

BRISBANE CITY COUNCIL  
**LOCAL DISASTER  
MANAGEMENT PLAN**



*Dedicated to a better Brisbane*

# Preliminaries

## Foreword - Lord Mayor

Brisbane has an international reputation as an exceptional city in which to live, work, visit and relax.

Our subtropical climate characterised by hot and humid summers and dry mild winters, our city's unique geography, and the winding Brisbane River combine to create an environment which heightens our susceptibility to storms and flood events.

Throughout Brisbane's history, the city has experienced significant and devastating natural disasters. Disaster management is a shared responsibility between all levels of government, private industry, non-government organisations and the community.

The arrival of the annual storm season is also a reminder that every household has the ability to do their part to ensure their house or business is prepared; whether that's ensuring emergency supply packs are ready, or simply cleaning out the gutters and trimming tree branches.

We all have a part to play in planning for, managing and recovering from these events.

With strong partnerships built through the Queensland Disaster Management Arrangements, Council helps manage the impacts of disasters on our city and suburbs. How we do this,

and how you can learn about disasters and resilience strategies, is documented in this Local Disaster Management Plan (the Plan).

The Plan outlines how Council takes action and plans to minimise the impact of disasters, how we work cooperatively with other organisations, and how you can prepare your home and help the community to stay safe.

The Plan is dynamic, risk-based and kept up-to-date to reflect changes in legislation and best practice. It has been developed by Council in cooperation with our strategic partners in the Australian Government, Queensland Government, neighbouring local authorities and key stakeholders in corporate and commercial industry.

Together, we can help prepare for, respond to and recover from disaster events to ensure the Brisbane of tomorrow is even better than the Brisbane of today.

**Adrian Schinner**

**Lord Mayor**

Chair

Brisbane Local Disaster Management Group







## Foreword - District Disaster Coordinator

Australia's largest city council, Brisbane City Council has forged a reputation for innovation, partnerships and its strong commitment to disaster preparedness and resilience to the impact of natural disasters. Council is well versed and prepared to support and assist the Brisbane community to prepare, respond and recover to disasters. Brisbane City Council continues to support collaborative efforts across all levels of government and with key stakeholders to ensure high levels of preparedness across our community.

The Queensland Police Service (QPS) plays an important role in supporting local government in the response to disasters - particularly with respect to planning, preparation, response and recovery. The QPS enjoys a close relationship with Brisbane City Council, and we share a common vision of a safer and secure Brisbane. We are committed to continuing that important relationship.

Past events have shown us how important it is to work together to achieve better outcomes for our community, and to ensure we are prepared and ready for whatever we face. This Plan is evidence of the efforts and commitment towards achieving a prepared and resilient community.

The QPS is committed to work with Brisbane City Council to build a disaster management capability that is connected and integrated with key partners and agencies.

I commend Brisbane City Council for their leadership, vision and efforts in developing this Plan.

**Cameron Harsley APM**  
**Assistant Commissioner**  
Queensland Police Service  
District Disaster Coordinator

# Document control

## Requirements and review

In accordance with section 59 of the *Queensland Disaster Management Act 2003* (the Act):

1. A local government may review, or renew, its local disaster management plan when the local government considers it appropriate.
2. However, the local government must review the effectiveness of the plan at least once a year.

Council reviews the effectiveness of the plan using the Emergency Management Assurance Framework through assurance activities to validate performance and through an annual disaster management exercise.

## Amendments

The Plan is a controlled document that is not to be altered other than those amendments endorsed by the Brisbane Local Disaster Management Group (LDMG).

1. The Plan is intended to be a live document: all suggested amendments or additions should be forwarded in writing to the General Manager City Resilience, City Administration and Governance, Brisbane City Council, GPO Box 1434, Brisbane 4001.
2. The General Manager City Resilience may approve minor amendments to this plan.

## Brisbane Local Disaster Management Plan version control

| Date | Reviewed by                     | Endorsed by                | Accepted by                   | Approved by          | Version  |
|------|---------------------------------|----------------------------|-------------------------------|----------------------|--|
| 2022 | General Manager City Resilience | Local Disaster Coordinator | District Disaster Coordinator | Chair, Brisbane LDMG | Review of plan in accordance with Queensland's Emergency Management Assurance Framework, Local Government Planning Guidelines and the Queensland Disaster Management Act 2003. |

## Distribution and availability

As per section 60 of the Act, the Plan is available for inspection, free of charge by members of the public on Council's website [brisbane.qld.gov.au](http://brisbane.qld.gov.au) (search for 'Disaster Management Plans').



## Authority to plan

This Plan has been developed by, and with the authority of, Brisbane City Council pursuant to sections 57 and 58 of the Act. The Plan conforms to the State Plan guidelines. Section 80(1) (b) of the Act requires Council to approve its Local Disaster Management Plan.

The Plan has been reviewed and accepted.



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**Cameron Harsley**  
Assistant Commissioner, Queensland Police Service  
District Disaster Coordinator

**Date** February 2023

The Brisbane City Council Local Disaster Management Plan has been prepared under the direction of the Brisbane City Local Disaster Management Group.

The Plan is approved and recommended for distribution.



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**Adrian Schrinner**  
Lord Mayor, Brisbane City Council  
Chair, Brisbane Local Disaster Management Group

**Date** February 2023

## Acknowledgment of Country

Brisbane City Council acknowledges this Country and its Traditional Custodians. We acknowledge and respect the spiritual relationship between Traditional Custodians and this Country, which has inspired language, songs, dances, lore and dreaming stories over many thousands of years. We pay our respects to the Elders, those who have passed into the dreaming; those here today; those of tomorrow.

May we continue to peacefully walk together in gratitude, respect and kindness in caring for this Country and one another.

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# Introduction

The primary focus of Brisbane City Council's Local Disaster Management Plan is to effectively manage and mitigate the effects of disasters on the community wherever possible or practical, while preparing to respond when disasters do occur. The Plan is based on a flexible and scalable 'all-hazards' approach, encompassing the key principles of prevention, preparedness, response and recovery.

The aim of this Plan is to minimise the effects of, coordinate the response to, and manage the recovery from a disaster or major emergency affecting the Brisbane local government area. This is achieved by:

- > providing a comprehensive framework for disaster management activities within the City of Brisbane
- > ensuring appropriate strategies are developed and established to minimise the adverse effects of a disaster on the Brisbane community
- > developing risk-based plans and management arrangements with a community focus
- > describing the organisational roles, responsibilities and procedures for effective disaster management within Brisbane
- > outlining operations for effective disaster management across the four phases of prevention, preparedness, response and recovery
- > describing the committees and networks established for the coordination of multi-agency responses
- > acknowledging the likely effects of identified threats to the community, infrastructure and the environment
- > planning for those specific threats, including guidelines and procedures for the operation of the Plan
- > providing information to build community resilience and better assist the community in preparing for, responding to and recovering from disaster events.



# Brisbane community profile

## Location

Brisbane, the capital city of Queensland, is located on the coastal plain east of the Great Dividing Range in South East Queensland, Australia. Its eastern suburbs line the shores of Moreton Bay. The Central Business District (CBD) lies just 27 km from the mouth of the bay.

Brisbane is a subtropical river city with hot, humid summers and dry, mild winters. Its subtropical climate makes Brisbane prone to severe weather events and a variety of natural disasters and hazards. During the summer months severe storms with hail, damaging winds and heavy rainfall are common. These storms can result in flooding from the Brisbane River, local creeks, storm surges along coastal areas and overland flow flooding. Much of Brisbane is built on low-lying floodplains with the highest hills measuring 300 m elevation.

The Brisbane River is the major river passing through the city. The city includes the floodplains of 38 creeks as well as the southern floodplain of the South Pine River. There are also thousands of overland flow paths in the hilly areas of the city.

Brisbane's low-lying bayside suburbs are exposed to flood risks from storm tides associated with cyclones and east coast lows, which create large-scale mounding of ocean water due to prevailing winds from one direction. Storm tides may last for several days causing abnormally high water levels for periods longer than the daily tidal cycle. Notable storm surge events occurred in Moreton Bay in 1891, 1928, 1948, 1974 and again in 2013.

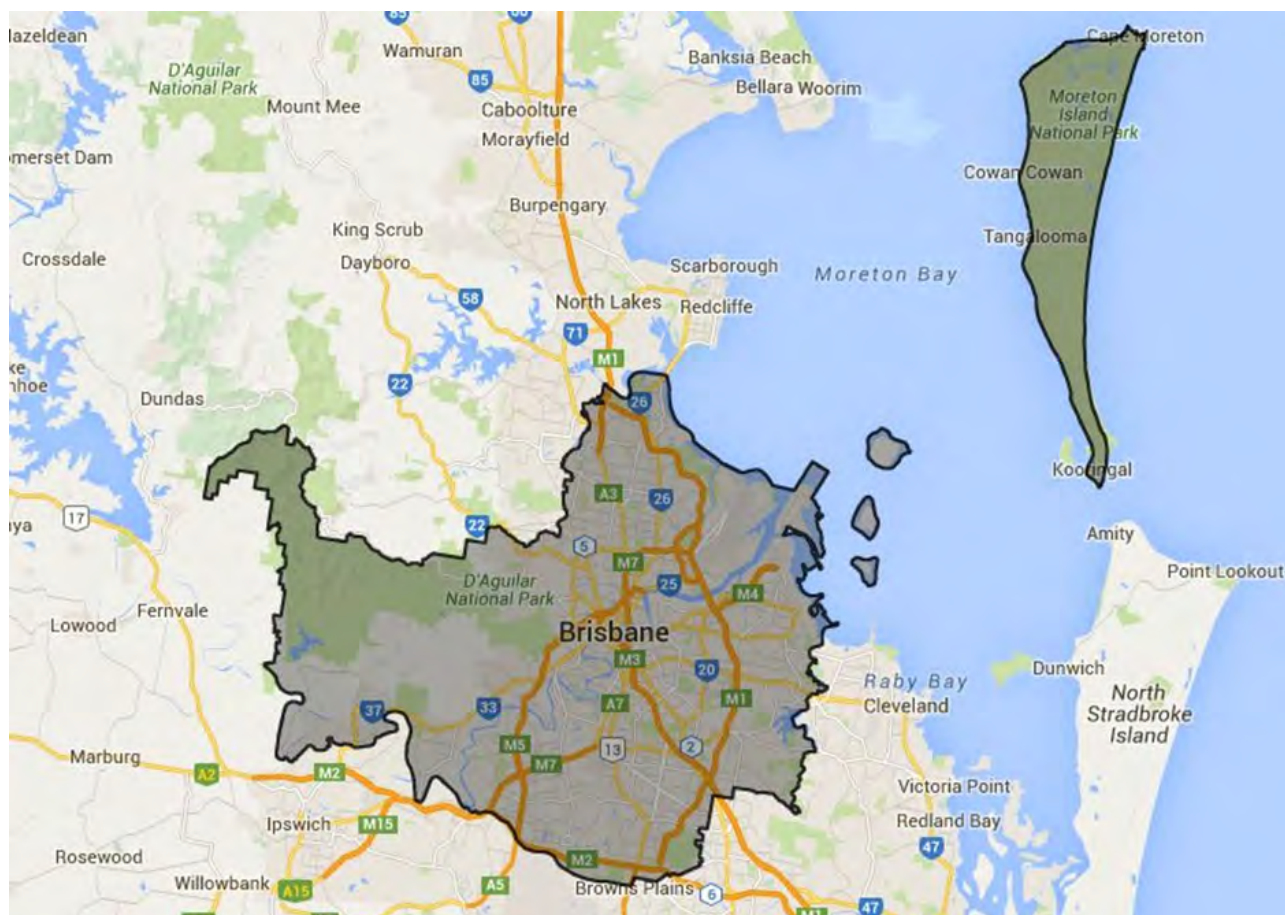
There have been many river floods, most notably the large floods in 1841, 1893, 1974, 2011 and 2022. There has also been flooding in the various creeks, waterways and overland flow paths due to intense shorter duration rainfall. It is certain that there will be major floods again in the future.

Other natural events that can affect Brisbane include bushfires, king tides, cyclones, earthquakes, heatwaves, landslides and dust storms. Brisbane's peak risk for bushfires usually occurs from spring to mid-summer (September to January each year)<sup>1</sup>.

The Brisbane Local Government Area (LGA) is governed by 26 local government wards, 24 state electorates (partially or whole) and eight federal electorates (partially or whole).

<sup>1</sup> Source: Bureau of Meteorology: <http://www.bom.gov.au/weather-services/fire-weather-centre/bushfire-weather/index.shtml>

## Map of Brisbane City



## Population

Brisbane LGA has a population of more than 1.2 million residents (1,272,461 persons as at June 2021). The estimated age of the population is:

- > 17.5% aged 0-14 years (as at 30 June 2020)
- > 69.5% aged 15-64 years
- > 13% aged 65+ years.

Using the Queensland Government population projections and the latest planning and development intelligence available, the Brisbane LGA population is projected to increase from 1,184,215 to 1,551,149 persons from 2016 to 2041, with an average annual growth rate of 1.4% over five years and 1.6% over 10 years.

## Geography

The Brisbane LGA is bounded by the Moreton Bay Regional Council area in the north, Moreton Bay and Redland City in the east, Logan City in the south and Ipswich City and the Somerset Regional Council areas in the west.

Brisbane LGA is a growing residential area, with substantial rural, industrial, recreational and parkland areas. Brisbane LGA encompasses a total land area of about 1367 km<sup>2</sup>, including coastline, waterways, islands, national parks and state forests.

Brisbane is located on the Brisbane River floodplain with the Great Dividing Range to the west and Moreton Bay to the east. Other important waterways in Brisbane include Cabbage Tree Creek, Cubberla and Witton Creeks, Bulimba Creek, Kedron Brook, Moggill Creek, Norman Creek, Nundah/Downfall Creek, Oxley Creek, Pullen Pullen Creek, Tingalpa Creek, Breakfast-Enoggera Creek and the Wolston and Centenary catchments.

