



REDLAND CITY
**DISASTER
MANAGEMENT
PLAN**
PART 1



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PART 1 of the Redland City Disaster Management Plan outlines the comprehensive approach taken toward disaster management by the Redland City Local Disaster Management Group. This document is designed to assist the Redlands community in its prevention, preparedness, response and recovery from disaster situations.

Redland City Council is proud to partner with the following members of the Redland City Local Disaster Management Group:



Queensland Health
Department of Education and Training
Department of Communities, Child Safety and Disability Services
Department of Transport and Main Roads
Department of National Parks, Sport and Racing



FOREWORD



Mayor Karen Williams
Chair, Local Disaster Management Group



Assistant Commissioner Robert Gee
Brisbane District Disaster Coordinator

Each year communities across Australia are faced with responding to and recovering from disasters that test community resolve. No community is immune to the impacts these events have on people, infrastructure, the environment and business, so it is important that we are prepared.

When such events occur local government has the primary responsibility for managing disasters within its boundaries. Redland City Council takes a proactive role in preparing for these events, and to meet these challenges has developed this Disaster Management Plan.

Redland City has witnessed first-hand the impact of such events, highlighting the need for greater resilience and community engagement. They have also shown the importance of having a dedicated Local Disaster Coordination Centre with increased capacity and fit for purpose equipment.

Encompassing a mainland population, as well as off-shore communities, Redland City faces a number of potential risks, which Redland City Council is committed to helping the community prepare for and respond to. While we cannot prevent all disasters occurring, by working together we can strengthen our resilience and ability to respond to disasters.

Karen Williams

The Queensland Police Service has a significant role to support local councils in disaster management and response under the current Queensland Disaster Management Arrangements. Recent history has shown communities across Queensland have been significantly impacted by the consequences of a range of natural disasters. These have consistently demonstrated to us the importance of thorough preparation and the value of implementing strategies to build and enhance community resilience.

In this context we are very pleased to be working closely with Redland City and supporting their efforts to build resilience across the community especially in unique areas such as the Southern Moreton Bay Islands. Redland City has continually demonstrated a high level of commitment to disaster planning and we will continue to support their efforts to build greater resilience and ensure a higher level of preparedness across the community.

The Queensland Police Service will also continue to assist Redland City Council to build their capability to respond to disasters and ensure we are ready to provide further support from state level assets should it be required. We look forward to continuing to build our strong relationship with Redland City and this plan provides a key component of that commitment.

Robert Gee APM



CONTENTS

	PAGE
PRELIMINARIES	
Foreword	ii
Contents	iii
Abbreviations	iv
Definitions	v
Document Control	vii
1 ADMINISTRATION AND GOVERNANCE	2
Authority To Plan	2
Purpose and Objectives	2
Queensland's Disaster Management Arrangements (QDMA)	3
Principles of Disaster Management	3
Inspector-General Emergency Management (IGEM)	5
Emergency Management Assurance Framework	5
2 LOCAL DISASTER MANAGEMENT GROUP (LDMG)	8
Role of Local Government	8
Functions of the Redland City LDMG	8
Members of the Redland City LDMG	9
Business and Meetings of the Redland City LDMG	13
Responsibilities of Redland City LDMG Members	13
Authority of Members	20
Training and Exercises	20
Special Projects and Sub-committees	20
3 DISASTER RISK MANAGEMENT	22
Risk Assessment	22
Redland City Characteristics	22
Risk Assessment Methodology	33
Risk Assessment for Natural Disasters	36
Risk Assessment for Non-natural Disasters	36
4 COMMUNITY RESILIENCE	38
Prevention	38
Preparedness	40
5 RESPONSE STRATEGY	44
Activation of Response Arrangements	44
Local Disaster Coordination Centre (LDCC)	46
Warning Notification and Dissemination	47
Concept of Operations	49
Evacuation Centres	50
Impact Assessment	50
Disaster Declaration	51
Disaster Financial Assistance Arrangements	51
6 RECOVERY STRATEGY	54
Functions of Recovery	54
Activation of Recovery Arrangements	56
Redland City Local Recovery Group Activation Levels	57
Queensland State Government Recovery Responsibilities	59
Community Recovery	63
Human and Social Welfare	64
Public Health and Safety	65
7 LOCAL COMMUNITY DISASTER PLANS	70

ABBREVIATIONS

ABBREVIATION	MEANING
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
DDC	District Disaster Coordinator
DDCC	District Disaster Coordination Centre
DDMG	District Disaster Management Group
DSD	Department of State Development
DTMR	Department of Transport and Main Roads
EMA	Emergency Management Australia
EOT	Emergency Operations Team
GIS	Geographic Information System
ICC	Incident Control Centre
IGEM	Inspector-General Emergency Management
IMT	Incident Management Team
LDC	Local Disaster Coordinator
LDCC	Local Disaster Coordination Centre
LDMG	Local Disaster Management Group
LO	Liaison Officer
MSQ	Maritime Safety Queensland
NDRRA	Natural Disaster Relief & Recovery Arrangements
PPRR	Prevention, Preparedness, Response and Recovery
QAS	Queensland Ambulance Service
QDMA	Queensland's Disaster Management Arrangements
QDMC	Queensland Disaster Management Committee
QFES	Queensland Fire and Emergency Service
QPS	Queensland Police Service
QR	Queensland Rail
QRA	Queensland Reconstruction Authority
RCC	Redland City Council
SDCC	State Disaster Coordination Centre
SES	State Emergency Service
SEWS	Standard Emergency Warning System
SITREP	Situation report
SMBI	Southern Moreton Bay Islands
SOP	Standard Operating Procedures

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. (The Community Recovery Centre is sometimes referred to as a One Stop Shop or a One Stop Recovery Centre).
Consequence	The outcome of an event or situation expressed qualitatively or quantitatively, being a loss, injury, disadvantage or gain.
Command	The direction of members and resources of an agency in the performance of the agency's roles and tasks. Command operates vertically within a single agency.
Control	The overall direction of the activities, agencies or individuals concerned. Control operates horizontally across all agencies, functions and individuals and relates to a situation.
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.
Council	In this plan, Council means Redland City Council.
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: <ul style="list-style-type: none"> • Loss of human life, or illness or injury to human • Widespread or severe property loss or damage • Widespread or severe damage to the environment
Disaster Management	Arrangements about managing the potential adverse effects of an event, including arrangements for prevention, preparation, response and recovery from a disaster.
Disaster Operations	Activities undertaken before, during or after an event happens to help reduce loss of human life, illness or injury to humans, property loss or damage, or damage to the environment, including, for example, activities to mitigate the adverse effects of an event.
Disaster response capability	The ability to provide equipment and a suitable number of people, using the resources available to the local government, to effectively deal with, or help another entity to deal with an emergency situation or a disaster in the local government's area.
District Disaster Coordinator	A Police Officer appointed by the Commissioner of the Queensland Police Service as a District Disaster Coordinator under Section 25 of the <i>Disaster Management Act 2003</i> .
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).

TERM	DEFINITION
Event	An event may be natural or caused by human acts or omissions, including the following: <ul style="list-style-type: none"> • A cyclone, earthquake, flood, storm, storm tide, tornado, tsunami, volcanic eruption or other natural happening • An explosion or fire, a chemical, fuel or oil spill or a gas leak • An infestation, plague or epidemic • A failure of, or disruption to, an essential service or infrastructure • An attack against the state • Another event similar to (those listed above)
Hazard	A source of potential harm, or a situation with a potential to cause loss. (<i>Emergency Management Australia, 2004</i>)
Local Disaster Coordinator	The CEO, or another Council Officer appointed under the <i>Disaster Management Act 2003</i> 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.
Local Recovery Coordinator	The CEO, or another Council Officer appointed by the Local Disaster Management Group responsible for coordinating the recovery operations for the Local Recovery Group.
Mitigation	Part of the prevention process, it includes measures taken in advance of a disaster, aimed at decreasing or eliminating its impact on society and environment.
Natural Disaster Relief & Recovery Arrangements (NDRRA)	NDRRA provide a cost sharing formula between the state and Commonwealth Governments as well as a package of pre-agreed relief and recovery measures that may be activated by the Queensland Government on a needs basis. An activation is made by the Minister for Community Safety, this declaration is different to and not dependant on a Declaration of Disaster Situation and is not a declaration of a disaster or emergency.
Preparedness	Measures to ensure that, should an emergency occur, communities, resources and services are capable of coping with the effects.
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.
Risk Management	The culture, processes and structures that are directed towards realising potential opportunities, whilst managing adverse effects.
Risk Reduction	Actions taken to lessen the likelihood, negative consequences, or both, associated with a risk. (Adapted from ISO Guide 73:2009 Risk management – Vocabulary)
Risk Treatment	Risk treatment involves selecting one or more options for modifying risks, and implementing those options. (<i>AS/NZS ISO 31000:2009</i>)
State Disaster Coordinator	A person appointed under the <i>Disaster Management Act 2003</i> who is responsible for coordinating disaster response operations for the State Disaster Management Group.
State Recovery Coordinator	A person appointed under The Act who is responsible for the coordination of disaster recovery operations for the Queensland Disaster Management Committee.
Vulnerability	The degree of susceptibility and resilience of the community and environment to hazards.

DOCUMENT CONTROL

Amendment Control

The Local Disaster Management Plan is a controlled document which is not to be altered other than those amendments endorsed by the Local Disaster Management Group (LDMG). The plan is intended to be a 'live' document; all suggested amendments or additions to this plan should be forwarded to:

Manager Disaster Planning and Operations
 Redland City Council
 P.O. Box 21
 Cleveland Queensland 4163
 Email: emergency@redland.qld.gov.au

Amendment Register

AMEND. No.	DATE RECEIVED	DATE AMENDED	DETAILS OF AMENDMENT	INITIALS
1	---	August 2011	Review and full rewrite of plan in accordance with Local Government Planning Guidelines and <i>Disaster Management Act 2003</i> , amendments to legislation and Floods Commission of Inquiry Interim Report.	MM
2	March 2013	June 2013	Review and full rewrite of plan in accordance with Local Government Planning Guidelines and <i>Disaster Management Act 2003</i> , amendments to legislation and Floods Commission of Inquiry Final Report.	ML MT
3	December 2014	December 2014	Review of plan in accordance with Local Government Planning Guidelines and <i>Disaster Management Act 2003</i> , amendments made in accordance with changes to the <i>Disaster Management Act 2003</i> .	ML MT
4	October 2015	November 2015	Review of plan in accordance with the <i>Disaster Management Act 2003</i> , amendments made in accordance with recommendations from members of the Local Disaster Management Group and 2015 reviews conducted by the Inspector-General Emergency Management.	ML MT

Requirements and Review

Pursuant to Section 58 and 59 of the *Disaster Management Act 2003*, the Local Disaster Management Plan must be consistent with the Queensland disaster management standards and disaster management guidelines. RCC must review the effectiveness of the plan at least once a year. In addition, RCC may review, or renew, the plan when considered appropriate to do so.

Distribution and Availability

The controlled master copy of this plan is held by the Disaster Planning and Operations Unit, Redland City Council. Copies of the plan will be distributed to members of the Redland City Local Disaster Management Group and the Emergency Operations Team. Pursuant to Section 60 of the Act, the plan is available free of charge, to the public:

- At RCC Libraries and Administration Building
- On the RCC website www.redlanddisasterplan.com.au
- Upon request from a member of the public



ADMINISTRATION AND GOVERNANCE

Authority to Plan

The Redland City Local Disaster Management Plan (the plan) has been prepared and issued under the authority of the Local Disaster Management Group in accordance with the requirements of the *Disaster Management Act 2003 (the Act)*, to provide for effective disaster management in the local government area. Redland City Council is committed to ensuring that this plan and its associated documents and procedures comply with the provisions of Section 57(2) of the Act.

In accordance with Section 58 of the Act, the Redland City Local Disaster Management Plan is consistent with the disaster management standards and disaster management guidelines and complies with the following guidelines:

- a) Queensland Local Disaster Management Guidelines (2012)
- b) Emergency Management Assurance Framework (2014)

The plan is hereby approved and recommended for distribution by the LDMG.

Endorsed by Redland City Council



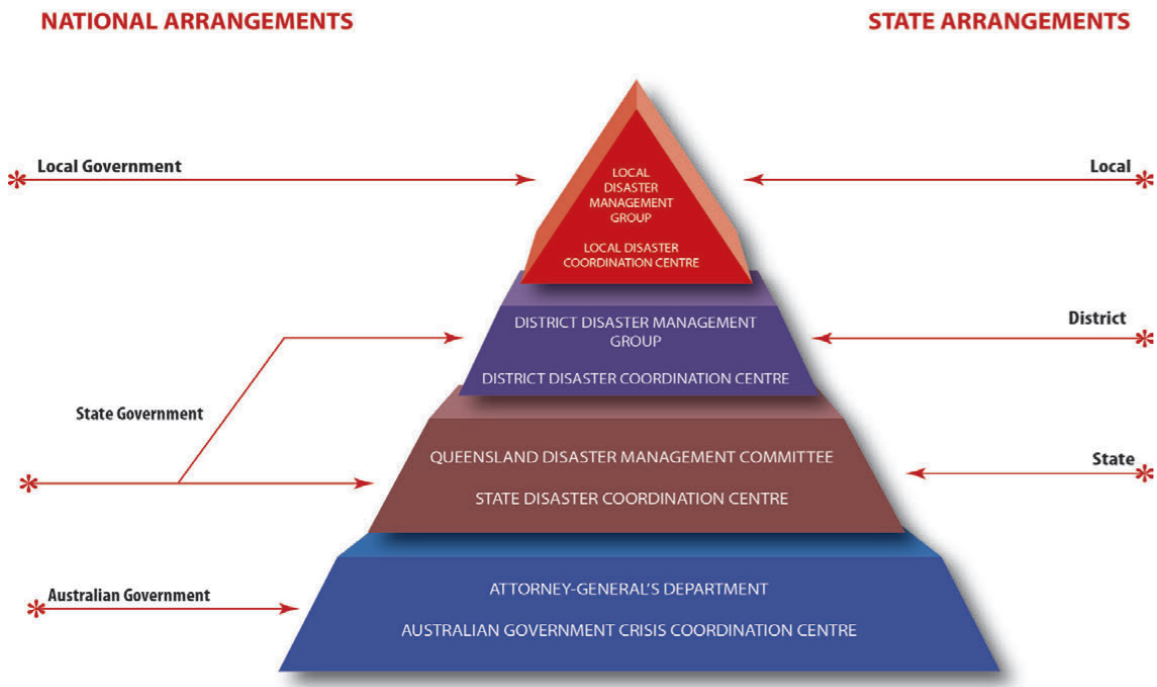
Nick Clarke
Local Disaster Coordinator

Purpose and Objectives

The purpose of this plan is to detail arrangements that minimise and mitigate, where possible, the impact of a disaster or major emergency affecting the communities of Redland City. The primary focus of this plan is to ensure the safety and welfare of the Redlands community as well as other people who may visit the city.

The objective of the plan is to provide a comprehensive framework for the implementation of effective disaster management strategies and arrangements within Redland City. This is achieved by:

- Outlining operations for effective disaster management across the four phases of **prevention, preparedness, response and recovery**
- Describing the disaster management **structure for the Redland City LDMG**, the member organisations and their roles and responsibilities
- Identifying the networks established for the **coordination of multi-agency responses**
- Acknowledging the likely effects of **identified threats to the community**, infrastructure and the environment in the area
- **Planning for those specific threats**, including guidelines and standard operating procedures for the operation of the plan
- **Providing information to build community resilience** and better assist the community in preparing for, responding to and recovering from disaster events



Queensland's Disaster Management Arrangements (QDMA)

QDMA is based on a tiered system of committees at local government, disaster district, and state government levels and recognises that the Commonwealth Government may be requested to provide support to the state. During a disaster, local government provides initial support to the affected community until its resources are fully committed. Additional support from the State, and ultimately the Commonwealth is then requested if needed.

