

State Disaster Coordination Centre Watch Desk

Reference Guide – RG.1.092



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1. State Disaster Coordination Centre Watch Desk

The State Disaster Coordination Centre (SDCC) Watch Desk is the permanent operational unit of the SDCC, providing a 24/7 emergency management capability for the Queensland Government and disaster management stakeholders. The Watch Desk monitors, collects and analyses a wide range of information to notify, inform and warn key stakeholders, regardless of SDCC activation status.

The Watch Desk is staffed 24/7 by a State Duty Supervisor and two State Duty Officers who source and analyse information used to conduct threat assessments, manage forward planning and brief key decision makers. The Watch Desk supports Queensland's disaster management arrangements by ensuring:

- The SDCC is maintained in a state of operational readiness.
- State Emergency Service (SES) tasking across the state is effectively coordinated.
- Through the provision of timely and accurate warnings and reports which are disseminated to relevant local, district, regional, state and interstate stakeholders.

The SDCC Watch Desk works closely with the Queensland Police Service and the Bureau of Meteorology.

SDCC Watch Desk staff are the only personnel in the state trained and authorised to create and disseminate Emergency Alert campaigns within Queensland. Staff conduct multiple training tasks throughout the year in order to maintain Emergency Alert skills and test system performance.

1.1. SDCC Watch Desk Functions

The SDCC Watch Desk provides a 24/7 emergency management notification, monitoring, and reporting function for Queensland Fire and Emergency Services (QFES) and Queensland's disaster management stakeholders.

This is achieved by:

- Monitoring, collection and analysis of a wide range of emergency management information from numerous sources through different mediums.
- Informing, supporting and liaising with relevant emergency management stakeholders such as local government, agency and non-government organisation disaster management group representatives.
- Coordinating the tasking and reporting of SES requests for assistance from the public (e.g. storm damage) and agency support requests (e.g. searches, vertical and road crash rescue) from
 - QFES Fire Communication
 - Queensland Police Service
 - Queensland Ambulance Service
 - Australian Maritime Safety Authority
 - others.
- Maintaining operational readiness of the SDCC including technology systems and redundancies.
- Assisting other SDCC work units with activities such as activation staffing training, exercises, and contributing to policy and planning.
- Concurrent participation in the Operations Cell during SDCC activations while continuing existing Watch Desk activities.
- Operating the Emergency Alert system for Queensland, including skill maintenance and testing system performance.

