

5.7. A YEAR IN DISASTER: JANUARY 2020 - JUNE 2021

REPORT AUTHOR Jamie Kleinhans, Disaster Management Officer

MANAGER Paul Hoyer, Manager Environment and Planning

DEPARTMENT Environment and Planning

RECOMMENDATION

That Council resolves:

1. In accordance with section 80 (1)(b) of the *Disaster Management Act 2003*, to approve the 2021 Local Disaster Management Plan;
2. In accordance with sections 33, 34 and 35 of the *Disaster Management Act 2003*, appoint the following positions as members of the Local Disaster Management Group for the Douglas Shire Council area:

Table: 2021-22 Douglas LDMG Membership

| CORE MEMBERS |
|---|
| DSC Mayor - Chairperson |
| Councillor - Deputy Chairperson |
| DSC- Manager Environment & Planning/ Local Disaster Coordinator (LDC) |
| DSC - Disaster Management Officer (Deputy LDC) |
| DSC - Senior Media and Communications Officer |
| DSC - Manager People and Community Services |
| DSC - Manager Water/Wastewater |
| DSC - Manager Infrastructure |
| DSC - Local Recovery Coordinator |
| DSC - Chief Executive Officer |
| Mossman Hospital - Director of Nursing and Midwifery |
| DCHDE - Senior Community Recovery Officer (Northern) |
| QFES - Fire and Rescue |
| QFES - Emergency Management Coordinator |
| QAS - OIC Mossman |
| QPS - OIC Port Douglas |
| QPS - OIC Mossman |
| TPDD - Executive Officer |
| ADVISORS |
| Apunipima - Primary Health Care Manager |
| BBNAC – Manager |
| DATSIP - Acting Principal Planning and Engagement Officer |
| DSC - Environmental Health Team Leader |
| ERGON - Work Group Leader in Mossman |

| ADVISORS |
|---|
| Jabalbina - CEO |
| Marine Rescue - Port Douglas |
| QAS - Port Douglas |
| NBN - Manager - North QLD, Regional & Remote |
| Port Douglas Community Service Network - Manager |
| Queensland Health - Team Leader – Environmental Health (WaSH) |
| QPWS - Senior Ranger Daintree Management Unit (Cape York) |
| QFES - Fire and Rescue Port Douglas |
| Red Cross - State Liaison and Engagement Lead |
| SES - Mossman Local Controller |
| TMR - Principal Engineer (Road Operations) Far North Region |

3. To note the measures that have been undertaken to ensure that Council has a disaster response capability;
4. That Council notes the report on the 2020-21 disaster year and supports ongoing measures to build the resilience of the region.

EXECUTIVE SUMMARY

Under the *Disaster Management Act 2003* ("the Act"), a local government must prepare and approve a *Local Disaster Management Plan* (LDMP) for disaster management in the local government's area. The existing plan has recently been updated with new information as a result of a review by the Local Disaster Coordinator.

Members of the *Local Disaster Management Group* (LDMG) are required, under the Act, to be appointed by the Local Government. The list of LDMG Core Members has also recently been updated to reflect changes in positions associated with the LDMG. Appointments are made by positions, rather than names, to help accommodate changes in personnel on the LDMG which can occur for a variety of reasons. The appointment of the recommended positions as members of the LDMG will help ensure that the LDMG has a diverse range of representatives and skill sets to assist Council in meeting its needs under the Act and ensure that there is effective disaster management for the communities within the Douglas Shire area.

The Douglas LDMG endorsed the revised plan and the proposed Core Membership of the LDMG electronically on 16 August 2021. Council should also note that the LDMP was reviewed in September 2021 in conjunction with the Emergency Management Coordinator - Far Northern Region, Queensland Fire and Emergency Services and identified during the annual review by the Inspectorate General of Emergency Management's (IGEM).

Council is required to ensure it has a disaster response capability under the Act. A summary of actions taken to ensure Council has a satisfactory response capability is provided in the body of this report and a summary of the 2020-21 year.

BACKGROUND

Section 29 of the Act requires a local government to establish a Local Disaster Management Group (local group) for the local government's area.

The functions of a LDMG as outlined in s.30 of the Act include:

- "a. to develop effective disaster management, and regularly review and assess the disaster management;*
- b. to help the local government for its area to prepare a local disaster management plan;*
- c. to identify, and provide advice to the relevant district group about, support services required by the local group to facilitate disaster management and disaster operations in the area;*
- d. to ensure the community is aware of ways of mitigating the adverse effects of an event, and preparing for, responding to and recovering from a disaster."*

LDMG members are appointed under s.33 of the Act and LDMG membership includes:

- " . Chairperson (must be a Councillor) appointed by the relevant local government under s.34 of the Act;*
- . Deputy Chairperson (recommended to be a Councillor) appointed by the relevant local government under s.34 of the Act;*
- . Local Disaster Coordinator appointed by the relevant local government under s.35 of the Act;*
- . person nominated by the Chief Executive, Department of Community Safety (DCS), normally the responsible Area Director from EMQ appointed by the relevant local government under s. 33 of the Act; and*
- . other persons appointed by the relevant local government under s. 33 of the Act, which should include:*
 - o council representatives;*
 - o local emergency services – Queensland Police Service (QPS), Queensland Ambulance Service (QAS), Queensland Fire and Emergency Service (QFES), SES Incident Controller;*
 - o non-government organisations such as welfare organisations or community groups;*
 - o other representatives as identified by the local government's functional requirements."*

The majority of the agencies of the LDMG have been members since de-amalgamation and have been operating collaboratively as a LDMG.

Section 80 of the Act outlines the functions of a local government under this Act and these are as follows: -

- "a. to ensure it has a disaster response capability;*
- b. to approve its local disaster management plan prepared under part 3;*
- c. to ensure information about an event or a disaster in its area is promptly given to the district disaster coordinator for the disaster district in which its area is situated;*
- d. to perform other functions given to the local government under this Act."*

COMMENT

Under the Act, a local government must prepare and approve *Local Disaster Management Plan* for disaster management in the local government's area. The existing plan has recently been updated with new information as a result of a review by the Local Disaster Coordinator and/or Disaster Management Officer.

The plan is consistent with the principles contained in the State Disaster Management Group's Disaster Management Strategic Policy Framework. This framework focuses on a comprehensive, all hazards approach with all levels and agencies of government working in partnership to reduce the effects of disasters and emergencies.

