Training and NAIDOC celebrations attended by Council staff, Stories included in Our Redlands magazine and ongoing media releases.
S Partner with local Aboriginal organisations through participation in the Quandamooka Forum with State and Federal Government. Monitor and assist with the implementation of the Quandamooka Aboriginal Community Plan	11	Community & Cultural Services	On Track	Provided ongoing support to Aboriginal organisations operating on North Stradbroke Island. Regular participation in the Quandamooka Combined Aboriginal Organisations Forum.

4. Quandamooka Country

Project	Op Plan Ref	Lead	Status	Comment
S Work with Traditional Owners and Elders to raise awareness and improve community understanding of significant Aboriginal cultural activities	10	Corporate Governance	On Track	RCC launched 2014 NAIDOC Week in Cleveland and produced a 'symbolic' Honour Roll recognising Aboriginal and Torres Strait Islander servicemen and servicewomen. The Mayor, Cr Ogilvie, Cr Boglary and nine staff attended the Quandamooka Country Cultural Heritage Training in August on NSI which has expanded the level of awareness internally which benefits the broad community.
S Provide coordination and governance over implementation of Council's Indigenous Land Use Agreement (ILUA) in partnership with the Quandamooka People	7	Corporate Governance	On Track	The ILUA Consultative Committee is scheduled to meet in November. Many ILUA committments are underway and a number of committees are meeting regularly.

5. Wise planning and design

Strategies

5.1 *Prepare and put in place a new planning scheme for the Redlands that reflects the aspirations and expectations outlined in the Community Plan and Corporate Plans, state interests, recognised in the SEQ Regional Plan and the legal obligations of the Sustainable Planning Act 2009*

5.2 *Manage population growth in a compact settlement pattern, having defined the sustainable carrying capacity of the city and limits to population growth*

5.3 *Advocate strongly to all levels of government about the impacts of an increased population on the city and the region's liveability and natural systems*

5.4 *Review Council's and the community's climate change preparedness, ensuring all risks are understood and plans are activated to deal with expected outcomes*

5.5 *Plan and develop a network of accessible centres that provide a wide range of retail, commercial and community services along with local employment opportunities*

5.6 *Manage the built environment in a way that creates accessible and user-friendly spaces and maintains our local character and identity, ensuring all new developments use high quality design that reflects our sub-tropical climate, promotes health, community, harmony and wellbeing*

5.7 *Support a sustainable future for rural areas by developing and implementing a rural strategy that recognises the city's heritage, economic, environmental and scenic values and promotes sustainable rural industries and activities*

5.8 *Plan and advocate to connect the city's communities with improved public transport including a road, ferry, cycling and walking network that provides safe and efficient movement within the city and the region and supports physical activity; and promote efficient and environmentally responsible private transport*

5.9 *Promote housing diversity, choice and affordability to address the city's current and future needs, incorporating medium density housing within and around the city's centres and transport nodes*

5.10 *Maintain the quality and liveability of residential areas and protect natural resources*

5.11 *Provide for 'place making' throughout the city through creative and inclusive master planning, local area planning, public art and heritage planning and precinct character planning processes to manage development at a local level*

5.12 *Plan, provide and advocate for essential physical and social infrastructure that supports community wellbeing, and manage Council's existing infrastructure assets to ensure current service standards are maintained or improved*

5.13 *Enhance the city's liveability and enable people to enjoy outdoor activities, social gatherings and community events through planning, providing and managing high quality parks and open spaces*

Project	Op Plan Ref	Lead	Status	Comment
S Undertake a structural investigation and report on the High Street Jetty, Russell Island	14	City Infrastructure	On Track	Department of Transport and Main Roads (DTMR) are undertaking the investigation. When the investigation has been finalised a report will be presented to Council.

5. Wise planning and design

Project	Op Plan Ref	Lead	Status	Comment
S Implement agreed recommendations from the Infrastructure Charges Review Project	15	City Planning & Assessment	On Track	Reporting processes and timeframeshave been established.
S Review Council's Priority Infrastructure Plan	17	City Planning & Assessment	Monitor	Interim amendments are currently being considered for the PIP, with progress on the complete update (PIP2) to restart shortly following finalisation of the State's legislative reforms of infrastructure charging and planning.
S Support 'place making' via a range of measures including: investigations of the Native Title 'land bank'; advocacy for a coordinated plan for North Stradbroke Island; review and incorporation of European cultural heritage into planning scheme; finalisation of local areas plans, structure plans and master plans and support local entrepreneurs delivering place making	C/F	City Planning & Assessment	Monitor	Ongoing participation in a number of state lead planning investigations on NSI including Point Lookout expansion area, land bank and existing occupancy sites. Draft reports for Council expected to be recieved in the next quarter. Findings of Cleveland, Capalaba, SE Thornlands and Kinross Road masterplans and structure plans incorporated into draft City Plan . Recent commencement of masterplanning exercise for Cleveland Health Precinct in partnership with Metro South Health Board.
S Develop strategic and heritage master plans for North Stradbroke Island cemeteries in partnership with the Community (carried forward 2012/13)	C/F	City Spaces	Monitor	Consultation is still underway on North Stradbroke Island to identify suitable locations.
S Develop a process for the implementation and monitoring of Long Term Asset Management Plan actions across Council. Commence monitoring and reporting for current Long Term Asset Management Plan actions.	16	Financial Services	On Track	Asset management plans are on track to define the improvement items for action.
S Review the current planning scheme in accordance with council's statutory obligation under the Sustainable Planning Act 2009 (Div. 4 S.91(1)(a))	13	Planning Scheme Review	On Track	City Plan V4.0 delievered to Council for review and endorsment on time and on buget.
S Raise a main from Judy Holt closed landfill direct to a pump station, upgrade the pumps and electricals at pump station to support the increased volume	12	Water & Waste Infrastructure	On Track	Currently sourcing quotes for the appropriate pump type. Construction to commence late 2014.

6. Supportive and vibrant economy

Strategies

6.1 *Bolster the local economy and local employment by providing business support to local companies, promoting social enterprise and providing opportunities for creativity, diversity and entrepreneurial activity*

6.2 *Market the distinctive image of the Redlands by encouraging low impact businesses that are knowledge-based and creative to establish in the city*

6.3 *Promote significant redevelopment of Cleveland and Capalaba as principal regional activity centres delivering mixed-use centres that provide opportunities for economic investment and local employment*

6.4 *Bring new business to the Redlands by promoting the city as a sustainable business locale, promoting Redland's advantages and advocating for the relocation of a major state government department*

6.5 *Develop partnerships with TAFE and other education providers to promote more tertiary education courses in the Redlands and training that supports local business needs*

6.6 *Promote Redlands as a high quality tourism destination and encourage the development of sustainable nature-based, heritage and eco tourism*

Project	Op Plan Ref	Lead	Status	Comment
S Engage with business leaders, the community and other stakeholders to review Council's Economic Development Strategy 2008-2012. Deliver outcomes from the Council of Mayor's SEQ Economic Development Strategy in partnership with other SEQ Councils and finalise and commence implementation of the SMBI Community Economic Development Strategy	C/F	City Planning & Assessment	On Track	A new draft Economic Development Strategy 2014-2041 has been prepared. The document has undergone community and business consultation and feedback. This will be used for input into the final strategy for council adoption and endorsement by the end of 2014.
S Provide a significant stimulus for the revitalisation of the Cleveland CBD	18	Priority Development Area	On Track	Council's CBD revitalisation program is being implemented. Development applications that meet the criteria of Council's CBD incentives program are being discussed.
S Undertake an Expression of Interest process and a Request for Proposal process to identify a Preferred Development Partner for the Toondah Harbour Project	19	Priority Development Area	On Track	Request for proposal process proceeding and in negotiations with Walker Group.
S Undertake an Expression of Interest process and a Request for Proposal process to identify a Preferred Development Partner for the Weinam Creek Project	20	Priority Development Area	On Track	Request for proposal process proceeding and in negotiations with Walker Group.

7. Strong and connected communities

Strategies

7.1	*Promote festivals, events and activities for people to come together, developing connections and networks to improve community spirit and enhance 'sense of place'*
7.2	*Provide access to quality services, facilities and information that meet the needs of all age groups and communities, especially disadvantaged and vulnerable people*
7.3	*Increase community safety, health and wellbeing by planning and delivering programs, services, partnerships, regulations and education*
7.4	*Increase the participation of people from all age groups and backgrounds in local heritage, the arts and cultural expression*
7.5	*Increase the physical activity participation of residents and deliver programs and incentives that strengthen opportunities for sport and recreation*
7.6	*Provide practical programs, support and guidance to the community sector in its delivery of highly valued support services and community projects*
7.7	*Increase children and young people's active participation in community life and support their social, cultural and physical development*
7.8	*Support the Ageing Well in the Redlands Program, to enable active participation in all aspects of community life*
7.9	*Actively participate in multi-agency forums to support the health and wellbeing of Indigenous residents of the Redlands and work with Aboriginal and Torres Strait Island communities in the Redlands to develop initiatives that respond to their aspirations*
7.10	*Minimise the impact of disasters by improving community preparedness and our capacity to respond effectively to support the community when disasters occur*

Project	Op Plan Ref	Lead	Status	Comment
S Develop effective solutions to maintain the safety of sports field surfaces affected by landfill subsidence, until landfill remediation is complete at Judy Holt Sportsfields	23	City Spaces	On Track	Bulk filling works complete. Additional turf works and top dressing will be completed by 30 October.
S Develop effective solutions to maintain the safety of sports field surfaces affected by landfill subsidence, until landfill remediation is completed at Duncan Road Baseball Fields	24	City Spaces	Completed	The project focused on the large slump in field three. 400m3 of fill was imported to fill a 2000m2 area and 60 tonne of topsoil was levelled over the area. New turf was laid over the filled area and the entire field top dressed to provide an even free draining surface.
S Develop effective solutions to maintain the safety of sports field surfaces affected by landfill subsidence, until landfill remendation is completed at Victoria Point Sharks AFL Field	25	City Spaces	Monitor	Work commenced at the end of September after AFL season.

7. Strong and connected communities

Project	Op Plan Ref	Lead	Status	Comment
S Complete the audit of sporting fields under agreement to sporting organisations for lighting assets	26	City Spaces	On Track	Audit recommendations are being implemented, for completion over the next three years.
S Conduct planning for the Surf Lifesaving Queensland Operations Hub and joint SES emergency response centre for Point Lookout, including Native Title and design relating to the establishment of a greenfield site located on East Coast Road	27	City Spaces	Concern	At a recent ILUA coordination meeting QYAC have asked Council to consider a site other than that which was originally proposed. Council will inspect the site and liaise with SLSQ as to its suitability.
S Complete outstanding maintenance items and provide a 10 year forecast of works for inclusion in the Asset and Services Management Plan for Redlands Performing Arts Cente	28	City Spaces	On Track	Scopes have been developed and are either in the market place or due to be advertised. Work planned to commence December 2014 with completion due in June 2015.
S Undertake business planning for cemeteries and report on outcomes	C/F	City Spaces	On Track	Data collection and analysis will commence in December 2014.
S Provide access to quality services by implementing the recommendations from the community halls review (e.g. booking and promotional efficiency program)	C/F	City Spaces	On Track	Information Mangement are currently reviewing booking system for integration with corporate systems. Promotion of free spaces currently being implemented via networks.
S Increase community participation in recreational and other events by reviewing the operation of Redlands Showgrounds and implementing improvements by facilitating increased community access to school facilities (e.g. pools, playing fields and halls)	C/F	City Spaces	Monitor	Victoria Point High School lighting finalising actions as a result of Development Assessment compliance. Facility will be operational in November 2014.
S Deliver a set of new contemporary local laws developed under the Queensland Government's model local laws framework	21	Corporate Governance	On Track	Draft local laws are currently out for community consultation until 5 November 2014.
S Deliver a new Corporate Plan for 2015-2020	22	Corporate Governance	On Track	Six officer workshops and four Councillor workshops have been completed. Eight community groups have been engaged.
S Improve the preparedness and safety of the Redlands community, particularly those most vulnerable, by developing and commencing implementation of a Redlands Community Resilience Program	C/F	Emergency Management	On Track	Commenced the 'Are you Ready Redland Program' to coincide with the 'Get Ready Queensland Campagin' in October. The new online disaster plan was launched. A major focus exists in the delivery of community resilience strategies in line with the national Strategy of Disaster Resilience.

8. Inclusive and ethical governance

Strategies

8.1   *Embed the visions and goals of the Redlands 2030 Community Plan into our planning, operations and culture and develop effective reporting and monitoring arrangements to show how we are progressing on implementation of the Community Plan and this Corporate Plan*

8.2   *Provide accessible information through different media to let residents know about local issues and how to get involved in programs and make a positive contribution to their community*

8.3   *Establish and maintain effective partnerships with local, regional and national organisations and governments to deliver the visions and goals of the community*

8.4   *Deliver broad, rich and deep engagement that reaches residents of all ages, backgrounds and locations, enabling them to contribute their views about plans and decisions affecting them and developing community leadership*

8.5   *Be transparent and consistent in the way we manage the organisation, its risks and obligations and ensure we are delivering against our priorities*

8.6   *Implement a comprehensive enterprise approach to risk management across the organisation*

8.7   *Ensure Council resource allocation is sustainable and delivers on Council and community priorities*

8.8   *Provide clear information to citizens about how rates, fees and charges are set and how Council intends to finance the delivery of the Community Plan and Corporate Plan*

Project	Op Plan Ref	Lead	Status	Comment
S Provide an online resource through a planning and development portal linked directly to Council's website	29	City Planning & Assessment	Monitor	Initial discussions have been held with Information Management. Project is on hold pending resolution of continued issues with PD Online. As a priority, investigations have commenced for alternative service providers who can meet out legislative requirements. Development of the planning portal will recommence following successful implementation of PD Online replacement.
S Redevelop the Redland City Council Website	30	Communication, Engagement & Tourism	On Track	Business Analyst commenced work late September 2014.
S Conduct the Community Satisfaction Survey to identify community perceptions of Council's current performance and compare to previous results	31	Communication, Engagement & Tourism	On Track	Survey will be rolled out early November 2014.

9. An efficient and effective organisation
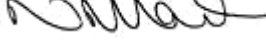
Strategies

9.1 *Deliver excellent leadership throughout the organisation for the benefit of the community*

9.2 *Recruit and retain high quality staff and promote the organisation as an employer of choice*

9.3 *Actively promote diversity in the workforce and ensure flexibility is incorporated into work practices to support staff in achieving a healthy work/life balance*

9.4 *Provide a safe place for staff to work in and support the health and wellbeing of our people*

9.5 *Ensure robust long term financial planning is in place to protect the financial sustainability of Council*

9.6 *Implement long term asset management planning that supports innovation and sustainability of service delivery, taking into account the community's aspirations and capacity to pay for desired service levels*

9.7 *Develop our procurement practices to increase value for money within an effective governance framework*

9.8 *Work 'smarter' across departments, in multi-disciplinary teams to achieve continuous improvement and effective co-ordination*

9.9 *Manage security of and access to Council information*

9.10 *Use information management, mapping and communication technology to meet Council and community expectations*

9.11 *Develop and improve systems to support modern and flexible delivery of services*

Project	Op Plan Ref	Lead	Status	Comment
S Review Council's property portfolio and identify potential development projects, acquisition and disposal opportunities (carried forward 2012/13)	C/F	Environment & Regulation	On Track	Identification of development sites completed. Progressing with disposal of surplus of land which is to Council requirements.
S Conduct MySay staff surveys to collect and analyse employee data	32	Human Resources	Completed	Completed second survey cycle with third (and final) cycle with change tracker to occur in May 2015. Organisational feedback is being addressed in triple-pronged approach as per CEO's message on 22 September. Includes 'ground truthing' vision and direction, doing change effectively and providing effective systems, processes, resources and skills to work smarter.
S Completion of MyGoals performance agreement and appraisal by all employees	33	Human Resources	Completed	Completed 'setting goals' phase in July (97% completion rate) and gearing up for 'appraisal' phase in March 2015. Currently working with Information Management to improve usability of system.

9. An efficient and effective organisation

Project	Op Plan Ref	Lead	Status	Comment
S Research, design and implement business strategies to reduce risks associated with workforce capacity, capability and flexibility	34	Human Resources	On Track	Workplace Development are exploring different strategies. However, a workforce planning pilot has commenced at the Redlands Performing Arts Centre.
S Establish a team of internal casusal employees to backfill Council staff across multiple teams	35	Human Resources	Completed	The casual pool was established in July 2014 with 14 casuals employed by August 2014. The majority of the casual employees have had placements, with additional placements scheduled for the future. All employees who have utilised the pool have recognised the benefits of having an internal casual pool, due to cost benefit and retention of skilled Council staff.
S Establish an automated payroll timekeeper system to streamline the time sheet process and the management of flex and TOIL provisions	36	Human Resources	Cancelled	Human Resources have met with some key stakeholders. Further investigations are required with stakeholders for needs analysis. As the project is not a high priority for 2014/15 it will be cancelled. The project will be discussed for inclusion in the 2015/16 Operational Plan.
S Implement recommendations from the administration/business support review (BSO review)	37	Human Resources	Completed	Recommendations included introduction of the casual pool, establishment of a register for existing employees expressing an interest in working in other areas of Council, a stationery supply and order review and the introduction of a Business Support Officer services catalogue.
S Continued implementation of the Information Management Strategy	38	Information Management	On Track	Business Intelligence, data warehouse project, replacement activity, application management, Finance One upgrade and City Plan 2015 are all on schedule. The electronic document records management system is behind schedule by one month. The Windows 7 upgrade is behind schedule due to resources being prioritised to other projects/activities and technical/business issues. Re-scheduling is in progress.

11.2.2 CHRISTMAS DELEGATIONS

Dataworks Filename: GOV Delegations – LGA 1993 and LGA 2009

Responsible/Authorising Officer:

Nick Clarke
General Manager Organisational Services

Author: **Craig Dickson**
Corporate Governance and Policy Adviser

PURPOSE

The purpose of this report is to recommend that Council conditionally delegates its powers under the *Sustainable Planning Act 2009* from 10 December 2014 to 28 January 2015 (inclusive), to comply with the Integrated Development Assessment System (IDAS) timeframes and ensure continuity within this decision-making process.

BACKGROUND

Under the *Sustainable Planning Act 2009* (the Act) Council has the power to:

1. Decide development applications; and

2. Provide instructions to legal counsel for appeal matters actioned under Chapter 6 of the Act.

With the last meeting of Council for 2014 to be held on 10 December 2014 and the first meeting of 2015 to be held on 28 January 2015, there is a gap of seven weeks for any potential development application decisions under the Act, which may need to be made to meet IDAS timeframes.

ISSUES

To comply with the IDAS timeframes and ensure continuity within this decision-making process it is proposed that Council delegates, under section 257 of the *Local Government Act 2009*, its powers under the *Sustainable Planning Act 2009*:

1. To the Mayor, for the period 10 December 2014 to 28 January 2015 (inclusive);

2. Subject to the condition that this delegation can only be exercised where the City Planning and Assessment Portfolio spokesperson, the relevant Divisional Councillor and the Chief Executive Officer have been:

   a) personally provided with a copy of each development report that would normally be determined by Council; and

   b) granted a period of three (3) business days from the receipt of the report in which to comment, prior to that application being determined.

A report will be presented to Council in February 2015 detailing all matters determined under delegated authority during the subject period.

In accordance with section 165 of the *Local Government Act 2009*, during any absence (leave or otherwise) of the Mayor, the Deputy Mayor acts for the Mayor. As

such, should the Mayor take leave during this period, the delegation is automatically transferred to the Acting Mayor (i.e. Deputy Mayor).

STRATEGIC IMPLICATIONS

Legislative Requirements

This report provides for any potential development application decisions under the *Sustainable Planning Act 2009*, which may need to be made to meet IDAS timeframes.

Risk Management

This report reduces possible risks associated with any potential development application decisions under the *Sustainable Planning Act 2009*, which may need to be made to meet IDAS timeframes.

Financial

There are no financial implications associated with this report.

People

This report provides a system to support officers involved in development applications.

Environmental

There are no environmental implications associated with this report.

Social

This report provides a process to ensure development application decisions are made within specified IDAS timeframes to support good decision making practices for both applicants and the Redland's community.

Alignment with Council's Policy and Plans

This report aligns with Council's policies and plans and supports good decision making processes.

CONSULTATION

The City Planning and Assessment Group were consulted in the preparation of this report.

OPTIONS

1. That Council resolves to delegate, under section 257 of the *Local Government Act 2009*, its powers under the *Sustainable Planning Act 2009*:

    a. To the Mayor, for the period 10 December 2014 to 28 January 2015 (inclusive); and

    b. Subject to the condition that this delegation can only be exercised where the City Planning and Assessment Portfolio spokesperson, the relevant Divisional Councillor and the Chief Executive Officer have been:

        i. personally provided with a copy of each development report that would normally be determined by Council; and

    ii.   granted a period of three (3) business days from the receipt of the report in which to comment, prior to that application being determined.

2. That Council resolves to amend, or not adopt the Officer's Recommendation and provide an alternative resolution on this matter.

OFFICER'S RECOMMENDATION

That Council resolves to delegate, under section 257 of the *Local Government Act 2009*, its powers under the *Sustainable Planning Act 2009*:

1. To the Mayor, for the period 10 December 2014 to 28 January 2015 (inclusive); and

2. Subject to the condition that this delegation can only be exercised where the City Planning and Assessment Portfolio spokesperson, the relevant Divisional Councillor and the Chief Executive Officer have been:

    a. personally provided with a copy of each development report that would normally be determined by Council; and

    b. granted a period of three (3) business days from the receipt of the report in which to comment, prior to that application being determined.

11.2.3 COUNCILLORS' CODE OF CONDUCT – POL-0248

Dataworks Filename:	**GOV Councillors – Code of Conduct**
Attachments:	**Code of Conduct for Councillors – POL-0248** **Use of Social Media by Councillors – GL-0248-007**
Responsible/Authorising Officer:	**Nick Clarke** **General Manager Organisational Services**
Author:	**Nick Clarke** **General Manager Organisational Services**

PURPOSE

The purpose of this report is to seek Council's adoption of a revised Code of Conduct for Councillors and a new Use of Social Media Guideline by Councillors Guideline.

BACKGROUND

The current Code of Conduct for Councillors is beyond its review date and requires amendment to align with recent legislative changes.

The recent rapid rise in the use of social media has raised many questions from councillors about their use of these facilities, both officially on behalf of Council and personally.

ISSUES

The Code of Conduct for Councillors has been entirely rewritten to include the major requirements of the *Local Government Act 2009* and other commonly used legislation, without being a definitive guide to all the requirements of the state and federal laws.

It also aims to describe the key behaviours expected of professional full-time councillors in their roles as the effective 'board of directors' of Redland City Council.

The Code includes sections on key ethical and behavioural obligations; decision-making; contact with staff; use of entitlements; Council's policies, guidelines and procedures; consequences of failing to comply with the Code; and how complaints are dealt with.

In developing the new Code, other local governments' codes were reviewed as were other resources from the Local Government Association of Queensland and the former Crime and Misconduct Commission.

The Use of Social Media by Councillors Guideline is intended to assist councillors use social media effectively to share information and engage with their community.

It also provides advice about some of the pitfalls that should be avoided when using social media.

STRATEGIC IMPLICATIONS

Legislative Requirements

Both documents as drafted are consistent with the *Local Government Act, 2009* and other relevant legislation.

Risk Management

The documents seek to advise councillors of what constitutes acceptable behaviour to minimise the risk of adverse consequences for individuals while also protecting the reputation of Council.

Financial

There are no financial implications.

People

Both documents seek to achieve a high level of respectful conduct between councillors and with other people.

Environmental

Both documents seek to achieve a high level of respectful conduct between councillors and with other people.

Social

The Use of Social Media by Councillors Guideline encourages the effective use of these media by councillors to engage with the community.

Alignment with Council's Policy and Plans

The recommendation supports the following strategies in the Corporate Plan 2010-15:

8.2 Provide accessible information through different media to let residents know about local issues and how to get involved in programs and make a positive contribution to their community.

9.4 Provide a safe place for staff to work in and support the health and wellbeing of our people.

CONSULTATION

The Executive Leadership Group has been consulted in the preparation of these documents. Councillors have also been invited to contribute.

OPTIONS

1. To adopt both documents with or without amendment.

2. To not adopt one or both documents and seek further changes or discussion.

OFFICER'S RECOMMENDATION

That Council resolves to:

1. **Adopt the amended Code of Conduct for Councillors (POL-0248) as attached to this report; and**

2. **Adopt the amended Use of Social Media by Councillors Guideline (GL-0248-007) as attached to this report.**

policy document

Redland CITY COUNCIL

POL-0248

CODE OF CONDUCT FOR COUNCILLORS

Version Information

1. Introduction

This Code of Conduct sets out the standards of behaviour expected of councillors of the Redland City Council.

The requirements of this Code are in addition to the roles, responsibilities and obligations of councillors as set out in the *Local Government Act 2009* (the Act) and the *Local Government Regulation 2012* (the Regulation). This Code has been adopted by resolution of Council. Council accordingly considers this Code to be a 'procedure', as that term is used in section 176(4) of the Act.

2. Key responsibilities of councillors under the *Local Government Act 2009**

2.1. To perform all responsibilities under the Act in accordance with the local government principles (s.4(1)):

   (a) transparent and effective processes, and decision-making in the public interest; and
   (b) sustainable development and management of assets and infrastructure, and delivery of effective services; and
   (c) democratic representation, social inclusion and meaningful community engagement; and
   (d) good governance of, and by, local government; and
   (e) ethical and legal behaviour of councillors and local government employees.

2.2. To represent the current and future interests of the residents of the city (s.12(1)).

2.3. To ensure the local government discharges its responsibilities under the Act; achieves its corporate plan; and complies with all applicable laws (s.12(3)(a)).

2.4. To provide high quality leadership to the local government and to the community (s.12(3)(b)).

2.5. To participate in council meetings, policy development and decision-making for the benefit of the local government area (s.12 (3)(c).

2.6. To be accountable to the community for the local government's performance (s.12 (3)(d)).

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2.7.   The mayor has additional responsibilities to: lead and manage meetings of the local government; prepare a budget to present to the local government; lead, manage and provide strategic direction to the CEO; direct the CEO and senior executive employees in accordance with the local government's policies; conduct the CEO's performance appraisals; provide information to the Minister upon request; be a member of each standing committee; and represent the local government at ceremonial or civic functions (s.12 (4)).

2.8.   Abide by the caretaker period arrangements prior to a local government election (s.90A-90D).

2.9.   Not to direct council staff (s.170(2)). Only the mayor may direct the CEO or senior executive employees (other members of the Executive Leadership Group) and then only in accordance with Council's policies.

2.10.   To contact staff for assistance or information only in accordance with Council's approved acceptable requests guideline (s. 170A).

2.11.   Not to use information acquired as a councillor to gain, directly or indirectly, a financial advantage for anyone; or to cause detriment to the local government (s.171(1)).

2.12.   Not to release information the councillor knows, or should reasonably know, is information that is confidential to the local government (s.171(3)).

2.13.   To correct and keep up to date the councillor's register of interests (s.171B) and as stipulated in Chapter 8, Part 5 and Schedule 5 of the *Local Government Regulation 2012.*

2.14.   To disclose a material personal interest (s.172).

2.15.   To declare conflicts and perceived conflicts of interest (s.173).

2.16.   Not to give false or misleading information, either orally or in a document to anyone named under this section (s.234).

Councillors also have responsibilities under the *Work Health & Safety Act 2011*, including a general duty of any worker to take reasonable care for his/her safety; take reasonable care that his/her acts or omissions do not adversely affect the health and safety of others; comply with any reasonable instruction by the person conducting the business or undertaking; and co-operate with any reasonable policy or procedure relating to the health or safety of the workplace (s.28).

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*This is not an exhaustive list. Councillors should maintain a good working knowledge of the Act and other legislation to the extent that they impose obligations on them. Examples include: *Integrity Act 2009*, *Right to Information Act 2009*, *Local Government Electoral Act 2011* and the *Public Sector Ethics Act 1994*.

3. Key ethical and behavioural obligations

Councillors must:

3.1.   ensure that their personal conduct does not reflect adversely on Council's reputation;

3.2.   demonstrate respect for fellow councillors, council employees and members of the community;

3.3.   commit to honest, fair and respectful engagement with the community;

3.4.   conform to the requirements of Council's Meeting Policy (POL-3127) and its Meetings Standing Orders during formal meetings of the Council and its committees;

3.5.   not communicate with the public on behalf of Council, through the media or otherwise, unless authorised to do so in accordance with Council's Media Relations Policy and Guideline (POL-3072 and GL-3072-001) and the Use of Social Media by Councillors Guideline (GL-0248-007); and must not commit Council to a position or outcome unless expressly authorised to do so;

3.6.   when communicating to the public, through the media or otherwise, make it clear whether they are speaking on behalf of Council, or are expressing a personal opinion;

3.7.   not provide information about Council to, or issue any instructions to any of Council's contractors or service providers;

3.8.   refrain from harassing or bullying* another councillor, Council employee or any other person; and refrain from supporting anyone else who behaves in such a manner;

3.9.   respect and protect the privacy and personal information of individuals; and

3.10. at Council's general meetings and official Council events/functions, maintain a standard of dress that ensures a professional image of Council and ensures personal safety.

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4. Decision-making

Councillors must comply with the statutory requirements covered in section 2 above.

Additionally, councillors are expected to:

4.1. prepare for meetings and workshops by allocating sufficient time to read and comprehend the information provided for that purpose;

4.2. attend all Council general meetings unless given prior leave of absence and prioritise attendance at Councillor Workshops;

4.3. be active participants in contributing to ideas generation, discussion and debate;

4.4. minimise distractions from phones and computers;

4.5. note that workshops are not decision-making forums and are held to inform, engage and consult with councillors prior to formal consideration of matters in a public forum; and

4.6. respect that all information presented and discussed at workshops is confidential unless specifically documented to the contrary.

(Note – 'workshops' includes councillor workshops and mayor/councillor meetings).

5. Contact with staff

The Acceptable Requests Guideline (GL-3125-002), adopted by Council pursuant to section 170A(6) of the Act, details the arrangements that apply to councillors seeking assistance or information from Council's employees.

Councillors should avoid seeking advice or information from staff who are not on the list attached to that Guideline. Councillors must also note section 170 of the Act and the requirement not to direct staff, or attempt to do so (see 'key responsibilities of councillors' above).

Councillors should take particular care to frame requests for assistance or information in such a way that they cannot be interpreted as instructions, or as attempts to exert improper influence over a process or decision.

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Contact with managers and staff should be restricted to normal business hours unless the matter is urgent, i.e. it is of such significance that its resolution cannot wait until business hours resume. In such cases, the published on-call procedures will be used.

Excessive and unnecessary copying of emails to groups of managers/staff should be avoided.

Unless specifically involved as a panel member of a staff recruitment process (such as required by section 196 of the Act – employing a senior executive employee), councillors are to distance themselves from such processes to avoid being perceived as using their office to improperly influence decisions relating to the employment or career advancement of Council staff.

6. Use of entitlements

Councillors must ensure that public resources are used prudently and only in the public interest. Council has adopted the Expenses Reimbursement and Provision of Facilities for Councillors Policy and Guideline (POL-3076 and GL-3076-001) which ensure that councillors have the facilities and support to perform their duties whilst also ensuring compliance with community expectations and statutory requirements.

Councillors must not use Council resources any purpose that is prohibited in any Council policy, guideline or procedure. This includes the use of Council equipment and facilities for electoral purposes, or enlisting Council employees to assist with a councillor's private business. Councillors must take all reasonable care of Council equipment and must not permit the misuse of equipment, facilities or other resources by any other person.

7. Council's policies, guidelines and procedures

To the extent that they are relevant, councillors must comply with Council's approved policies, guidelines and procedures.

8. Consequences of failing to comply with this Code

Section 176(4) of the Act provides:

(4) Inappropriate conduct is conduct that is not appropriate conduct for a representative of local government, but is not misconduct, including for example –
(a) a councillor failing to comply with the local government's procedures; or
(b) a councillor behaving in an offensive or disorderly way in a meeting of the local government or any of its committees.

A failure to comply with this code by a councillor (other than by the mayor or the deputy mayor) will be inappropriate conduct (as defined in section 176(4) of the Act) and render a councillor liable to disciplinary action prescribed by section 181(2) of the Act. Section

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181(2) provides that the mayor may make either or both the following orders that the mayor considers appropriate in the circumstances:

(a)   an order reprimanding the councillor for the inappropriate conduct;

(b)   an order that any repeat of the inappropriate conduct be referred to the regional conduct review panel as misconduct.

Pursuant to section 181(3) of the Act, if the mayor makes three orders under section 181(2) of the Act about the same councillor within one year, the mayor must refer the repeated inappropriate conduct by the councillor to a regional conduct review panel or the tribunal.

A failure to comply with this code by the mayor or deputy mayor will also be considered inappropriate conduct but, by virtue of section 176C(3) of the Act, must be referred to the chief executive of the Department of Local Government.

While any failure to comply with any part of this Code may comprise an act of inappropriate conduct, some acts or omissions may also constitute misconduct or corrupt conduct depending on the circumstances relating to the acts or omissions (s.176(3) of the Act and s.15 *Crime and Corruption Act 2001.)*

9. How complaints are dealt with

Complaints about the conduct and performance of councillors are dealt with according to the requirements of the Act.   Details of the processes followed are contained in the Conduct and Performance of Councillors Policy and Guideline (POL-3096 and GL-3096-001) which have been adopted by Council.

*- The terms 'harassing and bullying' used above are defined as:

Workplace Bullying
The repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice. It includes behaviour that intimidates, offends, degrades or humiliates a worker.

Workplace Harassment
Unlawful harassment occurs when someone is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin; sex; disability; sexual preference; or some other characteristic specified under antidiscrimination or human rights legislation. It can also happen if someone is working in a 'hostile' – or intimidating – environment.

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Associated Documents

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- POL-3096 Conduct and Performance of Councillors Policy
- GL-3096-001 Conduct and Performance of Councillors Guideline
- POL-3076 Expenses Reimbursement and Provision of Facilities for Councillors Policy
- GL-3076-001 Expenses Reimbursement and Provision of Facilities for Councillors Guideline
- GL-3125-002 Acceptable Requests Guideline
- POL-3072 Media Relations Policy
- GL-3072-001 Media Relations Guideline
- GL-0248-007 Use of Social Media by Councillors Guideline

Document Control

Only the Council can approve amendments to this guideline. Please forward any requests to change the content of this document to the Manager Corporate Governance.

Approved amended documents must be submitted to the Corporate Meetings & Registers Team to place the document on the Policy, Guidelines and the Procedures Register.

Version Information

Version No.	Date	Key Changes
2	26 November 2014	Completely revised from previous version due to implementation of the *Local Government Act 2009*

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Use of Social Media by Councillors

[Version Information](#)

Scope

This guideline applies to all councillors.

Purpose

This guideline is to assist councillors to:

- Use social media effectively as a tool to share information and engage their electorate in a two-way conversation.
- Comply with their obligations under the *Local Government Act 2009*, the Code of Conduct for Councillors and other relevant Council policies and guidelines.

Definitions

Social media is a group of online applications such as social networking sites, forums, wikis, blogs, microblogs, video, photo and audio sharing sites that allow people to publish, share and discuss content. Examples include Facebook, Twitter, Instagram, YouTube and Flickr.

Defamation is the publication of material that is likely to lower a person in the estimation of others, or cause injury to a person's reputation by exposing them to hatred, contempt, or ridicule, and is without lawful excuse.

Actions and responsibilities

Below is a list of responsibilities for councillors when using social media. These responsibilities include and expand on those already existing within the Code of Conduct for Councillors and support the responsibilities and requirements of councillors as outlined in the *Local Government Act 2009* and other relevant Council policies.

Councillors must:

- Respect the democratic process and publicly represent Council decisions when speaking on behalf of Council. (Council's Media Relations Guideline GL-3072-001 details these authorisations which include the Mayor, Portfolio Leader and Divisional Councillor.)
- Only disclose and discuss publicly available information.

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- When communicating with the public or media, make it clear when they are expressing a personal opinion and when they are speaking on behalf of Council. The use of a generic disclaimer on the social media page will suffice.
- Ensure that all content published is accurate and not misleading.
- Comply with any corporate internal communication guidelines that have been approved by the Council's chief executive officer.
- Be polite and respectful to all people they interact with.
- Adhere to the Terms of Use of the relevant social media platform/website, as well as copyright, privacy, defamation, contempt of court, discrimination, harassment and other applicable laws.

Councillors must not:

- Post material that is offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, sexist, infringes copyright, constitutes a contempt of court, breaches a Court suppression order, or is otherwise unlawful.
- Use, disclose or release any confidential or personal information obtained in their capacity as a councillor.
- Imply they are authorised to speak on behalf of council unless approved to do so.
- Use Redland City Council logos or insignia that may give the impression of official Council support or endorsement of their personal comment on non-council related issues.
- Publish video, photographs or audio of council staff on social media unless approval has been provided by the staff member and their group manager. (An exception applies where permission is implied, e.g. the taking of photographs at an awards ceremony.)
- Take or publish photos of children without the express permission of their parents based on an understanding of what the councillor intends to use the picture for.

Benefits of social media

Social media is free and accounts cost nothing. Social media allows councillors to:

- Have conversations with a range of people that they would never be able to physically meet and who do not traditionally seek out their local representatives.
- Find out what people are talking about locally, their concerns and interests.
- Find out about breaking news, the latest research or publication or the latest policy announcements from political parties.
- Make the electorate more aware of the work they do.
- Communicate immediately, pass on information and receive opinions in minutes.
- Promote their messages to the media instantly, wherever they are.
- Upload pictures and videos to show the role their role in local events - a picture tells a thousand words.
- Receive immediate feedback on ideas and modify proposals in line with local thinking.

CMR Team use only

Department: Organisational Services	**Effective date:**
Group: Communication, Engagement and Tourism	**Version:** 1
Approved by: General Meeting	**Review date:**
Date approved:	**Page:** 2 of 3

Defamation

High profile defamation cases have highlighted the pitfalls associated with the use of social media, and councillors are urged to take extreme caution when using such sites. Councillors should never post anything that could be considered defamatory or allow others to post potentially defamatory comments on their sites. If such a situation occurs, the councillor should remove the post immediately and seek independent legal advice.

Reference Documents

This Guideline has been developed to support the application or administration of policy POL-0248 Code of Conduct for Councillors.

Associated Documents

- *Local Government Act 2009*
- POL-3037 Complaints Management Process Policy
- POL-3096 Conduct and Performance of Councillors Policy
- GL-3072-001 Media Relations Guideline

Document Control

- Only the Council can approve amendments to this guideline. Please forward any requests to change the content of this document to the Manager Communication, Engagement & Tourism.

- Approved amended documents must be submitted to the Corporate Meetings & Registers Team to place the document on the Policy, Guidelines and the Procedures Register.

Version Information

Version No.	Date	Key Changes
1	26 November 2014	New document

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11.3 PORTFOLIO 3   (CR JULIE TALTY)

CITY PLANNING AND ASSESSMENT

11.3.1 DECISIONS MADE UNDER DELEGATED AUTHORITY FOR CATEGORY 1, 2 & 3 DEVELOPMENT APPLICATIONS

Dataworks Filename:	Reports to Council – Planning & Development
Attachment:	**Decisions Made Under Delegated Authority 26 10 2014 to 08 11 2014**
Authorising Officer:	**Louise Rusan** **General Manager Community & Customer Services**
Responsible Officer:	**David Jeanes** **Group Manager City Planning & Assessment.**
Author:	**Debra Weeks** **Group Support officer**

PURPOSE

The purpose of this report is for Council to note that the decisions listed below were made under delegated authority for Category 1, 2 and 3 development applications.

This information is provided for public interest.

BACKGROUND

At the General Meeting of 27 July, 2011, Council resolved that development assessments be classified into the following four Categories:

Category 1 – Minor Complying Code Assessments and Compliance Assessments and associated administrative matters, including correspondence associated with the routine management of all development applications;

Category 2 – Complying Code Assessments and Compliance Assessments and Minor Impact Assessments;

Category 3 – Moderately Complex Code & Impact Assessments; and

Category 4 – Major and Significant Assessments.

The applications detailed in this report have been assessed under:-

- Category 1 criteria - defined as complying code and compliance assessable applications, including building works assessable against the planning scheme, and other applications of a minor nature, including all accelerated applications.

- Category 2 criteria - defined as complying code assessable and compliance assessable applications, including operational works, and Impact Assessable applications without submissions of objection. Also includes a number of process related delegations, including issuing planning certificates, approval of works on and off maintenance and the release of bonds, and all other delegations not otherwise listed.

- Category 3 criteria that are defined as applications of a moderately complex nature, generally mainstream impact assessable applications and code assessable applications of a higher level of complexity. Impact applications may involve submissions objecting to the proposal readily addressable by reasonable and relevant conditions. Both may have minor level aspects outside a stated policy position that are subject to discretionary provisions of the Planning Scheme. Applications seeking approval of a plan of survey are included in this category. Applications can be referred to General Meeting Development for a decision.

OFFICER'S RECOMMENDATION

That Council resolves to note this report.

Application	Description	Category	Applicant	Property Address	Application Type	Decision Date	Decision	Division
Decisions Made Under Delegated Authority 26.10.2014 to 01.11.2014								
Category 1								
ROL005810	Standard Format - 2 into 2 Lots	Category1	Statewide Survey Group Pty Ltd Consulting Surveyors	56 Sturgeon Street, Ormiston QLD 4160	Code Assessment	27/10/2014	Development Permit	1
BWP002462	Design & Siting - Garage	Category1	Building Certification Consultants Pty Ltd	15 Seagull Street, Victoria Point QLD 4165	Concurrence Agency Response	29/10/2014	Approved	4
MCU013345	Dual Occupancy - ADA	Category1	Dixon Homes Pty Ltd (Sherwood)	11 Anita Street, Redland Bay QLD 4165	Code Assessment	29/10/2014	Development Permit	4
MCU013344	New Dwelling - ADA	Category1	Bay Island Designs	2 Natone Terrace, Macleay Island QLD 4184	Code Assessment	27/10/2014	Development Permit	5
OPW001717	Advertising Device	Category1	Outdoor Intelligence Pty Ltd	Victoria Point Lakeside Shopping Centre / Library, 7-13 Bunker Road, Victoria Point QLD 4165	Code Assessment	29/10/2014	Development Permit	6
BWP002561	Domestic Outbuilding	Category1	Building Code Approval Group Pty Ltd Angelique Anne Collins Minette Rishelle Collins	796-800 Mount Cotton Road, Sheldon QLD 4157	Code Assessment	27/10/2014	Development Permit	6

Application	Description	Category	Applicant	Property Address	Application Type	Decision Date	Decision	Division
OPW001723	Advertising Device	Category1	Carol Louise Mary Hayes Ivan Bernard Geoffrey Hayes	157 Mount Cotton Road, Capalaba QLD 4157	Code Assessment	27/10/2014	Development Permit	9
Category 2								
ROL005682	Standard Format - 1 into 5 lots	Category2	Rocapa Pty Ltd	23 Dundas Street, Ormiston QLD 4160	Code Assessment	28/10/2014	Development Permit	1
OPW001740	BULK EARTHWORKS - FILLING - relates to OPW001680	Category2	Roycorp No 5 Pty Ltd	344 Redland Bay Road, Thornlands QLD 4164	Compliance Assessment	31/10/2014	Compliance Permit	4
OPW001592.4	Operational Works - ROL - 1 into 37 - ERA Stage 4	Category2	Sheehy & Partners Pty Ltd	401-451 Redland Bay Road, Capalaba QLD 4157	Code Assessment	28/10/2014	Development Permit	7

Decisions Made under Delegated Authority 02.11.2014 to 08.11.2014								
Application	Description	Category	Applicant	Property Address	Application Type	Decision Date	Decision	Division
Category 1								
BWP002579	Design & Siting - Additions	Category1	The Certifier Pty Ltd	125 Gordon Street, Ormiston QLD 4160	Concurrence Agency Response	07/11/2014	Approved	1
BWP002594	Design and Siting - Pool and Fence	Category1	The Certifier Pty Ltd	15-17 George Street, Ormiston QLD 4160	Concurrence Agency Response	03/11/2014	Approved	1
BWP002595	Design & Siting - Dwelling House	Category1	The Certifier Pty Ltd	66-68 Sturgeon Street, Ormiston QLD 4160	Concurrence Agency Response	03/11/2014	Approved	1
BWP002605	Design and Siting - Carport	Category1	David Parr Valentina Parr	665 Main Road, Wellington Point QLD 4160	Concurrence Agency Response	04/11/2014	Approved	1
BWP002614	Design and Siting - Dwelling	Category1	Clarendon Homes Qld Pty Ltd	31 Kelso Street, Wellington Point QLD 4160	Concurrence Agency Response	05/11/2014	Approved	1
BWP002609	Design & Siting - Dwelling House	Category1	Building Code Approval Group Pty Ltd	12 Ransom Court, Thornlands QLD 4164	Concurrence Agency Response	07/11/2014	Approved	3
ROL005833	Standard Format 1 into 2 Lots	Category1	Javica Property Solutions Pty Ltd	4 Kim Jon Court, Thornlands QLD 4164	Code Assessment	03/11/2014	Development Permit	4
ROL005834	Reconfiguration of Lot 1 into 2 Standard Format	Category1	Javica Property Solutions Pty Ltd	6 Kim Jon Court, Thornlands QLD 4164	Code Assessment	04/11/2014	Development Permit	4
ROL005840	Standard Format: 1 into 2	Category1	Javica Property Solutions Pty Ltd	10 Kim Jon Court, Thornlands QLD 4164	Code Assessment	07/11/2014	Development Permit	4

Application	Description	Category	Applicant	Property Address	Application Type	Decision Date	Decision	Division
BWP002596	Design & Siting - Deck	Category1	O'Brien RNR Properties Pty Ltd As Trustee	31 Hamilton Street, Redland Bay QLD 4165	Concurrence Agency Response	03/11/2014	Approved	5
MCU013354	Dual Occupancy - ADA	Category1	Dixon Homes Pty Ltd (Sherwood)	163 Mill Street, Redland Bay QLD 4165	Code Assessment	07/11/2014	Development Permit	5
BWP002623	Design & Siting- Dwelling House	Category1	GMA Certification Group Pty Ltd	123 Bunker Road, Victoria Point QLD 4165	Concurrence Agency Response	07/11/2014	Approved	5
MCU013312	Agriculture Outbuilding	Category1	Grant Stephen Daniels	672-682 Mount Cotton Road, Sheldon QLD 4157	Code Assessment	06/11/2014	Development Permit	6
BWP002564	Design & Siting - Dwelling House	Category1	Reliable Certification Services	26 Amphora Street, Mount Cotton QLD 4165	Concurrence Agency Response	03/11/2014	Approved	6
BWP002582	Domestic Outbuilding and Setbacks for Additions	Category1	Suzanne Louise Hooper Darren William Jensen	16-18 Kiwi Street, Sheldon QLD 4157	Code Assessment	03/11/2014	Development Permit	6
BWP002584	Domestic Outbuilding - Shed	Category1	Strickland Certification Pty Ltd	741-745 Mount Cotton Road, Sheldon QLD 4157	Code Assessment	05/11/2014	Development Permit	6
BWP002592	Design & Siting - Dwelling House	Category1	Coral Homes (Qld) Pty Ltd	45 Bankswood Drive, Redland Bay QLD 4165	Concurrence Agency Response	06/11/2014	Approved	6
BWP002603	Design & Siting- Dwelling House	Category1	Metricon Homes Qld	57 Balthazar Circuit, Mount Cotton QLD 4165	Concurrence Agency Response	05/11/2014	Approved	6
ROL005816	1 into 2 Standard Format	Category1	Castle Glenn Homes	39 Gardenia Drive, Birkdale QLD 4159	Compliance Assessment	03/11/2014	Compliance Permit	8

Application	Description	Category	Applicant	Property Address	Application Type	Decision Date	Decision	Division
BWP002590	Design & Siting - Front Boundary for Carport and Front Awning	Category1	The Certifier Pty Ltd	38 Montgomery Drive, Wellington Point QLD 4160	Concurrence Agency Response	05/11/2014	Approved	8
BWP002601	Design & Siting - Domestic Outbuilding	Category1	Adept Building Approvals	5 Mackay Court, Alexandra Hills QLD 4161	Concurrence Agency Response	05/11/2014	Approved	8
BWP002611	Design & Siting - Carport	Category1	All Star Energy	45 Prunda Circuit, Wellington Point QLD 4160	Concurrence Agency Response	06/11/2014	Approved	8
BWP002610	Design & Siting - Dwelling House	Category1	Building Code Approval Group Pty Ltd	48 Frank Street, Thorneside QLD 4158	Concurrence Agency Response	07/11/2014	Approved	10
Category 2								
ROL005743	Standard format - 1 into 3	Category2	Dirk Arnold Consulting Architects	270-272 Wellington Street, Ormiston QLD 4160	Code Assessment	03/11/2014	Permissible Change - Development Permit	1
OPW001739	Operational Works - ROL - 1 into 3 - Smart eDA	Category2	Brigitte Irene Arnold Dirk Erich Heinz Arnold Civil Dimensions Consulting Engineers	270-272 Wellington Street, Ormiston QLD 4160	Code Assessment	07/11/2014	Development Permit	1
MCU013253	DUAL OCCUPANCY	Category2	Solis Design And Drafting	27 Sternlight Court, Cleveland QLD 4163	Impact Assessment	05/11/2014	Development Permit	2

Application	Description	Category	Applicant	Property Address	Application Type	Decision Date	Decision	Division
OPW001731	Operational Works - MCU - Stages 4 & 5 Retirement Village - eda - civil - 19 units	Category2	Aveo Cleveland (No 2) Pty Limited	AVEO Cleveland, 136-150 Smith Street, Cleveland QLD 4163	Compliance Assessment	05/11/2014	Approved	3
MCU013096	Combined- Shop and Multiple Dwelling X 5	Category2	Victoria Point Storage Facilities	2 Williams Street, Coochiemudlo Island QLD 4184	Impact Assessment	04/11/2014	Development Permit	4
OPW001696	Operational Works - MCU - Car parking/ Acoustic/ Waste Management ONLY	Category2	McKenzie Aged Care Group Pty Ltd

Total Construction Pty Ltd | 264 Old Cleveland Road East, Capalaba QLD 4157 | Compliance Assessment | 05/11/2014 | Approved | 9 |

11.3.2 APPEALS LIST CURRENT AS AT 11.11.2014

Dataworks Filename:	**Reports to Council Planning & Development**
Authorising Officer:	
	Louise Rusan **General Manager Community & Customer Services**
Responsible Officer:	**David Jeanes** **Group Manager City Planning & Assessment**
Author:	**Chris Vize** **Service Manager Planning Assessment**

PURPOSE

The purpose of this report is for Council to note the current appeals.

BACKGROUND

Information on appeals may be found as follows:

1. **Planning and Environment Court**

   a) Information on current appeals and declarations with the Planning and Environment Court involving Redland City Council can be found at the District Court web site using the "Search civil files (eCourts) Party Search" service: http://www.courts.qld.gov.au/esearching/party.asp

   b) Judgements of the Planning and Environment Court can be viewed via the Supreme Court of Queensland Library web site under the Planning and Environment Court link: http://www.sclqld.org.au/qjudgment/

2. **Department of State Development, Infrastructure and Planning (SDIP)**

   The DSDIP provides a Database of Appeals (http://services.dip.qld.gov.au/appeals/) that may be searched for past appeals and declarations heard by the Planning and Environment Court.

   The database contains:

   - A consolidated list of all appeals and declarations lodged in the Planning and Environment Courts across Queensland of which the Chief Executive has been notified.

   - Information about the appeal or declaration, including the appeal number, name and year, the site address and local government.

ISSUES

1.	File Number:	Appeal 1963 of 2009 - (MC010715)
Applicant:		**JT George Nominees P/L**
Application Details:		Preliminary Approval for MCU for neighbourhood centre, open space and residential uses (concept master plan). Cnr Taylor Rd & Woodlands Dve, Thornlands.
Appeal Details:		Applicant appeal against refusal.
Current Status:		The appellant has submitted amended plans to all parties. Council and co-respondents are considering the amended plans. The matter is listed for a determination on whether the amendments comprise a minor change.
Hearing Date:		Listed for review 21 November 2014.

2.	File Number:	Appeal 2675 of 2009 - (MC010624)
Applicant:		**L M Wigan**
Application Details:		Material Change of Use for residential development (Res A & Res B) and preliminary approval for operational works 84-122 Taylor Road, Thornlands
Appeal Details:		Applicant appeal against refusal.
Current Status:		The appellant has submitted amended plans that are considered a minor change to the application. Orders have been made by the Court outlining events and timeframes. The parties must attend a without prejudice meeting by 5 December 2014.

3.	File Number:	Appeal 4521 of 2013 - (MCU012995)
Applicant:		**D Polzi and ML Polzi**
Application Details:		Material Change of Use for a Landscape Supply Depot
Appeal Details:		Submitter appeal against development permit approval.
Current Status:		Listed for review 4 February 2015.

4.	File Number:	Appeal 4564 of 2013 - (ROL005669)
Applicant:		**Ausbuild Projects Pty Ltd**
Application Details:		Reconfiguration of Lots (6 into 259) and Material Change of Use (Dwelling Houses)
Appeal Details:		Applicant appeal against refusal.
Current Status:		Adjourned until 4 December 2014.

5.	File Number:	Appeal 1760 of 2014 - (ROL005698)
Applicant:		**Ausbuild Pty Ltd**
Application Details:		Reconfiguration of Lots (8 lots) and Material Change of Use (Dwelling Houses)
Appeal Details:		Applicant appeal against refusal.
Current Status:		Awaiting reports from joint experts prior to final mediation taking place.

6.	File Number:	Appeal 4013 of 2014 - (ROL005786)
Applicant:		**Aedis Development**
Application Details:		Reconfiguring a Lot (1 into 4 lots)
Appeal Details:		Appeal against Infrastructure Charges Notice.
Current Status:		Appeal filed on 15 October 2014. Appeal to be withdrawn following issue of amended Infrastructure Charges Notices.

7.	File Number:	Appeal 4191 of 2014 - (SB005471)
Applicant:		**Villa World Development Pty Ltd**
Application Details:		Reconfiguring a Lot (1 into 99 lots)
Appeal Details:		Originating application for a permissible change to the Court Approval 1171 of 2013
Current Status:		Appeal filed on 27 October 2014. Hearing date 26/11/2014.

OFFICER'S RECOMMENDATION

That Council resolves to note this report.

11.3.3 AUSBUILD APPEAL 4797 OF 2013 PROPOSED CHANGE TO DEVELOPMENT RECONFIGURATION OF LOTS (5 INTO 244 LOTS) AND MATERIAL CHANGE OF USE (DWELLING HOUSES) - SOUTH EAST THORNLANDS

Dataworks Filename:	ROL005695

Authorising Officer:	
	Louise Rusan **General Manager Community & Customer Services**

Responsible Officer	**David Jeanes** **Group Manager City Planning & Assessment**

Author:	**Janice Johnston** **Senior Planner Planning Assessment**

PURPOSE

Application type: Approved Use:	Change to a Court Order Reconfiguration of Lots by Standard Format Plan (5 into 244 Lots over 6 Stages) & Material Change of Use (Dwelling Houses)
Property Description and Location:	376-386 Boundary Road, Thornlands (Part of Lot 2 on RP154341) 392 Boundary Road, Thornlands (Part of Lot 3 on RP856222) 394 Boundary Road, Thornlands (Part of Lot 4 on RP856222) 396 Boundary Road, Thornlands (Lot 14 on SP119616 – access purposes only) 303-313 Cleveland Redland Bay Road, Thornlands (Lot 6 on RP14839) 315-327 Cleveland Redland Bay Road, Thornlands (Lot 1 on RP154341) 345-357 Cleveland Redland Bay Road, Thornlands (Lot 21 on SP 216148)
Land area:	178,351m²

Zoning:	CP - Community Purposes - SubArea CP7 MDR - Medium Density Residential OS - Open Space UR - Urban Residential UR - Urban Residential - SubArea UR1
Overlays:	Acid Sulfate Soils Overlay Bushfire Hazard Overlay Bushland Habitat Overlay Flood Storm and Drainage Constrained Land Overlay Road and Rail Noise Impact Overlay South East Thornlands Overlay Waterways Wetlands and Moreton Bay Overlay

Appellant: Date Request lodged with Council:	Ausbuild Project Pty Ltd 29 October 2014
Assessment manager: Manager:	Janice Johnston David Jeanes (Group Manager, City Planning and Environment)

Council issued a Development Permit (Council reference ROL005695) subject to conditions for Reconfiguration of Lots by Standard Format Plan (5 into 244 Lots over 6 Stages) and Material Change of Use (Dwelling Houses) on the subject site on 4 December 2013.

On 16 December 2013, the appellant filed an appeal in relation to Condition 49 of the Development Permit (additional infrastructure charges), requesting that the condition be deleted. Following mediation, a Court Order was issued on 7 February 2014 (No. 4797 of 2013) by the Planning and Environment Court, approving the application with Condition 49 removed.

The appellant is currently preparing a request to change the development Court Order. This will be lodged with the Planning and Environment Court in accordance with s369 of the *Sustainable Planning Act* (SPA).

It is recommended that Council adopt the officer's recommendation to grant the Chief Executive Officer delegated authority to respond to the change request and issue a letter of no objection to the proposed changes, subject to an amended Infrastructure Charges Notice being issued.

BACKGROUND

The *Sustainable Planning Act* requires that any request to change a development permit issued by the Court, is to be made to the Court (as the responsible entity). The appellant must also provide a copy of the request to the original assessment manager (Council). Within 20 business days of receiving a copy of a request to change an application, Council must respond to the Court, advising that:

(a) it has no objection to the change being made; or

(b) it objects to the change being made and the reasons for the objection.

If no notice is provided by Council to the Court within 20 business days, the Court must decide the request as if the Council had no objection to the request.

At the time of writing this report, the application to the Court by the appellant had not been made. However, it is noted that this may be submitted to the Court prior to the General Meeting where this report is considered.

The appellant however has lodged a request for a 'pre-request response notice' from Council under s368 of SPA. This request is lodged prior to the application to the Court and seeks written advice from Council as to whether or not the Council objects to the proposed changes.

Where the appellant has a 'pre-request response notice' from Council which advises there are no objections, the formal request to change made to the Court will not need to be provided to Council for further comment.

Therefore, this report seeks officer delegation to respond to either the 'pre-request response notice' lodged under s368 of SPA, or a copy of the request to change the approval given to Council under s372 of SPA, if such a request is lodged with Council prior to consideration at General Meeting.

ISSUES

The permissible change request to the Court will seek to amend two conditions:

- Condition 1 (Section 1 – Development Permit for Reconfiguration of Lots by Standard Format Plan – 5 into 244 Lots over 6 Stages); and

- Condition 1 (Section 2 – Development Permit for Material Change of Use – Dwelling Houses).

A summary of the changes are as follows:

1. Change the Built to Boundary status for all 'Urban Allotments' from 'mandatory' to 'optional';

2. Change the type of dwelling for all 'Premium Urban Allotments' from two bedroom to three bedroom;

3. Incorporate the Council's approved handwritten amendments on the approved plans, increasing the number of on-site parking spaces for all 'Urban Allotments' from 1.8 to 2; and

4. Minor changes to the site areas of a number of allotments across all 6 stages so as to be consistent with Ausbuild's latest detailed survey.

Council officers have assessed the proposed changes and raise no objections to the four proposed changes given that:

- There is no requirement in the Redlands Planning Scheme (RPS) to build walls to the boundary. Additionally, the removal of this current requirement would have no adverse impact upon the development.

- The changes to the size of lots are minor and do not alter the overall outcome of the development. The development still provides for a wide range of lot sizes as envisaged by the Reconfiguration Code.

- The increase in the number of bedrooms from two (2) to three (3) does not trigger any additional requirements under the RPS. The change applies to 37 'Premium Urban Allotments' within the development.

  The future dwellings on these allotments will include parking areas for two (2) cars in accordance with the RPS. The addition of a bedroom will not trigger additional parking spaces. It is also noted that each of these lots has a 10m frontage which allows for on-street parking for one car in front of each lot.

Although no objections are raised in relation to the proposed changes, it is noted that the change to the number of bedrooms for 'Premium Urban Allotments', will result in additional infrastructure charges being triggered.

Therefore, the Infrastructure Charges Notice (ICN) issued with the original development permit will need to be amended. The current ICN charge is for 55 x 2 bedroom dwellings (at $20,000 per dwelling) plus 189 x 3 bedroom dwellings (at $28,000 per dwelling).

This will need to be amended to 18 x 2 Bedroom dwellings (at $20,000 per dwelling) plus 226 x 3 bedroom dwellings (at $28,000 per dwelling). It is noted that this will increase the total infrastructure charge from the current value of $6,252,000 to $6,548,000 (an additional $296,000) calculated as follows:

<div align="center">

18 (2 bedroom dwellings) x $20,000

Plus

226 (3 bedroom dwellings) x $28,000

Minus

5 x $28,000 (credit for existing lots)

</div>

The response letter to the appellant or Court will therefore need to identify that an amended ICN will need to be issued with any change of development approval which permits additional bedrooms.

STRATEGIC IMPLICATIONS

Legislative Requirements

The relevant legislative requirements have been described within the "background" section of this report.

Risk Management

The relevant legislative requirements have been described within the "background" section of this report. If no response is made to the appellant within the relevant timeframe, the Court will decide the change request as if Council had no objections. Council could therefore miss the opportunity to notify the Court of the trigger for an amended ICN if no response is given.

Financial

The financial implications have been described within the "issues" section of this report.

People

Not applicable.

Environmental

Not applicable given that the proposed changes will not impact on the environmental values of the site.

Social

The proposed changes do not trigger any further requirements under the RPS.

Alignment with Council's Policy and Plans

The proposed changes do not trigger any further assessment against the RPS. If the initial application had been lodged with the changes as proposed, the officer's recommendation and conditions would not be any different to that recommended previously.

CONSULTATION

The assessment manager has consulted with other internal Council officers where appropriate.

OPTIONS

Option 1

1. To delegate authority to the Chief Executive Officer (under s.257(1)(b) of the *Local Government Act 2009*) to respond to the 'pre-request response notice' request received on 29 October 2014, or a notice from the appellant advising of a permissible change application lodged with the Court; and

2. To respond to the appellant or Court with a notice of no objection to the proposed changes, subject to an amended Infrastructure Charges Notice being issued.

Option 2

1. To delegate authority to the Chief Executive Officer (under s.257(1)(b) of the *Local Government Act 2009*) to respond to the 'pre-request response notice' request received on 29 October 2014, or a notice from the appellant advising of a permissible change application lodged with the Court; and

2. To respond to the appellant or Court with a notice of objection to the proposed changes. It is noted that reasons for the objection would need to be provided in accordance with the Sustainable Planning Act s.373 (1b).

OFFICER'S RECOMMENDATION

That Council resolves to:

1. **Delegate authority to the Chief Executive Officer (under s.257(1)(b) of the *Local Government Act 2009*) to respond to the 'pre-request response notice' request received on 29 October 2014, or a notice from the appellant advising of a permissible change application lodged with the Court; and**

2. **Respond to the appellant or Court with a notice of no objection to the proposed changes, subject to an amended Infrastructure Charges Notice being issued.**

11.4   PORTFOLIO 5   (CR PAUL GLEESON)

INFRASTRUCTURE & OPERATIONS

11.4.1 PARK NAMING AMENDMENT - DR NOEL BARKER PARK

Dataworks Filename:	**P&R Parks & Reserves – P&R Naming**
Attachment:	**Locality Map - Dr Noel Barker Park**
Authorising Officer:	**Gary Soutar** **General Manager Infrastructure & Operations**
Responsible Officer:	**Lex Smith** **Group Manager City Spaces**
Author:	**Annette Henderson** **Support Officer Public Place Projects Unit**

PURPOSE

The purpose of this report is to advise that there is an amendment to the Council resolution Item 11.1.1 of the General Meeting Minutes of 29 October 2014:

That Council resolves to tribute name the land at 11 Church Street, Victoria Point (Lots 5 and 6 on RP 102509) as "Noel Barker Park" for Dr Barker's outstanding contribution associated with the Redlands Community.

BACKGROUND

The Barker Family, through the Divisional 4 Councillor, has now requested that the land at 11 Church Street, Victoria Point be named "Dr Noel Barker Park".

ISSUES

The Wilson Family once owned this land and survey plan RP102509 shows that Lot 6 of the two lots that comprise the parkland was handed over to Council for esplanade purposes in July 1964.

Redland Shire Council (RSC) acquired the larger lot, being Lot 5 in December 1977.

Long term Redland residents have advised of oral history concerning the mature Moreton Bay fig tree on Lot 5 of the parkland.

Approximately 40 years ago, three long term Redland families regularly picnicked under the Moreton Bay fig tree and it is their belief that the waterfront land (Lot 6) was handed over to Council for park purposes, on the condition that the fig tree would always remain, even though the fig tree is situated on Lot 5.

After extensive research into Council's hard copy files, no documentation to confirm the above proposition could be found, but the land is zoned Conservation, highlighting the environmental value of the fig tree.

STRATEGIC IMPLICATIONS

Legislative Requirements

This request is in accordance with Council's park naming policy (POL-3068) and Local Law Policy No. 15 (Parks and Reserves).

The policy states:

Item 4. Conservation parks and pathways to be permitted to be named or renamed after person/s whom the community highly recognises.

Risk Management

There are no risks involved in naming parkland "Dr Noel Barker Park".

Financial

The naming of the park would involve a financial implication of approximately $1,000 for the supply and installation of park name signage.

People

There are no implications for staff.

Environmental

There are no environmental implications for this park naming.

Social

There is an opportunity for Council to honour a local medical professional and former resident whom the community recognises and holds in high regard.

Alignment with Council's Policy and Plans

Redlands 2030 Community Plan, which outlines the Council vision outcome and goals including:

Redlands 2030 Community Plan, which outlines the Council vision outcomes and goals including:

- Our health, wellbeing and strong community spirit will be supported by a full range of services, programs, organisations and facilities, and our values of caring and respect will extend to people of all ages, cultures, abilities and needs.

This park naming request is in accordance with Council's park naming policy (POL-3068) and Local Law Policy No. 15 (Parks and Reserves)

CONSULTATION

- Division 4 Councillor;
- Parks and Conservation Services Manager;
- Principal Advisor Policy and Strategy; and
- The Barker Family through the Divisional Councillor.

OPTIONS

1. To tribute name the land at 11 Church Street, Victoria Point (Lots 5 and 6 on RP102509) as "Dr Noel Barker Park" for Dr Barker's outstanding contribution associated with the Redlands community.

2. Reject the park naming request for the land at 11 Church Street, Victoria Point (Lots 5 and 6 on RP 102509) and advise the requester.

OFFICER'S RECOMMENDATION

That Council resolves to tribute name the land at 11 Church Street, Victoria Point (Lots 5 and 6 on RP 102509) as "Dr Noel Barker Park" for Dr Barker's outstanding contribution associated with the Redlands Community.

Red-e-map Plot

Legend

House/Unit Numbers
Lot Numbers
Road Names
Suburbs
Outline of Redland City
Current Land
Moreton Bay
Adjacent Shires

2008 Mainland Photos

RGB

Red: Band_1
Green: Band_2
Blue: Band_3

Scale:	Date:
1:1000	4/11/2014

Redland CITY COUNCIL

FOR INTERNAL COUNCIL USE ONLY

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VICTORIA POINT

DR NOEL BARKER PARK

Colburn Avenue

Church Street

Wilson Street

Esplanade

11.4.2 JN 10912 - AUTHORITY TO RELEASE RESERVE FUNDS FOR BED LEVELLING OF RABY BAY EASTERN CHANNEL AND SMALL CRAFT BASIN

Dataworks Filename: RTT Raby Bay Channels

Responsible/Authorising Officer:

Gary Soutar
General Manager Infrastructure and Operations

Author: Rodney Powell
Senior Adviser Infrastructure Project

PURPOSE

This report seeks release of funds from the constrained operating grants and contributions reserve which has a current balance of $128,777. The purpose for the release of the funds is to carry out bed levelling and boat ramp silt removal of the Raby Bay Eastern Channel and Small Craft Basin.

BACKGROUND

Redland City Council (RCC) has recently constructed a new ramp at the William Street Small Craft Basin to provide additional capacity at this site. There has been a regular program to bed level the Eastern Channel however it is not scheduled until the 15/16 financial year. There has been a complaint concerning vessels grounding at the approach to the ramp.

An investigation was carried out (discussion with PDG Project manager) and it was confirmed that the depth of the channel including the ramp approach was within the Department of Transport & Main Roads (TMR) specifications of -0.5metres L.A.T. The matter was then referred to the funding sponsor TMR and we received the advice that: "William Street to all intents and purposes is regarded by TMR as an all-tide ramp and that the desirable dredged depth for the access channel should be 1.1 or 1.2m.

The final approaches in the basin can be shallower, eventually 0.5m below LAT near the toe of the ramps." Taking this advice into consideration TMR has agreed that RCC can release funds from the constrained reserve for the purposes of bed levelling the site.

It was mutually agreed that this was a good interim solution until the long term solution which will include dredging is negotiated between TMR and RCC.

ISSUES

Previous bed levelling has been carried out by Port of Brisbane Corporation. This company has proven capability to accurately and effectively carry out this operation. It is recommended that the project procurement should be on the basis of s235(a) of the *Local Government Regulation 2012* (the *Regulation*) which allows Council to

enter into a contract without complying with the tender or quotation requirements if Council:

- resolves there is only one supplier reasonably available to it.

STRATEGIC IMPLICATIONS

This project is consistent with the Corporate Plan Strategies 3.2 & 3.4.

Legislative Requirements

There are no legislative requirements driving this project. This project will occur in the Moreton Bay Marine Park and a marine park permit will be required.

Risk Management

This project will reduce the risk of vessels running aground when using the RCC boat ramps at William St.

Financial

The funds required for this project are held in a constrained reserve, no council funds are required.

People

There are no staff issues associated with this project.

Environmental

This activity has a low impact on the environment. The site has been previously dredged and is a busy boating channel.

Social

This is a popular launching site for recreational vessels. This project will ensure fishermen and boating families have good and safe access to the bay.

Alignment with Council's Policy and Plans

Corporate Plan Outcome 3 - Embracing the bay

The benefits of the unique ecosystems, visual beauty, spiritual nourishment and coastal lifestyle provided by the islands, beaches, foreshores and water catchments of Moreton Bay will be valued, protected and celebrated.

Community priorities

- Protecting the bay
- Making the bay accessible

CONSULTATION

The funding body, TMR, has been consulted to agree to fund the project. The boating fraternity, through the Recreational Boating Council has been contacted by TMR concerning this project.

OPTIONS

Option 1

- It is recommended that Council agree to release the funds estimated at $50,000.00 required for this project from the Constrained Operating Grants and Contributions reserve; and

- That Council agree to project procurement on the basis of S235(a) of the Regulation that allows Council to enter into a contract without complying with the tender or quotation requirements if as there is only one supplier reasonably available to it which is Port of Brisbane Corporation.

Option 2

If the "do nothing" approach was resolved this would mean the bed-levelling would not occur until 2015/16. This approach would lead to on-going dissatisfaction by the users of these facilities resulting in officers' time being taken up in resolving complaints. Any damage occurring to vessels caused by the depth of the channel may lead to public liability claims.

OFFICER'S RECOMMENDATION
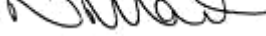
That Council resolves as follows:

3. **To approve release of the funds, estimated at $50,000.00, required for this project from the constrained operating grants and contributions reserve;**

4. **To award sole supplier status to Port of Brisbane Corporation in accordance with section 235(a) of the *Local Government Regulations 2012*, because:**

   a. **the local government resolves it is satisfied that there is only 1 supplier who is reasonably available;**

5. **That this be effective immediately until 30 June 2015; and**

6. **To Delegate authority to the Chief Executive Officer, under s.257(1)(b) of the *Local Government Act 2009*, to negotiate, make, vary, discharge and sign all necessary documentation relating to this matter.**

11.5   PORTFOLIO 6   (CR ALAN BEARD)

EMERGENCY MANAGEMENT

11.5.1 2014-2015 REDLAND CITY DISASTER MANAGEMENT PLAN (PARTS 3 AND 4)

Dataworks Filename:	CS Local Disaster Management Plan
Attachments:	**Disaster Management Plan Parts 3 & 4** **Redland City Human & Social Recovery Plan**
Responsible/Authorising Officer:	Nick Clarke **General Manager Organisational Services**
Author:	**Mike Lollback** **Manager, Disaster Planning and Operations**

PURPOSE

Section 57(1) of the Queensland *Disaster Management Act 2003* (the Act) requires Council to prepare a Disaster Management Plan for the local government area. Part 1 of the Redland City Disaster Management Plan (the Plan) was submitted to Council and endorsed in July 2013.

In November 2013 Part 2 of the Plan, "The Islands of Moreton Bay", was endorsed by Council. At that time it was reported that Parts 3 and 4 of the Plan, namely 'The Redland City Mainland Coastal' and 'The Redland City Mainland Hinterland' respectively, would be submitted for resolution during 2014.

Parts 3 and 4 of the Plan are now submitted for Council endorsement.

BACKGROUND

Part 1 of the Plan was submitted for review in accordance with Section 59(2) of the Act, to the Brisbane Police District and the Office of the Inspector General Emergency Management (IGEM) in August 2014.

At the Redland City Local Disaster Management Group (LDMG) meeting of the 15 October 2014 Assistant Police Commissioner Peter Martin reported that the plan review had achieved 100% compliance for Redland City.

The design of the Plan has been in four specific parts:

- Part 1   Administration, Governance and the role of the LDMG
- Part 2   The Islands of Moreton Bay
- Part 3   Redland City, Mainland Coastal
- Part 4   Redland City, Mainland Hinterland

The Plan replaces previous plans and sub plans. Parts 2 to 4 create a "community plan" that contains specific information to residents of specified suburbs on risk, response, resilience and recovery.

In accordance with Section 60 of the Act, copies of the plans have been printed and held for persons who require them. Under the provisions of Section 60(2) of the Act the Chief Executive Officer has determined that plans will be provided free of cost to persons who require a copy.

The Plan has been well received and is currently in use at the Australian Emergency Management Institute, Victoria as an example of best practice in disaster planning.

In addition, Parts 2 to 4 of the Plan are now available in an on-line interactive version, compatible with PC, IOS and Android devices. The development of this on-line format is the first in Queensland and has been open to agency and community review and consultation since 1 August 2014. Numerous submissions from residents and members of the LDMG have led to reviews and refinement of the on-line product.

Council has also completed an internal guideline "The Redland City Human and Social Recovery Plan." This document is designed to ensure that the human and social recovery process is effectively managed and delivered.

That plan was completed by members of the Redland City Human and Social Recovery Committee and delivered to the LDMG where it was endorsed on the 15 October 2014. Throughout 2015 similar guidelines will be established for economic, environmental and infrastructure recovery processes.

ISSUES

Parts 3 and 4 of the Plan have been specifically designed to provide information as follows:

Part 3 Mainland Coastal

- Thorneside
- Birkdale
- Wellington Point
- Ormiston
- Cleveland
- Thornlands
- Victoria Point
- Redland Bay

Part 4 Hinterland Suburbs

- Mount Cotton
- Sheldon
- Capalaba
- Alexandra Hills

The Plan also contains introductory information that is common to all residents as part of the GET READY QUEENSLAND program.

The on-line version of the Plan is designed around allowing residents to obtain information and risk ratings specific to their particular area. This Plan design capitalises on the increased use of on-line media and provides ongoing opportunities

to review and update provisions to ensure the community is afforded the most contemporary information.

STRATEGIC IMPLICATIONS

Legislative Requirements

This is the final part of the Plan and fulfils Council's obligation under section 57(1) of the Act: "*A local government must prepare a plan (a local disaster management plan) for disaster management in the local government's area.*"

In accordance with Section 59 of the Act, the plan must be reviewed once in every 12 months.

Risk Management

The Plan, made up of Parts 1 to 4, assists Council to fulfil its legislated obligation to provide disaster management information to all members of the Redland City community.

Financial

The Plan was developed and printed at a cost of $10,000, not including staff costs.

The on-line version of the Plan was developed and delivered at a cost of $7,000. It is anticipated that the on-line format will enable the cost of future reviews and updates to be minimised.

People

The Plan will provide a sound platform for community preparedness, prevention, response and recovery. It is designed to either stand alone or be read in conjunction with other parts of the Plan.

Environmental

The Plan provides a risk matrix for each area based on ISO 31000 and the National Emergency Risk Ratings Guidelines (NERAG).

Social

This Plan now ensures that each suburb or island of Redland City now has information available to residents specific to their area.

Alignment with Council's Policy and Plans

This Plan fulfils Council's obligation under principle 7.3 of the Operational Plan (2012): "Increase community safety, health and wellbeing by planning and delivering programs, services and partnerships..."

CONSULTATION

The Plan was reviewed and discussed with the LDMG who endorsed it to be submitted to Council to consider for adoption.

In addition, the on-line Plan was released to the public between the 1 August 2014 and 15 October 2014. A number of organisational and private submissions were received that prompted some change and refinement of the final document.

OPTIONS

1. Approve Parts 3 and 4 of the Redland City Disaster Management Plan.

2. Not approve Parts 3 and 4 of the Redland City Disaster Management Plan.

3. Authorise the Manager, Disaster Planning and Operations to update the plan as required between annual reviews.

4. Not authorise the Manager, Disaster Planning and Operations to update the plan as required between annual reviews.

5. Note the operational guideline "Redland City Human and Social Recovery Plan".

6. Request further information of the operational Guideline "Redland City Human and Social Recovery Plan."

OFFICER'S RECOMMENDATION

That Council resolves to:

1. **Approve Parts 3 and 4 of the Redland City Disaster Management Plan in its on-line and printed forms;**

2. **Authorises the Chief Executive Officer to update the Plan with minor changes from time to time between annual reviews to ensure information is up to date to maximise community safety; and**

3. **Notes the operational guideline the "Redland City Human and Social Recovery Plan".**

12 MAYORAL MINUTE

In accordance with s.35 *Redland City Council Meetings – Standing Orders*, the Mayor may put to the meeting a written motion called a 'Mayoral Minute', on any matter. Such motion may be put to the meeting without being seconded, may be put at that stage in the meeting considered appropriate by the Mayor and once passed becomes a resolution of Council.

13 NOTICES OF MOTION TO REPEAL OR AMEND RESOLUTIONS

In accordance with s.262 *Local Government Regulation 2012.*

14 NOTICES OF MOTION

In accordance with *s.7(3) Redland City Council Meetings – Standing Orders.*

15 URGENT BUSINESS WITHOUT NOTICE

A Councillor may bring forward an item of urgent business if the meeting resolves that the matter is urgent.

REDLAND CITY

DISASTER MANAGEMENT PLAN

PART 3
MAINLAND COASTAL

PART 4
MAINLAND HINTERLAND

RACQ
get ready
QUEENSLAND

qld.gov.au/getready

Redland
CITY COUNCIL

RACQ

get
ready
QUEENSLAND

qld.gov.au/getready

Redland City Council
proudly partnering with
Queensland State Government

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PART 3 and 4 of the Redland City Disaster Management Plan – Mainland Coastal and Hinterland Regions is designed to provide advice, assistance and information to the individuals, communities and business that reside within the mainland suburbs of Redland City to support in building their resilience to disasters. It is recognised that Redland City is made up of communities within communities which face differing hazards and challenges across the mainland suburbs of the city.

Redland City Council is proud to partner with the following

members of the Redland City Local Disaster Management Group:

Queensland Health

Department of Education, Training and Employment

Department of Communities, Child Safety and Disability Services

Department of Transport and Main Roads

Department of National Parks, Recreation, Sport and Racing

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DEFINITIONS

References for definitions are the Australian Emergency Manuals Series, Part 1, The Fundamentals, Manual 3 – Australian Emergency Management Glossary and Manual 4 – Australian Emergency Management Terms Thesaurus and *Disaster Management Act 2003*.

TERM	DEFINITION
Community	A group of people with a commonality of association and generally defined by location, shared experiences, culture or function.
Community Resilience	The adaptive capacity of its members to respond to and influence the consequences of disasters to continue an acceptable level in functioning and structure.
Community Recovery Centre	A centre established by the Department of Communities (DCCDS) to enable delivery of disaster recovery services to the disaster-affected community by multiple agencies from a single location.
Consequence	The outcome of an event or situation expressed qualitatively or quantitatively, being a loss, injury, disadvantage or gain.
Coordination	The bringing together of organisations to ensure effective disaster management before, during and after an event. It is primarily related to the acquisition and application of resources in accordance with priorities set by disaster management groups.
Coordination Centre	A centre established at state, Disaster District or local level as a centre of communication and coordination during response and recovery operations.
Disaster	A serious disruption in a community, caused by the impact of an event that requires a significant coordinated response by the state government and other entities to help the community to recover from the disruption. Serious disruption" means: • loss of human life, or illness or injury to human • widespread or severe property loss or damage • widespread or severe damage to the environment
Evacuation	The planned relocation of people from dangerous or potentially dangerous areas to safer areas and eventual return.
Evacuation Centre	Group shelter provided for affected people in a community hall or similar. It is part of emergency relief, and is different from temporary accommodation. (Note: evacuation centres are not assessed and rated for cyclone, storm, etc).
Hazard	A source of potential harm, or a situation with a potential to cause loss. (Emergency Management Australia, 2004)
Local Disaster Coordinator	The CEO, or another Council Officer appointed under the *Disaster Management Act 2003* responsible for coordinating disaster operations for the Local Disaster Management Group.
Local Disaster Management Group (LDMG)	The group responsible for implementing the requirements of local government with respect to development and implementation of disaster management arrangements for the local government area.
Prevention	Measures to eliminate, mitigate or reduce the incidence or severity of emergencies.
Reconstruction	Actions taken to re-establish a community after a period of rehabilitation subsequent to a disaster. Actions would include construction of permanent housing, restoration of all services and complete resumption of the pre-disaster state.
Recovery	The coordinated process of supporting emergency affected communities in reconstruction of physical infrastructure and restoration of emotional, social, economic and physical wellbeing.
Response	Taking 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 people affected are given immediate relief and support.
Risk	The chance of something happening that may have an impact on the safety and wellbeing of the community. It includes risk as an opportunity as well as a threat and is measured in terms of consequences and likelihood.
Vulnerability	The degree of susceptibility and resilience of the community and environment to hazards.

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ABBREVIATIONS

TERM	DEFINITION
ADF	Australian Defence Force
AEMI	Australian Emergency Management Institute
AIIMS	Australasian Inter-Service Incident Management System
AHD	Australian Height Datum
BCC	Brisbane City Council
BoM	Bureau of Meteorology
CEO	Chief Executive Officer – Redland City Council
DCCDS	Department of Communities, Child Safety and Disability Services
DCS	Department of Community Safety
DDC	District Disaster Coordinator
DDCC	District Disaster Coordination Centre
DDMG	District Disaster Management Group
DSDIP	Department of State Development Infrastructure and Planning
DTM	Department of Transport and Main Roads
EMA	Emergency Management Australia
EMQ	Emergency Management Queensland
EOT	Emergency Operations Team
GIS	Geographic Information System
ICC	Incident Control Centre
IMT	Incident Management Team
LDC	Local Disaster Coordinator
LDCC	Local Disaster Coordination Centre
LDMG	Local Disaster Management Group
LRG	Local Recovery Group
MSQ	Maritime Safety Queensland
NDRRA	Natural Disaster Relief & Recovery Arrangements
NRIS	National Registration and Inquiry System
PPRR	Prevention, Preparedness, Response and Recovery
QAS	Queensland Ambulance Service
QDMA	Queensland's Disaster Management Arrangements
QFES	Queensland Fire and Emergency Service
QPS	Queensland Police Service
QR	Queensland Rail
RCC	Redland City Council
SDCC	State Disaster Coordination Centre
SDMG	State Disaster Management Group
SES	State Emergency Service
SEWS	Standard Emergency Warning System
SITREP	Situation Report
SMEAC	Situation, Mission, Execution, Administration and Logistics, Command and Control
SOP	Standard Operating Procedures

Executive Summary

The National Strategy for Disaster Resilience, produced by the Council of Australian Governments (2011) identifies disaster resilient communities and organisations as having a set of common characteristics, these are:

- functioning well while under stress;

- successful adaptation;

- self-reliance; and

- social capacity.

Communities that develop a high level of resilience are better able to withstand a crisis event and have an enhanced ability to recover from residual impacts. Communities that possess resilience characteristics can also arrive on the other side of a crisis in a stronger position than pre-event. (Insurance Council of Australia 2008, Improving Community Resilience to Extreme Weather Events).

The first step on the path to building a disaster resilient community is for the individual to have an understanding of the hazards and risks that affect them and have access to local information about who is exposed and who is most vulnerable.

Armed with this information, the community can take action to prepare for disasters and be adaptive and flexible to respond appropriately during emergencies. Comprehensive information about the potential risks empowers individuals to take steps to anticipate disasters and to protect themselves, their assets and their livelihoods, therefore minimising physical, economic and social losses.

Community members can work together, using their knowledge and resources to prepare for and deal with disasters. Building on community strengths and using existing networks; the community will be in a better position to offer support to individuals and families in a time of crisis. Local businesses need to be undertaking business continuity planning that outlines their disaster management arrangements to ensure that services can be restored to the community as quickly as possible.

These actions will create self-reliance and build social capacity within the community so that it can function effectively under stress in responding to and recovering from a disaster event. The key to achieving a resilient community is for government, community and business to share in the responsibility for preparing for, responding to and recovering from a disaster.

The Victoria Bushfires Royal Commission Final Report 2012 states: *The Commission uses the expression* **"shared responsibility"** *to mean increased responsibility for all. It recommends that state agencies and councils adopt increased or improved protective, emergency management and advisory roles. In turn, communities, individuals and households need to take greater responsibility for their own safety and to act on advice and cues given to them before and on the day of the disaster event.*

Purpose

The purpose of this plan is to detail arrangements that minimise the impact of a disaster or major crisis affecting communities of mainland Redland City. The primary focus of this plan is to ensure the safety and welfare of the mainland communities as well as other people who may visit the area.

Whilst the most likely hazards affecting the mainland regions are severe storm and bushfire, an 'all hazards' approach has been taken in preparation of this plan. This plan, Part 3 and 4 - Mainland Coastal and Hinterland Regions is to be read in conjunction with the Redland City Disaster Management Plan Part 1.

Objectives

The objective of this plan is to provide practical information that can be applied by the community in preparing for, responding to and recovering from a disaster. This plan is specifically tailored to provide the communities of mainland Redland City with:

- practical information about what to do before, during and after a disaster event

- an insight into the demographic profile and infrastructure network of mainland suburbs

- an understanding of the hazards and risks that impact the mainland suburbs

- information for each suburb that will inform disaster response and evacuation processes

- information regarding key contacts and services that can support during disaster events.

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Scope

This plan covers the mainland coastal and hinterland regions within the boundaries of Redland City as shown on the following map, which include the following suburbs:

Coastal Region

- Thorneside
- Birkdale
- Wellington Point
- Ormiston
- Cleveland
- Thornlands
- Victoria Point
- Redland Bay

Hinterland Region

- Mount Cotton
- Sheldon
- Capalaba
- Alexandra Hills

Section 1 of this plan is common to all regions, with specific disaster planning considerations detailed for each suburb in Sections 2 and 3.

Community Involvement in Disaster Planning

Local knowledge is invaluable to the disaster planning process. The January 2014 North Stradbroke Island fires highlighted just how critical local knowledge is in understand local hazards and the topography of the land to support an affective fire response. The National Strategy for Disaster Resilience recognises that disaster management is a shared responsibility for all of society and active engagement with and empowerment of the community as central to achieving resilience over the long term. Redland City Council has recognised the key role the community plays in contributing to its own safety.

In this light, Redland City Council has undertaken a program of community engagement around disaster planning with a twofold purpose. Firstly, the program was aimed at tapping into the knowledge of local residents about their local area – the hazards and resources available within the local community to support during disaster response. Secondly, the program was designed to build community resilience through education to increase community awareness of the hazards that exist locally and how to prepare themselves, their home and their community for the possibility of a disaster event. Engaging a community in how it can prepare for, respond to and recover from emergencies is more likely to result in decisions and outcomes the community is confident about and will act upon, and this in turn will support the work of disaster response agencies.

The Community Engagement Framework for Emergency Management (AEMI, 2011) (the Framework) is a key component in the implementation of the Council for Australian Governments' National Strategy for Disaster Resilience. The Framework draws on the internationally recognised International Association for Public Participation (IAP2) Public Participation Spectrum. The Framework has been utilised to design and implement the community engagement process.

Community Engagement Model For Emergency Management

A number of community forums were held across Redland City to draw knowledge from residents living on the mainland of Redland City. These forums were held in the following locations:

- Mount Cotton State School
- Capalaba Sports Club
- Victoria Point Shopping Centre
- Wellington Point Village
- Redlands RSL, Cleveland
- Donald Simpson Centre, Cleveland
- Capalaba Park Shopping Centre

The community forums identified that residents believed that they had a good understanding of local disasters and the event that was most likely to impact their area was a severe storm, followed by bushfire and flooding. The forums did however highlight that residents generally were not aware of the extent of the natural hazards in their area. Nor were the majority of residents aware of where to go to access information about disaster preparedness or how to get updates during a disaster. It also appears from survey results that the majority of residents had not prepared for disasters, the main reasons given for this were apathy, laziness or not having thought about it.

The information provided by the community through these forums has informed the development of this disaster management plan. Future community forums will be held at various locations throughout Redland City to continue to build community resilience and awareness, and as a process of continuous improvement in refining the Redland City Disaster Management Plan.

Elected Members and Divisions

Mayor of Redland City
Cr **Karen Williams**
Tel: 3829 8623
0416 123 588
mayor@redland.qld.gov.au

Division 1
Wellington Point/Ormiston

Cr **Wendy Boglary**
Tel: 3829 8619   0408 543 583
wendy.boglary@redland.qld.gov.au

Division 2
Cleveland/North Stradbroke Island

Cr **Craig Ogilvie**
Tel: 3829 8607   0409 645 672
craig.ogilvie@redland.qld.gov.au

Division 3
Cleveland South/Thornlands

Cr **Kim-Maree Hardman**
Tel: 3829 8618   0418 195 017
kim-maree.hardman@redland.qld.gov.au

Division 4
Victoria Point/Coochiemudlo Island Thornlands/Redland Bay

t   **Lance Hewlett**
Tel: 3829 8603   0421 880 371
lance.hewlett@redland.qld.gov.au

Division 5
Redland Bay/Bay Islands

Cr **Mark Edwards**
Tel: 3829 8604   0407 695 667
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Division 6
Mt Cotton/Sheldon/Thornlands Victoria Point/Redland Bay

Cr **Julie Talty**
Tel: 3829 8606   0418 218 847
julie.talty@redland.qld.gov.au

Division 7
Alexandra Hills/Capalaba

Cr **Murray Elliott**
Tel: 3829 8732   0418 780 824
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Division 8
Birkdale South/Alexandra Hills

Cr **Alan Beard** (Deputy Mayor)
Tel: 3829 8600   0408 750 963
alan.beard@redland.qld.gov.au

Division 9
Capalaba

Cr **Paul Gleeson**
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paul.gleeson@redland.qld.gov.au

Division 10
Birkdale/Thorneside

Cr **Paul Bishop**
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ready
QUEENSLAND

qld.gov.au/getready

Straddie Bushfires Nov 1990 Brown Lake Rd

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BEFORE

Prepare Yourself

There are ways that everyone can prepare for disasters that can reduce the impact on your home, family, friends, pets and you. The Redland City LDMG has selected the Emergency REDiPlan (www.redcross.org.au/files/REDiPlan_booklet.pdf) produced by the Australian Red Cross, a members of the Redland City LDMG as the document to inform Redland City residents on emergency preparedness. This plan reflects some of the content contained within the Emergency REDiPlan.

Australian Red Cross
THE POWER OF HUMANITY

Additional information on preparing for a disaster event can be found on the
Redland City Council website: redland.disasterhub.cbc.lgaq.asn.au/web/council/

Step 1: Be Informed

Consider the hazards that could affect your home and your neighbourhood, please refer to Section 2 & 3 of this plan for your suburb. Depending on where you live, there may be some obvious ones like bushfires or severe storms, storm surge if you live close to Moreton Bay. Remember, flash flooding and storm damage can occur almost anywhere.

Consider also the possible resulting affects of a disaster such as extended power outages, disruption to transport services and the potential for your home and/or community becoming isolated for a period of time. Think about where you might go if you weren't able to go home, or had to leave home because of a disaster.

To get information about Before, during and after an emergency:

1. Listen to local radio – ABC Radio is the national carrier and the local broadcaster is ABC 612 AM.
    You can also listen to local radio station Bay FM 100.3 for updates during an event.

2. Follow rolling updates on the Redland City Council news site: news.redland.qld.gov.au/

3. Follow updates from Redland City Council's social media:
    a. Twitter: twitter.com/RedlandCouncil
    b. Facebook: www.facebook.com/RedlandCouncil

4. Weather and warning updates:
    a. Bureau of Meteorology: www.bom.gov.au/qld/
    b. Raby Bay weather station: www.rabybay.org/

Step 2: Make a Plan

Preparing a Household Emergency Plan helps to keep everyone in your home informed of what to do in the event of an emergency. Being prepared in advance can make emergencies less stressful and save precious time. Should you or your household be affected by an emergency, a Household Emergency Plan helps you to be more resilient and can reduce disruption. The Emergency REDiPlan (www.redcross.org.au/files/REDiPlan_booklet.pdf) produced by the Australian Red Cross contains a template for creating your Household Emergency Plan. When developing the plan, consider the following:

1. Involve all members of the household in the development of the plan.

2. Consider what you will do with your pets and animals during the disaster – the evacuation centres may not accept pets and alternative accommodation will need to be found.

3. Develop 2 evacuation routes from your home considering potential hazards such as flash flooding across roads.

4. List your out-of-town contacts.

5. Consider alternate accommodation options with family and friends if you can't return home. Evacuation centres, if opened, are designed for short term accommodation – up to 72 hrs offering basic support and tend to be crowded and noisy.

6. List your important contact details for medical services, vet, chemist, essential services and friends and family etc.

7. Review your insurance cover, is it adequate and include the details of your policies in your plan.

8. Develop a household financial plan to help understand where your money goes. Decide which items in your budget are essentials and which items you can go without should there be financial stress resulting from the disaster.