There are many important bushland reserves in Brisbane. Council manages more than 8000 hectares of natural areas within a total park estate of more than 14,000 hectares. These natural areas comprise bushlands, wetlands, waterways and habitat corridors, which are managed for nature conservation, protection of biodiversity and for nature-based and sustainable-visitor access and use.

## Climate and weather

Brisbane has a humid subtropical climate with warm-to-hot, humid summers and dry, mostly mild winters. From September to March thunderstorms are common over Brisbane with more severe events accompanied by large damaging hailstones, torrential rains, flooding and destructive winds. Brisbane lies in the tropical cyclone risk area and although cyclones have affected the city in the past, they are rare. Brisbane has an average daily temperature range of 15.7-25.5 °C. On average Brisbane City receives 1148.8 mm of rainfall each year with the heaviest rain occurring during the summer and the most extreme rainfall events associated with summer storms. The east coast of Australia is subject to two king tides each year (winter and summer) and regular higher than normal high tides. Increased amounts of vegetation from the heavy rain seasons and a combination of potential dry summer and low humidity are risk factors associated with a potential bushfire season during the summer months if no additional rains are expected.

## Industry

*Brisbane City Plan 2014* (City Plan) classifies industrial land into zones and zone precincts based on the expected impacts of industry. This means industrial areas are appropriately separated from sensitive land use zones, such as residential areas, and allows for lower levels of assessment for industrial development. There are seven industry zones identified in the City Plan which are:

- > Low impact industry
- > Medium impact industry
- > High impact industry
- > Special industry
- > Marine industry
- > Research and technology industry
- > Service industry.

For more information, contact Council for a copy of the City Plan or go to [cityplan.brisbane.qld.gov.au/eplan](http://cityplan.brisbane.qld.gov.au/eplan)



## Tourism

Brisbane is a popular tourist destination. In the year ending March 2020, the number of international visitors to Brisbane was 1.4 million, an increase of 15% from the previous year driven by growth from from China, New Zealand, the United Kingdom, the United States of America and Germany. In the same year, Brisbane had 7.9 million domestic tourists - an increase of 85% in domestic travel. This growth was predominantly driven by the coronavirus pandemic.

## Transport

Brisbane has an extensive public transport system consisting of bus, rail, ferry and air transport modes with regional, interstate and overseas connections. There are extensive walking and cycling pathways.

Brisbane has two airports - the Brisbane Airport (International and Domestic) and Archerfield Airport.

## Education

At the time of the 2016 Census, Brisbane City LGA had 658,040 people aged 15 years and over whose highest level of schooling was Year 12 (or equivalent). This corresponded with 73.2% in Queensland.

Brisbane has 312 schools as at June 2020.

## Health

Brisbane has 44 hospitals, including the following public hospitals.

- > The Prince Charles Hospital, Chermside.
- > The Royal Brisbane and Women's Hospital, Herston.
- > Princess Alexandra Hospital, Woolloongabba.
- > Queensland Children's Hospital, South Brisbane.

## Energy supply

The electricity grid is managed by Energex and the natural gas grid by APA Group.

## Water and sewerage

The water supply for Brisbane is stored in the Wivenhoe, Somerset and North Pine dams. In Brisbane, water is managed by Seqwater, which sells on distribution to Urban Utilities (UU). UU is responsible for water and sewerage charges, burst mains, water and sewerage leaks, pressure and leakage management, water quality and treatment, recycled water, design and connections, metered standpipes and fire hydrants, and trade waste.

## Telecommunications and communication

Telstra and Optus provide high-speed internet and Pay TV cable services while the mobile phone networks are provided by Telstra, Optus and Vodafone.

## Emergency services

The Brisbane LGA has many emergency services that are pivotal for community safety and wellbeing before, during and after any disaster event. These include:

- > 28 police stations
- > 22 ambulance stations
- > 21 fire stations.





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LOADING ZONE  
COMMERCIAL VEH BY WHEEL HALL

MARGARET ST  
72-101  
CENTRAL OLD UNIVERSITY



# Prevention and preparedness

## Risk assessment

Risk assessment is the process of evaluating the possible consequences of identified risks, and the likelihood that those risks will occur.

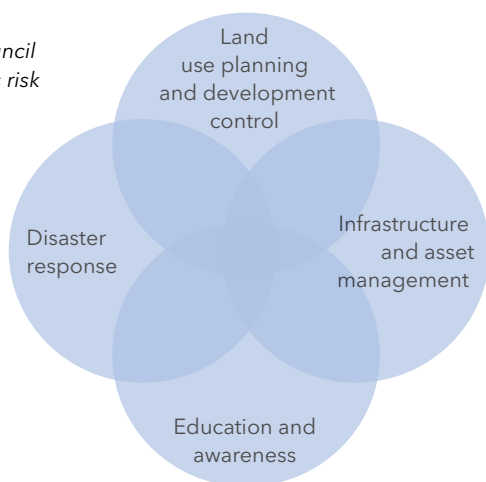
Council's risk management processes are based on Australian Standard AS/NZS ISO 31000:2009 that provides guidance and advice on how an organisation manages its risk.

There are a number of ways Council and the community can reduce risk.

## What Council is doing to mitigate risk

Council understands the hazards that affect the Brisbane local government area and has a number of strategies in place to mitigate the associated risks. Below is an example of some of the ways that Council mitigates risk.

Figure 3:  
How Council mitigates risk



### Land use planning and development control

- > City Plan including Natural Hazard overlays (bushfire, coastal hazard, flood, landslide and zoning)
- > FloodWise Property Report
- > Flood Resilient Homes Program
- > Neighbourhood plans
- > Bushfire strategy and hazard reduction burns
- > Building codes

### Infrastructure and asset management

- > Backflow devices
- > Flood mitigation infrastructure
- > Regularly maintained infrastructure and assets e.g. roads, waterways, depots
- > Flood-resilient design e.g. ferry terminals
- > Signage to warn the community of risk
- > Critical infrastructure movement network
- > Stormwater infrastructure network
- > Planned burns
- > Maintenance of sea and river walls

### Education and awareness

- > Be prepared for severe weather communication campaign
- > Flood Awareness Maps
- > Disaster management training and exercising
- > Targeted community engagement activities
- > Community service announcements - information, warnings and advice
- > Brisbane Severe Weather Alerts
- > Culturally and Linguistically Diverse Communities Education Program

### Disaster response

- > Disaster Management Act and Disaster Management Regulation compliance
- > Disaster response strategies and capabilities
- > Local Disaster Management Group
- > Prepared and resourced Local Disaster Coordination Centre
- > Trained and resourced disaster operations capability including the Brisbane City State Emergency Service
- > On ground response e.g. Traffic Response Units, Rapid Response Group, Emergency Response Group and field crews
- > Memorandum of understanding with partner agencies
- > Evacuation planning
- > Business continuity plans
- > Internal procedures for response
- > Resource inventories
- > Coordinate spontaneous volunteer efforts



## What Council is doing to prepare for a disaster

### Disaster management training and exercises

The Act directs local government to take steps to develop and maintain an effective level of capability and capacity within their organisation to prevent, prepare for, respond to and recover from major disaster events. Council's disaster management training framework ensures Council's workforce can effectively and efficiently manage disasters. The framework promotes continuous improvement and capability integration by ensuring that all disaster management stakeholders can maintain the skills and knowledge required to perform their role in all events.

Disaster management training is critical to ensure that Council's disaster management workforce is skilled and ready for activation if required. Council delivers a range of in-house and accredited training programs and professional development opportunities, which cover leadership, disaster operations and Local Disaster Coordination Centre (LDCC) functional capabilities.

The annual training continuum is based on three learning streams and a check phase.

- > **Introductory stream.** To provide an introduction to the principles and values of disaster management.
- > **Intermediate stream.** To cater to individuals' roles and responsibilities.
- > **Advanced stream.** For enhanced leadership and professional development.
- > **Check phase.** To consolidate skills and knowledge that will be practiced, coached and measured. This phase includes the annual exercise.

Mandatory training for each member of the disaster management workforce includes:

- > Queensland Disaster Management Arrangements
- > Brisbane Disaster Management System.

Disaster management exercises are also conducted in order to assess and validate capability. Exercises are controlled, objective-based activities used to practice, evaluate or test plans or procedures and resources. Exercises enhance the capacity and confidence of the people that participate in them.

A rolling program of training has been introduced to support councillors in their role during disaster events.





## Understand your risk

Council has a range of free tools and information to help residents understand their risk and how to be prepared.

For more information go to [brisbane.qld.gov.au](http://brisbane.qld.gov.au) and search for 'disasters and emergencies', call Council on 3403 8888 or visit your nearest Council Regional Business Centre.

During a severe weather event, be aware of road closures around your home, workplace and other locations you visit. Ensure you have planned alternative ways of getting to where you need to be. To stay up-to-date with road closures, go to [qldtraffic.qld.gov.au](http://qldtraffic.qld.gov.au)

## What you can do during an event

### Tune into warnings

- > Tune your battery-powered radio to your local radio station (e.g. ABC 612) to listen for weather and warning updates.
- > Tune in to your local television station for warning updates.
- > Monitor weather warning updates on Council news sites and social media channels such as Facebook and Twitter.
- > Monitor weather warning updates through the Bureau of Meteorology website [bom.gov.au](http://bom.gov.au)
- > Listen for The Standard Emergency Warning Signal used at the beginning of serious warnings.
- > Watch out for Council's Brisbane Severe Weather Alert warnings via voice message, text, email or push notifications (for subscribed Brisbane residents).
- > Watch out for the national Emergency Alert voice messages to your landline and text messages to your mobile telephone. Messages coming from the number 0444 444 444 are an official Emergency Alert. For more information on Emergency Alert including fact sheets in other languages go to [emergencyalert.gov.au](http://emergencyalert.gov.au)

- > Listen for sirens and loud announcements that emergency services may use.
- > Prepare for emergency services personnel who may door-knock your area to pass on warnings.
- > For non-English-speaking residents visit: [getready.qld.gov.au/your-language](http://getready.qld.gov.au/your-language)

## Hazard-specific risks and what you can do to stay safe

Key hazards in Brisbane include severe weather, flooding, pandemic influenza, heatwave, bushfire, dust storms, landslide, tsunami, earthquake and security incidents. Each hazard is outlined below, including information about how to stay safe.

### Severe weather (severe storms, east coast lows and cyclones)

Severe storms are a natural part of living in Brisbane's subtropical climate with the storm season typically running from September to March each year.

Severe storms can be characterised by damaging or destructive winds, large hail and heavy rainfall that may lead to flash flooding.

East coast lows are intense low-pressure systems that occur on average several times each year off the eastern coast of Australia, in particular southern Queensland, New South Wales and eastern Victoria. Although they can occur at any time of the year, they are more common during autumn and winter with a maximum frequency in June. East coast lows will often intensify rapidly overnight making them one of the more dangerous weather systems.

Tropical cyclones are low-pressure systems that form over warm tropical waters and have gale force winds near their centres. While the majority of cyclone impacts are located in north Queensland, occasionally a cyclone affects areas further south or down the east coast. Even cyclones that are located off the north or central Queensland coast can affect areas well to the south with heavy rain and damaging winds such as ex-Tropical Cyclone Debbie in March 2017.





## What you can do to stay safe in severe weather

- > Before storm season begins, trim tree branches well clear of your house. If your property has large trees, arrange for an arborist to check them.
- > Check and clean your roof, gutters and downpipes.
- > Identify loose objects in your yard and on your balcony, such as outdoor furniture and toys that will have to be put away or secured if a storm approaches.
- > Have a supply of plastic shopping bags to use as sandbags for emergency storm water diversion. Sandbags are best filled with sand rather than dirt. For more information on sandbagging go to: [brisbane.qld.gov.au/community-and-safety/community-safety/disasters-and-emergencies/be-prepared/flooding-in-brisbane/sandbags](https://brisbane.qld.gov.au/community-and-safety/community-safety/disasters-and-emergencies/be-prepared/flooding-in-brisbane/sandbags) or [qfes.qld.gov.au/prepare/flooding/sandbags](https://qfes.qld.gov.au/prepare/flooding/sandbags)
- > Have masking tape and plastic sheeting or large garbage bags available for emergency rain protection.
- > Sign up to Brisbane Severe Weather Alert.

## As the storm approaches

- > When a severe storm approaches, make sure you have your mobile phone close by, and it has a fully-charged battery. Listen to a local Brisbane radio station for information and disconnect all electrical appliances. Place your vehicles undercover or cover them with tarpaulins or blankets. Secure loose items. Shelter and secure your pets and animals but do not tie up pets outside.

In addition, if you are preparing for a cyclone:

- > secure doors and windows and draw curtains

- > disconnect electrical items and outside TV aerials and turn off gas
- > ensure your car is topped up with fuel and park it undercover, or cover it with tied tarpaulins or blankets.

## When the storm strikes

When a severe storm strikes stay inside, keep away from windows and remain in the strongest part of the house, which is usually the bathroom. If you are outdoors, find emergency shelter and do not stand under trees.

- > You should:
  - listen to your portable radio for storm updates
  - if driving, stop and park away from trees, power lines and creeks
  - avoid using the landline telephone during the storm.

## After the storm passes

- > After the storm has passed, listen to your local radio for official warnings and advice. If you need emergency assistance, phone 000 (triple zero) for life threatening emergencies or the State Emergency Service (SES) on 132 500 for temporary roof repairs or sandbagging.
- > If safe to do so, check your house for damage.
- > Stay away from fallen power lines. Report all fallen power lines to Energex on 13 19 62.
- > Beware of damaged buildings, trees and flooded watercourses.
- > Check on neighbours.
- > Do not go sightseeing.

For more information visit

[brisbane.qld.gov.au/beprepared](https://brisbane.qld.gov.au/beprepared)

## Flooding (river, creek, tidal, downstream hazards from dam spills and backflow flooding)

Within Brisbane, the Brisbane River is approximately 11 km long with 38 catchment areas.

Being built on a floodplain, Brisbane can experience flooding from a variety of sources including the following.

