

NORTH BURNETT REGION DISASTER MANAGEMENT PLAN

Sub Plan 2 – Activation and Coordination

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References:

A. State Disaster Management Plan

B. Guidelines for Local Disaster Management Groups

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Purpose of this Sub Plan

The purpose of this sub plan is to outline the procedures and considerations for Activation of the LDMG and the Local Disaster Coordination Centre. It is to be used when considering the activation of all or part of the LDMG and when coordination between multiple agencies is required in response to an event, or impending event.

Maintenance of this Sub Plan

The Local Disaster Coordinator is responsible for this Sub Plan. Changes to this Sub Plan require the endorsement of the LDMG and the approval of the LDC. This Sub Plan shall be exercised annually.

How to use this Sub Plan

This sub plan is in two parts:

- Part A: Activation
- Part B: Coordination

Part A – Activation

Four Levels of Activation

Activation of the LDMG and LDCC are concurrent. When the LDMG is activated to any level, the LDCC is also activated to the same level. Activation of the LDMG/LDCC is to one of four levels depending on the situation

Alert	Monitoring the hazard and maintaining situational awareness to enable the need for higher levels of activation to be properly assessed. This level of activation involves the LDC, key members of the LDMG and the Disaster District to communicate regularly to ensure the threat is monitored and understood.
Lean Forward	In this phase preparations are made to conduct Disaster Operations including preparing the LDCC, developing staff rosters and initial planning undertaken by the LDC and LDMG members as required. This level of activation focuses on getting ready to conduct disaster operations.
Stand Up	In this phase disaster operations are undertaken by LDMG member agencies under the direction of the LDMG. The LDCC coordinates disaster operations.
Stand Down	There is no longer any need to coordinate disaster operations under the direction of the LDMG and no further disaster coordination through the LDCC is necessary. Formal recovery commences.

Table 1 – Queensland Levels of Disaster Management Activation

The level of activation may progress through each of these stages; or, in short notice events such as an earthquake, there may be a need to activate immediately to Stand Up.

Situational Awareness

The Local Disaster Coordinator and individual members of the LDMG should maintain a general level of awareness of the possibility of hazards impacting on North Burnett. This is important to ensure timely activation when needed.

Monitoring and distributing relevant agency warnings such as severe weather warnings to members of the LDMG and other stakeholders (including the

community) is considered routine Council business and is considered a trigger for activation.

Decision to Activate

The decision to activate to any of these levels is dependent on many things including: public need, requirement for agency coordination, and level of threat.

The following are considerations and requirements for Activation.

- The Local Disaster Coordinator is the authority for deciding on the activation of the LDMG and LDCC, the level of that activation and the agencies required to ensure effective situational awareness and response.
- The LDC may activate all or part of the LDMG or LDCC.
- Such activation may be at the request of an agency or the Disaster District Coordinator.
- LDMG members and the Disaster District Coordinator may advise the LDC on the need for and the level of activation required.
- The trigger points for activation are situation dependent (see triggers and actions below).
- The LDC will advise, in writing, of any activation or subsequent change to the level of activation. This advice will include the agencies needed for disaster operations, the hours of operation of the Coordination Centre, and the level of staffing required. Email advice is acceptable. An example Activation Advice email is at Annex A.
- Activation advice is to be provided to each LDMG member, the District Disaster Coordinator and, where deemed appropriate, to adjoining Local Governments for their information.
- The community is to be informed of any activation or change of activation level. This may be achieved through the use of social media.

Triggers and Actions

The table below details the four levels of activation and some considerations for triggers and actions. This table may be modified to suit the situation.

	Triggers	Actions	Communications
Alert	Awareness of a hazard that has the potential to affect North Burnett	Hazard & risks identified Information sharing with warning agency LDC contacts the DDC Initial advice to all stakeholders	Chair and LDC maintain face to face or telephone communications.
	There is a likelihood that the threat may affect North Burnett	LDC conduct analysis of predictions	▪ Chair, LDC and LDMG members on mobile and

	Triggers	Actions	Communications
	<p>Threat is quantified but may not yet be imminent</p> <p>Need for public awareness</p> <p>LDMG is now to manage the event</p>	<p>Chair and LDC on watching brief</p> <p>Confirm level & potential of threat</p> <p>Check all contact details</p> <p>Commence cost capturing</p> <p>Conduct initial planning meeting with available LDMG members</p> <p>Council staff prepare for operations</p> <p>Determine trigger point to Stand Up</p> <p>Prepare LDCC for operations</p> <p>Establish regular communications with warning agency</p> <p>First briefing Core Members of LDMG</p> <p>LDC advises DDC of lean forward & establishes regular contact</p> <p>Warning orders to response agencies</p> <p>Public information & warning initiated</p>	<p>monitoring email remotely</p> <p>Ad hoc reporting</p>
Stand Up	<p>Threat is imminent</p> <p>Community will be or has been impacted</p> <p>Need for coordination in LDCC</p> <p>Requests for support received by LDMG agencies or to the LDCC</p> <p>The response requires coordination</p>	<p>Meeting of LDMG Core Group</p> <p>LDCC activated</p> <p>Rosters for LDCC implemented</p> <p>Commence operational plans</p> <p>Local Government shifts to disaster operations</p> <p>LDMG takes full control</p> <p>SOPs activated</p> <p>Core group of LDMG located in LDCC</p> <p>Commence SITREPs to</p>	<p>LDCC contact through established land lines and generic email addresses</p> <p>Chair, LDC and LDMG members present at LDCC, on established land lines and/or mobiles, monitoring emails</p>

	Triggers	Actions	Communications
		DDMG Distribute contact details DDMG advised of potential requests for support	
Stand Down	No requirement for coordinated response Community has returned to normal function Recovery taking place	Final checks for outstanding requests Implement plan to transition to recovery Debrief of staff in LDCC Debrief with LDMG members Consolidate financial records Hand over to Recovery Coordinator as required Return to local government core business Final situation report sent to DDMG	LDMG members not involved in recovery operations resume standard business and after hours contact arrangements

Table 2 – Levels of Activation and Actions

An Operational Activation Checklist is provided at Annex B.

Scalability

It is important to recognise that each event will be different and will require different levels of effort in coordination.

Small-scale events may not require significant staffing of the LDCC or require a great deal of coordination with Town Disaster Support Groups. Larger events however may require a significant and sustained effort over time with complex coordination needs requiring additional staff in the LDCC in order to achieve effective and timely responses.

The Local Disaster Coordinator is responsible for determining the scale of activation of both the LDMG and the LDCC based on the situation at hand. The scale of response during activation may be changed by the Local Disaster Coordinator as circumstances dictate.

Part B - Coordination

Introduction

Disaster coordination for the North Burnett region will be effected through the establishment of a Local Disaster Coordination Centre (LDCC) supported by local coordination undertaken by individual Town Disaster Support Groups as required. The town disaster Support Groups shall report to the LDCC and the LDCC and local town based coordination shall operate under the direction of the Local Disaster Coordinator and the LDMG. For further detail on individual Town coordination arrangements, see the town Disaster Support Plans provided as part of the North Burnett Disaster Management Plan.

The centre manages calls from the public, coordinates regional resources and information, identifies tasks to support disaster operations including additional resources required and passes information and requests to the Bundaberg Disaster District Coordination Centre (DDCC).

The LDCC is staffed by Council Staff and supported by Liaison Officers from relevant agencies that are assisting in disaster operations.

LDCC Location

The primary LDCC is located at the Gayndah Airport at John Taylor's Road (no rural number allocated yet). If for any reason, this centre is not available for operations, the LDCC functions will be undertaken at the Gayndah Council Offices, 34-36 Capper St, Gayndah.



Figure 1 – Location of LDCC (primary and alternate)

LDCC Layout

The LDCC is a purpose built facility comprising the Coordination Centre itself, a large meeting room and support facilities (ablutions and administrative areas).