The framework supports and builds on the four guiding principles outlined in the Act:

- "a. Disaster management should be planned across the four phases – prevention, preparation, response and recovery;*
- b. All events, whether natural or caused by human acts or omissions, should be managed in accordance with the strategic policy framework, the State disaster management plan, and any disaster management guidelines;*
- c. Local governments should primarily be responsible for managing events in their local government area; and*
- d. District groups and the state group should provide local governments with appropriate resources and support to help the local governments carry out disaster operations."*

The Douglas LDMG endorsed the revised plan electronically by 16 August 2021.

Members of the LDMG are required, under the Act, to be appointed by the Local Government. The appointment of membership by positions, rather than names, assists in accommodating changes in personnel on the LDMG which can occur for a variety of reasons.

The appointment of the recommended positions as members of the LDMG will help ensure that the LDMG has a diverse range of representatives and skill sets to assist Council in meeting its needs under the Disaster Management Act and ensure that there is effective disaster management for the communities within the Douglas Shire area.

The Douglas LDMG endorsed the proposed Core Membership of the LDMG electronically by August 16, 2021.

Under the Act Council is required to ensure it has a disaster response capability. Douglas' disaster response capability has been continually increasing since de-amalgamation. Over the past 12 months there has been a substantial development of Council's capabilities and several actions are underway to further develop Council's capabilities.

A summary of actions undertaken over the past 12 months or in progress is given below:

PREVENTION

Prevention: Completed

Awareness Raising

- The Douglas Disaster Information Facebook page was launched in 2020 and has actively been updating its followers on local weather warnings, road closures & emergency advice and advertising the subscription service on the Douglas Dashboard.

- During TC KIMI Douglas Disaster Information social media stats includes (15/01 to 18/01 2021): Page Followers: 1,341 (55% increase in 48 hours), People reached: 163,644 and Engaged Users: 14,501; and Top performing posts (people reached): Road closures - Mossman Gorge & other roads – 63,000 people; Initial TC Kimi BOM Advice – 36,000 people; and Daintree Ferry stopping/re-opening – 25,000 people.
- Community awareness raising, in terms of disaster preparedness resources and community recovery response, was presented to:
 - The Douglas Shire Aged Persons Homes, residing in Alchera Drive or Port Haven;
 - The CWA;
 - Port Douglas Body Corporates; and the
 - Port Douglas Neighbourhood Centre.
- Interviews with the Local Disaster Management Group and Get Ready advertisement launched on Fab FM radio station.

Training

- During this time several online QFES training was completed.
- External virtual training attended during this time includes the Meteorology for Disaster Managers Masterclass and Coordinating Teams Operating in Disaster Masterclass.
- Internal training with the Incident Management Team (IMT) has been ongoing.
- Local Disaster Coordinator, Paul Hoyer, and Disaster Management Officer, Jamie Kleinhans, attended the 2021 Queensland Disaster Management Conference in Brisbane from 9 to 11 June. Day 1 of the Conference featured the new Disaster Management Officer's (DMO) Network Forum which included 66 participants from 39 councils across Queensland.
- Workshops held includes:
 - 27 – 28 January 2021 TAFE Qld facilitated a free Volunteers and Events Training Program as part of the Queensland Government's Tourism Recovery Package
 - On 22 to 23 April 2021 the *Strengthening Connections and Pastoral Care Workshop* was facilitated in Port Douglas by Lifeline.
 - On 21 June 2021 the Department of Employment, Small Business and Training provided a workshop to council, industry and business on how small businesses can access information, grants and advice specifically tailored to their needs to help them prepare, respond and recover when disaster strikes. The recently launched [Small business disaster hub](#), which provides tailored information to help different small business sectors manage nine different types of crises from natural disasters to workplace emergencies and reputation incidents was also introduced.
 - As part of Queensland Reconstruction Authority's Resilient Queensland 2018 – 2021: Delivering the Queensland Strategy for Disaster Resilience Douglas Shire Council attended two Big Map workshops for the Wet Tropics Regional Resilience Strategy and Action Plans. The purpose of this work is to identify tangible actions, projects and initiatives that can be mapped against possible funding opportunities to meet identified disaster resilience needs either locally or regionally.

Prevention: In Progress

- Identifying, mapping of older housing and asbestos constructed buildings.
- Investigating water security options for the future.
- Covid 19 Pandemic Plan for the reopening of Queensland.

PREPAREDNESS

Preparedness: Completed

Dashboard

- A Covid-19 button, and the Douglas Local Disaster Coordination Centre activation level is now displaying on the Dashboard.
- A bridge load limits tab has been added to the Dashboard.
- An opt-in email/sms subscription feature has been added to the Dashboard.

Disaster Plans

- Several key plans have been updated for the annual Inspectorate General of Emergency Management (IGEM) review. The reviewed plans include:
 - Local Disaster Management Plan
 - Environmental Sub-Plan
 - Mossman Gorge Pandemic Plan
 - First Nations Short Term Self-Isolation Guidelines
 - Bushfire Risk Management Plan
 - Port Douglas Storm Tide Cyclone Shelter Sub-Plan – user duty card
 - Severe Weather Preparedness Levels – Infrastructure
 - Financial Management Sub-Plan
- On 13 November 2020 TPDD launched their Tourism Operator Strategy. These user-friendly guides have been developed to provide guidance and support for tourism operators across the Douglas Region who may experience the consequence of major incidents, disasters or crisis upon their operators. The DMO was actively involved in the compilation and peer review of the documents. This will assist tourism operators to recover sooner and increase confidence for our visitors. The document can be downloaded from: <https://www.visitportdouglasdaintree.com/>. This project was jointly funded under the Commonwealth and Queensland State Disaster Recovery Funding Arrangements 2018 with the support of Council.

Drones

- Council now has an active RPAS Drone Advisory Committee with Daryl Cheer (Maintenance/Training), Fionnuala Blayney (Maps/Data) and Jamie Kleinhans (Planning/Admin).
- Field guides for each of the drones have been completed, and a Drone Charter and Safety Induction Sheet has been finalized to guide council and the dozen RePL into the future.

Exercises: Incident Management Team

- In January 2020 a functional exercise for Guardian IMS and the Douglas LDCC was facilitated.