**Creek flooding** happens when intense rain falls over a creek catchment. Run-off from houses and streets also contributes to creek flooding. The combination of heavy rainfall, run-off and the existing water in the creek causes creek levels to rise.

**River flooding** is caused by widespread, prolonged rainfall over the catchment of a river. As the river reaches capacity, excess water flows over its banks causing flooding. River flooding downstream can occur many hours after the rain has finished.

**Overland flow** is run-off that travels over the land during heavy rainfall events. Overland flow can be unpredictable because it is affected by localised rainfall and urban features such as stormwater pipes, roads, fences, walls and other structures. The actual depth and impact of overland flow varies depending on local conditions but it generally occurs quickly.

**Tidal flooding** can come from a number of sources such as higher than normal high tides and storm tide.

Higher than normal high tides frequently go unnoticed and have little to no impact. Sometimes they can cause localised flooding to bayside areas and low-lying parts of nearby suburbs. Areas connected to the foreshore and tide-affected areas of the river, tidal creeks and other waterways can also be affected.

Storm tide flooding happens when a storm surge creates higher than normal sea levels. A storm surge is caused when a low pressure system or strong onshore winds force sea levels to rise above

normal levels. The impact from storm tide or storm surge is increased during high tides and can affect low-lying areas close to tidal waterways and foreshores.

For more information about the flooding risk for Brisbane see Council's Flood Awareness Maps at [fam.brisbane.qld.gov.au](http://fam.brisbane.qld.gov.au)

**Downstream hazards from dam spills** may include localised flooding and localised road closures. It is important to note that all of the dams in the Brisbane local government area are ungated, meaning the water is not controlled through the operation of gates. These dams are designed to spill when the water level gets too high.

Brisbane City Council owns Forest Lake Dam at Forest Lake and the Gordon Road Detention Basin at Bardon. Seqwater owns the following dams within the Brisbane local government area:

- > Enoggera Dam, The Gap
- > Gold Creek Dam, Brookfield
- > Lake Manchester Dam, Lake Manchester
- > Leslie Harrison Dam, Capalaba. This dam is located between Brisbane and the Redland City Council local government areas.

Seqwater owns the following dams outside of Brisbane where spills or dam releases may impact part of the Brisbane local government area:

- > North Pine Dam, Strathpine
- > Somerset Dam, Kilcoy
- > Wivenhoe Dam, Fernvale.

These three dams are gated which means there is control over the release of water.

For more information about downstream hazards from dams go to [business.qld.gov.au](http://business.qld.gov.au) and search 'Emergency Action Plans'.

## Backflow Flooding

Backflow devices reduce the chance of backflow flooding by preventing water from flowing back up stormwater drainage. Despite backflow devices being in place, flooding may still occur from other flood sources, depending on the location and conditions. Residents and businesses should still prepare for flooding to minimise the impact of flooding on their property. For more information about backflow flooding, including the locations of backflow devices, visit [brisbane.qld.gov.au/clean-and-green/natural-environment-and-water/water/backflow-devices-for-stormwater-drainage](https://brisbane.qld.gov.au/clean-and-green/natural-environment-and-water/water/backflow-devices-for-stormwater-drainage)

## What you can do to stay safe during flooding

The only way to stay safe is to stay out of floodwater. If you are travelling, get yourself a Plan B – stay in, or find a safer way to travel.

For more information go to: [qldtraffic.qld.gov.au/more/Driving-in-Queensland/Flooding-and-Wet-Weather](https://qldtraffic.qld.gov.au/more/Driving-in-Queensland/Flooding-and-Wet-Weather)

## If you need to evacuate

You may be asked to evacuate, but if you plan to leave early make sure you tell someone e.g. family or neighbours. In either case, you should take the following actions.

- > Pack warm clothing, essential medication, valuables, personal papers, photos and mementos in waterproof bags, to be taken with your emergency kit.
- > Raise furniture, clothing and valuables onto beds, tables and into roof space (electrical items highest).
- > Empty freezers and refrigerators, leaving doors open (to avoid damage or loss if they float about).
- > Turn off electricity, water and gas.
- > Take your mobile phone and charger.

- > Put sandbags in the toilet bowl and over all laundry/bathroom drain-holes to prevent sewage back-flow.
- > Remember your pets.
- > Lock your home and take the recommended evacuation routes for your area.
- > Check the Qld Traffic website for the latest flooded road information and never drive into flood waters. For more information visit [qldtraffic.qld.gov.au](https://qldtraffic.qld.gov.au)

## If you stay

If you remain in your home or when you return take these precautions.

- > Keep your emergency kit safe and dry.
- > Do not eat food that has been in contact with floodwater and boil all water until supplies have been declared safe.
- > Don't use gas or electrical appliances that have been flood affected until they have been safety checked.
- > Beware of snakes and spiders that may move to drier areas in your house.
- > Avoid wading, even in shallow water as it may be contaminated.
- > If you must enter shallow floodwater, wear solid shoes or boots for protection.
- > Do not handle wet electrical equipment.
- > Check with police or the Qld Traffic website for safe routes before driving anywhere and don't enter flood water. [qldtraffic.qld.gov.au](https://qldtraffic.qld.gov.au)
- > Keep listening to your local radio or TV station and follow all warnings and advice.



## What you can do to stay safe during tidal flooding

During a higher than normal high tide it is important to listen out for weather warnings and conditions.

Strong on-shore winds can cause wave action and increase water levels. When combined with rain, higher than normal high tides can cause local drainage systems to reach capacity, increasing the chance of localised flooding.

Residents in areas prone to localised flooding due to high tides are advised to avoid driving through flood-affected roads and avoid parking their car on the street during the event. Council encourages residents to make new neighbours aware of localised flooding risk.

Residents are urged to take precautions if required during events. Sandbags will be made available for collection from the below depots.

- > Newmarket SES Field Services, Wilston Road, Newmarket (in car park off Erneton Street).
- > Balmoral Field Services, Redfern Street, Balmoral.
- > Darra Field Services, Shamrock Road, Darra.
- > Zillmere Field Services, Jennings Street, Zillmere.
- > Lota Field Services, Herbert Street, Lota.

The sandbags are available near the footpath outside the depots.

For more information on flooding in Brisbane contact Council on 3403 8888 or visit [brisbane.qld.gov.au/community-and-safety/community-safety/disasters-and-emergencies/be-prepared/flooding-in-brisbane](https://brisbane.qld.gov.au/community-and-safety/community-safety/disasters-and-emergencies/be-prepared/flooding-in-brisbane)

- > **Interactive Flood Awareness Map** - Identify the likelihood and sources of flooding including other types of hazards that may affect your property. Learn about the extent of Brisbane's major historic river floods. For more information visit [fam.brisbane.qld.gov.au](https://fam.brisbane.qld.gov.au)

- > **Flooding in Brisbane** - Use this webpage to help prepare for flooding and to minimise flood risk to your property or business. [brisbane.qld.gov.au/community-and-safety/community-safety/disasters-and-emergencies/be-prepared/flooding-in-brisbane](https://brisbane.qld.gov.au/community-and-safety/community-safety/disasters-and-emergencies/be-prepared/flooding-in-brisbane)
- > **FloodWise Property Report** - Download a FloodWise Property Report for flood information relating to building or renovating your home.

## What you can do to stay safe from downstream hazards from dams

- > Sign up to the free Brisbane Severe Weather Alert (Brisbane residents).
- > Sign up to the free Seqwater Dam Release Notification Service.
- > Listen for warnings and follow the direction of emergency services.
- > In a dam failure emergency, move immediately to high ground away from the dam and warn neighbours.
- > Do not drive through flood waters.
- > Keep up to date on road closures through the QLD Traffic website [qldtraffic.qld.gov.au](https://qldtraffic.qld.gov.au) and the 13 19 40 hotline.

## Pandemic influenza

Pandemic influenza is a global threat that can result in widespread infection, can have severe social and economic consequences and cause widespread disruption. Prior planning and properly coordinated response measures can minimise the impacts.

A human influenza outbreak in Queensland is a 'controlled notifiable condition' under the *Public Health Act 2005*. The Chief Health Officer of Queensland Health is responsible for the overall management and control in response to any public health emergency.

Notable recent pandemics have been the current coronavirus pandemic and the 2009 swine flu pandemic.

## What you can do to stay safe during a pandemic

Brisbane residents are urged to follow flu precautions to limit the spread of the flu virus in the community:

- > follow all public health advice and directions from official sources (Queensland Health, Australian Government Department of Health and the World Health Organisation)
- > stay at home when you are sick
- > wash your hands frequently with soap and water or use an alcohol-based hand gel
- > wash your hands prior to touching your eyes, nose and mouth
- > when coughing or sneezing, cover your mouth and nose with disposable tissues which should be disposed of immediately
- > don't share items such as cigarettes, glasses or cups, lipstick, toys or anything that could be contaminated with respiratory secretions
- > maintain social distancing of at least one and a half metres from people
- > avoid close contact with infected people
- > consult your doctor if you have a cough and fever and follow their instructions, including taking medicine as prescribed
- > get tested if you think you have symptoms or have potentially been exposed.

For more information go to:

- > World Health Organisation [who.int](http://who.int)
- > Queensland Health [qld.gov.au/emergency/dealing-disasters/disaster-types/pandemic](http://qld.gov.au/emergency/dealing-disasters/disaster-types/pandemic)
- > Australian Government Department of Health [health.gov.au](http://health.gov.au)

For the latest advice and health alerts on the coronavirus pandemic go to [covid19.qld.gov.au](http://covid19.qld.gov.au)

## Heatwaves

A heatwave occurs when there are three or more days of high maximum and minimum temperatures that are unusual for that location<sup>4</sup>. The people most at risk<sup>5</sup> from heatwaves are:

- > very young children
- > older people
- > people with a chronic condition or illness
- > outdoor workers
- > people experiencing homelessness
- > people living with disabilities
- > people in lower socio-economic brackets
- > people who are overweight.

## What you can do to stay safe during a heatwave

### **Never leave a child or a pet alone in a hot car.**

On a typical Australian summer day, the temperature inside a parked car can be as much as 30-40 degrees celsius higher than the outside temperature. That means on a 30-degree day, the temperature inside the car can be as high as 70 degrees.

Check on friends, relatives and neighbours, particularly the vulnerable, elderly, or people with disabilities.

Some medications can impact a person's ability to thermoregulate for example affecting the ability to sweat. Talk to your doctor about how to use and store medicines safely during heatwaves and in hot weather.

<sup>4</sup> Bureau of Meteorology, <http://www.bom.gov.au/australia/heatwave/knowledge-centre>

<sup>5</sup> Queensland State Heatwave Risk Assessment 2019 [disaster.qld.gov.au/dmp/Documents/QFES-Heatwave-Risk-Assessment.pdf](http://disaster.qld.gov.au/dmp/Documents/QFES-Heatwave-Risk-Assessment.pdf)

### **Drink water regularly**

- > Drink two to three litres of water a day at regular intervals, even if you do not feel thirsty. If your fluid intake is limited on medical advice, ask your doctor how much you should drink during hot weather.
- > Sports drinks do not replace water.
- > Don't drink alcohol, soft drinks, tea or coffee because they worsen dehydration.
- > Eat what you normally would, particularly salads and fruit and try to eat cold foods.
- > Avoid heavy protein foods (e.g. meat, dairy products) that raise body heat and increase fluid loss.

### **Keep out of the heat as much as possible**

- > Plan your day to keep activity to a minimum during the hottest part of the day.
- > If you can, avoid going out in the hottest part of the day (11am–3pm).
- > If you must go out, wear lightweight, light-coloured, loose and porous clothes, a wide-brimmed hat and sunscreen, and regularly rest in the shade and drink fluids.
- > Avoid strenuous activities and gardening.

### **Stay as cool as possible**

- > Wear appropriate clothing to suit the hot weather.
- > Stay inside - in the coolest rooms in your home - as much as possible.
- > Block out the sun during the day by closing curtains and blinds and keep windows closed while it is cooler in the room than outside.

- > Open up windows and doors when there is a cool breeze, when the temperature inside rises and at night for ventilation.
- > Use fans and air conditioners at home to keep cool, or spend time in an air-conditioned library, community centre, shopping centre or cinema.
- > Take frequent cool showers or baths and splash yourself several times a day with cold water, particularly on your face and the back of your neck.
- > Keep food refrigerated to reduce the risk of food-borne disease such as salmonella.

### **Monitor animals for heat stress**

Animals can also be affected by heat-related illness. If you're in charge of an animal (livestock or a pet) you have a duty of care to provide it with food, water and appropriate shelter.

For more information about heat waves, visit the Queensland Health website [qld.gov.au/emergency/dealing-disasters/heatwave](http://qld.gov.au/emergency/dealing-disasters/heatwave)







## Bushfire

Bushfires are unmanaged fires that burn uncontrollably. The severity of the bushfire season can be dependent on how dry the winter and spring have been.

Managing fire is vital for protecting our homes and maintaining environmental habitats. Council undertakes fire management activities such as planned burns. Planned burns are controlled fires aimed at reducing the amount of fire fuel.

South East Queensland's bushfire season traditionally runs from August to December each year, so most planned burns in Brisbane take place between February and August.

### What you can do to stay safe during a bushfire

Queensland Fire and Emergency Services (QFES) recommend that people living in bushfire-prone areas have a personal bushfire survival plan based on the Bushfire Survival Plan Guideline. For more information visit [qfes.qld.gov.au/bushfires](http://qfes.qld.gov.au/bushfires)

Public messaging and warnings will be available through Bureau of Meteorology fire weather warnings, media and radio announcements and through fire danger ratings that indicate potential danger and are displayed by QFES as low-moderate to catastrophic.

Residents are encouraged to prepare their own properties ahead of South East Queensland's bushfire season, especially if their property backs onto or is near a bushland area. To protect your property against bushfires you should:

- > ensure you have a bushfire survival plan
- > clear space around buildings
- > clear and remove undergrowth near buildings
- > fill in any gaps around windows, door frames and eaves
- > protect larger under deck areas with non-flammable screens
- > rake up bark, leaves and twigs

- > make sure your property has clear access for fire trucks
- > be aware of any Neighbourhood Safer Places in your area.