In accordance with Section 4A(c) of the *Disaster Management Act 2003*, Local government underpins the QDMA as the frontline of disaster management and has primary responsibility for managing events in the local government area. RCC is ideally suited to manage disaster events at the community level, based on its understanding of local social, environmental and economic issues; and knowledge of the city's infrastructure.

RCC adopts the following five approaches of the Queensland State Disaster Management Plan which support and build on the integrated approach adopted by the Australian Emergency Management Arrangements:

- A comprehensive approach
- An all hazards approach
- An all agencies approach
- A local disaster management capability
- A prepared and resilient community

The Redland City Disaster Management Plan takes a flexible and scalable approach to disaster management which provides for the reduction of risk and the enhancement of community resilience whilst ensuring effective response and recovery capabilities.

Principles of Disaster Management

In accordance with Section 4A(a) of the Act, disaster management is planned across the following four phases:

Prevention

- (i) The taking of preventative measures to reduce the likelihood of an event occurring or, if an event occurs, to reduce the severity of the event

Preparedness

- (ii) The taking of preparatory measures to ensure that, if an event occurs, communities, resources and services are able to cope with the effects of the event

Response

- (iii) The taking of appropriate measures to respond to an event, including action taken and measures planned in anticipation of, during, and immediately after an event to ensure that its effects are minimised and that persons affected by the event are given immediate relief and support

Recovery

- (iv) The taking of appropriate measures to recover from an event, including action taken to support disaster-affected communities in the reconstruction of infrastructure, the restoration of emotional, social, economic and physical wellbeing, and the restoration of the environment

PRINCIPLES OF DISASTER MANAGEMENT

PREVENTION

1. Identify hazards and assess the risks to the community and Council
2. Implement measures to eliminate, mitigate or reduce potential loss to life or property and protect economic development

PREPAREDNESS

1. Develop and maintain Local Disaster Management Plan
2. Prepare disaster management operational plans and procedures
3. Prepare to take action to minimise loss of life and damage
4. Prepare to organise and facilitate effective rescue, relief and recovery in a disaster
5. Educate and train Council staff
6. Raise resilience in the community through:
 - a. Community education programs
 - b. Council's website and social network sites
7. Establish organisational structures to manage a disaster
8. Develop procedures that will ensure the rapid mobilisation and deployment of its resources to prevent/mitigate, prepare for, respond to and recover from a disaster situation

RESPONSE

1. Activate the Redland City Local Disaster Management Group (LDMG)
2. Activate the Redland City Local Disaster Coordination Centre (LDCC)
3. Assist with disaster response activities
4. Assist with the provision of immediate relief for persons affected by the disaster
5. Maintain liaison and communications with other agencies
6. Ensure effective communication and engagement with the community

RECOVERY

(in accordance with the National Strategy for Disaster Resilience)

1. Maintain liaison and communications with other agencies
2. Satisfy immediate, essential personal and community needs
3. Coordinate the recovery of the community
4. Coordinate the recovery of physical infrastructure (or to contribute to the infrastructure recovery function if that is being coordinated at Disaster District level)
5. Coordinate activities with relevant Disaster District initiatives and plans
6. Manage the process of restoring services to a normal level
7. Participate in long-term recovery, reconstruction and rehabilitation
8. Ensure effective community engagement occurs during the recovery stage

Inspector-General Emergency Management (IGEM)

The role of Inspector-General Emergency Management (IGEM) was first established in 2013 following a review of police and community safety. The IGEM role was formalised as a statutory position in 2014. The functions of the Inspector-General Emergency Management and the Office of the Inspector-General Emergency Management are prescribed in Part 1A of the *Disaster Management Act 2003*.

The vision of IGEM is to be a catalyst for excellence in emergency management so as to enable confidence in Queensland's emergency management arrangements. IGEM is responsible for providing the Premier, Government and people of Queensland an assurance of public safety, through the establishment and implementation of an assurance framework to direct, guide and focus work of all agencies, across all tiers of Government to the desired outcomes of the disaster and emergency management arrangements for Queensland.

Key accountabilities for the Office of the Inspector-General Emergency Management are:

- Reviewing and assessing the effectiveness of disaster management arrangements within Queensland
- Reviewing and assessing cooperation between entities responsible for disaster management in the State, including whether disaster management systems and procedures employed by those entities are compatible and consistent
- Establishing standards for disaster management, reviewing and assessing performance against these standards and regularly reviewing the standards
- Monitoring compliance by Queensland government departments with their disaster management responsibilities
- Identifying and improving disaster and emergency management capabilities, including volunteer capabilities and opportunities for cooperative partnerships
- Reporting to and advising the Minister of Police, Fire and Emergency Services about issues relating to these functions

Emergency Management Assurance Framework

The Emergency Management Assurance Framework is a commitment by Queensland's disaster management stakeholders to position Queensland as the most disaster resilient State in Australia.

In reference to the Emergency Management Assurance Framework, the Inspector-General stated:

... the framework, which was developed in close consultation with stakeholders from across the disaster management sector, is designed to clearly identify areas of responsibility and ensure agencies, groups and individuals are able to deal with disasters effectively and ensure the requirements were relevant for both large and small communities.

Iain MacKenzie, Inspector-General Emergency Management

The framework supports accountability and builds consistency across all levels of the disaster management arrangements and reinforces a shared responsibility for delivering better disaster management outcomes for the community.

The framework, the first of its kind in Queensland, promotes an end-to-end approach to the continual improvement of disaster management effectiveness and will enable a statement of confidence in Queensland's disaster management arrangements. Developed in collaboration with disaster management practitioners, the framework provides a standard that can be applied by all Queensland disaster management stakeholders to ensure their legislative responsibilities are met and that disaster management programs are effective, aligned with good practice, encourage the best use of resources and meet the needs of Queensland communities.

For further information or to download a copy of the Emergency Management Assurance Framework, please visit www.igem.qld.gov.au

LOCAL DISASTER MANAGEMENT GROUP (LDMG)

Role of Local Government

The *Disaster Management Act 2003* details a range of functions and responsibilities for local government to ensure that it meets its statutory obligations. Section 80 of the Act requires local government to undertake the following functions:

- a) To ensure it has a disaster response capability
- b) To approve its local disaster management plan prepared under part 3
- c) To ensure information about an event or a disaster in its area is promptly given to the district disaster coordinator for the district in which its area is situated
- d) To perform other functions given to the local government under the Act
- e) To help the local government for its area to prepare a local disaster management plan
- f) To identify, and provide advice to the relevant district group about, support services required by the local group to facilitate disaster management and disaster operations in the area
- g) To ensure the community is aware of ways of mitigating the adverse effects of an event, and preparing for, responding to and recovering from a disaster
- h) To manage disaster operations in the area under policies and procedures decided by the State group
- i) To provide reports and make recommendations to the relevant district group about matters relating to disaster operations
- j) To identify, and coordinate the use of, resources that may be used for disaster operations in the area

In addition to these functions; Section 29 of the Act specifies that local government must establish a Local Disaster Management Group (LDMG) for the local government's area.

Functions of the Redland City LDMG

In accordance with Section 29 of the *Disaster Management Act 2003*, Redland City Council has established an LDMG for its local government area. The following functions of the Redland City LDMG are prescribed under Section 30 of the Act:

- a) To ensure that disaster management and disaster operations in the area are consistent with the State group's strategic policy framework for disaster management for the State
- b) To develop effective disaster management, and regularly review and assess the disaster management
- c) To establish and review communications systems in the group, and with the relevant district group and other local groups in the disaster district of the relevant district group, for use when a disaster happens
- d) To ensure information about a disaster in the area is promptly given to the relevant district group
- e) To perform other functions given to the group under this Act
- f) To perform a function incidental to a function mentioned in paragraphs (a) to (k)

Members of the Redland City LDMG

The following table details the membership of the Redland City LDMG as appointed in accordance with Sections 33 and 34 of the *Disaster Management Act 2003*. All members have the necessary expertise or experience to assist the group undertake and meet its legislative requirements. Membership of the group shall mean and include any person acting in the capacity of an appointed member. As at the time of publication, the Redland City LDMG members include, but is not limited to the following:

AGENCY	POSITION
LDMG ADMINISTRATION REDLAND CITY COUNCIL 	LDMG CHAIR – Mayor, Redland City Council – Deputy Mayor, Redland City Council LDMG DEPUTY CHAIR and LOCAL RECOVERY GROUP CHAIR LOCAL DISASTER COORDINATOR (LDC) – General Manager Organisational Services DEPUTY LOCAL DISASTER COORDINATOR – Manager Disaster Planning and Operations
REDLAND CITY COUNCIL 	EMERGENCY OPERATIONS TEAM CHAIR – General Manager – Infrastructure & Operational Services Alternate: Group Manager City Spaces LIAISON OFFICERS: <ul style="list-style-type: none"> • Group Manager, Community and Cultural Services (Community Coordinator) • Service Manager Strengthening Communities • Group Manager Communications, Engagement & Tourism Alternate: Senior Advisor Strategic Communications • Service Manager WHS & Wellbeing (Advisor WHS) • Group Manager Water & Waste Operations
QUEENSLAND POLICE SERVICE (QPS) South Brisbane District 	Superintendent, Patrol Services, South Brisbane District Alternate: On Call Duty Officer, South Brisbane District LIAISON OFFICERS: <ul style="list-style-type: none"> • Officer in Charge Capalaba Station • Officer in Charge Cleveland Station • Officer in Charge Redland Bay Station • Officer in Charge North Stradbroke Island Station District Disaster Management Group LIAISON OFFICERS: <ul style="list-style-type: none"> • District Disaster Coordinator • Executive Officer

AGENCY	POSITION
QUEENSLAND FIRE AND EMERGENCY SERVICE (QFES)     	Commander, South Brisbane Region LIAISON OFFICERS: <ul style="list-style-type: none"> • Fire & Rescue Service – Area Commander Cleveland • State Emergency Service – SES Local Controller • Emergency Management – Coordinator – Brisbane Region
QUEENSLAND AMBULANCE SERVICE (QAS) 	Officer in Charge Birkdale (Metro South) Alternate: Cleveland Station Officer LIAISON OFFICER: <ul style="list-style-type: none"> • Chief Superintendent
QUEENSLAND HEALTH 	Director Medical Services Redland Hospital Alternate: Manager Corporate Services
DEPARTMENT OF EDUCATION AND TRAINING 	Infrastructure Advisor South East Region Alternate: Infrastructure Manager South East Region
DEPARTMENT OF TRANSPORT AND MAIN ROADS (TMR) 	Senior Inspector – Brisbane Alternate: Service Manager Brisbane Metro Traffic Management Centre LIAISON OFFICER: <ul style="list-style-type: none"> • Maritime Safety

AGENCY	POSITION
<p>DEPARTMENT OF COMMUNITIES, CHILD SAFETY & DISABILITY SERVICES</p>  <p>Queensland Government</p>	<p>Regional Director, Disability & Community Services, Brisbane Region Alternate: Manager Community Recovery Alternate: Advisor Community Recovery</p>
<p>AUSTRALIAN RED CROSS</p> 	<p>Emergency Services Regional Coordinator Alternate: Southern QLD Regional Manager</p>
<p>SURF LIFE SAVING QUEENSLAND</p>  <p>QUEENSLAND</p>	<p>Chief Operating Officer Alternate: State Operations Support Coordinator</p>
<p>SEQ WATER</p>  <p>seqwater WATER FOR LIFE</p>	<p>General Manager Operations Catchment and Raw Water Alternate: Dam Safety and Emergency Response Officer</p>
<p>ENERGEX</p>  <p>energen positive energy</p>	<p>Reliability & Power Quality Manager Alternate: Senior Reliability & Power Quality Engineer</p>
<p>TELSTRA</p> 	<p>Team Manager Cleveland Alternate: Emergency Liaison Officer</p>
<p>ST JOHN AMBULANCE</p>  <p>St John</p>	<p>Divisional Superintendent for Redland Region</p>

AGENCY	POSITION
<p>SALVATION ARMY</p> 	<p>State Coordinator – Queensland, Salvation Army Emergency Services Alternate: Director Salvation Army Emergency Services</p>
<p>GIVIT</p>  <p>givit.org.au goods for good causes</p>	<p>General Manager Disaster Recovery Alternate: Chief Executive Officer</p>
<p>AUSTRALIAN VOLUNTEER COAST GUARD</p> 	<p>Flotilla Commander Alternate: Deputy Flotilla Commander</p>
<p>VOLUNTEER MARINE RESCUE</p> 	<p>VMR Raby Bay Commodore VMR Stradbroke Island Commodore VMR Victoria Point Commodore</p>
<p>QUEENSLAND RAIL</p>  <p>QueenslandRail</p>	<p>Innovation and Staff Development Coordinator – Rail Management Centre Alternate: Day of Operations Coordinator – Rail Management Centre</p>





Business and Meetings of the Redland City LDMG

In accordance with Section 38 of the Act, Conduct of business and meetings:

- 1) A disaster management group must conduct its business, including its meetings, in the way prescribed by the regulation
- 2) Subject to a regulation made under subsection (1), a disaster management group may conduct its business, including its meetings, in the way it considers appropriate

Responsibilities of Redland City LDMG members

The Redland City LDMG has recognised that all member agencies have agreed roles and responsibilities that include, but are not limited to the following:

AGENCY	RESPONSIBILITY
 Redland City Council	<ul style="list-style-type: none"> • Coordination of the Local Disaster Management Group • Ensure it has a disaster response capability • Approve its local disaster management plan • Ensure information about an event or a disaster in its area is promptly given to the District Disaster Coordinator (DDC) • Provide Council resources necessary to meet statutory obligations • Manage damage assessment on behalf of the LDMG • Provide and manage resources to support evacuation centres • Ensure business continuity of all Council services during and following event • Support the State Emergency Service (SES) in partnership with QFES
 Queensland Police Service	<ul style="list-style-type: none"> • Primary agency for counter-terrorism • Primary agency responsible for the response phase in accordance with Queensland's disaster management arrangements • Provide management at district level within the Queensland disaster management framework • Preserve and maintain law and order • Prevent and investigate crime within the community • Secure crime scenes and investigate criminal acts • Provide disaster victim identification capability • Undertake coronial investigations • Provide crowd and traffic control • Ensure public safety • Coordinate search and rescue operations • Control evacuation movements • Secure disaster impacted and evacuated areas • Register evacuees (with Australian Red Cross)

