

State Disaster Management Group

2012–13 Annual Report

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Department of the
Premier and Cabinet

23 APR 2014

The Honourable Jack Dempsey MP
Minister for Police, Fire and Emergency Services
PO Box 15195
CITY EAST QLD 4002

Dear Minister

On behalf of the State Disaster Management Group (SDMG), I am pleased to present its Annual Report for 2012–13 (the report).

The report has been prepared with the support of member agencies of the SDMG and in collaboration with disaster management groups as provided under the *Disaster Management Act 2003* (the Act). The report details the activities undertaken in 2012–13 to maintain and enhance disaster management in Queensland, including the extensive response and recovery operations performed.

The report will be available online at www.disaster.qld.gov.au so that disaster management stakeholders and Queensland communities may continue to be informed of initiatives, and actions, undertaken in relation to disaster management for the State.

I certify that the report complies with section 44 of the Act and commend the report to you.

Yours sincerely



Jon Grayson
Chair
State Disaster Management Group

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The year in review

Amendments to the *Disaster Management Act 2003 (DM Act)*

Appointment of a State Emergency Service (SES) Coordinator to coordinate SES functions in areas affected by disasters where the extent of the disaster is beyond the capability of local units.

Activations

- The first successful appointment of a SES Coordinator in the Fraser Coast Regional Council, in response to ex-Tropical Cyclone (TC) Oswald in January 2013.
- Minister for Police and Community Safety (the Minister) activated Natural Disaster Relief and Recovery Arrangements (NDRRA) in the wake of five events.
- The Minister activated State Disaster Relief Arrangements (SDRA) following one event.
- The State Disaster Coordination Centre (SDCC) fully activated during one event.
- The Emergency Alert (EA) system was used on 77 occasions, 76 to deliver warnings associated with severe weather produced by ex-TC Oswald.

Appendix 1 provides a graphical representation of Queensland NDRRA activations for the period December 2012 to March 2013.

July 2012

- Heavy rainfall and flash flooding across North Queensland from Cairns to Bowen.
- Biosecurity Queensland confirmed and managed several Hendra virus cases in horses from July to November. Cases were found in Rockhampton, Cairns and Ingham.

September 2012

- A 2.9 magnitude earthquake occurred near Ballogie, about 50 km southwest of Murgon. No damage was reported.

October 2012

- A severe thunderstorm impacted the town of Gayndah. Damage to some houses and power lines reported.
- A large bushfire in Cloncurry Shire led to the evacuation of the Cloncurry Hospital. No loss of property reported but damage to farm resources and transport and communication infrastructure.
- Far North Queensland bush fires burnt throughout October to December 2012 in the Etheridge Shire and Tablelands Regional Council areas. Resultant loss of livestock, fencing and stock water infrastructure and significant costs incurred by several agencies, particularly Queensland Parks and Wildlife Services (QPWS), the Minister activated NDRRA.

November 2012

- Severe thunderstorms impacted South East Queensland, mainly the western suburbs of Brisbane, Ipswich and Goodna. Destructive winds, large hail and very high rainfall resulted in some flash flooding.
- An EA warning was issued for very dangerous storms in the Oakey, Haden, Quinalow, Bowenville and Cooyar areas,

December 2012

- A 3.5 magnitude earthquake occurred near the town of Gayndah. No damage reported.
- A large fast moving bushfire south west of Dalby threatened residents in the Halliford and Lake Broadwater area. The Minister activated NDRRA.
- As a result of king tides, minor inundation occurred in a number of suburbs close to the Brisbane River.
- A severe thunderstorm impacted the town of Gayndah resulting in strong winds and large hail. Damage to some houses and local orchards.
- Severe thunderstorms in the far north of the state, mainly between Ingham and Innisfail, produced very heavy rainfall.

January 2013

- Severe thunderstorms and two small tornadoes impacted the town of Jundah before moving through to Stonehenge. Widespread damage to houses, vehicles and power lines resulted in the Minister activating SDRRA for the Barcoo Shire.
- Category 1 TC Oswald crossed the Australian coast between Pormpuraaw and Kowanyama mid-January. It was downgraded to a low pressure system as it moved over Cape York and tracked the south east areas of the state.
- Ex-TC Oswald produced very heavy rainfall resulting in widespread flooding. Extreme weather hit 57 of the 74 local government areas across state. Disaster Situations were declared for the Bundaberg, Gladstone, Maryborough, Ipswich, Dalby and Brisbane disaster districts as well as the local government area of the Rockhampton Regional Council. The SDCC was activated and issued 62 EA Campaigns across the state, from the Gold Coast to Gladstone.
- Bundaberg was the hardest hit with the Burnett River exceeding previous levels recorded in 1890 by half a metre. Five tornadoes were also confirmed in that area.
- Strong winds and falling trees caused power outages to over 30,000 homes. Across Queensland there was significant damage to property, loss of livestock and destruction of sugar cane and fruit crops.
- The Minister activated NDRRA.

February 2013

- Heavy rain fell over Longreach causing localised flooding and some road closures. The Minister activated NDRRA for the Longreach Regional Council.
- A low pressure system, producing heavy rainfall, caused localised flooding in many areas along the east coast and southern Queensland. This was exacerbated by high tides.
- Evacuation centres were established in Gympie, Laidley and Murgon and 14 EAs were issued by the SDCC. The Minister activated NDRRA for 23 local government areas, many already previously affected by ex-TC Oswald.

March 2013

- Ex-TC Tim produced strong winds, showers and rain along the North Queensland coastline mainly north of Mackay. No damage reported.
- Severe thunderstorms impacted South East Queensland bringing damaging winds and heavy rainfall. Trees were brought down and power was cut to over 4,000 homes.

April 2013

- Ex-TC Zane produced squally showers with some areas of heavy rain from about Cape Tribulation to Ingham.

June 2013

- Maritime Safety Queensland (MSQ) advised that a fishing vessel had run aground on Lady Elliot Island, resulting in a small loss of diesel fuel. Concerns were held due to 36,000 litres still on board. Despite the worsening weather no further pollution occurred and the vessel was re-floated without incident.

State Disaster Management Group (SDMG)

Governance

The SDMG, as established under s17 of the DM Act, serves as the disaster management policy and decision making committee for Queensland.

The role of the SDMG is to ensure that effective disaster management is developed and implemented for the state.

The group also establishes and maintains effective arrangements between the Queensland Government and the Commonwealth Government on matters relating to disaster management, including the coordination of state and Commonwealth assistance.

Membership

The Membership of the SDMG during the reporting period consisted of the following members:

- Department of the Premier and Cabinet, Director-General (Chairperson)
- Australian Defence Force, Commander 7th Brigade
- Australian Red Cross, Executive Director
- Bureau of Meteorology, Regional Director Queensland
- Department of Aboriginal and Torres Strait Islander and Multicultural Affairs, Director-General
- Department of Agriculture, Fisheries and Forestry, Director-General
- Department of Communities, Child Safety and Disability Services, Director-General
- Department of Community Safety, Director-General, Deputy Chairperson
- Department of Education, Training and Employment, Director-General
- Department of Energy and Water Supply, Director-General
- Department of Environment and Heritage Protection, Director-General
- Department of Housing and Public Works, Director-General
- Department of Justice and Attorney General, Director-General
- Department of Local Government, Community Recovery and Resilience, Director-General
- Department of National Parks, Recreation, Sport and Racing, Director-General

- Department of Natural Resources and Mines, Director-General
- Department of Science, Information Technology, Innovation and the Arts, Director-General
- Department of State Development, Infrastructure and Planning, Director-General
- Department of Tourism, Major Events, Small Business and the Commonwealth Games, Director-General
- Department of Transport and Main Roads, Director-General
- Emergency Management Queensland, Assistant Director-General
- Local Government Association of Queensland, Chief Executive Officer
- Queensland Health, Director-General
- Queensland Police Service, Commissioner
- Queensland Treasury and Trade, Under Treasurer
- Surf Life Saving Queensland, Chief Executive Officer

Meetings

Ordinary meetings

- 25 September 2012
- 12 December 2012
- 14 June 2013

Extraordinary meetings

During the reporting period, nine extraordinary meetings of the SDMG were held:

- Each day from 26 January to 2 February 2013 and also on 15 March 2013.
 - Eight of these meetings related response/recovery matters concerning ex-TC Oswald.
 - One meeting was held for the ex-TC Oswald debrief, on 15 March 2013.

Sub Committees to the SDMG

State Disaster Coordination Group (SDCG)

Governance

- Established as a sub-committee under s48 of the DM Act, the SDCG is the implementation body of the SDMG, carrying out its strategic direction and focussing on preparedness and response issues to achieve outcomes for Queensland communities.
- The SDCG is comprised of senior representatives from government agencies and NGOs who have a significant role in disaster management.
- Representatives from the Emergency Management Queensland (EMQ) and the Queensland Police Service (QPS co-chair) the SDCG; an outcome of findings from the 2009 O'Sullivan Review.
- During the 2012-13 reporting period, three ordinary SDCG meetings were held. Eight additional extraordinary meetings took place in response to ex-TC Oswald from 26 January to 2 February 2013.

Disaster management achievements

- Activation of the SDCG during the January 2013 ex-TC Oswald flood event.
- Supported the evacuation of Bundaberg through assistance with planning and resource identification.
- Supported the planning for temporary accommodation at Bundaberg and North Burnett.
- Supporting the whole-of-government response to the prolonged disaster activations during the 2013 ex-TC Oswald event.
- Supporting the SDCC reserve response model.
- Supporting the establishment of an aviation cell within the SDCC.

Progress of any outstanding activities from previous year

No outstanding activities from the previous year.

Significant initiatives to strengthen/improve the group/committee disaster management capability

- Review of the SDCC Aviation Cell arrangements.
- Endorsed and approved the travel and movement arrangements for whole-of-government within the SDCC on 7 May 2013.

Queensland Tropical Cyclone Consultative Committee (QTCCC)

Governance

The QTCCC is established to:

- provide advice to the SDMG on measures to mitigate the effects of tropical cyclones on Queensland communities;
- provide a forum for the exchange and analysis of data and information on disaster impacts, mitigation strategy research, policy development, disaster risk assessment (hazards and vulnerabilities of communities), mitigation measures, and community preparedness in relation to tropical cyclones; and to
- support the scoping and implementation of state and national disaster risk reduction and community and built environment resilience building strategies.

During 2012-13, the Director of the Disaster Management Standards Branch within EMQ, co-chaired the QTCCC with the Regional Director (Queensland) from the Bureau of Meteorology (BoM), and provides secretariat support for the membership.

Membership spans multiple agencies and includes Emergency Management Australia and James Cook University (Cyclone Testing Station and Centre for Disaster Studies).

The QTCCC has three working groups:

- i. Public Awareness;
- ii. Coastal Inundation; and
- iii. Sheltering in Building.

Disaster management achievements

- Through the Protecting our Coastal Communities project an interactive mapping site available to the disaster management community, to identify storm tide inundation from Highest Astronomical Tide.
- Tropical Cyclone Storm Tide Warning Response System handbook reviewed and updated prior to the 2012-13 cyclone season.
- Developed and implemented the Queensland Public Cyclone Shelter Operations Guidelines.
- Coordinated and delivered, in conjunction with the Bureau of Meteorology, the 2012 pre-season preparedness seminar series to Local and District Disaster Management Groups¹ (LDMGs and DDMGs).

¹ A pictorial representation of the Queensland disaster districts, by local government area, is available under Appendix 2 of this report.

SDMG member contributions

Department of the Premier and Cabinet (DPC)

Core State Disaster Management Plan (SDMP) responsibilities during 2012-13² •

Chair of the SDMG through the position of Director-General DPC

- *Functional lead agency for external affairs and communication*

Preparedness and prevention activities

- DPC staff attended the pandemic exercise hosted by Queensland Health. This resulted in improved knowledge of stakeholders, decision-making processes and steps taken during a pandemic crisis.
- Staff attended a ministerial training session at the SDCC at Kedron, which included a facility tour and resulted in improved knowledge of the workings of the centre during a crisis and of relationships between stakeholders. Subsequent briefings were held with the Director of Communication Services at ministerial media meetings.
- The Executive Director of State Services, with Communication Services performing Secretariat support, chaired the Crisis Communication Network (CCN), a whole-of-government communication network that is activated in times of crisis to deliver coordinated and consistent messaging and communication activities across government.
- A CCN debrief was held following the January 2013 weather incidents, with further training needs identified for 2013-14.

In line with arrangements to provide whole-of-government support to the SDCC, a Critical Incident Response Reserve pool of staff was established, trained, exercised and available for deployment.

Status of disaster management plans

DPC has a business continuity plan (BCP) in place.

Disaster management achievements

- DPC Communication Services successfully provided communication support during the January 2013 weather incidents.
- Members of the DPC Critical Incident Response Reserve Pool were deployed to provide support to the SDCC during its activation in response to ex-TC Oswald.

Queensland Floods Appeal 2013

- On 28 January 2013 the Premier, the Honourable Campbell Newman MP, launched the Queensland Floods Appeal 2013, a Queensland Government/Australian Red Cross (Red Cross) partnership to help Queenslanders impacted by the Australia Day weekend floods and storms.
- The Premier appointed an independent committee to oversee all aspects of the distribution of public funds donated to assist those worst affected by the floods and storm damage in the wake of ex-TC Oswald. Secretariat and administrative support to the Distribution Committee was provided by DPC.
- Donations to the appeal totalled \$10.843M, which included a contribution of \$1M each from the Queensland and Federal Governments.
- All funds raised through the appeal were distributed as emergency funding of \$2,000 per adult and \$1,000 per child to people whose homes had been made uninhabitable as a result of the floods or tornados.
- As at May 2013 a total of 6,297 people including 1,734 children, had received assistance through the appeal. The Red Cross continued to seek donations to help those affected until 26 July 2013 and raised an additional \$237,000 which was shared by a further 140 flood victims.

Funding from the appeal was distributed to residents of over 21 local government areas affected by the floods and tornadoes, including Bundaberg, North Burnett, Fraser Coast, Gladstone, Lockyer Valley, Banana, Southern Downs and Rockhampton Regional Councils.

² As documented in the *Interim Queensland State Disaster Management Plan (SDMP)* (published December 2012).

Significant initiatives to strengthen/improve disaster management capability

- During the reporting period, the Queensland Government continued to implement recommendations of the Queensland Floods Commission of Inquiry's Final Report through five implementation groups - Planning, Building, Environment and Mines, Emergency Management, Dams - overseen by a CEO steering committee.
- By 30 June 2013; 78 of the 123 recommendations, within state responsibilities contained in the Queensland Floods Commission of Inquiry's recommendations, were completed. Measures which were completed during 2012-13 to implement the Commission's recommendations included:
 - Launching the FloodCheck website. This included the Flood Information Database and Portal to provide the public with access to a central repository of flood mapping information.
 - Delivering the Queensland Flood Mapping Program under which flood investigations were completed for 104 towns across 40 local government areas in Queensland.
 - Adopting a revised Queensland Development Code with new requirements for buildings in flood hazard areas to be designed to resist floods.
 - Introducing temporary emissions licences as a new regulatory tool to allow for the release of water from flooded mines through amendments to the *Environmental Protection Act 1994*.
 - Conducting pre wet season mine inspections for 2012-13 using an updated mine site based risk assessment methodology.
 - Introducing a new legislative power to allow for the appointment of an EMQ officer to direct SES operations in extraordinary circumstances through amendments to the DM Act.
- Designating the Minister as the person responsible for approving flood mitigation manuals and introducing new requirements for referable dam owners to have approved emergency action plans through amendments to the *Water Supply (Safety and Reliability) Act 2008*.
- Completion of an independent review of Seqwater's flood event report for the January flood event at Somerset and Wivenhoe Dams by the United States Bureau of Reclamation and the United States Army Corp of Engineers.
- Reviewing the Queensland Urban Drainage Manual taking into account the insights gained during the 2010-11 floods to provide guidance to engineers and stormwater designers in the planning and design of urban drainage systems.
- The ongoing recommendations relate primarily to long-term, technical work, including the conduct of the Brisbane River Catchment Flood Study, the Wivenhoe, Somerset and North Pine dam optimisation studies, the review of the State Planning Policy relating to natural hazards, and the introduction of a new framework for the regulation of levees.
- The ministerial training session at the SDCC at Kedron will improve communication during a crisis between departments and ministerial officers at a whole-of-government level.

Department of Aboriginal and Torres Strait Islander and Multicultural Affairs (DATSIMA)

Core SDMP responsibilities during 2012-13

- *Functional lead agency for engagement with Aboriginal and Torres Strait Islander communities*
- *Share knowledge and information on Indigenous communities*
- *Provide government coordination function for discrete Indigenous communities*
- *Engagement with multicultural stakeholders and multicultural communities*

Disaster management achievements

Indigenous communities

Through its seven Regional Offices, the department and along with the LDMGs and Community Stakeholders, was actively involved in disaster management planning and response.

Regional staff provided critical advice and consultation in response to tropical cyclones Oswald and Zane, which had impacted the remote Aboriginal and Torres Strait Islander communities of Aurukun, Mapoon, Napranum and Lockhart River. This included assisting the DDMG and LDMG of these communities with expert advice on resupply of food and possible infrastructure needs, providing regular updates and information on the state of the Indigenous communities. DATSIMA's Central Region office was heavily involved in assisting the recovery efforts in the Indigenous communities of Cherbourg, Maryborough, Burrum Heads and the North Burnett areas of Eidsvold and Mundubbera.