## Neighbourhood Safer Places

Neighbourhood Safer Places (NSP) are open spaces or buildings where people may gather, as a last resort, to seek shelter from a bushfire. Residents in bushfire prone areas need to understand where their NSPs are located, and what to do until a fire passes. The NSPs should only be used as a last resort and must be used in conjunction with the Bushfire Survival Plan Guidelines.

### Protect yourself from smoke

Smoke inhalation can cause irritation to the eyes and respiratory system, and can potentially cause people with pre-existing medical conditions such as heart and lung disorders to experience a worsening of symptoms. You can protect yourself from smoke inhalation by:

- > keeping up-to-date with bushfire alerts and Council information on planned burning activities
- > asking your doctor (if you have a chronic medical condition) about steps you can take to help you control your symptoms when air quality is poor
- > being prepared with enough medication in the house to last you for several days
- > seeking medical advice immediately if you are having trouble breathing or experience chest pain
- > avoiding physical activity and staying indoors
- > keeping indoor air as clean as possible by:
  - keeping windows and doors closed and using draught excluders
  - turning on your air conditioner if you have one onto 're-circulate' mode
  - using a clean filter for the air conditioner and have some spare filters in the house

- avoiding activities that increase indoor air pollution, such as smoking, burning candles, frying food or vacuuming.

If it is too hot in your home with the doors and windows shut, or if smoke is still leaking into the house, people at risk should arrange for shelter in another location. Heat stress is also a health risk, especially for older adults and people who are unwell.

City Plan has interactive mapping overlays that show bushfire susceptibility areas in Brisbane. For more information visit [cityplan2014maps.brisbane.qld.gov.au/CityPlan](http://cityplan2014maps.brisbane.qld.gov.au/CityPlan)

For a list of current bushfire incidents visit [qfes.qld.gov.au/Current-Incidents](http://qfes.qld.gov.au/Current-Incidents)

## Dust storms

Brisbane experienced a large dust storm (the Red Dawn dust storm) in September 2009. This storm affected Brisbane's air quality and visibility. Dust storms may have an adverse effect on your health, particularly if you already have breathing-related problems.

### What you can do to stay safe during dust storms

Dust particles in dust storms can drastically reduce visibility and can affect health and the environment.

Particles in dust storms are normally coarse and do not pose a serious health threat to the general public. Coarse dust particles generally only reach as far as the inside of the nose, mouth or throat. Some people with pre-existing breathing problems, such as asthma and emphysema, may experience difficulties.

If you have asthma or a respiratory condition and you develop symptoms such as shortness of breath, coughing, wheezing or chest pain, follow your treatment plan. If symptoms persist, see your doctor.

Protect yourself by:

- > staying indoors, with the windows and doors closed
- > avoiding vigorous exercise, especially if you have asthma, diabetes or a breathing-related condition.

If you have to drive:

- > reduce your speed
- > pull off the road if visibility is less than 100 metres
- > switch off your air conditioning to reduce the amount of dust entering your car.

## Landslide

Landslides usually involve the movement of large amounts of earth, rock, sand or mud or any combination of these. Landslides can be caused by earthquakes, volcanoes, soil saturation from rainfall or seepage, or by human activity (e.g. vegetation removal, construction on steep terrain).

### What you can do to prepare for landslides

You can protect yourself, your family and your property by doing the following.

Before occupying a building, check with Council and neighbours for the area's history of landslides or instability. City Plan has interactive mapping overlays that show landslide susceptibility areas in Brisbane. For more information visit [cityplan2014maps.brisbane.qld.gov.au/CityPlan](http://cityplan2014maps.brisbane.qld.gov.au/CityPlan)

In steep areas, look for the tell-tale signs of ground movement, such as trees tilting (down-slope), water seepage and breaks in the ground.

If outdoors, always heed warning signs and avoid the tops and bases of cliffs and embankments, especially where there are signs of loose rocks or debris. Never stand or sit on rock overhangs unless you are sure they can bear your weight.



## What you can do to stay safe during a landslide

If indoors, shelter at the least-affected end of the building under a strong table or bench (if possible use a mattress for extra protection). Hold on firmly and stay put until all land movement has stopped.

If outdoors and a landslide threatens, move quickly from its path and keep clear of banks, trees, power lines and poles.

## Tsunami

Much of Brisbane is located outside of the risk area for tsunamis due to nearby coastal islands offering some protection from the worst of the ocean waves. The tsunami hazard is greater on the ocean side of Moreton Island and some low lying bayside suburbs are more exposed to adverse impacts from a tsunami.

## What you can do to stay safe during a tsunami

People living or working in areas potentially affected by a tsunami need to move at least 10 metres above sea level or at least one kilometre away from all beaches and the water's edge of harbours and coastal estuaries if a tsunami warning is issued for their area.

A phone number, 1300 TSUNAMI (1300 878 6264), is available for the public to listen to tsunami warnings for Australia, and the Bureau of Meteorology's website displays relevant tsunami warnings and information.

For more information on the tsunami risk to Queensland visit [disaster.qld.gov.au/qermf/Documents/Tsunami-Guide-For-Queensland.pdf](https://www.disaster.qld.gov.au/qermf/Documents/Tsunami-Guide-For-Queensland.pdf)

## Earthquake

Seismic activity occurs occasionally in the Brisbane region but generally at such a low level that it has little to no community impact and is a low risk.

A maximum Richter magnitude of 6.5<sup>6</sup> is theoretically possible within the region. Such an event would be capable of generating highly damaging effects at the source but is an extremely unlikely event for Brisbane.

## What you can do to stay safe before an earthquake

- > Find out how and where to turn off power, gas and water.
- > Plan with your family (or household) where you will meet if separated.
- > Know your safe areas during an earthquake.
- > Check your insurance policy to make sure it is adequate and that you are covered for damage caused by earthquakes.

## What you can do to stay safe during an earthquake

- > If **indoors**, stay there (clear of falling debris outside).
  - Keep clear of windows, chimneys and overhead fittings. Shelter under and hold onto a door frame, strong table or bench.
  - In high-rise buildings, stay clear of windows and outer walls. Shelter under a desk near a pillar or internal wall.
  - **Do not use** elevators.
- > If **outside**, keep well clear of buildings, overhead structures, walls, bridges, power lines, trees, etc.
  - On a city street, shelter from falling debris under strong archways or doorways of buildings. Don't go under awnings as they may collapse.

- > If **in a vehicle**, stop in an open area until the shaking stops.
  - Beware of fallen lines and road damage, including overpasses and bridges.
  - Listen to your car radio for warnings before moving.

### What you can do to stay safe after an earthquake

- > Turn off electricity, gas and water and do not light matches.
- > Check for injuries and apply first aid.
- > Check for broken water, sewerage or electrical mains.
- > Do not use the telephone immediately (to avoid congestion) unless there is a life-threatening situation.
- > Check for cracks and damage to your building.
- > Evacuate the building if it is badly damaged and be prepared for aftershocks.
- > Do not waste food and water as supplies may be interrupted.
- > Listen to your local radio station and heed warnings and advice on damage and service disruptions.
- > Try to avoid driving unless in an emergency.
- > Do not go sightseeing or enter damaged buildings.

For more information visit: [ga.gov.au/earthquakes](http://ga.gov.au/earthquakes)

## Security threats or incidents

Security threats/incidents are an Australian Government matter that is managed locally by the Queensland Police Service. During a security incident, government and non-government organisations each have a part to play in dealing with the situation. Council's primary responsibility and focus is on minimising the impact to residents and managing/restoring any service disruption. Council has a number of security measures and procedures in place to protect its assets and infrastructure and relevant staff participate regularly in training with other agencies.

### What you can do to stay safe during a security threat or an incident

The Australian National Security Hotline has been established for the public to report suspicious behaviour or activity.

#### **In an emergency call 000.**

To report suspicious behaviour or activity call the National Security Hotline on 1800 123 400.

### What can I do?

- > Report suspicious behaviour even if you think it is probably nothing.
- > Report any unusual filming or photography of official buildings or other critical infrastructure.
- > Report suspicious vehicles near significant buildings or in busy public places.
- > Report suspicious or strange comings and goings from property.
- > Report unusual purchases of large quantities of fertiliser, chemicals or explosives.
- > Report a lifestyle that doesn't add up e.g. paying for large purchases like flight training with cash.
- > Report false or multiple identities.
- > Report unattended bags.

## What can I do to protect myself and others at work?

- > Make sure you are familiar with the emergency and evacuation plans for your workplace. If you are unsure, ask your supervisor.
- > Attend an accredited first aid course.
- > If you run a business or manage a large building, review your security measures. You should also review your emergency and evacuation plans. Rehearse them, update if necessary and make sure every member of your staff knows what to do.
- > Keep a careful check on garages and underground car parks so that you know whose vehicles are on your premises.
- > If you have security cameras, make sure they are working properly, check that the time and date are correct and retain the recordings in case they might be of use to police in the future.

## During an emergency

- > Try to remain calm and reassure others.
- > Check for injuries. Attend to your own injuries first so you are then able to help others.
- > Ensure your family and neighbours are safe, especially children, the elderly or those who are living alone.
- > Watch television or listen to the radio for information.
- > Follow the advice of emergency services.
- > Call to let someone know you are safe but minimise other calls to avoid overloading phone lines unless the situation is life threatening.
- > Use a landline to call essential contacts if mobile networks are down.
- > Make sure pets are safe and have food and water.
- > For more information visit [nationalecurity.gov.au](https://nationalecurity.gov.au)



# Roles and responsibilities for disaster management

## Queensland Disaster Management Arrangements

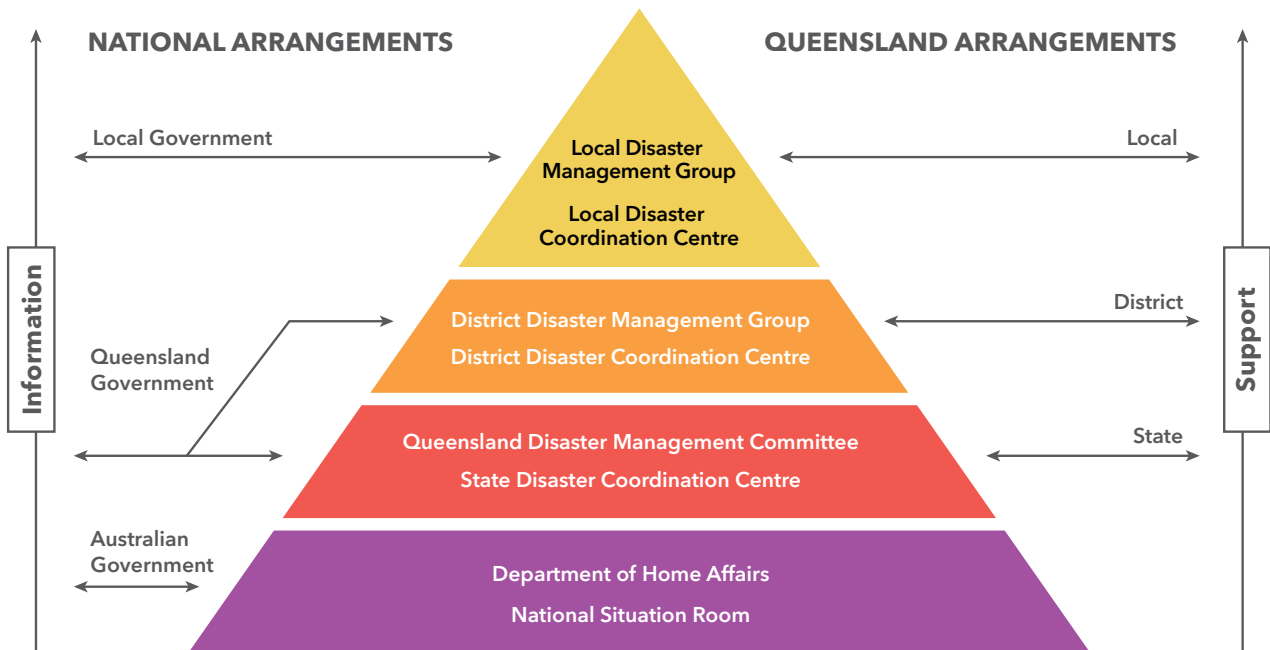


Figure 1: Queensland disaster management structure

Local government is primarily responsible for managing disasters within the local government area. The Queensland Disaster Management Arrangements (QDMA) enable a progressive escalation of support and assistance through the tiers of QDMA as required. If local governments require additional resources to manage an event, they are able to request support through the QDMA.

Queensland's whole-of-government disaster management arrangements are based on partnerships between government, non-government organisations, commerce and industry sectors, and the local community. These arrangements recognise each level of the disaster management arrangements working collaboratively to ensure the effective coordination of planning, services, information and resources necessary for comprehensive disaster management.

## Principles of disaster management

All events should be managed in accordance with the Queensland Disaster Management Strategic Policy Statement, the State Disaster Management Plan and State Disaster Management Guidelines.

Council's disaster management principles are based on the five guiding principles outlined in the Act, which form the basis of the Queensland Disaster Management Arrangements.

### A comprehensive approach

A comprehensive approach is adopted throughout disaster management planning to ensure that risk reduction and community resilience are developed in unison while maintaining effective response and recovery capabilities.

The comprehensive approach provides an overarching framework for disaster management by identifying four phases: prevention, preparedness, response and recovery.

**Prevention:** The taking of preventative measures to reduce the likelihood of an event occurring or, if an event occurs, to reduce the severity of the event.

**Preparedness:** The taking of preparatory measures to ensure that, if an event occurs, communities, resources and services are able to cope with the effects of the event.

**Response:** The taking of appropriate measures to respond to an event, including action taken and measures planned in anticipation of, during and immediately after an event to ensure that its effects are minimised and that persons affected by the event are given immediate relief and support.