9. Prepare a will; having a will lets your family know exactly what should take place if the unforeseen should happen.

Step 3: Get an Emergency Kit

Put together an Emergency Kit with items you may need if you have to evacuate your home, or if you have to stay in your home when essential services have been cut off. You can also make up a smaller bag to keep in your car or office. An emergency kit that is put in an easy to reach place which is known to all family members can prove invaluable in a disaster.

Consider splitting your Emergency Kit in two – one part with the things to take if you need to leave, and the other with the things that you need to stay in your home. The Emergency REDiPlan (www.redcross.org.au/files/REDiPlan_booklet.pdf) produced by the Australian Red Cross contains a checklist of items to include in your Emergency Kit.

Below are some basic items you should include but there could be other things your family would need that could be added to your kit.

1. battery operated radio (with spare batteries)

2. torch (with spare batteries)

3. first aid kit and manual

4. mobile phone and charger (where possible, spare batteries as well)

5. personal hygiene and toiletry supplies

6. copies of home and medical insurance policies

7. copies of important family documents (birth certificates, passports and licences)

8. contact numbers for emergency services, family and friends.

Prepare an Evacuation Kit

If you may have to evacuate, you should add the following to your Emergency Kit:

1. bottled water

2. supplies of prescribed medications for at least 14 days (including prescriptions)

3. spare clothes and blankets

4. spare home and car keys

5. cash and credit cards

6. food and medications for your pets

Step 4: Know your Neighbours

It is important to take the time to get to know your neighbours so that during a disaster and times of need your neighbourhood community is prepared to help each other. Connecting with your neighbours is an important part of preparing your household and the best part is that getting to know your neighbours has a range of other benefits too. Do any of your neighbours have special skills (i.e. medical, technical, trade)? Plan how your neighbourhood could work together after a disaster. Neighbours can help each other out in many ways:

1. providing information about what is happening

2. helping secure a property prior to a cyclone or windstorm

3. moving furniture and valuables out of the way of floods

4. clearing a property prior to bushfire season

5. providing a place to shelter while an emergency is happening

6. helping to clean up after an emergency

7. simply sitting down and having a cup of tea and having a chat about what has happened.

There may be people in your community who need more help than others in the case of an emergency - think about people in your neighbourhood who may need your help, for example:

1. older people living at home by themselves

2. people with physical or sensory disabilities

3. people with a chronic illness or with a mental illness

4. single parents with young children

5. large families

6. people newly arrived to the area, including tourists.

Prepare Your Home

The best time to prepare your home is before storm season. Taking steps now to secure and protect your property can improve the safety of your home. If you rent or are just visiting, you will still be safer if the property is prepared. Here are a range of suggested tasks to assist you in preparing your home and property to minimise potential damage.

General home maintenance:

1. Check the condition of the roof and arrange for the repair of loose tiles, eaves and roof screws.

2. Clean gutters and downpipes so water can drain away as quickly as possible.

3. Trim trees and overhanging branches.

4. Secure loose items around your property and garden that could cause damage if blown around in high winds (such as garden furniture and toys).

General home preparations:

1. Ensure your home, contents and car insurance is current and provides adequate cover – check your policy includes debris clean up and disposal costs.

2. Identify which room is the safest part of the house, in case you need to shelter at home during severe storm or cyclone (usually this is the smallest room with the least windows).

3. Identify where and how to turn off mains supply for water, power and gas.

4. Purchase emergency essentials to have on hand, such as:

   a. containers to store drinking water supplies

   b. spare supply of fuel for use in your vehicle (ensure you store safely)

   c. wide masking tape for windows

   d. Sandbags - hessian bags filled with sand to place over indoor drains to prevent sewerage backwash from flooding.

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If you live in a flood-prone area:

1. Store all chemicals and poisons above ground level in case of flash flooding.

2. Identify which indoor items you will need to raise or empty if flooding threatens your home (e.g. freezers and refrigerators).

3. Consider the following:

   a. alternatives to carpet floor coverings

   b. relocating your electrical sockets and power points well above floor level.

If you live in an area prone to cyclone or severe storm:

1. Fit windows with shutters or metal screens for added protection during high winds.

2. Arrange for a professional builder to check your building and identify measures to increase the structural security of your home to withstand high winds.

When weather warnings are issued for cyclone or severe storm:

1. Disconnect electrical appliances and all external TV / radio aerials.

2. Turn off electricity and gas main supplies if instructed by authorities.

3. Place outdoor furniture inside or, if you have a swimming pool, submerge plastic outdoor furniture under the water to prevent it flying around in high winds.

4. Fill buckets and bath with clean water in case the water supply becomes restricted (make sure you have water purification tablets to make water drinkable).

5. Close windows with shutters or tape windows without shutters in a criss-crossing pattern using strong packing tape and draw curtains.

6. Move wheelie bins inside or fill with water.

7. Park vehicles under cover and secure with firmly tied tarpaulins and blankets.

8. Check all household members are safe and are sheltering in the safest room in the house (internal room, hallway, built-in wardrobe or cellar).

9. Take your Household Emergency Kit with you while sheltering from the storm or cyclone.

10. Listen to your local radio station for updates on the event and further warnings and safety messages.

Insurance

Insurance is important. The Insurance Council of Australia can provide information to determine if your policy is appropriate for your circumstances. Please ensure that you understand what is covered by your policy and what is not.

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Prepare Your Business

The business community needs to prepare for disasters such as severe storms, east coast lows, cyclones, storm surge and localised flooding, heat waves and bushfires. A number of key activities to undertake for your business are listed below and you are also encouraged to check out the information at the QLD Government's Business and Industry website.

Business Continuity

1. Identify and analyse possible risks to your business.

2. Prepared an emergency kit, for further information visit: www.business.qld. gov.au/business/running/disaster-resilence-and-recovery/preparing-business-natural-disaster/cyclone-emergency-kit

3. Develop a business continuity plan, for further information visit: www.business.qld.gov.au/business/running/risk-management/business-continuity- planning

4. Consult with local authorities (e.g. QPS, QFRS) to obtain relevant information to include in your business continuity plan.

5. Regularly review and update your business continuity plan.

6. Store a copy of your business continuity plan off-site in a safe, disaster-proof location.

7. Familiarise yourself with the Redland City Local Disaster Management Plan.

8. Pack the laptop and mobile phone(s) with spare batteries and chargers.

Business Documentation and Records

1. Identify what data in your business is important to keep (data for processing orders and customer records would be considered high importance).

2. Backup your critical data to a portable device and store it in a safe place.

3. Identify your computer programs for business continuity (email, accounting, ordering applications) and secure the media (CDs/DVDs) and licences for these.

4. Identify what is needed to recover your programs and data (laptops, PCs, servers, internet access) and make provisions for these.

5. Locate and pack your critical documentation (e.g. insurance, financial, legal and identification documents) in a portable waterproof container.

Insurance

1. Check that your insurance is adequate to cover your business in the event of a disaster.
2. Check with your insurance company for any preparations you need to make prior to the event.

Staff Preparedness

1. Consult with staff about the unfolding situation.

2. Develop a task list for your staff to carry out in preparation for and during an disaster event and ensure that this is regularly reviewed.

3. Develop an evacuation plan for your business.

4. Be aware of local evacuation centre locations and preferred evacuation routes.

5. Have a list of emergency phone numbers, including staff contacts.

6. Ensure staff safety by sending them home when necessary.

Stock and Equipment

1. Ensure enough stock is on hand to supply customers in the period after the event.

2. Identify where equipment and vehicles can be relocated and protected.

3. Keep enough spare parts on site to ensure equipment remains operational.

4. Plan for extended power outage, including relocating perishable stock to an alternative location.

5. Obtain a generator and sufficient fuel supply to support your business after the event.

6. Establish reciprocal help arrangements with other local businesses to provide support during and after the event.

Infrastructure

1. Check your building is in a sound condition, especially the roof and eaves.

2. Trim overhanging branches and remove rubbish located close to your building.

3. Clear your property of loose items that could become missiles during extreme winds.

4. Treat windows to minimise damage from flying debris (e.g. taped windows or fitted them with metal screens or shutters).

5. Keep ladders handy for roof access (inside and out).

Cleveland Point, 28 January 2013

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DURING

During disaster events, it is important to keep calm to help manage fear and to think clearly. It is important to remember that someone may need your help and that you may also need help. You also need to seek reliable information about what is happening and advice from emergency services.

If you have prepared well, the emergency plans will commence and you, your family and neighbours will be in a position to see out the disaster event. When it comes to any disaster, preparation is the key.

There are some simple things you can do during a disaster event to protect your family and home:

1. Activate your Household Emergency Plan and get your Emergency Kit.

2. During severe storms, stay inside and well clear of windows, doors or other openings.

3. Shelter in the safest part of your house (internal room, hallway, built-in wardrobe or cellar).

4. Avoid using electrical appliances where possible.

5. If outdoors, seek immediate shelter in a solid, enclosed space.

6. If driving, turn on your hazard lights and pull over in an area away from trees, power lines, drains and waterways.

7. Stay tuned to local radio – ABC 612 AM and Bay FM 100.3.

8. Follow rolling updates on the Redland City Council news site: news.redland.qld.gov.au/

9. Follow updates from Redland City Council's social media at:

    a. Twitter: twitter.com/RedlandCouncil

    b. Facebook: www.facebook.com/RedlandCouncil

10 Follow weather and warning updates at:

    a. Bureau of Meteorology: www.bom.gov.au/qld/

    b. Raby Bay weather station: www.rabybay.org/

Tune Into Warnings

Severe Weather Updates and Tsunami Warnings

To find out about the latest weather updates and to tune into warnings:

1. Listen to local radio – ABC 612 AM and Bay FM 100.3.

2. Follow rolling updates on the Redland City Council news site: news.redland.qld.gov.au/

3. Follow updates from Redland City Council's social media:

    a. Twitter: twitter.com/RedlandCouncil

    b. Facebook: www.facebook.com/RedlandCouncil

4. Weather and warning updates:

    a. Bureau of Meteorology: www.bom.gov.au/qld/

    b. Raby Bay weather station: www.rabybay.org/

Emergency Alert Service

Emergency Alert is the national telephone based emergency warning system that sends messages:

1. via landlines based on the location of the handset, and

2. to mobile phones in the vicinity of the disaster event.

The system provides emergency service organisations with another way to warn communities in the event of an emergency. It is important that communities do not rely on receiving a message; individuals and communities must still prepare themselves in case of an emergency.

Parents who provide their children with mobile phones will need to explain to their child what to do if they receive a message. If a child receives a telephone warning when they are at school, the child must follow the emergency management arrangements currently in place at their school.

Telephone based emergency warnings do not replace existing workplace emergency arrangements. Individuals must follow current emergency management arrangements in place at their workplace. For more information on Emergency Alert, visit www.emergencyalert.gov.au/.

Standard Emergency Warning Signal (SEWS)

When disasters loom or a major emergency happens, Queenslanders will be alerted by the sound of the Standard Emergency Warning Signal (SEWS). Download the Standard Emergency Warning Signal (mp3 file / 78KB / 10 seconds).

SEWS is a wailing siren sound used throughout Australia for various emergency events of major significance, such as cyclones, flooding and severe storms. When you hear the signal on radio or television, pay careful attention to the message that follows and act immediately on the advice given.

Bushfire Alerts

If you receive an emergency warning about a bushfire or other emergency, take notice as it could save your life. There are three types of bushfire alert messages to help you make the right safety choices:

Bushfire Advice Message – a fire has started – general information to keep you up to date.

Bushfire Watch and Act Message – represents a heightened level of threat. Conditions are changing, a fire is approaching; lives may come under threat. Take appropriate action.

Bushfire Emergency Warning – is the highest level message advising of impending danger. It may be preceded with the Standard Emergency Warning Signal (SEWS).

For more information about bushfire preparedness and what to do during a bushfire, visit the Queensland Rural Fire Service website at: www.ruralfire.qld.gov.au and download the Bushfire Survival Plan – PREPARE.ACT.SURVIVE.

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Evacuation

The safety of residents is the primary driver for evacuation. Evacuation carries risks to both those being evacuated and to emergency personnel managing the evacuation. Consideration must be given to the risks associated with the conduct of any evacuation and be aware that, under some circumstances, sheltering in place may provide greater levels of safety for the community. There are five (5) stages that apply to each evacuation:

1. Decision to evacuate
2. Warning
3. Withdrawal
4. Shelter
5. Return.

Stage 1 – Decision to Evacuate

The first preference is for people to 'shelter-in-place' – stay where you are. Evacuations should only occur when the risk of sheltering in place is greater than the risk associated with leaving and moving to a place of lower risk.

In some circumstances, **voluntary evacuation** may be recommended. The Redland City LDMG would advise residents to **self-evacuate** based on field intelligence and consultation with relevant advisory authorities. Self-evacuation is carried out pre-impact whilst conditions and time are favourable.

When a **mandatory evacuation** is ordered, evacuees must, by law, obey all directions given to them by a Police Officer or a Declared Disaster Officer. In these circumstances, extra-ordinary powers are given to authorised officers including the power to evacuate, exclude and remove persons who do not comply with a direction to evacuate. A mandatory evacuation may be ordered as follows:

- Under the **Disaster Management Act 2003,** the District Disaster Coordinator (DDC) may order an evacuation under the provisions of Section 77 (1)(c) of the Disaster Management Act 2003 following a declaration of a 'Disaster Situation' under section 64 of the same Act'.

- Under the **Public Safety Preservation Act 1986,** and if a disaster situation has not been declared under the Act, a commissioned police officer, may declare that an emergency situation exists in respect of a specified area, and direct the mandatory evacuation of people from the area.

- Under the **Queensland Fire and Rescue Act 1990,** an authorised fire officer may order mandatory evacuation of persons within a specified area in an emergency caused by fire or hazardous materials.

Stage 2 - Warning

The community will be advised through local radio – ABC 612 AM and Bay FM 100.3, Redland City Council news site, Twitter and Facebook if they may be affected, to what extent and what actions they should take. Warnings may take the form of advice that a hazard is impacting, or is expected to impact; an instruction to shelter-in-place or a direction to evacuate. The warning may be for voluntary evacuation or mandatory evacuation. Evacuation warnings may be authorised by the DDC, after consultation with the Redland City LDMG; or they may be issued locally by a QPS or QFRS officer.

Evacuation warnings will be issued to island communities by a range of methods including:

1. Local radio – ABC 612 AM and Bay FM 100.3

2. The Redland City Council news site: news.redland.qld.gov.au/

3. Redland City Council's social media:
   a. Twitter: twitter.com/RedlandCouncil

   b. Facebook: www.facebook.com/RedlandCouncil

4. Word of mouth through QPS, QFRS and QPWS and island networks.

Stage 3 - Withdrawal

The process of withdrawal involves the physical and coordinated movement of persons to a safer location - in the first instance an Evacuation Centre on the island; or if safety concerns still exist, an Evacuation Centre or family and friends on the mainland. Withdrawal requires comprehensive and coordinated planning to determine evacuation priorities (e.g. injured, elderly, children, special needs groups) to support the movement of all exposed persons in a timely manner.

QPS, supported by other agencies such as RCC, QFRS and SES will be responsible for coordinating the evacuation in the field. (For a fire or chemical emergency on an island, a QFRS officer may coordinate the local evacuation.) QPS will also undertake traffic management to facilitate a safe and effective movement of traffic and may be supported by qualified Traffic Control Officers (e.g. SES).

Evacuation Centres will be established by RCC in consultation with the Australian Red Cross, locations are specified in Sections 5-10 of this plan. The opening of an Evacuation Centre will be broadcast to the community in accordance with the warnings listed in Stage 2 - Warning.

Stage 4 - Shelter

The shelter phase primarily relates to the provision of evacuation centres, and the receiving, registration and temporary accommodation of evacuees. Evacuation centres offer temporary respite to evacuees and should only be utilised when other self-accommodation arrangements (such as staying with family and friends not within the impacted area) are not available. Evacuation centres are not assessed nor rated for cyclones and storms so people not evacuated are encouraged to shelter in their own residence. Evacuation centres are specified in 4.2 Mainland Evacuation Centres.

The decision to evacuate residents from their homes brings with it the issue of evacuation and care of domestic animals. Where practical, pets will be co-located with their owners at the Evacuation Centre. Where this is impractical, pets will be taken to another secure location to ensure their safety. "Seeing Eye" dogs and "Assistant" dogs for sight impaired and disabled persons will have priority over all other animals. If co-located at an evacuation centre, owners take full responsibility for the care of their pets. When safe to do so, every effort will be made to return evacuees and their pets to their homes.

Stage 5 - Return

The time taken to return to homes will vary depending on the severity of the event and damage sustained. The Redland City LDMG and its members will assess the social, economic, environmental and infrastructure impacts to that area. The Redland City LDMG will coordinate a phased return of evacuees and other associated requirements as necessary.

Neighbourhood Safer Places (NSP)

An NSP is a local open space or identified building where people may gather, as a last resort, to seek shelter from bushfire. The main purpose of an NSP is to provide some level of protection to human life from the immediate life-threatening effects of a bushfire. An NSP will not guarantee safety in all circumstances as they still entail some risk, both in moving to them and while sheltering in them; they cannot be considered completely safe.

Although QFES cannot guarantee an immediate presence during a bushfire, every effort will be made to provide support as soon as resources are available. The following limitations of an NSP need to be considered if people plan to use one as a last resort:

- QFRS may not be present, in the event that they will be fighting the main fire front elsewhere.

- NSPs do not cater for animals or pets.

- NSPs do not provide meals or amenities.

- NSPs may not provide shelter from the elements, particularly flying embers.

- If you are a person with special needs, consider what assistance you may require at a NSP.

If an NSP is part of your contingency plan, it should not require extended travel through fire-affected areas to get there. For an NSP in your area, please refer to your suburb in section 2 or 3 of this plan.

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AFTER

RECOVERY

Recovery from a disaster is defined by the Australian Emergency Management Glossary (1998) as *"the coordinated process of supporting emergency affected communities in reconstruction of physical infrastructure and restoration of emotional, social, economic and physical wellbeing."*

In a disaster event, there are four functions of recovery that are addressed, these are:

- Recovery of human-social aspects
- Recovery of infrastructure and essential services
- Recovery of economic and financial aspects
- Recovery of the natural environment.

Depending on the nature of the disaster, one or more of these functions may be the focus of recovery operations. Often a disaster will be of such a scale that all functions need to be addressed to affect recovery. During the response phase to a disaster, the Redland City LDMG will consider the impact of the disaster event and may decide to activate the Redland City Local Recovery Group to coordinate recovery activities based on priorities set by the Redland City LDMG.

Human-Social Recovery

Human-social recovery is the coordinated process of supporting disaster-affected individuals, families and communities towards the restoration of emotional, social, economic and physical wellbeing. Services typically include the provision of information, payment of financial assistance, and provision of personal and psychosocial support. Community Hubs may be established by the Department of Communities, Child Safety and Disability Services, in partnership with the Redland City Local Recovery Group to enable delivery of recovery services by multiple agencies from a single location, a **'One-Stop-Shop'**. Primary human-social considerations resulting from a disaster include:

1. Community characteristics.
2. Psychosocial impacts on the community, families and individuals
3. Number of people affected.
4. Resources required to aid in recovery.
5. Government and non-government organisations that could assist in recovery.
6. Financial assistance available to the community and how can people access it.
7. Communication with the community and recovery support organisations.

Infrastructure Recovery

Material aid involves the provision of basic personal and household items where such items have been lost or made inaccessible as a result of a disaster. Such items include clothing, bedding, toiletries, basic furniture, cooking equipment, toys and specialised goods for the care of infants and the aged.

1. Identification of the extent of the damage.
2. Restoration of essential services as quickly as possible.
3. Restoration of people's living conditions and security.
4. Prioritising the rebuilding community infrastructure.
5. Integration of recovery arrangements with other agencies.

Economic Recovery

The immediate priorities for Redland City Council will be focused on restoring common and essential services necessary for a viable community. While social recovery and welfare services provide immediate relief and support, a comprehensive assessment of the economic impacts of the disaster is the first step in developing long-term economic recovery plans. The Redland City LDMG, in conjunction with local business groups and other government entities will assess the following:

1. Impacts the disaster will have on business continuity and job security.

2. Identification of who should be involved in rebuilding economic viability.

3. Resources required to aid the economic recovery of the community.

4. Management of damaged reputation regionally, nationally and internationally.

Environmental Recovery

As soon as practically possible after a disaster event, the Redland City LDMG will organise an environmental assessment that will form the basis for determining environmental recovery priorities. Where there has been widespread or long-term environmental damage, the Redland City LDMG, through the Disaster District structure, may seek the support of appropriate state and commonwealth government agencies. Major environmental considerations resulting from a disaster event include:

1. Environmental uniqueness of Moreton Bay and the islands

2. Identification of contamination/hazards resulting from the event

3. Scientific assessment of the short and long term environmental impacts of the event

4. Strategies to rectify the damage and rehabilitate the natural environment.

5. Identification of who should be involved in this process.

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Activation of Recovery Arrangements

The Local Recovery Group will be activated by the Chair of the Redland City LDMG when a community has been impacted by a disaster to provide and coordinate recovery services. The Redland City Local Recovery Group may establish separate recovery committees for each of the four functions as required. The Redland City Local Recovery Group will activate a community recovery plan to provide a coordinated approach to the provision of recovery services to the community. The diagram below depicts the structure of the Redland City Local Recovery Group.

Redland City Local Disaster Management Group

Chair: Mayor

Local Disaster Coordinator:
General Manager Organisational Services

Redland City Local Recovery Group

Chair: Deputy Mayor

Local Recovery Coordinator:
General Manager Infrastructure and Operations

Administrative Support

Human/Social Group	Economic Group	Infrastructure Group	Environmental Group
Group Manager Community and Cultural Services	Principle Advisor Strategic Economic Development	Group Manager City Infrastructure	Group Manager City Spaces

Redland City Local Recovery Group Activation Levels

The Redland City Local Recovery Group (LRG) will be activated by the Chair of the Redland City LDMG to coordinate the recovery process when communities have been impacted by disaster events. The activation of the LRG is based on the escalation model shown in the table, which describes the Recovery activation levels in comparison with the Response activation levels.

Note that the Recovery activation levels follow closely behind the Response activation levels and therefore the Local Recovery Group actions are triggered early in the event cycle, before the disaster has occurred. Depending on the nature, location and size of the event, recovery operations may be managed either at the local level, or through a combination of local and district arrangements, enabling Redland City Council to address community vulnerability and build community resilience.

	DESCRIPTION	TRIGGERS	ACTIONS
RESPONSE LEAN FORWARD / **RECOVERY ALERT**	• A heightened level of vigilance due to the possibility of an event. • The situation will be closely monitored, but no further action is required.	• Response phase at 'lean forward' level of activation.	• Information sharing commences. • LRC in contact with LDCC/LDC • Potential actions and risks identified. • Initial advice to all recovery stakeholders.
RESPONSE STAND UP / **RECOVERY LEAN FORWARD**	• A heightened level of situational awareness of a disaster event (either current or impending) and a state of operational readiness. • Local Recovery Group is on standby and prepared but not activated.	• Response phase at 'stand up' level of activation. • Immediate relief arrangements are required during response phase.	• Monitoring of response arrangements. • Analysis of hazard impact or potential impact. • Relief and recovery planning commences. • Deployments for immediate relief commenced by recovery functional agencies.
RESPONSE STAND DOWN / **RECOVERY STAND UP**	• An operational state where resources are mobilised, personnel are activated and operational activities commenced. • Community Recovery Centres are activated.	• Immediate relief arrangements continue. • Response phase moves to 'stand down'. • Medium term recovery commences.	• LRG activated at LDCC or alternate location. • Recovery plan activated. • Deployments for immediate relief response. • Action plans for four functions of recovery activated as required. • Community information strategy employed. • Participate in response debrief • Transition arrangements. from 'response and recovery' to 'recovery' activated including handover from LDC to LRC.
RECOVERY STAND DOWN	• Recovery operations have been finalised and the social and economic well-being, environment and infrastructure has been restored. • Transition from recovery operations for the event back to normalbusiness.	• LRG arrangements are finalised. • Community returns to normal activities with ongoing support as required.	• Consolidate financial records; • Reporting requirements finalised. • Participate in recovery debrief. • Participate in post event debrief. • Post event review and evaluation. • Long term recovery. arrangements transferred to functional lead agencies. • Return to core business.

Post Disaster Community Recovery

Community Recovery Services aim to assist communities to recover from the effects of disasters. It is recognised that where a community experiences a significant natural disaster there is a need to supplement the personal, family and community structures, which have been disrupted by the disaster. The need for specific services, the service provided and the duration of the operation will be dictated by the type, size and effect of the particular disaster.

Financial Assistance

Once a Disaster Declaration has been approved, the following grant assistance can be accessed by eligible recipients under the Natural Disaster Relief Assistance (NDRA) or Disaster Relief Funding Schemes administered by the Department of Communities:

- Emergency Payments
- Household Contents Assistance Grant
- Structural Assistance Grant
- Sporting Associations and Community Groups Relief.

Commonwealth Government assistance, administered by Centrelink, may be provided to recipients who meet eligibility requirements in regards to:

- Disaster Relief Payments
- Special Benefit
- Crisis Payment.

Material Aid

Material aid involves the provision of basic personal and household items where such items have been lost or made inaccessible as a result of a disaster. Such items include clothing, bedding, toiletries, basic furniture, cooking equipment, toys and specialised goods for the care of infants and the aged.

Food and Meals

Meals and refreshments will need to be provided to people impacted by the disaster, in addition to staff and volunteers involved in the recovery effort. The Redland City Local Recovery Group will assist with arranging additional catering resources as required.

Personal Support Services

Personal support services are most often provided on a one-to-one basis and comprise the full range of immediate needs following the provision of shelter, food and clothing. The services that might be provided at evacuation and recovery centres include:

- child/aged care
- transportation
- practical assistance
- tracing relatives and friends.

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Crisis Counselling and Support

Crisis counselling and support services are available to community members suffering emotional reactions to a disaster. These services are delivered by a counselling team coordinated by the Department of Communities. Members of the counselling team may be deployed to evacuation centres and community recovery centres.

Critical Incident Stress Management (CISM)

CISM aims at relieving immediate stress and/or minimising the long-term effect of disasters. In the event of a disaster it is expected that the reactions of people will need to be managed including the need to counsel and support emergency service workers. Effective management and coordination of recovery teams will be essential to maximise availability of counsellors to the disaster area.

Information Services

Recovery information management requires timely, effective communication together with a process to disseminate information relevant to the recovery of the affected community. Information should be provided as early as possible and repeated through a range of information means such as leaflets, posters, newsletters, information centres, recovery centres, community agencies, radio, television, print media (newspapers), Redland City Council news site, Twitter and Facebook, outreach visitation and public meetings. The information provided should advise:

- the support and resource services available

- where, when and how to access those services

- the psychological reactions commonly experienced by disaster-affected people.

Emergency and Longer-term Accommodation

Assistance provided will include:

- **Emergency and medium- to long-term housing to address the immediate and longer-term accommodation needs of disaster-affected persons**

- Bond loan assistance

- Negotiations/assistance with rental moratoriums.

Human and Social Welfare

Community Hubs are established by the Department of Communities, Child Safety and Disability Services (DCCDS) as a one-stop shop where all recovery agencies are represented at a single location. It is normal for this to occur in larger disasters or in isolated locations where not all agencies are permanently located. Other organisations that might be represented at a CRC include: Department of Housing, QBuild, local authorities, mental health services, Centrelink, Insurance Council of Australia, Lifeline counselling services, Australian Red Cross, philanthropic and community-based organisations with capacity to support the recovery effort.

The primary function of the Community Hubs is the delivery of services by individual agencies. The secondary function is the coordination of human and social recovery services across agencies and organisations.

The services provided may include:

- Registration
- Information and referral service
- Crisis and personal counselling services
- Mental health services
- Housing and accommodation – medium and long term
- Insurance advice and services
- Legal services
- Building repairs

- Financial assistance
- Commonwealth pensions and benefits
- Physical assistance with clean up and debris and rubbish removal
- Employment advice and referral
- Interpreter services
- Housekeeper services, referral staff/volunteer help including child care services
- Transport

In establishing a Community Hub, the centre will be:

1. Well advertised
2. Accessible
3. Well equipped with communication equipment

4. Sufficiently large
5. Well serviced with toilet and catering facilities
6. Properly staffed

Coping with Stress

Disasters can be stressful and frightening, placing strain on household and family relationships and you may see behavioural changes in adults and children. Most people involved in a traumatic incident or disaster will experience some kind of emotional reaction. It is reassuring to know that, even though these feelings can be very unpleasant, they are normal reactions in a normal person to an abnormal event. It is important to remain calm during and after the disaster event.

Remember that you, your family and your community are not alone. Support is available through a number of Queensland Government agencies and community organisations. There are a number of ways of seeking help for distress.

Lifeline Australia Call 13 11 14	Lifeline Australia provides a telephone counselling service in addition to providing information, referral and associated services from local service centres.
Australian Red Cross Call 1800 733 111	The Australian Red Cross has two publications; Coping with a major personal crisis and After the emergency for children, which provide tips on dealing with stress during and after an emergency. Download a copy from www.redcross.org.au and print it out to keep in your Emergency Kit.
Additional help and information	Can be obtained from your general practitioner, local Community Health Centre or local Mental Health Service. Please refer to the White Pages telephone directory.

Redland
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Public Health and Safety

Following the initial damage to property and infrastructure caused by the disaster - sickness and injury can still occur. Water can become contaminated from the breakdown in utilities, such as power, sewerage and water supply. This can increase the risk of disease during clean up and recovery operations.

For further information about public health contact the Department of Health at: www.health.qld.gov.au/disaster or phone: 13 HEALTH (13 43 25 84).

The main health risks in natural disaster areas include:

- injuries such as, falls, skin lacerations and exposure to fallen electricity wires
- carbon monoxide poisoning from using petrol powered generators and pumps in confined spaces
- skin infections which, if not treated, can develop into blood infection
- snake and spider bites
- sunburn
- mosquito-borne infections
- illness from eating or drinking contaminated foods or liquids.

Don't walk or wade through flood water, if you can avoid it

- There is an increased risk of wound infections, diarrhoea, conjunctivitis, and ear, nose and throat infections from polluted waters. Leptospirosis can also be contracted from flood water.

- Young children, the elderly, pregnant women, people with chronic diseases—such as diabetes and kidney disease—and people who abuse alcohol or other drugs are more prone to infections and should consider avoiding flood water and mud due to hidden physical hazards and snakes.

Watch out for snakes, spiders and mossies

- Watch out for snakes and spiders that may have hidden inside houses or debris.

- If bitten by a spider or snake apply immediate first aid and seek medical attention.

- Sandflies and mosquitoes may become a real nuisance following storms, floods and other natural disasters. There are several measures that can be taken to prevent mosquito-borne diseases from occurring. Personal protection measures can reduce the risk of you and your family getting bitten by mosquitoes:
  - o Use insect repellent (in accordance with manufacturer's instructions), especially when outside at dawn or dusk.
  - o In dengue receptive areas protect against mosquito bites during the day as the dengue mosquito bites during the day and likes to rest indoors.
  - o Wear long, loose, light-coloured clothing.

- Use flying insect spray, mosquito coils or plug-in insecticide devices to kill mosquitoes in-doors.
  - o Use bed nets, if available.
  - o Repair defective insect screens or fit new screens, if possible.

- The best way to prevent mosquito-borne diseases is to prevent mosquitoes from breeding. There are a number of measures you can take around the home to prevent breeding:
  - o Remove debris and vegetation from storm drains and ditches.
  - o Drain areas in and around yards and workplaces where water has accumulated.
  - o Empty all containers including buckets, tyres, bird baths and palm fronds weekly to reduce mosquito breeding.
  - o Mosquitoes can breed in domestic water tanks, so checking the integrity of water tank screens and replacing damaged screens is a sound prevention measure.

Protect your skin from cuts that could become infected

- Clean and disinfect all wounds and keep them covered. Avoid flood water and mud if you have broken skin or wounds, especially if you have diabetes or other chronic diseases. Wounds heal most quickly if the limbs are rested and elevated.

- See a health professional or your doctor early for severe wounds, especially if the wound is dirty or becomes red, sore, swollen or painful.

Food Safety in an Emergency

Following an emergency such as a flood, storm or cyclone, there is a danger that some food in your house may not be safe to eat, especially if power has been cut or if food has been in contact with contaminated floodwater.

After an emergency, it is recommended that you dispose of the following:

- Food that has been in contact with floodwater.

- Food that has an unusual odour, colour or texture.

- Refrigerated food that has been left unrefrigerated or above 5 °C for more than four hours.

- Frozen food after 48 hours (if the freezer is full) or after 24 hours (if the freezer is only half full). If frozen food has partially thawed, the food should be eaten as soon as possible.

- Canned food where the can is open, swollen or damaged, or has a missing or damaged label.

- Food containers with screw or twist caps, snap-lids, crimped caps (soft drink bottles) and flip tops.

If in doubt, throw it out!

If your vegetable garden has been in contact with floodwater, the food may be contaminated and unsafe to eat. Contaminants may persist in the soil after flooding. Depending of the type of contamination, it may take at least a month before your home garden is suitable for replanting and/or harvesting of any produce.

Wash your hands and keep wounds covered

Wash your hands with soap and water or a hand sanitiser after:

- contact with damaged materials, flood water or mud
- going to the toilet
- before preparing or consuming food or drink.

Water for drinking

During a disaster, tap water and private water supplies from tanks, wells and bores may be contaminated and unsafe to drink. Redland City Council will advise if you need to take precautions before drinking water in your area. Listen to ABC 612 and Bay FM 100.3 for public announcements about the safety of your water supply, or check with Redland City Council. Private water supplies should be tested before use.

If you are concerned that your water may be contaminated, treat it before drinking. Use only bottled, boiled or treated water for: drinking, cooking or preparing food, washing utensils and surfaces, brushing teeth, hand washing, making ice and bathing. Thoroughly clean any containers used to store water with hot, soapy drinking quality water and then rinse with a bleach solution of one tablespoon of bleach per two litres of warm water. Rinse thoroughly with drinking quality water before use.

Treating drinking water

1. Use a kettle OR fill a pot with water (keep handles away from young children)

2. Boil water

3. Let water cool

4. Store in a clean, covered container.
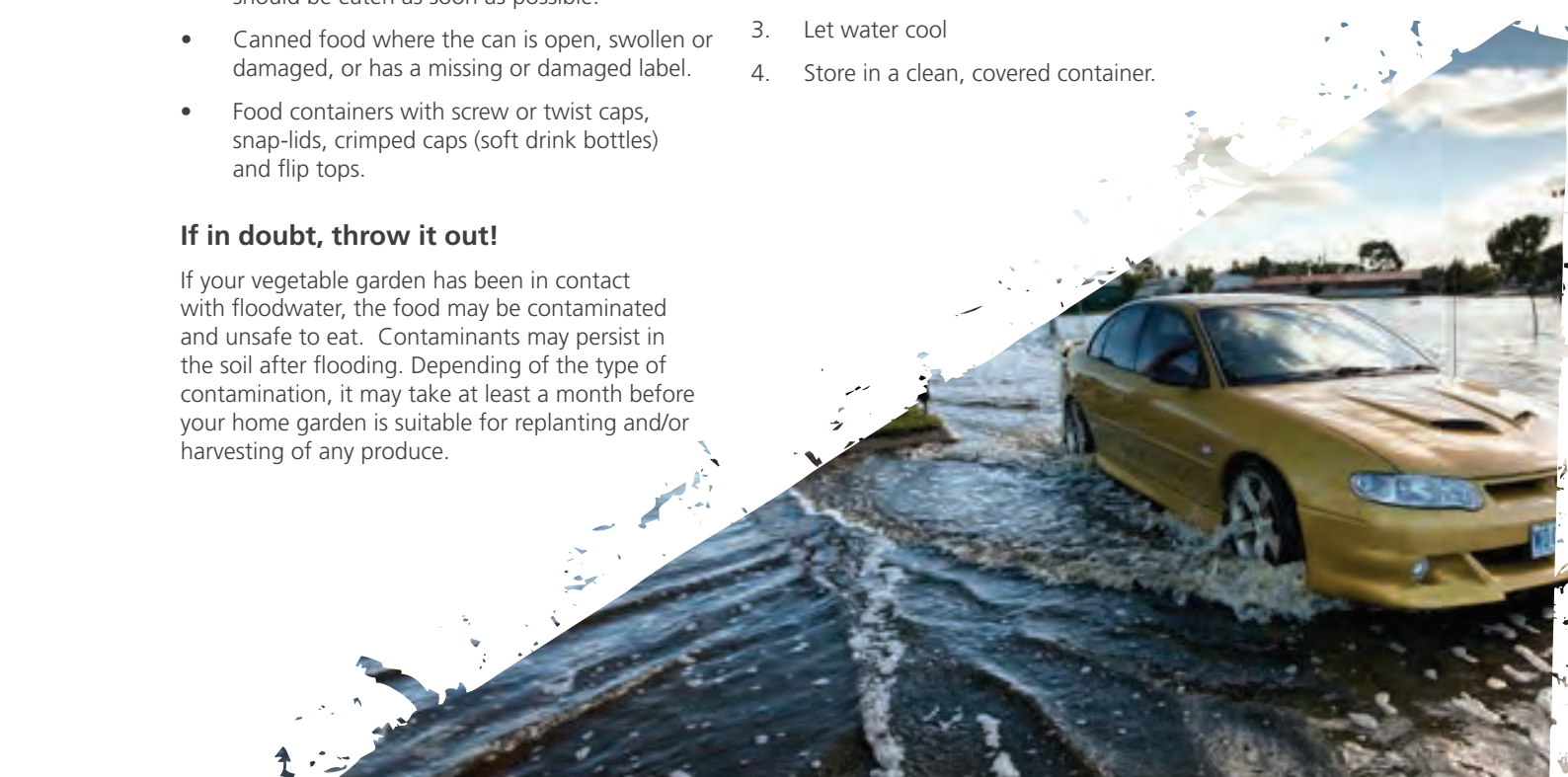
After a power failure

When disasters hit, power failures are likely to occur and the food in your fridge may be unsafe to eat. It is useful to make a note of the time the power failed.

Keep cold food COLD:

• Keep the refrigerator door closed as much as possible while the power is off. A closed refrigerator should keep food cold for four hours.

• Refrigerated food will spoil sooner than frozen food, so eat any perishable foods in your fridge first, such as dairy products and meat.

• Freezers will usually not defrost and spoil food for at least 24 hours, provided the door has been kept shut. If frozen foods have thawed, they should not be refrozen but should be kept cold and eaten as soon as possible. What can't be eaten should be thrown out. Throw out any food that has started to spoil, especially if it smells bad, tastes strange or is slimy.

• If you have access to ice, pack your refrigerator and freezer to help maintain a cool temperature.

Keep hot food HOT:

• Throw out food that was being cooked when the power failed, if the cooking cannot be completed within two hours.

• If food is already properly cooked, eat it within two hours or throw it out.

Cleaning and Sanitising

If bench tops, food utensils and kitchen equipment have been in contact with floodwater, please take the following action:

• Throw away damaged or cracked items, and items made from porous material such as wood, plastic or rubber (including wooden chopping boards) as these items cannot be adequately sanitised.

• Wash utensils and surfaces in hot soapy drinking quality water.

• Take apart and clean the non-electrical pieces of kitchen equipment and rinse in clean hot water.

• Sanitise silverware, metal utensils, pots, pans and kitchen equipment in pieces by placing them in boiling water for at least three minutes.

• Dishes and utensils that cannot be safely placed in boiling water (certain glassware, porcelain, china and enamelware) should be sanitised by immersing it in a disinfecting solution of one tablespoon of chlorine bleach per two litres of warm water, then rinsed with drinking quality water.

• Clean cupboards and counters with hot soapy water, then rinse with a chlorine bleach solution of one tablespoon of chlorine bleach per two litres of warm water. Rinse thoroughly with drinking quality water.

• Don't use tea towels that might have been splashed with contaminated water.

NATURAL DISASTER VULNERABILITY

Bushfire

Redland City has a significant coverage of very high to high bushfire prone areas across its mainland region, stretching from Venman National Park at Mt Cotton north to Capalaba and south east to Redland Bay. Bushfire hazard mapping for each of the coastal suburbs of Redland City which appears in this plan is based on the new state-wide Bushfire Hazard Area maps that have been prepared to support implementation of a single State Planning Policy released by the Department of State Development, Infrastructure and Planning in December 2013. The State planning Policy interactive mapping system can be accessed via the following link: www.dsdip.qld.gov.au/about-planning/spp-mapping-online-system.html

The Bushfire Prone Area is defined as land that could potentially support a bushfire or land that could be subject to significant bushfire attack. The Bushfire Prone Area is therefore made up of two components – land of Very high Intensity, High Intensity or Moderate Intensity Potential Bushfire Hazard (i.e. land that could support a bushfire) and Bushfire Defence Areas (i.e. land that could be subject to significant bushfire attack). The default width of the Bushfire Defence Area is 100m from areas of Very high intensity, High intensity or Moderate intensity Potential Bushfire Hazard.

In developing the bushfire hazard mapping, consideration is given to the factors that influence bushfire behaviour (such as fire weather severity, topography and vegetation) and the impact of bushfire events on urban areas and communities. The community's behaviour before, during and after bushfire attack also influences the overall impacts and vulnerability of a community. Climate change also provides a new challenge in anticipating how bushfire behaviour and impacts will change in the future.

Building in Bushfire Prone Areas

Queensland has adopted the Australian Standard for the Construction of Buildings in Bushfire Prone Areas - AS3959 – 2009. AS3959 sets out the requirements for the construction of buildings in bushfire prone areas in order to improve their safety when they are subjected to burning debris, radiant heat or flame contact generated from a bushfire. There is no one answer for protecting buildings against fire attack, rather a combination of methods is the best defence. These include, but are not limited to:

- The correct siting of buildings.

- Creating barriers and buffer zones around your home.

- Using the appropriate design and construction methods and materials for new residential buildings.

You should check with Redland City Council to determine if your property is in a "bushfire prone area".

Severe Storms and East Coast Lows

The period of greatest activity for storms and East Coast Lows in South East Queensland is from November to April, though damaging wind and rainstorms have been known to occur at other times of the year. East coast lows are low pressure systems that form along the east coast of Australia and have the greatest impact in terms of storm surge, severe waves and wind damage.

The South East Queensland region experiences severe thunderstorms on average about 20 days per year and on anyone one of these days there can be up to five individual storm systems involved. The general direction of approach for the storms is from the west with a typical forward speed of about 40 kilometers per hour. These storms typically present with heavy rainfall over a short period of time and roughly 30% of these storms will also produce hail.

Climate change predictions for South East Queensland indicate more intense rainfall events and associated flooding with the 24 hour rainfall intensity likely to increase along with storm and wind intensity. One major consequence of severe storms is the loss of power for extended periods. Extended power outages will cause problems for residents and businesses, particularly the more vulnerable community members such as those dependent on mains power for medical devices, and the elderly.
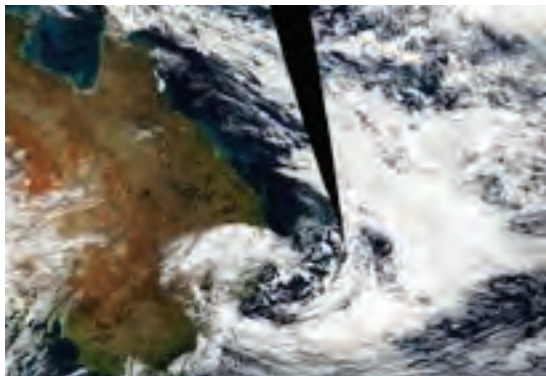
Cyclone

Tropical cyclones, which are capable of producing extreme winds that may exceed 200km/hour, flooding rains and tremendous sea conditions, are a serious threat to life, property and the environment in coastal areas of Queensland. A tropical cyclone can last for a few days or up to a few weeks with research showing that cyclones in the Australian region exhibit more erratic paths than cyclones in other parts of the world.

Redland City has been identified as one of seven local government areas in Queensland with the highest total exposure from cyclonic winds, based on a combination of wind speed hazard and concentrations of exposure according to the State Wide Natural Hazard Risk Assessment, Risk Frontiers (2011).

Since the1974-75 season, there have only been sixteen tropical cyclones come within 500km of Brisbane, and none have approached as close as 100km in that time. Climate change is predicted to result in more frequent and stronger cyclones impacting Queensland further to the south. Therefore, given the impacts of climate change and the increases in severity of storms and frequency of east coast lows experienced over the past few years, the potential exists for cyclones to become more frequent within the South East Queensland region.

Tropical Cyclones 1970 - 2004

Storm Surge

A storm surge is a rise in sea level being pushed towards shore due to winds associated with severe storms, east coast lows or cyclones. This rise in water level can cause extreme flooding in coastal areas, particularly when storm surge coincides with the astronomical high tide; this occurrence is known as Storm Tide and is depicted below. The predicted increase in frequency and severity of cyclones impacting Queensland further to the south combined with rising sea levels, are likely to result in more extreme storm tides and a greater potential for flooding along the coastal regions of Redland City.

In deeper water, a surge can be dispersed down and away from the cyclone. However, upon entering a shallow, gently sloping shelf such as Moreton Bay, the surge cannot be dispersed, but is driven ashore by the wind stresses of the cyclone. Height above sea level and topography of the land are critical

Redland
CITY COUNCIL

factors in the extent that a storm surge will impact coastal areas. Locations where the land is less than a few meters above sea level are at particular risk of storm surge inundation. The severity of the storm tide is also dependent on the position and path of the storm system in relation to Moreton Bay. Waves resulting from wind directed from the north-east or east will have maximum effect on the water levels in Moreton Bay. Flood Prone, storm surge hazard mapping is provided for each suburb of mainland Redland City in this plan.

Storm Tide Effect
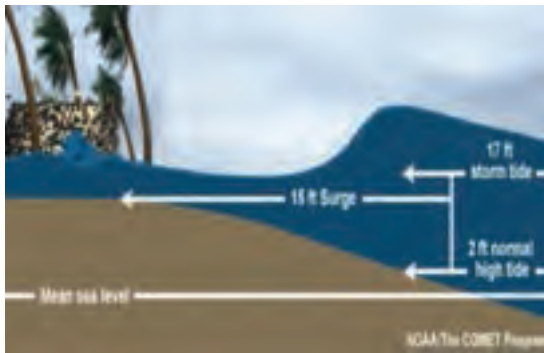
Flooding

Redland City has not experienced major flood crisis in its history, which is relatively short as an urban populated area, having been originally settled as framing land. There were no major instances of loss during the 1974 or 2011 floods, primarily due to Redland City not having large waterway systems apart from Tingalpa Creek. Flood Prone, storm surge hazard mapping is provided for each suburb of mainland Redland City in this plan.

Tingalpa Creek forms the boundary with Brisbane City and located a few kilometres upstream from its mouth into Moreton Bay is the Leslie Harrison Dam which forms the Tingalpa Reservoir. SEQ Water manages Leslie Harrison Dam which is an earth filled embankment with a concrete gravity spillway located on the left abutment. The spillway is capable of passing 1660m3/s of flow with all four gates (extending the entire width of the spillway at a height of 3.3m) fully opened before overtopping

of the embankment occurs. When the gates are closed, the dam has a full supply level of RL 18.315m and a total storage capacity of 24,800 mega litres.

Leslie Harrison Dam has been added to list of SEQ managed dams, along with Somerset, North Pine and Wivenhoe dams, as it is a managed gated release dam. Wivenhoe and Somerset dams have the capacity to store additional water over 100% for flood mitigation. Leslie Harrison Dam does not; that is 100% of the dam's capacity is maintained for water usage. This means that there could be significant flooding impacts downstream if the dam was already at 100% and a significant rainfall event occurred, which required the dam managers to release large volumes of water quickly. Since Ex-tropical Cyclone Oswald in January 2012 the dam management strategy has changed from releasing water once the dam is 100% full to releasing water once the dam reaches 88% capacity. This process is done as a slow trickle release designed to coincide with the low tide to reduce the likelihood of adverse impacts for the residents and businesses downstream.

There appears to be a belief that Redland City is not at serious risk from flooding. This is based on the fact that there has been no major history of flooding within the area since settlement and no major river catchments within the city's boundaries, apart from Tingalpa Creek. Whilst Tingalpa Creek is considered the major waterway system in Redland City, other local waterways which are also subject to tidal impacts have been known to cause flash flooding. This is of particular concern for the considerable residential population of Redland City which live on the coastline where the waterways enter Moreton Bay. When the 1974 floods impacted South-East Queensland, less than 28,000 people lived in the Redlands area. The population at the 2006 census had grown to 131,200 and the population is predicted to rise to 181,000 by 2030. Other local waterways within Redland City include:

- Tarradarrapin Creek
- Hilliards Creek
- Ross Creek
- Eprapah Creek
- Moogurrapum Creek
- Weinam Creek
- Serpentine Creek
- California Creek
- Native Dog Creek

Tsunami

Tsunami is a Japanese word based on two elements: tsu (津) meaning 'harbour' and nami (波 or 浪) meaning 'wave'. It was coined several hundred years ago by fishermen who came back from sea to discover the harbour had been devastated by waves, even though there had been no wind and no unusual wave action in the open ocean.

Tsunamis are waves generated by sudden movement of the sea floor, usually caused by undersea earthquakes, but sometimes caused by landslides, volcanic eruptions or meteorite impacts.

How Tsunamis Work: Tsunamigenesis
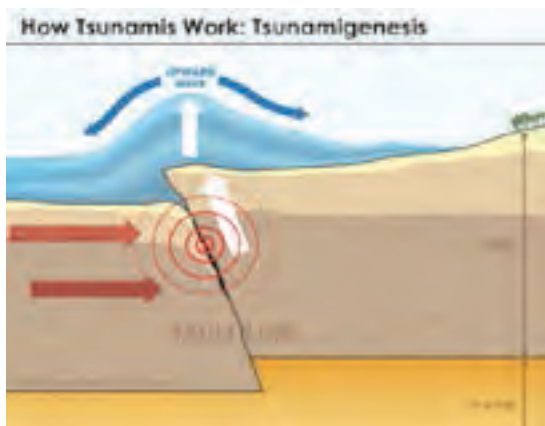
The most recent near-shore tsunami hazard mapping produced by Geoscience Australia (2008/9 Near-shore Tsunami Hazard Assessment for Australia) shows impacts of a Tsunami on the mainland of Redland City are negligible. This is due to the presence of North Stradbroke Island which would experience the primary impact of the Tsunami along Main Beach on the eastern side of the island, effectively shielding the inner Moreton Bay area and the mainland coastline. The likelihood of a Tsunami impacting the Queensland coastline is also very low and therefore the threat of a Tsunami is not considered a high risk.
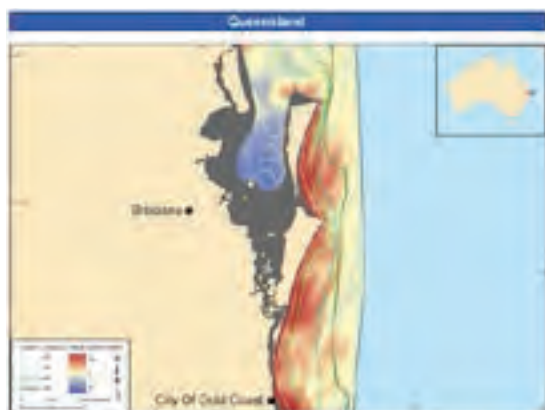
Earthquake

Redland City is located within a low earthquake potential hazard area by global standards. That is, the likelihood of an earthquake of a sufficient level to cause significant loss and damage is low. However, this does not rule out the possibility of an earthquake on a large scale impacting Redland City, or even South East Queensland.

Heatwave

A heatwave can be defined as a prolonged period of excessive heat, often combined with high humidity. In Australia, excessive heat can vary from 37°C to 42°C. This unusual and uncomfortable hot weather can impact on human and animal health and cause disruption to community infrastructure such as power supply, public transport and other services. Heatwave conditions significantly increase the demand for electricity to power air conditioning systems which impacts on the power grid resulting in possible brown-out or even black-outs, which in turn intensifies the heatwave impact on people.

Historically, heatwaves have been responsible for more deaths in Australia than any other natural hazard, including bushfires, storms, tropical cyclones and floods (Coates 1996). Babies and young children, along with seniors and the frail within the community are more at risk and are acutely affected by heat wave conditions. Based on the demographic profiles for the coastal suburbs of Redland City detailed in this plan, there are a higher proportion of residents over the age of 65 years living in the coastal areas of Ormiston, Cleveland and Victoria Point.

While heatwaves are not unusual for Australians, the trend towards more frequent and intense heatwaves (Alexander et al. 2007) is of significant concern. McMichael et al. (2003) has estimated that extreme temperatures currently contribute to the deaths of over 1000 people aged over 65 each year across Australia. The number of heat-related deaths in temperate Australian cities is expected to rise considerably by 2050 as the frequency and intensity of heatwaves is projected to increase under climate change from global warming. For further information about coping with heatwave events go to: www.health.qld.gov.au/disaster/

Landslide

Geoscience Australia suggest the factors which influence whether a landslide will occur typically include slope angle, climate, weathering, water content, vegetation, overloading, geology, and slope stability. Typically, a number of elements will contribute to a landslide, but often there is one which triggers the movement of material.

In comparison to many other countries, much of Australia is subject to minimal landslide activity. Intense rainfall is by far the most common trigger of landslides in Australia.

Landslide prone areas commonly comprise:

- Coastal cliffs
- Existing or old landslides
- Areas at or on the base of slopes
- Within or at the base of minor drainage hollows
- At the base or top of cut and fill slopes
- Any sloping ground in an area known to have a landslide problem.

With the exception of the one death recorded from a landslide at Amity Point in 1936 and a small landslide at Wellington Point during Ex-Tropical Cyclone Oswald in 2013 which limited road access to the area, minimal landslides have been recorded in Redland City. Landslide Hazard mapping for mainland Redland City indentifies areas of possible landslide risk as being primarily around the coastline of Wellington Point, Ormiston and Redland Bay.

There is a reasonable level of residential development in these areas which is regulated under the Redland Planning Scheme to comply with the requirements of the Landslide Hazard Overlay which aims to mitigate against the risk of landslide. The overall outcomes sought for the Landslide Hazard Code are the following –

a) to limit the extent of uses and other development to an appropriate level, relative to the area's landslide hazard risk

b) to minimise the landslide hazard risk to people and property through the appropriate siting, design and management of development and issues.

It is important for engineers and geologists to evaluate slope stability and any landslide threat during development assessments so that effective and timely remedial measures can be implemented. For further information, refer to the Redlands Planning Scheme, Landslide Hazard Overlay.

COASTAL SUBURBS

2.1 Disaster Risk Assessment - Mainland Coastal Region

The risk assessments below are specific to the mainland coastal regions of Redland City and may vary from the risk assessments for the whole of Redland City detailed in Part 1 of the Redland City Disaster Management Plan. An explanation of the risk assessment methodology used to determine the risk ratings for the disaster events listed in the following tables is detailed in Part 1 of the Redland City Disaster Management Plan. Council's risk management processes are based on Australian Standard *AS/NZS ISO 31000:2009.*

Risk Assessment for Natural Disasters

EVENT	CONSEQUENCE	LIKELIHOOD	RISK RATING
Severe Storms	Medium	Almost Certain	High (H-30)
East Coast/Tropical Low	Medium	Likely	High (H-24)
Cyclone	Major	Possible	High (H-24)
Storm Surge	Medium	Possible	Medium (M-18)
Bushfire	Low	Likely	Medium (M-18)
Dam Release– Leslie Harrison Dam	Low	Likely	Medium (M-12)
Prolonged Flooding	Medium	Unlikely	Medium (M-12)
Heat Wave	Low	Possible	Medium (M-12)
Dam Failure – Leslie Harrison Dam	Major	Rare	Medium (M-8)
Tsunami	Major	Rare	Medium (M-8)
Earthquake	Major	Rare	Medium (M-8)
Landslip	Low	Unlikely	Low (L-6)

Risk Assessment for Non-natural Disasters

NON-NATURAL DISASTER EVENT	CONSEQUENCE	LIKELIHOOD	RISK RATING
Major Utilities/Infrastructure Failure	Medium	Likely	High (H-24)
Marine Oil Spill	Major	Possible	High (H-24)
Pandemic	Major	Possible	High (H-24)
Major Commercial Shipping Accident	Major	Possible	High (H-24)
Major Ground Transport Accident	Major	Unlikely	High (H-24)
Major Industrial Accident	Major	Unlikely	Medium (M-18)
Aircraft Crash	Medium	Unlikely	Medium (M-16)
Hazardous Material Accident (HAZMAT)	Medium	Unlikely	Medium (M-16)
Building Collapse	Major	Rare	Medium (M-8)
Terrorist Incident (chemical, biological and radiological)	Medium	Rare	Low (L-6)
Terrorist Incident (siege or hostage)	Medium	Rare	Low (L-6)
Terrorist Incident (bombing)	Medium	Rare	Low (L-6)

THORNESIDE

MUST KNOW

Information Sources

For weather updates and emergency warnings:

- Listen to local radio – ABC 612 AM and Bay FM 100.3
- Follow rolling updates on the Redland City Council news site: news.redland.qld.gov.au/
- Follow updates from Redland City Council's social media:
  a. Twitter: twitter.com/RedlandCouncil
  b. Facebook: www.facebook.com/RedlandCouncil
- Weather and warning updates:
  a. Bureau of Meteorology: www.bom.gov.au/qld/
  b. Raby Bay weather station: www.rabybay.org/
- Word of mouth through RCC, QPS, QFES and SES
- Door knocking and vehicle mounted PA systems through RCC, QPS, QFES and SES

Evacuation Information

Evacuation Centres will be opened as demand requires. Information relating to the opening of Evacuation Centres will be announced via the information sources listed above so please tune into local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

For information relating to current Evacuations, please contact Redland City Council on 3829 8999

The Evacuation Centres are the primary assembly areas during a disaster and will often have an oval or parkland nearby for a helicopter landing site that provides quick access to the Evacuation Centre. Accordingly, latitude and longitude information has been provided for the Evacuation Centres that have adjoining land size suitable to accommodate a helicopter landing site.

- Thorneside Community Hall
  200-204 Mooroondu Road, Thorneside
  Ph: 3829 8999
  Soccer Field, next to Thorneside Community Hall
  Lat: -27.4867   Long: 153.2075

- Birkdale School of Arts Hall
  101 Birkdale Rd, Birkdale
  Ph: 3829 8999

- Wellington Point Recreational Hall
  347-371 Birkdale Road, Wellington Point
  Ph: 3829 8999

Redland City Council and the Department of Education, Training and Employment have established a Memorandum of Understanding to allow suitable public school facilities to be used as evacuation centres during disasters. The facilities listed below are located closest to this suburb. A full list of available sites for mainland Redland City appears in section 4.2 Mainland Evacuation Centres.

- Birkdale State School – Hall
  73-85 Agnes Street, Birkdale
  Ph: 3286 0777
  Lat: -27.4904   Long: 153.2168

- Birkdale South State School – Hall
  447-459 Old Cleveland Road East, Birkdale
  Ph: 3820 4333
  Lat: -27.5075   Long: 153.2136

- Wellington Point State High School – Hall
  2-34 Bagden Road, Wellington Point
  Ph: 3820 4222
  Lat: -27.4920   Long: 153.2309

- Wellington Point State School – Hall
  452-478 Main Road, Wellington Point
  Ph: 3286 0666
  Lat: -27.4902   Long: 153.2372

Redland CITY COUNCIL

Neighbourhood Safer Places

An NSP is a local open space or identified building where people may gather, as a last resort, to seek shelter from bushfire. The main purpose of an NSP is to provide some level of protection to human life from the immediate life-threatening effects of a bushfire. An NSP will not guarantee safety in all circumstances as they still entail some risk, both in moving to them and while sheltering in them; they cannot be considered completely safe.

Although QFES cannot guarantee an immediate presence during a bushfire, every effort will be made to provide support as soon as resources are available. The following limitations of an NSP need to be considered if people plan to use one as a last resort:

• QFES may not be present, in the event that they will be fighting the main fire front elsewhere.

• NSPs do not cater for animals or pets.

• NSPs do not provide meals or amenities.

• NSPs may not provide shelter from the elements, particularly flying embers.

• If you are a person with special needs, consider what assistance you may require at an NSP.

If an NSP is part of your contingency plan, it should not require extended travel through fire-affected areas to get there.

The following approved Neighbourhood Safer Places are located closest to Thorneside:

Birkdale State School - Oval
Category: Open Space
Address: 74 Agnes Street
Suburb: Birkdale, 4159
Latitude: -27.4924608   Longitude: 153.2159736

E.G.W. Wood Sports Ground
Category: Open Space
Address: Birkdale Road
Suburb: Wellington Point, 4160
Latitude: -27.4890748   Longitude: 153.2331857

Wellington Point State High School - Oval
Category: Open Space
Address: Bagden Road
Suburb: Wellington Point, 4160
Latitude: -27.4900933   Longitude: 153.2305775

Evacuation Routes

If you need to or are required to evacuate, it is recommended that you seek shelter with family or friends in the first instance. If these options are not available to you, Redland City Council will establish crisis accommodation in the form of Evacuation Centres or another appropriate means of short term accommodation. When evacuating from your home, your chosen evacuation route should always be the most direct and safest route available, be aware of possible localised flooding. Please tune in warnings of road closures on local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

REMEMBER: If it's flooded, forget it!

If you are evacuating the Thorneside area to stay with family or friends outside of the Redlands, the following evacuation routes are recommended:

• Exit Redland City by travelling south along Birkdale Road to the intersection with Old Cleveland Road and travel along either Old Cleveland Road or Moreton Bay Road toward Brisbane.

• Exit Redland City by travelling west along Quarry and Rickertt Roads toward Brisbane. Please Note: this evacuation route is not recommended during periods of heavy rainfall as Rickertt Road is susceptible to flash flooding on the Brisbane City side of Tingalpa Creek.

For information about flooding around Thorneside, please refer to 4.3 – LOCALISED FLOODING.

THORNESIDE
SHOULD KNOW

Natural Hazards

Bushfire

Thorneside has a very limited bushfire risk, with only one small section of private property the backs onto the Thorneside Mobile Home Park being identified as having a moderate bushfire risk. Thorneside boarders Brisbane City along Tingalpa Creek and the land adjacent is identified as having a moderate bushfire risk.

Properties adjacent bushland areas may be at risk of ember attack should there be a bushfire in the vicinity. During a wild fire, embers can travel up to 3 kilometres in front of a fire line which means residents need to be vigilant and be prepared. For more information about bushfire preparedness and what to do during a bushfire, visit the Queensland Rural Fire Service website at: www.ruralfire.qld.gov.au and download the Bushfire Survival Plan – PREPARE.ACT.SURVIVE.

Redland City Council employs a range of fire mitigation strategies to reduce the risk of bushfire in the area. These strategies include hazard reduction burning (back burns), fire breaks and weed management. Redland City Council is also investigating arrangements with Queensland Fire and Emergency Services to support fire mitigation activities around the city.

Thorneside
Bushfire Hazard

Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector
Bushfire Prone Area
Very High - Potential Intensity
High - Potential Intensity
Moderate - Potential Intensity

Disclaimer:
The data published in State Planning Policy Bushfire Prone Mapping is produced for information purposes only.
Whilst every effort is made to ensure the accuracy of this data, the Department of State Development, Infrastructure and Planning makes no representations or warranties about its accuracy, reliability, completeness or suitability for any particular purpose and disclaims all responsibility and all liability (including without limitation, liability in negligence) for all expenses, losses, damages (including indirect or consequential damage) and costs which you might incur as a result of the product being inaccurate or incomplete in any way and for any reason.

Redland
CITY COUNCIL

Flood Prone, Storm Tide

Thorneside is located at the mouth of the Tingalpa Creek, one of Redland City's largest watercourses. Current mapping shows that Tingalpa Creek would be the primary source of flooding in Thorneside, be that from tidal inundation caused by a storm tide event or from a large release of water from the Leslie Harrison Dam which is situated approximately 6.5 kilometers inland from the mouth of the creek.

The greatest impacts of storm tide would be felt by properties along the Tingalpa Creek in the area of the Esplanade, Railway Parade, Ferry Road and Thorneside Road, as well as those properties along the exposed foreshore area of Queens Esplanade. The potential for flooding along Tingalpa Creek is heightened during heavy rain events that cause releases to occur from the Leslie Harrison Dam. Dam managers closely monitor the water levels in the dam and ensure that dam releases do not coincide with storm tide events that would push water back up Tingalpa Creek.

To reduce the potential impacts of releases from the Leslie Harrison Dam, Redland City Council in partnership with SEQ Water has devised a strategy of trickle flow releases to coincide with tide times prior to the dam reaching maximum capacity. SEQ Water has developed a comprehensive Emergency Action Plan for the Leslie Harrison Dam to meet the requirements of the Water Supply (Safety and Reliability) Act 2008 in order to manage any crisis or dam failure.

Thorneside
Flood Prone, Storm Tide Hazard

Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector

RPS Flood Prone, Storm Tide Overlay
- Storm Tide Area
- Flood Prone Area
- SMBI Flood Prone and Storm Tide Area
- Drainage Constrained Land

Natural Hazards

Landslide

Landslide Hazard mapping indicates that Thorneside has a limited risk of landslide. A small pocket of low to medium landslide hazard has been identified along the waterfront at the most northern point of Mooroondu Road and a second small pocket of low to medium risk identified between Ruth Street and Claremont Street. There are a limited number of residential properties in these areas that are impacted.

The Redland Planning Scheme, through the Landslide Hazard Overlay attempts to mitigate the impacts of the landslide hazard by requiring more robust engineering for developments built within the identified landslide hazard areas. It is important for engineers and geologists to evaluate slope stability and any landslide threat during development assessments so that effective and timely remedial measures can be implemented. For further information, refer to the Redlands Planning Scheme, Landslide Hazard Overlay.

Thorneside

Landslide Hazard

Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector

RPS Landslide Hazard Overlay
- Very High
- High
- Medium
- Low

Critical Infrastructure

Critical infrastructure at the time of a disaster event includes utilities such as power, water, sewerage, telecommunications, gas and road and rail networks. Impacts of a disaster on these services may have far reaching long term affects for mainland communities.

Sewage

Thorneside is a long established residential suburb and as such most properties are connected to the sewer network. There are a small number of homes along Railway Parade, Ferry Road and Esplanade that are not sewered and rely on gravity fed septic systems to dispose of their wastewater. Thorneside has a Sewerage Treatment Plant located at Quarry Road that services the surrounding area of Thorneside, Birkdale, and Wellington Point. Current hazard mapping indicates that the Thorneside Sewerage Treatment Plant may experience impacts from tidal inundation during an extreme storm tide event.

Water

Thorneside receives its water supply from the Alexandra Hills Reservoir located at Hilltop Circuit, Alexandra Hills. The Alexandra Hills Reservoir services the Redland City's northern suburbs via a pipeline network that is both gravity fed and pressurised. The reservoir holds a mix of water from the Leslie Harrison Dam and the Herring Lagoon bore field on North Stradbroke Island.

This is possible because the Alexandra Hills Reservoir connects to both the Leslie Harrison Dam and the Mt Cotton Reservoir at Tallow Wood Court, Mt Cotton. The Mt Cotton Reservoir is in turn connected to the Heinemann Road Reservoir, Mt Cotton which connects to both the South East Queensland Grid and North Stradbroke Island. Redland City is connected to the South East Queensland Water Grid via a pump station on Gramzow Road, Mt Cotton

which allows water to be pumped to and from the city via the Heinemann Road Reservoir, Mt Cotton. This network of reservoirs, pump stations and pipelines ensures that water can be moved around the network and that multiple water supplies are available to residents living in all areas Redland City.

Electricity

Thorneside's power supply enters the city via an underground powerline along Rickertt Road that crosses Tingalpa Creek from Brisbane City. From this point, the vast majority of Thorneside is serviced by an overhead powerline network, as is consistent the longer established residential suburbs.

Overhead powerlines are more susceptible to damage during severe weather which can result in power outages and fallen powerlines. Fallen powerlines oppose significant dangers to the community, be aware that any object in contact with powerlines could be live. The area is more dangerous in wet conditions as water is an excellent conductor.

Remember: any metallic objects, including fences, will be electrified if they touch or are even close to a live fallen powerline. Even a tree branch can be a potential conductor of electricity if it is in contact with a live wire. Stay away from fallen powerlines and alert others of the danger – contact Energex on 13 19 62.

Gas

There is no domestic reticulated gas service within Redland City. Nor is there a gas main that runs through the suburb of Thorneside. There are however homes within the area that use gas bottles the service hot water systems and cooking appliances. Residents are reminded to be diligent with the appropriate storage and maintenance of any gas bottles that they have located on their property.

Critical Infrastructure

Telecommunications

Thorneside is connected via landlines to the telecommunications and data networks. There is good mobile network coverage in Thorneside with limited to no mobile reception black spots in the area. Telstra is the major supplier of telecommunications to the region; other suppliers include Optus and Vodafone.

Harbours and Marinas

Thorneside does not have an established harbour or marina; however there are a number of small boat moorings in the Tingalpa Creek directly opposite the Esplanade and further around to the mouth of the creek. These moorings and vessels are at risk of structural damage should a storm tide event impact the Tingalpa Creek.

Road Network

REMEMBER: If it's flooded, forget it!

On 20 November 2012, Iain MacKenzie – Inspector General Emergency Management said *"There is absolutely no excuse for motorists who deliberately drive or walk past a road closed sign and into floodwaters. Even if you are in familiar territory and believe local knowledge will get you through, think again. Floodwaters are treacherous and the dangers are hidden beneath the surface."*

Every year people are hurt, or die, trying to cross or play in flooded waterways. It can happen anywhere – roads, creeks, dams, parks or backyards. Residents should be aware of the dangers connected to floodwater or swift flowing water such as: slippery surfaces; uneven ground; strong currents; sharp objects; electrical current; fences; vehicles; rocks; long grass; tree branches; sewerage; and chemicals. If you get trapped in floodwater, you not only put your life and the lives of the people with you at risk, but you also put the lives of the rescuers at risk too.

Localised flooding may temporarily restrict access and cut roads in some areas of Redland City. Please consider this when planning to drive during periods of heavy rain. A list of the areas impacted by localised flooding appears in this plan in 4.3 – LOCALISED FLOODING.

Rail Network

The rail network enters Redland City via Thorneside, crossing the Tingalpa Creek to the north of the Thorneside sewerage treatment plant and continues on to the Thorneside Station. From Thorneside Station the rail network continues east to Birkdale Station and Wellington Point Station where the line turns south-east to Ormiston Station and Cleveland Station where it terminates.

Current Flood Prone, Storm Tide mapping indicates the possibility of the rail network being cut by flood water on the Redland City side of Tingalpa Creek, north of the Tingalpa Station. If this were to occur, rail transport in and out of Redland City would be cut along with rail access to Brisbane City. This would prevent any evacuations via rail to the RNA Showgrounds which is the primary evacuation centre for Brisbane and an alternate evacuation centre for Redland City residents should the city's infrastructure be significantly compromised by a disaster event.

Redland
CITY COUNCIL

ABOUT
THORNESIDE

Background

Thorneside, located in the north of Redland City is bounded by Moreton Bay to the north and west, Ruth Street, the suburb of Birkdale, Thorne Road and Henry Street in the east, and the railway line, Quarry Road and Rickertt Road in the south. Thorneside has a land area of 257 hectares or approximately 3km2. Thorneside is named after the railway station, which was named after William Thorne, an early landholder.

Settlement of the area dates from the mid 1800s, with land used mainly for farming. Population was minimal until the 1880s when the railway came through. In the early 1900s the land was subdivided and sold as primarily residential developments. Significant development did not occur until the late 1960s. Rapid growth took place during the 1970s and 1980s, with population growth slowing during the early 1990s. The population increased marginally between 1996 and 2011, a result of fewer new dwellings being added to the area and generally a decline in the average number of persons living in each dwelling. Today, Thorneside is primarily a residential suburb with a small pocket of industrial land.

Major features of the area include William Taylor Sportsground, Aquatic Paradise Park West, Beth Boyd Park, Williams Weber Reserve, Frank Street Bushland Refuge, Jack & Edna Finney Reserve, Thorneside Village Shopping Centre, Thorneside Community Hall and access to Moreton Bay.

Demographic Profile

The Census population of Thorneside in 2011 was 3,567 with a population density of 13.87 persons per hectare, living in 1,635 dwellings with an average household size of 2.32. There were 36 people over the age of 85 living in Thorneside, with largest age group being 30 to 34 year olds in 2011.

The Age Structure of Thorneside provides insights into the suburb's age profile which is a key consideration during disaster preparation, response and recovery to accommodate the needs of the community. It is also an indicator of Thorneside's level of demand for age based services and how it is likely to change in the future.

Age structure - five year age groups, 2011
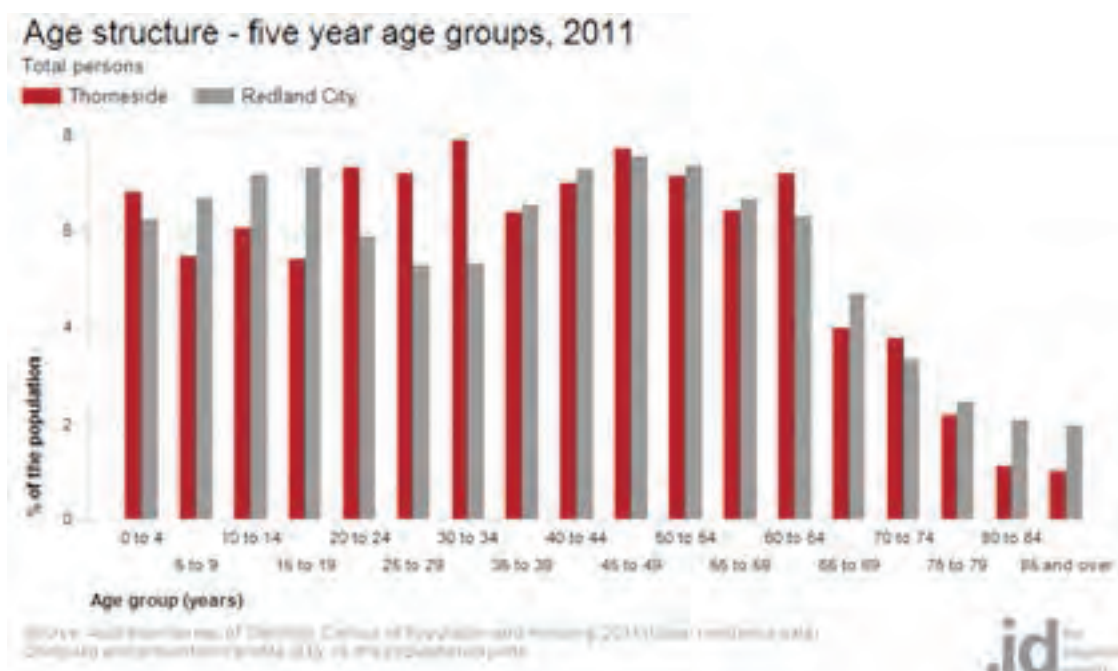
Demographic Profile

Analysis of the five year age groups of Thorneside in 2011 compared to Redland City shows that there was a lower proportion of people in the younger age groups (under 15) as well as a lower proportion of people in the older age groups (65+). Overall, 18.3% of the population was aged between 0 and 15, and 12.0% were aged 65 years and over, compared with 20.1% and 14.5% respectively for Redland City.

The major differences between the age structure of Thorneside and Redland City were:
* A larger percentage of persons aged 30 to 34 (7.9% compared to 5.3%)
* A larger percentage of persons aged 25 to 29 (7.2% compared to 5.3%)
* A larger percentage of persons aged 20 to 24 (7.3% compared to 5.9%)
* A smaller percentage of persons aged 15 to 19 (5.4% compared to 7.3%)

Change in age structure - five year age groups, 2006 to 2011
Thorneside - Total persons
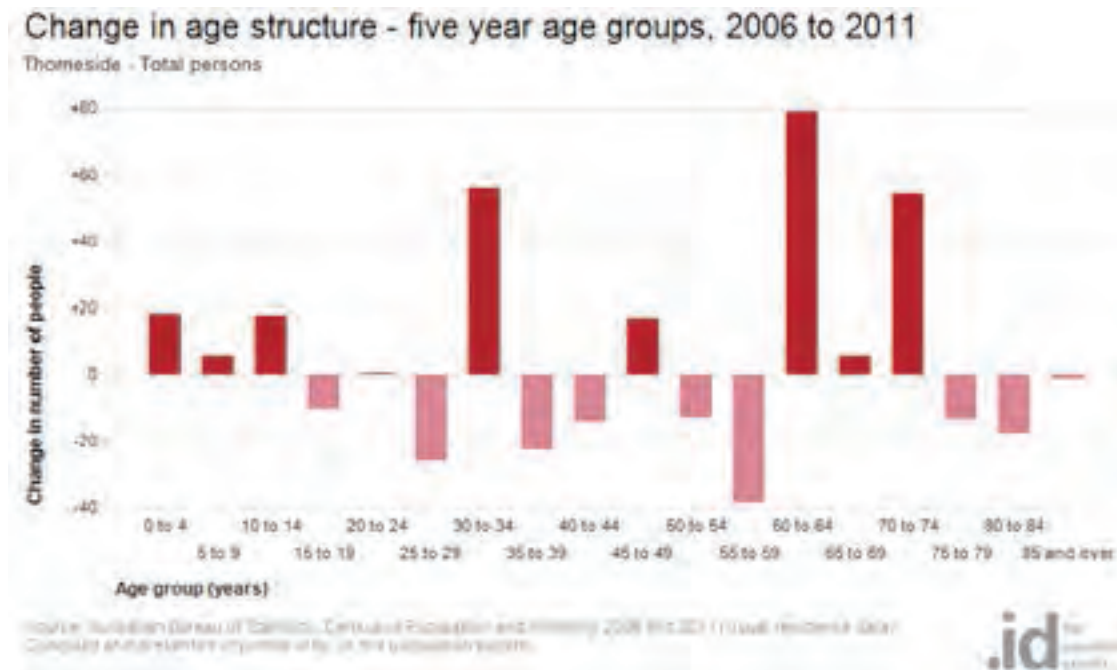
From 2006 to 2011, Thorneside's population increased by 94 people (2.7%). This represents an average annual population change of 0.54% per year over the period.

The largest changes in age structure in this area between 2006 and 2011 were in the age groups:

* 60 to 64 (+79 persons)
* 30 to 34 (+56 persons)
* 70 to 74 (+54 persons)

Redland
CITY COUNCIL
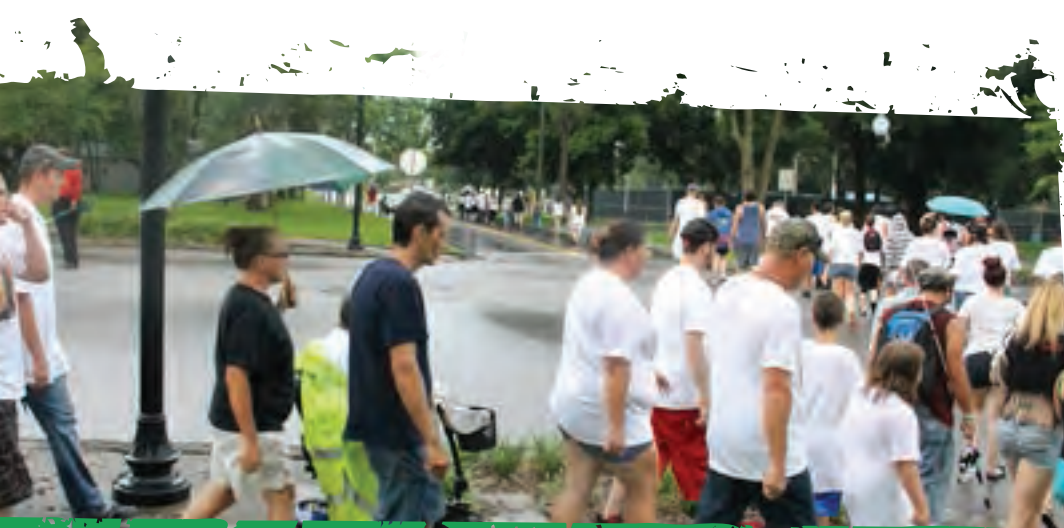
Need for Assistance

134 people or 3.8% of the population in Thorneside reported needing help in their day-to-day lives due to disability. ***Please note:*** *A person's reported need for assistance is based on the subjective assessment of people evaluating themselves, (or their carers), as being in need of assistance and should therefore be treated with caution.*

Thorneside's disability statistics relate directly to need for assistance due to a 'profound or severe core activity limitation'. This population is defined as people who need assistance in their day to day lives with any or all of the following activities – self-care, body movements or communication – because of a disability, long-term health condition, or old age. Thorneside's disability statistics help in understanding the prevalence of people who need support in the community, particularly during a disaster.
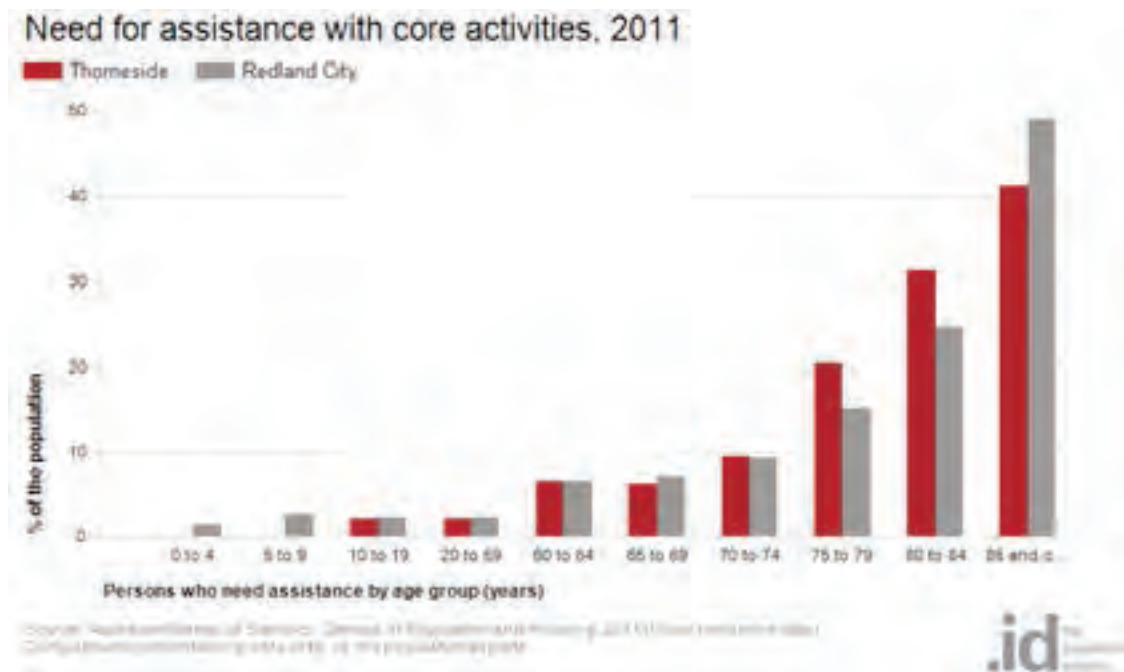
Analysis of the need for assistance of people in Thorneside compared to Redland City shows that there was a lower proportion of people who reported needing assistance with core activities. Overall, 3.8% of the population reported needing assistance with core activities, compared with 4.7% for Redland City.

The major differences in the age groups reporting a need for assistance in Thorneside and Redland City were;

• A larger percentage of persons aged 80 to 84 (31.3% compared to 24.7%)
• A larger percentage of persons aged 75 to 79 (20.4% compared to 15.0%)
• A smaller percentage of persons aged 85 and over (41.1% compared to 49.0%)
• A smaller percentage of persons aged 5 to 9 (0.0% compared to 2.6%)

BIRKDALE

MUST KNOW

Information Sources

For weather updates and emergency warnings:

- Listen to local radio – ABC 612 AM and Bay FM 100.3
- Follow rolling updates on the Redland City Council news site: news.redland.qld.gov.au/
- Follow updates from Redland City Council's social media:
    a. Twitter: twitter.com/RedlandCouncil
    b. Facebook: www.facebook.com/RedlandCouncil
- Weather and warning updates:
    a. Bureau of Meteorology: www.bom.gov.au/qld/
    b. Raby Bay weather station: www.rabybay.org/
- Word of mouth through RCC, QPS, QFES and SES
- Door knocking and vehicle mounted PA systems through RCC, QPS, QFES and SES

Evacuation Information

The first preference is for people to 'shelter-in-place' – stay where you are. Evacuations should only occur when the risk of sheltering in place is greater than the risk associated with leaving and moving to a place of lower risk.

Evacuation Centres/Assembly Areas/Helicopter Landing Sites

Evacuation Centres will be opened as demand requires. Information relating to the opening of Evacuation Centres will be announced via the information sources listed above so please tune into local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

For information relating to current Evacuations, please contact Redland City Council on 3829 8999

The Evacuation Centres are the primary assembly areas during a disaster and will often have an oval or parkland nearby for a helicopter landing site that provides quick access to the Evacuation Centre. Accordingly, latitude and longitude information has been provided for the Evacuation Centres that have adjoining land size suitable to accommodate a helicopter landing site.has been provided for the Evacuation Centres that have adjoining land size suitable to accommodate a helicopter landing site.

- Birkdale School of Arts Hall
  101 Birkdale Rd, Birkdale
  Ph: 3829 8999

- Thorneside Community Hall
  200-204 Mooroondu Road, Thorneside
  Soccer Field, next to Thorneside Community Hall
  Ph: 3829 8999
  Lat: -27.4867   Long: 153.2075

- Wellington Point Recreational Hall –
  347-371 Birkdale Road, Wellington Point
  Ph: 3829 8999

Redland City Council and the Department of Education, Training and Employment have established a Memorandum of Understanding to allow suitable public school facilities to be used as evacuation centres during disasters. The facilities listed below are located closest to this suburb. A full list of available sites for mainland Redland City appears in section 4.2 Mainland Evacuation Centres.

- Birkdale State School – Hall
  73-85 Agnes Street, Birkdale
  Ph: 3286 0777
  Lat: -27.4904   Long: 153.2168

- Birkdale South State School – Hall
  447-459 Old Cleveland Road East, Birkdale
  Ph: 3820 4333
  Lat: -27.5075   Long: 153.2136

- Wellington Point State High School – Hall
  2-34 Bagden Road, Wellington Point
  Ph: 3820 4222
  Lat: -27.4920   Long: 153.2309

- Wellington Point State School – Hall
  452-478 Main Road, Wellington Point
  Ph: 3286 0666
  Lat: -27.4902   Long: 153.2372

- Capalaba State College – Jnr Campus Hall
  150 Mt Cotton Road, Capalaba
  Ph: 3823 9333
  Lat: -27.5361   Long: 153.1918

- Capalaba State College – Snr Campus
  Multi-Purpose Shelter
  School Road, Capalaba
  Ph: 3823 9111
  Lat: -27.5366   Long: 153.1935

- Coolnwynpin State School – Hall
  6 Telaska Court, Capalaba QLD 4157
  Ph: 3906 4333
  Lat: -27.5476   Long: 153.2023

Redland
CITY COUNCIL

Neighbourhood Safer Places

An NSP is a local open space or identified building where people may gather, as a last resort, to seek shelter from bushfire. The main purpose of an NSP is to provide some level of protection to human life from the immediate life-threatening effects of a bushfire. An NSP will not guarantee safety in all circumstances as they still entail some risk, both in moving to them and while sheltering in them; they cannot be considered completely safe.

Although QFES cannot guarantee an immediate presence during a bushfire, every effort will be made to provide support as soon as resources are available. The following limitations of an NSP need to be considered if people plan to use one as a last resort:

- QFES may not be present, in the event that they will be fighting the main fire front elsewhere.

- NSPs do not cater for animals or pets.

- NSPs do not provide meals or amenities.

- NSPs may not provide shelter from the elements, particularly flying embers.

- If you are a person with special needs, consider what assistance you may require at an NSP.

If an NSP is part of your contingency plan, it should not require extended travel through fire-affected areas to get there.

The following approved Neighbourhood Safer Places are located closest to Birkdale:

Birkdale State School - Oval
Category: Open Space
Address: 74 Agnes Street
Suburb: Birkdale, 4159
Latitude: -27.4924608   Longitude: 153.2159736

E.G.W. Wood Sports Ground
Category: Open Space
Address: Birkdale Road
Suburb: Wellington Point, 4160
Latitude: -27.4890748   Longitude: 153.2331857

Wellington Point State High School - Oval
Category: Open Space
Address: Bagden Road
Suburb: Wellington Point, 4160
Latitude: -27.4900933   Longitude: 153.2305775

Evacuation Routes

If you need to or are required to evacuate, it is recommended that you seek shelter with family or friends in the first instance. If these options are not available to you, Redland City Council will establish crisis accommodation in the form of Evacuation Centres or another appropriate means of short term accommodation. When evacuating from your home, your chosen evacuation route should always be the most direct and safest route available, be aware of possible localised flooding. Please tune in warnings of road closures on local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

REMEMBER: If it's flooded, forget it!

If you are evacuating the Birkdale area, the following evacuation routes are recommended:

- Exit Redland City by travelling south along Birkdale Road to the intersection with Old Cleveland Road and travel along either Old Cleveland Road or Moreton Bay Road toward Brisbane.

- Exit Redland City by travelling west along Quarry and Rickertt Roads toward Brisbane. Please Note: this evacuation route is not recommended during periods of heavy rainfall as Rickertt Road is susceptible to flash flooding on the Brisbane City side of Tingalpa Creek.

  For information about flooding around Birkdale, please refer to 4.3 – LOCALISED FLOODING.

BIRKDALE
SHOULD KNOW

Natural Hazards

Bushfire

Current mapping suggests that Birkdale has a number of areas of bushfire hazard ranging from moderate to very high bushfire hazard. The very high bushfire hazard has been identified primarily on land adjacent the residential areas along Sunnybay Drive and surrounding the Birkdale Landfill and Judy Holt Sports Field. These areas bushland areas have thick vegetation up to property boundaries and along road reserves. There is also a large area of moderate bushfire hazard fronting the south-eastern boundary of the Birkdale Golf Club, however there is limited residential development n this area.

Properties that are adjacent to bushland areas may be at risk of ember attack should there be a bushfire in the vicinity. During a wild fire, embers can travel up to 3 kilometres in front of a fire line which means residents need to be vigilant and be prepared. For more information about bushfire preparedness and what to do during a bushfire, visit the Queensland Rural Fire Service website at: www.ruralfire.qld.gov.au and download the Bushfire Survival Plan – PREPARE.ACT.SURVIVE.

Redland City Council employs a range of fire mitigation strategies to reduce the risk of bushfire in the area. These strategies include hazard reduction burning (back burns), fire breaks and weed management. Redland City Council is also investigating arrangements with Queensland Fire and Emergency Services to support fire mitigation activities around the city

Birkdale
Bushfire Hazard

Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector
Bushfire Prone Area
■ Very High - Potential Intensity
■ High - Potential Intensity
■ Moderate - Potential Intensity

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Redland
CITY COUNCIL

Landslide

Landslide Hazard mapping indicates that Birkdale's residential area has a very limited risk of landslide, with only a few properties showing a low landslide hazard. The Birkdale Landfill and the Judy Holt Sports Field adjoining Old Cleveland Road East have been identified as being a medium landslide hazard.

Any structures built in this area would need to comply with the requirements of the Redland Planning Scheme which, through the Landslide Hazard Overlay attempts to mitigate the impacts of the landslide hazard by requiring more robust engineering for developments built within the identified landslide hazard areas. It is important for engineers and geologists to evaluate slope stability and any landslide threat during development assessments so that effective and timely remedial measures can be implemented. For further information, refer to the Redlands Planning Scheme, Landslide Hazard Overlay.

Birkdale
Landslide Hazard
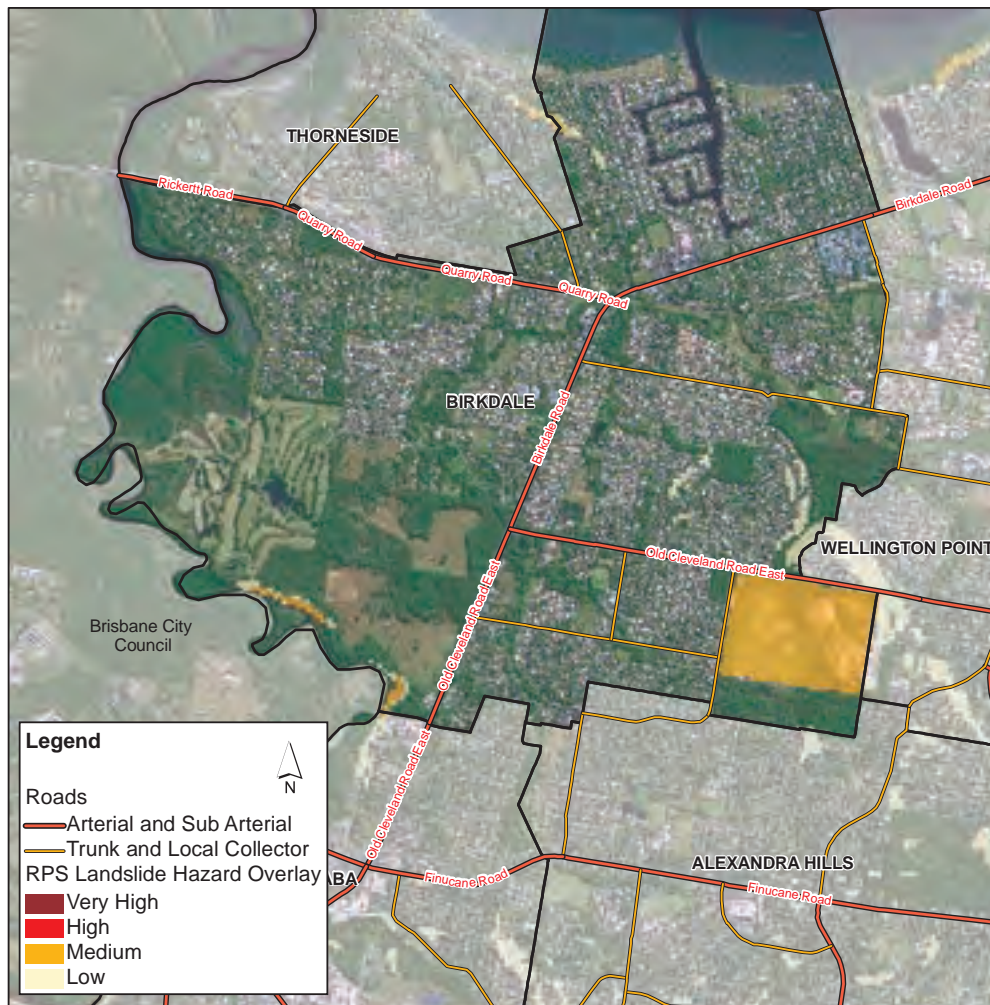
Flood Prone, Storm Tide

Current mapping shows that parts of Birkdale will experience impacts from flooding due to having areas bordering both the Tingalpa Creek and the coastline as well as having areas of overland flow running throughout the suburb. Coastal areas near Aquatic Paradise may experience tidal inundation during a storm tide event. At highest risk are properties around Queens Esplanade and Agnes Street to the West of Aquatic Paradise and to the east, tidal inundation may push as far inland as Birkdale Road, impacting properties along Bath Street, Thomas Street, Cavell Street and Murray Street.