Culturally and Linguistically Diverse Communities

Through the Community Action for a Multicultural Society (CAMS) program community-based organisations delivered the following disaster management activities:

- Administration of the Logan Disaster Management Reference Group to enhance integration of emergency and the culturally and linguistically diverse (CALD) sector service providers and community representatives through the Logan Disaster Management Forum (Logan CAMS).
- A CALD disaster preparation project, with a grant from the Moreton Bay Regional Council, that provided 20 information sessions to 105 families and created a website translated into five different languages. The project was recognised by the Local Government Association of Queensland (LGAQ) as best practice in community development for disaster preparedness and was mentioned in the Australian Journal of Emergency Management (Caboolture CAMS).

- Direct assistance to disaster affected people following major floods in early 2013, including assistance with communication, emergency relief and immigration issues (Hervey Bay and Bundaberg CAMS).

Through the Local Area Multicultural Partnerships (LAMP) program, jointly funded with local councils, cultural awareness training to councils and external organisations was delivered to highlight some of the challenges experienced by culturally diverse communities. The LAMP worker at the Townsville City Council developed a DVD on culturally diverse community preparedness for cyclones, which won an award for best short documentary at the Queensland MultiMedia Awards in late 2012.

Preparedness and prevention activities

- Five DATSIMA staff attended state-wide disaster training and exercises during 2013.
- Eighteen DATSIMA staff nominated for the Department of Communities, Child Safety and Disability Services (DCCSDS) Community Recovery Ready Reserve.
- In preparation for the wet season, six DATSIMA retail stores in remote Aboriginal communities (Palm Island, Lockhart River, Doomadgee, Kowanyama, Pormpuraaw and Woorabinda), bulk order and store food, drinks and variety products to ensure availability to people who live in these remote communities.

Status of disaster management plans

- Departmental BCP (including disaster management) developed and updated.
- DATSIMA takes an 'all hazards' approach to business continuity. This approach is based on the impact, or consequence, of an event rather than its cause. By ensuring that contingency arrangements provide alternative access to critical resources such as personnel, facilities and information technology, the department is able to respond to an incident regardless of the cause.

Department of Agriculture, Fisheries and Forestry (DAFF)

Core SDMP responsibilities during 2012-13

- Primary agency for the containment and eradication of animal and plant diseases
- Coordinate efforts to prevent, respond to, and recover from, pests and diseases and livestock welfare
- Administer NDRRA relief measures

Preparedness and prevention activities

- Responsibility for reporting on the impact of seasonal conditions and climatic events on the rural sector and engaging with industry on preparedness for climate risks, and aiding with economic recovery. The department aims to ensure producers are aware of climate conditions in their region and are able to access climate forecasts that assist with decision making.
- Conducted industry organisation pre-season briefs, regional staff members ensure primary producers are aware of activities that can be undertaken to promote disaster preparedness ahead of the wet season, and highlights preparedness information through Ministerial statements and on the DAFF website.
- Successfully trained 18 staff members to undertake the Logistics Officer role within the SDCC.

Status of disaster management plans

DAFF updates the DAFF Disaster Management Plan and all DAFF Regional Disaster Management Plans prior to each wet season.

Disaster management achievements

- NDRRA recovery funding was provided to primary producers, small businesses and not for profit organisations that suffered direct damage as a result of a natural disaster. DAFF is responsible for requesting appropriate NDRRA activations following a disaster.
- Following the impacts of ex-TC Oswald in January 2013, the DAFF was able to obtain activation of:
 - Category B concessional loans and freight subsidies for primary producers and small business in 23 local government areas;
 - Category C grants for primary producers in 20 local government areas and for small business in eight local government areas; and

- Category D grant and loan packages for primary producers and all businesses in 20 local government areas.
- Successfully sought an extension to the closing date of these grants and loans. Applicants have until 29 November 2013 to claim assistance through QRAA.
- The following NDRRA funding was approved by QRAA by 30 June 2013:
 - Category B: concessional loans and freight subsidies; \$0.25M to four small businesses and \$1.47M to 15 primary producers;
 - Category C: grants; \$6.8M to 739 small businesses, \$20.88M to 2,675 primary producers and \$0.98M to 104 non-profit organisations; and
 - Category D: loan-grants; \$0.65M to one small business, \$0.97M to two businesses, and \$7.028M to 22 primary producers.
- Successfully acquired 'exceptional assistance' for flood affected communities as a Category D request under NDRRA. The package included:
 - development of a \$20M clean-up and recovery program which was overseen by the Department of Natural Resources and Mines (DNRM);
 - \$1.5M for financial counselling; and
 - \$1.5M for industry recovery officers.
- Provided a team of eight staff members to be trained to work in the SDCC Logistics Cell as part of the whole-of-government response team. This team was activated and worked during the response to ex-TC Oswald.
- Biosecurity Queensland responded to 57 emergency incidents in 2012-13. Of these incidents 12 related to animal health issues such as Hendra Virus, Australian Bat Lyssavirus and Bovine Johne's Disease. Eight of these incidents related to newly

detected invasive plants and animals such as Red Witch Weed, Tropical Soda Apple, American Corn Snake, Saw-scaled Viper, and Boa Constrictor. Thirty-seven incidents related to new plant pests such as Blueberry Rust, Berry Borer and Erythrina Gall Wasp; however none of these pest reports resulted in the establishment of an emergency response.

Significant initiatives to strengthen/improve disaster management capability

DAFF undertook a Flood Response and Recovery Workshop to evaluate the department's response efforts during ex-TC Oswald and to improve processes moving forward. A number of recommendations came out of this workshop including:

- providing clear information to local government on their role in NDRRA activations;
- formalising the role of a DAFF Disaster Liaison Officer who will be the point of contact for local government; and
- the need for flexibility in the DAFF representation across DDMGs with a key DAFF contact provided for each DDMG, but not necessarily full membership.

All of these improvements are being actioned by the department.

Department of Communities, Child Safety and Disability Services (DCCSDS)

Core SDMP responsibilities during 2012-13

- *Functional lead agency for human-social recovery*
- *Functional lead agency for corporate offers of assistance (donation management) and directing offers of volunteering through appropriate channels*
- *Coordinate provision of human-social recovery services during recovery operations in partnership with local, state, federal and non-government agencies*
- *Administer relevant human and social SDR and NDRRA relief measures*

Preparedness and prevention activities

On 1 July 2012 Central Office's operational, policy and program community recovery business units combined as one team - the Community Recovery Branch. This has enabled better coordination of these parts of the business, contributing to better preparedness for activations.

Ahead of the 2012-13 severe storm season, the Community Recovery Branch led a review of all community recovery policies, procedures, forms and other documentation, developing a central and a Regional Guide to Human and Social Recovery Operations.

At a regional level, many staff participated in disaster preparedness exercises managed by the relevant LDMGs and DDMGs.

Status of disaster management plans

During the reporting period, a number of disaster management plans were reviewed and updated including:

- District Human and Social Recovery Plans;
- Departmental BCP; and
- BCP to support provision of resources for disaster operations.

During the reporting period, a key amendment was made to the Queensland Disaster Relief and Recovery Guidelines, changing the trigger for activation of the Personal Hardship Assistance Scheme from 'the identification of one case of personal hardship' following a disaster, to the 'exhaustion of local service system capacity'.

This trigger change means that before requesting the activation of additional resources and funding through the Personal Hardship Assistance Scheme, LDMGs and DDMGs and regional offices must now consider whether the local community service system is able to absorb the additional human and social need in an impacted community.

Disaster management achievements

During the reporting period, the department undertook one significant community recovery operation, responding to the impacts of ex-TC Oswald and associated rainfall and flooding between 21 to 29 January, 2013 period.

The department's operational response to ex-TC-Oswald included a range of activities, including:

- activating the Personal Hardship Assistance Scheme in 14 local government areas;
- coordinating recovery services across a number of badly affected areas, particularly in the department's South West and Central Queensland regions;
- operating 16 Community Recovery Centres in Brisbane, South East, South West, and Central Queensland regions;
- payment of more than 48,000 Emergent Assistance Grants, 3540 Essential Household Contents Grants, 350 Structural Assistance Grants and 233 Essential Services Safety and Reconnection Scheme grants; and
- developing a Community Recovery Package worth \$5M over two years in Bundaberg and North Burnett, providing counselling and community development services to the most impacted individuals, families and communities.

Significant initiatives to strengthen/improve disaster management capability

Following several major events over the 2010-11 and 2011-12 severe storm and cyclone seasons and subsequent reviews undertaken into those operations; a number of reforms were implemented or commenced during the reporting period. These included:

- Integration of policy and operational teams into single Community Recovery Branch and delegation of roles and responsibilities.
- Review of financial assistance schemes and development of a discussion paper and draft Cabinet Budget Review Commission submission.
- Establishing the Community Recovery Ready Reserve, a new approach to deployment of government staff for community recovery operations.
- Developing the Guide to Human and Social Recovery Operations (central and regional guides).
- Developing a database to manage the receipt of corporate offers of assistance during times of a disaster.
- Revising of reporting procedures and templates.
- Developing and review of the Non-Government Organisation (NGO) Contact Protocol to determine impact and operational capacity of department's funded NGOs.
- Ongoing Information Communication Technology (ICT) program of work and integration with whole-of-government ICT platforms.
- Ongoing improvement of training materials and processes for Ready Reserves.

Department of Community Safety (DCS)

- Under s16A of the DM Act, the Chief Executive of the Department (DCS) was responsible for administration of the DM Act.
- During the reporting period, the department's SDMP core responsibilities were delivered through its key divisions of Emergency Management Queensland, Queensland Fire and Rescue Service (QFRS) and the Queensland Ambulance Service (QAS) and supported through the DCS Corporate Support Services. In this report, the core responsibilities for EMQ, QFRS and QAS division are outlined under each division.

Corporate Services within DCS

Disaster management achievements

The role of the media in times of disaster

The DCS Media and Corporate Communications (MACC) Branch played a key role during the 2012-13 disaster events, ensuring the provision of timely and accurate information to the Queensland community.

The MACC Branch operated 24/7 for both media and social media purposes responding to significant volumes of media enquiries; issuing media releases, alerts and warnings; hosting regular live media crosses from inside the SDCC, including early morning and daily crosses to nationally televised morning shows, news bulletins and current affairs programs; and live streaming press conferences.

During disaster events MACC played a vital role in a range of tasks in addition to its traditional media liaison role. This included recording and assisting in the issue of EAs, coordinating key messages broadcast by other government departments, providing and ensuring local radio stations broadcast accurate up-to-date warnings to the public, and involvement in online activities associated with disasters.

Further, the social media team played a vital role, engaging extensively with the public and providing key intelligence which contributed to enhanced timely decision making capability within the SDCC.

In addition, officers undertook significant engagement and information sharing with the public monitoring reports published in the mainstream media; played a central role in the whole-of-government CCN; contributed to Offers of Assistance functions; supported the SDMG, SDCG and State Operations Coordination Centre in media and communications requests and advice; and tailored delivery and use of disaster related campaigns including *If It's Flooded Forget It* and *Get Ready Queensland*.

All Hazards Information Management Program

The DCS allocated \$6.9M (over three years) to the All Hazards Information Management Program (AHIMP) which was initiated in March 2011. This program was developed to integrate a number of enhancements into the disaster management arrangements for Queensland, with the principle objective of 'the right information, to the right place, at the right time'. This will be achieved through the delivery of a number of key system enhancements and capabilities to support disaster management in Queensland.

In 2012-13, AHIMP continued to deliver a broad range of products to support the disaster management arrangements for Queensland.

The program delivered a:

- social media presence for DCS and enhanced Emergency Services and Safety website to better inform the public of important emergency information;
- Community Emergency Inventory, where businesses can pledge materials of services to support disaster effected communities;
- new Intelligence capability for the SDCC, including the real time analysis of social media to better inform decision makers of unfolding events;
- Mass Communications Tool to enable the SDCC to notify and alert staff, emergency responders, local government and community organisations of important potential threats, activations and incidents; and
- Situational Awareness Map to provide a graphical view of incidents, threats and flood inundation information.

The AHIMP was successfully concluded on 30 June 2013.

Significant initiatives to strengthen/ improve disaster management capability

National emergency management agenda

- A review was undertaken of the 2009-2013 National Partnership Agreement on Natural Disaster Resilience. This Agreement provided for the State's National Disaster Resilience Program (NDRP) funding and expires in July 2013.
- NDRP funding assists councils in implementing relevant recommendations of the Queensland Floods Commission of Inquiry and in delivering priority infrastructure and other measures to meet the needs of their communities. A new two-year National Partnership Agreement was negotiated between Queensland and the Commonwealth governments.
- The national telephone based warning system (EA) provides warnings based on the service address for landlines and mobiles and a location-based enhancement for mobiles. Facilitated by Victoria, Queensland is a participant in the Arrangement involving the Commonwealth and all states and territories, with work continuing to fully integrate a 'location based solution' across Telstra, Optus and Vodafone networks.

State-wide Natural Disaster Risk Assessment

- The State-wide Natural Disaster Risk Assessment (SWNDRA) seeks to improve the knowledge and awareness of Queensland's risks from natural disasters, and to assist local and district disaster management planning for storm, bushfire and flood seasons, as well as supporting long term natural disaster planning. The SWNDRA was released in 2011, reviewed and updated in 2012, and regular reviews are planned to occur in the future. The 2011 SWNDRA and 2012 update are available through the Queensland Disaster Management website www.disaster.qld.gov.au.

Queensland Floods Commission of Inquiry

- All actions allocated to the department from the Queensland Floods Commission of Inquiry Interim and Final Reports, were completed through an Emergency Management Implementation Group, chaired by the Director-General of DCS.

Emergency Management Queensland (EMQ)

Core SDMP responsibilities during 2012-13

- *Functional lead agency for warnings and emergency supply*
- *Functional lead agency maintaining state wide natural hazard risk assessment*
- *Functional lead agency for the NDRP*
- *Functional lead agency for community education, training and education and exercises*
- *Functional lead agency, in conjunction with QPS, for declaration of a disaster situation*
- *Functional lead agency responsible for the SDCC and critical incident directive, hazard analysis and modelling, resupply, logistics support, situational reporting and damage assessment*
- *Coordinate, support and manage the deployment of SES resources*

Preparedness and prevention activities

- Conducted SDCC training for whole-of-government staff (over 200 staff trained from 18 different departments and agencies).
 - Conducted the inaugural series of SDCC exercises over four days in November 2012 (Exercise Horizon Partners).
 - Conducted reviews of SDCC operations post ex-TC Oswald 2013.
 - Facilitated workshops on initiatives and improvement to SDCC operations to address shortfall identified post ex-TC Oswald.
 - Exercise Good Neighbour (Townsville District 8-11 October 2012) exercised local and district evacuation arrangements to better prepare disaster management groups for large scale evacuations triggered by an extreme weather event.
 - Exercise Ausnami 2012, a national and state/territory agency level exercise with the aim of evaluating the effectiveness of the Australian Tsunami Warning System and key response agencies in preparing, delivering and responding to Tsunami warnings for Australia.
 - Coordinated with Telstra to conduct a train-the-trainer course for SDCC and QFRS staff in the location based solution of EA during September 2012.
 - Developed the Emergency Assistance Team (EMAT) initiative, an initiative since accepted by Australian Emergency Management as a national capability. The first deployment of this capability occurred successfully in February 2013 during ex-TC Oswald to support Queensland.
 - Contributed to Exercise Freeboard, a national discussion exercise to validate the arrangements and processes in the Australian Piracy Response Plan.
 - Implemented Noggin OCA on 15 April 2013 to maintain over 3,000 contacts in order to increase efficiency and effectiveness of emergency warnings and alerts.
 - Conducted a workshop in May 2013 to review the Brisbane Port Safety Plan which is used during visits by nuclear powered warships.
 - Implemented a new BCP for the SDCC that was subsequently exercised successfully in May 2013.
 - Conducted a local government survey to better understand vulnerable flood communities, risk and effectiveness of associated flood studies.
 - Coordinated the acquisition of elevation data to support future flood studies of at-risk communities identified from the survey.
 - Coordinated improvements of data to better understand storm tide inundation.
- Through its Disaster Management Standard Branch, EMQ developed and supported the implementation of the EMQ Strategic Framework for Regional Community Engagement through:
- distributing to the disaster management sector key findings on levels of household preparedness for natural disasters, based on results from the Queensland Regional Householder Survey administered by the Government Statistician, Queensland Treasury and Trade (QTT;)
 - developing and implementing a funding and assessment process to support six regional community engagement projects contributing to the implementation of key Queensland Floods Commission of Inquiry recommendations;
 - capability development across local government and EMQ with over 17 participants attending a two day Community Engagement in Disaster

Management Course, provided through the Australian Emergency Management Institute (AEMI);

- developing consistent public messages for inclusion in the Queensland Cyclone Shelter Operational Guidelines; and
- developing and producing community products (brochures and signage) on community shelter and evacuation considerations in collaboration, and on behalf of 10 local governments with cyclone shelters.

The EMQ Disaster Management System Assessment Team supported the disaster arrangements for Queensland through:

- First year standardised disaster management planning assessment for 74 local disaster management plans and 23 DDMGs, across the endorsed EMQ Operations Standard External Assessment of disaster management plans.
- Further development of the training package SEM 202 –Disaster Management Planning Module 2, to support the assessment of local and disaster management plans and training provided to over 150 QPS, local government and EMQ staff across the state.
- Exercise evaluation of Exercise Good Neighbour (Townsville DDMG and seven LDMGs), Exercise Coastal Evacuation (Bundaberg LDMG and DDMG), and Exercise Guardian Angel (SDCC).
- Capability development across EMQ in operational information with the ‘conduct briefings and debriefings’ workshop delivered to all seven EMQ Area Office staff.
- Capability development across local government and EMQ with over 60 participants attending two week long Exercise Management and Exercise Evaluation Courses provided through the AEMI.