**Recovery:** The taking of appropriate measures to recover from an event including the action taken to support disaster-affected communities in the reconstruction of infrastructure, the restoration of emotional, social, economic and physical wellbeing, and the restoration of the environment.

### All-hazards approach

An all-hazards approach encompasses all types of natural and non-natural hazards and ensures one management system for disaster management arrangements for all of them. It involves the development of arrangements for managing the extensive range of possible effects and risks associated with disasters. The all-hazards approach is useful because the range of effects and risks can create similar consequences which require similar actions including announcing warnings, evacuation, infrastructure repairs, medical services and recovery methods. However, several risks will necessitate specific prevention measures, response and recovery actions.

### All-agencies approach

An all-agencies approach ensures collaboration between all levels of government and other organisations and agencies that are required to support the four phases of the comprehensive approach.

### Local disaster management capability

Local governments are primarily responsible for managing disaster events in their local government areas. This is achieved through the establishment of the Brisbane Local Disaster Management Group and with the support (where necessary) of the District Disaster Management Group and Queensland Disaster Management Committee.

### A prepared and resilient community

This approach has strong and established links between individuals, voluntary organisations and local authorities. It is acknowledged that individuals and communities can frequently help themselves and provide rapid, readily available and effective relief while external assistance may be limited due to resource capacities. When effectively integrated into disaster management arrangements, volunteer organisations are capable of providing assistance and access to resources, expertise and specialist skills. Individuals may

be able to assist through knowledge of local hazards and by providing advice concerning risks. Additionally, individuals can reduce demand during responses by being informed of the risks and following advice on appropriate precautions.

## Additional core principles of disaster management

Council recognises other key principles of disaster management as follows.

- > Disaster management is a responsibility of all levels of government and non-government organisations to work in partnership with each other and provide a coordinated and seamless service to disaster-affected communities.
  - > Command, control and coordination responsibilities should be clearly articulated within the disaster management arrangements at local, district and state levels prior to a disaster or an emergency.
  - > Disaster management arrangements must be supported by an organisational structure in order to establish the responsibilities for all phases of the comprehensive approach.
  - > Planning should be developed as a result of identifying, analysing and evaluating all disaster risks, including identifying shortfalls in disaster management capability and treatment options to ensure risks are managed effectively.
  - > Activation of disaster management plans is vital to ensure timely and accurate response to a disaster.
  - > Council's resources that exist for a day-to-day purpose should function as an extension of their core business when responding to a disaster.
- > Individuals are to ensure that they comply with their workplace occupational health and safety guidelines and policies, and are responsible for their own safety, e.g. complying with Council's Zero Harm policy.
  - > Efficient information management is critical for the successful management of a disaster.

## Inspector-General Emergency Management (IGEM)

The role of the Inspector-General Emergency Management (IGEM) was first established in 2013 following a review of police and community safety, and was formalised as a statutory position in 2014. The functions of the IGEM and the Office of the IGEM are prescribed in sections 16C and 16H of the Act.

Functions of the IGEM include making and regularly reviewing disaster management standards, assessing entities involved with disaster management against the standards and working with entities to improve their disaster management capabilities.

IGEM is tasked with ensuring the best possible whole-of-government and whole-of-community arrangements to deal with emergencies and disasters. To support this commitment to disaster management excellence, the Office of the IGEM has developed an Emergency Management Assurance Framework.



## Queensland Emergency Management Assurance Framework

The Emergency Management Assurance Framework recognises four principles underpinning effective disaster management in Queensland.

- 1. Leadership.** Leadership at all levels is demonstrated through a commitment to a shared culture of disaster management excellence. Strategic planning, within the context of resources and risk, underpins clear decision making and planning to achieve outcomes.
- 2. Public safety.** Queensland's disaster management arrangements are delivered through effective disaster management groups where policy, procedure and practice all focus on safety of the public, engaging stakeholders and sharing responsibility.
- 3. Partnership.** Everyone has a role to ensure Queensland is the most disaster-resilient state. Strategic partnerships are well-governed, drive clear roles and responsibilities, and promote true collaboration.
- 4. Performance.** Productivity and effectiveness are measured by a combination of quality, quantity, cost, time or human relationships. Performance is monitored and analysed against standards and good practice across the spectrum of prevent, prepare, respond and recover.

The framework supports accountability and builds consistency across all levels of the disaster management arrangements and reinforces a shared responsibility for delivering better disaster management outcomes for the community.

## Standard for Disaster Management in Queensland

The Standard for Disaster Management in Queensland (the Standard) establishes the performance requirements for all entities involved in disaster management. The Standard focuses on outcomes, performance and system wide goals for the disaster management sector.

For further information or to download a copy of the Emergency Management Assurance Framework or the Standard, please visit [igem.qld.gov.au](http://igem.qld.gov.au)



# Functions of local government for disaster management

In accordance with section 80 of the Act, local governments must ensure that they maintain a disaster response capability.

Disaster response capability for a local government means maintaining disaster management plans, an appropriately trained disaster management workforce and suitable equipment in order to effectively respond to a disaster in the local government's area.

## Functions of Brisbane Local Disaster Management Group

Council is required under legislation to form a Local Disaster Management Group (LDMG). The Brisbane LDMG is chaired by the Lord Mayor and membership of the group includes local and state government agencies, emergency services, non-government organisations as well as critical infrastructure and service owners, all with the necessary expertise to be a member.

The LDMG is responsible for ensuring effective disaster management for a local government area is in place and maintained. During a disaster, the Brisbane LDMG will provide the strategic direction and set priorities for the Local Disaster Coordination Centre (LDCC). The LDCC will coordinate Council's response and recovery efforts for the community of Brisbane.

The Brisbane LDMG meets at least twice a year to regularly review and assess the disaster management plans and arrangements for Brisbane. See section 30 of the Act and the *Disaster Management Regulation 2014* for more functions of the Brisbane LDMG. The LDMG will meet as required during an event.

The Brisbane LDMG comprises (but is not limited to) the following members:

- > APA Group (gas)
- > Australian Red Cross
- > Brisbane Airport Corporation
- > Brisbane City Council
- > Brisbane State Emergency Service

- > Bureau of Meteorology
- > Department of Communities, Housing and Digital Economy
- > Department of Transport and Main Roads
- > District Disaster Management Group (DDMG)
- > Energex (power)
- > Givit
- > Maritime Safety Queensland
- > Inspector-General Emergency Management
- > Port of Brisbane
- > Queensland Ambulance Service
- > Queensland Fire & Emergency Services
- > Queensland Health
- > Queensland Police Service
- > Queensland Rail
- > Seqwater
- > St John Ambulance Qld
- > Surf Life Saving Queensland
- > Telstra
- > Tzu Chi Foundation
- > Urban Utilities

## Local Disaster Coordinator

The Local Disaster Coordinator (LDC) is a legislative role under sections 35 and 36 of the Act with the functions to:

- > coordinate disaster operations for the local group
- > report regularly to the local group about disaster operations
- > ensure, as far as practicable, that any strategic decisions of the local group about disaster operations are implemented.

## Local Recovery Coordinator

The LDMG may appoint a Local Recovery Coordinator (LRC) to coordinate recovery at the local level.

The LRC is appointed by the Chair, after consultation with the Chair of the State Recovery Group (SRG) and may be appointed pre-emptively.

The person appointed should not be the same person appointed as the LDC.

## Local Disaster Coordination Centre

A Local Disaster Coordination Centre (LDCC) is established to support the LDMG in implementing the activities required for response and recovery activities during an event.

The LDCC provides a focal point for Council's coordination and prioritisation of resources and assets to support response and recovery operations in the event of a disaster or emergency. The LDCC is responsible to the Local Disaster Coordinator for the implementation of Brisbane LDMG priorities.

The primary location for the LDCC is the training rooms on Level 1 of Brisbane Square, 266 George Street, Brisbane. Secondary or alternate locations are Green Square, 505 St Pauls Terrace, Fortitude Valley, South Regional Business Centre, 681 Fairfield Road, Yeerongpilly and the North Regional Business Centre, 375 Hamilton Road, Chermshire.

## Brisbane Local Disaster Management Arrangements

Council works closely with other agencies and with the community to ensure the best possible prevention, preparedness, response and recovery is in place. One of the key components of this is the idea of shared responsibility; no one person or agency can do everything, but we can work together for a stronger, more resilient Brisbane.

Council is ideally suited to manage most disaster types at the community level, based on its understanding of local social, environmental and economic issues, and its knowledge of the city's infrastructure. Council has comprehensive disaster management plans and is able to coordinate disaster management through its Brisbane LDMG and LDCC.

Council's City Resilience manages the day to day work of the Brisbane LDMG by developing policies, plans and processes in preparation for disaster events. This includes:

- > identifying the differing needs and vulnerabilities of communities
- > maintaining and enhancing relationships with external emergency service agencies to ensure a collaborative approach
- > managing and maintaining the LDCC capability
- > providing operational coordination for response and recovery during and after an event.

## Brisbane Incident Management System

The Brisbane Incident Management System (BIMS) defines Council’s scalable and flexible response to emergency or disaster events.

BIMS is a comprehensive city-wide approach to disaster management, based on the Local Disaster Management Plan. It is a command and control system to logically manage and coordinate all emergency incidents from small and simple to large and complex events.

The BIMS structure ensures effective management, with the focus on resource coordination, inter-agency coordination and personnel. This is achieved through the strategic and operational levels working together in times of disaster events.

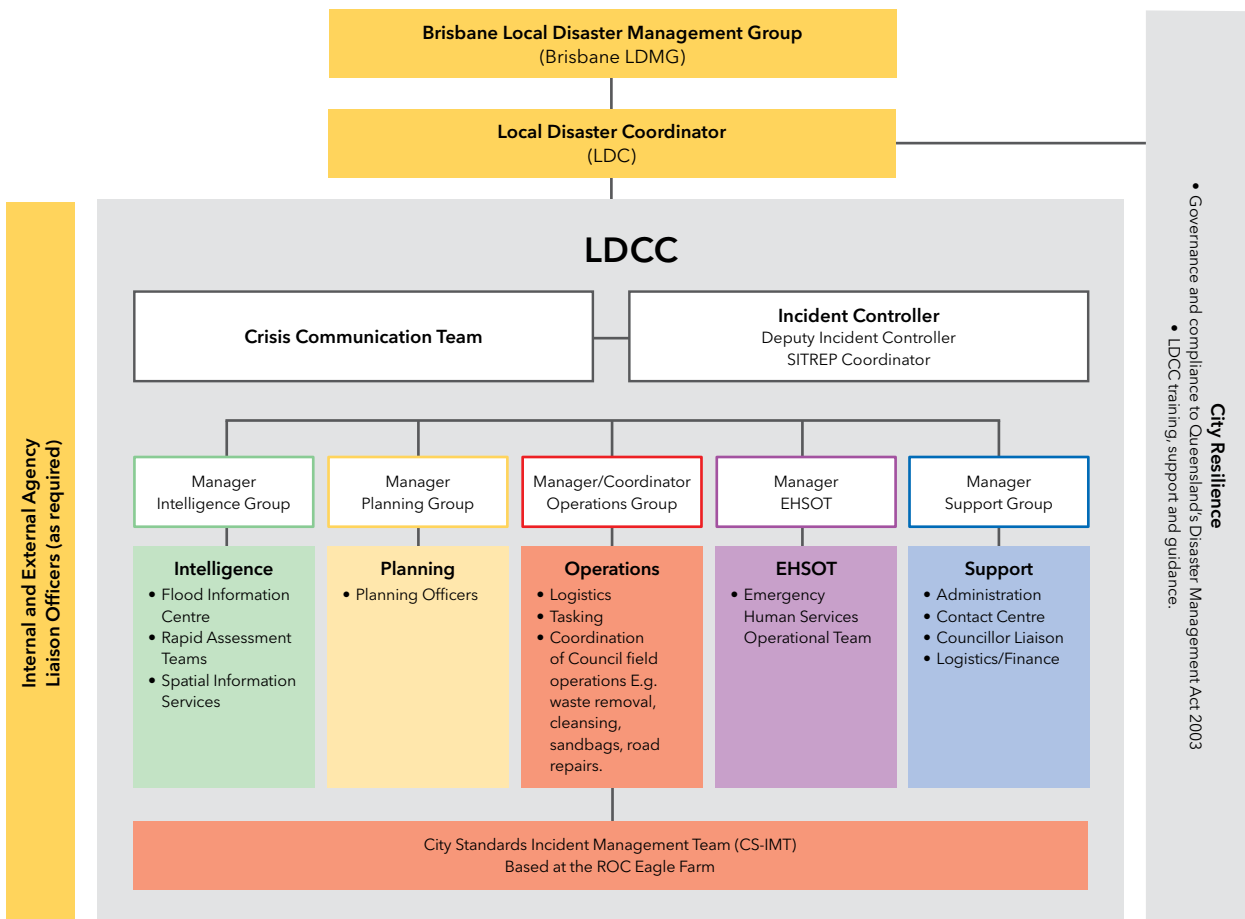


Figure 2: Brisbane Incident Management System

## State Emergency Service

The Queensland State Emergency Service (SES) is a not-for-profit organisation that is supported through a partnership between the Queensland Government, local governments and SES volunteers.

The Brisbane City SES Unit is a business unit of Council reporting to the manager of Council's City Resilience. The unit comprises 14 groups located at seven Council locations where volunteer members meet and train.

The SES is made up of volunteers who are an integral part of Queensland's and Council's emergency management arrangements. The SES volunteers are trained to respond to a wide range of emergency situations that contribute to the safety of Brisbane residents and the state. Their value and importance is widely recognised throughout the community.

The primary purpose of the SES is to assist the most vulnerable members of our local communities by responding to natural disasters and other emergencies in times of need. The SES also provides agency support to the other statutory emergency services as required and in Brisbane takes the primary role in severe weather events that impact our communities.

