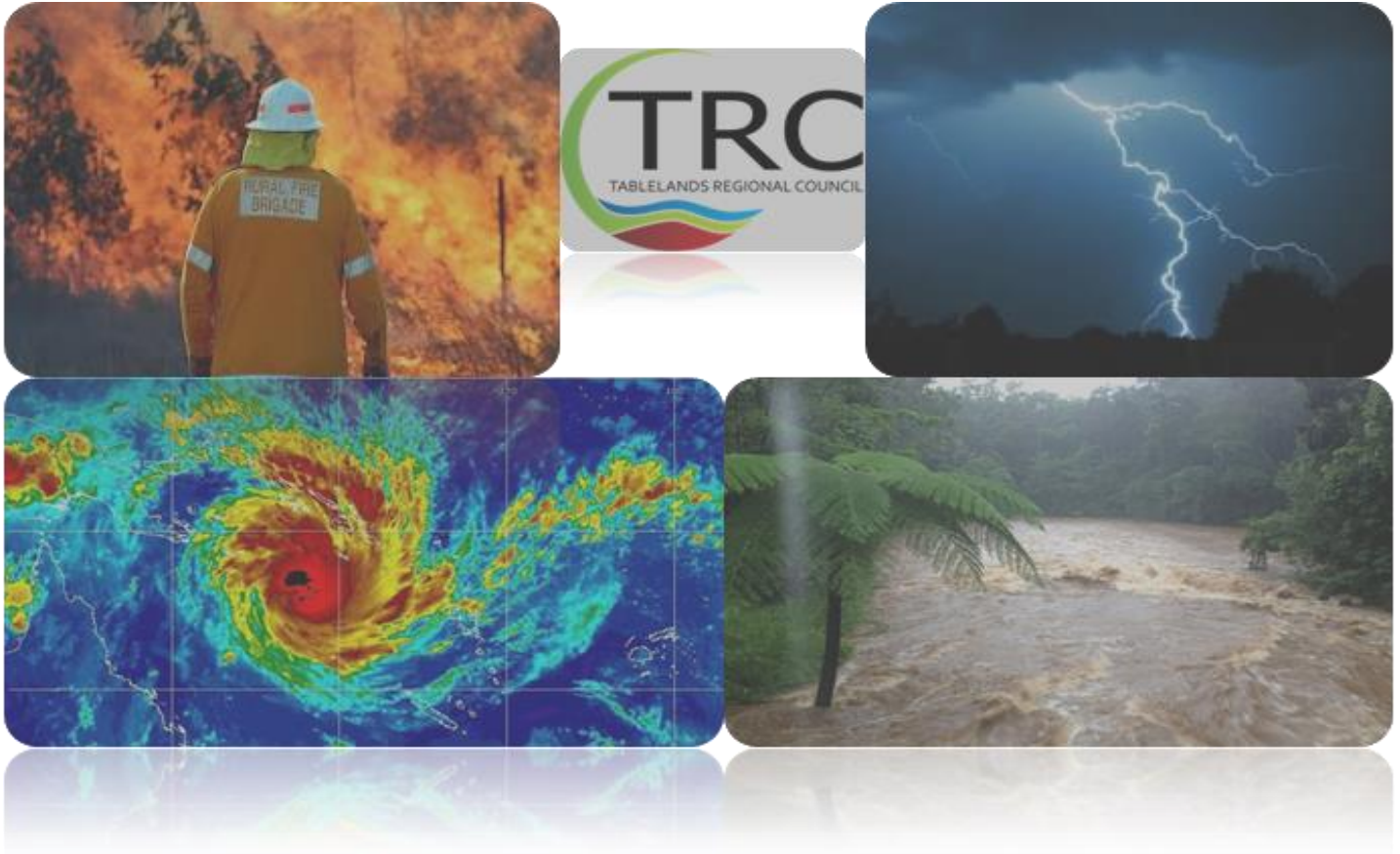# Tablelands Regional Council

Malanda and Surrounds – Community All Hazards Disaster Plan

Tablelands Regional Council acknowledges the Traditional Custodians of the Tablelands region and recognises their continuing connection to country. We pay respect to Elders past, present and future.

Contents

Version Control

Plan Owner:	Malanda Community Disaster Team Lorraine van Raders, Officer in Charge, Malanda Fire Station
Authority/Role:	Community Disaster Coordinator – Malanda Community Disaster Team
Version Number:	8.0
Date:	January 2023

Version	Outline of Revisions	Date
V1.0	First and working draft.	19 Nov 2011
V2.0	Final Plan submitted for LDMG approval	29 Feb 2012
V2.1	Final Plan submitted with LDMG changes	29 Mar 2012
V3.0	Annual review and update. Amended to match legally approved template	01 Nov 2012
V3.1	Review and update. To be circulated to LDMG for approval	26 Feb 2014
V4.0	Minor amendments to Section 1.7 Inclusion of Activation Levels Section 1.8 Media Policy Appendix H moved to this section. Section 4.3 Emergency Accommodation – thorough explanation and removal of possible Evacuation Centre Locations. This information will now be kept in the Private Contact List of individual Plans. Appendix C – Community Request Form removed Appendix D Rapid Damage Assessment reviewed and restructured and now at Appendix C.	Dec 2014
V5.0	Change to Plan Owner Changed Climate Information 2.3 Updated Public Transportation 2.7 Updated Flooding 2.10.3 Word order Earthquakes 2.10.6 Corrections 2.11 Change to Coordinator 3.2 Updates/Changes to Appendix H	Nov 2016
V6.0	Minor amendments and updates due to COVID-19 pandemic. Updates to reflect change to LDMG Media Policy (1.8) Updates to Malanda & Surrounds demographic and industry information (2.4 & 2.5), distances between local towns, as well as communications (2.8) Update roles and responsibilities of Community Disaster Team (3.2) and team contact details (3.3), stakeholder contact details (3.4)	Dec 2020

	Update of Distribution Register (Appendix H) Update of Useful Community Contacts (Appendix J)	
V7.0	Amendments/corrections and updates to contacts/footers Community Disaster Alternative Location change (4.1,4.2) Temporary change 4.5.1 English/Forrester Rd Addition of Appendix K (Pre/Post Event Checklist)	Dec 2021
V8.0	Aligning Road Names to same as Google Map order Addition of new radio channel info Updating post event checklist Updated contact & business details	Jan 2023

1. Section 1: Overview of Community Disaster Plan

1.1 General Information

A disaster can occur with little or no warning and can be caused by a number of different hazards. This Plan is based on an 'all-hazards' approach, meaning it can be implemented for any type of disaster event e.g. cyclones, storms, floods, wildfires, earthquakes, major transport accidents, etc.

The Tablelands is a diverse region covering a large area of 11,334 km² with approximately 25,575 residents. This Plan is based on the concept of community resilience. It recognises and promotes the need for effective communication and coordination and seeks to ensure communities that potentially may become isolated following a disaster event, have the capacity to cope in the short term, until external resources can arrive.

Nobody should place themselves in danger or ask others to undertake any act that will place them in jeopardy. The **Emergency Services**, even in the most difficult conditions, are the best agency to undertake tasks relating to life threatening situations and **MUST be called**.

The Tablelands Local Disaster Management Group (LDMG) through its Local Disaster Coordinator has legislated responsibility under the *Disaster Management Act 2003* (Qld) for coordinating disaster operations in the region. The Local Disaster Coordinator of the LDMG must be kept regularly updated by the Community Disaster Team Coordinator.

This document has been prepared by the Malanda & Surrounds Community Disaster Team. Throughout the disaster, the Community Disaster Team Coordinator will attempt, within the constraints of the situation, to provide information to the Tablelands LDMG Local Disaster Coordinator acting as the Coordinator for the multi-agency response, and where appropriate to the community of Malanda & Surrounds.

Tablelands Regional Council has teams of trained officers who will endeavour to meet the requirements of the Local Authority response to any disaster. However, they may need to call upon local knowledge to ensure the best deployment of resources.

Communication with the Local Disaster Coordinator is necessary to authorise the deployment of local resources. Permission must always be sought as there is no financial delegation provided to the Community Disaster Coordinator by the LDMG / Tablelands Regional Council.

If communication with the Local Disaster Coordinator proves impossible by ALL means, then local resources can be deployed in accordance with what is documented in this Plan to sustain life and protect property only. Examples of measures that Tablelands Regional Council would regard as essential to sustain life and protect property include, but are not limited to:

- o providing sufficient food to feed evacuees located in evacuation centres.
- o providing fuel for generators necessary to operate essential community services, businesses or infrastructure (e.g. fuel to run hospital generators, evacuation centre generators, sewerage treatment plant generators etc.).
- o arranging for the clearing of roads necessary to enable emergency service vehicles to access the location of an emergency or to enable the safe evacuation of residents whose lives are at risk; and
- o arranging for the provision of essential medical services to sick or injured persons.

Where local resources are deployed without the prior authorisation of the Local Disaster Coordinator, the Community Disaster Team Coordinator must ensure that the expenditure incurred does not exceed what is essential to sustain life and protect property. For example, if there is more than one option available to sustain life or protect property and each would be effective, then the Community Disaster Team Coordinator should choose the option which incurs the least expenditure.

If these rules are followed, Tablelands Regional Council agrees to reimburse reasonable expenditure. However, at no time should an individual item of expenditure exceed $500 nor total expenditure exceed $2000. Receipts and a reasonable explanation of expenditure will need to be provided prior to any money being reimbursed.

In the event of the Malanda & Surrounds community being isolated as a consequence of the disaster, local residents may have to maintain and protect their own communities until such time as external support can reach the community and normality can be restored.

This Plan should be seen as a living document that will be updated on a regular basis as further information and procedures are developed. This Plan does not remove the requirement for community members to ensure they have taken appropriate precautions to protect themselves and their properties from disaster events. The responsibility to remain alert to warnings and information still rests with the individual.