AGENCY	RESPONSIBILITY
 Queensland Fire and Emergency Service	<p>Fire & Rescue Service</p> <ul style="list-style-type: none"> • Primary agency for chemical/hazardous materials related incidents • Provide advice, personnel and equipment to Local Disaster Management Group as required • Provide Incident Control System (AIIMS) • Control and prevent fires in urban and rural environments • Undertake: <ul style="list-style-type: none"> – Urban search and rescue – Swift water rescue – Road accident rescue – Trench rescue – Confined space rescue • Assist in pumping out flooded buildings • Assist in cleaning of flood affected buildings • Management of hazardous material accidents • Assist in rescue of animals • Provide advice on carcass removal and burning
 FIRE & RESCUE	
 RURAL FIRE SERVICE	<p>Rural Fire Service</p> <ul style="list-style-type: none"> • Primary agency for bushfire
 STATE EMERGENCY SERVICE	<p>State Emergency Service</p> <ul style="list-style-type: none"> • Perform rescue or similar operations in an emergency situation • Perform search operations in an emergency or similar situation • Perform storm damage operations • Perform land search operations • Perform flood boat operations • Perform traffic management operations • Perform agency support operations including air search observation, welfare, evacuation centre support and radio communications • Perform incident management operations • Perform specialist rescue operations • Perform other operations in an emergency situation to: <ul style="list-style-type: none"> – Help injured persons or – Protect persons or property from danger or potential danger associated with the emergency • Perform activities to help communities prepare for, respond to and recover from an event or a disaster • Perform activities to raise the profile of the SES
 EMERGENCY MANAGEMENT	<p>Emergency Management</p> <ul style="list-style-type: none"> • Establish arrangements between the state and Commonwealth on disaster management issues • Ensure disaster management and disaster operations within the state are consistent with the state's policy framework, plans, and guidelines • Ensure persons performing functions under the Act in relation to disaster operations are appropriately trained • Provide advice and support to the state, district and local groups on disaster management • Perform the following responsibilities in support of disaster operations: <ul style="list-style-type: none"> – Develop, maintain, monitor and continuously improve the state's disaster management arrangements and systems – Maintain and operate the state disaster coordination centre (SDCC) – Manage resupply operations – Coordinate, support and manage the deployment of state emergency service resources – Coordinate, support and manage the deployment of Helicopter Rescue resources • Perform activities to help communities prepare for, respond to and recover from an event or a disaster

AGENCY	RESPONSIBILITY
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Queensland Ambulance Service



- Provide, operate and maintain ambulance services
- Access, assess, treat and transport sick and/or injured persons
- Protect persons from injury or death, during rescue and other related activities
- Coordinate all volunteer first aid groups during for major emergencies and disasters
- Provide and support temporary health infrastructure where required
- Collaborate with Queensland Clinical Coordination Centre in the provision of paramedics for rotary wing operations
- Participate in search and rescue, evacuation and victim reception operations
- Participate in health facility evacuations
- Collaborate with Queensland Health in mass casualty management systems
- Provide disaster, urban search and rescue (USAR), chemical hazard (Hazmat), biological and radiological operations support with specialist logistics and specialist paramedics

Queensland Health



- Functional Lead Agency for health response
- Primary agency for heatwave and pandemic influenza, biological and radiological incidents
- Protect and promote health in accordance with Hospital and Health Boards Act 2011, Hospital and Health Boards Regulation 2012, Health and Public Health Act 2005, other relevant legislation and regulations
- Queensland Health provides a whole-of-health emergency incident management and counter disaster response capability to prevent, respond to, and recover from a State declared emergency or disaster event
- Hospital and health services provide coordinated multidisciplinary support for disaster response and recovery including specialist health services and specialist health knowledge representation
- Provide State representation at the Australian Health Protection Principal Committee
- Provide clinical and State wide and forensic services support for disaster and response recovery
- Promote optimal patient outcomes
- Provide appropriate on-site medical and health support
- Clinically coordinate aeromedical transport throughout the State. In a disaster situation provide staff to the Emergency Helicopter Tasking Cell.
- Provide health emergency incident information for media communications

Department of Education and Training



- Primary agency for government education facilities
- Authority responsible for opening and closing facilities
- Assistance with safe movement of people from education sites in the event of a required evacuation
- Provision of counselling facilities to education facility communities
- Use of facilities as a place of refuge during a disaster event
- Maintain the safety and wellbeing of students, staff and volunteers who work or participate in DET schools, institutes and workplaces
- Ensure, as far as practicable, that all State Instructional Institutions and workplaces have a documented emergency management plan
- Minimise interruption to essential services to allow teaching and learning to be maintained or resumed as a priority
- Protect critical resources where possible
- Facilitate the return of State instructional institutions to normal operations as soon as possible

AGENCY	RESPONSIBILITY
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Department of State Development



- Functional lead agency for the Economic Recovery Group
- Assist business and industry in business resilience and recovery strategies (in conjunction with Department of Tourism, Major Events, Small Business and the Commonwealth Games (DTESB))

Department of Transport and Main Roads



- Functional Lead Agency for transport systems
- Functional Lead Agency of the Roads and Transport Recovery Group
- Primary Agency for ship-sourced pollution where it impacts, or is likely to impact, on Queensland Coastal Waters
- Provide information and advice on the impact of disruptive events on road, rail, aviation and maritime infrastructure as it affects the transport system
- Enable an accessible transport system through reinstating road, rail and maritime infrastructure
- Assist with the safe movement of people as a result of mass evacuation of a disaster affected community
- Ensure the capability of logistics related industries are appropriately applied to disaster response and recovery activities

Department of Communities, Child Safety & Disability Services



- Functional lead agency for the Human and Social Recovery Group
- Coordinate provision of Human and Social recovery services during recovery operations in partnership with local, State, federal and non-government agencies
- Work with affected individuals and communities to support their own recovery activities
- Maintain linkages with local, State, federal and non-government agencies and committees
- Maintain a register of State government officers available to assist in Human and Social recovery when required
- Administer relevant human and social recovery SDRA and NDRRA relief measures
- Manage and direct offers of volunteering through Volunteering Queensland

Australian Red Cross



- Provide advice and support to the QDMC, DDMGs and LDMGs in relation to disaster management planning and disaster operations
- Provide preparedness activities and resources to assist people to be better prepared for, better connected, and more resilient to emergencies
- Work with partner agencies to ensure basic human needs are met during the response stage of a disaster, with a particular focus on assisting local government authorities with sheltering (evacuation centres and cyclone shelters)
- Assist Queensland Police Service in the management of Register.Find.Reunite. – the registration of evacuees and associated enquiries
- Provide support to Department of Communities, Child Safety and Disability Services in the provision of psychosocial support and community development activities during recovery
- Provide teams of well trained volunteers to assist communities prepare for, respond to and recover from a disaster

AGENCY RESPONSIBILITY

Surf Life Saving Queensland



- Engaging with the LDMG through the LDCC as appropriate
- Assisting Council with appropriate local disaster warning communication activities when and where required
- Providing support that enhances capability to communities specifically in the areas of:
 - Flood response — preparedness, warnings, response and recovery
 - Cyclone and severe storm response — preparedness, warnings, response and recovery
 - Tsunami response — preparedness, warnings, response and recovery
 - Other disasters where Council requires assistance — preparedness, warnings, response and recovery
- Surf Life Saving Queensland's support will be via the provision of:
 - Appropriately Qualified Volunteers and Staff
 - Helicopters
 - Water Craft including Inflatable Rescue Boats (IRB's), Rescue Jet Skis (RWC's), Jet Rescue Boats (JRB's) and Off Shore Rescue Boats (ORB's)
 - All Terrain and 4 Wheel Drive Vehicles
 - Lifesaving rescue equipment i.e.
 - Retrieval
 - Resuscitation
 - First Aid
 - Communication
 - Participating in post-disaster assessment and analysis

SEQ Water



- Primary agency for the management of the South East Queensland Water grid
- Provide advice to Council regarding the operations of the Leslie Harrison Dam and North Stradbroke Island bore fields
- Disseminating alert messaging to stakeholders and the community in relation to the impacts from Leslie Harrison Dam operations on downstream communities and businesses

Energex



- Primary agency for providing, maintaining and restoring power supplies
- Provide advice to the LDMG on power supply issues
- Provide safety information to consumers



AGENCY RESPONSIBILITY

Telstra



- Primary agency for the management and maintenance of the telecommunications network across all providers
- Liaison between agency and the LDMG

St John Ambulance



- Provide assistance in first aid and personal care at Evacuation Centres and elsewhere within the Council area as required
- Liaison between agency and the LDMG

Salvation Army



- The Salvation Army will seek to support disaster affected people and emergency service workers during times of crisis with the provision of emergency catering through Salvation Army Emergency Services, by:
 - Provision of adequately trained and clearly identifiable personnel
 - Ensure, in consultation with Council officers, that the Emergency Catering is conducted in accordance with the Food Act 2006
 - Supervision of all Day Volunteers and
 - Ensure that all Volunteers are coordinated, safe, and compliant with food safety guidelines as outlined in the Food Act 2006
- The Salvation Army aims to provide physical, emotional and spiritual support to all members of the Australian community meeting them at their point of need
- Following a disaster, The Salvation Army will seek to support communities through the recovery process by providing holistic support that will promote the process of the rebuilding of the lives of those communities
- Following community consultation and collaboration re the identified needs we may be able to support the local community with identified physical, emotional and spiritual support. Examples may include, and are not limited to activities such as counselling, coordinating restoration and health, training, providing gift cards, network building, Referral and connection to local services and partnerships.

AGENCY RESPONSIBILITY



- Prior to a disaster, GIVIT will:
- Raise awareness of the GIVIT referral pathway and donor matching program to prospective local donors to secure donations that match community need are donated through the GIVIT on-line platform
 - Engage local community groups to encourage them to register with GIVIT, request items of need through the GIVIT website and take items donated into the GIVIT virtual warehouse
 - Through ongoing media messages, educate the public about the need for targeted quality donations during times of disaster

- During a disaster, GIVIT will:
- Provide a reliable online platform to handle all donations of goods and services
 - Receive spontaneous donations into GIVIT's virtual warehouse
 - Liaise with the pre-determined council contact and key local welfare agencies to ensure needs of the local community are listed on the GIVIT website
 - Liaise with Local Disaster Coordinator or approved delegate and key local welfare agencies to ensure quality goods get to those in need within the local community
 - Utilise GIVIT's media and social media channels to inform the public of the correct channel for donating and the needs of the local community during and after an event
 - Provide RCC with daily email of significant offers of assistance
 - Broker donations on behalf of RCC and local welfare agencies to meet specific community needs
 - Purchase items from local businesses wherever possible
 - Arrange transportation of major donations

Australian Volunteer Coastguard



- Promote safety in the operation of small craft
- Guard the coast
- Provide community education
- Provide search and rescue functions for sinking vessels or vessels in distress as well as for persons who may be lost or missing at sea or in other waterways
- Provide transport and logistics support as required
- Perform Medivac responses to islands and beaches
- Maintain radio safety watches along many parts of the coastline

Volunteer Marine Rescue



- Primary purpose is to save the lives of people in distress in Moreton Bay and surrounding areas
- Provide a "first response" emergency service 24 hours a day 7 days a week
- Maintain a vessel monitoring service
- Provide search and rescue functions for sinking vessels or vessels in distress as well as for persons who may be lost or missing at sea or in other waterways
- Provide transport and logistics support as required
- Perform Medivac responses to islands and beaches

Authority of Members

The members of the Redland City LDMG and Liaison Officers from each organisation have:

- The authority to commit their respective organisation to the Redland City LDMG's decisions
- The ability to effectively navigate their respective organisations to seek approval for the commitment of their organisation resources
- A sound understanding of the Local Disaster Management Plan

- a) Local Disaster Management Group training
- b) Local Disaster Coordination Centre training
- c) Exercises to evaluate the capacity of the Local Disaster Management Plan, the Business Continuity Plan, the Local Disaster Management Group, and the Local Disaster Coordination Centre

The Disaster Planning and Operations Unit within Redland City Council maintains a record of training activities and relevant member qualifications as required by audit processes.

Training and Exercises

In an effort to provide an effective training and exercising program, Redland City Disaster Planning and Operations Unit works closely with QFES, QPS and other government disaster management agencies to provide a coordinated training program which includes:

Special Projects and Sub-committees

The Chair of the Redland City LDMG may establish Special Projects and/or Sub-Committees where circumstance require to address specific functions within its disaster management arrangements across the four principles of prevention, preparedness response and recovery.



DISASTER RISK MANAGEMENT

Risk Assessment

Risk assessment is a critical element of disaster management planning. While response capacities are vital and require constant monitoring, an understanding of the risks that underline potential hazards enhances the development of robust disaster management plans and thereby reduces the impact of disasters and community vulnerability.

Hazards often faced by communities include natural hazards such as those related to meteorological, geological, geographical/topographic or biological influences, or non-natural hazards caused by technology or those associated with consequence management concerns such as arson or sabotage.

Through the principles of risk management – in which the hazard context is established – risks are identified, analysed and evaluated, treatments are prioritised and management options are developed enabling Redland City Council to address vulnerabilities and build community resilience.

Redland City Characteristics

Location

Redland City is located on the coast of south-east Queensland and shares borders with Brisbane City Council to the north and west, Logan City Council to the west, and Gold Coast City Council to the south. Access into the city is restricted by the Leslie Harrison Dam to the West, and Moreton Bay to the East. Redland City covers 539 km², offering a blend of island and coastal life with urban centres and regional bushland.

The city consists of the suburbs of Thorneside, Birkdale, Wellington Point, Ormiston, Cleveland, Thornlands, Victoria Point, Redland Bay, Mount Cotton, Alexandra Hills, Sheldon and Capalaba. The islands of Moreton Bay include the major tourist destination of North Stradbroke Island as well as Coochiemudlo Island and the Southern Moreton Bay Islands which incorporate Russell, Lamb, Karragarra and Macleay Islands. All of the Moreton Bay islands are serviced by vehicular and passenger ferries from either Toondah Harbour Cleveland, Victoria Point or Weinam Creek Transport Hub Redland Bay.

The following table details the city's land dimensions.

REGION	AREA (sq km)	LENGTH (km)	WIDTH (km)
Mainland	235	28	14
North Stradbroke Island	275	38	11
Coochiemudlo Island	1.58	1.3	1.8
Macleay (Incl. Perulpa) Island	7.82	5.7	2.6
Karragarra Island	0.98	2.3	0.3
Lamb Island	1.57	1.9	0.9
Russell Island	17.6	7	3.2



Demographics

The total population figure for Redland City as recorded by the 2011 Census is 138,670. This figure represents a population growth of 8.6% (or approximately 11,000 persons) since the previous Census in 2006 which equates to an annual growth figure of about 2,200 persons. The City has experienced consistent population growth relative to South East Queensland (SEQ), with an age profile strongly influenced by young, middle-aged and aged demographics.

Three suburbs each had more than 20% growth across the five year Census period; they were Mt Cotton (53%), Redland Bay (25%) and Thornlands (21%). These three suburbs account for more than 60% of all growth for the city during the census period. The city experienced a population decrease in three suburbs (Alexandra Hills, Capalaba and Sheldon). The total combined population decrease in these three suburbs was approximately 500 persons.

The combined Southern Moreton Bay Islands population grew by 33% or approximately 1,400 persons which accounts for approximately 12% of the total population growth for Redland City. Coochiemudlo Island had a modest growth of approximately 7% or 49 persons and North Stradbroke Island experienced a growth of only 1% or 21 persons during the 2006-2011 Census periods. However, North Stradbroke Island experiences a significant population increase of up to approximately 20,000 persons during summer and Easter holiday periods.

Redland City has a low unemployment rate compared to the rest of the state and a high proportion of middle income earners relative to surrounding areas in SEQ.

The table below highlights the region's key demographic features.

