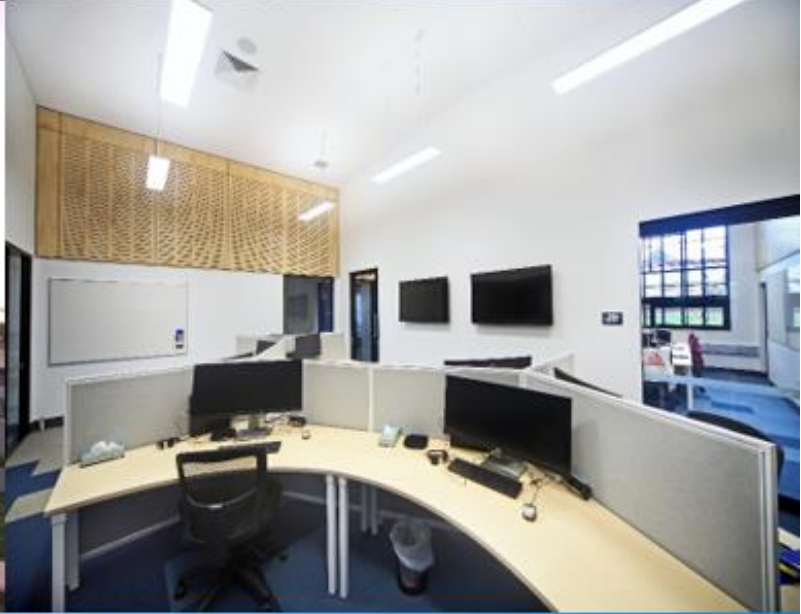


# Tablelands Regional Council



# Local Disaster Management Sub Plan

Local Disaster Coordination Centres  
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V6 October 2023



## Acknowledgement of Country

**We acknowledge the Native Title parties across the Tablelands Regional Council area and other family groups who are the traditional custodians of this land. We recognise your continuing connection to Country and pay respect to Aboriginal and Torres Strait Islander Elders past, present and emerging including:**

- Bar Barrum of the area around the Walsh River and to the west of the Wild River
- Dulabed and Malanbarra Yidinji of the Gillies Range area
- Girramay of the Kirrama area
- Gugu Badhun of the Wairuna/Lamonds Lagoon area
- Jirrbal of the Koombooloomba, Ravenshoe and Herberton areas
- Mamu of the Millaa Millaa area
- Ngadjon-Jii of the Malanda and Topaz areas
- Tableland Yidinji of the Kairi, Tolga, Tinaroo and Lake Barrine areas
- Warrungu of the Gunnawarra/Goshen area.

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## Version Control & Record of Amendments

| Issue Date       | Version | Outline of Revisions   | Prepared by | Approved |
|------------------|---------|--|-------------|----------|
| December 11 2013 | V1.0    | Presented to LDMG for approval as live operational document.       | SD          | RL       |
| November 5 2014  | V2.0    | Annual review – minor changes.                                     | SD          | RL       |
| November 4 2015  | V3.0    | Annual review – minor changes.                                     | SD          | RL       |
| November 24 2015 | V3.1    | Minor changes to AIIMS PD's.                                       | SD          | RL       |
| November 16 2016 | V3.2    | Minor changes - LDMG Chairperson and new DDMG arrangements.        | SD          | JP       |
| November 10 2017 | V3.3    | Annual review – minor changes.                                     | SD          | JP       |
| December 18 2018 | V3.4    | Minor organisational changes and updates to position descriptions. | SD          | JP       |
| January 20 2021  | V4      | Changes to LDMG Chairperson and location of LDCC.                  | SD          | BW       |
| January 18 2022  | V5      | Comprehensive rewrite plan modernisation                           | SD          | BW       |
| October 18 2023  | V6      | Annual review – minor changes.                                     | SD          | BW       |

## Section 1: Overview of Plan

### 3.1 Context & Assumptions

Disaster Coordination Centres bring together organisations to ensure effective disaster management before, during and after an event. Disaster Coordination Centres support disaster management groups at Local, District, State and Commonwealth levels to ensure disaster operations are coordinated in the most expedient and efficient manner – refer section 1.4 of [Local Disaster Management Plan \(LDMP\)](#).

The Tablelands Regional Council (TRC) Local Disaster Coordination Centre (LDCC) will be managed and staffed by local government employees and supported by Agency Liaison Officers from government and non-government organisations (NGO's) as appropriate to the local area.

Not all disaster events that require activation of the Tablelands Local Disaster Management Group (LDMG) will require the activation of the LDCC. Smaller events and occasions where TRC is not the lead agency (e.g. bushfires, etc.), may not require activation of this plan. These events may be handled using existing agency communications and management practices.

If activated, the LDCC should be in a safe physical location. The LDCC operationalises the LDMG's decisions and plans and implements strategies on behalf of the LDMG during operations. The LDCC must have the capability to manage and coordinate resources, manage information and report to various stakeholders and pass Requests for Assistance (RFAs) to the District Disaster Coordination Centre (DDCC).

### 1.2 Aim & Objectives of Plan

The aim of this sub-plan is to detail the arrangements that have been developed for the activation and operations of the LDCC in response to a disaster event affecting the TRC area.

The key objectives of this sub-plan are to:

- Describe the standard operating processes and procedures involved in the activation, management and operation of the LDCC
- Detail the role and responsibilities of key personnel involved in the operation of the LDCC
- Ensure effective communication, coordination of action, decision making and reporting
- Facilitate the collection, collation and dissemination of information between the LDMG, the DDMG and the communities of the TRC area
- Prioritise requests for personnel and resources and coordinate the use of additional resources allocated by the DDMG.

### 1.3 Functional Responsibility & Support Agencies

The Local Disaster Coordinator (LDC) is responsible for the management of the LDCC to provide overall coordination of disaster operations.

The operation of the LDCC is a shared responsibility. All members and advisors to the Tablelands LDMG are support organisations to this sub-plan.

### 1.4 Ownership

This sub-plan is owned by the Local Disaster Coordinator (LDC) on behalf of the LDMG. All significant amendments must be approved by the LDMG.

The LDC will ensure the:

- master document is retained with relevant supporting documents
- level of circulation of the sub-plan is determined by the LDMG and details are recorded of copyholders
- sub-plan is updated and reviewed on at least an annual basis, or after activation, whichever is the sooner
- sub-plan is tested and exercised as determined by the LDMG.

## **1.5 Links with Other Documents**

This sub-plan is interdependent on, and should be read in conjunction with, the LDMP. It links directly to all other sub-plans including the LDMG Emergency Contact Lists.

## Section 2: Activation & Notification Procedures

### 2.1 Activation of the Plan

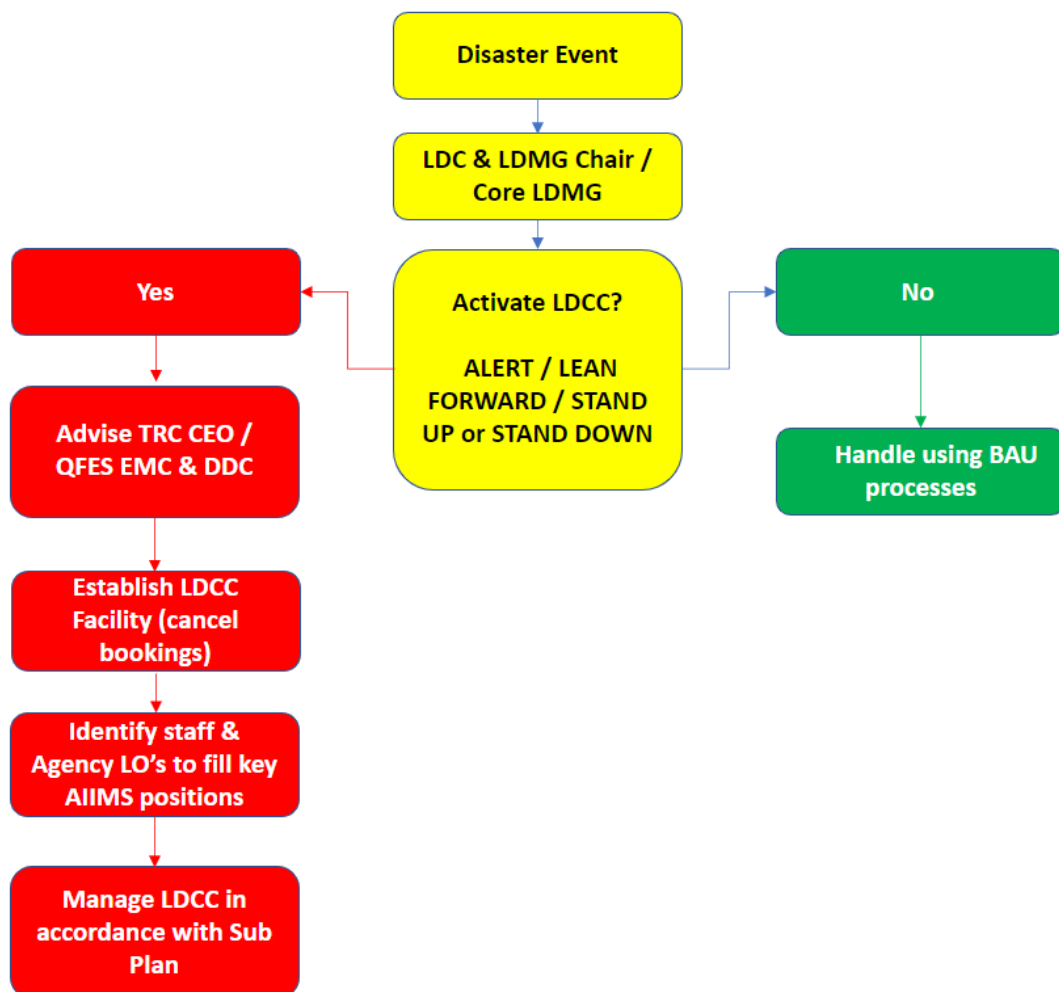
The level of activation for the LDCC will depend on the complexity, nature and extent of a disaster event. The LDC and LDMG Chairperson may authorise the immediate activation of the LDCC if the situation is deemed urgent. For events with a longer lead time, the decision to activate the LDCC will be made by the core membership of the LDMG.

In some circumstances, it may not be appropriate for the LDCC to be activated e.g. sudden impact events where a designated lead agency is coordinating the response.

The following decision-making criteria should be considered when deciding whether to activate (refer to activation flowchart at 2.2 below):

- Is there a requirement for face-to-face coordinated multi-agency liaison and communication with a range of stakeholders that cannot be managed remotely using Guardian IMS?
- Has the responsible Lead Agency requested the activation of the LDCC or are they requesting additional support with the coordination of resources?
- Has there has been a request / direction from the District Disaster Coordinator (DDC)?

### 2.2 Notification Flowchart





## 2.3 Notification Process

When the Activation & Operation of the LDCC Sub-plan is invoked, the TRC Chief Executive Officer (CEO), DDC and the relevant Queensland Fire and Emergency Services (QFES) Emergency Management Coordinator (EMC) will be advised.

All TRC staff and LDMG agencies should be notified that the LDCC is operational and regular updates to relevant stakeholders should be maintained for the duration of the event. Relevant agencies will be required to nominate an Agency Liaison Officer to be present in the LDCC on a 24/7 basis as required.

The community should be advised via a media release that the LDCC is operational – refer [Public Information & Warnings Sub-plan](#).

## 2.4 Activation Stages

The LDCC will need to be activated to an appropriate level to coordinate the response to the event. The activation level will be determined by the LDMG and will be based on a four-stage process.

| ACTIVATION LEVEL    | DESCRIPTION  |
|---------------------|--|
| <b>ALERT</b>        | Requires a heightened level of vigilance due to the possibility of an event in the area of responsibility. No action is required, however the situation should be monitored by someone capable of assessing the potential of the threat. |
| <b>LEAN FORWARD</b> | An operational state prior to 'Stand Up', characterised by a heightened level of situational awareness of a disaster event (either current or impending) and a state of operational readiness.   |
| <b>STAND UP</b>     | The operational state following 'Lean Forward', whereby resources are mobilised, personnel are activated, and operational activities commenced.  |
| <b>STAND DOWN</b>   | Declared when there is no longer a requirement to respond to the event and the threat is no longer present, or when transitioning from responding to an event back to normal core business and / or recovery operations.                 |

A checklist has been developed to assist the LDC in ensuring all key tasks have been considered and initiated where appropriate. This is available within Guardian IMS. A consolidated version is available at Appendix A.

## Section 3: Set up & Operation of the LDCC

### 3.1 Primary LDCC

The Tablelands primary LDCC has been identified as the TRC Community Education & Disaster Coordination Centre (CEDCC) located at 15 Vernon Street, Atherton.