The major functions of the Brisbane City SES Unit are as follows:

- > storm damage clean up
  - Assisting the local community with clean-up activities in private properties following the impacts of storms and flood events.
  - Chainsaw-cutting of trees and other vegetation impacting houses or blocking driveway access on private property.
- > height works
  - Making emergency temporary repairs to residents' roofs.
- > agency support
  - Assisting Queensland Police Service (QPS) with land searches for missing persons.
  - Assisting QPS with marine searches for missing persons.
  - Assisting QPS with forensic searches at crime scenes.
  - Assisting other emergency services as required.
  - Assisting Queensland Fire and Emergency Services (QFES) in major firefighting operations through command, logistics and communication support.
- > flood rescue
  - Assisting in the rescue or evacuation of persons stranded in floodwaters.
- > major public events
  - Assisting QPS and Council with crowd control and information flow at major public events such as the Anzac Day Parade.
- > incident management
  - Providing incident management team trained staff to assist in the coordination and control of SES members during activations.
- > community education
  - Providing community education including self-preparedness information for residents at school fetes and other community meetings.



# Response

## Activation of Council's response arrangements

Activation of the Brisbane LDMG and LDCC will be as a response to any event that has caused significant impact to the community, infrastructure and environment. Timely activation is critical for an effective response to an event.

### Levels of activation

|                     | Description  | Triggers  | Brisbane City Council actions  |
|---------------------|--|---|--|
| <b>Alert</b>        | <ul style="list-style-type: none"> <li>&gt; A heightened level of vigilance due to the possibility of an event in the area of responsibility.</li> <li>&gt; No action is required however the situation should be monitored by someone capable of assessing the potential of the threat.</li> </ul>  | <ul style="list-style-type: none"> <li>&gt; Awareness of a hazard that has the potential to affect Brisbane LGA.</li> </ul>   | <ul style="list-style-type: none"> <li>&gt; <b>City Resilience</b> monitors events and maintains situational awareness.</li> <li>&gt; <b>City Resilience Duty Officer</b> (24/7) monitors events, maintains situational awareness, briefs Local Disaster Coordinator and key staff.</li> <li>&gt; <b>General Manager City Resilience</b> may activate a response as managed through core business functions.</li> </ul>  |
| <b>Lean forward</b> | <ul style="list-style-type: none"> <li>&gt; 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.</li> <li>&gt; Disaster coordination centres are on standby; prepared but not activated.</li> </ul> | <ul style="list-style-type: none"> <li>&gt; There is a likelihood the threat may affect Brisbane LGA.</li> </ul>  | <ul style="list-style-type: none"> <li>&gt; <b>City Resilience</b> issues updates and reports, provides advice to the Local Disaster Coordinator, prepares LDCC for operations.</li> <li>&gt; <b>City Resilience Duty Officer</b> (24/7) issues updates and reports and/or situation reports.</li> <li>&gt; <b>General Manager City Resilience</b> may activate a response managed by the key Council business unit.</li> <li>&gt; <b>Local Disaster Coordinator</b> may activate the LDCC.</li> </ul> |
| <b>Stand up</b>     | <ul style="list-style-type: none"> <li>&gt; The operational state following 'lean forward' whereby resources are mobilised, personnel are activated and operational activities commenced.</li> <li>&gt; Disaster coordination centres are activated.</li> </ul>  | <ul style="list-style-type: none"> <li>&gt; Threat is imminent.</li> <li>&gt; Community will be or has been impacted.</li> <li>&gt; Response requires coordination.</li> </ul>                | <ul style="list-style-type: none"> <li>&gt; <b>City Resilience</b> issues updates and reports, provides advice to the Local Disaster Coordinator, prepares LDCC for operations.</li> <li>&gt; <b>Local Disaster Coordinator</b> may activate the LDCC for an event that requires a complex response from a range of stakeholders.</li> <li>&gt; <b>LDMG</b> may meet.</li> </ul>   |
| <b>Stand down</b>   | <ul style="list-style-type: none"> <li>&gt; Transition from responding to an event back to normal core business and/or recovery operations.</li> <li>&gt; There is no longer a requirement to respond to the event and the threat is no longer present.</li> </ul>   | <ul style="list-style-type: none"> <li>&gt; No requirement for coordinated response.</li> <li>&gt; Community has returned to normal function.</li> <li>&gt; Recovery taking place.</li> </ul> | <ul style="list-style-type: none"> <li>&gt; <b>Local Disaster Coordinator</b> approves stand down of LDCC.</li> <li>&gt; Final checks for outstanding requests.</li> <li>&gt; Transition to business as usual.</li> </ul>  |

## Warning notification and dissemination

The Chair of Brisbane LDMG, or delegate, is the official source of public and media information and is the chief media spokesperson.

Prior to the activation of the LDCC, City Resilience is responsible for preparing and distributing warnings and reports to the members of the LDMG and other key stakeholders.

Once the LDCC has been activated, the release of public information related to the event will be coordinated by the Crisis Communication Team in the LDCC and will be shared using social media, broadcast media and on Council's website. Council's Contact Centre will also be used to disseminate information.

Outside of the LDCC, the Crisis Communication Team is supported by City Communication and assists in the delivery of targeted, considered communication.

Council's corporate social media channels, including Facebook and Twitter, are used to distribute approved crisis communication messaging. Residents are actively encouraged to follow Council through these mediums.

### Warnings and Alerts

There are several sources and formats for warnings and alerts. In an emergency you should use a range of information sources and check them continuously to stay aware of local conditions. These information sources may include radio, television and emergency services websites.

Do not wait for an official warning. It is important that you do not rely solely on receiving an official message and should always be aware of what is happening around you, as you could find yourself suddenly in danger. Act decisively the moment you know there is danger.

## Brisbane Severe Weather Alert

Brisbane residents who have signed-up to Council's free Brisbane Severe Weather Alert, will receive SMS, push notifications, recorded messages or emailed alerts as required. The type of alert that you will receive will be dependent on the addresses chosen when opting in to the service.

The following alerts are automated:

- > Bureau of Meteorology severe weather warnings
- > creek flood alerts including downstream impacts from dams at Gordon Road Detention Basin and Forest Lake Dam and isolated community bridge closures alerts for Karana Downs, Kholo and Lake Manchester.

The following alerts are customised:

- > higher than normal high tides
- > supplementary alerts to Bureau of Meteorology warnings to provide action-based advice.

For more information on creek flood alerts go to [brisbane.qld.gov.au/community-and-safety/community-safety/disasters-and-emergencies/severe-weather-alerts/creek-flooding-alerts](https://brisbane.qld.gov.au/community-and-safety/community-safety/disasters-and-emergencies/severe-weather-alerts/creek-flooding-alerts)

## Community service announcements

Council's City Communication provides warning information and preparedness and recovery messaging about the event and how to stay safe through the use of community service announcements (CSAs). CSAs are short messages that are considered of service to the community. Many television and radio stations set aside time in which they broadcast CSAs free of charge and many newspapers publish their version of CSAs in free community round-ups. CSAs are disseminated to the public through print and online media. The Lord Mayor communicates these messages through regular press conferences during disasters.



The community is encouraged to tune into local radio stations for up-to-date messages. Council has a longstanding agreement with 612 ABC Radio, whereby emergency messaging is broadcast with priority.

## Emergency Alert

Emergency Alert is the national telephone-based emergency warning system administered by the Queensland Government that sends messages:

- > via landlines based on the location of the handset
- > via mobile phones as an SMS based on an individual's billing address or the device's location
- > Emergency Alerts are sent from the number '0444 444 444'
- > Emergency Alert is not used in all circumstances. The system provides emergency service organisations with another way to warn communities in the event of an emergency such as bushfire and extreme weather events. You should not wait to receive a warning message before you act.

Find out more, visit [emergencyalert.gov.au](http://emergencyalert.gov.au)

## Bureau of Meteorology

The Bureau of Meteorology provide weather forecasts and a range of weather warnings for severe weather. The Queensland Warnings summary page on the Bureau's website automatically refreshes whenever a warning is issued.

For more information visit [bom.gov.au/qld/warnings](http://bom.gov.au/qld/warnings)

## Standard Emergency Warning Signal

Standard Emergency Warning Signal (SEWS) is a wailing siren sound used throughout Australia for various emergency events of major significance, such as cyclones, flooding and severe storms.

**When you hear the signal on radio or television, pay careful attention to the message that follows and act immediately on the advice given.** There are strict rules on the use of this warning signal in Queensland, which are outlined in the SEWS guidelines.

Find out more, visit [disaster.qld.gov.au/dmg/st/Documents/M1171-Queensland-SEWS-Manual.pdf#search=SEWS](http://disaster.qld.gov.au/dmg/st/Documents/M1171-Queensland-SEWS-Manual.pdf#search=SEWS)

## Disaster declaration

In accordance with section 64 of the Act and with approval of the Minister, the District Disaster Coordinator may declare a disaster situation for the district or a part of it. As outlined in sections 75 and 77 of the Act, the declaration confers extra powers on declared disaster officers to perform actions, give directions and control movements within the declared area.

In declaring a disaster situation, the District Disaster Coordinator is to be satisfied that a disaster has happened, is happening or is likely to happen in the disaster district. It is likely to be necessary for the District Disaster Coordinator or a declared disaster officer to exercise declared disaster powers to prevent or minimise:

- > loss of human life
- > illness or injury to humans
- > property loss or damage
- > damage to the environment.



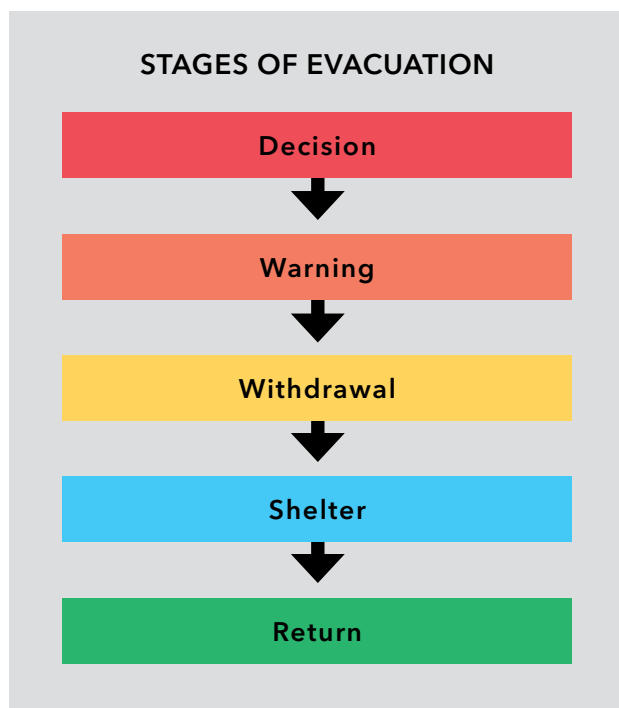
# Evacuation

The safety of residents is the primary driver for evacuation. QPS is authorised to order evacuation under the *Public Safety Preservation Act 1986*. If it's deemed that residents need to be evacuated, Council will assist QPS and other agencies distribute warning messaging and assistance to the affected community.

There are five stages that apply to each evacuation.

1. Decision to evacuate
2. Warning
3. Withdrawal
4. Shelter
5. Return

Figure 3: Stages of evacuation



Council is the lead agency in setting up evacuation centres within Brisbane. The establishment and location of evacuation centres will depend on the complexities of the disaster event and the location of the affected community. Council has identified a number of facilities (ranging from large centres to smaller community halls) that are suitable for use depending on the nature and location of the disaster event.

The community will be notified of the establishment and operation of an evacuation centre via a number of sources including Council's website, social media (Twitter and Facebook), broadcast media (612 ABC Radio and other local radio and TV stations), press releases and via Council's Contact Centre. Council's City Resilience keeps a register of potential evacuation centres and works with other agencies to establish them when needed.

## Evacuation Centres

Evacuation centres are established primarily to provide temporary accommodation in times of need. Evacuees will be registered and provided with basic human services. They should only be used for short-term accommodation as a last resort. Preferred solutions for short-term accommodation, in priority order, are:

1. a destination of the person's own choosing (relatives, friends etc.)
2. an established accommodation venue (hotel, motel, caravan park etc.)
3. an evacuation centre.

## Registration

People who present themselves to an evacuation centre are registered through the Red Cross Register.Find.Reunite. service for reuniting family, friends and loved ones after an emergency. For more information visit [register.redcross.org.au](https://register.redcross.org.au)

## Evacuating animals

Domestic animals and pets may be evacuated provided their evacuation does not endanger human life and can be accomplished safely. Council has a limited capacity to provide accommodation for domestic animals at animal rehoming centres and animals may not be accepted at all evacuation centres. Residents are encouraged to have a pet emergency plan and a pet emergency kit.

Additional information can be found at the following sites.

- > Pets and animals resources - [getready.qld.gov.au/pets-and-animals-resources](http://getready.qld.gov.au/pets-and-animals-resources)
- > Livestock - go to [business.qld.gov.au](http://business.qld.gov.au) and search for 'preparing agribusinesses for flooding and high rainfall'.

## Reception planning

The Australian Government may make a decision to conduct reception operations. If this occurs, Brisbane may receive Australian citizens or other approved persons evacuated from disaster-affected parts of Queensland, interstate or overseas. The request to Council will be made via the LDMG (if activated) or through the Local Disaster Coordinator, who will make the decision to open reception centres. Where possible, Council will work in partnership to provide support by opening the centres and will assist other agencies in the reception.

## Evacuation planning for vulnerable residents

Specialised evacuation is sometimes required for businesses such as aged care facilities and/or nursing homes. Evacuation of these facilities can be complex and evacuation centres are unlikely to be able to meet the needs of the elderly regarding transport, bedding, high-need care and catering. Aged care facilities should have business continuity plans to address how they will manage sheltering in place and evacuation offsite. Emergency services cannot guarantee that they will have enough resources to assist in an evacuation. Aged care providers are discouraged from planning on relying on emergency services as their evacuation solution. Often the best option is to have arrangements with other providers in the aged care industry to share resources and support.