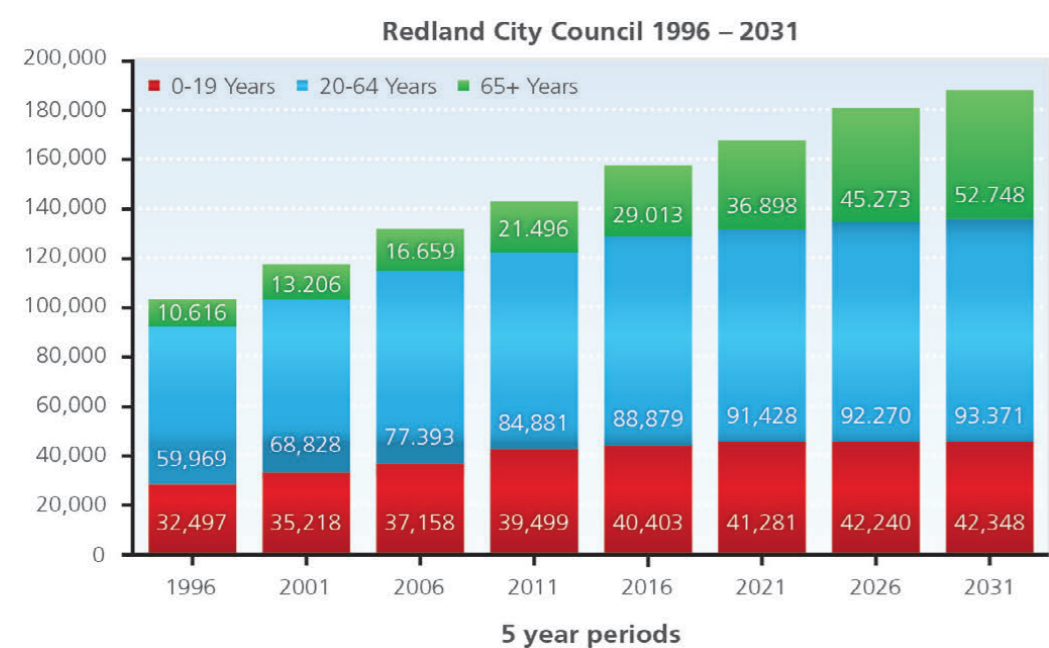
REGION	CENSUS YEAR 2006	CENSUS YEAR 2011
Mainland	120,724	130,302
Alexandra Hills	16,985	16,710
Birkdale	13,461	14,344
Capalaba	17,098	16,918
Cleveland	13,584	14,414
Mt Cotton	3,139	4,804
Ormiston	5,383	5,641
Redland Bay	10,890	13,625
Sheldon	1,733	1,688
Thornside	3,466	3,548
Thornlands	10,520	12,807
Victoria Point	13,753	14,816
Wellington Point	10,712	10,987
Coochiemudlo Island	659	708
SMBI	4,232	5,630
Karragarra Island	124	160
Lamb Island	372	426
Macleay Island	1,958	2,571
Russell Island	1,778	2,473
NSI Townships	2,009	2,030
Amity	406	349
Dunwich	803	883
Point Lookout	669	678
Balance NSI Area	131	120
Redland City Total	127,624	138,670

Key demographic features

Indicator	Explanation
Population growth	Redland City had an estimated resident population of 143,628 people in the 2011 Census. By 2031 the City's population is expected to grow to 188,471 people. Between 30 June 2010 and 2011, the population growth rate for Redland City Local Government Area (LGA) was 1.3%, compared with 1.4% for SEQ and 1.1% for Queensland.
Low unemployment rates	In the September 2012 quarter, the unemployment rate in the Redlands was 3.7%, compared to 5.6% for Queensland
Employment	Redland City has an estimated resident workforce of 68,000, with 35,500 jobs provided locally
Age profile	In comparison to the Brisbane City LGA, the Redland City LGA comprises a higher proportion of children aged five to 19 years, older adults aged between 45 and 74 years, and elderly people aged greater than 75 years
Middle income earners	In comparison to the Brisbane City LGA, there are a high proportion of middle income earners, with 65% of household incomes ranging from \$15,600 to \$130,000 per annum



Historic and forecast population growth by age



Geography

Redland's mainland eastern suburbs line the shores of Moreton Bay while the greater Redland region lies on the coastal plain north of the Gold Coast and south of the Brisbane River. Topography varies from coastal wetlands and swamps to heavily forested areas. Redland City is 70 percent rural and natural environment, dominated by tall open forest and woodlands.

Redland is located within the Logan-Albert River catchment; however, the only major creek system within Redland City boundaries is Tingalpa Creek. The Leslie Harrison Dam is located on the Tingalpa Creek, within a few kilometres of its mouth in Moreton Bay to form the Tingalpa Reservoir.

Climate and weather

The general climate experienced in Redland City is moist subtropical. Rainfall is seasonal, with the heaviest rain usually occurring during the summer months. Day time temperatures usually do not exceed 35°C or fall below 10°C for extended periods.

Redland City is at risk of severe weather, especially during the summer months, which is characterised by lightning, thunder, severe wind gusts, heavy rain and hail. Redland City is also at risk of East Coast Lows which are low pressure systems that form along the east coast of Australia. The major impact of east coast lows on Redland City is in terms of potential storm surge, severe waves and wind damage. Storm surge is the rise (or fall) of coast water levels relative to the normal water levels.

Industry

The land use of the mainland is split with urban development generally to the northern half and coastal strip, and rural hinterland to the south and southwest. The islands are a mix of developed and undeveloped residential land. Mining leases extent over a significant portion of North Stradbroke Island, with urban development restricted to the townships of Dunwich, Amity Point and Point Lookout.

The top industry sectors by value-add in Redland City are construction, manufacturing, retail, health care and social assistance, wholesale trade as well as education and training. Strong synergies and supply chains exist between these sectors. Health care and social assistance, and education and training, are also emerging industry hubs in the City.

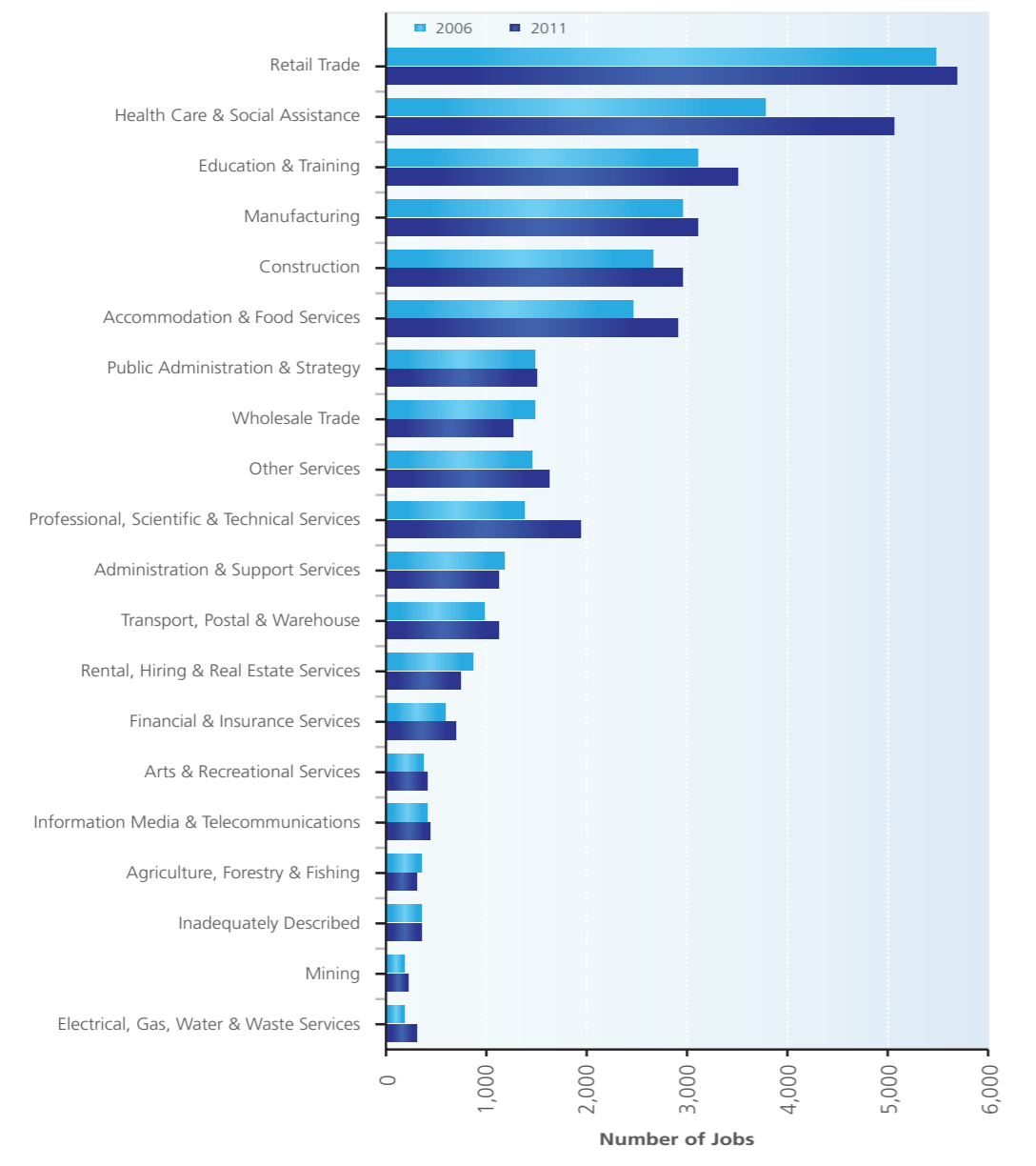
The opening in 2013 of the University of Queensland Mater Clinical School Redlands reinforces these links and highlights the potential for further medical/ education partnerships. Health care and social assistance has represented more than 35 per cent of jobs growth within Redland City in the past five years.

Professional, scientific and technical services have also grown significantly in the past five years, as have accommodation and food services. Shopping centres are located at Cleveland, Capalaba and Victoria Point with no major shopping centres on the islands. The city's major mainland industrial areas are located at Cleveland, Capalaba and Redland Bay which contain a variety of manufacturing, processing and general industrial uses.

Key industry factors

Indicator	Explanation
Diverse employment sectors	Redland City has a diverse range of employment across a range of sectors, providing resilience to economic peaks and troughs
Skilled workforce	A high proportion of residents work within the health care and social assistance industry (12%). Other industries that a high proportion of residents work within are: <ul style="list-style-type: none"> • Retail trade (12%) • Construction (11%) • Manufacturing (11%)
Competitive advantages	Redland City has a competitive advantage across a range of industry sectors including: <ul style="list-style-type: none"> • Retail trade • Construction • Health care and social assistance • Education and training • Professional, scientific and technical services • Arts and recreation • Information, media and telecommunications • Accommodation and food services • Agriculture, forestry and fishing
Local jobs growth	Local employment is forecast to grow from 35,500 jobs in 2011 to over 49,000 jobs by 2031 – an increase of 38%
Enterprise precincts	Cleveland, Capalaba and Redland Bay industrial enterprise areas cater for diverse industry sectors and provide economic and employment growth in the region
Rural industries	Redland City supports a range of rural industries across a diverse range of sectors from poultry farming and processing to horticulture, livestock and breeding, and lifestyle tourism-based industries
Industry investment	Redland City has the potential to be a magnet for investment. The total investment value for projects in Redland City until 2020 is estimated to be \$235 million. In addition, master planning is underway across the city that is expected to significantly swell investment

Redland City Employment by Industry 2006-2011



Tourism

More than one million people from around the world choose to relax in the Redlands each year, because of its world-class beaches, beautiful foreshores and picturesque hinterlands and this figure is expected to increase.

Council aims to increase the value of tourism in the Redlands through enhancing the cultural and environmental values of the region, capitalising on our diverse natural surroundings through eco-tourism. Council strongly supports the growth of nature-based development in the Redlands with key goals including environmentally sustainable buildings.

The Redlands is gaining status as a filming location, further boosting its image and appeal to national and international markets. Council most recently worked with Screen Queensland to attract the production of *Pirates of the Caribbean 5: Dead Men Tell No Tales* and *Unbroken*. Filming for both movies took place in Redlands on Moreton Bay. For *The Chronicles of Narnia: Voyage of the Dawn Treader* much of the water-based filming was done off Cleveland Point as it was considered a perfect and beautiful location for the shoot. The film *Salt Maiden* was filmed on Coochiemudlo Island. Council expressed interest to Screen Queensland for the City to be considered as a potential location for movies including *20,000 Leagues Under the Sea* and other future feature films.

There is potential for growth in the variety of accommodation options across the Redlands. Opportunities exist for luxury accommodation and 4 star conference and accommodation facilities, caravan parks, unique and world class eco-accommodation and luxury camping, waterfront accommodation, backpackers and school or education camp facilities. Redland City is establishing its place on the map as a destination of choice for businesses, investors and holiday makers.

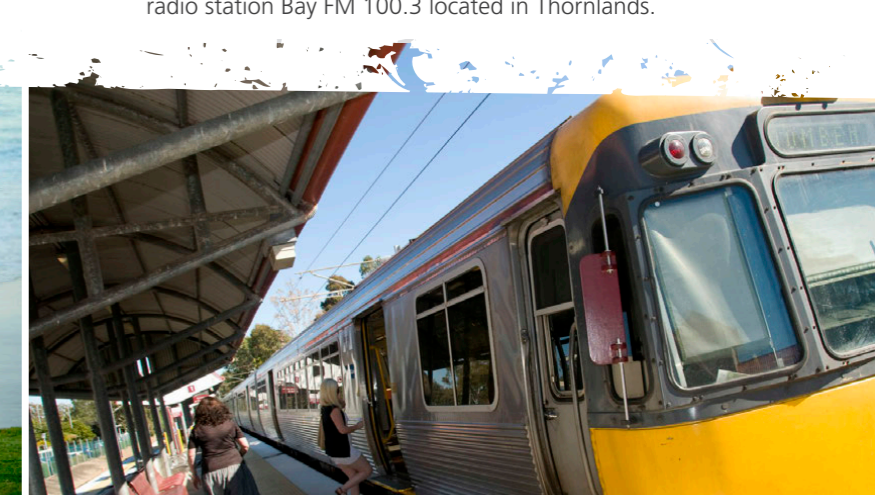
Infrastructure

There are approximately 42,000 dwellings in the mainland area of the city, 3,500 businesses, 15 shopping centres, 106 educational institutions and child care facilities. There are no public airports in the area, however there is a private airstrip on North Stradbroke Island outside Dunwich. Situated on top of Mt Hargraves on North Stradbroke Island is the aeronautical radar for Brisbane Airport. Redland City is serviced by one railway line from Cleveland to Brisbane, with Stations located at Thorneside, Birkdale, Wellington Point, Ormiston and terminating at Cleveland.

Redland City Council operates Redland City's wastewater collection and treatment system consisting of: 1029.1 km of pipeline; 103 pump stations and 7 waste treatment plants. There are also wastewater collection services in parts of Point Lookout and Dunwich on North Stradbroke Island.

Fresh/drinking water distribution within Redland City is the responsibility of SEQ Water and Redland City Council. SEQ Water is responsible for the operation of the Leslie Harrison Dam and North Stradbroke Island bore fields along with the reservoirs at Mount Cotton and Alexandra Hills and all major transport (trunk) mains that service the city. Redland City Council is responsible for the distribution pipeline network running off the trunk mains and the water pump stations.

There is no domestic reticulated gas service within Redland City. There is a 63PEmm gas main which runs to Toondah Harbour and the Redlands Hospital. There is also a 100mm HP transmission steel pipeline that runs close to 1 Enterprise Street, Cleveland and services multiple commercial and unit blocks throughout Redland City from Capalaba to Cleveland. Telstra is the main supplier of telecommunication services to the region; other major suppliers include Optus, Virgin and Vodafone. There are some radio and telecommunications black spots within the Redland City area, namely Mount Cotton, the southern end of Redland Bay, Southern Moreton Bay Islands and parts of North Stradbroke Island. There is a community radio outlet run by local radio station Bay FM 100.3 located in Thornlands.





Transport

Redland City has an integrated transport network servicing all major mainland residential and activity precincts, as well as North Stradbroke Island, Coochiemudlo Island and the Southern Moreton Bay Islands. This not only ensures ease of movement around the City but also links us with the Greater Brisbane area and its world-class air, sea and rail infrastructure.