- On 15 May 2020 a Business Continuity Pandemic Activity was facilitated by Continuity Planners Australia with the Council Management Team and their 2ICs. This provided Council with an opportunity to review the current Douglas Shire business continuity plans.
- On 04 June 2020 a QPS Police Cell Discussion Exercise was successfully held with relevant stakeholders. The aim was to review the response specific to the Mossman Gorge community should a Tier 4 or 5 health planning response be activated relating to suspected and confirmed COVID-19 outbreak. It provided an opportunity to test the Douglas LDMG's Short-term self-isolation guideline for First Nations Communities.
- From 2 to 6 November 2020 the Douglas LDMG participated in the Cairns DDMG annual functional exercise Semper Paratus 2020. This exercise involved completing Requests for Assistance, establishing Resupply training needs, satellite telephony, testing critical power sites and among other things Emergency Alerts (EA).
- In January 2021 Exercise Zulu was conducted during day light hours only, in real time with participation limited to disaster management personnel operating in a simulated environment within the Local Disaster Coordination Centre (LDCC) and Port Douglas Storm Tide Cyclone Shelter (PDSTCS). It involved the Port Douglas Open Spaces Team, Technical Officer Building Facilities, Shelter Management Team, the Incident Management Team, Ozcare Port Douglas, Mossman SES, Mossman QAS, Port Douglas QFES, QFES Emergency Management Coordinators and the State Disaster Coordination Centre's Watch Desk.

Flood Forecasting and Rain Gauges

- The Flood Early Warning System (EWS) for the shire now includes Mossman and Daintree Flood Forecasting for performing catchment delineation.
- Flood camera platform transition commenced in June 2021. What this means for the Douglas Dashboard user is that the images portrayed now have a clear heading with the time, date, location, and disclaimer that the image updates every 30 minutes and may be more or less frequent depending on telecommunication outages.
- Two new flood cameras at the Daintree River Ferry crossing have been installed and are frequently streaming images to the Douglas Dashboard, giving the community a better ability to keep a close eye on river levels this cyclone season.
- Early warning systems have also been installed to increase warning time and safety for motorists using the Alexandra Range.
- Two new rain gauges have been installed and are all reflected on the BoM's website: Craiglie and Port Douglas Wastewater Treatment Plant.
- Council is an active member of the FNQROC Regional Procurement program for the implementation of Queensland Reconstruction Authority's (QRA) Flood Warning Infrastructure Network Project. This project is being managed by the PM Office and includes the installation of five new assets.

Grants: Successfully awarded

- Under Category C Far North Queensland Monsoon Trough Flexible Funding Grants - Round Two Council was successful in being awarded two grants for: procuring Disaster Digital Noticeboards and for delivering a Douglas Shire Multi-Purpose

Disaster and Training Coordination Centre Feasibility Study. FFG projects on track for installation of Douglas Disaster Digital Noticeboards. To date eight digital disaster noticeboards have been installed at critical and remote locations.

- The North Queensland Recovery & Resilience Grant awarded to Council, which includes:
 - The appointment of a 30-month fixed-term contract position for a Disaster Management Resilience Officer;
 - Strengthening capacity of the Incident Management Team;
 - Interpreting the Douglas Storm Tide Inundation hydrodynamic model (2020-2021) to the Douglas Shire Storm Tide Zones;
 - Improving emergency communications;
 - Reviewing and enhancing the Local Disaster Management Plan through Community Based Risk Assessment Workshops;
 - Potable water supply security and resilience strengthening program;
 - Completing flood Studies - Mowbray River and Mossman River.
 - A 3-phase mobile generator has been deployed to Daintree Village. This generator is compatible with the Telstra hardware. It has been added to Council's Fleet Register and is being tested by the Daintree Village RFS.

LDMG Wet Season 2020-21

- The Douglas LDMG actively monitored the outlook for the previous tropical cyclone season, which was influenced strongly by the La Niña underway in the tropical Pacific Ocean.
- The LDMG chaired and facilitated meetings with internal and external stakeholders.
- With the support of the Mossman SES Council has provided free sandbagging facilities in Mossman and Port Douglas to help residents prepare for the coming storms.
- LDMG Sub-Groups: Active in 2020-21:
 - A Pandemic sub-group has been established by the Douglas LDMG with the Mossman Hospital, Mossman QPS, DSDATSIP, BBNAC and CHHHS.
 - A Mossman Gorge sub-group has been established by the Douglas LDMG with the Voyages Centre, QPWS and QFES regarding strengthening informed decision making for emergency support at Mossman Gorge. Voyages has worked with QPWS in the compilation of a protocol, which includes activations and response for the Gorge/Walking track and trigger points.
 - A Ferry sub-group has been established regarding emergency preparedness with the Entrada Ferry Operator and key agencies with the aim to increase the preparedness and understanding how to operate in wet season, after hours, etc. Actions included the distribution of emergency contact lists to the relevant stakeholders.
 - The Douglas Area Fire Management Group has two meetings annually- before the bushfire season to compile the Bushfire Management Plan and a close-off meeting.

Local Disaster Coordination Centre

- With the support of the LDC, the DMO finalised the Incident Management Team members and recruitment of new members.

- Available staff volunteers and contact lists for the festive season updated every Easter and Christmas holiday period.

Memorandums of Understanding

- Several official documents have been compiled and signed off for the provision of services in relation to preparing for, responding to, and recovering from emergency events. These include:
 - a Memorandum of Understanding (MoU) between Council and the Australian Red Cross;
 - A MoU between Council and QFES to support the SES;
 - A MoU between Council and DTMR Far North District to allow for road operations image sharing; and
 - A Memorandum of Agreement (MoA) between the Douglas LDMG and the State of Queensland (Department of Education) to provide temporary access to the Port Douglas Cyclone Shelter.

Port Douglas Storm Tide Cyclone Shelter

- Dr Peter Mullins was contracted by the Department of Energy and Public Works to review the plans, checklists and building features documentation of all cyclone shelters in the state. The current layout the safety of Port Douglas Storm Tide Cyclone Shelter occupants has been compromised for several years and impacts on the capabilities of the Cyclone Shelter Team. Jake Shearer has been working closely with the Department of Energy and Public Works: Major Projects Building Division's Manager for Disaster Coordination and the Port Douglas State School to have it reverted back to the as built and current plan specifications.
- The Port Douglas Storm Tide Cyclone Shelter pre-season checks have been completed by AE Smith.
- The Infrastructure Crew have been supportive in installing Storm Tide Shelter signs on local roads in Port Douglas.

SES: Mossman Group

- A new Local Controller, Stephen Bigby, and Group Leader, Kaz Petherbridge, have been appointed for the Mossman SES Group.
- The Mossman SES Group have actively been upskilling their members – from First Aid, CPR to Working Safely At Heights. Awareness raising was provided to facilitating awareness-raising at the Port Douglas Neighbourhood Group's Mens' Brekkie.
- The Mossman SES Group has actively been involved in regional simulated training exercises. These are listed as here:
 - In November 2020 the Mossman SES Group actively supported and participated in the Mossman Annual Road Crash Scenario.
 - In December 2020 the Mossman SES Group received training in Evacuation Centre Management. This training was facilitated and covered the Queensland Disaster Management Arrangements, understanding of the processes and stages of evacuation, as well as specific training in the different roles and responsibilities of evacuation centre personnel.
 - On 7 March 2021 the Buchan Point SES Group conducted a flood boat/Remote Pilot Aircraft System/ Land search exercise to evaluate the capability of a joint

land and sea response in the location of a missing person within the designation search areas on and around Double Island.