The LDCC comprises a Coordination Centre, Meeting Rooms and administrative facilities adjoin each other separated by a breezeway. Diagrams of the these facilities are provided below:

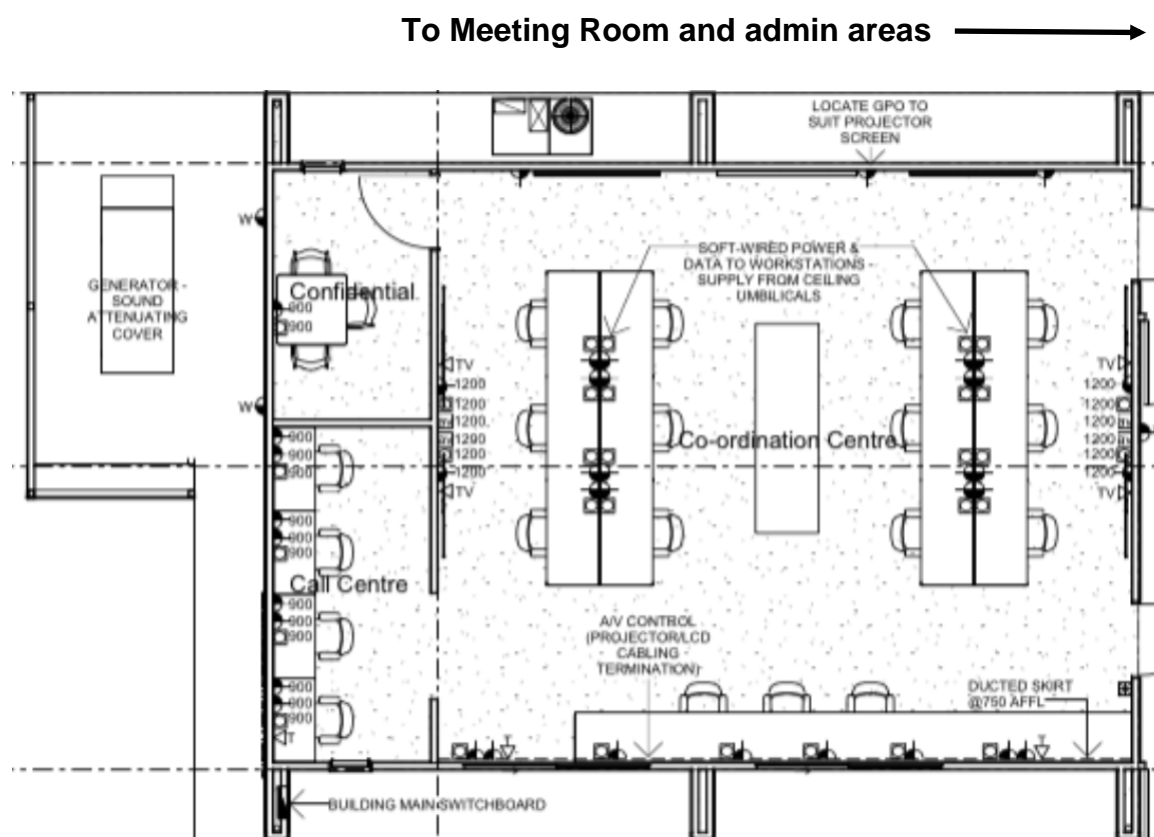


Figure 2 – LDCC Layout

The actual layout of the above facility into the various functions (operations, logistics, planning and intelligence) is dependent on the scale of the event and the staffing of the centre.

Agency Liaison Officers may be provided workspace within the LDCC to undertake their liaison functions.

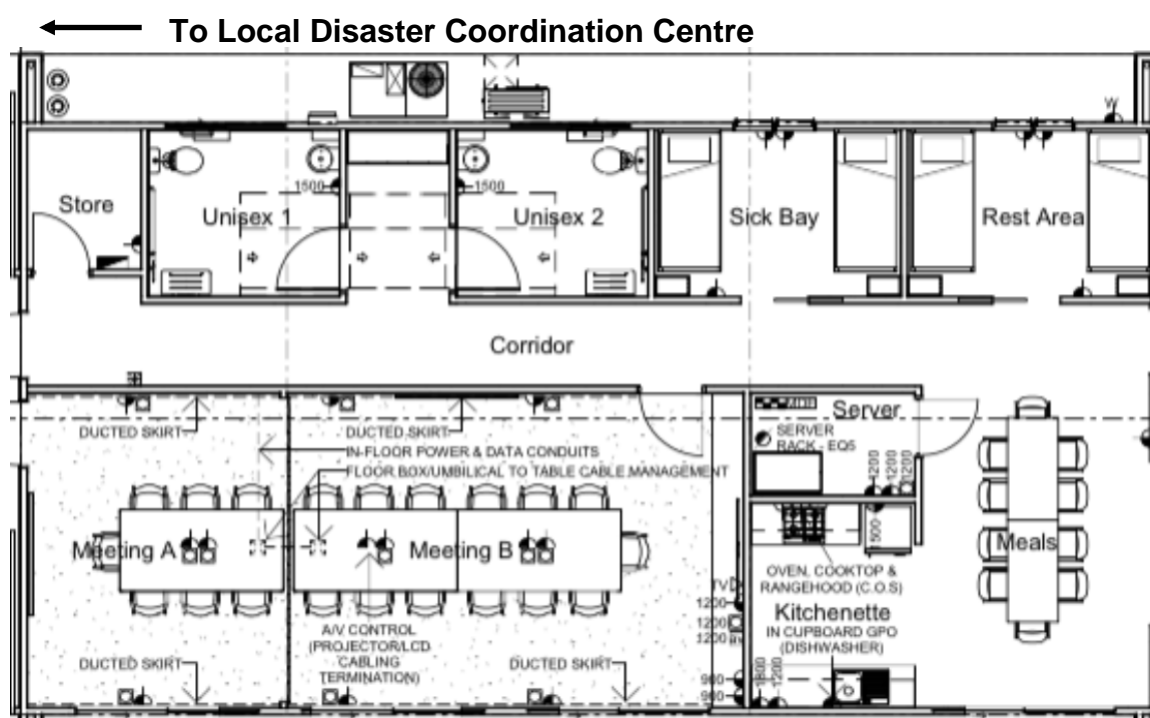


Figure 3 – LDCC meeting room or media briefing room and administrative areas

The facility includes a large meeting room that provides an excellent facility for meetings of the LDMG. This meeting room may also be partitioned to provide space for key agencies to undertake operational management of their agencies in support of disaster operations at the discretion of the Local Disaster Coordinator.

Purpose of the LDCC

- **Manage Information.** The LDCC collects information and data from the event to ensure situational awareness. It includes communicating event information within the LDMG and external agencies. The LDCC also manages the event records (phone logs, dedicated email, situation reports, etc).
- **Manage Resources.** The LDCC ensures that the resources needed for disaster operations and to meet community needs are used effectively and acquires additional resources through the disaster district when required.
- **Coordinate Agencies.** The LDCC coordinates the tasks of individual agencies in accordance with an agreed event operational plan.
- **Develop Intelligence.** The LDCC seeks to pre-empt future needs and issues in order to improve disaster operations.

Functions in the LDCC

North Burnett uses the functional approach to incident management. This approach provides a structure or framework of functions that can be used to manage an event. The following functions are undertaken in the LDCC:

- **Centre Management.** Includes administration, rosters, catering and managing the priority of effort within the centre.

- **Operations.** Coordinating current operations and implementing the current event operational plan.
- **Plans.** Developing operational plans for anticipated requirements.
- **Logistics.** Acquiring resources needed by to support disaster operations.
- **Intelligence.** Maintaining situational awareness (maps, charts, whiteboards, etc). Supporting Operations and Plans with information about the event. Developing situation reports.

Functional Responsibilities – Centre Management

- Maintain required level of staff support to LDCC functions, including development of staff rosters.
- Manage the priority and focus of effort within the LDCC.
- Ensure adequate records are being maintained by LDCC staff including wall mounted displays and maps.
- Ensure administrative requirements of centre and staff are adequately addressed including catering, rest breaks, fatigue management, stores and equipment.

Functional Responsibilities – Operations Function

- Review and process all information received in LDCC prioritising/delegating to other functions/LO as required.
- Know who is assisting or available to assist in disaster response (agencies) and what they can, or are contributing to the operational response.
- Develop Current Operations Plans (using SMEAC format).
- Issue Tasks in accordance with Operations Plans and requirements of other functions
- Track/Monitor all tasks and Agency activities in disaster response.
- Keep records of all decisions made and liaison undertaken.

Functional Responsibilities – Planning Function

- Have clear Planning direction – be clear on what plans are needed, and by when. Contribute to Strategic Planning and undertake Tactical Operations Planning (for future operations)
- Have a systematic approach to Planning (The Appreciation Process).
- Work with other Functions / LO and Agencies drawing on their expertise and knowledge.
- Prepare plans in SMEAC format so that they can be handed to and implemented by Operations.
- Keep records of planning considerations and why planning decisions were undertaken.