The CEDCC has been built to withstand Category 5 severe tropical cyclone events and has a number of architectural design features, such as laminated glass and strengthened aluminium screens to protect the glazed openings from windborne debris. The [Standard Operating Procedures](#) for the facility contains lots of useful information on how it functions. The location is not considered to be at risk of bushfire or flooding.

### 3.2 Alternative LDCC

If required, an alternative LDCC will be activated. This will most likely be the TRC Boardroom at 45 Mabel Street, Atherton or at one of TRC's other facilities.

Guardian IMS facilitates the ability for mobile options with disaster management systems and data stored on the cloud as a robust back-up solution which will enable a LDCC to be set up at any location. This could also be a virtual LDCC if required.

### 3.3 Access Arrangements

Systems are in place to allow the LDCC to be activated and established at any time.

The building is accessible to staff 24 hours a day using a swipe card. During LDCC operations, access is via the main entrance on Vernon Street.

Whilst in operation, the LDCC is a restricted area. Where possible, a person should staff the reception area ensuring that no unauthorised persons enter the LDCC and that all staff and authorised visitors sign in and out.

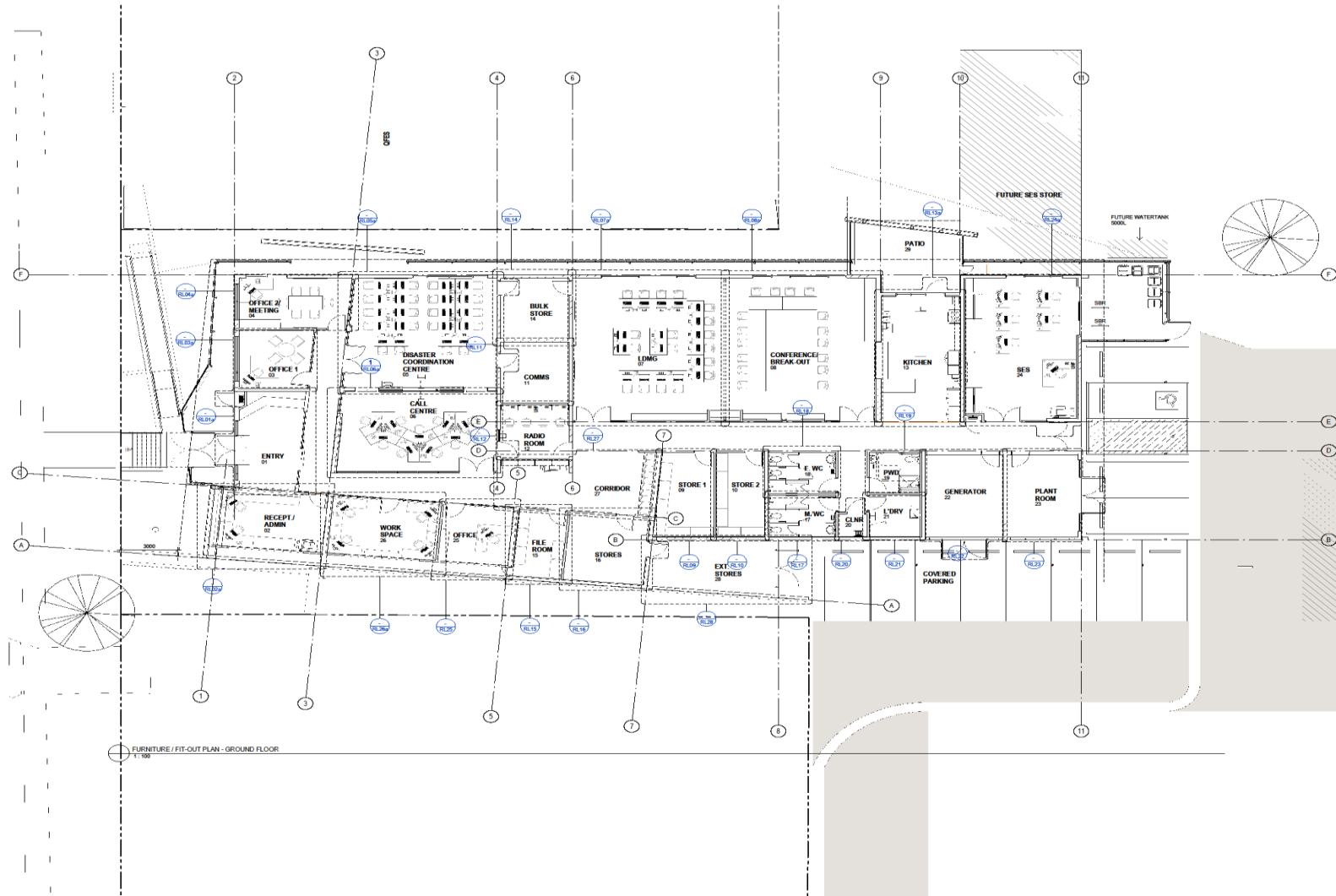
The building is fully accessible.

### 3.3 Set Up Arrangements

The CEDCC was purpose designed and built as a LDCC including the DCC, Call Centre, Conference Rooms, Kitchen, etc. The building is fully air-conditioned, has sensor lighting in most locations, Wi-Fi and audio-visual equipment including digital free to air TV.

The LDCC is fully scalable and flexible and can be set up in whatever configuration is appropriate, based on the severity and nature of the disaster event. Whilst some areas are used by TRC or Agency staff and hired out to the community, a condition of hire is that if needed it will be occupied as the LDCC at any time.

It is important to ensure the appropriate configuration of functional areas with equipment and resources to support the role and responsibilities of staff. The LDCC comprises several rooms. At least two rooms are dedicated facilities and permanently set up so they can be made operational with little to no notice. Other rooms may require some set up of computers, phones, etc. The set up should be in accordance with the floor plan. All resources should be checked e.g. telephones, computers, radios, plans, etc. before the centre is moved to STAND UP. The LDC is responsible for checking that Systems & Information have set-up the LDCC and signed-off the action as completed.



**Notes**  
 The information contained in this document is copyright and may not be used or reproduced for any other project or purpose.  
 Verify all dimensions and details on site and report any discrepancies to Coburn Architecture for direction prior to the commencement of work.  
 Drawings are to be read in conjunction with all other contract documents.  
 Use signed dimensions only. Do not scale from drawings. Coburn Architecture cannot guarantee the accuracy of scaled and taken for as-is dimensions.  
 The condition of the floor Details Checked and Authorized unless in contradiction of the notes of the drawing. This drawing will not be used for construction unless endorsed by the Constructor and authorized for use.  
 Equipment and materials are to be as specified in the schedule of materials and specifications.

**LEGEND**  
 REFERS TO ROOM LAYOUT SHEETS FOR DETAILED PLACEMENT OF FURNITURE.  
 SBR BIKE RACK STAINLESS STEEL

**FOR CONSTRUCTION**  
 FOR USE ONLY FOR CONSTRUCTION

|   |                        |          |    |    |
|---|------------------------|----------|----|----|
| 1 | CONSTRUCTION ISSUE     | 04.10.16 | 08 | 46 |
| 2 | ISSUE FOR PERMIT       | 17.03.16 | 02 | 50 |
| 3 | ISSUE FOR TENDERS      | 18.07.16 | 08 | 50 |
| 4 | ISSUE FOR CONSTRUCTION | 18.07.16 | 08 | 50 |

Client: **Atherton Community Education, Training and Disaster Coordination Centre**  
 Address: **VERNON STREET, ATHONTON**

Client: **TABLELANDS REGIONAL COUNCIL**  
 Project: **FURNITURE / FIT-OUT PLAN - GROUND FLOOR**  
 Date: **17/03/16**  
 Drawing Number: **41202 A321 3**

**COBURN**  
 architecture

### 3.4 Emergency Power to LDCC

The LDCC has an existing secondary power source to ensure uninterrupted power supply to the building. The generator room has an automatic failover generator (140KVa) capable of powering the entire facility including the server room. A 2000 litre fuel tank is available, as well as a load sharing device. A visual alarm alerts those working in the building when fuel in the tank reaches 20% of maximum capacity. Strategic Assets are responsible for ensuring the generator remains operational.

The CEDCC has a dependency on the A1 facility. The A1 facility

has independent generator power and is equipped with a 275kva generator. It powers the entire facility including the data centre. The generator is load tested on a monthly basis, and a stock of diesel is held to enable continuous operation for a period of 24 hours. The generator fuel capacity is 1400 litres of diesel. Strategic Assets are responsible for ensuring the generator remains operational. A maintenance contract is being negotiated.

Fuel supply can be replenished from the diesel bowser at Tolga Depot, which has an alternative power source.

### 3.5 Guardian Information Management System (IMS)

The Guardian Information Management System (Guardian IMS) cloud-based technology is the system in use at the LDCC.

Guardian IMS is an electronic workflow for the LDCC. The spatially integrated solution holds plans and preparation documents, creates a chronological record of events and a fully auditable trail of actions, as well as details on the allocation and management of tasks, bulletins, evacuation centres, road closures and reports using MS Word templates. Typical reports include SITREPS, jobs completed and outstanding tasks by type and location.

If access to Guardian IMS is not achievable, the LDCC will revert to a paper-based information management system until the system is reinstated.

### 3.6 Information & Communications Technology

The facility has access to suitable telecommunications, data and radio coverage and is fitted out to ensure it can meet the communication requirements of the LDCC.

#### 3.6.1 Computers & Laptops

There are 18 desktop computers located in the LDCC. An additional 12 laptops can be made available. Additional desktop and laptops may be able to be sourced from surrounding offices (dependent upon operational requirements). Each computer will require the internet to facilitate access to Guardian IMS (refer 3.5) and key positions will require MS Office products (Word, Outlook, Teams). Some roles will require access to specialised systems such as MapInfo. All computers should be set up to print to the local printer.

#### 3.6.2 Voice Calls (VOIP)

All telephony is internet based. The LDCC is equipped with MS Teams voice over internet protocol (VOIP) technology. Additional headsets and handsets can be provided by Systems & Information subject to operational constraints.

The telephone numbers to be used in a disaster event are **1300 362 242** or **07 4089 2200**.

Other telephone numbers for the Tablelands LDCC are ex-directory and NOT for public release. A list of these contact numbers can be found in the Tablelands LDMG Emergency Contact List (refer Guardian IMS references).

In some circumstances, the NBN Priority lines in the LDCC will need to be activated and the relevant numbers will need to be issued to the media for public enquiries. See LDMG Emergency Contact List in Guardian IMS references for further details.

If voice connections are unavailable, all calls will be routed through [Well Done International](#) until communications are reinstated.

### 3.6.2 Mobile Phones

Mobile phones and chargers are not stored in the LDCC. However, sufficient members of staff have TRC issued devices that can be used. All personnel attending the LDCC should ensure they have their work issued mobile phone and charger.

### 3.6.3 Emails

The email address for the LDCC is [disastermanagement@trc.qld.gov.au](mailto:disastermanagement@trc.qld.gov.au).

All emails are cloud-based so should remain accessible if internet connectivity is available.

### 3.6.4 Videoconferencing

The LDCC is equipped with MS Teams videoconferencing facility. Videoconferencing can be used when physical meetings are impractical.

### 3.6.4 Satellite Phone

A satellite phone is available in the LDCC. See LDMG Emergency Contact List for further details.

### 3.6.5 Multi-Function Colour Printer

A multi-function colour printer is available to facilitate copying, printing, scanning and faxing documentation as required.

### 3.6.6 Radio Room

The radio room is designed to provide resilience should normal communications such as landlines, mobiles and NBN technology fail. This space has four workstations. Numerous radio systems are available as follows:

- TRC VHF Radio
- UHF Citizen Band
- DES-QPWS VHF Network
- QPS Channel 34 radio – multi-agency radio channel
- SES
- HF Amateur Radio
- Tablelands Radio & Electronic Club (TREC) infrastructure

There are also external antennas mounted on the side of the CEDCC. Refer [Resilient Communications Sub-plan](#). For further detail.

### 3.6.7 Information Displays

The LDCC is equipped with a variety of information displays such as audio-visual screens and whiteboards that can be used to display critical information such as maps and electronic displays of key data from Guardian IMS. The facility can display free to air digital television to monitor news broadcasts. A battery-operated radio is also held at the LDCC to monitor radio broadcasts as a back up.

The CEDCC [Standard Operating Procedures](#) provides instructions on using the information displays in the LDCC.