The Division’s Disaster Management Standards Team developed, reviewed, published and implemented:

- A consistent doctrine style guide for the Queensland disaster management arrangements;
- Aged Care BCP guidelines;
- facilitated a Dam Release Communication Protocol;
- the 10th edition Tropical Cyclone Storm Tide Warning handbook; and the
- standard Emergency Warning System and its use in Queensland guidelines;

- Queensland Local Disaster Management guidelines;
- Queensland District Disaster Management guidelines;
- Interim SDMP 2012;
- Queensland Tsunami Notification Guidelines; and
- Queensland Resupply Guidelines.

Natural Disaster Resilience Program

The NDRP is a four year disaster mitigation and community resilience grant program which aims to reduce the vulnerability of Queensland communities to natural hazards by supporting local governments and other stakeholders to build community resilience. The program is funded through shared contributions from the Australian and Queensland governments and eligible applicants, with DCS being the lead agency for Queensland during 2012-13.

The NDRP provides funding to enable local governments to undertake natural hazard risk assessments for their local area, which are up-to-date and reflect the current natural hazard risk profile for its local area or region.

The NDRP replaced the Natural Disaster Mitigation Program, Bushfire Mitigation Program and the National Emergency Volunteer Support Fund.

The vision of the NDRP is ‘to reduce Queensland communities that are vulnerable to natural hazards by supporting regional councils and other stakeholders to build community resilience’.

This vision is further supported by the following four broad objectives:

- i. Reduce community vulnerability to natural hazards.
- ii. Support local governments and others to build community resilience and increase self-reliance.
- iii. Promote innovation through a focus on building partnerships between sectors, support volunteering, encourage a regional or catchment area approach to mitigation, and potential impacts due to climate change.
- iv. Ensure that NDRP funding is utilised in an efficient way.

To be considered eligible, project proposals must adhere to the NDRP funding guidelines and address one or more of the following four-year NDRP priorities:

- i. Target NDRP funding to Queensland's highest natural hazard risks (flooding, storm tide/surge, cyclone, severe storm and bushfire).
- ii. Enhance community preparedness for natural events through community education and awareness raising.
- iii. Strategic targeting to increase across sectors.
- iv. Successful recipients for the 2012-13 Round Four of the NDRP in Queensland were announced in July 2013.

West Queensland Flood Mitigation Fund

The South West Queensland Flood Mitigation Fund (SWQFMF) is a one-off \$10M fund available for flood mitigation projects in South West Queensland and is funded through a National Partnership Agreement on Coal Seam Gas and Large Coal Mining Development.

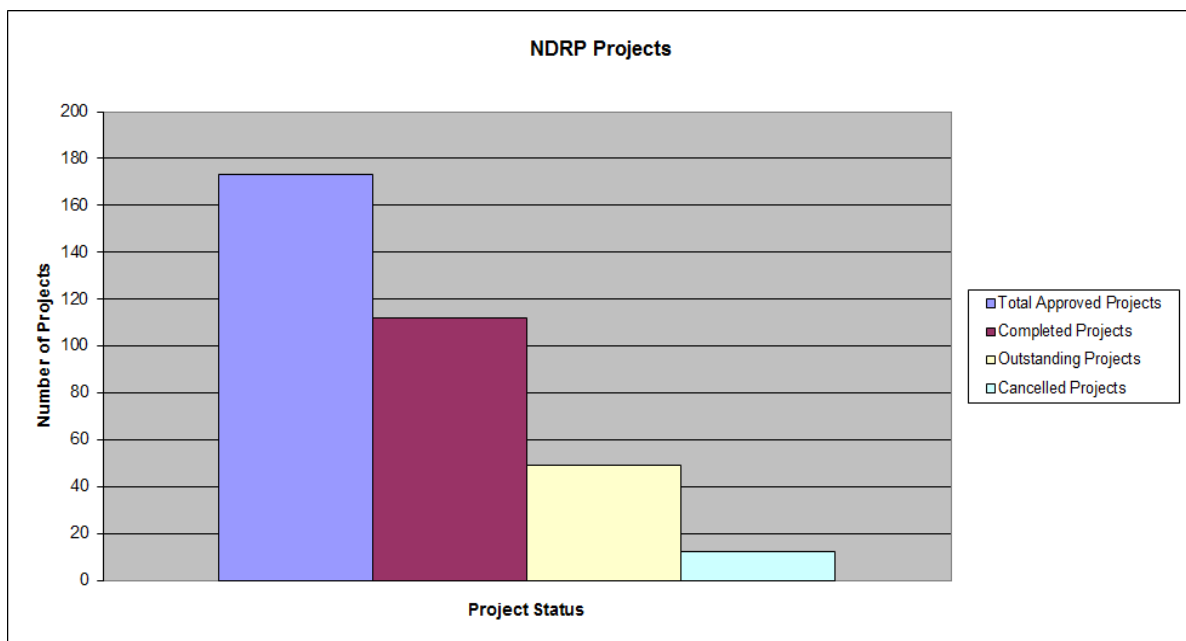
Local governments of Balonne, Blackall-Tambo, Bulloo, Maranoa, Murweh, Paroo, Quilpie and Western Downs are eligible for funding under the SWQFMF.

The Minister approved funding for four projects at a total allocation of \$10M.

Projects funded include:

- \$3.1M to construct a permanent levee based on the successful temporary levees built in the 2011 and 2012 floods for the Balonne Shire Council; and
- \$4.7M to construct a 4.9km earthen levee from west of the Carnarvon Highway above the Roma Airport, crossing the Carnarvon Highway to go east of Roma and following Bungil Creek, ending above Lovell Street for the Maranoa Regional Council.

Figure 1: provides an overview of the status of existing NDRP projects for the 2012-13 reporting period



Disaster management achievements

- Supported New South Wales in its response to the 2013 bush fires, through the deployment of an EMQ senior representative as EMAT member to the New South Wales Rural Fire Service Head Quarters in Homebush.
- In response to ex-TC Oswald the SDCC:
 - activated for 11 days;
 - coordinated and supported the resolution of over 300 disaster management requests for assistance;
 - assisted Queensland Health in the coordination of the evacuation of Bundaberg Hospital;
 - supported the coordination requirements of the Bundaberg District Disaster Coordinator in the evacuation of North Bundaberg;
 - responded to 7,500 requests for SES assistance;
 - facilitated complex resupply operations and coordination of travel and movement of response agencies; and
 - supported the reconciliation of NDRRA claims post ex-TC Oswald, including approximately \$2M of aviation claims.

Significant initiatives to strengthen/improve disaster management capability

- Debrief of all three EMQ regions, the SDCC and post event analysis work undertaken with Bundaberg DDMG and LDMG, North Burnett LDMG, Rockhampton LDMG and DDMG, Gladstone LDMG and DDMG and Banana LDMG to inform DCS, through EMQ, to inform post event analysis reports on ex-TC Oswald.
- In order to enhance support to the SDCC during disasters and events, an initiative was progressed to develop whole of government response pools. This initiative led to the development of formalised arrangements that enabled the establishment of a SDCC Response Team capability under the Public Service Commission '09/12 Critical Incident Response and Recovery Directive' on 10 August 2012. Post that Directive, the SDCC:
 - developed and implemented the SDCC Response Team initiative, which supported response and recovery operations during ex-TC Oswald;
 - developed disaster intelligence capability for the SDCC;
 - developed new operating procedures for Intelligence, Operations, Planning, Logistics and Support Cells within the SDCC;
 - developed new training packages for Intelligence, Operations, Planning, Logistics and Support Cells within the SDCC;
 - initiated key changes to the SDCC Aviation Cell; and
 - developed an Event Portal to support SDCC operations and record key achievements and decisions during events.

Queensland Ambulance Service (QAS)

Core SDMP responsibilities during 2012-13

- *Functional lead agency for emergency medical retrieval in conjunction with Queensland Health*
- *Functional lead agency for mass casualty and mass fatality management with Queensland Health*
- *Coordinate all volunteer first aid groups during major emergencies and disasters*
- *Provide disaster, urban search and rescue (USAR), chemical hazard (hazmat), biological and radiological operations support with specialist logistics and specialist paramedics*

Preparedness and prevention activities

- QAS had 759 Officers complete QDMA training (training on the disaster management arrangements for Queensland). In addition, 38 Officers attend the three day Joint Emergency Services Training (JEST) Training.
- QAS emergency management in collaboration with multiple agencies developed a specific Disaster Management Program for Classified Officers to be rolled out in August 2013. The training will consist of five days with a multi-agency delivery model to ensure a standardised platform of operations. The program consists of disaster management, business continuity, command and control, disaster coordination centre accreditation, decision making, state major incident and disaster (SMID) and international medical system doctrine and event planning.
- Numerous disaster caches have been set in place at strategic locations to ensure response activities are seamless.
- Established a State Ambulance Coordination Centre established at QAS North Lakes to ensure state coordination of QAS assets in the event of a disaster.
- Local Ambulance Service Networks (LASNs) have established coordination centres to ensure preparation and response capability.
- Purchase of various assets and equipment to ensure response activities are well equipped.

Status of disaster management plans

- QAS SMID Plan 2004 updated to reflect current disaster management arrangements for Queensland and the QAS restructure.
- QAS Incident Management System Doctrine developed to reflect the current Australasian Interagency Incident Management System (AIIMS) 2013.
- Numerous allied agency plans reviewed.

- LASNs: developed LASN Operational Plans to reflect day to day activities, business continuity processes and risk mitigation strategies including disaster response management and escalation strategies.

Disaster management achievements

- QAS USAR Members reaccredited under International Search and Rescue Advisory Group.
- Currently 38 QAS USAR qualified Officers.
- Additional purchase of hard and soft assets that can be deployed in the event of a disaster.
- Specialist Response Teams Officers available for deployment to provide LASN support as required.

Significant initiatives to strengthen/improve disaster management capability

- Representation on the Emergency Service Management Committee: its focus is to provide strategic and operational advice to the multi-agency committee surrounding disaster management and health aspects.
- QAS SMID Plan reviewed to reflect the current DM Act, the disaster management arranged for Queensland and the QAS restructure.
- Review of vehicle asset disposition to compliment areas of high risk and distribution of resources to those LASNs.
- Pandemic caches established and held at QAS State Operations to enable resupply to LASNs as required and in the event of a Pandemic.
- Fully contained Tactical Medical Centre available for deployment to provide inter-agency health support.
- Various telecommunication caches available through QAS State Operations Unit available for deployment when requested.

Queensland Fire and Rescue Services (QFRS)

Core SDMP responsibilities during 2012-13

- Primary agency for bushfire and chemical, incidents
- Primary agency for chemical/hazmat related incidents
- Lead agency for impact assessment
- Provide USAR capability for building collapse events
- Swiftwater/floodwater event rescues

Preparedness and prevention activities

- Streamlined QFRS recording of data for large scale events.
- Joint intelligence function training between QFRS and EMQ.
- Developed closer linkages with SDCC through liaison function, travel management and air operations.
- Reviewed State Operation Centre (SOC) structure and roles and responsibilities in order to improve effectiveness and efficiency
- 36 administrative staff trained for a range of administrative roles within the SOC.
- Enhanced operations mapping tool to assist coordination and damage assessment – Regional Operation Centre/Incident Control Centre status layer, Trimble, capture of hazmat clean up and washout activities.
- Developed a coordination centre operational dashboard.
- Scientific Branch continues to work with USAR (AUS -1) teams to make use of Trimbles to identify and locate hazardous materials.

Status of disaster management plans

Through its Scientific Branch, QFRS continues to develop its State Disaster Response Process.

Disaster management achievements

- Special Operations Commands function during disaster events is to support the whole-of-government effort and the QFRS primary operational role.
- Provision of rapid damage assessment for areas during ex-TC Oswald to provide situational awareness to disaster management groups, state and local governments.
- Provision of accommodation for the community and disaster relief staff at Gayndah and Bundaberg using the deployable flexible habitat.

- Provision of the deployable incident management component of the flexible habitat with communications capability to manage QFRS disaster relief efforts.
- The Scientific Branch response to hazardous chemical incidents during ex-TC Oswald to identify various containers of chemicals deposited during the flood event.
- The SOC was active for 60 days supporting regional operations centres in the following activities, fire, swift water rescue, command and control, rapid damage assessment, remote living support, air operations and fire investigations.

QFRS Scientific Branch provided emergency response during floods in Gayndah and Bundaberg.

- Bundaberg:
 - on site emergency response for a period of two weeks;
 - inspected and made safe 168 LPG cylinders;
 - inspected and made safe nine large Dangerous Goods locations;
 - inspected and made safe 59 properties including orchards; and
 - responded to five hazmat incidents.
- Gayndah – inspected and made safe:
 - 250 x 200L drums;
 - 358 x 20L drums;
 - various containers < 10L and gas cylinders of various sizes; and
 - safe 58 properties including large Dangerous Goods locations and orchards.
- Responded to two hazmat incidents.

Significant initiatives to strengthen/improve disaster management capability

- Improvements in the communications and data technologies within the deployable incident management component.

- Increased capacity of the flexible habitat to accommodate increased numbers deployed in the field.
- Planning development of a deployment centre to provide a single point of deployment of staff and equipment to provide disaster relief.
- Developed improvements to data capture for rapid damage assessment to include Hazardous material reporting. The recording of premises that had been washed out during flood recovery operations.

Department of Education, Training and Employment (DETE)

Core SDMP responsibilities during 2012-13

- *Maintain the safety and wellbeing of students, staff and volunteers who work or participate in DETE schools, institutes and workplaces*
- *Facilitate the return of state instructional institutions to normal operations as soon as possible*

Preparedness and prevention activities

- Annual briefing of DETE Executive Management Group and Regional Directors on DETE Disaster response procedures and Emergency Management Plan.
- Developed a Communications Strategy to promote awareness with Principals and Institute Directors of the impending disaster season and importance of developing School/TAFE Institute Emergency Management Plans to School Communities.
- Developed three exercise scenarios (cyclone, flood and bushfire) for regions and schools to participate in, test individual plans and review processes. In 2014 it is planned to add a Tsunami scenario to the DETE exercise schedule.
- Identified and trained Emergency and Security Management Unit (ESMU) shadow team members to assist in longer term response to disaster incidents.
- Testing of BCPs.
- Developed ESMU officers on 24/7 call roster during the official disaster season.
- Identified primary and secondary Incident Control Centres to allow DETE to, manage from a central point, any larger scale disaster events affecting DETE facilities.
- Developed Regional Incident Control Centre documentation to assist Regional staff in preparation for disaster events.

Status of disaster management plans

- The DETE Emergency Management Plan (EMP) DETE was completed in 2011 and is reviewed annually. The plan outlines the roles and responsibilities of personnel involved in the coordination of the disaster prevention, preparedness, response and recovery operations.
- The DETE ESMU developed EMP templates for State Instructional Institutes to help prepare for an emergency, including guidelines, and planning steps for creating an EMP or upgrading an existing plan, as

well as information on various emergency situations. Each State Instructional Institute is required to complete an EMP and review annually.

- A catalogue of documents, Quick Reference Guides, web links and other useful resources can be accessed by all DETE staff on the Emergency Management One Portal website.

Disaster management achievements

- Developed a Memorandum of Agreement for the provision of temporary access to identified DETE Facilities for the purpose of Evacuation Centres, Cyclone Shelters and Places of Refuge.
- Continued developing the DETE Incident Management System to assist the DETE to plan, respond and recover from disaster incidents.

Significant initiatives to strengthen/improve disaster management capability

- Approval of and preliminary development of School Closure webpage to ensure the effective and efficient recording of school closures, and subsequent re-openings during disaster events to ensure that school communities are reliably informed of any school closures as a result disaster events.
- Approval of and preliminary development of Vignettes (short films) to provide experiences and key learnings from past disaster events to the wider principal school community.

Department of Energy and Water Supply (DEWS)

Core SDMP responsibilities during 2012-13

- *Functional lead agency responsible for maintaining and developing readiness for energy and water supply emergencies, all hazards (electricity, fuel, gas, reticulated water supply and water dam safety)*
- *Functional lead agency for recovery of infrastructure related to energy (electricity, gas, fuel)*
- *Functional lead agency for recovery of infrastructure related to water supply and sewerage*

Preparedness and prevention activities

- In November 2012 DEWS participated in Exercise Matrix, a whole of grid water supply scenario-based practice emergency response exercise.
- Updated energy supply emergency response plans and participated in energy emergency training exercises, to improve preparedness for emergency events.
- Under the Queensland Electricity Industry Code the electricity distributors, Energex and Ergon Energy, completed detailed preparation and planning for the 2012–13 summer season. The Summer Preparedness Plans provided details of preparations that Energex and Ergon Energy carried out for summer 2012-13, to provide Queensland with a reliable network so as to minimise interruptions during extreme weather conditions. The Queensland Competition Authority examines and monitors the preparation of these plans.
- The Government-owned energy generation corporations (gencos), Stanwell Corporation Limited and CS Energy Limited, also prepared for the summer wet season by reviewing their coal stock piles and quantities of other consumables (including fuel and chemicals). The gencos assessed their preparedness for emergency staff movements and necessary support services (e.g. helicopters). DEWS also monitored the status of the gencos' preparedness for the summer period.
- DEWS participated in industry groups and engaged stakeholders to ensure best management of risks associated with energy and water supply services and to enable effective planning and policy.