Functional Responsibilities – Logistics

- Contribute to Planning Processes in order to pre-empt/advise on logistic requirements.
- Process Requests for Assistance received from Agencies and other LDCC Functions.
- Maintain Offers of Assistance Register (consider using GIVIT.com).
- Operate within delegations and in accordance with established Council procurement arrangements.
- Apply logistic procurement options to suit situation.
- Monitor and track logistic requests.
- Develop requests for logistics assistance from District as required.
- Maintain records of actions taken.

Functional Responsibilities – Intelligence

- Contribute to the planning process.
- Assist in maintaining visual displays including mapping that assists the Local Disaster Coordinator and LDCC staff maintain situational awareness.
- Collect and monitor information required to support current and future disaster operations by tasking/requesting support from agencies and the community.
- Analyse information received to determine its accuracy, relevance and impact on current and future disaster operations.
- Prepare Situation Reports for approval by the Local Disaster Coordinator within set timeframes.

LDCC Operating Procedures

Annex C details the operating procedures for the Primary LDCC.

Staffing the LDCC

The scale of the event will dictate whether these functions are undertaken by dedicated staff attending to each specific function; or whether a small workforce that undertake each of the functions collectively. In either case, the LDCC staff must work as a team to undertake the above functions effectively to coordinate disaster operations.

The LDC must decide early what staffing arrangements are necessary when activating the LDCC noting that the complexity of the event may change requiring an increase or decrease in staffing to undertake the above functions.

A guide to staffing the Centre and undertaking the functions is at Annex D.

Event Operational Planning

Once the LDCC has been activated to Lean Forward, the LDMG should meet and develop an event operational plan to respond to the event. An Event Operational Plan is nothing more than a plan of how we will respond to the specific event based on the information and resources at hand at the time of that event. Without a plan there is nothing to coordinate. Event Operational Plans are specific to that event.

It describes the situation, sets the objectives to be achieved and the strategies to be used to achieve them as well as allocating tasks to agencies. In simple terms Event Operational Plans seek to address the following:

- Where are we now?
- Where do we want to be?
- How do we get there?
- How do we measure progress?

The event operational plan should be written down and distributed to everyone who needs a copy. Throughout the event, the LDMG may need to meet at regular intervals to revise and update the plan. Several Event Operational Plans may be developed at different times during an event reflecting the evolution of that event over time.

The LDMG is responsible for the Event Operational Plan, however LDCC staff may assist in its development. The LDC approves the Event Operational Plan after consultation with the LDMG.

The Local Disaster Coordination Centre staff implement the event operational plan and its revisions. Annex E to this Part provides a template for an Event Operational Plan.

The Planning Process - Appreciating the Situation

In order to develop effective operational plans, it is crucial that a formal or informal Appreciation be undertaken to gain a deep understanding of what has occurred and what needs to be done. Appreciating the situation is a case of considering all possible factors that may influence positive outcomes and capturing deductions that must be factored into the Event Operational Plan. This process is called Factor Analysis.

Generally, factors can be defined under the following headings:

- Ground
- Weather
- Threat/Hazard
- Time
- Resources
- Communities
- Infrastructure

- Natural Environment
- Political/Economic

Factor analysis is simply an appreciation of the factors that impact on disaster operations. It involves identifying aspects of each factor (as it relates to the event) and making deductions from them about things that may influence the plan. Each factor may have numerous aspects that may need to be appreciated.

A simple approach for factor analysis is to identify an aspect of one of the factors above and pose the question – **SO WHAT?** Responses to this question will be deductions that may influence the plan. Multiple deductions for each factor may emerge.

This process is repeated for each factor until no further deductions can be made. This process allows planners to systematically identify those things that may influence plans and is helpful in determining the objectives and actions required as well as the opportunities and limitations that will define the plan.

As a further guide, LDMG members (supported by the LDCC) should consider the situation based on the following: - **when, where, who, how, why and what.** For example:

- What exactly is the overall problem?
- Where is the problem?
- What are the priorities as they relate to this problem?
- Who is affected?
- When does a decision need to be made?
- What critical infrastructure is affected?
- What resourcing is readily available to respond?
- What human resources are available to assist?
- What communication levels currently exist?
- What communication levels are required?
- Who else is affected (confined/widespread/across boundaries, etc)?
- What are the key factors that need to be considered?
- What options are available (look at all options)?
- What are the pros and cons of each option?
- What is the best solution to the problem?
- What happens next (be alert to changes in events)?
- Who needs to know or be made aware?
- What additional data/information is required?

The results of Factor Analysis will result in a number of outputs, which should be recorded. These are detailed in Table 3 below:

<p>Assumptions. Assumptions will need to be tested to ensure they form a valid foundation for planning.</p> <p>Disaster Operations Objectives. The outcomes and objectives to be achieved for disaster operations should be identified.</p> <p>Assessment of Tasks. List the agency tasks that must be undertaken to meet each objective.</p> <p>Timeline. Detail the timeline for disaster operations and further planning effort.</p> <p>Information Gaps. Identify shortfalls in information and detail the actions necessary to overcome them.</p>

Table 3 – Outputs from an Appreciation/Factor Analysis

Planning Tools

A number of planning tools may be used to assist in capturing/defining key aspects of Event Operational Planning. These include:

- **Phasing.** Phasing disaster operations assists in current and future planning and helps provide focus during different stages of an event. For example a flood event may have several distinct phases including:
 - A warning phase – when floodwaters are expected and public messaging is required to help people prepare for flooding.
 - A protection of property phase – when homes/businesses seek assistance to reduce the impact of potential flooding by moving furniture/stock, etc to higher ground.
 - An evacuation phase – when people are removed from places of potential harm to safer locations during the event
 - A rescue phase where people unable to be pre-emptively evacuated are rescued and taken to safer places.
 - A resupply phase where people isolated by floodwaters may seek support to sustain their well-being.
 - A clean up phase when flood debris is cleared and essential services are restored.

It is helpful when planning disaster operations to consider the likely phases of the event as each phase will often involve different agencies and have different focal points. Separate Event Operational Plans may be developed for specific phases.

- **Critical Points & Decision Points.** A critical point is a point in time when something must happen in order to achieve a key aspect of the Event Operational Plan. For example people may need to be evacuated from the threatened area by a specific time. This constitutes a critical point. Each Critical Point has a Decision Point that occurs before the critical point and is the point at which a decision

to mobilise effort is required in order to achieve the critical point. This recognises the time needed to make a decision, communicate it and then mobilise resources to achieve the desired outcome at the critical time. Understanding and identifying Critical and Decision points assists in ensuring decisions are made at the right time in order to achieve a desired outcome at a specific time.

- **Timelines.** Timelines are a most useful planning tool that enable planners to visualize how an event is expected to unfold and what actions are being taken at specific times including how different activities/events impact on each other. Several different timelines may be useful. For example it may be beneficial to have a timeline depicting strategic milestones and critical points as well as tactical timelines that depict specific operational activities. Timelines should be easily viewed by LDMG and LDCC staff within the LDCC and assist in developing effective and integrated plans. Timelines should include:
 - Known or anticipated events - e.g. flood peaks and other operational milestones, such as completion of evacuations, opening of evacuation centres, arrival of key resources, etc.
 - Likely Phases and critical points/decision points.
 - Assumptions - e.g. When flood levels are expected to recede to enable clean up and restoration of services.

Timelines can depict assessed timings and assumptions as well as known facts. Any entry into a timeline that is subject to change should be identified as such. Timelines should be continuously monitored and adjusted by LDCC staff (normally the intelligence function).

Communications

During disaster operations, the LDCC will ensure North Burnett maintains effective communications with all relevant stakeholders. Communications from the LDCC will follow the up, down, sideways philosophy:

- *Communicate Up* to the Disaster District
- *Communicate Downwards* to the North Burnett Community and
- *Communicate Sideways* to members of the LDMG and other agencies involved in disaster operations including adjacent Local Governments as required.

Communications in the LDCC will use existing telephones, facsimile, computer, IT and internet services normally available within the centre.

- **Dedicated Disaster Email Account.** When the LDCC is activated a pre-prepared dedicated email account will also be activated. This account is not routinely monitored when the LDCC is not activated. All email communication relating to the event is to use this email account. The disaster email address for North Burnett is: [disaster@North Burnett.qld.gov.au](mailto:disaster@NorthBurnett.qld.gov.au)
- **Communications Plan.** A suggested communications plan is provided at Annex F to this Part. It includes a suggested LDCC phone

listing, key contacts likely to be relevant during a disaster and backup communications options.

