

Local Disaster Management Sub-Plan

Activation and Operation of the LDCC Sub Plan

v2 June 2021

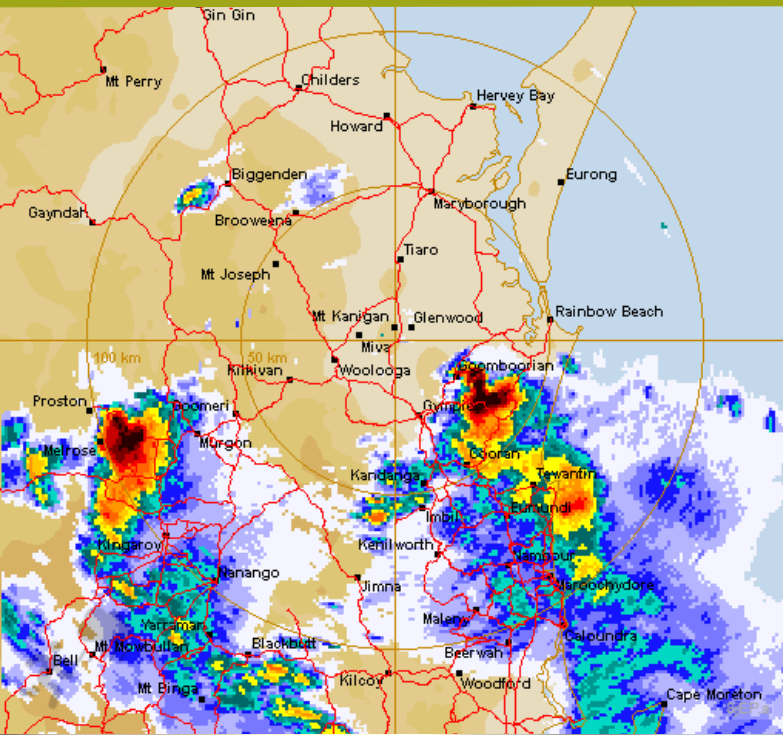


TABLE OF CONTENTS

VERSION CONTROL & RECORD OF AMENDMENTS.....	4
SECTION 1: OVERVIEW OF PLAN	5
1.1 Context & Assumptions	5
1.2 Aim of the Plan.....	5
1.3 Functional Responsibility & Support Agencies	6
1.4 Ownership	6
1.5 Links with other documents.....	6
SECTION 2: ACTIVATION & NOTIFICATION PROCEDURES.....	7
2.1 Activation of the Plan	7
2.2 Notification Flowchart.....	7
2.3 Notification Process	8
2.4 Activation Stages.....	8
2.4.1 STAGE 1: ALERT	8
2.4.2 STAGE 2: LEAN FORWARD	8
2.4.3 STAGE 3: STAND UP.....	8
2.4.4 STAGE 4: STAND DOWN.....	9
SECTION 3: SET UP OF THE LDCC	9
3.1 Primary LDCC	9
3.2 Alternative LDCC's.....	10
3.3 Set Up arrangements	10
3.4 Emergency Power to LDCC.....	11
3.5 Guardian Information Management System (IMS)	12
3.6 Information & Communications Technology.....	12
3.6.1 LDCC Contact Details	12
3.6.2 Communications & Data.....	12
3.6.3 Information Displays.....	12
3.6.4 ICT Support to the LDCC	13
3.7 LDCC Equipment & Resources.....	13
SECTION 4: LDCC OPERATIONS	14
4.1 Key Functions of the LDCC	14
4.1.1 Coordinate Resources.....	14
4.1.2 Manage Information	14
4.1.3 Develop Long Term Strategies.....	14
4.1.4 Coordinate Agencies	14
4.1.5 Maintain Records.....	15
4.2 Hours of Operation	15
4.3 Media Management	15
4.4 Operational Reporting - SITREPS	15
4.5 Requests for Assistance.....	16
4.6 Financial Accounting	16
SECTION 5: STAFFING THE LDCC	17
5.1 Incident Management Team	17
5.1.1 LDCC AIIMS Structure.....	18
5.2 Staff Rostering.....	19

5.3	Shift Change & Handover	19
5.4	Briefing & Debriefing.....	19
5.5	Health, Safety & Welfare Considerations	19
5.5.1	Fire Procedures.....	20
5.5.2	First Aid	20
5.5.3	Catering.....	20
5.5.4	Sleeping Arrangements	20
5.5.5	Staff Support	20
APPENDIX A: POSITION DESCRIPTIONS		21
	LDMG Chairperson	21
	Local Disaster Coordinator	22
	Operations Officer	24
	Tasking Officer	25
	Agency Liaison Officers	26
	Planning Officer	27
	Intelligence Officer.....	28
	Loggers.....	30
	Logistics Officer.....	31
	Public Information Officer (PIO).....	32
APPENDIX B: LDCC FORMS		33
	Situation Report (SITREP) Form.....	33
	Guide to Writing SITREPS.....	34
	LDCC Initial Notification Form.....	36
	Incident Action Plan Template	37

VERSION CONTROL & RECORD OF AMENDMENTS

The following Sub Plan updates have been issued and recorded:

Date	Version	Outline of Revisions	Made by	Approved
30 June 2011	V1	A.2 Initial Plan	SBRC	LDC
17 June 2021	V2	Updated existing appendix and refreshed information to form new LDMP Sub Plan.	Strategic Disaster Solutions / Donna Brown	LDMG

SECTION 1: OVERVIEW OF PLAN

1.1 CONTEXT & ASSUMPTIONS

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

The Local Disaster Coordination Centre (LDCC) for the South Burnett Regional Council (SBRC) will be managed and staffed by Local Government Employees and supported by Agency Liaison Officers from government and non-government organisations (NGO's) as appropriate to the local area.

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

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

1.2 AIM OF THE PLAN

The aim of this Sub Plan is to detail the arrangements that have been developed for the activation and operations of the LDCC in response to a disaster event affecting the SBRC area.