Status of disaster management plans

In preparation for the 2012-13 storm season DEWS updated its Incident Response and Emergency Arrangements documents, BCP and other arrangements. Some examples of measures that were taken regarding hazard specific plans included:

- Updating electricity supply emergency response plans and participating in training exercises, to improve preparedness for emergency events.
- Reviewing gas and liquid fuels emergency function procedures.
- Ensuring that emergency action plans were in place for the three referable dams held by DEWS in the non-commercial asset portfolio (Corella Dam, Copperfield Dam and Crooks-Wyndham Dam).
- Ensuring the Bulk Water Authority (Seqwater) Emergency Response Plan (ERP) was revised. The ERP provides a whole-of-system guide to managing emergencies across water supply in South East Queensland. (Note: the ERP is a Seqwater document for which Seqwater is responsible for developing and implementing. The ERP is submitted by Seqwater for Ministerial approval as required under Chapter 6 of the Bulk Water Supply Code).
- Conducting a review of the actions and communications of the department in response to the impacts of ex-TC Oswald on energy and water infrastructure. Improvements to the speed, efficiency and effectiveness of those actions and communications were identified and implemented in the relevant emergency management plans.
- DEWS' Emergency Response Kits were reviewed and updated to ensure the quick availability of current information and resources.

Disaster management achievements

Response to ex-TC Oswald – January 2013

- As a result of the weather event 293,000 customers lost electricity, record floods were recorded at six referable dams, gas supplies were cut to around 14,000 homes and businesses in the Wide Bay Burnett region, and Brisbane's drinking water supply went critically close to running out.
- Responded with rapid mobilisation of its relevant state disaster functions, early establishment of effective liaison with Government Owned Corporations and entities, timely and accurate reporting, effective implementation of regulatory and non-regulatory responses and efficient demobilisation of personnel and acquittal of resources.
- Facilitated staff resourcing to the SDCC's whole-of government response teams.
- A review of DEWS' response to ex-TC Oswald was conducted with recommended improvements and strategies implemented.
- Post ex-TC Oswald stakeholder engagement provided significant benefits in managing risks and responses associated with energy and water supply services. This engagement provided a shared understanding of expectations, roles and responsibilities in the management of disaster events.

Significant initiatives to strengthen/improve disaster management capability

- Integrated a number of water and energy related functions, including disaster management.
- Mitigated against the impacts of the merger of the bulk water entities. Representatives from the new bulk water entity participated in the annual emergency management, Exercise Matrix, in November 2012 to ensure the merger did not affect the operation of the facilities over the summer period.
- Implemented recommendations from the review of DEWS' response to ex-TC Oswald.
- DEWS' BCP reviewed and enhanced following ex-TC Oswald. This BCP provides that only critical business functions (such as disaster management functions) will be prioritised following the activation of the BCP.
- Actively engaging energy and water sector stakeholders to share information in order to build resilience and emergency response capability.

Department of Justice and the Attorney-General (DJAG)

Core SDMP responsibilities during 2012-13

- *Provide high level legal advice to government*

Preparedness and prevention activities

Community education/engagement

- The floods and cyclone legal help website, a partnership between DJAG and Legal Aid Queensland, was continually updated to ensure Queenslanders were informed on how to manage their affairs during and after disaster.
- Electrical safety inspectors provided flood safety advice and training to local government agencies, electrical contractors, other regulatory bodies (such as QFRS, QPS), workplaces and electricity entities.
- The Electrical Safety Office used the electrical safety website (www.electricalsafety.qld.gov.au), Twitter and the ESOutlook newsletter database of 35,000 subscribers to promote electrical safety during storms and floods.
- Information was made available on the website www.worksafe.qld.gov.au and on social media platforms on workplace health and safety obligations and minimising the risk of hazards while cleaning up after floods and storms. Topics included asbestos, hazardous chemicals, managing volunteers, managing fatigue during recovery operations and awareness about typical hazards.
- Articles on asbestos and hazardous chemicals were published in the Workplace Health and Safety Queensland eSafe newsletter, which is circulated to approximately 25,000 subscribers.

Training

- Nineteen DJAG staff participated in induction training on the disaster management arrangements for Queensland.
- Approximately 66 DJAG staff were trained to assist in community recovery after a critical incident.

Status of disaster management plans

- DJAG disaster management practices were reviewed. Associated plans were scenario tested and updated.
- A revision of the DJAG disaster management handbook/high level BCP, was approved by the Board of Management in December 2012. This handbook includes:
 - important information and direction to help the disaster management team make decisions;
 - a comprehensive communication plan to make sure key pre-approved messages (e.g. community safety, work operations, etc.) can be communicated to the department's staff and the community in a timely manner;
 - a list of the department's critical services, to ensure continuation of these services and, if affected, restoring them as a priority; and
 - a list of the department's dependencies (e.g. Queensland Shared Services, CITEC and Telstra) to further support the disaster management team in managing a disaster event.

DJAG local area manager disaster toolkit

The toolkit provides local area managers with a framework to guide decisions and protect the safety of staff, clients and government assets in the event of a disaster. The toolkit was reviewed and updated in December 2012.

DJAG Business Continuity Plans

- In place for business areas.
- Were reviewed, scenario tested and updated in November 2012.

Disaster management achievements

- The Queensland Registry of Births, Deaths and Marriages replaced 678 certificates lost or damaged in the January 2013 natural disasters at no cost.
- Workplace Health and Safety Queensland replaced eight licences at no cost for people affected by the January 2013 floods.
- The Office of Liquor and Gaming Regulation replaced licenses at no cost and waived fees for businesses affected by the January 2013 floods.
- The Office of Fair Trading reprinted damaged or lost licenses at no cost for flood affected licensees. In addition, disaster affected people were given additional time for payment and waived the restoration (late) fees.
- Six DJAG staff worked at the SDCC during the response to ex-TC Oswald in February 2013.
- Approximately 56 DJAG employees were deployed for community recovery after ex-TC Oswald in February 2013.

Significant initiatives to strengthen/improve disaster management capability

The department's role under the SDMP is limited to providing legal advice. However, with more than 200 locations around Queensland, many of which are within flood, fire or cyclone prone areas, the Department continues to evaluate its internal disaster management practices and capability to make sure staff remain safe and services are restored in a timely manner.

Capability development is built into routine disaster management practices. For example:

- risk assessments are performed as part of the BCP process;
- current disaster management practices are assessed against 'best practice' on an annual basis; and
- material published on the intranet/internet is reviewed and updated as required.

Department of Local Government, Community Resilience and Recovery (DLGCRR)

Core SDMP responsibilities during 2012-13

- *Share knowledge and innovative solutions to build local government resilience, sustainability and self-reliance*
- *Support local governments to apply sound business continuity practices*
- *The Queensland Reconstruction Authority (QldRA) is responsible for managing and coordinating the Government's program of infrastructure renewal and recovery across communities affected by disasters*

In February 2013, following ex-TC Oswald, the department's responsibilities expanded to include:

- Lead and guide the Queensland Government's (the government's) work to recover from natural disasters, including Ministerial responsibility for the work of the QldRA.
- Negotiate Commonwealth-State NDRRA, and other funding arrangements that better facilitate community recovery, and the building of more resilient infrastructure in Queensland.
- Work in partnership with communities at the grass roots level to identify local solutions to minimise the impact of future disasters.
- Develop strong business cases for resilience project proposals that clearly demonstrate long-term benefits to communities and Governments.
- Lead the implementation of key identified projects, in partnership with local communities and Councils.

Preparedness and prevention activities

In February 2013, the government published the 2013 Flood Recovery Plan. As part of Government efforts to drive recovery in disaster affected regions, the Minister for Local Government was appointed to an expanded portfolio to include disaster recovery and resilience.

Under the 2013 Flood Recovery Plan, recovery efforts have been provided through the Disaster Management Cabinet Committee (DMCC) chaired by the Minister for Local Government, Community Recovery and Resilience. The DMCC is constituted of Ministers of the portfolios aligned with the functional recovery groups.

A Chief Executive Officer Leadership Team (CLT) Sub Committee – Community Recovery and Resilience was established to mirror the DMCC and is chaired by the Director-General

DLGCRR. The CLT Sub-committee constitutes the Under Treasurer, Director-General DCS and the Chief Executive Officer of QldRA, as well as Directors-General for the lead agencies of the functional recovery groups, including the Directors-General:

- DCCSDS – Human and Social Recovery Group;
- Department of Environment and Heritage Protection (EHP) – Environment Recovery Group;
- Department of State Development, Infrastructure and Planning (DSDIP) – Economic Recovery Group;
- Department of Housing and Public Works (HPW) – Building Recovery Group;
- Department of Transport and Main Roads (TMR) – Roads and Transport Recovery Group; and the
- Executive Director, DPC.

The QldRA also joined the portfolio in February 2013 and has continued its role to process NDRRA claims and provide advice on claim eligibility.

Progress of any outstanding activities from previous year

- Delivery of remaining key actions in the 2013 Flood Recovery Plan will continue until 30 June 2015.
- Distribution of the \$80M Queensland Betterment Fund to build back stronger and more resilient local government infrastructure will occur during the 2013-14 financial year.
- Significant initiatives to strengthen/improve the group/committee disaster management capability.
- Departments are familiar with recovery governance arrangements and understand their roles in facilitating rapid disaster recovery. At a corporate and officer level, this experience will provide a reserve of

knowledge which can be utilised by the government to facilitate rapid disaster recovery in future events.

Status of disaster management plans

- 2013 Flood Recovery Plan – ongoing implementation of actions identified in the plan.
- Department BCP currently under review.
- QldRA BCP currently under review.

Disaster management achievements

Coordinated the ongoing delivery of the 2013 Flood Recovery Plan, which included monthly whole-of-government reporting to the DMCC and liaising with local governments recovering from natural disasters via on-the-ground Disaster Recovery Coordinators.

Through the QldRA, undertook damage and reconstruction monitoring assessments for areas heavily impacted by the January 2013 disasters.

In the period to June 2013 the DMCC and CLT Sub-Committee on Community Recovery and Resilience:

- appointed three Disaster Recovery Coordinators to act as a liaison with disaster-affected local governments, facilitated their ongoing recovery efforts, promoted cross-agency coordination and promoted the delivery of NDRRA programs; and
- progressed the 2013 Flood Recovery Plan, coordinating whole-of-government efforts and reporting regularly on progress against metrics nominated by the agencies.

Significant initiatives to strengthen/improve disaster management capability

- Due to the establishment of the Community Recovery and Resilience team in April 2013, the majority of key initiatives to enhance disaster management capability at the state and local government levels will commence delivery in 2013-14.
- The expanded remit of the Department of Local Government, to include Community Recovery and Resilience, has provided the government with a central coordinating point for all recovery efforts in future disasters. Furthermore, the strategy and planning function focussed on building resilience will enable the government to enhance the disaster preparedness of communities using a risk-based approach. The department is leading the development of the Queensland Strategy for Disaster Resilience.
- Through the QldRA, established and implemented the \$80M Queensland Betterment Fund. The Betterment Fund was announced in February 2013 following ex-TC Oswald which caused damage to many of the assets which had been repeatedly damaged and restored from earlier disaster events. Expressions of interest have been received by QldRA from 48 councils with approximately \$1 billion worth of Betterment projects to improve the resilience of infrastructure to natural disasters.

Funds will be distributed during the 2013-14 financial year to approved council projects that help build back stronger and more resilient infrastructure.

Department of Natural Resources and Mines (DNRM)

Core SDMP responsibilities during 2012-13

- *Lead fire fighting on unallocated state land*
- *Provide spatial information for data sets that are owned and managed by DNRM*
- *Provide assistance to DCS in capture of spatial imagery and spatial information analysis*
- *Provide stream height, flow and rainfall information to BoM; ensure that gauges are operational*
- *Assist in flood planning, management and study*

Preparedness and prevention activities

- BCP desktop exercise completed March 2013.
- Information for managers relating to business continuity planning published on the DNRM intranet May 2013.
- Disaster Management Plan risk register review commenced June 2013.
- Measures undertaken to ensure DNRM meets its responsibilities under the disaster management arrangements for Queensland, as follows:
 - lead fire fighting on unallocated state land where there is no threat to life or property:
 - > approximately 4,500 identified high risk parcels of land with fire management plans in place;
 - > twenty-one permanent and seven auxiliary trained fire fighters available to respond to bushfires supported by 15 fire fighting vehicles; and
 - > target of 120 planned burns per year in identified high risk areas to protect neighbouring life, property and infrastructure.
 - provide spatial information for data sets that are owned and managed by DNRM and provide assistance to DCS in capture of spatial imagery and spatial information analysis and production:
 - > staff identified/contractor arrangements in place to capture aerial photography and satellite imagery in the event of a disaster.
 - > staff prepared to provide Geographic Information System mapping products.
 - provide stream height, flow and rainfall information to BoM and ensure that DNRM stream gauges are operational:
 - > Water Accounting System BCP ensures the maximum continuity of DNRM stream gauging station data being sent to the BoM; and
 - > network of stream gauges checked and maintained.
- Assisted in flood planning, management and study:
 - DNRM maps flood plains across Queensland and maps flood inundation lines during flood events.
 - To assist emergency services and the community, DNRM published flood and other natural disaster event information through the Queensland Globe and other channels. These maps give the ability to quickly map and assess recovery services using Queensland Globe.

Status of disaster management plans

- The DNRM BCP and site specific BCP are in place.
- DNRM Disaster Management Plan in place.

Disaster management achievements

- Following torrential rain from ex-TC Oswald, DNRM arranged for emergency aerial imagery flown to identify flood inundation in the Burnett River catchment.
- Imagery was captured close to the peak of the flooding event. As a result, DNRM cartographers were able to identify flood lines from contours and flood debris using their aerial photo interpretation skills. These flood lines were used to identify flood affected homes, industry and infrastructure to enable the granting of emergency relief funding to people making claims for assistance.

- Following ex-TC Oswald, DNRM waived and deferred water related charges in areas declared under category 3 natural disaster arrangements, in recognition of the difficult financial circumstances facing many irrigators and to aid in their financial recovery.

The department provided the lead role in the development and implementing of a \$20M on farm productivity and riparian recovery program. The program was supported by both the State and Commonwealth governments to fund projects which promoted the recovery, rehabilitation and resilience of waterways in significantly flood affected areas.

- DNRM also provided technical advice and support to allow for clearing of debris and excess sediment from Queensland watercourses as a part of clean-up activities.
- Developed the DNRM Inaugural Disaster Management Plan, including Risk Register and BCP, and which includes assessment of critical business functions, systems and processes.
- Established the DNRM Disaster Management Coordination Group and Business Continuity Management Team.
- Reviewed and tested DNRM's BCP through a desktop exercise.
- Review of DNRM's Risk Register within the Disaster Management Plan.
- Flood assessments completed at major abandoned mine sites, in accordance with recommendations from the Queensland Floods Commission of Inquiry.

Significant initiatives to strengthen/improve disaster management capability

- Developed departmental plans for disaster management and business continuity combined with identifying key officers involved in the oversight of these plans has considerably enhanced DNRM's preparedness activities. Particularly in terms of improving communication channels and identifying responsible officers which was a need identified following previous events.
- In terms of building community resilience; DNRM promotes the On-farm Productivity and Riparian Recovery Program, which includes providing landholders and community organisations with knowledge and tools to prepare primary producing regions to better cope with future events.
- Through oversight of River Improvement Trusts, supported the identification of projects to protect communities from flooding and increase resilience. It also ensures River Improvement Trusts are equipped to provide advice to landholders on small debris clearing works available under legislation.
- DNRM distributed regular Industry Safety Bulletins relating to mines, gas, explosives. The bulletins raise awareness amongst industry on effective disaster event preparations and amongst the community, in terms of flood impacts on explosives discovery and handling and gas appliance safety, particularly post a disaster event.

Department of State Development, Infrastructure and Planning (DSDIP)

Core SDMP responsibilities during 2012-13

- *Functional lead agency for economic recovery*
- *Assist business and industry in business resilience and recovery strategies*
- *Support disaster mitigation considerations in development planning, built environment and infrastructure design*
- *Support compliance of State Planning Policies for new developments*
- *Administer NDRRA relief measures*

Preparedness and prevention activities

Throughout 2012-13, DSDIP was involved in readying businesses and the community for possible disaster events by providing assistance with preparedness and planning through:

- Funding two projects to improve flood plain security through the Royalties for the Regions program, which supports flood mitigation capital works such as levees, flood bypasses, dams, flood retention basins and other key projects to protect Queensland communities. In 2012-13 \$5M was approved towards the Roma Flood Mitigation Levee Project – Stage 1 and \$5M was approved towards the Nogoa River Rail Bridge Capacity Improvement and Upstream Flood Mitigation Project. Over the four years 2012-16 \$40M is allocated to this program.
- Leading the Economic Recovery Group, which plays a key role in advising the Queensland Government on the economic impacts of current disaster events and the needs of local government and industry in responding to events and getting the economy back to full production. With membership including government and industry representatives, the Economic Recovery Group is called up following a significant disaster event and charged with:
 - identifying economic impacts and key issues to inform recovery efforts;
 - supporting local government capacity to deliver economic recovery and improve resilience;
 - assisting business, industry and regional recovery through targeted support and assistance; and
 - promoting Queensland as 'open for business'.
- Providing the regional presence and program delivery mechanism for several departments through DSDIP Regional Services, including supporting affected business communities with targeted workshops focusing on preparedness for disaster and improving business resilience.
- Preparing the natural hazards component of the Single State Planning Policy (to replace the existing State Planning Policy, SPP1/03). This policy ensures the risk of, and the adverse impacts from, natural hazards are adequately considered by councils when making planning and development decisions so as to protect people and property and enhance the community's resilience to natural hazards.
- Actively supporting local government in the development of new planning schemes to account for zones identified as being affected by disasters.
- Undertaking project director responsibility for the Brisbane River Catchment Flood Study; the flood study models coming from this study will be used as the technical basis for the assessment of flood risk management options, strategies and action plans and as part of the development of a future Brisbane River Catchment Floodplain Management Study and Plan. This plan will guide planning and provision of critical infrastructure.
- Actively providing guidance and support to local councils on the inclusion of natural hazard mapping, overlays and planning scheme provisions in the making and amending of local planning instruments.
- Participating in the National Flood Risk Advisory Group discussions and the preparation of the National Floodplain Manual, ensuring that Queensland conditions are taken into consideration.
- Developed the DSDIP Disaster Management and BCP, testing the plan during EMQ-facilitated pre-season exercises and also successfully executing the plan for the response to the ex-TC Oswald event during January and February 2013.