Emergency Power

The LDCC at Gayndah Airport has a purpose built emergency power system. Details of its operation is provided in an operating manual held on site. There is no Emergency Power at the alternate LDCC location.

Security

The LDCC is to be a secure area and is not open to the community or the media. Only those people authorised are to be permitted entry.

A Sign In/Sign out log is to be maintained within the LDCC and all staff are required to sign in and out of the LDCC. This log assists in maintaining security, helps in monitoring fatigue management and can be useful in calculating staff hours for overtime/allowances after the event.

A separate media briefing area will need to be used to cater for any media interviews. The location of this media area is at the discretion of the Chair of the LDMG and the Local Disaster Coordinator based on the circumstances of the event.

Information Management

One of the primary roles of the LDCC is managing information including maintaining accurate and complete event records (Information received, decisions made, actions taken, etc). Disaster Information Management Systems should:

- Record all incoming and outgoing correspondence relating to the event.
- Provide a unique identifier for each individual piece of information.
- Allow timely search and retrieval of information for a variety of purposes including analysis and tracking.
- Enable critical information to be readily displayed.
- Allow for tasks and information to be distributed to other functions for action or for information.
- Assist in the production of reports.
- Allow for urgent, priority and due items to be flagged for attention.

The LDCC is equipped with the Guardian Disaster Management Software which is a purpose designed system for use in Disaster Coordination Centres. This system provides all of the above requirements of an information management system for disaster management.

Guardian will be used to capture all electronic material including:

- Situation Reports including agency reports
- Requests for Assistance
- Event Operational Plans

- Weather Reports or other Hazard warnings
- Operational emails and documents
- Electronic maps, diagrams, tables, spreadsheets, photos, etc.

LDCC staff are to be trained in this system so they can use it effectively during disaster operations. Operating instructions for the Guardian System are provided separately and are to be available to users within the LDCC.

If for any reason, the Guardian Software is not available for use to support disaster operations, LDCC staff will need to revert to the standard Office and productivity software available within the LDCC. This includes Email, Word Processing, Spreadsheets and data management systems available to North Burnett Regional Council. This alternate system of available office/productivity software should achieve the above principles of an effective Disaster Management Information System.

Non Electronic Records

While most of the information handled within the LDCC will be electronic, there will be some records that are not easily retained in electronic format. These may include maps and map overlays, personal operational logs, facsimiles, handwritten notes, etc.

Such hard copy material will need to be referenced and stored in appropriate storage containers (files, binders, filing cabinets) that enable effective search and retrieval. At the conclusion of the event all hard copy material is to be collated along with electronic records as part of the Event Record.

In the event that computer systems cannot be used for record keeping, a paper-based system of record keeping and task management is to be employed. A copy of the paper based system held as carbon copy books in each Town Disaster Support Group "Grab and Go box" is at Annex G.

Personal Operational Logs

While Guardian is an excellent system to capture incoming and outgoing electronic data, often important information relating to the event is provided in private discussions and during planning meetings. The issue and use of Personal Operational Logs to all LDCC staff enables the capture of handwritten notes of this nature, which form part of the event record. LDCC staff are to be issued with Personal Operational Logs for the event which are to be retained as part of the event record. Staff should be encouraged to take personal notes to capture important information during discussions/planning sessions to ensure this data is not lost.

Annex H provides further detail and examples of the use of Operational Logs in the LDCC.

Display and Information Boards

The LDCC may record key information on various display boards, whiteboards or other display medium. The use of display boards and the information they will display is at the discretion of the Local Disaster Coordinator. Possible information displays could include:

- **Current Operations Display Board** – a display showing all tasks being carried out in the disaster affected area.
- **Situation Map** – A map of the impacted areas marked with the developing threats and known information on the impact of the event.
- **Situation Report Board** – A display used summarise the current operational situation for the affected area. Usually used to display key tabulated data e.g. number of people evacuated, homes affected, roads closed, etc.
- **Contacts Display Board** – Used to record important contact telephone numbers and fax numbers for use during operations. Contact numbers in regular use are permanently displayed.
- **Resources Allocation Board** – Display Board showing resource location, resources committed, resources available but not committed.
- **Offers of Assistance Board** – Display Board depicting all offers of assistance to enable matching of such offers to operational resource needs.
- **Weather Display Board** – displaying all relevant weather and flood warning information
- **Maps** – Topographical and road maps of the affected area.
- **Personnel Roster** – for protracted operations.
- **Operational Timelines** – a display depicting timelines developed as a result of an appreciation of the event.
- **Key Timings** – a display board showing key timings for briefings, situation report, etc.
- **Media Releases** – copies of media releases and other public messages authorised by the LDMG.

Agencies operating from the LDCC such as QFES or Qld Police Service may develop their own display boards for their own use at their discretion.

Information depicted on Boards and Displays may change. Prior to making any major change to a display board, a photo of the board should be taken and the image stored as part of the electronic record of the event. The LDCC manager should monitor and ensure that such records are maintained of display boards throughout the event.

Plans and Documentation Required in LDCC

The following plans and documents are to be readily available in the LDCC:

- The North Burnett Local Disaster Management Plan.
- The North Burnett Disaster Operating Manual (this manual).
- Dam Emergency Action Plans.
- The Bundaberg Disaster District Plan.

- The Disaster Management Act, 2003 (ensure latest amended version in held).
- Flood Studies and Flood Maps.
- Situation Report Template.
- Request for Assistance Form (template).
- Emergency Alert Request Form (template).
- Council to Council Request Forms (template).
- Event Operation Plan (template)
- Personal Operational Logs.

Requests for Assistance

The North Burnett LDMG through the LDCC may make requests for assistance to the Bundaberg Disaster District when local resources are insufficient or inadequate. The approved Request for Assistance Form is at Annex I.

Emergency Alert Requests

The North Burnett LDC may request an Emergency Alert using the Emergency Alert System. More detail on this is provided in *Sub Plan 4 – Public Information and Warnings*. The form to be used to request an Emergency Alert is in Sub Plan 4 at Annex D.

Council to Council Requests

North Burnett may seek resources from other Councils, particularly for resources that are best provided by Local Governments. Examples include material assets such as vehicles and plant; or human resources and services such as Environmental Health services or physical assistance in pest and vermin control following a disaster event.

In such cases the LDCC Logistic Function will need to submit a Council to Council Request for Assistance to the Disaster District using the form at Annex I. The District will then make arrangements for the support requested.

Before submitting a Council to Council Request for Assistance the LDCC Logistic Function may contact other councils to determine if the resources required can be provided. This should be included in the Council to Council request to assist the District in arranging the resources.

Operational Reporting

Operational Reporting will be primarily by Situation Reports. The LDC may require agencies to provide situation reports on their operations using the Agency Situation Report Form in this Sub Plan. The LDC will decide the reporting requirements for Agencies supporting the LDCC.

The LDCC should provide Situation Reports to the Disaster District in the approved format. The Format and instructions for the LDCC Situation Report is at Annex J.

The LDCC Situation Reporting requirements are to be agreed with the Disaster District Coordinator when the LDCC is activated. Usually one or possibly two Situation Reports daily are usually adequate, however the Disaster District Coordinator may request more regular reporting using a simplified format or process.

Administration

The LDCC will use the available stationary and equipment within the LDCC. The Council Disaster Management Officer will ensure that sufficient stocks of general stationary are available prior to the onset of each hazards specific season e.g. fire season, storm season. An administrative officer should be appointed to assist as required.

Hours of Operation

The hours of operation of the LDCC will depend on the situation. Three main options exist:

- LDCC is open only during normal working hours with after hours points of contact available for urgent matters – suitable only for small events.
- LDCC is open for extended hours e.g. from 6am to 9pm with an after hours point of contact – suitable for small events where there are no disaster operations occurring after hours.
- LDCC is open 24 hours with multiple shifts operating.

The hours of operation of the LDCC are at the discretion of the Local Disaster Coordinator based on advice from the LDMG members.

Arrangements may need to be made for staff support when operating outside of normal working hours including catering support and possibly provision of temporary accommodation for staff unable to return home due to the effect of the disaster event.

Post Event Debrief and Evaluation

It is important that we learn from our experiences. At the end of response operations (on response STAND DOWN), an immediate post event debrief should be conducted followed up some time later with a formal post event review and assessment. As a guide, immediate post event debriefs should be conducted before the LDCC is fully closed. This immediate debrief is to capture the major lessons while they are fresh in people's minds.