The key objectives of this Sub Plan are to:

- Describe the standard operating processes and procedures involved in the activation, management and operation of the LDCC
- Detail the role and responsibilities of key personnel involved in the operation of the LDCC
- Ensure effective communication, coordination of action, decision making and reporting
- Facilitate the collection, collation and dissemination of information between the LDMG, the DDMG and the communities of the SBRC area

- Prioritise requests for personnel and resources and coordinate the use of additional resources allocated by the DDMG.

1.3 FUNCTIONAL RESPONSIBILITY & SUPPORT AGENCIES

The LDC is responsible for the management of the LDCC to provide overall coordination of disaster operations.

The operation of the LDCC is a shared responsibility. All members and advisors to the LDMG are support organisations to this Sub Plan.

1.4 OWNERSHIP

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

The owner will ensure the:

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

1.5 LINKS WITH OTHER DOCUMENTS

This Sub Plan is interdependent on, and should be read in conjunction with, the Local Disaster Management Plan (LDMP). This Sub Plan links directly to all other Sub Plans developed to respond to disasters in the SBRC area, including the LDMG Emergency Contact Lists.

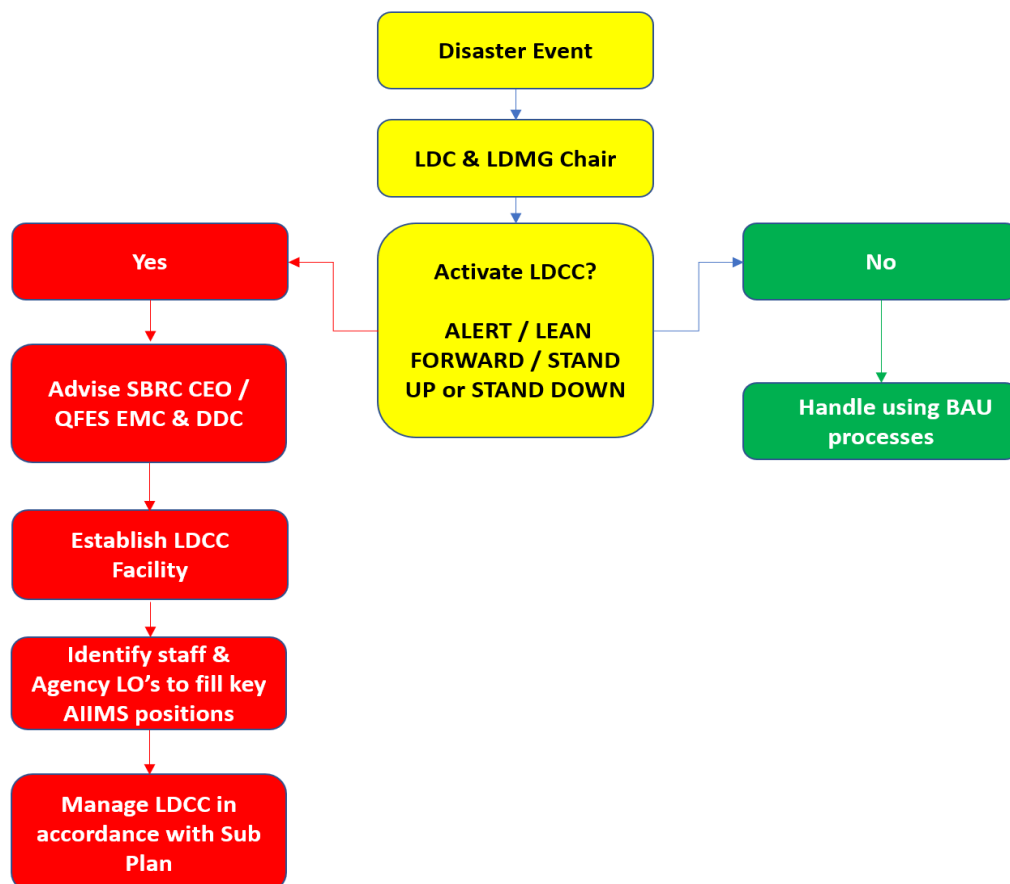
SECTION 2: ACTIVATION & NOTIFICATION PROCEDURES

2.1 ACTIVATION OF THE PLAN

The level of activation for the LDCC will depend entirely on the complexity, nature and extent of a disaster event. The LDC and LDMG Chair may authorise the immediate activation of the LDCC if the situation is deemed urgent. For events with a longer lead time, the decision to activate the LDCC will be made by the full LDMG (refer to activation flowchart at 2.2 below). The following decision-making criteria should be considered:

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

2.2 NOTIFICATION FLOWCHART



2.3 NOTIFICATION PROCESS

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

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

The community should be advised via a media release that the LDCC is operational – refer Public Information & Warnings Sub Plan.

2.4 ACTIVATION STAGES

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

2.4.1 STAGE 1: ALERT

ALERT requires a heightened level of vigilance due to the possibility of an event in the area of responsibility. No action is required, however the situation should be monitored by someone capable of assessing the potential of the threat.

In order to ensure appropriate action can be taken at the stage of ALERT, arrangements are in place to ensure the LDCC can be established on a 24/7/365 basis. Systems are in place to allow the LDCC to be activated and established both during and outside of office hours.

2.4.2 STAGE 2: LEAN FORWARD

LEAN FORWARD is 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. If required, the LDCC may be prepared at this stage, but not fully activated – refer LDC Position Description at [Appendix A](#).

2.4.3 STAGE 3: STAND UP

STAND UP is the operational state following 'Lean Forward', whereby resources are mobilised, personnel are activated, and operational activities commenced. If required, the LDCC will be fully activated.

The LDC & LDMG Chair will determine the move to STAND UP. If lead time is not available, the LDCC may immediately proceed to STAND UP once it has been established – refer LDC Position Description at [Appendix A](#).

2.4.4 STAGE 4: STAND DOWN

STAND DOWN will be declared when there is no longer a requirement to respond to the event and the threat is no longer present, or when transitioning from responding to an event back to normal core business and / or recovery operations – refer LDC Position Description at [Appendix A](#).

SECTION 3: SET UP OF THE LDCC

3.1 PRIMARY LDCC

The primary LDCC has been identified as the Council Chambers at the SBRC Offices at Glendon Street, Kingaroy, QLD 4610.

A map showing the location of the Kingaroy Council Office is shown at Figure 1.