### **3.6.8 ICT Support to the LDCC**

TRC's Systems & Information staff (in liaison with external contractor RMT) maintain the ICT systems that support LDCC operations. They are required to assist with the set up of the LDCC, ensure the ICT systems are functioning efficiently, deal with requests for additional ICT resources and any ICT issues that arise during response and recovery operations. All requests from the LDCC to Systems & Information are to be responded to as an urgent priority. Systems & Information staff will form part of the Logistics Cell in the LDCC and will liaise directly with RMT as required.

Contact details for ICT staff and the external contractor can be found in the LDMG Emergency Contact List.

## **3.7 LDCC Equipment & Resources**

TRC will endeavour to provide the stationery and consumables, furniture and equipment requirements for the LDCC. Stationery stored in the disaster management cupboards provides a variety of resources to assist with the effective operation of the centre. Refer resource list at Appendix D. Additional supplies will be obtained from existing stocks or procured as required.

## Section 4: LDCC Operations

### 4.1 Key Functions of the LDCC

The LDMG does not have the resources to operate a complex disaster coordination centre or system. Initial disaster coordination must be based on the use of existing facilities and resources available within the community at the time of the event.

If activated, the LDCC will operationalise LDMG decisions and plan and implement strategies on behalf of the LDMG. The LDCC will gather information that can be provided to the community and used for reporting to other levels in the disaster management system.

#### 4.1.1 Coordinate resources

Coordination is primarily concerned with the systematic acquisition and application of resources (people, material, equipment) in accordance with priorities set by the LDMG.

The LDCC coordinates local resources, identifies where extra resources are needed and passes information and Requests for Assistance (RFA) to the DDCC.

#### 4.1.2 Manage Information

The LDCC will receive information from various sources and will require processes to manage and disseminate that information to numerous stakeholders. For example:

- Members of the community asking for assistance
- Information updates to the wider community
- Government departments through situation reports, meetings or informal communications
- Other levels of the Queensland Disaster Management System (e.g. DDMG, State Disaster Coordination Centre, Queensland Disaster Management Committee).

#### 4.1.3 Develop long term strategies

The LDCC is required to forward plan to enable long term strategies for the management of the event to be developed. An Incident Action Plan (IAP) may be developed documenting the objective that the LDMG aims to achieve – refer [Appendix B](#).

#### 4.1.4 Coordinate Agencies

The Local Disaster Coordinator is responsible for coordinating disaster operations and provides the framework and system for all organisations to work within a common goal and approach.

Agency Liaison Officers will be represented in the LDCC as required. Agency Liaison Officers are experts in relation to their agency and may include Emergency Services, Government Agencies, NGO's and Volunteer Organisations.

#### 4.1.5 Maintain Records

All staff working in the LDCC are required to ensure adequate record keeping. This can be achieved using Guardian IMS. Detailed notes including verified photographs and videos (if available) should be added to tasks and bulletins as required. A contemporaneous log of actions with full justification for decision making should be maintained.

Under no circumstances should any documentation be removed from the LDCC. All documentation, plans and papers produced within the LDCC are to be retained under the direction of the LDC, for a period in accordance with TRC policy.

## 4.2 Hours of Operation

The hours of operation of the LDCC are at the discretion of the LDC based on advice from the LDMG. This may include 24/7 working arrangements. Arrangements may need to be made for staff support when operating outside of normal working hours or working extended hours including catering and provision of sleeping and showering facilities.

## 4.3 Media Management

The release of public information and warnings will be managed in accordance with the [Public Information & Warnings Sub-plan](#).

Generally, the media are not granted access to the LDCC without the consent of the LDC. The Public Information Officer (PIO) will manage any sanctioned visits.

## 4.4 Operational Reporting - SITREPS

Situation Reports (SITREPS) will need to be prepared on a regular basis including:

- Activation
- Pre-determined times (usually once daily by 12 noon but may be more frequent)
- As the situation changes
- On request from the DDC
- At the conclusion of operations.

SITREPS will be created and stored within Guardian IMS so they are accessible by all staff and agencies supporting the LDCC. The LDC is responsible for supervising the preparation of SITREPS and the Chairperson is responsible for the authorisation of all SITREPs which are then submitted to:

- DDC
- LDMG members.

## 4.5 Requests for Assistance

When all local resources have been exhausted or are inadequate, requests for assistance outside the Local Government area shall be directed to the DDC. All external assistance requests shall be coordinated by the LDC on behalf of the LDMG – refer [Logistics sub-plan](#).

## 4.6 Financial Accounting

Operational expenditure needs to be tracked using work order numbers established specifically for the event. At the conclusion of the disaster event, all expenditure needs to be finalised. Invoices need to be collated, payments made, and Disaster Recovery Funding Arrangements (DRFA) claims completed - refer to [Financial Management sub-plan](#). Staff hours are to be captured on timesheets for payment through payroll. Staff are encouraged to keep diary notes of key tasks undertaken to assist with claim reimbursement.



## Section 5: Staffing the LDCC

### 5.1 Management of the LDCC using AIIMS

The Australasian Inter-service Incident Management System (AIIMS) is an Incident Management System that enables the seamless integration of activities and resources from multiple agencies for the resolution of any emergency situation. It operates effectively for any type of incident, imminent or actual, natural, industrial or civil, and many other situations in which emergency management organisations are involved. AIIMS is the Incident Management System in operation within the Tablelands LDCC.

AIIMS is based on four key principles:

#### 5.1.1 Management by Objectives

An Incident Action Plan (IAP) will be developed outlining the objectives or outcomes that are to be achieved. Objectives should include the intent (what), a time setting (when) and a location setting (where). Good objectives are SMART:

- **S**pecific
- **M**easurable
- **A**chievable
- **R**elevant
- **T**ime framed.

The LDMG determines the objective. The LDC retains overall responsibility for the achievement of the objective on behalf of the LDMG. Given the changing and varying nature of disaster events, the operational objective may need to change with the circumstances of the event, or as a result of a new strategic direction being determined by the LDMG.

The objective must be communicated to all involved with the incident and each agency / section must convert the objective to specific actions (strategies and tactics).

#### 5.1.2 Functional Management

A flexible operational structure for the LDCC based on AIIMS will ensure that all vital management and information functions are performed (refer [Tablelands LDCC Structure](#)).

AIIMS is based on six key functions – Incident Control, Operations, Planning, Intelligence, Logistics and Public Information.

#### 5.1.3 Span of Control

Span of control relates to the number of groups or individuals that can be successfully supervised by one person. During disaster operations, the environment in which supervision is required can rapidly change and become dangerous if not managed effectively. Up to five reporting groups or individuals is desirable, as this maintains a supervisor's ability to effectively task, monitor and evaluate performance.

Where span of control is exceeded, the supervising officer should consider delegating responsibility to others. Conversely, where the span of control is lower, or the tasks are fewer (for example in a de-escalating incident), the supervisor may reassume responsibility or reorganise delegations to fit the tasks required.

#### 5.1.4 Scalability / Flexibility

In the LDCC, scalability and flexibility relate to the ability to scale up (or down) as required e.g. the number of staff required to perform the functions commensurate with the scale of the event. In small events LDCC staff may multi-task e.g. a single officer may undertake several functions concurrently. In larger events or as event escalates, more staff may be deployed to provide more specialist focus e.g. functions split and more staff allocated to undertake individual functions.

## 5.2 LDCC Incident Management Team

Different disaster events will require different levels of staff to support the nature and complexity of the operation. If required by the LDC, an Incident Management Team (IMT) based on the AIIMS model will be established. This will comprise some or all the following key roles:

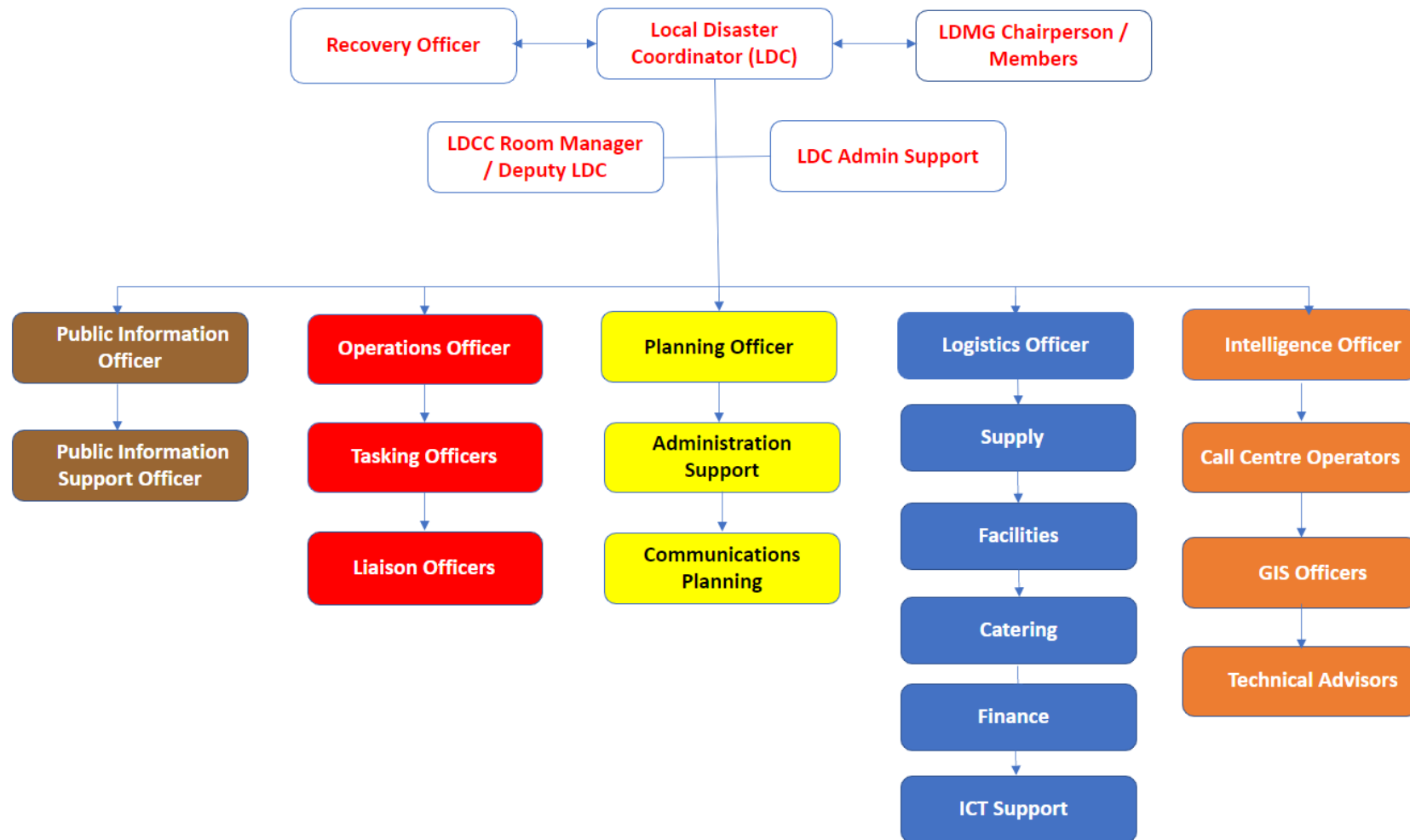
- LDMG Chairperson
- Local Disaster Coordinator
- LDCC Room Manager
- LDC Administrator
- Operations Officer
- Tasking Officer
- Planning Officer
- Intelligence Officer
- Loggers
- Logistics Officer
- Public Information Officer.

The tasks listed under each position description (refer Appendix A) serve as a guide to those appointments and what key tasks will be required within the LDCC.

The LDCC structure needs the ability to scale up (or down) as required i.e. the number of staff required to perform the functions commensurate with the scale of the event. The LDC may decide to initially commence the operation taking responsibility for all key functions of AIIMS and only increasing staffing as required. As the event escalates, the LDC may need to consider delegating responsibility to others.

As the structure expands, Team Leaders may need to consider delegating responsibility to others. Everyone working in the LDCC will have a reporting line through their Team Leader. It is vital that staff adhere to these reporting lines wherever appropriate to ensure that the IMT can perform effectively - refer [LDCC AIIMS structure](#).

## 5.2.1 LDCC AIIMS Structure



## 5.3 Staff Rostering

Rosters should be developed by the Logistics Officer during the early stages of any activation for at least 72 hours ahead. Rosters need to be developed in consultation with the Room Manager and Planning Cells and give due consideration to correct skill sets, fatigue management, rest periods, meal breaks and shift overlap to minimise loss of situational awareness.

Staff are required to check in and out of the Guardian IMS system to support payments and claim reimbursements. A hard copy attendance register will be maintained.