The network provides:

- Direct access to the Gateway Motorway and the Australia Trade Coast hub, as well as multiple connections into and out of the City
- Connectivity to key trunk routes, including the Carindale-Brisbane bus corridor, South Eastern Busway corridor and Cleveland rail line corridor
- Direct rail access from Cleveland to Brisbane Central, with a consistent 30-minute train frequency in the off-peak from 9am–3pm, and an increase in services during peak periods. Redland City has five stations on the 35.9km Cleveland line servicing established communities. Cleveland and Birkdale are supported by integrated bus-to-train transfers.
- Improved freight movement efficiencies through the consolidation of heavy vehicle routes to more effectively prioritise investment and maintenance

As a designated high-growth SEQ council, Redland City continues to preserve transport corridors for potential sub-arterial, east-west connections.

Education

Redland City has a number of world-class educational facilities. Education services include the Metropolitan South Institute of TAFE and the Nazarene Theological College.

The University of Queensland operates a Centre for Marine Science located by the water at Dunwich, North Stradbroke Island. In addition, the University of Queensland and the Mater Hospital have recently opened a nurse training centre in Cleveland, capitalising on the City's strength in health.

There are 11 high schools, of which five are private. There are 26 primary schools, eight of them private. In total, there are 22,983 school students enrolled in the Redlands in 2013.

Health

The Redland Hospital located in Cleveland is the major health centre for Redland City and Brisbane's southern bayside suburbs. The hospital provides care in a number of specialties including general medicine and surgery, cardiology, emergency medicine, obstetrics and gynaecology, orthopaedics, renal dialysis and paediatrics as well as a range of allied health and support services such as pharmacy, pathology and medical imaging.

The Redland Hospital is collocated with the 60-bed Mater Private Hospital Redland, the Redland Health Service Centre and Redland Residential Care.

Redland Health Service Centre provides a range of community and primary health services including child health, BreastScreen, chronic disease management, Aboriginal and Torres Strait Islander liaison, palliative care and a public dental clinic.

Redland Residential Care is a 126-bed high care residential aged care facility. It includes eight residential transition care beds.

The Wynnum Health Service is a 21 bed sub acute facility that has a Primary Care Clinic that operates between 8:00am – 10:00pm, 7 days a week. The Clinic is available to treat the needs of walk in patients with minor injury or illness. The facility also includes the Wynnum Health Service Centre which offers a range of primary health services including a dental clinic, child health, school health, Aboriginal and Torres Strait Islander health, community aged care services, chronic disease management and allied health services.

Future planning will see this location transformed into a health, wellness and education hub, supporting even more medical-aligned industries and support services. A multi-purpose health hub is also proposed for the Southern Redlands to address the growing health needs of our island communities and those of the Southern Redlands communities.



Emergency Services

There is a range of emergency services that exist throughout Redland City which are important to community safety and wellbeing before, during and after any disaster event. The loss or disablement of these critical facilities would greatly exacerbate the impact on the community:

- Redland Public Hospital and Redland Mater Private Hospital located in Cleveland
- Police Stations located in Capalaba, Cleveland, Redland Bay and Dunwich (North Stradbroke Island) and a Police Beat is located at Capalaba Park Shopping Centre
- Ambulance Stations located in Capalaba, Cleveland, Redland Bay and Dunwich (North Stradbroke Island)
- Fire Stations located in Capalaba, Cleveland, Redland Bay and North Stradbroke Island, Dunwich, Amity Point and Point Lookout
- Rural Fire Service located on Karragarra Island, Russell Island, Macleay Island, Lamb Island and North Stradbroke Island
- Auxiliary Fire Service located on Coochiemudlo Island and North Stradbroke Island
- State Emergency Service has branches located at Cleveland, Redland Bay, the Southern Moreton Bay Islands (which includes a team on both Russell Island and Macleay Island) and North Stradbroke Island located at Dunwich
- Volunteer Marine Rescue located at Raby Bay, Victoria Point and Dunwich (North Stradbroke Island)
- Coastguard QF7 located at Redland Bay
- St John Ambulance is based in Cleveland

Sensitive Facilities

Within the Redland City area there are a range of facilities at which people, especially children, the elderly and people with a disability may congregate or be concentrated and may require priority assistance in disaster events:

- Schools, kindergartens and child care facilities
- Redland Public Hospital and Redland Mater Private Hospital
- Alexandra Hills College of TAFE
- Accommodation outlets (hotels, motels, caravan parks, etc)
- Nursing homes, retirement villages, aged care and respite facilities
- Churches and community centres

- Shopping centres
- Social and recreational facilities such as clubs and sporting venues
- Raby Bay Marina
- Priority Development Areas at Toondah Harbour in Cleveland the Weinam Creek Transport Hub in Redland Bay

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.

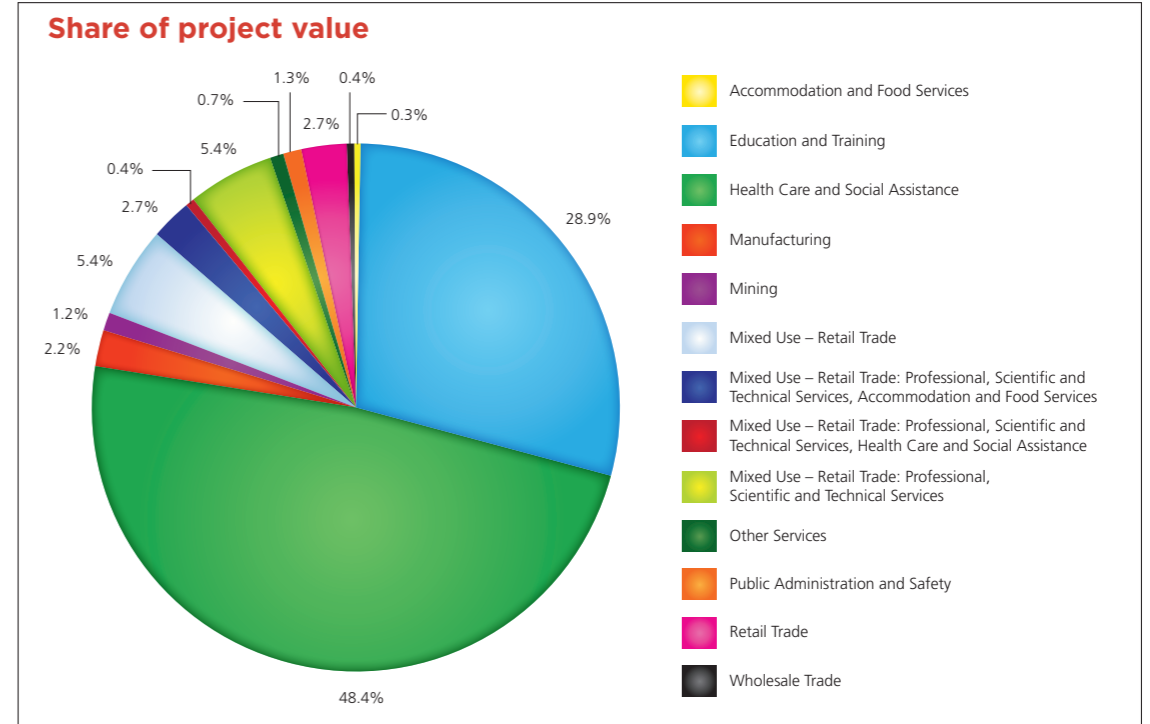
Toondah Harbour

Located on the southern shores of Moreton Bay in Cleveland, Toondah Harbour is the principal point of departure and arrival for vehicular ferry and water taxi services between the mainland and North Stradbroke Island. The harbour is also used to launch recreational craft and comprises residential and open space lands.

Continuing growth of user numbers at Toondah Harbour will place increased demand on the existing small-scale harbour facilities, which may impact the natural environment.

Aspirations for Toondah Harbour include:

- Establishing new water transport services and support facilities including a commercial ferry terminal, a marina, and boat and marine industries
- Improving access to the waterfront through the consolidation of facilities and making improvements to public open spaces to encourage marine-based activities
- Providing an accessible and connected place with boardwalks, cycling paths and a bus terminal
- Offering a sense of place with communal areas to provide opportunities for social interaction and recreation activities, such as parks
- Creating opportunities for mixed-use and medium density residential development including apartments, commercial offices, and tourist accommodation including a boutique hotel, restaurants, cafes and shops



Weinam Creek

Located at the intersection of Banana Street and Meissner Street, Redland Bay, the Weinam Creek Marina facility includes a jetty used by commercial ferry operators servicing the Southern Moreton Bay Islands, recreational boat ramp facilities and car parking for residents of, and visitors to, the Southern Moreton Bay Islands.

The bus stop and ferry interchange provide an integral link between the mainland, Southern Moreton Bay Islands (Macleay, Lamb, Karragarra and Russell) and Greater Brisbane area.

The area surrounding the marina features a mix of urban development with significant areas of open space along the foreshore. These areas vary from walkway corridors and small picnic areas to large sporting areas.

Aspirations for Weinam Creek include:

- Establishing new water transport services and support facilities, including a commercial ferry terminal and marina
- Providing greater access to the waterfront through the consolidation of facilities and improving public open spaces to encourage marine-based activities
- Providing an accessible and connected place with boardwalks, cycling paths and a bus terminal
- Offering a sense of place with communal areas for social interaction and recreation activities, such as parks and a village green

- Creating opportunities for mixed-use and medium density residential development including a neighbourhood shopping centre comprising a full-line supermarket and speciality retail, commercial offices, cafes, medium density residential apartments and a public car parking facility

Projected investment trends in Redlands

Of the top 10 projects by value within Redland City boundaries, 60 per cent fall within the health care and social assistance industry classification and are generally retirement village dwellings or aged care facilities.

Education and training industries comprise 20 per cent of the top 10, while mixed-use projects also make up 20 per cent of the top 10 projects by value.

The health care and social assistance as well as the education and training industries are expected to provide the majority of investment activity in the near future, around \$198.4 million (or 48 per cent of total investment) and \$118.5 million of investment (or 29 per cent of total investment) respectively.

The health care sector in Queensland has a multiplier effect of 1.62, whereby every dollar invested generates \$1.62 in additional spending in the economy, while the state's education and training sector has a multiplier effect of 1.66.



Risk Assessment Methodology

Risk assessment is a process of evaluating the source and possible consequence of the risk, and the likelihood that those consequences will occur. This is achieved through the Risk Rating Matrix below, where the consequence of the risk is mapped against the likelihood that the risk will occur, which provides a risk rating level – low, medium, high or extreme. An explanation of the criteria for risk likelihood descriptors and risk consequence descriptors appears in the following tables. The risk assessment of the potential for disaster informs Council's disaster management arrangements. Council's risk management processes are based on Australian Standard AS/NZS ISO 31000:2009.

The following risk assessment tables for natural and non-natural disasters takes a city wide approach toward risks and considers both the mainland areas of the city along with the islands of Moreton Bay. These risks, both natural and non-natural are discussed in further detail in Parts 2, 3 and 4 of the Plan based on geographic location. It is recognised that Redland City is a community of communities, and the risks facing mainland hinterland regions will differ in severity from those of mainland coastal regions which will differ again from those facing the islands of Moreton Bay. To view Parts 2, 3 and 4 of the Redland Disaster Plan go to www.redlanddisasterplan.com.au

Risk Rating Matrix

	CONSEQUENCE				
	Insignificant	Low	Medium	Major	Severe
Almost certain	M-10	H-20	H-30	E-40	E-50
Likely	M-8	M-16	H-24	E-32	E-40
Possible	L-6	M-12	M-18	H-24	E-30
Unlikely	L-4	L-8	M-12	M-16	H-20
Rare	L-2	L-4	L-6	M-8	M-10

E Extreme risk **H** High risk **M** Medium risk **L** Low risk

Risk Methodology - Likelihood Descriptors

LIKELIHOOD	QUANTIFICATION	% PROBABILITY	DESCRIPTION
Almost Certain	0 - 12 months	95% - 100%	The event is expected to occur
Likely	1 - 3 years	65% - 95%	The event will probably occur
Possible	3 - 6 years	35% - 65%	The event might occur at some time
Unlikely	6 - 10 years	5% - 35%	The event could occur at some time but is improbable
Rare	Beyond 10 years	< 5%	The event may occur only in exceptional circumstances

Risk Methodology - Consequence Descriptors

RISK	SOCIAL/ COMMUNITY	INFRASTRUCTURE	ENVIRONMENTAL	ECONOMIC
Insignificant	Inconsequential short term reduction of services, no damages to objects of cultural significance, no adverse emotional and psychological impacts. No known injuries or illnesses.	Inconsequential short term failure of infrastructure and service delivery, no disruption to the public services and utilities	No or minimal impact on the environment -- very limited direct damage to ecosystems or elements of place	Minor financial loss that can be managed within standard financial provisions (e.g. insurance), inconsequential disruptions at business level
Low	Isolated and temporary cases of reduced services within community, repairable damage to objects of cultural significance, impacts within emotional and psychological capacity of the community. Minor injury/illness managed within existing resources (first aid personnel and readily available equipment).	Isolated cases of short-to mid-term failure of infrastructure and service delivery, localised inconvenience to the community and business anticipated to extend up to 72 hours. No long term impact on integrity or operation of the infrastructure.	Limited and/or localised impact on the environment that can be readily rectified but effort is still required to minimise. One off recovery effort is required.	Financial loss requiring activation of reserves to cover loss, disruptions at business level leading to isolated cases of loss of employment
Medium	Ongoing reduced services within community, permanent damage to objects of cultural significance, impacts beyond emotional and psychological capacity in some parts of the community. Single fatality or permanent incapacity. Multiple serious injury/illnesses requiring professional medical care and/or hospitalisation. Small number of people displaced for <24 hrs.	Mid-term failure of (significant) infrastructure and service delivery affecting some parts of the community, widespread inconveniences. Repair/replacement expected to take greater than 72 hours.	Isolated but significant cases of impairment or loss of ecosystem functions, intensive efforts for recovery required. Event can be managed under normal procedures.	Direct moderate financial loss in the region requiring adjustments to business strategy to cover loss, disruptions to selected industry sectors leading to isolated cases of business failure and multiple loss of employment

Risk Methodology – Likelihood Descriptors

RISK	SOCIAL/ COMMUNITY	INFRASTRUCTURE	ENVIRONMENTAL	ECONOMIC
Major	Reduced quality of life within community, significant loss or damage to objects of cultural significance, impacts beyond emotional and psychological capacity in large parts of the community. Majority of services unavailable to community. Multiple fatalities or permanent incapacities (up to 1 per 100 000). Regional health care system stressed. External resources required to contain and resolve the incident. Large number of people displaced for >24 hours.	Mid to long term failure of significant infrastructure and service delivery affecting large parts of the community, external support required	Severe impairment or loss of ecosystem functions affecting many species or landscapes, progressive environmental damage	Significant financial loss requiring major changes in business strategy to (partly) cover loss, significant disruptions across industry sectors leading to multiple business failures and loss of employment
Severe	Community unable to support itself, widespread loss of objects of cultural significance, impacts beyond emotional and psychological capacity in all parts of the community, long term denial of basic community services. Widespread loss of lives (at least 1 per 10 000), regional health care system unable to cope, large displacement of people beyond regional capacity to manage.	Long term failure of significant infrastructure and service delivery affecting all parts of the community, ongoing external support at large scale required	Widespread severe impairment or loss of ecosystem functions across species and landscapes, irrecoverable environmental damage. Total incongruence with preferred elements of place.	Unrecoverable financial losses. Multiple major industries in the region seriously threatened or disrupted for foreseeable future. Asset destruction across industry sectors leading to widespread business failures and loss of employment.