Figure 1: SBRC Offices, Kingaroy Location Map

3.2 ALTERNATIVE LDCC'S

There always remains an element of risk that the primary LDCC may not be available or be impacted in some way by the event. If required, the LDC will activate the alternative LDCC located at:

- SBRC Nanango office, Drayton Street, Nanango

3.3 SET UP ARRANGEMENTS

The primary LDCC at Kingaroy is the Council Chambers. Figure 2 below shows where the Council chamber is located within the facility.

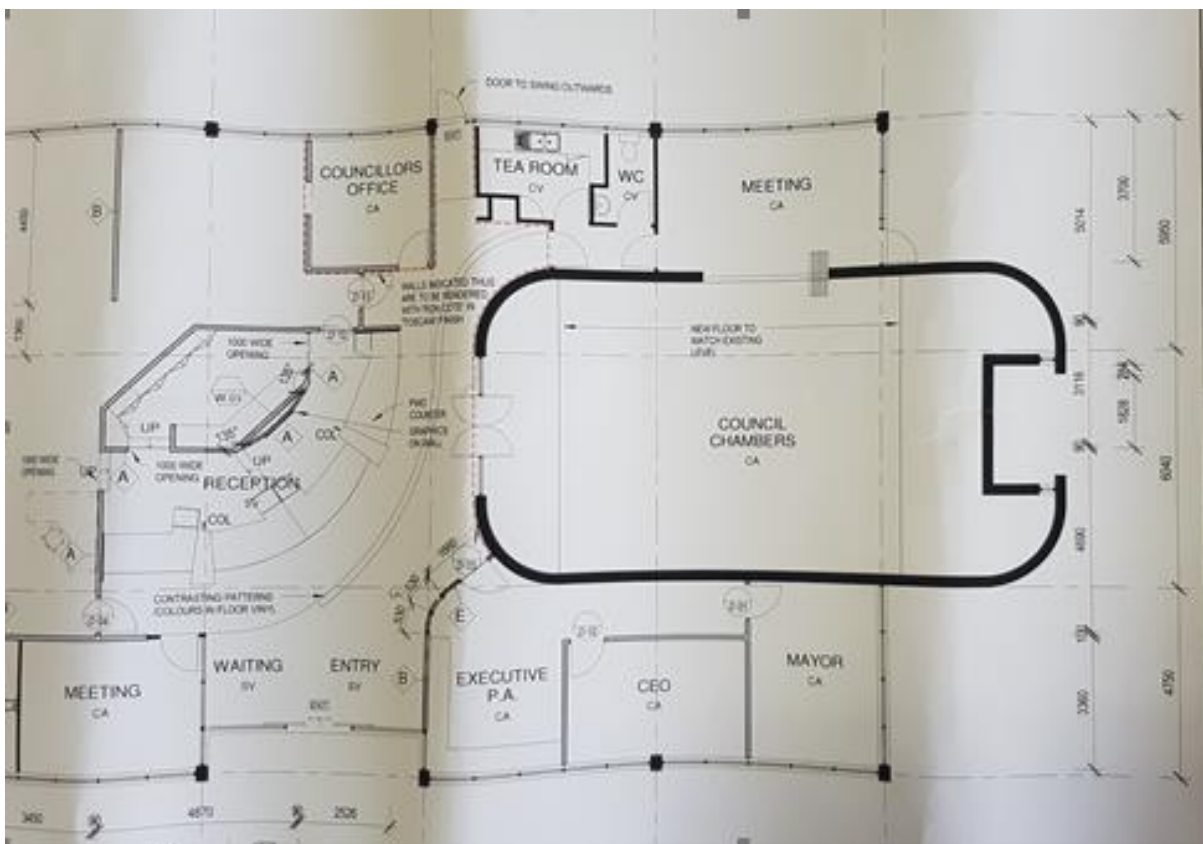


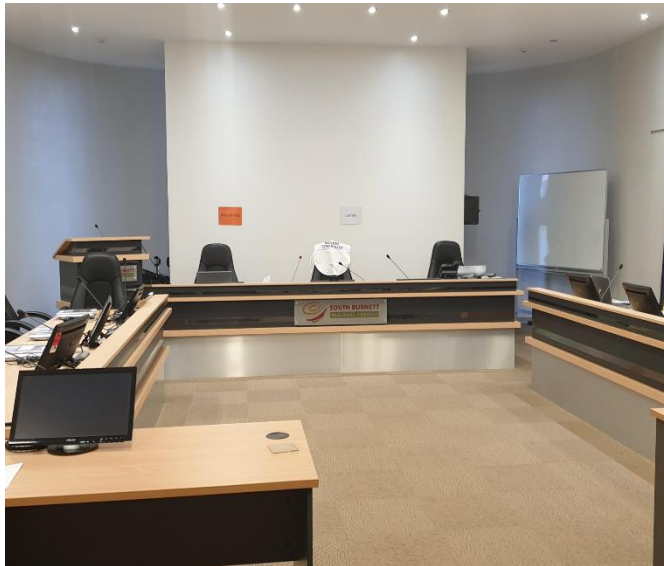
Figure 2: Council Chambers location within the SBRC Office at Kingaroy

The Council Chambers has a fixed seating layout which can be effectively utilised for LDCC operations – refer photographs at Figure 3 and is close to kitchen and rest room facilities.

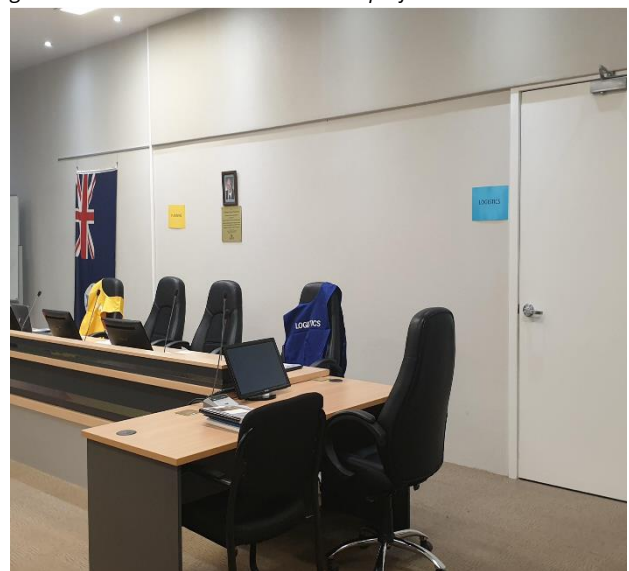
The LDCC will require set up prior to activation. The LDC is responsible for ensuring the LDCC has been set up correctly. All resources should be checked (e.g. telephones, computers, radios, disaster plans) before the centre is officially opened and moved to STAND UP.