- Participated in relevant training, exercises (including the June 2013 pandemic exercise) and meetings of the SDCG and the QTCCC throughout the reporting year;
- Supported DSDIP employees to volunteer for both the SDCC Response Team, coordinated by EMQ; and at Community Recovery Centres, which were coordinated by the DCCSDS, through enabling staff to attend training and prepare for deployment.
- Supporting DSDIP staff to volunteer to assist during disaster events, including through:
 - The DISP SDCC Response Team, performing a logistics function at the SDCC during the ex-TC Oswald response. This was the first deployment under a program using whole-of-government employees to staff the 24 hour SDCC operation. It was recognised as very successful.
 - Deployment to Community Recovery Centres in the Wide Bay Burnett area. A staff member was deployed on three occasions to manage a recovery centre.

Status of disaster management plans

- DSDIP developed a whole-of-department Disaster Management and BCP in October 2012. In addition, DSDIP Regional Services updated site specific BCPs in October 2012.
- These BCPs covered the necessary actions to be undertaken prior, during and after a disaster and resulted in compilation of up-to-date staff contact lists, documentation of staff travel plans, identification of alternative office locations and a comprehensive data storage program being put in place to provide back-ups of all digital data.
- The Disaster Management and Business Continuity Plan was executed as necessary during the ex-TC Oswald event, especially in those sites affected by flooding during January and February 2013.
- Following the ex-TC Oswald event DSDIP's performance in responding to the event and the effectiveness of the Disaster Management and Business Continuity Plan were reviewed. Review recommendations were implemented to improve internal communications including use of internet and intranet sites and better explanation of staff contact arrangements.
- Developed a reporting system, through the Economic Recovery Group, to report and monitor economic recovery in Queensland including progress reports identifying the status of iconic projects and key metrics. Adopted in March 2013, monthly reports are being produced.
- Supported local government in developing and approving Temporary Local Planning Instruments (TLPI), which are used to remedy a planning scheme gap that becomes apparent when a disaster event occurs.

Significant initiatives to strengthen/improve disaster management capability

- DSDIP conducted a regional economic impact study of the 2013 Queensland floods, which highlighted the regional variation of economic impacts due to the different scale and types of damage caused by the floods. The modelling quantified both the direct and flow-on effects to regional households, businesses and the regional economy. The quantifying of regional impacts and the predicted recovery path of regional economies can then be used to inform recovery initiatives.
- DSDIP regional staff performed desktop testing of the previous BCPs and modified the data and actions they contain as a result of lessons learned from previous disasters. Further to this, regional profiles of business numbers, locations and vulnerability were developed to assist in assessing disaster impacts and targeting disaster responses.
- TLPIs also identified areas of concern for local government, which led DSDIP to facilitate their conversion into planning schemes—an example of this being amendments to height requirements of buildings in flood zones.

Disaster management achievements

- Integrating flood funding under Round 2 of the Royalties for the Regions program into the Queensland disaster mitigation and resilience funding initiative. This process allows a single application point for all disaster mitigation and resilience funding administered by the state government and streamlines the assessment process.
- Deploying regional staff from non-impacted to impacted areas provided a rapid response contact for businesses. This included partnering with other agencies focused on economic development enabling a seamless whole-of-government service for clients affected by disaster. This response included doorknocking impacted businesses and providing guidance on accessing support mechanisms and assisted with business specific and ad hoc requests.

Department of Science, Information Technology, Innovation and the Arts (DSITIA)

Core SDMP responsibilities during 2012-13

- *Functional lead agency for communication services (call centre and government website)*
- *Functional lead agency for telecommunication services in conjunction with Telstra and Optus*
- *Provide storm tide and wave height information and expertise, including projections*
- *Provide SES 132500 and community call centre operations and government websites for the provision of public information about major event and/or disasters through Smart Services Queensland*
- *Provide whole-of-government and agency-specific services that contribute to the government's front-line service-delivery priorities. Actively manage whole-of-government infrastructure, including data centres and networks, as well as develop and maintain essential ancillary services (CITEC)*

Preparedness and prevention activities

At the departmental level, DSITIA's policy, framework and documented processes have been enhanced, reserve pools continue to be supported and recruitment has been undertaken to increase numbers. Further to this departmental activity, individual business areas have completed the following activities.

Smart Service Queensland

- Continued with ongoing maintenance and testing of the allocated disaster phone numbers and routing strategies.
- Conducted a pre-season review of script activation templates.
- Conducted end to end testing of the National Emergency Call Centre Surge Capability (NECCSC) overflow arrangements and internal Work from Anywhere agent functionality and software.
- In addition, by December 2013, all ICT staff and corporate staff are to undertake annual disaster refresher training.

CITEC

- Reviewed business continuity, crisis management and disaster recovery practices and agreements in place to deliver ICT Infrastructure services supporting agency service continuity critical incident response and recovery commitments.

Arts Queensland

- Convened meetings of the Cultural Precinct Disaster Management Group and the Emergency Planning Committee to coordinate response and recovery planning and across the precinct.
- Installed permanent level survey marks in various locations throughout the precinct for flood datum and a river gauge installed on

the Cultural Centre Pontoon to assess river levels.

- Permanent flood mitigation barriers are being built for deployment in various low lying areas within the precinct.

Coastal Impacts Unit

- Prior to the 2012-13 tropical cyclone season, undertook service trips and upgrades to the 25 storm tide gauges and 14 wave monitoring sites operated by DSITIA.
- Prepared and tested five small drifting wave buoys for rapid response deployments ahead of approaching cyclones or coastal events.

Status of disaster management plans

- The DSITIA developed and reviewed disaster management plans supporting all key deliverables as articulated in the SDMP.
- Departmental business areas worked actively with clients, partner organisations and within committees, such as the QTCCC, to support cross sector and community wide preparedness.

Disaster management achievements

Smart Service Queensland

- Responded to 19,476 enquiries for assistance through the SES line, peaking at 3,329 telephone enquiries on 28 January 2013 during ex-TC Oswald.
- Responded to community recovery enquiries during response to disaster events:
 - Barcoo storms (251 enquiries);
 - ex-TC Oswald (78,913 enquiries); and
 - Western Downs Floods (350 enquiries).

- Successfully activated its 'work from anywhere' capability, providing additional capacity and scalability and successfully tested and activated overflow arrangements with federal partners, utilising the NECCSC.

Arts Queensland

Developed a precinct wide annual capacity building program. The program encompasses 'live' evacuation drills and training for precinct stakeholders and evaluates capability across all stakeholders to effectively execute response plans internal contingency plans and improve emergency management across the precinct.

Costal Impacts Unit

Successfully activated full response to ex-TC Oswald (January 2013) and activated standby monitoring for TC Sandra (March 2013), TC Tim (March 2013) and TC Zane (April/May 2013).

Significant initiatives to strengthen/ improve disaster management capability

Smart Service Queensland

- Worked with DCS to address issues with the SES request for assistance system and established a project to replace the system.
- Engaged with Brisbane City Council to improve overflow arrangements and communication during disaster events.
- Worked with DCCSDS on community recovery reforms, playing an integral role on the Steering Committee.

Arts Queensland

- Progressed the recommendations of an independent risk assessment and review of the effectiveness of disaster preparedness, planning, management and recovery processes at the Cultural Precinct, commissioned post the 2011 floods.
- In consultation with Arts Statutory Bodies, undertook a study of the feasibility of developing a purpose-built off-site secure storage facility and emergency management centre for the Cultural Precinct collections and research activities.
- Commissioned a condition audit and functionality report for shared infrastructure at the precinct to determine whether power, water supply and air conditioning systems of the precinct can be modified to make them less vulnerable to the impact of flooding and other hazards.

Coastal Impacts Unit

- The Storm Tide Inundation Water Level Monitoring Project demonstrated the feasibility of using simple off-the-shelf technologies supporting rapid response capability to measure coastal inundation events in order to develop a better understanding of the associated physical processes and impacts for future emergency response and planning decision making purposes.
- The Gulf of Carpentaria Storm Tide and Inundation Study successfully provided detailed storm surge information for one of the most remote and surge-prone regions in Australia.
- The Inundation Modelling and Mapping Guideline Study supported the Queensland Coastal Hazards Guideline of the Queensland Coastal Plan by providing information for local government and private industry regarding the appropriate methodologies for inundation modelling and mapping in the different regions of the Queensland coast.
- Tsunami modelling along the East Coast Study produced a numerical modelling assessment of Tsunami impact vulnerability along the Queensland East Coast from Cooktown to the New South Wales border.

Department of Tourism, Major Events, Small Business and the Commonwealth Games (DTESB)

Core SDMP responsibilities during 2012-13

- *Initial situation reporting of impacts on major events, tourism infrastructure and tourists in affected zones*
- *Advocate/point of contact for tourism industry and small business community*

Preparedness and prevention activities

- Undertook a review of existing disaster preparedness documents to ensure an all-hazards, up-to-date framework was available for use in an emergency by the agency. This resulted in a tailored EMP for the department, supplemented by BCPs for each business area.
- Strengthened the department's service delivery for our customers by creating a service level agreement to ensure face-to-face services could be provided to tourism and small businesses throughout regional Queensland via DSDIP.
- In addition to this on-the-ground support, the department continues to deliver services online via the Business and Industry Portal (www.business.qld.gov.au), which has a range of business information on preparing for a natural disaster, as well as rebuilding after an event. Via the Australian Business Account, the department has also developed procedures to directly notify business users within affected areas of disaster assistance and support packages.
- In preparation for summer 2012-13, the department reviewed and updated 21 guides on the Business and Industry Portal relating to disaster preparation and prevention, management during a disaster, recovery, and avenues for support post-disaster.

As part of this site-wide review, the department added interactivity to five disaster preparation check lists for businesses:

- cyclones and storm surges;
 - severe storms;
 - floods;
 - bushfire; and
 - drought.
- Delivered a series of business strengthening web-based seminars (known as webinars) to enhance services provided on the portal. This included *'Preparing your business for the storm season'* webinar, to show businesses how to develop a business continuity plan and action list.

- As part of the Queensland Small Business Strategy and Action Plan 2013-2015, the government is committed to maximising business potential, and will continue to deliver webinars to help businesses become more resilient.

In preparation for the 2013-14 period the DTESB plans to deliver a suite of 16 business webinars. This will include two webinars to be delivered during Get Ready Week; *'Get your business ready for storm season'* and *'Strengthen your business today'* to assist Queensland businesses to prepare for extreme weather events.

- In partnership with DSITIA, DTESB provided a Response Team to support the SDCC, with Response Team training completed. To cement the team's skills, it will participate in Exercise Guardian Angel, a mock disaster exercise scheduled for 2013-14.

Status of disaster management plans

- DTESB established an EMP, which encompasses activities by the agency's key staff during an emergency situation, to promote business continuity and actions undertaken in partnership with industry to support small businesses and the tourism and events sector.
- Tourism and Events Queensland has a BCP, a Crisis Communications Plan and is a strong advocate of tourism businesses and visitors to our State being aware and prepared for all encounters. Tourism and Events Queensland's plans will be subject to ongoing review and updates in line with whole-of-government activities.

Disaster management achievements

- The Queensland Small Business Strategy and Action Plan 2013-15 outlines 32 actions across 10 agencies to support small businesses throughout Queensland. One of the actions within the strategy includes the *'Think Queensland, buy locally'* campaign, encouraging locals to buy from Queensland businesses.

This campaign supported the Queensland Government recovery plans following the 2013 natural disasters, encouraging consumers to stimulate business and help rebuild local economies.

- During ex-TC Oswald and associated flooding, the Business and Industry Portal provided daily updates about on-ground assistance (e.g. the mobile office) and financial support for Queensland businesses through emergency centres and QRAA. Also during this time the Business and Industry Portal communicated via the department's social media channels (Facebook and Twitter) with updates and links through to useful resources for business, such as the revised interactive recovery checklist.
- Tourism and Events Queensland launched the Australia Day II campaign to promote Queensland as 'open for business' and encourage visitors to celebrate Australia Day for a second time on 23 February 2013.
- Tourism and Events Queensland also created the \$150,000 Events Flood Assistance Program to assist events to continue as planned or be re-staged in flood-affected regions. Under the program 17 events were approved to receive funding. Tourism and Events Queensland's website provides detailed crisis management information for tourism operators including easy to comprehend information and tools on ways to develop a Crisis Management Plan through an online toolkit, downloadable resources and case studies.
(<http://www.tq.com.au/weatherproofyourbusiness>)

Significant initiatives to strengthen/improve disaster management capability

- A disaster risk assessment was conducted as part of business continuity planning activities for the department.
- As part of the preparations for the Gold Coast 2018 Commonwealth Games, a comprehensive risk management strategy is being developed. Initial risk identification processes have occurred and planning is underway to mitigate risks surrounding natural disasters, security threats, etc. Security and disaster planning is being conducted in conjunction with relevant agencies across government and other jurisdictions.

Department of Environment and Heritage Protection (EHP)

Core SDMP responsibilities during 2012-13

- *Functional lead agency for environmental recovery*
- *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 expert advice with respect to regulated (tailings, contaminated water) dam locations, safety and integrity*
- *Provide expert environmental advice in pollution incidents*

Preparedness and prevention activities

- Departmental Disaster Management Plan training held in November 2012.
- Training in the agency's incident response was provided to departmental staff at Rockhampton, Gold Coast, Townsville, Cairns, Maroochydore, Maryborough, Ipswich and Brisbane, to a total of 161 attendees. This incident response training program has been developed with the specific objective of developing and improving staff skills in:
 - recognising threats to environmental values;
 - assessing environmental risks and setting risk-based priorities;
 - understanding incident control systems, AIMS and Oil Spill Response Incident Control System;
 - understanding the agency's role at incidents and relationship with other agencies;
 - understanding technical aspects of common incident scenarios;
 - effective use of available systems and resources; and
 - confidence in working with other agencies and representing our agency's interests.
- The training used a combination of lectures, case studies and desktop exercises for delivery and included equipment and readiness audits.

Status of disaster management plans

- Agency procedural guides supporting incident response actions and processes were reviewed and updates made where necessary.
- Departmental Disaster Management Plan reviewed and updated in accordance with learnings following ex-TC Oswald.

Significant initiatives to strengthen/improve disaster management capability

- Implementing recommendations from internal debrief following ex-TC Oswald.

Department of Housing and Public Works (HPW)

Core SDMP responsibilities during 2012-13

- *Functional lead agency for building and engineering services*
- *Review and assess building requirements in order to mitigate the impact of natural disasters on infrastructure*
- *Coordinate the acquisition, provision and/or activities of building and engineering services of disaster operations*

Preparedness and prevention activities

- A training program premised on lessons learnt from disaster activations during 2011-12 was undertaken across QBuild Regional Offices as well as personnel from other departmental service areas. The training provided was undertaken in accordance with the Queensland Disaster Management Training Framework.
- Assisted with the coordination of information sessions for personnel from the respective LDMGs and DDMGs in relation to the operation of new cyclone shelters in Yeppoon, Mackay, Proserpine, Bowen, Townsville, Ingham, Tully, Port Douglas and Weipa.

Status of disaster management plans

- The department's Disaster Management Functional Support and BCPs were extensively reviewed and amended to reflect improvements identified following the 2011-12 disaster events, and were reissued prior to the commencement of the 2012-13 summer storm and tropical cyclone season in November 2012.
- The amendments to the department's plans and associated arrangements included those required as a result of machinery of government changes which included the transfer of the Emergency Supply and Communications Services Functional Support roles to DCS and DISITIA respectively. The amendments undertaken also reflected the introduction of the Housing Portfolio and Housing Services roles that had been transferred from the former Department of Communities.
- Following the flood impacts associated with ex-TC Oswald, the department undertook a review of its disaster management arrangements within its various business units and service areas. Lessons learned from the review have influenced a number of changes to the departmental plan and associated preparedness and response arrangements.

- A major change involved a proposal for the establishment of a new departmental Disaster Management Governance Group. The primary function of this new group is to ensure the department's disaster management functional support responsibilities under the SDMP, in particular post event emergency accommodation, are effectively managed and implemented.

Disaster management achievements

- In the aftermath of the record flooding of the greater Burnett region, including Bundaberg, the department was requested to provide a range of solutions for the temporary accommodation of dislocated residents. The subsequent arrangements included establishing of short term emergency accommodation solutions including the Toll and Santos mining camps as well as longer term demountable accommodation camps at selected locations. The implementation of these temporary accommodation arrangements will form the basis of further planning for future events.

Significant initiatives to strengthen/improve disaster management capability

- The construction and commissioning of ten new public cyclone shelters, jointly funded by the United Arab Emirates, the Queensland Government and DETE has been completed. The new shelters are designed to withstand category 5 cyclone events and will provide protection for the most at risk members of a community during the passage of a severe tropical cyclone.
- The construction and commissioning of ten new public cyclone shelters, jointly funded by the United Arab Emirates, the Queensland Government and DETE has been completed.

The new shelters are designed to withstand category 5 cyclone events and will provide protection for the most at risk members of a community during the passage of a severe tropical cyclone.

- To ensure that all new and any pre-existing public cyclone shelters are maintained to be fit for the purpose of sheltering a large group of people during a severe tropical cyclone, the department led the development of Maintenance Guidelines. The Guidelines have been prepared to provide information and guidance to state and local government asset owners and stakeholders for the planning and implementation of maintenance of public cyclone shelters. The Guideline will be maintained by the department in accordance with the DM Act. The Maintenance Guidelines were authorised by the EMQ Assistant Director-General on 13 November 2012.