Potential flooding along Tingalpa Creek in Birkdale as a consequence of storm tide appears to have limited affects on properties adjacent the creek apart from the Birkdale Golf Club which would see its fairways heavily impacted. Also impacting the Golf Club fairways and surrounding acreage and bushland areas is overland flow resulting from heavy rainfall events. Current mapping indicates that this type of flooding may impact a small number of homes and businesses along Birkdale Road and Collingwood Road.

The potential for flooding along Tingalpa Creek is heightened during heavy rain events that cause releases to occur from the Leslie Harrison Dam which is situated approximately 6.5 kilometers inland from the mouth of the creek. Dam managers closely monitor the water levels in the dam and ensure that dam releases do not coincide with storm tide events that would push water back up Tingalpa Creek.

To reduce the potential impacts of releases from the Leslie Harrison Dam, Redland City Council in partnership with SEQ Water has devised a strategy of trickle flow releases to coincide with tide times prior to the dam reaching maximum capacity. SEQ Water has developed a comprehensive Emergency Action Plan for the Leslie Harrison Dam to meet the requirements of the Water Supply (Safety and Reliability) Act 2008 in order to manage any crisis or dam failure.

Birkdale
Flood Prone, Storm Tide Hazard

Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector

RPS Flood Prone, Storm Tide Overlay
- Storm Tide Area
- Flood Prone Area
- SMBI Flood Prone and Storm Tide Area
- Drainage Constrained Land

Critical Infrastructure

Critical infrastructure at the time of a disaster event includes utilities such as power, water, sewerage, telecommunications, gas and road and rail networks. Impacts of a disaster on these services may have far reaching long term affects for mainland communities.

Sewage

Birkdale's residential areas are connected to the sewer network which links into the Thorneside Sewerage Treatment Plant located off Quarry Road. Current hazard mapping indicates that the Thorneside Sewerage Treatment Plant may experience impacts from tidal inundation during an extreme storm tide event.

Birkdale has a small number of acreage properties located to the west of Birkdale Road that are not sewered and rely on a mix of gravity fed septic systems and on-site sewerage treatment plants located on the properties to manage the wastewater. The on-site sewerage treatment plants require electricity to function, therefore it is recommended that these systems have a back-up generator to cope with extended periods of power outages which can occur during severe weather events.

Water

Birkdale receives its water supply from the Alexandra Hills Reservoir located at Hilltop Circuit, Alexandra Hills. The Alexandra Hills Reservoir services the Redland City's northern suburbs via a pipeline network that is both gravity fed and pressurised. The reservoir holds a mix of water from the Leslie Harrison Dam and the Herring Lagoon bore field on North Stradbroke Island.

This is possible because the Alexandra Hills Reservoir connects to both the Leslie Harrison Dam and the Mt Cotton Reservoir at Tallow Wood Court, Mt Cotton. The Mt Cotton Reservoir is in turn connected to the Heinemann Road Reservoir, Mt Cotton which connects to both the South East Queensland Grid and North Stradbroke Island. Redland City is connected to the South East Queensland Water Grid via a pump station on Gramzow Road, Mt Cotton which allows water to be pumped to and from the city via the Heinemann Road Reservoir, Mt Cotton. This network of reservoirs, pump stations and pipelines ensures that water can be moved around the network and that multiple water supplies are available to residents living in all areas Redland City.

Electricity

Birkdale has even mix of both overhead and underground powerline networks servicing the suburb. This mix is due to the established farming and acreage areas of Birkdale being more recently sub-divided for urban development. The overhead powerlines are more susceptible to damage during severe weather which can result in power outages and fallen powerlines.

Fallen powerlines oppose significant dangers to the community, be aware that any object in contact with powerlines could be live. The area is more dangerous in wet conditions as water is an excellent conductor.

Remember: any metallic objects, including fences, will be electrified if they touch or are even close to a live fallen powerline. Even a tree branch can be a potential conductor of electricity if it is in contact with a live wire. Stay away from fallen powerlines and alert others of the danger – contact Energex on 13 19 62.

Gas

There is no domestic reticulated gas service within Redland City. Nor is there a gas main that runs through the suburb of Birkdale. There are however homes within the area that use gas bottles the service hot water systems and cooking appliances. Residents are reminded to be diligent with the appropriate storage and maintenance of any gas bottles that they have located on their property.

Thorneside sewerage treatment plant and continues on to the Thorneside Station. From Thorneside Station the rail network continues east to Birkdale Station and Wellington Point Station where the line turns south-east to Ormiston Station and Cleveland Station where it terminates.

Current Flood Prone, Storm Tide mapping indicates the possibility of the rail network being cut by flood water on the Redland City side of Tingalpa Creek, north of the Tingalpa Station. If this were to occur, rail transport in and out of Redland City would be cut along with rail access to Brisbane City. This would prevent any evacuations via rail to the RNA Showgrounds which is the primary evacuation centre for Brisbane and an alternate evacuation centre for Redland City residents should the city's infrastructure be significantly compromised by a disaster event.

Telecommunications

Birkdale is connected via landlines to the telecommunications and data networks. There is good mobile network coverage in Birkdale with limited to no mobile reception black spots in the area. Telstra is the major supplier of telecommunications to the region; other suppliers include Optus and Vodafone.

Harbours and Marinas

Situated within Birkdale is the canal estate of Aquatic Paradise. Aquatic Paradise is a relatively small canal estate that does not have a central marina area. Canal traffic and infrastructure is confined to the homes that front the canal. Whilst current mapping indicates limited impacts from storm surge, residents should be prepared for the possibility of their homes experiencing tidal inundation during an extreme storm tide event.

Road Network

REMEMBER: If it's flooded, forget it!

On 20 November 2012, Iain MacKenzie – Inspector General Emergency Management said *"There is absolutely no excuse for motorists who deliberately drive or walk past a road closed sign and into floodwaters. Even if you are in familiar territory and believe local knowledge will get you through, think again. Floodwaters are treacherous and the dangers are hidden beneath the surface."*

Every year people are hurt, or die, trying to cross or play in flooded waterways. It can happen anywhere – roads, creeks, dams, parks or backyards. Residents should be aware of the dangers connected to floodwater or swift flowing water such as: slippery surfaces; uneven ground; strong currents; sharp objects; electrical current; fences; vehicles; rocks; long grass; tree branches; sewerage; and chemicals. If you get trapped in floodwater, you not only put your life and the lives of the people with you at risk, but you also put the lives of the rescuers at risk too.

Localised flooding may temporarily restrict access and cut roads in some areas of Redland City. Please consider this when planning to drive during periods of heavy rain. A list of the areas impacted by localised flooding appears in this plan in 4.3 – LOCALISED FLOODING.

Rail Network

The rail network enters Redland City via Thorneside, crossing the Tingalpa Creek to the north of the Thorneside sewerage treatment plant and continues on to the Thorneside Station. From Thorneside Station the rail network continues east to Birkdale Station and Wellington Point Station where the line turns south-east to Ormiston Station and Cleveland Station where it terminates.

Current Flood Prone, Storm Tide mapping indicates the possibility of the rail network being cut by flood water on the Redland City side of Tingalpa Creek, north of the Tingalpa Station. If this were to occur, rail transport in and out of Redland City would be cut along with rail access to Brisbane City. This would prevent any evacuations via rail to the RNA Showgrounds which is the primary evacuation centre for Brisbane and an alternate evacuation centre for Redland City residents should the city's infrastructure be significantly compromised by a disaster event.

Redland
CITY COUNCIL

ABOUT
BIRKDALE

Background

Birkdale, located in the north of Redland City is bounded by Rickertt Road, Quarry Road, the railway line, Henry Street, Thorne Road, the suburb of Thorneside, Ruth Street and Moreton Bay in the north, Thomas Street, Birkdale Road, Badgen Road, Hardy Road, Collingwood Road, Pitt Road, Tulloch Drive, Tarradarrapin Creek Wetlands, Old Cleveland Road East and the suburb of Wellington Point in the east, Marina Street, William Street, Randall Road, Fullerton Street, Valantine Road, Daveson Road and Jones Road in the south, and Tingalpa Creek in the west. Birkdale has a land area of 1,131 hectares or approximately 11km2. Birkdale is named after a location in England.

Settlement of the area dates from the 1850s, although population was minimal until the 1880s, spurred by the construction of the railway line. Land was used mainly for farming and timber-getting. Significant development did not occur until the late 1960s, aided by the construction of the nearby Leslie Harrison Dam (Tingalpa Reservoir). Rapid growth took place during the 1970s and 1980s, including the development of the Aquatic Paradise canal estate in 1986. The population continued to increase during the 1990s, with minimal growth between 2001 and 2011 as fewer new dwellings were added to the area. Today, Birkdale is a residential area, with a canal estate, substantial parklands and conservation areas.

Major features of the area include Howeston Golf Course, Birkdale Fair Shopping Centre, Birkdale Gardens Shopping Centre, Aquatic Paradise Park East, Aquatic Paradise Park West, Bailey Road Park, Birkdale Bushland Refuge, Byng Road Park, Judy Holt Park, Merrill & Bob Ovenden Reserve, Tarradarrapin Creek Wetlands, Three Paddocks Park, William Eickenloff Memorial Park, William Taylor Memorial Park, Birkdale School of Arts, Birkdale Sanitary & Landfill Facility and a number of schools.

Demographic Profile

The Census population of Birkdale in 2011 was 13,865 with a population density of 12.26 persons per hectare, living in 5,120 dwellings with an average household size of 2.77. There were 359 people over the age of 85 living in Birkdale, with largest age group being 15 to 19 year olds in 2011.

The Age Structure of Birkdale provides insights into the suburb's age profile which is a key consideration during disaster preparation, response and recovery to accommodate the needs of the community. It is also an indicator of Birkdale's level of demand for age based services and how it is likely to change in the future.

Age structure - five year age groups, 2011
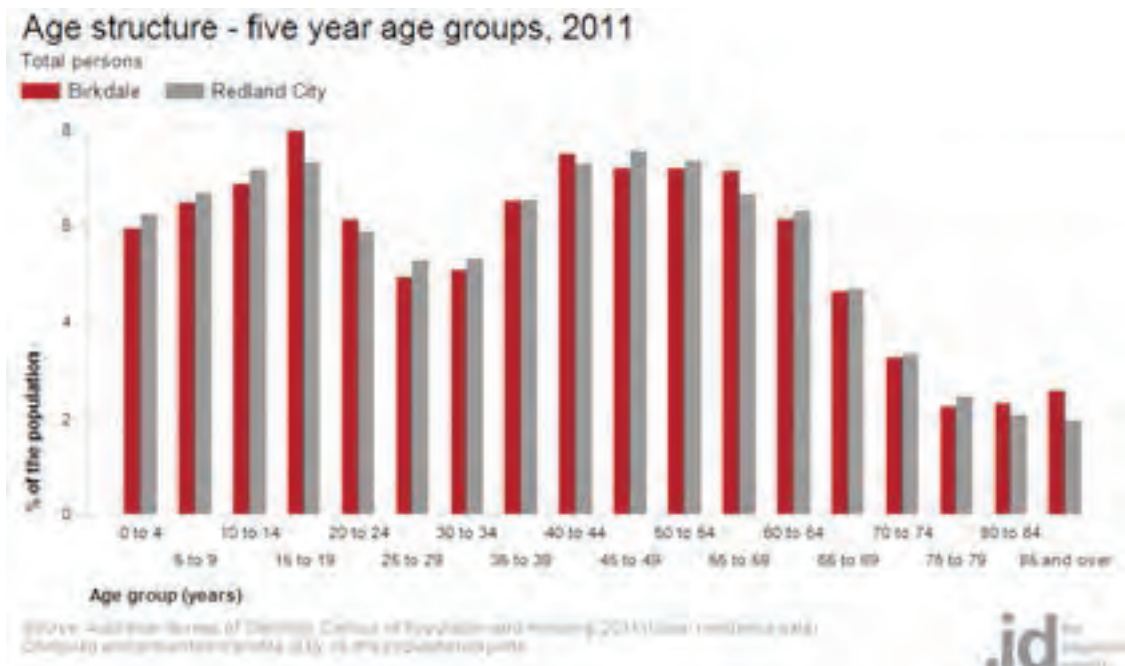
Demographic Profile

Analysis of the five year age groups of Birkdale in 2011 compared to Redland City shows that there was a lower proportion of people in the younger age groups (under 15) and a higher proportion of people in the older age groups (65+). Overall, 19.3% of the population was aged between 0 and 15, and 15.0% were aged 65 years and over, compared with 20.1% and 14.5% respectively for Redland City.

The major differences between the age structure of Birkdale and Redland City were:
* A larger percentage of persons aged 85 and over (2.6% compared to 2.0%)
* A larger percentage of persons aged 15 to 19 (7.9% compared to 7.3%)
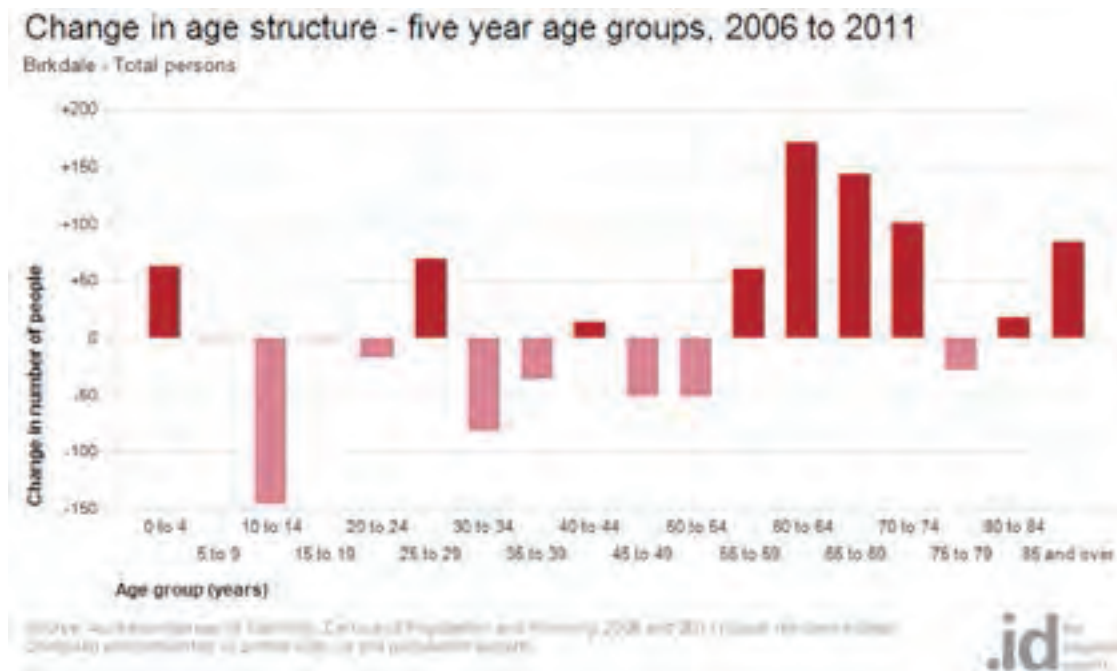
From 2006 to 2011, Birkdale's population increased by 301 people (2.2%). This represents an average annual population change of 0.44% per year over the period.

The largest changes in age structure in this area between 2006 and 2011 were in the age groups:

* 60 to 64 (+171 persons)
* 65 to 69 (+143 persons)
* 10 to 14 (-147 persons)
* 70 to 74 (+101 persons)

Need for Assistance

694 people or 5.0% of the population in Birkdale reported needing help in their day-to-day lives due to disability. ***Please note:*** *A person's reported need for assistance is based on the subjective assessment of people evaluating themselves, (or their carers), as being in need of assistance and should therefore be treated with caution.*

Birkdale's disability statistics relate directly to need for assistance due to a 'profound or severe core activity limitation'. This population is defined as people who need assistance in their day to day lives with any or all of the following activities – self-care, body movements or communication – because of a disability, long-term health condition, or old age. Birkdale's disability statistics help in understanding the prevalence of people who need support in the community, particularly during a disaster.

Need for assistance with core activities, 2011

■ Birkdale ■ Redland City

Persons who need assistance by age group (years)
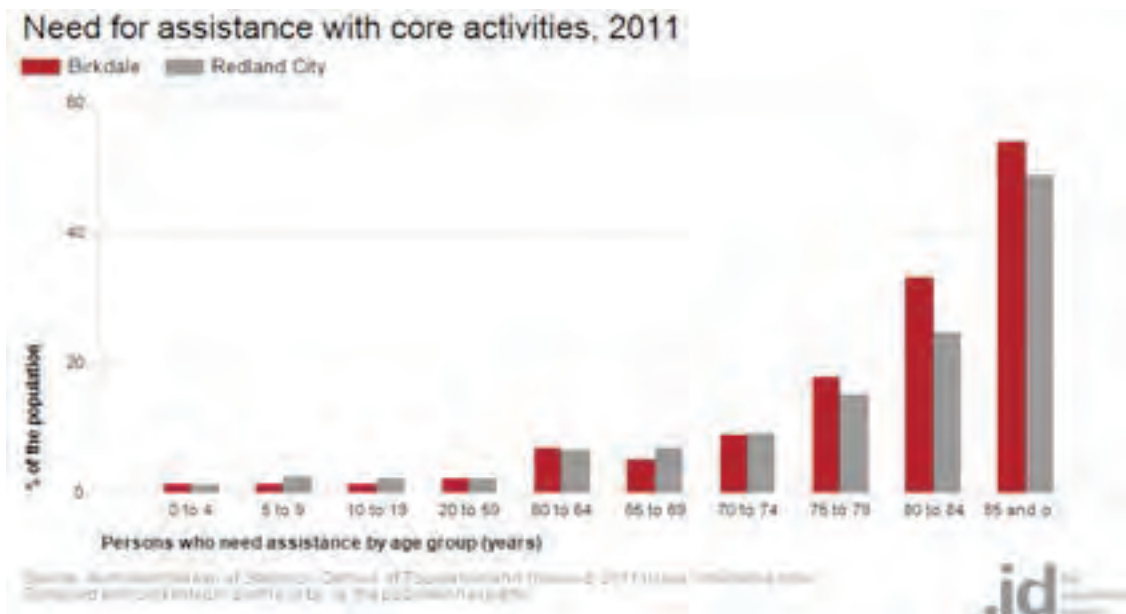
Analysis of the need for assistance of people in Birkdale compared to Redland City shows that there was a similar proportion of people who reported needing assistance with core activities. Overall, 5.0% of the population reported needing assistance with core activities, compared with 4.7% for Redland City.

The major differences in the age groups reporting a need for assistance in Birkdale and Redland City were:

• A larger percentage of persons aged 80 to 84 (33.2% compared to 24.7%)
• A larger percentage of persons aged 85 and over (54.1% compared to 49.0%)
• A larger percentage of persons aged 75 to 79 (18.0% compared to 15.0%)
• A smaller percentage of persons aged 65 to 69 (5.2% compared to 7.1%)
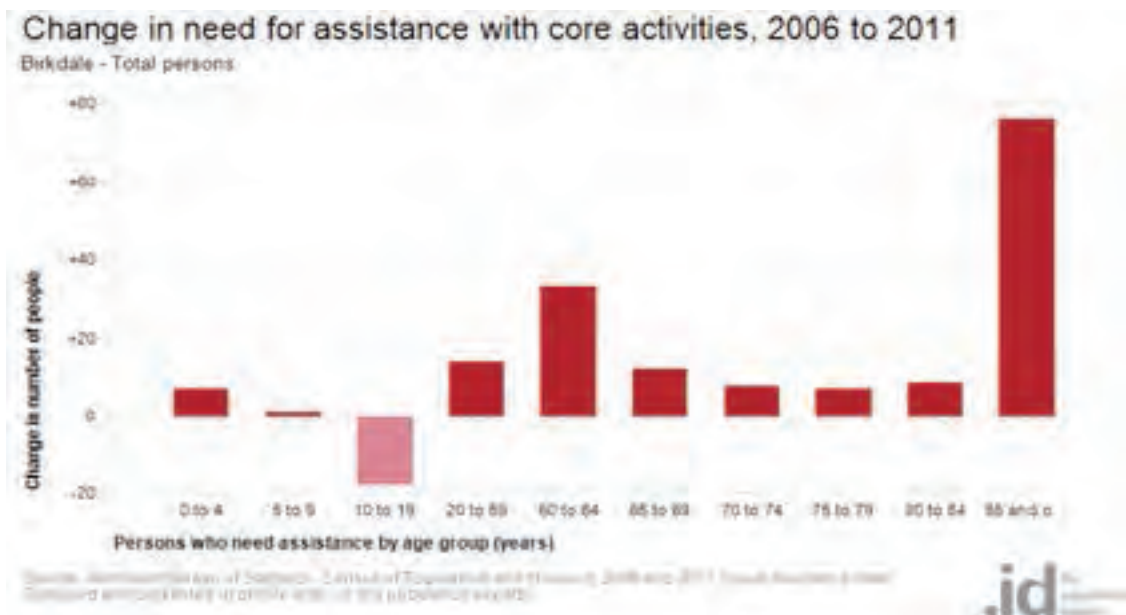
Change in need for assistance with core activities, 2006 to 2011

Birkdale - Total persons

Persons who need assistance by age group (years)

The major difference in the age groups reporting a need for assistance between 2006 and 2011 in Birkdale was in the age group:

• 85 and over (+76 persons)

WELLINGTON POINT

MUST KNOW

Information Sources

For weather updates and emergency warnings:

- Listen to local radio – ABC 612 AM and Bay FM 100.3
- Follow rolling updates on the Redland City Council news site: news.redland.qld.gov.au/
- Follow updates from Redland City Council's social media:
    a. Twitter: twitter.com/RedlandCouncil
    b. Facebook: www.facebook.com/RedlandCouncil
- Weather and warning updates:
    a. Bureau of Meteorology: www.bom.gov.au/qld/
    b. Raby Bay weather station: www.rabybay.org/
- Word of mouth through RCC, QPS, QFES and SES
- Door knocking and vehicle mounted PA systems through RCC, QPS, QFES and SES

Evacuation Information

The first preference is for people to 'shelter-in-place' – stay where you are. Evacuations should only occur when the risk of sheltering in place is greater than the risk associated with leaving and moving to a place of lower risk.

Evacuation Centres/Assembly Areas/ Helicopter Landing Sites

Evacuation Centres will be opened as demand requires. Information relating to the opening of Evacuation Centres will be announced via the information sources listed above so please tune into local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

For information relating to current Evacuations, please contact Redland City Council on 3829 8999

The Evacuation Centres are the primary assembly areas during a disaster and will often have an oval or parkland nearby for a helicopter landing site that provides quick access to the Evacuation Centre. Accordingly, latitude and longitude information has been provided for the Evacuation Centres that have adjoining land size suitable to accommodate a helicopter landing site.

- Wellington Point Recreational Hall
  347-371 Birkdale Road, Wellington Point
  Ph: 3829 8999

- Birkdale School of Arts Hall
  101 Birkdale Rd, Birkdale
  Ph: 3829 8999

- Thorneside Community Hall
  200-204 Mooroondu Road, Thorneside
  Ph: 3829 8999
  Soccer Field, next to Thorneside Community Hall
  Lat: -27.4867   Long: 153.2075

Redland City Council and the Department of Education, Training and Employment have established a Memorandum of Understanding to allow suitable public school facilities to be used as evacuation centres during disasters. The facilities listed below are located closest to this suburb. A full list of available sites for mainland Redland City appears in section 4.2 Mainland Evacuation Centres.

- Wellington Point State High School – Hall
  2-34 Bagden Road, Wellington Point
  Ph: 3820 4222
  Lat: -27.4920   Long: 153.2309

- Wellington Point State School – Hall
  452-478 Main Road, Wellington Point
  Ph: 3286 0666
  Lat: -27.4902   Long: 153.2372

- Birkdale State School – Hall
  73-85 Agnes Street, Birkdale
  Ph: 3286 0777
  Lat: -27.4904   Long: 153.2168

- Birkdale South State School – Hall
  447-459 Old Cleveland Road East, Birkdale
  Ph: 3820 4333
  Lat: -27.5075   Long: 153.2136

- Ormiston State School – Hall
  82-110 Gordon Street, Ormiston
  Ph: 3824 9111
  Lat: -27.5169   Long: 153.2571

Redland
CITY COUNCIL

Neighbourhood Safer Places

An NSP is a local open space or identified building where people may gather, as a last resort, to seek shelter from bushfire. The main purpose of an NSP is to provide some level of protection to human life from the immediate life-threatening effects of a bushfire. An NSP will not guarantee safety in all circumstances as they still entail some risk, both in moving to them and while sheltering in them; they cannot be considered completely safe.

Although QFES cannot guarantee an immediate presence during a bushfire, every effort will be made to provide support as soon as resources are available. The following limitations of an NSP need to be considered if people plan to use one as a last resort:

•   QFES may not be present, in the event that they will be fighting the main fire front elsewhere.

•   NSPs do not cater for animals or pets.

•   NSPs do not provide meals or amenities.

•   NSPs may not provide shelter from the elements, particularly flying embers.

•   If you are a person with special needs, consider what assistance you may require at an NSP.

If an NSP is part of your contingency plan, it should not require extended travel through fire-affected areas to get there.

The following approved Neighbourhood Safer Places are located closest to Birkdale:

E.G.W. Wood Sports Ground
Category: Open Space
Address: Birkdale Road
Suburb: Wellington Point, 4160
Latitude: -27.4890748   Longitude: 153.2331857

Wellington Point State High School - Oval
Category: Open Space
Address: Bagden Road
Suburb: Wellington Point, 4160
Latitude: -27.4900933   Longitude: 153.2305775

Ormiston State School - Oval
Category: Open Space
Address: 82-110 Gordon Street
Suburb: Ormiston, 4160
Latitude: -27.5168472   Longitude: 153.2570814

Evacuation Routes

If you need to or are required to evacuate, it is recommended that you seek shelter with family or friends in the first instance. If these options are not available to you, Redland City Council will establish crisis accommodation in the form of Evacuation Centres or another appropriate means of short term accommodation. When evacuating from your home, your chosen evacuation route should always be the most direct and safest route available, be aware of possible localised flooding. Please tune in warnings of road closures on local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

REMEMBER: If it's flooded, forget it!

If you are evacuating the Birkdale area, the following evacuation routes are recommended:

•   Exit Redland City by travelling south along Main Road to the intersection with Old Cleveland Road East, turn right and head west along Old Cleveland Road East to the intersection with Birkdale Road, turn left and head south to the intersection with Old Cleveland Road and travel along either Old Cleveland Road or Moreton Bay Road toward Brisbane.

•   Exit Redland City by travelling west along Birkdale Road to the round-about intersection with Quarry Road and continue travelling west along Quarry and Rickertt Roads toward Brisbane. **Please Note:** this evacuation route is not recommended during periods of heavy rainfall as Birkdale Road is susceptible to flash flooding near the Redlands Sporting Club and Rickertt Road is susceptible to flash flooding on the Brisbane City side of Tingalpa Creek.

        For information about flooding around Wellington Point, please refer to 4.3 – LOCALISED FLOODING.

WELLINGTON POINT
SHOULD KNOW

Natural Hazards

Bushfire

Current mapping indicates that Wellington Point has a few scattered high to very high bushfire hazard areas. The largest section is along the railway line in the vicinity of Saw Mill Drive and adjacent the residential development along Ethel Street. Another large section of high to very high bushfire hazard areas can be found adjacent Ormiston College, at the western end of Dundas Street.

Properties that are adjacent bushland areas may be at risk of ember attack should there be a bushfire in the vicinity. During a wild fire, embers can travel up to 3 kilometres in front of a fire line which means residents need to be vigilant and be prepared. For more information about bushfire preparedness and what to do during a bushfire, visit the Queensland Rural Fire Service website at: www.

ruralfire.qld.gov.au and download the Bushfire Survival Plan – PREPARE.ACT.SURVIVE.

Redland City Council employs a range of fire mitigation strategies to reduce the risk of bushfire in the area. These strategies include hazard reduction burning (back burns), fire breaks and weed management. Redland City Council is also investigating arrangements with Queensland Fire and Emergency Services to support fire mitigation activities around the city.reduction burning (back burns), fire breaks and weed management. Redland City Council is also investigating arrangements with Queensland Fire and Emergency Services to support fire mitigation activities around the city

Wellington Point
Bushfire Hazard

Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector
Bushfire Prone Area
▮ Very High - Potential Intensity
▮ High - Potential Intensity
▮ Moderate - Potential Intensity

Disclaimer:
The data published in State Planning Policy Bushfire Prone Mapping is produced for information purposes only.
Whilst every effort is made to ensure the accuracy of this data, the Department of State Development, Infrastructure and Planning makes no representations or warranties about its accuracy, reliability, completeness or suitability for any particular purpose and disclaims all responsibility and all liability (including without limitation, liability in negligence) for all expenses, losses, damages (including indirect or consequential damage) and costs which you might incur as a result of the product being inaccurate or incomplete in any way and for any reason.

Redland
CITY COUNCIL

Flood Prone, Storm Tide

Current flood prone, storm tide mapping indicates that Wellington Point has a number of areas susceptible to flooding from both tidal inundation and flash flooding resulting from heavy rainfall events. Tidal inundation resulting from a storm tide event will have greatest impact on properties around Sovereign Lake and Allan Day Drive.

It is possible that tidal inundation would push inland far enough to surround the Redlands Sports Club and cause flooding to the sports fields along Birkdale Road. This section of Birkdale Road is also susceptible to flash flooding during heavy rainfall events and is identified on the list of roads known to be impacted by localised flooding. If Birkdale Road is cut due to flooding, it would prevent

access from Wellington Point (to the east) to the Wellington Point High School which is an Evacuation Centre.

Other areas of tidal inundation around Wellington Point include the Wellington Point Reserve, the coastline areas of the Wellington Point peninsula and a large area to the east of O'Connell Parade and Duke Street which is the mouth of Hilliard's Creek which is mainly marsh land with no residential development. Hilliard's Creek is also susceptible to flash flooding which can extend from the mouth of the creek in Ormiston, across the railway line at the end of Sturgeon Street, around Ormiston College and continue as far inland as Finucane Road, Cleveland.

Wellington Point
Flood Prone, Storm Tide Hazard
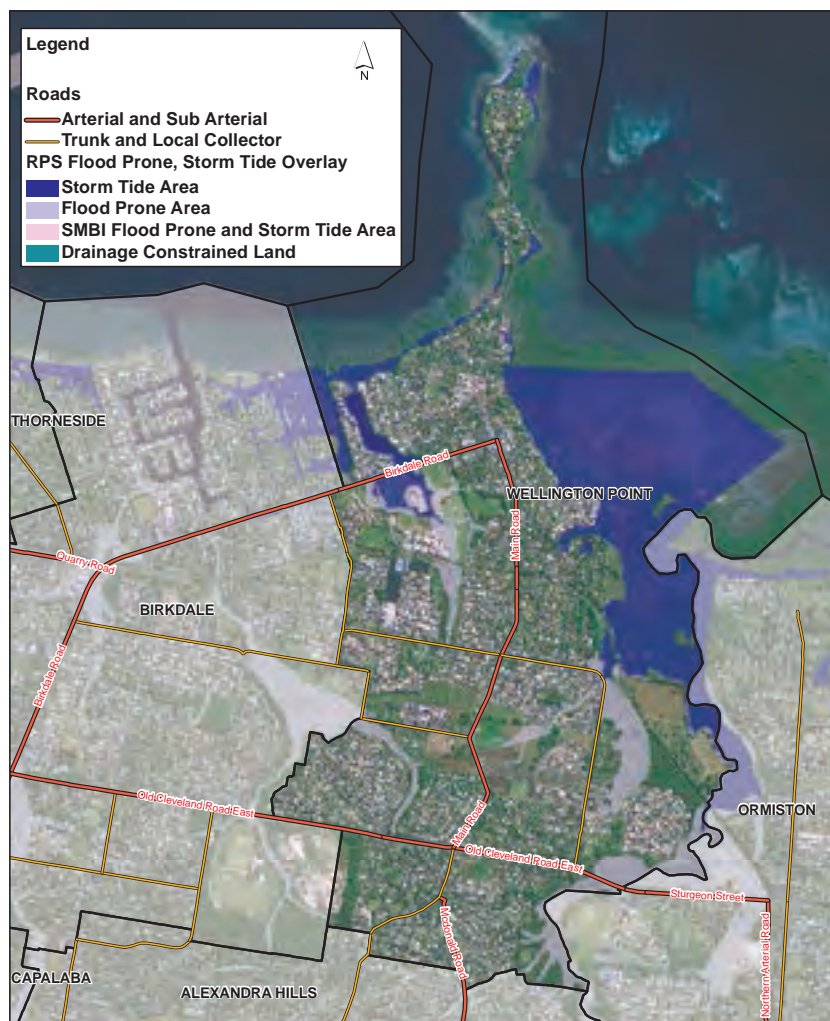
Landslide

Current mapping shows that the landslide hazard risk in Wellington Point is confined primarily to the northern peninsula areas of Main Street. This area has a low to medium landslide hazard and during Ex-Tropical Cyclone Oswald in 2013 experienced a small landslide that limited road access to the area. This peninsula area is accessed via one road – Main Street. Therefore, if a heavy rainfall event causes a landslide that cuts Main Street, the residential community to the north will become isolated.

These areas have a significant level of residential development and structures built within the area would need to comply with the requirements of the Redland Planning Scheme which, through the Landslide Hazard Overlay attempts to mitigate the impacts of the landslide hazard by requiring more robust engineering for developments built within the identified landslide hazard areas. It is important for engineers and geologists to evaluate slope stability and any landslide threat during development assessments so that effective and timely remedial measures can be implemented. For further information, refer to the Redlands Planning Scheme, Landslide Hazard Overlay.

Wellington Point
Landslide Hazard

Legend

Roads
- Arterial and Sub Arterial
- Trunk and Local Collector

RPS Landslide Hazard Overlay
- Very High
- High
- Medium
- Low

Critical Infrastructure

Critical infrastructure at the time of a disaster event includes utilities such as power, water, sewerage, telecommunications, gas and road and rail networks. Impacts of a disaster on these services may have far reaching long term affects for mainland communities.

Sewage

The vast majority of Wellington Point is connected to the sewer network which links into the Thorneside Sewerage Treatment Plant located off Quarry Road. Current hazard mapping indicates that the Thorneside Sewerage Treatment Plant may experience impacts from tidal inundation during an extreme storm tide event.

The small number of acreage properties that are not connected to the sewer network rely on a mix of gravity fed septic systems and on-site sewerage treatment plants located on the properties to manage the wastewater. The on-site sewerage treatment plants require electricity to function, therefore it is recommended that these systems have a back-up generator to cope with extended periods of power outages which can occur during severe weather events.

Water

Wellington Point receives its water supply from the Alexandra Hills Reservoir located at Hilltop Circuit, Alexandra Hills. The Alexandra Hills Reservoir services the Redland City's northern suburbs via a pipeline network that is both gravity fed and pressurised. The reservoir holds a mix of water from the Leslie Harrison Dam and the Herring Lagoon bore field on North Stradbroke Island.

This is possible because the Alexandra Hills Reservoir connects to both the Leslie Harrison Dam and the Mt Cotton Reservoir at Tallow Wood Court, Mt Cotton. The Mt Cotton Reservoir is in turn connected to the Heinemann Road Reservoir, Mt Cotton which connects to both the South East Queensland Grid and North Stradbroke Island. Redland City is connected to the South East Queensland Water Grid via a pump station on Gramzow Road, Mt Cotton which allows water to be pumped to and from the city via the Heinemann Road Reservoir, Mt Cotton. This network of reservoirs, pump stations and pipelines ensures that water can be moved around the network and that multiple water supplies are available to residents living in all areas Redland City.

Electricity

Wellington Point, similarly to Birkdale, has even mix of both overhead and underground powerline networks servicing the suburb. This mix is due to the established farming and acreage areas of Wellington Point being more recently sub-divided for urban development. The overhead powerlines are more susceptible to damage during severe weather which can result in power outages and fallen powerlines.

Fallen powerlines oppose significant dangers to the community, be aware that any object in contact with powerlines could be live. The area is more dangerous in wet conditions as water is an excellent conductor.

Remember: any metallic objects, including fences, will be electrified if they touch or are even close to a live fallen powerline. Even a tree branch can be a potential conductor of electricity if it is in contact with a live wire. Stay away from fallen powerlines and alert others of the danger – contact Energex on 13 19 62.

Gas

There is no domestic reticulated gas service within Redland City. Nor is there a gas main that runs through the suburb of Wellington Point. There are however homes within the area that use gas bottles the service hot water systems and cooking appliances. Residents are reminded to be diligent with the appropriate storage and maintenance of any gas bottles that they have located on their property.for Brisbane and an alternate evacuation centre for Redland City residents should the city's infrastructure be significantly compromised by a disaster event.

Critical Infrastructure

Telecommunications

Wellington Point is connected via landlines to the telecommunications and data networks. There is good mobile network coverage in Wellington Point with limited to no mobile reception black spots in the area. Telstra is the major supplier of telecommunications to the region; other suppliers include Optus and Vodafone.

Road Network

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Rail Network

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Current Flood Prone, Storm Tide mapping indicates the possibility of the rail network being cut by flood water on the Redland City side of Tingalpa Creek, north of the Tingalpa Station. If this were to occur, rail transport in and out of Redland City would be cut along with rail access to Brisbane City. This would prevent any evacuations via rail to the RNA Showgrounds which is the primary evacuation centre for Brisbane and an alternate evacuation centre for Redland City residents should the city's infrastructure be significantly compromised by a disaster event.

Redland
CITY COUNCIL

ABOUT
WELLINGTON POINT

Background

Wellington Point, located in the north-east of Redland City is bounded by Moreton Bay in the north, Hilliards Creek in the east, the suburb of Alexandra Hills, the creek, McDonald Road, Cherry Street, Allenby Road and Balmoral Street in the south, and the suburb of Birkdale, Old Cleveland Road East, Tarradarrapin Creek Wetlands, Tulloch Drive, Pitt Road, Collingwood Road, Hardy Road, Badgen Road, Birkdale Road and Thomas Street in the west. Wellington Point has a land area of 973 hectares or approximately 10km2. Wellington Point is named after the Duke of Wellington.

Settlement of the area dates from the 1860s, with land used mainly for farming. The Point itself was a popular recreational area for campers and day trippers from Brisbane and beyond. Population was minimal until the late 1800s, aided by the construction of the railway line from Brisbane to Cleveland. Significant residential development did not occur until the late 1960s. Rapid growth took place from the early 1990s, with the population doubling between 1991 and 2006 as large numbers of new dwellings were added to the area. Population and housing growth slowed between 2006 and 2011. Today, Wellington Point is a residential area, with substantial conservation and open space areas.

Major features of the area include Geoff Skinner Wetlands, Valley Road Wetlands, Wellington Point Constructed Wetlands, Horizon Shopping Centre, Apex Park, Brock Park, Doug Tiller Reserve, E G W Wood Sports Ground, Redlands Sporting Club, Wellington Point Reserve, William Forsyth Park, Wellington Point Recreation Hall and a number of schools.

Demographic Profile

The Census population of Wellington Point in 2011 was 11,744 with a population density of 12.07 persons per hectare, living in 4,220 dwellings with an average household size of 2.87. There were 147 people over the age of 85 living in Wellington Point, with largest age group being 45 to 49 year olds in 2011.

The Age Structure of Wellington Point provides insights into the suburb's age profile which is a key consideration during disaster preparation, response and recovery to accommodate the needs of the community. It is also an indicator of Wellington Point's level of demand for age based services and how it is likely to change in the future.

Age structure - five year age groups, 2011
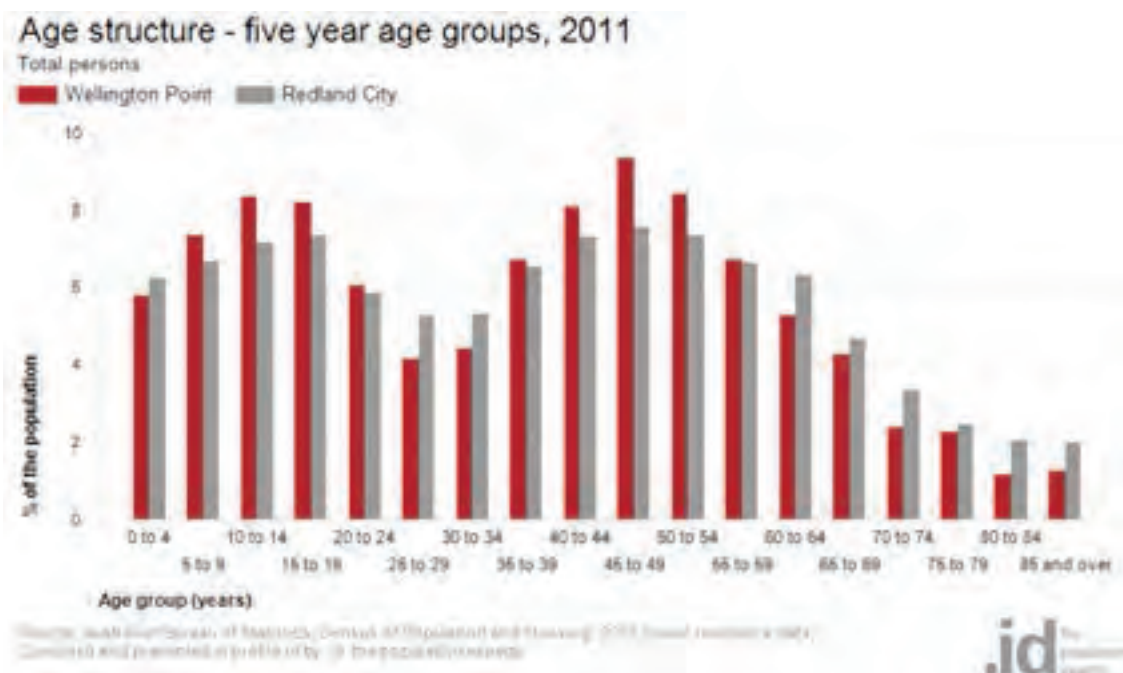
Demographic Profile

Analysis of the five year age groups of Wellington Point in 2011 compared to Redland City shows that there was a higher proportion of people in the younger age groups (under 15) and a lower proportion of people in the older age groups (65+). Overall, 21.4% of the population was aged between 0 and 15, and 11.2% were aged 65 years and over, compared with 20.1% and 14.5% respectively for Redland City.

The major differences between the age structure of Wellington Point and Redland City were:

• A larger percentage of persons aged 45 to 49 (9.3% compared to 7.5%)
• A larger percentage of persons aged 10 to 14 (8.3% compared to 7.2%)
• A larger percentage of persons aged 50 to 54 (8.4% compared to 7.4%)
• A smaller percentage of persons aged 25 to 29 (4.2% compared to 5.3%)
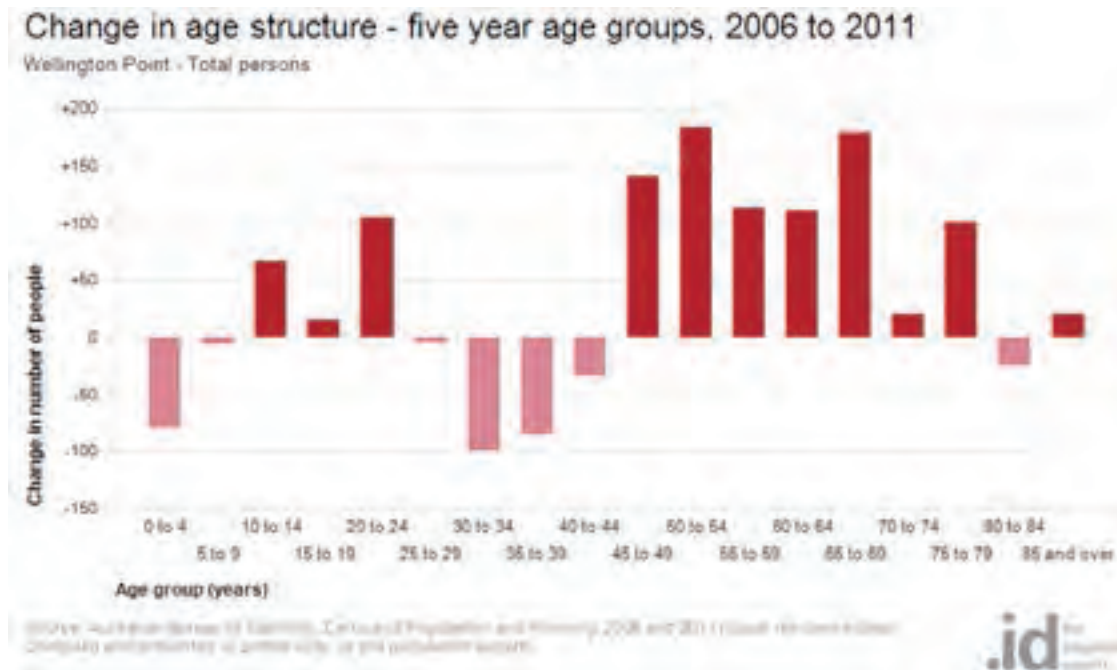
Change in age structure - five year age groups, 2006 to 2011
Wellington Point - Total persons

From 2006 to 2011, Birkdale's population increased by 301 people (2.2%). This represents an average annual population change of 0.44% per year over the period.

The largest changes in age structure in this area between 2006 and 2011 were in the age groups:

• 50 to 54 (+183 persons)
• 45 to 49 (+140 persons)
• 65 to 69 (+180 persons)
• 50 to 59 (+113 persons)

Need for Assistance

402 people or 3.4% of the population in Wellington Point reported needing help in their day-to-day lives due to disability. ***Please note:*** *A person's reported need for assistance is based on the subjective assessment of people evaluating themselves, (or their carers), as being in need of assistance and should therefore be treated with caution.*

Wellington Point's disability statistics relate directly to need for assistance due to a 'profound or severe core activity limitation'. This population is defined as people who need assistance in their day to day lives with any or all of the following activities – self-care, body movements or communication – because of a disability, long-term health condition, or old age. Wellington Point's disability statistics help in understanding the prevalence of people who need support in the community, particularly during a disaster.

Redland
CITY COUNCIL

Need for assistance with core activities, 2011

■ Wellington Point ■ Redland City

Persons who need assistance by age group (years)
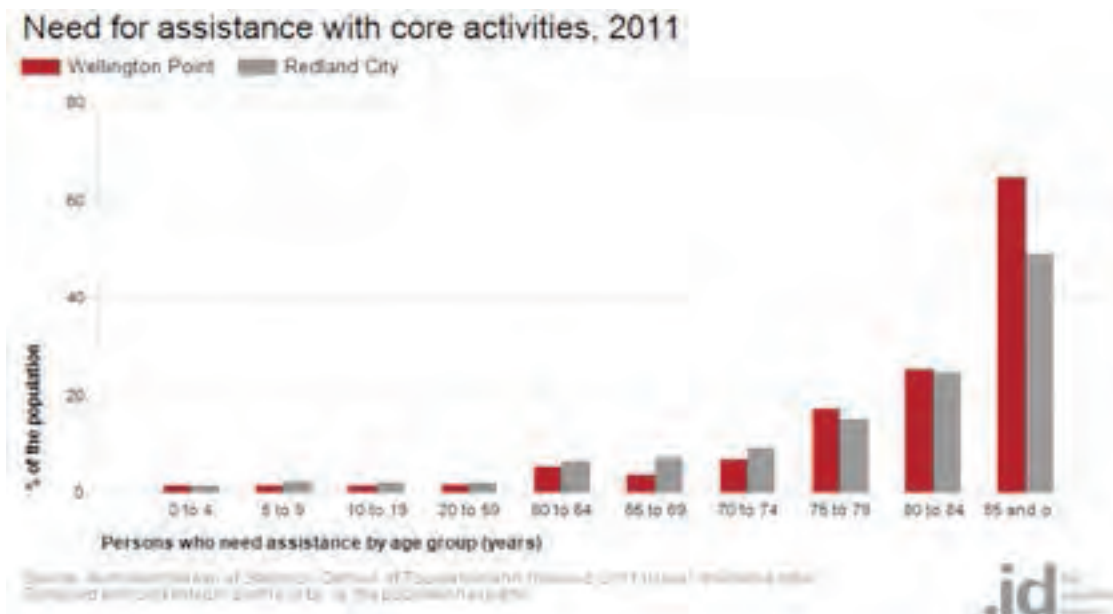
Analysis of the need for assistance of people in Wellington Point compared to Redland City shows that there was a lower proportion of people who reported needing assistance with core activities. Overall, 3.4% of the population reported needing assistance with core activities, compared with 4.7% for Redland City.

The major differences in the age groups reporting a need for assistance in Wellington Point and Redland City were:

- A larger percentage of persons aged 85 and over (64.7% compared to 49.0%)
- A larger percentage of persons aged 75 to 79 (17.4% compared to 15.0%)
- A smaller percentage of persons aged 65 to 69 (3.8% compared to 7.1%)
- A smaller percentage of persons aged 70 to 74 (6.8% compared to 9.3%)
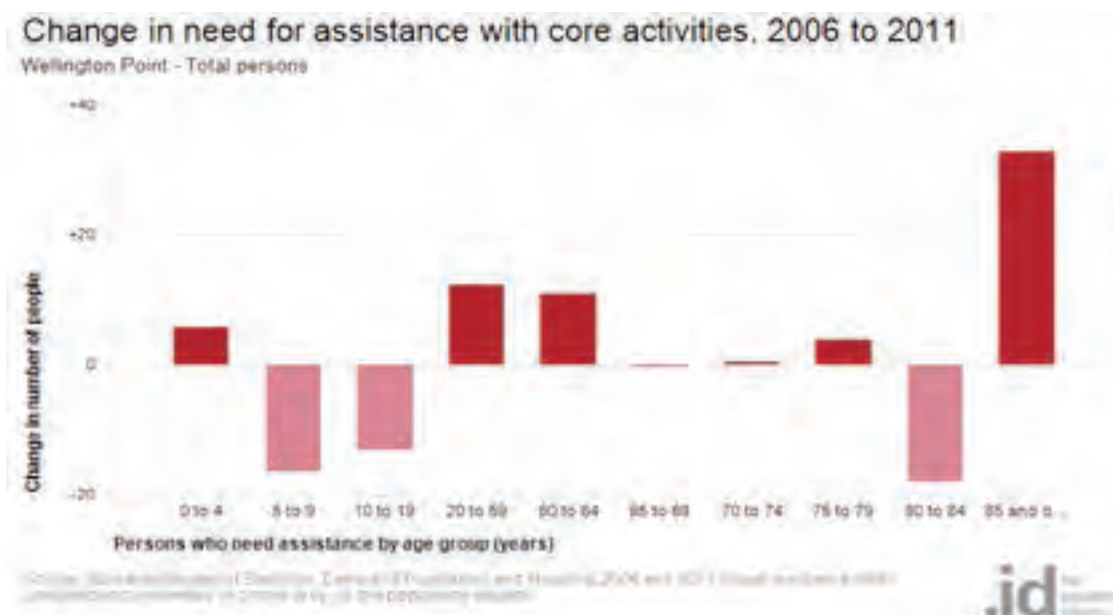
Change in need for assistance with core activities, 2006 to 2011

Wellington Point - Total persons

Persons who need assistance by age group (years)

The main difference in the age groups reporting a need for assistance between 2006 and 2011 in Wellington Point was in the age group:

- 85 and over (+ 33 persons)

ORMISTON

MUST KNOW

Information Sources

For weather updates and emergency warnings:

- Listen to local radio – ABC 612 AM and Bay FM 100.3
- Follow rolling updates on the Redland City Council news site: news.redland.qld.gov.au/
- Follow updates from Redland City Council's social media:
    a. Twitter: twitter.com/RedlandCouncil
    b. Facebook: www.facebook.com/RedlandCouncil
- Weather and warning updates:
    a. Bureau of Meteorology: www.bom.gov.au/qld/
    b. Raby Bay weather station: www.rabybay.org/
- Word of mouth through RCC, QPS, QFES and SES
- Door knocking and vehicle mounted PA systems through RCC, QPS, QFES and SES

Evacuation Information

The first preference is for people to 'shelter-in-place' – stay where you are. Evacuations should only occur when the risk of sheltering in place is greater than the risk associated with leaving and moving to a place of lower risk.

Evacuation Centres/Assembly Areas/ Helicopter Landing Sites

Evacuation Centres will be opened as demand requires. Information relating to the opening of Evacuation Centres will be announced via the information sources listed above so please tune into local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

For information relating to current Evacuations, please contact Redland City Council on 3829 8999

The Evacuation Centres are the primary assembly areas during a disaster and will often have an oval or parkland nearby for a helicopter landing site that provides quick access to the Evacuation Centre. Accordingly, latitude and longitude information has been provided for the Evacuation Centres that have adjoining land size suitable to accommodate a helicopter landing site.

- Redlands Performing Arts Centre (RPAC)
  2 Middle Street, Cleveland
  Ph: 3829 8999

- Cleveland Showgrounds
  Edgar Harley Pavilion
  44-79 Smith Street, Cleveland
  Ph: 3829 8999
  Lat: -27.3206   Long: 153.1570

- Redlands Memorial Hall
  44 Smith Street, Cleveland
  Ph: 3829 8999
  Lat: -27.3206   Long: 153.1570

- Wellington Point Recreational Hall
  347-371 Birkdale Road, Wellington Point
  Ph: 3829 8999

- Alexandra Hills Community Hall
  131-155 Finucane Road, Alexandra Hills
  Ph: 3829 8999
  Lat: -27.5235   Long: 153.2170

Redland City Council and the Department of Education, Training and Employment have established a Memorandum of Understanding to allow suitable public school facilities to be used as evacuation centres during disasters. The facilities listed below are located closest to this suburb. A full list of available sites for mainland Redland City appears in section 4.2 Mainland Evacuation Centres.

- Ormiston State School – Hall
  82-110 Gordon Street, Ormiston
  Ph: 3824 9111
  Lat: -27.5169   Long: 153.2571

- Cleveland State School – Hall
  Cnr Queens and Wynyard Streets, Cleveland
  Ph: 3488 1333
  Lat: -27.5297   Long: 153.2707

- Wellington Point State High School – Hall
  2-34 Bagden Road, Wellington Point
  Ph: 3820 4222
  Lat: -27.4920   Long: 153.2309

- Wellington Point State School – Hall
  452-478 Main Road, Wellington Point
  Ph: 3286 0666
  Lat: -27.4902   Long: 153.2372

- Alexandra Hills State High School – Hall
  3-21 Windemere Road, Alexandra Hills
  Ph: 3820 1444
  Lat: -27.5229   Long: 153.2120

- Alexandra Hills State School – Performing Arts-Block J
  12 Princeton Avenue, Alexandra Hills
  Ph: 3820 0333
  Lat: -27.5189   Long: 153.2199

- Hilliard State School – Hall
  106-110 Hanover Drive, Alexandra Hills
  Ph: 3820 1666
  Lat: -27.5428   Long: 153.2324

- Vienna Woods State School – Hall
  12-30 Heffernan Road, Alexandra Hills
  Ph: 3824 1850
  Lat: -27.5259   Long: 153.2305

Redland
CITY COUNCIL

Neighbourhood Safer Places

An NSP is a local open space or identified building where people may gather, as a last resort, to seek shelter from bushfire. The main purpose of an NSP is to provide some level of protection to human life from the immediate life-threatening effects of a bushfire. An NSP will not guarantee safety in all circumstances as they still entail some risk, both in moving to them and while sheltering in them; they cannot be considered completely safe.

Although QFES cannot guarantee an immediate presence during a bushfire, every effort will be made to provide support as soon as resources are available. The following limitations of an NSP need to be considered if people plan to use one as a last resort:

• QFES may not be present, in the event that they will be fighting the main fire front elsewhere.

• NSPs do not cater for animals or pets.

• NSPs do not provide meals or amenities.

• NSPs may not provide shelter from the elements, particularly flying embers.

• If you are a person with special needs, consider what assistance you may require at an NSP.

If an NSP is part of your contingency plan, it should not require extended travel through fire-affected areas to get there.

The following approved Neighbourhood Safer Places are located closest to Ormiston:

Ormiston State School - Oval
Category: Open Space
Address: 82-110 Gordon Street
Suburb: Ormiston, 4160
Latitude: -27.5168472   Longitude: 153.2570814

Cleveland Showground
Category: Open Space
Address: Smith Street
Suburb: Cleveland, 4163
Latitude: -27.5341872   Longitude: 153.2618744

Cleveland State High School - Oval
Category: Open Space
Address: Russell Street
Suburb: Cleveland, 4163
Latitude: -27.5314575   Longitude: 153.2608782

E.G.W. Wood Sports Ground
Category: Open Space
Address: Birkdale Road
Suburb: Wellington Point, 4160
Latitude: -27.4890748   Longitude: 153.2331857

Wellington Point State High School - Oval
Category: Open Space
Address: Bagden Road
Suburb: Wellington Point, 4160
Latitude: -27.4900933   Longitude: 153.2305775

Evacuation Routes

If you need to or are required to evacuate, it is recommended that you seek shelter with family or friends in the first instance. If these options are not available to you, Redland City Council will establish crisis accommodation in the form of Evacuation Centres or another appropriate means of short term accommodation. When evacuating from your home, your chosen evacuation route should always be the most direct and safest route available, be aware of possible localised flooding. Please tune in warnings of road closures on local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

REMEMBER: If it's flooded, forget it!

If you are evacuating the Ormiston area to stay with family or friends outside of the Redlands, the following evacuation routes are recommended:

• Exit Redland City by travelling south along Wellington Street to the intersection with Shore Street West, turn right and head west along Shore Street West, Finucane Road and Old Cleveland Road toward Brisbane.

• Exit Redland City by travelling south along Wellington Street to the intersection with Shore Street West, continue through the around-about along Wellington Street travelling south to the intersection with Boundary Road. Continue through the intersection travelling south along Woodlands Drive to Mt Cotton Road, turn left and continue travelling south along Mt Cotton Road to the intersection of Redland Bay Road, Cornubia; then travel west along Redland Bay Road toward the M1, Loganholme.

For information about flooding around Ormiston, please refer to 4.3 – LOCALISED FLOODING.

RACQ
get ready
QUEENSLAND

qld.gov.au/getready

ORMISTON
SHOULD KNOW

Natural Hazards

Bushfire

Ormiston, similarly to Wellington Point has scattered areas of high to very high bushfire hazard. The largest of these areas is located along Hilliards Creek stretching from Hilliard Street south to the railway line. This section of high to very high bushfire hazard backs onto established residential areas and there are additional residential developments being planned in the vicinity.
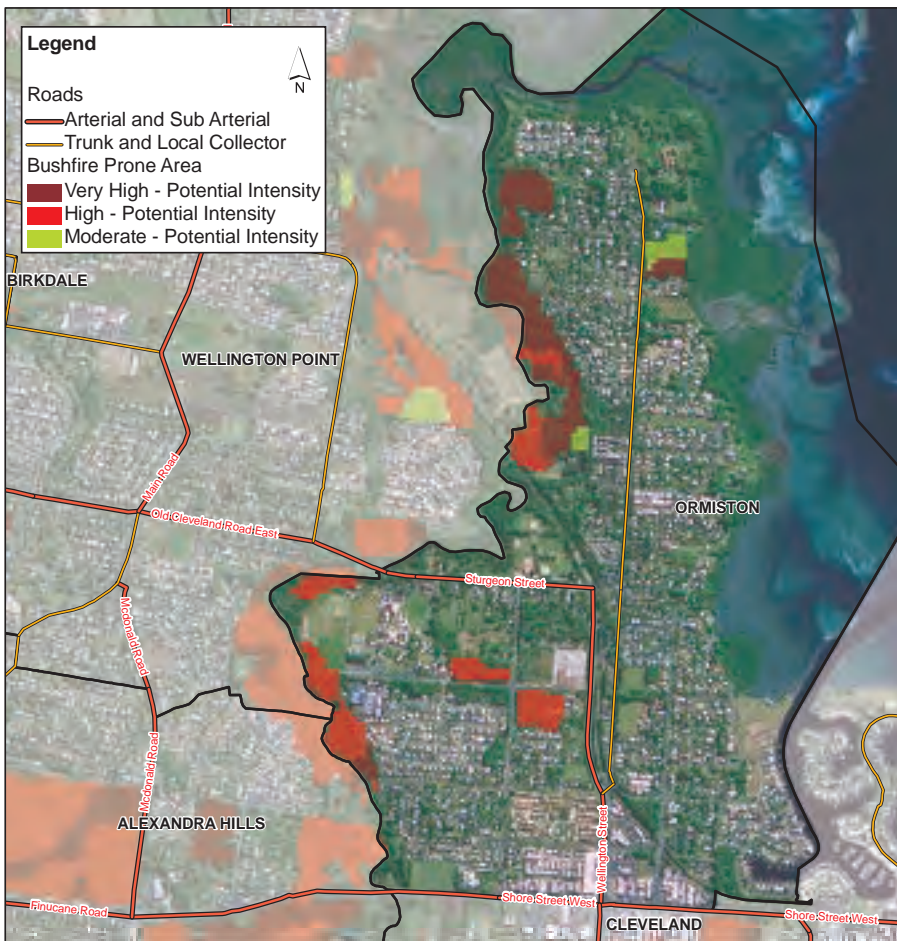
Properties adjacent bushland areas may be at risk of ember attack should there be a bushfire in the vicinity. During a wild fire, embers can travel up to 3 kilometres in front of a fire line which means residents need to be vigilant and be prepared. For more information about bushfire

preparedness and what to do during a bushfire, visit the Queensland Rural Fire Service website at: www.ruralfire.qld.gov.au and download the Bushfire Survival Plan – PREPARE. ACT.SURVIVE.

Redland City Council employs a range of fire mitigation strategies to reduce the risk of bushfire in the area. These strategies include hazard reduction burning (back burns), fire breaks and weed management. Redland City Council is also investigating arrangements with Queensland Fire and Emergency Services to support fire mitigation activities around the city.

Ormiston
Bushfire Hazard

Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector
Bushfire Prone Area
■ Very High - Potential Intensity
■ High - Potential Intensity
■ Moderate - Potential Intensity

Redland
CITY COUNCIL

Flood Prone, Storm Tide

The most significant source of flooding in the Ormiston area is Hilliard's Creek. Hilliard's Creek is prone to both tidal inundation and flash flooding from heavy rainfall events. Unfortunately, the vast majority of land that is impacted by the potential flooding is the bushland corridor that surrounds the creek system itself where there is no residential development. There are however a couple of larger properties at the end of Beckwith Street that may be impacted by flooding that could be caused by either tidal inundation or flash flooding form heavy rainfall events. Flash flooding of Hilliard's Creek has the potential to extend from the mouth of the creek in Ormiston, across the railway line at the end of Sturgeon Street, around Ormiston College and continue as far inland as Finucane Road, Cleveland.

Ormiston
Flood Prone, Storm Tide Hazard

Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector
RPS Flood Prone, Storm Tide Overlay
■ Storm Tide Area
■ Flood Prone Area
■ SMBI Flood Prone and Storm Tide Area
■ Drainage Constrained Land
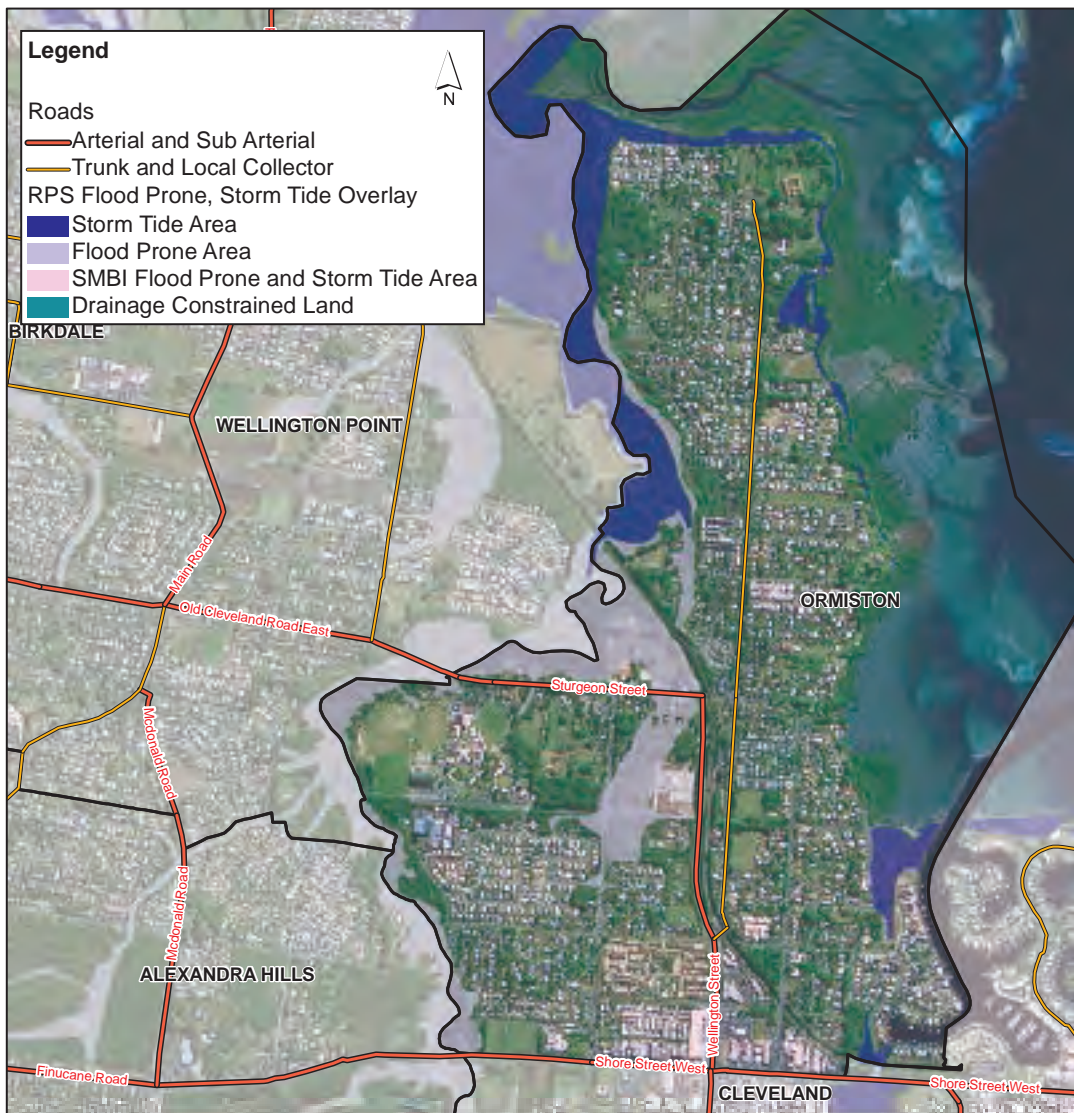
Natural Hazards

Landslide

Current mapping indicates that Ormiston has a limited landslide risk, being a low to medium landslide hazard generally along its eastern shoreline. Ormiston is a well populated area with residential development within the identified landslide hazard areas.

The Redland Planning Scheme, through the Landslide Hazard Overlay attempts to mitigate the impacts of the landslide hazard by requiring more

robust engineering for developments built within the identified landslide hazard areas. It is important for engineers and geologists to evaluate slope stability and any landslide threat during development assessments so that effective and timely remedial measures can be implemented. For further information, refer to the Redlands Planning Scheme, Landslide Hazard Overlay.

Ormiston
Landslide Hazard
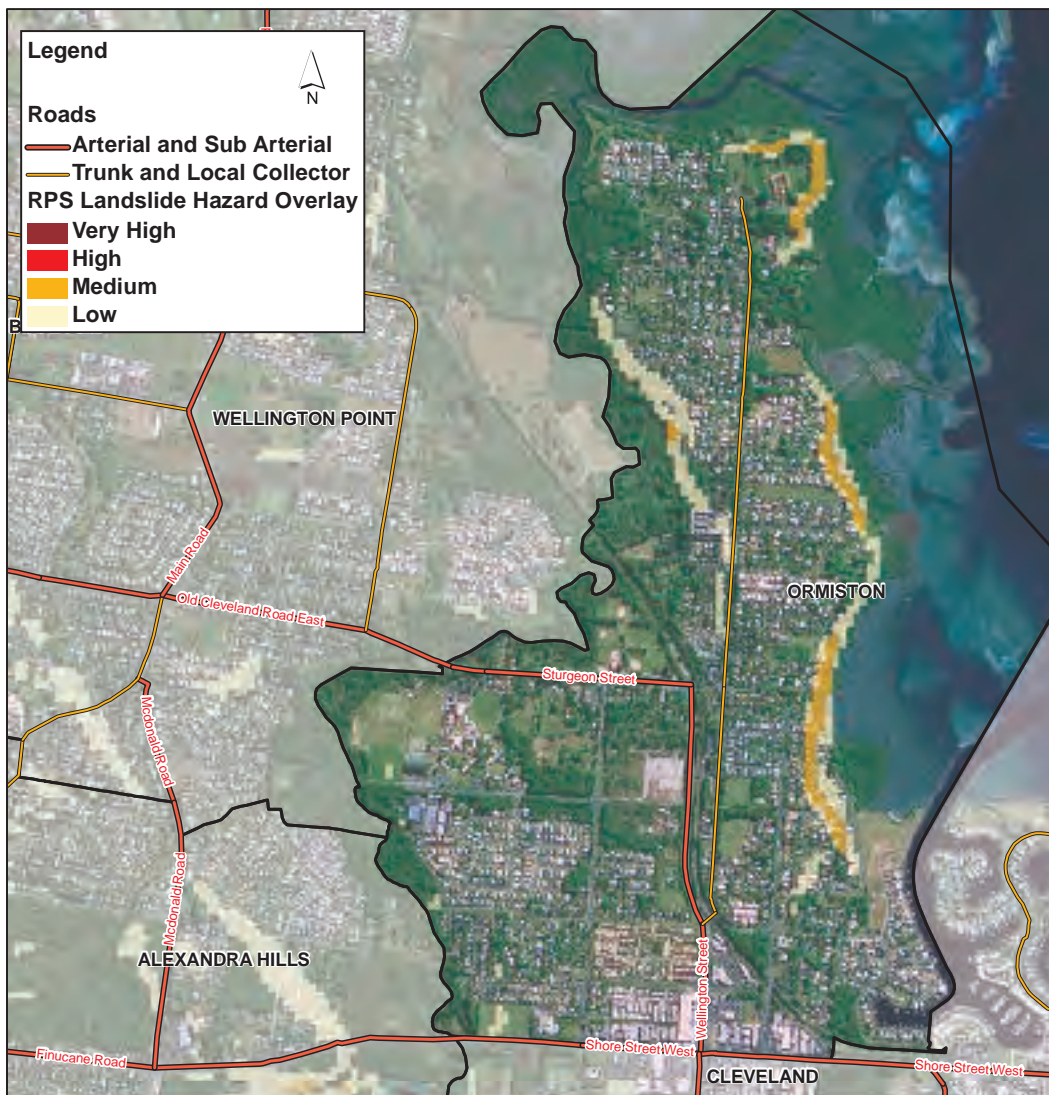
Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector

RPS Landslide Hazard Overlay
Very High
High
Medium
Low

Critical Infrastructure

Critical infrastructure at the time of a disaster event includes utilities such as power, water, sewerage, telecommunications, gas and road and rail networks. Impacts of a disaster on these services may have far reaching long term affects for mainland communities.

Sewage

The vast majority of Ormiston is connected to the sewer network which links into the Alexandra Hills Sewerage Treatment Plant located to the east of Hanover Drive adjacent bushland identified as being a high to very high bushfire hazard.

The small number of acreage properties that are not connected to the sewer network rely on a mix of gravity fed septic systems and on-site sewerage treatment plants located on the properties to manage the wastewater. The on-site sewerage treatment plants require electricity to function, therefore it is recommended that these systems have a back-up generator to cope with extended periods of power outages which can occur during severe weather events.

Water

Ormiston receives its water supply from the Alexandra Hills Reservoir located at Hilltop Circuit, Alexandra Hills. The Alexandra Hills Reservoir services the Redland City's northern suburbs via a pipeline network that is both gravity fed and pressurised. The reservoir holds a mix of water from the Leslie Harrison Dam and the Herring Lagoon bore field on North Stradbroke Island.

This is possible because the Alexandra Hills Reservoir connects to both the Leslie Harrison Dam and the Mt Cotton Reservoir at Tallow Wood Court, Mt Cotton. The Mt Cotton Reservoir is in turn connected to the Heinemann Road Reservoir, Mt Cotton which connects to both the South East Queensland Grid and North Stradbroke Island. Redland City is connected to the South East Queensland Water Grid via a pump station on Gramzow Road, Mt Cotton which allows water to be pumped to and from the city via the Heinemann Road Reservoir, Mt Cotton. This network of reservoirs, pump stations and pipelines ensures that water can be moved around the network and that multiple water supplies are available to residents living in all areas Redland City.

Electricity

Ormiston has even mix of both overhead and underground powerline networks servicing the suburb. This mix is due to the established acreage areas near the waterfront being more recently sub-divided for urban development. The overhead powerlines are more susceptible to damage during severe weather which can result in power outages and fallen powerlines.

Fallen powerlines oppose significant dangers to the community, be aware that any object in contact with powerlines could be live. The area is more dangerous in wet conditions as water is an excellent conductor.

Remember: any metallic objects, including fences, will be electrified if they touch or are even close to a live fallen powerline. Even a tree branch can be a potential conductor of electricity if it is in contact with a live wire. Stay away from fallen powerlines and alert others of the danger – contact Energex on 13 19 62.

Gas

There is no domestic reticulated gas service within Redland City. Nor is there a gas main that runs through the suburb of Ormiston. There are however homes within the area that use gas bottles the service hot water systems and cooking appliances. Residents are reminded to be diligent with the appropriate storage and maintenance of any gas bottles that they have located on their property.

Critical Infrastructure

Telecommunications

Ormiston is connected via landlines to the telecommunications and data networks. There is good mobile network coverage in Ormiston with limited to no mobile reception black spots in the area. Telstra is the major supplier of telecommunications to the region; other suppliers include Optus and Vodafone.

Road Network

REMEMBER: If it's flooded, forget it!

On 20 November 2012, Iain MacKenzie – Inspector General Emergency Management said *"There is absolutely no excuse for motorists who deliberately drive or walk past a road closed sign and into floodwaters. Even if you are in familiar territory and believe local knowledge will get you through, think again. Floodwaters are treacherous and the dangers are hidden beneath the surface."*

Every year people are hurt, or die, trying to cross or play in flooded waterways. It can happen anywhere – roads, creeks, dams, parks or backyards. Residents should be aware of the dangers connected to floodwater or swift flowing water such as: slippery surfaces; uneven ground; strong currents; sharp objects; electrical current; fences; vehicles; rocks; long grass; tree branches; sewerage; and chemicals. If you get trapped in floodwater, you not only put your life and the lives of the people with you at risk, but you also put the lives of the rescuers at risk too.

Localised flooding may temporarily restrict access and cut roads in some areas of Redland City. Please consider this when planning to drive during periods of heavy rain. A list of the areas impacted by localised flooding appears in this plan in 4.3 – LOCALISED FLOODING.

Rail Network

The rail network enters Redland City via Thorneside, crossing the Tingalpa Creek to the north of the Thorneside sewerage treatment plant and continues on to the Thorneside Station. From Thorneside Station the rail network continues east to Birkdale Station and Wellington Point Station where the line turns south-east to Ormiston Station and Cleveland Station where it terminates.

Current Flood Prone, Storm Tide mapping indicates the possibility of the rail network being cut by flood water on the Redland City side of Tingalpa Creek, north of the Tingalpa Station. If this were to occur, rail transport in and out of Redland City would be cut along with rail access to Brisbane City. This would prevent any evacuations via rail to the RNA Showgrounds which is the primary evacuation centre for Brisbane and an alternate evacuation centre for Redland City residents should the city's infrastructure be significantly compromised by a disaster event.

Redland
CITY COUNCIL

ABOUT
ORMISTON

Background

Ormiston, located in the north-east of Redland City is bounded by the locality of Wellington Point and Hilliards Creek in the north, Moreton Bay in the east, Endeavour Canal and Columbus Canal in the south-east, Shore Street West and Finucane Road in the south, and Hilliards Creek in the west. Ormiston has a land area of 496 hectares or approximately 5km2. Ormiston is named after an early property in the area, which was named after a village in Scotland.

Settlement of the area dates from the 1850s, with land used mainly for farming. Population was minimal until the late 1800s, aided by the construction of the railway line. Significant development did not occur until the late 1960s. Substantial growth took place

during the 1970s and 1980s. Rapid growth occurred during the 1990s, with the population almost doubling between 1991 and 2001. Population growth slowed considerably between 2001 and 2011, a result of less dwellings being added to the area and a decline in the average number of persons living in each dwelling. Today, Ormiston is a predominantly residential area, with significant open space and conservation lands.

Major features of the area include Ormiston House, Fellmonger Park, Grace Hartley Bushland Refuge, Hilliards Park, Jack Bruce & Gwen Bruce Chandler Park, Raby Esplanade Park, Redlands Softball Park, Carmelite Monastery and two schools.

Demographic Profile

The Census population of Ormiston in 2011 was 5,638 with a population density of 11.36 persons per hectare, living in 2,280 dwellings with an average household size of 2.60. There were 189 people over the age of 85 living in Ormiston, with largest age group being 50 to 54 year olds in 2011.

The Age Structure of Ormiston provides insights into the suburb's age profile which is a key consideration during disaster preparation, response and recovery to accommodate the needs of the community. It is also an indicator of Ormiston's level of demand for age based services and how it is likely to change in the future.

Age structure - five year age groups, 2011
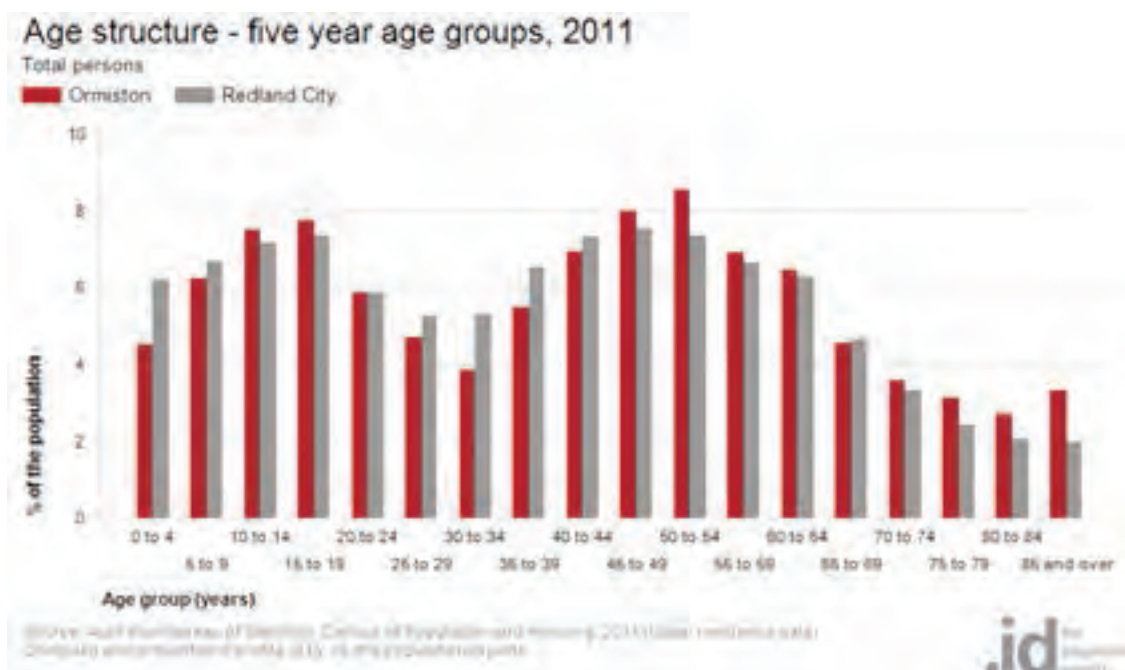
Demographic Profile

Analysis of the five year age groups of Ormiston in 2011 compared to Redland City shows that there was a lower proportion of people in the younger age groups (under 15) and a higher proportion of people in the older age groups (65+). Overall, 18.3% of the population was aged between 0 and 15, and 17.3% were aged 65 years and over, compared with 20.1% and 14.5% respectively for Redland City.

The major differences between the age structure of Ormiston and Redland City were:

• A larger percentage of persons aged 85 and over (3.4% compared to 2.0%)
• A larger percentage of persons aged 50 to 54 (8.5% compared to 7.4%)
• A smaller percentage of persons aged 0 to 4 (4.5% compared to 6.2%)
• A smaller percentage of persons aged 30 to 34 (3.8% compared to 5.3%)

Change in age structure - five year age groups, 2006 to 2011
Ormiston - Total persons
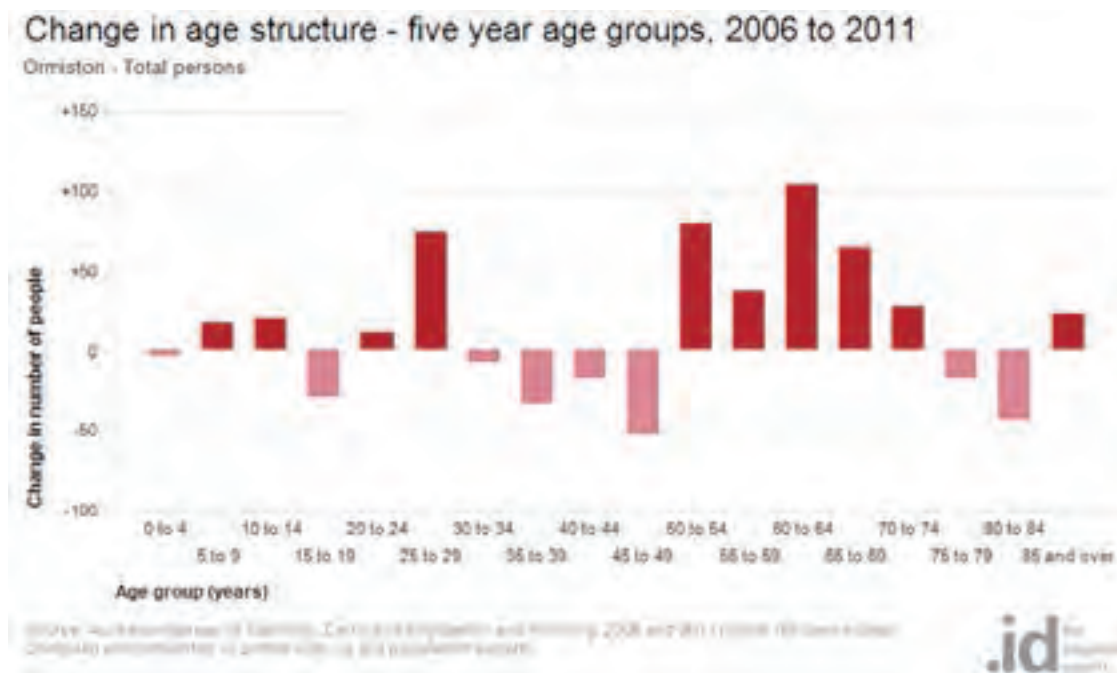
From 2006 to 2011, Ormiston's population increased by 254 people (4.7%). This represents an average annual population change of 0.93% per year over the period.

The largest changes in age structure in this area between 2006 and 2011 were in the age groups:

• 60 to 64 (+104 persons)
• 25 to 29 (+74 persons)
• 50 to 54 (+80 persons)
• 65 to 69 (+65 persons)

Need for Assistance

206 people or 3.7% of the population in Ormiston reported needing help in their day-to-day lives due to disability.
Please note: *A person's reported need for assistance is based on the subjective assessment of people evaluating themselves, (or their carers), as being in need of assistance and should therefore be treated with caution.*

Ormiston's disability statistics relate directly to need for assistance due to a 'profound or severe core activity limitation'. This population is defined as people who need assistance in their day to day lives with any or all of the following activities – self-care, body movements or communication – because of a disability, long-term health condition, or old age. Ormiston's disability statistics help in understanding the prevalence of people who need support in the community, particularly during a disaster.

Need for assistance with core activities, 2011

■ Ormiston   ■ Redland City

Persons who need assistance by age group (years)
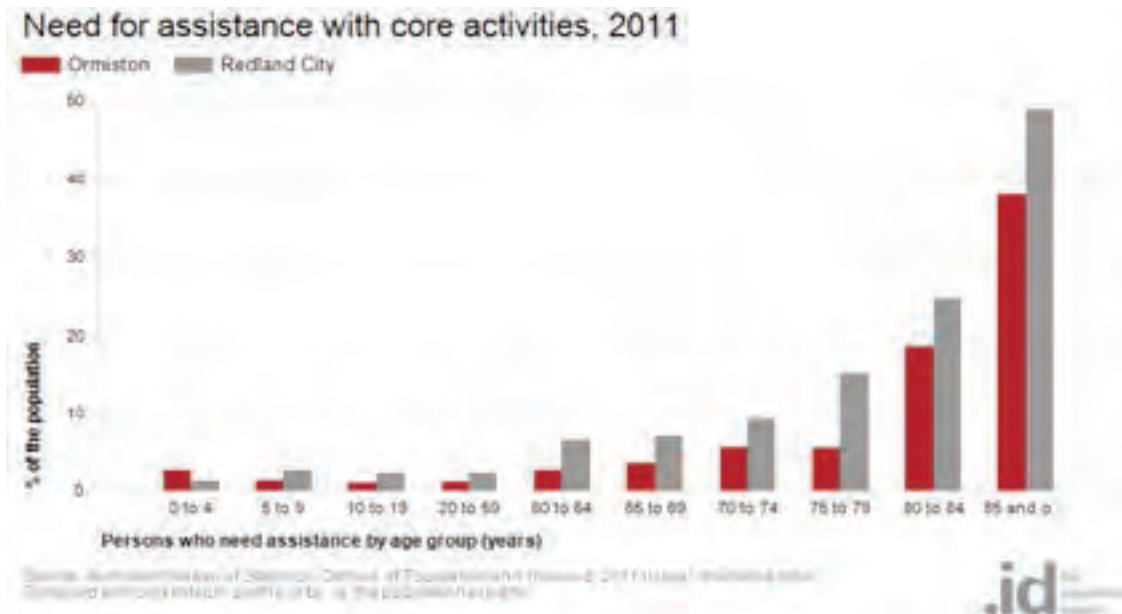
Analysis of the need for assistance of people in Ormiston compared to Redland City shows that there was a lower proportion of people who reported needing assistance with core activities. Overall, 3.7% of the population reported needing assistance with core activities, compared with 4.7% for Redland City.

The major differences in the age groups reporting a need for assistance in Ormiston and Redland City were:

- A smaller percentage of persons aged 85 and over (38.0% compared to 49.0%)
- A smaller percentage of persons aged 75 to 79 (5.5% compared to 15.0%)
- A smaller percentage of persons aged 80 to 84 (18.4% compared to 24.7%)
- A smaller percentage of persons aged 60 to 64 (2.7% compared to 6.5%)
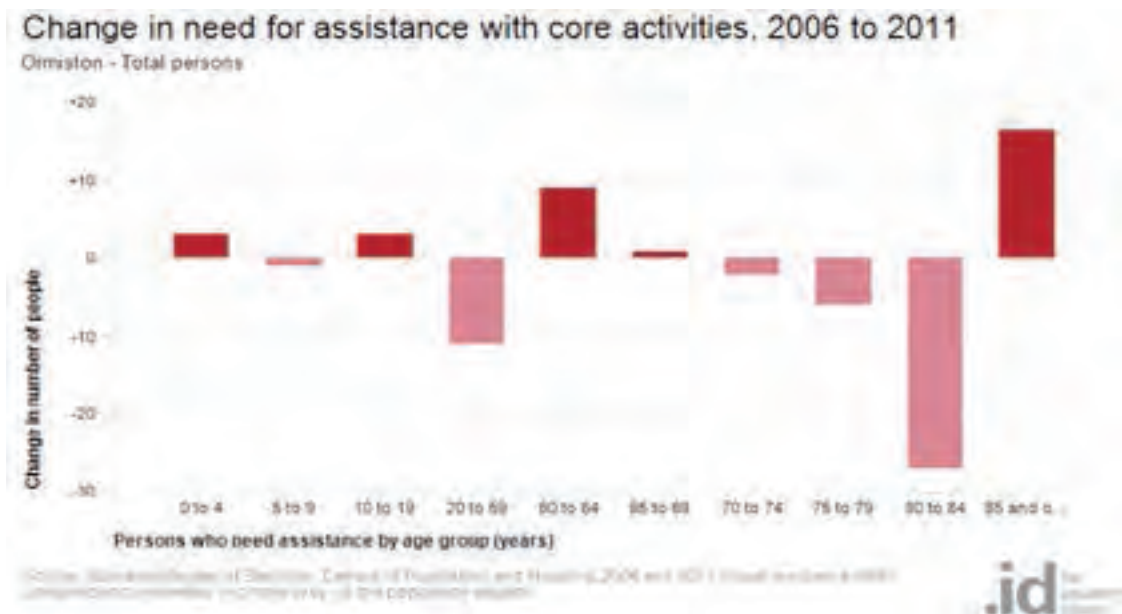
Change in need for assistance with core activities, 2006 to 2011

Ormiston - Total persons

Persons who need assistance by age group (years)

The main difference in the age groups reporting a need for assistance between 2006 and 2011 in Ormiston was in the age group:

- 80 to 84 (- 27 persons)

CLEVELAND

MUST KNOW

Information Sources

For weather updates and emergency warnings:
*   Listen to local radio – ABC 612 AM and Bay FM 100.3
*   Follow rolling updates on the Redland City Council news site: news.redland.qld.gov.au/
*   Follow updates from Redland City Council's social media:
    a.   Twitter: twitter.com/RedlandCouncil
    b.   Facebook: www.facebook.com/RedlandCouncil
*   Weather and warning updates:
    a.   Bureau of Meteorology: www.bom.gov.au/qld/
    b.   Raby Bay weather station: www.rabybay.org/
*   Word of mouth through RCC, QPS, QFES and SES
*   Door knocking and vehicle mounted PA systems through RCC, QPS, QFES and SES

Evacuation Information

The first preference is for people to 'shelter-in-place' – stay where you are. Evacuations should only occur when the risk of sheltering in place is greater than the risk associated with leaving and moving to a place of lower risk.

Evacuation Centres/Assembly Areas/ Helicopter Landing Sites

Evacuation Centres will be opened as demand requires. Information relating to the opening of Evacuation Centres will be announced via the information sources listed above so please tune into local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

For information relating to current Evacuations, please contact Redland City Council on 3829 8999

The Evacuation Centres are the primary assembly areas during a disaster and will often have an oval or parkland nearby for a helicopter landing site that provides quick access to the Evacuation Centre. Accordingly, latitude and longitude information has been provided for the Evacuation Centres that have adjoining land size suitable to accommodate a helicopter landing site.

- Redlands Performing Arts Centre (RPAC)
  2 Middle Street, Cleveland
  Ph: 3829 8999

- Cleveland Showgrounds
  Edgar Harley Pavilion
  44-79 Smith Street, Cleveland
  Ph: 3829 8999
  Lat: -27.3206   Long: 153.1570

- Redlands Memorial Hall
  44 Smith Street, Cleveland
  Ph: 3829 8999
  Lat: -27.3206   Long: 153.1570

- Alexandra Hills Community Hall
  131-155 Finucane Road, Alexandra Hills
  Ph: 3829 8999
  Lat: -27.5235   Long: 153.2170

- Thornlands Dance Palais
  87-95 Redland Bay Road, Thornlands
  Ph: 3829 8999

Redland City Council and the Department of Education, Training and Employment have established a Memorandum of Understanding to allow suitable public school facilities to be used as evacuation centres during disasters. The facilities listed below are located closest to this suburb. A full list of available sites for mainland Redland City appears in section 4.2 Mainland Evacuation Centres.

- Cleveland State School – Hall
  Cnr Queens and Wynyard Streets, Cleveland
  Ph: 3488 1333
  Lat: -27.5297   Long: 153.2707

- Ormiston State School – Hall
  82-110 Gordon Street, Ormiston
  Ph: 3824 9111
  Lat: -27.5169   Long: 153.2571

- Thornlands State School – Hall
  147-163 Panorama Drive, Thornlands
  Ph: 3821 8111
  Lat: -27.5487   Long: 153.2614

- Alexandra Hills State High School – Hall
  3-21 Windemere Road, Alexandra Hills
  Ph: 3820 1444
  Lat: -27.5229   Long: 153.2120

- Alexandra Hills State School – Performing Arts-Block J
  12 Princeton Avenue, Alexandra Hills
  Ph: 3820 0333
  Lat: -27.5189   Long: 153.2199

- Hilliard State School – Hall
  106-110 Hanover Drive, Alexandra Hills
  Ph: 3820 1666
  Lat: -27.5428   Long: 153.2324

- Vienna Woods State School – Hall
  12-30 Heffernan Road, Alexandra Hills
  Ph: 3824 1850
  Lat: -27.5259   Long: 153.2305

Redland
CITY COUNCIL

Neighbourhood Safer Places

An NSP is a local open space or identified building where people may gather, as a last resort, to seek shelter from bushfire. The main purpose of an NSP is to provide some level of protection to human life from the immediate life-threatening effects of a bushfire. An NSP will not guarantee safety in all circumstances as they still entail some risk, both in moving to them and while sheltering in them; they cannot be considered completely safe.

Although QFES cannot guarantee an immediate presence during a bushfire, every effort will be made to provide support as soon as resources are available. The following limitations of an NSP need to be considered if people plan to use one as a last resort:

• QFES may not be present, in the event that they will be fighting the main fire front elsewhere.

• NSPs do not cater for animals or pets.

• NSPs do not provide meals or amenities.

• NSPs may not provide shelter from the elements, particularly flying embers.

• If you are a person with special needs, consider what assistance you may require at an NSP.

If an NSP is part of your contingency plan, it should not require extended travel through fire-affected areas to get there.