People living at home with mobility issues, a disability or require special needs are encouraged to work with someone they trust, such as their carer, to pre-plan for evacuation.

When planning to evacuate vulnerable residents, alternative accommodation options like staying with friends or family may not be suitable due to accessibility issues e.g. two-storey homes and carers may not be available for extended shifts. Carers are encouraged to work with their clients to plan for these types of scenarios.

For more information visit BCP A Better Practice Guide for Disasters - Aged Care Facilities at [disaster.qld.gov.au/dmp/Documents/BCP-A-Better-Practise-Guide-for-Disasters-Aged-Care-Facilities.pdf](http://disaster.qld.gov.au/dmp/Documents/BCP-A-Better-Practise-Guide-for-Disasters-Aged-Care-Facilities.pdf)

Seniors in the community can work with their carers on their own preparedness planning. For more information visit [qld.gov.au/emergency/community/seniors.html](http://qld.gov.au/emergency/community/seniors.html)

The RediPlan provides resources on preparedness for people with a disability, for older people and people with a chronic illness. Visit [redcross.org.au/get-help/emergencies/resources-about-disasters](http://redcross.org.au/get-help/emergencies/resources-about-disasters)

## Isolated communities

If you live in a community that is vulnerable to isolation, we recommend that you have the necessary plans and arrangements in place to be able to shelter-in-place<sup>7</sup> for an extended period. This includes food and essential household and personal items (including prescription medication) to survive for up to three days.

During isolation, a planned and coordinated local community response is paramount to ensuring the community remains resilient to the consequences of being isolated.

Council encourages local community groups in areas at risk of isolation to coordinate a community support centre (a community-led and operated facility that acts as a hub for sharing information and may also be used as a location for resupply). Local Community Groups wanting to create a Community Support Centre Plan can use the following template as a guide [brisbane.qld.gov.au/community-and-safety/community-safety/disasters-and-emergencies/be-prepared/prepared-communities](https://brisbane.qld.gov.au/community-and-safety/community-safety/disasters-and-emergencies/be-prepared/prepared-communities)

## Resupply

Some communities can become completely isolated for several days. Local businesses should always be used first for sourcing essential goods. Note: 'Essential goods' are basic food stuffs, basic cleaners, medicine and medical supplies, dry pet foods, fuel, batteries, baby food and nappies.

Retailers are expected to have stock for several days as part of business as usual processes. The trigger for requesting resupply will be when local shops have run out of essential goods (picked clean) and cannot be restocked due to all access routes by road being cut for several days. The purpose of resupply is to maintain a level of trade for retailers during isolation.

It is the responsibility of community members on isolated properties to determine essential food requirements for seven days in advance, and place orders directly with the retailers and pay for the goods.

Retailers use existing stock and manage stock levels. If essential goods need to be ordered the amount, weight and volume needs to be documented by retailers on an 'isolated community resupply request form' which is sent to Council for processing. This is coordinated through the Community Support Centre.

Resupply Request Form: [disaster.qld.gov.au/dmg/st/Documents/F1206-Qld-Resupply-Request-Form.pdf#search=resupply](https://disaster.qld.gov.au/dmg/st/Documents/F1206-Qld-Resupply-Request-Form.pdf#search=resupply)

## Moreton Island evacuations

Moreton Island is a popular tourist destination for campers and resort guests and is a cruise ship destination. In most events, evacuation off Moreton Island is not required. Most campers are self-sufficient and can be easily moved to coordinated safe zones or assembly areas away from the threat. This allows for flexibility and rapid evacuation to appropriate safe locations at short notice. If evacuation is required off the island, Council will manage a coordinated response to extract evacuees to muster points and arrange for transport to the mainland. Once on the mainland, evacuees will be accommodated at established Council-run evacuation centres if required.

Disaster response on Moreton Island is coordinated by the lead agency dependant on the type of disaster. This will primarily be Queensland Parks and Wildlife Service with the support of QPS and QFES.

<sup>7</sup> Shelter-in-place: An alternative or in addition to evacuation where individuals shelter within their homes, workplace or with family/friends if considered safe to do so.

## CBD evacuation

In the event of a major incident within the Brisbane CBD, always follow directions from emergency service personnel and building emergency wardens.



Map detailing Brisbane CBD boundary

## Evacuation

- > In the case of a CBD evacuation, you should self-evacuate from the CBD if it is safe to do so.
- > If you cannot self-evacuate, you should follow directions from emergency personnel and/or delegated officers to access identified safe areas.

## Be prepared

- > Be familiar with building evacuation plans and assembly areas.
- > Share official advice with others around you.
- > Plan your journey.

If you live in the CBD, consider:

- > having a personal emergency plan and evacuation kit
- > limiting the use of mobile phones in an event (as systems may be overloaded or not working)
- > making provisions for pets
- > plan for alternative ways to get away from the CBD if transport options are impacted.





# RECOVERY

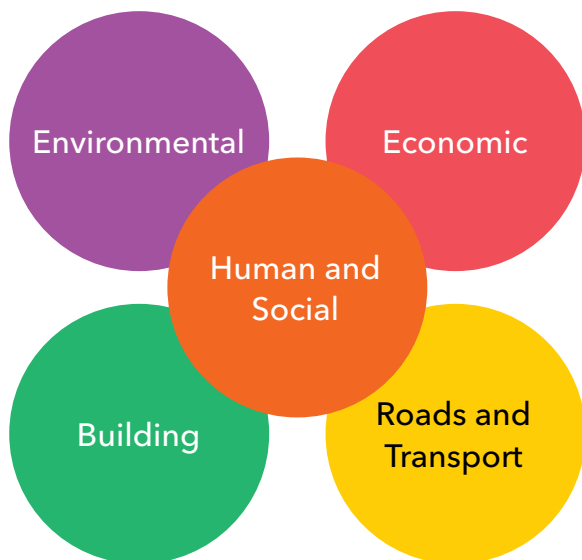
## The role of recovery

After a disaster has occurred, the recovery process involves supporting affected communities with their emotional, social and physical wellbeing, as well as the reconstruction of physical infrastructure and economic and environmental restoration.

The overall objective of disaster recovery is to help communities reach a point where they are sustainable, resilient and able to continue the recovery process without government assistance programs.

As recovery can be a complex and prolonged process, it is grouped into five interdependent areas: economic, building, roads and transport, environmental, and human and social.

Figure 5: Recovery areas



## Human-social recovery

Human-social recovery is the ability of individuals, families and communities to recover from and adapt to the impacts of the disaster. Non-government organisations provide key essential services, including:

- > counselling
- > donation of goods
- > restoration of essential services
- > financial assistance
- > accommodation (in extreme cases only).

## Economic recovery

Economic recovery is the ability of communities to prepare for and recover from economic impacts caused by disaster events. Council prioritises restoring common and essential services to the community and focuses on:

- > key economic assets
- > stimulating the renewal and growth of the economy within the area
- > supporting individuals and households
- > facilitating businesses, industry and regional economic recovery and renewal
- > facilitating financial assistance.

## Environmental recovery

Environmental recovery is the capacity of the natural environment to respond to a disturbance or ongoing change by resisting damage and recovering quickly. It is also the capacity of the built environment to rapidly recover to a desired level of functioning through reducing impacts of disaster events. Council focuses on:

- > assessing the impact of the event on the natural environment
- > rehabilitation of the natural environment
- > preservation of community assets
- > management and disposal of waste.



## Building recovery

Damage to the built environment often results in disruption, inhibiting the capacity of essential services and the building sector, including housing, accommodation, education and health facilities. Considerations include:

- > assessing and repairing damage to housing stock, commercial and industrial buildings and structures, rural structures and infrastructure facilities
- > building safety inspections and demolition of unsafe buildings
- > repair and rebuilding matters
- > recovery of utilities
- > restoring public schools, community and sporting facilities, and playgrounds.

## Roads and transport

Roads and transport recovery refers to the restoration of critical infrastructure, non-critical Council and community infrastructure and privately owned infrastructure. Considerations include:

- > restoration of damaged structures
- > recovery of road and other transport infrastructure
- > mitigation measures.

## Stages of recovery

Recovery is delivered in three phases as the event passes and the response and recovery efforts are actioned. The three phases of recovery recognise the needs of the community across the various stages of an event.

**Immediate short-term recovery (relief)** supports the immediate needs of individuals, businesses and the community affected by a disaster or significant emergency. It may involve providing shelter, life support and essential human needs, including evacuation centres, supporting local community hubs, and coordinate spontaneous volunteer efforts.

**Medium-term recovery** involves the reconstruction of physical infrastructure, restoration of the economy and of the environment, and support for the emotional, social and physical wellbeing of those affected. Medium-term recovery can occur for weeks and months after the event.

**Long-term recovery** can occur for months and years after the event. It continues the work of medium-term recovery and plans for a return to normal business while looking at the longer-term recovery needs of individuals and communities.

## Recovery services

Community recovery services aim to assist communities to recover from the effects of disasters. Council coordinates its recovery program of work to ensure affected infrastructure and assets are repaired or restored as soon as possible after the event so that essential services are returned to a proper level of functioning. Council works closely with a range of agencies and organisations to help coordinate the assistance to affected individuals, families or communities.

The Queensland Department of Communities, Housing and Digital Economy works closely with a range of organisations to provide human and social recovery services during a disaster. Depending on the extent of the disaster, this may include referral to support services and provision of financial assistance to residents.

- > Community Recovery Hotline (1800 173 349).
- > Outreach visits to impacted communities.
- > Self-recovery app for people to access vital information and request assistance.
- > Recovery hubs are physical locations where the community can go to access a range of services including financial assistance and support services.

For more information on support for communities affected by natural disasters go to [qld.gov.au/community/disasters-emergencies/disasters](https://qld.gov.au/community/disasters-emergencies/disasters)

## Public health and safety

For life threatening emergencies call 000.

Sickness and injury can occur after a disaster event due to the breakdown of utilities, such as power, sewerage and water supply. This can increase the risk of disease during clean-up and recovery operations. The most common health risks during clean-ups include falls, skin lacerations, snake or spider bites, skin infections, sunburn and mosquito-borne infections.

Queensland Health offers advice on ways to reduce risk during the clean-up and recovery from a disaster at [health.qld.gov.au/public-health/disaster](https://health.qld.gov.au/public-health/disaster) or phone 13 HEALTH (13 43 25 84).

## Coping with stress

Disasters exert an emotional toll and can place strain on relationships and cause behavioural changes and strong emotional reactions. If you need help, call:

- > Lifeline on 13 11 14
- > Australian Red Cross on 1300 554 419 or visit [redcross.org.au](https://redcross.org.au)
- > your general practitioner, local community health centre or local mental health service.

## Financial assistance

Response and recovery from an emergency/disaster event can have major financial impacts on the community. Financial assistance may be available under the Disaster Recovery Funding Arrangements (DRFA) or State Disaster Relief Arrangements (SDRA). The Queensland Reconstruction Authority manages these arrangements.

There are various types of assistance including personal hardship, essential services grants, restoration of public assets and assistance for small businesses and primary producers. The Queensland Reconstruction Authority has factsheets and guidelines at [qra.qld.gov.au](https://qra.qld.gov.au) or [qld.gov.au/community/disasters-emergencies/disasters/money-finance](https://qld.gov.au/community/disasters-emergencies/disasters/money-finance)



# Appendix 1: Acronyms and abbreviations

| <b>Acronym</b>    | <b>Explanation</b>                               |
|-------------------|--|
| ADF               | Australian Defence Force                         |
| BIMS              | Brisbane Incident Management System              |
| BoM               | Bureau of Meteorology                            |
| CBD               | Central business district                        |
| CCTV              | Closed-circuit television                        |
| CEO               | Chief Executive Officer                          |
| Council           | Brisbane City Council                            |
| CSA               | Community service announcement                   |
| DDC               | District Disaster Coordinator                    |
| DDMG              | District Disaster Management Group               |
| DRFA <sup>8</sup> | Disaster Recovery Funding Arrangements           |
| LDC               | Local Disaster Coordinator                       |
| LDCC              | Local Disaster Coordination Centre               |
| LDMG              | Local Disaster Management Group                  |
| LGA               | Local government area                            |
| LMRTG             | Lord Mayor's Recovery Task Group                 |
| LRC               | Local Recovery Coordinator                       |
| NGO               | Non-government organisation                      |
| NSP               | Neighbourhood Safer Place                        |
| QDMA              | Queensland Disaster Management Arrangements      |
| QFES              | Queensland Fire and Emergency Services           |
| QPS               | Queensland Police Service                        |
| SDMP              | State Disaster Management Plan                   |
| SDRA              | State Disaster Relief Arrangements               |
| SRG               | State Recovery Group                             |
| SEQ               | South East Queensland                            |
| SES               | State Emergency Service                          |
| SEWS              | Standard Emergency Warning Signal                |
| The Act           | <i>Queensland's Disaster Management Act 2003</i> |
| UU                | Urban Utilities                                  |

<sup>8</sup> DRFA replaces the Natural Disaster Relief and Recovery Arrangements (NDRRA). DRFA continues joint Commonwealth and State government funding, providing financial assistance to help communities recover from eligible disasters.

## Appendix 2: Glossary – definitions

**Assessment:** Survey of a real or potential disaster, to estimate actual or expected damages and to recommend prevention, preparedness and response measures.

**Command:** The direction of agency members and resources in the performance of the agency's roles and tasks. Authority to command is established by legislation or by agreement with the agency. Command relates to agencies only and operates vertically within the agency.

**Community recovery:** Focuses on those 'people issues' by which individuals, families and whole communities are assisted to regain an acceptable level of functioning after the disaster. It is usually divided into two phases, initial and longer-term recovery.

**Community support centre:** Community support centres are not evacuation centres but provide information and support to shelter-in-location in isolated communities. The community support centre is also a hub for sharing information with the community.

**Control:** The overall direction of the activities, agencies or individuals concerned. Control operates horizontally across all agencies, functions and individuals. Situations are controlled.