Further advice and guidance about Disaster Management can be found at:
http://www.trc.qld.gov.au/disaster-management
http://dashboard.trc.qld.gov.au

Where you will find;
✓ Tablelands Regional Council's Disaster Management Plan
✓ Information and links to leaflets on preparing for disasters.
✓   Plus other advice and useful contacts

Please contact the Tablelands Local Disaster Management Group if you have any queries.

ASK TO SPEAK TO LOCAL DISASTER COORDINATOR

TRC Call Centre: Tel: 1300 362 242

Local Disaster Coordination Centre: Tel: 1300 362 242

1.2　Disaster Definition

Under the Queensland *Disaster Management Act 2003* (Qld), a disaster is defined as:

> *'A serious disruption in a community, caused by the impact of an event, that requires a significant coordinated response by the State and other entities to help the community recover from the disruption'.*

1.3　Plan Ownership and Revision

This Plan is owned by the Malanda & Surrounds Community Disaster Team on behalf of the community of Malanda & Surrounds. The Community Disaster Coordinator is to ensure that the Plan is reviewed on at least a bi-annual basis. This review should be completed by September 30 wherever possible.

1.4　Aim of Plan

This Plan covers the procedural arrangements for responding to a known disaster affecting, or with the potential to affect the population of the Malanda & Surrounds. The overall aim of this Plan is to:

> *'Enhance the resilience of the Malanda & Surrounds community in planning and preparing for, responding to, and recovering from disaster events and to improve communication between the Malanda & Surrounds community and the Tablelands LDMG'.*

1.5 Objectives of Plan

1. Enhance linkages and communication between the *Malanda & Surrounds* community and the Tablelands Local Disaster Coordination Centre.

2. Determine and communicate the priorities of *Malanda & Surrounds* in the event of a disaster.

3. Identify resources in the *Malanda & Surrounds* community that could be utilised in the event of a disaster.

4. Identify vulnerable people in the *Malanda & Surrounds* community that may require special assistance.

5. Promote individual and community self-reliance to support communities and assist the emergency services and other agencies involved in response and recovery operations.

1.6 Activation Triggers and Procedures

The Malanda & Surrounds Community Disaster Plan can be activated in response to a disaster event threatening or impacting a community by:

1. The Tablelands LDMG Local Disaster Coordinator:

   o Who will contact the Community Disaster Team Coordinator, or if unavailable, their deputy to:

     ▪ Give as much information as possible on the event.
     ▪ Advise on a course of action within the Community.
     ▪ Request advice on the overall situation.

Or,

2. If the Community Disaster Team Coordinator becomes aware of a disaster event threatening or impacting the community of Malanda & Surrounds, they should:

   o Notify the relevant Emergency Services of the event (if appropriate).
   o Contact the Tablelands LDMG Local Disaster Coordinator to request activation of this Plan.

Please note: The Local Disaster Coordinator is to determine whether the event triggers the activation of the Plan. If the situation does not meet the criteria of a disaster (see description at 1.2 above), then the LDC will not activate the Plan and will instead request that Emergency Services agencies deal with the situation using normal operational procedures.

1.7 Definition of Activation Levels

It should be noted that the Tablelands Local Disaster Management Group (LDMG) and the Malanda & Surrounds Plan may be at differing levels of the activation process. The move to different activation levels is guided by the specifics of each event. It is vital that communication with the Tablelands LDCC is maintained in relation to activation status to ensure the safety of Community Disaster Team members.

ALERT: A heightened level of vigilance due to the Awareness of a hazard that has the potential to affect the local area.

LEAN FORWARD: Operational state prior to 'stand up' characterised by a heightened level of situational awareness and a state of operational readiness. There is the likelihood that the hazard may affect the community and there is a need for public awareness.

STAND-UP: Hazard impact is imminent, and the community will be or has already been impacted. The response requires coordination and will be done through the Tablelands LDMG.

NOTE: In the event of a cyclone, Community Disaster Team members are not expected to action any items or move to STAND UP phase until the event has passed and it has been deemed safe to do so by the LDMG.   If Malanda & Surrounds community members have been affected, coordinate local information on impacts and as best able, pass that information to the Tablelands Local Disaster Coordination Centre and / or local residents.

STAND DOWN: Threat is no longer present, and the community has returned to normal function.

1.8   Media Policy

It is critical in any disaster situation for authorities to control information being relayed to the media. This is important so that people receive consistent messages and to avoid confusion in the community. Misinformation can lead to panic and disorder.

In times of disaster, the Chairperson of the LDMG, is to authorise **ALL** information disseminated to the public or the media from the LDMG prior to its dissemination.

Great care should be taken to ensure that information about casualties or fatalities is only released by the Queensland Police Service. Other agencies can communicate with the media under their own organisations policies regarding their own operational duties.   However, great care should be taken to ensure that messages and information being disseminated are not conflicting, as this may lead to panic and disorder.

If approached by the media, in the first instance, refer all media requests to the LDMG Public Information Officer (contact details below). This is to ensure messages getting to the public are accurate, consistent and timely, taking into account the fullest possible understanding of the event.

It is however appropriate to meet requests with a reasonable response. For example, you may wish to respond to media requests by stating:

> *"I'm sorry, we are focussed on preparing the local community for the impending event and you need to contact the Tablelands LDMG's Public Information Officer."*

Or

> *"We have just had "Disaster Event Name" and we are very busy assisting our community. Please contact the Tablelands LDMG Public Information Officer as they are in a position to help you with your enquiry."*

Tablelands LDCC Public Information Officer
PH: 1300 362 242
Email: disastermanagement@trc.qld.gov.au

1.9   Prevention, Preparedness, Response and Recovery (PPRR)

Disasters have a cyclic four stage lifecycle. Understanding this lifecycle helps us to be prepared for disasters, respond safely, and recover quickly and effectively.

At each stage there are different things to know, different actions we should take and different ways we connect with people. The key messages for each stage will be provided by the LDMG Local Disaster Coordinator. These stages can change rapidly and often overlap. The four stages are:

Prevention involves activities that reduce the impact of natural disasters through the identification of hazards. Hazards are risks that that could affect households or evacuation plans, such as having power

lines near trees, living in a street with only one access point, or having a creek behind a house. At a macro level, it also involves legislation, land-use planning and technical solutions.

In this stage, key messages to the community are:
1. We are working together to minimise the potential impact of disasters.
2. Natural disasters are unavoidable but everyone in the community has a part to play.
3. A particular action may be necessary to help prevent a disaster.

Preparedness is an on-going set of activities in which people plan, prepare/organise and train for emergency situations. This includes tasks such as having a stay/go kit, making an evacuation plan, simulating disaster situations and appropriate responses, and discussing emergency preparedness with your neighbours.

In this stage, the key messages to the community are:
1. We are preparing together for the anticipated event.
2. Individuals need to acknowledge they have a role to play in the event of a disaster.
3. They must be prepared to survive on their own for at least seven days.
4. Be aware of emergency services key messages e.g. Prepare, Act, Survive

Response is responding to the immediate needs of the emergency situation. A well-rehearsed emergency plan developed during the preparedness stage enables more effective responses at all levels.

In this stage, the key messages to the community are:
1. Activate your personal / household emergency plan.
2. Listen for warnings and follow all instructions promptly from the authorities, e.g. when an evacuation order is given.
3. Check on neighbours and people, animals (pets) who may need your assistance.
4. Be aware of emergency services key messages: e.g.
   o Remember, if it's flooded, forget it! Stay and defend or go early etc.
5. Lead agencies in disaster response could be Local Government or another State Government Agency. However, Community Disaster Teams are to report to the Tablelands Local Disaster Coordination Centre in all disaster events.

Recovery involves activities and decision making necessary to restore the affected area to its previous state, often taking the opportunity to improve the built environment by reducing pre-disaster risks inherent in the community and its infrastructure. This stage often involves rebuilding, reemployment and repair of essential infrastructure.

In this stage, the key messages to the community are:
1. Council is working with the community and partners to recover from this disaster as quickly as possible.
2. We will learn from this disaster and with your help, rebuild.
3. We will emerge from this event stronger and with more capacity to cope in the future.
4. Council is the lead agency in the recovery phase and may be working with closely with State agencies.

2. Section 2: Overview of Herberton and Surrounds Community

2.1 Location

Malanda is a country town centrally located between Atherton, Yungaburra, Millaa Millaa and Herberton. The Malanda Division also includes the localities of Butchers Creek, Glen Allyn, Jaggan, Kureen, North Johnstone, Peeramon, Topaz and Wooroonooran (part).

This Plan covers the entire Malanda Police Division as depicted in the following map.
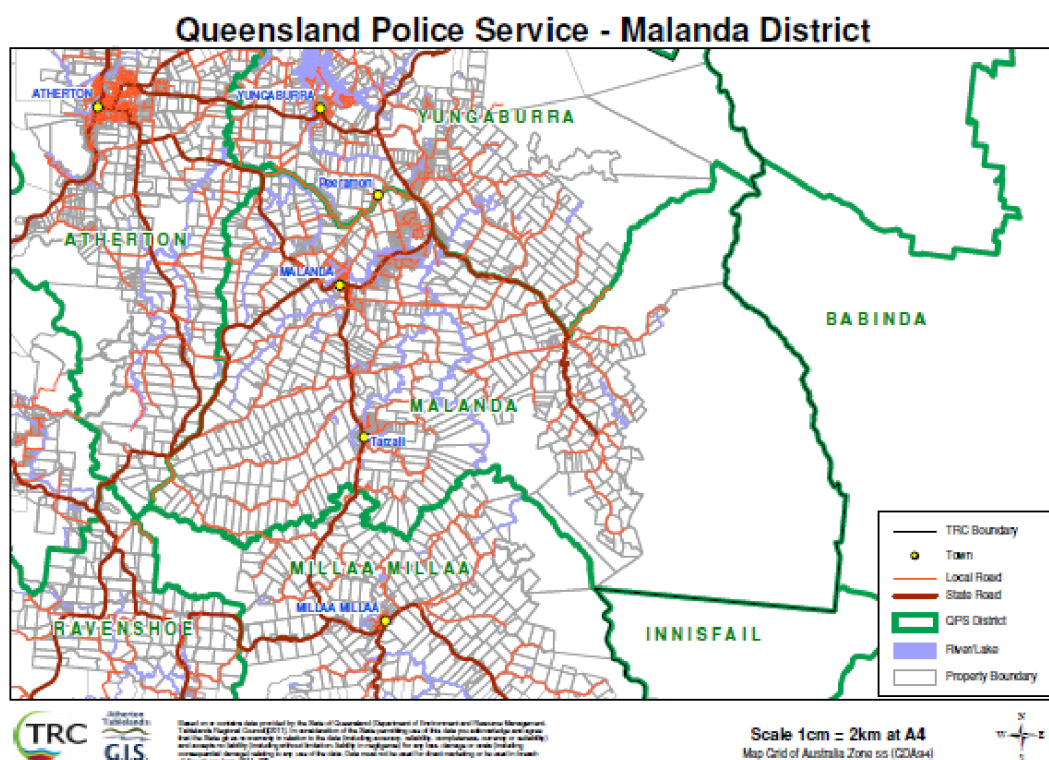
Malanda can be accessed from the south via the Malanda Millaa Millaa Road, the west via the Malanda Atherton Road or the east via the Malanda Lake Barrine Road. Given Malanda's central location and the intersection of these main roads, tourists and locals frequently pass through the township. Malanda is part of an important B-Double/Heavy Transport route between the Palmerston and Kennedy Highways. Disruptions have significant knock-on effects to locals and the wider community.