Figure 3: Council Chambers set up for LDCC



operations



This facility is not a permanently dedicated LDCC venue, so consideration needs to be given to business continuity requirements of both LDCC operations and the business of Council.

The secondary LDCC location will be set up in whatever configuration the LDC deems appropriate, based on the severity and nature of the disaster event.

3.4 EMERGENCY POWER TO LDCC

The LDCC should have a secondary power source to ensure uninterrupted power supply to the areas of the building to be utilised. Power shall be made available throughout the relevant LDCC to enable photocopiers, communications, and lighting to operate during power outages. The primary LDCC at Kingaroy has a 140 KVA generator and holds 550L diesel fuel. This generator powers the entirety of the building and cuts over automatically. Fuel supply can be replenished from the diesel bowser at Kingaroy Depot.

3.5 GUARDIAN INFORMATION MANAGEMENT SYSTEM (IMS)

The Guardian Information Management System (aka Guardian IMS) software is the system in use at the LDCC.

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

3.6 INFORMATION & COMMUNICATIONS TECHNOLOGY

3.6.1 LDCC Contact Details

In most circumstances, calls for assistance from members of the public will be received using the SBRC telephone system.

The telephone numbers to be utilised in a disaster event by the public are: 07 4189 9100. The e-mail address to be utilised in a disaster event by the public is: info@sbrc.qld.gov.au

3.6.2 Communications & Data

Access to suitable telecommunications, data and radio coverage to meet the communication requirements of the LDCC is essential. A number of computers or laptops will be required. Each will require access to the internet to facilitate access to Guardian IMS (refer 3.5) and key positions will require MS Office products (Word, Outlook, Teams).

All telephony is internet based. There is a redundant secondary connection at Nanango. If both connections are unavailable, all calls will be routed through [Peak Services](#).

A portable radio for the SBRC corporate radio network can be made available for the LDCC.

3.6.3 Information Displays

The LDCC will require a variety of information to be displayed and / or easily accessible. This will be achieved via the use of audio-visual screens, whiteboards, pin boards, maps, file links, document storage and electronic displays of key data from the Guardian IMS software. The ability to monitor news broadcasts via TV and radio is desirable. Access to a multi-function colour printer is also desirable to facilitate copying, printing, scanning and faxing documentation as required.

3.6.4 ICT Support to the LDCC

SBRC's ICT staff maintain the ICT systems that support LDCC operations. They are required to assist with the set up the LDCC, ensure the ICT systems are functioning efficiently, deal with requests for additional ICT resources and be available to deal with any ICT issues that arise during response and recovery operations. All requests from the LDCC to ICT services are to be responded to as an urgent priority.

3.7 LDCC EQUIPMENT & RESOURCES

SBRC will endeavour to provide the stationery and consumables, furniture and equipment requirements for the LDCC. A Disaster Management Emergency Box containing the initial supplies to establish an LDCC is stored at Kingaroy and another at Nanango – [refer Guardian IMS](#) references. Additional supplies will be obtained from existing Council stocks or procured as required.

SECTION 4: LDCC OPERATIONS

4.1 KEY FUNCTIONS OF THE LDCC

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

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

4.1.1 Coordinate Resources

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

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

4.1.2 Manage Information

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

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

4.1.3 Develop Long Term Strategies

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

4.1.4 Coordinate Agencies

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

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

4.1.5 Maintain Records

All staff working in the LDCC are required to ensure adequate record keeping. This can be achieved using Guardian IMS. Detailed notes should be added to tasks and an operations log of actions with full justification for decision making should be maintained.

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

4.2 HOURS OF OPERATION

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

4.3 MEDIA MANAGEMENT

The release of public information and warnings will be managed in accordance with the Public Information & Warnings Sub Plan.

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

4.4 OPERATIONAL REPORTING - SITREPS

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

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

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

- DDC
- LDMG members.

4.5 REQUESTS FOR ASSISTANCE

When all local resources have been exhausted or are inadequate, requests for assistance outside the SBRC area shall be directed to the DDC. All external assistance requests shall be coordinated by the LDC on behalf of the LDMG – refer Logistics Sub Plan.

4.6 FINANCIAL ACCOUNTING

Operational expenditure needs to be tracked using work order numbers established specifically for the event. At the conclusion of the disaster event, all expenditure needs to be finalised. Invoices need to be collated; payments made, and Disaster Recovery Funding Arrangements (DRFA) claims need to be completed - refer to Financial Management Sub Plan.