The following Neighbourhood Safer Places are located closest to Cleveland:

Cleveland Showground
Category: Open Space
Address: Smith Street
Suburb: Cleveland, 4163
Latitude: -27.5341872   Longitude: 153.2618744

Cleveland State High School - Oval
Category: Open Space
Address: Russell Street
Suburb: Cleveland, 4163
Latitude: -27.5314575   Longitude: 153.2608782

Ormiston State School - Oval
Category: Open Space
Address: 82-110 Gordon Street
Suburb: Ormiston, 4160
Latitude: -27.5168472   Longitude: 153.2570814

Evacuation Routes

If you need to or are required to evacuate, it is recommended that you seek shelter with family or friends in the first instance. If these options are not available to you, Redland City Council will establish crisis accommodation in the form of Evacuation Centres or another appropriate means of short term accommodation. When evacuating from your home, your chosen evacuation route should always be the most direct and safest route available, be aware of possible localised flooding. Please tune in warnings of road closures on local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

REMEMBER: If it's flooded, forget it!

If you are evacuating the Cleveland area to stay with family or friends outside of the Redlands, the following evacuation routes are recommended:

• Exit Redland City by travelling west along Shore Street West, Finucane Road and Old Cleveland Road toward Brisbane.

• Exit Redland City by travelling south along Wellington Street to the intersection with Boundary Road. Continue through the intersection travelling south along Woodlands Drive to Mt Cotton Road, turn left and continue travelling south along Mt Cotton Road to the intersection of Redland Bay Road, Cornubia; then travel west along Redland Bay Road toward the M1, Loganholme. **Please Note:** this evacuation route is not recommended during periods of heavy rainfall as Mt Cotton Road is susceptible to flash flooding near the intersection with Woodlands Drive.

For information about flooding around Cleveland, please refer to 4.3 – LOCALISED FLOODING.

CLEVELAND
SHOULD KNOW

Natural Hazards

Bushfire

Cleveland has pockets of high to very high bushfire hazard areas scattered throughout the suburb. All of these areas are bordered by heavily populated residential developments and some back onto key infrastructure such as the Redlands Hospital, the commercial precinct of Enterprise Street and the Alexandra Hills Sewerage Treatment Plant (which is accessed from Weippin Street, Cleveland through the high bush fire hazard area).
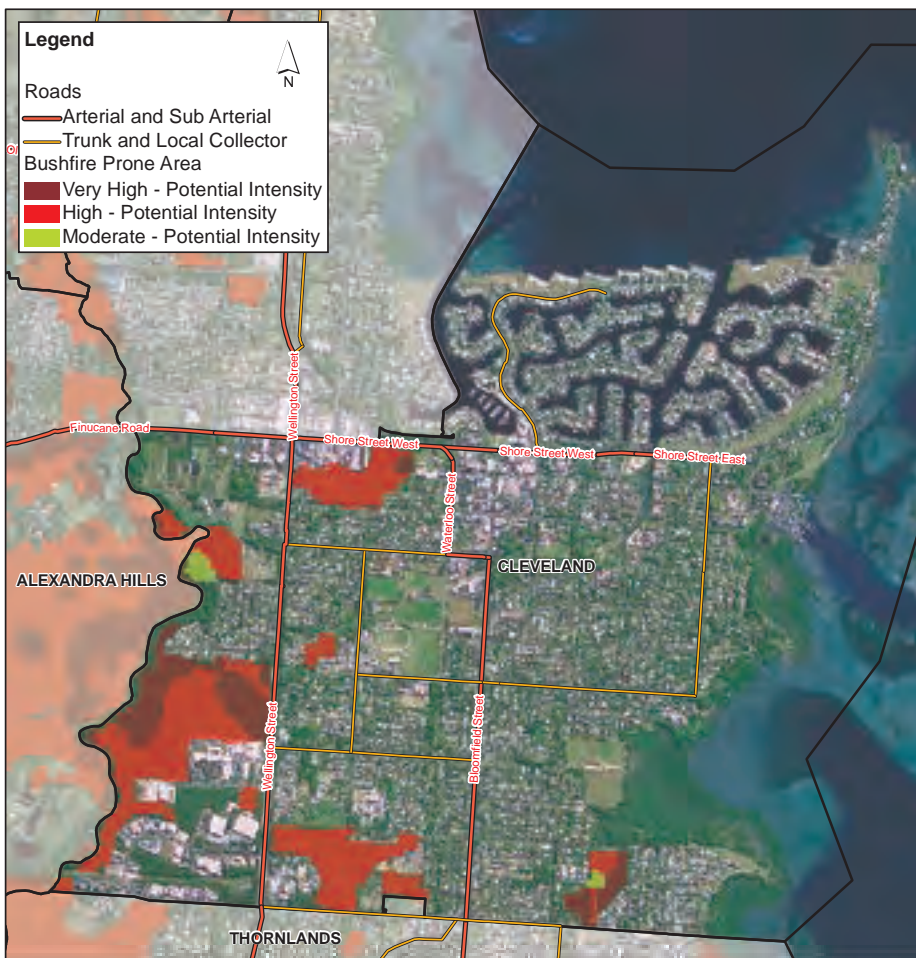
Properties adjacent bushland areas may be at risk of ember attack should there be a bushfire in the vicinity. During a wild fire, embers can travel up to 3 kilometres in front of a fire line which means residents need to be vigilant and be prepared. For more information about bushfire preparedness and what to do during a bushfire, visit the Queensland Rural Fire Service website at: www.ruralfire.qld.gov.au and download the Bushfire Survival Plan – PREPARE. ACT.SURVIVE.

Redland City Council employs a range of fire mitigation strategies to reduce the risk of bushfire in the area. These strategies include hazard reduction burning (back burns), fire breaks and weed management. Redland City Council is also investigating arrangements with Queensland Fire and Emergency Services to support fire mitigation activities around the city.

Cleveland
Bushfire Hazard

Legend

Roads
- Arterial and Sub Arterial
- Trunk and Local Collector

Bushfire Prone Area
- Very High - Potential Intensity
- High - Potential Intensity
- Moderate - Potential Intensity

Disclaimer:
The data published in State Planning Policy Bushfire Prone Mapping is produced for information purposes only.
Whilst every effort is made to ensure the accuracy of this data, the Department of State Development, Infrastructure and Planning makes no representations or warranties about its accuracy, reliability, completeness or suitability for any particular purpose and disclaims all responsibility and all liability (including without limitation, liability in negligence) for all expenses, losses, damages (including indirect or consequential damage) and costs which you might incur as a result of the product being inaccurate or incomplete in any way and for any reason.

Redland
CITY COUNCIL

Flood Prone, Storm Tide

The Cleveland area has potential to experience flooding as a consequence of either tidal inundation or flash flooding resulting from heavy rainfall events. Cleveland has two main waterways running through it, those being Hilliard's Creek and Ross Creek, both of which empty into Moreton Bay. Potential impacts for Cleveland of Hilliard's Creek experiencing flash flooding are limited to the bushland areas that surround the creek. Ross Creek however cuts a path through central Cleveland via a combination of reserve land and culverts which skirt heavily developed residential areas until it runs under Shore Street West and into the Ross Canal which is part of the Raby Bay canal estate.

Current mapping also indicates that low lying areas of Cleveland may experience tidal inundation as a result of a storm tide event. Areas of greatest impact appear to be along the Cleveland peninsula to Cleveland Point, around the vicinity of Little Shore Street at Raby Bay, Toondah Harbour and the Priority Development Area precinct at the end of Middle Street, and the sports fields at the end of Bay Street. If tidal inundation were to impact the sports fields at the end of Bay Street, it is likely that the southern end of both Beach Street and South Street would be cut also. This would effectively isolate the residential community in this area which straddles the boundary of Cleveland and Thornlands.

Cleveland
Flood Prone, Storm Tide Hazard
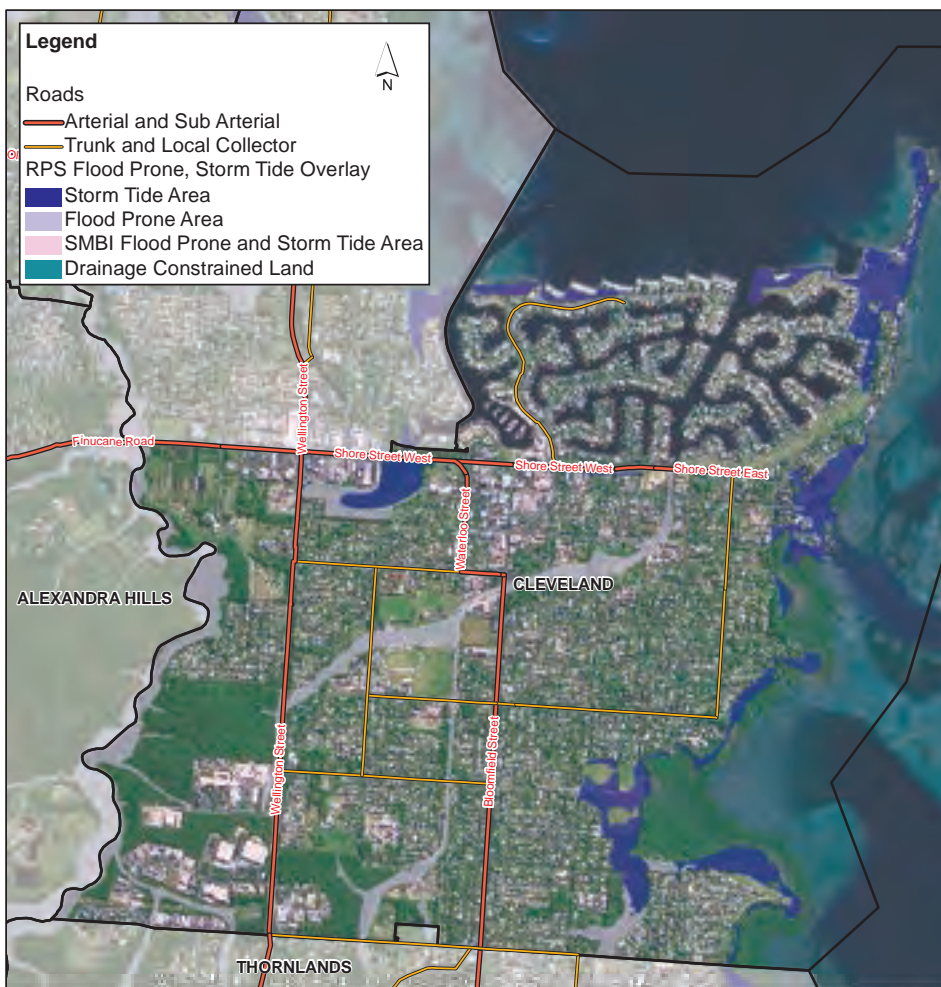
Natural Hazards

Landslide

Landslide Hazard mapping indicates that Cleveland has either no or low landslide risk. The areas of low landslide hazard are generally confined to parks and reserves along the shoreline areas and to west of the suburb near Wellington Street.

There is some residential development in these areas that would need to comply with the requirements of the Redland Planning Scheme which, through the Landslide Hazard Overlay attempts to mitigate the impacts of the landslide hazard by requiring more robust engineering for developments built within the identified landslide hazard areas. It is important for engineers and geologists to evaluate slope stability and any landslide threat during development assessments so that effective and timely remedial measures can be implemented. For further information, refer to the Redlands Planning Scheme, Landslide Hazard Overlay.

Cleveland
Landslide Hazard
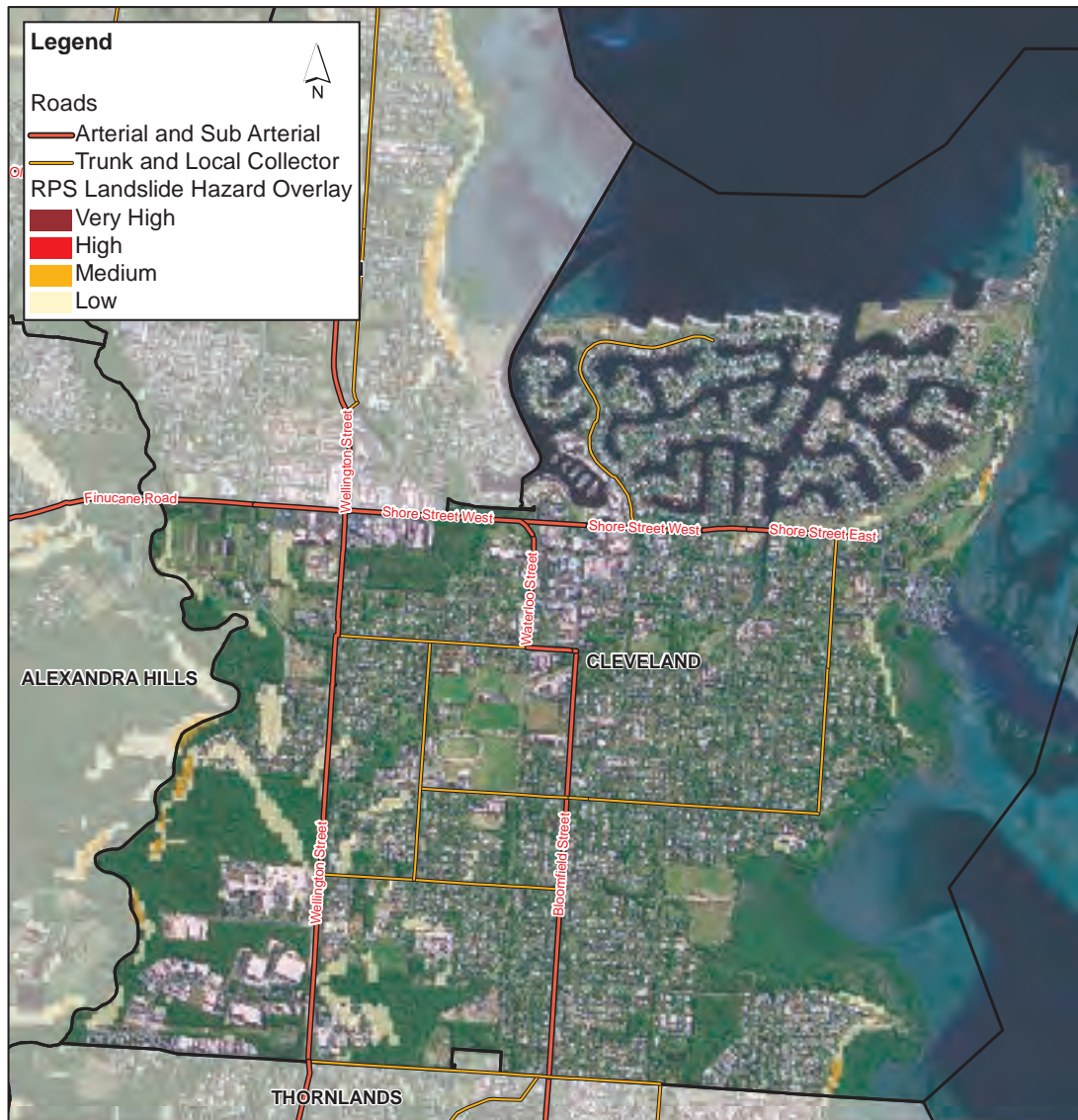
Redland
CITY COUNCIL

Critical Infrastructure

Critical infrastructure at the time of a disaster event includes utilities such as power, water, sewerage, telecommunications, gas and road and rail networks. Impacts of a disaster on these services may have far reaching long term affects for mainland communities.

Sewage

The sewer network services the entire suburb of Cleveland and connects into the Alexandra Hills Sewerage Treatment Plant located to the east of Hanover Drive. Current hazard mapping indicates that the Alexandra Hills Sewerage Treatment Plant is surrounded by bushland identified as being a high to very high bushfire hazard.

Water

Cleveland receives its water supply from the Alexandra Hills Reservoir located at Hilltop Circuit, Alexandra Hills. The Alexandra Hills Reservoir services the Redland City's northern suburbs via a pipeline network that is both gravity fed and pressurised. The reservoir holds a mix of water from the Leslie Harrison Dam and the Herring Lagoon bore field on North Stradbroke Island.

This is possible because the Alexandra Hills Reservoir connects to both the Leslie Harrison Dam and the Mt Cotton Reservoir at Tallow Wood Court, Mt Cotton. The Mt Cotton Reservoir is in turn connected to the Heinemann Road Reservoir, Mt Cotton which connects to both the South East Queensland Grid and North Stradbroke Island. Redland City is connected to the South East Queensland Water Grid via a pump station on Gramzow Road, Mt Cotton which allows water to be pumped to and from the city via the Heinemann Road Reservoir, Mt Cotton. This network of reservoirs, pump stations and pipelines ensures that water can be moved around the network and that multiple water supplies are available to residents living in all areas Redland City.

Electricity

The Redland City's primary power infrastructure, an 110kV overhead powerline that has passed from Brisbane, through Capalaba and Alexandra Hills, terminates in Cleveland at the top of the Enterprise Street industrial estate. From this point power is fed both north to Cleveland and south to Thornlands, Victoria Point and Redland Bay via a 33kV overhead pipeline network.

Cleveland has a mix of both overhead and underground powerline networks servicing the suburb. The more recently developed Raby Bay estate is primarily where the underground powerline network is located, whilst the remainder of Cleveland which has been the long established is supplied by the overhead powerline network.

The overhead powerlines are more susceptible to damage during severe weather which can result in power outages and fallen powerlines. Fallen powerlines oppose significant dangers to the community, be aware that any object in contact with powerlines could be live. The area is more dangerous in wet conditions as water is an excellent conductor.

Remember: any metallic objects, including fences, will be electrified if they touch or are even close to a live fallen powerline. Even a tree branch can be a potential conductor of electricity if it is in contact with a live wire. Stay away from fallen powerlines and alert others of the danger – contact Energex on 13 19 62.

Gas

Cleveland has a pressurised gas main that enters the suburb through bushland east of the Cleveland Cemetery. From the cemetery, the gas main runs both north and south along Wellington Street.

Heading south from the cemetery, the gas main continues along Wellington Street to Weippin Street where it services a number of industrial estates and the Redlands Hospital. The gas main continues along Wellington Street, past Weippin Street to Enterprise Street where it services yet another industrial area. This is where the gas main terminates its southern arm.

Heading north from the cemetery, the gas main continues along Wellington Street to Shore Street West, servicing the Cleveland Aquatic Centre along the way. At Shore Street West, the gas main travels west servicing the industrial area as well as travelling east into Cleveland town centre along Middle Street.

An arm of the gas main extends south from Middle Street, along Doig and Waterloo streets to service an industrial estate behind Ross Court. The trunk of the gas main continues along Middle Street servicing a number of commercial centres before terminating at Toondah Harbour. A second arm of the gas main extends from Toondah Harbour along Shore Street East to service the Grand View Hotel where it terminates.

There is no domestic reticulated gas service within Redland City; however there are homes within the area that use gas bottles to service hot water systems and cooking appliances. Residents are reminded to diligent with the appropriate storage and maintenance of any gas bottles that they have located on their property.

Telecommunications

Cleveland is connected via landlines to the telecommunications and data networks. There is good mobile network coverage in Cleveland with limited to no mobile reception black spots in the area. Telstra is the major supplier of telecommunications to the region; other suppliers include Optus and Vodafone.

Critical Infrastructure

Harbours and Marinas

Cleveland contains some of the city's more critical marine infrastructure, namely Toondah Harbour and the Raby Bay marina and canal estate. Toondah Harbour is viewed by many as the gateway to North Stradbroke Island being the primary launch site for barge and ferry services to the island. Currently operating out of Toondah Harbour are two passenger only ferry services and two vehicular barge services. Toondah Harbour has been identified as a Priority Development Area with the view to developing a contemporary multi-use precinct in the current harbour location. For further details please go to Council's website: www.redland.qld.gov.au/business/Pages/default.aspx

The Raby Bay is a relatively large canal estate with two deep water access points and a marina development. The marina development is a multi-use precinct which includes a mix of businesses, cafes and restaurants, day spa and medium density unit complexes. The marina has refuelling capabilities and docking facilities for visiting vessels therefore increasing vessel traffic beyond that of the residential vessels only. Charter accompanies also operate out of the marina. Whilst current mapping indicates limited impacts from storm surge to the marina and canal estate areas, residents and business owners should be prepared for the possibility of their homes and businesses experiencing tidal inundation during an extreme storm tide event.

There are also a number of small boat moorings dotted along the Cleveland coast line. These moorings and vessels are at risk of structural damage should a storm tide event impact the area.

Road Network

REMEMBER: If it's flooded, forget it!

On 20 November 2012, Iain MacKenzie – Inspector General Emergency Management said *"There is absolutely no excuse for motorists who deliberately drive or walk past a road closed sign and into floodwaters. Even if you are in familiar territory and believe local knowledge will get you through, think again. Floodwaters are treacherous and the dangers are hidden beneath the surface."*

Every year people are hurt, or die, trying to cross or play in flooded waterways. It can happen anywhere – roads, creeks, dams, parks or backyards. Residents should be aware of the dangers connected to floodwater or swift flowing water such as: slippery surfaces; uneven ground; strong currents; sharp objects; electrical current; fences; vehicles; rocks; long grass; tree branches; sewerage; and chemicals. If you get trapped in floodwater, you not only put your life and the lives of the people with you at risk, but you also put the lives of the rescuers at risk too.

Localised flooding may temporarily restrict access and cut roads in some areas of Redland City. Please consider this when planning to drive during periods of heavy rain. A list of the areas impacted by localised flooding appears in this plan in 4.3 – LOCALISED FLOODING.

Rail Network

The rail network enters Redland City via Thorneside, crossing the Tingalpa Creek to the north of the Thorneside sewerage treatment plant and continues on to the Thorneside Station. From Thorneside Station the rail network continues east to Birkdale Station and Wellington Point Station where the line turns south-east to Ormiston Station and Cleveland Station where it terminates.

Current Flood Prone, Storm Tide mapping indicates the possibility of the rail network being cut by flood water on the Redland City side of Tingalpa Creek, north of the Tingalpa Station. If this were to occur, rail transport in and out of Redland City would be cut along with rail access to Brisbane City. This would prevent any evacuations via rail to the RNA Showgrounds which is the primary evacuation centre for Brisbane and an alternate evacuation centre for Redland City residents should the city's infrastructure be significantly compromised by a disaster event.

Priority Development Areas

The Queensland State Government has granted Priority Development Area (PDA) status to two sites within Redland City, those being Toondah Harbour in Cleveland and the Weinam Creek Transport Hub in Redland Bay. Both of these precincts will incorporate residential, retail and tourist facilities and will be the gateway to North Stradbroke Island and the Southern Moreton Bay Islands.

The Toondah Harbour and Weinam Creek redevelopment is one step closer after Council on Wednesday 19 March 2014 voted to make some recommendations on what these key areas could look like. The recommendations to the State Government are part of the planning process and reflect a range of community and commercial views.

Council is committed to getting the balance right to attract investors who will fund better access to the foreshores and improvements in these critical areas. This includes improved ferry ramps and passenger facilities, better transport interchange and parking, enhancements to parkland and improved pedestrian and cycle links to the bay.

To achieve this balance at Toondah Harbour, Council has recommended:

- Building height reduced by one third, now capped to 10 storeys (down from up to 15 storeys in the original draft scheme and an increase of three storeys to the seven storeys currently allowed at the site.

- No net loss of public open space (including GJ Water Park which remains as public open space).

- Marina berths halved to 400 (down from possible 800 berth in the original draft scheme).

For further details please go to Council's website: www.redland.qld.gov.au/business/Pages/default.aspx

ABOUT CLEVELAND

Background

Cleveland, located on Redland City's eastern shoreline is bounded by Finucane Road, Shore Street West, Endeavour Canal and Moreton Bay in the north, Moreton Bay in the east, South Street in the south, and Hilliards Creek in the west. Cleveland has a land area of 1,185 hectares or approximately 12km2. Cleveland is named after the Duke of Cleveland.

Settlement of the area dates from the early 1850s, when Cleveland was identified as a potential port for the entire Moreton Bay area. A small business/residential area was established, while the surrounding land was used mainly for farming. Population was minimal and rose gradually until the late 1800s, spurred by the construction of the railway line. Rapid growth took place from the 1960s into the 1980s, including the development of the Raby Bay canal estate in the early 1980s. The population continued to increase from the 1990s, a result of new dwellings being added to the area. Today, Cleveland is a residential area, with some commercial areas, and an industrial area in the south-west.

Major features of the area include Stockland Cleveland Shopping Centre, Cleveland Town Centre, Redland Hospital, Mater Private Hospital Redland, Raby Bay Marina, Cleveland Aquatic Centre, Cleveland Redland Showground, Redland Museum, Cleveland Community Cultural Centre, Redland Performing Arts Centre, Redland Memorial Hall, Redland Art Gallery (Cleveland), Cleveland Cemetery, Cleveland Point Lighthouse, Toondah Harbour, Black Swamp Wetlands, Anzac Memorial Park, Bloomfield Street Park, Cleveland Point Reserve, Donald Simpson Park, G J Walter Park, Henry Ziegenfusz Park, Linear Park, Nandeebie Park, Norfolk Park, Oyster Point Park, Raby Bay Boulevard Park, Raby Bay Foreshore Park, Raby Bay Harbour Park, Rotary Park, William Ross Park, North Stradbroke Island Ferries and several schools.

Demographic Profile

The Census population of Cleveland in 2011 was 14,420 with a population density of 12.17 persons per hectare, living in 6,509 dwellings with an average household size of 2.35. There were 476 people over the age of 85 living in Cleveland, with largest age group being 60 to 64 year olds in 2011.

The Age Structure of Cleveland provides insights into the suburb's age profile which is a key consideration during disaster preparation, response and recovery to accommodate the needs of the community. It is also an indicator of Cleveland's level of demand for age based services and how it is likely to change in the future.

Age structure - five year age groups, 2011
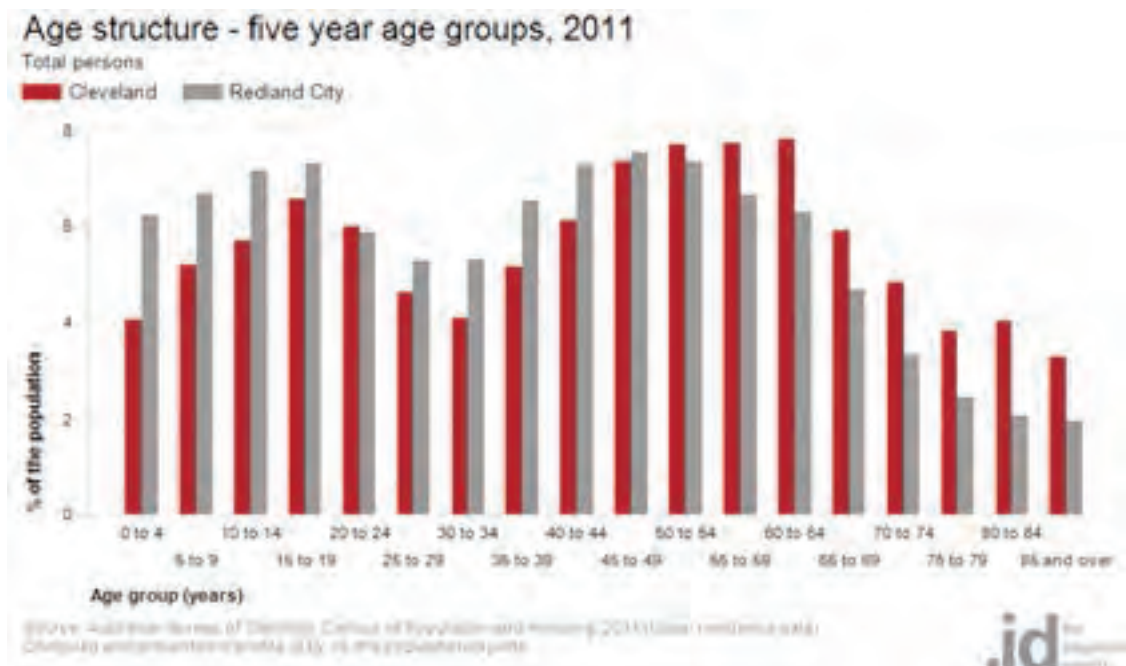
Demographic Profile

Analysis of the five year age groups of Cleveland in 2011 compared to Redland City shows that there was a lower proportion of people in the younger age groups (under 15) and a higher proportion of people in the older age groups (65+). Overall, 14.9% of the population was aged between 0 and 15, and 21.9% were aged 65 years and over, compared with 20.1% and 14.5% respectively for Redland City.

The major differences between the age structure of Cleveland and Redland City were:

* A larger percentage of persons aged 80 to 84 (4.0% compared to 2.1%)
* A larger percentage of persons aged 60 to 64 (7.8% compared to 6.3%)
* A smaller percentage of persons aged 0 to 4 (4.1% compared to 6.2%)
* A smaller percentage of persons aged 5 to 9 (5.2% compared to 6.7%)

Change in age structure - five year age groups, 2006 to 2011
Cleveland - Total persons
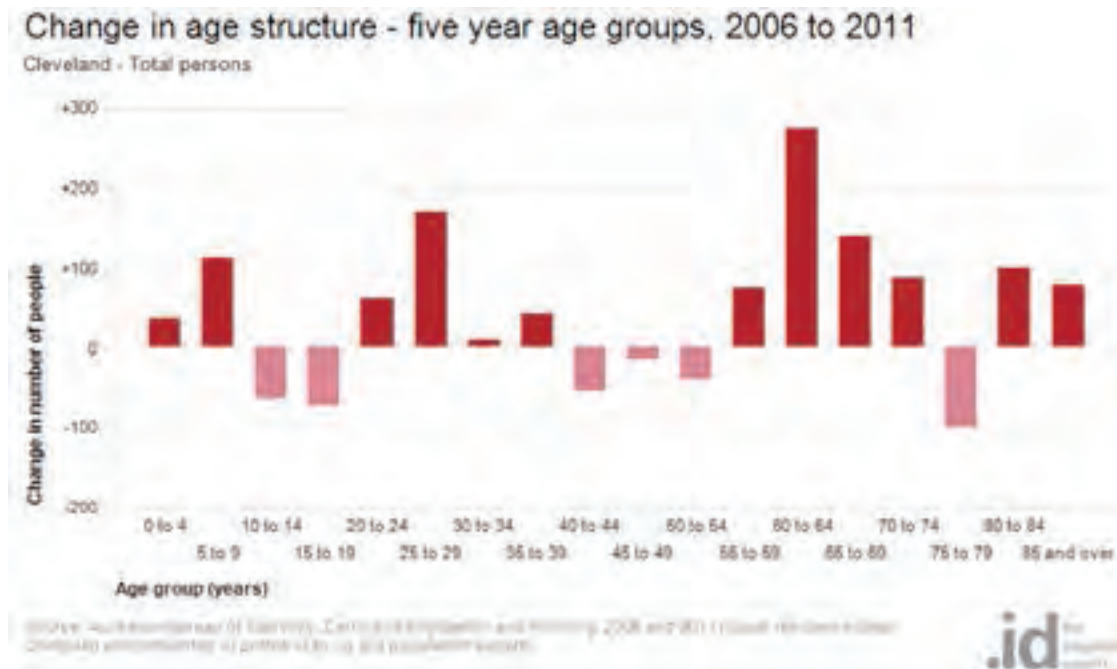
From 2006 to 2011, Cleveland's population increased by 839 people (6.2%). This represents an average annual population change of 1.21% per year over the period.

The largest changes in age structure in this area between 2006 and 2011 were in the age groups:

* 60 to 64 (+274 persons)
* 65 to 69 (+140 persons)
* 25 to 29 (+169 persons)
* 5 to 9 (+113 persons)

Need for Assistance

837 people or 5.8% of the population in Cleveland reported needing help in their day-to-day lives due to disability. ***Please note:*** *A person's reported need for assistance is based on the subjective assessment of people evaluating themselves, (or their carers), as being in need of assistance and should therefore be treated with caution.*

Cleveland's disability statistics relate directly to need for assistance due to a 'profound or severe core activity limitation'. This population is defined as people who need assistance in their day to day lives with any or all of the following activities – self-care, body movements or communication – because of a disability, long-term health condition, or old age. Cleveland's disability statistics help in understanding the prevalence of people who need support in the community, particularly during a disaster.

Need for assistance with core activities, 2011
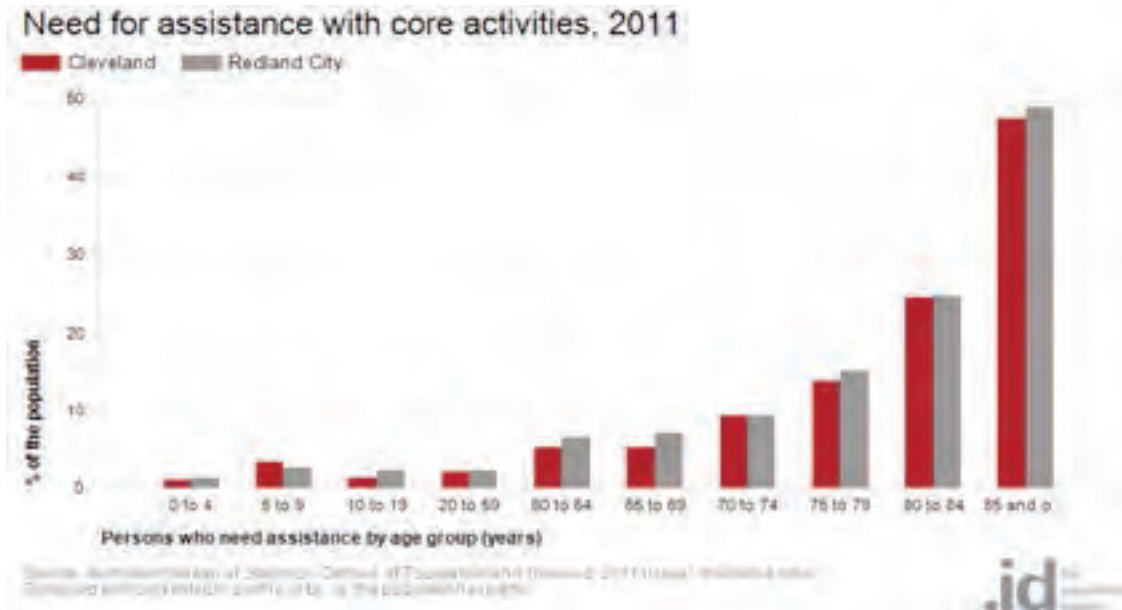
Analysis of the need for assistance of people in Cleveland compared to Redland City shows that there was a higher proportion of people who reported needing assistance with core activities. Overall, 5.8% of the population reported needing assistance with core activities, compared with 4.7% for Redland City.

The major differences in the age groups reporting a need for assistance in Cleveland and Redland City were:

- A smaller percentage of persons aged 65 to 69 (5.2% compared to 7.1%)
- A smaller percentage of persons aged 85 and over (47.4% compared to 49.0%)
- A smaller percentage of persons aged 75 to 79 (13.7% compared to 15.0%)
- A smaller percentage of persons aged 60 to 64 (5.2% compared to 6.5%)
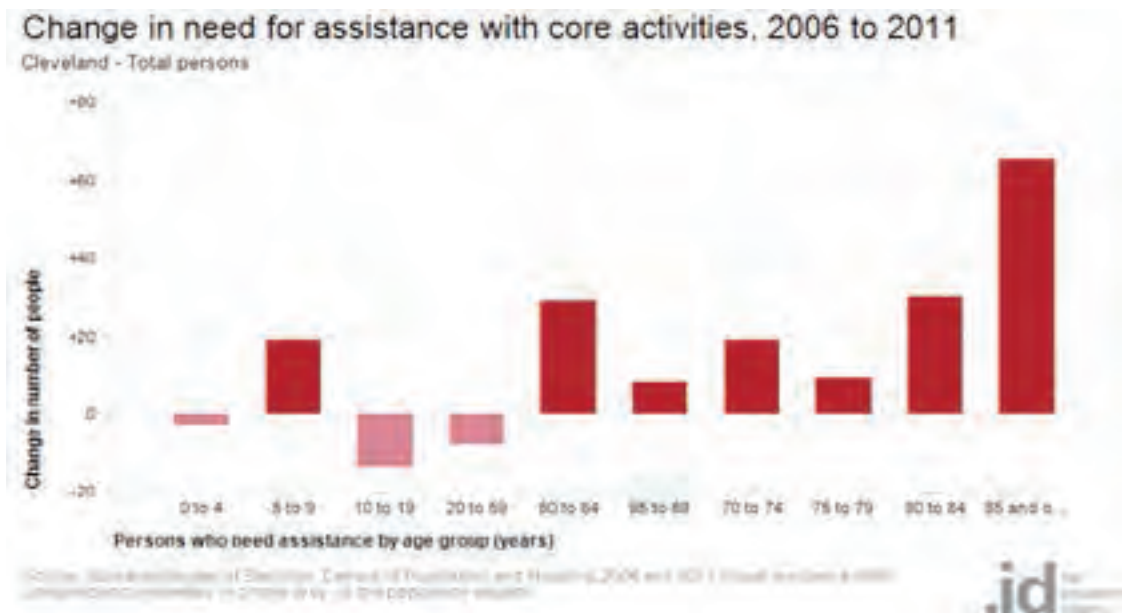
Change in need for assistance with core activities, 2006 to 2011

The major difference in the age groups reporting a need for assistance between 2006 and 2011 in Cleveland was in the age group:

- 85 and over (+65 persons)

THORNLANDS

MUST KNOW

Information Sources

For weather updates and emergency warnings:

- Listen to local radio – ABC 612 AM and Bay FM 100.3
- Follow rolling updates on the Redland City Council news site: news.redland.qld.gov.au/
- Follow updates from Redland City Council's social media:
    a. Twitter: twitter.com/RedlandCouncil
    b. Facebook: www.facebook.com/RedlandCouncil
- Weather and warning updates:
    a. Bureau of Meteorology: www.bom.gov.au/qld/
    b. Raby Bay weather station: www.rabybay.org/
- Word of mouth through RCC, QPS, QFES and SES
- Door knocking and vehicle mounted PA systems through RCC, QPS, QFES and SES

Evacuation Information

The first preference is for people to 'shelter-in-place' – stay where you are. Evacuations should only occur when the risk of sheltering in place is greater than the risk associated with leaving and moving to a place of lower risk.

**Evacuation Centres/Assembly Areas/
Helicopter Landing Sites**

Evacuation Centres will be opened as demand requires. Information relating to the opening of Evacuation Centres will be announced via the information sources listed above so please tune into local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

For information relating to current Evacuations, please contact Redland City Council on 3829 8999

The Evacuation Centres are the primary assembly areas during a disaster and will often have an oval or parkland nearby for a helicopter landing site that provides quick access to the Evacuation Centre. Accordingly, latitude and longitude information has been provided for the Evacuation Centres that have adjoining land size suitable to accommodate a helicopter landing site.

- Thornlands Dance Palais
  87-95 Redland Bay Road, Thornlands
  Ph: 3829 8999

- Redlands Performing Arts Centre (RPAC)
  2 Middle Street, Cleveland
  Ph: 3829 8999

- Cleveland Showgrounds
  Edgar Harley Pavilion
  44-79 Smith Street, Cleveland
  Ph: 3829 8999
  Lat: -27.3206   Long: 153.1570

- Redlands Memorial Hall
  44 Smith Street, Cleveland
  Ph: 3829 8999
  Lat: -27.3206   Long: 153.1570

- Victoria Point Community Hall
  325 Colburn Avenue, Victoria Point
  Ph: 3829 8999
  Lat: -27.5844   Long: 153.2921

Redland City Council and the Department of Education, Training and Employment have established a Memorandum of Understanding to allow suitable public school facilities to be used as evacuation centres during disasters. The facilities listed below are located closest to this suburb. A full list of available sites for mainland Redland City appears in section 4.2 Mainland Evacuation Centres.

- Thornlands State School – Hall
  147-163 Panorama Drive, Thornlands
  Ph: 3821 8111
  Lat: -27.5487   Long: 153.2614

- Cleveland State School – Hall
  Cnr Queens and Wynyard Streets, Cleveland
  Ph: 3488 1333
  Lat: -27.5297   Long: 153.2707

- Victoria Point State High School –
  Student Centre-Hall
  93-131 Benfer Road, Victoria Point
  Ph: 3820 5888
  Lat: -27.5924   Long: 153.2852

- Victoria Point State School – Hall
  274 Colburn Avenue, Victoria Point
  Ph: 3820 5666
  Lat: -27.5825   Long: 153.2961

Redland
CITY COUNCIL

Neighbourhood Safer Places

An NSP is a local open space or identified building where people may gather, as a last resort, to seek shelter from bushfire. The main purpose of an NSP is to provide some level of protection to human life from the immediate life-threatening effects of a bushfire. An NSP will not guarantee safety in all circumstances as they still entail some risk, both in moving to them and while sheltering in them; they cannot be considered completely safe.

Although QFES cannot guarantee an immediate presence during a bushfire, every effort will be made to provide support as soon as resources are available. The following limitations of an NSP need to be considered if people plan to use one as a last resort:

- QFES may not be present, in the event that they will be fighting the main fire front elsewhere.

- NSPs do not cater for animals or pets.

- NSPs do not provide meals or amenities.

- NSPs may not provide shelter from the elements, particularly flying embers.

- If you are a person with special needs, consider what assistance you may require at an NSP.

If an NSP is part of your contingency plan, it should not require extended travel through fire-affected areas to get there.

The following Neighbourhood Safer Places are located closest to Thornlands:

Cleveland Showground
Category: Open Space
Address: Smith Street
Suburb: Cleveland, 4163
Latitude: -27.5341872   Longitude: 153.2618744

Cleveland State High School - Oval
Category: Open Space
Address: Russell Street
Suburb: Cleveland, 4163
Latitude: -27.5314575   Longitude: 153.2608782

Evacuation Routes

If you need to or are required to evacuate, it is recommended that you seek shelter with family or friends in the first instance. If these options are not available to you, Redland City Council will establish crisis accommodation in the form of Evacuation Centres or another appropriate means of short term accommodation. When evacuating from your home, your chosen evacuation route should always be the most direct and safest route available, be aware of possible localised flooding. Please tune in warnings of road closures on local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

REMEMBER: If it's flooded, forget it!

If you are evacuating the Thornlands area to stay with family or friends outside of the Redlands, the following evacuation routes are recommended:

- Exit Redland City by travelling west along Boundary Road to the round-about; take the Duncan Road exit toward Sheldon and continue heading west to Mt Cotton Road. Continue along Mt Cotton Road toward Capalaba or turnoff at the intersection of Mt Cotton Road and Broadwater Road toward Burbank.

- Exit Redland City by travelling south along Redland Bay Road to intersection with Bunker Road, Victoria Point. Turn right and head south-west along Bunker Road which becomes Double Jump Road. Continue along Double Jump Road to the intersection of Mt Cotton Road, turn left and head south along Mt Cotton Road to the intersection with Redland Bay Rd, Cornubia. Turn right and head west along Redland Bay Road through Cornubia toward the M1, Loganholme.

- Exit Redland City by travelling south along Redland Bay Road through Victoria Point and Redland Bay where the road will turn from south to west and continue along the Redland Bay Road through Cornubia toward the M1, Loganholme.

   For information about flooding around Thornlands, please refer to 4.3 – LOCALISED FLOODING.

THORNLANDS
SHOULD KNOW

Bushfire

Thornlands is characterised similarly to other northern coastal suburbs as having scattered high to very high bushfire hazard areas. However, unlike the other coastal suburbs, the majority of the bushfire hazard is located in areas that are currently rural in nature and have not yet seen extensive residential development. As urban development spreads around the Kinross Road estate, residential properties will creep closer and closer to these high to very high bushfire hazard areas.

Properties adjacent bushland areas may be risk of ember attack should there be a bushfire in the vicinity. During a wild fire, embers can travel up to 3 kilometres in front of a fire line which means residents need to be vigilant and be prepared. For more information about bushfire preparedness and what to do during a bushfire, visit the Queensland Rural Fire Service website at: www.ruralfire.qld.gov.au and download the Bushfire Survival Plan – PREPARE. ACT.SURVIVE.

Redland City Council employs a range of fire mitigation strategies to reduce the risk of bushfire in the area. These strategies include hazard reduction burning (back burns), fire breaks and weed management. Redland City Council is also investigating arrangements with Queensland Fire and Emergency Services to support fire mitigation activities around the city.

Thornlands
Bushfire Hazard
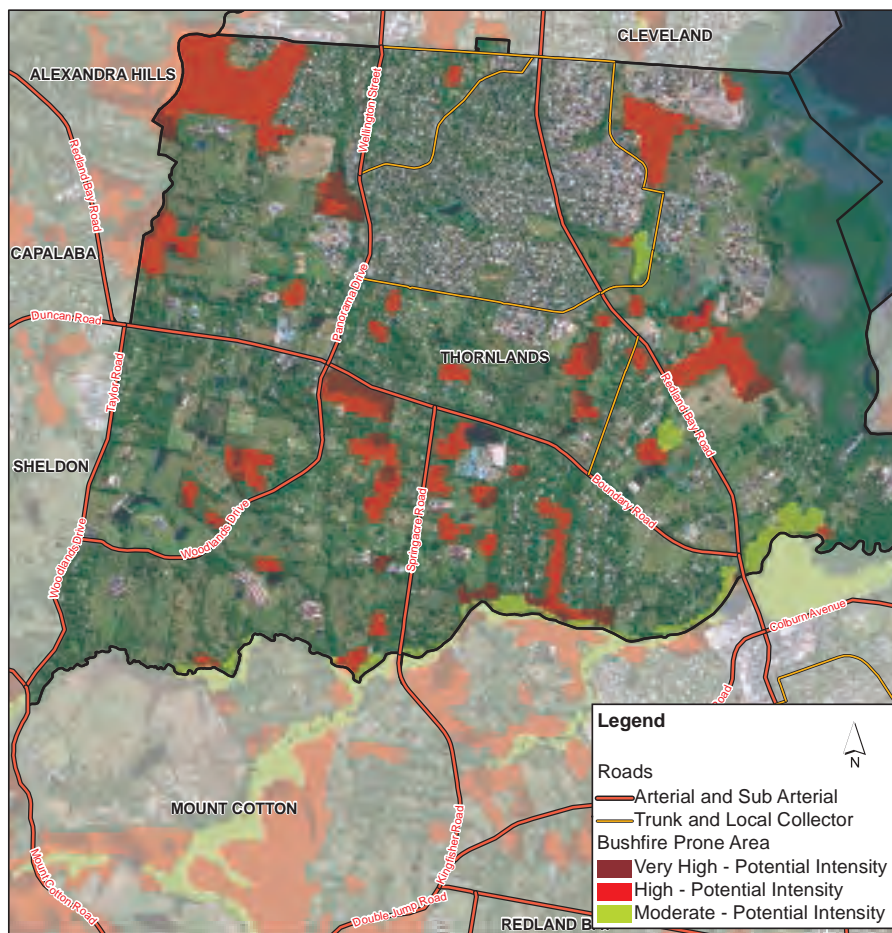
Legend

Roads
- —— Arterial and Sub Arterial
- —— Trunk and Local Collector

Bushfire Prone Area
- Very High - Potential Intensity
- High - Potential Intensity
- Moderate - Potential Intensity

Disclaimer:
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Whilst every effort is made to ensure the accuracy of this data, the Department of State Development, Infrastructure and Planning makes no representations or warranties about its accuracy, reliability, completeness or suitability for any particular purpose and disclaims all responsibility and all liability

Redland CITY COUNCIL

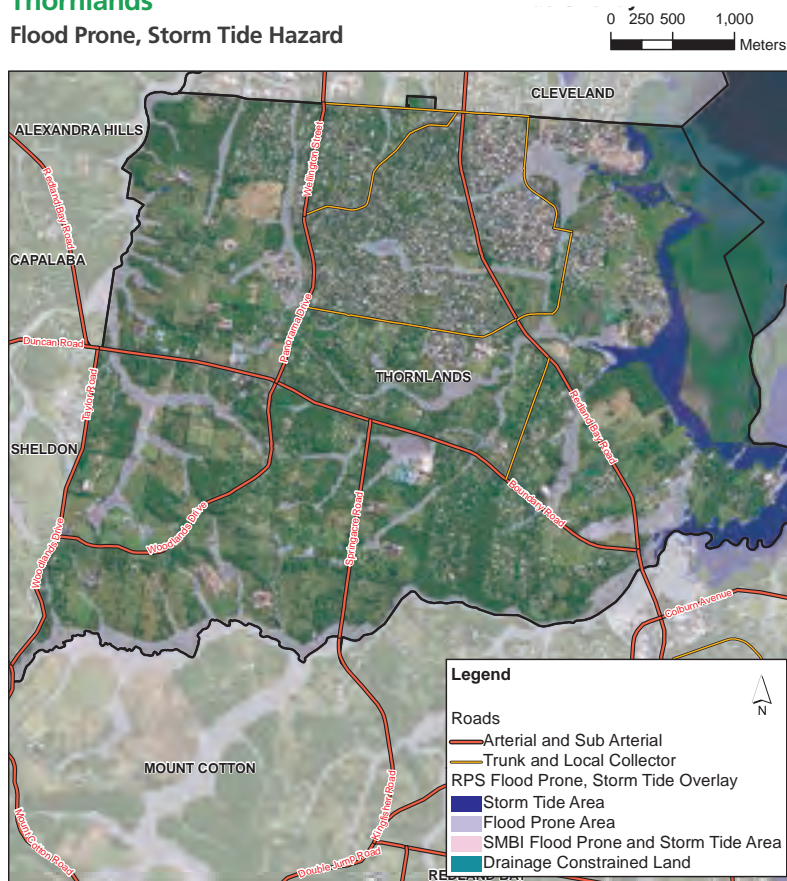# Natural Hazards

Flood Prone, Storm Tide

The Thornlands area has potential to experience flooding as a consequence of either tidal inundation or flash flooding resulting from heavy rainfall events. Thornlands has a number of waterways including the Crystal Waters Dam and Eprapah Creek. Crystal Waters Dam, originally used as a primary water source for the local farm prior to residential development, is centrally located in Thornlands and surrounded by urban development. The dam operates via a spillway that is not gated and empties into Moreton Bay via a creek system that runs through bushland along King Street and Baythorn Drive.

Eprapah Creek is the largest waterway in Thornlands and is impacted by both tidal inundation and flash flooding resulting from heavy rainfall events. The Eprapah Creek system primarily runs through bushland reserve areas, however if the creek floods, current mapping indicates that it will impact the Lakeside Shopping Centre at Victoria Point, the Victoria Point Sewerage Treatment Plant,

Faith Lutheran College and other large properties along Beveridge Road and could quite possibly cross Redland Bay Road near the Boundary Road intersection cutting access to Victoria Point.

Current mapping also indicates that low lying areas of Thornlands may experience tidal inundation as a result of a storm tide event. Areas of greatest impact appear to be along shoreline from South Street to King Street. This area of East Thornlands has seen much urban development in recent years which pushes homes closer to the potential tidal inundation areas. What is concerning about these residential developments is that they utilise single road access – one road in, one road out. In East Thornlands, current flood prone, storm tide mapping indicates the possibility of South Street and Thornlands Road being cut by flood water which would effectively isolate a large section of the East Thornlands residential community for a period of time.

Thornlands
Flood Prone, Storm Tide Hazard

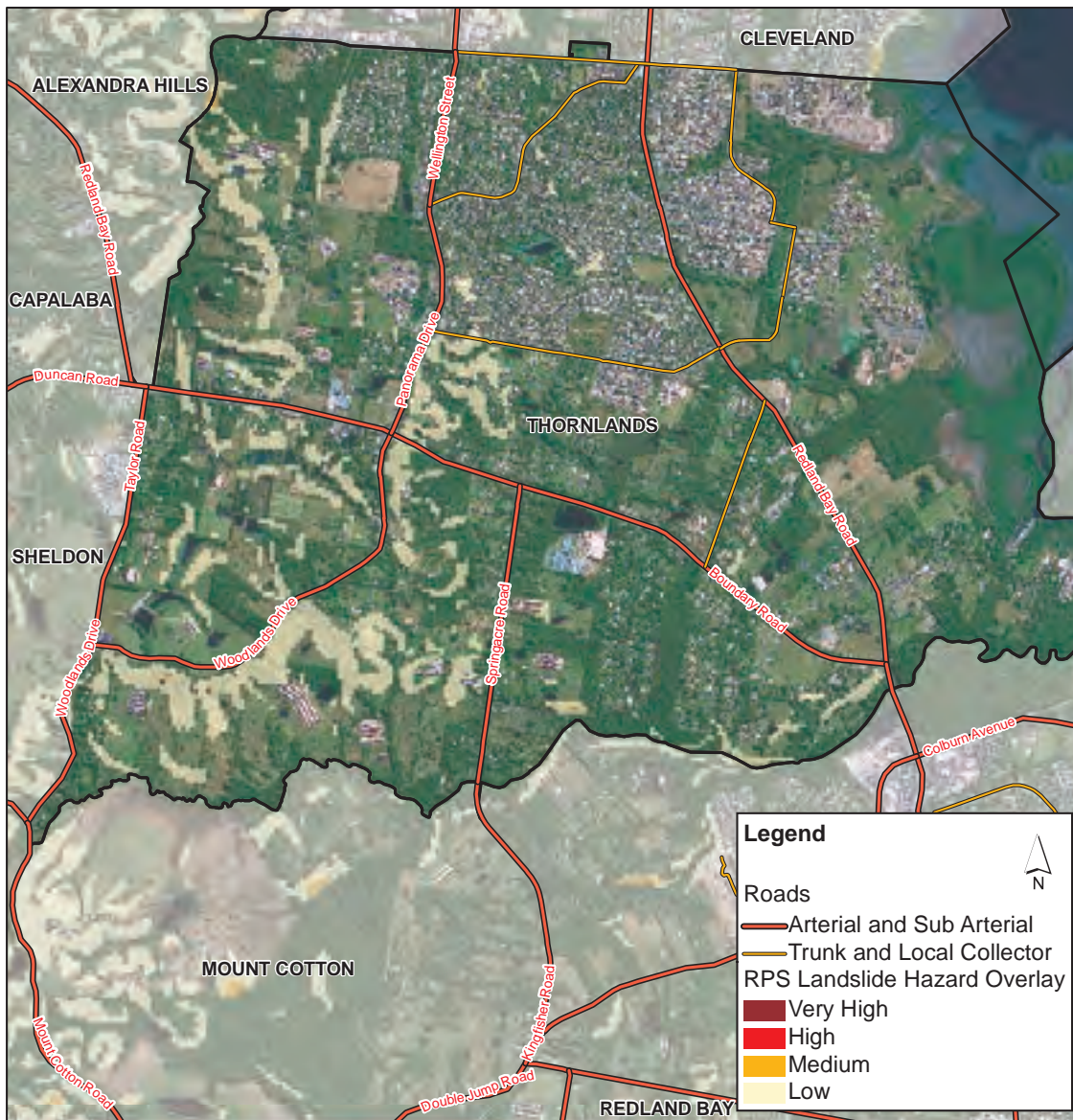# Natural Hazards

Landslide

Landslide Hazard mapping indicates that Thornlands has either no or low landslide risk. The areas of low landslide hazard are generally confined to the acreage areas to the west of the suburb around Woodlands Drive and Taylor road.

This area is predominantly rural and as such contains large properties and minimal residential development. The Redland Planning Scheme, through the Landslide Hazard Overlay attempts to mitigate the impacts of the landslide hazard by requiring more robust engineering for developments built within the identified landslide hazard areas. It is important for engineers and geologists to evaluate slope stability and any landslide threat during development assessments so that effective and timely remedial measures can be implemented. For further information, refer to the Redlands Planning Scheme, Landslide Hazard Overlay.

Thornlands

Landslide Hazard

Legend

Roads
- Arterial and Sub Arterial
- Trunk and Local Collector

RPS Landslide Hazard Overlay
- Very High
- High
- Medium
- Low

Redland
CITY COUNCIL

Critical Infrastructure

Critical infrastructure at the time of a disaster event includes utilities such as power, water, sewerage, telecommunications, gas and road and rail networks. Impacts of a disaster on these services may have far reaching long term affects for mainland communities.

Sewage

Thornlands has a mix of sewered and non-sewered areas, the residential development areas in the north and east of the suburb are connected to the city's sewer network. Effluent from these areas is directed to the Alexandra Hills Sewerage Treatment Plant located to the east of Hanover Drive. Current hazard mapping indicates that the Alexandra Hills Sewerage Treatment Plant is surrounded by bushland identified as being a high to very high bushfire hazard.

The rural acreage areas, located in the south and west of the suburb are not connected to the city's sewer network and rely on a mix of gravity fed septic systems and on-site sewerage treatment plants located on the properties to manage the wastewater. The on-site sewerage treatment plants require electricity to function, therefore it is recommended that these systems have a back-up generator to cope with extended periods of power outages which can occur during severe weather events.

Water

Thornlands receives its water supply from the Heinemann Road Reservoir, located at Mt Cotton. The Heinemann Road Reservoir services the Southern Moreton Bay Islands, Redland Bay, Victoria Point and Thornlands and is connected to the Mt Cotton Reservoir at Tallow Wood Court, Mt Cotton which services Mt Cotton and Sheldon. The Mt Cotton Reservoir in turn is connected to the Alexandra Hills Reservoir located at Hilltop Circuit, Alexandra Hills making possible the supply of water to Redland City's northern suburbs should there be issues with Leslie Harrison Dam which traditionally services the north of the city.

The Heinemann Road Reservoir is also connected to the Herring Lagoon bore field on North Stradbroke Island and the South East Queensland Water Grid

via a pump station on Gramzow Road, Mt Cotton. The connection to the South East Queensland Water Grid allows water to be pumped to and from the city via the Heinemann Road Reservoir. This network of reservoirs, pump stations and pipelines ensures that water can be moved around the network and that multiple water supplies are available to residents living in all areas Redland City.

Electricity

Thornlands has a mix of both overhead and underground powerline networks servicing the suburb. The more recently developed estates east of Cleveland-Redland Bay Road is primarily where the underground powerline network is located, whilst the remainder of Thornlands which has been the long established is supplied by the overhead powerline network.

The overhead powerlines are more susceptible to damage during severe weather which can result in power outages and fallen powerlines. Fallen powerlines oppose significant dangers to the community, be aware that any object in contact with powerlines could be live. The area is more dangerous in wet conditions as water is an excellent conductor.

Remember: any metallic objects, including fences, will be electrified if they touch or are even close to a live fallen powerline. Even a tree branch can be a potential conductor of electricity if it is in contact with a live wire. Stay away from fallen powerlines and alert others of the danger – contact Energex on 13 19 62.

Critical Infrastructure

Gas

There is no domestic reticulated gas service within Redland City. Nor is there a gas main that runs through the suburb of Thornlands. There are however homes within the area that use gas bottles the service hot water systems and cooking appliances. Residents are reminded to be diligent with the appropriate storage and maintenance of any gas bottles that they have located on their property.

Telecommunications

Thornlands is connected via landlines to the telecommunications and data networks. There is good mobile network coverage in Thornlands with limited to no mobile reception black spots in the area. Telstra is the major supplier of telecommunications to the region; other suppliers include Optus and Vodafone.

Road Network

REMEMBER: If it's flooded, forget it!

On 20 November 2012, Iain MacKenzie – Inspector General Emergency Management said *"There is absolutely no excuse for motorists who deliberately drive or walk past a road closed sign and into floodwaters. Even if you are in familiar territory and believe local knowledge will get you through, think again. Floodwaters are treacherous and the dangers are hidden beneath the surface."*

Every year people are hurt, or die, trying to cross or play in flooded waterways. It can happen anywhere – roads, creeks, dams, parks or backyards. Residents should be aware of the dangers connected to floodwater or swift flowing water such as: slippery surfaces; uneven ground; strong currents; sharp objects; electrical current; fences; vehicles; rocks; long grass; tree branches; sewerage; and chemicals. If you get trapped in floodwater, you not only put your life and the lives of the people with you at risk, but you also put the lives of the rescuers at risk too.

Localised flooding may temporarily restrict access and cut roads in some areas of Redland City. Please consider this when planning to drive during periods of heavy rain. A list of the areas impacted by localised flooding appears in this plan in 4.3 – LOCALISED FLOODING.

Rail Network

Currently there is no rail infrastructure in Thornlands and there are no plans to extend to rail network to Thornlands in the near future.

Redland
CITY COUNCIL

ABOUT
THORNLANDS

Background

Thornlands, located on Redland City's eastern shoreline is bounded by South Street in the north, Moreton Bay in the east, Eprapah Creek in the south, and Woodlands Drive, Taylor Road and Hilliards Creek in the west. Thornlands has a land area of 2,171 hectares or approximately 22km2. Thornlands is named after George Thorn, an early landholder in the area.

Settlement of the area dates from the 1850s, with land used mainly for farming and some timber getting. Population was minimal until the early 1900s, when the land was subdivided. Significant residential development did not occur until the post-war years, with rapid growth from the late 1970s. The population increased substantially from the early 1990s, doubling between 1991 and 2011 as large numbers of new dwellings were added to the area. Growth was most rapid between 2001 and 2011. Today, Thornlands is a growing residential region, with some rural areas.

Major features of the area include Pinklands Recreation Reserve, Pine Lodge Equestrian Park, Andrew Foster Memorial Park, Anniversary Park, Cliff Perske Memorial Oval, Crystal Waters Park, Percy Ziegenfusz Park, Primrose Drive Park, Robert Mackie Park, Rushwood Park, William Stewart Park, Beveridge Road Creek Corridor, Redland City Marina, Thornlands Dance Palais, Nazarene Theological College and a number of schools.

Demographic Profile

The Census population of Thornlands in 2011 was 12,811 with a population density of 5.90 persons per hectare, living in 4,424 dwellings with an average household size of 2.98. There were 252 people over the age of 85 living in Thornlands, with largest age group being 10 to 14 year olds in 2011.

The Age Structure of Thornlands provides insights into the suburb's age profile which is a key consideration during disaster preparation, response and recovery to accommodate the needs of the community. It is also an indicator of Thornlands' level of demand for age based services and how it is likely to change in the future.


Age structure - five year age groups, 2011
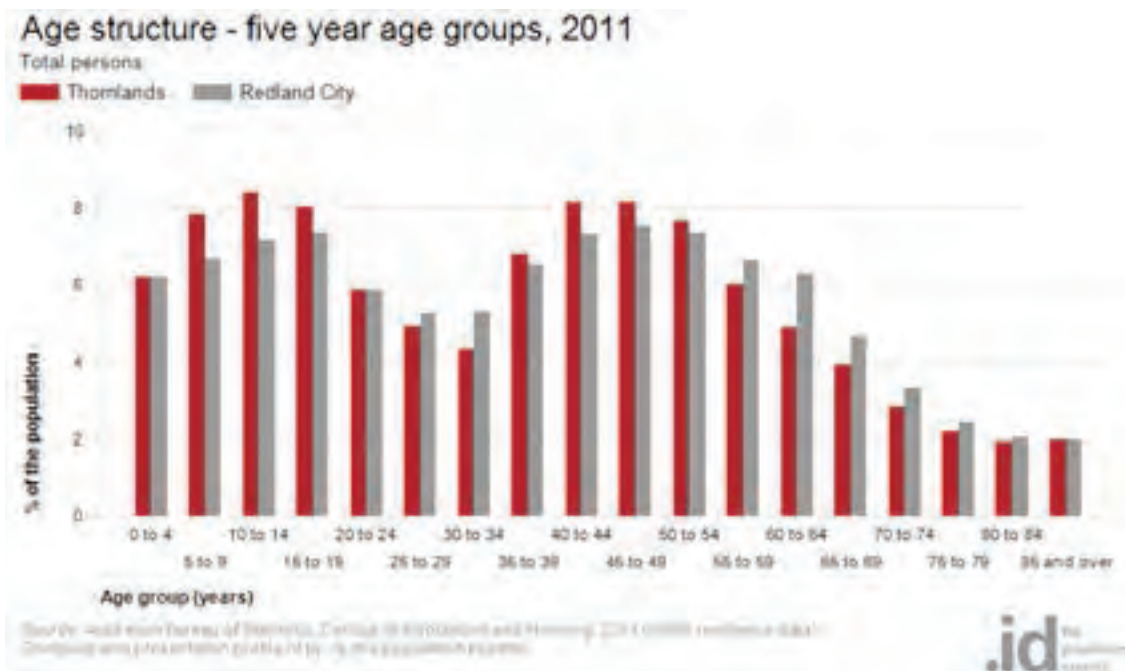
Demographic Profile

Analysis of the five year age groups of Thornlands in 2011 compared to Redland City shows that there was a higher proportion of people in the younger age groups (under 15) and a lower proportion of people in the older age groups (65+). Overall, 22.4% of the population was aged between 0 and 15, and 12.8% were aged 65 years and over, compared with 20.1% and 14.5% respectively for Redland City.

The major differences between the age structure of Thornlands and Redland City were:

•   A larger percentage of persons aged 10 to 14 (8.4% compared to 7.2%)
•   A larger percentage of persons aged 5 to 9 (7.8% compared to 6.7%)
•   A smaller percentage of persons aged 60 to 64 (4.9% compared to 6.3%)
•   A smaller percentage of persons aged 30 to 34 (4.3% compared to 5.3%)

Change in age structure - five year age groups, 2006 to 2011
Thornlands - Total persons
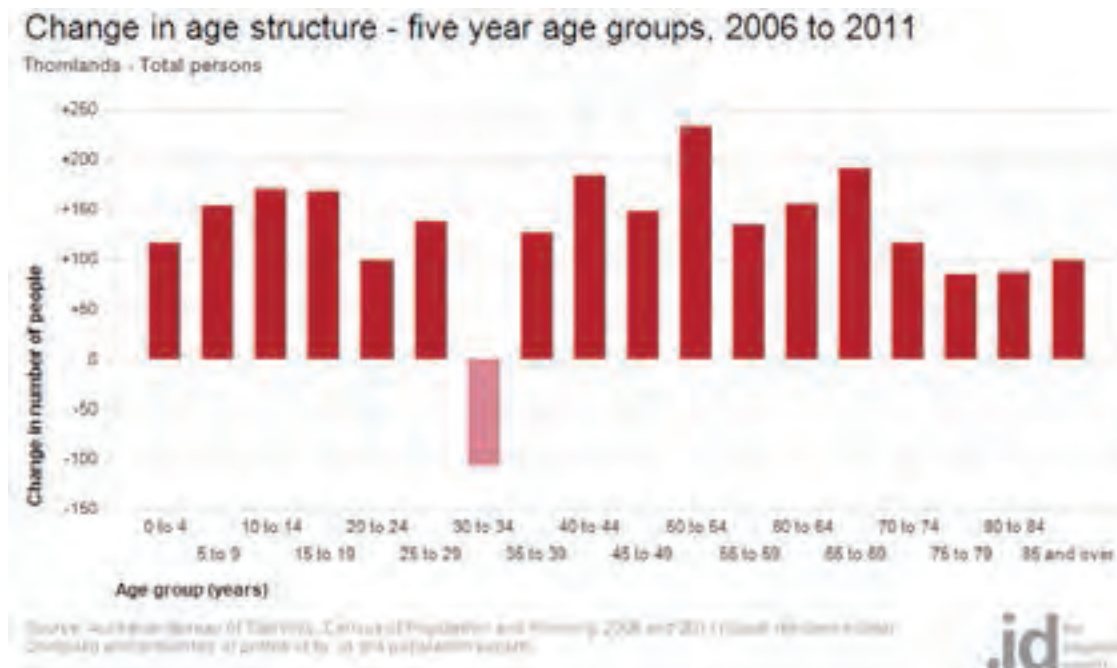
From 2006 to 2011, Thornlands's population increased by 2,293 people (21.8%). This represents an average annual population change of 4.02% per year over the period.

The largest changes in age structure in this area between 2006 and 2011 were in the age groups:

•   50 to 54 (+233 persons)   •   40 to 44 (+184 persons)
•   65 to 69 (+192 persons)   •   10 to 14 (+170 persons)

Need for Assistance

426 people or 3.3% of the population in Thornlands reported needing help in their day-to-day lives due to disability.
Please note: *A person's reported need for assistance is based on the subjective assessment of people evaluating themselves, (or their carers), as being in need of assistance and should therefore be treated with caution.*
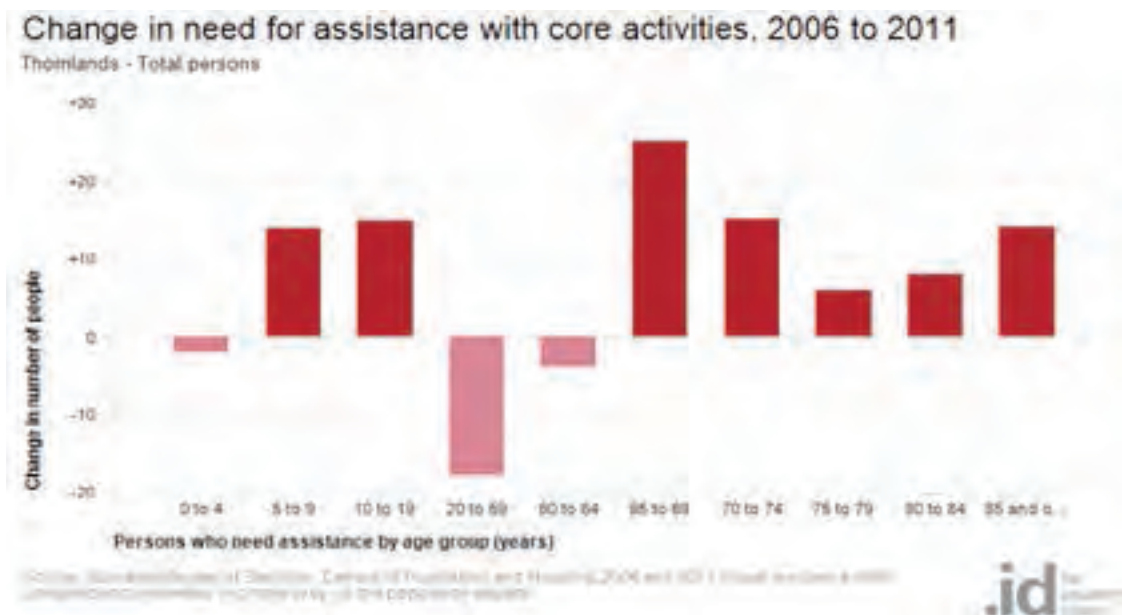
Thornlands' disability statistics relate directly to need for assistance due to a 'profound or severe core activity limitation'. This population is defined as people who need assistance in their day to day lives with any or all of the following activities – self-care, body movements or communication – because of a disability, long-term health condition, or old age. Thornlands' disability statistics help in understanding the prevalence of people who need support in the community, particularly during a disaster.

Need for assistance with core activities, 2011

■ Thornlands   ▬ Redland City

Persons who need assistance by age group (years)
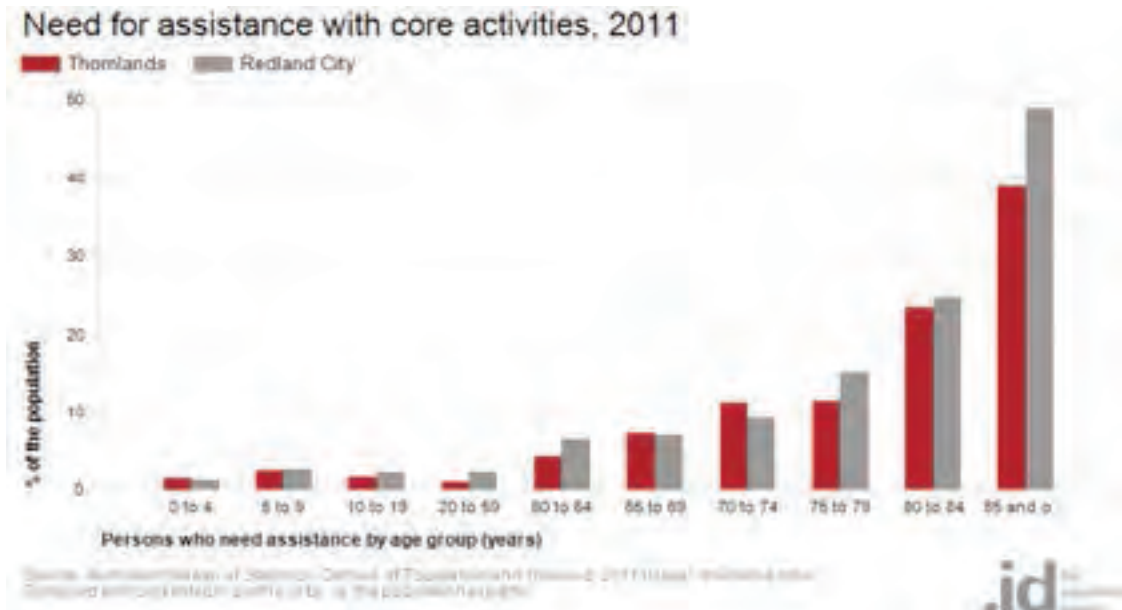
Analysis of the need for assistance of people in Thornlands compared to Redland City shows that there was a lower proportion of people who reported needing assistance with core activities. Overall, 3.3% of the population reported needing assistance with core activities, compared with 4.7% for Redland City.

The major differences in the age groups reporting a need for assistance in Thornlands and Redland City were:

- A larger percentage of persons aged 70 to 74 (11.2% compared to 9.3%)
- A smaller percentage of persons aged 85 and over (39.0% compared to 49.0%)
- A smaller percentage of persons aged 75 to 79 (11.5% compared to 15.0%)
- A smaller percentage of persons aged 60 to 64 (4.2% compared to 6.5%)

Change in need for assistance with core activities, 2006 to 2011

Thornlands - Total persons

Persons who need assistance by age group (years)

The main difference in the age groups reporting a need for assistance between 2006 and 2011 in Thornlands was in the age group:

- 65 to 69 (+25 persons)

VICTORIA POINT

MUST KNOW

Information Sources

For weather updates and emergency warnings:

- Listen to local radio – ABC 612 AM and Bay FM 100.3
- Follow rolling updates on the Redland City Council news site: news.redland.qld.gov.au/
- Follow updates from Redland City Council's social media:
    a. Twitter: twitter.com/RedlandCouncil
    b. Facebook: www.facebook.com/RedlandCouncil
- Weather and warning updates:
    a. Bureau of Meteorology: www.bom.gov.au/qld/
    b. Raby Bay weather station: www.rabybay.org/
- Word of mouth through RCC, QPS, QFES and SES
- Door knocking and vehicle mounted PA systems through RCC, QPS, QFES and SES

Evacuation Information

The first preference is for people to 'shelter-in-place' – stay where you are. Evacuations should only occur when the risk of sheltering in place is greater than the risk associated with leaving and moving to a place of lower risk.

Evacuation Centres/Assembly Areas/ Helicopter Landing Sites

Evacuation Centres will be opened as demand requires. Information relating to the opening of Evacuation Centres will be announced via the information sources listed above so please tune into local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

For information relating to current Evacuations, please contact Redland City Council on 3829 8999

The Evacuation Centres are the primary assembly areas during a disaster and will often have an oval or parkland nearby for a helicopter landing site that provides quick access to the Evacuation Centre. Accordingly, latitude and longitude information has been provided for the Evacuation Centres that have adjoining land size suitable to accommodate a helicopter landing site.

- Victoria Point Community Hall
  325 Colburn Avenue, Victoria Point
  Ph: 3829 8999
  Lat: -27.5844   Long: 153.2921

- Redland Bay Community Hall
  5 Weinam Street, Redland Bay
  Ph: 3829 8999
  Redland Bay Parkland (behind Community Hall)
  Lat: -27.6149   Long: 153.3066

- Thornlands Dance Palais
  87-95 Redland Bay Road, Thornlands
  Ph: 3829 8999

Redland City Council and the Department of Education, Training and Employment have established a Memorandum of Understanding to allow suitable public school facilities to be used as evacuation centres during disasters. The facilities listed below are located closest to this suburb. A full list of available sites for mainland Redland City appears in section 4.2 Mainland Evacuation Centres.

- Victoria Point State High School –
  Student Centre-Hall
  93-131 Benfer Road, Victoria Point
  Ph: 3820 5888
  Lat: -27.5924   Long: 153.2852

- Victoria Point State School – Hall
  274 Colburn Avenue, Victoria Point
  Ph: 3820 5666
  Lat: -27.5825   Long: 153.2961

- Redland Bay State School – Hall
  125-141 Gordon Road, Redland Bay
  Ph: 3206 7288
  Lat: -27.6203   Long: 153.2907

- Thornlands State School – Hall
  147-163 Panorama Drive, Thornlands
  Ph: 3821 8111
  Lat: -27.5487   Long: 153.2614

- Mount Cotton State School – Hall
  1246 Mt Cotton Road, Mount Cotton
  Ph: 3822 0444
  Lat: -27.6213   Long: 153.2356

Redland
CITY COUNCIL

Neighbourhood Safer Places

An NSP is a local open space or identified building where people may gather, as a last resort, to seek shelter from bushfire. The main purpose of an NSP is to provide some level of protection to human life from the immediate life-threatening effects of a bushfire. An NSP will not guarantee safety in all circumstances as they still entail some risk, both in moving to them and while sheltering in them; they cannot be considered completely safe.

Although QFES cannot guarantee an immediate presence during a bushfire, every effort will be made to provide support as soon as resources are available. The following limitations of an NSP need to be considered if people plan to use one as a last resort:

- QFES may not be present, in the event that they will be fighting the main fire front elsewhere.
- NSPs do not cater for animals or pets.
- NSPs do not provide meals or amenities.
- NSPs may not provide shelter from the elements, particularly flying embers.
- If you are a person with special needs, consider what assistance you may require at an NSP.

If an NSP is part of your contingency plan, it should not require extended travel through fire-affected areas to get there.

The following Neighbourhood Safer Places are located closest to Victoria Point:

Cleveland Showground
Category: Open Space
Address: Smith Street
Suburb: Cleveland, 4163
Latitude: -27.5341872   Longitude: 153.2618744

Cleveland State High School - Oval
Category: Open Space
Address: Russell Street
Suburb: Cleveland, 4163
Latitude: -27.5314575   Longitude: 153.2608782

Mount Cotton State School - Oval
Category: Open Space
Address: 1246 Mount Cotton Road
Suburb: Mt Cotton, 4165
Latitude: -27.6207296   Longitude: 153.2356852

Evacuation Routes

If you need to or are required to evacuate, it is recommended that you seek shelter with family or friends in the first instance. If these options are not available to you, Redland City Council will establish crisis accommodation in the form of Evacuation Centres or another appropriate means of short term accommodation. When evacuating from your home, your chosen evacuation route should always be the most direct and safest route available, be aware of possible localised flooding. Please tune in warnings of road closures on local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

REMEMBER: If it's flooded, forget it!

If you are evacuating the Victoria Point area to stay with family or friends outside of the Redlands, the following evacuation routes are recommended:

- Exit Redland City by travelling west along Colburn Avenue to the intersection with Redland Bay Road, turn right and travel north to Boundary Road and travel west along Boundary Road to the round-about; take the Duncan Road exit toward Sheldon and continue heading west to Mt Cotton Road. Continue along Mt Cotton Road toward Capalaba or turnoff at the intersection of Mt Cotton Road and Broadwater Road toward Burbank.

- Exit Redland City from the Victoria Point Shopping Centre by travelling south-west along Bunker Road which becomes Double Jump Road. Continue along Double Jump Road to the intersection of Mt Cotton Road, turn left and head south along Mt Cotton Road to the intersection with Redland Bay Rd, Cornubia. Turn right and head west along Redland Bay Road through Cornubia toward the M1, Loganholme.

- Exit Redland City by travelling south along Redland Bay Road through Victoria Point and Redland Bay where the road will turn from south to west and continue along the Redland Bay Road through Cornubia toward the M1, Loganholme.

    For information about flooding around Victoria Point, please refer to 4.3 – LOCALISED FLOODING.

VICTORIA POINT
SHOULD KNOW

Bushfire

Victoria Point bushfire hazard areas spread throughout the suburb with a large section of land identified as ranging from moderate to very high bushfire hazard running the length of Eprapah Creek, virtually from its mouth at Point O'Halloran to Kingfisher Road at the western boundary of the suburb. These bushfire hazard areas border both rural and residential developments along with shopping centres and the Victoria Point High School

Properties adjacent bushland areas may be risk of ember attack should there be a bushfire in the vicinity. During a wild fire, embers can travel up to 3 kilometres in front of a fire line which means residents need to be vigilant

and be prepared. For more information about bushfire preparedness and what to do during a bushfire, visit the Queensland Rural Fire Service website at: www.ruralfire.qld.gov.au and download the Bushfire Survival Plan – PREPARE.ACT.SURVIVE.

Redland City Council employs a range of fire mitigation strategies to reduce the risk of bushfire in the area. These strategies include hazard reduction burning (back burns), fire breaks and weed management. Redland City Council is also investigating arrangements with Queensland Fire and Emergency Services to support fire mitigation activities around the city.

Victoria Point
Bushfire Hazard
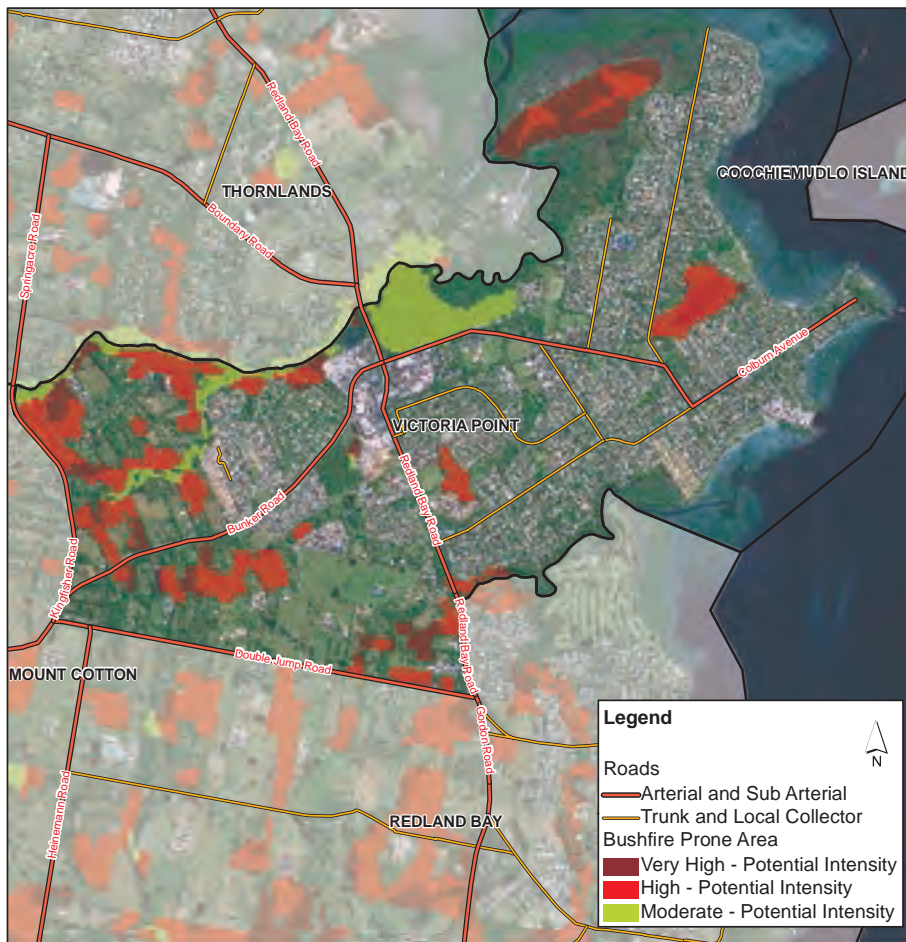
Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector

Bushfire Prone Area
Very High - Potential Intensity
High - Potential Intensity
Moderate - Potential Intensity

Redland
CITY COUNCIL

Natural Hazards

Flood Prone, Storm Tide

The Victoria Point area has potential to experience flooding as a consequence of either tidal inundation or flash flooding resulting from heavy rainfall events. Victoria Point has a number of waterways running through it, the largest of these being the Eprapah Creek system which flows into Moreton Bay at the north-eastern coastline of Victoria Point. Eprapah Creek is impacted by both tidal inundation and flash flooding resulting from heavy rainfall events.

The Eprapah Creek system primarily runs through bushland reserve areas, however if the creek floods, current mapping indicates that it will impact the Lakeside Shopping Centre at Victoria Point, the Victoria Point Sewerage Treatment Plant, Faith Lutheran College and other large properties along Beveridge

Road and could quite possibly cross Redland Bay Road near the Boundary Road intersection cutting access to Victoria Point.

Current mapping also indicates that low lying areas of Thornlands may experience tidal inundation as a result of a storm tide event. Areas of greatest impact appear to be the Point O'Halloran Conservation Area, Wilson Esplanade, White Street, Base Street, and the Thompson's Beach area which includes Eagle Street, Thompson Esplanade, Beach Court and Simon Street. Also in the vicinity of Thompson's Beach are two large retirement villages, current mapping indicates that both would experience some impact from tidal inundation during a storm tide event.

Victoria Point
Flood Prone, Storm Tide Hazard
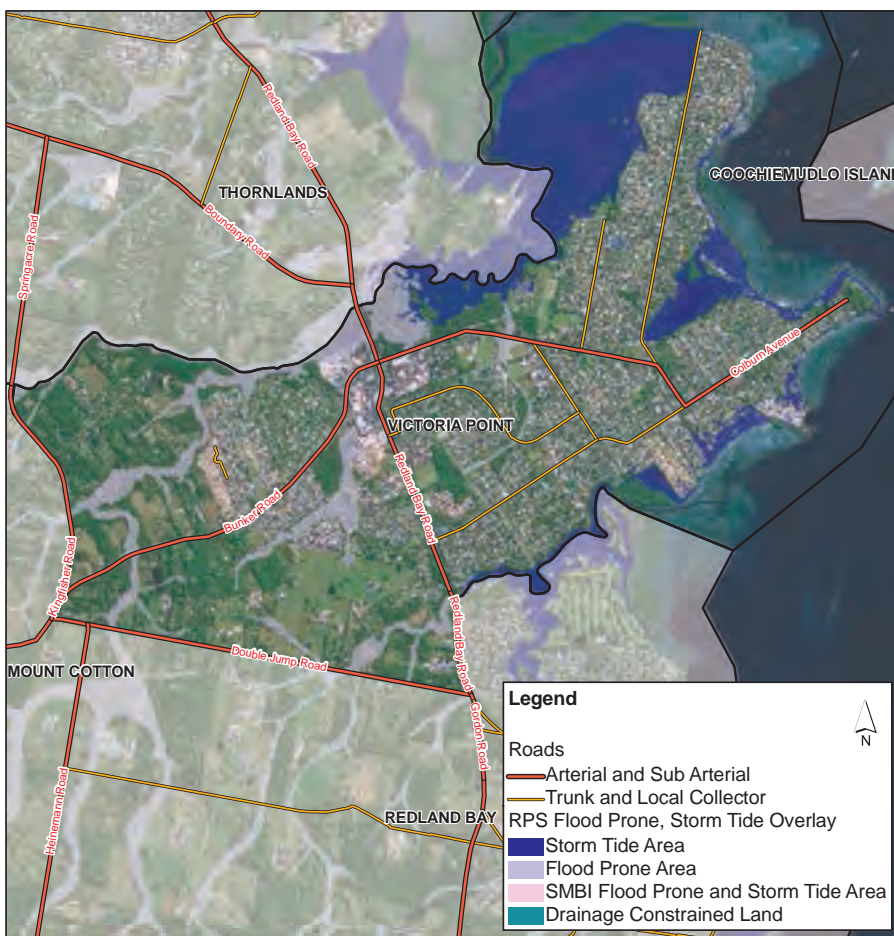
Natural Hazards

Landslide

Landslide Hazard mapping indicates that Victoria Point has a very limited landslide risk, with a few small pockets generally confirmed to parkland or bushland areas. There are a few residential properties to the north of the Redland bay Golf Course which are identified as having a low landslide hazard risk.

Residential development in these areas needs to comply with the requirements of the Redland Planning Scheme which, through the Landslide Hazard Overlay attempts to mitigate the impacts of the landslide hazard by requiring more robust engineering for developments built within the identified landslide hazard areas. It is important for engineers and geologists to evaluate slope stability and any landslide threat during development assessments so that effective and timely remedial measures can be implemented. For further information, refer to the Redlands Planning Scheme, Landslide Hazard Overlay.

Victoria Point
Landslide Hazard

Critical Infrastructure

Critical infrastructure at the time of a disaster event includes utilities such as power, water, sewerage, telecommunications, gas and road and rail networks. Impacts of a disaster on these services may have far reaching long term affects for mainland communities.

Sewage

Victoria Point has a mix of sewered and non-sewered areas. The residential areas, which cover the majority of the suburb, are connected to the city's sewer network. Effluent from these areas is directed to the Victoria Point Sewerage Treatment Plant located off Link Road. Hazard mapping indicates that the Victoria Point Sewerage Treatment Plant is adjacent bushland identified as being moderate bushfire hazard and may be impacted by tidal inundation during a severe storm tide event.

The rural acreage areas, located in the south and west of the suburb are not connected to the city's sewer network and rely on a mix of gravity fed septic systems and on-site sewerage treatment plants located on the properties to manage the wastewater. The on-site sewerage treatment plants require electricity to function, therefore it is recommended that these systems have a back-up generator to cope with extended periods of power outages which can occur during severe weather events.

Water

Victoria Point receives its water supply from the Heinemann Road Reservoir, located at Mt Cotton. The Heinemann Road Reservoir services the Southern Moreton Bay Islands, Redland Bay, Victoria Point and Thornlands and is connected to the Mt Cotton Reservoir at Tallow Wood Court, Mt Cotton which services Mt Cotton and Sheldon. The Mt Cotton Reservoir in turn is connected to the Alexandra Hills Reservoir located at Hilltop Circuit, Alexandra Hills making possible the supply of water to Redland City's northern suburbs should there be issues with Leslie Harrison Dam which traditionally services the north of the city.

The Heinemann Road Reservoir is also connected to the Herring Lagoon bore field on North Stradbroke Island and the South East Queensland Water Grid via a pump station on Gramzow Road, Mt Cotton. The connection to the South East Queensland Water Grid allows water to be pumped to and from the city via the Heinemann Road Reservoir. This network of reservoirs, pump stations and pipelines ensures that water can be moved around the network and that multiple water supplies are available to residents living in all areas Redland City.

Electricity

Victoria Point is serviced by a mix of both overhead and underground powerline networks, with the primary 33kV overhead powerline running through the suburb along Cleveland-Redland Bay Road to Redland Bay. An underwater 11kV powerline connects to Coochiemudlo Island from Victoria Point Reserve at the end of Colburn Avenue.

The more recently developed estates along Bunker Road behind the Victoria Point Shopping Centre, is primarily where the underground powerline network is located. The longer established areas near the waterfront are supplied by the overhead powerline network.

The overhead powerlines are more susceptible to damage during severe weather which can result in power outages and fallen powerlines. Fallen powerlines oppose significant dangers to the community, be aware that any object in contact with powerlines could be live. The area is more dangerous in wet conditions as water is an excellent conductor.

Remember: any metallic objects, including fences, will be electrified if they touch or are even close to a live fallen powerline. Even a tree branch can be a potential conductor of electricity if it is in contact with a live wire. Stay away from fallen powerlines and alert others of the danger – contact Energex on 13 19 62.

qld.gov.au/getready

Gas

There is no domestic reticulated gas service within Redland City. Nor is there a gas main that runs through the suburb of Victoria Point. There are however homes within the area that use gas bottles the service hot water systems and cooking appliances. Residents are reminded to be diligent with the appropriate storage and maintenance of any gas bottles that they have located on their property.

Telecommunications

Victoria Point is connected via landlines to the telecommunications and data networks. There is good mobile network coverage in Victoria Point with limited to no mobile reception black spots in the area. Telstra is the major supplier of telecommunications to the region; other suppliers include Optus and Vodafone.

Harbours and Marinas

The Victoria Point Reserve, located at the end of Colburn Avenue is the primary access point to Coochiemudlo Island. Passenger ferry services to the island launch from the deep water jetty whilst the barge service utilise the ramp facility. There is a boat ramp within the precinct to launch small vessels and Volunteer Marine Rescue Victoria Point also has their base and boat launching facilities within the Victoria Point Reserve area.

 Current flood prone, storm tide mapping indicates that the area of Victoria Point Reserve that contains

the marine infrastructure may be impacted by tidal inundation during an extreme storm tide event that could result in damage to essential infrastructure.

There are also a number of small boat moorings dotted along the Victoria Point coast line. These moorings and vessels are at risk of structural damage should a storm tide event impact the area.

Road Network

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Every year people are hurt, or die, trying to cross or play in flooded waterways. It can happen anywhere – roads, creeks, dams, parks or backyards. Residents should be aware of the dangers connected to floodwater or swift flowing water such as: slippery surfaces; uneven ground; strong currents; sharp objects; electrical current; fences; vehicles; rocks; long grass; tree branches; sewerage; and chemicals. If you get trapped in floodwater, you not only put your life and the lives of the people with you at risk, but you also put the lives of the rescuers at risk too.

Localised flooding may temporarily restrict access and cut roads in some areas of Redland City. Please consider this when planning to drive during periods of heavy rain. A list of the areas impacted by localised flooding appears in this plan in 4.3 – LOCALISED FLOODING.

Rail Network

Currently there is no rail infrastructure in Victoria Point and there are no plans to extend to rail network to Victoria Point in the near future.

Redland
CITY COUNCIL

ABOUT
VICTORIA POINT

Background

Victoria Point, located on Redland City's eastern shoreline is bounded by Moreton Bay in the north and east, Moogurrapum Creek, Cleveland-Redland Bay Road and Double Jump Road in the south, and Kingfisher Road and Eprapah Creek in the west. Victoria Point has a land area of 1,340 hectares or approximately 13km2.

Settlement of the area dates from the 1860s, with land used mainly for farming and timber-getting. Population was minimal until the late 1800s, with growth into the early 1900s, aided by the area becoming popular for holidays. Significant residential development did not occur until the 1970s. Substantial growth took place during the 1980s. Rapid growth continued from the early 1990s, with the population more than doubling between 1991 and 2011 as large numbers of new dwellings were added to the area. Growth was most

rapid between 1991 and 2001. Today, Victoria Point is a residential, conservation and commercial area. The commercial and retail centre of Victoria Point supports this suburb, and surrounding areas.