Travel distances by road from Malanda

TO	DISTANCE (KM)	APPROX. TRAVEL TIME (MINS)
Atherton	20	25
Cairns (via Gillies Hwy)	75	80
Herberton	35	35
Innisfail	84	65
Mareeba	55	50
Millaa Millaa	23	25
Yungaburra	14	15

2.2   Topography

Malanda is surrounded by rolling hills and lush rainforest. Within the surrounds are various waterfalls. Vast areas have been cleared for agricultural purposes, however some of these areas have since been revegetated.

2.3   Climate

On average, Malanda receives 125 days of rain (greater than 1mm) per year and an annual rainfall of 1500mm. The average daily maximum temperature is 24°C however this can increase to over 30°C during summer with a humidity of 80%. The average daily minimum temperature is 12°C however this can drop to single figures during winter given Malanda's altitude of 730m.

2.4   Population

Malanda has a decentralised population of approximately 2,736 (2019, Estimated Resident Population, Australian Bureau of Statistics), with half residing in the township and half within the rural and rural-residential area. Approximately 5.5% of this population is indigenous, 17% are over 70 years of age.

There have been recent acreage rural-residential subdivisions within a 10km radius of Malanda including the Sanctuary Vista Estate and Tablelands Acreage Country Estate (near Emerson Road, Peeramon) and the McAuliffe Subdivision (Rosewood Close, Malanda).

Further information about the profile of the Malanda & Surrounds community can be accessed through Council's website using the .idcommunity demographic resource

2.5   Industry / Employment

Of the employed people in Malanda (State Suburbs), 8% worked in School Education. Other major industries of employment included Residential Care Services 5%, Dairy Cattle Farming 3.9%, Supermarket and Grocery Stores 3.7% and Dairy Product Manufacturing 3.6%.

The largest employers within Malanda include the Malanda Dairy Farmers Factory (owned by Bega), Ozcare Aged Care Facility and SPAR Supermarket. Dairy and beef remain the largest agricultural industries.

2.6   Leisure / Tourist Activities / Annual Events

The Malanda division is home to a large expanse of rainforest and parkland, including the Wooroonooran National Park and the Malanda Falls Conservation Park. Extensive walking tracks can be found to and around various water features, including the popular Malanda Falls. The abundance of water provides potential for camping, fishing, canoeing and other water activities.

The above natural attractions are popular with tourists. Malanda offers a variety of accommodation including a hotel/motel, caravan parks, farm stays, rainforest cottages, guesthouses, bed and breakfasts, tree houses, and more. There are various food outlets including cafes, counter meals and restaurants.

There are various sport and recreation opportunities including a Bowls Club, Football Association, Tennis Club, Swimming Club, Pony Club, Tae Kwon Do, Tai Chi, Scouts, Girl Guides, Judo Club, Gymnastics Club, Soccer and Rugby and Cricket Clubs. Many of these make use of the two Council ovals (Jack May Park and the Malanda Showgrounds), the Malanda Pavilion or the State High or Primary School hall or oval.

In July, Malanda hosts its annual Agricultural Show. It showcases timber cutting, gymkhana events, cattle, craft and cooking competitions and various show rides. In September, Malanda hosts a Garden Expo, displaying a wide variety of plants and garden displays. In October the one-day Malanda Bull

Ride is held at the Malanda Showgrounds attracting a large crowd. On the third Saturday of each month markets are held in the Showgrounds. Many other events are held by different organisations annually.

The Malanda Visitor Information Centre is located adjacent to the Malanda Falls. It is open every day except Christmas Day and closes during extreme weather events.

2.7 Public Transport

- Bus: The schedule of buses that frequent Malanda are listed below:
    - o Monday (fortnightly): to Innot Hot Springs via Millaa Millaa - alternate weeks to Cairns (Eacham Community Health Organisation)
    - o Tuesday (weekly) Atherton (Eacham Community Health Organisation)
    - o Thursday (weekly): to Cairns (Eacham Community Health Organisation)
    - o Friday (weekly): to Atherton (Eacham Community Health Organisation)
    - o Emerson Bus Service has a public service departing from Atherton to Malanda, Yungaburra, Tolga, Herberton, Peeramon, Kairi and Rangeview – (telephone for current schedule)
    - o Emerson Bus Service also operates various school routes during school terms.
- Taxi: There is no taxi service within Malanda. The nearest taxi service is located in Atherton.
- Air: Closest service for domestic and international travel is in Cairns, however some properties do have small aircraft landing strips. Atherton has a small aerodrome. There are also various locations to safely land a helicopter, if required
- Sea: Closest service is in Innisfail or Cairns
- Rail: Closest service is in Innisfail or Cairns

2.8 Communications

2.8.1 Telephone

The Telstra network is the most widely used mobile phone service for locals. Optus has a tower in Malanda and Mt Quincan. Vodafone has limited coverage. There are areas in which mobile phone coverage can be intermittent or non-existent. These locations include parts of:

- Butchers Creek.
- Upper Barron.
- Kureen.
- Malanda (near the Malanda Falls).
- Topaz; and
- Mount Bartle Frere.

Please refer to http://www.telstra.com.au/mobile/networks/coverage/maps.cfm

Some residents make use of SkyMuster Satellite for the home phone service. This is inverter generator friendly, so is independent of power outages or other telecommunications service issues.

2.8.2 Internet Services

NBN by fibre optic cable or fixed wireless is available to many residences.

Residents are encouraged to have a mobile phone and mobile phone car charger/ portable charger, as landlines associated with the NBN will not function if the power supply is interrupted during a disaster event.

2.8.3   UHF-CB Channel 10

In the event of standard communications failing, the Tablelands LDMG will activate the Resilient Communications Sub Plan which is available at: http://www.trc.qld.gov.au/disaster-management/disaster-plans

UHF-CB 10 has been designated as the initial contact channel for the Tablelands Regional Council area. In our community, the initial contact channel MAY be monitored by members of the Community Disaster Team and other volunteer groups willing to assist during disaster events. The call sign for Malanda Disaster Group is **MALANDA COMMUNITY**. The call sign for the Tablelands Local Disaster Coordination Centre is **TRC BASE.**

UHF-CB 10 is the designated talk channel for Malanda. Once initial contact has been made, callers will be directed to stay on this channel to continue communication.

TRC recently installed three UHF-CB repeaters in the region:
UHFCB Channel 1 – Atherton
UHFCB Channel 2 – Mt Garnet
UHFCB Channel 3 – Millaa Millaa
The Malanda Community Disaster Team is able to access UHF-CB repeater 1 & 3

The Malanda Disaster Group and Queensland Fire & Emergency Services Malanda have access to the QPWS VHF radio communication network and will pass messages to emergency services and the Tablelands LDMG as required.

Public announcements can be made in town over the 'Street Music" system, installed by the Chamber of Commerce.

2.8.4   Radio Stations

RADIO STATION	FREQUENCY
ABC Far North	106.7FM, 95.7FM, 720AM
4AM	558AM, 91.3FM
KIK-FM	88.7FM, 87.3FM
Hit FM	97.9FM

2.8.5   Television Stations

- ABC
- WIN
- TEN or NINE
- SEVEN
- SBS

2.9   Utilities

2.9.1   Electricity Supply

Ergon Energy provides power to residents via above-ground lines. Interruption to supply can be caused by electrical storms, trees falling across power lines, high winds, vehicle crashes or fires. The newer subdivisions have electricity supplied below-ground.

Many residents have back-up generators. These MUST only be operated outside dwellings due to the very high risk of carbon monoxide poisoning. Generators should be professionally connected to house-supply by licensed electricians to prevent electrocution and back-feeding into mains supply..

2.9.2   Water Quality and Supply

Town water supply is suitable for consumption. Many outlying properties have their own creek, bore and/or rainwater supplies. In the event of town water supply being corrupted TRC will issue boil water notices. Power outages can cause water supply problems for individuals on properties that rely on electricity supplied water pumping.

2.9.3   Sewerage

The Malanda Sewerage Treatment Plant is located on English Road, Kureen. Residential connection to the sewerage mains is ongoing.

2.10   Hazards and Threats to the Herberton and Surrounds Community

2.10.1 Cyclone and Storms

This area is generally susceptible to cyclonic conditions between November and April. Conditions can vary from mild to severe wind, heavy to torrential rain, flooding in localised areas, across roads, creeks and private properties. Environmental damage can inhibit movement on roads, access to and within private properties. Severe storm events in early October/November have been known to down power lines and trees, cutting access and power to the area.