**Coordination:** The bringing together of organisations to ensure effective disaster management before, during and after an event. It is primarily concerned with systematic acquisition and application of resources (people, material, equipment, etc.) in accordance with priorities set by disaster management groups. Coordination operates horizontally across organisations and agencies.

**Coordination centre:** A centre established at state, disaster district or local level as a centre of communication and coordination during response and recovery operations, in Council this is the Local Disaster Coordination Centre.

**Disaster:** 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.

'Serious disruption' means:

- > loss of human life or illness or injury to humans
- > widespread or severe property loss or damage
- > widespread or severe damage to the environment. (SDMP, the Act.)

**Disaster district:** A part of the state prescribed under a regulation as a disaster district. (The Act.) (Brisbane Disaster District comprises Brisbane City Council and Redland City Council.)

**Disaster management:** Arrangements to manage the potential adverse effects of an event, including, for example, arrangements for mitigating, preventing, preparing for, responding to and recovering from a disaster. (The Act.)

**Disaster operations:** Activities undertaken before, during or after an event happens, to help reduce the loss of human life, illness or injury to humans, property loss or damage, or damage to the environment including, for example, activities to mitigate the adverse effects of the event. (State Disaster Management Plan.)

**District disaster coordinator:** A person appointed as a district disaster coordinator under section 25 of the Act. (The Brisbane District Disaster Coordinator is the Assistant Commissioner, Brisbane Region, Queensland Police Service.)

**Economic recovery:** Refers to the processes and activities that are put in place following a disaster, to encourage the resumption of normal levels of economic activity within the disaster-affected community. The contributing agencies may include all levels of government, industry-based organisations and private enterprise companies.

**Emergency human services:** Refers to a range of activities undertaken to manage the immediate impacts of a disaster or an emergency event on the people in the community. The functions to be performed may include: evacuation, registration, catering, short-term sleeping accommodation and ablutions, personal support,

first aid services, volunteer coordination and management of donations.

**Evacuation:** The planned movement of persons from an unsafe or potentially unsafe location to a safer location and their eventual return.

**Evacuation centre:** A building located beyond a hazard to provide temporary accommodation, food and water until it is safe for evacuees to return to their homes or alternative temporary emergency accommodation.

**Event:** Any of:

- > a cyclone, earthquake, flood, storm, storm tide, tornado, tsunami, volcanic eruption or other natural happening
- > an explosion or fire, a chemical, fuel or oil spill or a gas leak
- > an infestation, plague or epidemic
- > a failure of, or disruption to, an essential service or infrastructure
- > an attack against the state
- > any other event similar to those listed above.

An event may be natural or caused by human acts or omissions.

**Hazard:** A process, phenomenon or human activity that may cause loss of life, injury or other health impacts, property damage, social and economic disruption or environmental degradation. Hazards may be natural, anthropogenic or socio-natural in origin.

**Flooding:** There are many types of flooding that can be experienced in Brisbane including:

- > creek flooding - Creek flooding happens when intense rain falls over a creek catchment. Run-off from houses and streets also contributes to creek flooding. The combination of heavy rainfall, run-off and the existing water in the creek causes creek levels to rise.
- > river flooding - River flooding happens when widespread, prolonged rain falls over the catchment of a river. As the river channel reaches capacity, excess water flows over its banks causing flooding. River flooding

downstream can occur hours or days after the rainfall has finished. River flooding may coincide or exacerbate flooding in adjacent creeks and tributaries and may itself be exacerbated by higher than normal high tide conditions.

- > overland flow flooding - Overland flow is run-off that travels over the land during heavy rainfall events. Overland flow can be unpredictable because it is affected by localised rainfall and urban features such as stormwater pipes, roads, fences, walls and other structures. The actual depth and impact of overland flow varies depending on local conditions, but it generally occurs quickly and for short durations. It is a common occurrence during Brisbane's summer storm season.
- > storm tide/high tide flooding - Storm tide flooding happens when a storm surge creates higher than normal sea levels. A storm surge is caused when a low-pressure system or strong onshore winds force sea levels to rise above normal levels. The impact of a storm tide or storm surge is increased during high tides and king tides and can affect low-lying areas close to tidal waterways and foreshores. Tidal flooding is the temporary inundation of low-lying areas and streets during high tide events, such as at full and new moons. The highest tides of the year may be known as king tides. Areas connected to the foreshore and tide-affected areas of the river, tidal creeks and other waterways are susceptible.
- > minor flooding - If the water level reaches the minor flood level, it causes inconvenience. Low-lying areas next to water courses are inundated. Minor roads may be closed and low-level bridges submerged. In urban areas flooding may affect some backyards and buildings below floor level as well as bicycle and pedestrian paths. In rural areas removal of livestock and equipment may be required.
- > moderate flooding - If the water level reaches the moderate flood level, the area of inundation is larger. Main traffic routes may be affected. Some buildings may be affected above floor level. Evacuation may be required. In rural areas removal of livestock is necessary.

- > major flooding - If the water level reaches the major flood level large areas are inundated. Many buildings may be affected above floor level. Properties and towns are likely to be isolated and major rail and traffic routes closed. Evacuation may be required. Utility services may be affected.

**Immediate evacuation:** An evacuation resulting from a hazard impact that forces immediate action, thereby allowing little or no warning and limited preparation time.

**Incident:** Day-to-day occurrences that are responded to by a single response agency by itself or in cooperation with other response agencies.

**Infrastructure recovery:** Focuses on the facilities, installations and utilities necessary for the proper functioning of the community. These include power, water supply, transport systems and communications.

**LDCC Incident Controller:** Manages Council's response to an event and is responsible for coordinating and implementing the directions of the Brisbane LDMG. The LDCC Incident Controller coordinates Council's response through the LDCC.

**Lead agency:** An organisation that, because of its expertise and resources, is primarily responsible for dealing with a particular hazard.

**Likelihood:** From a flood risk perspective the term 'likelihood' is used by Council to describe the chance of river, creek and storm tide flooding happening annually.

- > High likelihood (5%). This type of flood is considered regular. There is a 1 in 20 chance (5% likelihood) of this type of flooding happening in any year.
- > Medium likelihood (1%). This type of flood is considered to be irregular. There is a 1 in 100 chance (1% likelihood) of flooding occurring in any year.
- > Low Likelihood (0.2%). This type of flood is considered rare. There is a 1 in 500 chance (0.2% likelihood) of flooding occurring in any year.

- > Very low likelihood (0.05%). This type of flood is considered a very rare or an extreme event. There is a 1 in 2000 chance (0.05% likelihood) of flooding occurring in any year.

**Local Controller:** The local controller of an SES unit means the person appointed as the Local Controller under section 134 (1) of the *Fire and Emergency Services Act 1990*. (The local controller is nominated by the local government.)

**Local Disaster Coordinator:** The local disaster coordinator is appointed under section 35 of the Act to coordinate the operations during a disaster for the local group.

**Local Disaster Coordination Centre (LDCC):** Focal point for implementing Brisbane LDMG priorities and for coordinating Council's response and recovery in the event of a disaster. The LDCC is located on Level 1, George Street Podium, Brisbane Square.

**Local Disaster Management Group (LDMG):** Chaired by the Lord Mayor, the Brisbane LDMG oversees the development and implementation of the Brisbane City Council Local Disaster Management Plan.

**Local Disaster Management Plan (LDMP):** Under section 57 of the Act a local disaster management plan must be prepared.

'The plan must include provision for:

1. the state group's strategic policy framework for disaster management for the state, and the local government's policies for disaster management
2. the roles and responsibilities of entities involved in disaster operations and disaster management in the area
3. the coordination of disaster operations and activities relating to disaster management performed by the entities mentioned in paragraph (b)
4. events that are likely to happen in the area
5. strategies and priorities for disaster management for the area



6. the matters stated in the disaster management guidelines as matters to be included in the plan
7. other matters about disaster management in the area the local government considers appropriate.' (The Act.)

**Mitigation:** Measures taken in advance of an event aimed at decreasing or eliminating its impact on society and environment.

**Neighbourhood Safer Places (NSP):** A local open space or building where people may gather, as a last resort, to seek shelter from a bushfire.

**Planning:** The process of developing a system for coordinating disaster response and establishing priorities, duties, roles and responsibilities of different individuals and organisations, including actual state of preparedness.

**Preparedness:** The taking of preparatory measures to ensure that, if an event occurs, communities, resources and services are able to cope with the effects of the event.

**Prevention:** In relation to a disaster, includes the identification of hazards, the assessment of threats to life and property, the taking of measures to reduce or eliminate potential loss to life or property and protect economic development.

**Recovery:** The taking of preventative measures to recover from an event, including action taken to support disaster-affected communities in the reconstruction of infrastructure, the restoration of emotional, social, economic and physical wellbeing, and the restoration of the environment. (SDMP.)

**Relief:** Efforts to meet the needs of persons affected by a disaster, to minimise further loss through the provision of immediate shelter and basic human needs.

**Resources:** Includes food, human resources, any animal, vehicle, vessel, aircraft, plant, apparatus, implement, earthmoving equipment, construction equipment or other equipment of any kind or any means of supplying want or need.

**Response:** The taking of appropriate measures to respond to an event, including action taken and

measures planned in anticipation of, during, and immediately after an event to ensure that its effects are minimised and that persons affected by the event are given immediate relief and support.

**Risk:** The concept of risk combines an understanding of the likelihood of a hazardous event occurring with an assessment of its impact represented by interactions between hazards, elements at risk and vulnerability.

**Shelter in place:** An alternative or in addition to evacuation where individuals shelter within their homes, workplace or with family/friends if considered safe to do so.

**Spontaneous volunteers:** Individuals and groups who are motivated, often as a result of traditional and social media coverage, to assist disaster impacted communities. Source: pg.3 Spontaneous Volunteer Strategy - Coordination of Volunteer Effort in the Immediate Post Disaster Stage, Commonwealth Government [knowledge.aidr.org.au/media/2140/national-spontaneous-volunteer-strategy.pdf](https://knowledge.aidr.org.au/media/2140/national-spontaneous-volunteer-strategy.pdf)

**Voluntary organisation:** Non-governmental organisations or agencies, some possessing personnel trained to assist when disaster strikes. Some have capabilities extending from local to national and international levels.

**Vulnerability:** The degree of loss that could result from a potentially damaging phenomenon, or the extent to which a country, area, community, or structure risks being damaged by a disaster. The conditions determined by physical, social, economic and environmental factors or processes, which increase the susceptibility of a community to the impact of hazards. (National Emergency Risk Assessment Guidelines.)

**Warning:** The dissemination of messages signalling imminent hazard, which may include advice on protective measures.

For more disaster management definitions go to the Queensland Disaster Management Lexicon [igem.qld.gov.au/lexicon](https://igem.qld.gov.au/lexicon)

## Appendix 3: Emergency contacts

| Issue  | Contact   |
|--|---|
| Life-threatening emergencies   | Triple zero (000) for police, fire or ambulance services  |
| Report a fire  | Triple zero (000) for fire  |
| Non-emergency situations   | Qld Police Service - 13 14 44<br>Qld Ambulance (general queries) - 13 74 68   |
| SES for flood or storm damage  | State Emergency Service (SES) - 132 500   |
| Council-related emergencies/<br>enquiries                                | Brisbane City Council - (07) 3403 8888 (24 hours) <a href="http://brisbane.qld.gov.au">brisbane.qld.gov.au</a>  |
| Water supply emergencies   | Queensland Urban Utilities (faults and emergencies) - 13 23 64  |
| Fallen power lines   | Energex - 13 19 62<br>Stay away from fallen power lines and alert people of the danger.   |
| Power outages  | Energex - 13 62 62  |
| Telecommunication problems   | Telstra - <a href="http://telstra.com.au">telstra.com.au</a> - 13 22 03<br>Optus - <a href="http://optus.com.au">optus.com.au</a> - 13 13 44<br>Vodafone - <a href="http://vodafone.com.au">vodafone.com.au</a> - 1300 650 410  |
| Gas emergencies  | APA Group - 1800 427 532  |
| Health and hospital information -<br>non-emergency situations            | Queensland Health - 13 HEALTH (13 43 25 84)   |
| School closures  | Contact your child's school directly or visit <a href="http://education.qld.gov.au">education.qld.gov.au</a>  |
| Road and traffic conditions  | Transport and Main Roads - 13 19 40 or visit <a href="http://qldtraffic.qld.gov.au">qldtraffic.qld.gov.au</a>   |
| Support and financial assistance   | Community Recovery Hotline on 1800 173 349 or visit <a href="http://qld.gov.au/community/disasters-emergencies">qld.gov.au/community/disasters-emergencies</a>  |
| Animal emergencies   | Wildlife Hotline - 1300 130 372<br>RSPCA - 1300 264 625 or visit <a href="http://rspcaqld.org.au/what-we-do/disasters-and-alerts">rspcaqld.org.au/what-we-do/disasters-and-alerts</a><br>Disaster support for livestock owners - <a href="http://daf.qld.gov.au/business-priorities/agriculture/disaster-recovery">daf.qld.gov.au/business-priorities/agriculture/disaster-recovery</a> |
| Biosecurity  | Animal and plant biosecurity health information, alerts and advice - <a href="http://daf.qld.gov.au/biosecurity">daf.qld.gov.au/biosecurity</a>   |
| National Relay Service (for<br>people with hearing/vision<br>impairment) | TTY voice calls - 133 677<br>Speak & listen - 1300 555 727<br>SMS relay - 0423 677 767  |
| Translating or interpreting<br>services                                  | Translating and Interpreting Service National call 131 450 or go to <a href="http://tisonational.gov.au">tisonational.gov.au</a>  |
| Lifeline   | 24/7 help hotline - 13 11 14  |
| Red Cross Register.Find.Reunite  | <a href="http://register.redcross.org.au">register.redcross.org.au</a>  |
| Volunteering   | <a href="http://volunteeringqld.org.au">volunteeringqld.org.au</a>  |
| Donations  | <a href="http://givit.org.au">givit.org.au</a>  |
| National Security Hotline  | 1800 123 400  |
| Poisons Information  | 13 11 26  |



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