Major features of the area include Victoria Point Shopping Centre, Victoria Point Lakeside Shopping Centre, Town Centre at Victoria Point Shopping Centre, Pelicans Nest Shopping Centre, Point Halloran Conservation Area, Victoria Point YMCA & Aquatic Centre, Eprapah Scout Environmental Training Centre, Victoria Point Community Hall, Egret Colony Wetlands, Glen Road Wetlands, Brookvale Drive Park, Cameron Court Park, Cascade Gardens, Duncan Jenkins Eucalypt Park, E M Dowling Sportsfield, Les Moore Park, Orana Esplanade Park, Salford Waters Park, Sandy Drive Park, Victoria Point Reserve, W H Yeo Park, Victoria Point Jetty and a number of schools.

Demographic Profile

The Census population of Victoria Point in 2011 was 14,798 with a population density of 11.04 persons per hectare, living in 5,631 dwellings with an average household size of 2.66. There were 557 people over the age of 85 living in Victoria Point, with largest age group being 10 to 14 year olds in 2011.

The Age Structure of Victoria Point provides insights into the suburb's age profile which is a key consideration during disaster preparation, response and recovery to accommodate the needs of the community. It is also an indicator of Victoria Point's level of demand for age based services and how it is likely to change in the future.


Age structure - five year age groups, 2011
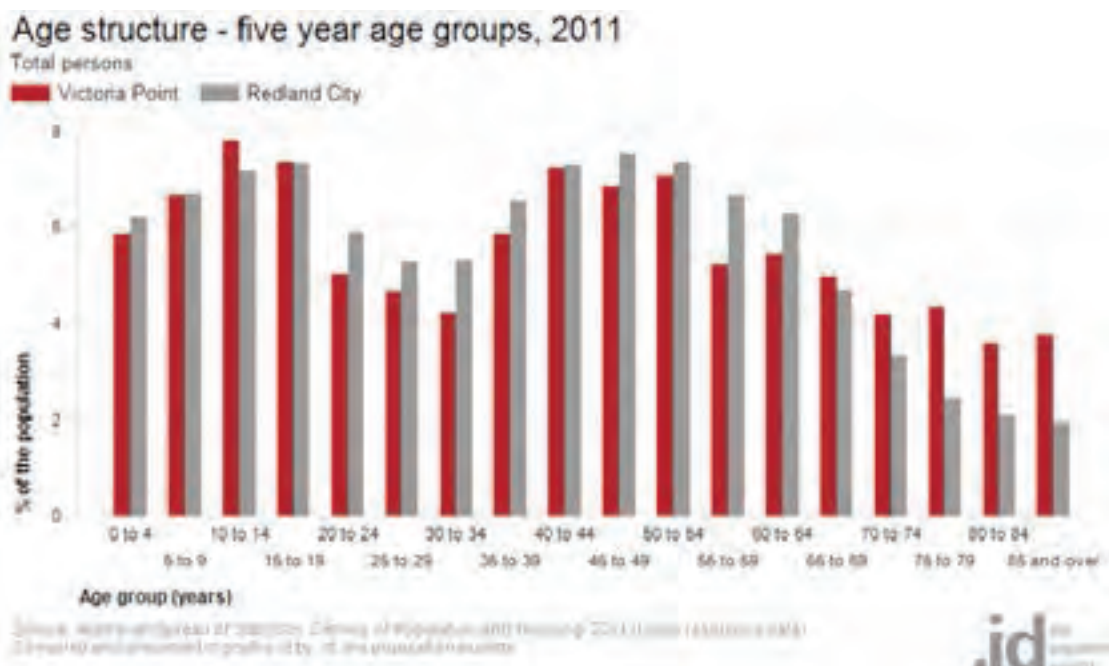
Demographic Profile

Analysis of the five year age groups of Victoria Point in 2011 compared to Redland City shows that there was a similar proportion of people in the younger age groups (under 15) and a higher proportion of people in the older age groups (65+). Overall, 20.3% of the population was aged between 0 and 15, and 20.8% were aged 65 years and over, compared with 20.1% and 14.5% respectively for Redland City.

The major differences between the age structure of Victoria Point and Redland City were:

- A larger percentage of persons aged 75 to 79 (4.3% compared to 2.4%)
- A larger percentage of persons aged 85 and over (3.8% compared to 2.0%)
- A larger percentage of persons aged 80 to 84 (3.6% compared to 2.1%)
- A smaller percentage of persons aged 55 to 59 (5.2% compared to 6.6%)

Change in age structure - five year age groups, 2006 to 2011
Victoria Point - Total persons
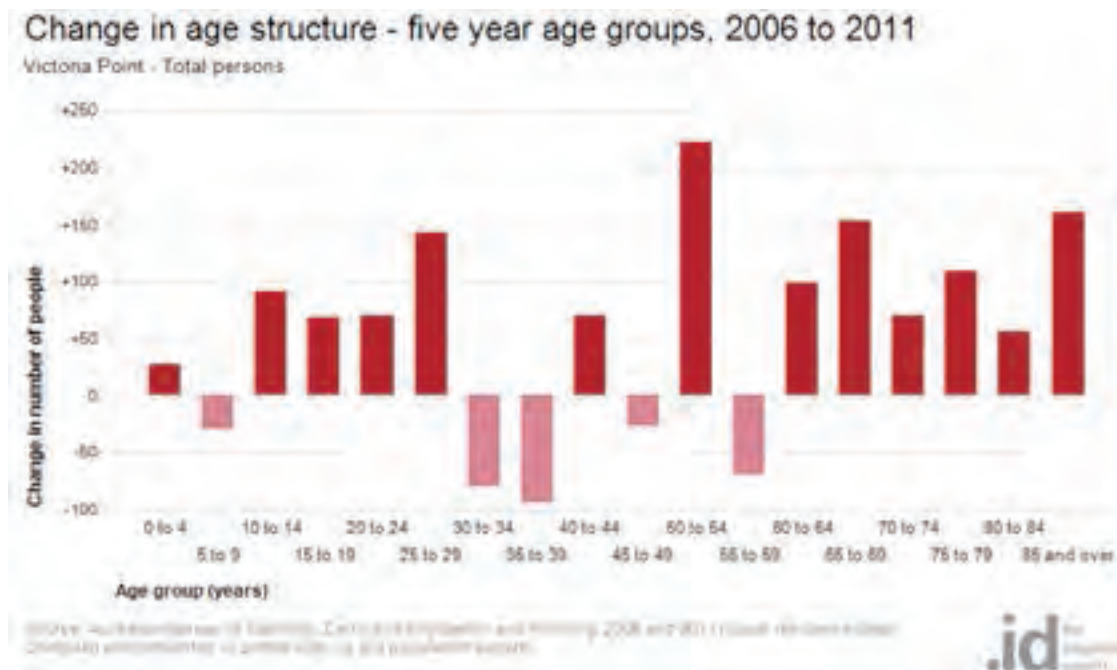
From 2006 to 2011, Victoria Point's population increased by 1,036 people (7.5%). This represents an average annual population change of 1.46% per year over the period.

The largest changes in age structure in this area between 2006 and 2011 were in the age groups:
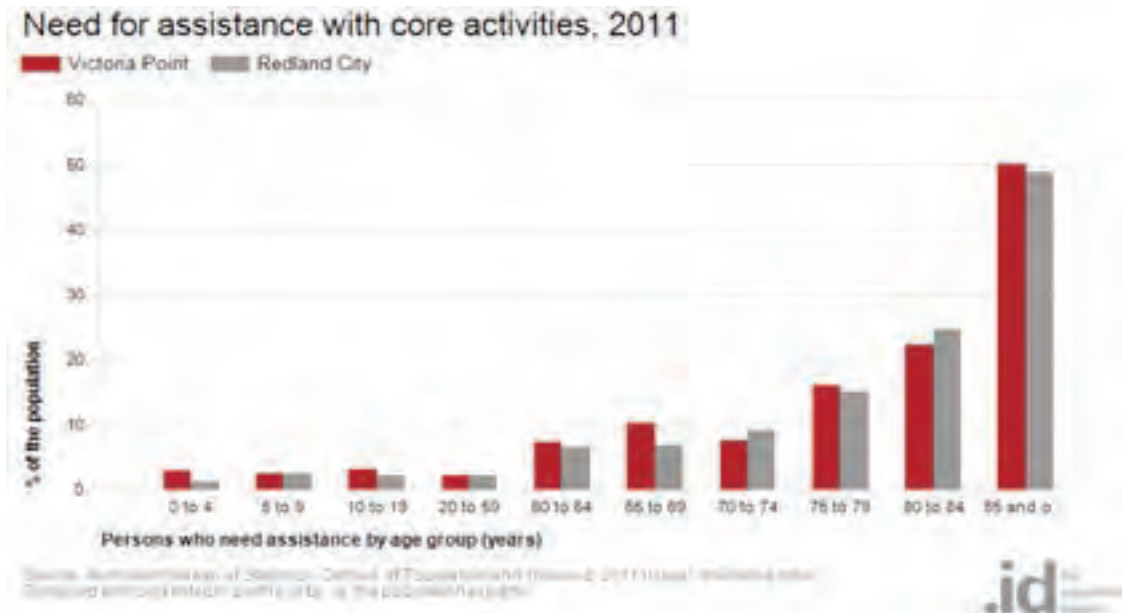
- 50 to 54 (+223 persons)
- 65 to 69 (+153 persons)
- 85 and over (+160 persons)
- 25 to 29 (+143 persons)

Need for Assistance

970 people or 6.6% of the population in Victoria Point reported needing help in their day-to-day lives due to disability. **Please note:** *A person's reported need for assistance is based on the subjective assessment of people evaluating themselves, (or their carers), as being in need of assistance and should therefore be treated with caution.*
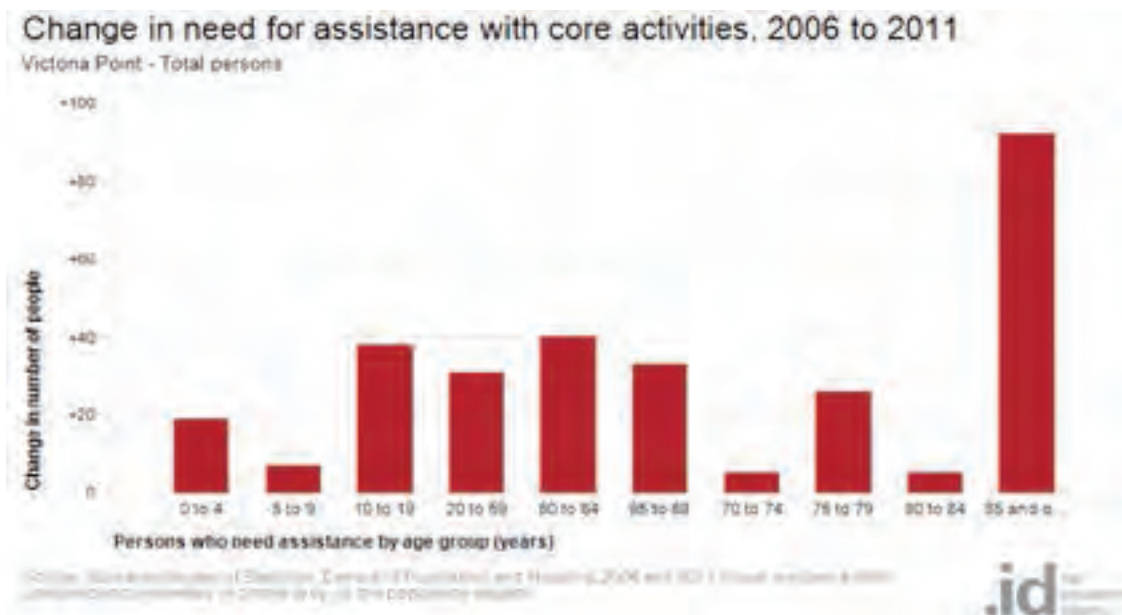
Victoria Point's disability statistics relate directly to need for assistance due to a 'profound or severe core activity limitation'. This population is defined as people who need assistance in their day to day lives with any or all of the following activities – self-care, body movements or communication – because of a disability, long-term health condition, or old age. Victoria Point's disability statistics help in understanding the prevalence of people who need support in the community, particularly during a disaster.

Need for assistance with core activities, 2011

■ Victoria Point ■ Redland City

Persons who need assistance by age group (years)

Analysis of the need for assistance of people in Victoria Point compared to Redland City shows that there was a higher proportion of people who reported needing assistance with core activities. Overall, 6.6% of the population reported needing assistance with core activities, compared with 4.7% for Redland City.

The major differences in the age groups reporting a need for assistance in Victoria Point and Redland City were:

- A larger percentage of persons aged 65 to 69 (10.3% compared to 7.1%)
- A larger percentage of persons aged 0 to 4 (2.9% compared to 1.4%)
- A smaller percentage of persons aged 80 to 84 (22.5% compared to 24.7%)
- A smaller percentage of persons aged 70 to 74 (7.7% compared to 9.3%)

Change in need for assistance with core activities, 2006 to 2011

Victoria Point - Total persons

Persons who need assistance by age group (years)

The major difference in the age groups reporting a need for assistance between 2006 and 2011 in Victoria Point was in the age group:

- 85 and over (+92 persons)

Redland
CITY COUNCIL

REDLAND BAY

MUST KNOW

Information Sources

For weather updates and emergency warnings:

- Listen to local radio – ABC 612 AM and Bay FM 100.3
- Follow rolling updates on the Redland City Council news site: news.redland.qld.gov.au/
- Follow updates from Redland City Council's social media:
  a. Twitter: twitter.com/RedlandCouncil
  b. Facebook: www.facebook.com/RedlandCouncil
- Weather and warning updates:
  a. Bureau of Meteorology: www.bom.gov.au/qld/
  b. Raby Bay weather station: www.rabybay.org/
- Word of mouth through RCC, QPS, QFES and SES
- Door knocking and vehicle mounted PA systems through RCC, QPS, QFES and SES

Evacuation Information

The first preference is for people to 'shelter-in-place' – stay where you are. Evacuations should only occur when the risk of sheltering in place is greater than the risk associated with leaving and moving to a place of lower risk.

Evacuation Centres/Assembly Areas/ Helicopter Landing Sites

Evacuation Centres will be opened as demand requires. Information relating to the opening of Evacuation Centres will be announced via the information sources listed above so please tune into local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

For information relating to current Evacuations, please contact Redland City Council on 3829 8999

The Evacuation Centres are the primary assembly areas during a disaster and will often have an oval or parkland nearby for a helicopter landing site that provides quick access to the Evacuation Centre. Accordingly, latitude and longitude information has been provided for the Evacuation Centres that have adjoining land size suitable to accommodate a helicopter landing site.

- Redland Bay Community Hall
  5 Weinam Street, Redland Bay
  Ph: 3829 8999
  Redland Bay Parkland (behind Community Hall)
  Lat: -27.6149   Long: 153.3066

- Victoria Point Community Hall
  325 Colburn Avenue, Victoria Point
  Ph: 3829 8999
  Lat: -27.5844   Long: 153.2921

- Thornlands Dance Palais
  87-95 Redland Bay Road, Thornlands
  Ph: 3829 8999

Redland City Council and the Department of Education, Training and Employment have established a Memorandum of Understanding to allow suitable public school facilities to be used as evacuation centres during disasters. The facilities listed below are located closest to this suburb. A full list of available sites for mainland Redland City appears in section 4.2 Mainland Evacuation Centres.

- Redland Bay State School
  125-141 Gordon Road, Redland Bay
  Ph: 3206 7288
  Lat: -27.6203   Long: 153.2907

- Mount Cotton State School
  1246-1264 Mt Cotton Road, Mount Cotton
  Ph: 3822 0444
  Lat: -27.6213   Long: 153.2356

- Victoria Point State High School – Student Centre-Hall
  93-131 Benfer Road, Victoria Point
  Ph: 3820 5888
  Lat: -27.5924   Long: 153.2852

- Victoria Point State School
  274 Colburn Avenue, Victoria Point
  Ph: 3820 5666
  Lat: -27.5825   Long: 153.2961

Neighbourhood Safer Places

An NSP is a local open space or identified building where people may gather, as a last resort, to seek shelter from bushfire. The main purpose of an NSP is to provide some level of protection to human life from the immediate life-threatening effects of a bushfire. An NSP will not guarantee safety in all circumstances as they still entail some risk, both in moving to them and while sheltering in them; they cannot be considered completely safe.

Although QFES cannot guarantee an immediate presence during a bushfire, every effort will be made to provide support as soon as resources are available. The following limitations of an NSP need to be considered if people plan to use one as a last resort:

• QFES may not be present, in the event that they will be fighting the main fire front elsewhere.

• NSPs do not cater for animals or pets.

• NSPs do not provide meals or amenities.

• NSPs may not provide shelter from the elements, particularly flying embers.

• If you are a person with special needs, consider what assistance you may require at an NSP.

If an NSP is part of your contingency plan, it should not require extended travel through fire-affected areas to get there.

The following Neighbourhood Safer Places are located closest to Victoria Point:

Mount Cotton State School - Oval
Category: Open Space
Address: 1246 Mount Cotton Road
Suburb: Mt Cotton, 4165
Latitude: -27.6207296
Longitude: 153.2356852

Cleveland Showground
Category: Open Space
Address: Smith Street
Suburb: Cleveland, 4163
Latitude: -27.5341872
Longitude: 153.2618744

Cleveland State High School - Oval
Category: Open Space
Address: Russell Street
Suburb: Cleveland, 4163
Latitude: -27.5314575
Longitude: 153.2608782

Evacuation Routes

If you need to or are required to evacuate, it is recommended that you seek shelter with family or friends in the first instance. If these options are not available to you, Redland City Council will establish crisis accommodation in the form of Evacuation Centres or another appropriate means of short term accommodation. When evacuating from your home, your chosen evacuation route should always be the most direct and safest route available, be aware of possible localised flooding. Please tune in warnings of road closures on local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

REMEMBER: If it's flooded, forget it!

If you are evacuating the Redland Bay area to stay with family or friends outside of the Redlands, the following evacuation routes are recommended:

• Exit Redland City by travelling west along German Church Road and Valley Way to Mt Cotton Road, turn left and head south along Mt Cotton Road to the intersection of Redland Bay Road, Cornubia; then travel west along Redland Bay Road toward the M1, Loganholme.

• Exit Redland City by travelling south along Redland Bay Road to the southern end of Redland Bay where the road will turn from south to west and continue along the Redland Bay Road through Cornubia toward the M1, Loganholme.

• Exit Redland City from the Victoria Point Shopping Centre by travelling south-west along Bunker Road which becomes Double Jump Road. Continue along Double Jump Road to the intersection of Mt Cotton Road, turn left and head south along Mt Cotton Road to the intersection with Redland Bay Rd, Cornubia. Turn right and head west along Redland Bay Road through Cornubia toward the M1, Loganholme.

For information about flooding around Redland Bay, please refer to 4.3 – LOCALISED FLOODING.
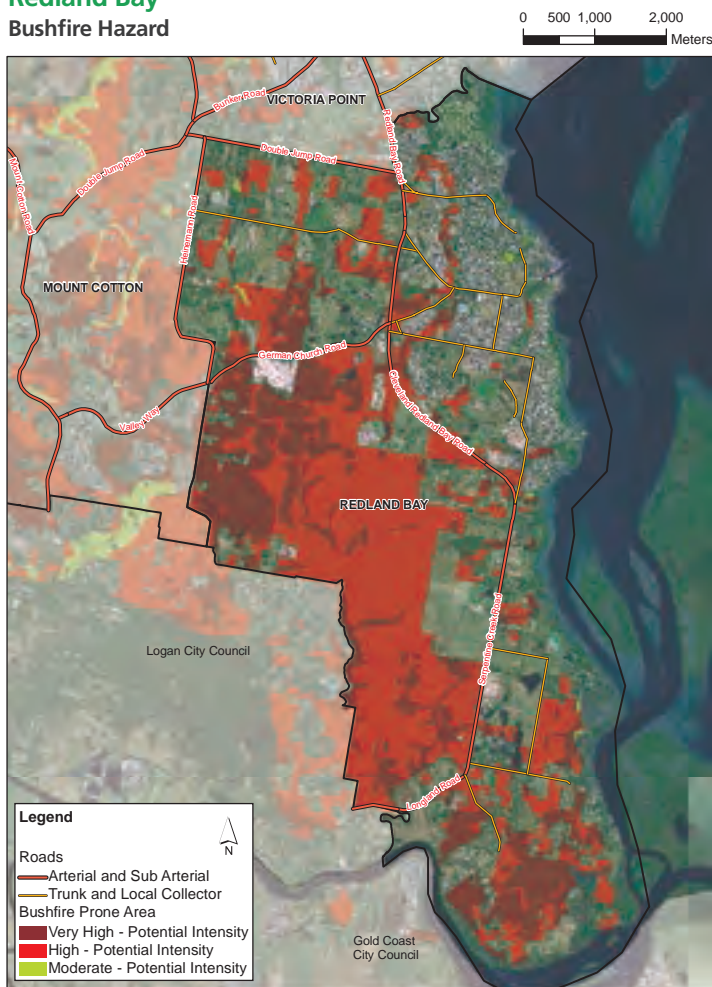
REDLAND BAY
SHOULD KNOW

Bushfire

Large areas of Redland Bay, particularly in the south and west of the suburb are identified as being a high to very high bushfire hazard. The majority of this area is either rural or bushland, characterised with high levels of vegetation and have limited access routes reducing the ability to implement mitigation strategies. Future urban development is planned for this area which lies south of Serpentine Creek Road and will see the rural areas become residential developments. This will result in a large number of residential properties being created closer and closer to these high to very high bushfire hazard areas.

Properties adjacent bushland areas may be risk of ember attack should there be a bushfire in the vicinity. During a wild fire, embers can travel up to 3 kilometres in front

of a fire line which means residents need to be vigilant and be prepared. For more information about bushfire preparedness and what to do during a bushfire, visit the Queensland Rural Fire Service website at: www.ruralfire.qld.gov.au and download the Bushfire Survival Plan – PREPARE. ACT.SURVIVE.

Redland City Council employs a range of fire mitigation strategies to reduce the risk of bushfire in the area. These strategies include hazard reduction burning (back burns), fire breaks and weed management. Redland City Council is also investigating arrangements with Queensland Fire and Emergency Services to support fire mitigation activities around the city.

Redland Bay
Bushfire Hazard

Redland
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Natural Hazards

Flood Prone, Storm Tide

The Redland Bay area has potential to experience flooding as a consequence of either tidal inundation or flash flooding resulting from heavy rainfall events. Redland Bay has an extensive network of waterways running through it, the largest of these being Weinam Creek which flows into Moreton Bay at the site of the Weinam Creek marina which is a Priority Development Area. Current mapping indicates that Weinam Creek is impacted by both tidal inundation and flash flooding resulting from heavy rainfall events.

There are a number of waterways that run through the residential areas of Redland Bay. Redland Bay has seen a significant level of residential development over the past decade, which is encroaching upon these creek systems which generally flow through bushland reserves around the urban development. What is concerning about these residential developments is that they utilise single road access – one road in, one road out. Previous history has that when School of Arts Road and Serpentine Creek Roads are cut by flash flooding; the entire Torquay Shores community becomes isolated. Redland City Council has since undertaken significant culvert upgrades along School of Arts Road to mitigate against the affects of flash flooding and provide vehicular access to the area.

Current mapping indicates that low lying areas of Redland Bay may experience tidal inundation as a result of a storm tide event. Areas of greatest impact appear to be the Redland Bay Golf Club, the Weinam Creek marina precinct including Banana Street and the Esplanade, Junee Street near Sandy Cove, and heading to the southern end of Redland Bay – properties along Pear Street, Zipfs Road and Rocky Passage Road. At the southern end of Redland Bay, Native Dog Creek flows inland from the Logan River through heavily wooded bushland. Native Dog Creek is impacted by tidal inundation with the potential to cause flash flooding across Serpentine Creek Road, cutting the main road network to Logan City from the southern end of Redland City.

Redland Bay
Flood Prone, Storm Tide Hazard

Natural Hazards

Landslide

Current mapping recognises that Redland Bay has low to high landslide hazard predominantly in the west and south of the suburb as well as along the coastal fringes. The western and southern areas of Redland Bay are typically rural areas with sparse residential development, limiting the potential impacts of landslide. The coastal fringes however have high levels of residential development often where homes have been built atop cliffs that overlook Moreton Bay.

Residential development in these areas needs to comply with the requirements of the Redland Planning Scheme which, through the Landslide Hazard Overlay attempts to

mitigate the impacts of the landslide hazard by requiring more robust engineering for developments built within the identified landslide hazard areas. It is important for engineers and geologists to evaluate slope stability and any landslide threat during development assessments so that effective and timely remedial measures can be implemented. For further information, refer to the Redlands Planning Scheme, Landslide Hazard Overlay.

Redland Bay
Landslide Hazard

Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector
RPS Landslide Hazard Overlay
Very High
High
Medium
Low

Critical Infrastructure

Critical infrastructure at the time of a disaster event includes utilities such as power, water, sewerage, telecommunications, gas and road and rail networks. Impacts of a disaster on these services may have far reaching long term affects for mainland communities.

Sewage

Redland Bay has a mix of sewered and non-sewered areas. The residential areas, located in the north-east of the suburb, are connected to the city's sewer network. Effluent from these areas is directed to the Victoria Point Sewerage Treatment Plant located off Link Road. Hazard mapping indicates that the Victoria Point Sewerage Treatment Plant is adjacent bushland identified as being moderate bushfire hazard and may be impacted by tidal inundation during a severe storm tide event.

The acreage properties, along with all those properties south of the intersection between Serpentine Creek Road and Cleveland-Redland Bay Road, are not connected to the city's sewer network. These properties rely on a mix of gravity fed septic systems and on-site sewerage treatment plants located on the properties to manage the wastewater. The on-site sewerage treatment plants require electricity to function, therefore it is recommended that these systems have a back-up generator to cope with extended periods of power outages which can occur during severe weather events.

Water

Redland Bay receives its water supply from the Heinemann Road Reservoir, located at Mt Cotton. The Heinemann Road Reservoir services the Southern Moreton Bay Islands, Redland Bay, Victoria Point and Thornlands and is connected to the Mt Cotton Reservoir at Tallow Wood Court, Mt Cotton which services Mt Cotton and Sheldon. The Mt Cotton Reservoir in turn is connected to the Alexandra Hills Reservoir located at Hilltop Circuit, Alexandra Hills making possible the supply of water to Redland City's northern suburbs should there be issues with Leslie Harrison Dam which traditionally services the north of the city.

The Heinemann Road Reservoir is also connected to the Herring Lagoon bore field on North Stradbroke Island and the South East Queensland Water Grid via a pump station on Gramzow Road, Mt Cotton. The connection to the South East Queensland Water Grid allows water to be pumped to and from the city via the Heinemann Road Reservoir. This network of reservoirs, pump stations and pipelines ensures that water can be moved around the network and that multiple water supplies are available to residents living in all areas Redland City.

Electricity

Redland Bay is serviced by a mix of both overhead and underground powerline networks. Redland Bay has experienced a large growth in urban development in recent years and as such, the majority of residential areas are services by the underground powerline network. However, there are pockets in the north around the village centre and in the south, particularly in the rural areas that are still serviced by overhead powerlines.

The overhead powerlines are more susceptible to damage during severe weather which can result in power outages and fallen powerlines. Fallen powerlines oppose significant dangers to the community, be aware that any object in contact with powerlines could be live. The area is more dangerous in wet conditions as water is an excellent conductor.

Remember: any metallic objects, including fences, will be electrified if they touch or are even close to a live fallen powerline. Even a tree branch can be a potential conductor of electricity if it is in contact with a live wire. Stay away from fallen powerlines and alert others of the danger – contact Energex on 13 19 62.

Gas

There is no domestic reticulated gas service within Redland City. Nor is there a gas main that runs through the suburb of Redland Bay. There are however homes within the area that use gas bottles the service hot water systems and cooking appliances. Residents are reminded to be diligent with the appropriate storage and maintenance of any gas bottles that they have located on their property.

Telecommunications

Redland Bay is connected via landlines to the telecommunications and data networks. There is generally good mobile network coverage in Redland Bay, due to the terrain and remoteness of the far southern end of Redland Bay, there may be mobile reception black spots in the area. Telstra is the major supplier of telecommunications to the region; other suppliers include Optus and Vodafone.

Critical Infrastructure

Harbours and Marinas

The Weinam Creek Marina facility at Redland Bay is a critical piece of marine infrastructure for Redland City. The marina precinct is considered to be the gateway to the Southern Moreton Bay Islands and has been granted Priority Development Area (PDA) status by the Queensland State Government. Development plans are currently under consideration with the view to developing a contemporary multi-use precinct in the current location. For further details please go to Council's website: www.redland.qld.gov.au/business/Pages/default.aspx

The Weinam Creek marina precinct incorporates passenger ferry and barge services to the Southern Moreton Bay Islands, short and long term marina births, boat launching area and is home to emergency service infrastructure such as the Redland Bay Water Police barge, Redland Bay Coastguard Head Quarters and the Redland Bay SES flood boat. Current flood prone, storm tide mapping indicates that the Weinam Creek marina precinct may be impacted by tidal inundation during an extreme storm tide event that could result in damage to essential infrastructure.

There are also a number of small boat moorings dotted along the Redland Bay coast line. These moorings and vessels are at risk of structural damage should a storm tide event impact the area.

Road Network

REMEMBER: If it's flooded, forget it!

On 20 November 2012, Iain MacKenzie – Inspector General Emergency Management said *"There is absolutely no excuse for motorists who deliberately drive or walk past a road closed sign and into floodwaters. Even if you are in familiar territory and believe local knowledge will get you through, think again. Floodwaters are treacherous and the dangers are hidden beneath the surface."*

Every year people are hurt, or die, trying to cross or play in flooded waterways. It can happen anywhere – roads, creeks, dams, parks or backyards. Residents should be aware of the dangers connected to floodwater or swift flowing water such as: slippery surfaces; uneven ground; strong currents; sharp objects; electrical current; fences; vehicles; rocks; long grass; tree branches; sewerage; and chemicals. If you get trapped in floodwater, you not only put your life and the lives of the people with you at risk,

but you also put the lives of the rescuers at risk too.

Localised flooding may temporarily restrict access and cut roads in some areas of Redland City. Please consider this when planning to drive during periods of heavy rain. A list of the areas impacted by localised flooding appears in this plan in 4.3 – LOCALISED FLOODING.

Rail Network

Currently there is no rail infrastructure in Redland Bay and there are no plans to extend to rail network to Redland Bay in the near future.

Priority Development Areas

The Queensland State Government has granted Priority Development Area (PDA) status to two sites within Redland City, those being Toondah Harbour in Cleveland and the Weinam Creek Transport Hub in Redland Bay. Both of these precincts will incorporate residential, retail and tourist facilities and will be the gateway to North Stradbroke Island and the Southern Moreton Bay Islands.

The Toondah Harbour and Weinam Creek redevelopment is one step closer after Council on Wednesday 19 March 2014 voted to make some recommendations on what these key areas could look like. The recommendations to the State Government are part of the planning process and reflect a range of community and commercial views.

Council is committed to getting the balance right to attract investors who will fund better access to the foreshores and improvements in these critical areas. This includes improved ferry ramps and passenger facilities, better transport interchange and parking, enhancements to parkland and improved pedestrian and cycle links to the bay.

To achieve this balance at Weinam Creek, Council has recommended:

- No net loss of public open space, including Sel Outridge Park

- Passenger ferry and bus terminal and car-parking will be co-located

- Provision made for future growth in car-park requirements

- Access to car parking for Southern Moreton Bay Island residents will be maintained during construction at the site.

For further details please go to Council's website: www.redland.qld.gov.au/business/Pages/default.aspx

Redland CITY COUNCIL

ABOUT
REDLAND BAY

Background

Redland Bay, located in the south-east of Redland City is bounded by Double Jump Road, Cleveland-Redland Bay Road and Moogurrapum Creek in the north, Moreton Bay in the east, the Logan River, Serpentine Creek and Logan City in the south, and German Church Road and Heinemann Road in the west. Redland Bay has a land area of 4,661 hectares or approximately 47km2. Redland Bay is thought to be named to describe the area; red soils surrounded by a bay.

Settlement of the area dates from the 1860s, with land used mainly for farming and fishing. A small township was established in the 1880s. Significant residential development did not occur until the 1970s. Rapid growth took place from the early 1990s, with the population trebling between 1991 and 2011 as large numbers of new dwellings were added to the area. Growth was particularly rapid from 2001 to 2011.

Today, Redland Bay has a growing residential community in the east of the suburb, and significant rural and conservation in the western and southern areas.

Major features of the area include Redland Bay Golf Club, Moreton Bay Marine Park, Bayview Conservation Park, Serpentine Creek Conservation Park, Redland Bay Shopping Village, Red Edge Shopping Centre, Weinam Creek Marine Commuter Facility, Kindilan Outdoor Education & Conference Centre (Guides Queensland), German Church Quarry, Azure Park, Bankswood Drive Park, Charlie Buckler Memorial Sports Ground, Cliftonville Place Park, Denham Boulevard Park, Fielding Park, Main Street Park, Neville Stafford Park, Point Talburpin Park, Sel Outridge Park, Talburpin Esplanade Park, Toms Park, Tucker Reserve, Redland Bay Community Hall, Jack Gordon Pathway and one school.

Demographic Profile

The Census population of Redland Bay in 2011 was 13,642 with a population density of 2.93 persons per hectare, living in 4,873 dwellings with an average household size of 2.94. There were 140 people over the age of 85 living in Redland Bay, with largest age group being 10 to 14 year olds in 2011.

The Age Structure of Redland Bay provides insights into the suburb's age profile which is a key consideration during disaster preparation, response and recovery to accommodate the needs of the community. It is also an indicator of Redland Bay's level of demand for age based services and how it is likely to change in the future.

Age structure - five year age groups, 2011
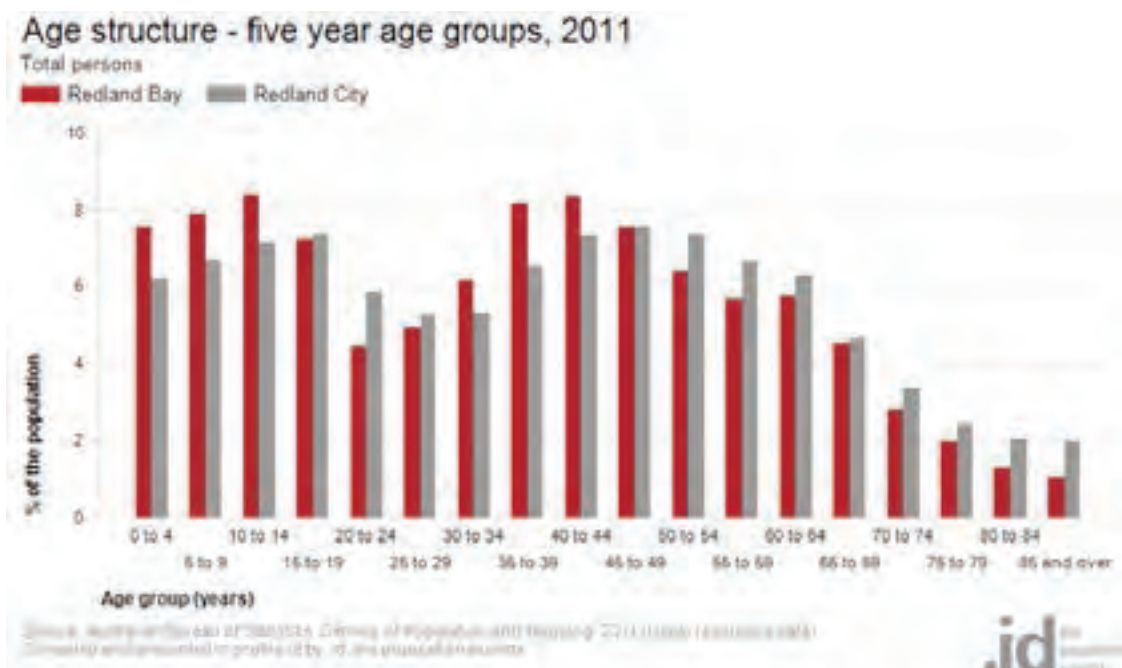
Demographic Profile

Analysis of the five year age groups of Redland Bay in 2011 compared to Redland City shows that there was a higher proportion of people in the younger age groups (under 15) and a lower proportion of people in the older age groups (65+). Overall, 23.8% of the population was aged between 0 and 15, and 11.6% were aged 65 years and over, compared with 20.1% and 14.5% respectively for Redland City.

The major differences between the age structure of Redland Bay and Redland City were:

- A larger percentage of persons aged 35 to 39 (8.1% compared to 6.5%)
- A larger percentage of persons aged 0 to 4 (7.6% compared to 6.2%)
- A larger percentage of persons aged 5 to 9 (7.9% compared to 6.7%)
- A smaller percentage of persons aged 20 to 24 (4.4% compared to 5.9%)

Change in age structure - five year age groups, 2006 to 2011
Redland Bay - Total persons
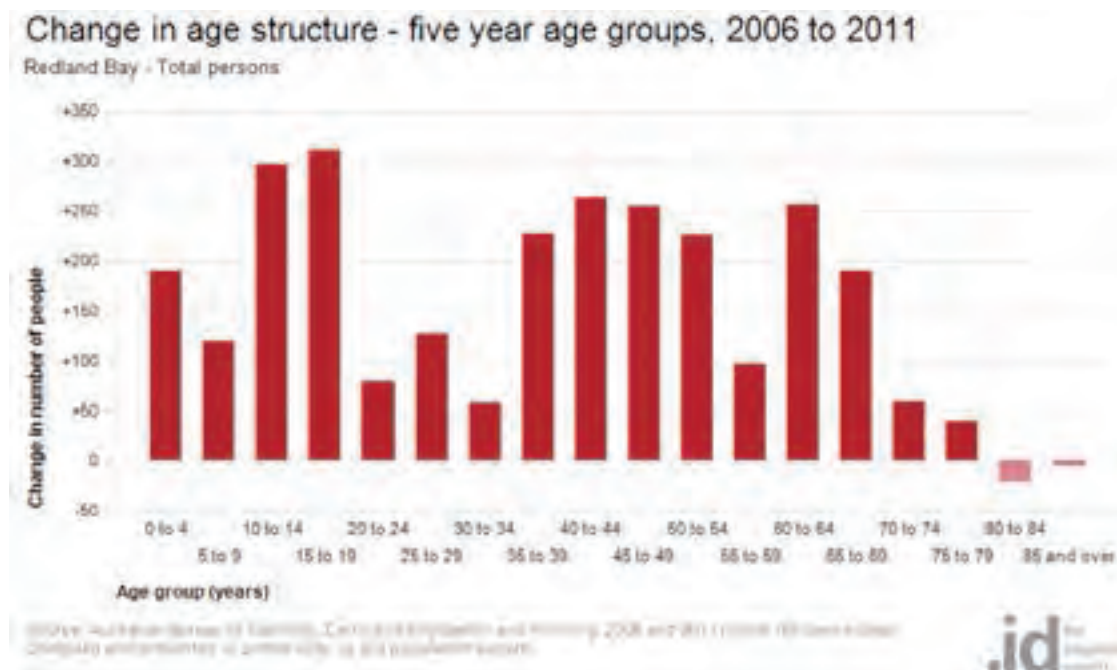
From 2006 to 2011, Redland Bay's population increased by 2,763 people (25.4%). This represents an average annual population change of 4.63% per year over the period.

The largest changes in age structure in this area between 2006 and 2011 were in the age groups:
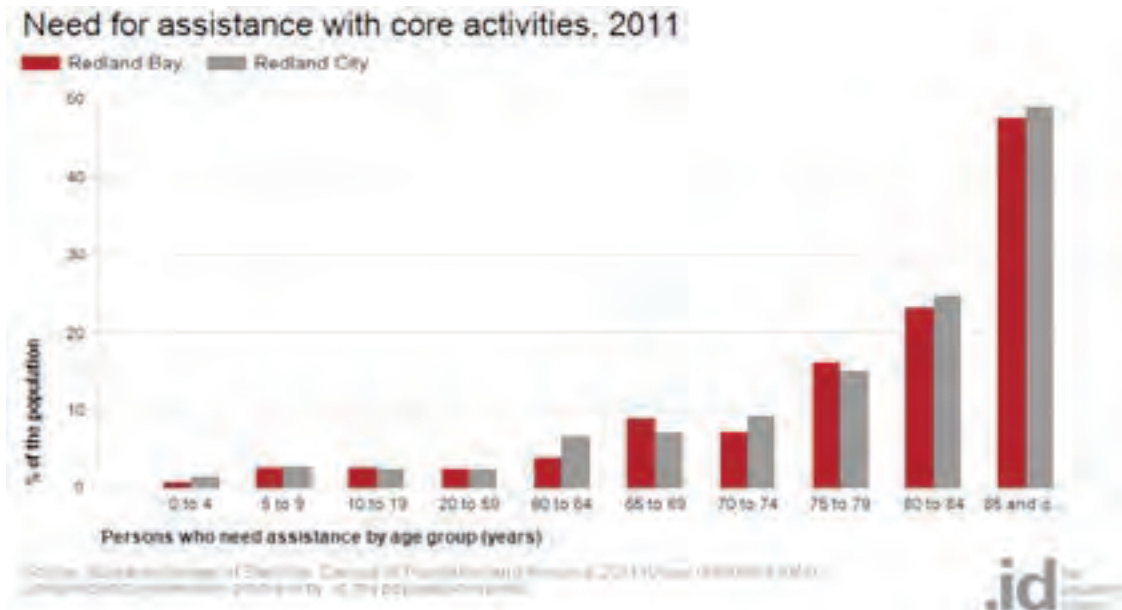
- 15 to 19 (+311 persons)
- 10 to 14 (+297 persons)
- 40 to 44 (+264 persons)
- 60 to 64 (+256 persons)

Need for Assistance

511 people or 3.7% of the population in Redland Bay reported needing help in their day-to-day lives due to disability. *Please note: A person's reported need for assistance is based on the subjective assessment of people evaluating themselves, (or their carers), as being in need of assistance and should therefore be treated with caution.*
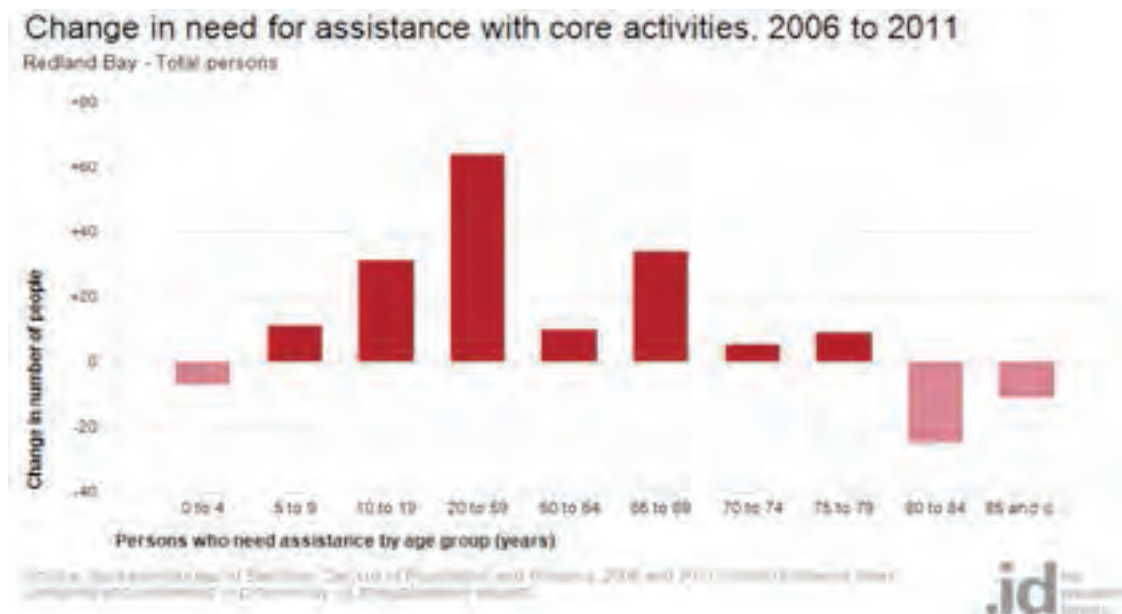
Victoria Point's disability statistics relate directly to need for assistance due to a 'profound or severe core activity limitation'. This population is defined as people who need assistance in their day to day lives with any or all of the following activities – self-care, body movements or communication – because of a disability, long-term health condition, or old age. Victoria Point's disability statistics help in understanding the prevalence of people who need support in the community, particularly during a disaster.

Need for assistance with core activities, 2011

■ Redland Bay ■ Redland City

Persons who need assistance by age group (years)

Analysis of the need for assistance of people in Redland Bay compared to Redland City shows that there was a lower proportion of people who reported needing assistance with core activities. Overall, 3.7% of the population reported needing assistance with core activities, compared with 4.7% for Redland City.

The major differences in the age groups reporting a need for assistance in Redland Bay and Redland City were:

- A larger percentage of persons aged 65 to 69 (8.9% compared to 7.1%)
- A smaller percentage of persons aged 60 to 64 (4.0% compared to 6.5%)
- A smaller percentage of persons aged 70 to 74 (7.0% compared to 9.3%)
- A smaller percentage of persons aged 80 to 84 (23.3% compared to 24.7%)

Change in need for assistance with core activities, 2006 to 2011

Redland Bay - Total persons

Persons who need assistance by age group (years)

The major difference in the age groups reporting a need for assistance between 2006 and 2011 in Redland Bay was in the age group:

- 20 to 59 (+64 persons)

HINTERLAND SUBURBS

Redland
CITY COUNCIL

3.1 Disaster Risk Assessment - Mainland Hinterland Region

The risk assessments below are specific to the mainland hinterland regions of Redland City and may vary from the risk assessments for the whole of Redland City detailed in Part 1 of the Redland City Disaster Management Plan. An explanation of the risk assessment methodology used to determine the risk ratings for the disaster events listed in the following tables is detailed in Part 1 of the Redland City Disaster Management Plan. Council's risk management processes are based on Australian Standard *AS/NZS ISO 31000:2009.*

Risk Assessment for Natural Disasters in the Hinterland Region

EVENT	CONSEQUENCE	LIKELIHOOD	RISK RATING
Severe Storms	Medium	Almost Certain	High (H-30)
Bushfire	Medium	Likely	High (H-24)
East Coast/Tropical Low	Medium	Likely	High (H-24)
Cyclone	Major	Possible	High (H-24)
Storm Surge	Medium	Possible	Medium (M-18)
Dam Release– Leslie Harrison Dam	Low	Likely	Medium (M-16)
Prolonged Flooding	Medium	Unlikely	Medium (M-12)
Heat Wave	Low	Possible	Medium (M-12)
Dam Failure – Leslie Harrison Dam	Major	Rare	Medium (M-8)
Tsunami	Major	Rare	Medium (M-8)
Earthquake	Major	Rare	Medium (M-8)
Landslip	Low	Unlikely	Low (L-8)

Risk Assessment for Non-natural Disasters in the Hinterland Region

NON-NATURAL DISASTER EVENT	CONSEQUENCE	LIKELIHOOD	RISK RATING
Major Utilities/Infrastructure Failure	Medium	Likely	High (H-24)
Pandemic	Major	Possible	High (H-24)
Major Ground Transport Accident	Major	Possible	High (H-24)
Major Industrial Accident	Medium	Possible	Medium (M-18)
Aircraft Crash	Major	Unlikely	Medium (M-16)
Hazardous Material Accident (HAZMAT)	Major	Unlikely	Medium (M-16)
Building Collapse	Major	Rare	Medium (M-8)
Terrorist Incident (chemical, biological and radiological)	Medium	Rare	Low (L-6)
Terrorist Incident (siege or hostage)	Medium	Rare	Low (L-6)
Terrorist Incident (bombing)	Medium	Rare	Low (L-6)

MOUNT COTTON

MUST KNOW

Information Sources

For weather updates and emergency warnings:

- Listen to local radio – ABC 612 AM and Bay FM 100.3
- Follow rolling updates on the Redland City Council news site: news.redland.qld.gov.au/
- Follow updates from Redland City Council's social media:
    a. Twitter: twitter.com/RedlandCouncil
    b. Facebook: www.facebook.com/RedlandCouncil
- Weather and warning updates:
    a. Bureau of Meteorology: www.bom.gov.au/qld/
    b. Raby Bay weather station: www.rabybay.org/
- Word of mouth through RCC, QPS, QFES and SES
- Door knocking and vehicle mounted PA systems through RCC, QPS, QFES and SES

Evacuation Information

The first preference is for people to 'shelter-in-place' – stay where you are. Evacuations should only occur when the risk of sheltering in place is greater than the risk associated with leaving and moving to a place of lower risk.

Evacuation Centres/Assembly Areas/ Helicopter Landing Sites

Evacuation Centres will be opened as demand requires. Information relating to the opening of Evacuation Centres will be announced via the information sources listed above so please tune into local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.
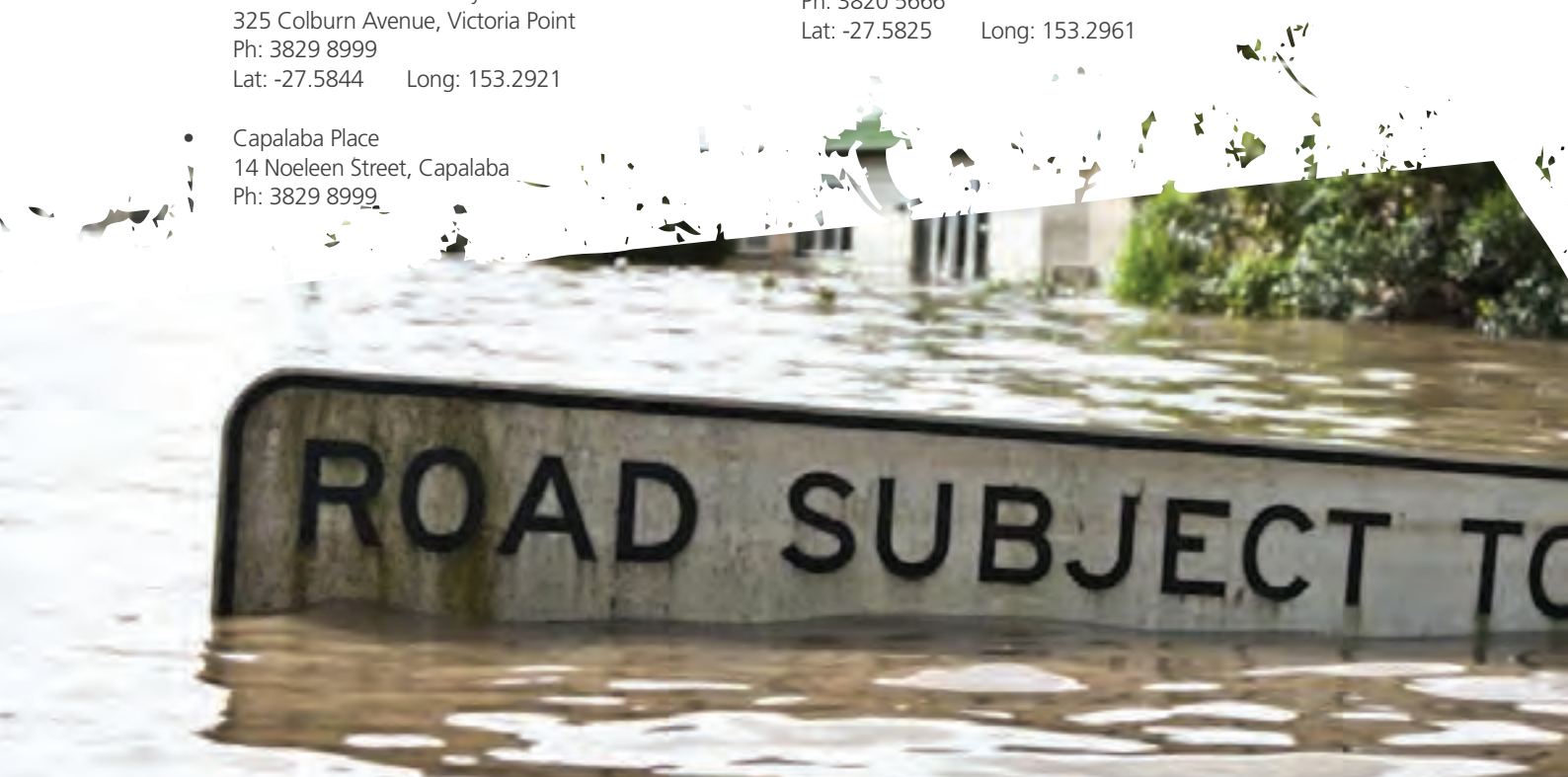
For information relating to current Evacuations, please contact Redland City Council on 3829 8999

The Evacuation Centres are the primary assembly areas during a disaster and will often have an oval or parkland nearby for a helicopter landing site that provides quick access to the Evacuation Centre. Accordingly, latitude and longitude information has been provided for the Evacuation Centres that have adjoining land size suitable to accommodate a helicopter landing site.

- Redland Bay Community Hall
  5 Weinam Street, Redland Bay
  Ph: 3829 8999
  Redland Bay Parkland (behind Community Hall)
  Lat: -27.6149   Long: 153.3066

- Victoria Point Community Hall
  325 Colburn Avenue, Victoria Point
  Ph: 3829 8999
  Lat: -27.5844   Long: 153.2921

- Capalaba Place
  14 Noeleen Street, Capalaba
  Ph: 3829 8999

Redland City Council and the Department of Education, Training and Employment have established a Memorandum of Understanding to allow suitable public school facilities to be used as evacuation centres during disasters. The facilities listed below are located closest to this suburb. A full list of available sites for mainland Redland City appears in section 4.2 Mainland Evacuation Centres.

- Redland Bay State School – Hall
  125-141 Gordon Road, Redland Bay
  Ph: 3206 7288
  Lat: -27.6203   Long: 153.2907

- Mount Cotton State School – Hall
  1246-1264 Mt Cotton Road, Mount Cotton
  Ph: 3822 0444
  Lat: -27.6213   Long: 153.2356

- Thornlands State School – Hall
  147-163 Panorama Drive, Thornlands
  Ph: 3821 8111
  Lat: -27.5487   Long: 153.2614

- Victoria Point State High School – Student Centre-Hall
  93-131 Benfer Road, Victoria Point
  Ph: 3820 5888
  Lat: -27.5924   Long: 153.2852

- Victoria Point State School – Hall
  274 Colburn Avenue, Victoria Point
  Ph: 3820 5666
  Lat: -27.5825   Long: 153.2961

Redland
CITY COUNCIL

Neighbourhood Safer Places

An NSP is a local open space or identified building where people may gather, as a last resort, to seek shelter from bushfire. The main purpose of an NSP is to provide some level of protection to human life from the immediate life-threatening effects of a bushfire. An NSP will not guarantee safety in all circumstances as they still entail some risk, both in moving to them and while sheltering in them; they cannot be considered completely safe.

Although QFES cannot guarantee an immediate presence during a bushfire, every effort will be made to provide support as soon as resources are available. The following limitations of an NSP need to be considered if people plan to use one as a last resort:

- QFES may not be present, in the event that they will be fighting the main fire front elsewhere.

- NSPs do not cater for animals or pets.

- NSPs do not provide meals or amenities.

- NSPs may not provide shelter from the elements, particularly flying embers.

- If you are a person with special needs, consider what assistance you may require at an NSP.

If an NSP is part of your contingency plan, it should not require extended travel through fire-affected areas to get there.

The following approved Neighbourhood Safer Places are located closest to Mount Cotton:

Mount Cotton State School - Oval
Category: Open Space
Address: 1246 Mount Cotton Road
Suburb: Mt Cotton, 4165
Latitude: -27.6207296   Longitude: 153.2356852

Capalaba State Colleges - Ovals
Category: Open Space
Address: School Road
Suburb: Capalaba, 4157
Latitude: -27.5355495   Longitude: 153.1919055

Cleveland Showground
Category: Open Space
Address: Smith Street
Suburb: Cleveland, 4163
Latitude: -27.5341872   Longitude: 153.2618744

Cleveland State High School - Oval
Category: Open Space
Address: Russell Street
Suburb: Cleveland, 4163
Latitude: -27.5314575   Longitude: 153.2608782

Evacuation Routes

If you need to or are required to evacuate, it is recommended that you seek shelter with family or friends in the first instance. If these options are not available to you, Redland City Council will establish crisis accommodation in the form of Evacuation Centres or another appropriate means of short term accommodation. When evacuating from your home, your chosen evacuation route should always be the most direct and safest route available, be aware of possible localised flooding. Please tune in warnings of road closures on local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

REMEMBER: If it's flooded, forget it!

If you are evacuating the Mt Cotton area to stay with family or friends outside of the Redlands, the following evacuation routes are recommended:

- From the Ridgewood Downs Estate and Mt Cotton Village (Valley Way) travel south along Mt Cotton Road to the intersection of Redland Bay Road, Cornubia; then travel west along Redland Bay Road toward the M1, Loganholme.

- From the Woodlands Drive intersection with Mt Cotton Road travel north-west along Mt Cotton Road toward Capalaba or turnoff at the intersect of Mt Cotton Road and Mt Gravatt-Capalaba Road toward Burbank.

- From south of Karreman Quarries, travel south along West Mt Cotton Road to the intersection of California Creek Road and head west to the intersection of Redland Bay Road and continue to the M1, Loganholme.

- From Karreman Quarries head north along West Mt Cotton Road to the intersection of Mt Cotton Road and head north-west along Mt Cotton Road toward Capalaba or turnoff at the intersection of Mt Cotton Road and Broadwater Road toward Burbank.

   For information about flooding around Mt Cotton, please refer to 4.3 – LOCALISED FLOODING.

MOUNT COTTON
SHOULD KNOW

Natural Hazards

Bushfire

Mt Cotton has a significant bushfire risk with the majority of the Mt Cotton region being classified as having a high to very high bushfire hazard. The large rural properties in the Mt Cotton area including the Ridgewood Downs Estate are at greater risk due to the nature of those properties being heavily wooded. The risk is further compounded for those properties where the home is set back deep into the property with long single access driveways (some up to 1 kilometre long) which impacts the ability to evacuate those properties should a bushfire cut driveway access to the road.
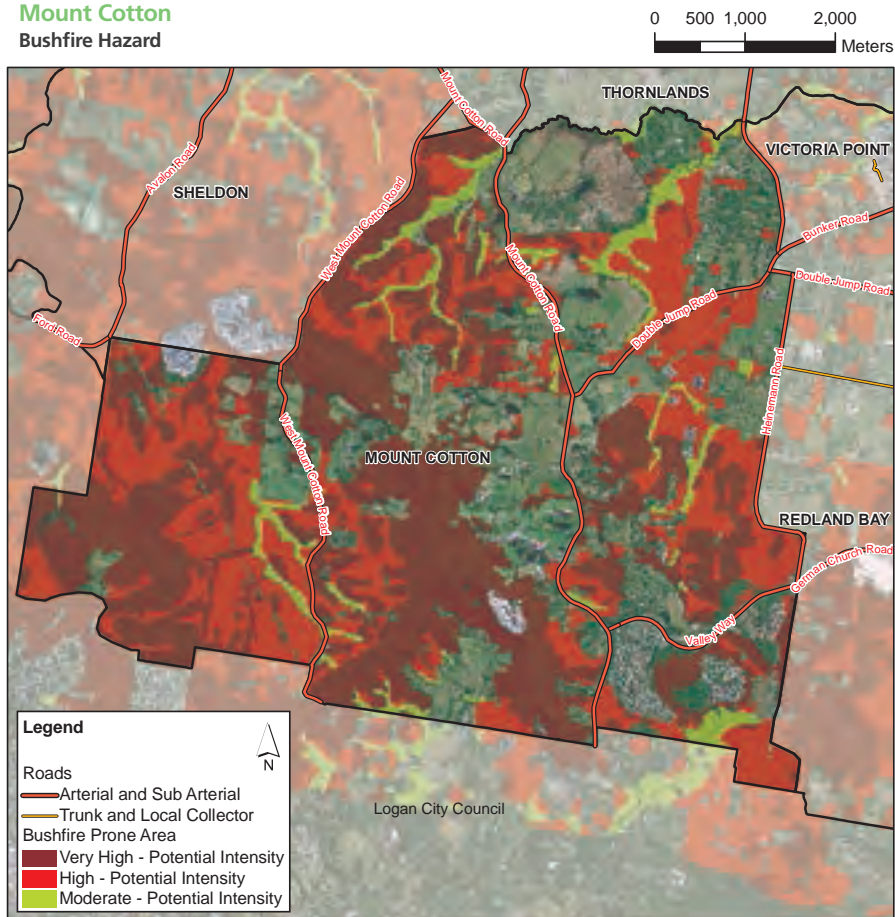
Mt Cotton Village along Valley Way is a pocket of urban development surrounded by high to very high bushfire hazard areas. Whilst the development area does not indicate a bushfire hazard, the location of the development lends itself to the risk of ember attack from the surrounding areas. During a wild fire, embers can travel up to 3 kilometres in front of a fire line which means that all dwellings within the Mt Cotton area are at risk. Residents need to be vigilant and be prepared. For more information about bushfire preparedness and what to do during a bushfire, visit the Queensland Rural Fire Service website at: www.ruralfire.qld.gov.au and download the Bushfire Survival Plan – PREPARE.ACT.SURVIVE.

Along with threatening homes, a bushfire in the Mt Cotton area is likely to impact major power, water, wastewater and telecommunications infrastructure which will have flow on affects for the rest of Redland City. Furthermore, Mt Cotton is home to substantial industry in the form of large quarrying operations, numerous poultry farms and the Golden Cockerel plant, all of which would be impacted by bushfire.

Redland City Council employs a range of fire mitigation strategies to reduce the risk of bushfire in the area. These strategies include hazard reduction burning (back burns), fire breaks and weed management. Redland City Council is also investigating arrangements with Queensland Fire and Emergency Services to support fire mitigation activities around the city.

Mount Cotton
Bushfire Hazard

Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector

Bushfire Prone Area
■ Very High - Potential Intensity
■ High - Potential Intensity
■ Moderate - Potential Intensity
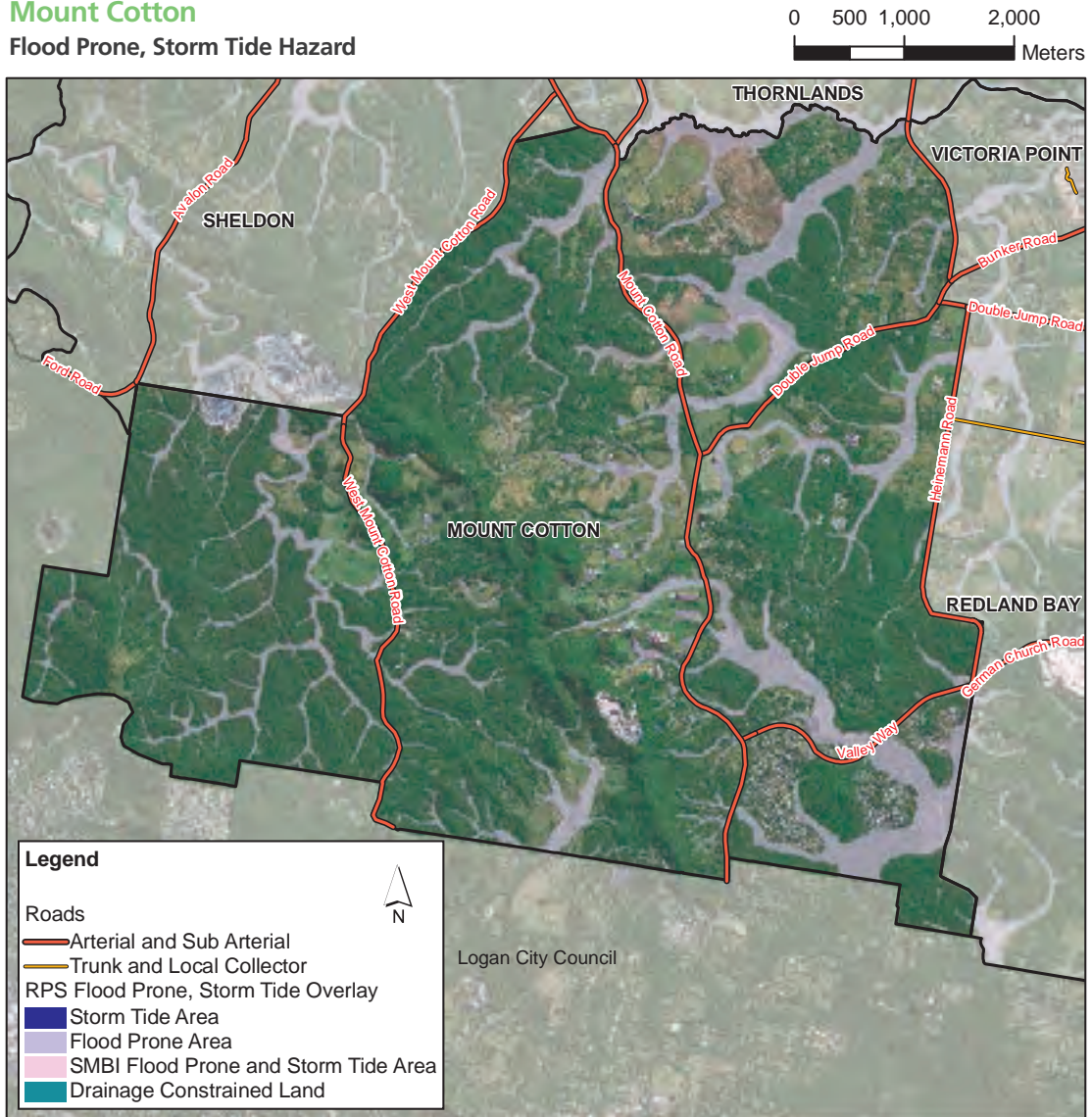
Redland
CITY COUNCIL

Flood Prone, Storm Tide

Mt Cotton has an extensive network of creeks originating from the Mt Cotton ridgeline and running both west across West Mt Cotton Road into Venman National Park and east toward Moreton Bay crossing Mt Cotton Road at a number of points. These creek systems have the potential to cause some localised flooding in the Mt Cotton area during heavy rain events and severe weather. Mt Cotton Road, just south of Woodlands Drive has been identified as an area with a history of localised flooding.

Mount Cotton
Flood Prone, Storm Tide Hazard

Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector

RPS Flood Prone, Storm Tide Overlay
■ Storm Tide Area
■ Flood Prone Area
■ SMBI Flood Prone and Storm Tide Area
■ Drainage Constrained Land

Logan City Council
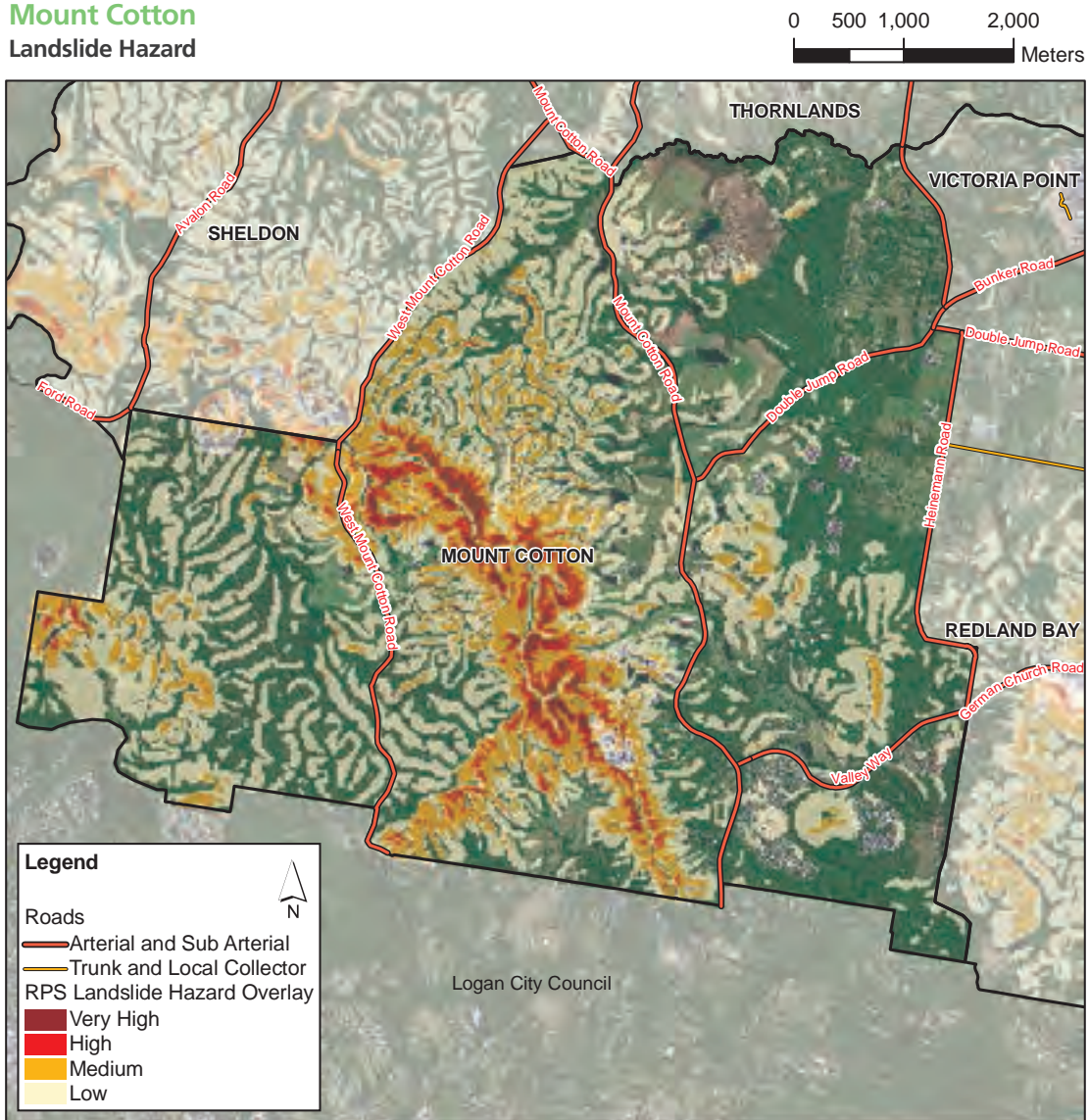
Natural Hazards

Landslide

The majority of the Mt Cotton region has a level of landslide hazard attributed to it. The area of Mt Cotton located between West Mt Cotton Road and Mt Cotton Road is identified on current mapping as having high to very high landslide hazard. This area is predominantly rural and as such contains large properties and minimal residential development. The Redland Planning Scheme, through the Landslide Hazard Overlay attempts to mitigate the impacts of the landslide hazard by requiring more robust engineering for developments built within the identified landslide hazard areas. It is important for engineers and geologists to evaluate slope stability and any landslide threat during development assessments so that effective and timely remedial measures can be implemented.

For further information, refer to the Redlands Planning Scheme, Landslide Hazard Overlay.

Mount Cotton
Landslide Hazard

Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector

RPS Landslide Hazard Overlay
- Very High
- High
- Medium
- Low

Redland CITY COUNCIL

Critical Infrastructure

Critical infrastructure at the time of a disaster event includes utilities such as power, water, sewerage, telecommunications, gas and road and rail networks. Impacts of a disaster on these services may have far reaching long term affects for mainland communities.

Sewage

Mt Cotton has a mix of sewered and non-sewered areas. The primary residential development of Mt Cotton Village which straddles both sides of Valley Way is connected to the city's sewer network. Effluent from the Mt Cotton area is directed to the wastewater treatment plant on German Church Road, Redland Bay.

The rural areas of Mt Cotton, including the Ridgewood Downs Estate off Sanctuary Drive are not connected to the city's sewer network and rely on a mix of gravity fed septic systems and on-site sewerage treatment plants located on the properties to manage the wastewater. The on-site sewerage treatment plants require electricity to function, therefore it is recommended that these systems have a back-up generator to cope with extended periods of power outages which can occur during severe weather events.

Water

Mt Cotton is critical in terms of potable water distribution to Redland City. Redland City is connected to the South East Queensland Water Grid via a pump station on Gramzow Road, Mt Cotton which allows water to be pumped to and from the city. This pump station connects to the Heinemann Road Reservoir, Mt Cotton which is also connected to Herring Lagoon on North Stradbroke Island ensuring two sources of water to the southern end of the city.

The Heinemann Road Reservoir services the Southern Moreton Bay Islands, Redland Bay, Victoria Point and Thornlands and is also connected to the Mt Cotton Reservoir at Tallow Wood Court, Mt Cotton which services Mt Cotton and Sheldon. The Mt Cotton Reservoir in turn is connected to the Alexandra Hills Reservoir located at Hilltop Circuit, Alexandra Hills making possible the supply of water to Redland City's northern suburbs should there be issues with Leslie Harrison Dam which traditionally services the north of the city.

There are a number of rural properties in the Mt Cotton area with large dams that act as an independent water source for those residents. These dams may provide a potential source of water for aerial water bombing operations should they be required.

Electricity

Mt Cotton has significant electrical infrastructure passing through it at a number of points. Power supply connection between Logan City and Brisbane City runs via a 110kV above ground powerline from the southern end of Mount Cotton. The powerline travels north through Mt Cotton and Sheldon where it traverses heavily wooded terrain which is characterised as high to very high bushfire risk before crossing Tingalpa Creek into the Brisbane City area.

Second and third 33kV above ground powerline networks run parallel to one another, one along Mt Cotton Road and the other west of Mt Cotton Road through bushland passing Barro Quarry and the Golden Cockerel plant to intersect another at Seaview Road opposite Mt Cotton State School. From this point, one 33kV above ground powerline network runs north along Mt Cotton Road to Woodlands Drive on the border of Sheldon and Thornlands, and the other 33kV above ground powerline network runs east along Giles Road to Redland Bay.

Mt Cotton is a relatively new residential development with further development being planned in the future. Accordingly, the majority of the powerline network that services the residential areas is underground reducing the risk of fallen powerlines during severe storms.

However, there are overhead powerline in the area that are more susceptible to damage during severe weather which can result in power outages and fallen powerlines. Fallen powerlines oppose significant dangers to the community, be aware that any object in contact with powerlines could be live. The area is more dangerous in wet conditions as water is an excellent conductor.

Remember: any metallic objects, including fences, will be electrified if they touch or are even close to a live fallen powerline. Even a tree branch can be a potential conductor of electricity if it is in contact with a live wire. Stay away from fallen powerlines and alert others of the danger – contact Energex on 13 19 62.

Critical Infrastructure

Gas

There is no domestic reticulated gas service within Redland City. Nor is there a gas main that runs through the suburb of Mt Cotton. There are however homes within the area that use gas bottles the service hot water systems and cooking appliances. Residents are reminded to be diligent with the appropriate storage and maintenance of any gas bottles that they have located on their property.

Telecommunications

The residential areas of Mt Cotton are connected via landlines to the telecommunications and data networks. There is a mobile network established at Mt Cotton however due to the steep terrain of the region, there are likely to be mobile reception black spots in the area. Telstra is the major supplier of telecommunications to the region; other suppliers include Optus and Vodafone.

Emergency service agencies have established communications infrastructure at Mt Cotton which provides radio communications capabilities to their emergency service units throughout mainland Redland City. Positioned along with that communications infrastructure is the broadcasting tower for BayFM and ABC 612 which provide emergency update and alerts via radio to Redland City residents. It is critical that this essential communication infrastructure is protected during a disaster event.

Road Network

REMEMBER: If it's flooded, forget it!

On 20 November 2012, Iain MacKenzie – Inspector General Emergency Management said *"There is absolutely no excuse for motorists who deliberately drive or walk past a road closed sign and into floodwaters. Even if you are in familiar territory and believe local knowledge will get you through, think again. Floodwaters are treacherous and the dangers are hidden beneath the surface."*

Every year people are hurt, or die, trying to cross or play in flooded waterways. It can happen anywhere – roads, creeks, dams, parks or backyards. Residents should be aware of the dangers connected to floodwater or swift flowing water such as: slippery surfaces; uneven ground; strong currents; sharp objects; electrical current; fences; vehicles; rocks; long grass; tree branches; sewerage; and chemicals.

If you get trapped in floodwater, you not only put your life and the lives of the people with you at risk, but you also put the lives of the rescuers at risk too.

Localised flooding may temporarily restrict access and cut roads in some areas of Redland City. Please consider this when planning to drive during periods of heavy rain. A list of the areas impacted by localised flooding appears in this plan in 4.3 – LOCALISED FLOODING.

Rail Network

Currently there is no rail infrastructure in Mt Cotton and there are no plans to extend the rail network to Mt Cotton in the near future.

Redland
CITY COUNCIL

ABOUT
MOUNT COTTON

Background

Mount Cotton is located in the south-west of Redland City and is bounded by the locality of Sheldon, West Mount Cotton Road, Mount Cotton Road and Eprapah Creek in the north, Kingfisher Road, Bunker Road, Double Jump Road, Heinemann Road and German Church Road in the east, Logan City and Gramzow Road in the south, and Logan City in the west.

Mount Cotton has a land area of 4,273 hectares or approximately 43km2. Mount Cotton is named after the mountain, which was named after Major Sydney Cotton, Commandant of Moreton Bay Penal Settlement, 1837-1839.

Settlement of the area dates from the mid 1850s, with land used initially for cattle grazing, and for farming. Gradual growth took place in the late 1800s.

Significant development did not occur until the mid 1980s when an estate was developed in the south-east. Rapid growth took place during the 1990s, with the population trebling between 1991 and 2001. Rapid growth continued between 2001 and 2011 as large numbers of new dwellings were added to the area, particularly between 2006 and 2011. Mount Cotton largely contains environmental, rural and rural-residential areas, with growing residential areas in the south-east.

Major features of the area include Venman Bushland National Park, Mount Cotton, Karingal Scout Campsite, Sandy Creek Conservation Area, Bayview Village Shopping Centre, Sirromet Wines, Mount Cotton Community Park, Mount Cotton Skate Park and one school.

Demographic Profile

The Census population of Mount Cotton in 2011 was 4,779 with a population density of 1.12 persons per hectare, living in 1,641 dwellings with an average household size of 3.10 persons. There were 14 people over the age of 85 living in Mount Cotton, with largest age group being 5 to 9 year olds in 2011.

The Age Structure of Mount Cotton provides insights into the suburb's age profile which is a key consideration during disaster preparation, response and recovery to accommodate the needs of the community. It is also an indicator of Mount Cotton's level of demand for age based services and how it is likely to change in the future.

Age structure - five year age groups, 2011
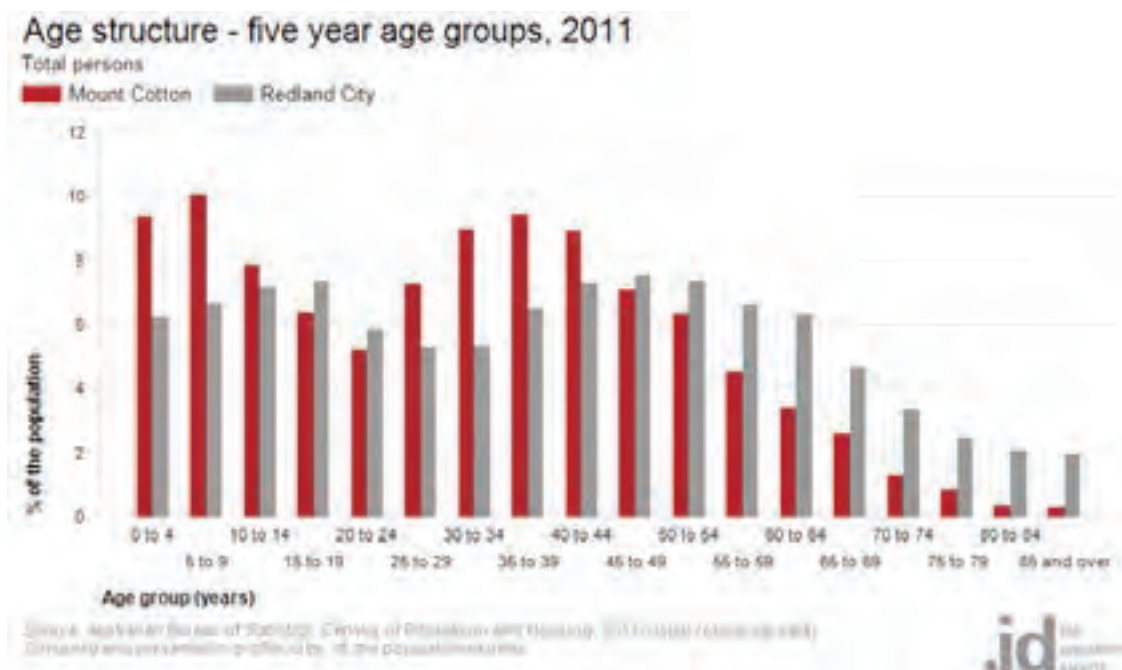
Demographic Profile

Analysis of the five year age groups of Mount Cotton in 2011 compared to Redland City shows that there was a higher proportion of people in the younger age groups (under 15) and a lower proportion of people in the older age groups (65+). Overall, 27.3% of the population was aged between 0 and 15, and 5.3% were aged 65 years and over, compared with 20.1% and 14.5% respectively for Redland City.

The major differences between the age structure of Mount Cotton and Redland City were:

- A larger percentage of persons aged 30 to 34 (8.9% compared to 5.3%)
- A larger percentage of persons aged 5 to 9 (10.1% compared to 6.7%)
- A larger percentage of persons aged 0 to 4 (9.4% compared to 6.2%)
- A larger percentage of persons aged 35 to 39 (9.4% compared to 6.5%)

Change in age structure - five year age groups, 2006 to 2011
Mount Cotton - Total persons
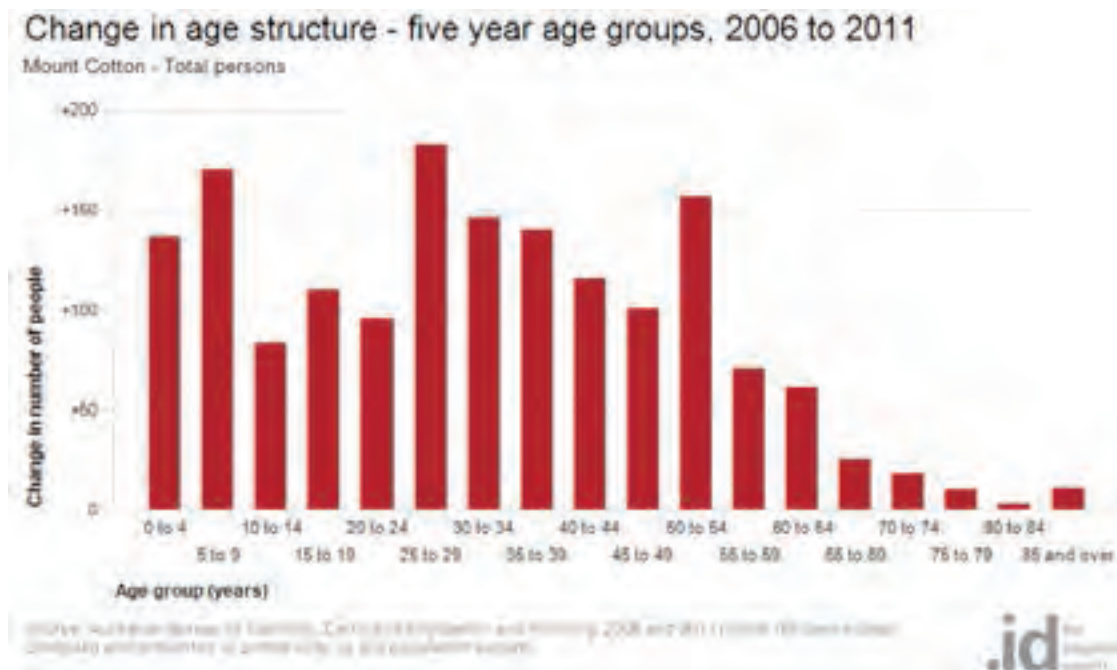
From 2006 to 2011, Mount Cotton's population increased by 1,636 people (52.1%). This represents an average annual population change of 8.74% per year over the period.

The largest changes in age structure in this area between 2006 and 2011 were in the age groups:
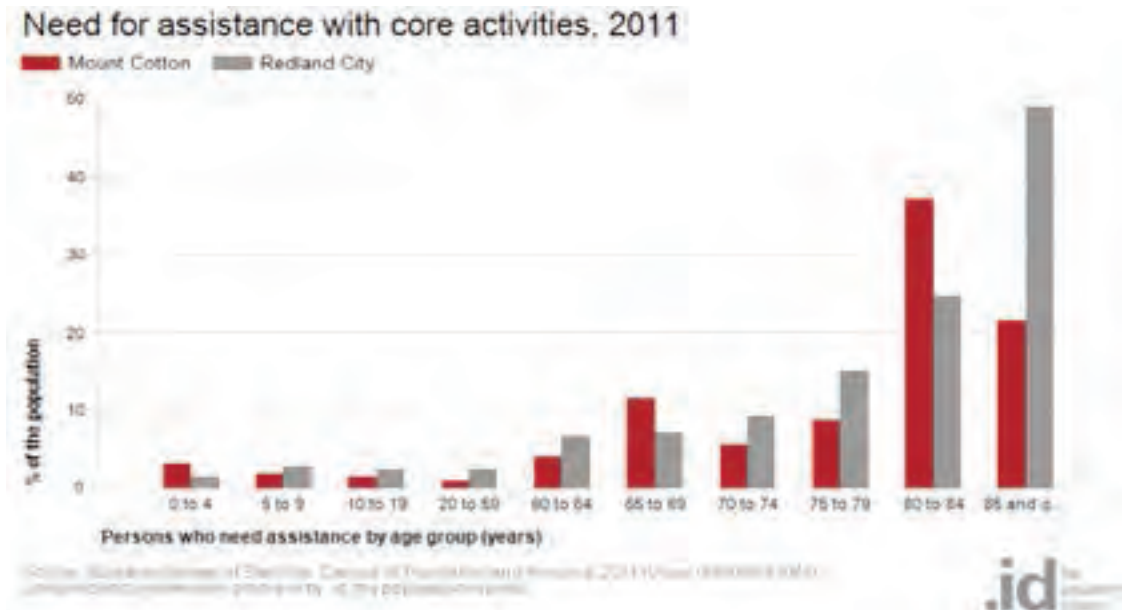
- 25 to 29 (+183 persons)
- 5 to 9 (+170 persons)
- 50 to 54 (+157 persons)
- 30 to 34 (+147 persons)

Need for Assistance

90 people or 1.9% of the population in Mount Cotton report needing help in their day-to-day lives due to disability.
Please note: *A person's reported need for assistance is based on the subjective assessment of people evaluating themselves, (or their carers), as being in need of assistance and should therefore be treated with caution.*

Mount Cotton's disability statistics relate directly to need for assistance due to a 'profound or severe core activity limitation'. This population is defined as people who need assistance in their day to day lives with any or all of the following activities – self-care, body movements or communication – because of a disability, long-term health condition, or old age. Mount Cotton's disability statistics help in understanding the prevalence of people who need support in the community, particularly during a disaster.

Need for assistance with core activities, 2011

Analysis of the need for assistance of people in Mount Cotton compared to Redland City shows that there was a lower proportion of people who reported needing assistance with core activities. Overall, 1.9% of the population reported needing assistance with core activities, compared with 4.7% for Redland City.

The major differences in the age groups reporting a need for assistance in Mount Cotton and Redland City were:

- A larger percentage of persons aged 80 to 84 (37.1% compared to 24.7%)
- A larger percentage of persons aged 65 to 69 (11.6% compared to 7.1%)
- A smaller percentage of persons aged 85 and over (21.4% compared to 49.0%)
- A smaller percentage of persons aged 75 to 79 (8.7% compared to 15.0%)
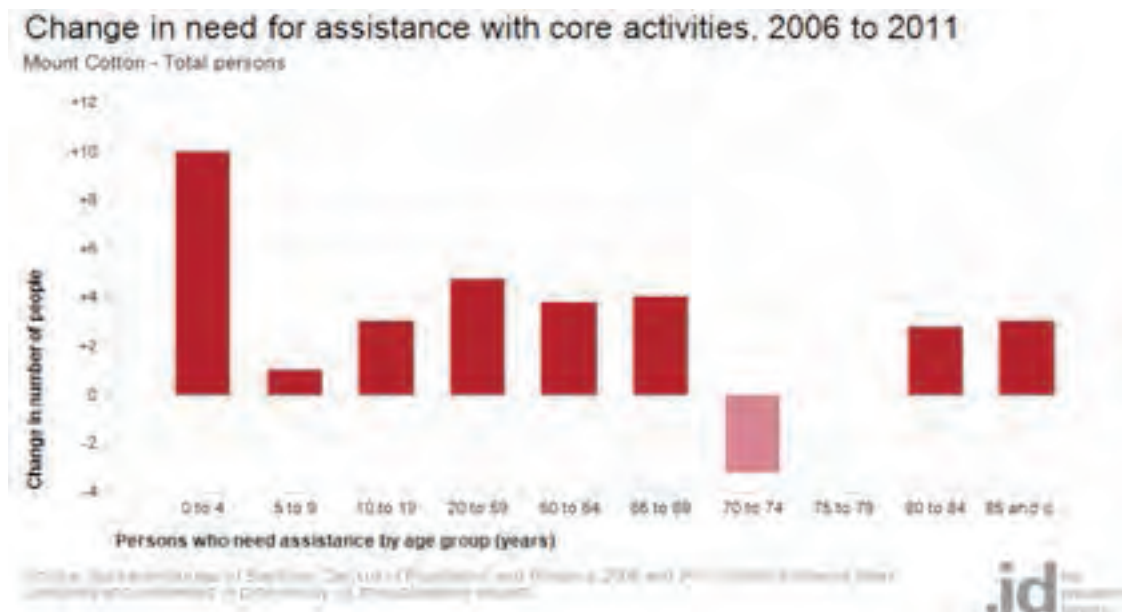
Change in need for assistance with core activities, 2006 to 2011

The main difference in the age groups reporting a need for assistance between 2006 and 2011 in Mount Cotton was in the age group:

- 0 to 4 (+10 persons)

Redland
CITY COUNCIL

SHELDON

MUST KNOW

Information Sources

For weather updates and emergency warnings:

- Listen to local radio – ABC 612 AM and Bay FM 100.3
- Follow rolling updates on the Redland City Council news site: news.redland.qld.gov.au/
- Follow updates from Redland City Council's social media:
    a. Twitter: twitter.com/RedlandCouncil
    b. Facebook: www.facebook.com/RedlandCouncil
- Weather and warning updates:
    a. Bureau of Meteorology: www.bom.gov.au/qld/
    b. Raby Bay weather station: www.rabybay.org/
- Word of mouth through RCC, QPS, QFES and SES
- Door knocking and vehicle mounted PA systems through RCC, QPS, QFES and SES

Evacuation Information

The first preference is for people to 'shelter-in-place' – stay where you are. Evacuations should only occur when the risk of sheltering in place is greater than the risk associated with leaving and moving to a place of lower risk.

Evacuation Centres/Assembly Areas/ Helicopter Landing Sites

Evacuation Centres will be opened as demand requires. Information relating to the opening of Evacuation Centres will be announced via the information sources listed above so please tune into local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

For information relating to current Evacuations, please contact Redland City Council on 3829 8999

The Evacuation Centres are the primary assembly areas during a disaster and will often have an oval or parkland nearby for a helicopter landing site that provides quick access to the Evacuation Centre. Accordingly, latitude and longitude information has been provided for the Evacuation Centres that have adjoining land size suitable to accommodate a helicopter landing site.

- Capalaba Place
  14 Noeleen Street, Capalaba
  Ph: 3829 8999

- Victoria Point Community Hall
  325 Colburn Avenue, Victoria Point
  Ph: 3829 8999
  Lat: -27.5844   Long: 153.2921

Redland City Council and the Department of Education, Training and Employment have established a Memorandum of Understanding to allow suitable public school facilities to be used as evacuation centres during disasters. The facilities listed below are located closest to this suburb. A full list of available sites for mainland Redland City appears in section 4.2 Mainland Evacuation Centres.

- Capalaba State College – Jnr Campus Hall
  150 Mt Cotton Road, Capalaba
  Ph: 3823 9333
  Lat: -27.5361   Long: 153.1918

- Capalaba State College –
  Snr Campus Multi-Purpose Shelter
  School Road, Capalaba
  Ph: 3823 9111
  Lat: -27.5366   Long: 153.1935

- Coolnwynpin State School – Hall
  6 Telaska Court, Capalaba QLD 4157
  Ph: 3906 4333
  Lat: -27.5476   Long: 153.2023

- Victoria Point State High School –
  Student Centre-Hall
  93-131 Benfer Road, Victoria Point
  Ph: 3820 5888
  Lat: -27.5924   Long: 153.2852

- Victoria Point State School – Hall
  274 Colburn Avenue, Victoria Point
  Ph: 3820 5666
  Lat: -27.5825   Long: 153.2961

Neighbourhood Safer Places

An NSP is a local open space or identified building where people may gather, as a last resort, to seek shelter from bushfire. The main purpose of an NSP is to provide some level of protection to human life from the immediate life-threatening effects of a bushfire. An NSP will not guarantee safety in all circumstances as they still entail some risk, both in moving to them and while sheltering in them; they cannot be considered completely safe.

Although QFES cannot guarantee an immediate presence during a bushfire, every effort will be made to provide support as soon as resources are available. The following limitations of an NSP need to be considered if people plan to use one as a last resort:

- QFES may not be present, in the event that they will be fighting the main fire front elsewhere.

- NSPs do not cater for animals or pets.

- NSPs do not provide meals or amenities.

- NSPs may not provide shelter from the elements, particularly flying embers.

- If you are a person with special needs, consider what assistance you may require at an NSP.

If an NSP is part of your contingency plan, it should not require extended travel through fire-affected areas to get there.

The following approved Neighbourhood Safer Places are located closest to Sheldon:

Capalaba State Colleges - Ovals
Category: Open Space
Address: School Road
Suburb: Capalaba, 4157
Latitude: -27.5355495   Longitude: 153.1919055

Mount Cotton State School - Oval
Category: Open Space
Address: 1246 Mount Cotton Road
Suburb: Mt Cotton, 4165
Latitude: -27.6207296   Longitude: 153.2356852

Evacuation Routes

If you need to or are required to evacuate, it is recommended that you seek shelter with family or friends in the first instance. If these options are not available to you, Redland City Council will establish crisis accommodation in the form of Evacuation Centres or another appropriate means of short term accommodation. When evacuating from your home, your chosen evacuation route should always be the most direct and safest route available, be aware of possible localised flooding. Please tune in warnings of road closures on local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

REMEMBER: If it's flooded, forget it!

If you are evacuating the Sheldon area to stay with family or friends outside the Redlands, the following evacuation routes are recommended:

- From Henderson Road travel north to Mt Cotton Road intersection, turn right and travel south along Mt Cotton Road to the intersection of Redland Bay Road, Cornubia; then travel west along Redland Bay Road toward the M1, Loganholme.