2.10.2 Wildfires / Bushfires

Due to the natural vegetation in this area there is only a moderate likelihood of bushfires during the months from August to November and during electrical storms in summer.

2.10.3 Flooding

Creeks which flood and roads/bridges that may be cut include:

- Duncan Brown Bridge, English Road; and
- Glen Allyn Road, North Johnstone River.

Note: Both these areas can be accessed by alternative routes.

The Malanda Falls Bridge on Malanda Atherton Road floods during extreme rainfall. When this occurs heavy transport will be disrupted until alternative routes are signed off by QPS.

Contact TRC for flood mapping info.

2.10.4 Landslides

Heavy rainfall during our Wet Season (November to April) can produce substantial rainfall in very short periods of time, increasing the likelihood of landslides.

Landslides/tree falls on the Palmerston Highway, Gillies Range Road and Kennedy Highway may cause road closures which may hamper access to some communities.

2.10.5 Hazardous Materials

Chemicals
The Dairy Farmers Factory owned by Bega is situated at 10-18 James Street, Malanda. This factory is classed as a Manifest Quantity Workplace (MQW) as it holds various quantities of chemicals such as fuel, caustic substances, acid, propane, ammonia, etc. Safety procedures are in place and risk management is a key consideration of site operations and includes annual third-party audits / inspections, various bi-annual testing, emergency procedures and training for staff. The site is considered a Major Hazard Facility owing to the quantities of Propane Gas and Ammonia stored at the premises. Ammonia is a colourless gas with a pungent odour. If Ammonia were to leak it would pose a significant risk, due to the toxicity of the substance and the propensity to form vapour clouds.

A site-specific plan is available in the LDMG.

There are several businesses in the Malanda Central Business area that pose a HazMat risk to others in their vicinity due to storage of small quantities of mixed loads of chemicals/gases/fuels e.g. Eacham Hardware, Malanda Rural Supplies, Malanda Caltex/Tropic Petroleum, Marano's Fuel, Eacham Fuel.

2.10.6 Earthquakes

Earthquakes have not been a threat in the Tablelands area in recent times. Historical data exists in relation to tremors which have caused minor damage, but none that have caused any great concern. The existence of even a slightly volatile seismic environment acts as a prompt for maintaining situational awareness of the threat and its possible consequences.

2.10.7 Other

Heavy Vehicles
Malanda Community has major transport corridors on the Malanda Millaa Millaa Road and Malanda Atherton Road, which are utilised by numerous heavy vehicles and is a designated B-double route. Some heavy vehicles transport hazardous materials, including fuel, chemicals and explosives. The high volume of heavy vehicle traffic makes it highly likely that a major transport incident could occur, resulting in loss of life, damage or disruption to transport infrastructure, and impacting the environment.

Structure Fire
Malanda Hotel/Motel situated at 2-20 English Street, Malanda poses a significant risk if it were to catch fire. The large amount of timber within the structure would provide a significant fuel load, which could result in the fire spreading to neighbouring buildings/businesses.

2.10.8 Pandemics

A pandemic is a global outbreak of a new disease on a worldwide scale for which there is little or no immunity in the population, and which is readily transferred between humans to produce infection in a high proportion of those exposed. This includes (but is not limited to), influenza and other newly identified viral infections such as novel coronavirus COVID-19.

2.11 Local Warning Systems

There is no single warning method and members of Community Disaster Teams may receive warnings via several means including:

- Emergency Management Dashboard – www.dashboard.trc.qld.gov.au;
- Communication from the TRC Disaster Management Team to the Community Disaster Coordinator and / or Team Members.
- Bureau of Meteorology Services.
- Via Radio, Television, Website & Social Media.
- Via the Emergency Services.

- Tablelands Early Warning Network (Email, Voice and SMS - subscription service only). Register @: https://www.trc.qld.gov.au/disaster-management/early-warning-network-ewn/;
- Emergency Alerts (Email, Voice and SMS - unable to opt out); and
- SEWS warning signal.

2.11.1 Automated External Defibrillators

Automated External Defibrillators (AEDs) are accessible at the following locations (some only available during business hours):

- Malanda Falls Caravan Park.
- SPAR Malanda Supermarket.
- Malanda Showgrounds Patrick English Pavilion Office.
- Dairy Factory Office.
- Malanda Rural Supplies.
- Malanda Fire Station (on fire trucks)

3.   Section 3: Community Disaster Teams

3.1   Community Disaster Team Coordinator

The Community Disaster Team Coordinator will be a team member who lives locally and provides the vital link between the community, emergency services, other organisations and the LDMG in planning, responding and recovering from a disaster.
Their role is to:

● Have a good understanding of the community, the surrounding area and its residents.
● Provide strong leadership, effective communication and cooperation.
● Undertake or delegate the completion and maintenance of the Community Disaster Plan.
● Maintain responsibility for the content and operation of the Community Disaster Plan.
● Communicate effectively with the Tablelands Local Disaster Coordination Centre and with the community to maintain two-way flow of information.
● Call and chair meetings of the Community Disaster Team on a regular basis.
● Provide the focal point for the community response to a disaster, be able to represent their views and activate their support.
● Ensure that the vulnerable are treated as a priority.
● Ensure that confidentiality is maintained, and privacy is respected.
● Promote self-help and resilience; and
● Ensure the safety of self and others.

3.2   Community Disaster Team Deputy Coordinator

The Community Disaster Team Deputy Coordinator is a team member living locally who provides the vital link between the community, emergency services, other organisations and the Local Disaster Coordination Centre in planning, responding and recovering from a disaster.

Their role is to deputise for the Community Disaster Team Coordinator and fulfil their functions as far as possible in the absence of the Coordinator. *Note that in the event of a disaster, the Coordinator and several of the Deputies may be called away in their professional capacity.*

NAME	ROLE	PHONE	EMAIL
Cpt Lorraine van Raders (or OIC of Malanda Station)	Community Disaster Coordinator, Queensland Fire & Emergency Services, Malanda	0427965138	lorraine.vanraders@qfes.qld.gov.au and malandadisastergroup@gmail.com
John de Rooy	Deputy Community Disaster Coordinator	0418980644	john.derooy58@gmail.com
Auxiliary Support Officer, QFES Julie Bunce	Deputy Community Disaster Coordinator, Queensland Fire & Emergency Services, Malanda	0487402499	julie.bunce@qfes.qld.gov.au
Cr Dave Bilney	Deputy Community Disaster Coordinator Tablelands Regional Council	0427332003	daveb@trc.qld.gov.au
Josh Weier	Deputy Community Disaster Coordinator	0427965856	joshua.weier@qfes.qld.gov.au

For additional contacts refer to the private contact list.

3.3   Community Disaster Team Members

In the event of a disaster, the following individuals and organisations will work together to achieve the aim and objectives of this Plan to provide support and care to the local community. To achieve this goal, members may have to call upon additional support from local residents and resources. These contacts are recorded in the restricted contact list which is maintained and held by the Community Disaster Team Coordinator.

ORGANISATION	NAME
Queensland Police Service	Snr Sgt Shawn Pipia (Officer in Charge Malanda Police Station)
Queensland Fire & Emergency Services	Lorraine van Raders (Captain) Joshua Weier (Lieutenant) Julie Bunce (Auxiliary Support Officer)
Tableland Regional Council	Councillor Dave Bilney
Queensland Ambulance Service – Malanda	Shane Newton (OIC)
Malanda SES	Craig Duffield (Duty Officer) Colleen James
ECHO Inc	Donna Leigh (CEO)
Malanda Primary Health Centre	Rachel Bernays
Malanda Lions Club	Cade Blakesly (President)
Bega Dairy Factory	Garry Smirnis (Site Engineer) Troy Tyler (WHS) Howard Smith (Farm Services)
SPAR Supermarket	Jeff English (Owner/Manager)
Malanda Bulk Fuel (Caltex/Tropic Petroleum)	Bryce Shore (Manager)
Malanda Chamber of Commerce	Jeanette Suffield
Malanda Visitor Information Centre	Caroline O'Reilly (Coordinator)
OzCare	Mary English (Facilities Manager)
Malanda Medical Centre	Dr Catriona Arnold-Nott
Butchers Creek State School	Eleanor McKay (Principal) Shelley Eddleston (Admin Support)
Malanda State High School	Gary Toshach (Principal) John van Vegchel
Malanda State School	Mark Allen (Principal)
Tarzali Rurals, Queensland Fire & Emergency Services	Andy Lillie (1st Officer)
Chaplain (Chaplaincy Australia)	Johnstone Poole
Tablelands Radio & Electronics Club/ Comms Expertise	Dave Falls
First Nations Representative/Administrative Support	Kylee Clubb
Topaz Community Member	Kylie Freebody

Community Member/Administrative Support	John de Rooy (Deputy Coordinator)
Community Member/Administrative Support	Robyn May
Community Member/Administrative Support	Amanda Albon
Community Member/Administrative Support	Lyndal Scobell
Community Member/Administrative Support	Yvette Ruppin

3.4   Other Stakeholders

There are numerous agencies involved in disaster response and recovery. The following lists the public numbers of some of the government, non-government and emergency services agencies involved. To obtain 'official' support from these stakeholders, the Community Disaster Coordinator should contact the Local Disaster Coordination Centre.

*Note, the below lists are not exhaustive. Refer to restricted contact list for additional details.