SECTION 5: STAFFING THE LDCC

5.1 INCIDENT MANAGEMENT TEAM

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

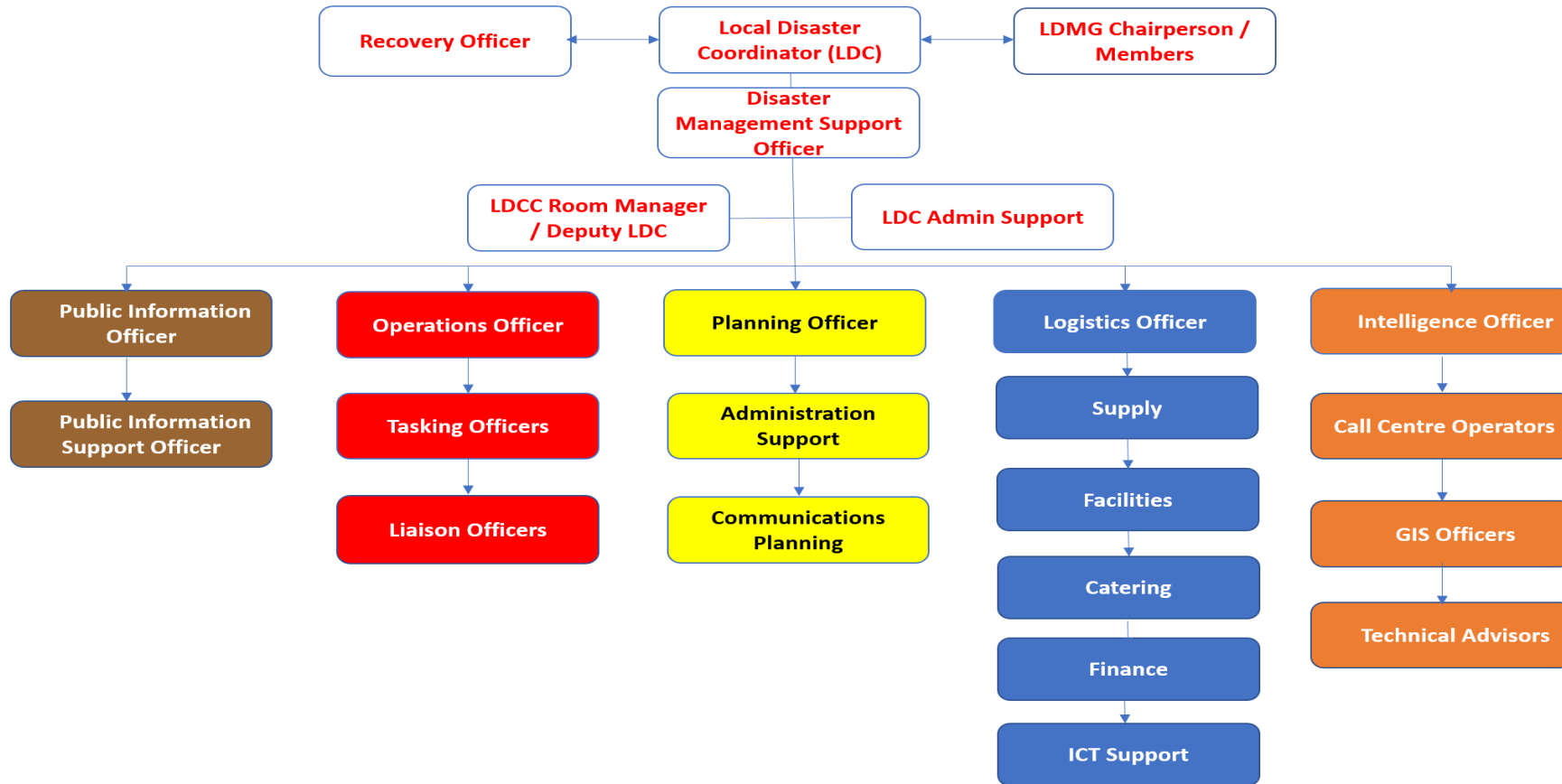
- LDMG Chairperson
- Local Disaster Coordinator
- Operations Officer
- Planning Officer
- Intelligence Officer
- Logistics Officer
- Public Information Officer.

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

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

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

5.1.1 LDCC AIMS Structure



5.2 STAFF ROSTERING

Rosters should be developed by the Logistics Officer (if appointed) during the early stages of any activation for at least 72 hours ahead. Rosters need to be developed with due consideration to correct skill sets, fatigue management, rest periods, meal breaks and shift overlap.

An attendance register will be maintained to support payments and claim reimbursements.

5.3 SHIFT CHANGE & HANDOVER

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

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

5.4 BRIEFING & DEBRIEFING

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

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

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

Regular hot debriefs will be conducted during operations.

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

5.5 HEALTH, SAFETY & WELFARE CONSIDERATIONS

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

5.5.1 Fire Procedures

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

5.5.2 First Aid

A first aid kit is available in each of the LDCC's. Assistance will be provided by SBRC, QAS or other personnel present with first aid experience and certification. Life threatening emergencies should be reported to 000.

5.5.3 Catering

Catering is a key consideration for the effective management of staff welfare. In the initial phases, staff may self-cater or snacks and / or takeaway food such as pizza may be provided. In larger events, caterers may need to be appointed by the Logistics Team to manage meal times. In protracted events, catering will endeavour to be wholesome and to provide for special dietary needs.

5.5.4 Sleeping Arrangements

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

5.5.5 Staff Support

Stressful and demanding situations can quickly lead to mental health impacts and burn out if not managed appropriately. The SBRC Employee Assistance Program (EAP) can be accessed if necessary. Other agencies may have similar arrangements in place.

APPENDIX A: POSITION DESCRIPTIONS

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

DUTY CARD		LOCAL DISASTER COORDINATOR
<p>The Local Disaster Coordinator (LDC) is an appointed position under section 36 of the Disaster Management Act. The functions of the LDC are as follows:</p> <ul style="list-style-type: none"> To coordinate disaster operations for the Local Disaster Management Group (LDMG) To report regularly to the LDMG about disaster operations; and To ensure, as far as practicable, that any strategic decisions of the LDMG are implemented. 		
Reports to:	Local Disaster Management Group	Tick
ALERT - RESPONSIBILITIES		
<ul style="list-style-type: none"> The LDMG may meet during this stage to assess the situation and determine the most appropriate course of action. 		
LEAN FORWARD - RESPONSIBILITIES		
<ul style="list-style-type: none"> Commence operations log in Guardian IMS. Maintain adequate records of all activities and ensure it stays up to date to maintain situational awareness. 		
<ul style="list-style-type: none"> Activate the phone network, the mobile base radio and checks all the equipment in the LDCC, so the centre is ready for activation if required. 		
<ul style="list-style-type: none"> Regularly review Guardian IMS tasks and to maintain situational awareness. 		
<ul style="list-style-type: none"> Request LDCC personnel move to lean forward and organise staffing rosters for 72 hours (minimum). If necessary activate a skeleton AIMS support team whilst in 'Lean Forward'. 		
<ul style="list-style-type: none"> Request LDMG members move to 'Lean Forward' and identify Agency Liaison Officers as required. 		
<ul style="list-style-type: none"> Ensure the DDC is aware of the situation and keep regularly updated. Establish SITREP reporting requirements. 		
<ul style="list-style-type: none"> Maintain regular contact with the Chairperson throughout the event and regularly assess the need for decisions / action. 		
STAND UP - RESPONSIBILITIES		
<ul style="list-style-type: none"> Open the LDCC with appropriate AIMS staffing levels and Agency Liaison Officers. Establish communications with agencies unable to be represented and all operational facilities (e.g. Evacuation Centres). 		
<ul style="list-style-type: none"> Authorise a media release to advise the public the LDCC is open. 		
<ul style="list-style-type: none"> Phone lines are opened and all incoming calls are logged, tasked and forwarded to the appropriate agency for action using Guardian IMS. 		
<ul style="list-style-type: none"> Implement the LDMG's strategic direction and ensure all stakeholders are regularly briefed and updated. 		
<ul style="list-style-type: none"> Conduct regular meetings / briefings of the LDCC IMT to maintain situational awareness and monitor progress of Incident Action Plan (IAP). 		