## 5.4 Shift Change & Handover

Staff on duty should work no longer than 12-hour shifts and this should be reduced where possible. At the completion of each shift, departing staff should deliver a detailed handover briefing with the staff commencing their duties. This should be face to face whenever possible and recorded in Guardian IMS, including:

- Current situation and link to latest SITREP
- Current warnings
- Sources of information
- Actions outstanding
- Future intentions.

## 5.5 Briefing & Debriefing

The LDC and LDMG Chairperson will conduct regular briefings with the LDMG and with Agency Liaison Officers and staff in the LDCC.

The LDC and LDMG Chairperson are responsible for keeping other stakeholders briefed on disaster-related matters (e.g. DDC, TRC CEO, Mayor).

Briefings will be undertaken using the SMEACS methodology (Situation, Mission, Execution, Administration, Communications, Safety).

Regular hot debriefs will be conducted during operations.

An immediate post event debrief should be conducted at the conclusion of operations and followed up with a formal post event review and assessment. The post response review and assessment process will help identify good practice as well as lessons identified.

## 5.6 Health, Safety & Welfare Considerations

Work Health and Safety (WHS) practices must be maintained.

### 5.6.1 Fire Procedures

Normal fire evacuation procedures will apply whilst the facility is being used as a LDCC.

### 5.6.2 First Aid

A first aid kit is available in the kitchen area. Assistance will be provided by TRC, QAS or other personnel present with first aid experience and certification. Life threatening emergencies should be reported to 000. In these circumstances, it may be appropriate to contact QAS Communication Room (REEFCOM) and / or the QAS LDMG member to confirm that they are aware of latest road closures and other relevant information in order to expedite the response process.

### 5.6.3 Catering

Catering is a key consideration for the effective management of staff welfare. In the initial phases, staff may self-cater or snacks and/or takeaway food may be provided. In larger events, caterers may need to be appointed by the Logistics Team to manage daily meal requirements for all staff and external agencies in the

LDCC and external facilities such as Evacuation Centres. In protracted events, catering will endeavour to be wholesome, varied and regular and to provide for special dietary needs.

#### **5.6.4 Sleeping Arrangements**

Staff should prepare an overnight bag including sleeping mat, doona and pillow when attending the LDCC in case they are unable to get home due to operational or safety reasons. Commercial accommodation should be utilised where appropriate but specific areas may need to be allocated for sleeping purposes.

#### **5.6.5 Staff Support**

The personal safety and welfare of staff members and their families must take priority. Stressful and demanding situations can quickly lead to mental health impacts and burn out of staff if not managed appropriately. The TRC Employee Assistance Program (EAP) can be accessed. Other agencies may have similar arrangements in place.

## Appendix A: Position Descriptions

| <b>DUTY CARD</b>  |  | <b>LDMG CHAIRPERSON</b> |
|---|--|-------------------------|
| Reports to:   |  | LDMG                    |
| <b>RESPONSIBILITIES</b>   |  |                         |
| <p>The functions of the Chairperson of the LDMG are specified in section 34A of the <i>Disaster Management Act</i>:</p> <ul style="list-style-type: none"> <li>• To manage and coordinate the business of the LDMG</li> <li>• To ensure, as far as practicable, that the group performs its functions</li> <li>• To report regularly to the relevant district group, and the chief executive of the department, about the performance by the local group of its functions.</li> </ul> <p>The Chairperson should maintain an awareness of current operations but should also focus on the longer-term strategic consequences of the event and requirements (i.e. how will the event impact the community, local economy, standard of living, tourism, environment, what support and assistance is available) and political leadership to achieve objectives.</p> <p>The Chairperson will work collaboratively with the LDC to activate various plans and approve public information and will participate in media interviews, teleconferences, briefings with various stakeholder groups (i.e. DDMG, QDMC,) as required.</p> <p>The Chairperson will also chair and / or participate in debrief sessions as required at the conclusion of operations and ensure that lessons identified are implemented.</p> |  |                         |

| <b>DUTY CARD</b>   |   | <b>LOCAL DISASTER COORDINATOR</b> |             |
|--|---|-----------------------------------|-------------|
| <b>Reports to:</b>   | Local Disaster Management Group (LDMG)  |                                   |             |
| <b>Cell overview:</b>  | <p>The role of incident control is undertaken by the Local Disaster Coordinator (LDC).</p> <p>The Local Disaster Coordinator (LDC) is an appointed position under section 36 of the Disaster Management Act. The functions of the LDC are as follows:</p> <ul style="list-style-type: none"> <li>To coordinate disaster operations for the Local Disaster Management Group (LDMG) To report regularly to the LDMG about disaster operations; and</li> <li>To ensure, as far as practicable, that any strategic decisions of the LDMG are implemented.</li> </ul> <p>The LDC is responsible for the overall management of the LDCC and the overall direction of the local coordinated response in line with the strategic decisions made by the LDMG to achieve the necessary resolution of an incident.</p> |                                   |             |
| <b>ALERT - RESPONSIBILITIES</b>  |   |                                   | <b>TICK</b> |
| <ul style="list-style-type: none"> <li>The LDMG may meet during this stage to assess the situation and determine the most appropriate course of action.</li> </ul>   |   |                                   |             |
| <b>LEAN FORWARD - RESPONSIBILITIES</b>   |   |                                   |             |
| <ul style="list-style-type: none"> <li>Commence operations Guardian IMS. Maintain adequate records of all activities and ensure it stays up to date to maintain situational awareness.</li> </ul>  |   |                                   |             |
| <ul style="list-style-type: none"> <li>Activate the phone network, undertake radio check and ensure all the equipment in the LDCC is available and functioning, so the centre is ready for activation if required.</li> </ul>                                  |   |                                   |             |
| <ul style="list-style-type: none"> <li>Regularly review Guardian IMS tasks and to maintain situational awareness.</li> </ul>   |   |                                   |             |
| <ul style="list-style-type: none"> <li>Request LDCC personnel move to lean forward and organise staffing rosters for 72 hours (minimum). If necessary activate a skeleton AIIIMS support team whilst in 'Lean Forward'.</li> </ul>                             |   |                                   |             |
| <ul style="list-style-type: none"> <li>Request LDMG members move to 'Lean Forward' and identify Agency Liaison Officers as required.</li> </ul>  |   |                                   |             |
| <ul style="list-style-type: none"> <li>Ensure the DDC is aware of the situation and keep regularly updated. Establish SITREP reporting requirements.</li> </ul>  |   |                                   |             |
| <ul style="list-style-type: none"> <li>Maintain regular contact with the Chairperson throughout the event and regularly assess the need for decisions / action.</li> </ul>   |   |                                   |             |
| <b>STAND UP – RESPONSIBILITIES</b>   |   |                                   |             |
| <ul style="list-style-type: none"> <li>Open the LDCC with appropriate AIIIMS staffing levels and Agency Liaison Officers. Establish communications with agencies unable to be represented and all operational facilities (e.g. Evacuation Centres).</li> </ul> |   |                                   |             |
| <ul style="list-style-type: none"> <li>Authorise a media release to advise the public the LDCC is open.</li> </ul>   |   |                                   |             |
| <ul style="list-style-type: none"> <li>Phone lines are opened and all incoming calls are logged, tasked and forwarded to the appropriate agency for action using Guardian IMS.</li> </ul>  |   |                                   |             |
| <ul style="list-style-type: none"> <li>Implement the LDMG's strategic direction and ensure all stakeholders are regularly briefed and updated.</li> </ul>  |   |                                   |             |
| <ul style="list-style-type: none"> <li>Conduct regular meetings / briefings of the LDCC IMT to maintain situational awareness and monitor progress of Incident Action Plan (IAP).</li> </ul>   |   |                                   |             |
| <ul style="list-style-type: none"> <li>Regularly assess the situation, coordinate activity and manage incident operations according to the plans and procedures approved by the LDMG.</li> </ul>   |   |                                   |             |
| <ul style="list-style-type: none"> <li>Ensure Guardian IMS remains up to date and all information displays are current.</li> </ul>   |   |                                   |             |
| <ul style="list-style-type: none"> <li>Authorise all SITREPS to the DDC and ensure timings requested by the DDC are adhered to.</li> </ul>   |   |                                   |             |
| <ul style="list-style-type: none"> <li>Approve requests for additional resources.</li> </ul>   |   |                                   |             |
| <ul style="list-style-type: none"> <li>Attend DDMG Extraordinary Meetings if required or on request. Ensure that if leaving the LDCC for any reason that a deputy LDC is appointed to act whilst absent.</li> </ul>  |   |                                   |             |
| <ul style="list-style-type: none"> <li>Authorise public information and warnings for release in collaboration with the Chairperson as required.</li> </ul>   |   |                                   |             |

|  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Ensure extended operations are considered and resourced (i.e. staffing, catering, sleeping areas, rest areas, fuel for generator).</li> </ul>                           |  |
| <ul style="list-style-type: none"> <li>• Approve plans for demobilisation and preparations for the recovery phase.</li> </ul>  |  |
| <b>STAND DOWN - RESPONSIBILITIES</b>   |  |
| <ul style="list-style-type: none"> <li>• In consultation with the Chairperson suspend operations (gradual or immediate depending on circumstances). Consider the need to support recovery operations.</li> </ul> |  |
| <ul style="list-style-type: none"> <li>• Forward final SITREP to the DDC.</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>• Notify all stakeholders that the LDCC is closed.</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>• Secure all records – Guardian IMS and hard copy.</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>• The LDCC needs to be cleaned and restocked and equipment checked to ensure readiness for next activation.</li> </ul>  |  |
| <ul style="list-style-type: none"> <li>• Conduct debriefs and develop post event report as required to identify good practice and lessons to be learnt. Update plans to reflect lessons learnt.</li> </ul>       |  |



| <b>DUTY CARD</b>   |  | <b>LDCC ROOM MANAGER</b> |
|--|--|--------------------------|
| Reports to:  | Local Disaster Coordinator   |                          |
| Role overview:   | The function of the LDCC Room Manager is to ensure the efficient operation of the Local Disaster Coordination Centre (LDCC) and to deputise for the Local Disaster Coordinator (LDC) in his/her absence. |                          |
| <b>RESPONSIBILITIES</b>  |  | <b>TICK</b>              |
| <ul style="list-style-type: none"> <li>Maintain watching brief / state of readiness and receive initial information regarding disaster event from Local Disaster Coordinator (LDC).</li> </ul>   |  |                          |
| <ul style="list-style-type: none"> <li>Commence operations log in Guardian IMS. Maintain adequate records of all operations activities.</li> </ul>   |  |                          |
| <ul style="list-style-type: none"> <li>Regularly review Guardian IMS tasks and to maintain situational awareness.</li> </ul>   |  |                          |
| <ul style="list-style-type: none"> <li>Ensure the LDCC is set up correctly and that equipment is fully functional.</li> </ul>  |  | •                        |
| <ul style="list-style-type: none"> <li>General management and supervision of the LDCC to ensure efficient and effective functioning during operations.</li> </ul>  |  | •                        |
| <ul style="list-style-type: none"> <li>Deputise for the Local Disaster Coordinator in their absence (see LDC action card).</li> </ul>  |  | •                        |
| <ul style="list-style-type: none"> <li>Organise Incident Management Team (IMT) meetings on behalf of the LDC as regularly as required (Operations, Planning, Logistics, Public Information, Intelligence, and Helpline).</li> </ul>  |  | •                        |
| <ul style="list-style-type: none"> <li>Proactively work to ensure cells are working together and that a high level of situational awareness and communication is maintained across the LDCC.</li> </ul>  |  | •                        |
| <ul style="list-style-type: none"> <li>Ensure key tasks are being progressed by the relevant cells e.g. preparation of SITREPS / rosters / catering, etc.</li> </ul>   |  | •                        |
| <ul style="list-style-type: none"> <li>Ensure the timing of the SITREP is enforced on a regular basis to all agencies / cells to ensure timely provision of information to the DDC.</li> </ul>   |  | •                        |
| <ul style="list-style-type: none"> <li>Provide support to staff in the use of Guardian IMS or other LDCC operational arrangements as required.</li> </ul>  |  | •                        |
| <ul style="list-style-type: none"> <li>Regularly review Guardian IMS for recorded tasks, (in particular look for outstanding tasks, or tasks that are taking some time to complete), bulletins, road closures, public information, to maintain situational awareness etc.</li> </ul> |  | •                        |
| <ul style="list-style-type: none"> <li>Ensure that all LDCC staff that utilise the Guardian IMS System log out during breaks and before leaving the LDCC at change of shifts.</li> </ul>   |  | •                        |
| <ul style="list-style-type: none"> <li>Ensure there are appropriate physical and human resources for ongoing operation of the LDCC. Monitor workload of all staff and suggest increases of staff where appropriate.</li> </ul>   |  | •                        |
| <ul style="list-style-type: none"> <li>Work with the Planning and Logistics Cells to ensure rosters are developed and implemented. Ensure changeover of staff is as efficient as possible and that all staff are briefed and debriefed as required.</li> </ul>                       |  | •                        |
| <ul style="list-style-type: none"> <li>Organise administrative tasks to be undertaken for the LDC as required.</li> </ul>  |  | •                        |
| <ul style="list-style-type: none"> <li>Ensure the LDC is advised of complicated, significant, contentious or difficult issues including life-threatening situations or issues that may attract media attention i.e. fatalities, missing children.</li> </ul>                         |  |                          |
| <ul style="list-style-type: none"> <li>Contribute to Situation Reports (SITREPS) and the IAP as required.</li> </ul>   |  |                          |
| <ul style="list-style-type: none"> <li>Participate in debriefs as required.</li> </ul>   |  |                          |