GOVERNMENT & NON-GOVERNMENT FACILITIES & AGENCIES		
ORGANISATION	**ADDRESS**	**PHONE**
Bureau of Meteorology	Brisbane Regional Office www.bom.gov.au	3239 8700
Dept of Transport and Main Roads	http://131940.qld.gov.au/ 15 Lake Street, Cairns	13 19 40 / 4050 5444
Queensland Parks & Wildlife Service	83 Main St Atherton	4091 5200
Ergon Energy	http://www.ergon.com.au/	13 22 96 (fault) 000 or 13 16 70 (emergency)
Tablelands Regional Council	45 Mabel St Atherton www.trc.qld.gov.au	1300 362 242
Optus	www.optus.com.au	1800 780 219
Telstra	http://www.telstra.com.au/help/index.htm	13 22 03
NBN Co	https://www.nbnco.com.au/support/network-status	
Malanda Visitor Information Centre	Malanda Falls, Atherton-Malanda Rd, Malanda	4089 2583
Malanda State School	24 Mary Street, Malanda	4096 7888
Malanda State High School	Memorial Ave, Malanda	4096 7111
Butchers Creek State School	Cnr Topaz and Gadaloff Roads, Butchers Creek	4096 8135

ORGANISATION	**ADDRESS**	**PHONE**
Local Disaster Coordination Centre	15 Vernon St, Atherton	1300 362 242

Queensland Ambulance Service	2 Catherine St, Malanda	000 - Urgent or life threatening / Non urgent: 131 233
Queensland Fire & Emergency Services: ● Queensland Fire & Emergency ● Emergency Management ● Rural Fires Service Queensland	23 James St Malanda See Private Contact List	4096 5572- only if attended 000 - Urgent or life threatening
Queensland Police Service	29 James Street, Malanda	000 - Urgent or life threatening 4096 5200
State Emergency Service	Malanda Showgrounds	132 500 (State-wide call centre) 4096 5722 (local number - only if attended)

4.   Section 4: Disaster Response and Recovery

4.1   Community Disaster Team Meeting Location

This is the location where members of the Community Disaster Team will meet to plan how they will coordinate the required actions. Meetings of the Community Disaster Team will be chaired by the Coordinator and/or Deputy. Where QPS or other Lead Agency Officers are present all members of the team are required to work under their direction. Location may vary, depending on the nature of the event and availability of the facility.

Facility Details	Primary	Alternative
Name	Malanda Council Office	Malanda Community Wellness Centre (Birdwing Therapies)
Address	31 James Street Malanda	19 James Street Malanda
Key Holder/s	Councillor Dave Bilney /QFES Malanda	Lauren Russo
Computer	Yes	BYO
Phone (#)	0427332003 / 1300 362 242	0475618756
Generator (size)	Yes. To be started by council staff	No
Other		

4.2   Public Information Point

Public enquiries should be directed to a different location where assistance and information can be provided. In the longer term, this facility may become the Recovery Centre and be managed by the Department of Communities. Location may vary, depending on the nature of the event and availability of the facility.

Facility Details	Primary	Alternative
Name	Eacham Historical Society Room, Malanda Council Office	Malanda Wellness Centre (Birdwing Therapies)
Address	31 James Street Malanda	19 James Street, Malanda
Key Holder/s	Cr Dave Bilney / Sec EHS P Callaghan	Lauren Russo
Computer	Yes	BYO
Phone (#)	0427332003 / 0428547777	0475618756
Generator (size)	Yes. To be started by council staff	No
Other		

4.3   Emergency Accommodation

4.3.1   Cyclone Shelter

There are no cyclone shelters in the TRC region.

Public Cyclone Shelters are purpose built and designed to withstand category 5 cyclones. They are provided for people who live in *storm surge* areas (a coastal issue) and are unable to make alternative safe arrangements during the impact phase of a severe tropical cyclone. As the TRC region is not at risk of storm surge, it is unlikely that we will ever have a cyclone shelter in our region.

4.3.2   Place of Refuge

A Place of Refuge is a building that has been assessed by the Department of Housing & Public Works to determine its suitability for use during cyclonic events. A Place of Refuge is **NOT** a Cyclone Shelter as none exist within the TRC region.

The Tablelands LDMG acknowledges there are no buildings within the TRC region that are designated Public Cyclone Shelters but also recognises that it may be under considerable pressure to provide some form of accommodation for those unable to make alternative, safer arrangements. The LDMG considers a Place of Refuge to be an appropriate option in these circumstances but is unable to make any guarantee that the facilities chosen will survive a direct impact from a severe cyclone. It is anticipated that one centre will open within the Tablelands Regional Council area initially (probably in Atherton) with others on an as needed basis.

The first option for individuals in a cyclone should always be to shelter in place especially where homes are built to current standards. If individuals choose to self-evacuate because of their circumstances then they should ensure they make appropriate arrangements (e.g. stay with family and friends in safe locations, etc.).

A Place of Refuge should be the last option for consideration and will only be made available for those with no alternative means. It is provided for urgent immediate shelter for the provision of life. A minimum of 1.5m² per person will be provided (single chair or standing room only) and facilities will need to be hardened (where possible) prior to use.

Where a Place of Refuge is activated, it will be managed in accordance with what can be put in place by Council at the time. Due to time and resource constraints, the Place of Refuge may not be able to be managed to the standard of Evacuation Centres (see 4.3.3 below).

A PLACE OF REFUGE IS NOT A CYCLONE SHELTER

4.3.3   Evacuation Centres

A number of premises have been identified within the Tablelands Regional Council area for alternative short-term emergency accommodation purposes for housing evacuees from affected areas in the event of an emergency e.g. wildfire, flood, etc. It is stressed that such premises are not 'shelters', in that they do not provide a safe refuge from an event such as a cyclone, for example.   An Evacuation Centre is not built to Public Cyclone Shelter standards.

Evacuation Centres are intended as a last resort for people unable to make alternative arrangements. They are provided only for short periods of time and only to provide the basic accommodation and welfare necessities of those affected by an event.

Evacuation Centres are activated by the Local Disaster Coordinator as required and in response to community need. Evacuation centres are to be opened and operational prior to their details being released to the public via a media release. It may be necessary to seek assistance from Community Disaster Teams to bolster operations. If an Evacuation Centre facility is opened, it is vital that registration is undertaken using the Australian Red Cross **Register.Find.Reunite Service**. For further details contact the Tablelands Local Disaster Coordinator

It is vital that the public do not attend any Evacuation Centre unless officially advised. It will not be functioning.

4.4   Recovery Centre

Support and information for the public will be disseminated from this location following an event. Management of this centre may become the responsibility of the Department of Communities if deemed necessary. Liaise with the LDMG Local Disaster Coordinator at the earliest opportunity if a Recovery Centre is identified as a need. Location may vary depending on event and availability of facility.

Facility Details	Recovery Centre
Name	Eacham Community Health Organisation (ECHO)
Address	11/15 Eacham Place, Malanda

Key Holder/s	Donna Leigh (CEO)
Computer	Yes
Phone (#)	40966634
Fax (#)	40966634
Generator (size)	No
Other	N/A

4.5 Critical Infrastructure

4.5.1 Roads

Roads identified as Priority 1 (high) are considered critical routes by the Department of Transport & Main Roads and / or Tablelands Regional Council. These routes are considered a priority and will be cleared by the appropriate organisations at the earliest possible time.

Other roads will be cleared by Tablelands Regional Council as priorities and resources permit. These roads are less critical to the region as a whole but considered essential to keep communities safe and trafficable. The criticality of roads listed below by the community will inform TRC's prioritisation. Comments must be provided to support decision-making.

In the unlikely event that ALL communications have failed with the LDMG Local Disaster Coordinator, the Community Disaster Coordinator may need to authorise these lower priority roads to be cleared to enable access for emergency services vehicles.

Road	Section	Criticality Ranking (1 = high, 5 = low)	Comments
Malanda Atherton Road	All	1	Main Transport Corridor between Malanda and Atherton.
Malanda Millaa Millaa Road	All	1	Main Transport Corridor between Malanda and Millaa Millaa.
Malanda Lake Barrine Road	All	2	Main Transport Corridor between Malanda and Gillies Highway.
English Road Forrester Road	To sewerage treatment plant and waste transfer station	1	Access Road to Sewerage Treatment Plant.
Peeramon Road Anderson Road	All	2	Main Transport Corridor between Malanda and Peeramon.
Topaz Road	All	2	Main Transport Corridor for residents of Topaz, Butchers Creek and North Johnstone.
Glen Allyn Road	All	2	Main Transport Corridor linking Malanda with Glen Allyn, North Johnstone, and Butchers Creek.

4.5.2 Helipad Locations

Several potential helipad locations should be identified in case of medical emergencies or for other reasons e.g. resupply. If one of the helipads is destroyed, PRIORITY needs to be made to have one of the other areas CLEARED of debris for a helicopter to safely land.

Helipad Location	GPS Coordinates	Additional Info
Malanda Showgrounds Oval	-17.350792, 145.590464	Corner of Park Avenue and Mary Street Malanda
Jack May Park	-17.350921, 145.593199	Corner of Mary Street and James Street Malanda
Malanda State High School	-17.358271, 145.594378	Memorial Avenue, Malanda

4.5.3 Water, Sewerage, Communications and Other Infrastructure

Infrastructure	Location	Contact Details	Priority for Power (1 = high, 5 = low)	Comments
Telstra Tower	Glen Allyn Road Malanda		1	Near Council Reservoir on Glen Allyn Road
Optus Tower	Atherton Malanda Road Upper Barron		1	Behind Tableland Veterinary Service
Malanda	Davies Rd Treatment Plant, Bore and Pumps	TRC: 1300 362 242	1	Laneway off Figtree Close
Malanda Water Treatment Plant	Memorial Drive Malanda	TRC: 1300 362 242	1	
Malanda Reservoir	Memorial Drive Malanda	TRC: 1300 362 242	1	
Malanda High Reservoir	Glen Allyn Road, Malanda	TRC: 1300 362 242	1	
Upper Barron Road Bore	Upper Barron Road, Malanda	TRC: 1300 362 242	1	
Cleminson Creek Bore	Malanda - Atherton Road, Malanda	TRC: 1300 362 242	1	
Varley Road Bore	Varley Road, Malanda	TRC: 1300 362 242	1	
Johnstone River Bore	Merragallan Road	TRC: 1300 362 242	1	
Malanda Intake	Merragallan Rd	TRC: 1300 362 242	1	
Mathers Rd Reservoir	Matherts Rd, Malanda	TRC: 1300 362 242	1	Laneway off Mathers Rd
Malanda Sewer Pump Shed No1	Malanda- Atherton Rd	TRC: 1300 362 242	1	
Malanda Sewer Pump Shed No2	Thomas St Showgrounds	TRC: 1300 362 242	1	
Malanda Sewer Main Pump Shed No3	Brown St Malanda	TRC: 1300 362 242	1	
Malanda Sewer Pump Shed No4	Lynch St Malanda	TRC: 1300 362 242	1	
Malanda Sewer Pump Shed No5	Pioneer Ave, Industrial Estate	TRC: 1300 362 242	1	

Malanda Sewer Pump Shed No6	Cnr Pound R, and English Rd, Malanda	TRC: 1300 362 242	1	
Malanda Sewer Pump Shed No7	Hillcrest St	TRC: 1300 362 242	1	
Davies Road/Johnstone River Estate Water Treatment Plant	No name Road, Off Figtree Close, Malanda	TRC: 1300 362 242	1	
Davies Road Bore	No name Road, Off Figtree Close, Malanda	TRC: 1300 362 242	1	
Sewerage Pump Station	Mary St, Near Pool	TRC: 1300 362 242	1	

4.6   Vulnerable Groups in Community

Vulnerable people are those who are less able to look after themselves in an emergency situation. Vulnerable groups include young children, the aged, disabled, tourists, foreign language speakers, those with learning difficulties, people caring for very young children etc. These people should be considered as a priority for support and deployment of resources. The following groups maintain their own vulnerable group registers.