- In July a two-day exercise at Downfall Creek - Lake Tinaroo in July saw over 50 volunteers undertake a variety of land search operations some of which included being transported to and from the search areas by flood boats. Whilst land-based operations were underway, flood boats were allocated various search tasks and an RPAS team was also completing missions in the area.
- With the support from Council's Grant officer the Mossman SES Unit has been awarded a number of grants and resources including a replacement Ute, new flood boat resources and computers for the office.

Vulnerable Residents

- Updating of vulnerable persons list was completed by the People & Community Department, which includes annually updating of phone network contacts in remote locations.

Preparedness: In Progress

- Addressing 30 recommendations of Exercise Zulu Post-Evaluation Report.
- Developing a disaster management levy. The objective of the Levy is to contribute to funding the recurrent disaster management activities including those costs relating to the operation and maintenance of equipment used by Council in fulfilment of its disaster management obligations, and those costs relating to disaster prevention and disaster planning.
- Pursuing a grant for the construction of a multipurpose Local Disaster Coordination Centre.
- Memorandum of Agreement 2021 to 2025: North Queensland Regional Councils.
- Strengthening capacity of the Incident Management Team.
- Interpreting the Douglas Storm Tide Inundation hydrodynamic model (2020-2021) to the Douglas Shire Storm Tide Zones.
- Improving emergency communications.
- Reviewing and enhancing the Local Disaster Management Plan through Community Based Risk Assessment Workshops.
- Potable water supply security and resilience strengthening program; Completing flood Studies - Mowbray River and Mossman River.

RESPONSE

Response: Completed

LDMG: COVID-19

- The Douglas LDMG is still activated for COVID-19 at the Lean Forward level. Several LDMG meetings were held and the LDMG has successfully activated.

- The Douglas LDMG dials into District Disaster Management Group (DDMG) meetings and receive daily COVID-19 updates. The LDMG engaged with Queensland Health to provide information to the Local Disaster Management Group.
- Council's disaster Incident Management System has been in operation during Covid-19, recording decisions, tasks, Dashboard Emergency News and reporting.
- LDMG-driven collaboration created locally-led and flexible solutions such as the *Guideline for short-term self-isolation of First Nations Communities* and the *Discrete Communities Pandemic Plan – Mossman Gorge*.
- The Douglas LDMG has been providing support to the Mossman Hospital, the Mossman Gorge Community.
- Throughout 2020 the QPS Mossman, Local Laws Officers and Environmental Health Officers managed access to the community via the Mossman Gorge boomgate. >130 entry permits have been approved

Council's Pandemic Working Group

- A Covid-19 Management Team working group has been established.
- Business Continuity Plans have been finalized for each department. Critical services have been prioritised for Council to continue delivering essential services.
- In August 2020 Council established a COVID-19 Working Group, which is now chaired by an Environmental Health Officer. Workplace Health and Safety, WPH&S reps, Environmental Health Officers, and the Disaster Management Unit forms part of this group and provide strategic advice to support the health and well-being of our workforce ranging from hard hats to hand sanitiser. This Working Group formalised Workplace Pandemic Plan and a Council specific COVID Safe Plan.
- The Pandemic Working Group has been having monthly meetings regarding COVID-19 and the recent vaccine roll-out campaign. mandatory mask wearing, the rolling out of mandatory Queensland Check-in App and various lockdowns in line with the latest Queensland Health guidelines.
- Douglas Shire has also been included in weekly wastewater sampling at Port Douglas Sewerage Treatment Plant that is being analysed for SARSCoV-2 (COVID-19) RNA fragments at CSIRO. Analysis typically takes 2 working days. Currently, results are being used within Queensland Health to inform public health efforts.
- To support our staff during the COVID-19 Public Health Emergency, regular communications were provided. Communications included information about: key Public Health Emergency updates, working arrangements, supporting mental health supporting physical health and wellbeing.

Response: In Progress

- Covid-19 Pandemic Plan for the reopening of Queensland.

RECOVERY

Recovery: Completed

Recovery: Monsoon Trough-related

- Douglas Shire Council's North and FNQ Monsoon Trough Event-Specific Recovery Plan - the purpose of this recovery plan was to identify and describe priorities, strategies, issues, activities and actions taken to inform your impacted communities' recovery from the North and FNQ Monsoon Trough of 25 January – 14 February 2019. This report has now been closed out.
- As part of her 18-month contract to provide support to communities affected by the Monsoon Trough, Community Development Officer Kath Southwell delivered awareness-raising activities such as the distribution of guidebooks and goodie bags to Daintree Village State School scholars. Kath's role included providing support to Cook Shire Council, Wujal Wujal Aboriginal Shire Council and Douglas Shire Council. This position was funded by the QRA/Department of Communities and a primary objective is to stimulate community cohesion, resilience and recovery.

Recovery: COVID-19

- In 2020 the Economic Recovery Group and Human and Social Recovery Group have been activated. The Economic Recovery Group has been very active. More detail can be found at the website here: <https://buydouglasbuilddouglas.com.au/>.
- During 2020 Council has adopted further measures to help local businesses e.g. increasing weighting for local suppliers to 20% and waiving Backflow Registration charges.
- The Do It in Douglas Campaign has been launched and was centered around three themes: 40Days in 40Ways (check out the DSC Facebook page), Streetbank (a community-run initiative that supports neighbours) and Buy Douglas: Build Douglas (supporting local businesses with the official launch due for mid-May).

Recovery: In Progress

- Disaster Assistance For April Rainfall Event: Five LGAs qualify for jointly funded Commonwealth-State Disaster Recovery Funding Arrangements (DRFA), which were impacted by heavy rainfall and flooding. Douglas Shire Council has been successful in their application for recovery funding after damages to road infrastructure.

2020-21 DISASTER YEAR

The 2020-21 year was dominated by preparedness measures taken for COVID-19 and a number of periods of very intense rainfall, some of which was not predicted. The heavy rainfall resulted in the flooding of some roads. Herewith a chronological overview of the disasters affecting the Douglas region:

- 2020 – 2021: Douglas LDMG activated at Lean Forward for COVID-19.
- 2 to 4 January 2020: the Douglas LDMG activated at Lean Forward for Tropical Cyclone Imogen.
- 16 to 18 January 2020: the Douglas LDMG activated at Lean Forward for Tropical Cyclone Kimi.