| <b>DUTY CARD</b>   |   | <b>LDC ADMINISTRATOR</b> |             |
|--|---|--------------------------|-------------|
| Reports to:  | Local Disaster Coordinator  |                          |             |
| Role overview:   | Provision of high-quality administrative support to the Incident Control Team (Local Disaster Coordinator and LDCC Room Manager). This position requires access to a laptop and / or iPad |                          |             |
| <b>RESPONSIBILITIES</b>  |   |                          | <b>TICK</b> |
| <ul style="list-style-type: none"> <li>Maintain watching brief / state of readiness and receive initial information regarding disaster event from Local Disaster Coordinator (LDC).</li> </ul>   |   |                          |             |
| <ul style="list-style-type: none"> <li>Maintain the incident decision log on behalf of the Incident Control Cell ensuring justification for decision making is fully documented.</li> </ul>  |   |                          |             |
| <ul style="list-style-type: none"> <li>Regularly review Guardian IMS tasks for the Incident Control Cell to ensure action is taken promptly and to maintain situational awareness. Continually remind / follow up with LDC key tasks / actions that are being progressed.</li> </ul> |   |                          | •           |
| <ul style="list-style-type: none"> <li>Ensure that regular back-ups to USB are being taken in case of unexpected failure of the Guardian IMS software.</li> </ul>  |   |                          | •           |
| <ul style="list-style-type: none"> <li>Recording minutes / key points of LDMG &amp; IMT meetings using MS Word for distribution following the meeting and upload to Guardian IMS as required.</li> </ul>   |   |                          | •           |
| <ul style="list-style-type: none"> <li>Continually monitor the Disaster Management and TRC Info email mailboxes for new messages.</li> </ul>   |   |                          | •           |
| <ul style="list-style-type: none"> <li>Assist with the preparation of SITREPS for approval by the LDC.</li> </ul>  |   |                          | •           |
| <ul style="list-style-type: none"> <li>Ensure the Guardian IMS system remains up to date with all relevant information e.g. check in / out, road closures, bulletins, evacuation centres, etc. Remove outdated information.</li> </ul>   |   |                          | •           |
| <ul style="list-style-type: none"> <li>Record keeping and administrative tasks required by the Incident Control Cell.</li> </ul>   |   |                          | •           |
| <ul style="list-style-type: none"> <li>Ensure the LDC is advised of complicated, significant, contentious or difficult issues including life-threatening situations or issues that may attract media attention i.e. fatalities, missing children.</li> </ul>                         |   |                          | •           |
| <ul style="list-style-type: none"> <li>Contribute to Situation Reports (SITREPS) and the IAP as required.</li> </ul>   |   |                          | •           |
| <ul style="list-style-type: none"> <li>Participate in debriefs as required.</li> </ul>   |   |                          | •           |

| <b>DUTY CARD OPERATIONS OFFICER</b>  |   |
|--|---|
| Reports to:  | Local Disaster Coordinator  |
| Cell overview:   | <p>The role of the Operations Officer is to maintain situational awareness and oversee the functions of the Operations Cell which includes:</p> <ul style="list-style-type: none"> <li>• Management and supervision of all activities that are undertaken to resolve the incident; and</li> <li>• Management and supervision of all resources (people and equipment) assigned to the Operations Cell.</li> </ul> <p>The Operations Officer is delegated responsibility by the Local Disaster Coordinator (LDC) to implement approved strategies to resolve the incident. In fulfilling these responsibilities, the Operations Officer needs to interact with the Planning, Logistics, Intelligence and Public Information Cells on a regular basis.</p> |
| <b>RESPONSIBILITIES</b>  |   |
| <ul style="list-style-type: none"> <li>• Maintain watching brief / state of readiness and receive initial information regarding disaster event from Local Disaster Coordinator (LDC).</li> </ul>   | TICK  |
| <ul style="list-style-type: none"> <li>• Commence operations log in Guardian IMS. Maintain adequate records of all operations activities.</li> </ul>   |   |
| <ul style="list-style-type: none"> <li>• Regularly review Guardian IMS tasks and to maintain situational awareness.</li> </ul>   |   |
| <ul style="list-style-type: none"> <li>• Establish an appropriate structure within the Operations Cell. Brief and allocate all operations cell staff.</li> </ul>   |   |
| <ul style="list-style-type: none"> <li>• Maintain the operational response to the event and ensure Guardian IMS remains current.</li> </ul>  |   |
| <ul style="list-style-type: none"> <li>• Maintain the road closure section of Guardian IMS or delegate to a Council / Roads Liaison Officer.</li> </ul>  |   |
| <ul style="list-style-type: none"> <li>• Maintain the Tasking section of Guardian IMS or delegate to a Tasking Officer. Ensure tasking to relevant Agency Liaison Officers as required – refer Tasking Cheat Sheet.</li> </ul>                                 |   |
| <ul style="list-style-type: none"> <li>• Coordinate activities undertaken by the Agency Liaison Officers in resolving incidents and report regularly on the implementation of the Incident Action Plan (IAP).</li> </ul>                                       |   |
| <ul style="list-style-type: none"> <li>• Monitor the tasks and resources of Agency Liaison Officers – look for urgent or outstanding tasks or those taking time to complete and implement strategies to address.</li> </ul>                                    |   |
| <ul style="list-style-type: none"> <li>• Manage available assets and ensure additional resources are requested via the Logistics Officer in a timely manner. Assist Logistics Cell to develop formal RFA's as required.</li> </ul>                             |   |
| <ul style="list-style-type: none"> <li>• Assist Planning Cell with the development of the Incident Action Plan (IAP) and any operational plans.</li> </ul>   |   |
| <ul style="list-style-type: none"> <li>• Assist Intelligence Cell to develop SITREPS.</li> </ul>   |   |
| <ul style="list-style-type: none"> <li>• Apply a practical and logical approach to problem solving, ensuring that action is prioritised accordingly.</li> </ul>  |   |
| <ul style="list-style-type: none"> <li>• Manage personnel assigned to the Operations Team (briefings, debriefings, welfare requirements). Potential units include Agency Liaison Officers, Tasking.</li> </ul>   |   |
| <ul style="list-style-type: none"> <li>• Ensure the LDC is advised of complicated, significant, contentious or difficult issues including life-threatening situations or issues that may attract media attention i.e. fatalities, missing children.</li> </ul> |   |
| <ul style="list-style-type: none"> <li>• Contribute to Situation Reports (SITREPS) and the IAP as required.</li> </ul>   |   |
| <ul style="list-style-type: none"> <li>• Participate in debriefs as required.</li> </ul>   |   |

| DUTY CARD  |   | TASKING OFFICER |      |
|--|---|-----------------|------|
| Reports to:  | Operations Officer  |                 |      |
| Role Overview  | The role of the Tasking Officer is to act as the nexus between the message received and the message being actioned. The key function of the Tasking Officer is to determine the priority of the message and the most appropriate agency to action the request.  |                 |      |
| RESPONSIBILITIES   |   |                 | TICK |
| <ul style="list-style-type: none"> <li>Maintain the Tasking Section within Guardian IMS.</li> </ul>  |   |                 |      |
| <ul style="list-style-type: none"> <li>Determine the priority of the message and ensure urgent tasks are identified.</li> </ul>  |   |                 |      |
| <ul style="list-style-type: none"> <li>Determine the most appropriate agencies and IMT members to action the request and assign a responsible agency for each incident. Ensure incidents are also tasked to relevant cells for awareness.</li> </ul> |   |                 |      |
| <ul style="list-style-type: none"> <li>Liaise with Agency Liaison Officers to maintain situational awareness and regularly update the Operations Officer identifying emerging issues, key trends and any issues for resolution.</li> </ul>           |   |                 |      |
| <ul style="list-style-type: none"> <li>Participate in debriefs as required.</li> </ul>   |   |                 |      |
| Tasking Officer Cheat Sheet  |   |                 |      |
| TRC Liaison Officer<br><br><b>Note:</b> In large events there may be a Council Liaison Officer and a Roads Liaison Officer. A separate Evacuation Centre Liaison role may also be established.   | <ul style="list-style-type: none"> <li>Water</li> <li>Wastewater (sewerage)</li> <li>Environmental Health</li> <li>Trees down on Council buildings / land (no power lines)</li> <li>Evacuation Centres (if no separate Liaison Officer)</li> <li>Aerodromes</li> <li>Evacuation Centres</li> <li>Roads (if no separate Liaison Officer)</li> </ul>  |                 |      |
| Roads Liaison Officer  | <ul style="list-style-type: none"> <li>TRC roads and bridges (including closures and signage)</li> <li>State controlled roads (in liaison with DTMR)</li> <li>Traffic lights</li> <li>Trees down on Council / State roads</li> <li>Closures to State Roads and Bridges</li> </ul>   |                 |      |
| Queensland Police Service (QPS) Liaison Officer  | <ul style="list-style-type: none"> <li>Search and rescue</li> <li>Public order / public safety</li> <li>Evacuations</li> <li>Traffic control</li> <li>Crowd control</li> </ul>  |                 |      |
| Queensland Fire & Emergency Services (QFES)<br><br><b>Note:</b> There may be more than one QFES officer available Fire & Rescue, Rural, SES and / or Emergency Management).  | <ul style="list-style-type: none"> <li>Structural Fires</li> <li>Transport vehicle fires</li> <li>Transport vehicle accidents</li> <li>Hazardous materials incidents</li> <li>Entrapped persons</li> <li>Building collapse</li> <li>High angle rescue</li> <li>Swift water rescue</li> <li>Confined space rescue</li> <li>Trench Rescue</li> <li>Bushfires (Rural Operations)</li> <li>Trees down on private property structures (no power lines) (SES)</li> <li>Sandbagging and tarpaulins to the most vulnerable (SES)</li> <li>Emergency management</li> </ul> |                 |      |

|  |  |
|--|--|
| Queensland Ambulance Service (QAS) Liaison Officer | <ul style="list-style-type: none"> <li>• Medical assistance</li> <li>• Medical evacuations</li> <li>• Mass casualty incidents</li> </ul>                   |
| Ergon Liaison Officer                              | <ul style="list-style-type: none"> <li>• Trees down anywhere involving power lines</li> <li>• Damaged or fallen power lines</li> <li>• No power</li> </ul> |
| Telstra Liaison Officer                            | <ul style="list-style-type: none"> <li>• Landlines and mobiles</li> </ul>  |
| External Agency Liaison Officer                    | <ul style="list-style-type: none"> <li>• Tasks for any agency not physically present in the LDCC.</li> </ul>   |

| <b>DUTY CARD</b>  |   | <b>AGENCY LIAISON OFFICERS</b> |             |
|---|---|--------------------------------|-------------|
| Reports to:   | Operations Officer  |                                |             |
| Cell overview:  | <p>Each agency with a role in disaster management has unique skills, knowledge and resources they utilise and employ to support the community during disaster events.</p> <p>Disaster coordination is about bringing together the collective skills, knowledge and resources of agencies and applying these in a systematic and coordinated manner to assist the community.</p> <p>Liaison Officers from various agencies will be present in the LDCC to form the Operations Cell. Agency Liaison Officers contribute to problem solving, situation reports and share information in relation to tasking and requests for assistance between their functional agency and the LDCC to achieve resolution of an incident.</p> |                                |             |
| <b>RESPONSIBILITIES</b>   |   |                                | <b>TICK</b> |
| <ul style="list-style-type: none"> <li>• Regularly review Guardian IMS for tasks and to maintain situational awareness.</li> </ul>  |   |                                |             |
| <ul style="list-style-type: none"> <li>• Contribute to operational problem solving advising on the capability and resource requirements of own organisation.</li> </ul>                   |   |                                |             |
| <ul style="list-style-type: none"> <li>• Pass information on activity and requests for assistance from LDCC to own agency and vice versa.</li> </ul>                                      |   |                                |             |
| <ul style="list-style-type: none"> <li>• Arrange tasking to support needs of LDCC and in accordance with direction from the LDC.</li> </ul>   |   |                                |             |
| <ul style="list-style-type: none"> <li>• Ensure any emerging life-threatening situations or issues which will attract media attention are escalated to the Operations Officer.</li> </ul> |   |                                |             |
| <ul style="list-style-type: none"> <li>• Ensure adequate and resilient communication between LDCC and own organisation (email, phone, radio)</li> </ul>                                   |   |                                |             |
| <ul style="list-style-type: none"> <li>• Anticipate and plan for the possible developments to ensure support and resources are available.</li> </ul>                                      |   |                                |             |
| <ul style="list-style-type: none"> <li>• Ensure adequate record keeping within the Guardian IMS system including assets utilised and expenses incurred.</li> </ul>                        |   |                                |             |
| <ul style="list-style-type: none"> <li>• Contribute to SITREPS and the IAP as required.</li> </ul>  |   |                                |             |
| <ul style="list-style-type: none"> <li>• Participate in briefings and debriefs as required.</li> </ul>  |   |                                |             |