Name of Group	Address	Special needs serviced
Eacham Community Health Organisation Inc	11/15 Eacham Place, Malanda	Aged, disabled, and homeless
Malanda Lions		Aged and disabled, Food preparation trailer for groups
Ozcare Malanda	Turnbull Drive Malanda	Aged
Education Queensland	Malanda State School Malanda State High School Butchers Creek State School	Children with learning difficulties and behavioural problems
Malanda Primary Health Centre	15 Catherine Street Malanda	Aged, disabled, critical health issues, persons caring for young children
Eacham Medical Centre	17 Catherine Street Malanda	Aged, disabled, critical health issues, persons caring for young children
Malanda Medical Centre	2 Angus Street, Malanda	Aged, disabled, critical health issues, persons caring for young children
Tableland Mental Health	Louise Street, Atherton	Mental Health issues
Department of Communities – Child Safety Service	34 Mabel Street Atherton	Children in care, people caring for very young children.
Department of Communities – Disability Services	Unit 6, 154 Robert Street Atherton	Disabled
Tableland Community Link	7 Grove Street Atherton	Disabled
Disability Matters	39 Robert Street Atherton	Disabled
Tableland Community Housing Association	Shop 3, 53 Mabel Street Atherton	Disabled, Aged, Homeless
Biddi Biddi Community Advancement Co-op Society	20 Jack Street Atherton	Disabled, Aged, Homeless
Wuchopperen Child Well-Being Team	1-3 Main Street Atherton	Children in Care
Midin Clinic Health Service	31-33 Robert Street Atherton	Critical Health Issues

NOTE: Not all the vulnerable people within the Malanda & Surrounds are attached to the above groups. Please see Appendix A: Responsibilities Checklist.

4.7　Information Dissemination Methods

Communication is a critical component of this Plan. People within the Malanda & Surrounds community should be alerted to an impending disaster situation and / or be contacted after the event has occurred to check on their safety and wellbeing.

Information to be disseminated is to be approved by the Community Disaster Coordinator in liaison with the LDMG.

The following communication pathways are available (subject to disruptions) in the Malanda & Surrounds community: .

Dissemination Method	Primary & Secondary Contact	Comments
Telephone Cascade System - landline / mobile / SMS / WhatsApp	Coordinator/Deputy	Disaster Team to assist
Tablelands Early Warning Network	TRC or LDMG	This is an opt-in service. Registration at TRC Website
Face to Face (neighbours calling on neighbours and door knocking)	Coordinator/Deputy	Disaster Team to assist
Broadcast Radio	TRC or LDMG	Messages are to be approved by the LDC
Emergency Group Meeting	Coordinator (OIC Malanda Police, or Deputy Coordinator, QFES) to coordinate meetings.	Police to coordinate
Volunteer Groups / Wardens	SES Fire Wardens Rural Fire Brigade	Coordinators
School Information Boards	Gary Toshach, Principal Malanda State High School Mark Allen, Principal Malanda State School Eleanor Mackay, Principal Butchers Creek State School	Contact Administration.
Community Notice Boards (include locations)	Council Office SPAR Post Office Jack May Park Board	Disaster Team to assist
Signage or leaflets in community facilities e.g. Supermarket, Post Office, etc.	SPAR, Malanda Post Office Malanda Other shop fronts	Disaster Team to assist
Malanda Street Music	Malanda Chamber of Commerce	Disaster Team to provide info
UHF / VHF / CB Radio	Police SES QFES QAS TRC	UHF CB Channel 10 is the initial contact channel when all communications fail. Also UHFCB 1,2,3 repeater channels
Satellite Phones	Coordinator	Community members may have private Sat Phone
Email / Website / Facebook/ Twitter	TRC Disaster Management Facebook-www.facebook.com/TablelandsDCC	Sarah Dean Police Media QFES Media

	QPS, QFES Facebook	

Before information is communicated to the public it should be confirmed. Great care should be taken to ensure that no conflicting messages or misinformation are disseminated as this will lead to panic and disorder.

Before information is communicated to the public regarding the LDMG's response and / or recovery processes it must be approved by the Chairperson of the LDMG as stipulated in Section A 'Media Policy' of this Plan. Other agencies can communicate with the media under their own organisations policies regarding their own operational duties. A guide to dealing with the media can be found in Section 1.

5. Section 5: Proposed Annual Community Education and Awareness Raising

Community Awareness

The following are suggested activities to be undertaken by Community Disaster Teams on an annual basis:

- Awareness of Community All-Hazard Disaster Plan
- Disaster Coordination Exercise
- Cyclone Awareness and Preparedness Campaign
- Bushfire Awareness and Preparedness Campaign
- Presentations to vulnerable groups
- Presentations to local businesses and community organisations

Assistance can be sought from the TRC Disaster Management Team.

NOTE: This list is not exhaustive

Individual & Household Awareness

In the event of an emergency, the Tablelands Regional Council, Emergency Services and other professionals may well be overwhelmed and unable to provide immediate support. Even after some time, the support from agencies may be limited due to resource issues and other priorities. It would help the emergency services and those living and working in your community, particularly the vulnerable, if all individuals and households could actively prepare for disasters and promote self-help and resilience within the community.

Some examples include:

- Considering the potential hazards and what action individuals and families can take to minimise danger to life and property.
- Being aware of the information in the Community Disaster Plan and the Local Disaster Management Plan for the Tablelands Region
- Preparing a household emergency plan for your own home and family either to evacuate to a safer place or to be secure in your own home.
- Prepare your Bushfire Survival Plan (stay and defend or go early)
- Take into consideration your pets and their needs!
- Making an Emergency Contact List - phone numbers of family, friends, emergency services etc.
- Preparing an emergency survival kit and evacuation kit.
- Preparing emergency food and water supplies for up to one week (one month in remote areas)
- Being aware of neighbour's needs - especially if they are elderly or vulnerable.
- Ensuring each family member knows where and how to turn off water, gas and electricity supplies in your home.
- Checking that your insurance cover is adequate for your family, your home and your contents. Keep brief details of your insurance company with your contact list.
- Tune into warnings via your local radio and television stations for advice and updates.

Individuals should aim to remain resilient for at least 7 days without any external assistance. In remote areas, community members should aim to be self-sufficient for one month.

More info can be found at:
www.trc.qld.gov.au/disaster-management
www.dashboard.trc.qld.gov.au
www.disaster.qld.gov.au/Pages/default.aspx

Appendix A: Responsibilities Checklist

LIFE THREATENING EMERGENCIES: **If Community Disaster Coordinator or Team Members are made aware of a life-threatening emergency, they must advise the person to phone '000' immediately. If they are unable to phone '000' the Coordinator or Team Members should only then endeavour to do so, on their behalf. This instruction is a directive from the Emergency Services.**

If you become aware of an actual or impending disaster situation in your community, ensure the relevant Emergency Services have been alerted and are aware. Ensure the Tablelands Local Disaster Coordinator (LDC) is kept fully informed of the response and recovery operations at the community level and of any requests for assistance or resources. Depending on resources and the situation, all or some of the following actions, or alternate/additional actions, may be undertaken. The Community Disaster Team should work together to complete the tasks below at each phase of the activation process.

If a QPS or other Lead Agency Officer is present, all members of the team should work under their direction whilst ensuring the Tablelands LDC is kept fully informed.

It should be noted that the Tablelands Local Disaster Coordination Centre (LDCC) and Community Disaster Teams may be at **differing levels of the activation process.** The move to different activation levels is guided by the specifics of each event. It is vital that communication with the Tablelands LDCC is maintained in relation to activation status to ensure the safety of Community Disaster Team members.

DEFINITION OF ACTIVATION LEVELS:

ALERT: A heightened level of vigilance due to the Awareness of a hazard that has the potential to affect the local government area.

LEAN FORWARD: Operational state prior to 'stand up' characterised by a heightened level of situational awareness and a state of operational readiness. There is the likelihood that threat may affect the community and there is a need for public awareness.

STAND-UP: Threat is imminent, and the community will be or has been impacted. The response requires coordination and will be done through the Tablelands LDCC.

NOTE: In the event of a cyclone, Community Disaster Team members are not expected to action any items or move to STAND UP phase until the event has passed and it has been deemed safe to do so by the LDCC or the Community Disaster Team Coordinator. If Herberton & Surrounds Community members have been affected, coordinate local information on impacts and as best able, pass that information to the Tablelands Local Disaster Coordination Centre and / or local residents.

STAND DOWN: Threat is no longer present, and the community has returned to normal function.

PRIOR TO ANY DISASTER - Note: This list is not exhaustive.