- From Avalon Road travel north to the intersection with Mt Cotton Road, turn left and head east toward Capalaba or turnoff at the intersect of Mt Cotton Road and Mt Gravatt-Capalaba Road toward Burbank.

- From Taylor Road (and Sheldon College) travel south along Taylor Road to the connection with Woodlands Drive and continue travelling south to the Intersection with Mount Cotton Road, turn left and travel south along Mt Cotton Road to the intersection of Redland Bay Road, Cornubia; then travel west along Redland Bay Road toward the M1, Loganholme.

- **Please Note:** it is not recommended to travel west along Avalon Road toward Rochedale. Avalon Road is known to suffer from localised flooding during rain events and the region is heavily treed with a high to very high bushfire hazard rating.

  For information about flooding around Sheldon, please refer to 4.3 – LOCALISED FLOODING.

SHELDON
SHOULD KNOW

Natural Hazards

Bushfire

Sheldon has a significant bushfire risk with the majority of the region being classified as having a high to very high bushfire hazard. Sheldon is a heavily treed bushland area being made up exclusively of large acreage properties where typically the home is set back deep into the property amongst the trees. These properties generally have a long single access driveway (some up to 1 kilometre long) which impacts the ability to evacuate those properties should a bushfire cut driveway access to the road.

These properties are also at risk of ember attack should there be a bushfire in the surrounding area. During a wild fire, embers can travel up to 3 kilometres in front of a fire line which means that all dwellings within the Sheldon area are at risk. Residents need to be vigilant and be prepared. For more information about bushfire preparedness and what to do during a bushfire, visit the Queensland Rural Fire Service website at: www.ruralfire.qld.gov.au and

download the Bushfire Survival Plan – PREPARE.ACT. SURVIVE.

Along with threatening homes, a bushfire in Sheldon may also impact major power infrastructure which could have flow on affects for Redland City and possibly Brisbane City and Logan City as well. There is also a large quarrying operation in Sheldon that would be adversely impacted by bushfire.

Redland City Council employs a range of fire mitigation strategies to reduce the risk of bushfire in the area. These strategies include hazard reduction burning (back burns), fire breaks and weed management. Redland City Council is also investigating arrangements with Queensland Fire and Emergency Services to support fire mitigation activities around the city.

Sheldon
Bushfire Hazard

Redland
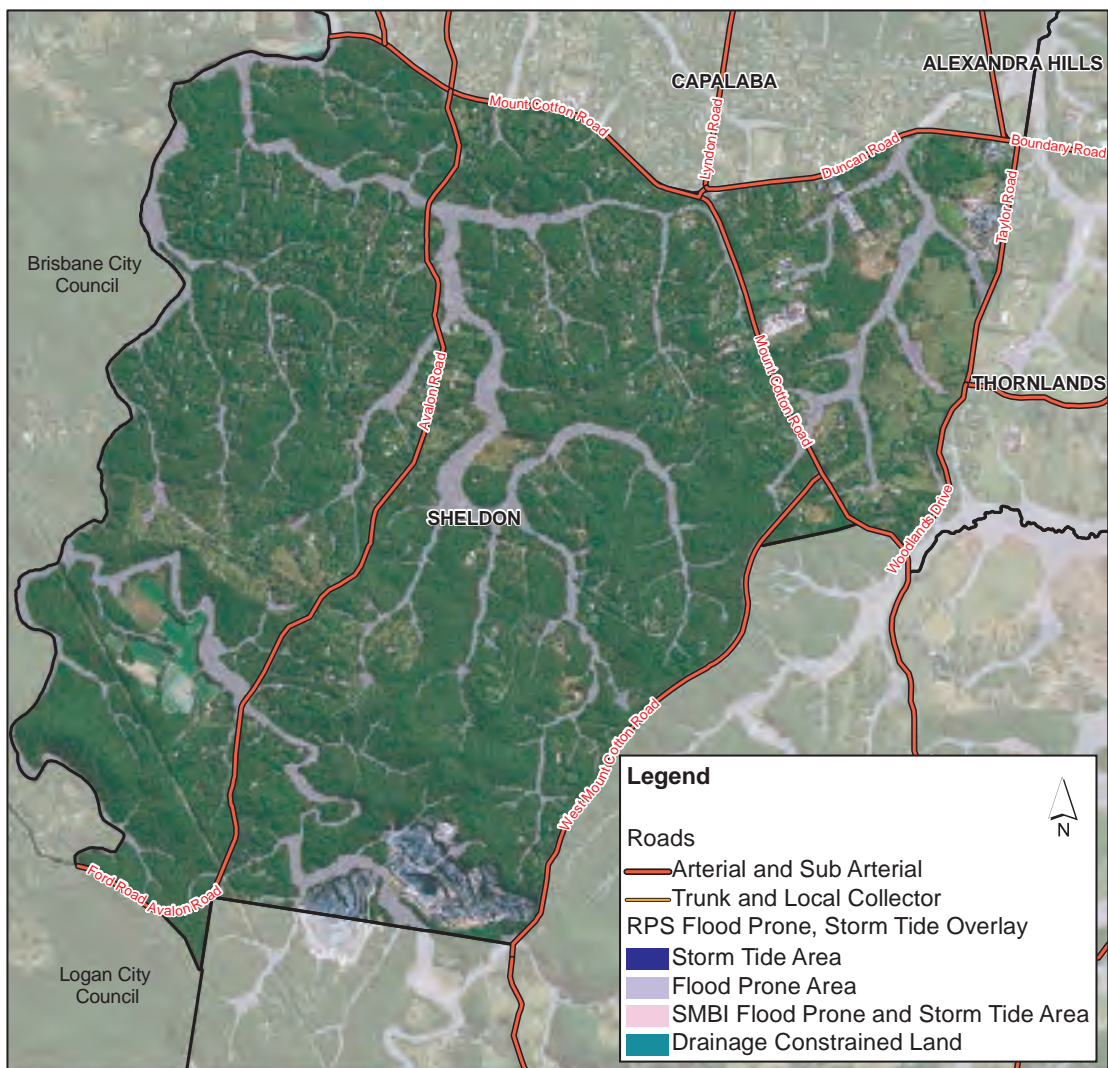CITY COUNCIL
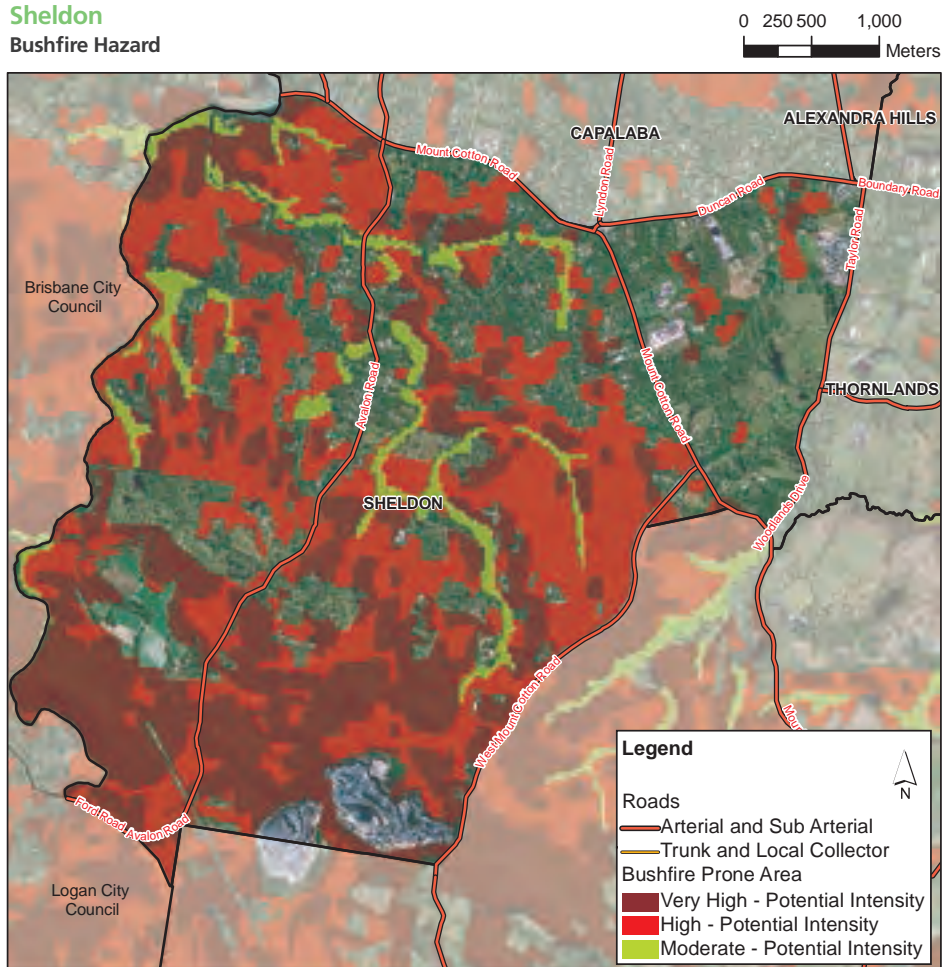
Flood Prone, Storm Tide

There are a number of creek systems in the Sheldon area, all of which feed into the upper reaches of the Tingalpa Creek which eventually runs into the Leslie Harrison Dam. These creeks do have the potential for flash flooding during heavy rain events as they have a history of cutting Avalon Road in a couple of locations. These locations on Avalon Road are well signed and include a depth indicator. Current flood mapping indicates that residential development in the Sheldon area would experience limited impacts from flash flooding.

Sheldon
Flood Prone, Storm Tide Hazard

Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector

RPS Flood Prone, Storm Tide Overlay
Storm Tide Area
Flood Prone Area
SMBI Flood Prone and Storm Tide Area
Drainage Constrained Land

Natural Hazards

Landslide

Current Landslide Hazard mapping shows that Sheldon is considered to have a low landslide hazard with a few pockets of medium to high landslide hazard. Sheldon is typically a rural area with sparse residential development which limits the potential impacts of landslide. Furthermore, the Redland Planning Scheme, through the Landslide Hazard Overlay attempts to mitigate to impacts of the landslide hazard by requiring more robust engineering for developments built within the identified landslide hazard areas. It is important for engineers and geologists to evaluate slope stability and any landslide threat during development assessments so that effective and timely remedial measures can be implemented. For further information, refer to the Redlands Planning Scheme, Landslide Hazard Overlay.

Sheldon
Landslide Hazard
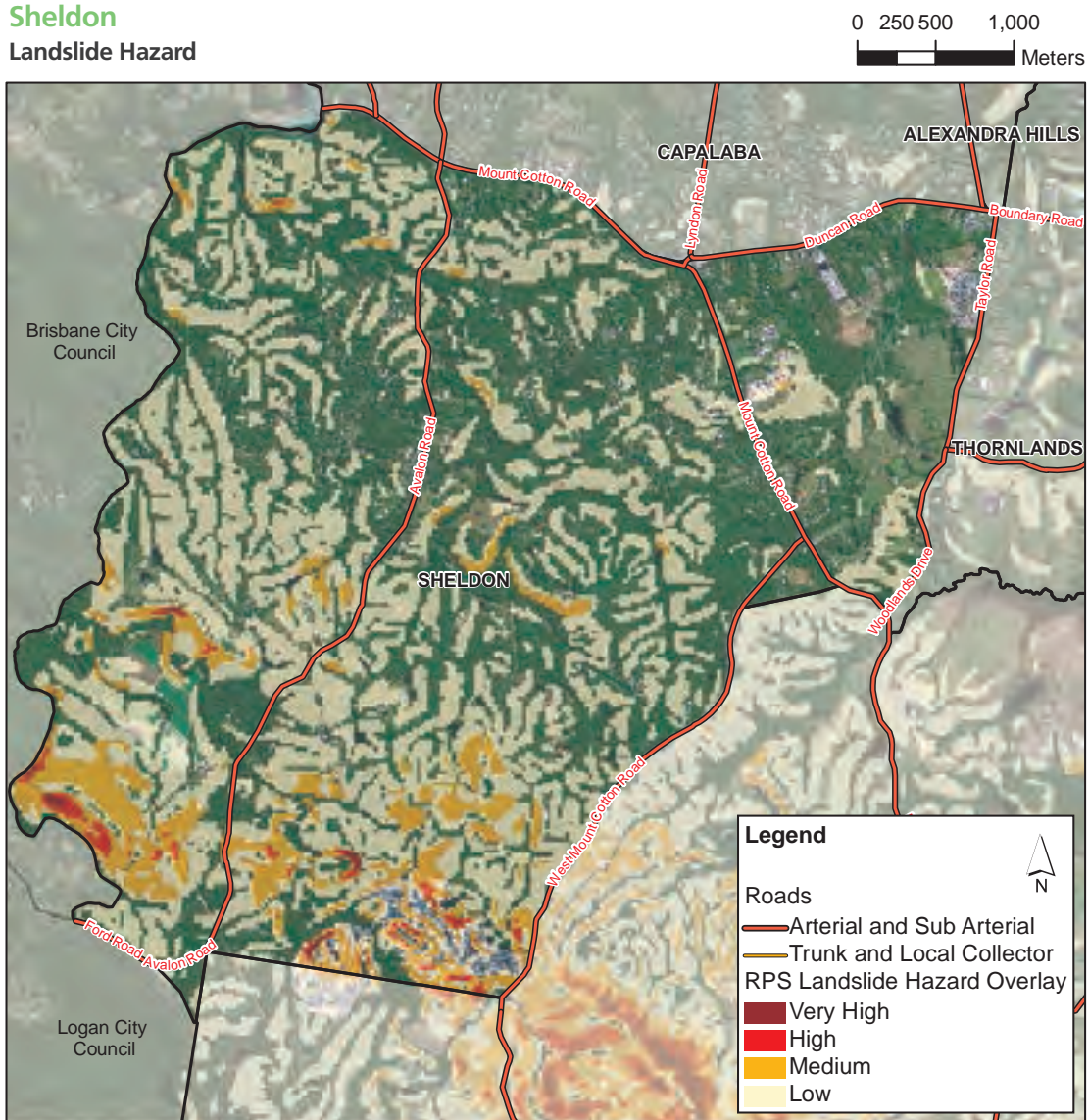
Critical Infrastructure

Critical infrastructure at the time of a disaster event includes utilities such as power, water, sewerage, telecommunications, gas and road and rail networks. Impacts of a disaster on these services may have far reaching long term affects for mainland communities.

Sewage

Sheldon is a rural suburb characterised by large acreage properties, consequently none of the properties in Sheldon are connected to the city's sewer network and rely on a mix of gravity fed septic systems and on-site sewerage treatment plants located on the properties to manage the wastewater. The on-site sewerage treatment plants require electricity to function, therefore it is recommended that these systems have a back-up generator to cope with extended periods of power outages which can occur during severe weather events.

Water

Redland City is connected to the South East Queensland Water Grid via a pump station on Gramzow Road, Mt Cotton which allows water to be pumped to and from the city. This pump station connects to the Heinemann Road Reservoir, Mt Cotton which is also connected to Herring Lagoon on North Stradbroke Island ensuring two sources of water to the southern end of the city.

The Heinemann Road Reservoir services the Southern Moreton Bay Islands, Redland Bay, Victoria Point and Thornlands and is also connected to the Mt Cotton Reservoir at Tallow Wood Court, Mt Cotton which services Mt Cotton and Sheldon. The Mt Cotton Reservoir in turn is connected to the Alexandra Hills Reservoir located at Hilltop Circuit, Alexandra Hills making possible the supply of water to Redland City's northern suburbs should there be issues with Leslie Harrison Dam which traditionally services the north of the city.

There are a number of rural properties in the Sheldon area with large dams that act as an independent water source for those residents. These dams may provide a potential source of water for aerial water bombing operations should they be required.

Electricity

Similarly to Mt Cotton, Sheldon has significant electrical infrastructure running through it. Power supply connection between Logan City and Brisbane City runs via a 110kV above ground powerline from the southern end of Sheldon behind the Karreman Quarries. The powerline travels north-west through Sheldon where it transverses heavily wooded terrain which is characterised as high to very high bushfire risk before crossing Tingalpa Creek into the Brisbane City area.

Sheldon is a long established rural area and as such the overhead powerline network that services the suburb is susceptible to damage during severe weather which can result in power outages and fallen powerlines. Fallen powerlines oppose significant dangers to the community, be aware that any object in contact with powerlines could be live. The area is more dangerous in wet conditions as water is an excellent conductor.

Remember: any metallic objects, including fences, will be electrified if they touch or are even close to a live fallen powerline. Even a tree branch can be a potential conductor of electricity if it is in contact with a live wire. Stay away from fallen powerlines and alert others of the danger – contact Energex on 13 19 62.

qld.gov.au/getready

Gas

There is no domestic reticulated gas service within Redland City. Nor is there a gas main that runs through the suburb of Sheldon. There are however homes within the area that use gas bottles the service hot water systems and cooking appliances. Residents are reminded to diligent with the appropriate storage and maintenance of any gas bottles that they have located on their property.

Telecommunications

Sheldon is connected via landlines to the telecommunications and data networks. There is mobile network coverage at Sheldon however due to the terrain of the region, there are mobile reception black spots in the area. Telstra is the major supplier of telecommunications to the region; other suppliers include Optus and Vodafone.

Road Network

REMEMBER: If it's flooded, forget it!

On 20 November 2012, Iain MacKenzie – Inspector General Emergency Management said *"There is absolutely no excuse for motorists who deliberately drive or walk past a road closed sign and into floodwaters. Even if you are in familiar territory and believe local knowledge will get you through, think again. Floodwaters are treacherous and the dangers are hidden beneath the surface."*

Every year people are hurt, or die, trying to cross or play in flooded waterways. It can happen anywhere – roads, creeks, dams, parks or backyards. Residents should be aware of the dangers connected to floodwater or swift flowing water such as: slippery surfaces; uneven ground; strong currents; sharp objects; electrical current; fences; vehicles; rocks; long grass; tree branches; sewerage; and chemicals.

If you get trapped in floodwater, you not only put your life and the lives of the people with you at risk, but you also put the lives of the rescuers at risk too.

Localised flooding may temporarily restrict access and cut roads in some areas of Redland City. Please consider this when planning to drive during periods of heavy rain. A list of the areas impacted by localised flooding appears in this plan in 4.3 – LOCALISED FLOODING.

Rail Network

Currently there is no rail infrastructure in Sheldon and there are no plans to extend the rail network to Sheldon in the near future.

Redland
CITY COUNCIL

ABOUT
SHELDON

Background

Sheldon, located in the west of Redland City is bounded by Broadwater Road, Mount Cotton Road and Duncan Road in the north, Taylor Road, Woodlands Drive and Mount Cotton Road in the east, West Mount Cotton Road and the locality of Mount Cotton in the south, and Ford Road, Buhot Creek and Tingalpa Creek in the west. Sheldon has a land area of 2,283 hectares or approximately 23km2. Sheldon is named from an Old English word meaning "steep sided hill and wooded valley".

Settlement of the area dates from the mid 1850s, with land used mainly for grazing, timber getting and some farming. Population was minimal until the late 1800s. The most significant development took place from the post-war years, particularly during the 1980s. The population was relatively stable during the 1990s, and then declined slightly between 2001 and 2011, a result of little change in dwelling stock and a decline in the average number of persons living in each dwelling. Today, Sheldon is a rural and conservation area.

Major features of the area include Brisbane Koala Bushlands, Emu Street Bushland Reserve, Ford Road Conservation Area, Summit Street Reserve, Karreman Quarry and one school.

Demographic Profile

Census population of Sheldon in 2011 was 1,699 with a population density of 0.74 persons per hectare, living in 581 dwellings with an average household size of 3.03 persons. There were 7 people over the age of 85 living in Sheldon, with largest age group being 60 to 64 year olds in 2011.

The Age Structure of Sheldon provides insights into the suburb's age profile which is a key consideration during disaster preparation, response and recovery to accommodate the needs of the community. It is also an indicator of Sheldon's level of demand for age based services and how it is likely to change in the future.

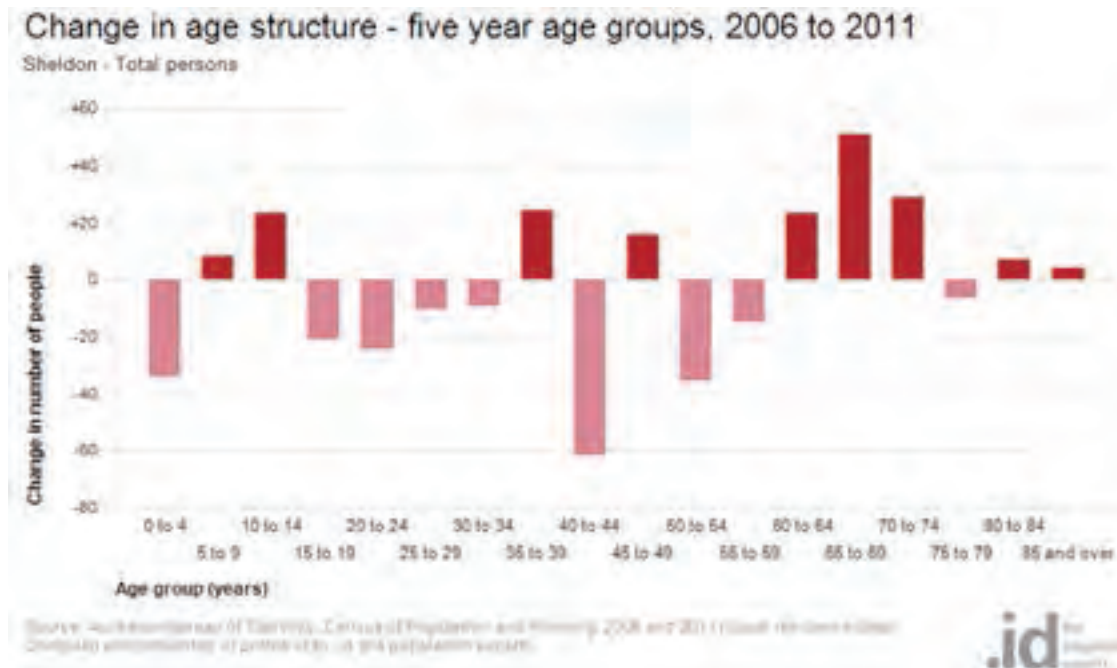Age structure - five year age groups, 2011
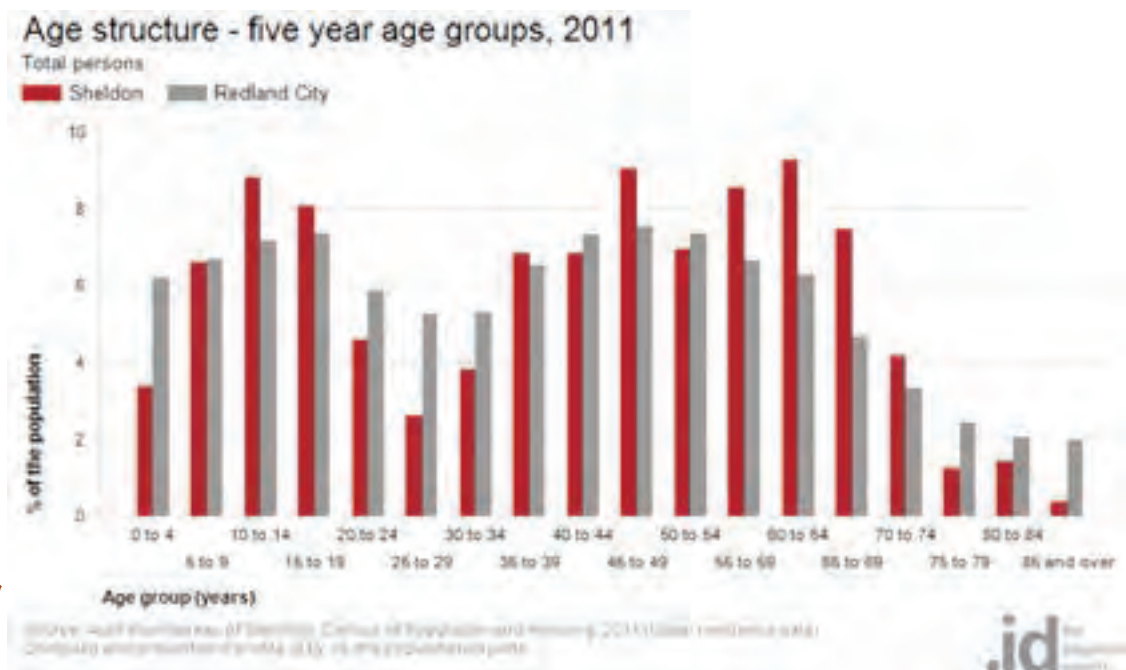
Demographic Profile

Analysis of the five year age groups of Sheldon in 2011 compared to Redland City shows that there was a lower proportion of people in the younger age groups (under 15) and a similar proportion of people in the older age groups (65+). Overall, 18.8% of the population was aged between 0 and 15, and 14.7% were aged 65 years and over, compared with 20.1% and 14.5% respectively for Redland City.

The major differences between the age structure of Sheldon and Redland City were:

• A larger percentage of persons aged 60 to 64 (9.2% compared to 6.3%)
• A larger percentage of persons aged 65 to 69 (7.5% compared to 4.7%)
• A smaller percentage of persons aged 0 to 4 (3.4% compared to 6.2%)
• A smaller percentage of persons aged 25 to 29 (2.6% compared to 5.3%)

Change in age structure - five year age groups, 2006 to 2011
Sheldon - Total persons

From 2006 to 2011, Sheldon's population decreased by 36 people (2.1%). This represents an average annual population change of -0.42% per year over the period.

The largest changes in age structure in this area between 2006 and 2011 were in the age groups:

• 40 to 44 (-62 persons)
• 65 to 69 (+51 persons)

Need for Assistance

41 people or 2.5% of the population in Sheldon report needing help in their day-to-day lives due to disability.
Please note: *A person's reported need for assistance is based on the subjective assessment of people evaluating themselves, (or their carers), as being in need of assistance and should therefore be treated with caution.*

Sheldon's disability statistics relate directly to need for assistance due to a 'profound or severe core activity limitation'. This population is defined as people who need assistance in their day to day lives with any or all of the following activities – self-care, body movements or communication – because of a disability, long-term health condition, or old age. Sheldon's disability statistics help in understanding the prevalence of people who need support in the community, particularly during a disaster.

Need for assistance with core activities, 2011

Sheldon   Redland City

Persons who need assistance by age group (years)
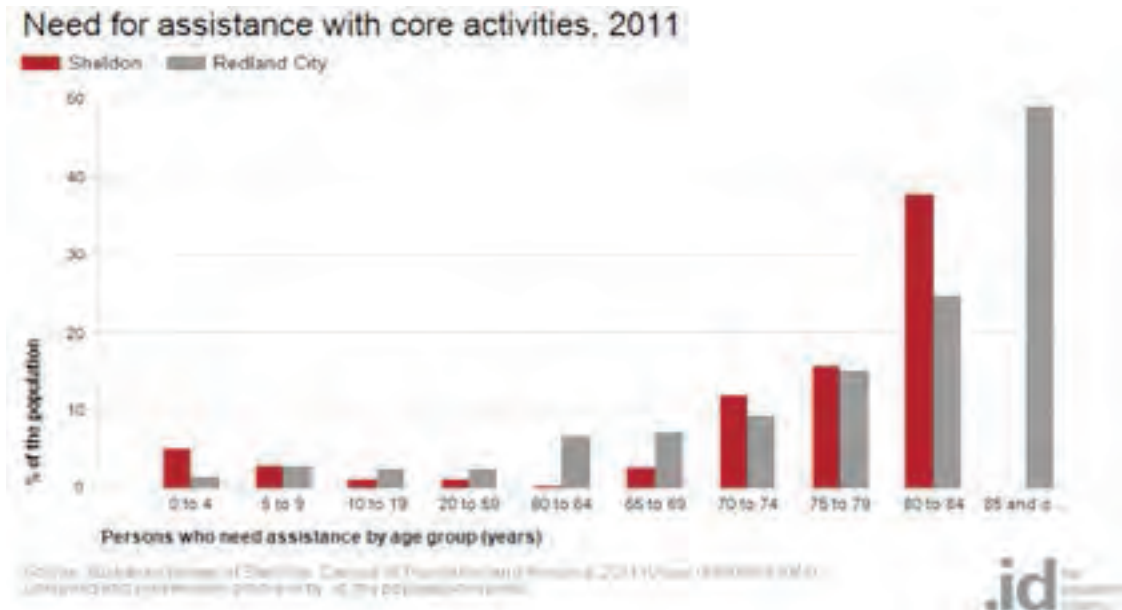
Analysis of the need for assistance of people in Sheldon compared to Redland City shows that there was a lower proportion of people who reported needing assistance with core activities. Overall, 2.5% of the population reported needing assistance with core activities, compared with 4.7% for Redland City.

The major differences in the age groups reporting a need for assistance in Sheldon and Redland City were:

•   A larger percentage of persons aged 80 to 84 (37.6% compared to 24.7%)
•   A smaller percentage of persons aged 85 and over (0.0% compared to 49.0%)
•   A smaller percentage of persons aged 60 to 64 (0.1% compared to 6.5%)
•   A smaller percentage of persons aged 65 to 69 (2.4% compared to 7.1%)
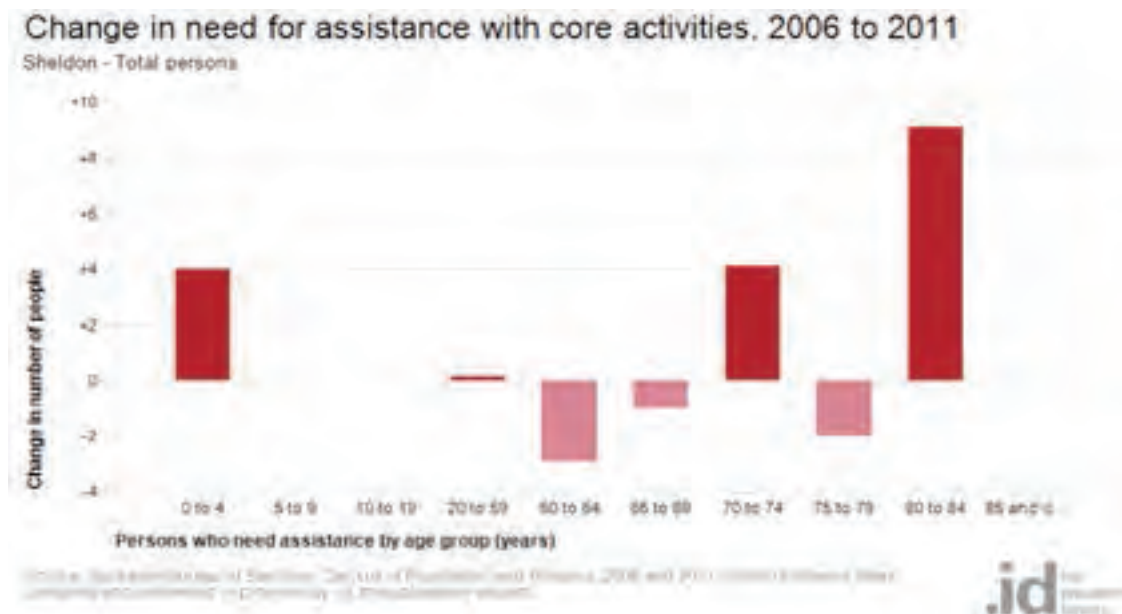
Change in need for assistance with core activities, 2006 to 2011

Sheldon - Total persons

Persons who need assistance by age group (years)

The main difference in the age groups reporting a need for assistance between 2006 and 2011 in Sheldon was in the age group:

•   80 to 84 (+9 persons)

CAPALABA

MUST KNOW

Information Sources

For weather updates and emergency warnings:

- Listen to local radio – ABC 612 AM and Bay FM 100.3
- Follow rolling updates on the Redland City Council news site: news.redland.qld.gov.au/
- Follow updates from Redland City Council's social media:
    a. Twitter: twitter.com/RedlandCouncil
    b. Facebook: www.facebook.com/RedlandCouncil
- Weather and warning updates:
    a. Bureau of Meteorology: www.bom.gov.au/qld/
    b. Raby Bay weather station: www.rabybay.org/
- Word of mouth through RCC, QPS, QFES and SES
- Door knocking and vehicle mounted PA systems through RCC, QPS, QFES and SES

Evacuation Information

The first preference is for people to 'shelter-in-place' – stay where you are. Evacuations should only occur when the risk of sheltering in place is greater than the risk associated with leaving and moving to a place of lower risk.

Evacuation Centres/Assembly Areas/ Helicopter Landing Sites
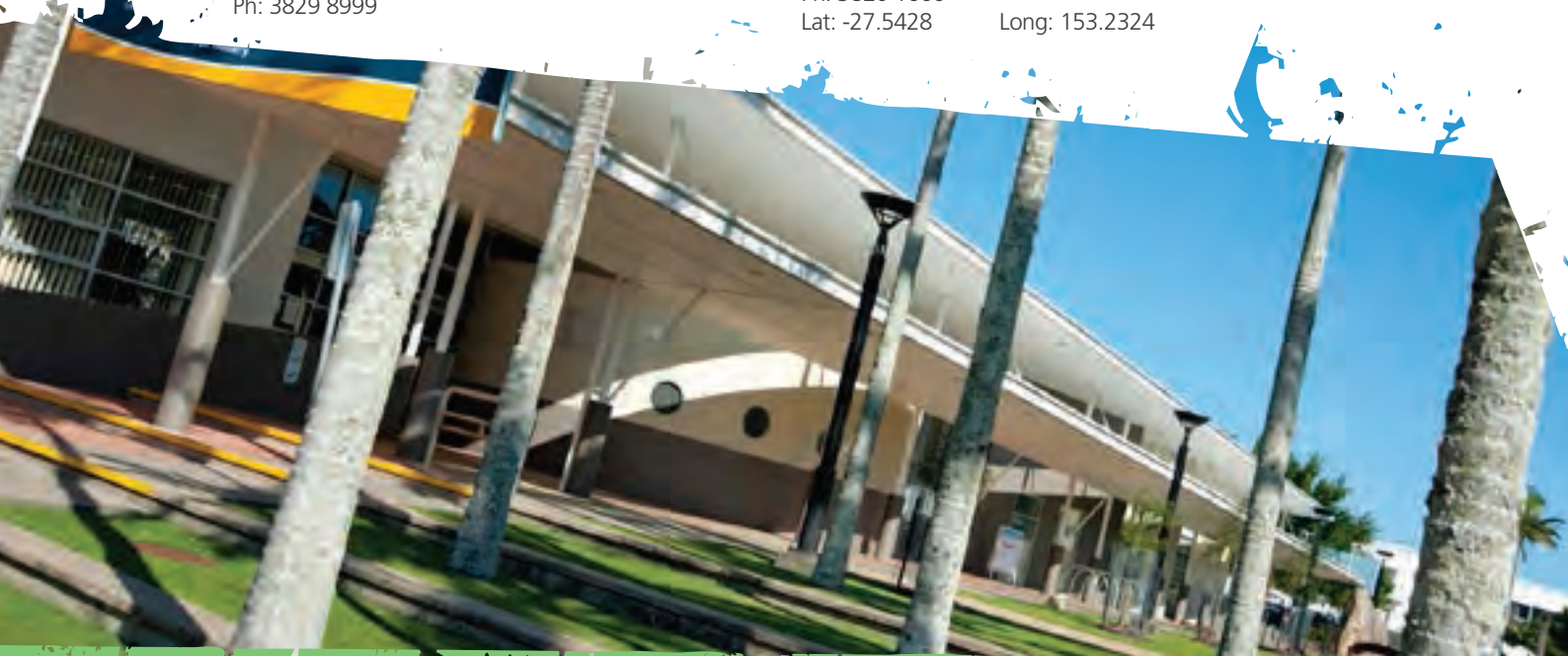
Evacuation Centres will be opened as demand requires. Information relating to the opening of Evacuation Centres will be announced via the information sources listed above so please tune into local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

For information relating to current Evacuations, please contact Redland City Council on 3829 8999

The Evacuation Centres are the primary assembly areas during a disaster and will often have an oval or parkland nearby for a helicopter landing site that provides quick access to the Evacuation Centre. Accordingly, latitude and longitude information has been provided for the Evacuation Centres that have adjoining land size suitable to accommodate a helicopter landing site.

- Capalaba Place
  14 Noeleen Street, Capalaba
  Ph: 3829 8999

- Alexandra Hills Community Hall
  131-155 Finucane Road, Alexandra Hills
  Ph: 3829 8999
  Lat: -27.5235   Long: 153.2170

- Birkdale School of Arts Hall
  101 Birkdale Road, Birkdale
  Ph: 3829 8999

Redland City Council and the Department of Education, Training and Employment have established a Memorandum of Understanding to allow suitable public school facilities to be used as evacuation centres during disasters. The facilities listed below are located closest to this suburb. A full list of available sites for mainland Redland City appears in section 4.2 Mainland Evacuation Centres.

- Capalaba State College – Jnr Campus Hall
  150 Mt Cotton Road, Capalaba
  Ph: 3823 9333
  Lat: -27.5361   Long: 153.1918

- Capalaba State College –
  Snr Campus Multi Purpose Shelter
  School Road, Capalaba
  Ph: 3823 9111
  Lat: -27.5366   Long: 153.1935

- Coolnwynpin State School – Hall
  6 Telaska Court, Capalaba QLD 4157
  Ph: 3906 4333
  Lat: -27.5476   Long: 153.2023

- Alexandra Hills State High School – Hall
  3-21 Windemere Road, Alexandra Hills
  Ph: 3820 1444
  Lat: -27.5229   Long: 153.2120

- Alexandra Hills State School –
  Performing Arts-Block J
  12 Princeton Avenue, Alexandra Hills
  Ph: 3820 0333
  Lat: -27.5189   Long: 153.2199

- Hilliard State School – Hall
  106-110 Hanover Drive, Alexandra Hills
  Ph: 3820 1666
  Lat: -27.5428   Long: 153.2324

- Vienna Woods State School – Hall
  12-30 Heffernan Road, Alexandra Hills
  Ph: 3824 1850
  Lat: -27.5259   Long: 153.2305

- Birkdale South State School – Hall
  447-459 Old Cleveland Road East, Birkdale
  Ph: 3820 4333
  Lat: -27.5075   Long: 153.2136

Neighbourhood Safer Places

An NSP is a local open space or identified building where people may gather, as a last resort, to seek shelter from bushfire. The main purpose of an NSP is to provide some level of protection to human life from the immediate life-threatening effects of a bushfire. An NSP will not guarantee safety in all circumstances as they still entail some risk, both in moving to them and while sheltering in them; they cannot be considered completely safe.

Although QFES cannot guarantee an immediate presence during a bushfire, every effort will be made to provide support as soon as resources are available. The following limitations of an NSP need to be considered if people plan to use one as a last resort:

- QFES may not be present, in the event that they will be fighting the main fire front elsewhere.

- NSPs do not cater for animals or pets.

- NSPs do not provide meals or amenities.

- NSPs may not provide shelter from the elements, particularly flying embers.

- If you are a person with special needs, consider what assistance you may require at an NSP.

If an NSP is part of your contingency plan, it should not require extended travel through fire-affected areas to get there.

The following approved Neighbourhood Safer Places are located closest to Capalaba:

Capalaba State Colleges - Ovals
Category: Open Space
Address: School Road
Suburb: Capalaba, 4157
Latitude: -27.5355495   Longitude: 153.1919055

Mount Cotton State School - Oval
Category: Open Space
Address: 1246 Mount Cotton Road
Suburb: Mt Cotton, 4165
Latitude: -27.6207296   Longitude: 153.2356852

Birkdale State School - Oval
Category: Open Space
Address: 74 Agnes Street
Suburb: Birkdale, 4159
Latitude: -27.4924608   Longitude: 153.2159736

Evacuation Routes

If you need to or are required to evacuate, it is recommended that you seek shelter with family or friends in the first instance. If these options are not available to you, Redland City Council will establish crisis accommodation in the form of Evacuation Centres or another appropriate means of short term accommodation. When evacuating from your home, your chosen evacuation route should always be the most direct and safest route available, be aware of possible localised flooding. Please tune in warnings of road closures on local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

REMEMBER: If it's flooded, forget it!

If you are evacuating the Capalaba area to stay with family or friends outside of the Redlands, the following evacuation routes are recommended:

- From the Capalaba commercial region, exit Redland City by travelling west along either Old Cleveland Road or Moreton Bay Road toward Brisbane.

- From the southern end of Capalaba, exit Redland City by travelling along Broadwater Road toward Burbank. Alternatively, from the southern end of Capalaba travel south along Mt Cotton Road to the intersection of Redland Bay Road, Cornubia; then travel west along Redland Bay Road toward the M1, Loganholme.

- **Please Note:** it is not recommended to travel west along Avalon Road toward Rochedale. Avalon Road is known to suffer from localised flooding during rain events and the region is heavily treed with a high to very high bushfire hazard rating.

  For information about flooding around Capalaba, please refer to 4.3 – LOCALISED FLOODING.

CAPALABA
SHOULD KNOW

Natural Hazards

Bushfire

Capalaba has a number of large pockets of high to very high bushfire hazard spread throughout the suburb. These bushfire hazard areas appear in the south and west of the suburb which is dominated by smaller acreage properties bordering residential estates, along with sections of high to very high bushfire hazard located in the heavily developed residential areas of Koala Park and Maridale Park to the east of Ney Road. There is also a section of high to very high bushfire hazard that surrounds the Capalaba Waste Water Treatment Plant and backs onto the residential area of Crotona Road and Crotona Road East.
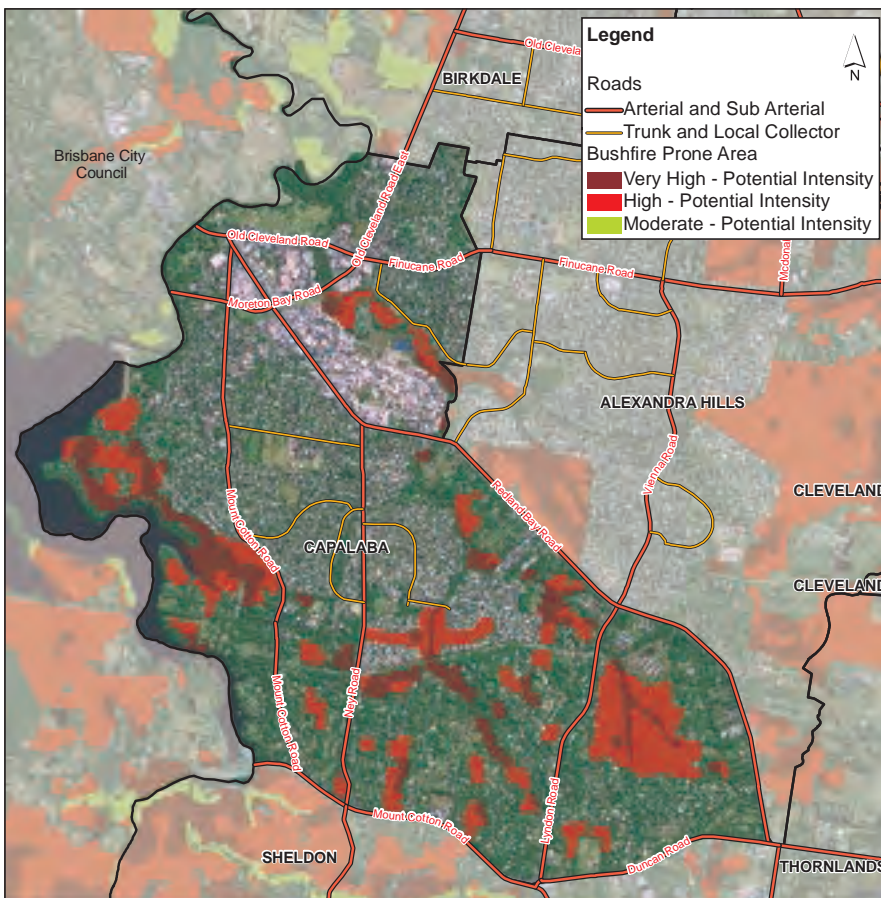
Properties adjacent bushland areas may be at risk of ember attack should there be a bushfire in the vicinity. During a wild fire, embers can travel up to 3 kilometres in front of a fire line which means residents need to be vigilant and be prepared. For more information about bushfire preparedness and what to do during a bushfire, visit the Queensland Rural Fire Service website at: www.ruralfire.qld.gov.au and download the Bushfire Survival Plan – PREPARE.ACT.SURVIVE.

Redland City Council employs a range of fire mitigation strategies to reduce the risk of bushfire in the area. These strategies include hazard reduction burning (back burns), fire breaks and weed management. Redland City Council is also investigating arrangements with Queensland Fire and Emergency Services to support fire mitigation activities around the city.

Capalaba
Bushfire Hazard

0 250 500 1,000 Meters

Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector

Bushfire Prone Area
- Very High - Potential Intensity
- High - Potential Intensity
- Moderate - Potential Intensity

Redland
CITY COUNCIL

Flood Prone, Storm Tide

Capalaba has a number of waterways running through the suburb, the largest of which is the Leslie Harrison Dam located on the Tingalpa Creek. Current Storm Tide, Flood Prone mapping indicates that the Capalaba Regional Park and the sports fields along Old Cleveland Road are susceptible to flooding during heavy rain events and storm tide. Likewise, flooding would also occur in these areas should there be a large release of water from the Leslie Harrison Dam.

To reduce the potential impacts of releases from the Leslie Harrison Dam, Redland City Council in partnership with SEQ Water has devised a strategy of trickle flow releases to coincide with tide times prior to the dam reaching maximum capacity. SEQ Water has developed a comprehensive Emergency Action Plan for the Leslie Harrison Dam to meet the requirements of the Water Supply (Safety and Reliability) Act 2008 in order to manage any crisis or dam failure.

Capalaba
Flood Prone, Storm Tide Hazard

Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector

RPS Flood Prone, Storm Tide Overlay
■ Storm Tide Area
■ Flood Prone Area
■ SMBI Flood Prone and Storm Tide Area
■ Drainage Constrained Land
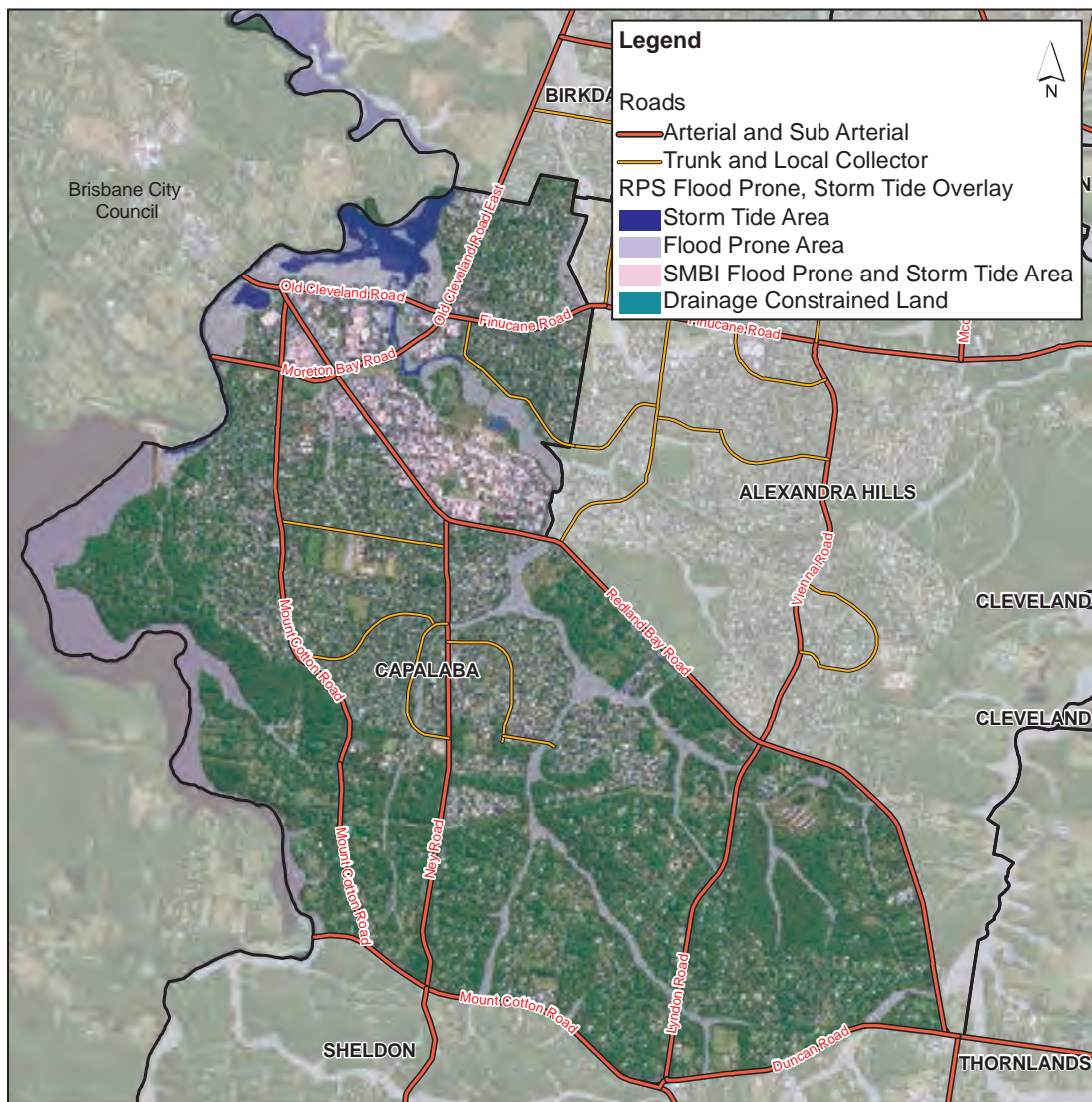
Natural Hazards

Landslide

Landslide Hazard mapping indicates Capalaba has a very limited risk of landslide with a small area of low to medium landslide hazard being identified around the Howletts Road and Allambee Crescent area which backs onto the Leslie Harrison Dam. Acreage properties are prominent in this area with sparse residential development which limits the potential impacts of landslide. Furthermore, the Redland Planning Scheme, through the Landslide Hazard Overlay

attempts to mitigate the impacts of the landslide hazard by requiring more robust engineering for developments built within the identified landslide hazard areas. It is important for engineers and geologists to evaluate slope stability and any landslide threat during development assessments so that effective and timely remedial measures can be implemented. For further information, refer to the Redlands Planning Scheme, Landslide Hazard Overlay.

Capalaba
Landslide Hazard
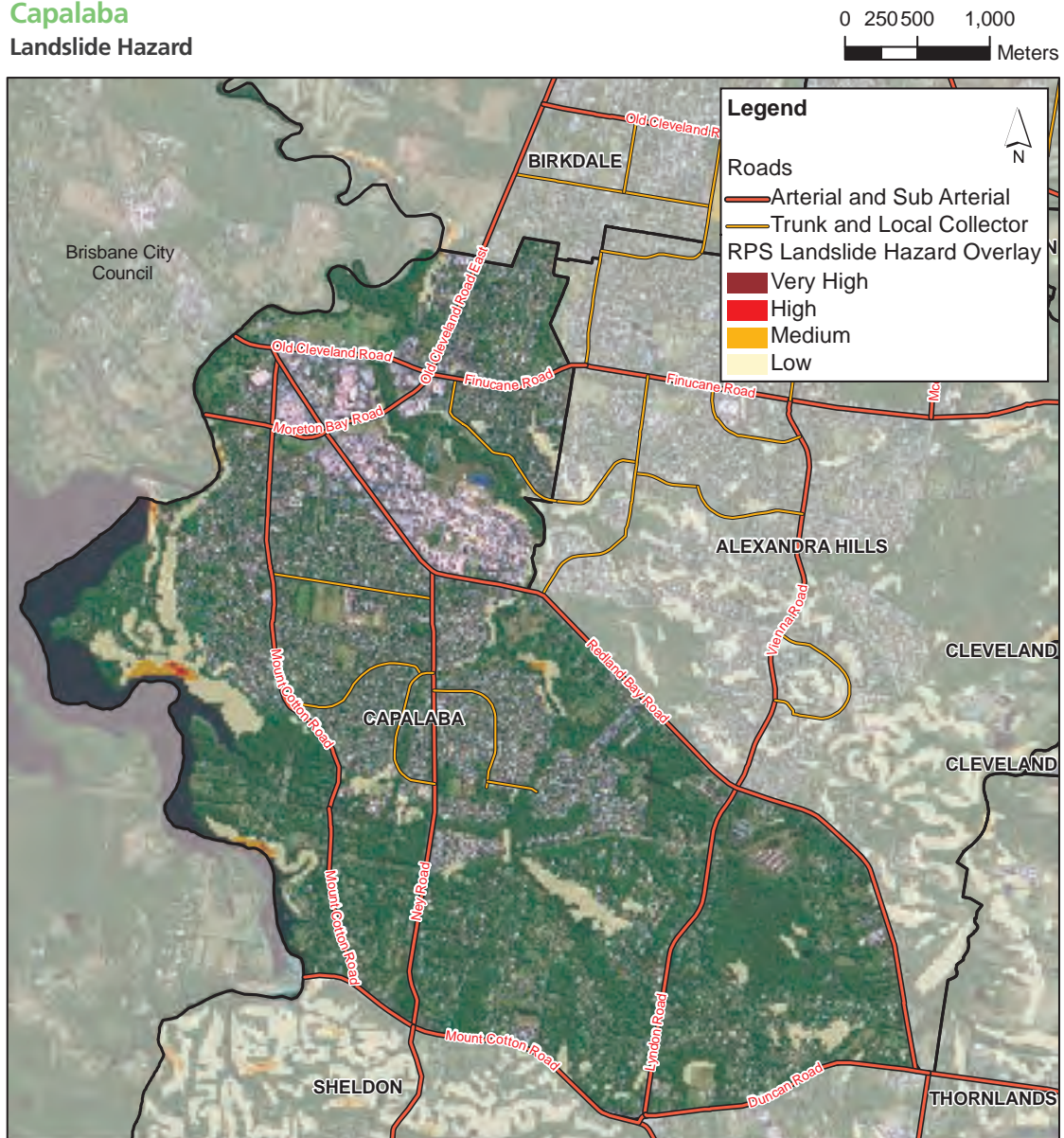
Critical Infrastructure

Critical infrastructure at the time of a disaster event includes utilities such as power, water, sewerage, telecommunications, gas and road and rail networks. Impacts of a disaster on these services may have far reaching long term affects for mainland communities.

Sewage

Capalaba's long established residential areas are connected to the sewer network, however the acreage properties located in the south and west of the suburb are not sewered and rely on a mix of gravity fed septic systems and on-site sewerage treatment plants located on the properties to manage the wastewater.

The on-site sewerage treatment plants require electricity to function, therefore it is recommended that these systems have a back-up generator to cope with extended periods of power outages which can occur during severe weather events.

Capalaba's sewer network connects to the Capalaba Sewerage Treatment Plant which is located behind Crotona Road and is surrounded by bushland identified as being a high bushfire hazard.

Water

Capalaba receives its water supply from the Alexandra Hills Reservoir located at Hilltop Circuit, Alexandra Hills. The Alexandra Hills Reservoir services the Redland City's northern suburbs via a pipeline network that is both gravity fed and pressurised. The reservoir holds a mix of water from the Leslie Harrison Dam and the Herring Lagoon bore field on North Stradbroke Island.

This is possible because the Alexandra Hills Reservoir connects to both the Leslie Harrison Dam and the Mt Cotton Reservoir at Tallow Wood Court, Mt Cotton. The Mt Cotton Reservoir is in turn connected to the Heinemann Road Reservoir, Mt Cotton which connects to both the South East Queensland Grid and North Stradbroke Island. Redland City is connected to the South East Queensland Water Grid via a pump station on Gramzow Road, Mt Cotton which allows water to be pumped to and from the city via the Heinemann Road Reservoir, Mt Cotton. This network of reservoirs, pump stations and pipelines ensures that water can be moved around the network and that multiple water supplies are available to residents living in all areas Redland City.

Electricity

Running through the bushland area toward the southern end of Capalaba is the main power supply to Cleveland which is carried on an 110Kv overhead powerline network. This network utilises steel towers within a maintained corridor to mitigate the risks posed by natural disasters such as fire and flood.

The majority of Capalaba has been long established and as such is serviced by an overhead powerline network. Overhead powerlines are more susceptible to damage during severe weather which can result in power outages and fallen powerlines. Fallen powerlines oppose significant dangers to the community, be aware that any object in contact with powerlines could be live. The area is more dangerous in wet conditions as water is an excellent conductor.

Remember: any metallic objects, including fences, will be electrified if they touch or are even close to a live fallen powerline. Even a tree branch can be a potential conductor of electricity if it is in contact with a live wire. Stay away from fallen powerlines and alert others of the danger – contact Energex on 13 19 62.

RACQ get ready QUEENSLAND

qld.gov.au/getready

Critical Infrastructure

Gas

Capalaba has a pressurised gas main that runs along Old Cleveland Road, Finucane Road and Redland Bay Road. This gas main is used by commercial enterprises and services the Capalaba business district along Redland Bay Road and the Capalaba Park and Capalaba Central Shopping Centres.

There is no domestic reticulated gas service within Redland City, however there are homes within the area that use gas bottles to service hot water systems and cooking appliances. Residents are reminded to diligent with the appropriate storage and maintenance of any gas bottles that they have located on their property.

Telecommunications

Capalaba is connected via landlines to the telecommunications and data networks. There is good mobile network coverage in Capalaba with limited to no mobile reception black spots in the area. Telstra is the major supplier of telecommunications to the region; other suppliers include Optus and Vodafone.

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Rail Network

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Redland
CITY COUNCIL
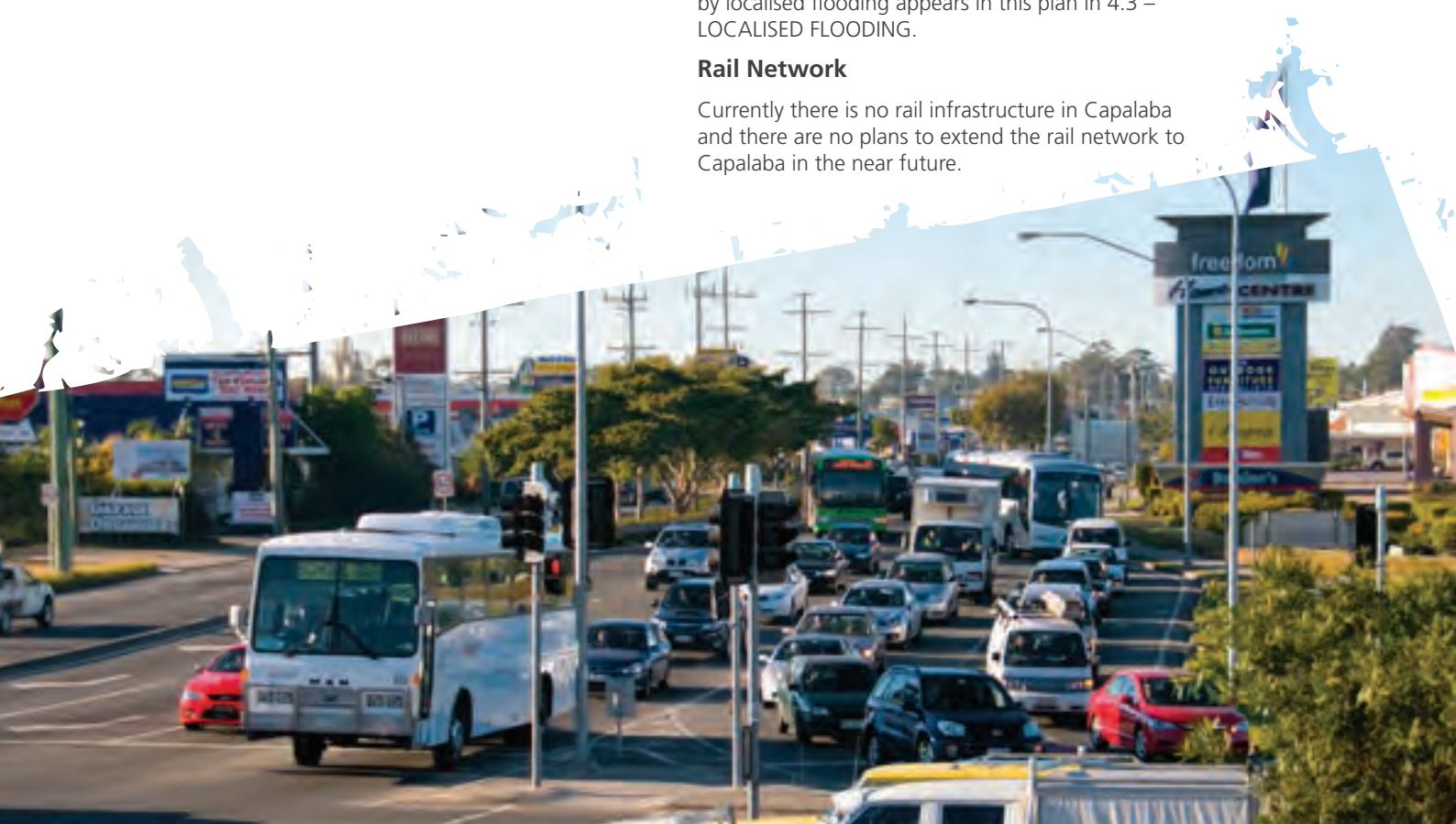
ABOUT
CAPALABA

Background

Capalaba, located in the west of Redland City is bounded by Jones Road, Daveson Road and Valantine Road in the north, the suburb of Alexandra Hills, Alexandra Hills State High School, Metropolitan South Institute of TAFE, Coolnwynpin Creek and Redland Bay Road in the east, Duncan Road, Mount Cotton Road and Broadwater Road in the south, and Brisbane City, Tingalpa Creek and Tingalpa Reservoir in the west. Capalaba has a land area of 1,879 hectares or approximately 19km2. Capalaba is named from Aboriginal words meaning "place of the scrub or ring tailed possum".

Settlement of the area dates from 1853, with land used mainly for farming, grazing and timber-getting. Capalaba was a gateway to the northern parts of Redland City for many years and as a result shops, a hotel and other businesses were established for the passing traffic. Gradual growth took place during the late 1800s. Significant development did not occur until the post-war years, particularly from the late 1960s, spurred by the construction of the Leslie

Harrison Dam (Tingalpa Reservoir). Rapid growth took place during the 1970s and 1980s. The population continued to increase during the 1990s, although at a slower rate as fewer new dwellings were constructed. The population and dwelling stock were relatively stable between 2001 and 2011. Today, Capalaba is a residential area, with some industrial and commercial areas, and rural, rural-residential and bushland areas in the south.

Major features of the area include Capalaba Central Shopping Centre, Capalaba Park Shopping Centre, Capalaba Town Centre, Kos Village Shopping Centre, Capalaba Greyhound Racecourse, Redlands Baseball Club, Sam Sciacca Sportsground, Capalaba Regional Park, Coolnwynpin Nature Refuge, Keith Street Bushland Refuge, Redlands IndigiScapes Centre, Redland Art Gallery (Capalaba), Brosnan Drive Park, John Fredericks Park, Lawlor Reserve, Tauris Road Park, Wentworth Drive Park, Winter Memorial Park, Capalaba Hall, part of Tingalpa Reservoir and several schools.

Demographic Profile

Census population of Capalaba in 2011 was 16,634 with a population density of 8.85 persons per hectare, living in 6,485 dwellings with an average household size of 2.66 persons. There were 219 people over the age of 85 living in Capalaba, with largest age group being 50 to 54 year olds in 2011.

The Age Structure of Capalaba provides insights into the suburb's age profile which is a key consideration during disaster preparation, response and recovery to accommodate the needs of the community. It is also an indicator of Capalaba's level of demand for age based services and how it is likely to change in the future.

Age structure - five year age groups, 2011
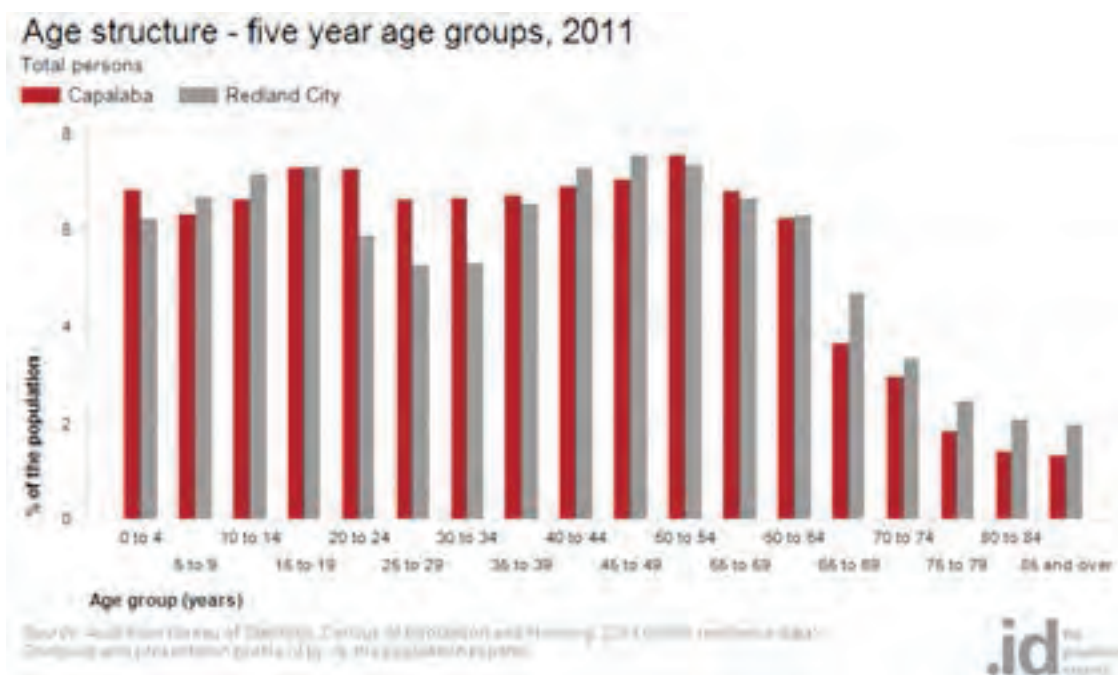
Demographic Profile

Analysis of the five year age groups of Capalaba in 2011 compared to Redland City shows that there was a similar proportion of people in the younger age groups (under 15) and a lower proportion of people in the older age groups (65+). Overall, 19.8% of the population was aged between 0 and 15, and 11.1% were aged 65 years and over, compared with 20.1% and 14.5% respectively for Redland City.

The major differences between the age structure of Capalaba and Redland City were:

• A larger percentage of persons aged 20 to 24 (7.3% compared to 5.9%)
• A larger percentage of persons aged 25 to 29 (6.6% compared to 5.3%)
• A larger percentage of persons aged 30 to 34 (6.7% compared to 5.3%)
• A smaller percentage of persons aged 65 to 69 (3.6% compared to 4.7%)

Change in age structure - five year age groups, 2006 to 2011
Capalaba - Total persons
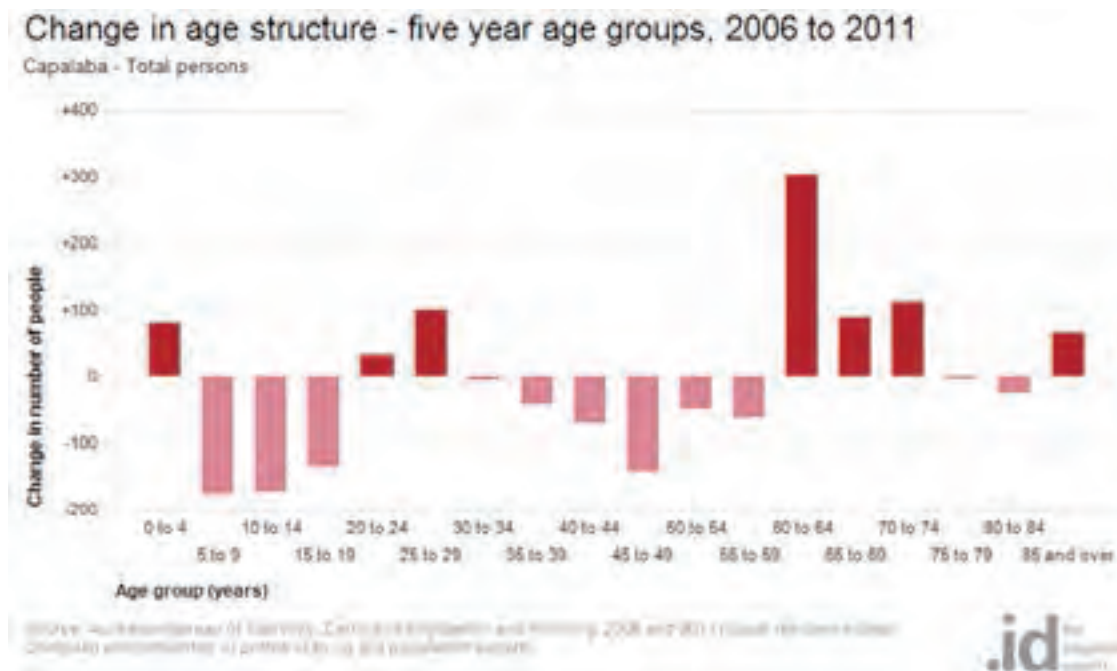
From 2006 to 2011, Capalaba's population decreased by 118 people (0.7%). This represents an average annual population change of -0.14% per year over the period.

The largest changes in age structure in this area between 2006 and 2011 were in the age groups:

• 60 to 64 (+303 persons)
• 10 to 14 (-175 persons)
• 5 to 9 (-179 persons)
• 45 to 49 (-143 persons)

Need for Assistance

626 people or 3.8% of the population in Capalaba report needing help in their day-to-day lives due to disability.
Please note: *A person's reported need for assistance is based on the subjective assessment of people evaluating themselves, (or their carers), as being in need of assistance and should therefore be treated with caution.*

Capalaba's disability statistics relate directly to need for assistance due to a 'profound or severe core activity limitation'. This population is defined as people who need assistance in their day to day lives with any or all of the following activities – self-care, body movements or communication – because of a disability, long-term health condition, or old age. Capalaba's disability statistics help in understanding the prevalence of people who need support in the community, particularly during a disaster.

Need for assistance with core activities, 2011

■ Mount Cotton ■ Redland City

Analysis of the need for assistance of people in Capalaba compared to Redland City shows that there was a lower proportion of people who reported needing assistance with core activities. Overall, 3.8% of the population reported needing assistance with core activities, compared with 4.7% for Redland City.

The major differences in the age groups reporting a need for assistance in Capalaba and Redland City were:

- A smaller percentage of persons aged 85 and over (40.2% compared to 49.0%)
- A smaller percentage of persons aged 80 to 84 (20.5% compared to 24.7%)
- A smaller percentage of persons aged 75 to 79 (11.6% compared to 15.0%)
- A smaller percentage of persons aged 65 to 69 (4.6% compared to 7.1%)
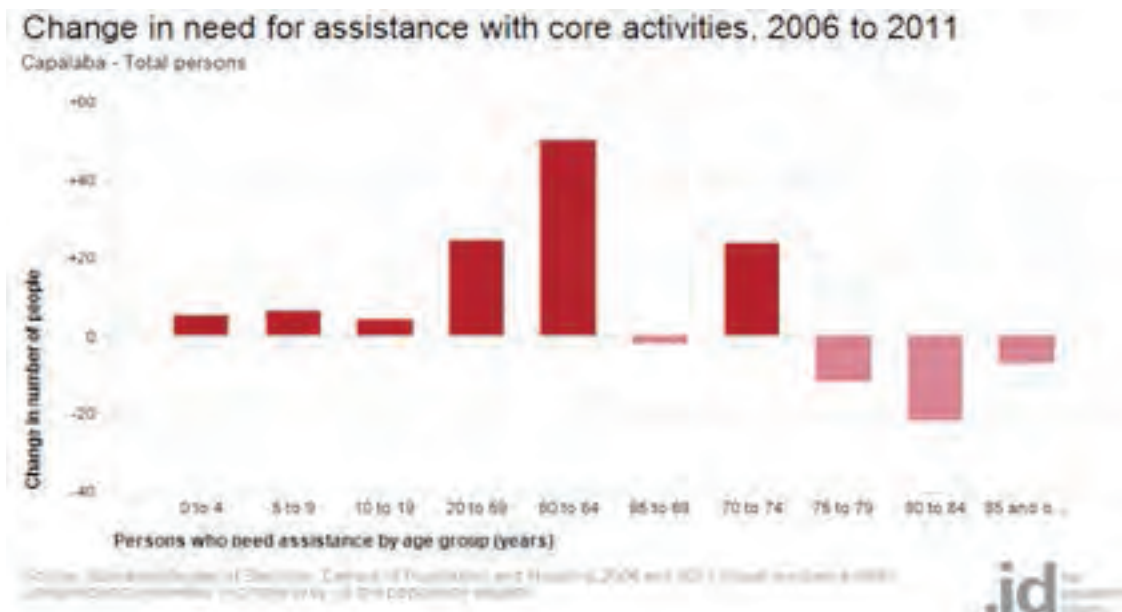
Change in need for assistance with core activities, 2006 to 2011

Capalaba - Total persons

The major difference in the age groups reporting a need for assistance between 2006 and 2011 in Capalaba was in the age group:

- 60 to 64 (+50 persons)

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ALEXANDRA HILLS

MUST KNOW

Information Sources

For weather updates and emergency warnings:

- Listen to local radio – ABC 612 AM and Bay FM 100.3
- Follow rolling updates on the Redland City Council news site: news.redland.qld.gov.au/
- Follow updates from Redland City Council's social media:
    a. Twitter: twitter.com/RedlandCouncil
    b. Facebook: www.facebook.com/RedlandCouncil
- Weather and warning updates:
    a. Bureau of Meteorology: www.bom.gov.au/qld/
    b. Raby Bay weather station: www.rabybay.org/
- Word of mouth through RCC, QPS, QFES and SES
- Door knocking and vehicle mounted PA systems through RCC, QPS, QFES and SES

Evacuation Information

The first preference is for people to 'shelter-in-place' – stay where you are. Evacuations should only occur when the risk of sheltering in place is greater than the risk associated with leaving and moving to a place of lower risk.

Evacuation Centres/Assembly Areas/ Helicopter Landing Sites

Evacuation Centres will be opened as demand requires. Information relating to the opening of Evacuation Centres will be announced via the information sources listed above so please tune into local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

For information relating to current Evacuations, please contact Redland City Council on 3829 8999

The Evacuation Centres are the primary assembly areas during a disaster and will often have an oval or parkland nearby for a helicopter landing site that provides quick access to the Evacuation Centre. Accordingly, latitude and longitude information has been provided for the Evacuation Centres that have adjoining land size suitable to accommodate a helicopter landing site.

- Alexandra Hills Community Hall
  131-155 Finucane Road, Alexandra Hills
  Ph: 3829 8999
  Lat: -27.5235   Long: 153.2170

- Capalaba Place
  14 Noeleen Street, Capalaba
  Ph: 3829 8999

- Redlands Performing Arts Centre (RPAC)
  2 Middle Street, Cleveland
  Ph: 3829 8999

- Cleveland Showgrounds
  Edgar Harley Pavilion
  44-79 Smith Street, Cleveland
  Ph: 3829 8999
  Lat: -27.3206   Long: 153.1570

- Redlands Memorial Hall
  44 Smith Street, Cleveland
  Ph: 3829 8999
  Lat: -27.3206   Long: 153.1570

Redland City Council and the Department of Education, Training and Employment have established a Memorandum of Understanding to allow suitable public school facilities to be used as evacuation centres during disasters. The facilities listed below are located closest to this suburb. A full list of available sites for mainland Redland City appears in section 4.2 Mainland Evacuation Centres.

- Alexandra Hills State High School – Hall
  3-21 Windemere Road, Alexandra Hills
  Ph: 3820 1444
  Lat: -27.5229
  Long: 1532120

- Alexandra Hills State School –
  Performing Arts-Block J
  12 Princeton Avenue, Alexandra Hills
  Ph: 3820 0333
  Lat: -27.5189   Long: 153.2199

- Hilliard State School – Hall
  106-110 Hanover Drive, Alexandra Hills
  Ph: 3820 1666
  Lat: -27.5428   Long: 153.2324

- Vienna Woods State School – Hall
  12-30 Heffernan Road, Alexandra Hills
  Ph: 3824 1850
  Lat: -27.5259   Long: 153.2305

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- Capalaba State College – Jnr Campus Hall
  150 Mt Cotton Road, Capalaba
  Ph: 3823 9333
  Lat: -27.5361   Long: 153.1918

- Capalaba State College –
  Snr Campus Multi Purpose Shelter
  School Road, Capalaba
  Ph: 3823 9111
  Lat: -27.5366   Long: 153.1935

- Coolnwynpin State School – Hall
  6 Telaska Court, Capalaba QLD 4157
  Ph: 3906 4333
  Lat: -27.5476   Long: 153.2023

- Cleveland State School – Hall
  Cnr Queens and Wynyard Streets, Cleveland
  Ph: 3488 1333
  Lat: -27.5297   Long: 153.2707

Evacuation Routes

If you need to or are required to evacuate, it is recommended that you seek shelter with family or friends in the first instance. If these options are not available to you, Redland City Council will establish crisis accommodation in the form of Evacuation Centres or another appropriate means of short term accommodation. When evacuating from your home, your chosen evacuation route should always be the most direct and safest route available, be aware of possible localised flooding. Please tune in warnings of road closures on local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

REMEMBER: If it's flooded, forget it!

If you are evacuating the Alexandra Hills area to stay with family or friends outside the Redlands, the following evacuation routes are recommended:

- Exit Redland City by making your way to Finucane Road and travel west through Capalaba onto Old Cleveland Road toward Brisbane City, or

- Exit Redland City by making your way to Redland Bay Road and travel north-west through Capalaba onto Moreton Bay Road travelling west toward Brisbane City.

- **Please Note:** it is not recommended to travel west along Avalon Road toward Rochedale. Avalon Road is known to suffer from localised flooding during rain events and the region is heavily treed with a high to very high bushfire hazard rating.

  For information about flooding around Alexandra Hills, please refer to 4.3 – LOCALISED FLOODING.

Neighbourhood Safer Places

An NSP is a local open space or identified building where people may gather, as a last resort, to seek shelter from bushfire. The main purpose of an NSP is to provide some level of protection to human life from the immediate life-threatening effects of a bushfire. An NSP will not guarantee safety in all circumstances as they still entail some risk, both in moving to them and while sheltering in them; they cannot be considered completely safe.

Although QFES cannot guarantee an immediate presence during a bushfire, every effort will be made to provide support as soon as resources are available. The following limitations of an NSP need to be considered if people plan to use one as a last resort:

- QFES may not be present, in the event that they will be fighting the main fire front elsewhere.

- NSPs do not cater for animals or pets.

- NSPs do not provide meals or amenities.

- NSPs may not provide shelter from the elements, particularly flying embers.

- If you are a person with special needs, consider what assistance you may require at an NSP.

If an NSP is part of your contingency plan, it should not require extended travel through fire-affected areas to get there.

The following approved Neighbourhood Safer Places are located closest to Alexandra Hills:

Capalaba State Colleges - Ovals
Category: Open Space
Address: School Road
Suburb: Capalaba, 4157
Latitude: -27.5355495   Longitude: 153.1919055

Cleveland Showground
Category: Open Space
Address: Smith Street
Suburb: Cleveland, 4163
Latitude: -27.5341872   Longitude: 153.2618744

Cleveland State High School - Oval
Category: Open Space
Address: Russell Street
Suburb: Cleveland, 4163
Latitude: -27.5314575   Longitude: 153.2608782

ALEXANDRA HILLS
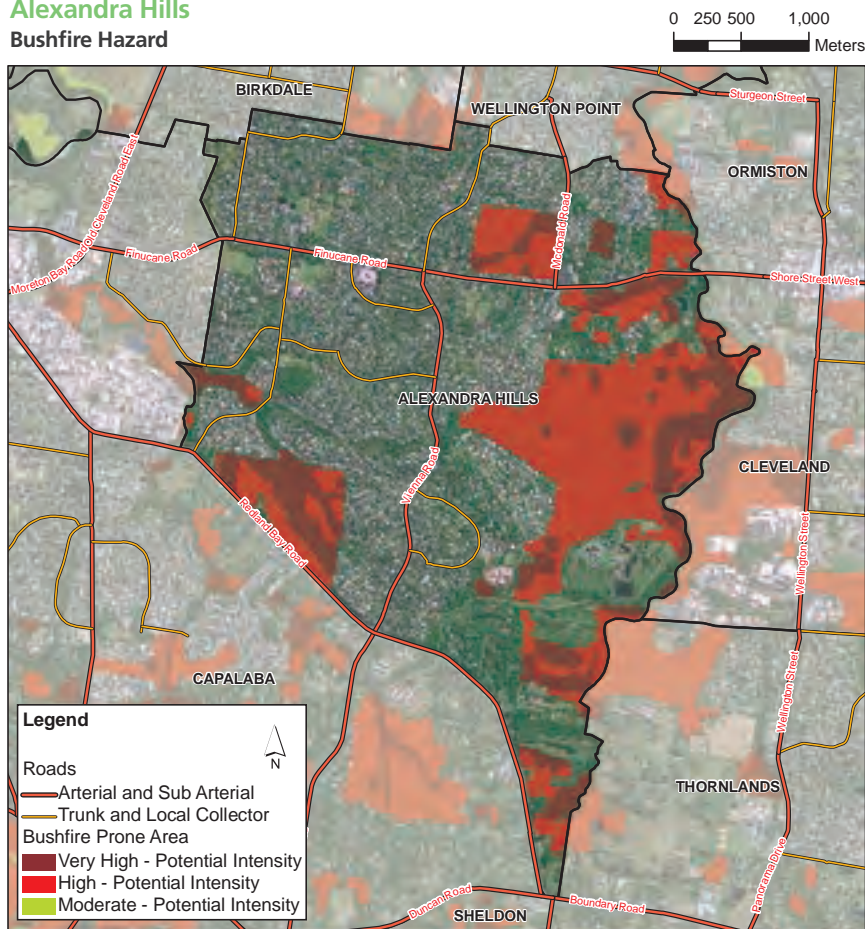## SHOULD KNOW

Natural Hazards

Bushfire

Alexandra Hills is a predominantly a residential area which encompasses large bushland areas to the east and south-west of the suburb. These bushland areas that front McDonald Road and Redland Bay Road and adjoin the rear of properties along Hanover Drive, Nanette Court and Winchester Road are identified as high to very high bushfire hazard. Located in the vicinity of Hanover Drive and Nanette Court is the Alexandra Hills Waste Water Treatment Plant and the Alexandra Hills Reservoir. Both off these pieces of critical infrastructure adjoin high to very high bushfire hazard land and if compromised would have significant impact on communities in the north of Redland City.

Properties adjacent bushland areas may be at risk of ember attack should there be a bushfire in the vicinity. During a wild fire, embers can travel up to 3 kilometres in front of a fire line which means residents need to be vigilant and be prepared. For more information about bushfire preparedness and what to do during a bushfire, visit the Queensland Rural Fire Service website at: www.ruralfire.qld. gov.au and download the Bushfire Survival Plan – PREPARE. ACT.SURVIVE.

Redland City Council employs a range of fire mitigation strategies to reduce the risk of bushfire in the area. These strategies include hazard reduction burning (back burns), fire breaks and weed management. Redland City Council is also investigating arrangements with Queensland Fire and Emergency Services to support fire mitigation activities around the city.

Alexandra Hills
Bushfire Hazard

Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector
Bushfire Prone Area
- Very High - Potential Intensity
- High - Potential Intensity
- Moderate - Potential Intensity

Disclaimer:
The data published in State Planning Policy Bushfire Prone Mapping is produced for information purposes only.
Whilst every effort is made to ensure the accuracy of this data, the Department of State Development, Infrastructure and Planning makes no representations or warranties about its accuracy, reliability, completeness or suitability for any particular purpose and disclaims all responsibility and all liability (including without limitation, liability in negligence) for all expenses, losses, damages (including indirect or consequential damage) and costs which you might incur as a result of the product being inaccurate or incomplete in any way and for any reason.

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Flood Prone, Storm Tide

Alexandra Hills has a limited network of waterways, the majority of which are located within the bushland areas with minimal impact on surrounding residential areas. To date, there have been no roads identified in the Alexandra Hills area that are impacted by flooding as a result of heavy rain events.

Alexandra Hills
Flood Prone, Storm Tide Hazard

Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector
RPS Flood Prone, Storm Tide Overlay
■ Storm Tide Area
■ Flood Prone Area
■ SMBI Flood Prone and Storm Tide Area
■ Drainage Constrained Land
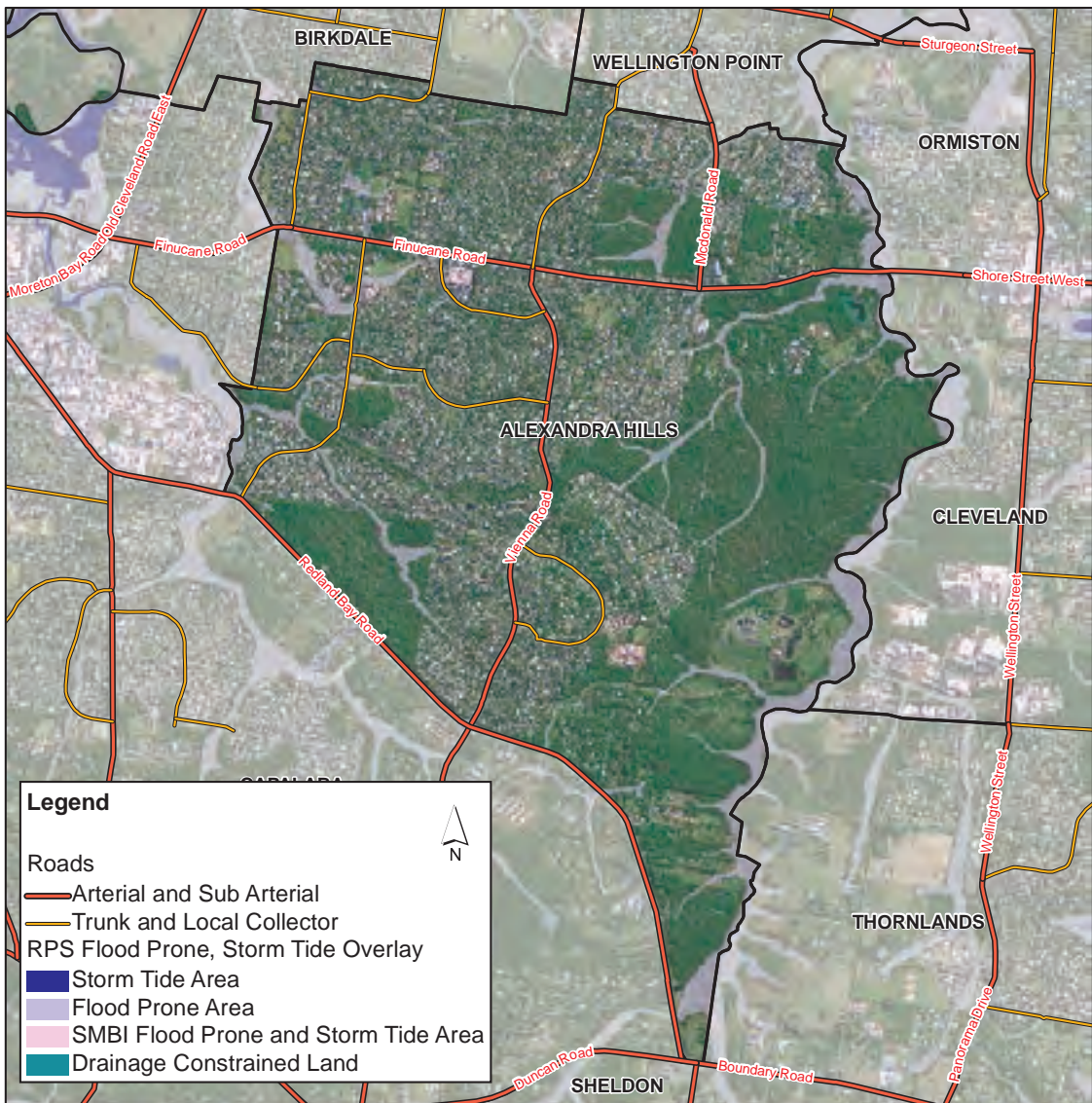
Natural Hazards

Landslide

Landslide Hazard mapping indicates that Alexandra Hills has either no or low landslide risk. The areas of low landslide risk are generally identified around the Alexandra Hills Reservoir and the surrounding residential estate east of Vienna Road and continuing further east to Sevenoaks Street and Teesdale Road.

These areas are heavily populated with a high level of residential development so the Redland Planning Scheme, through the Landslide Hazard Overlay attempts to

mitigate the impacts of the landslide hazard by requiring more robust engineering for developments built within the identified landslide hazard areas. It is important for engineers and geologists to evaluate slope stability and any landslide threat during development assessments so that effective and timely remedial measures can be implemented. For further information, refer to the Redlands Planning Scheme, Landslide Hazard Overlay.

Alexandra Hills
Landslide Hazard

0   250 500   1,000 Meters
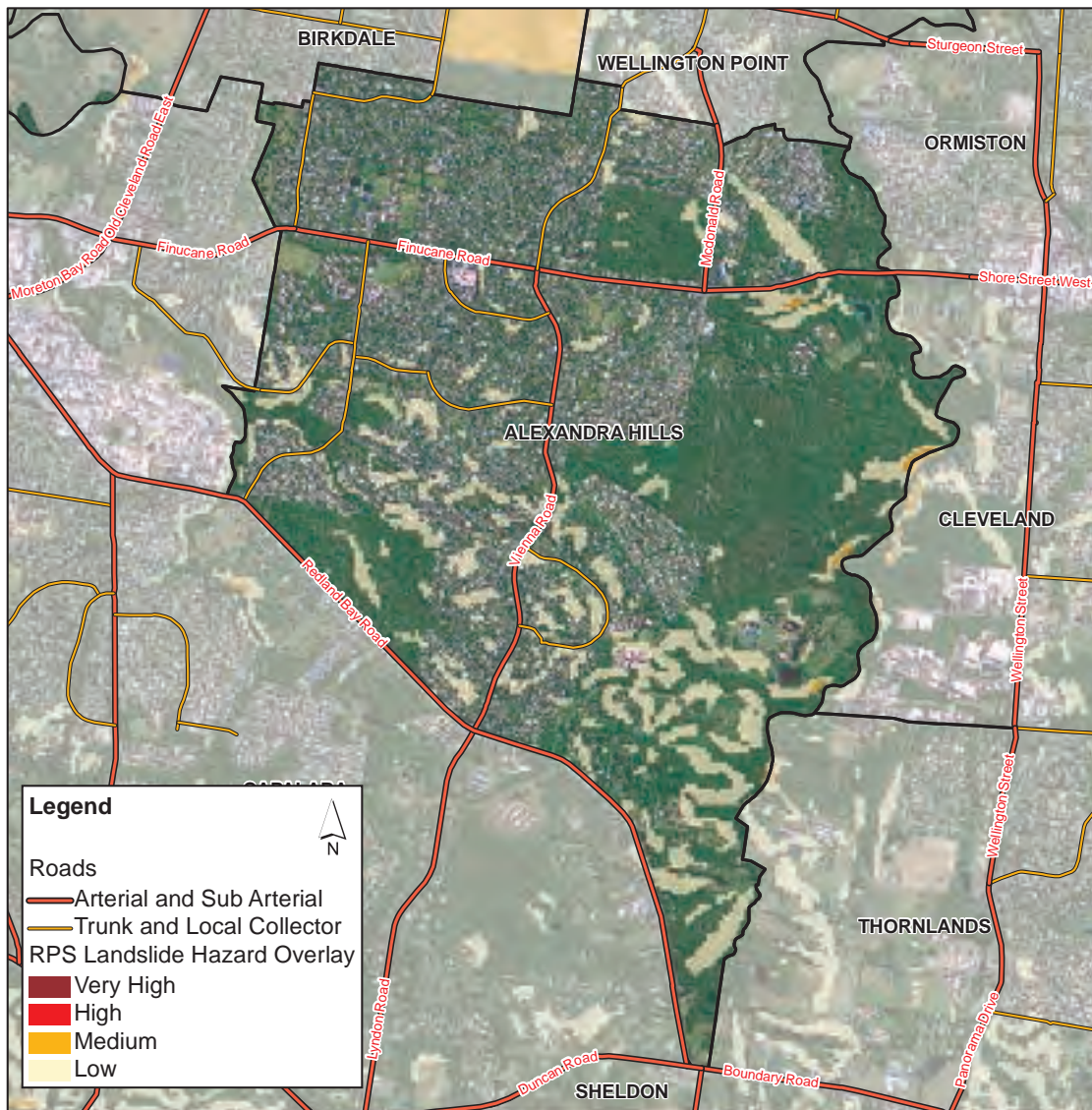
Legend

Roads
— Arterial and Sub Arterial
— Trunk and Local Collector
RPS Landslide Hazard Overlay
■ Very High
■ High
■ Medium
□ Low

Critical Infrastructure

Critical infrastructure at the time of a disaster event includes utilities such as power, water, sewerage, telecommunications, gas and road and rail networks. Impacts of a disaster on these services may have far reaching long term affects for mainland communities.

Sewage

Alexandra Hills' long established residential areas are connected to the sewer network which links into the Alexandra Hills Sewerage Treatment Plant located to the east of Hanover Drive adjacent bushland identified as being a high to very high bushfire hazard.

The small number of acreage properties located in the south and north-east of the suburb are not sewered and rely on a mix of gravity fed septic systems and on-site sewerage treatment plants located on the properties to manage the wastewater. The on-site sewerage treatment plants require electricity to function, therefore it is recommended that these systems have a back-up generator to cope with extended periods of power outages which can occur during severe weather events.

Water

Alexandra Hills receives its water supply from the Alexandra Hills Reservoir located at Hilltop Circuit, Alexandra Hills. The Alexandra Hills Reservoir services the Redland City's northern suburbs via a pipeline network that is both gravity fed and pressurised. The reservoir holds a mix of water from the Leslie Harrison Dam and the Herring Lagoon bore field on North Stradbroke Island.