| <b>DUTY CARD</b>   |  | <b>PLANNING OFFICER</b> |
|--|--|-------------------------|
| Reports to:  | Local Disaster Coordinator   |                         |
| Cell overview:   | Planning is concerned with the development of plans for the resolution of an incident. This cell is responsible for development of the Incident Action Plan (IAP), undertakes risk assessments and monitors and reviews the IAP on a regular basis to achieve resolution of an incident. |                         |
| <b>RESPONSIBILITIES</b>  |  | <b>TICK</b>             |
| <ul style="list-style-type: none"> <li>Maintain watching brief / state of readiness and receive initial information regarding disaster event from Local Disaster Coordinator (LDC).</li> </ul>                                       |  |                         |
| <ul style="list-style-type: none"> <li>Commence operations log in Guardian IMS. Maintain adequate records of all planning activities.</li> </ul>   |  |                         |
| <ul style="list-style-type: none"> <li>Regularly review Guardian IMS for tasks and to maintain situational awareness.</li> </ul>   |  |                         |
| <ul style="list-style-type: none"> <li>Actively seek and assess information about the event for the purpose of forward planning. The timeframe will evolve as the event unfolds – initially 24-72 hours, 1 week, 1 month.</li> </ul> |  |                         |
| <ul style="list-style-type: none"> <li>Prepare, disseminate and monitor operational plans and strategies as required to manage the event.</li> </ul>   |  |                         |
| <ul style="list-style-type: none"> <li>Facilitate access to administration support services as required to support other members of the IMT.</li> </ul>  |  |                         |
| <ul style="list-style-type: none"> <li>Manage personnel assigned to the Planning Team (briefings, debriefings, welfare requirements). Potential units might include Admin Support, Communications Planning.</li> </ul>               |  |                         |
| <ul style="list-style-type: none"> <li>Coordinate the preparation, dissemination and monitoring of the Incident Action Plan (IAP).</li> </ul>  |  |                         |
| <ul style="list-style-type: none"> <li>Contribute to Situation Reports (SITREPS) as required.</li> </ul>   |  |                         |
| <ul style="list-style-type: none"> <li>Participate in debriefs as required.</li> </ul>   |  |                         |

| DUTY CARD   |   | INTELLIGENCE OFFICER |
|---|---|----------------------|
| Reports to:   | Local Disaster Coordinator  |                      |
| Cell overview:  | <p>Intelligence relates to the collection and analysis of information to develop intelligence and create a common operating picture.</p> <p>Information is the raw, unprocessed data sourced or provided to the LDCC. The data by itself is largely without meaning. Intelligence is the result of processing data in relation to other collected data to provide 'understanding' or 'knowledge' of a situation to support effective decision making. Intelligence provides decision makers with situational awareness.</p> |                      |
| RESPONSIBILITIES  |   | TICK                 |
| <ul style="list-style-type: none"> <li>Maintain watching brief / state of readiness and receive initial information regarding disaster event from Local Disaster Coordinator (LDC).</li> </ul>  |   |                      |
| <ul style="list-style-type: none"> <li>Commence operations log in Guardian IMS. Maintain adequate records of all intelligence activities.</li> </ul>  |   |                      |
| <ul style="list-style-type: none"> <li>Regularly review Guardian IMS for tasks and to maintain situational awareness.</li> </ul>  |   |                      |
| <ul style="list-style-type: none"> <li>Collect, analyse, authenticate and interpret information from a variety of sources in order to develop accurate, current and timely intelligence.</li> </ul>   |   |                      |
| <ul style="list-style-type: none"> <li>Ensure intelligence is shared with other teams and accurately depicted on maps, charts, display screens, whiteboards so it can be used to inform decision making and situational awareness.</li> </ul>   |   |                      |
| <ul style="list-style-type: none"> <li>Manage personnel assigned to the Intelligence Team (briefings, debriefings, welfare requirements). Potential units might include Helpline, GIS, Technical Advisors e.g. Dam Owners.</li> </ul>   |   |                      |
| <ul style="list-style-type: none"> <li>Coordinate the Situation Report (SITREP).</li> </ul>   |   |                      |
| <ul style="list-style-type: none"> <li>Contribute to Incident Action Plan as required.</li> </ul>   |   |                      |
| <ul style="list-style-type: none"> <li>Participate in debriefs as required.</li> </ul>  |   |                      |
| Intel Handy Hints Cheat Sheet   |   |                      |
| <b><u>Weather and Rainfall</u></b>  |   |                      |
| <ul style="list-style-type: none"> <li><b>MetEye-</b> <a href="http://www.bom.gov.au/australia/meteye/">http://www.bom.gov.au/australia/meteye/</a></li> <li><b>Weather Observations</b> (temperature, dew point, relative humidity, wind speed and direction, atmospheric pressure (hPa), etc.) <a href="http://www.bom.gov.au/qld/observations/qldall.shtml">http://www.bom.gov.au/qld/observations/qldall.shtml</a> - look for the table headed: <i>North Tropical Coast and Tablelands</i></li> <li><b>River Levels &amp; Rainfall</b> data: <a href="http://www.bom.gov.au/qld/flood/cns2ing.shtml">http://www.bom.gov.au/qld/flood/cns2ing.shtml</a></li> <li><b>Stream Monitoring:</b> <a href="https://water-monitoring.information.qld.gov.au/host.htm">https://water-monitoring.information.qld.gov.au/host.htm</a></li> <li><b>Dam Levels:</b> <a href="http://dashboard.trc.qld.gov.au/">http://dashboard.trc.qld.gov.au/</a></li> <li><b>Weather Radar:</b> <a href="http://www.bom.gov.au/products/IDR193.loop.shtml#skip">http://www.bom.gov.au/products/IDR193.loop.shtml#skip</a></li> <li><b>Cyclone Information:</b> <a href="http://www.bom.gov.au/cyclone/index.shtml">http://www.bom.gov.au/cyclone/index.shtml</a></li> <li><b>National Weather Warnings Summary:</b> <a href="http://www.bom.gov.au/australia/warnings/index.shtml">http://www.bom.gov.au/australia/warnings/index.shtml</a></li> <li><b>Joint Typhoon Warning Centre</b> - <a href="https://www.metoc.navy.mil/jtwc/html/tropical.html">https://www.metoc.navy.mil/jtwc/html/tropical.html</a></li> <li><b>Tropical Tidbits forecast models</b> - <a href="https://www.tropicaltidbits.com/analysis/models/">https://www.tropicaltidbits.com/analysis/models/</a> - choose Australia region, 6 global models to choose from</li> <li><b>Windy.com</b> - <a href="https://www.windy.com/?-17.109,152.150,6">https://www.windy.com/?-17.109,152.150,6</a> - Graphical presentation of weather data, both ECMWF and GFS forecast models</li> <li><b>CIMSS</b> - <a href="http://tropic.ssec.wisc.edu/">http://tropic.ssec.wisc.edu/</a> - for wind shear data choose Eastern Australia – Winds &amp; Analyses in the Regional Real-Time Products map, then the Shear Tendency button</li> <li><b>NOAA Geostationary Satellite Server</b> - <a href="http://www.goes.noaa.gov/sohemi/">http://www.goes.noaa.gov/sohemi/</a></li> </ul> |   |                      |
| <b><u>Infrastructure Data Sources</u></b>   |   |                      |
| <ul style="list-style-type: none"> <li><b>Transport &amp; Main Roads Road Conditions:</b> <a href="http://131940.qld.gov.au/Road-Conditions.aspx">http://131940.qld.gov.au/Road-Conditions.aspx</a></li> <li><b>RACQ Road Conditions:</b> <a href="https://www.racq.com.au/cars-and-driving/safety-on-the-road/road-conditions">https://www.racq.com.au/cars-and-driving/safety-on-the-road/road-conditions</a></li> </ul>  |   |                      |



- **ERGON Electricity Distribution Network Outages and Disruptions**  
<https://www.ergon.com.au/network/outages-and-disruptions/power-interruptions/outage-finder>
- **Powerlink Electricity Transmission Network Outages** - NB. Scheduled outages only  
[http://www.powerlink.com.au/Network/Network\\_outages.aspx](http://www.powerlink.com.au/Network/Network_outages.aspx)
- **TELSTRA Service Status:** <https://aussieservicedown.com/status/telstra/map>
- **OPTUS Service Status** - <https://www.optus.com.au/about/network/service-status>
- **NBN Service Status:** <https://www.nbnco.com.au/support/network-status>

#### **Demographic and Statistical data**

- **Census 2021 data**  
<http://www.abs.gov.au/websitedbs/censushome.nsf/home/data?opendocument&navpos=200%20>
- **TRC Demographic Data:** <http://www.trc.qld.gov.au/discover/community-profile> - higher resolution data is available at abs.gov.au (above link), but this is easier for quick and dirty statistics.
- **Queensland Globe:** Interactive mapping using Google Earth:  
<https://www.business.qld.gov.au/business/support-tools-grants/services/mapping-data-imagery/queensland-globe>

#### **Bushfire Resources**

- **QFES Facebook** page for incident updates and warnings  
<https://www.facebook.com/QldFireandEmergencyServices>
- **Wildfire Hotspot data:** <http://www.firenorth.org.au/nafi2/> - under Fire Map Regions, select North East QLD>Tablelands and [Digital Earth Australia Hotspots \(ga.gov.au\)](http://www.ga.gov.au) and  
<https://myfirewatch.landgate.wa.gov.au/map.html>
- **Air Quality Monitoring** - <https://apps.des.qld.gov.au/air-quality/>
- **Smoke & Dust Action Levels** - <https://apps.des.qld.gov.au/air-quality/health/>

**Recent Earthquake data:** <http://www.ga.gov.au/earthquakes/initRecentQuakes.do>

**Queensland Government Disasters & Alerts:** [www.qld.gov.au/alerts#tab-key-updates](http://www.qld.gov.au/alerts#tab-key-updates)

**General Data:** Regularly update confirmed details and any reports e.g. casualties, displaced persons, evacuation centres, damage sustained to hospitals, schools, aerodromes, power, sewerage, water supply, roads, etc. Variety of sources including Community Disaster Teams, emergency services, agencies, etc.