	Prior to any Disaster - Tasks	**Comments (task allocation, updates, info)**	**Initials Completed**
1.	Review Malanda & Surrounds Community Disaster Plan and Contact List on a regular basis to ensure it remains up to date and current. Suggest May (bushfires) & November (cyclones).		
2.	Test Plan on a regular basis to ensure availability of equipment, communications, forms, maps, etc. (suggest annually)		
3.	Call regular meetings of the Community Disaster Team to ensure regular communication and relationship building. Suggest May (bushfires) & November (cyclones). Invite the Tablelands Local Disaster Coordinator and ensure that attendance and minutes of these meetings are kept.		
4.	Undertake regular initiatives to educate community members on disaster preparedness and resilience issues e.g. get to know your neighbour, hold a pre-cyclone season or bushfire BBQ		
5.	Ensure that Community Disaster Team Members' individual preparedness has been undertaken and that their family members understand the role they may play in a disaster event.		

ALERT STAGE

ALERT requires a heightened level of vigilance due to the possibility of an event in Malanda & Surrounds Community.

	Alert Stage - Tasks	Comments (task allocation, updates, info)	Initials Completed
1.	Ensure that your own individual preparedness has been undertaken, and that your own family members understand the role you may play in a disaster event.		
2.	Establish communications with the Tablelands Local Disaster Coordinator and comply with all advice / requests. Coordinator/Deputy to do roll-call via WhatsApp to find out location/availability of Disaster Group members.		
3.	Open/check the Malanda Council Boardroom and prepare the room using the Malanda Disaster Team Checklist (Appendix K). Print sufficient back-up copies of required forms including Operation Logs, Rapid Damage Assessments, Situation Reports, Requests for Resources & Contact Details (most will be completed and sent online).		
4.	Check all communication systems are in working order. Ensure all batteries are fully charged.		
5.	Maintain a log of significant events and decisions including lessons identified (Appendix B).		
6.	Where it is safe to do so, set up a Community Disaster Team Meeting to discuss with members the impending event and the actions that may be necessary. Meetings may be in person or online and issues for discussion may include:		
	Agencies checking on vulnerable persons and determining what support may be necessary		
	Identify and prioritise citizens that need to be alerted e.g. those under threat. Delegate members or service agencies to contact them to confirm awareness & preparedness		

		Identify resources that may be needed and their availability. Ensure relevant contact details are available. (e.g. key holders)		
		Discuss possible risks that may arise as a result of the event. Ensure team members understand that safety is the number one priority and that risks are not to be taken when trying to complete tasks following the impact e.g. Rapid Damage Assessment reporting.		
		Ensure all team members have completed personal preparations e.g. implement household emergency plan, prepare emergency kit, securing property, etc. Team members are to set the example in the community by remaining calm and demonstrating preparedness and resilience.		
		Adhere to all emergency information / advice / warning messages.		
		Report any critical needs /concerns to the Coordinator		
		Confirm future meeting times / locations, etc.		
7.	Where it is safe to do so, determine where the Public Information Point could be established. Advise the Tablelands Local Disaster Coordinator and advertise locally. In the event of a cyclone this location will be opened **after the event** and only if the location has been deemed to be safe.			
8.	Monitor the situation: Tune into local radio, television, internet, etc. for current warnings/latest updates/ information. Remain in regular contact with the Tablelands Local Disaster Coordinator.			

LEAN FORWARD STAGE: Heightened level of situational awareness of a current or impending disaster event and state of operational readiness. Example: The Community Disaster Team would move to LEAN FORWARD on receipt of a cyclone warning or other event threatening the area.

		Lean Forward Stage - Tasks	Comments (task allocation, updates, info)	Initials Completed
1.		Ensure all actions from ALERT have been completed.		
2.		Maintain communications with Disaster Team members via phone, email, radio and / or in person. (WhatsApp is the preferred collaborative communication choice) – ensure all team members are accounted for		
3.		Maintain communications link with the Tablelands Local Disaster Coordinator and comply with all advice / requests. Ensure regular SITREPS are provided (Appendix D).		
4.		Where safe, organise and run regular Community Disaster Team meetings (in person / online). Record minutes. Relevant Issues that may be discussed could include:		
		Overview of situation.		
		Prepare members for the reality: extended loss of power, communication and water, isolation, threat to life and property.		
		Identify possible risks that may arise following the impact so that Rapid Damage Assessments / key tasks can be undertaken safely.		
		Make contact with and discuss issues as below. Record A/Hrs. contact details of the following:		
		Licensed Premises & Accommodation: advise risk, determine intentions		

		Fuel and gas providers: determine availability of supplies, trading hours (extended) and prepare them for reality		
		Supermarkets/ pharmacy/ hardware/ farm supplies: determine availability of supplies, determine trading hours, advise they test generator/s		
		Determine availability of earthmoving contractors and equipment (IMPORTANT NOTE - DO NOT ORGANISE ANY WORKS WITHOUT PRIOR AUTHORITY FROM LDMG.)		
		Community Disaster Coordinator to liaise with School Principals to ensure intentions of Education Qld in relation to student's welfare and closure of facility.		
5.	Identify the following that may need to be prepared/ cleared/opened:			
		Keys roads; including access to key infrastructure		
		Helicopter landing pads within/near township		
6.	Check with QPS Officer to locate and notify itinerants and campers of pending threat at:			
		Camp Sites list from Malanda Falls Visitors Centre, e.g. Quinola Lakes,		
		Caravan Parks Malanda Falls Caravan Park, Lake Eacham Tourist Park		
7.	Identify public notice boards or locations. Delegate member to erect 'WARNING-PREPARE NOW for DISASTER NAME' on this board and any BOM updates, tracking maps, warnings, alerts and other official advice from the LDCC. Abide by Media Policy in Section A of this Plan.			
8.	Determine time of next meeting			

STAND UP: **Under no circumstances should you put yourself or others at risk to fulfil these tasks.**

Each event is different, and a risk assessment must be undertaken before completing any actions at STAND UP.

Advice and direction will be given to Community Disaster Teams by the Tablelands LDCC when to STAND UP. If, in the event that the community is isolated and all communications have been lost, undertake the coordination of the response to sustain the local community until such time as additional support arrives. The Tablelands LDCC will endeavour to access and provide resources to all communities at the earliest possible time but may be restrained by other urgent priorities, resources, topography, hazards, etc.

	Stand Up Stage - Tasks	Comments (task allocation, updates, info)	Initials Completed
1.	Ensure all actions from LEAN FORWARD have been completed.		
2.	Follow the advice provided by the Tablelands Local Disaster Coordinator and the Emergency Services at all times. If required, the LDCC will request that a Rapid Damage Assessment (Appendix C) is undertaken. A Rapid Damage Assessment should **NOT** be progressed without authorisation from the LDCC.		
3.	Only when safe to do so, organise Community Disaster Team members to undertake Rapid Damage Assessment (Appendix C) & SITREP (Appendix D) reporting. Immediately complete damage reports and operations log (with photographs). Report to LDCC and request advice on further action to be taken. All team members to send information for reports via WhatsApp (this will be collated for SITREP by nominated team members)		
4	Complete SITREPS and send as required.		
5.	Identify a suitable Public Information Point that has been deemed safe by Tablelands LDCC		
6.	Where safe, hold Community Disaster Team Meeting. Record minutes. Items to raise include:		

		Update from members of action taken/priority items.		
		Request that relevant agencies determine vulnerable people's safety/welfare needs. Ensure all are accounted for.		
		Update of situation and communication with LDCC		
		Determine if/where contractors and machinery is available/dispatched - Liaise with LDCC prior to commencement of clearing work – no approval from LDCC = no payment! If additional resources are required, complete a Request for Resources (Appendix E) to the LDCC who will prioritise and action		
		Encourage the community to assist each other with clean-up operations. This should be conducted in a safe manner. Ensure any property damaged is photographed and documented adequately for any insurance assessor prior to clean up. If in doubt, do not clean up.		
		Delegate member to update authorised information on Notice Boards, shop fronts etc. on a regular basis		
		Record the river heights attained for future records.		
7.	Maintain on-going, timely and relevant communication (phone, email, fax, through controller, radio, in person etc.) direct to the Tablelands LDCC, as requested and to determine/report on situation and priorities, requests and vulnerable persons.			
8.	QPS and other authorised emergency services to patrol areas, as necessary			

NOTE: Each event is different. As a guide, STAND UP for Community Disaster Teams for a cyclone event will be after the "all clear" has been received from BoM. The cyclone will have already passed the region and there will be no risk of cyclonic winds. Conversely, STAND UP for a wildfire may be whilst the fire is impacting the community. Members of Community Disaster Teams are not expected to put themselves or others at risk of danger to complete any action in this Plan. Your safety and the safety of others is our number one priority. If unsure **DO NOT** complete the Rapid Damage Assessment and seek direction from the Tablelands LDC.

STAND DOWN STAGE:

Transition to normalcy. No longer a requirement to respond to the event as threats are no longer present.

	Stand Down Stage - Tasks	Comments (task allocation, updates, info)	Initials Completed
1.	Conduct and record debrief with the Community Disaster Team to determine what worked well and what requires improvement. Advise Tablelands Local Disaster Coordinator.		
2.	Review Community Disaster Plans and update with lessons identified from debrief. Resend to those on distribution register		
3.	Continue to communicate on-going requirements and provide support to members of the community during recovery and rehabilitation phases ensuring information on appropriate support services is available.		

Appendix B: Operations Log

FOR MALANDA & SURROUNDS COMMUNITY FOR _____EVENT

DATE:				SHEET NO:			
Key	T = Telephone	R = Radio	S = SMS	V = Verbal	N = Notes	D = Decision	E = Email

Time	T-R-S V-N-D-E	From	To	Incident or Occurrence	Action Taken

PRINT NAME:	SIGNED:

Appendix C: Rapid Damage Assessment

	RAPID DAMAGE ASSESSMENT MALANDA & SURROUNDS COMMUNITY DISASTER TEAM

Under no circumstances should you put yourself or others at risk to fulfil this task.