<ul style="list-style-type: none"> Regularly assess the situation, coordinate activity and manage incident operations according to the plans and procedures approved by the LDMG. 	
<ul style="list-style-type: none"> Ensure Guardian IMS remains up to date and all information displays are current. 	
<ul style="list-style-type: none"> Authorise all SITREPS to the DDC and ensure timings requested by the DDC are adhered to. 	
<ul style="list-style-type: none"> Approve requests for additional resources. 	
<ul style="list-style-type: none"> Attend DDMG Extraordinary Meetings if required or on request. Ensure that if leaving the LDCC for any reason that a deputy LDC is appointed to act whilst absent. 	
<ul style="list-style-type: none"> Authorise public information and warnings for release in collaboration with the Chairperson as required. 	
<ul style="list-style-type: none"> Ensure extended operations are considered and resourced (i.e. staffing, catering, sleeping areas, rest areas, fuel for generator). 	
<ul style="list-style-type: none"> Approve plans for demobilisation and preparations for the recovery phase. 	
STAND DOWN - RESPONSIBILITIES	
<ul style="list-style-type: none"> In consultation with the Chairperson suspend operations (gradual or immediate depending on circumstances). Consider the need to support recovery operations. 	
<ul style="list-style-type: none"> Forward final SITREP to the DDC. 	
<ul style="list-style-type: none"> Notify all stakeholders that the LDCC is closed. 	
<ul style="list-style-type: none"> Secure all records – Guardian IMS and hard copy. 	
<ul style="list-style-type: none"> The LDCC needs to be cleaned and restocked and equipment checked to ensure readiness for next activation. 	
<ul style="list-style-type: none"> Conduct debriefs and develop post event report as required to identify good practice and lessons to be learnt. Update plans to reflect lessons learnt. 	

DUTY CARD OPERATIONS OFFICER		
Reports to:	Local Disaster Coordinator	Tick
RESPONSIBILITIES		
<ul style="list-style-type: none"> Maintain watching brief / state of readiness and receive initial information regarding disaster event from Local Disaster Coordinator (LDC). 		
<ul style="list-style-type: none"> Commence operations log in Guardian IMS. Maintain adequate records of all operations activities. 		
<ul style="list-style-type: none"> Regularly review Guardian IMS tasks and to maintain situational awareness. 		
<ul style="list-style-type: none"> Maintain the operational response to the event and ensure Guardian IMS remains current. 		
<ul style="list-style-type: none"> Maintain the road closure section of Guardian IMS or delegate to a Council / Roads Liaison Officer. 		
<ul style="list-style-type: none"> Task to relevant Agency Liaison Officers as required – refer Tasking Cheat Sheet. 		
<ul style="list-style-type: none"> Coordinate activities undertaken by the Agency Liaison Officers in resolving incidents and the implementation of the Incident Action Plan (IAP). 		
<ul style="list-style-type: none"> Maintain the Tasking section of Guardian IMS or delegate to a Tasking Officer. 		
<ul style="list-style-type: none"> Monitor the tasks and resources of Agency Liaison Officers – look for urgent or outstanding tasks or those taking time to complete. 		
<ul style="list-style-type: none"> Have a detailed knowledge of the area and how different events may affect the area. 		
<ul style="list-style-type: none"> Manage available assets and ensure additional resources are requested via the Logistics Officer in a timely manner. 		
<ul style="list-style-type: none"> Apply a practical and logical approach to problem solving, ensuring that action is prioritised accordingly. 		
<ul style="list-style-type: none"> Manage personnel assigned to the Operations Team (briefings, debriefings, welfare requirements). Potential units include Agency Liaison Officers, Tasking. 		
<ul style="list-style-type: none"> Ensure the LDC is advised of complicated, significant, contentious or difficult issues including life-threatening situations or issues that may attract media attention i.e. fatalities, missing children. 		
<ul style="list-style-type: none"> Contribute to Situation Reports (SITREPS) and the IAP as required. 		
<ul style="list-style-type: none"> Participate in debriefs as required. 		

DUTY CARD		TASKING OFFICER	
Reports to:	Operations Officer		Tick
RESPONSIBILITIES			
	<ul style="list-style-type: none"> Maintain the Tasking Section within Guardian IMS. 		
	<ul style="list-style-type: none"> Determine the priority of the message and ensure urgent tasks are identified. 		
	<ul style="list-style-type: none"> Determine the most appropriate agencies and IMT members to action the request and assign a control (lead) agency for each task. 		
Tasking Officer Cheat Sheet			
SBRC Liaison Officer	<ul style="list-style-type: none"> Water Wastewater (sewerage) Environmental Health Trees down on Council buildings / land (no power lines) Evacuation Centres Aerodromes Evacuation Centres Roads (if no separate Liaison Officer) 		
Note: In large events there may be a Council Liaison Officer and a Roads Liaison Officer.			
Roads Liaison Officer	<ul style="list-style-type: none"> SBRC roads and bridges (including closures and signage) State controlled roads Traffic lights Trees down on Council / State roads Closures to State Roads and Bridges 		
Queensland Police Service (QPS) Liaison Officer	<ul style="list-style-type: none"> Search and rescue Public order / public safety Evacuations Traffic control Crowd control 		
Queensland Fire & Emergency Services (QFES)	<ul style="list-style-type: none"> Structural Fires Transport vehicle fires Transport vehicle accidents Hazardous materials incidents Entrapped persons Building collapse High angle rescue Swift water rescue Confined space rescue Trench Rescue Bushfires (Rural Operations) Trees down on private property structures (no power lines) (SES) Sandbagging and tarpaulins to the most vulnerable (SES) Emergency management 		
Note: There may be more than one QFES officer available Fire & Rescue, Rural, SES and / or Emergency Management).			