- Completion of a project that involved identification and assessment of existing public or community owned buildings which could be used as places of refuge during future cyclone events. Places of refuge buildings will assist in the protection of evacuees by supplementing the capacity of public cyclone shelters.

The outcomes of the investigation and engineering assessment process have provided a reliable database for local and state government disaster managers of the 'best available' buildings within a community that can potentially be used to accommodate people during a cyclone if they have no other safe alternative.

- In all the identified buildings a range of temporary works will need to be undertaken prior to occupation in order to protect windows and entry doors from airborne debris during cyclone events. Local government disaster management groups will have primary responsibility for the coordination of temporary upgrades of buildings they select as places of refuge during a cyclone event.
- Detailed reports on suitable buildings and temporary works were finalised in December 2012 and subsequently provided to the respective local governments. Summary information relating to the suitable buildings (location, capacity, etc.) was also provided to the SDCC for future disaster response planning and operations, the LGAQ and QPS.

- The department provided grant funds to the James Cook University Cyclone Testing Station to undertake research into the effects of high winds on building design and construction materials, in an effort to identify ways to reduce or eliminate building damage and rainwater entry that occurs in storms and cyclones. The Cyclone Testing Station has also been instrumental in allowing the development of the department's sponsored Design Guidelines for Public Cyclone Shelters and undertaking materials tests on behalf of the department to identify building materials for incorporation into public cyclone shelters.

Local Government Association of Queensland (LGAQ)

Core SDMP responsibilities during 2012-13

- *Advocate on behalf of local governments at state level*
- *Provide representation and facilitate collaboration with local government*

Preparedness and prevention activities

- Led the development of a range of specific preparedness and resilience activities to support local councils to better prepare their communities.
- Most significantly, LGAQ has been responsible for the coordination of the Community Development Engagement Initiative (CDEI). The CDEI was established in 17 councils in response to the significant impacts following the summer of 2010-11 in so many communities.
- The 17 local governments which are delivering activities under this the CDEI are the Banana Shire, Barcardine Regional, Brisbane City, Bundaberg Regional, Cassowary Coast Regional, Central Highlands Regional, Gympie Regional, Hinchinbrook Shire, Ipswich City, Lockyer Valley Regional, Moreton Bay Regional, North Burnett Shire, Rockhampton Regional, Somerset Shire, Tablelands Regional, Toowoomba Regional and Western Downs Regional Councils.
- Additionally, LGAQ has further developed and supported the implementation of the DisasterHub. This service provides councils with access to a knowledge base on disaster preparedness, processes and procedures. It also includes a central repository which holds information on best practice, case studies and training materials. DisasterHub importantly provides an interface directly with the local community and offers resources to prepare themselves and tools to help build community resilience.

Status of disaster management plans

- Developed an internal LGAQ BCP to ensure key business activities, including supporting operational activities as a stakeholder of the disaster management arrangements for Queensland.
- Additionally, a new service offering to councils has been developed through our subsidiary Propel Partnerships. This service offers a specific 24/7 disaster management service that allows councils directly impacted by events to maintain a public facing capacity as well as offering general

after hours emergency capabilities to all councils

Disaster management achievements

- Facilitated the delivery of a Disaster Management Summit for Local Government that ensured all councils were given the opportunity to be informed of developments, issues and a range of solutions to exiting disaster management issues.
- Maintained and further developed the LGAQ's capacity to directly assist councils during period of disaster events. This support may be in the form of representation at key State level operational forums, direct service provision, matching of assistance between councils (Council to Council Support – C2C) and the deployment of officers into affected areas to establish, and/or support, local capacity.
- During the summer period, particularly during the period following the flood impacts from ex-TC Oswald, LGAQ deployed its staff to support operational activities in a number of places. Most significantly, three LGAQ officers were rotated through the North Burnett Regional Council to assist in response to extraordinary needs resulting from such an extreme event.

Significant initiatives to strengthen/improve disaster management capability

- Supported initiatives, of our state agency partners and stakeholders of the disaster management arrangements for Queensland, in the implementation of Flood Commission of Inquiry recommendations. Many of these recommendations had resultant consequences and/or impacts on local councils. LGAQ identified issues and developed options to resolve the issues.
- Undertook an internal review of roles, functions, responsibilities and capabilities of LGAQ and its subsidiaries to ensure capacity to support the disaster management system, especially during operational periods, is appropriate to the identified requirements and also flexible to meet emerging needs during times of major disasters.

Department of National Parks, Recreation Sport and Racing (NPRSR)

Core SDMP responsibilities during 2012-13

- Provide for the safety of national parks users including issuing warnings in extreme conditions, closing areas where necessary and coordinating evacuation with QPS
- Provide advice on the management of national parks and expert knowledge of national parks to responding agencies
- Lead fire fighting on the protected area estate and state forests where there is no threat to life or property

Preparedness and prevention activities

- Maintained pre-season readiness with training and core competency skill training in the AII Ms, particularly for fire preparedness and contingency planning in all six regional operational areas.
- The department's Brisbane and regional areas maintained incident control centres can be activated on an 'as needs' basis. Staff are trained in both level one and two incident control. In addition, NPRSR continued to maintain its fleet of light and medium attack units for fire management.
- Provided 16 weeks accommodation at the former Leslie Dam Active Recreation Centre to 30 volunteers from the Dirty Gloves Program. These volunteers provided a wide range of services to assist landholders recover from the January 2013 floods.

Significant initiatives to strengthen/improve disaster management capability

Developed and published Planned Burn Guidelines for all of Queensland's 13 bioregions.

These guidelines are designed to give all landholders information and tools to identify fire management issues so they can be confident in achieving and reporting fire management objectives to protect life and property and maintain healthy ecosystems.

Status of disaster management plans

Maintained currency of three levels of disaster management planning by developing and updating the NPRSR Disaster Management Plan, the BCP and developing six regional operational disaster contingency plans. All regional disaster management plans inform both district and local disaster management plans in local government areas.

Disaster management achievements

- Undertook 411 hazard reduction burns totalling 660,142 hectares of estate burnt, during the reporting period to mitigate against wildfires. In addition, ongoing disaster recovery repairs for a number of capital works were completed by QPWS through NDRRA works during this reporting period.
- Increased the department's commitment to provide a dedicated team of departmental employees to support the SDCC, and by maintaining the department's ongoing contribution to the ready reserve arrangements to assist in community recovery contingencies.

Queensland Health

Core SDMP responsibilities during 2012-13

- *Functional lead agency for health response*
- *Functional lead agency for public health and medical services*
- *Functional lead agency for emergency medical retrieval in conjunction with QAS*
- *Functional lead agency for mass casualty and mass fatality management with QAS*
- *Primary agency for pandemic influenza, heat response, biological and radiological incidents*

Preparedness and prevention activities

New look Queensland Health

The largest and most fundamental consideration and change to the department's preparedness and prevention activities occurred as a result of significant changes to the structure of Queensland Health.

Effective 1 July 2012, Hospital and Health Services (HHSs) were introduced, this represented significant changes to the organisational layout of Queensland Health through the *Hospital and Health Boards Act 2011*.

With the establishment of HHSs, each Service became a statutory body and the principal providers of public sector health services, independently and locally controlled by a Hospital and Health Board. Each Board appoints a Health Service Chief Executive for the Hospital and Health Services. As a result of this change, each Hospital and Health Board takes significant responsibilities at a local level, including financial management of the Service, the management of the Service's land and buildings and, in time, the management of the Service's personnel.

Essentially the public sector health system is comprised of the Hospital and Health Services and the department. The department Chief Executive is responsible for the state-wide planning, managing state-wide industrial relations, managing major capital works, monitoring Service performance and issuing binding health service directives to Services.

Outcome

Service level agreements between the Chief Executive and each Service have been developed.

Disaster Management specific directive implemented 1 July 2012 with mandate responsibilities for each Service.

National Capability Audit September 2012

Under the guidance of the Australian Health Protection Principal Committee (AHPPC) the 2012-13 National Capability Audit, the fourth in a series of audits which commenced in 2003, conducted again in 2005 and then in 2008.

The audit held during the report focussed on key areas of potential vulnerability or areas of expansion in disaster preparedness since 2008. These included aero-medical retrieval capability mapped according to location, Australian Medical Assistance Team (AUSMAT) capabilities; and vulnerabilities in supply chains, supplying pharmacy and emergency departments across the newly formed Local Area Health Networks.

Outcome

- Audit closed to users on 26 November 2012.
- The Chief Health Officer endorsement period commenced 27 November 2012 and closed 4 December 2012.
- Queensland Health completed the audit; it was endorsed by the Chief Health Officer and submitted to the Australian Government Department of Health (formerly Department of Health and Ageing).

Training

- Major Incident Medical Management and Support Course (MIMMS):
 - This internationally recognised course is designed to teach health care professionals how the health service response is integrated into the overall emergency services response at the scene of a mass casualty incident.
 - It educates health personnel in their role within the emergency services structure at the scene of any incident and emphasises a collaborative and highly integrated approach in order to facilitate seamless, appropriate and timely care and transportation of the patient from the scene of the incident to definitive care in hospital.

- Emergo Train System - an educational tool that allows for real time testing of emergency response plans. It can be used in pre-hospital scenarios to test multi-agency coordination and in hospital scenarios to test decision-making, prioritisation and the effectiveness of hospital disaster plans.
- Australian Medical Assistance Team training and JEST - a training course primarily focussed on chemical, biological and radiological response, triggers and mechanisms for first responders. This educational program incorporates a multi-agency approach, jointly facilitated by QPS, QFRS and Queensland Health to comprehensively manage the event.

Outcomes training/courses over 2012-13

- MIMMS Commander– 22 trained November 2012 Brisbane (3 day)
- MIMMS Team Member – 19 trained June 2013 Toowoomba (1 day)
- MIMMS Team Member – 19 trained June 2013 Brisbane (1 day)
- AUSMAT Team Leader – 2 QH staff trained July 2012 (Darwin) + 3 QH staff as Faculty Instructors
- AUSTMAT Logistics – 2 QFES staff trained July 2012 (Darwin)
- AUSMAT Team Member – 2 QH staff trained August 2012 (Darwin)
- EMERGO – multiple exercises conducted by various HHSs
- JEST – 4 Courses throughout Queensland during the 2012-13 period.

Committee Representation

Active engagement as a member of the State committees to enhance and or develop reviewed and tested response capability in response to natural disasters, counter terrorism and health planning for major events of state and national significance.

Outcome

Membership of key state government disaster and counter terrorism committees, including SDMG, SDCG, DDMGs, LDMGs, QTCCC Queensland Counter Terrorism Committee, Queensland Counter Terrorism Senior Officers Implementation Group, Queensland Counter Terrorism Training and Exercise Management Committee.

AUSMAT Roster

Queensland is allocated on the national AUSMAT roster for national and international deployment of medical teams as a national

capability to respond to major disasters through forward needs, rapid response and enhanced response teams, subject to the clinical, logistical requirements of the deployment and endorsed by AHPPC.

Outcome

The roster operates on a calendar year with a new roster effective annually on 1 January.

State Pandemic Exercise

State Pandemic discussion exercise facilitated by Queensland Health conducted with the SDCG for preparedness of pandemic response across agencies.

Outcome

Exercise conducted in June 2013.

Status of disaster management plans

Review of the Queensland Health Disaster and hazard specific plans have been scheduled to follow the review of the SDMP and the State Chemical Biological and Radiological Plan. This is likely to occur in the next reporting period.

Outcome

Awaiting finalisation of State plans to commence Queensland Health plans.

Finalisation of the Queensland Floods Commission of Enquiry recommendations

Finalisation of the recommendation 5.36 from the interim report findings. The Protocol agreed by all parties was subsequently incorporated into the Queensland Emergency Helicopter Network, Helicopter Tasking Guideline.

This comprehensive guideline details the emergency helicopter network tasking during regular activity and disaster operations.

Participation as a member of the Emergency Management Implementation Group, one of five working groups formed by Queensland Government, to finalise the recommendations.

Outcome

- July 2012 - Interim Single Point tasking protocol (November 2011) amended to the Single Point Tasking Protocol.
- November 2012 - Integration of the Protocol into the Emergency Helicopter Network, Helicopter Tasking Guideline.

All changes listed above endorsed by the key stakeholders and signatories to the protocol Director-General DCS and Commissioner QPS and Director-General Queensland Health.

Disaster management achievements

During the course of activation

Response to ex-TC Oswald key achievements included the:

- successful and timely evacuation of Bundaberg Hospital of 122 patients;
- rapid response for the rescue and aeromedical retrieval of 445 patients in the first 96 hours; and
- critical public health issues were a significant priority.

This was successfully managed with no loss of life during challenging circumstances occurring simultaneously and with active multiple disaster declarations across the state. This included multiple infrastructure issues of telecommunication, problematic gas leaks for the central coast, major infrastructure damage due to significant flooding, extensive property damage occurred placing at risk already vulnerable members of the community and public health issues associated with sewerage and water.

Outcome

- Over the first 96 hours, 445 patients/victims were aero-medically retrieved/rescued through the Emergency Helicopter Tasking Cell coordinated by over 250 Helicopter tasks.
- Bundaberg Hospital was successfully evacuated over the 28 and 29 January, a total of 122 patients were transferred to across Townsville, Hervey Bay, Maryborough and across seven hospitals in Brisbane.
- Public Health issues were managed simultaneously.

Queensland Health Natural Disaster Claim Pack 2012

Developed as a guide to the provisions of the Queensland Government Insurance Fund Insurance Policy document, the NDRRA Determination 2011 and the Queensland Disaster Relief and Recovery Arrangements – these guidelines were written to assist HHSs in submitting claims and better understanding the process.

Outcome

Completed and distributed and used during the summer season 2012-13.

Heatwave response

In response to excessive heat across the State, the Heatstress Response Plan was officially activated and 'stood up' effective 27 November 2012, the activation was declared at 'stand down' on 5 December 2012.

A State of Alert was declared on 20 December, 2012 and activated again 4 January, 2013; with an increase of materials distributed to assist community messaging through increased media activity and proactive messaging through state and local agencies, hospital and health services and their associated networks for increased state of awareness for particularly the more vulnerable members of the community.

Outcome

- Extensive community messaging.
- Internal communications across Queensland Health to assist the preparedness of Hospital and Health Services.
- Activation of the Heatstress Response Plan twice over summer season 2012-13.

Significant initiatives to strengthen/improve disaster management capability

National Health Emergency Management Sub Committee (NHEMS) major initiatives with Queensland input through Queensland Health.

Specialised working groups established through NHEMS to develop identified annexes to supplement and enhance the AUSTRAMA Plan. Working groups included representation from Queensland NHEMS representative in conjunction with other state representatives.

Outcomes

- Working Group met and commenced work on a new Paediatric Annex to the AUSTRAMA plan in May 2013.
- New Terrorist and Criminal Incident Annex accepted early 2013.
- Working Group to identify gaps in Queensland Health Emergency Management Training formed March 2013.
- National AUSMAT Manual endorsed late 2012.

Queensland Police Service (QPS)

Core SDMP responsibilities during 2012-13

- *Secretariat to the SDMG*
- *Functional lead agency for search and rescue*
- *Primary agency for responsible for terrorism response*

Preparedness and prevention activities

- Significant work was undertaken with respect to preparedness activities in the 2012-13 financial year.

The QPS undertook a project to acquire a critical incident management system to use in both planned and unplanned activities. Due to the need to provide an inter jurisdictional interface for planned and critical policing activities; the software WEBEOC was acquired in line with a resolution from the Australia New Zealand Police Commissioner's Forum.

- The QPS WEBEOC system was trialed within some District Disaster Management Groups³ (DDMGs) during ex-TC Oswald. Recommendations on system improvement and functionality were identified and progressed. WEBEOC will be used within all DDMGs for the 2013-14 period.
- QPS has undertaken agency level training to improve the base level training for all Disaster Management Support Officers (DMSO) and the officers acting in the capacity as the Deputy to that position. This has ensured a consistent level of knowledge in disaster management risk assessment, planning and other DMSO responsibilities.
- The QPS developed, participated or assisted in facilitation of numerous training exercises to test preparation at local, district and state level.
- The QPS, together with EMQ regional staff, undertook a review and assessment of 74 Local Disaster Management Plans (LDMPs) with feedback provided on the results.
- The QPS also took part in the assessment panels which reviewed and assessed 23 District Disaster Management Plans (DDMPs).

- A number of police undertook funded programs to improve community resilience in their areas (e.g. Warwick Police – Strong Will – Strong Community) in partnership with Southern Downs Regional Council and Rockhampton Police with Woori Aware, to improved resilience and capacity within the Woorabinda Community.
- Cairns District undertook training and workshops to increase the knowledge of the officers in charge of police stations in remote areas. These officers are now able to provide increased support for disaster management activities within the remote indigenous Cape York communities.

Status of disaster management plans

- Contributed to the ongoing review and improvement of the SDMP and to the Disaster Management Strategic Policy Framework for Queensland.
- During October and November 2012, the QPS lead the review and assessment of the 74 LDMPs. Issues identified were documented and provided to the councils for action.
- The QPS annually reviews the BCPs for each business unit. BCPs are in place and reflect the learnings from 2010-11.
- The QPS provides ongoing input into numerous disaster management arrangements for Queensland or agency specific guidelines and policies.

³ A pictorial representation of the Queensland disaster districts, by local government area, is available under Appendix 2 of this report

Disaster management achievements

- During the reporting period, the QPS undertook response activities during the responses to the impacts of disasters, particularly those associated with the impacts from ex-TC Oswald. Notable achievements in this response was:
 - deployment of 121 specialist officers to Bundaberg and Lockyer Valley;
 - 1,542 officers deployed across all affected areas to support response and recovery activities;
 - 62 officers deployed in support of the SDCC operations; and
 - the Police Airwing undertook transport, logistics and surveillance flights to support the response activities in all areas and the Police helicopter undertook anti-looting patrols in Bundaberg.
- In February 2013 the QPS Deputy Commissioner (Regional Operations) was appointed as Recovery Coordinator, Bundaberg and North Burnett.