- 1 to 5 March 2021: the Douglas LDMG activated at Lean Forward for Tropical Cyclone Niran.
- 19 to 21 April 2020: the Douglas LDMG activated at Lean Forward for Trough.

The FN DDMG and Douglas LDMG meetings continue to be well-attended. The Douglas Dashboard proved invaluable during the year for providing advice and information to users including the Douglas communities and various agencies (QPS, QAS, DTMR, etc). The Douglas Dashboard will continue to be enhanced to provide relevant and up to date information to assist the LDMG and communities in Douglas to make timely decisions.

FINANCIAL/RESOURCE IMPLICATIONS

The matters outlined in this report and the recommendations do not have any additional financial or resource implication.

RISK MANAGEMENT IMPLICATIONS

To comply with the requirements of the Act and to help ensure that the communities of Douglas Shire are informed and protected the Council needs a functional Local Disaster Management Plan, a functioning Local Disaster Management Group and a response capacity.

SUSTAINABILITY IMPLICATIONS

| | |
|-----------------------|--|
| Economic: | Disasters can have a significant economic impact and adequate planning, preparation, response and recovery actions help limit this impact. |
| Environmental: | Disasters can have a significant environmental impact and adequate planning, preparation, response and recovery actions help limit the environmental impact. |
| Social: | Disasters can have a very significant social impact and adequate planning, preparation, response and recovery actions can help limit this impact by ensuring communities are well informed, resilient and given the necessary services to recover. |

CORPORATE/OPERATIONAL PLAN, POLICY REFERENCE

This report has been prepared in accordance with the following:

Corporate Plan 2019-2024 Initiatives:

Theme 5 – Robust Governance and Efficient Service Delivery

Goal 4 - We will work with our communities to ensure they are informed, empowered and supported so that they are resilient to the impacts of disaster events. Through our leadership and capabilities we will plan, prepare, respond and recover from events so as to minimise the impact on people, property, the environment, and our economic stability.

COUNCIL'S ROLE

Council can play a number of different roles in certain circumstances, and it is important to be clear about which role is appropriate for a specific purpose or circumstance. The implementation of actions will be a collective effort and Council's involvement will vary from information only through to full responsibility for delivery.

The following areas outline where Council has a clear responsibility to act:

| | |
|------------------|--|
| Regulator | Meeting the responsibilities associated with regulating activities through legislation or local law. |
|------------------|--|

CONSULTATION

| | |
|------------------|----------------------|
| Internal: | Council LDMG Members |
|------------------|----------------------|

| | |
|------------------|---|
| External: | LDMG members, Executive Officer DDMG and various QFES officers. |
|------------------|---|

COMMUNITY ENGAGEMENT

The LDMP will be available on Council's website along with information on preparing for disasters, understanding warnings and links to important sites such as the Bureau of Meteorology.

ATTACHMENTS

1. 2021 Local Disaster Management Plan [5.7.1 - 64 pages]

LOCAL DISASTER MANAGEMENT PLAN

Douglas Shire

August 2021

Doc ID 1033293

Photo taken by David White, 2018/19 Monsoon Trough

DOUGLAS **SHIRE**
COUNCIL

Engaging, Planning, Partnering
Muruku Kirraji - Eastern Kuku Yalanji

Nganyji pina ngunda-lum ... Ma:lnyirri ... Yirrganydji

Page 1 of 64

FOREWORD FROM THE DOUGLAS LDMG CHAIRPERSON

Like the rest of Queensland, Douglas Shire Council is not immune to the threat of natural disasters such as floods, heatwaves, severe weather and bushfire. These hazards may result in road closures, infrastructure failures and other potential impacts, which may affect individuals and the community in a number of different ways.

Significant disaster or large-scale emergency events will involve an all-hazards approach, which is an active Disaster Management philosophy which embraces mitigation, prevention, preparedness, response and recovery strategies. The active participation of local communities before, during and after such events will ensure the best outcomes for individuals, households, businesses and the community as a whole. And actively building community resilience can reduce the impact of any disaster or emergency in the local community.

We know that as a community we may not be able to prevent disasters or serious events from occurring, however we can prepare our community and enhance our resilience to the adverse impact of any threat through effective pre-planning. The Local Disaster Management Plan provides an outline for prevention, preparedness, response, and recovery arrangements for the Douglas community and provides direction and authority for the Local Disaster Management Group (LDMG) to coordinate capability in disaster management and disaster operations.

Over recent years Douglas Shire has experienced several severe weather events, and whilst we do our best to mitigate and prepare for these events, our community continues to be resilient and demonstrate their support to help those in need.

This plan is a controlled but living document that will be kept up to date to compliment changes in legislation and reflect lessons learnt from disasters and is endorsed by the Local Disaster Management Group.



Mayor Michael Kerr

Douglas Shire Council

Chairperson Douglas Local Disaster Management Group

10/09/2021

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 and Version Control

The Local Disaster Management Plan is a controlled document. The controller of the document is the Douglas Shire Local Disaster Coordinator (LDC). Any proposed amendments to this plan should be forwarded in writing to:

The Disaster Management Unit - Douglas Region
PO Box 723
MOSSMAN QLD 4873

The LDC or Disaster Management Officer (DMO) may approve inconsequential amendments to this document. Any changes to the intent of the document must be approved and endorsed by the Douglas Shire Council in accordance with Section 80(1)(b) of the Act.

A copy of each amendment is to be forwarded to the Douglas LDMG – core members and advisors. On receipt, the amendment is to be inserted into the document and the Amendment Register updated and signed.