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

DUTY CARD			AGENCY LIAISON OFFICERS		
Reports to:	Operations Officer		Tick		
RESPONSIBILITIES					
	<ul style="list-style-type: none"> • Regularly review Guardian IMS for tasks and to maintain situational awareness. 				
	<ul style="list-style-type: none"> • Contribute to operational problem solving advising on the capability and resource requirements of own organisation. 				
	<ul style="list-style-type: none"> • Pass information on activity and requests for assistance from LDCC to own agency and vice versa. 				
	<ul style="list-style-type: none"> • Arrange tasking to support needs of LDCC and in accordance with direction from the LDC. 				
	<ul style="list-style-type: none"> • Ensure any emerging life-threatening situations or issues which will attract media attention are escalated to the Operations Officer. 				
	<ul style="list-style-type: none"> • Ensure adequate and resilient communication between LDCC and own organisation (email, phone, radio) 				
	<ul style="list-style-type: none"> • Anticipate and plan for the possible developments to ensure support and resources are available. 				
	<ul style="list-style-type: none"> • Ensure adequate record keeping within the Guardian IMS system including assets utilised and expenses incurred. 				
	<ul style="list-style-type: none"> • Contribute to SITREPS and the IAP as required. 				
	<ul style="list-style-type: none"> • Participate in briefings and debriefs as required. 				

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

DUTY CARD		INTELLIGENCE OFFICER	
Reports to:	Local Disaster Coordinator		Tick
RESPONSIBILITIES			
<ul style="list-style-type: none"> Maintain watching brief / state of readiness and receive initial information regarding disaster event from Local Disaster Coordinator (LDC). 			
<ul style="list-style-type: none"> Commence operations log in Guardian IMS. Maintain adequate records of all intelligence activities. 			
<ul style="list-style-type: none"> Regularly review Guardian IMS for tasks and to maintain situational awareness. 			
<ul style="list-style-type: none"> Collect, analyse, authenticate and interpret information from a variety of sources in order to develop accurate, current and timely intelligence. 			
<ul style="list-style-type: none"> Ensure intelligence is shared with other teams and accurately depicted on maps, charts, display screens, whiteboards so it can be used to inform decision making and situational awareness. 			
<ul style="list-style-type: none"> Manage personnel assigned to the Intelligence Team (briefings, debriefings, welfare requirements). Potential units might include Helpline, GIS, Technical Advisors e.g. Dam Owners. 			
<ul style="list-style-type: none"> Coordinate the Situation Report (SITREP). 			
<ul style="list-style-type: none"> Contribute to Incident Action Plan as required. 			
<ul style="list-style-type: none"> Participate in debriefs as required. 			
Intel Handy Hints Cheat Sheet			
Weather and Rainfall			
<ul style="list-style-type: none"> MetEye- http://www.bom.gov.au/australia/meteye/ Weather Observations (temperature, dew point, relative humidity, wind speed and direction, atmospheric pressure (hPa)). http://www.bom.gov.au/qld/observations/qldall.shtml - look for the table headed: <i>Wide Bay & Burnett</i> River Levels & Rainfall data: http://www.bom.gov.au/qld/flood/seast.shtml Weather Radar: http://www.bom.gov.au/products/IDR083.loop.shtml#skip Cyclone Information: http://www.bom.gov.au/cyclone/index.shtml 			
Dams			
Boondooma Dam:			
<ul style="list-style-type: none"> https://www.sunwater.com.au/dams/boondooma-dam/ 			
Bjelke-Petersen Dam:			
<ul style="list-style-type: none"> https://www.sunwater.com.au/dams/bjelke-petersen-dam/ 			
Gordonbrook Dam:			
<ul style="list-style-type: none"> https://www.southburnett.qld.gov.au/gordonbrook-dam/gordonbrook-dam-recreation-area/1 			
Tarong Power Station – Cooling Water Dam: Contact Stanwell			
Meandu Creek Dam: Contact Stanwell			

Other Infrastructure Data Sources

- **Transport & Main Roads Road Conditions:** <https://qldtraffic.qld.gov.au/>
- **ERGON Electricity Distribution Network Outages and Disruptions**
<https://www.ergon.com.au/network/outages-and-disruptions/power-interruptions/outage-finder>
- **Powerlink Electricity Transmission Network Outages** - NB. Scheduled outages only
http://www.powerlink.com.au/Network/Network_outages.aspx
- **TELSTRA Service Status:**
<http://servicestatus.telstra.com/servicestatus/goc.do?q=summary.html>
- **OPTUS Service Status** - <https://www.optus.com.au/about/network/service-status>

Demographic and Statistical data

- **Census 2016 data**
<http://www.abs.gov.au/websitedbs/censushome.nsf/home/data?opendocument&navpos=200>
- **Queensland Globe:** Interactive mapping using Google Earth:
<https://www.business.qld.gov.au/business/support-tools-grants/services/mapping-data-imagery/queensland-globe>

Bushfire Resources

- **QFES Facebook** page for incident updates - updated frequently:
<http://www.facebook.com/QldFireandRescueService?ref=ts>
- **Bushfire Hotspot data** <http://www.firenorth.org.au/nafi2/> - under Fire Map Regions, select South QLD

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

Key Websites

- **SBRC Facebook:** <https://www.facebook.com/southburnettregion/>
- **Emergency Management Dashboard:** <http://dashboard.southburnett.qld.gov.au/>

General Data: Regularly update confirmed details and any reports e.g. casualties, displaced persons, evacuation centres, damage sustained to hospitals, schools, aerodromes, power, sewerage, water supply, roads. Liaise with LDC in regard to what to report on and how often.