The more formal post event review and assessment process should be conducted some days or weeks later to enable participants to conduct their own agency debriefs before contributing to formal review and assessment session. All LDMG members and representatives from organisations that contribute to disaster response should be included in the post event review and assessment process.

Post event debriefs and reviews/assessment should follow an agreed format and structure. North Burnett has adopted a framework for post event debrief which seeks to examine operational activity against three key questions as follows:

- *What we said we would do.*
- *What we actually did.*
- *What we can to improve.*

This framework can be used to examine each step in the process of response operations. A possible framework is:

- Activation of the LDMG and LDCC.
- LDMG Operational Planning.
- Staffing and operation of the LDCC.
- Communications including Public Information and Warnings
- Resource management.
- Transition to Recovery and standing down of the LDMG/LDCC.

The post response review and assessment process will help identify improvements that can be made to this and other sub plans. Post Event debriefs and Review/Assessments should be documented and a copy provided District Disaster Coordinator.

Annexes

- A. Example Activation Advice
- B. Activation Checklist
- C. LDCC Operating Procedures
- D. Guide to Staffing the LDCC
- E. Event Operation Plan Template
- F. LDCC Communications Plan
- G. Paper Based Task Management System
- H. LDCC Operational Logs
- I. Requests for Assistance Form
- J. Situation Report Template

Appendix

- 1. LDCC Contact Details (not in the public version)

Annex A - Example Activation Advice

When the LDMG/LDCC is activated, an Activation Advice should be provided to all members of the LDMG, LDCC staff, the Bundaberg Disaster District and other stakeholders who may be needed to assist in disaster operations.

The following example is for activation of the LDMG/LDCC to LEAN FORWARD in response to an impending flood event. This is only an example and the content of the Activation Advice should be amended to reflect the situation and the level of activation required.

Example only – Activation to LEAN FORWARD

From: North Burnett Disaster Management [mailto:disaster@NorthBurnett.qld.gov.au]

Sent: Monday, 10 December 2015 13:53 PM

To: LDMG Members, Bundaberg DDC, LDCC Staff,

Subject: Activation of North Burnett LDMG/LDCC to LEAN FORWARD.

North Burnett is anticipating moderate to major flooding as a result of heavy rainfall over the past week. Minor flooding is expected in the Burnett River at Mundubbera and Gayndah overnight and early tomorrow morning. minor flooding expected to occur downstream overnight. Major flooding is expected to impact these communities by early tomorrow evening and into the following day.

The Local Disaster Coordinator has elevated the Level of Activation of the LDMG and the LDCC to LEAN FORWARD to commence with effect this email.

The LDMG is required to convene at the Council Offices at Gayndah to commence planning for disaster operations at 1600hrs today. Members unable to attend are to participate by Teleconference by phoning 1800 672 949 five (5) minutes before the commencement of the meeting. When prompted dial the <passcode> followed by the # key.

The Council's Disaster Management Officer is to commence establishment of the Local Disaster Coordination Centre in Gayndah to be operational by 1600hrs today based on a large scale activation in accordance with the North Burnett Disaster Management Plan. Hours of operation will be determined at the LDMG planning meeting today.

The LDC will provide email advice to all LDMG members of the LDCC opening, and the LDCC telephone and facsimile numbers. LDMG member agencies should advise their capacity to provide liaison officers to the LDCC by 1600hrs today.

The North Burnett Disaster Management Email account – disaster@NorthBurnett.qld.gov.au is activated and all correspondence regarding the event is to use this email address.

Mark Pitt
Local Disaster Coordinator

Annex B - Activation Operational Checklist

<p>Stages of Operation: ALERT</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Activate the LDCC generic email address <input type="checkbox"/> Provide Activation Advice to all LDMG members and advisors, the Disaster District Coordinator and the community. <input type="checkbox"/> Monitor Warnings and anticipate the timeframe and potential scale of any likely threat to North Burnett. <input type="checkbox"/> Review arrangements for LDCC in anticipation of having to open and staff the Centre. Check available staffing. <input type="checkbox"/> Agency Liaison Officers placed on standby <input type="checkbox"/> LDCC personnel placed on standby <input type="checkbox"/> The Chairperson and the LDC consult regarding future action <input type="checkbox"/> District Disaster Coordinator (DDC) advised of the situation
<p>Stage of Operation: LEAN FORWARD</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Provide Activation Advice to all LDMG members and advisors, the Disaster District Coordinator and the community. <input type="checkbox"/> LDCC activated to appropriate level with appropriate staffing levels. <input type="checkbox"/> On opening of the LDCC, advise all LDMG/Advisors, the DDC and other key stakeholders of the hours of operation, email and phone numbers for the LDCC <input type="checkbox"/> Prepare all LDCC information management processes including: <ul style="list-style-type: none"> <input type="checkbox"/> Establishing Guardian Software or other electronic record keeping processes. <input type="checkbox"/> Prepare Operational Logs and Display Boards. <input type="checkbox"/> Prepare LDCC workspaces including Liaison Officer working areas. <input type="checkbox"/> Test all LDCC communications <input type="checkbox"/> Prepare rosters for LDCC staff. <input type="checkbox"/> Determine catering and other administrative requirements in LDCC. <input type="checkbox"/> Establish cost capture arrangements for event. <input type="checkbox"/> Establish initial communications with the Disaster District Coordination Centre. <input type="checkbox"/> LDMG conducting concurrent Event Operational Planning.

<p>Stage of Operation: STAND UP</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Provide Activation Advice to all LDMG members and advisors, the Disaster District Coordinator and the community. <input type="checkbox"/> Prepare initial Situation Report and establish reporting requirements (Agency Reports to LDCC & LDCC Situation Report to District) <input type="checkbox"/> Implement the Event Operation Plan issued by the LDMG. <input type="checkbox"/> Communications established with the District Disaster Coordination Centre <input type="checkbox"/> Communications established with the Agency Liaison Officers <input type="checkbox"/> Liaison Officers from the various Agencies attend the LDCC as required <input type="checkbox"/> Records both electronic and hard copy are maintained throughout operation. <input type="checkbox"/> The LDCC remains operational until all requests for assistance have been met. May scale back on staffing or reporting if appropriate.
<p>Stage of Operation STAND DOWN</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Provide Activation Advice to all LDMG members and advisors, the Disaster District Coordinator and the community. <input type="checkbox"/> All electronic and hard copy records have been collated and secured. <input type="checkbox"/> Forward the Final Situation Report. <input type="checkbox"/> LDCC Closed
<p>Post Operation DEBRIEF</p>	<ul style="list-style-type: none"> <input type="checkbox"/> An immediate debrief (hot washup) of the LDCC operation has been conducted. <input type="checkbox"/> A date/time/location for a full operational debrief of the LDCC staff has been established.

Annex C – LDCC Operating Procedures

To be developed for the new LDCC.

To include:

- Appointment of Facility Manager
- Security
- Stationary and Admin Stores lists
- Computer and Office Business Machine operating instructions
- Internal phone list
- Storage of key references, maps, etc
- Locations and use of wall displays and projections
- Emergency Power/Water instructions
- Rostering & Fatigue Management tools – Rostering templates, staff lists, etc
- Administration Support - instructions
- Financial Record Keeping arrangements
- Workplace Health & Safety – location of medical kits/use of sick room, etc.

Annex D - Guide to Staffing the LDCC

Staffing the Functions

North Burnett's limited resources make it unlikely that the LDCC can be staffed to the level where each Function (operations, planning, logistics, intelligence, support) will have dedicated staff. A more likely situation is that limited staff will be available to staff the LDCC and this small staff will need to ensure that all the above functions are undertaken. This means that one person may be working on several of these functions.

This is acceptable for small events. Larger events tend to be more complex requiring more coordination and placing heavy workloads on small numbers of staff. In these larger events it will likely be necessary to source additional staff to undertake the functions of a LDCC. It may even be necessary to transport additional staff from other councils or agencies that can assist in the North Burnett LDCC.

The level of staffing will be determined by the situation, however three models for staffing the LDCC are provided to assist the LDC in determining the scale of activation:

- **Small Scale Activation** – for small events that pass quickly, cause little damage and require limited coordination. The LDCC may be operated with only 2 or 3 people undertaking all the functions of a LDCC.
- **Large Scale Activation** – for larger events that cause significant damage or disruption and/or that require sustained coordination of many agencies. The LDCC provides dedicated staffing to each of the Functional Areas.
- **Virtual Activation** – when isolated LDMG members and council staff work remotely in support of disaster operations in North Burnett.