This is possible because the Alexandra Hills Reservoir connects to both the Leslie Harrison Dam and the Mt Cotton Reservoir at Tallow Wood Court, Mt Cotton. The Mt Cotton Reservoir is in turn connected to the Heinemann Road Reservoir, Mt Cotton which connects to both the South East Queensland Grid and North Stradbroke Island. Redland City is connected to the South East Queensland Water Grid via a pump station on Gramzow Road, Mt Cotton which allows water to be pumped to and from the city via the Heinemann Road Reservoir, Mt Cotton. This network of reservoirs, pump stations and pipelines ensures that water can be moved around the network and that multiple water supplies are available to residents living in all areas Redland City.

Electricity

The main power supply to Cleveland, which is carried on 110Kv overhead powerline network, runs through the acreage areas of Sevenoaks Street and past the Alexandra Hills Wastewater Treatment plant to Cleveland. This network utilises steel towers within a maintained corridor to mitigate the risks posed by natural disasters such as fire and flood.

There are a few residential pockets at the southern end of Windemere Road and around the Hanover Drive area that utilise an underground powerline network, however the majority of Alexandra Hills has been long established and as such is serviced by an overhead powerline network.

Overhead powerlines are more susceptible to damage during severe weather which can result in power outages and fallen powerlines. Fallen powerlines oppose significant dangers to the community, be aware that any object in contact with powerlines could be live. The area is more dangerous in wet conditions as water is an excellent conductor.

Remember: any metallic objects, including fences, will be electrified if they touch or are even close to a live fallen powerline. Even a tree branch can be a potential conductor of electricity if it is in contact with a live wire. Stay away from fallen powerlines and alert others of the danger – contact Energex on 13 19 62.

RACQ get ready QUEENSLAND

qld.gov.au/getready

Critical Infrastructure

Gas

Alexandra Hills has a pressurised gas main that runs along Finucane Road past the Alexandra Hills Shopping Centre where it turns south and travels along Sallows Street to McDonald Road where it turns south to Flinders Street and then east to Cleveland behind the Cleveland Cemetery. This gas main is used by commercial enterprises and services the Alexandra Hills Shopping Centre, The Alex Hills Hotel and the Retirement Village on McDonald Road.

There is no domestic reticulated gas service within Redland City, however there are homes within the area that use gas bottles to service hot water systems and cooking appliances. Residents are reminded to diligent with the appropriate storage and maintenance of any gas bottles that they have located on their property.

Telecommunications

Alexandra Hills is connected via landlines to the telecommunications and data networks. There is good mobile network coverage in Alexandra Hills with limited to no mobile reception black spots in the area. Telstra is the major supplier of telecommunications to the region; other suppliers include Optus and Vodafone. The State Emergency Service (SES) have established communications infrastructure on top of the Alexandra Hills Reservoir which provides radio communications capabilities to their emergency service units throughout mainland Redland City.

Road Network

REMEMBER: If it's flooded, forget it!

On 20 November 2012, Iain MacKenzie – Inspector General Emergency Management said *"There is absolutely no excuse for motorists who deliberately drive or walk past a road closed sign and into floodwaters. Even if you are in familiar territory and believe local knowledge will get you through, think again. Floodwaters are treacherous and the dangers are hidden beneath the surface."*

Every year people are hurt, or die, trying to cross or play in flooded waterways. It can happen anywhere – roads, creeks, dams, parks or backyards. Residents should be aware of the dangers connected to floodwater or swift flowing water such as: slippery surfaces; uneven ground; strong currents; sharp objects; electrical current; fences; vehicles; rocks; long grass; tree branches; sewerage; and chemicals.. If you get trapped in floodwater, you not only put your life and the lives of the people with you at risk, but you also put the lives of the rescuers at risk too.

Localised flooding may temporarily restrict access and cut roads in some areas of Redland City. Please consider this when planning to drive during periods of heavy rain. A list of the areas impacted by localised flooding appears in this plan in 4.3 – LOCALISED FLOODING.

Rail Network

Currently there is no rail infrastructure in Alexandra Hills and there are no plans to extend the rail network to Alexandra Hills in the near future.
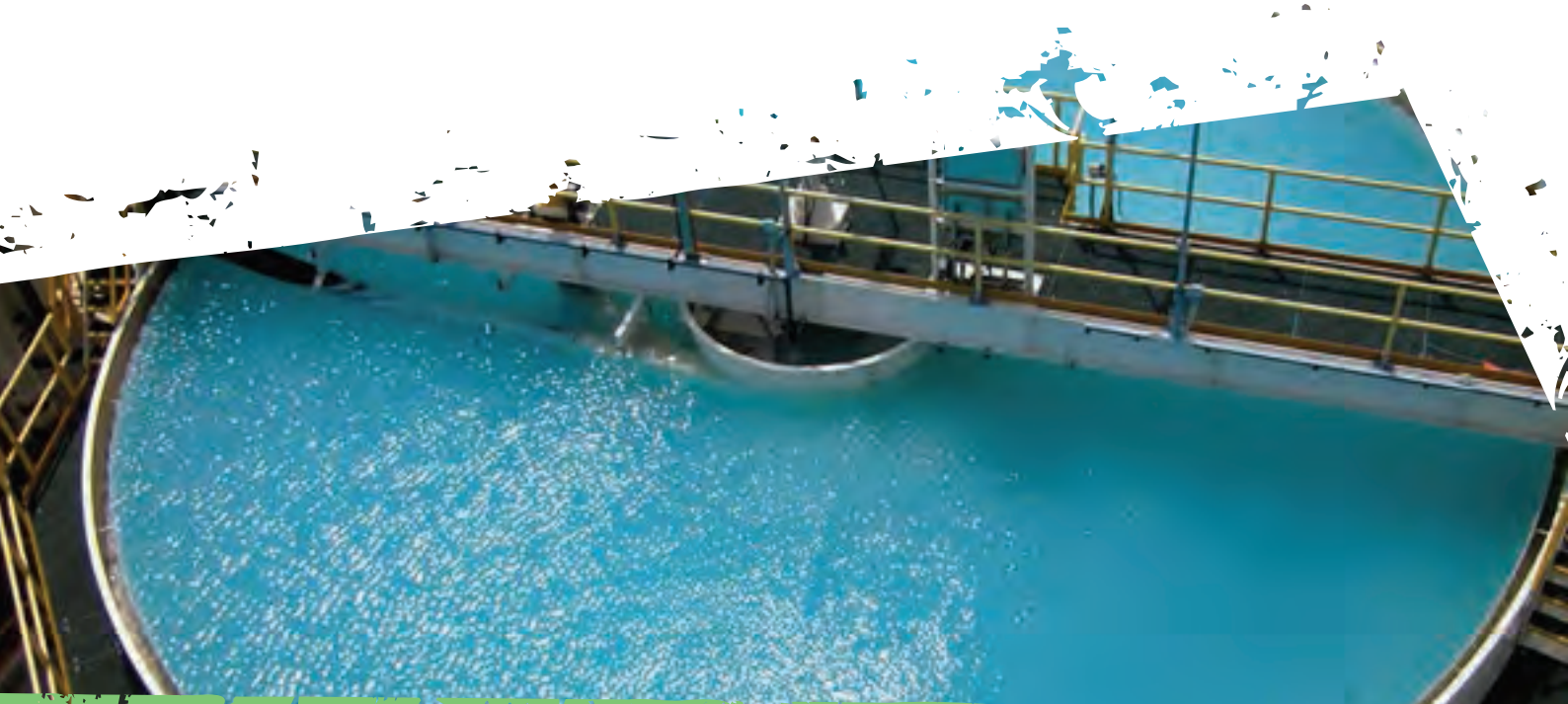
ABOUT
ALEXANDRA HILLS

Background

Alexandra Hills, centrally located in Redland City is bounded by Valantine Road, Fullerton Street, Randall Road, William Street, Marina Street, Margaret Street, Balmoral Street, Allenby Road, Cherry Street, McDonald Road, the creek and the suburb of Wellington Point in the north, Hilliards Creek in the east, Boundary Road and Redland Bay Road in the south, and Coolnwynpin Creek, Draycott Street, Metropolitan South Institute of TAFE, Alexandra Hills High School and Valantine Road Park in the west. Alexandra Hills has a land area of 1,374 hectares or approximately 14km2. Alexandra Hills is thought to be named after Princess Alexandra.

Settlement of the area dates from the mid 1800s, with some land used for farming. Most of it remained as bushland until the mid-1960s, when significant residential development occurred, spurred by the planning of the suburb as a satellite town in 1961. Rapid growth took place from the late 1960s into the late 1980s, with population growth slowing during the early 1990s. The population was relatively stable from 1996, a result of little change in dwelling stock and a decline in the average number of persons living in each dwelling. Today, Alexandra Hills is a predominantly residential area, but also includes substantial parkland and conservation areas, and a sewage treatment plant in the east.

Major features of the area include Metropolitan South Institute of TAFE (Alexandra Hills Campus), Alexandra Hills Shopping Centre, Greater Glider Conservation Area, Hilliards Creek Platypus Corridor, Scribbly Gums Conservation Area, Squirrel Glider Conservation Area, Alexandra Hills Sporting Club, Alexandra Hills Skate Park, George Street Park, Hanover Drive Park, O'Gorman Street Park, Snowdon Street Park, Valantine Road Park, Windemere Road Park, Alexandra Hills Hall and a number of schools.

Demographic Profile

The Census population of Alexandra Hills in 2011 was 16,698 with a population density of 12.16 persons per hectare, living in 6,044 dwellings with an average household size of 2.84 persons. There were 226 people over the age of 85 living in Alexandra Hills, with largest age group being 15 to 19 year olds in 2011.

The Age Structure of Alexandra Hills provides insights into the suburb's age profile which is a key consideration during disaster preparation, response and recovery to accommodate the needs of the community. It is also an indicator of Alexandra Hills' level of demand for age based services and how it is likely to change in the future.

Age structure - five year age groups, 2011
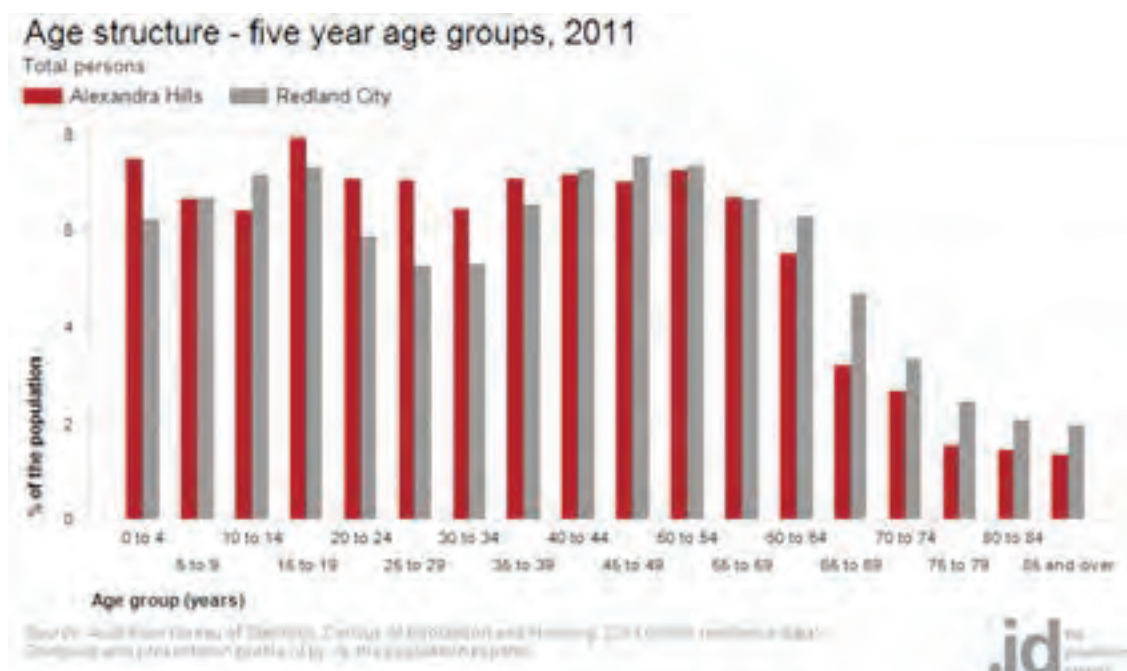
Demographic Profile

Analysis of the five year age groups of Alexandra Hills in 2011 compared to Redland City shows that there was a higher proportion of people in the younger age groups (under 15) and a lower proportion of people in the older age groups (65+). Overall, 20.6% of the population was aged between 0 and 15, and 10.2% were aged 65 years and over, compared with 20.1% and 14.5% respectively for Redland City.

The major differences between the age structure of Alexandra Hills and Redland City were:

• A larger percentage of persons aged 25 to 29 (7.0% compared to 5.3%)
• A larger percentage of persons aged 0 to 4 (7.5% compared to 6.2%)
• A larger percentage of persons aged 20 to 24 (7.1% compared to 5.9%)
• A smaller percentage of persons aged 65 to 69 (3.2% compared to 4.7%)

Change in age structure - five year age groups, 2006 to 2011
Alexandra Hills - Total persons
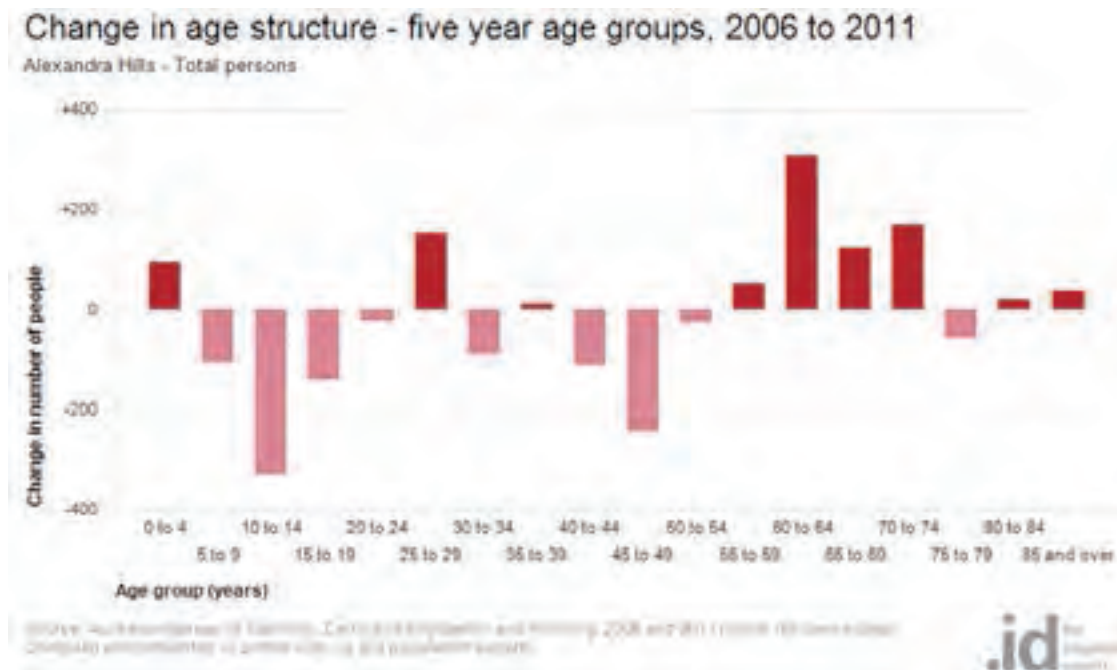
From 2006 to 2011, Alexandra Hills's population decreased by 171 people (1.0%). This represents an average annual population change of -0.2% per year over the period.

The largest changes in age structure in this area between 2006 and 2011 were in the age groups:

• 10 to 14 (-332 persons)
• 60 to 64 (+307 persons)
• 45 to 49 (-246 persons)
• 70 to 74 (+171 persons)

Need for Assistance

755 people or 4.5% of the population in Alexandra Hills report needing help in their day-to-day lives due to disability. *Please note: A person's reported need for assistance is based on the subjective assessment of people evaluating themselves, (or their carers), as being in need of assistance and should therefore be treated with caution.*

Alexandra Hills' disability statistics relate directly to need for assistance due to a 'profound or severe core activity limitation'. This population is defined as people who need assistance in their day to day lives with any or all of the following activities – self-care, body movements or communication – because of a disability, long-term health condition, or old age. Alexandra Hills' disability statistics help in understanding the prevalence of people who need support in the community, particularly during a disaster.

Redland
CITY COUNCIL

Need for assistance with core activities, 2011

■ Capalaba ▦ Redland City

Persons who need assistance by age group (years)
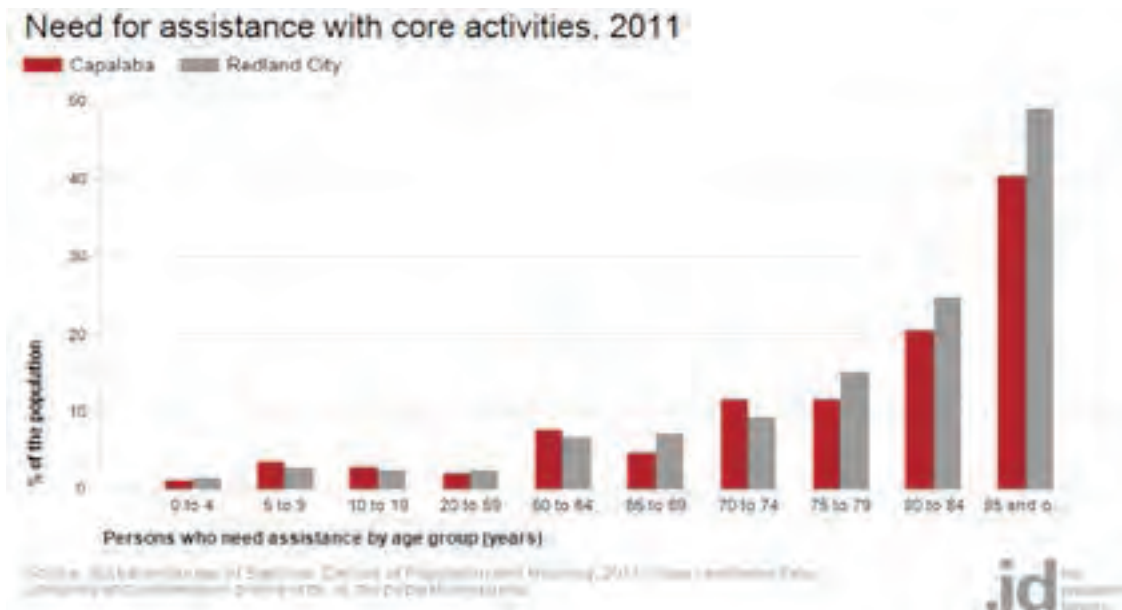
Analysis of the need for assistance of people in Alexandra Hills compared to Redland City shows that there was a similar proportion of people who reported needing assistance with core activities. Overall, 4.5% of the population reported needing assistance with core activities, compared with 4.7% for Redland City.

The major differences in the age groups reporting a need for assistance in Alexandra Hills and Redland City were:

• A larger percentage of persons aged 75 to 79 (26.1% compared to 15.0%)
• A larger percentage of persons aged 85 and over (56.9% compared to 49.0%)
• A larger percentage of persons aged 70 to 74 (12.0% compared to 9.3%)
• A smaller percentage of persons aged 60 to 64 (5.3% compared to 6.5%)
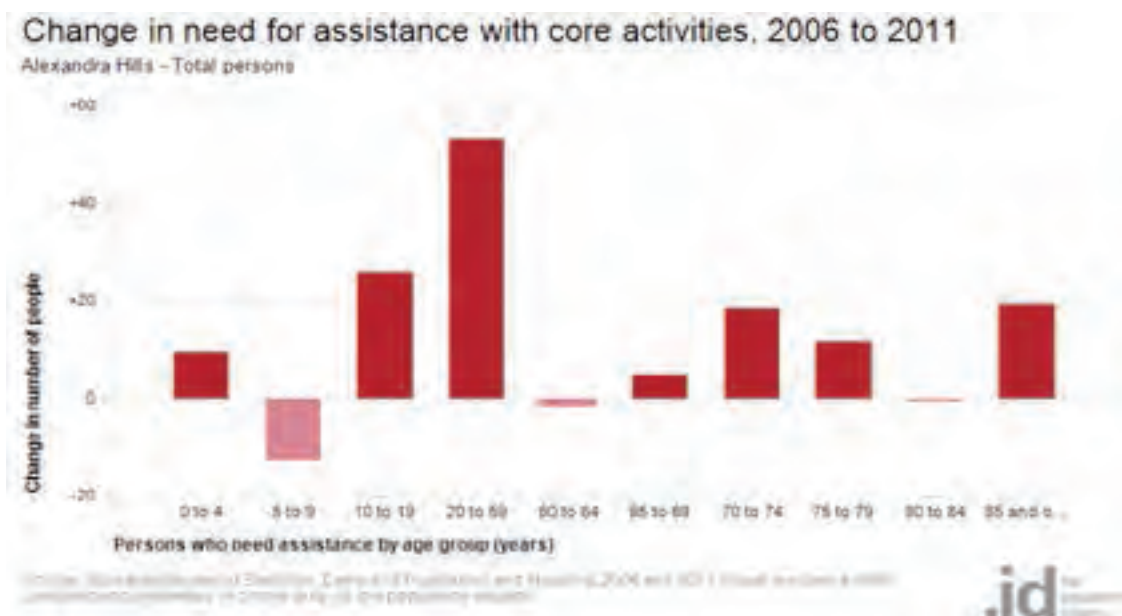
Change in need for assistance with core activities, 2006 to 2011

Alexandra Hills – Total persons

Persons who need assistance by age group (years)

The major difference in the age groups reporting a need for assistance between 2006 and 2011 in Alexandra Hills was in the age group:

• 20 to 59 (+53 persons)

4

IMPORTANT INFORMATION FOR MAINLAND REDLAND CITY

Redland
CITY COUNCIL

4.1 MAINLAND EMERGENCY SERVICES

There is a range of emergency services located throughout the mainland area of Redland City which are critical to community safety and wellbeing before, during and after a disaster. These emergency service agencies are members of the Redland City LDMG and work together to prepare for and provide a coordinated response during disaster events. Listed below are the emergency services located on the mainland of Redland City.

For a listing of emergency services located on the bay islands, please refer to Part 2 – Islands of Moreton Bay.

REMEMBER: For LIFE-THREATENING emergency or to report a FIRE, call 000 for Police, Fire or Ambulance.

Hospitals
- **Redlands Hospital**
  Weippin Street, Cleveland
  Phone: 3488 3111

- **Redlands Mater Private Hospital**
  Weippin Street, Cleveland
  Phone: 3163 7444

Police Stations
- **Capalaba Police Station**
  217 – 219 Mount Cotton Road, Capalaba
  Phone: 3433 3333

- **Capalaba Police Station – Shopfront**
  Capalaba Park Shopping Centre –
  Redland Bay Road, Capalaba
  Phone: 3245 8120

- **Cleveland Police Station**
  1 – 11 Middle Street, Cleveland
  Phone: 3824 9333

- **Redland Bay Police Station**
  60 Hamilton Street, Redland Bay
  Phone: 3829 4111

- **Child Protection Unit**
  Phone: 3829 4179

Fire Stations
- **Capalaba Fire Station**
  223 Mt Cotton Road, Capalaba
  Phone: 3245 2526

- **Cleveland Fire Station**
  Corner Wellington & Russell Streets, Cleveland
  Phone: 3821 2079

- **Redland Bay Fire Station**
  33 Gordon Road, Redland Bay
  Phone: 3829 1403

Ambulance Stations – Phone: 000
- **Capalaba Ambulance Station**
  221 Mt Cotton Road, Capalaba

- **Cleveland Ambulance Station**
  41 Wellington Street, Cleveland

- **Redland Bay Ambulance Station**
  45 Gordon Road, Redland Bay

State Emergency Services (SES) – Phone: 132 500
- **Cleveland**
  47 Wellington Street, Cleveland

- **Redland Bay**
  Weinam Creek Marina Complex
  Meissner Street, Redland Bay

Marine Rescue
- **VMR Raby Bay**
  17 Williams Street, Cleveland
  Phone: 0427 372 830
- **VMR Victoria Point**
  Colbourn Avenue, Victoria Point
  Phone: 3207 8717
- **VMR North Stradbroke Island**
  Yabby Street, Dunwich
  Phone: 3409 9338

Coastguard QF7 Redland Bay
- 9a Meissner Street, Weinam Creek
  Phone: 3206 7777

St John Ambulance
- Cleveland
  Phone: 1300 360 455

4.2 MAINLAND EVACUATION CENTRES

Evacuation Information

The first preference is for people to 'shelter-in-place' – stay where you are. Evacuations should only occur when the risk of sheltering in place is greater than the risk associated with leaving and moving to a place of lower risk.

Evacuation Centres/Assembly Areas/Helicopter Landing Sites

Evacuation Centres will be opened as demand requires. Information relating to the opening of Evacuation Centres will be announced via the information sources listed above so please tune into local radio – **ABC 612 AM** and **Bay FM 100.3** and follow updates on the Redland City Council news site Twitter and Facebook.

For information relating to current Evacuations, please contact Redland City Council on 3829 8999

The Evacuation Centres are the primary assembly areas during a disaster and will often have an oval or parkland nearby for a helicopter landing site that provides quick access to the Evacuation Centre. Accordingly, latitude and longitude information has been provided for the Evacuation Centres that have adjoining land size suitable to accommodate a helicopter landing site.

A full list of available sites for mainland Redland City can be found below.

These lists contain information on sites that may be used as evacuation centres. A decision on which sites will be safe and appropriate to use will be made at the time of an emergency so please listen to all public emergency messaging.

Alexandra Hills

Alexandra Hills Community Hall
131-155 Finucane Road, Alexandra Hills
Ph: 3829 8999
Lat: -27.5235   Long: 153.2170

Alexandra Hills State High School – Hall
3-21 Windemere Road, Alexandra Hills
Ph: 3820 1444
Lat: -27.5229   Long: 153.2120

Alexandra Hills State School – Performing Arts-Block J
12 Princeton Avenue, Alexandra Hills
Ph: 3820 0333
Lat: -27.5189   Long: 153.2199

Hilliard State School – Hall
106-110 Hanover Drive, Alexandra Hills
Ph: 3820 1666
Lat: -27.5428   Long: 153.2324

Vienna Woods State School – Hall
12-30 Heffernan Road, Alexandra Hills
Ph: 3824 1850
Lat: -27.5259   Long: 153.2305

Vienna Woods State School – Hall
12-30 Heffernan Road, Alexandra Hills
Ph: 3824 1850
Lat: -27.5259   Long: 153.2305

Birkdale

Birkdale School of Arts Hall
101 Birkdale Road, Birkdale
Ph: 3829 8999

Birkdale South State School – Hall
447-459 Old Cleveland Road East, Birkdale
Ph: 3820 4333
Lat: -27.5075   Long: 153.2136

Birkdale State School – Hall
73-85 Agnes Street, Birkdale
Ph: 3286 0777
Lat: -27.4904   Long: 153.2168

Capalaba

Capalaba Place
14 Noeleen Street, Capalaba
Ph: 3829 8999

Capalaba State College – Jnr Campus Hall
150 Mt Cotton Road, Capalaba
Ph: 3823 9333
Lat: -27.5361   Long: 153.1918

Capalaba State College –
Snr Campus Multi-Purpose Shelter
School Road, Capalaba
Ph: 3823 9111
Lat: -27.5366   Long: 153.1935

Coolnwynpin State School – Hall
6 Telaska Court, Capalaba QLD 4157
Ph: 3906 4333
Lat: -27.5476   Long: 153.2023

Cleveland

Cleveland Showgrounds
Edgar Harley Pavilion
44-79 Smith Street, Cleveland
Ph: 3829 8999
Lat: -27.3206   Long: 153.1570

Cleveland State School – Hall
Cnr Queens and Wynyard Streets, Cleveland
Ph: 3488 1333
Lat: -27.5297   Long: 153.2707

Redlands Memorial Hall
44 Smith Street, Cleveland
Ph: 3829 8999
Lat: -27.3206   Long: 153.1570

Redlands Performing Arts Centre (RPAC)
2 Middle Street, Cleveland
Ph: 3829 8999

Mount Cotton

Mount Cotton State School – Hall
1246-1264 Mt Cotton Road, Mount Cotton
Ph: 3822 0444
Lat: -27.6213   Long: 153.2356

Thorneside

Thorneside Community Hall
200-204 Mooroondu Road, Thorneside
Soccer Field, next to Thorneside Community Hall
Ph: 3829 8999
Lat: -27.4867   Long: 153.2075

Thornlands

Thornlands Dance Palais
87-95 Redland Bay Road, Thornlands
Ph: 3829 8999

Thornlands State School – Hall
147-163 Panorama Drive, Thornlands
Ph: 3821 8111
Lat: -27.5487   Long: 153.2614

Redland Bay

Redland Bay Community Hall
5 Weinam Street, Redland Bay
Ph: 3829 8999
Redland Bay Parkland (behind Community Hall)
Lat: -27.6149   Long: 153.3066

Redland Bay State School – Hall
125-141 Gordon Road, Redland Bay
Ph: 3206 7288
Lat: -27.6203   Long: 153.2907

Victoria Point

Victoria Point State High School –
Student Centre-Hall
93-131 Benfer Road, Victoria Point
Ph: 3820 5888
Lat: -27.5924   Long: 153.2852

Victoria Point Community Hall
325 Colburn Avenue, Victoria Point
Ph: 3829 8999
Lat: -27.5844   Long: 153.2921

Victoria Point State School – Hall
274 Colburn Avenue, Victoria Point
Ph: 3820 5666
Lat: -27.5825   Long: 153.2961

Wellington Point

Wellington Point Recreational Hall
347-371 Birkdale Road, Wellington Point
Ph: 3829 8999

Wellington Point State High School – Hall
2-34 Bagden Road, Wellington Point
Ph: 3820 4222
Lat: -27.4920   Long: 153.2309

Wellington Point State School – Hall
452-478 Main Road, Wellington Point
Ph: 3286 0666
Lat: -27.4902   Long: 153.2372

Ormiston

Ormiston State School – Hall
82-110 Gordon Street, Ormiston
Ph: 3824 9111
Lat: -27.5169 Long: 153.2571

4.3 LOCALISED FLOODING

REMEMBER: If it's flooded, forget it!

On 20 November 2012, Iain MacKenzie – Inspector General Emergency Management said *"There is absolutely no excuse for motorists who deliberately drive or walk past a road closed sign and into floodwaters. Even if you are in familiar territory and believe local knowledge will get you through, think again. Floodwaters are treacherous and the dangers are hidden beneath the surface."*

Birkdale

- Bath Street, Birkdale – along the foreshore area
- Collingwood Road, Birkdale – near intersection with Spoonbill Street (impacts the access to St Mary McKillop, Wellington Point High School and Redlands College)
- Mary Street, Birkdale – at the intersection of the creek adjacent to Birkdale State School

Capalaba

- Capalaba Greyhound Racetrack – where Old Cleveland Road enters Redland City

Cleveland

- Cnr Russell and Smith Streets, Cleveland – on the school side of the roundabout
- Island Street, Cleveland – where it intersects Ross Creek
- Shore Street, Cleveland – near the Black Swamp
- Wellington Street, Cleveland – near the culvert, south of Long Street

Mount Cotton

- Mount Cotton Road, Mt Cotton – just south of Woodlands Drive

Ormiston

- Sturgeon Street, Ormiston – softball field overflow car park between roundabouts at Delancey Street and Northern Arterial Road. Water in this area does not impact vehicles on the road

Redland Bay

- Hamilton Street, Redland Bay – where it crosses the creek just south of the Pitt Street intersection
- Pitt Street, Redland Bay – where it crosses the creek just south of the intersection with Hamilton Street (restricts access north to Redland Bay township)
- School of Arts Road, Redland Bay – east of Donald Road. The lakes of Fielding Park do not drain quickly enough into Weinam Creek during heavy rain causing School of Arts Road to be cut
- Serpentine Creek Road, Redland Bay – north of intersection roundabout with Oakland Avenue and Azure Avenue
- Torquay Road, Redland Bay – at the eastern end of the road along the waterfront

Sheldon

- Avalon Road, Sheldon – near the bridge in front of 288 Avalon Road towards the Front Road end

Thorneside

- Railway Parade, Ferry Road and Esplanade, Thorneside – along the railway and waterfront
- Ricketts Road, Thorneside – on the Brisbane City side of Tingalpa Creek, just north of the bridge which impacts traffic access into and out of Redland City

Thornlands

- Clifford Perske Drive, Thornlands – north of Desen Street to mid-way along Kriskyle Place
- George Thorn Drive, Thornlands – on the northern side of the road
- South Street, Thornlands – where the creek intersects the road to the east of the Cleveland Special School
- Thornlands Road, Thornlands – east of Primrose Drive

Wellington Point

- Allan Day Drive, Wellington Point – opposite the foreshore in front of house number 25
- Anson Road, Wellington Point – at the intersection with Birkdale Road. Flooding here causes the traffic lights at this intersection to flash amber which causes further traffic issues as Anson Road provides the only access to Redlands College and access to the rear car park and hall for Wellington Point High School (an identified evacuation centre)
- Birkdale Road, Wellington Point – opposite the Redlands Sporting Club. During a flood, this would cut access to Wellington Point High School (an identified evacuation centre) from Wellington Point to the east
- Jacob Street, Wellington Point – opposite Fernbourne Road
- Nelson Street, Wellington Point – at the intersection with Pitt Road and Tulloch Drive
- Pitt Road – just north of the intersection with Nelson Road and Tulloch Drive
- Sturgeon Street, Wellington Point – east of Starkey Street. Impacts are to the Hilliards Creek pedestrian walkway only, does not impact vehicles on the road

4.4 MAINLAND SERVICES

HOSPITALS

CLEVELAND

Redlands Hospital
Cnr Wellington & Weippen Street
07 3488 3111

Mater Private Hospital Redlands
Weippen Street
07 3163 7444

X-RAY CENTRES

CAPALABA

Queensland X-Ray
Ground Floor
2 Loraine Street
07 3906 4700

CLEVELAND

MEDICAL SERVICES

HOSPITALS

CLEVELAND

Redlands Hospital
Cnr Wellington & Weippen Streets
07 3488 3111

Mater Private Hospital Redlands
Weippen Street
07 3163 7444

X-RAY CENTRES

CAPALABA

Queensland X-Ray
Ground Floor
2 Loraine Street
07 3906 4700

CLEVELAND

QScan Radiology
177 Bloomfield Street
07 3821 1766

Queensland Xray

16 Weippin Street
07 3488 5600

VICTORIA POINT

QScan Radiology Clinics
Suite 4, Lot 1 Bunker Road
07 3207 0511

MEDICAL CENTRES

ALEXANDRA HILLS

Healthfirst Vienna Road
189 Vienna Road
07 3824 3882

Onelife Medical
Alexandra Hills Shopping Centre
Shop
38 Cnr Finucane Road &
Cambridge Drive
07 3824 8144

MEDICAL CENTRES (Cont)

BIRKDALE

Birkdale Medical Centre
120 Birkdale Road
07 3207 4600

CAPALABA

Bayside Medilink Family Practice
11 / 2-8 Redland Bay Road
07 3245 1008

Capalaba General Practice
5 Larbonya Crescent
07 3245 3011

Capalaba Medical Centre
189 Old Cleveland Road
07 3245 9600

Capalaba Medical Clinic
Cnr Dollery & Redland Bay Roads

07 3390 2522

Maridale Park Medical Centre
Cnr Ney & School Roads
07 3245 1564

South East Alliance of General
Practice
Unit 2 / 27 Mount Cotton Road
07 3390 2466

CLEVELAND

Cleveland Clinic
Medical-Dental
110 Bloomfield Street
07 3488 2079

Cleveland Family Practice
Shop 76c
90 Middle Street
07 3488 2862

MEDICAL CENTRES (Cont)

CLEVELAND (Cont)

Cleveland Medical
Cleveland House Suites
2 & 3 Cnr Queen & Bloomfield
Streets
07 3286 6899

Cleveland Medical Centre
177 Bloomfield Street
07 3821 3844

Health Institute for Men
Suite 7
2-20 Shore Street West
07 3821 7780

Pivotal Health
Cnr Shore & Wynyard Streets
07 3286 1122

Redlands Clinic
2 / 16 Weippin Street

MEDICAL CENTRES (Cont)

Redlands General Practice

Bayside Innovation Centre 16 Weippin Street

07 3286 3555

Shore St West Medical Centre

Suite 7

2-20 Shore Street West

07 3821 7780

Silloo Mahemosh Medical Centres

31 Piermont Place

07 3114 2217

MOUNT COTTON

Mt Cotton Medical Centre

Bayview Shopping Village Shop 8/101 Valley Way

07 3829 9088

REDLAND BAY

Adhar Medical Centre

11 Stradbroke Street

07 3206 7944

Donald Road Family Medical Centre

2\100-102 Donald Road

07 3829 3604

Main Street General Practice

171 Main Street

07 3829 3344

Rededge Medical Centre

15/30-32 Cypress Street

07 3829 2496

Redland Bay Surgery

Cnr Stradbroke & Gladstone Streets

07 3829 2057

THORNESIDE

Thorneside Family Medical Practice

207 Thorneside Road

07 3822 3288

MEDICAL CENTRES (Cont)

THORNLANDS

Thornlands Surgery

3 Cleveland-Redland Bay Road

07 3286 1233

VICTORIA POINT

Adventist Retirement Village Medical Centres

571 Cleveland-Redland Bay Road

07 3207 7822

Bayside Medilink Family Practice

123 Link Road

07 3207 7855

Sunstate Family Practice

Victoria Point Lakeside Shop H16B

21–27 Bunker Road

07 3207 7744

Victoria Point Family Practice

12/149 Colburn Avenue

07 3207 8066

Victoria Point Medical & Dental Centre

349-369 Colburn Avenue

07 3401 9555

Victoria Point 7 Day Surgery

Suite 1 / 1 Bunker Road

07 3207 8222

WELLINGTON POINT

Doctors At Wellington Point

Horizon Shopping Centre Shop 21/685 Old Cleveland Road East

07 3106 1270

Wellington Point Family Practice

Cnr Marin Road & Peterson Place

07 3822 4166

ACCOMMODATION APARTMENTS/FLATS

CAPALABA

Fontana Gardens

37/2 Denison Court

07 3245 7622

APARTMENTS (Cont)

CAPALABA (CONT)

Talwalpin Gardens

19 Crotona Road

07 3245 2068

CLEVELAND

Cleveland Terrace

52 Island Street

07 3821 2255

Cleveland Visitors Villas Motel

214-216 Bloomfield Street

07 3286 5756

Northview Townhouse

North Street

0407 613 640

ORMISTON

Ormiston By The Bay

55 Beckwith Street

07 3821 5399

THORNESIDE

Bayshore Central Residential Management

Unit 17/9 Bayshore Central, Bayside Court

07 3822 4308

BED & BREAKFAST

BIRKDALE

Birkdale Bed & Breakfast

3 Whitehall Avenue

07 3207 4442

THORNESIDE

Kirribilli Manor Bed & Breakfast

247 Mooroondu Road

07 3822 9311

BIRKDALE

Bank of Queensland

Shop 9

Birkdale Shopping Centre

Cnr Birkdale Road & Mary Pleasant Drive

07 3822 9755

Redland
CITY COUNCIL

BANKS

CAPALABA

Commonwealth Bank
Shop 71-72
Capalaba Park Shopping Centre
Cnr Mt Cotton & Redland Bay
Roads
07 3245 4000

Heritage Bank
Shop 15
Capalaba Park Shopping Centre
Redland Bay Road
07 3245 3822

CAPALABA (Cont)

NAB
Suite 6
Capalaba Business Centre
Cnr Old Cleveland & Redland Bay
Roads
07 3362 6400

St George Bank
Capalaba Park Shopping Centre
Redland Bay Road
07 3823 3588

Suncorp
Capalaba Park Shopping Centre
Redland Bay Road
13 11 55

CLEVELAND

Commonwealth Bank
Shop 25 Stockland Cleveland
Shopping Centre
Middle Street
07 3286 1644

Heritage Bank
42 Bloomfield Street
07 3821 1833

National Australia Bank Ltd
Stockland Cleveland
Middle Street
1300 650 605

BANKS (Cont)

CLEVELAND (Cont)

Suncorp
Stockland Cleveland Shopping
Centre
Middle Street
13 11 55

Westpac
36-38 Bloomfield Street
07 3821 2520

REDLAND BAY

Bank of Queensland
131 Broadwater Terrace
07 3829 1696

VICTORIA POINT

ANZ Bank
Victoria Point Lakeside
Bunker Road
07 3820 9066

Bank of Queensland
Victoria Point Shopping Centre
Cnr Bunker & Cleveland-Redland
Bay Roads
07 3207 6133

Bendigo Bank
Shop 5/127 Colburn Avenue
07 3820 9355

Commonwealth Bank
Shop 53
Victoria Point Shopping Centre
Cnr Bunker & Cleveland-Redland
Bay Roads
07 3829 7722

Heritage Bank
Victoria Point Shopping Centre
Cleveland-Redland Bay Road
07 3820 8500

NAB
Victoria Point Shopping Centre
Cnr Bunker & Cleveland-Redland
Bay Roads
13 22 65

EQUIPMENT & GENERATOR HIRE

St George Bank
Victoria Point Shopping Centre
Cnr Bunker & Cleveland-Redland
Bay Roads
07 3829 7200

Suncorp
Town Centre Shopping Centre
349-369 Colburn Avenue
13 11 55

Westpac
Lakeside Shopping Centre
6-8 Bunker Road
07 3207 9243

CAPALABA

Darko Equipment
298 Old Cleveland Road East
07 3245 1185

Multi Hire
146 Redland Bay Road
07 3390 3666

CLEVELAND

Kennards Hire
16 Wellington Street
07 3286 1200

EQUIPMENT & GENERATOR HIRE
(Other Locations)

BEENLEIGH

Active Hire
1 Logan River Road
07 3287 3222

Kennards
Cnr Logan River Road & Harburg
Drive
07 3287 3133

EQUIPMENT & GENERATOR HIRE (Cont)

BOWEN HILLS

Coates Hire
171 Abbotsford Road
07 3434 0960

Kennards
Cnr Abbotsford & Edmondstone
Roads
07 3257 1444

BRENDALE

Kennards
176 South Pine Road
07 3881 1008

Macfarlane Generators
31 South Pine Road
07 3205 6333

BUNDAMBA

Kennards
Cnr Boyce Street & Brisbane Road
07 3282 2688

BURLEIGH WEST

Kennards
Cnr Reedy Creek Road & Taree
Street
07 5593 5866

EAGLE FARM

Coates Hire
340 Curtin Avenue West
07 3268 2232

Coates Hire
Fison Avenue
07 3623 3680

EAST BRISBANE

Kennards
39 Caswell Street
07 3823 0000

EQUIPMENT & GENERATOR HIRE (Cont)

HEMMANT

Active Hire
1289 Lytton Road
07 3890 2866

INDOOROOPILLY

Kennards
10 Rennies Road
07 3878 6277

LABRADOR

Kennards
316 Brisbane Road
07 5537 1644

MAROOCHYDORE

Kennards
23 Page Street
07 5445 3400
EQUIPMENT & GENERATOR HIRE
(Cont)

NERANG

Kennards
16 Spencer Road
07 5596 3691

NOOSAVILLE

Kennards
13 Leo Alley Road
07 5455 5151

OXENFORD

Kennards
159 Old Pacific Highway
07 5573 3055

EQUIPMENT & GENERATOR HIRE (Cont)

ROCKLEA

Coates Hire
49 Boundary Road
(cnr. Ipswich Road)
07 3309 9999

Generator Hire Service
6 Shoebury St
07 3392 7733

Kennards
Cnr Granard & Balham Roads
07 3277 4455

REDCLIFFE

Kennards
77 Snook Street
07 3883 1766

SLACKS CREEK

Kennards
3327 Logan Road
07 3290 1700

VIRGINIA

Kennards
Cnr Toombul Road & St Vincents
Road
QLD 4014
07 3260 6088
EQUIPMENT & GENERATOR HIRE
(Cont)

WILLAWONG

Southern Generator Hire
73 Gardens Drive
1300 350 706

HARDWARE STORES

ALEXANDRA HILLS

True Value
Cnr Finucane Road & Cambridge
Drive
07 3824 0732

Redland
CITY COUNCIL

HARDWARE STORES (Cont)

BIRKDALE

Birkdale Hardware
379 Old Cleveland Road East
07 3207 1622

CAPALABA

Bunnings Hardware
Cnr Pittwin Road North & Mt Cotton Road
07 3390 1233

Hudson Building Supplies
6/160 Redland Bay Road
07 3245 2531

Queensland Hardware & Tool Supplies
5 Satinash Court
07 3206 0701

CLEVELAND

Cleveland Mitre 10
25-31 Shore Street
07 3821 1153

ORMISTON

Tango Timber & Construction Supplies
2/7 Trade Street
0412 194 646

REDLAND BAY

Mitre 10
30 Gordon Road
07 3829 0200

VICTORIA POINT

Bunnings Hardware
Cnr Colburn Avenue & Cleveland-Redland Bay Road
07 3829 7000

HENDRA

Active Hire
360 Nudgee Road
07 3630 1300

HARDWARE STORES (Brisbane Area) (Cont)

KELVIN GROVE

Tool & Equipment Hire Brisbane
12 Herston Road
(Next to Shell Service Station)
07 3352 5122

MOOROOKA

Tool & Equipment Hire Brisbane
1049 Ipswich Road
(Cnr of Mitchlin Street)
07 3848 4444

LAWNTON

Tool & Equipment Hire Brisbane
679 Gympie Road
07 3381 2266

SUMNER PARK

Centenary Hire
69 Spine St (cnr Jijaws St)
07 3715 9700

ROCKLEA

Active Hire
1808 Ipswich Road
(Cnr Reginald Street)
07 3277 8566

STAFFORD

Brisbane Hire Service
24 Hayward St
07 3356 9011

PORTABLE TOILETS & SHOWERS (Local)

THORNESIDE

Knights Portable Toilet Services Pty Ltd
11 Beatty Road
07 3822 3832

PORTABLE TOILETS & SHOWERS (Other Locations) (Cont)

ACACIA RIDGE

Merlin Portable Toilet & Shower Solutions
3/22 Success Street
07 3274 2221

BERRINBA

Portaloo Hire
271 Gilmore Road
1300 007 465

BRISBANE

Toilet Hire
1800 137 233
07 3299 2211

BRISBANE NORTH

Portable Toilet Hire Australia
1300 428 645

KELVIN GROVE

Party & Event Toilet Hire/ CityHire Central
12 Herston Road
07 3352 5122

LAWNTON

Party & Event Toilet Hire/ CityHire Northside
557 Gympie Road
07 3881 2266

MOOROOKA

City Hire
1049 Ipswich Road
07 3848 7618

OXLEY

Smart Skip – Portable Toilet Hire
2145 Ipswich Road
13 75 47
07 3373 5000

PORTABLE TOILETS & SHOWERS
(Other Locations) (Cont)

TINGALPA

Brisbane Bathroom Hire
1/294 New Cleveland Road
1800 767 827

YATALYA

Excloosive Luxury Toilet Hire
1300 882 885

BERRINBA

Portable Toilet Hire
271 Gilmore Road
07 3299 2211

CABOOLTURE

Dinkum Dunnies
8 Auster Court
07 5495 5733

COOLUM BEACH

Australian Portable Toilets
51 Link Crescent
07 5351 1069

TOOWOOMBA

Toowoomba Portable Toilets & Showers
621 Alderly Street
0412 737 130

BRISBANE & GOLD COAST

Viking Rentals: Toilet Hire & Portable Shower Hire
1300 386 694

CENTRAL COAST
0421 388 809

FAR SOUTH COAST
0418 666 631

GOLD COAST
1800 137 233
0418 666 619

VETERINARY CLINICS

PETS

Redland City Council Animal Shelter
264 South Street
THORNLANDS
07 3829 8663

ALEXANDRA HILLS

Dickson & Associates Veterinary Surgeons
Alexandra Hills Shopping Centre
1/61 Cambridge Drive
07 3820 2066

Vienna Road Veterinary Surgery
Burwood Heights Shopping Centre
8/195 Vienna Road
07 3824 7788

BIRKDALE

Birkdale Veterinary Clinic
112 Birkdale Road
07 3822 7725

CAPALABA

Capalaba Veterinary Clinic
8/29 Moreton Bay Road
07 3390 1188

Green Cross Capalaba Animal Hospital
155 Old Cleveland Road
07 3390 3555

CLEVELAND

Cleveland Veterinary Clinic
195 Middle Street
07 3286 1800

Raby Bay Vet Surgery
73 Shore Street

VETERINARY CLINICS (Cont)

07 3286 4020

REDLAND BAY

Veterinary Happiness Redland Bay
3 Marine Street
(Cnr Broadwater Terrace)
07 3206 7911

THORNLANDS

Brian Stewart Veterinary Clinic
Crystal Waters Shopping Centre
Island Outlook Avenue
07 3821 6003

Redlands Veterinary Clinic
433 Boundary Road
07 3207 7325

VETERINARY CLINICS (Cont)

THORNLANDS (Cont)

Thornlands Veterinary Hospital
135 South Street
07 3286 7888

VICTORIA POINT

Koala Park Veterinary Surgery
535 Cleveland-Redland Bay Road
07 3207 6041

WELLINGTON POINT

Wellington Point Veterinary Surgery
1/405 Main Road
07 3822 2333

DOG BOARDING KENNELS & CATTERIES

CAPALABA

Pooches Playhouse
Unit 2/46 Smith Street
07 3823 5707

MOUNT COTTON

Jazari Boarding & Training For Family Pets
1829 Mount Cotton Road
07 3206 6466

DOG BOARDING KENNELS & CATTERIES (Cont)

REDLAND BAY

Bay Breeze Holiday Kennels & Cattery
80 Double Jump Road
07 3206 7122

REDLAND BAY (Cont)

Redland Bay Boarding Kennels & Cattery
17 Double Jump Road
07 3206 8676

SHELDON

Shady Acres Pet Resort
755 Mount Cotton Road
07 3206 4236

VICTORIA POINT

Woofers Kennels Pty Ltd
14 Worthing Road
07 3206 4909

PET FOODS, PRODUCTS / STORES

BIRKDALE

Raining Cats N Dogs.com.au
0437 733 999

CAPALABA

Bandy Products
42 Pittwin South Road
07 3245 4956

Capalaba Pet Foods
Shop 7 Tower Court Building
36 Old Cleveland Road
07 3390 1498

Capalaba Produce
3211 Old Cleveland Road
07 3390 1433

Pet Stock
67-69 Redland Bay Road
07 3245 4950

PET FOODS, PRODUCTS / STORES (Cont)

Pet Super Store
135 Redland Bay Road
07 3245 3393

P & S Wholesaler's
Shed 8/539 Redland Bay Road
07 3206 3744

Redlands Pet Centre
Shop 80
Capalaba Park Shopping Centre
Redland Bay Road
07 3823 3733

CLEVELAND

Petbarn
42 Shore Street West,
07 3821 2167

REDLAND BAY

Aussie Cat Enclosures
16 Vine Street
07 3829 0563

THORNLANDS

Redlands Produce
87 Boundary Road
07 3206 0069

VICTORIA POINT

Exotiques & Birds Of Paradise
Bunker Road
(Near Lincraft)
07 3820 8470

REDLANDS AREA

Bayside Pet Food
0417 739 654

REAL ESTATE OFFICES

ALEXANDRA HILLS

Deborah Yorston Remax Bayside
Shop 50 Alexandra Hills Shopping Centre
Cnr Finucane Road & Cambridge Drive
0418 700 740

ALEXANDRA HILLS (Cont)

LJ Hooker Alexandra Hills
Shop 51 Alexandra Hills Shopping Centre
Cnr Cambridge Drive & Finucane Road
07 3820 1999

Ray White Alexandra Hills
Shop 4/61 Cambridge Drive
07 3824 0555

Remax Bayside Properties
Shop 50
Alexandra Hills Shopping Centre
Cambridge Drive
07 3824 4000

BIRKDALE

Johnson Real Estate
Cnr Birkdale Road & Agnes Street
07 3207 1577

LJ Hooker Birkdale
120 Birkdale Road
07 3822 1000

CAPALABA

Baraket Realty
88 Old Cleveland Road
07 3390 2388

Bayside Commercial Industrial Sales & Leasing
26 Redland Bay Road
07 3823 5566

Brisbane Bayside
Unit 2B/26 Redland Bay Road
07 3820 8855

Capalaba Agencies
13 Rickey Street
07 3245 5244

CAPALABA (Cont)

Harcourts
1/36 Old Cleveland Road
07 3900 7000
07 3823 5855

LJ Hooker
1/76 Old Cleveland Road
07 3390 3199

Lucas Real Estate
70 Old Cleveland Road
07 3245 3000

Raine & Horne Capalaba
107 Old Cleveland Road
07 3390 1112

Ray White Bayside Commercial
76 Old Cleveland Road
07 3245 7199

Ray White Capalaba
68 Old Cleveland Road
07 3245 7533

World Of Property Pty Ltd
39 Suite
1 Old Cleveland Road
07 3390 1488

CLEVELAND

Cavian Realty
Unit 33, Viewpoint
135 Shore Street
07 3821 1077

Century 21 Bay Realty
152-156 Shore Street
07 3821 2121

Cleveland Real Estate Agencies Pty Ltd
Shop 7B, Raby Bay Harbour
152 Shore Street
07 3286 6888

EC Dean & Sons
112 Bloomfield Street
07 3286 1600

CLEVELAND (Cont)

Elders Cleveland
183 Shore Street
07 3821 8888

First National Cleveland Pearson Bros
23 Middle Street
07 3286 1688

Fruit Property Redland City
Unit 5/106 Birkdale Road
07 3821 7500

Harcourts Moreton Property Group
6/147 Queen Street
07 3821 5751

LJ Hooker Cleveland
Unit 1, Village Square
124 Queen Street
07 3286 2500

Network Realty
32/135 Shore Street
View Point Building
07 3821 5266

Professional Rentals Pty Ltd
Shop 7B, Raby Bay Harbour
152 Shore Street
07 3286 6644

Professionals Cleveland
Cnr Middle & Doig Streets
07 3286 1266

Ray White Cleveland
Suite 12/120 Bloomfield Street
07 3286 4022 Sales

Remax Bayside Properties
Shop 9/123 Bloomfield Street
07 3821 2500

Vicinity Realty
Shop 9/165 Bloomfield Street
07 3821 6226

Walters & Rose Realty
Shop 5-6/39 Middle Street
07 3488 2144

REDLAND BAY

Century 21 Bay Realty
32/133 Broadwater Terrace
07 3206 8288

LJ Hooker Redland Bay
5/131 Broadwater Terrace
07 3829 1133

PRD Nationwide
Red Edge Shopping Centre
Cnr Cypress St & School Of Arts Road
07 3206 7666

Professionals Real Estate Redland Bay Village
Shop 12,Stradbroke Street
07 3829 0677

THORNLANDS

Australian Real Estate
Cleveland-Redland Bay Road
07 3286 2226

VICTORIA POINT

Bennett Family
Pelican's Nest Shopping Centre
Shop 9/149 Colburn Avenue
07 3820 7922

Century 21 At The Point
Lakeside Shopping Centre
3/11-13 Bunker Road
07 3207 8211

Go Gecko Property Sales
Shop E6, Bunker Road Victoria Point Shopping Centre
07 3207 8012

Harcourts Victoria Point
Shop 4, Victoria Point Lakeside
11-13 Bunker Road
07 3820 5999

LJ Hooker Victoria Point
Shops C4 &C5
Lakeside Shopping Centre Lakeside Drive
07 3207 8633

Redland
CITY COUNCIL

REAL ESTATE OFFICES (Cont)

VICTORIA POINT (Cont)

Lucas Real Estate
Shop E8, Victoria Point Shopping Centre
Cnr Bunker & Cleveland Redland Bay Roads
07 3207 6699

Ray White Victoria Point
Shop 1/27 Colburn Avenue Cnr Boat Street
07 3207 8622

Remax Bayside Properties
Redlands Corner
Cnr Colburn Ave & Cleveland-Redland Bay Road
07 3820 9400

Tidbold Real Estate
E30 Victoria Point Shopping Centre
Bunker Road
07 3207 6000

WELLINGTON POINT

Bayside First National
Shop 4/396 Main Road
07 3822 8255

Harcourts Wellington Point
379 Main Road
07 3822 3040

Ray White Wellington Point
Shop 7/405 Main Road
07 3822 1333

Redlands Realty
1/381 Main Road
07 3286 0888

Wi-Bi Realty
1/370 Main Street
07 3822 1429

SERVICE STATIONS

ALEXANDRA HILLS

Shell
Cnr Albelia Street & Finucane Road
07 3824 0055

Woolworths Caltex
71 Cambridge Drive
07 3820 2713

Caltex
Cnr Cambridge Drive & Finucance Road
07 3824 0311

BIRKDALE

Shell
Cnr Napier Street & Birkdale Road
07 3207 3053

CAPALABA

BP
1/3 Currumbin Court
07 3390 3449

BP
Cnr Old Cleveland & Dollery Roads
07 3390 1374

Caltex
2948 Old Cleveland Road
07 3245 3408

Caltex
210 Old Cleveland Road
07 3823 1322

Caltex
420-426 Mt Cotton Road
07 3823 5638

CLEVELAND

Ampol
Cnr Bloomfield Street & Ross Court
07 3821 1602

SERVICE STATIONS (Cont)

CLEVELAND (Cont)

BP
1-3 Gordon Road
07 3286 1148

BP
367 Bloomfield Street
07 3286 1235

Caltex
2 Grant Street (cnr Shore Street)
07 3821 0225

BP
1605 Mt Cotton Road
07 3206 6238

Caltex
420 Mt Cotton Road
07 3823 5638

REDLAND BAY

BP
Redland Bay Road
07 3206 8514

THORNESIDE

Freedom Fuels
Cnr Rickertt & Thorneside Roads
07 3207 1220

VICTORIA POINT

Caltex
480-490 Cleveland-Redland Bay Road
07 3207 8764

Mobil
439-447 Cleveland-Redland Bay Road
07 3207 9671

Shell
Cnr Benfer & Redland Bay Roads
07 3207 6159

SERVICE STATIONS (Cont)

WELLINGTON POINT

BP
Cnr Main & Birkdale Roads
07 3207 2224

Caltex
536 Main road
07 3207 4527

SHOPPING CENTRES

ALEXANDRA HILLS

FOODWORKS

Cnr Bluebell Street & Valentine Rd
07 3824 2396

WOOLWORTHS

Alex Hills Shopping Centre
Cnr Finucane Rd & Cambridge Dr
07 3824 5511

BIRKDALE

WOOLWORTHS

Birkdale Fair Shopping Centre
Cnr Mary Pleasant Drive & Birkdale Road
07 3822 4000

CAPALABA

ALDI

35-37 Mt Cotton Road
07 3451 3000

FOODWORKS

2 Finucane Road
07 3245 6983

COLES

Capalaba Park Shopping Centre
Cnr Redland Bay & Mt Cotton Roads
07 3390 1933

SHOPPING CENTRES (Cont)

CAPALABA (Cont)

WOOLWORTHS

Capalaba Central Shopping Centre
Moreton Bay Road
07 3823 1977

Capalaba Park Shopping Centre
Cnr Redland Bay & Mt Cotton Roads
07 3390 2911

SHOPPING CENTRES (Cont)

CLEVELAND

COLES

Stocklands Middle Street
07 3276 4377

WOOLWORTHS

Stocklands Middle Street
07 3286 3822

ORMISTON

IGA

Shop 5
42 Shore Street West
07 3488 1988

REDLAND BAY

IGA

Red Edge Shopping Centre 30 Cypress Street
07 3206 7284

IGA

141 Broadwater Terrace
07 3206 7909

SHOPPING CENTRES (Cont)

THORNESIDE

FOUR SQUARE STORES

Shop 9
207 Thorneside Road
07 3822 4356

THORNLANDS

IGA

Crystal Waters Shopping Centre
51-55 Island Outlook Avenue
07 3821 3665
VICTORIA POINT

ALDI

11/17 Bunker Road
13 25 34

COLES

Cnr Bunker & Cleveland-Redland Bay Roads
07 3820 5000

WOOLWORTHS

Cnr Bunker & Cleveland-Redland Bay Roads
07 3207 0033

Cnr Cleveland-Redland Bay Road & Colburn Avenue
07 3820 8766

WELLINGTON POINT

FOODWORKS

376 Main Road
07 3207 2598

IGA

677 Old Cleveland Road
07 3207 1866

Redland
CITY COUNCIL

WATER CARRIERS (Local)

MOUNT COTTON

House Water Supply
Mt View Road
(Western side of Mt Cotton Road)
07 3206 6368

VICTORIA POINT

Lee's Liquid Waste & Liquid
Gold Carriers
73-79 Kingfisher Road
07 3206 4844
0418 187 049

WATER CARRIERS
(Other Locations)

AUSTRALIA WIDE

On Tap Water Deliveries
1800 722 219

BASIN POCKET

Keep It Wet
1300 549 000

WATER CARRIERS
(Other Locations) (Cont)

CAMP MOUNTAIN

Northside Water Carriers
07 3289 6647
0458 444 333

ELIMBAH

TDC Water/Vacuum Truck Hire
0428 648 149

EVERGREEN

Evergreen Escape
3606-3616 Oakey Cooyar Road
0423 314 313

GLASS HOUSE MOUNTAINS

H20 Deliveries
0438 946 456

GOLD COAST

Hinterland Water Supplies
1300 794 667

MOUNT GLORIOUS

Samford Water Carriers
1827 Park View Ave
07 3289 0023

UPPER CABOOLTURE

Morayfield Waters Supplies
808 Caboolture River Road
07 5496 7932

WOODFORD

Aquaholic Water Cartage
0418 715 193

YANDINA

Ace Water Delivery
214 Yandina Bli-Bli Road,
07 5472 8006

4.5 SEA TRANSPORT PROVIDERS

Vessel Name	Harbour	Company	Availability	Car Pax	Vehicles	Maximum Wind Speed	Tonnes able to carry	Maximum Deck Passengers
BARGES								
Meg	Victoria Point	Amity Trader Ferry	24/7	25	6	30 knots	30 tonne	60
Sirena	Victoria Point	Amity Trader Ferry	24/7	48	12	30 knots	90 tonne	80
Seabreeze/ Big Red Cat	Toondah Harbour	Big Red Cat/ Stradbroke Ferries	24/7	300	60	30 knots	120 tonne	300
Moongalba/ Stradbroke Ferries	Toondah Harbour	Big Red Cat/ Stradbroke Ferries	24/7	200	28	30 knots	234 tonne	200
Lakarma	Redland Bay	Big Red Cat/ Stradbroke Ferries	A/hours 2 hrs notice	Car/ pax	22 car	30 knots	120 tonne	112
Bay Islander	Redland Bay	Big Red Cat/ Stradbroke Ferrie	A/hours 2 hrs notice	Car/pax	16 car	30 – 35 knots	100 tonne	100

Vessel Name	Harbour	Company	Availability	Car Pax	Vehicles	Maximum Wind Speed	Tonnes able to carry	Maximum Deck Passengers
WATER TAXIS								
Calypso	Toondah	Gold Cats / Stradbroke Flyer	1 hr notice	Na	Na	Discretion of skipper	Na	250
Top Kat	Toondah	Gold Cats / Stradbroke Flyer	1 hr notice	Na	Na	Discretion of skipper	Na	100
Ally Kat	Toondah	Gold Cats / Stradbroke Flyer	1 hr notice	Na	Na	Discretion of skipper	Na	80
Kalamaru	Russell Island	Bay Island Transit System	1 hrs notice	Na	Na	35 knots	Na	120
Kitty Kat	Russell Island	Bay Island Transit System	On call for QA	Na	Na	35 – 40 knots	Na	90
Puralapa	Russell Island	Bay Island Transit System	1 hr notice	Na	Na	35 knots	Na	200
Kurrowerra	Russell Island	Bay Island Transit System	1 hr notice	Na	Na	35 knots	Na	200
AL Robb	Russell Island	Bay Island Transit System	1 hr notice	Na	Na	35 knots	Na	200
Rocket II	Victoria Point	Coochie-mudlo Island Ferries	1 hr notice	Na	Na	Discretion of skipper	Na	108

Vessel Name	Harbour	Company	Availability	Car Pax	Vehicles	Maximum Wind Speed	Tonnes able to carry	Maximum Deck Passengers
QUEENSLAND WATER POLICE								
Brett T HANDRAN	Brisbane River	Queensland Police	24/7	Na	Na	Discretion of skipper	Na	20 Legal 60 Emergency
P G Kidd	Brisbane River	Queensland Police	24/7	Na	Na	Discretion of skipper	Na	10 Legal 20 Emergency
G J Olive	Brisbane River	Queensland Police	24/7	Na	Na	Discretion of skipper	Na	10 Legal 15 Emergency
Vigilant	Brisbane River	Queensland Police	24/7	Na	Na	Discretion of skipper	Na	10 Legal 15 Emergency

Redland CITY COUNCIL

Vessel Name	Harbour	Company	Availability	Car Pax	Vehicles	Maximum Wind Speed	Tonnes able to carry	Maximum Deck Passengers
VOLUNTEER MARINE RESCUE								
North Stradbroke 1	Dunwich	Dunwich Volunteer Marine Rescue	24/7	Na	Na	30 knots	Na	10 – 12 depends on weather and situation
Blue Diamond	Dunwich	Dunwich Volunteer Marine Rescue	24/7	Na	Na	25knots	Na	6 depends on weather and situation
Stessco	Dunwich	Dunwich Volunteer Marine Rescue	24/7	Na	Na	25 knots	Na	3 – 4 depends on weather and situation
Victoria Point 1	Victoria Point	Volunteer Marine Rescue	24/7	Na	Na	40 knots	Na	10 – 12 depends on weather and situation
Papillion	Victoria Point	Volunteer Marine Rescue	24/7	Na	Na	25 knots	Na	4 depends on weather and situation
Raby Bay 111	Raby Bay	Volunteer Marine Rescue	24/7	Na	Na	40 knots	Na	6 depends on weather and situation
Raby Bay 11	Raby Bay	Volunteer Marine Rescue	24/7	Na	Na	40 knows	Na	10 – 12 depends on weather and situation
Raby Bay IV	Raby Bay	Volunteer Marine Rescue	24/7	Na	Na	30 knots	Na	6 depends on weather and situation
AUSTRALIAN VOLUNTEER COAST GUARD								
Lenie S	Weinam Creek Marina	Australian Volunteer Coast Guard	24/7	Na	Na	Discretion of skipper	Na	8 Legal 14 Emergency
Redlands Sporting	Weinam Creek Marina	Australian Volunteer Coast Guard	24/7	Na	Na	Discretion of skipper	Na	14 Legal 18 Emergency
REDLANDS SES								
Cleveland Foxtrot Flood Boat	Cleveland	State Emergency Service	24/7	Na	Na	Discretion of skipper	Na	6 Legal 15 Emergency
Redland Bay Foxtrot Flood Boat	Redland Bay	State Emergency Service	24/7	Na	Na	Discretion of skipper	Na	6 Legal 15 Emergency
SURF LIFE SAVING QUEENSLAND								
Moreton Bay 6m Offshore Rescue Boat	Cleveland	Surf Life Saving Queensland	24/7	Na	Na	Discretion of skipper	Na	10 Legal

![RACQ get ready QUEENSLAND — qld.gov.au/getready]

Emergency Contacts

CALL ENQUIRY	CONTACT
Life-Threatening Emergencies, or Report a Fire	Triple Zero (000) for Police, Fire or Ambulance services.
Non-Emergency Situations	QLD Police on 131 444 QLD Ambulance on 13 12 33
Flood or Storm Damage	State Emergency Service (SES) on 132 500
Council related Emergencies	Redland City Council on 3829 8999 (24 hours).
Water Supply Emergencies	Redland City Council on 1300 015 561
Fallen Powerlines	Energex on 13 19 62. Stay away from fallen power lines and alert people of any dangers.
Power Outages	Energex on 13 62 62
Telecommunication Problems	For Telstra visit: www.telstra.com.au/ or call 132 203 for faults/damage to Telstra property or call 132 299 for business only technical support For Optus visit: www.optus.com.au/ or call 1300 307 937 For Vodafone visit: www.vodafone.com.au/ or call 1300 650 410
Gas Emergencies	Gas Emergency QLD on 1300 763 106
Health and Hospital Information	Queensland Health on 13 HEALTH (13 43 25 84)
School Closures	Contact your children's school directly or visit: education.qld.gov.au/
Road and Traffic Conditons	Transport and Main Roads on 13 19 40 or visit: 131940.qld.gov.au/

![Redland CITY COUNCIL logo]

07 3829 8999 | emergency@redland.qld.gov.au

www.redlanddisasterplan.com.au

REDLAND CITY

HUMAN & SOCIAL RECOVERY PLAN

2014

Redland
CITY COUNCIL

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Attachments

Section 1 Introduction

Recovery from a disaster is defined by the Australian Emergency Management Glossary (1998) as "the coordinated process of supporting emergency affected communities in reconstruction of physical infrastructure and restoration of emotional, social, economic and physical wellbeing."

The Disaster Management Act 2003 stipulates that recovering from a disaster includes, for example the following:

- 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;
- restoring essential infrastructure in the area or areas affected by the disaster;
- restoring the environment in areas affected by the disaster;
- providing health care to persons affected by the disaster, including temporary hospital accommodation, emergency medical supplies and counselling services.

The recovery phase of a disaster event encompasses disaster relief through the provision of immediate shelter, life support and basic human needs to people affected by a disaster event. Recovery also extends to be a coordinated process of supporting affected communities in the reconstruction of the physical infrastructure, restoration of the economy and environment and support for the emotional, social and physical wellbeing of those affected.

Functions of Recovery

In a disaster event, there are four functions of recovery that are addressed, these are:

- Recovery of human-social aspects
- Recovery of infrastructure and essential services
- Recovery of economic and financial aspects
- Recovery of the natural environment.

Depending on the nature of the disaster, one or more of these functions may be the focus of recovery operations. Often a disaster will be of such a scale that all functions need to be addressed to affect recovery. During the response phase to a disaster, the Redland City Local Disaster Management Group (LDMG) will consider the impact of the disaster event and may decide to activate the Redland City Local Recovery Group to coordinate recovery activities based on priorities set by the Redland City LDMG.
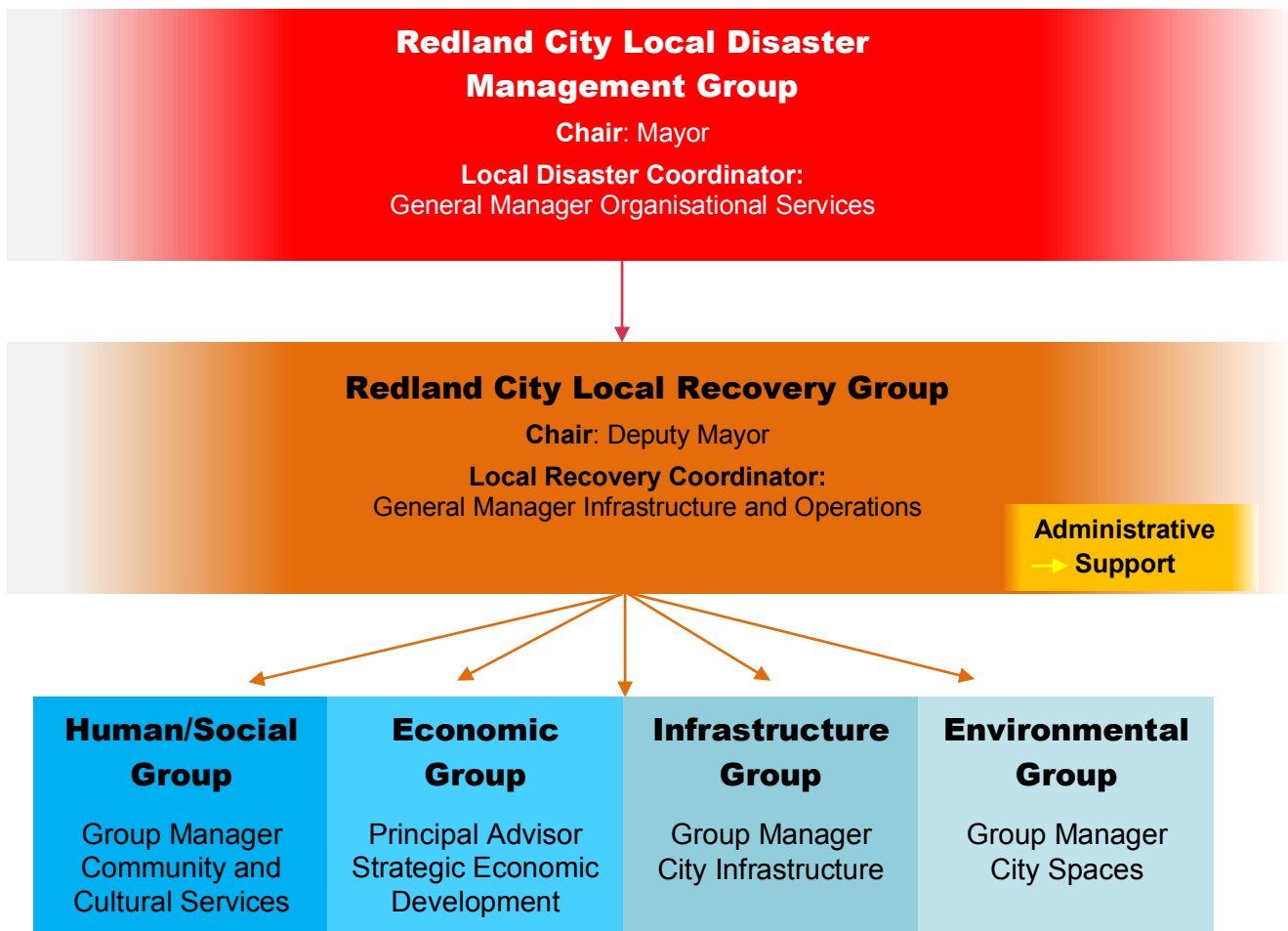
Human and Social Recovery

Human and social recovery is the coordinated process of supporting disaster-affected individuals, families and communities towards the restoration of emotional, social, economic and physical wellbeing. Services typically include the provision of information, payment of financial assistance, and provision of personal and psychosocial support. Community Hubs may be established by the Department of Communities, Child Safety and Disability Services, in partnership with the Redland City Local Recovery Group to enable delivery of recovery services by multiple agencies from a single location, a 'One-Stop-Shop'. Primary human-social considerations resulting from a disaster include:

1. Community characteristics.
2. Psychosocial impacts on the community, families and individuals
3. Number of people affected.
4. Resources required to aid in recovery.
5. Government and non-government organisations that could assist in recovery.
6. Financial assistance available to the community and how can people access it.
7. Communication with the community and recovery support organisations.

Activation of Recovery Arrangements

The Local Recovery Group will be activated by the Chair of the Redland City LDMG when a community has been impacted by a disaster to provide and coordinate recovery services. The Redland City Local Recovery Group may establish separate recovery committees for each of the four functions as required. The Redland City Local Recovery Group will activate a community recovery plan to provide a coordinated approach to the provision of recovery services to the community. The diagram below depicts the structure of the Redland City Local Recovery Group.

Redland City Local Disaster Management Group
Chair: Mayor
Local Disaster Coordinator:
General Manager Organisational Services

Redland City Local Recovery Group
Chair: Deputy Mayor
Local Recovery Coordinator:
General Manager Infrastructure and Operations

Administrative Support

Human/Social Group	**Economic Group**	**Infrastructure Group**	**Environmental Group**
Group Manager Community and Cultural Services	Principal Advisor Strategic Economic Development	Group Manager City Infrastructure	Group Manager City Spaces

Redland City Local Recovery Group Activation Levels

The Redland City Local Recovery Group (LRG) will be activated by the Chair of the Redland City LDMG to coordinate the recovery process when communities have been impacted by disaster events. The activation of the LRG is based on the escalation model shown in the table, which describes the Recovery activation levels in comparison with the Response activation levels.

Note that the Recovery activation levels follow closely behind the Response activation levels and therefore the Local Recovery Group actions are triggered early in the event cycle, before the disaster has occurred. Depending on the nature, location and size of the event, recovery operations may be managed either at the local level, or through a combination of local and district arrangements, enabling Redland City Council to address community vulnerability and build community resilience.

Response Alert		DESCRIPTION	TRIGGERS	ACTIONS
Response Lean Forward	Recovery Alert	• A heightened level of vigilance due to the possibility of an event. • The situation will be closely monitored, but no further action is required.	• Response phase at 'lean forward' level of activation.	• Information sharing commences. • LRC in contact with LDCC/LDC. • Potential actions and risks identified. • Initial advice to all recovery stakeholders.
Response Stand Up	Recovery Lean Forward	• A heightened level of situational awareness of a disaster event (either current or impending) and a state of operational readiness. • Local Recovery Group is on standby and prepared but not activated.	• Response phase at 'stand up' level of activation. • Immediate relief arrangements are required during response phase.	• Monitoring of response arrangements. • Analysis of hazard impact or potential impact. • Relief and recovery planning commences. • Deployments for immediate relief commenced by recovery functional agencies.
Response Stand Down	Recovery Stand Up	• An operational state where resources are mobilised, personnel are activated and operational activities commenced. • Community Recovery Centres are activated.	• Immediate relief arrangements continue. • Response phase moves to 'stand down'. • Medium term recovery commences.	• LRG activated at LDCC or alternate location. • Recovery plan activated. • Deployments for immediate relief response. • Action plans for four functions of recovery activated as required. • Community information strategy employed. • Participate in response debrief. • Transition arrangements from 'response and recovery' to 'recovery' activated including handover from LDC to LRC.

Response Alert		DESCRIPTION	TRIGGERS	ACTIONS
	Recovery Stand Down	• Recovery operations have been finalised and the social and economic well-being, environment and infrastructure has been restored. • Transition from recovery operations for the event back to normal business.	• LRG arrangements are finalised. • Community returns to normal activities with ongoing support as required.	• Consolidate financial records. • Reporting requirements finalised. • Participate in recovery debrief. • Participate in post event debrief. • Post event review and evaluation. • Long term recovery arrangements transferred to functional lead agencies. • Return to core business.

Membership of the Redland Human and Social Recovery Committee may include representatives from all levels of government and community-based agencies with the capability of contributing to the community recovery process. The following list details the current membership:

- Redland City Council
- Department of Communities, Child Safety & Disability Services
- Department of Housing and Public Works
- Australian Government Department of Human Services
- Lions Australia
- St. Vincent de Paul
- Uniting Care
- Australian Red Cross
- Salvation Army
- Adventist Development & Relief Agency (ADRA)
- Queensland Fire & Emergency Services (QFES)
- Redlands Aged Care Providers Group (RACPG)

(Refer to Section 3 Redland Human & Social Recovery Committee for details)

Section 2   Community Recovery Context

Population

Redland had a total resident population of 138,666 (based on usual resident population) in 2011. Of the total population of Redlands, 49% were male and 51% were female.

Redland experienced a population growth of 8% (or 11,039 additional residents) between 2006 and 2011. This indicates an average annual population growth of 1.60% per year over the period.

The mainland suburbs had a total population of 130,302 in 2011. Three (3) of the mainland suburbs each had more than 20% growth across the Census period. They were Mount Cotton (53%), Redland Bay (25%) and Thornlands (21%). These suburbs account for more than 60% (0r 6,687 persons) of all growth for the city during the five year period.

The island communities also experienced a population increase across the Census period. Southern Moreton Bay Islands (SMBI) had a total population of 5,630 in 2011. The combined SMBI population grew by 33% or approximately 1,400 persons during the five year period. This shows that approximately 12% of the total city growth occurred on SMBI.

North Stradbroke Island's (NSI) population in 2011 was 2,030 while Coochiemudlo had 708 persons. Both NSI and Coochiemudlo experienced a very modest total growth of 21 and 49 persons respectively between the Census periods.

The population of Redland is expected to increase by a further 43% to 198,290 in 2036 based on the projections of the Queensland Government Statistician's Office (QGSO)[1].

Age Profile

In 2011, Redland had a median age of 39. This was higher compared to Brisbane (median age was 35) and the whole of Queensland (median age was 36).

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[1] Population projections were prepared by QGSO based on medium series calculations.

Age Distribution (%) Redlands 2011
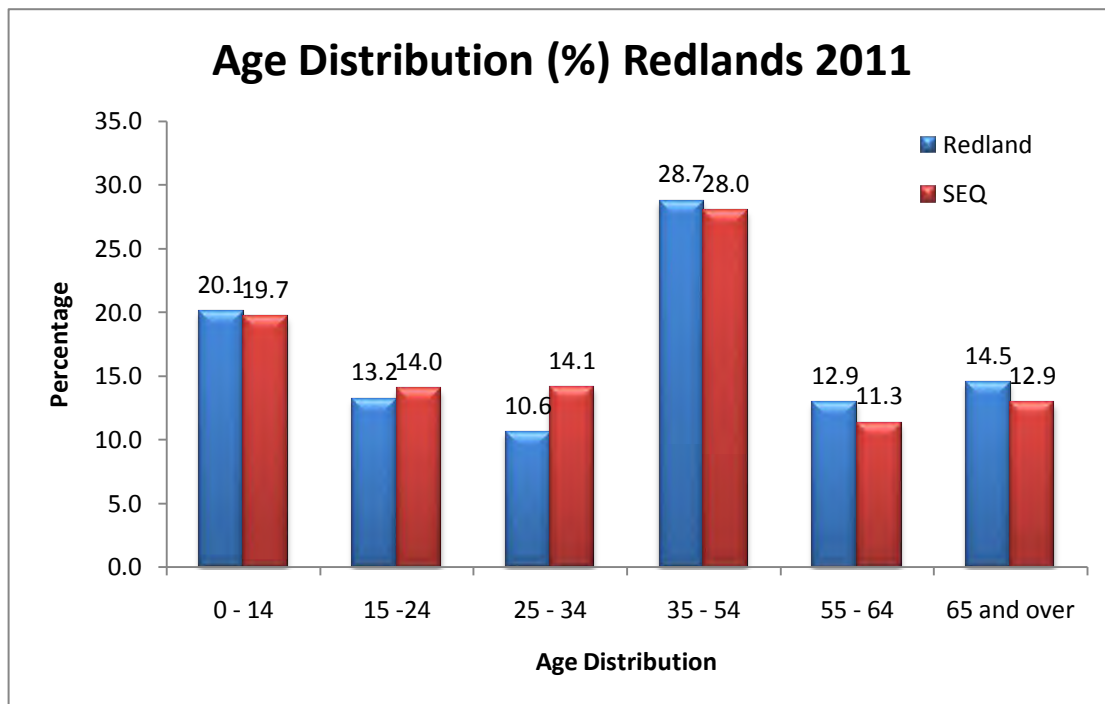
About 1 in 5 persons (or 20.1%) in the Redlands were 0-14 years old in 2011. Further analysis also showed that there was:

- A higher percentage of 65 years and over in the Redlands (14.5%) compared to the rest of South East Queensland (12.9%).
- A lower proportion of 25-34 years in the Redlands (10.6%) in contrast to SEQ (14.1%).

Vulnerable Groups

When disasters strike, communities are generally affected however they are not affected equally. International and national events have shown that those who are experiencing disadvantaged are hit hardest by disasters and emergencies. They have minimal resources or social support and hence, undergo difficulties in coping with and recovering from disasters. There are also sectors of the population who are socially vulnerable such as children and elderly primarily because they are dependent on others, or who because of age and ill-health have rendered them very fragile. Significant preparations need to be made to address their needs during and after disasters. The Human Social Recovery Plan focuses upon these highly vulnerable groups to improve their capacity to recover from devastating events.

Children (12 years and under)
In 2011, the number of children 12 years and under in Redland City was 23,748 which was about 17.1% of the total population., Alexandra Hills and Capalaba had higher proportions of children 12 years and under with 12.8% and 12.2% compared with the rest of the suburbs.

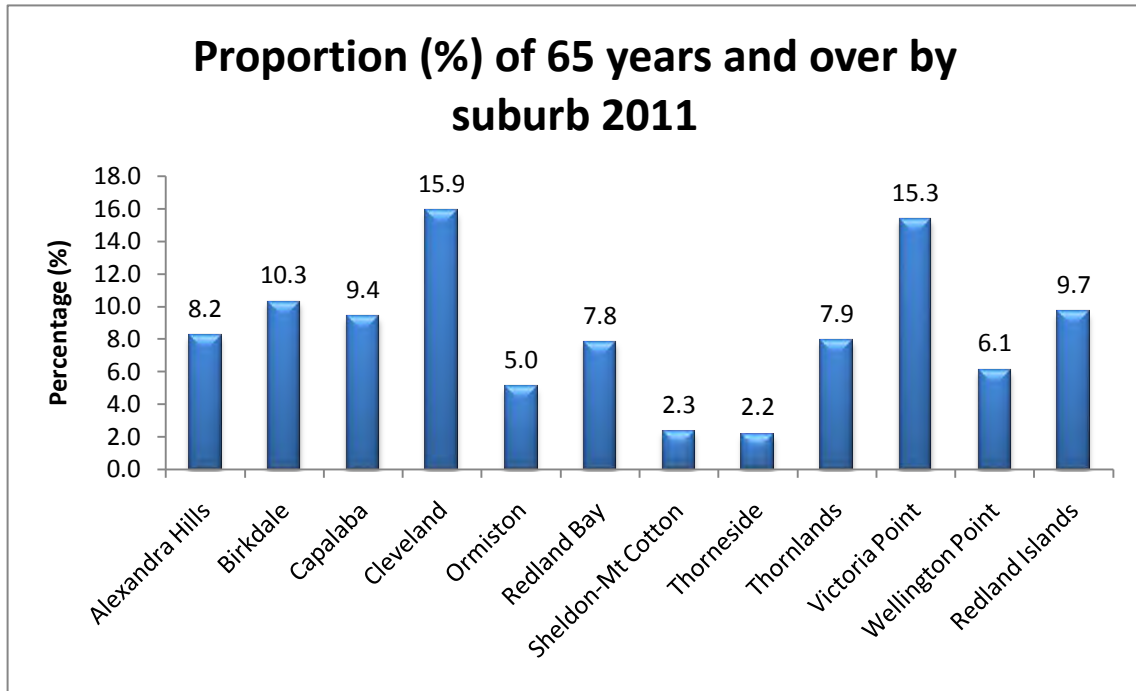## Proportion (%) of Children 12 years and under by Suburb 2011
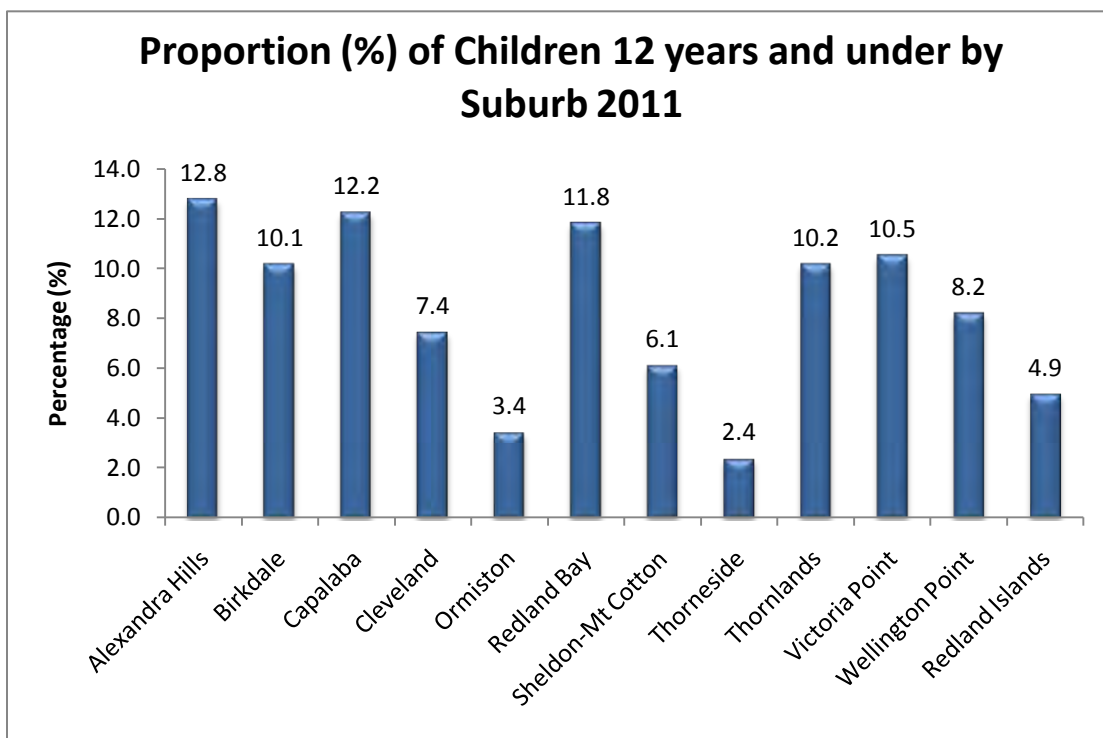
Although Alexandra Hills and Capalaba are the suburbs with the most number of children in 2011, Redland Bay and Sheldon-Mt. Cotton experienced the most growth between the census periods 2006 and 2011. Redland Bay had 486 additional children 12 years and under while Sheldon-Mt. Cotton had 396.

Seniors (65 years and over)

Redland City had a population of 20,062 of 65 years old and over in 2011. The proportion of people aged 65 and over in the Redlands was 14.5% which was slightly higher than the rest of Queensland (13.2%). The city experienced a 17.5% growth in the number of people 65 years and over (or +3,503) seniors during the Census period.
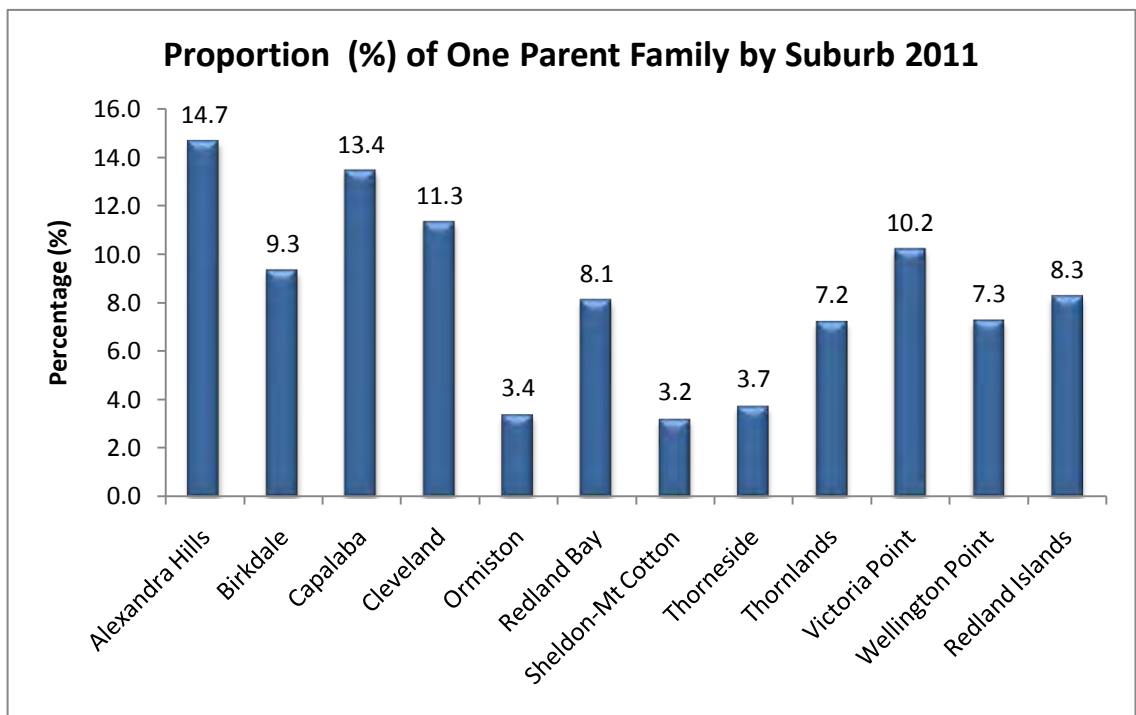
Among the suburbs, Cleveland and Victoria Point had the highest proportion of 65 years and over with 15.9% and 15.3%, respectively.

By 2026, the proportion of older people is projected to increase with about a quarter (24.8%) of Redlands population aged 65 and over. This will have a significant impact on the demand for aged care services and accommodations.
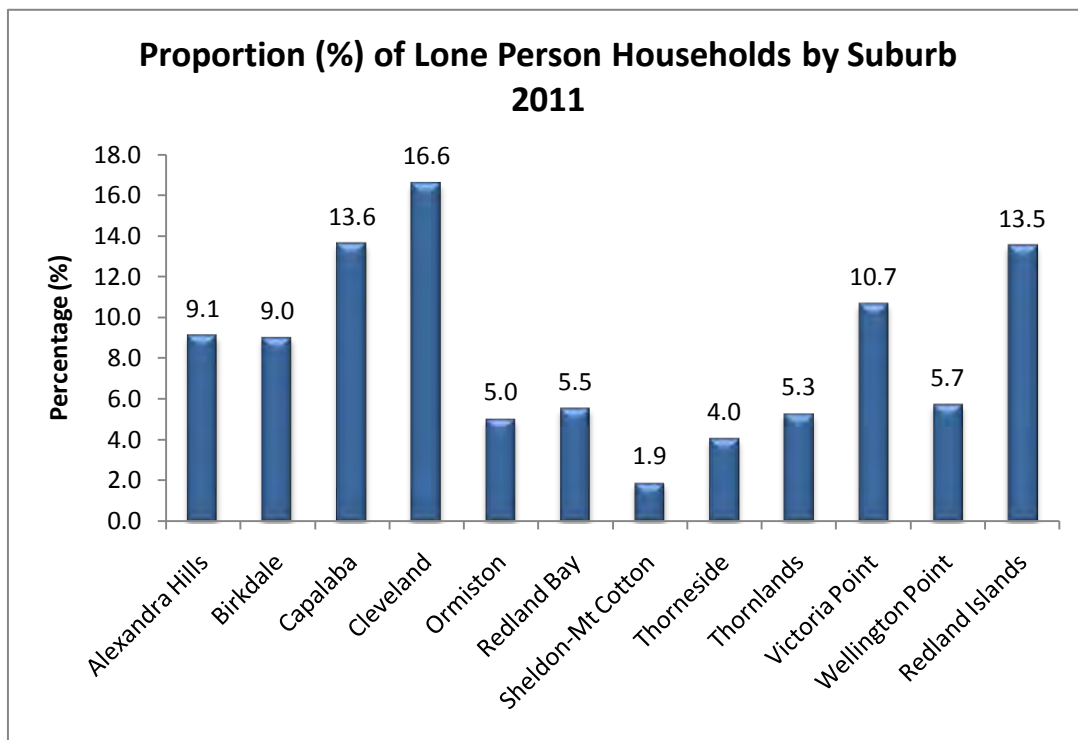
Proportion (%) of 65 years and over by suburb 2011

Suburb	Percentage (%)
Alexandra Hills	8.2
Birkdale	10.3
Capalaba	9.4
Cleveland	15.9
Ormiston	5.0
Redland Bay	7.8
Sheldon-Mt Cotton	2.3
Thorneside	2.2
Thornlands	7.9
Victoria Point	15.3
Wellington Point	6.1
Redland Islands	9.7

One Parent Families

Couple families with children were the dominant family type (46%) in the Redlands in 2011. However, further analysis of the data also showed that there are areas that have significant a proportion of one parent families. Alexandra Hills, for instance had the highest proportion (14.7%) of one parent families compared with the rest of the suburbs in 2011. This was followed by Capalaba with 13.4%. This data indicates that targeted support in these suburbs should be provided in times of emergency and recovery.