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

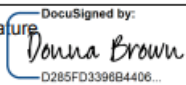
DUTY CARD		LOGISTICS OFFICER	
Reports to:	Local Disaster Coordinator		Tick
RESPONSIBILITIES			
<ul style="list-style-type: none"> Maintain watching brief / state of readiness and receive initial information regarding disaster event from Local Disaster Coordinator (LDC). 			
<ul style="list-style-type: none"> Commence operations log in Guardian IMS. Maintain adequate records of all logistics activities. 			
<ul style="list-style-type: none"> Regularly review Guardian IMS for tasks and to maintain situational awareness. 			
<ul style="list-style-type: none"> Implement Logistics Sub Plan. 			
<ul style="list-style-type: none"> Implement systems to obtain, record, manage and track the movement of human and physical resources, facilities, services and materials assigned to the event. 			
<ul style="list-style-type: none"> Undertake staff rostering as required. 			
<ul style="list-style-type: none"> Determine what premises are suitable for use as warehousing and storage (if required). 			
<ul style="list-style-type: none"> Identify specific transportation resources required (i.e. forklifts, EWP's). 			
<ul style="list-style-type: none"> Monitor fuel stocks and instigate priority fuel supply planning to ensure continuity. 			
<ul style="list-style-type: none"> Capture all expenditure associated with the operation to ensure maximum reimbursement under DRFA. 			
<ul style="list-style-type: none"> Prepare Requests for Assistance to the DDMG for authorisation by the LDC. 			
<ul style="list-style-type: none"> Purchase equipment and supplies and organise catering as required. 			
<ul style="list-style-type: none"> Coordinate resupply operations – refer section 4 Logistics Sub Plan. 			
<ul style="list-style-type: none"> Manage personnel assigned to the Logistics Team (briefings, debriefings, welfare requirements). Potential units might include Supply, Communications Support, Finance, Facilities, Catering). 			
<ul style="list-style-type: none"> Contribute to Incident Action Plan and Situation Reports (SITREPS) as required. 			
<ul style="list-style-type: none"> Participate in debriefs as required. 			

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

APPENDIX B: LDCC FORMS

SITUATION REPORT (SITREP) FORM

Situation Report - South Burnett Regional Council

Event/Incident/Activity			
BAU			
Situation Report No:	Date:	Time Period:	
4	19/05/2021	19/05/2021 13:26 - 19/05/2021 13:26	
Distribution:			
Name: Donna Brown (Disaster Management Officer)			
From:			
South Burnett Regional Council Phone: 07 4189 9414 Email: dbrown@southburnett.qld.gov.au			
Summary:			
<i>PROMPTS: [Brief overview of the situation in the last 12 hours. Be clear, concise, logical and timely. Avoid using acronyms or technical jargon. Only include facts, not speculation or unconfirmed information.]</i>			
Impacts:			
<i>PROMPTS: [Weather, disease trends, resources, hazards and safety]</i>			
<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 			
Emerging Issues / Risks:			
<i>PROMPTS: [Identify emerging issue and associated risk - use numbered point format]</i>			
<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 			
Key Messages:			
<i>PROMPTS: [Include important key messages from LDMG/member agencies/media strategy]</i>			
•			
Prepared By	South Burnett Regional Council	Donna Brown	Date: 19/05/2021 13:28:07
Approved By	Donna Brown	Signature  <small>D285FD3396B4406...</small>	Date: 19-05-2021 13:36 AEST

GUIDE TO WRITING SITREPS

Aim

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

Objectives

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

Sitrep Header

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

Summary

Consider including the following:

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

Impacts

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

Emerging Issues

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

Key Messages

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

Approval

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

LDCC INITIAL NOTIFICATION FORM

 Request for Assistance/Action Information Only

Date: / /	Time:	Telephone Operator's Name:
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 PRIORITY: LOW NORMAL URGENT

LIFE THREATENING EMERGENCIES Advise caller to contact 000

CALLER INFORMATION

Full Name:	<input type="checkbox"/> Owner <input type="checkbox"/> Occupant <input type="checkbox"/> Neighbour <input type="checkbox"/> Other
Phone No:	Language Spoken: (other than English)
Alternate Phone Numbers:	

property description
 Residential School Hospital Bridge Road Business Other

Address:

Business/Property Name: (if applicable)

Nearest cross street / Landmark: (optional)

Access to Property: (optional)

BUILDING DAMAGE TYPE & description

Building Damage Type:

 External Walls Internal Walls Roof Window Vegetation Fencing

Roof Type:

Height of building: Low set / high set / multi storey Floor /Level: _____ Unit No: _____

Job Type (please tick - and also provide a full description below)

 Communications Electricity/Flammables Fire Flooding Land (slip etc.) Structural Damage
 Roads Roof Damage Sewerage Vegetation Water Supply Other

DESCRIPTION
HAZARDS
 HAZARDS PRESENT

<input type="checkbox"/> Animals	<input type="checkbox"/> Electricity	<input type="checkbox"/> Flooding
<input type="checkbox"/> Gas / Flammables / Chemicals	<input type="checkbox"/> Fire	<input type="checkbox"/> Land (slip etc.)
<input type="checkbox"/> Structural Damage	<input type="checkbox"/> Vegetation	<input type="checkbox"/> Other

Description:

SPECIAL Needs

Name: (if available) Age: (optional) Gender: M / F

 Category: Minor Medical Physical Age Language Evacuation

No of People Affected: Description:

***** REMEMBER *****

Confirm the PHONE NUMBER and INCIDENT ADDRESS

Logger's Name: _____

 Logger's signature: _____
 (to be signed once data is entered into the database)

INCIDENT ACTION PLAN TEMPLATE

Event Name		Date / Time		Lead Agency	
Current Situation: (Overview of Current Situation)					
LDMG Status:	Alert		Lean Forward		Stand Up
					Stand Down
Mission - LDMG's Intent / Current Objective					
Execution (Strategies, Tactics and Priorities)					
Active Plans					
Shift Timeline					
Date/Time:	Milestone: (E.g. LDMG Meeting, Recovery Group Meeting, Situation reports, Chang overs)				
Administration & Logistics					
Catering Arrangements:				Additional Attachment:	

Catering Timeline:			
Time:	Meal Type:	Quantity:	Comments:
Communication			
Safety			
Future Actions & Recovery Considerations			