Small Scale Activation

Typically small-scale activation involves a limited activation of the LDMG and Council Staff to operate the LDCC. As a guide a small scale activation of the LDCC will likely include:

- LDC.
- Mayor (part time).
- One Council Manager (undertaking all LDCC Functions).
- The Works Supervisor (part time).
- 1 x Administration officer (to manage Master Event Log, Filing, and assist in the Situation Reports).
- One or more Agency representatives (LDMG members or their representative) as required.

In very small events, where disaster operations are not complex, these staff may spend only a portion of their time on disaster operations. In more

complex events, these staff may have to drop their normal business to focus on tasks in the LDCC. The level of work in the LDCC will ultimately drive the number of staff needed and the above should be treated as a guide only.

Large Scale Activation

Large-scale activation will involve the full LDMG and most, if not all Advisors. Multiple agencies will be conducting operations and the functions within the LDCC will be busy, particularly the Intelligence and Operations functions. More staff will be required to provide dedicated staffing to the functions that need it. Additional Administrative staff will be required to cope with the increased administrative demand of filing, map marking, maintaining the master event log, etc)

The intelligence function is particularly important as they focus on ensuring situational awareness for the LDCC and help develop the Situation Report – both critical functions in the LDCC.

A large scale Activation may include:

- The Mayor/ Deputy Mayor
- The LDC
- Three Council Managers (split between functions – Operations, Plans, Logistics and Intelligence)
- Works Supervisor and deputy
- Public Health Worker
- Finance Manager (accountant)
- 3 x Administration Officers (to assist in Intelligence as well as maintaining event records.
- Several key agency representatives such as QFES, QAS, Qld Police Service, SES, etc.

The level of staffing is driven by workload and the expected duration of the event. Depending on the hours of operation of the LDCC, shifts may have to be conducted significantly increasing the number of staff required.

Virtual Activation

During periods of isolation many members of the LDMG and key Council staff may not be able to travel to undertake their functions. If communication services remain open LDMG members and Council staff can operate remotely. LDMG meetings may be conducted with many LDMG members participating via teleconference. Equally, council staff may be able to work with other LDMG members isolated in the same location to remotely assist in managing information and undertaking tasks as directed by the LDC. Such arrangements will need to be determined on a case-by-case basis.

Scalability

While two staffing models are provided in this Annex all activations should be tailored to the needs and resources available at the time. If it becomes

apparent that the LDCC has insufficient staff to complete all functions adequately, then additional staff will need to be sourced. The actual staffing needs may be anywhere between the Small Scale and Large Scale and in extreme circumstances may exceed the Large Scale requirements specified here.

The LDC should scale the level of staffing within the LDCC to the appropriate level using these small and large-scale activation models as guidance. The LDC should seek assistance from the Disaster District if insufficient staff are available to effectively operate the LDCC.

Annex E - Event Operational Plan

When a disaster strikes or is imminent the LDMG will convene to develop an Event Operational Plan. This is nothing more than a plan for what we are going to do to prepare for, or respond to, the particular event. The plan developed by the LDMG should be documented as an Event Operational Plan and issued to all LDMG members, the LDCC and the District Disaster Coordinator as well as any other stakeholders that are contributing to disaster operations.

Event Operational Plans define the objectives to be achieved and the strategies to be used to achieve them. More than one Event Operational plan may be required as the event unfolds and evolves.

Event Operational plans are developed by the LDMG, approved by the LDC and implemented by the LDCC.

To assist in operational planning a standard format for an Operational Event Plan should be used. This ensures all planning requirements are met.

The foundation for Operational Plans is the SMEAC³ format. SMEAC³ stands for:

S ituation	An analysis of the current and projected situation to determine: <ul style="list-style-type: none"> • Issues and matters requiring disaster response effort. • Critical Information shortfalls in situational awareness (things we don't know but need to know).
M ission	What we have to do. May include several objectives to be achieved.
E xecution	How we are going to do it. These are the strategies we will apply for each objective.
A administration and L ogistics	How we intend to resource and administer the strategies above.
C ommand, C ontrol C ommunications	How we will measure and report on our progress towards achieving the objectives.

The suggested format of an Event Operational Plan is provided below. An electronic copy of this form is maintained as part of the LDCC resources.

EVENT OPERATIONAL PLAN NORTH BURNETT LDMG

1. EVENT NAME:	
2. VERSION NUMBER & DATE / TIME (Plan Effective):	
3. SITUATION: (Analysis of current and anticipated situation)	
4. MISSION STATEMENT: (single statement of purpose for this phase of the operation)	
5. OBJECTIVES: (SMART: Specific, Measurable, Achievable, Relevant, Time-framed)	
5. EXECUTION: (general outline followed by the strategy for each objective, include KPI and Critical Intelligence Requirements (CIR)).	
6. ADMINISTRATION AND LOGISTICS (RESOURCING)	

7. COMMAND/CONTROL/COMMUNICATIONS (Management & Reporting)

--

Next Op Planning Meeting:	
----------------------------------	--

Prepared by:

<Time/Date>

Plan Approved:

Local Disaster Coordinator

<Time/Date>

Attachments:

Distribution:

All LDMG Members

All LDMG Advisors

Bundaberg Disaster District Coordinator

(others as required)

Annex F - Disaster Communications Plan

This Annex outlines the major communications requirements and contacts for disaster operations. It should be reviewed annually.

LDCC Email Address

North Burnett will activate a generic email address - disaster@North Burnett.qld.gov.au - for all disaster operations when the LDCC is activated. All inwards and outwards emails must use this account.

LDCC Contact Details

Once activated the LDCC should publish the LDCC Contact Details to all members of the LDMG, the District Disaster Coordinator, LDMG advisors and to other key stakeholders at the discretion of the Local Disaster Coordinator. An example is provided below.

Note that the same telephone number may be used for more than one function as one person may be performing several functions. Appendix 1 to this Annex lists the LDCC generic contact details (not in public version).

Bureau of Meteorology Key Contacts

- Severe Weather Meteorologist - 07 3239 8603 (9:00am – 8:30pm between late September and mid April)
- Senior Meteorologist – 07 3239 8750 (at all other times)
- Tropical Cyclone Warning Centre – 07 3229 1848 or 07 3239 8780
- Flood Warning Centre – 07 3229 2964 or 07 3239 8778

Bureau of Meteorology Website Links

- Gympie Radar - <http://www.bom.gov.au/products/IDR083.loop.shtml>
- Gladstone Radar - <http://www.bom.gov.au/products/IDR233.loop.shtml>

Satellite Phones

This section makes reference to Satellite Phones held by NBRC. (detail to be provided).

Council UHF/VHF radio Network

This section provides detail on the Council's radio network and it's use during disasters. (detail to be provided).

Backup Communications

Complete loss of communications is possible although usually such a loss is rarely for more than a few days. Usually a particular line of communications is lost while others remain. For example, mobile phones may still be able to be used when Landline phones are out. The primary means of electronic communication are:

- Landline telephone and faxes
- Mobile Phones

- Email and Internet
- Satellite Phone

If all electronic communication is unavailable, communications will have to revert to physical communication relevant to the situation and using the resources and ingenuity of the community.

Social Media

North Burnett Regional Council maintains a Council Facebook Page and Twitter Account for the purposes of assisting in routine engagement with the community. These social media sites are to be used to convey public information and advice on disaster management to the community before, during and after disaster events. More information on the use of Social Media is provided in *Sub Plan 4 – Public Information and Warnings*.

Social media is also useful as a source of information on the impact of the event and the needs of those affected. Accordingly, the LDCC should monitor social media feeds for any intelligence that may assist in the conduct of disaster operations. Information derived from Social Media feeds should be verified by other sources before action is taken based on that information.