Proportion (%) of One Parent Family by Suburb 2011

Suburb	Percentage (%)
Alexandra Hills	14.7
Birkdale	9.3
Capalaba	13.4
Cleveland	11.3
Ormiston	3.4
Redland Bay	8.1
Sheldon-Mt Cotton	3.2
Thorneside	3.7
Thornlands	7.2
Victoria Point	10.2
Wellington Point	7.3
Redland Islands	8.3

Lone Person Households

Cleveland (16.6 %) and Capalaba (13.6%) had a high proportion of lone person households in 2011 in contrast to the other suburbs. The islands also had a significant proportion of lone person households at 13.5%. Attachment 3 shows the map with clusters of areas within the suburbs that have a high number of lone person households.

Proportion (%) of Lone Person Households by Suburb 2011

Suburb	Percentage (%)
Alexandra Hills	9.1
Birkdale	9.0
Capalaba	13.6
Cleveland	16.6
Ormiston	5.0
Redland Bay	5.5
Sheldon-Mt Cotton	1.9
Thorneside	4.0
Thornlands	5.3
Victoria Point	10.7
Wellington Point	5.7
Redland Islands	13.5

Socio-Economic Indexes for Areas (SEIFA)

There is a distinct pattern of advantage and disadvantage across Redland City. Based on an analysis of the Index of Relative Social Disadvantage, the island communities of Redland City consistently rank as some of the most socio-economic disadvantaged communities in Queensland, with North Stradbroke Island and Southern Moreton Bay Islands ranked in the 1st decile nation-wide. Data also showed that the city's island communities were ranked 24 out of a possible 512 Statistical Local Areas (SLA 2) across Queensland based on the Index of Relative Socio-economic Disadvantage. The ranking indicates that the islands are relatively disadvantaged and highly vulnerable due to high levels of housing stress[2], disability and joblessness.

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[2] Australian Housing and Urban Research (AHURI) Research Paper on Housing Affordability in Australia (2006) defined housing stress as based on the 30/40 rule which means spending 30 percent of income on housing while earning in the bottom 40 percent of the income range.

Section 3   Redland Human & Social Recovery Committee

Redland City Council (RCC), is the lead agency for human and social recovery within the Redland City Local Government Area under the Queensland Disaster Management Arrangements (QDMA), RCC chairs the Redland Human and Social Recovery Committee (RHSRC). The primary function of this committee is to prepare for, and to respond to, community human and social recovery needs following disaster significant events.

All Hazards Approach to Human and Social Recovery

RHSRC can be activated to respond to a variety of natural and man-made (unnatural) disaster events. An 'All Hazards' approach to human and social recovery should be incorporated into the RHSRC planning to ensure adequate capacity to provide appropriate human and social operational responses.

Coordination of Local Recovery Operations

The human and social recovery operations are coordinated by RCC to work in conjunction with the member agencies of the RHSRC. Recovery operations are undertaken in accordance with the National Principles for Disaster Recovery which recognises that successful recovery relies upon:

- understanding the context
- recognising complexity
- using community-led approaches
- ensuring coordination of all activities
- employing effective communication
- acknowledging and building capacity

With consideration of the responsibilities of the Committee's member agencies, RCC may co-opt other appropriate service delivery agencies to assist human and social recovery activities.

Redland Human and Social Recovery Plan and Committee Activation

RHSRC can be activated when:

- A disaster event is declared;
- The QDMA are activated to provide a coordinated response to an event that may not be a recognised disaster event; or
- RCC has received impact assessments detailing imminent or actual human and social recovery needs resulting from an eligible disaster event.

Activation enables human and social recovery responses, including the convening of the RHSRC, the establishment of actual resource commitments from member agencies to meet the specific needs of a disaster event, the development of disaster-specific operational plans, and the deployment of staff and the provision of human and social recovery services. In short term activations, Committee members may undertake direct service delivery roles in addition to coordinating a human and social recovery operation. During medium to long term operations, the Committee may determine to plan for, and coordinate, human and social recovery through other agencies and processes appropriate to the transitional needs of affected individuals and communities.

The Brisbane District Human Social Recovery Committee will only activate when it is evident that the capacity of RCC has been exhausted and is unable to respond to the scale and scope of human and social recovery resulting from the event.

Requests to activate this plan, and therefore the Committee, may be received from:

- Local Disaster Management Group (LDMG)
- Local Disaster Coordination Centre (LDCC)
- RHSRC members

The authority to activate this plan and Committee rests with:

- Group Manager Community and Cultural Services, Redland City Council
- General Manager Community and Customer Services, Redland City Council
- Chief Executive Officer, Redland City Council

It is important to note that the RCC and RHSRC members may be required to provide responses to small-scale and localised events when the Committee has not been formally activated. This coordination between groups and provision of human and social recovery services would be considered part of normal agency responsibilities.

The following table lists the organisations represented on the RHSR Committee and their key functions and service delivery statements of each committee member during the levels of activation:

ORGANISATION	KEY FUNCTIONS
All agencies	Provide a senior officer (and an alternate), with appropriate delegations, to serve on the RHSRC.

ORGANISATION	KEY FUNCTIONS
Department of Communities, Child Safety and Disability Services 	▪ Coordinate and manage Outreach Services Teams. ▪ Establish, manage and coordinate staffing for Mobile Community Recovery Operations. ▪ Administer and distribute disaster relief assistance funding under the NDRRA or SDRA schemes. ▪ Coordinate the development of community recovery communication strategy messages (strategic and operational) to support the broader Community Recovery and disaster management public communication strategy. ▪ Assign a primary senior officer of the Department of Communities, Child Safety and Disability Services will attend Redlands LDMG meetings.
Department of Housing and Public Works 	**Housing Services and Homelessness Programs** ▪ Coordinate Housing Services and Homelessness Programs where it has a direct (legal) responsibility for people residing in departmental properties, in accordance with usual landlord responsibilities within the legislative framework of the Residential Tenancies Act 1994. ▪ Additionally, on behalf of Government, Housing Services and Homelessness Programs has a critical role in responding to residents in disaster affected areas that have been displaced from their housing, and to ensure a coordinated approach between all agencies that have responsibility for housing related strategies in relation to medium and long term human and social recovery.
Redland City Council (RCC) 	▪ Develop and annually reviews the Redland City Council Human Social Recovery Plan as the chair of the Committee. ▪ Ensures Contact Details for the Redland City Council Human and Social Recovery Committee members who may be activated in a disaster event, is kept up to date at all times. ▪ Develops Human Social Recovery Operational Plans in conjunction with the Brisbane District Human Social Recovery Committee, in preparation to specific disaster events. **RESPONSE PHASE** Once a disaster is declared, Council exercises primary responsibility for disaster management within its boundaries based on its capability and core functions. Council is required to deploy all appropriate resources to contribute to the response and recovery. Specific responsibilities with regard to response are to: o Activate the LDMG

ORGANISATION	KEY FUNCTIONS
	o Activate the LDCC o Identify suitable evacuation centres o Deploy staff to manage evacuation centres o Assist with combating the disaster o Through a memorandum of understanding RCC have engaged Australian Red Cross to provide staffing to service evacuation centres during response phases of disaster management o Assist with providing immediate relief for persons affected by the event o Maintain liaison and communications with other agencies via the LDCC. **RECOVERY PHASE** In the recovery phase RCC has a responsibility for supporting recovery efforts within its boundaries based on its capability and core functions. Council may have involvement with neighbouring local authorities, and may be receiving support and/or working closely with State and Commonwealth agencies via the District Disaster Arrangements. Specific responsibilities with regards to recovery are to: o Maintain communications with Brisbane District Human Social Recovery Committee and other agencies o Lead the community recovery function coordinated by RCC o Develop a communication plan to support the LDMG o Coordinate the operation of the Strengthening Communities Unit and other Council staff to assist in recovery operations o Coordinate the recovery of Council owned or managed infrastructure o Coordinate activities with relevant District Disaster initiatives and plans o Assist in coordinating the process of restoring services to a normal level o Participate in long-term recovery, reconstruction and rehabilitation. *NOTE: Redland City Council (RCC) is situated within the boundary of the South East Region of the Department of Communities, Child Safety and Disability Services however falls within the Brisbane Disaster District. Therefore activations are supported by the Brisbane DHSR Committee.*

ORGANISATION	KEY FUNCTIONS
Australian Government Department of Human Services 	The Australian Government Department of Human Services comprises Centrelink, Medicare Australia, CRS Australia, Child Support Agency and Australian Hearing, and is responsible for: o Development, delivery and coordination of Australian Government services; and o Development of Australian Government policy on service delivery. Participating in local, district and state recovery committees/or disaster recovery centres in the event of a disaster, the Australian Government Department of Human Services has a multi-functional role in the maintenance of the Australian Government's social security safety net for all Australians through: o Continuity of Commonwealth payments and services for existing customers; o Provision of information and advice about Commonwealth payments and services for affected Australians. The Department also delivers additional Australian Government assistance (payments and services) when requested by the Commonwealth and where the Australian Government considers it appropriate. All local arrangements involving the Department are subject to the Secretary of the Department of Human Services or a delegated officer authorising staff to be in the field for a particular event.
Uniting Care Community – formerly Lifeline 	Lifeline Community Recovery Program provided by Uniting Care Community provides counselling and support to victims of disasters through its community recovery program. Uniting Care Community provides its community recovery service in the period immediately following these events and for such length of time as is considered appropriate to affect successful recovery. Specific responsibilities with regards to recovery are to: o Coordinate teams of trained volunteers to assist with recovery efforts. o Provide Psychological First Aid to those affected by disaster. o Assist with outreach work by providing counselling services. o Provide debriefing for counsellors and other service staff.

ORGANISATION	KEY FUNCTIONS
	- o Provide information and referral services to the community. - o Provide telephone crisis/information service if requested.
Australian Red Cross	- Utilise the Register, Find, Reunite information service to support recovery activities. - Provide a wide range of coordinated personal support activities (including Outreach, Recovery Centres and community events) focused on enhancing the capacities of people living in disaster affected communities. - Provide additional intensive personal support (including case coordination) as required. - Provide specific community support services e.g. events, community managed recovery spaces, men's groups, women's groups, meetings, and information sessions. - Refer affected people to specialised services so that they can have their recovery needs met. - Provide recovery information including Red Cross material to affected community members. - Make recommendations regarding related service needs based on scale and impacts of the disaster to the Redland City Council HSR Committee. - Provide specialised personal support to Aboriginal, Torres Strait and South Sea Islander Communities. - Present Certified Accounts to the Chair of the Redland City Council HSR Committee for goods purchased and services obtained at the Council's request. **Please be aware that in times of a pandemic or bio-terrorism disaster Red Cross resources will be prioritised to support the Blood Service.**
Salvation Army	The Salvation Army Emergency Services is dedicated to providing a support role to State and Territory Emergency Management agencies, by providing catering for all personnel involved in the disaster effected community. - Accredited, uniformed personnel trained in Food Hygiene will provide this service. - All personnel will be identified by the wearing of uniform and Photo numbered Identification. - Provide a wide range of coordinated personal support activities (including Outreach, Recovery Centres and community events) focused on enhancing the capacities of people living in disaster affected communities. - Provide additional intensive personal support (including case

ORGANISATION	KEY FUNCTIONS
	coordination). ▪ Provide specific community support services e.g. events, community managed recovery spaces, men's groups, women's groups, meetings, and information sessions. ▪ Refer affected people to specialised services so that they can have their recovery needs met. ▪ Provide recovery services and information including Salvation Army material to affected community members. ▪ Make recommendations regarding related service needs based on scale and impacts of the disaster to the RHSRC. ▪ Partner with other agencies working in recovery operations to assist individuals, families and communities to manage in the restoration of emotional, social and physical wellbeing and to develop resilience.
Adventist Development Relief Association (ADRA) 	▪ Provide a support role to State and Territory Emergency Management agencies, by providing emergency short term accommodation for all personnel involved in the disaster affected community. ▪ Trained, uniformed personnel will provide this service.
Lions Club Australia 	▪ Coordinate local service clubs to provide human resource support to assist agencies and community in the Recovery phase.
St Vincent De Paul 	▪ Provide a range of services that support the collection and distribution of material aid to disaster affected residents ▪ Provide coordination of material aid services to disaster affected communities within RCC local government area ▪ Make recommendations regarding related service needs based on scale and impacts of the disaster to the RHSRC Material aid includes basic personal and household items such as clothing, bedding, toiletries, household furniture, cooking equipment, toys and specialised equipment for the care of infants and the aged.

ORGANISATION	KEY FUNCTIONS
Queensland Fire & Emergency Services (QFES)	- Ensure that recovery management and recovery operations in the RHSRC are consistent with the Queensland Recovery Guidelines. - Ensure that persons performing recovery functions are appropriately trained. - Provide advice and support to the RHSRC in relation to recovery management and recovery operations.
Redlands Aged Care Providers Group	The Redlands Aged Care Providers Group (RACPG) aims to provide practical support/resource sharing in the event of emergency and where the impact requires the evacuation of residents off site. Specifically, RACPG aims to - Establish effective communications and information systems between relevant providers - Activate emergency or evacuation plans in a timely manner - Provide a timely emergency process and emergency response - Provide for the care and welfare of the aged care community throughout all emergencies or evacuation management stages - Minimise the impact to seniors in the event of an emergency or evacuation where possible - Establish sharing of resources in the event of an emergency or evacuation where possible as per RACPG emergency survey collation document.

Section 4 Committee & Member Agency Activities & Actions

Non-Activation (Preparedness)

During periods of non-activation it is anticipated that the RHSRC, as a group and as individual partner agencies, undertakes the following preparedness activities to ensure activation readiness.

Committee operational preparedness

- Review and update the RHSRC Plan annually ensuring the inclusion of the following information within the planning process:

    - Analysis of local human and social response capacity of NGOs within the local government area to provide additional service delivery.
    - Analysis of community vulnerability within the district including vulnerable population locations and sites.
    - Alignment of LDMG and DDMG planning processes.
    - Significant events occurring within the district.
    - Identification of additional service providers within the local government area , including agencies currently funded to deliver medium to long term recovery responses; and
    - Analysis of potential recovery impacts.
    - Alignment to legislation

- Receive a briefing from relevant agencies on the forecasts and predictions for identified disaster seasons (storm, bushfire, and cyclone) to inform the development of potential impact scenarios and review service delivery capacity.
- Review capacity to provide human and social recovery services to identify and develop strategies to mitigate potential gaps in service delivery during a disaster event.
- Identify appropriate service delivery and support sites, including recovery centres and coordination centres.
- Identify vulnerable groups and individuals who would be significantly impacted by a disaster event to inform specialised service delivery requirements.
- Participate in training opportunities and preparedness exercises to build capacity and identify improvements that better enable human and social recovery service delivery capacity.
- Negotiate draft costs and service delivery arrangements if any.

Individual member agency operational preparedness

- Alternate agency representatives are inducted into the Committee membership role and fully briefed enabling them to provide advice and make decisions on behalf of their agency.
- Undertake assessment of agency capacity to deliver services within the local government area, .
- Contingency planning is undertaken to maintain service delivery continuity in the event that a member agency's capacity to deliver agreed services is exceeded.
- Relevant representatives participate in training, capacity-building and exercises facilitated by the Committee
- Partner with agency staff working in recovery operations are appropriately trained, including training in the QDMA.
- Appropriate arrangements are made to ensure duty of care and workplace health and safety obligations are met.
- Partner agency staff who have worked in recovery operations are appropriately debriefed
- Learning's from an event are reviewed and documented to facilitate a culture of continuous improvement.

List of Attachments

The following attachments form part of this Human and Social Recovery Plan.

Attachment 1 (A)	Redland Human and Social Recovery Committee - Service Providers Statement of Activation Role and Service Delivery
Attachment 1(B)	Redland Human and Social Recovery Committee - Functional Plan
Attachment 2	Identified Coordination and Recovery Centres
Attachment 3	Standard Operating Procedures and Protocols
Attachment 4	Glossary of Acronyms
Attachment 5	Redland Human and Social Recovery Committee

Attachment 1(A) - Redland Human and Social Recovery Committee Service Providers – Statement of Activation Role and Service Delivery

Activation Level	Level of Activation Role	Level of Activation Service Delivery
Alert	The Chair or delegate advises Committee members that the Committee has entered the Alert phase for a potential event or disaster, including a reminder of what this means. The Chair or delegate liaises with other committee members to solicit their input on the nature and scope of the disaster and its implications for recovery service delivery, including: ▪ Review plans and commence impact/needs assessment ▪ Review logistical arrangements (e.g. coordination centres) ▪ Liaise with other functional groups to consider cross-function requirements ▪ Consider coordination arrangements. The Chair or delegate will also review draft "Request for Services' documents in readiness for activating partner agencies.	Maintain situational awareness and disseminate event intelligence to Committee members As per the Redland Human and Social Recovery Committee Functional Plan attached.
Lean Forward	The Chair or delegate advises Committee members they are in a Lean Forward phase of activation – including a reminder of the meaning of this phase. The Chair or delegate determines whether there are impacts that may trigger either State Disaster Relief Arrangements or the Natural Disaster Relief Arrangements should local service providers be unable to meet the human and social recovery needs of affected people.	The Chair to convene the Redland City Council Human and Social Recovery Committee Maintain situational awareness and disseminate event intelligence to Committee members Liaise with LDMG regarding the capacity of local government and local service providers to meet the expected human and social recovery needs of affected people

Activation Level	Level of Activation Role	Level of Activation Service Delivery
	The Chair or delegate draws together and shares information and advice from other Committee members and the Local and/or District Disaster Management Group including: ▪ Review disaster impact based on reports from LDMGs, DDMGs, DCS and partner agencies ▪ Identify service delivery requirements and options as per draft 'Request for Services' agreements ▪ Review logistical arrangements ▪ Review committee agency capacity ▪ Liaise with other functional groups to consider cross-function requirements ▪ Commence development of operational planning, including sharing community profile information Confirm coordination and governance arrangements.	If required, progress request for the Personal Hardship Assistance Scheme and/or Essential Services Safety and Reconnection Scheme to Department of Communities, Child Safety and Disability Services. As per the Redland Human and Social Recovery Committee Functional Plan attached.
Stand Up – Short Term Recovery Phase	The Chair advises committee members of Stand Up status and organises initial and ongoing meetings. Intelligence is reviewed, shared and used to: ▪ Undertake impact assessment ▪ Identify assistance required and service delivery arrangements ▪ Update operational plan ▪ Arrange for coordination of recovery ▪ Interact with other disaster management and recovery groups Identification of triggers for moving into Medium Term Recovery.	Maintain situational awareness and disseminate event intelligence to Committee members Liaise with LDMG a regarding the capacity of local government and local service providers to meet the identified human and social recovery needs of affected people. If required, progress request for the Personal Hardship Assistance Scheme and/or Essential Services Safety and Reconnection Scheme to Department of Communities, Child Safety and Disability Services. As per the Redland Human and Social Recovery Committee Functional Plan attached.

Activation Level	Level of Activation Role	Level of Activation Service Delivery
Stand Up – Medium Term Recovery Phase	The Chair or delegate advises committee members of status and organises meetings as required. Intelligence is gathered and reviewed, shared and used to: ■ Review of impact and needs assessments ■ Monitor service delivery, reviewing operational plans ■ Identify triggers for moving into Long Term Recovery.	Maintain situational awareness and disseminate event intelligence to Committee members As per the Redland Human and Social Recovery Committee Functional Plan attached.
Stand Up – Long Term Recovery Phase	The Chair or delegate advises committee members of status and organises meetings as required. Intelligence is gathered and reviewed, shared and used to: ■ Review impact and needs assessments ■ Monitor service delivery, reviewing operational plans Identification of triggers and strategies for transitioning recovery operations back to the local sector and any service providers funded.	Maintain situational awareness and disseminate event intelligence to Committee members As per the Redland Human and Social Recovery Committee Functional Plan attached.
Stand Down	The Chair or delegate will advise Committee members that the Committee has been stood down from the particular event. This advice will include any information about ongoing arrangements and how these arrangements relate to the Committee's role and responsibilities and activities. The Chair will organise the following activities to be done during a full Committee meeting within one month of the Stand down of the Committee and completion of Recovery services and activities: ■ Debrief of event and operations	Maintain situational awareness and disseminate event intelligence to Committee members As per the Redland Human and Social Recovery Committee Functional Plan attached.

Activation Level	Level of Activation Role	Level of Activation Service Delivery
	▪ Review the Human and Social Recovery Plan ▪ Develop future preparedness strategies (including training, systems improvement)	

Attachment 1(B) - Redland Human and Social Recovery Committee – Functional Plan

Redland City Council

Redland City Council has functional lead agency responsibility for the provision of human and social recovery services to individuals, families and communities affected by disasters within its local government area, and to assist them in the management of their own recovery. The Council collaborates with a range of local, state, federal government and non-government partners in coordinating the provision of human and social recovery services across the city. These services include the provision of personal assistance to affected individuals and families in the form of information, advice and referrals, personal support, counselling, specialist counselling, and other community and specialist services. A particular focus is on delivery of assistance to vulnerable people to minimise the likelihood of their further vulnerability.

For communities, initiatives are provided to strengthen the social fabric, to help community members re-bond and form new positive networks that can support each other and the development, regeneration and renewal of the community. Ultimately, these initiatives aim to restore normalcy, build resilience and support communities to be better prepared for future disaster events.

Recovery Level of Activation	Level of Activation Role	Level of Activation Indicative Service Delivery Offering
Alert	Functional Lead agency for Redland City Council Human and Social Recovery as per Queensland Disaster Management Arrangements. Chair Redland Human and Social Recovery Committee.	Provide representatives to relevant Local, District and State Disaster Management Groups and Coordination Centres as required. Maintain staff, logistical and resource readiness through development and training of relevant internal arrangements (e.g. Incident Response Teams, contact registers, assets registers) Advise Group members of alert status. Review Council logistical readiness including staff preparedness; data recording and reporting system, Community Recovery Coordination Centre preparations and transport and communication readiness.
Lean Forward	Coordinate planning and logistical arrangements to support possible stand-up and delivery of recovery services.	Advise Committee members of Lean Forward status. Work in collaboration with Local Disaster Management Groups to identify personal hardship following disaster events. Commence pre-disaster impact planning and assessment Place Council resources and arrangements on stand-by, including readiness for deployment, financial and logistics systems, staff etc.

Recovery Level of Activation	Level of Activation Role	Level of Activation Indicative Service Delivery Offering
Stand-Up – Short Term Phase	Coordinate planning and logistical arrangements to support delivery of short-term recovery services. Coordinate planning for transition to medium-term recovery services, in collaboration with partner agencies and LDMG.	Advise Group members of Stand Up status. Deploy Liaison officers to Local Disaster Management Groups and Disaster Coordination Centres as required. Establish Incident Event Leadership Teams, roster systems and logistics requirements. Facilitate the gathering and sharing of social impact information following a disaster event to inform development of recovery service delivery arrangements. Review service delivery arrangements and impact assessment throughout to identify triggers for transition and make adjustments as required. **Coordination** • Facilitate the development of event specific operational plans and service delivery arrangements to mitigate the human and social impacts of the disaster. • Coordinate regular briefings and prepare reports on progress against the community recovery strategies through the Local Disaster Management Group and Local/State/District Community Recovery Committees (may also involve reporting to other entities). **Information provision** • Prepare Situation Reports for use by Senior Executive as required. • Coordinate distribution of recovery service information e.g. Community Recovery Newsletters, media strategy, website. **Community Recovery Service Delivery Arrangements** • Identify, establish and manage multi-agency service delivery arrangements (outreach, Community Recovery Centres, Community Recovery Referral and Information Centres) in collaboration with partner agencies. • Provide referrals to relevant local and partner agencies as per Common Referral Processes. • Support and coordinate the provision of personal support for disaster affected individuals. • Support coordination of specialist recovery services e.g. accommodation, mental health services for disaster affected individuals. • Support and coordinate the briefing of outreach teams responding to disaster events. • Liaise with local service delivery networks to identify NGO capacity and support requirements (NGO Contact Protocol).

Recovery Level of Activation	Level of Activation Role	Level of Activation Indicative Service Delivery Offering
		Financial Assistance • Administer and distribute disaster relief assistance funding under the Natural Disaster Relief and Recovery Arrangements (NDRRA) and State Disaster Relief Arrangements (SDRA) schemes. • Administer and distribute financial assistance to recovery partner agencies and other service providers as per the NGO Recoupable Costs Guide and the Disaster Recovery Purchasing Framework.
Stand-Up – Medium Term Phase	Coordinate planning and logistical arrangements to support delivery of medium-term recovery services. Coordinate planning for transition to long-term recovery services, in collaboration with partner agencies and LDMG.	• Review service delivery arrangements and impact assessment throughout to identify triggers for transition and make adjustments as required • Facilitate development of medium term recovery service delivery arrangements • Develop an integrated medium to long term community engagement and recovery strategy in collaboration with Local, District and State Recovery Groups and other functional lead agencies and transition to relevant service delivery arrangements.
Stand-Up – Long Term Phase	Coordinate planning and logistical arrangements to support delivery of short-term recovery services. Exit to 'business-as-usual'.	• Facilitate the development of an exit strategy for community recovery service provision and in collaboration with partner agencies transition to long-term service delivery arrangements e.g. transition to local-level service delivery with usual funded service providers.
Stand Down	The Chair or delegate will advise Committee members that the Committee has been stood down from the particular event. This advice will include any information about ongoing arrangements and how these arrangements relate to the Committee's role and responsibilities and activities.	• Advise Group members of Stand Down status. • Conduct and participate in operational debriefs with community recovery workers and volunteers to identify elements of recovery operations that worked effectively and areas where enhancements could be made. • Commit to using this information in reviews of Redland City Council Human and Social Recovery Committee policies and procedures to inform future recovery operations. • Facilitate the gathering and sharing of social impact information following a disaster event.

Provision of intelligence and information sharing

During activation the Committee should:

- Disseminate warnings to Committee members
- Disseminate gathered intelligence or other information pertinent to the recovery operation to the DDMG/District Human Social Recovery Group (DHSRG)
- Share information with other Committee members
- Share information with affected communities
- Participate in telelinks; and
- Provide reports as requested and required.

Meetings

The Chair of the Committee is the Group Manager Community and Cultural Services or their delegate. Redland City Council will provide secretariat services to the Committee.

Membership will be drawn from government and NGO agencies, and other key stakeholders who are best placed to assist the community recover from disasters. It is important that representatives attend every meeting to ensure cooperation, open communication and efficiency in fulfilling their respective roles and responsibilities. Member agencies must nominate at least one primary member and one proxy member to participate in the Redland City Council Human Social Recovery Committee.

Urgent meetings may be called following activation of the committee by the Group Manager Community and Cultural Services or their delegate. Frequency of meetings will be determined by the situation at hand and dates of future meetings and how they will be convened will be discussed at the end of each meeting during activation.

Reporting

Member agencies will be required to provide situation reports for all agency operational locations using the prescribed format.

Reporting methods of the RHSRC include:

- The Group Manager Community and Cultural Services or their delegate will provide Human Social Recovery Committee reports to the LDMG at each LDMG meeting on behalf of the Committee including any information, updates or areas of concern by the committee.

- The Group Manager Community and Cultural Services or their delegate will provide reports to the Brisbane DHSR Committee.

Links to other Committees

Brisbane Human Social Recovery Committee

RHSRC maintain close links with the Brisbane Human Social Recovery Committee to provide and request information during a disaster event. Any escalations for assistance will be directed through the LDMG to

the DDMG where the RHSRC are no longer able to respond to the disaster event due to depletion of resources.

Committee Contact Details

Contact details for members of the RHSRC and other key agencies with an identified role in human social recovery service delivery are provided at *Attachment 2*.

Members of the RHSRC, who have access to these contact details, including after-hours contact information, are obliged to protect it from unauthorised access, use and disclosure.

Cost Reimbursement

Agencies that have been requested to activate their services by the RHSRC are able to claim a reimbursement of costs in line with the NDRRA Recoupable Costs Guide or SDRA.

Reimbursement of costs is to be claimed on a monthly basis via the presentation of the specified documentation to the Group Manager Community and Cultural Services. Agencies will be required to maintain relevant accounts and financial records.

HUMAN & SOCIAL RECOVERY SERVICES

Human & Social Recovery Services assist individuals, families and communities to regain functioning following a disaster, as well as to participate in the management of their own recovery.

The nature and scale of a disaster event and the results of impact assessments conducted during the initial phases of activation will determine the exact mix of services that may be required. This will also be informed by the availability of service providers within the local community, arrangements made by Local Disaster Recovery Committees, and the characteristics of the affected community.

Responsibilities for the delivery of specific community recovery services are summarised in the table below.

Community Recovery Service Requirements	Organisations
- Impact and needs analysis - assessment of hardship - determination of service delivery arrangements - availability of services - capacity of services - community resilience and vulnerability factors - nature of the disaster event - immediate impact - longer term impacts - changes in impact over time as recovery progresses - identification of the services required e.g. personal support, material assistance, financial assistance, housing etc.	Department of Communities, Child Safety and Disability Services Redland City Council Queensland Fire & Emergency Services (QFES) *(including input and consultation with all agencies)*
Information Provision	Department of Communities, Child Safety and

Community Recovery Service Requirements	Organisations
• practical recovery information • communication strategy • advisory information to assist individuals and communities to manage specific elements of their recovery • disaster event information to assist recovery agencies plan, respond to and report on disaster recovery issues and service delivery priorities	Disability Services Redland City Council Department of Human Services
• Catering at Community Recovery Centres for individuals affected by disaster as well as recovery workers and volunteers	Salvation Army Department of Communities, Child Safety and Disability Services
Accommodation: • short term • private and public accommodation • medium • long-term	Emergency Accommodation is the responsibility of Local Governments. Evacuation Centres are established by Local Governments primarily to register evacuees and provide them with emergency community support services. In most instances evacuation centres will only be used as a last resort and operate for 3-4 days only. The Adventist Development and Relief Agency (ADRA)　has the ability to source emergency short term accommodation for all personnel involved in the disaster affected community. The provision of options for short, medium and long term accommodation is the functional responsibility of the Department of Communities (Housing and Homelessness Services) as outlined in the State Human and Social Recovery Plan. The Department of Communities, Child Safety and Disability Services (Housing and Homelessness Services) identify the need for the provision of short, medium to long term accommodation for persons affected by the disaster event. Affected individuals and families may seek a referral, during intake, to the Department of Communities, Child Safety and Disability Services (Housing and Homelessness Services) and Department of Human Services for assistance with rent or bond loans.
Personal Support and Material Assistance • the provision of care and comfort, and interpersonal help • clothing and personal items, e.g. toiletries, pharmaceuticals, clothing etc. • interpreter services/cultural liaison staff	Personal Support Services are those provided to meet the identified need of an individual or family. They are usually provided on a one-to-one basis to address specific needs, although more generalised community support may also be offered.

Community Recovery Service Requirements	Organisations

• child care
• psychological first aid
	Agencies that could be called upon to assist with a response include:
	
	Department of Communities, Child Safety and Disability Services
	  – Queensland Health
	  – Department of Human Services
	  – Education Queensland (where school communities are affected)
	  – Australian Red Cross
	  – Uniting Care Community
	  – St Vincent de Paul
	  – Additional services identified (e.g. St Vincent De Paul)

Specialist Services
 	
• Crisis Counselling and Support.
• Psychological counselling
• Referral to specialist mental health services
• Insurance advice
• Tenancy advice
• Financial counselling
	Specialist services to assist those suffering the emotional effects of disaster comprise professional counselling, mental health services, outreach services and critical incident stress debriefing.
	
	Agencies that could be called upon to assist with a response include:
	
	Department of Communities, Child Safety and Disability Services
	  – Queensland Health
	  – Department of Human Services
	  – Education Queensland (where school communities are affected
	  – Uniting Care Community
	  – Additional services identified

Financial Assistance • State Disaster Relief Assistance • Natural Disaster Relief and Recovery Arrangements • Australian Government Disaster Relief Payments • Non-Government and Sporting organisations • Loans and concessions • Community Appeals	Department of Communities, Child Safety and Disability Services – Department of Human Services
Community development and engagement	Redland City Councils partner the Department of Communities, Child Safety and Disability Services in providing community development programs, as required throughout the Brisbane Disaster District.
Referral	All agencies

Specific needs	All agencies dependant on specific needs – additional service providers may be identified.
 • Vulnerable • Indigenous • CALD • Elderly • People with a disability 	
Companion animal welfare • Assistance animals • Pets • Accommodation / Shelter • Food and other needs 	Redland City Council with the assistance of the RSPCA, or any other local service, as identified within local disaster management plans.

Attachment 2   **Identified Coordination and Recovery Centres**

RCC Community Halls/ Community Centres
There are an ample number of community halls and community centres in the RCC LGA including the following 17 community halls/ town halls for hire:

Hall/Facility	Address
Alexandra Hills Community Halls	131-155 Finucane Road, Alexandra Hills 4161
Amity Point Community Hall	16 Ballow Street, Amity Point 4183
Birkdale School of Arts Hall	101 Birkdale Road, Birkdale 4159
Capalaba Place	14 Noeleen Street, Capalaba 4157
Coochiemudlo Community Hall	346 Victoria Parade, South Coochiemudlo Island 4184
Dunwich Public Hall	Junner Street, Dunwich 4184
Macleay Island Community Centre	32-40 High Central Road, Macleay Island 4184
Pioneer Hall	125 Lucas Drive, Lamb Island 4184
Point Lookout Community Hall	East Coast Road, Point Lookout 4184
Redland Bay Community Hall	5 Weinam Street, Redland Bay 4165
Redlands Memorial Hall	44 Smith Street, Cleveland 4163
Redlands Performing Arts Centre	2 Middle Street, Cleveland 4163
Russell Island Recreation Hall	1 Alison Crescent, Russell Island 4184
Thorneside Community Hall	200-204 Mooroondu Road, Thorneside 4158
Thornlands Dance Palais	87-95 Redland Bay Road, Thornlands 4164
Victoria Point Community Hall	325 Colburn Avenue, Victoria Point 4165
Wellington Point Community Hall	347-371 Birkdale Road, Wellington Point 4160

Other community centres are:

Hall/Facility	Address
Donald Simpson Over 50's Leisure Centre	172 Bloomfield Street Cleveland 4163
PCYC	Cnr Mount Cotton and Degen Roads, Capalaba 4157

There are a further **19 Building Education Revolution (BER) halls** in schools in the Redlands. The list below pertains to State schools that have BER halls:

Building Education Revolution Halls	Council Division
Ormiston State School	1
Wellington State School	1
Cleveland State School	2
Redland Bay State School	4
Victoria Point State School	4
Mount Cotton State School	6
Hilliard State School	7
Vienna Woods State School	7
Alexandra Hills State School	8
Birkdale South State School	8
Capalaba State College	9
Coolnwynpin State School	9
Birkdale State School	10

Regional Executive Director advises potential Recovery Centre venues to be identified upon activation.

Attachment 3   **Standard Operating Procedures (SOPs) and Protocols**

SOP Number	SOP Title
1	Service Activation Procedure
2	Request for Services Template
3	Letter of Offer Template
4	NDRRA Recoupable Cost Guide for NGOs and Qld Government Agencies
5	Community Planning and Assessment
6	Post Event Planning and Assessment Template
7	Partner Agency Situation Reporting Guide and Template

Attachment 3 – SOP Number 1 – Service Activation Procedure

Community Recovery
PROCEDURE

Title: Service Activation and Purchasing Procedure

Purpose
To assist staff of the Redland City Council to implement a streamlined process for the procurement of services from key recovery partners and the purchasing of additional services from non-government organisations in disaster affected communities that are unable to affect their own recovery.

This procedure applies to:
- Additional services purchased using the Purchasing Framework.

Responsible Officers
As defined by Council's Procurement Procedures and Financial Delegations

Summary
- It is the responsibility of the Redland City Council as the lead agency for human and social recovery, to coordinate the collective efforts of partner agencies during a community recovery response.

- Once the nature, scope and impact of the disaster have been determined Redland City Council will activate partner agencies as per the following Procedure.

- All services must be purchased in accordance with the Natural Disaster Relief and Recovery Arrangements (NDRRA) and/or the State Disaster Recovery Arrangements (SDRA). In the event of a major natural disaster, the key mechanism for funding is NDRRA — a cost sharing arrangement between the Australian Government and State Governments to support large-scale expenditure by state governments in the form of disaster relief and recovery payments and infrastructure restoration.

- The SDRA are a wholly State funded program that is able to be activated for small scale natural and other disasters, and provides assistance where personal hardship and distress follows the impact of a disaster event. The intent of SDRA is to assist in the relief of communities whose well-being has been severely affected by a disaster event.

- NDRRA arrangements only apply where they have been activated through the state's disaster management arrangements.

- Ad hoc arrangements are able to be negotiated with local non-government organisations. This may include agencies not normally represented on Redland City Council Human and Social Recovery Committee but able to contribute to the recovery effort.

- A *Request for Services template* (Attachment 1) has been developed to support and document the nature of service provision that may be purchased in the immediate to short term of activation.

- An *NGO Letter of Agreement template* (Attachment 2) has been developed to support and document the nature of service provision that may be purchased in the medium to long term of an activation

- A **Recoupable Costs Guide for NGO's** has been developed to identify the costs that can be covered through NDRRA. Recoupment of agency costs is by monthly invoice to the Department or as identified in the NGO Letter of Agreement.

Procedure

Phase	Action	Responsibility
Alert Phase	1. Confirm readiness of partner agencies to respond if requested. 2. Determine potential service delivery model and associated operational requirements that may be asked of partner agencies.	Group Manager Community and Cultural Services
Lean Forward	4. Confirm service delivery model and resources required. 5. Consult with key recovery partners around proposed service delivery model and departmental requirements for staffing. 6. Agree resource requirements.	Group Manager Community and Cultural Services
Stand Up	7. Complete *Request for Services template* (Attachment 1) which formally activates partners and non-government organisations to act. 8. Remind key recovery partners of the *NDRRA Recoupable Costs Guide for Non-Government Organisations* (Attachment 3) and the Procedure for recouping costs. 9. Commence daily reporting as per the *Request for Services template*. 10. Any changes / amendments / extensions to the agreement will require a signed <u>amended copy</u> of the *Request for Services template*. Changes / amendments / extensions can be noted on the original completed documentation and initialled by parties' signatory to the agreement. Related emails can be attached to the amended document.	Group Manager Community and Cultural Services

Attachment 3 – SOP Number 2 – Request for Services Template

Community Recovery
TEMPLATE

Title: Community Recovery – Request for Services

Purpose

The purpose of this document is to specify and agree the services that will be provided on behalf of the Redland City Council in response to a disaster event

All services are to be delivered in accordance with the *Queensland Workplace Health and Safety Act 2011* and managed in accordance with the *Local Government Act 2009.*

PART A – Request for Service

Disaster: <insert official name>

Agency: <insert service delivery agency name>

Dates requested :< insert date services were requested>

Service commencement date: <insert date services will commence>

Service review / completion date: <insert either agreed review date OR completion date>

Service purchase basis:

☐   Redland City Council Functional Plan (for delivery of previously agreed services)

☐   Redland City Council Human and Social Recovery Plan

☐   Other (please specify) <insert basis on which a service provider is being requested to act>

Service requested:

- **<**Service requirements should be based on a number of factors: impact assessments including damage assessments, community capacity / vulnerability; relevant LDMG/DDMG recovery plans and arrangements; service capacity; estimated need; situation reports>

- <Detail the specific outputs required referencing the outputs that can be funded under NDRRA (see Attachment A)>

- <Detail what regions, councils, towns and communities services are required in>

- <Detail the timeframes for service delivery>

PART B – Agreed Service

Basis of service provision:

Per Client	Per Hour	Per Event	Per Other	PerOther
☐	☐	☐	☐	☐

<Tick relevant box as to how service is provided and funded. Where "other" is ticked, include definition of the unit of funding>

Agreed number and cost per unit of funded units:

<Insert the number of agreed funded deliverable units e.g. number of clients, number of agreed hours of service provision, number of events etc. This should allow for an estimate of the funding required per unit and overall potential expenditure for the duration of service delivery.

Location (LGA/Towns)	Output	Unit of measure	Cost per unit	Estimated number of units	Estimated cost
For example: Maranoa - Charleville	*Financial advice*	*Clients*	*$150*	*100*	*$15,000*

Reporting arrangements:

<Insert information about how the agency will report on purchased services. Include reference to daily/weekly/monthly/quarterly requirements, financial reports, time-frames etc.>

Daily/Weekly/Monthly situation reporting: ●
Financial reporting: ●

PART C - Contacts

Council contacts

	Name	Address	Phone	Email
Primary Contact				
Secondary Contact				

Service Agency contacts

	Name	Address	Phone	Email
Primary Contact				
Secondary Contact				

PART D Execution

Council primary contact:

Name:

Position:

Signature:

Date:

Service agency primary contact:

Name:

Position:

Signature:

Date:

Attachment 3 – SOP Number 3 – Letter of Offer

Our reference: Service Purchase No: <insert purchase order number>

<Addressee>
<Position if applicable>
<Organisation>
<Address>
<SUBURB> <STATE> <POSTCODE>

Dear <addressee>

Letter of Offer
NDRRA Category A - Additional services for people affected by <insert event name from Instruction Sheet>
<**Region**>

I am pleased to advise that purchase of services of up to $< insert maximum cap> is available for the following purposes to provide assistance to people affected as a direct result of the Queensland natural disasters.

Service type and purpose	Hours	Timeframe for delivery
<insert applicable service types from approved list in Instruction Sheet> < insert brief description of purpose>		

To accept the purchase on these terms and conditions, please execute both copies of this Letter of Offer and return one copy to:

Group Manager Community and Cultural Services
Redland City Council
PO Box 21
Cleveland QLD 4163

 You should keep the other signed copy for your records.

Should you decide to accept this offer, payment will be released on receipt of your invoice specifying the hours of service delivered and actual expenditure.

A report outlining the hours delivered by service type, number of clients and authorised confirmation that the funds have been used for the stated purpose will be required to be submitted on the attached form, along with your invoice.

Please contact <insert name>, <insert position> on (07) <insert phone number> if you have any queries concerning your funding**.**

Yours sincerely

<insert sign-off by RCC>

Signed on the < insert day> of <insert month> of 2011

Signed by …………………<name>, <position>
for and on behalf of <Insert name of Organisation>,
as it's duly authorised officer.

…………………………………………….   ………/………/……………
(Signature)   *(Date)*

…………………………………………….

(Name of Witness)

…………………………………………….
(Signature of Witness)

Attachment 3 – SOP Number 4- NDRRA Recoupable Cost Guide for NGOs

**Community Recovery
GUIDE**

Title:	**Natural Disaster Relief and Recovery Arrangements Recoupable Costs Guide – Non-Government Organisations**

Purpose

The purpose of the guide is to assist non-government organisations (NGOs) participating in human and social recovery activities within Queensland to identify costs that are recoupable under the Natural Disaster Relief and Recovery Arrangements (NDRRA) and to provide a process for recouping those costs.

The guide advises (refer **Attachment 1**) on the eligibility of recouping costs associated with:

A. staffing (employment, human resource management, deployment, catering, training and briefing)

B. supplies, assets and services (supplies and consumables, assets and equipment, vehicles, service deliver)

C. employee allowances.

Claim Process

NGOs should only incur costs as a result of fulfilling services requested by RHSRC through a formal request for service or as requested under the Purchasing Framework.

The process for recouping eligible costs involves the following steps:

1. RCC are to provide NGOs with a Council recovery cost centre/job number when requesting services.

2. NGOs are to record costs incurred as a result of undertaking requested services, as identified in this guide, and retain proof of expenditure and other supporting documentation (e.g. transaction and salary reports, receipts, tax invoices).

3. NGOs are to raise an itemised tax invoice on a monthly basis, quoting the relevant community recovery cost centre, referring to the service delivery request made by the Department and including supporting documentation.

4. Invoices are to be sent to the relevant contact in RCC for payment.

5. The RCC will assess the eligibility of the claim and pay the invoice accordingly.

Records File No.:

<If applicable>

Date of approval:

Date of operation:

Date to be reviewed:

Attachments
Attachment 1 – Recoupable Costs Guide

Related Documents
Natural Disaster Relief and Recovery Arrangements Recoupable Costs Guide – Queensland Government Departments

A. STAFFING

1. Employment

Note: Higher duties rates apply for the employees of other government departments engaged at a higher classification level at the time of undertaking community recovery duties.

	COSTS	DESCRIPTION	RECOUPABLE
1.1.	**Ordinary salary**	Normal agency arrangements apply for rates of payment at the time of undertaking community recovery duties. **Required supporting documentation:** • Payroll Transaction Report.	**YES**
1.2.	**Temporary staff**	Employing temporary staff to work on eligible disaster recovery activities, including data entry, travel arrangements and administrative assistance, is recoupable.	**YES**

2. Human Resources Management

	COSTS	DESCRIPTION	RECOUPABLE
2.1.	**Overtime**	Overtime may be paid as a result of employees working longer hours than contracted. **Required supporting documentation:** • Payroll Transaction Report.	**YES**
2.2.	**Time Off in Lieu (TOIL)**	Staff on leave under TOIL arrangements is not undertaking eligible community recovery activities and costs are not recoupable.	**NO**
2.3.	**Personal counselling**	Provided through each agency's Employee Assistance Scheme. An employee's attendance and cost of counselling for purposes that include the debriefing of trauma is recoupable for up to 12 months from the date of the disaster event. **Note:** This excludes any sessions already provided by the DCCSDS.	**YES**

3. Deployment

	COSTS	DESCRIPTION	RECOUPABLE
3.1.	**Allowances and use of personal property**	Deployed staff may incur eligible costs directly that should be included with invoices sent to regional offices.	**Refer Section C**
3.2.	**Transport to/from event location**	The cost of transporting employees to and from disaster-affected areas (e.g. car hire, bus hire, parking, fuel, necessary excess baggage charges) is recoupable. Transporting employees to their usual place of work is not recoupable.	**YES**
3.3.	**Accommodation**	The cost of accommodating staff in disaster-affected areas while engaged in community recovery activities is recoupable.	**YES**

4. **Catering Costs**

	COSTS	DESCRIPTION	RECOUPABLE
4.1.	**Staff**	For staff working on eligible disaster recovery operations.	**YES**
4.2.	**Meetings in disaster area**	For catering meetings required for the direct coordination of disaster activities and de-briefs.	**YES**
4.3.	**Planning outside disaster area**	Catering costs for meetings in areas outside of the disaster affected area to plan staffing release or provide training.	**NO**

5. **Training, Briefings and Staff Counselling**

	COSTS	DESCRIPTION	RECOUPABLE
5.1.	**Introduction to community recovery** NGO agency role	Attendance at event related information/training sessions is treated as core agency business training.	**NO**
5.2.	**Orientation**	Orientation briefing is recoupable only when it is directly linked to an event and for deployment only.	**YES**
5.3.	**Daily briefing and debriefing**	Daily briefing and debriefing to support operations.	**YES**
5.4.	**End of event debriefing**	End of event debriefing to determine practice improvements.	**NO**
5.5.	**Preparedness training**	Preparedness training not associated with a specific event.	**NO**

B. **SUPPLIES, ASSETS AND SERVICES**

6. **Supplies and Consumables**

	COSTS	DESCRIPTION	RECOUPABLE
6.1.	**Stationery, supplies and consumables**	Cost of supplies and consumables purchased at the time of the disaster for use in community recovery activities. Such items could include: tissues; general stationery; soap; disposable hand towels; sunscreen etc. Must be purchased and used at time of event only. Items not consumed/used will not be reimbursed. If items are used from normal stockpiles, claim can be made to replace these items.	**YES**
6.2.	**Printing costs**	Cost of printing forms or materials at the time of a disaster (i.e. cannot recoup cost of materials printed in preparation for a disaster).	**YES**
6.3.	**First aid kits**	Must be purchased and used at time of the event only. Items not consumed/used will not be reimbursed. If items are used from normal stockpiles, claim can be made to replace these items.	**YES**

	COSTS	DESCRIPTION	RECOUPABLE
6.4.	**Cleaning costs**	Additional Cleaning costs associated with venues used for community recovery purposes.	**YES**
6.5.	**Transport of materials**	Cost of transporting materials required for the community recovery operation (e.g. courier charges) Will also pay for return of materials to their home location.	**YES**
6.6.	**Phone calls**	In most instances the DCCSDS will provide mobile phones for the use by deployed community recovery workers. The use of a privately owned mobile phone while deployed for community recovery work-related purposes is recoupable with the approval of the Recovery Coordinator. Extraordinary costs only can be recouped. Ordinary monthly rental charges are ineligible. **Required supporting documentation:** • Itemised telephone account.	**YES**
6.7.	**Electricity bills**	Additional Electricity costs for venues used in community recovery operations. Extraordinary costs only.	**YES**
6.8.	**Single use disposable items and consumables**	Items purchased by an individual for their own personal use are claimable where they are not otherwise provided during an event, including: • personal use hand sanitizer • personal use sunscreen • single use rain ponchos	**YES**
6.9.	**Long lasting personal protective items**	Purchase of additional personal items for use in the disaster**.** For example: • heavy duty raincoats • NGO agency Tabards • NGO agency T-Shirts • hats Costs are eligible where not already supplied and are required to undertake role. Please note stockpiling of these items is ineligible.	**YES**

7. **Assets and Equipment**

	COSTS	DESCRIPTION	RECOUPABLE
7.1.	**Hire**	Hiring Costs of additional equipment needed for community recovery centre operations, outreach or coordination centres. This could include: • Office space rental • Furniture hire/re-location costs, e.g. tables, chairs, desks etc. • Computers • Mobile Phones • Satellite Phones	**YES**

	COSTS	DESCRIPTION	RECOUPABLE
		• Photocopiers	
		• Hire Cars	
		• Satellite Navigation Instruments: For staff not familiar with the area they are required to travel in and for the purposes of outreach activities	
		• TVs for use in recovery centres. As a general reason, TV's are ineligible. Please provide explanation on why a TV is required in a recovery centre.	
7.2.	**Purchase**	Purchased equipment cannot be recouped.	**NO**

8. Vehicle Costs

	COSTS	DESCRIPTION	RECOUPABLE
8.1.	**Hire**	Costs of hiring cars required for community recovery service delivery.	**YES**
8.2.	**Petrol for existing leased or owned vehicles**	Existing leased vehicles are not recoupable unless the NGO can demonstrate a significant increase in fuel costs directly attributed to the event.	**NO**
8.3.	**Petrol for vehicles hired specifically for the event**	The cost of petrol for cars specifically hired for use in community recovery service delivery is recoupable.	**YES**

9. Service Delivery Costs

	COSTS	DESCRIPTION	RECOUPABLE
9.1.	**Interpreter/ translation costs**	Costs for having printed materials translated for use in a particular area impacted by a disaster. Costs for employing interpreters to assist with community recovery service delivery.	**YES**

C. COSTS INCURRED BY STAFF

10. Allowances

	COSTS	DESCRIPTION	RECOUPABLE
10.1.	**Meal allowances**	Normal NGO agency procedures apply regarding claimable amounts. No claims can be made where meals have been otherwise provided or paid for by the agency (e.g. as part of the accommodation package or organised at the community recovery or coordination centres).	**YES**
10.2.	**Travel**	Travel costs are in line with the NGO internal travel directives.	**YES**
10.3.	**Incidental allowances**	Normal NGO procedures apply regarding claimable amounts according to agency policy.	**YES**

Attachment 3 – SOP Number 5 – Community Planning and Assessment

Summary of Observations
Community Resilience factors
Redland City Council region is a resilient community with strong, established links between individuals, voluntary organisations and local authorities. It is acknowledged that individuals and communities can frequently help themselves and provide rapid, readily available and effective relief while external assistance may be limited due to resource capacities. When effectively integrated into disaster management arrangements, volunteer organisations are capable of providing assistance and access to resources, expertise and specialist skills. Individuals may be able to assist through knowledge of local hazards and provide advice concerning risks. Conversely, individuals can reduce demands during responses by being informed of the risks and following advice on appropriate precautions.
Community vulnerability factors
(Please note: Figures quoted are from the ABS 2011 Census, unless otherwise stated)
Redland City Council   The estimated resident population (ERP) of the Redlands as of June 2013 was 147,437 persons[3]. The city grew by 1.19% in the year to 2013. This is slightly lower compared to the rest of Queensland which experienced a growth of 1.9%. In 2011, the median age of Redland is 39 which is relatively older compared with Brisbane's median age of 35 and Queensland's median age of 36.   **Older population**   The city's has a significant proportion of older people. The number of 65 years and over has been increasing over a 10 year period. 14.5% of the population of the city in 2011 comprised of 65 years and older which was higher in contrast to Queensland with 13.2%. Map 1 indicates the proportion of seniors in the city and data are divided according to mesh blocks. Mesh blocks are the smallest statistical units based on the Australia Bureau of Statistics (ABS). Mesh blocks on average comprised of 200 households. The map indicates that there are clusters of mesh blocks that have high proportions of 65 years and overs particularly in the island communities. An ageing population would have significant impact on a community and will bring a greater demand on allied health and community services. Also, this would push for the need for greater accessibility and mobility around activity centres.   **Children 12 years and under**   In 2011, 17.1% of the total population of Redland comprised of children 12 years and under. Alexandra Hills and Capalaba had higher proportions of children compared with the rest of the suburbs. Map 2 shows mesh blocks that have 24.6% or higher proportion of children particularly in the suburbs of Redland Bay and Victoria Point. Victoria Point is a significant commercial enclave of the Redlands which has probably attracted young families to settle in the area. Redland Bay is also a significant growth area with new housing developments. Demand for and access to services in these areas that would cater for children such as child care centres would increase.

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[3] Australia Bureau of Statistics, Cat. No, 3218.0 Regional Population Growth 2012-2013

Single Parent Families

14.7% of families in the Redlands in 2011 were one parent families. Alexandra Hills and Capalaba had the two highest proportions of single parent families with 14.7% and 13.4%, respectively compared with the rest of the suburbs. However, Map 3 also indicates that a cluster of mesh blocks across the city had a proportion of 16% or higher of one parent families. This is particularly apparent in the islands of Russell, Macleay, Coochiemudlo and the townships of Dunwich and Point Lookout.

Lone Person Households

In 2011, 19.7% (or about 1 in 5) of all households were single person households. Clusters of mesh blocks across the city have high proportion (with 25% or more) on lone person households. Map 4 shows these clusters in Thorneside, Cleveland and Southern Moreton Bay Islands.

Redland City has a unique and diverse topography which consist of mainland and island communities. The local government area (LGA) comprises of 12 statistical area level 2s (SA2). The most common disasters that the region experiences are local flooding, severe storms, creek flooding, cyclones/ east coast low pressure systems, heat waves, bush fires or storm surges and the possibility of a major river flooding (December 2010 – January 2011). The likelihood of each of these events varies through unlikely, possible, likely, highly likely to certain.
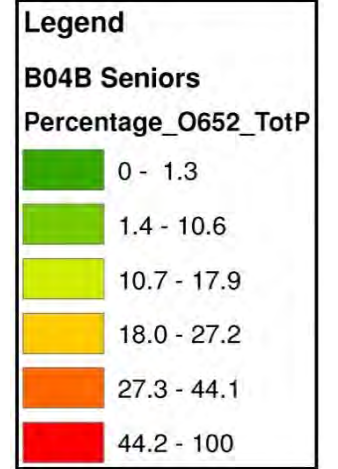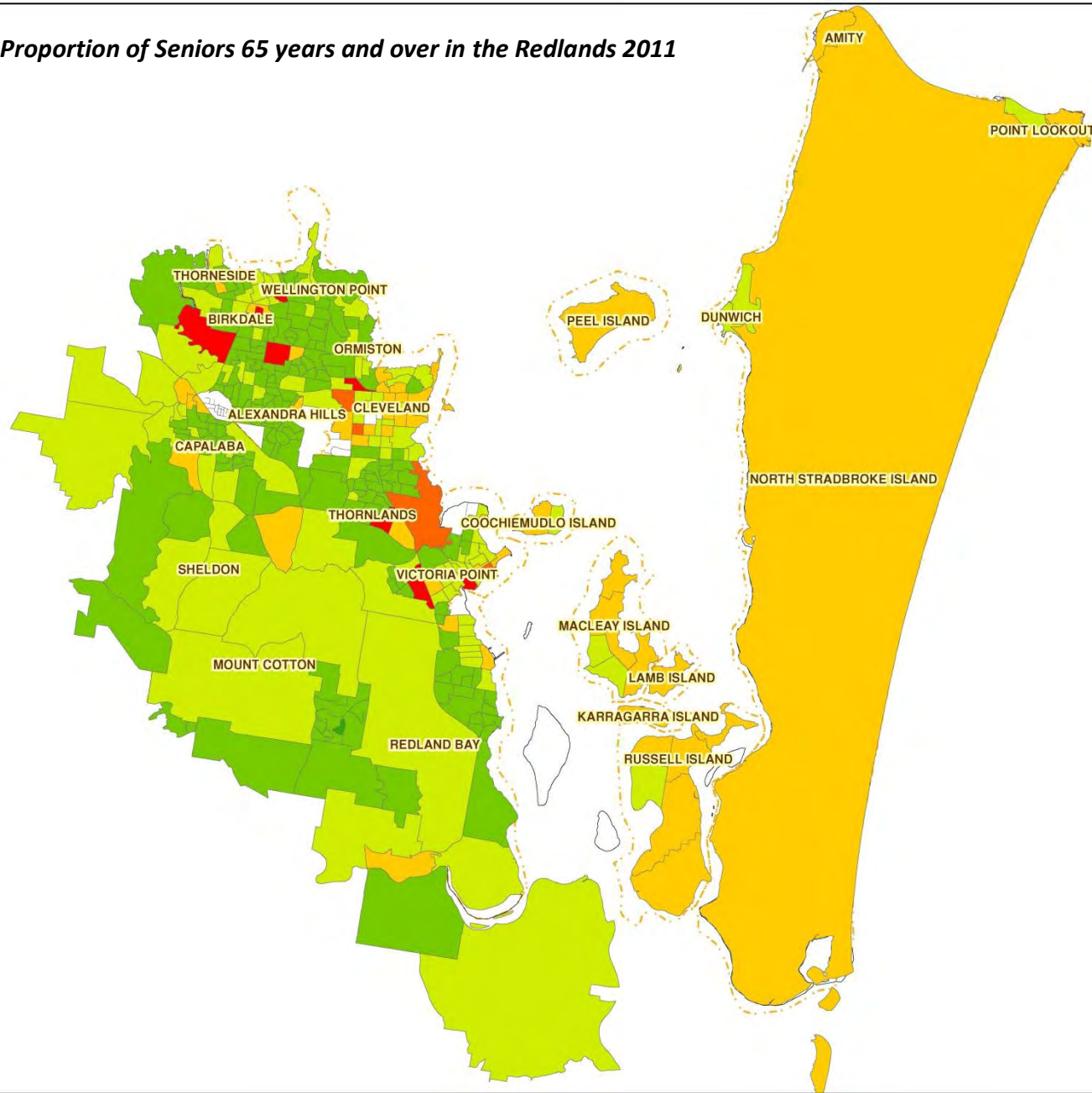
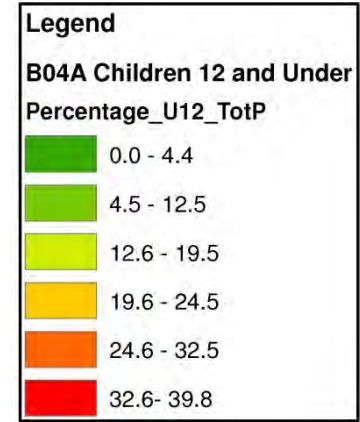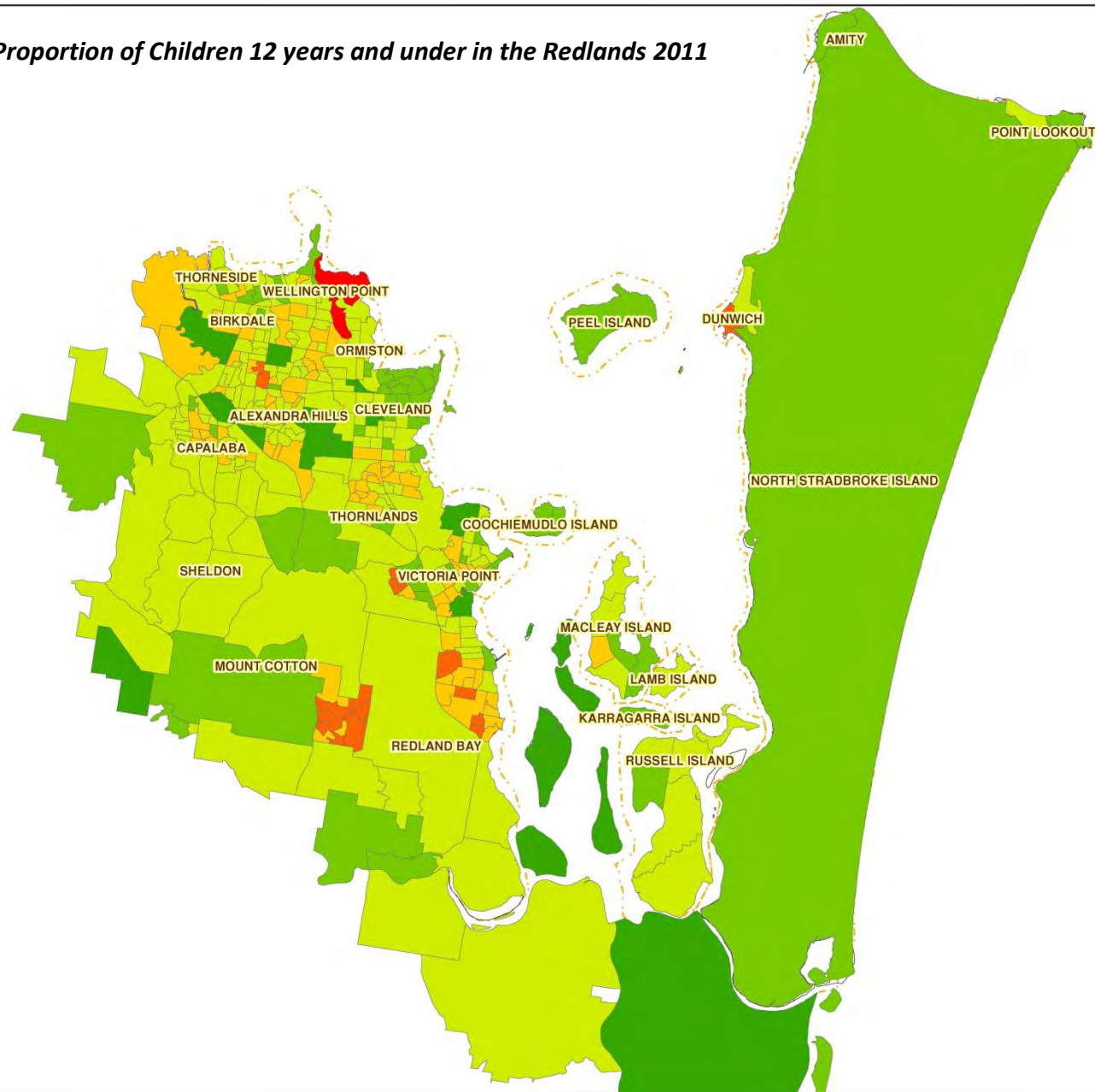| Specific Community Observations or Information	
Issue	**Observations or comments**
Socio Economic and Community Profile	
- relative disadvantage of the community (SEIFA Index) and an overview of known social concerns - public housing supply and demand - rental affordability and supply - cultural and community diversity – strengths and disadvantages - hardship – economic downturns, Industry-specific issues - known community divisions - formal and Informal networks - levels of participation in community events - skills and capabilities that exist within the community	*Redland City Council* **Demographic factors** Redland City Council Area consists of 20 townships/ localities or suburbs. Of the identified population 14.5% were over the age of 65 years, 1.9% (2,619) identified as Aboriginal & Torres Strait Islander people, (the original inhabitants were the Quandamooka people), 91.0% speak only English at home, 22.6% born overseas, 0.6% (802) indicated that they speak little or no English. 4.7% of the population (6,516) identified as requiring assistance with their core activities. 50,508 households of which 31.1% are fully owned, 39.6% being purchased and 24.1% being rented with 1,8,04 social housing dwellings. Median household income is $1,365 per week and 19.2% (or 9,459) of total households earn less than $600 per week. Family composition: 46.1% couples with children, 38.0% couples without children & 14.7% (5,785) are one parent families.

Specific Community Observations or Information	
Issue	**Observations or comments**
	8.6% (11,903) of the population of Redland LGA are in the two most disadvantaged SEIFA quintiles. The ten suburbs with the lowest index of Relative Socio-economic Advantage and Disadvantage were in ranked order: 1. Redland Islands 2. Thorneside 3. Alexandra Hills 4. Capalaba 5. Victoria Point 6. Cleveland 7. Birkdale 8. Redland Bay 9. Ormiston 10. Thornlands
Existing community services or infrastructure	
• Existing community services, access, location, type of service (provide attached list) • Existing levels of demand and identified potential capacity post-disaster • local community organisations • disaster preparedness • disaster mitigation activities • local community and cultural organisations and membership levels	**Additional Service Providers** The Committee may identify additional potential service providers that the Redland City Council Human Social Recovery Committee feels may be required to assist with recovery. Representatives of these service providers may be invited to attend Committee meetings as observers or for specific planning and preparedness activities. During operational planning this list will be updated to reflect the services available for the specific disaster event within identified locations. Additional service providers are included in a Community Support Services brochure for use in the delivery of human and social recovery. Provision of these services may be subject to consented Service Level Agreements negotiated between the Redland City Council and Service Providers at the time of a disaster event. Requests for services would be consistent with Agency core service provision as outlined in existing Service Level Agreements. Where additional services may be required, these would be provided subject to negotiation of appropriate requirements including identification of exit strategies, approved costs, and services required.
Disaster information or knowledge or awareness	

Specific Community Observations or Information	
Issue	**Observations or comments**
• previous disaster events in community – type, frequency, level of damage • engagement with community development/preparedness activities	The Redland City Council region is susceptible to a range of disaster events as illustrated in the risk profile. Human Social Recovery operations may vary according to the nature and scale of events. The Human Social Recovery Committee takes an all hazards approach to the planning of recovery operations including impact analysis, choosing appropriate service delivery models, capacity of agencies, resources required and where requests for assistance may be necessary. This planning will be conducted within the disaster management framework and in communication with local and district disaster management groups and committees.
Vulnerability to disaster events	
• type of events • likely impact (flood or storm surge levels etc.) • number of community members or households likely to be affected • particular considerations for at-risk areas (e.g. presence of nursing homes, child care centres etc.)	See below Risk Profiles

Map 1 Proportion of Seniors 65 years and over in the Redlands 2011

Legend

B04B Seniors

Percentage_O652_TotP

■ (dark green)	0 - 1.3
■ (green)	1.4 - 10.6
■ (yellow-green)	10.7 - 17.9
■ (orange)	18.0 - 27.2
■ (dark orange)	27.3 - 44.1
■ (red)	44.2 - 100

Map labels: AMITY, POINT LOOKOUT, THORNESIDE, WELLINGTON POINT, BIRKDALE, PEEL ISLAND, DUNWICH, ORMISTON, CLEVELAND, ALEXANDRA HILLS, CAPALABA, NORTH STRADBROKE ISLAND, THORNLANDS, COOCHIEMUDLO ISLAND, SHELDON, VICTORIA POINT, MACLEAY ISLAND, LAMB ISLAND, MOUNT COTTON, KARRAGARRA ISLAND, REDLAND BAY, RUSSELL ISLAND

Map 2 Proportion of Children 12 years and under in the Redlands 2011

Legend

B04A Children 12 and Under

Percentage_U12_TotP

- 0.0 - 4.4
- 4.5 - 12.5
- 12.6 - 19.5
- 19.6 - 24.5
- 24.6 - 32.5
- 32.6 - 39.8

Map 3 Proportion of Single Parent Families in the Redlands 2011

Legend

B25 Single Parent Family

Percentage_OFP_F

- 0 - 2.4
- 2.5 - 8.8
- 8.9 - 12.2
- 12.3 - 16.0
- 16.1 - 21.3
- 21.4 - 41.3
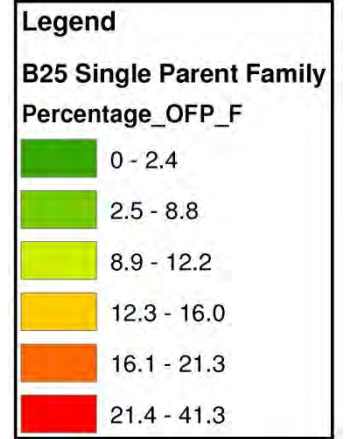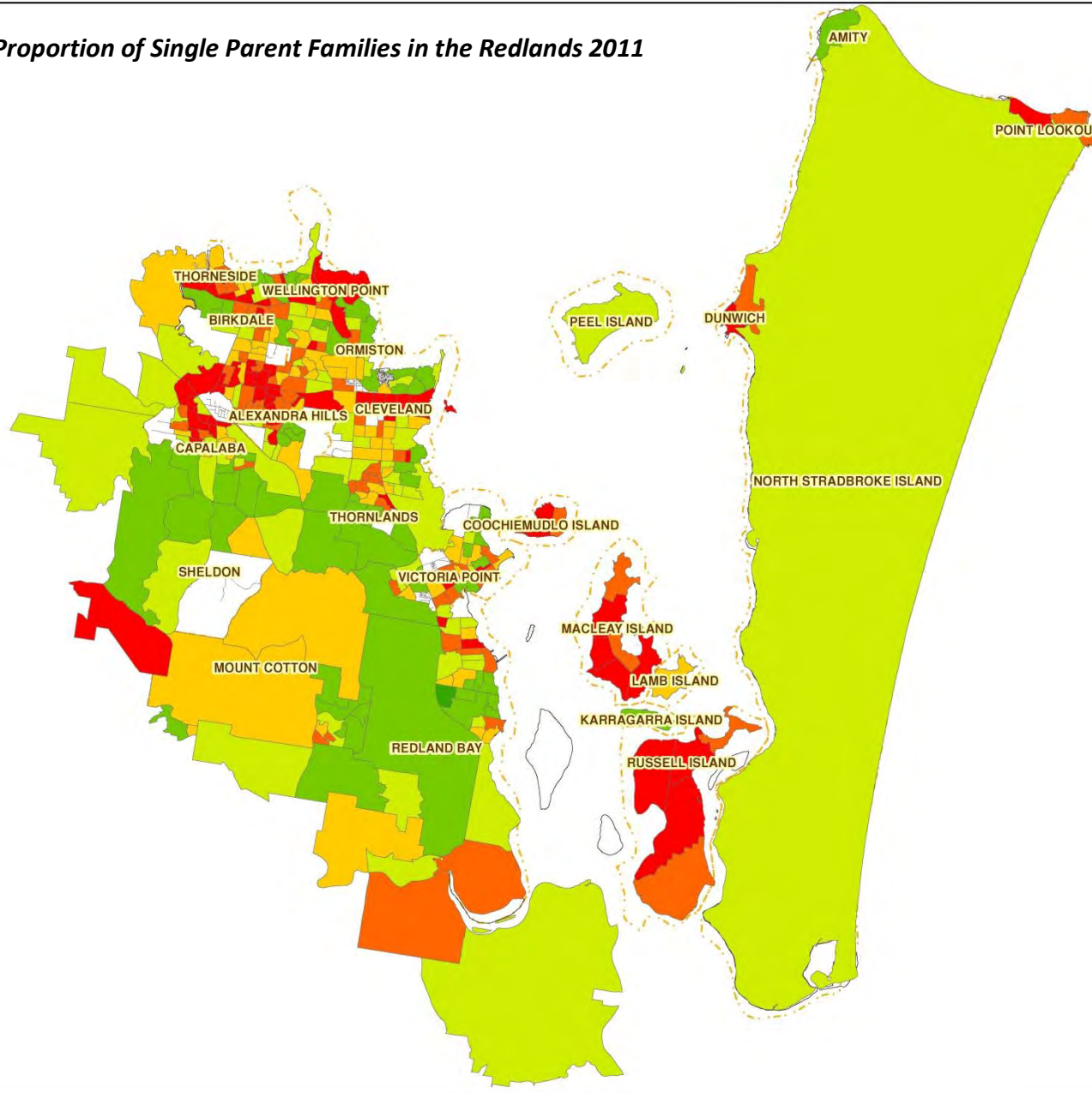
Map 4 Proportion of Lone Person Households in the Redlands 2011

Legend

B30 Lone Person Household Data
Percentage_UR1_Total

- 0 - 2.3
- 2.4 - 13.4
- 13.51 - 25.4
- 25.5 - 41.7
- 41.8 - 61.2
- 61.3 - 100.0
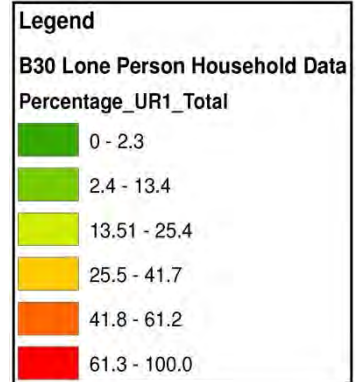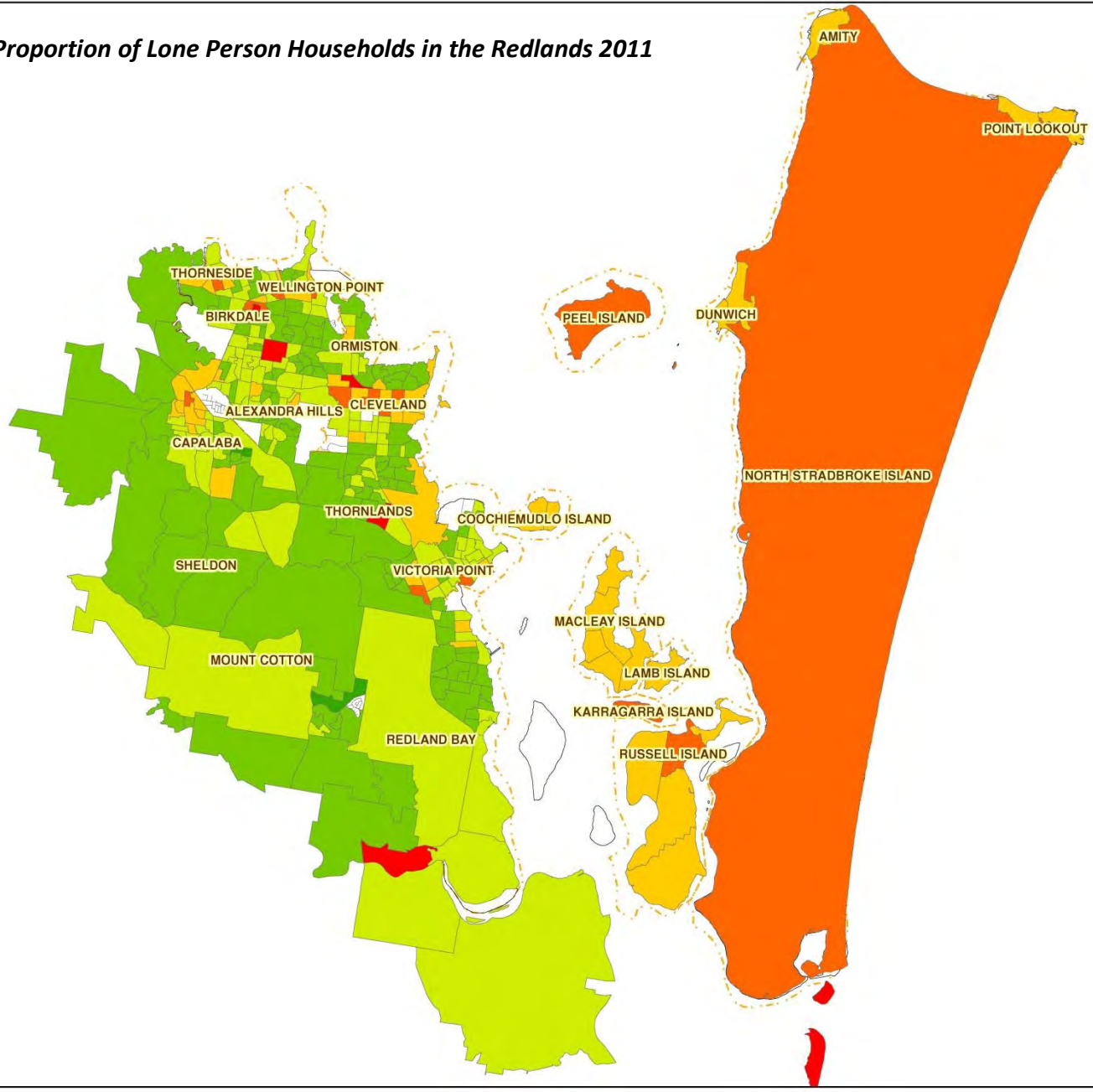
Map 5 Community and Social Infrastructure across the Redlands
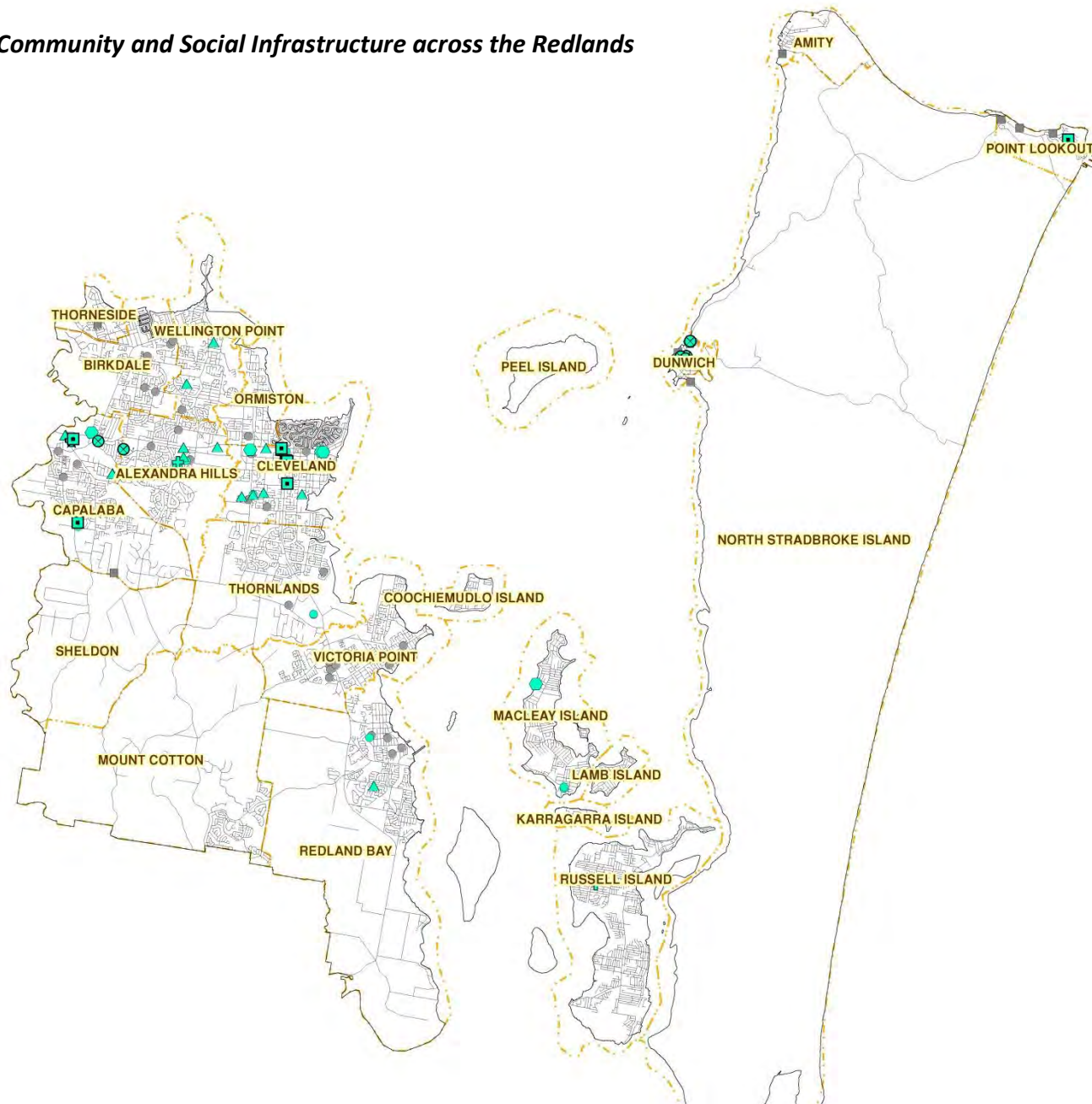
Legend

Community Support and Dev
- Aged Respite
- Disability
- Aged
- Domestic Violence
- Emergency Relief
- Family and Community
- Indigenous
- Youth Service

Housing
- AgedCare-Hostels
- Support Association
- Caravan / Mobile Homes

Community and Social Infrastructure across the Redlands

Community Support

Category	Name
Aged Support	Redland District Committee on the Ageing
Aged Support	Star Community Transport
Aged Respite	The Shack - Macleay Island
Aged Respite	Redlands Home Assist Secure
Aged Respite	Redland Safe & Confident Network
Aged Respite	Ozcare
Aged Respite	Spiritus Care Services
Aged Respite	Bluecare (Alexandra Hills)
Aged Respite	Bluecare (Macleay)
Aged Respite	St Lukes Nursing Service
Aged Respite	Jeffrey & Geraldine Underhill Community Centre (former Carinya House)
Aged Respite	Killara Day Respite Centre - Redland
Aged Respite	One Mile Minjerribah Respite
Aged Respite	Horizon Foundation Inc
Aged Respite	Yarabee Centre of Care
Aged Respite	Mandalay Centre of Care
Aged Respite	Finnish Home Care Service and Community Respite
Community Service	Victoria Point / Redland Bay Meals on Wheels Inc
Community Service	Cleveland Meals on Wheels Inc
Community Service	Capalaba Meals on Wheels Inc
Community Service	Rock Family and Community Support
Disability	Redlands Respite Care Committee (Young people with a disability)
Disability	Capalaba Adult Day Service
Disability	Baby Bridges Program (Horizon)
Disability	Connect2Group(formerly Bayside Gate Employment Service)

Category	Name
Disability	CRS Australia
Disability	Horizon Foundation Inc
Disability	People with Multiple Sclerosis - Redlands
Disability	Triple S (Share Bayside)
Disability	Mandalay Centre of Care (Dementia Care)
Disability	Bayside Low Vision Support Group
Disability	Redlands Autism / Aspergers Support Group
Disability	Bayside Aged and Disability Help Line
Disability	Redlands Occupational Therapy Services
Disability	Special Housing Association - Redlands
Disability	Step Forward Program
Disability	Blind Citizens Australia
Disability	Endeavour Foundation
Disability	Crossroads Queensland - Redlands Branch
Disability	Phoenix Lifestyle Support Association Inc
Disability	Open Minds
Domestic Violence	Relationships Australia
Emergency Relief	Community Support Services & CSS - Emergency Relief
Emergency Relief	Bay Island Community Services
Emergency Relief	Horizon Foundation
Emergency Relief	Redlands Community Centre
Family and Community	Empower Church Redlands
Family and Community	Life Education Centre
Family and Community	Child Protection & Family Support
Family and Community	Macleay Island Ex-Servicemen and Women Association
Family and Community	Redlands RSL Sub Branch
Family and Community	Redlands Vietnam Veterans Group Inc.
Family and Community	Qld Corrections Services-Probation & Parole District Office
Indigenous	Indigenous Social Support Program

Category	Name
Indigenous	Minjerribah - Moorgumpin Elders in Council
Indigenous	One Mile Minjemba Respite Centre
Indigenous	Yulu - Burri - Ba Aboriginal Corporation Dunwich
Indigenous	Yulu - Burri - Ba Aboriginal Corporation Capalaba
Indigenous	North Stradbroke Island Aboriginal + Islander Housing Co-operative Society Ltd.
Indigenous	Cooee Indigenous Elders
Youth Service	Youth Service (PCYC)
Youth Service	Youth Justice
Youth Service	Boys Town
Youth Service	In-sync
Youth Service	Stradbroke Island Youthlink Assoc. Inc.
Youth Service	Department of Child Safety (Bayside Child Safety Service Centre)
Youth Service	The Corporation of the Synod of the Diocese of Brisbane
Youth Service	Cleveland Baptist Church - Drop in Centre

Housing

Category	Name
AgedCare-Hostels	Netherlands Retirement Village Association of Qld / Prins William Alex
AgedCare-Hostels	Melaleuca Grove Garden
AgedCare-Hostels	Village Life Capalaba
AgedCare-Hostels	Cleveland Manor
AgedCare-Hostels	Aveo Cleveland (formerly Forest Place Retirement Villages)
AgedCare-Hostels	On the Shores at Cleveland
AgedCare-Hostels	Mandalay Centre of Care
AgedCare-Hostels	Wellington Park Nursing Care
AgedCare-Hostels	Wellington Manor Retirement Village
AgedCare-Hostels	Aveo Cleveland Gardens Retirement Village

Category	Name
AgedCare-Hostels	Blue Danube Retirement Village / Aged Care Lodge Australia
AgedCare-Hostels	Salford Waters Retirement Estate
AgedCare-Hostels	Tranquil Waters Retirement Village
AgedCare-Hostels	Finlandia Village / Finnish Rest Home Assoc.
AgedCare-Hostels	PresCare Lake Sherrin Homes For The Aged
AgedCare-Hostels	Adventist Retirement Village
AgedCare-Hostels	Nandeebie Centre of Care
AgedCare-Hostels	Victoria Point Lodge
AgedCare-Hostels	Nareeba Moopi Moopi Pa "My One Mile" Residential Care for the Elderly
AgedCare-Hostels	Victoria Point Retirement Village (Renaissance)
AgedCare-Hostels	Queensland Housing Commission
AgedCare-Hostels	Life Style Estates
AgedCare-Hostels	Palm Lakes Retirement Village
AgedCare-Hostels	Cleveland Housing Commission (Department of Housing)
AgedCare-Hostels	Queensland Housing Commission
AgedCare-Hostels	Redlands Residential Care
AgedCare-Hostels	Gunadoo Gardens
AgedCare-Hostels	RSL Care Moreton Shores Retirement Community
AgedCare-Hostels	Tall Trees Redland Bay (Salisbury St., Redland Bay)
Support Accommodation	Special Housing Association of Redlands Inc (SHARE)
Support Accommodation	Phoenix Lifestyle Support Association Inc
Support Accommodation	Anglicare In-Sync
Support Accommodation	Barnabas House
Support Accommodation	North Stradbroke Island Housing Cooperative
Support Accommodation	Department of Housing
Support Accommodation	Redlands Bayside Disability Services
Caravan / Mobile Homes	Greenacres Caravan Park
Caravan / Mobile Homes	Bradburys Beach Caravan Park
Caravan / Mobile Homes	Adams Beach Caravan Park

Category	Name
Caravan / Mobile Homes	Adder Rock Caravan Park
Caravan / Mobile Homes	Thankful Rest Caravan Park
Caravan / Mobile Homes	Cylinder Beach Caravan Park
Caravan / Mobile Homes	North Stradbroke Tourist Park
Caravan / Mobile Homes	Amity Point Caravan Park
Caravan / Mobile Homes	Thorneside Mobile Village

Risk Profile REDLAND CITY COUNCIL RISK ASSESSMENT

Redland Natural Disasters

(In order of probability in a given year)

Event	Likelihood	Consequence (from citywide perspective)	Overall risk rating comments	Comments
Severe Storm	Certain	Minor	High	
Local Flooding	Certain	Minor	High	
Creek Flood	Highly Likely	Moderate	High	Flood sub-categories: major, moderate, minor
Bushfire	Likely	Minor-Moderate	High	
Cyclone/East Coast Low	Likely	Moderate-Major	High	
Heat wave	Likely	Minor-moderate	High	Heat stress causes more fatalities than other natural hazards
Storm surge (includes storm tide and storm surge)	Possible	Moderate	High	
River flood	Possible	Major-catastrophic	Extreme	Flood sub-categories: major, moderate, minor
Landslip	Unlikely	Minor	Low	
Earthquake	Unlikely	Minor-catastrophic	Extreme	

Redland Non-Natural Disasters (People Induced)

(In order of probability in a given year)

Event	Likelihood	Consequence (from citywide perspective)	Overall risk rating comments	Comments
Oil spill – Marine	Highly Likely	Moderate-Major	High	Maritime Safety Qld are lead agency to responds in accordance with National Oil Spill Plan
Oil spill – Land	Highly Likely	Minor-Moderate	High	
Chemical spill/gas release	Highly Likely	Moderate-Major	High	
Major utilities failure – non-Council	Likely	Major-Catastrophic	High-Extreme	E.g. Island Water supply, power; gas of other areas affecting businesses i.e. The Gap storms, QRail Incident
Major utilities failure/disruption – Council owned	Possible	Major-Catastrophic	High-Extreme	Transport threat, Nov 2005
Major Industrial accident	Possible	Minor	Medium	
Major ground transport accident	Possible	Moderate	High	
Terrorist incident – siege or hostage	Possible	Major	Extreme	
Disruption to major sporting/cultural events	Possible	Moderate	High	
Building collapse	Unlikely	Major	High	
Aircraft crash	Unlikely	Major-Catastrophic	High-Extreme	
Terrorist incident – bombing	Unlikely	Major	High	
Terrorist incident – chemical, biological, radiological	Highly unlikely	Catastrophic	High-Extreme	

Attachment 3 – SOP Number 6 – Post Event Panning and Assessment Template

Impact of event		
	Post-event observations	**Assessment/impacts**
Disaster event		
• nature of disaster event (type, size and effects) • geographic impact zone and scale of impact • utilities e.g. power loss, water • damage to key infrastructure (roads, transport, public buildings, businesses and shops).		
Demographics of affected community		
• number of residents evacuated • number of residents injured • number of houses destroyed/damaged/cut off • identification of impact on vulnerable groups (for example, disproportionate populations of elderly, minority groups and children who may need specialised services).		
Impact on community services and local networks		
• funded and non-funded community services/organisations impacted • level of impact/disruption • post-disaster service capacity • evidence of increased demand for services • impacts on local staff managing their own/family recovery.		

Community needs and demand for services		
	Post-event observations	**Assessment/impacts**
Health and wellbeing of community		
• calls to emergency services/medical hotlines • presentations to hospitals/medical services • contacts with support services, e.g. Red Cross • presentations at recovery centres/hubs.		
Indicators of community need		
• number of applications for financial assistance • number of applications for material aid • length of time to restore essential		

Community needs and demand for services		
	Post-event observations	**Assessment/impacts**
services • disaster preparedness of community (e.g. has such an event occurred before, was it sudden or expected).		
Post-event social capital		
• number/proportion of community members volunteering with clean-up/community support organisations • attendance at community meetings • evidence of effective lines of communication within community/breakdowns in communication within community.		

Attachment 3 – SOP Number 7 – Partner Agency Situation Reporting Guide and Template

PARTNER AGENCY REPORT

Please complete daily (by COB each day) and email to:

Organisation Name	
Service Name	
Report No.	
Report Date	
Event Name	
Region	

Emerging Issues

Service Output	Location	No. of staff/volunteers	No. of hours	No. of clients seen/referred

Referred Agency <Insert the name of the agency clients are referred to – for example:>	No. Clients <Insert the number of people referred to this agency since the previous report>

Attachment 4 **Glossary of Acronyms**

ACRONYM	DEFINITION
ADRA	Adventist Development Relief Association
DCCSDS	Department of Communities, Child Safety and Disability Services
DDC	District Disaster Coordinator
DDMG	District Disaster Management Group
DHSRG	District Human Social Recovery Group
LDC	Local Disaster Coordinator
LDCC	Local Disaster Coordination Centre
LDMG	Local Disaster Management Group
LRC	Local Recovery Coordinator
LRG	Local Recovery Group
NDRRA	Natural Disaster Relief and Recovery Arrangements
NGOS	Non-government organisations
QDMA	Queensland Disaster Management Arrangements
QFES	Queensland Fire and Emergency Services
QGSO	Queensland Government Statistician's Office
RCC	Redland City Council
RHSRC	Redland Human and Social Recovery Committee
SDRA	State Disaster Relief Arrangements
SEIFA	Socio-Economic Indexes for Areas
XO	Executive Officer

Attachment 5   Redland Human and Social Recovery Committee List of Organisations

Agency
Adventist Development Relief Association (ADRA)
Department of Communities, Child Safety and Disability Services
Department of Human Services
Department of Housing & Public Works - Capalaba Housing Service Centre
Lions Australia
Queensland Fire and Emergency Services
Red Cross
Redland City Council
Redlands Aged Care Providers
Salvation Army
St. Vincent de Paul
UnitingCare Community

16   CLOSED SESSION

16.1   OFFICE OF CEO

16.1.1 PROPERTY COMPANY STRUCTURE

Dataworks Filename:	**LS Advice – Property (LCM 4429)**
Authorising Officer:	**Bill Lyon** **Chief Executive Officer**
Responsible Officer:	**Linnet Batz** **Chief Financial Officer**
Author:	**Grant Tanham-Kelly** **Service Manager Finance Management**

EXECUTIVE SUMMARY

Council or Committee has a broad power under section 275(1) of the *Local Government Regulation 2012* to close a meeting to the public where there are genuine reasons why the discussion on a matter should be kept confidential.

OFFICER'S RECOMMENDATION

That the meeting be closed to the public to discuss this matter pursuant to 275(1) of the *Local Government Regulation 2012*.

The reason that is applicable in this instance is as follows:

> *(a)   the appointment, dismissal or discipline of employees;*
>
> *(e)   contracts proposed to be made by it (Council).*

17   MEETING CLOSURE