**Note:** Any other information required by the Local Disaster Coordinator and / or LDCC IMT and / or LDMG. Liaise with Local Disaster Coordinator in regards to who to contact and how often.

| DUTY CARD  |  | LOGGERS |
|--|--|---------|
| Reports to:  | Intelligence Officer or Logger Supervisor if appointed.  |         |
| Role overview:   | <p>Loggers are at the frontline of operations and provide the initial contact for members of the public. It is therefore crucial to the overall success of the LDCC that this role is carried out effectively.</p> <p>Loggers need to be proficient at data entry and possess skills in dealing with the public. It is vital that Loggers are kept up to date with the latest information and are advised of all information to be released to the public.</p> |         |
| RESPONSIBILITIES   |  | TICK    |
| <ul style="list-style-type: none"> <li>• Ensure situational awareness e.g. road closures, public bulletins.</li> </ul>   |  |         |
| <ul style="list-style-type: none"> <li>• Accurately log all information / requests / offers within Guardian IMS ensuring an adequate level of detail is recorded.</li> </ul>                             |  |         |
| <ul style="list-style-type: none"> <li>• Do not speculate and ensure only factual, authorised information is released.</li> </ul>  |  |         |
| <ul style="list-style-type: none"> <li>• Exercise compassion whilst promoting the concept of self-help and resilience.</li> </ul>  |  |         |
| <ul style="list-style-type: none"> <li>• Ensure urgent messages are appropriately flagged. Use discretion and common sense as most callers will likely identify their issue as an urgent one.</li> </ul> |  |         |
| <ul style="list-style-type: none"> <li>• Participate in debriefs as required.</li> </ul>   |  |         |

| DUTY CARD   |   | LOGISTICS OFFICER |
|---|---|-------------------|
| Reports to:   | Local Disaster Coordinator  |                   |
| Cell overview:  | <p>The Logistics function relates to the acquisition and provision of human and physical resources, facilities, services and materials to support achievement of incident objectives.</p> <p>Effective disaster operations at the local level require resources to reduce the effects of an event on the community. Resources may be human, services or material and can be obtained from a variety of sources: government, private enterprise or the community.</p> <p>If resources are not available locally, a request for assistance is submitted to the Mareeba District Disaster Coordination Centre (DDCC). Once obtained, resources will be managed by the LDCC.</p> <p>All resources are to be appropriately recorded, prioritised and tracked. Once the tasking of a resource is complete, its needs to be replaced or restocked and returned to its normal business use.</p> |                   |
| RESPONSIBILITIES  |   | TICK              |
| <ul style="list-style-type: none"> <li>Maintain watching brief / state of readiness and receive initial information regarding disaster event from Local Disaster Coordinator (LDC).</li> </ul>  |   |                   |
| <ul style="list-style-type: none"> <li>Commence operations log in Guardian IMS. Maintain adequate records of all logistics activities.</li> </ul>   |   |                   |
| <ul style="list-style-type: none"> <li>Regularly review Guardian IMS for tasks and to maintain situational awareness.</li> </ul>  |   |                   |
| <ul style="list-style-type: none"> <li>Implement Logistics Sub-plan.</li> </ul>   |   |                   |
| <ul style="list-style-type: none"> <li>Implement systems to obtain, record, manage and track the movement of human and physical resources, facilities, services and materials assigned to the event.</li> </ul>                                 |   |                   |
| <ul style="list-style-type: none"> <li>Undertake staff rostering as required.</li> </ul>  |   |                   |
| <ul style="list-style-type: none"> <li>Determine what premises are suitable for use as warehousing and storage (if required).</li> </ul>  |   |                   |
| <ul style="list-style-type: none"> <li>Identify specific transportation resources required (i.e. forklifts, EWP's).</li> </ul>  |   |                   |
| <ul style="list-style-type: none"> <li>Monitor fuel stocks and instigate priority fuel supply planning to ensure continuity.</li> </ul>   |   |                   |
| <ul style="list-style-type: none"> <li>Capture all expenditure associated with the operation to ensure maximum reimbursement under DRFA.</li> </ul>   |   |                   |
| <ul style="list-style-type: none"> <li>Prepare Requests for Assistance to the DDMG for authorisation by the LDC.</li> </ul>   |   |                   |
| <ul style="list-style-type: none"> <li>Purchase equipment and supplies and organise catering as required.</li> </ul>  |   |                   |
| <ul style="list-style-type: none"> <li>Coordinate resupply operations – refer section 4 Logistics Sub-plan.</li> </ul>  |   |                   |
| <ul style="list-style-type: none"> <li>Manage personnel assigned to the Logistics Team (briefings, debriefings, welfare requirements). Potential units might include Supply, Communications Support, Finance, Facilities, Catering).</li> </ul> |   |                   |
| <ul style="list-style-type: none"> <li>Contribute to Incident Action Plan and Situation Reports (SITREPS) as required.</li> </ul>   |   |                   |
| <ul style="list-style-type: none"> <li>Participate in debriefs as required.</li> </ul>  |   |                   |

| DUTY CARD   |  | PUBLIC INFORMATION OFFICER (PIO) |      |
|---|--|----------------------------------|------|
| Reports to:   | Local Disaster Coordinator   |                                  |      |
| Cell overview:  | The Public Information function provides warnings, information and advice to threatened and/or affected communities, liaises with broadcast media, manages media liaison, and manages the social media aspects of the event. |                                  |      |
| RESPONSIBILITIES  |  |                                  | TICK |
| <ul style="list-style-type: none"> <li>Maintain watching brief / state of readiness and receive initial information regarding disaster event from Local Disaster Coordinator (LDC)</li> </ul>   |  |                                  |      |
| <ul style="list-style-type: none"> <li>Commence operations log in Guardian IMS. Maintain adequate records of all media releases, contacts and activities.</li> </ul>  |  |                                  |      |
| <ul style="list-style-type: none"> <li>Regularly review Guardian IMS for tasks and to maintain situational awareness.</li> </ul>  |  |                                  |      |
| <ul style="list-style-type: none"> <li>Implement Public Information &amp; Warnings Sub-plan.</li> </ul>   |  |                                  |      |
| <ul style="list-style-type: none"> <li>Establish liaison with local radio and media outlets to confirm key contacts for community alerts and warnings and media release / briefing schedules. Encourage 24-hour transmission where appropriate.</li> </ul>  |  |                                  |      |
| <ul style="list-style-type: none"> <li>If LDCC is activated, prepare 'Activation of LDCC' media statement for release and ensure all staff and LDMG agencies are aware of activation.</li> </ul>  |  |                                  |      |
| <ul style="list-style-type: none"> <li>Ensure access is available to pre-formatted media releases and warnings.</li> </ul>  |  |                                  |      |
| <ul style="list-style-type: none"> <li>Draft media releases for approval as required.</li> </ul>  |  |                                  |      |
| <ul style="list-style-type: none"> <li>Ensure relevant information and warnings are authorised by the LDMG Chairperson and LDC as required. Distribute as per section 3.6.1 Public Information &amp; Warnings Sub-plan and ensure all releases are uploaded into Guardian IMS bulletins for display in the LDCC and on the public facing Disaster Dashboard.</li> </ul> |  |                                  |      |
| <ul style="list-style-type: none"> <li>Ensure Customer Service Coordinator is kept informed of all significant events for public information including website and social media content.</li> </ul>   |  |                                  |      |
| <ul style="list-style-type: none"> <li>Coordinate and manage media interviews and briefings.</li> </ul>   |  |                                  |      |
| <ul style="list-style-type: none"> <li>Monitor news coverage and social media platforms for accuracy, currency and completeness and report discrepancies to the LDC.</li> </ul>   |  |                                  |      |
| <ul style="list-style-type: none"> <li>Check with special needs facilities that they have received warnings as appropriate.</li> </ul>  |  |                                  |      |
| <ul style="list-style-type: none"> <li>Manage personnel assigned to the Public Information Team (briefings, debriefings, welfare requirements).</li> </ul>  |  |                                  |      |
| <ul style="list-style-type: none"> <li>Contribute to Incident Action Plan and Situation Reports (SITREPS) as required.</li> </ul>   |  |                                  |      |
| <ul style="list-style-type: none"> <li>Participate in debriefs as required.</li> </ul>  |  |                                  |      |

# Appendix B: Guide to Writing Situation Reports (SITREPS)

## Aim

Provide the District and State Disaster Coordination Centres with an accurate and timely overview of the situation since the last Sitrep. Sitreps should not repeat information in previous Sitreps unless there has been an update to that information – they are a report on the current situation.

## Objectives

- To ensure that the DDMG and the SDCC understand the objectives and strategies implemented to effectively manage the emergency situation
- To provide accurate information and data to effectively brief senior executives and ministers to be able to prioritise State and National assistance
- Provide accurate timelines of events and accurate information for the after-action reporting process.

## Sitrep Header

Identify the event, sitrep number, date and the time period the sitrep covers. Provide information of who the Sitrep is from and who is to receive it, cc any coordination centres or personnel that would benefit from the information.

## Summary

Consider including the following:

- Weather:** Outline local weather observations different to the forecast from the Bureau of Meteorology (BOM). E.g.: River height calculations from Local Government engineers. Do not repeat BOM information.
- Summary of past 24 hrs by LDMG:** Include the following recommended info;
  - o What is the current situation
  - o What activities are you currently undertaking in response to the current situation
  - o What key issues/problems/resolutions have arisen since last report was sent,
  - o Has the size/scale of the operation changed
  - o If Local Governments have no issues indicate that in this section.

## Impacts

- Damage Assessment Overview:** An overview or snapshot of the damage that has occurred and/or is likely to occur in the reporting area. Cover social, economic, environmental and infrastructure impacts.

## Emerging Issues

- Projected operations:** Include the following recommended info:
  - o What are the projected activities over the next 24-48 hrs
  - o What tasks are planned to be undertaken in the next 24-48 hrs
  - o Anticipated resource requirements such as food resupply, extra personnel.

## Key Messages

- Key Messages:** An overview of any key messages to the public
- Media Issues:** An overview on any media related issues. Or issues that may be liable for media comment
- Updates to Distract/ Local Contacts:** Update contact details of key staff.

## **Approval**

The report is to indicate who prepared it and who it has been approved by. Accuracy is critical in preventing confusion at the strategic level. If the data provided is an estimate articulate that in the SitRep

# Appendix C: Incident Action Plan Template

|  |  |                    |                     |                               |                   |
|--|--|--------------------|---------------------|-------------------------------|-------------------|
| <b>Event Name</b>  |  | <b>Date / Time</b> |                     | <b>Lead Agency</b>            |                   |
| <b>Current Situation: (Overview of Current Situation)</b>  |  |                    |                     |                               |                   |
| <ul style="list-style-type: none"> <li>◇ Operations to provide a statement of the current situation and what has happened so far.</li> <li>◇ Planning to provide predictions of the incident's likely development (including key political, economic, social, public health and environmental risk exposures).</li> <li>◇ Key locations activated e.g. Evacuation Centres, staging areas, etc.</li> <li>◇ Factors affecting the management of the incident e.g. terrain, nature of vegetation, special hazards, weather, exposure, etc...</li> </ul> |  |                    |                     |                               |                   |
| <b>LDMG Status:</b>  | <b>Alert</b>   |                    | <b>Lean Forward</b> |                               | <b>Stand Up</b>   |
|  |  |                    |                     |                               | <b>Stand Down</b> |
| <b>Mission - LDMG's Intent / Current Objective</b>   |  |                    |                     |                               |                   |
| <ul style="list-style-type: none"> <li>◇ Intent - what does the Local Disaster Coordinator want doing?</li> <li>◇ Time - when does it need to be done by?</li> <li>◇ Space - where?</li> <li>◇ Why?</li> <li>◇ Smart, Measurable, Achievable, Relevant, Timeframe</li> </ul>   |  |                    |                     |                               |                   |
| <b>Execution (Strategies, Tactics and Priorities)</b>  |  |                    |                     |                               |                   |
| <ul style="list-style-type: none"> <li>◇ Outlines the approach to be taken in working towards the achievement of the incident objective.</li> <li>◇ Identify fallback strategies and risks / likely outcomes.</li> </ul>   |  |                    |                     |                               |                   |
| <b>Active Plans</b>  |  |                    |                     |                               |                   |
| <ul style="list-style-type: none"> <li>◇ A list of the Disaster plans activated should be documented here.</li> </ul>  |  |                    |                     |                               |                   |
| <b>Shift Timeline</b>  |  |                    |                     |                               |                   |
| <b>Date/Time:</b>  | <b>Milestone: (Eg. LDMG Meeting, Recovery Group Meeting, Situation reports, Chang overs)</b> |                    |                     |                               |                   |
|  |  |                    |                     |                               |                   |
|  |  |                    |                     |                               |                   |
|  |  |                    |                     |                               |                   |
|  |  |                    |                     |                               |                   |
| <b>Administration &amp; Logistics</b>  |  |                    |                     |                               |                   |
| <b>Catering Arrangements:</b>  |  |                    |                     | <b>Additional Attachment:</b> |                   |
|  |  |                    |                     |                               |                   |
| <b>Catering Timeline:</b>  |  |                    |                     |                               |                   |
| <b>Time:</b>   | <b>Meal Type:</b>  | <b>Quantity:</b>   | <b>Comments:</b>    |                               |                   |
|  |  |                    |                     |                               |                   |
|  |  |                    |                     |                               |                   |

|   |  |  |  |
|---|--|--|--|
|   |  |  |  |
| <b>Communication</b>                                |  |  |  |
|   |  |  |  |
| <b>Safety</b>                                       |  |  |  |
|   |  |  |  |
| <b>Future Actions &amp; Recovery Considerations</b> |  |  |  |
|   |  |  |  |