Annex G – Paper Based Task Management System

NORTH BURNETT REGIONAL COUNCIL DISASTER COORDINATION CENTRE		Ref No. 0000																				
Officer Name: _____ Location: _____ Organisation: (circle) LG QPS SES FIRE QAS HEALTH WELFARE ERGON DAFF																						
MESSAGE/REQUEST																						
<input type="checkbox"/> Create New Job <small>Request for assistance or action</small>		<input type="checkbox"/> Info Only <small>No Further Action Required</small>																				
<input type="checkbox"/> Offer of Assistance		Request Received Date ____/____/____ Time _____ Time Required: _____ (if applicable)																				
Name: _____ Address: _____ _____ Phone: _____ Mobile: _____																						
Job Type: (circle) <table style="width: 100%; border: none;"> <tr> <td>Gen Enq</td> <td>Call Back</td> <td>Access</td> <td>Road</td> <td>Water/Sewerage</td> </tr> <tr> <td>Welfare</td> <td>Animal</td> <td>Resupply</td> <td>Electricity</td> <td>Communication</td> </tr> <tr> <td>Rescue</td> <td>Evacuation</td> <td>Police Assist</td> <td></td> <td>Rubbish/Debris</td> </tr> <tr> <td>Temp Housing</td> <td>Structural Damage</td> <td></td> <td></td> <td>Manpower Assistance</td> </tr> </table>			Gen Enq	Call Back	Access	Road	Water/Sewerage	Welfare	Animal	Resupply	Electricity	Communication	Rescue	Evacuation	Police Assist		Rubbish/Debris	Temp Housing	Structural Damage			Manpower Assistance
Gen Enq	Call Back	Access	Road	Water/Sewerage																		
Welfare	Animal	Resupply	Electricity	Communication																		
Rescue	Evacuation	Police Assist		Rubbish/Debris																		
Temp Housing	Structural Damage			Manpower Assistance																		
Request: _____ _____ _____ _____																						
TASK TO																						
Priority: <input type="checkbox"/> Low <input type="checkbox"/> Normal <input type="checkbox"/> Urgent-High <small>(circle)</small>		Task to: LG QPS SES FIRE QAS DAFF HEALTH WELFARE ERGON																				
Comment/Direction: _____ _____ _____		Request Tasked Date ____/____/____ Time _____																				
ACTION TAKEN/OUTCOME																						
Actioned by: _____ Action Taken: _____ _____		Request Actioned Date ____/____/____ Time _____																				
GUARDIAN																						
Job ID: _____ Time Logged: _____ <input type="checkbox"/> Entered Date Logged: ____/____/____ <input type="checkbox"/> Job Complete																						

White copy: Action Pink copy: Office Yellow copy: Book

Annex H - LDCC Operational Logs

While the Guardian Software provides an excellent capability to capture event operational information, a backup system must be in place should Guardian not be available for any reason. This backup system should focus on maintaining operational logs as these provide the basis for information management within the LDCC. In the event that Guardian is unavailable, the LDCC must maintain a Master Event Log as the basis of the centre's information management system. Personal Operational Logs should also be used by LDCC staff and Agency Liaison Officers at all times when the LDCC is activated.

This Annex provides a format for a Main Event Log (to be used if Guardian is unavailable) and a Personal Operational Log (to be issued and used by all LDC staff).

Master Event Log (when Guardian is not operational)

The Master Event Log is maintained by the LDCC and records all incoming and outgoing correspondence, as well as recording the actions and decisions undertaken by the LDC and the LDCC staff.

While not every email received or sent will need to be recorded in the Master Event Log, some emails may need to be summarised in the Master Event Log to ensure it reflects the whole picture of the event. The purpose of the Master Event Log is to provide an accurate and comprehensive log that enables effective tracking of the situation and individual pieces of information in the LDCC. It is the centrepiece of the LDCC.

Given the importance of maintaining this operational log, one or more staff members will need to be tasked to continuously maintain the Master Event Log in the LDCC.

The Master Event Log may be maintained electronically or handwritten form. The outline format of the Master Event Log to be used by the North Burnett LDCC is depicted below:

Serial No	From	To	Date/ Time (received or sent)	Detail	Action Required & by whom	Action Complete
001						
002						
003						
004						

Table – LDCC Master Event Log

An electronic copy of this form is maintained by the North Burnett Region Disaster Management Officer.

Personal Operational Logs

The above operational logging tool may not effectively capture the discussions/phone calls/planning meetings and other interactions within the LDCC – all of which contribute to the event record. Personal Operational Logs issued to each LDCC staff member and agency liaison officers are used to capture this information.

Personal Operational Logs are issued to each LDCC staff member when commencing a shift and are recovered from each staff member on completion of their shift.

LDCC Staff are to record all relevant interactions with others within the LDCC in their Personal Operational Log. These take the form of notes from telephone calls, planning discussions, conversations, etc. Staff are to take detailed notes during the course of the shift to record information and their actions while working in the LDCC. Some detail contained in Personal Operational Logs may need to be summarised in the Master Event Log.

The completed and collated Personal Log Books represent the personal event record can be a useful tool to assist in managing the event.

Council is to ensure sufficient Personal Log Books are on hand to support activation of the LDCC.

An electronic copy of this form is maintained by the North Burnett Region Disaster Management Officer.

The format of the Personal Operational Log is provided below:

North Burnett LDCC Personal Operational Log			
Name of Staff Member:			
Position in LDCC:			
Log Period:		From:	To:
Time	Type	Detail	Action Taken
<Date/Time>	<phone call, conversation, planning meeting, etc>	<provide detailed notes as required>	<action taken>
This log accurately reflects my activity and actions during my shift in the LDCC. <signed> Staff Member Date/Time			

Table – Personal Operational Log for use in LDCC

Annex I - Request for Assistance Form

The following form is to be used to request resources from the Disaster District when local resources are not available or are inadequate. The LDC is to approve all requests for assistance. The Request for Assistance Form is a generic form used by all levels of the disaster management system.

REQUEST FOR ASSISTANCE				
Event:		Date:		Time (24hr):
Request forwarded to:	LDMG <input type="checkbox"/>	DDMG <input type="checkbox"/>	SDCC <input type="checkbox"/>	Council to Council <input type="checkbox"/>
Task tracking no.:				
To:				
From:		Ph no.:	Mob:	
Requesting officer's name, organisation & 24hr contact details: (must be the person who has <u>detailed knowledge</u> of the request & is able to answer <u>any</u> questions) <i>Name:</i> _____ <i>Ph no.:</i> _____ <i>Mob:</i> _____ <i>Org:</i> _____ <i>E-mail:</i> _____				
Delivery address: physical street address (include landmarks, GPS coordinates as required) 				
On-site contact person & phone no.: (must be available to accept delivery) <i>Name:</i> _____ <i>Ph no.:</i> _____ <i>Mob:</i> _____				
Priority: to be delivered on-site by " <u>detail time & date</u> " (Urgent or ASAP is not acceptable)				

<i>Time:</i>	<i>Date:</i>
<p>Details of request: be specific about the required outcome OR clearly detail the resources required. Do not use acronyms, state unit quantities only and list skills sets for human resources. Refer to RFA checklist below.</p>	

RFA Checklist: ensure the following information is included in the request if applicable:

Is transport needed	Any hazardous situations	Special handling requirements (forklift)	
Any access issues	Requesting officer noted	Priority noted	Are skill sets clearly stated
Authorising Officer			
Name:		Position:	
Signature:		Date:	Time:
DDC Authorisation: (Name)			
Signature:		Date:	Time:

Instructions for Completion

Purpose

A request for assistance (RFA) is intended to clearly describe a desired outcome or provide specific details on the resources required to support disaster operations.

Request for assistance form

The fields contained in the RFA all provide vital information for those actioning the request and therefore it is most important that each field be correctly completed.

1. Event description, Date and Time (24hrs)

- Official name of the event. Date and time the RFA was prepared.

2. Request forwarded to and Task tracking no.:

- Details, where the request was forwarded to for actioning. This can also be used to track the path through the disaster management system if support is required from another level.
- Task tracking no.: (TTN) allows each level within the disaster system to track the request in the event TTN's are different between levels. It also provides a unique reference for each request.

3. To, From, Phone number, Mobile and E-mail

- Denotes the intended recipient and who forwarded the RFA and their contact details. It is important to note that the forwarding officer may not be the requesting officer.

4. Requesting officer's name, organisation & 24hr contact details

- The requesting officer is the person who has first hand knowledge of the request requirements and is therefore best placed to provide additional information.
- It is vital this officer remain readily contactable especially if the request is time critical.

5. Delivery address

- Detail the delivery address in such a way that it assumes the delivery operator has never been to that location before. This includes providing additional information that will assist in locating the delivery point e.g. landmarks, GPS coordinates.

6. On-site contact person and phone no.:

- Required to identify or confirm particular issues that may not be noted on the RFA such as a requirement for a forklift to unload the resources. It also enables the final leg of the delivery to be coordinated locally between the transport provider and the on-site officer.

7. Priority

- Terms such as "urgent" or "as soon as possible" have little meaning in the provision of resources. A specific time and date provides all parties with a definitive target to work towards. It also enables the identification of issues that will affect the timeframe.

- Issues impacting on the ability to meet a timeframe include whether inside or outside of normal business hours, quantities required, acquisition, loading, transport including access issues and unloading.