Amendment Register

Document the history of amendments to the plan.

| Version | Date | Prepared by | Comments |
|---------|---------------|---------------------------|--|
| 1 | 2007 | Douglas Shire Council | Douglas Local Disaster Management Plan – first version under the DM Act 2003 |
| 2 | December 2008 | CT Management Group (Qld) | Revised Plan to reflect Cairns Regional Council area |
| 3 | October 2013 | Paul Hoyer (Douglas) | Revised Plan to reflect Douglas area because of de-amalgamation |
| 4 | July 2014 | QFES | Changes made to reflect current practice as outlined in Local Disaster Management Guidelines |
| 5 | Dec 2015 | P Hoyer/LDMG, LDC | Changes made to reflect current practice |

| | | | |
|----|--------------|-------------------|--|
| 6 | October 2016 | P Hoyer (LDC) | Changes made to reflect current practice |
| 7 | June 2017 | QFES (EM) | Changes made to reflect current practice |
| 8 | October 2018 | P Hoyer (LDC) | Changes made to reflect current practice |
| 9 | October 2019 | LDC, DMO and QFES | Changes to reflect current arrangements |
| 10 | August 2021 | LDC, DMO and QFES | Review of plan in accordance with Queensland's Emergency Management Assurance Framework, Local Government Planning Guidelines and the Queensland Disaster Management Act 2003. |

Distribution

The Plan, excluding confidential annexures and supporting documents, is available for public viewing online at the Douglas Shire council website at <https://douglas.qld.gov.au/community/disaster-and-emergency-information/local-disaster-management-group/> in PDF format. Alternatively, a hard copy can be viewed at 64-66 Front Street, Mossman Administration Building, Mossman, 4873.

The LDMP has been distributed in accordance with the distribution list detailed in the latest *LDMP Members List*. It is the responsibility of each individual or agency in receipt of this LDMP to ensure the current plan is maintained.

Important Information About This Document

This updated and revised plan is intended not solely for the domain of disaster management; rather, it is a shared responsibility between government, communities, businesses, and individuals.

Certain section of the Local Disaster Management Plan (the plan) is privileged and confidential and not available for distribution to the public.

Any party using the information for any purposes does so at their own risk and releases and indemnifies Douglas Shire Council against all responsibility and liability (including negligence, negligent misstatement, and pure economic loss) for all expenses, losses, damages and costs because of such use.

ENDORSEMENT AND AUTHORITY TO PLAN

This plan has been developed by, and with the authority of, Douglas Shire 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.



Michael Kerr

Date September 2021

Mayor, Douglas Shire Council

Chair, Douglas Local Disaster Management Group



Juanita Warner

Date September 2021

Acting CEO, Douglas Shire Council

Acknowledgment of Country

Douglas Shire Council acknowledges the Traditional Custodians of the land and their unique relationship with their ancestral Country. We pay respect to all Aboriginal and Torres Strait Islander Elders of Douglas Shire and recognise their strength and wisdom.

TABLE OF CONTENTS

| | |
|---|----|
| FOREWORD FROM THE DOUGLAS LDMG CHAIRPERSON | 2 |
| Document Control..... | 3 |
| Endorsement and Authority to plan | 5 |
| TABLE OF CONTENTS..... | 6 |
| 1. INTRODUCTION | 9 |
| 2. DOUGLAS SHIRE COMMUNITY PROFILE..... | 10 |
| 2.1 Location | 10 |
| 2.2 Population | 11 |
| 2.3 Geography | 12 |
| 2.4 Climate and weather | 13 |
| 2.5 Industry | 14 |
| 2.6 Tourism..... | 14 |
| 2.7 Transport..... | 14 |
| 2.8 Airports and Airstrips | 14 |
| 2.9 Education..... | 14 |
| 2.10 Health | 15 |
| 2.11 Energy supply | 15 |
| 2.12 Water..... | 15 |
| 2.13 Wastewater network and treatment | 16 |
| 2.14 Waste | 16 |
| 2.15 Telecommunications and communication..... | 16 |
| 2.16 Aged Care facilities | 17 |
| 2.17 Emergency services | 17 |
| 3. PREVENTION AND PREPAREDNESS | 18 |
| 3.1 Risk assessment..... | 18 |
| 3.2 What Council is doing to mitigate risk | 18 |
| 3.3 What Council is doing to prepare for a disaster..... | 21 |
| 4. WHAT YOU CAN DO DURING AN EVENT | 23 |
| 4.1 What you can do to prepare for a disaster | 23 |
| 4.2 Severe weather (severe storms, east coast lows and cyclones)..... | 24 |
| 4.3 Flooding (river, creek, tidal) | 25 |
| 4.4 Pandemic influenza | 28 |
| 4.5 Heatwave | 29 |

| | |
|--|----|
| 4.6 Bushfire | 30 |
| 4.7 Landslide..... | 31 |
| 4.8 Tsunami | 32 |
| 4.9 Earthquake | 32 |
| 4.10 Security threats/incidents | 33 |
| 4.11 Hazardous Material Accident | 34 |
| 4.12 Major Passenger Road Accident | 35 |
| 4.13 Marine accident or pollution..... | 35 |
| 4.14 Factors influencing overall risk..... | 35 |
| 5. ROLES AND RESPONSIBILITIES FOR DISASTER MANAGEMENT | 36 |
| 5.1 Queensland Disaster Management Arrangements..... | 36 |
| 5.2 Principles of disaster management..... | 36 |
| 5.3 Local disaster management capability | 37 |
| 5.4 A prepared and resilient community | 38 |
| 5.5 Additional core principles of disaster management | 39 |
| 5.6 Functions of Douglas Shire Council for disaster management | 40 |
| 5.7 State Emergency Service | 43 |
| 5.8 Hazard Specific Arrangements | 44 |
| 6. RESPONSE..... | 46 |
| 6.1 Activation of Council's response arrangements | 46 |
| 6.2 Levels of activation..... | 46 |
| 6.3 Warning notification and dissemination..... | 47 |
| 6.4 Evacuation..... | 49 |
| 6.5 Isolated communities | 51 |
| 6.6 Impact Assessment..... | 52 |
| 7. RECOVERY..... | 53 |
| 7.1 The role of recovery | 53 |
| 7.2 Stages of Recovery | 54 |
| 7.3 Recovery Services..... | 55 |
| 7.4 Public Health and Safety | 55 |
| 7.5 What will the Douglas LDMG do - Local Recovery Group | 56 |
| 7.6 Volunteer and Donation Management | 56 |
| 7.7 Resupply | 56 |
| 7.8 Local Levels of Activation for Recovery Arrangements..... | 57 |
| APPENDIX 1: ACRONYMS AND ABBREVIATIONS..... | 58 |

| | |
|--|----|
| APPENDIX 2: GLOSSARY – DISASTER MANAGEMENT DEFINITIONS | 59 |
| APPENDIX 3: EMERGENCY CONTACTS | 63 |
| APPENDIX 4: OPERATIONAL PLANS AND SUPPORTING DOCUMENTATION | 64 |

1. INTRODUCTION

The primary focus of Douglas Shire 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 Douglas local government area. This is achieved by:

- providing a comprehensive framework for disaster management activities within the Douglas Shire
- ensuring appropriate strategies are developed and established to minimise the adverse effects of a disaster on the Douglas Shire community
- developing risk-based plans and management arrangements with a community focus
- describing the organisational roles, responsibilities and procedures for effective disaster management within Douglas Shire
- 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.