## Appendix D: LDCC Resource List

| ITEM  | QUANTITY  | AVAILABLE IN TRC LDCC |
|---|---|-----------------------|
| AllIMS Tabards                              | <ul style="list-style-type: none"> <li>• Operations Officer (1 x Medium &amp; 1 x Large)</li> <li>• Operations (5 x Medium &amp; 4 x Large)</li> <li>• Planning Officer (1 x Medium &amp; 1 x Large)</li> <li>• Planning (4 x Medium &amp; 4 x Large)</li> <li>• Logistics Officer (1x Medium)</li> <li>• Logistics (5 x Medium &amp; 5 x Large)</li> <li>• Public Information Officer (1 x Large)</li> <li>• Public Information (1 x Medium)</li> <li>• Intelligence Officer (1 x Large)</li> <li>• Intelligence (2 x Medium &amp; 1 x Large)</li> <li>• LDCC Room Manager (1 x Medium)</li> <li>• Local Disaster Coordinator (1 x Medium)</li> <li>• Observer x6</li> </ul> | Yes                   |
| Desk Tidy Trays (Black)                     | 6   | Yes                   |
| Torch (heavy duty)                          | 3   | Yes                   |
| A4 Lined Pads                               | 4   | Yes                   |
| Highlighter Pens (Blue, Pink, Green)        | 10  | Yes                   |
| Stapler                                     | 1   | Yes                   |
| Staples                                     | 5000  | Yes                   |
| Pens  | 10 black<br>10 blue   | Yes                   |
| Scissors                                    | 1   | Yes                   |
| Whiteboard Marker (blue, black, red, green) | 6   | Yes                   |
| Whiteboard Cleaning Spray                   | 5   | Yes                   |
| Whiteboard Eraser                           | 5   | Yes                   |
| Permanent Marker (black)                    | 1   | Yes                   |
| Scrap Note Paper                            | 4   | Yes                   |
| Blu Tac                                     | 1   | Yes                   |
| Ruler                                       | 1   | Yes                   |

| ITEM  | QUANTITY   | AVAILABLE IN TRC LDCC |
|---|--|-----------------------|
| Clips (50mm)                                    | 15   | Yes                   |
| Elastic Bands                                   | 100  | Yes                   |
| Sellotape and dispenser                         | 1  | Yes                   |
| Paper Clips                                     | 200  | Yes                   |
| Batteries D Size                                | 20   | Yes                   |
| Batteries C Size                                | 20   | Yes                   |
| Batteries AA Size                               | 10   | Yes                   |
| Batteries AAA Size                              | 10   | Yes                   |
| Radio (battery operated)                        | 1  | Yes                   |
| TV  | 1  | Yes                   |
| Clock   | 1  | Yes                   |
| Packing Tape                                    | 6  | Yes                   |
| ATGIS Easy Find Maps 4 <sup>th</sup> Edition    | 8  | Yes                   |
| Telephones                                      | 6  | Yes                   |
| Corded Telephones (DISPLAN)                     | 4  | Yes                   |
| Telephone Extension Cables                      | 4  | Yes                   |
| Connection Sockets                              | 4  | Yes                   |
| Cyclone Protection – Astroguard for A1 facility | Bag marked office windows<br>Bag marked boardroom<br>Bag marked front entrance<br>Material for Boardroom Veranda | Yes                   |
| Laptops   | 16   | Yes                   |
| Network Switches                                | 2 x 16 port<br>2 x 8 port  | Yes                   |
| Heavy duty (external) extension lead            | 1 x orange<br>1 x yellow   | Yes                   |
| Power outlet boards (6 ports)                   | 8  | Yes                   |
| Data cables (blue)                              | 35   | Yes                   |
| Extension leads                                 | 7 x 10 metre<br>6 x 5 metre  | Yes                   |
| Satellite Phone (Iridium 9555)                  | 1  | Yes                   |

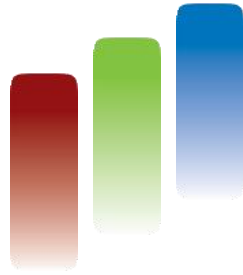
| ITEM   | QUANTITY                        | AVAILABLE IN TRC LDCC |
|--|---------------------------------|-----------------------|
| Radio Channel 34                                     | 1                               | Yes                   |
| Radio (SES)  | 1                               | Yes                   |
| Radio TRC Central Region                             | 1                               | Yes                   |
| Radio TRC Southern Region                            | 1                               | Yes                   |
| Radio QPWS VHF Network                               | 1                               | Yes                   |
| UHF-CB Handhelds & Car Chargers                      | 4                               | Yes                   |
| Mouse Pads (stored with laptops)                     | 16                              | Yes                   |
| iPhone / iPad Charger                                | 10                              | Yes                   |
| Battery Banks  | 12                              | Yes                   |
| Operational Contacts Status Board (laminated)        | 1                               | Yes                   |
| Organisation Name Badges                             | Various                         | Yes                   |
| Operation Log (laminated)                            | 1                               | Yes                   |
| Current Operations Status Board (laminated)          | 1                               | Yes                   |
| Offer of Assistance Status Board (laminated)         | 1                               | Yes                   |
| Resource Allocation Status Board (laminated)         | 1                               | Yes                   |
| AIMS Organisational Chart (laminated)                | 1                               | Yes                   |
| Purchase Order Books                                 | 2 (10301-10350 and 10351-10400) | Yes                   |
| Tablelands Phone Directory                           | 1                               | Yes                   |
| Atherton Tablelands Yellow Pages                     | 5                               | Yes                   |
| TRC Maps (Roads & Waterways)                         | 1                               | Yes                   |
| Cyclone Track Maps (Coral Sea & Gulf of Carpentaria) | 2                               | Yes                   |
| Rural Fire Brigades Map                              | 1                               | Yes                   |
| TRC Street Directory Maps                            | 1 Full Set A3                   | Yes                   |
| Resilient Communications Network Diagram             | 1                               | Yes                   |

## Appendix E: Disaster Plan Reference Library

| Name of Plan  | Plan Owner              | Current Version           | Hard Copy in LDCC | Available in Guardian IMS & USB |
|---|-------------------------|---------------------------|-------------------|---------------------------------|
| <b>TABLELANDS LOCAL DISASTER MANAGEMENT GROUP PLANS</b> |                         |                           |                   |                                 |
| Local Disaster Management Plan                          | TRC / LDMG              | V9 October 2023           | Yes               | Yes                             |
| Activation & Operation of the LDCC                      | TRC / LDMG              | V6 October 20 2023        | Yes               | Yes                             |
| Financial Management                                    | TRC / LDMG              | V9 October 2023           | Yes               | Yes                             |
| Public Information & Warnings                           | TRC / LDMG              | V9 October 2023           | Yes               | Yes                             |
| Evacuation  | TRC / LDMG              | V8 October 2023           | Yes               | Yes                             |
| Evacuation Centre Facility Listing                      | TRC / LDMG              | V11-October 2023          | Yes               | Yes                             |
| Logistics   | TRC / LDMG              | V7 October 2023           | Yes               | Yes                             |
| Emergency Transport Listing                             | TRC / LDMG              | V6 October 2023           | Yes               | Yes                             |
| Resilient Communications                                | TRC / LDMG              | V7 October 2023           | Yes               | Yes                             |
| Radio Network Diagram                                   | TRC / LDMG              | V7 October 2023           | Yes               | Yes                             |
| Public Health & Environment                             | TRC / LDMG              | V4 October 2023           | Yes               | Yes                             |
| LDMG Emergency Contact List (MASTER)                    | TRC / LDMG              | October 2023              | Yes               | Yes                             |
| <b>COMMUNITY ALL-HAZARD DISASTER PLANS</b>              |                         |                           |                   |                                 |
| Herberton & District                                    | Community               | V5 January 2023           | Yes               | Yes                             |
| Malanda & District                                      | Community               | V7 January 2023           | Yes               | Yes                             |
| Millaa Millaa & District                                | Community               | V4 January 2023           | Yes               | Yes                             |
| Mt. Garnet & District                                   | Community               | V7 January 2023           | Yes               | Yes                             |
| Ravenshoe & District                                    | Community               | V7 January 2023           | Yes               | Yes                             |
| Tinaroo / Kairi   | Community               | V4 October 2022           | Yes               | Yes                             |
| Yungaburra & District                                   | Community               | V7 January 2023           | Yes               | Yes                             |
| <b>DAM EMERGENCY ACTION PLANS</b>                       |                         |                           |                   |                                 |
| Crooks & Wyndham Dams Emergency Action Plan             | Department of Resources | Revision 22 November 2022 | Yes               | Yes                             |
| Koombooloomba Dam Emergency Action Plan                 | CleanCo                 | Revision 22 July 2021     | Yes               | Yes                             |

| Name of Plan   | Plan Owner                  | Current Version          | Hard Copy in LDCC | Available in Guardian IMS & USB |
|--|-----------------------------|--------------------------|-------------------|---------------------------------|
| Tinaroo Falls Dam Emergency Action Plan  | SunWater                    | Issue 10 October 2022    | Yes               | Yes                             |
| Wild River Dam Emergency Action Plan   | Tablelands Regional Council | V11 May 2023             | Yes               | Yes                             |
| <b>MAREEBA DISTRICT DISASTER MANAGEMENT GROUP PLANS</b>  |                             |                          |                   |                                 |
| Mareeba District Disaster Management Plan  | QPS                         | V1 August 2022           | Yes               | Yes                             |
| Combined Cairns, Mareeba and Innisfail District Human & Social Functional Recovery & Resilience Plan | Department of Communities   | 2023-24                  | Yes               | Yes                             |
| Far North (Mareeba) Agricultural Industry Response and Recovery Plan                                 | DAF                         | 2017-18 TBC              | Yes               | Yes                             |
| <b>STATE DISASTER MANAGEMENT GROUP PLANS, POLICIES &amp; GUIDELINES</b>                              |                             |                          |                   |                                 |
| QLD Disaster Management Plan   | Queensland Government       | 2023                     | Yes               | Yes                             |
| Queensland Temporary Emergency Accommodation Sub-plan  | DCHDE                       | October 2023             | Yes               | Yes                             |
| QLD Disaster Management Strategic Policy Framework   | Queensland Government       | November 2016            | Yes               | Yes                             |
| QLD PPRR Disaster Management Guidelines  | Queensland Government       | March 2023 (online only) | Yes               | Yes                             |
| Evacuation: Responsibilities, Arrangements and Management Manual.1.190                               | Queensland Government       | 18 September 2018        | Yes               | Yes                             |
| Queensland Resupply Manual M.1.205   | Queensland Government       | 20 July 2022             | Yes               | Yes                             |
| Queensland Emergency Alert Manual M.1.174  | Queensland Government       | 5 December 2023          | Yes               | Yes                             |
| Queensland Standard Emergency Warning Signal (SEWS) Manual M.1.171                                   | Queensland Government       | 2 May 2018               | Yes               | Yes                             |
| Queensland Recovery Plan   | Queensland Government       | June 2023                | Yes               | Yes                             |
| Queensland Strategy for Disaster Resilience  | Queensland Government       | 2022-27                  | Yes               | Yes                             |

| Name of Plan   | Plan Owner                   | Current Version | Hard Copy in LDCC | Available in Guardian IMS & USB   |
|--|------------------------------|-----------------|-------------------|---|
| Queensland Multi-Agency Response Plan to Chemical, Biological & Radiological (CBR) incidents | Queensland Government        | 2022            | Yes               | Yes   |
| Emergency Management Assurance Framework (Standard for DM in QLD)                            | Queensland Government (IGEM) | July 2014       | Yes               | Yes   |
| <b>OTHER PLANS</b>   |                              |                 |                   |   |
| Lion Malanda Emergency Procedures Manual (Dairy Factory)                                     | Lion                         | December 2 2018 | Yes               | Yes   |
| <b>KEY REFERENCE DOCUMENTS</b>   |                              |                 |                   |   |
| MoU – Emergency Catering   | Salvation Army / TRC         | 2021-26         | Yes               | Yes   |
| MoA - Mutual Aid for Local Governments   | Local Government             | 2021-26         | Yes               | Yes   |
| MoA – Provision of SES   | QFES / TRC                   | 2018            | Yes               | Yes   |
| MoA – PPRR and Emergency Sheltering  | ARC / TRC                    | 2021-26         | Yes               | Yes   |
| MoA – Donated Cash and Material Goods  | GIVIT / TRC                  | 2021-26         | Yes               | Yes   |
| Remote Property Survey Master File   | TRC                          | October 2023    | Yes               | Yes   |
| My Community Directory (previously known as Atherton Tablelands Social Services Directory)   | TRC                          | Online          | No                | Yes – see <a href="https://www.mycommunitydirectory.com.au/Queensland/Tablelands">https://www.mycommunitydirectory.com.au/Queensland/Tablelands</a> |



*Live, discover and invest in a Tablelands community*



Tablelands Regional Council

[trc.qld.gov.au](http://trc.qld.gov.au)

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