8. Details of request:

- The information provided needs to be **as detailed as possible**. If an outcome is required be specific about what is to be achieved. If resources are required, ensure unit quantities and any specifications that will assist in acquiring the resources are provided.
- Do not use acronyms or jargon, write clearly and be specific. Information considered irrelevant to the requesting officer may be important to those who action the request.

9. RFA Checklist

- This provides prompts for specific areas to be considered prior to submitting the request.

10. Authorising officer

- Authorisation indicates the request is legitimate; the information is accurate and the RFA has been completed correctly. Ensure the name is clearly written and signed.

Annex J – Situation Reports

The LDCC is required to report to the Disaster District and must keep the LDMG and supporting agencies informed on matters relating to the disaster event. This is done formally through the LDCC Situation Report.

Town Disaster Support Groups and Agencies also need to report to the North Burnett LDCC. This is formally done through an Agency Situation Report.

This Annex provides guidance on the production and dissemination of Situation Reports.

Disaster Support Groups / Agency Situation Reports

The Town Disaster Support Groups and all LDMG member agencies should contribute to the production of the Situation Report by providing their own situation reports to the LDCC. Sub Group/Agency Situation Reports use a simplified format and they will usually be required by the LDCC more regularly than the Main Situation Report to the Disaster District.

The following is the format Agencies should use to provide Situation Reports to the North Burnett LDCC.

North Burnett LDCC DISASTER SUPPORT GROUP / AGENCY SITUATION REPORT			
<Name of Sub Group or Agency>			
Event Name			
Sitrep Number		Date / Time	
Current Sub Group / Agency Situation	<Provide an overview of the situation facing the Agency since the last Situation Report>		
Current Sub Group / Agency Operations	<Provide detail on current Agency operation relating to the event in North Burnett.>		
Major Resources utilised	<Provide detail on the major resources, including staffing, being utilised to support agency disaster operations for North Burnett>		
Issues & Challenges	<Provide detail on current issues and challenges facing the Agency in supporting disaster operations for North Burnett. Include what is being done to address them.>		

Future Operations	<Provide detail on anticipated future operation and activities relating to disaster operations for North Burnett. Provide advice on future operational or logistic requirements>		
Prepared by:	<Signature> Name:	Date/Time	
Authorised by:	<Signature> Name:	Date/Time	

Table 7-1 – Disaster Support Group / Agency Situation Report Format

The Local Disaster Coordinator will establish the Sub Group / Agency Situation Reporting Times.

An electronic copy of this form is maintained by the North Burnett Regional Council's Disaster Management Officer.

All Disaster Support Groups and LDMG member Agencies are to be provided with an electronic copy of this Sub Group / Agency Situation Report template.

Timings for LDCC Situation Reports

How often Situation Reports will be needed is dependent on the situation, however at least one and possibly two per day may be required. This is negotiated with the District Disaster Coordinator.

Allow Time to Prepare

The LDCC Situation Report is a comprehensive document that will take some time to complete, particularly early in the event when there are competing pressures and a shortage of information. However, reporting is fundamental to good disaster management and producing timely, accurate and relevant Situation Reports is a primary function of the LDCC and a responsibility of the Local Disaster Coordinator.

Responsibilities for Producing the LDCC Situation Report

The Local Disaster Coordinator is the authorising officer for each Situation Report.

The LDCC Intelligence function is responsible for production of the Situation Report. They are to be supported by the other LDCC staff undertaking the following functions (Operations/Plans/Logistics).

Distribution of the Situation Report

The Situation Report should be provided to all LDMG members and advisors as well as other agencies contributing to the disaster operation. It is not a suitable for use by the Media or the Community and key messages should be extracted from the Situation Report for public messaging.

Format

The format of the LDCC Situation Report is provided below. An electronic copy of this form is maintained by the North Burnett Regional Council's Disaster Management Officer.

<h1>Situation Report</h1> <h2>North Burnett Local Disaster Coordination Centre</h2>		
Event:		
Daily SitRep No:	Date:	Timings: (<i>as advised from DDCC</i>)
Distribution:		
<ul style="list-style-type: none">• Bundaberg District Disaster Coordination Centre• All LDMG members• All LDMG Advisors• North Burnett LDCC• (others)		
From:		
North Burnett Local Disaster Coordination Centre Phone: 07 ????? Facsimile: 07 ????? Email: ?????		

COORDINATION CENTRE ACTIVATION STATUS

Alert / Lean Forward / Stand up / Stand Down

SITUATION OVERVIEW

1. Weather (Local observations)

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2. Damage Assessment Overview (Include brief summary of effects)

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3. Media Issues (Include brief details of any media related issues)

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4. Summary of Past 24 Hours By LDMG (Include brief details of operations, visits, etc.)

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5. Projected Operations For Next 24/48 Hours

(Major problems next 24/48 hours. Anticipated resource requirements, including food re-supply)

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6. Re-Supply Operations

Number and location:	
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SOCIAL

7. Population

Estimated number of injured:	
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8a. Evacuations - general

Evacuation Centres Activated (include location and commencement date)	
Number registered at Centres (include progressive total, and current registries')	
Number staying in Centres (include progressive total and current number of persons previous night)	
Issues (include comments relating to public safety, support services and resources where applicable)	

8b. Medical and other evacuation information

Number of persons evacuated for medical reasons (e.g. from nursing home or hospital to another location – include details of place of origin and place evacuated to)	
Number of persons evacuated to another town or city (include details of place of origin and place evacuated to)	

9. Community Recovery Centres

Locations:	
Opening hours:	
Numbers utilising centre:	
Issues:	

10. Health

Public health:	
Mental health:	

INFRASTRUCTURE

11. Transport (If roads, airstrips etc closed, include estimated time of re-opening)

Aviation:	
Rail:	
Road:	
Marine:	
Other:	

12. Structures affected (Note: cumulative figures will, in most cases peak, and numbers will begin to fall. When this occurs, the peak number should remain as the cumulative total)

daily / cumulative

Residences – water impact:	Number with water in yard	/
	Number with water under house but not affecting living areas	/
	Number with water in living areas	/

Residences – all type of damage, including water impact:	Number with minor damage – habitable	/
	Number with damage rendering house uninhabitable	/
	Number destroyed	/
	Number with roof damage requiring tarpaulin/s	/

Note: These figures will include figures of residences impacted by water in previous table.

Business premises –	Number with water in premises – no significant effect to	/
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North Burnett Region Disaster Management - SUB PLAN 2 - Activation & Coordination

water impact from flood/storm surge:	business activity	
	Number with water in premises – causing cessation of business activity	/

Business premises - all type of damage, including water impact: <i>Note: These figures will include figures of residences impacted by water in previous table.</i>	Number with minor damage – no significant effect to business activity	/
	Number with damage causing cessation of business activity	/
	Number destroyed	/
	Number with roof damage requiring tarpaulin/s	/

Council Buildings:	
Government Offices:	
Schools:	
Hospitals:	
Dams:	

13. Services

Communications: (If communications out, include estimated time of re-connection)		
Telephone network:		
Mobile telephone network:		
Radio (2-way):		
Internet network:		
Broadcast radio / TV:		
Power:		
Mains power:	Number of customers without power	daily / cumulative /
	What is being done to progress reconnection, including estimation of	

	timeframes
Auxiliary power:	Number of customers on auxiliary power
Public Transport: (e.g. services operating normally, diversions in place, services suspended)	
Bus	
Rail	
Other	
Water:	
Impacted?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Still operational?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, to what capacity?	
If no, what is being done?	
Sewerage:	
Impacted?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Still operational?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, to what capacity?	
If no, what is being done?	
Gas:	
Impacted?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Still operational?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, to what capacity?	

If no, what is being done?	
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ECONOMIC

14. INDUSTRY

Sector:	
Financial Impact (if known):	

ENVIRONMENT

15. Environmental Impact (including foreshore erosion from storm surge)

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LOCAL ARRANGEMENTS

16. Updates to District/Local Contacts

Changes to contacts:	
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Author:	Date:	Time:	Sign off:	Date:	Time:
Signature			Signature		

Appendix 1 – LDCC Generic Contact Details (Confidential)

Not for inclusion in the Public Version of this Sub Plan

The LDCC Contact Details

Function in LDCC	Telephone Number	Remarks
LDC		
Chair LDMG		
LDCC Room Manager		
Operations	To be completed	
Logistics		
Plans		
Intelligence		
Administration		
Media		
Public (Call Centre)		
LDCC Facsimile		