If required, the LDCC will request that a Rapid Damage Assessment is undertaken. This should not be progressed without authorisation from the LDCC. Please be aware of possible risks of undertaking a Rapid Damage Assessment, which could include fallen live power lines, fallen trees, flooding, debris, hot ash, burning logs etc.

A Rapid Damage Assessment is designed to assist the Tablelands LDCC with vital information that may be affecting your area after a disaster event. It should provide the Tablelands LDCC with accurate information for an adequate response to life-threatening situations, a quick analysis of the potential hazard to critical infrastructure and to determine the priorities for the deployment of resources.

EVENT:		LOCATION:		
SUBMITTED ON: DAY: DATE / /		AT: TIME: hrs.		
Author:	Contact Details:	Signature:	Date:	Time:
Community Disaster Coordinator:	Contact Details:	Signature:	Date:	Time:
Tablelands Local Disaster Coordination	Contact Details:	Signature:	Date:	Time:

Centre: received / read				

DWELLINGS: (APPROXIMATE NUMBER)

COMMUNITY / AREA	MAJOR DAMAGE	MINOR DAMAGE	NO DAMAGE	NOTES (EG type of damage)

OTHER COMMENTS:

CRITICAL INFRASTRUCTURE: (Mains Power, Roads, Bridges, Sewerage, Town Water, Helipads)

MAINS POWER (LIST AREAS)	NO POWER	INTERMITTENT	WORKING	NOTES
PLEASE BE AWARE THE POSIBILITY OF FALLEN LIVE POWER LINES. CALL 000 IMMEDIATELY TO REPORT LOCATION				

OTHER COMMENTS:

ROADS (LIST ROADS)	MAJOR DAMAGE	MINOR DAMAGE	NO DAMAGE	NOTES: (e.g. Type of damage)

OTHER COMMENTS:

BRIDGES (LIST BRIDGES)	MAJOR DAMAGE	MINOR DAMAGE	NO DAMAGE	NOTES: (e.g. Type of damage)

OTHER COMMENTS:

SEWERAGE & WASTE SYSTEMS (LIST AREAS)	MAJOR DAMAGE	MINOR DAMAGE	NO DAMAGE	NOTES (could include septic and other systems)

OTHER COMMENTS:

TOWN WATER (LIST AREAS)	NO SUPPLY	INTERMITTENT SUPPLY	NORMAL SUPPLY	NOTES

OTHER COMMENTS:

HELIPADS	MAJOR DAMAGE	MINOR DAMAGE	NO DAMAGE	NOTES

OTHER COMMENTS:

COMMUNICATIONS: (Landline, Mobile, Internet, 2-Way Radio, Broadcast Radio and Television)				
LANDLINE NETWORK (LIST AREAS)	FAILED	INTERMITTENT	FULL SERVICE	NOTES

OTHER COMMENTS:

MOBILE NETWORK (LIST AREAS)	FAILED	INTERMITTENT	FULL SERVICE	NOTES

OTHER COMMENTS:

INTERNET NETWORK (LIST AREAS)	FAILED	INTERMITTENT	FULL SERVICE	NOTES

OTHER COMMENTS:

UHF / VHF RADIO (LIST AREAS)	FAILED	INTERMITTENT	FULL SERVICE	NOTES

	FAILED	INTERMITTENT	FULL SERVICE	NOTES

OTHER COMMENTS:

BROADCAST RADIO (LIST AREAS)	FAILED	INTERMITTENT	FULL SERVICE	NOTES

OTHER COMMENTS:

BROADCAST TELEVISION (LIST AREAS)	FAILED	INTERMITTENT	FULL SERVICE	NOTES

OTHER COMMENTS:

BUSINESSES: APPROX NUMBER

NAME / ADDRESS	MAJOR DAMAGE	MINOR DAMAGE	NO DAMAGE	NOTES: (EG: Type of damage)

OTHER COMMENTS:

COMMUNITY INFRASTRUCTRE & FACILITIES: (Halls, Amenities, Schools, Hospitals, Lakes, Walking Tracks etc.)

TYPE / AREA / ADDRESS	MAJOR DAMAGE	MINOR DAMAGE	NO DAMAGE	NOTES: (EG: Type of damage)

OTHER COMMENTS:

ANY OTHER INFORMATION RELEVANT TO THIS ASSESSMENT:

TYPE / AREA	MAJOR DAMAGE	MINOR DAMAGE	NO DAMAGE	NOTES: (EG: Type of damage)

OTHER COMMENTS:

Please return this form to the Community Disaster Team Coordinator in your area by:

Tel: Will be provided at meeting

UHF CB CH 10

or

To the Tablelands Local Disaster Coordinator by:

- ➢ Email: disastermangement@trc.qld.gov.au or
- ➢ Tel: 1300 362 242 or
- ➢ Via Resilient Communications Radio Network (e.g. QPWS VHF)

Appendix D: Situation Report

SITUATION REPORT
MALANDA & SURROUNDS COMMUNITY DISASTER TEAM

This Form should be completed by the Community Disaster Team Coordinator on a regular basis (10:00hrs daily unless otherwise requested) and returned to the Tablelands Disaster Coordination Centre by the most appropriate means.

SITREP DETAILS						
EVENT:						
DATE:	/ /	**TIME:**	: Hrs.		**SITREP No:**	
ACTIVATION STATUS:	Circle: Alert or Lean Forward *or* Stand up *or* Stand Down					

SITUATION OVERVIEW
1. **Weather** (Local observations)
2. **Summary of Past 24 Hours by Disaster Team** (Include brief details of operations, meetings, actions, etc.)
3. **Damage Assessment Overview** (Include brief summary of effects – refer to Damage Assessment Form if completed)

4. Media (Include brief details of any media related issues/actions)

5. Safety / Health Concerns (consider physical and mental health of community members, contagious outbreaks, food/water concerns, accommodation issues etc.)

6. Any Changes to Local Contacts

7. Projected Operations for Next 24 to 48 Hours (Major problems and priorities of the next 24 to 48 hours.   Anticipated resource requirements, etc.)

Author:	Contact Details:	Signature:	Date:	Time:
Community Disaster Team Coordinator:	Contact Details:	Signature:	Date:	Time:
Tablelands Local Disaster Coordination Centre: **received / read.**	Contact Details:	Signature:	Date:	Time:

Appendix E: Request For Resources

Requesting Community:	
Person placing request:	
How urgent is this request?	Need it within (circle) <4 hours 8 hours 12 hours Next day 2 days

Material/Items Requested (be specific- give numbers, sizes, etc.):
Exact location for delivery:
Required time for delivery:
Critical Issues (safety, warnings, road closures, how do we unload items):
Received time/date:
Where did it come from?
Who do we contact for return?

PREPARED BY:		AUTHORISED BY:	
POSITION:		POSITION:	
TIME:	DATE:	TIME:	DATE:

Appendix F: Meeting Attendance Register

on   /   /20   *at*   :   hours

Name	Agency	Address	Phone	Mobile	Email	Signature

Appendix G: Disaster Management Acronyms

ADF	Australian Defence Force
AEMI	Australian Emergency Management Institute
BoM	Bureau of Meteorology
DAF	Department of Agriculture and Fisheries
DCCSDS	Department of Communities, Child Safety and Disability Services
DDC	Surrounds Disaster Coordinator
DDCC	Surrounds Disaster Coordination Centre
DDMG	Surrounds Disaster Management Group
DNRME	Department of Natural Resources, Mines & Energy
DSDMIP	Department of State Development, Manufacturing, Infrastructure and Planning
DTMR	Department of Transport & Main Roads
EMA	Emergency Management Australia
GIS	Geographic Information System
LDC	Local Disaster Coordinator
LDCC	Local Disaster Coordination Centre
LDMG	Local Disaster Management Group
LDMP	Local Disaster Management Plan
NDRRA	Natural Disaster Relief and Recovery Arrangements
PPRR	Prevention, Preparedness, Response, Recovery
QAS	Queensland Ambulance Service
QDMC	Queensland Disaster Management Committee
QFES	Queensland Fire and Emergency Services
QPS	Queensland Police Service
QPWS	Queensland Parks and Wildlife Service
Q-Rail	Queensland Rail
SDCC	State Disaster Coordination Centre
SES	State Emergency Service
SEWS	Standard Emergency Warning System
SOPs	Standard Operating Procedures
TPHU	Tropical Population Health Unit (Queensland Health)
TRC	Tablelands Regional Council

Appendix H: Distribution Register

	Name	Role	Organisation
1.	Lorraine van Raders Capt. QFES Malanda	Community Disaster Team Coordinator	QFES
2.	John de Rooy	Deputy Community Disaster Team Coordinator	Retired QPS
3.	Julie Bunce, ASO	Deputy Community Disaster Team Coordinator	QFES
4.	Josh Weier	Deputy Community Disaster Team Coordinator	QFES
5.	Sgt Shawn Pipia OIC Malanda Police	Community Disaster Team Member	QPS
6.	Sergeant Bill Stanley	DDMG Executive Officer	Queensland Police Service
7.	Cr Rod Marti	Mayor	Tablelands Regional Council
8.	Cr Dave Bilney	Councillor Division 3	Tablelands Regional Council
9.	Cr David Clifton	Councillor Division 4	Tablelands Regional Council
10.	Cr Bernie Wilce	Tablelands LDMG Chair / Councillor	Tablelands Regional Council
11.	Various	Councillors	Tablelands Regional Council
12.	Sarah Dean	Local Disaster Coordinator	Tablelands Local Disaster Management Group (LDMG)
13.	Community members		
14.	TRC Website		
15.			
16.			
17.			
18.			
19.			
20.			
21.			
22.			

The Community All Hazards Disaster Plan Template has been developed by
Tablelands Regional Council Disaster Management

The Local Disaster Management Group wishes to officially recognise the enthusiastic efforts made by members of the Community in the development and implementation of this Community Disaster Plan. We wish to acknowledge their willingness to work with Council to assist their community prepare for, respond to and recover from disaster events that may affect them.

Live, discover and invest in a Tablelands community

Tablelands Regional Council

trc.qld.gov.au
info@trc.qld.gov.au
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