Risk Assessment for Natural Disasters

EVENT	CONSEQUENCE	LIKELIHOOD	RISK RATING
Bushfire	Medium	Almost Certain	High (H-30)
Severe Storms	Medium	Almost Certain	High (H-30)
East Coast/Tropical Low	Medium	Likely	High (H-24)
Cyclone	Major	Possible	High (H-24)
Earthquake	Major	Possible	High (H-24)
Storm Surge	Medium	Possible	Medium (M-18)
Dam Release– Leslie Harrison Dam	Low	Likely	Medium (M-16)
Heat Wave	Low	Possible	Medium (M-12)
Prolonged Flooding	Medium	Unlikely	Medium (M-12)
Tsunami	Major	Rare	Medium (M-8)
Dam Failure – Leslie Harrison Dam	Major	Rare	Medium (M-8)
Landslip	Low	Unlikely	Low (L-8)

Risk Assessment for Non-natural Disasters

EVENT	CONSEQUENCE	LIKELIHOOD	RISK RATING
Marine Oil Spill	Major	Possible	High (H-24)
Pandemic	Major	Possible	High (H-24)
Major Industrial Accident	Medium	Possible	Medium (M-18)
Major Utilities/Infrastructure Failure	Medium	Possible	Medium (M-18)
Major Ground Transport Accident	Medium	Possible	Medium (M-18)
Major Commercial Shipping 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)

COMMUNITY RESILIENCE

Building capacity is a combination of the capability and the resources available to the Redland City Local Disaster Management Group that can reduce the level of risk, or the effects of a disaster on the community. Capacity can be built through a combination of training and exercise programs targeted to specific local requirements as well as building the local community's awareness and resilience.

The practice of continuous improvement involves disaster management processes and arrangements being regularly evaluated and improved to ensure they remain relevant, efficient, effective and flexible. The implementation and delivery of training and exercises are critical elements in the continuous improvement of disaster management capacity building. Capacity Building occurs across the phases of Prevention and Preparedness.

Prevention

Prevention includes those measures to eliminate, mitigate or reduce the incidence or severity of emergencies. "Hazard mitigation is the means taken in advance of, or after, a disaster aimed at decreasing or eliminating the impact on communities, the economy, buildings, roads and transport and the environment. The implementation of appropriate and targeted mitigation initiatives can offer more sustainable cost savings to communities and government in the event of a disaster. They should be subject to rational cost/benefit and social investment decisions, with special considerations for remote, indigenous and other vulnerable communities." (Queensland State Disaster Management Plan, 2015)

Mitigation strategies can include:

- Design improvements to provide more resilient new infrastructure, update or to harden existing infrastructure or services

- Land use planning that recognises the potential hazard-scape
- Prepared communities and response agencies and arrangements in place and exercised
- Resilience activities including partnerships between sectors and the community and
- A clear understanding of hazards, their behaviour and interaction with vulnerable elements

(Queensland State Disaster Management Plan, 2015)

Community Awareness and Education Program

The Redland City Local Disaster Management Group takes a coordinated approach to community awareness programs, recognising that when it comes to disaster preparedness, response and recovery "we're all in this together". The National Strategy for Disaster Resilience discusses a shared responsibility between government and the community for being prepared for disaster events. In line with the national strategy, Redland City Council, in partnership with members of the Redland City LDMG deliver community engagement programs that are aimed at empowering individuals and the community to understand their local risks and take pre-emptive action to prepare themselves, their families, homes and businesses in the event of disaster. You can view the National Strategy for Disaster Resilience at www.coag.gov.au

Redland City Council's communication strategy provides an overarching framework for communicating with the community and stakeholder groups. The strategy has a key focus on pre-impact activities in line with Council's responsibility as outlined in the *Disaster Management Act 2003*.

The pre-impact activities relate to developing awareness levels, attitudes and behaviour toward disaster preparedness. An engagement approach has been adopted which recognises that people view risk and disaster preparedness differently and that community engagement and education are critical to influence appropriate disaster awareness – people listen to other people around them and to people they trust. The vision is to create a new community norm within the Redlands region where disaster preparedness becomes a standard part of ‘what is done in Redlands’.

Redland City Council has initiated a community engagement process to build community resilience on the islands of Moreton Bay in the preparation for seasonal hazards (e.g. east coast lows, severe storms). Redland City Council, in partnership with LDMG members has undertaken a series of community forums, presentations, displays and community awareness days. As part of the ‘Get Ready Program’ Council partners with QFES, the Australian Red Cross and the Church of the Latter Day Saints to hand deliver up to 10,000 booklets and brochures on disaster preparedness to residents within Redland City that are most vulnerable to natural disasters.

Council also makes available to the public numerous pamphlets produced by Redland City Council, Bureau of Meteorology, Department of Community Safety and QFES, State authorities, and the Australian Red Cross. Distribution of this information is through a number of channels including electronic media, web services, and door knocking. Printed copies can be accessed through all Council Customer Service outlets or by contacting Council.

Redland City Council has create a Disaster Hub portal which brings together information, brochures and planning instruments relating to disaster management and community safety in Redlands. The Disaster Hub portal can be accessed via www.redland.qld.gov.au/AboutRedlands/Emergency

A range of brochures and information are also available from the following websites:

- www.disaster.qld.gov.au
- www.qfes.qld.gov.au
- www.ema.gov.au

Land-Use Planning

Managing land use is a key strategy to reducing risks within the Redlands. Effective land-use planning will reduce damage and disruption to the community.

The Redland Planning Scheme provides a framework under the Sustainable Planning Act 2009 for managing development within Redland City. The Redland Planning Scheme uses a series of overlays as a means of influencing development to mitigate or reduce the affects of the following hazards:

- Bushfire hazard
- Flood prone, storm tide and drainage constrained land
- Landslide hazard

Building Codes, Regulations and Legislation

The application of building codes and building use regulations aims to ensure that buildings and infrastructure are designed and constructed to standards that minimise damage and injury in an event and that the building or infrastructure is used for the purpose in which was intended. Standards and codes should be referred to and enforced particularly for the design and construction of major infrastructure and components of essential services.

Hazard Reduction

Each threat-specific lead agency (e.g. QFES) is responsible for implementing an appropriate hazard reduction program for hazards under their control. RCC maintains a Conservation Fire Management unit which is resourced with 6 light attack appliances and 1 medium appliance to respond to wildfires on Council owned land, assist QFES to combat wildfires and conduct bushfire fuel reduction, through a program of back-burning, maintenance and development of fire breaks. RCC plays an active role on the North Stradbroke Island and Southern Moreton Bay Islands Fire Management Committees which provides strategic fire mitigation programs, operational preparedness and response, risk identification and hazard reduction burning

Insurance

Through community awareness and education programs, the Redland City Local Disaster Management Group and the Redland City Council encourage all property owners to purchase appropriate insurance as a risk reduction strategy. It is recommended that all policy holders read their policy disclosure statements or contact their insurer to clarify their policies to ensure that they have the appropriate level of insurance cover in the event of disaster. Please note: NOT ALL insurance companies will provide flood insurance, or insurance cover provided may be subject to conditions.

Preparedness

Preparedness is having arrangements to ensure that, should an emergency occur, all those resources and services which are needed to cope with the effects can be efficiently mobilised and deployed (*Australian Emergency Management Glossary, Manual 3*). Effective disaster management and response activities begin with preparedness and awareness raising activities conducted on an ongoing basis, in advance of any potential incident.

Redland City Council will ensure disaster management resources and arrangements are in a state of readiness to deal with any threat as well as pursue strategies to increase community resilience to disasters. To achieve this Redland City Council and the Redland City LDMG will:

- Develop and maintain an Local Disaster Coordination Centre for the effective coordination of disasters
- Ensure the Local Disaster Coordination Centre staff are provided training pursuant to their role
- Develop and maintain a disaster management plan and associated plans and standard operating procedures to address operational requirements during disaster events
- Establish and maintain relationships with lead and support agencies, local community groups, the District Disaster Management Group, and the State Emergency Service to build a culture of partnership with the local group to increase its overall disaster management capability
- Encourage an all-agency, all-hazard ethos within Redland City LDMG members by encouraging members to provide advice and guidance to the group on specific hazards
- Establish and maintain emergency evacuation centres, places of refuge and community support and welfare centres
- Establish an emergency communications capability
- To provide reports and making recommendations to the relevant district group about matters relating to disaster operations
- To identify and coordinate the use of resources that may be used for disaster operations in the area
- To establish and review communications systems in the group, and with the relevant district group and other local groups in the disaster district, for use when a disaster happens



Overall management of a coordinated response is the responsibility of the Local Disaster Coordinator of the Redland City LDMG. Operational priorities set by the Redland City LDMG are actioned through the Redland City Local Disaster Coordination Centre.

The Redland City Local Disaster Coordination Centre is established to provide a facility to coordinate resources and manage information to support all agencies (Council and external organisations) during a disaster event. The Redland City Local Disaster Coordination Centre is equipped and resourced to coordinate multiple activities undertaken by the Redland City LDMG when an event occurs. The Redland City Local Disaster Coordination Centre provides a focal point for Council’s response activities and provides support to the relevant Incident Control Centres.

Coordination

In accordance with Section 30 of the *Disaster Management Act 2003*, the Redland City LDMG is responsible for the following specific functions in relation to the coordination of disaster events:

- To manage disaster operations in the area under policies and procedures decided by the State group



Training

The provision of and attendance at education and training for those involved in disaster and emergency management work is a key preparedness and capability building activity.

QFES has a responsibility identified in The Act and State Plan to ensure that persons performing functions under The Act in relation to disaster operations are appropriately trained. QFES have developed the Queensland Disaster Management Training Framework identifying courses that are to be undertaken by those persons. In addition, RCC conducts ongoing training courses for the Redland City LDMG and Local Disaster Coordination Centre to improve operational readiness and situational awareness within Redland City.

Each member agency of the Redland City LDMG is responsible for ensuring that staff undertaking disaster and emergency management work have or plan to have received appropriate training for their roles, in particular those courses identified in the training framework. Redland City Council's Disaster Planning and Operations Unit is responsible for facilitating attendance at relevant training for Redland City LDMG members and the Redland City Local Disaster Coordination Centre Emergency Operations Team. In an effort to provide an effective training and exercising program, Redland City Disaster Planning and Operations Unit works closely with QFES and other local government disaster management units to provide a coordinated training program. Redland City Council has partnered with QFES Emergency Management to provide regular awareness programs at each meeting of the Redland City LDMG to enhance the LDMG members' understanding of disaster management processes, policies, practices and legislation.

Exercises

An exercise is a controlled objective based activity used to practice, evaluate or test plans or procedures and resources. The purpose of an exercise is to practice/test the knowledge and ability of the agencies of the disaster management system to coordinate disaster operations for a potential disaster or emergency scenario. Exercises can enhance capacity and confidence of the people that participate in them. The conduct of an exercise is one way in which the Redland City LDMG can undertake a review of the Local Disaster Management Plan.

Prior to participating in disaster and emergency exercises it is preferred that participants have received training as outlined in the section above. This is so that participants have a basic understanding of the policies and procedures that apply to working in a disaster management environment and that the experience and learning's from the exercise can be maximised.

Exercises can be small scale one to two hour activities through to a three day event. More frequent smaller exercises can be an effective alternative to a single large scale activity. Each year, Redland City Council will hold one or more of the following exercises, to improve the Redland City LDMG capacity across preparedness, prevention, response and recovery:

- a) A table top discussion, the focus of the exercise to be determined by the DDMG or LDMG
- b) A Redland City Local Disaster Coordination Centre activation to test staffing requirements, set up of the facility, communications and IT infrastructure and standard operating procedures
- c) An exercise involving the testing of the capacity of the Redland City Local Disaster Coordination Centre, the Disaster Management Plan and the Business Continuity Plan
- d) An exercise involving the testing of Emergency Alert procedures
- e) An exercise to test the establishment and operation of an Evacuation Centre
- f) A joint Redland City Local Disaster Coordination Centre / DDCC exercise to test the local disaster management system and capacity

An exercise is to be followed by a debrief process. A hot debrief is to be conducted immediately following the conclusion of the exercise and a cold debrief conducted not longer than 2 weeks following the exercise. The cold debrief allows participants time to provide a more considered view of the exercise outcomes. Learnings from the exercise are to be consolidated into a plan for action.

Connection between Council's Disaster Management Plan and Business Continuity Plan (BCP)

Where damage/loss is sustained to Council infrastructure during a disaster event, giving rise to the activation of the Local Disaster Management Plan and BCP, it is critical for Council to be able to quickly recover its ability to perform its functions to adequately fulfil its role in the response to the disaster event. The Local Disaster Management Plan details Council's responsibilities to the community during a disaster event and provides for a coordinated approach to disaster management.

Business continuity planning is about Council's 'internal' responses to challenges that restrict its ability to provide services. The BCP is a resource to the whole of Council and contains a series of individual business recovery plans specifically designed to ensure that critical business functions resume within specified time frames.

Redland Weather Station

The Redland Weather Station was built at the Cleveland Wastewater Treatment Plant with the express purpose of monitoring local weather conditions more accurately by providing regular and real time weather observations of temperature, humidity, rainfall and wind speed and direction.

The data obtained from the Redland Weather Station forms part of the BoM National Weather Network and provides data for the Bureau's forecasting, warning and information services as well as providing data for the Bureau's climate database. The Redland Weather Station provides the following information to the BoM every minute and to the website on a thirty (30) minute basis:

- Temperature
- Humidity
- Wind Direction
- Wind Speed
- Wind Gust
- Rainfall

This weather station is an important tool for the Redland City Local Disaster Management Group because it provides a local forecasts and weather conditions. This allows emergency services and other disaster management agencies to have timely, accurate information during disasters and severe weather events to aid in planning response operations.



RESPONSE STRATEGY

Activation of Response Arrangements

Activation of the Redland City LDMG will be as a response to any event that has a significant community consequence. Section 30 of the Act prescribes a range of functions that the Redland City LDMG is responsible for, including:

- f) To manage disaster operations in the area under policies and procedures decided by the state group
- g) To provide reports and make recommendations to the relevant district group about matters relating to disaster management
- h) To identify and coordinate the use of, resources that may be used in disaster operations in the area
- i) To establish and review communications systems in the group, and with the relevant district group and other local groups in the disaster district of the relevant district group, for use when disaster happens
- j) To ensure information about a disaster in the area is promptly given to the relevant district group

Timely activation of the Redland City LDMG is critical for an effective response to an event. The decision to activate is dependent upon a number of factors including the perceived level of threat. The activation of the Queensland's Disaster Management Arrangements (QDMA) may result from the Redland City LDMG requiring support from DDMG or from the State Disaster Management Group (SDMG) where the threat has a broader implication across the State.

Authority to activate the Redland City LDMG and this plan is vested in the chairperson of the Redland City LDMG or their delegate. Activation does not necessarily mean the convening of the Redland City LDMG, rather the provision of information to group members regarding the risks associated with a pending hazard impact.

The QDMA are activated using an escalation model shown in the following table, which describes the activation levels, their associated triggers and actions taken by Redland City Council.