2. DOUGLAS SHIRE COMMUNITY PROFILE

2.1 Location

Douglas Shire Council is located on the east coast of Queensland between approximately 16° to 16°.43 south latitude. Approximately 1,780km (by road) north of Brisbane.

The total land area is approximately 2,445 km². Bloomfield River is the northern geographic boundary and the Shire is bounded by Cook Shire and the Wujal Wujal Aboriginal Shire in the north.

The Coral Sea in the east forms a 95km boundary, the Great Dividing Range and Mareeba Shire form the western boundary and with Cairns Regional Council to the south.



Figure 1: Locality map of Douglas Shire Council

2.2 Population

The Estimated Resident Population is the official population of the area. It is updated annually by the Australian Bureau of Statistics, and reassessed every Census. As at 2020 the estimated resident population of Douglas Shire Council was 12 426.

In the Douglas region human settlement can be considered to be located in six discrete areas, each of which share some common characteristics:

- Bloomfield-Degarra;
- Cape Tribulation-Forest Creek;
- Daintree Township-Newell Beach;
- Mossman-Cooya Beach;
- Port Douglas; and
- Mowbray-Wangetti.

Douglas has a significant Aboriginal and/or Torres Strait Islander community with populations concentrated in the Mossman, China Camp and Degarra areas (Bloomfield River).

Bloomfield-Degarra has a small rural-residential population adjoining the southern bank of the Bloomfield River as well as a small Aboriginal community at China Camp, located 10 kilometres southwest of Wujal Wujal. Wujal Wujal is an Aboriginal urban community, with its own local government, on the northern bank of the Bloomfield River. Road access to the Bloomfield-Degarra locality from the south is problematic during the wet season, as is access from the north.

Cape Tribulation-Forest creek is the inhabited strip north of the Daintree River that passes through the Wet Tropics World Heritage Area. Access to this area from the south is via the Daintree ferry which is inoperable in times of flood. The population in this locality is principally engaged in tourism and primary production. Excepting a small area in Forest Creek the remaining area has no Mains power.

Daintree Township-Newell Beach area includes the Daintree Village and the coastal suburbs of Newell Beach, Wonga Beach, Rocky Point, and a rural population which is involved in cane growing and beef cattle production and includes the Miallo Village. Road access from the south is usually good, but is often blocked for short periods during cyclone/flood events. Access to Daintree township from the south can be cut by flooding of Barratt Creek.

Mossman-Cooya Beach also incorporates a rural adjunct, the residents of which are involved principally in cane growing. Mossman township is the location of Council's Administration Centre, Mossman Hospital (including Multi-Purpose Health Service) and State High School. The Mossman Sugar Mill is also located in Mossman and processes sugar cane grown in the area, including Julatten and Biboorah. Tourism is also important to this area and includes the Mossman Gorge Centre. This locality must be traversed by all visitors travelling between Port Douglas and the Daintree coast. Road access from the south is either via the Captain Cook Highway which passes Port Douglas, or via the Mossman-Mount Molloy Road.

Port Douglas is an internationally renowned tourist destination and is the largest urban settlement in the Douglas region. Port Douglas has a significant increase in population during the tourism season with the peak period being the months from June to October. Access to this locality from the south is

via the Captain Cook Highway which follows the coast along a narrow and scenic route. Landslips during cyclone/flood events have often caused the Captain Cook Highway to be closed for short periods of time as have major traffic accidents. Major landslips have closed the road for several days.

The Mowbray-Wangetti Beach locality also has cane growing hinterland.

Low Isles has some permanent staff on the island and day visitors can exceed 200.

Many of the Douglas Shire Council's formally "declared disasters" are triggered by extreme weather and characterised by severe wind and rainstorms and flash floods. These events occur most frequently along the coastline.

With an average growth rate of 1.02% over the last five years, the population of Douglas Shire is expected to reach approximately 13,100 by 2025.

2.3 Geography

The Douglas Region includes significant areas of national park, state forest, rural areas and growing urban areas. The Bloomfield River is the northern geographic boundary of the Douglas Shire Council. In all, 95 kilometres of coastline make up the eastern boundary of the Douglas Area while the Great Dividing Range forms the western boundary.

The main urban centres are Mossman and Port Douglas, with smaller urban areas in Cooya Beach, Newell, and Wonga. Urban areas include residential, commercial, industrial, institutional, entertainment and tourist land uses. Rural land is used predominantly for sugar cane and beef cattle farming.

The Douglas Region is characterised by extensive areas of steep, mountainous terrain in the north, west and south which defines limited areas of alluvial coastal plain, estuarine flats and coastal dunes. The mountainous areas generally retain their natural vegetation while the coastal plain and associated valleys have largely been cleared for cultivation, grazing and settlement. Much of the foreshore, riverine and estuarine vegetation remains intact, although some areas have been cleared as a result of agricultural or urban development.

The main drainage features are:

- **Bloomfield River:** is at the northern boundary of the Shire and flows to the coast through the settlements of Wujal Wujal (north) and Degarra (south). A network of small creeks cross the Bloomfield and Cape Tribulation Roads. These creeks can rise rapidly and cut the roads. Creeks include Woobadda and Emmagen north of Cape Tribulation, and Mason's and Cooper creeks to the south.
- **Daintree River:** drains a large area of National Park and Forestry land along a broad stretch of the ranges in the western part of the Shire. The river flows through farmland and the Daintree Township before meeting the sea north of Wonga. The river is tidal for a significant section (approximately up to Barrett Creek). The Daintree River divides the Shire in two, and vehicle access across the river is only available by Daintree River ferry or an unreliable sandbar crossing in the Upper Daintree area. Several significant floods have occurred in the river and the Daintree ferry can be inoperable due to flooding.

- **Saltwater Creek:** drains part of the western range and enters the sea north of Newell Beach. The creek can cut the Mossman-Daintree Road after significant rainfall. Levels are significantly influenced by tide height.
- **Mossman River:** drains the western range just south of the Saltwater Creek catchment. The river regularly cuts the Mossman-Daintree Road just north of Mossman township. The river enters the sea between Newell Beach and Cooya Beach. The Mossman River has had significant flood events and flooded up into the Mossman Township.
- **Mowbray River:** drains the National Park and farmland areas around Julatten and crosses the Captain Cook Highway 3kms south of Port Douglas. The Mowbray River can cause residents in the Mowbray Valley and Spring Creek areas to be isolated when flooded in combination with Spring Creek.