Significant initiatives to strengthen/improve disaster management capability

- Engaged an external consultant to provide training on risk assessment for DSMOs. The training has provided greater skills to these officers on risk assessment in the context of disaster risk assessment.
- Training delivered for all Deputy DMSOs to provide redundancy and greater support for substantive positions when the DDMG activates.

Department of Transport and Main Roads (TMR)

Core SDMP responsibilities during 2012-13

- *Functional lead agency for transportation infrastructure, providers and regulation*
- *Functional lead agency for transportation infrastructure recovery*
- *Primary agency for ship-sourced pollution response*
- *Provide information and advice on the impact of disruptive events on road, rail, aviation and maritime infrastructure as it affects the transport system*
- *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*

Preparedness and prevention activities

- Natural disasters 2012-13 and the previous year confirmed known and highlighted other vulnerable transport assets to which the department initiated improved flood immunity and resilience for road assets through: Demonstrating Community Resilience with Bridges, State-wide Flood Resilience Plan, 131940 Traffic and Travel Information Service, State-controlled road betterment investment projects, Bruce Highway Action Plan, State Controlled Road Network Road Model.
- Operational readiness for marine pollution incidents was maintained through targeted training courses for operational first-strike responders in Townsville and Gladstone and a shoreline response course was conducted at Mooloolaba on the Sunshine Coast.
- Oil and chemical spill response exercises were conducted in Gladstone and Mackay, while support staff were tested during the exercise to set up and test activation of the State Incident Coordination Centre in Brisbane.
- Engaged in and developed a report on a state wide debrief of the impact and processes related to ex-TC Oswald to identify themes and learning from the experience for future initiatives.
- Annual preseason education program engaging internal and external stakeholders in the disaster management community targeting transport systems requirements.
- Participation in and development of exercises and scenarios to enable emergency management processes and capability.
- Preparation and distribution of Priority Alerts and Daily Watch emails to internal and external stakeholders.
- Exercising and evaluating the department's continuity process
- Review the department's road network incident network response planning arrangements including a controlled self-assessment to enable targeted assurance to the Director-General as to capability and preparedness on the network.
- Collaboration with representatives from the logistics and supply industries for increased capability of transport and freight supply when there are disruptive events impacting the transport system.
- Identification and training of departmental representatives for the SDCC.
- Targeted evaluation of induction processes for departmental disaster representatives on local and district disaster management groups.
- Continued review and development of department geospatial systems.

Status of disaster management plans

- TMR is responsible for the management and implementation of the Queensland Coastal Contingency Action Plan, Port Procedure Plans, Extreme Weather Contingency Plans, and BCPs.
- Reviewed the department's functional plan integrating transport systems to provide a Transport and Main Roads Disruptive Event Overview.
- Refreshed planning arrangements.
- Continued departmental engagement and development of the department's continuity process.

Disaster management achievements

- The severe weather and flood events from ex-TC Oswald in January and February 2013 destroyed a large number of aids to navigation (AtoN) in the Port of Bundaberg and resulted in closure of the port to commercial and recreational shipping.
- TMR prioritised the design and reinstatement of the damaged/destroyed AtoN installations to enable reopening of the port to commercial operation by 1 June 2013. This enabled the sugar industry to export their sugar products, and assist the commercial fishing fleets and recreational boaters safely use the Port of Bundaberg and the Burnett River. TMR staff redesigned, manufactured and managed the contract to remove and replace the AtoN installations and ensure works were completed on time.

A total of 13 major steel pile beacons, 17 buoys and navigational lighting systems were installed.

The project was awarded 'highly commended' in the *Building a stronger rural and regional Queensland* category at the 2013 Premier's Awards for Excellence in Public Service Delivery.'

- A large number of vessels were also stranded and destroyed throughout the Bundaberg region due to ex-TC Oswald. TMR worked with Bundaberg Regional Council, the QldRA, the DNRM and the Burnett Mary Regional Group to assist owners remove their vessels.
- On 6 June 2013 the Queensland registered 18.5m long fishing vessel, *Joseph M*, grounded on Lady Elliot Island. MSQ worked with the Great Barrier Reef Marine Park Authority, the Australian Maritime Safety Authority, the EHP, QPWS and salvors to salvage the vessel and respond to the threat of marine pollution. The vessel was successfully refloated on 12 June 2013 and towed to Bundaberg the following day, with no evidence of marine pollution.
- TMR's Tallon bridge response was a finalist in the 2013 Premiers Awards for Excellence in Public Service Delivery and nominee at the 2013 TMR Excellence Awards.

Significant initiatives to strengthen/improve disaster management capability

- Worked cooperatively with the Australian Maritime Safety Authority on the development of the North East Shipping Management Plan to ensure the safety of coastal vessel movements. This included detailed scenario planning and simulation exercises to ensure that incident response preparedness and capability standards are achieved.
- Participated in implementation of the recommendations arising from the 2010-11 review of Australia's National Plan to Combat Pollution of the Sea by Oil and Other Noxious and Hazardous Substances and the National Maritime Emergency Response Arrangements.
- Ongoing community resilience focus with bridges, State-wide Flood Resilience Plan, 131940 Traffic and Travel Information Service, state-controlled road betterment investment projects, Bruce Highway Action Plan and State Controlled Road Network Road Model.
- Refinement of Disruptive Event Leadership Team processes in the department.
- Refinement of network response planning, continuity process and functional plan.

Queensland Treasury and Trade (QTT)

Core SDMP responsibilities during 2012-13

- *Provide high level financial and economic management advice*

Preparedness and prevention activities

QTT worked with the SDCC by placing expressions of interest out to Queensland government employees to volunteer to work within the SDCC Cells, when it has been 'activated'.

Employees who nominated attended training, with a QTT Team Coordinator nominated.

Status of disaster management plans

BCPs for the whole-of-department and for individual divisions are updated each year prior to the commencement of the disaster season in December.

A Crisis Communication Plan and Information Technology Disaster Recovery Plan are maintained separately and also kept up-to-date.

Bureau of Meteorology (BoM)

Core SDMP responsibilities during 2012-13

- Provides forecasts, warnings and long term outlooks on environmental phenomena that affect the state
- Responsible for the Standard Emergency Warning Signal (SEWS), an alert signal played on public media

Preparedness and prevention activities

- Pre and early season Tropical Cyclone and Storm Surge Competency Training for relevant forecasting staff.
- Pre-season seasonal outlook presentations provided, including:
 - The Energen thunderstorm season launch;
 - to a Premier and Cabinet Briefing;
 - briefings to the Minister for Energy and Water Supply regarding the rainfall outlook for South East Queensland;
 - DDMG and LDMG briefings in Mackay, Toowoomba, Gladstone, Gympie, Brisbane, Townsville, Cairns, Mareeba, Innisfail; and to the
 - Australian Broadcasting Corporation Brisbane.
- Supported EMQ to implement numerous disaster exercises across Queensland, including:
 - Exercise 'Good Neighbour' during October 9-11 in the Townsville area
 - Exercise 'Brolga' in November 2012
 - Exercise 'Working Together' held during April 2013.
- Supported the LGAQ Disaster Summit held 30 July to 2 August at Ipswich with staff manning the BoM trade display.
- Held several liaison meetings with Seqwater.
- Supported the QldRA in its audit of flood warning networks in the state, and scoping of the Condamine Pilot Project.
- The BoM provided extensive advice and expertise to local councils when implementing new flood warning equipment.
- The BoM provided the chair and Secretariat of the Queensland Flood Warning Consultative Committee.
- Two QTCCC meetings were conducted and co-chaired by the BoM.

- A significant contribution was made by Queensland flood warning staff regarding the next generation of flood warning systems. This invest will bring direct benefits to the Queensland disaster management community.
- Work commenced on the introduction of a Flood Watch Service that will assist the general community and emergency management community to better anticipate flooding.

Status of disaster management plans

- BCPs maintained and used in a number of events.
- Maintained and executed a national contingency plan to allow surge capacity in major weather events. This involved the Queensland office making use of interstate meteorologists and hydrologists and supplying Queensland personnel to other jurisdictions.

Disaster management achievements

- A new weather watch radar was installed at Mount Isa that will assist the local community identify storms, heavy rain and cyclones.
- The BoM launched the graphical Severe Weather Warning product on 11 September 2012. This graphical warning is supplied to emergency services personnel only and complements the text warning that is disseminated to the public. The product was used extensively during the passage of ex-TC Oswald through the state.
- In Queensland, the BOM informally broadened its heat stress advice service in December 2012 and January 2013, due to record breaking and persistent hot conditions. The Regional Forecasting Centre briefed Queensland Health on a number of occasions about the heat wave extending through Central and Southern Queensland.

Very significant weather systems where warning services were provided included:

Major Flooding

- 23 January to 6 February: extensive flooding associated with ex-TC Oswald along all east coast basins, and along the inland basins of the MacIntyre, Balonne and Condamine Rivers, with record flooding causing the dislocation of many thousands of people in communities at Tully, Ingham, Giru, Rockhampton, Gladstone, Bundaberg, Maryborough, Gympie, Ipswich, Brisbane, Logan, Warwick and Chinchilla.
- 18 February to 28 February: major flooding in coastal basins from Wide Bay to South East Queensland and in Western Queensland rivers of the Thompson and Barcoo Rivers. Evacuations of the Gympie Township the second occasion in 2013.
- Queensland Flood Warning centre was operational for a total of nine weeks during the first three months of 2013, with significant major flooding from ex-TC Oswald during January and February 2013.
- A total of 819 flood warnings were issued for the year, which is the third highest number of warnings issued in the financial period since 1990 in Queensland. Of this, it is estimated over half of the warnings issued were for major flooding.

Severe Thunderstorm

- 17 November: 9-10cm hail near Pittsworth in the Darling Downs and Granite Belt district.
- 18 November: widespread large hail across the South East Coast and Wide Bay and Burnett districts, including 9cm hail near Boonah.
- 14 January: near destructive wind gusts at Blackall and significant wind damage to property in Jundah in the Central West district.
- 13 June: significant wind damage to property, possibly due to a tornado, in Pratten in the Darling Downs and Granite Belt district.

Tornado

- 24 February to 28 February: numerous reports along parts of the east coast associated with ex-TC Oswald.

Tropical Cyclone

- 20 January to 27 January: ex-TC Oswald caused destructive winds, tornadoes, heavy rainfall, abnormally high tides and dangerous surf along much of the east coast. Extensive services were provided including ongoing briefings to media, SDMG, SDCG and to the Queensland Government.
- The Brisbane Tropical Cyclone Warning Centre also provided a tropical cyclone warning service for Lord Howe Island in March 2013, due to the passage of TC Sandra. The Queensland Regional Office worked closely with New South Wales BoM and emergency services to ensure Lord Howe Island received a comprehensive Tropical Cyclone Warning service.
- Other cyclones monitored by the Brisbane Tropical Cyclone Warning Centre were Freda, Tim and Zane.

Bushfire

- October to November: Numerous fires burned across the southern half of the state.

Significant initiatives to strengthen/improve disaster management capability

- Significant post-event analysis of thunderstorm and tropical cyclone warning response were undertaken and responses use to improve services.
- A paper was completed and published describing the development of TC Larry.

Australian Red Cross (Red Cross)

Core SDMP responsibilities during 2012-13

- *Manage the registration of evacuees and associated inquiries in conjunction with QPS*
- *Manage Evacuation Centres on behalf of Councils as requested*
- *Administers the Premier's Disaster Relief funding*
- *Provide support in 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*

Preparedness and prevention activities

- Participated in Preparedness Week activities through external media campaign. The campaign was based on research commissioned by Red Cross showing that only 1 in 5 people are prepared for an emergency.
- Piloted model for building resilience in culturally and linguistically diverse communities focusing on the most vulnerable especially refugees and asylum seekers.
- The development of a 'community assessment and engagement' model for building community preparedness. The model has a built in evaluation component which will be piloted in 2013.
- Participated in 16 inter agency exercises with various local government authorities including Exercise Shake-It. The establishment of Evacuation Centres, registration of evacuees, and handover to Councils were elements which exercised Red Cross capacity.
- Held annual Exercise Jigsaw which tested the operational capability of the Red Cross Incident Management Team.
- Through its membership of the SDCG, participated in Exercise Enduro.
- Hosted a two week International Federation of the Red Cross Field Assessment and Coordination Training and exercise with over 30 international delegates. The exercise component was held at Bundaberg and Tully. Agencies of LDMGs participated in the exercise. Highlighted was the range of resources the International Federation of Red Cross has on offer to support countries affected by large scale/catastrophic event.

Disaster management achievements

- The use of Visual Identity Devices piloted in Evacuation Centres to support security

arrangements proved successful. The wrist bands clearly identified evacuees, visitors and workers.

- In consultation with partner agencies, developed and circulated a paper on Preferred Sheltering Practices which applies international humanitarian best practice (Sphere Standards) to the Australian emergency sheltering context in the areas of water supply and sanitation, waste management, and shelter and space management.

Significant initiatives to strengthen/improve disaster management capability

- In 2012, the Red Cross commissioned a research project to investigate the effectiveness of its psychosocial response, to ensure its services meet best-practice standards. The evaluation found that the Red Cross Personal Support was an effective psychosocial approach in the aftermath of disasters. The project findings provide a better understanding of Personal Support, and deliver relevant knowledge and an improved evidence base for future delivery of the program and related services.
- The Red Cross conducted its first ever public survey to find out how effective and relevant the organisation was in helping people cope with and recover from a disaster. The survey highlighted services that the public felt were of most benefit following an emergency with Personal Support being the most needed service.
- A formal partnership with EMQ, aimed at building capacity and capability in local councils in evacuation centre planning and operations, resulted in the cobranding of the Red Cross evacuation centre management resources (Field Guide and Handbook) and the development of an Evacuation Centre Planning Toolkit for Councils. The resources are to be launched before the 2013 Storm Season.

Surf Life Saving Queensland (SLSQ)

Core SDMP responsibilities during 2012-13

- Queensland's peak beach safety and rescue authority and one of the largest volunteer based community service organisations in Australia
- Provides advice on coastal and aquatic rescue management to government (state and local) agencies across the state
- Provides support and advice to the SDMG, DDMGs and LDMGs in relation to disaster management and emergency management

Preparedness and prevention activities

- SLSQ is the state's peak beach safety and rescue authority and is one of the largest volunteer-based organisations in Australia. Built on the fundamental principle to save lives, SLSQ's Vision is 'Zero preventable deaths in Queensland waters'.
- Annually Queensland's beaches receive approximately 30 million visits and during the 2012-13 patrol season Queensland's surf lifesavers spent more than 336,000 hours on patrol. In conjunction with SLSQ's Australian Lifeguard Service; 558,911 preventative actions were performed and, most importantly, saved 3,648 lives. Behind the scenes, SLSQ educated more than 300,000 people on surf safety through its various state-wide community awareness initiatives.
- As well as patrolling Queensland's beaches, SLSQ has 24-hour Emergency Response Groups operating in all its regions across the state including Brisbane and has a 24/7 dedicated emergency response telephone number. The Emergency Response Groups are designed to be an after-hours callout service to complement and support emergency services through SLSQ's skills and equipment during times of need.
- Over 8,500 proficient volunteer surf lifesavers are on hand to assist, including 250 full-time and casual Australian Lifeguard Service lifeguards and supported with the following SLSQ state assets:
 - two Westpac Lifesaver Helicopter Rescue Service helicopters;
 - coastalwatch cameras;
 - emergency radio beacons that can alert rescuers of potentially hazardous situations;
 - two 6m rigid inflatable boats based in Cairns and Brisbane;
 - two inflatable rescue boats;
 - thirty-one rescue water craft (jetski);
 - two jet rescue boats based on the Sunshine and Gold Coasts;
 - two communication centres (Surfcom);
 - fifteen- four wheel drive vehicles with first aid kits and resuscitation equipment, and
 - Brisbane Lifesaving Service.
- There are 59 Surf Life Saving Clubs in Queensland all of which would have the following assets on-hand, as a minimum, to assist when needed.
 - two defibrillators in each club (approximately 118 state-wide);
 - two oxygen resuscitators (approximately 118 state-wide);
 - two first aid kits (approximately 118 state-wide); and
 - three inflatable rescue boats with full kits (approximately 177 state-wide).
- Brisbane Lifesaving Service has on-hand close to 100 members to help patrol Queensland's coastlines and available to be activated in an emergency and have been tasked to assist with patrols at the Southport Broadwater Swimming Enclosure and Tallebudgera Creek.
- In August 2012, SLSQ expanded its professional services on the beach by signing an agreement with the Sunshine Coast Council to manage the Sunshine Coast Lifeguards. This proved a resounding success with many of the lifeguards increasing their skills through higher award qualifications.
- During 2012-13, SLSQ continued to strengthen its working relationships with key Agencies including the QPS, QAS, SES, EMQ, QFRS and LDMGs.
- In January 2013, SLSQ provided vital assistance during the Bundaberg floods, as well as on the Gold and Sunshine Coasts and on Mount Tamborine following the extreme weather patterns caused by ex-TC Oswald.

Throughout the 2012-13 surf lifesaving patrol season, SLSQ Member Education Department issued members with 7,745 nationally recognised Awards and an additional 20,759 Surf Life Saving Awards. Development of online resources continued including the trial of online resource for SLSQ's premier award – the Certificate II Public Safety/Bronze Medallion, which is being rolled out during the 2013-14 patrol season.