Levels of Activation

	DESCRIPTION	TRIGGERS	ACTIONS
Alert	<ul style="list-style-type: none"> A heightened level of vigilance due to the possibility of an event in the area of responsibility Situational reports to be discussed with the DDC No further action is required, however the situation should be monitored by someone capable of assessing the potential of the threat 	<ul style="list-style-type: none"> Awareness of a hazard that has the potential to affect Redland City 	<ul style="list-style-type: none"> Hazard & risks identified Information sharing with warning agency LDMG, DDC and QFES advised of local situation Initial advice to all stakeholders
Lean Forward	<ul style="list-style-type: none"> An operational state characterised by a heightened level of situational awareness of a disaster event (either current or impending) and a state of operational readiness Disaster coordination centres are on standby and prepared but not activated Situational reports to DDC should continue as arranged 	<ul style="list-style-type: none"> There is a likelihood that threat may affect Redland City Threat is quantified but may not yet be imminent Need for public awareness LDMG is now to manage the event 	<ul style="list-style-type: none"> QFES and LDC conduct analysis of predictions Chair and LDC on watching brief Confirm level & potential of threat Council staff prepare for operations Determine trigger point to stand up Prepare Local Disaster Coordination Centre for operations Establish regular communications with warning agency Members of LDMG briefed LDC advises DDC of lean forward & establishes regular contact Warning orders to response agencies Public information & warning initiated
Stand Up	<ul style="list-style-type: none"> An operational state where resources are mobilised, personnel are activated and operational activities commenced Disaster coordination centres are activated Situational reports to DDMG continue according to agreed time-lines 	<ul style="list-style-type: none"> Threat is imminent Community will be or has been impacted Need for coordination in Local Disaster Coordination Centre Requests for support received by LDMG agencies or to the Local Disaster Coordination Centre The response requires coordination 	<ul style="list-style-type: none"> LDMG meets LDCC activated Commence operational plans Redland City Council shifts to disaster operations LDMG takes full control SOPs activated Commence SITREPs to DDMG DDMG advised of potential requests for support

	DESCRIPTION	TRIGGERS	ACTIONS
Stand Down	<ul style="list-style-type: none"> Transition from responding to an event back to normal core business and/or continuance of recovery operations There is no longer a requirement to respond to the event and the threat is no longer present 	<ul style="list-style-type: none"> No requirement for coordinated response Community has returned to normal function Recovery taking place 	<ul style="list-style-type: none"> Final checks for outstanding requests Implement plan to transition to recovery Debrief of staff in Local Disaster Coordination Centre Debrief with LDMG members Consolidate financial records Hand over to Recovery Coordinator Return to local government core business Final situation report sent to DDMG

Local Disaster Coordination Centre (LDCC)

The Redland City Local Disaster Coordination Centre, located at Council's South Street Depot Cleveland, has the responsibility for coordination of disaster operations, providing a response capability on behalf of the Redland City LDMG. The main aim of the Redland City Local Disaster Coordination Centre is to coordinate resources, information and assistance in support of local agencies and stakeholders who are engaged in disaster operations. The Redland City Local Disaster Coordination Centre also provides forward planning which requires consideration of the unfolding event and its likely impacts on the Redlands community. The Redland City Local Disaster Coordination Centre operates under the Australasian Inter-agency Incident Management System (AIIMS) to ensure effective coordination of disaster response operations.

Primary responsibilities of the Redland City Local Disaster Coordination Centre include:

- Analysis of probable future requirements and forward planning including preliminary investigations to aid the response to potential requests for assistance
- Implementation of operational decisions of the local disaster coordinator (LDC)



- Advice of additional resources required to the DDMG
- Provision of prompt and relevant information to the DDMG concerning any disaster event occurring within their district

Warning Notification and Dissemination

The Chair of the Redland City Local Disaster Management Group, or delegate, is responsible for the dissemination of public warnings and information and is the official source of public and media information. The Chair of the Redland City Local Disaster Management Group, or delegate, is the chief media spokesperson.

During an event, the release of public information on aspects such as road closures, traffic routes, advice on evacuation procedures and centres will be coordinated through the Redland City Local Disaster Coordination Centre. Such information and warnings will be provided to the community via a number of communications sources including: electronic media, such as Council's website, Twitter and Facebook; broadcast media such as ABC612 and Bay FM 100.3 and TV; and press releases in local newspapers and on their respective websites. Redland City Council Customer Contact Centres will also be used to support and relay public warnings and information. When appropriate and as resources permit, emergency messages and information will also be provided via community meetings, door knocking by emergency services and Public Announcement systems attached to emergency vehicles.

Other alerts or warnings such as those delivered through the use of SEWS (Standard Emergency Warning System) or the national Emergency Alert (EA) telephone and SMS messaging system will be used to support and reinforce the warning messages provided through broadcast media.

Additionally, prior to, during and following an event, relevant government agencies (such as the Bureau of Meteorology) will provide updated information and warnings to the community through a network of media outlets.

Leslie Harrison Dam

The following information is taken from the Leslie Harrison Dam Emergency Action Plan produced by SEQ Water and outlines warning notification and emergency messaging in relation to dam releases or failure and the downstream impact of such events.

1. Dam Overflow Notifications

Leslie Harrison Dam operates as an uncontrolled spillway dam. Accordingly, Seqwater currently does not have any scope for modifying the outflow from Leslie Harrison Dam once the Dam fills and overflows. Seqwater offers free Dam Overflow Notifications to residents living downstream of Leslie Harrison Dam and for other interested parties. This free notification service provides subscribers with notifications by their choice of email, SMS/text messages to mobile phones, or recorded messages to telephone landlines.

These notifications are issued to inform the subscriber that an overflow from Leslie Harrison Dam is commencing or about to commence; or that overflows have reached a level where they may pose a hazard to the safety of persons or property downstream of the Dam (downstream release hazard). Details of this service are available on Seqwater's website www.seqwater.com.au

It is important to understand that when receiving Dam Overflow Notifications from Seqwater, that overflows from Leslie Harrison Dam are only one source of water contributing to flows in rivers or watercourses downstream of the Dam.

It is also important to be aware that these notifications are not indicating that there is a definite downstream release hazard or a dam failure hazard, but rather that the Dam is overflowing and operating normally and that safety hazards downstream of the dam are possible because the dam is spilling.

Dam Overflow Notifications do not provide information on river levels, or predictions about areas that may be inundated by flood waters in a flood event. After receiving these notifications, subscribers to the service should consider information available from other sources which may include:

- Details of road closures, inundation flood mapping and information regarding any evacuation arrangements, from Local Councils and Disaster Management Groups
- Weather forecasts and information on changes in river levels from the Bureau of Meteorology
- Emergency services warnings, including from Police and Queensland Fire and Emergency Services

2. Local Disaster Management Group Overflow Notifications

Seqwater monitors dam outflows and advises impacted Local Councils of dam levels and predicted peak height levels in accordance with pre-agreed protocols and the Contact Register.

3. Notifications Associated with a Potential Dam Failure

If a situation is identified that has the potential to cause or contribute to a dam failure emergency condition at the Dam, Seqwater will provide appropriate notifications to Local Councils and Disaster Management Stakeholders. Seqwater will provide these notifications in accordance the Bulk Authority Emergency Response Plan. Triggers for these notifications are contained in Section 7.

If a situation arises where the failure of the Dam is considered possible, Seqwater or the Agency managing the overall emergency response will liaise directly with Queensland Fire and Emergency Services (QFES) to issue appropriate notifications to persons located downstream of Leslie Harrison Dams using the National Emergency Alert System. This system is the national telephone based emergency warning system that sends messages to a nominated area:

- Via landlines based on the location of the handset
- Via mobile phones based on an individual's billing address
- For Telstra mobile account holders based on the device's location

Further details of the National Emergency Alert System can be found at www.disaster.qld.gov.au

Once a notification is initiated from National Emergency Alert System, consequent management measures undertaken by QFES will be event-dependent but will normally include:

- Informing others of the notification, with primary considerations being:
 - Media (particularly local radio), through DCS Media and Corporate Communications
 - CEOs of Local Government
 - Minister's Office
- Ensuring, together with Telstra, that the Campaign does not adversely affect the telecommunications network
- Ensuring pre-prepared websites have relevant information
- Establishment of a system to measure the effectiveness of the Campaign and other messages on the ground



Concept of Operations

Document Management

Document Management throughout the disaster response and recovery will be achieved through the Guardian software. The software provides the ability to capture all decisions, actions and information related to an event including the maintaining of activity logs, public information and all expenditure in order to provide clear and reasonable accountability and justifications for future audit and potential reimbursement purposes. Once the Redland City Local Disaster Coordination Centre has been stood down, all records related to the disaster event will be recorded into Redland City Council's records management system.

Operational Reporting

Situation Report (SITREP)

Situation reports (SITREP) capture accurate information from the day's operations by detailing current and forecast situation during a disaster event. The LDC, through the operation of the Redland City Local Disaster Coordination Centre, is responsible for the preparation of the SITREP. The SITREP will be distributed at intervals as requested by the DDMG.

Tasking Log (Guardian)

Redland City Local Disaster Coordination Centre uses the Guardian software during activations to record actions taken and the responsible agency or officer. The Guardian System functionality as a tasking log and mapping system records the specific operational task to be undertaken; the date and time of commencement and completion of the task; the responsible agency/officer; the actions taken and contextual comments; and plots all tasks on reference mapping. Various operational reports, including the SITREP can be generated based on taskings and/or location.

Logistics Support

Where the Redland City LDMG has exhausted its capacity and requires additional logistics support and/or resources to meet operational requirements that are beyond local capacity and capability, the Redland City LDMG will formally seek assistance through a Request for Assistance forwarded to the DDCC via the Redland City Local Disaster Coordination Centre.

Resupply for Isolated Communities

Disaster events have a potential to create isolated communities within Redland City, particularly in relation to the Moreton Bay Islands. The Redland

City LDMG is responsible for supporting communities within Redland City to prepare for the possibility of temporary isolation and ensuring resupply of food and other essentials during times of isolation.

Most events that isolate communities occur on a seasonal basis and communities which are likely to be affected by such events are expected to prepare well in advance for both the event and the expected period of isolation. If an event does isolate a community within Redland City, all resupply requirements will be addressed in accordance with the Queensland Resupply Guidelines which can be obtained from the Queensland Disaster Management website www.disaster.qld.gov.au

Post Disaster Operational Assessment

The review of operational activities undertaken during a disaster is a key component of developing capacity and improving disaster management arrangements. Post-disaster assessments are held to:

- Assess disaster operations including actions, decisions or processes
- Document those processes that worked well and identify a course of action to ensure that they are captured and updated in relevant plans for use in the next operation
- Assess capability and consider where additional planning, training and/or exercises may enhance capability

The review of operations is conducted through two forms of debrief:

- **Hot debrief**, undertaken immediately after operations are complete, giving participants the opportunity to share learning points while the experience is still very fresh in their minds. Multiple hot debriefs during protracted operations may be appropriate to identify significant issues and provide prompt solutions for immediate implementation.
- **Cold debrief**, undertaken no more than 2 weeks after an operation, when participants have had an opportunity to take a considered view of the effectiveness of the operation. A post disaster assessment report is to be completed to provide an overview of the lessons identified following an event and importantly recommendations for improving disaster management.

Following a post disaster assessment the Redland City LDMG may need to consider issues for resolution or may need to refer an issue to the District Disaster Management Group (DDMG) for advice or resolution.

Evacuation Centres

The responsibility for establishing evacuation centres rests with Redland City LDMG. The establishment and location of Evacuation Centres will be dependent on the complexities of the disaster event and the location of the affected community. Facilities that could be used as evacuation centres have been identified for each suburb and island within Redland City and are listed in Parts 2, 3 and 4 of this Plan and at www.redlanddisasterplan.com.au under each suburb and island.

The Redlands community will be notified of the establishment and operation of an Evacuation Centre via a number of communications sources including: electronic media, such as Council's website, Twitter and Facebook; broadcast media (Radio and TV); press releases; via Redland City Council Customer Contact Centres and emergency alert messaging if activated.

The Redland City Council Evacuation Team is responsible for opening and initial management of Evacuation Centres. The Australian Red Cross will assist Council in the management of evacuation centres and provide personal support and psychological first aid at evacuation and recovery centres. Other services such as material aid, temporary housing and counselling services will be established at the Evacuation Centres as determined necessary based on the complexity of the event.

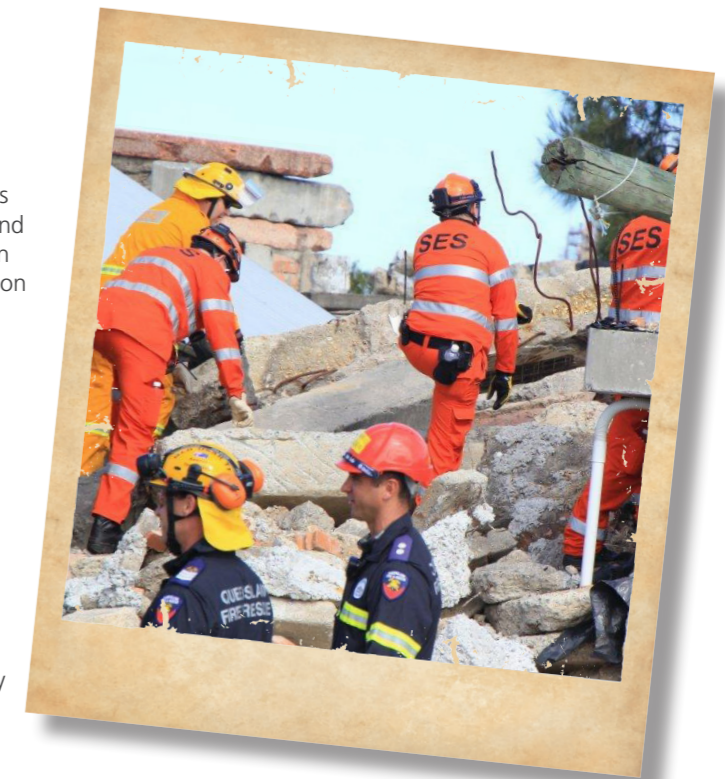
Further Information regarding Evacuation Centres can be found at www.redlanddisasterplan.com.au

Impact Assessment

Impact assessment is the organised and coordinated process of collecting and analysing information after a disaster, to estimate casualties, damage and immediate needs of the impacted community.

The purpose of conducting an impact assessment is to provide planning groups with a comprehensive situational awareness of what has occurred and what is required to address the problems in the response and recovery stages.

Under this Plan, Redland City Council supported by other agencies is the lead agency for conducting impact assessments within its community. The Redland City Local Disaster Coordination Centre is responsible for coordinating the collection of this information.



There are two types of assessment:

- a) **Rapid Damage Assessment** is undertaken immediately following an event to gather an overview of the impact. Information is gathered through the following sources:
 - Information received from the public
 - Call for assistance recorded by emergency services and the Redland City Local Disaster Coordination Centre
 - Tasking of Redland City Council and emergency service assets
 - Information provided by Redland City LDMG members
 - Reconnaissance by Council and emergency services
- b) **Comprehensive Damage Assessment** will start as soon as practical after the event, to accurately establish the impact of the event. Response and recovery agencies and organisations with a role under this plan will undertake a Comprehensive Damage Assessment relating to their area of control and will submit reports to the Redland City Local Disaster Coordination Centre.

Disaster Declaration

In accordance with Section 64(1) of the Act, the District Disaster Coordinator for a disaster district may, with the approval of the Minister, declare a disaster situation for the district, or a part of it, if satisfied:

- a) A disaster has happened, is happening or is likely to happen, in the disaster district and
- b) It is necessary, or reasonably likely to be necessary, for the district disaster coordinator or a declared disaster officer to exercise declared disaster powers to prevent or minimise any of the following:
 - (i) Loss of human life
 - (ii) Illness or injury to humans
 - (iii) Property loss or damage
 - (iv) Damage to the environment

Before declaring a disaster situation the DDC is to take reasonable steps to consult with each local government in, or partly in, the proposed declared area. As outlined in Section 75 to 78 of the Act, the declaration confers extra powers on particular groups to perform actions, give directions and control movements within the declared area.

It is important to note that the declaration of a disaster situation relates to the situational requirement for additional powers and is not linked to the activation of particular disaster management groups under the QDMA or the activation of disaster financial assistance arrangements. All three actions are independent processes and are not interlinked or conditional. The declaration of a disaster situation does not impact the requirements of a local government under the Act to manage disaster operations in their area.

Disaster Financial Assistance Arrangements

There are two sets of financial arrangements which, if activated by the Minister, provide financial support to Queensland communities impacted by a disaster event through the reimbursement of eligible expenditure.

State Disaster Relief Arrangements (SDRA)

The intent of the SDRA is to assist in the relief of communities whose social wellbeing has been severely affected by a disaster event (natural or non-natural). The SDRA is State funded, and therefore not subject to the Australian government imposed event eligibility provisions or activation threshold. As a consequence, SDRA is able to address a wider range of disaster events and circumstances where personal hardship exists. There are two relief measures available for activation under the SDRA:

Personal Hardship Assistance Scheme

Personal hardship and distress grants for individuals may be available for immediate needs, essential household contents and structural assistance.

Counter Disaster Operations

Eligible extraordinary operational costs incurred as a direct result of the event or impending event.

As a personal hardship program the SDRA may be activated when advice is received from the Department of Communities, Child Safety and Disability Services, as the administering authority, to activate the Personal Hardship Assistance Scheme. The advice must stipulate that local service providers have reached their capacity to provide a service to people identified as experiencing personal hardship as a direct result of a disaster event, or that there are no local service providers to assist in the event of a disaster.

Natural Disaster Relief and Recovery Arrangements (NDRRA)

The intent of the NDRRA is to assist the relief and recovery of communities whose social, financial and economic wellbeing has been severely affected by a disaster event. The arrangements provide a cost sharing formula between the State and Australian Government and include a range of pre-agreed relief measures.

Eligible disasters under NDRRA include: Cyclone, Flood, Landslide, Meteor Strike, Storm, Bushfire, Storm Surge, Terrorist Event, Tsunami, Tornado and Earthquake. Drought, frost, heatwave, epidemic events relating from poor environmental planning, commercial development or personal intervention are not eligible events under NDRRA.

RECOVERY STRATEGY

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 Act 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, the Redland City LDMG will address the following four functions of recovery:

- 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 well-being. Services typically include the provision of information, payment of financial assistance, and provision of personal and psychosocial support. Community Recovery Centres 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'. The Community Recovery Centre may be supported by the deployment of 'outreach teams' to assess the needs of disaster affected individuals and families and to advise on information, resources and services available. 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

Large-scale disruption to or loss of infrastructure may cause severe hardships for the Redlands community and significantly affect the management and delivery of recovery services. Infrastructure for which Redland City Council is responsible will be restored in accordance with the Redland City Council Business Continuity Plan. The following priorities have been identified for infrastructure recovery:

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

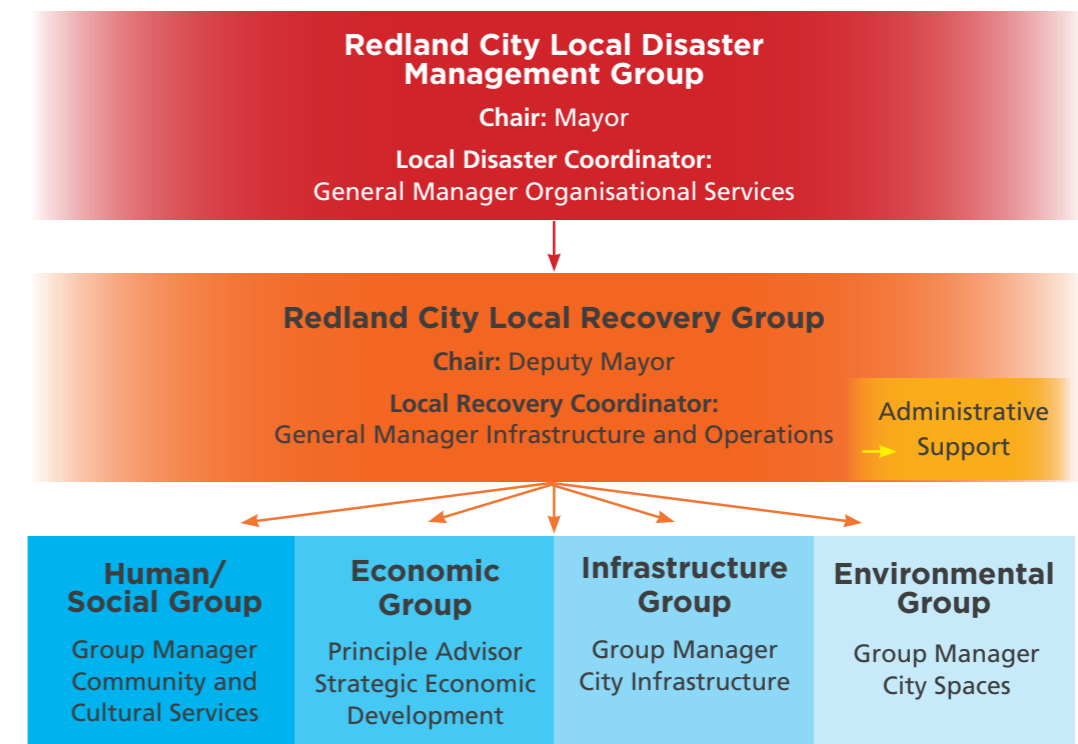
As soon as practically possible after a disaster event, the Redland City LDMG will organise an environmental assessment that will form the basis for determining environmental recovery priorities. Where there has been widespread or long-term environmental damage, the Redland City LDMG, through the Disaster 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

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 Part 5: Redland City Disaster Recovery Plan to provide a coordinated approach to the provision of recovery services to the community. For further information regarding recovery operations and processes, please refer to Part 5: Redland City Disaster Recovery Plan or visit www.redlanddisasterplan.com.au

The diagram below depicts the structure of the Redland City Local Recovery Group.



Membership of the Redland City Local Recovery Group may include representatives from all levels of government and community-based agencies with the capability of contributing to the community recovery process.



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 ALERT			
RESPONSE LEAN FORWARD	<ul style="list-style-type: none"> A heightened level of vigilance due to the possibility of an event The situation will be closely monitored, but no further action is required 	<ul style="list-style-type: none"> Response phase at 'lean forward' level of activation 	<ul style="list-style-type: none"> Information sharing commences LRC in contact with Local Disaster Coordination Centre/LDC Potential actions and risks identified Initial advice to all recovery stakeholders
RECOVERY STAND DOWN	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Response phase at 'stand up' level of activation Immediate relief arrangements are required during response phase 	<ul style="list-style-type: none"> 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
RECOVERY LEAN FORWARD	<ul style="list-style-type: none"> An operational state where resources are mobilised, personnel are activated and operational activities commenced Community Recovery Centres are activated 	<ul style="list-style-type: none"> Immediate relief arrangements continue Response phase moves to 'stand down' Medium term recovery commences 	<ul style="list-style-type: none"> LRG activated at Local Disaster Coordination Centre 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	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> LRG arrangements are finalised Community returns to normal activities with ongoing support as required 	<ul style="list-style-type: none"> 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

Queensland State Government Responsibilities

The State Recovery Group reports to the SDMC. The functional lead agencies for each of the four functions of recovery are represented on the Group. At the decision of the Chair, other agencies may be invited to become members of the group. Each designated functional lead agency has responsibility for the performance of a function of recovery which has a direct correlation to their core business. Functional lead agencies will require the assistance of supporting agencies to effectively perform their function.

The Redland City LDMG and Redland City Local Recovery Group will work closely with the State Government functional lead agencies to ensure effective disaster recovery efforts. The table below identifies the roles and responsibilities of the State Government functional lead agencies during disaster recovery efforts.

Recovery Coordination

Functional lead agency	Department of Infrastructure, Local Government and Planning
Role	Lead Agency for recovery coordination and monitoring, including developing event-specific recovery plans and reporting to government and the community on recovery progress.

- Responsibilities**
- Support disaster mitigation considerations in development planning, built environment and infrastructure design
 - Support compliance of State Planning Policies for development and community infrastructure
 - Provide infrastructure programming expertise to assist delivery agencies to plan, sequence and prioritise work
 - Share knowledge and innovative solutions to build resilience, sustainability and self-reliance across governments, industry and communities
 - Drive the enhancement of disaster resilience throughout Queensland, ensuring that the State's resilience goals and objectives are achieved, including implementation of the Queensland Strategy for Disaster Resilience and the RACQ Get Ready Queensland program
 - Coordinate and monitor the State's disaster resilience portfolio
 - Facilitate activities that assist in the coordination of offers of goods and services through its partnership with the not for profit organisation, GIVIT

Economic Recovery

Functional lead agency	Department of State Development
Role	Functional lead agency for the Economic Recovery Group
Responsibilities	<ul style="list-style-type: none"> • Assist business and industry in business resilience and recovery strategies (in conjunction with Department of Tourism, Major Events, Small Business and the Commonwealth Games (DTESB))

Human-social Recovery

Functional lead agency	Department of Communities, Child Safety and Disability Services
Role	Functional lead agency for the Human and Social Recovery Group
Responsibilities	<ul style="list-style-type: none"> • Coordinate provision of Human and Social recovery services during recovery operations in partnership with local, State, federal and non-government agencies • Work with affected individuals and communities to support their own recovery activities • Maintain linkages with local, State, federal and non-government agencies and committees • Maintain a register of State government officers available to assist in Human and Social recovery when required • Administer relevant human and social recovery SDRA and NDRRA relief measures • Manage and direct offers of volunteering through Volunteering Queensland

Environmental Recovery

Functional lead agency	Department of Environment and Heritage Protection
Role	Functional lead agency for the Environment Recovery Group
Responsibilities	<ul style="list-style-type: none"> • Provide oiled wildlife response, traditional owner liaison, environmental and shoreline assessments and waste management advice and approvals for ship-sourced pollution at sea • Provide information and advice with respect to regulated (tailings, contaminated water) dam locations, and coordinate expert advice on regulated dam safety and integrity • Provide expert environmental advice in disasters



Infrastructure Recovery

Functional lead agency	Department of Transport and Main Roads
Role	Functional Lead Agency for transport systems Functional Lead Agency of the Roads and Transport Recovery Group

- Responsibilities**
- Primary Agency for ship-sourced pollution where it impacts, or is likely to impact, on Queensland Coastal Waters
 - Provide information and advice on the impact of disruptive events on road, rail, aviation and maritime infrastructure as it affects the transport system
 - Enable an accessible transport system through reinstating road, rail and maritime infrastructure
 - Assist with the safe movement of people as a result of mass evacuation of a disaster affected community
 - Ensure the capability of logistics related industries are appropriately applied to disaster response and recovery activities

Functional lead agency	Department of Housing and Public Works
Role	Functional Lead Agency for Building and Engineering Services Functional Lead Agency of the Building Recovery Group

- Responsibilities**
- Maintain contact registers for:
 - Professional service providers e.g. engineers (geotechnical, structural, civil) heritage architects, other professional officers and consultants
 - Specialist building contractors; service providers; and suppliers
 - Building services and trade personnel to support regional based disaster response or recovery operations
 - Coordinate structural assistance grant assessments (excluding caravans and vessels) on behalf of Department of Communities, Child Safety and Disability Services
 - Provide temporary accommodation solutions and services for impacted members of a community – non-social housing clients and/or response/recovery teams
 - Coordinate temporary office type accommodation for use by State government agencies and departments as forward command posts, recovery centres, local disease control centres, storage facilities and ablution facilities, including connection of building services
 - Coordinate temporary leased accommodation for State government agencies and departments
 - Coordinate technical advice on the structural suitability of buildings for use as community evacuation centres, places of refuge or cyclone shelters
 - Other building and engineering services tasks requested by a District Disaster Coordinator or the State Disaster Coordination Centre within the scope of the building and engineering Services function
 - Coordinate emergency fleet vehicles
 - The Building Recovery Group coordinates the efficient and effective information exchange, issues identification and resolution between government agencies, local government, building industry and insurance providers to ensure efficient and prioritised use of available resources in rebuilding dwellings following a 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 and Recovery Arrangements (NDRRA) or Disaster Relief Funding Schemes administered by the Department of Communities:

1. Immediate Hardship Assistance Grant
2. Immediate Hardship Assistance – Essential Services Grant
3. Essential Household Contents Grant
4. Structural Assistance Grant Grant
5. Essential Services Safety and Reconnection Scheme Grant

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

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

Recovery Hubs are established by the Department of Communities, Child Safety and Disability Services (DCCSDS) 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 Recovery 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
 - Financial assistance
 - Commonwealth pensions and benefits
 - Crisis and personal counselling services
 - Mental health services
 - Housing and accommodation – medium and long term
 - Insurance advice and services
 - Legal services
 - Building repairs
 - 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 Recovery 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.

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 811 700	The Australian Red Cross has two publications; <i>Coping with a major personal crisis</i> and <i>After the emergency for children</i> , 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.



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:
 - Use insect repellent (in accordance with manufacturer's instructions), especially when outside at dawn or dusk
 - In dengue receptive areas protect against mosquito bites during the day as the dengue mosquito bites during the day and likes to rest indoors
 - Wear long, loose, light-coloured clothing
 - Use flying insect spray, mosquito coils or plug-in insecticide devices to kill mosquitoes in-doors
 - Use bed nets, if available
 - 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:
 - Remove debris and vegetation from storm drains and ditches
 - Drain areas in and around yards and workplaces where water has accumulated
 - Empty all containers including buckets, tyres, bird baths and palm fronds weekly to reduce mosquito breeding
 - Mosquitoes can breed in domestic water tanks, so checking the integrity of water tank screens and replacing damaged screens is a sound prevention measure

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

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

Commercially canned foods that are sealed, not bulging or dented, may be safe. It is recommended that you:

- Remove the label since it could harbour dirt and bacteria
- Thoroughly wash the outside of the can with drinking quality water (hot if possible)
- Sanitise the can by dipping it in a solution of 1.5 Cups of household chlorine bleach in 10 litres of warm water for two minutes and then rinsing it in drinking quality water
- Re-label the can with a waterproof marker pen, including the expiry date. Use the product as soon as possible.

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.





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



LOCAL COMMUNITY DISASTER PLANS

This plan is Part 1 of the four part Redland City Local Disaster Management Plan. Part 1 outlines the role of Redland City Council and its partners in the establishment of the Redland City Local Disaster Management Group and its capacity to prepare for, respond to and recover from disaster events within Redland City.

The Local Community Disaster Plans form the additional parts of the Redland City Local Disaster Management Plan and include:

- Part 2 – Islands of Moreton Bay
 - i. North Stradbroke Island
 - ii. Coochiemudlo Island
 - iii. The Southern Moreton Bay Islands
 1. Macleay Island
 2. Russell Island
 3. Karragarra Island
 4. Lamb Island
- Part 3 – Redland City Mainland Coastal Regions
- Part 4 – Redland City Mainland Hinterland Regions

The above Parts 2, 3 and 4, are designed to be read in conjunction with this Part 1. These additional parts of the plan provide the community with information about the hazards and risks in their specific geographic location along with strategies to build community resilience before, during and after a disaster event. The Redland City Local Disaster Management Plan has been designed this way to recognise the complexities that communities across Redland City face through the prevention, preparedness, response and recovery from disaster events.

- Part 5 – Redland City Disaster Recovery Plan details the recovery arrangements that have been established to support the community through the recovery phase. The plan considers the human/ social, infrastructure, economic and environmental elements and their interrelationship to ensure a holistic approach is taken to supporting the community in its recovery efforts.

To download copies of the Redland City Disaster Management Plan, or for further information about your suburb or island, and what you can do for your family, home or business before, during and after a disaster, please visit:

www.redlanddisasterplan.com.au and select your suburb or island.



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. Visit Energex website at www.energex.com.au to find out more about staying safe during emergencies
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	Visit the following website for the list of school closures. www.qld.gov.au/education/schools/information/pages/closure.html
Road and Traffic Conditions	Transport and Main Roads on 13 19 40 or visit 131940.qld.gov.au/
Support and Financial Assistance	Community Recovery Hotline on 1800 173 349 or visit www.qld.gov.au/community/disasters-emergencies