- The Westpac Lifesaver Helicopter Rescue Service continued to expand its capabilities. All eight pilots are trained in the new surf aircraft (BO 105 – NVH) and have updated their EC 135 competencies. All eight pilots and five aircrew (winch operators) personnel have completed night vision goggle training.
- The Westpac Lifesaver Helicopter Rescue Service on the Gold Coast has trained four more aircrew and three air crew members have completed Certificate IV TAE qualifications. Five Sunshine Coast and six Australian Lifeguard Service lifeguards have completed Surf Rescue Crew training. The total Westpac Lifesaver Helicopter Rescue Service crew availability includes eight pilots, 11 aircrew personnel, 17 volunteer rescue crew and 11 lifeguards.

Status of disaster management plans

- Following the 2011 South East Queensland floods, the SLSQ developed business continuity plans which incorporate information technology, staffing and deployment contingencies for the head office in South Brisbane and the Queensland Branch Offices. BCPs are reviewed on an annual basis.
- The SLSQ Patrol Operations Manual details the requirements for SLSQ patrol operations and beach management plans for the 2013/14 patrol season. Included in this manual, but not limited to, are procedures for adverse weather conditions, workplace health and safety and risk management guidelines. Changes to the content of the Patrol Operations Manual will normally be made as part of the annual review at the end of the patrol season.

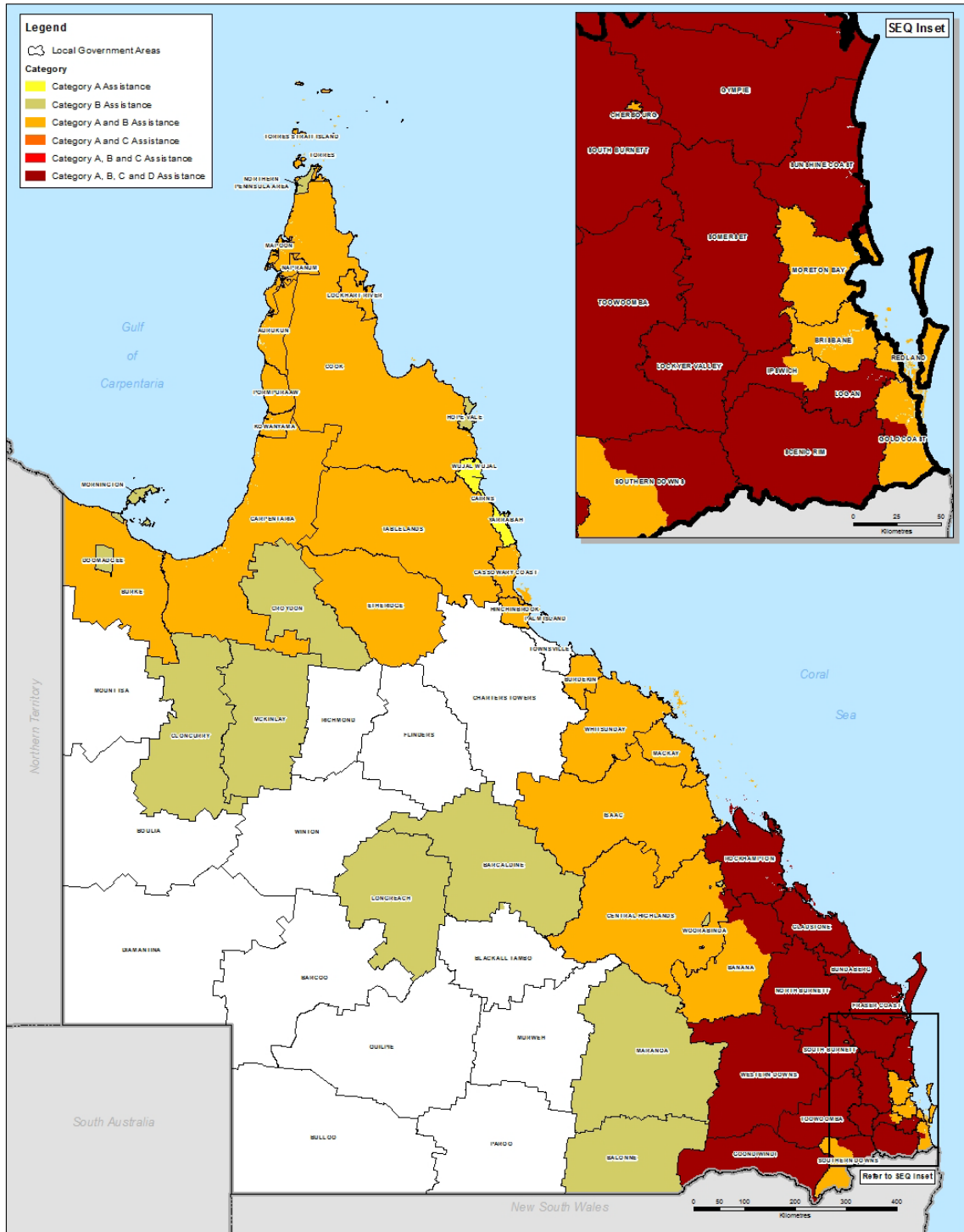
- SLSQ is finalising a 10 year business plan which will see the aviation division grow services across the state, increasing its patrol and search and rescue capabilities.
- Staff communication processes have been implemented for crisis and disaster events to inform and receive information from SLSQ staff, branches and clubs of changes being made to incorporate business continuity and deployment of staff and volunteers to assist Queensland Emergency Services during such events.

Disaster management achievements

- During the 2012-13 surf lifesaving patrol season, SLSQ was again faced with challenging and extreme weather patterns across Queensland. In late January 2013, surf lifesavers were on the ground, in the water and in the air in the Bundaberg region rescuing people from their flooded homes. Once the roads were open, volunteer surf lifesavers arrived from the Sunshine Coast to assist with the clean-up effort, and relieve and support the Bundaberg region volunteer surf lifesavers.
- SLSQ 24-hour Emergency Response Groups were activated in the affected areas to assist emergency services and the local communities and volunteer surf lifesavers from the Gold Coast assisted the Mount Tamborine community in the Gold Coast hinterland by conducting a door knock to check on residents, many of whom were elderly, after severe storms devastated the area.
- In August 2012, SLSQ was contracted by the QPS to provide and trial a helicopter for law enforcement work on the Gold Coast. In October 2012 this contract was extended until June 2014, with a two-year extension option.

Appendix 1

Queensland NDRRA activations for the period December 2012 to March 2013



Queensland Local Government Areas Disaster Activated Under NDRRA for the Period December 2012 - March 2013

Legend

- Category A Assistance
- Category B Assistance
- Category A and B Assistance
- Category A and C Assistance
- Category A, B and C Assistance
- Category A, B, C and D Assistance

SEQ Inset

Refer to SEQ Inset

Queensland Reconstruction Authority

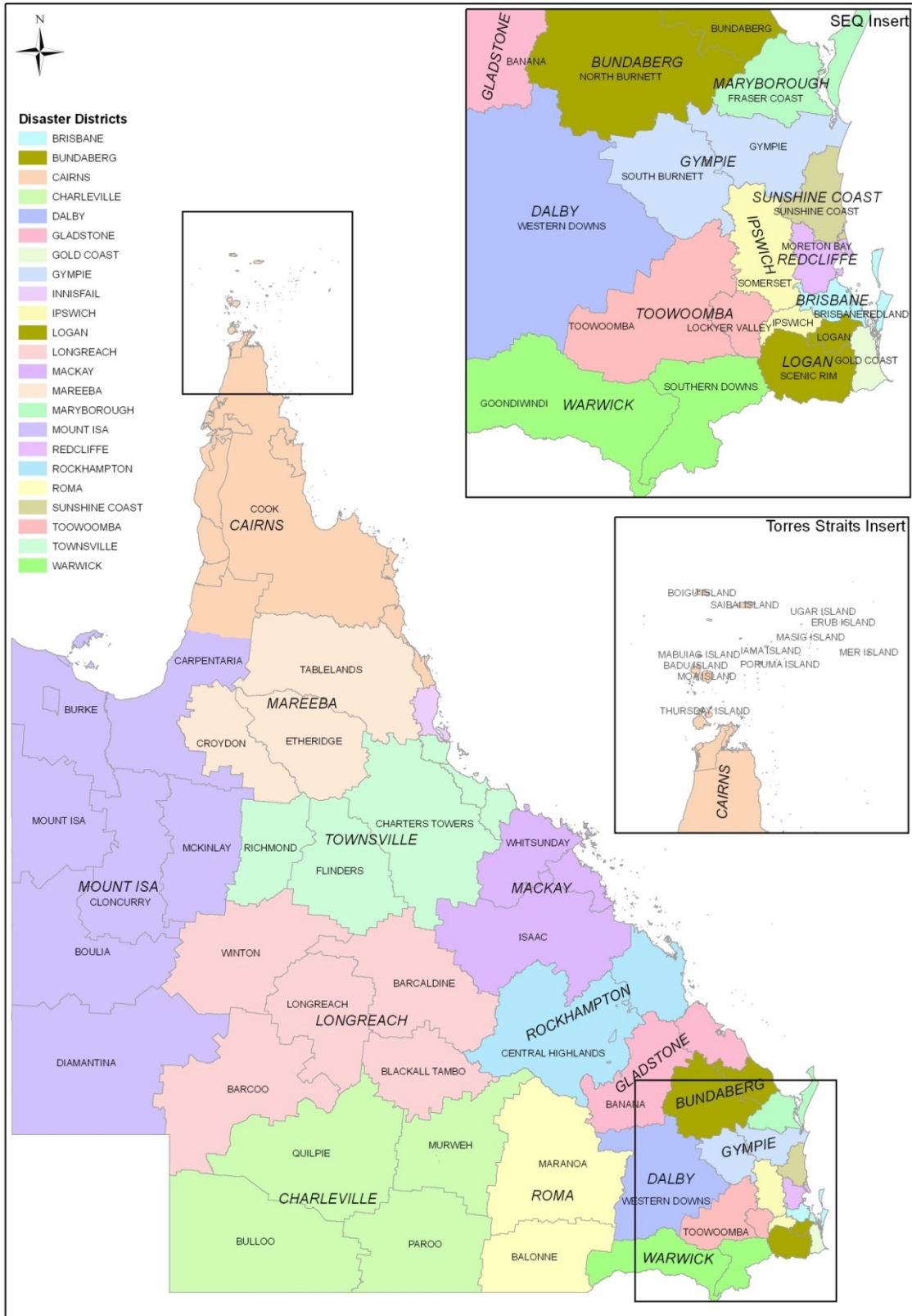
As at 12 July 2013

NDRRA activations covered include:
 South West Queensland Wildfires, December 2012 (v1)
 Far Northern Queensland Bushfires, late October to December 2012 (v2)
 Tropical Cyclone Oswald & Associated Rainfall & Flooding, 21-29 January 2013 (v29)
 Central and Southern Queensland Low, 25 February - 3 March 2013 (v6)
 Longreach Flood, 18 February 2013 (v1)

Note: Refer to NDRRA Activation Summaries for further boundary clarifications.

Appendix 2

Map of Queensland disaster districts by local government area



Appendix 3

Glossary of terms for disaster management

| | |
|-------------------------------------|--|
| Disaster | <p>A serious disruption in a community, caused by the impact of an event, that requires a significant coordinated response by the state and other entities to help the community recover from the disruption.</p> <p>From <i>Disaster Management Act 2003, s13(1)</i></p> |
| Disaster management | <p>Arrangements about managing the potential adverse effects of an event, including, for example, arrangements for mitigating, preventing, preparing for, responding to and recovering from a disaster.</p> <p>From <i>Disaster Management Act 2003, s14</i></p> |
| Disaster mitigation | <p>The means taken in advance of, or after, a disaster aimed at decreasing or eliminating its impact on society and the environment.</p> <p>From Council of Australian Governments (COAG) report <i>Natural Disasters in Australia: Reforming mitigation, relief and recovery arrangements (2002)</i></p> |
| Disaster preparedness | <p>Arrangements that 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.</p> <p>From COAG report <i>Natural Disasters in Australia: Reforming mitigation, relief and recovery arrangements (2002)</i></p> |
| Disaster research | <p>May be broadly understood as a systematic inquiry, before and after a disaster, into a relevant disaster management problem.</p> <p>From COAG report <i>Natural Disasters in Australia: Reforming mitigation, relief and recovery arrangements (2002)</i></p> |
| Disaster response capability | <p>The ability to provide equipment and a suitable number of persons, using the resources available to the local government, to effectively deal with, or help another entity to deal with, an emergency situation or a disaster in the local government's area.</p> <p>From <i>Disaster Management Act 2003, s80(2)</i></p> |
| Disaster response | <p>Actions taken in anticipation of, during and immediately after an emergency to ensure that its effects are minimised.</p> <p>From COAG report <i>Natural Disasters in Australia: Reforming mitigation, relief and recovery arrangements (2002)</i></p> |
| Disaster relief and recovery | <p>Disaster relief is the provision of immediate shelter, life support and human needs of persons affected by, or responding to, an emergency.</p> <p>Disaster recovery is the coordinated process of supporting emergency-affected communities in the reconstruction of the physical infrastructure and restoration of emotional social, economic, physical wellbeing.</p> <p>From COAG report <i>Natural Disasters in Australia: Reforming mitigation, relief and recovery arrangements (2002)</i></p> |
| Disaster risk assessment | <p>The process used to determine risk management priorities by evaluating and comparing the level of risk against predetermined standards, target risk levels or other criteria.</p> <p>From COAG report <i>Natural Disasters in Australia: Reforming mitigation, relief and recovery arrangements (2002)</i></p> |

Appendix 4

Abbreviations used in this report

| | |
|---------|--|
| AEMI | Australian Emergency Management Institute |
| AHIMP | All Hazards Information Management Program |
| AHPPC | Australian Health Protection Principal Committee |
| AIIMS | Australasian Interagency Incident Management System |
| AtoN | aids to navigation |
| AUSMAT | Australian Medical Assistance Team |
| BCP | business continuity plan |
| BoM | Bureau of Meteorology |
| CALD | culturally and linguistically diverse |
| CAMS | Community Action for a Multicultural Society |
| CCN | Crisis Communication Network |
| CDEI | Community Development Engagement Initiative |
| CLT | Chief Executive Officer Leadership Team |
| COAG | Council of Australian Governments |
| DAFF | Department of Agriculture, Fisheries and Forestry |
| DATSIMA | Department of Aboriginal and Torres Strait Islander and Multicultural Affairs |
| DCCSDS | Department of Communities, Child Safety and Disability Services |
| DCS | Department of Community Safety |
| DDMG | District Disaster Management Group |
| DETE | Department of Education, Training and Employment |
| DEWS | Department of Energy and Water Supply |
| DJAG | Department of Justice and Attorney-General |
| DLGCRR | Department of Local Government, Community Recovery and Resilience |
| DM Act | <i>Disaster Management Act 2003</i> |
| DMCC | Disaster Management Cabinet Committee |
| DMSO | Disaster Management Support Officer |
| DNRM | Department of Natural Resources and Mines |
| DPC | Department of the Premier and Cabinet |
| DSDIP | Department of State Development, Infrastructure and Planning |
| DSITIA | Department of Science, Information Technology, Innovation and the Arts |
| DTESB | Department of Tourism, Major Events, Small Business and the Commonwealth Games |
| EA | Emergency Alert |
| EHP | Department of Environment and Heritage Protection |
| EMAT | Emergency Management Assistance Team |
| EMP | Emergency Management Plan |
| EMQ | Emergency Management Queensland |
| ERP | Emergency Response Plan |
| ESMU | Emergency & Security Management Unit |
| gencos | Government owned energy generation corporations |
| hazmat | hazardous materials |
| HPW | Department of Housing and Public Works |
| ICT | Information and Communication Technology |
| JEST | Joint Emergency Services Training |

| | |
|----------------|--|
| LAMP | Local Area Multicultural Partnerships |
| LASN | Local Ambulance Service Network |
| LDMG | Local Disaster Management Group |
| LGAQ | Local Government Association of Queensland |
| MACC | Media and Corporate Communications Branch |
| MIMMS | Major Incident Medical Management and Support |
| MSQ | Maritime Safety Queensland |
| NDRP | Natural Disaster Resilience Program |
| NDRRA | Natural Disaster Relief and Recovery Arrangements |
| NECCSC | National Emergency Call Centre Surge |
| NHEMS | National Health Emergency Management Sub Committee |
| NPRSR | Department of National Parks, Recreation, Sport and Racing |
| QAS | Queensland Ambulance Service |
| QFRS | Queensland Fire and Rescue Service |
| QldRA | Queensland Reconstruction Authority |
| QPS | Queensland Police Service |
| QPWS | Queensland Parks and Wildlife Service |
| QTCCC | Queensland Tropical Cyclone Consultative Committee |
| QTT | Department of Treasury and Trade |
| Red Cross | Australian Red Cross |
| SDCC | State Disaster Coordination Centre |
| SDCG | State Disaster Coordination Group |
| SDMG | State Disaster Management Group |
| SDMP | State Disaster Management Plan |
| SDRA | State Disaster Relief Arrangements |
| SES | State Emergency Service |
| SEW | Standard Emergency Warning Signal |
| SLSQ | Surf Life Saving Queensland |
| SMID | state major incident and disaster |
| SOC | State Operation Centre |
| SWNDRA | State-wide Natural Disaster Risk Assessment |
| SWQFMF | South West Queensland Flood Mitigation Fund |
| TC | Tropical Cyclone |
| the government | the Queensland Government |
| the Minister | the Minister for Police and Community Safety |
| TLPI | Temporary Local Planning Instrument |
| TMR | Department of Transport and Main Roads |
| USAR | urban search and rescue |