2.4 Climate and weather

Douglas Shire Council lies on the coast of Queensland between approximately 16° to 16.43° south latitude and has a moist, tropical climate. Rainfall is seasonal, with the heaviest rain occurring from December through to March, with significant rainfall often occurring in April. Extreme rainfall events are associated with monsoonal events and tropical cyclones. Douglas comes under the influence of tropical cyclones on average at least once every two years. Temperatures rarely exceed 35°C or go below 15°C for extended periods.

The tropical climate of the Douglas Region is characterised by:

- relatively high temperatures with only small variations between daily maximum and minimum temperatures;
- relatively small, yet discernible, variations in seasonal temperatures;
- relatively high humidity with generally little variation between morning and afternoon humidity levels;
- relatively small, yet discernible, variations in seasonal humidity levels; and
- relatively high rainfall with greater concentrations of rainfall in the summer months (December to April).

These climatic characteristics have a number of implications for human activity and development in the Region, including:

- the marked seasonality of rainfall in the Region, together with more comfortable temperatures during the winter months, have given rise to a marked seasonality in tourist visitation;
- the high number of rain days during the December to April period tend to restrict construction work during this period as it is more cost-effective to operate mainly during the drier months;
- in conjunction with the steep mountain slopes the high rainfall intensity has greater implications for soil erosion and land slippage;
- the high rainfall and its intensity also gives rise to greater road damage; and
- the high rainfall tends to render less effective, septic and on-site wastewater disposal through absorption trenches.

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 spring to mid-summer months if no additional rains are expected.

2.5 Industry

The predominant industry types for the Douglas Region are tourism (85%), farming (particularly sugarcane), sugarcane processing and service industries which support the tourism (accommodation and food services) and marine industries. Tourism is a significant employment sector for the region, particularly for Port Douglas and the area north of the Daintree River.

2.6 Tourism

Tourism has surpassed the sugar industry to become the lynchpin of the economy for the Douglas region. Figures from Tourism and Events Queensland demonstrate that, with an 80% economic reliance on tourism, the Douglas Shire ranks as one of the most tourism-dependent region in Australia. Douglas Shire welcomes an average of 426,000 overnight visitors and 262,000 day visitors each year, generating \$574 million while supporting over 2,500 jobs.

2.7 Transport

Douglas Shire has an extensive road network. All freight into and out of the shire is carried by road. Several private bus operators are available as well as the ferry operating on the Daintree River. There are extensive walking and cycling pathways.

Major roads include:

- Captain Cook Highway (Cairns – Mossman)
- Mossman – Mt Molloy Road (alternative link to Cairns)
- Mossman – Daintree Road
- Cape Tribulation road system including the Daintree River Ferry
- Cape Tribulation – Bloomfield Road

2.8 Airports and Airstrips

There are no major airport facilities within the Douglas shire. Throughout the region there are numerous sporting fields, resorts, schools, etc where rotary wing aircraft can land in emergency situations.

The existing air transport facilities include a small, private grass-surface airstrip at Cow Bay (north of the Daintree River) and established helicopter landing points at Diwan (north of Daintree River), Mossman Hospital, the Sheraton Mirage Resort, Port Douglas, and adjacent to the Captain Cook Highway, two (2) kilometres north of the Port Douglas Road turn-off.

Mossman Showgrounds, Daintree oval, Port Douglas AFL ground are also used for helicopter landings.

2.9 Education

Six Government Primary Schools, three non-government primary schools and one government secondary school operate in Douglas Shire Council. There are numerous early childhood development centres across the shire.

2.10 Health

The shire is serviced by Mossman Hospital and serviced by a number of private medical, dental, chiropractic, pharmacy and physiotherapy services. Within the shire there are two Ambulance Stations: Port Douglas and Mossman.

There is also a small community hospital at Wujal Wujal in the northern extremity of the Region. A Health Clinic operates from a Council building in Diwan.

2.11 Energy supply

Power supply for the Mossman area is presently supplied via two 66kV feeder lines from the Atherton Tablelands to a 66/22kV substation on Cassowary Road adjacent to the soccer fields, about 5 kilometres southeast of Mossman. Locally, the Cassowary substation supplies the Mossman to Daintree area. This power supply can be unreliable leading to numerous and extended loss of power during the Wet Season. There is no reticulated power north of the Daintree River, excepting a small area in Thornton Peak Drive and west.

Power Supply for Port Douglas is presently supplied via 2 transmissions lines from the Atherton Tablelands to a 132/22KV substation at Craiglie. The Craiglie substation supplies Port Douglas south to Hartley's Creek, Wangetti.

Port Douglas and Craiglie have a reticulated gas supply, with the main method of supply for the remainder of the region being bottled gas.

2.12 Water

The Douglas region has two main water supply service areas.

- The Mossman service area contains the major water supply system, and provides water to Mossman, Port Douglas, Cooya Beach, North Mossman and Newell Beach, as well as the rural and rural-residential areas of Cassowary and Mowbray Valleys. Supply is taken from Rex Creek, a tributary of the Mossman River within the Mossman Gorge section of the Daintree National Park.
- The Whyanbeel Service area is much smaller and provides water to Wonga Beach and Miallo, as well as residential development at Rocky Point, and along Syndicate, Whyanbeel, O'Donoghue, Bamboo Creek, Kingston and the Mossman-Daintree Roads between Miallo and Wonga Beach. Supply is taken from Little Falls Creek in the Whyanbeel Valley.

Reticulation involves over 300kms of water mains of various sizes, materials and age.

Water filtration and storage facilities for the Mossman service area are located at Mossman, on the hill accessed from Coral Sea Drive just to the west of the town (Gorge View Crescent). Storage tanks are also provided on Flagstaff Hill Port Douglas, at ground level at Reef Park Port Douglas, in a landmark water tower at Newell Beach, on the northern slopes of Mount Beaufort abutting Cooya Beach, and at Cassowary and Mowbray. The reservoirs at Cooya Beach, Newell Beach, Cassowary and Mowbray are not in use, but can be filled and chlorinated as a preparatory measure to be activated as required. Pumping stations are located adjacent to storage reservoirs at Flagstaff Hill and Reef Park.

Filtration and storage facilities for the second service area are located in the Whyanbeel Valley at Little Falls Creek, and these are augmented by storage tanks on the hill immediately to the west of Wonga Beach, and at Rocky Point on the hill above the Port Douglas Views rural-residential subdivision.

There is also a minor reticulated water supply at Daintree Township. Water in this system is drawn from Intake Creek, a tributary of the Daintree River, upstream of the township and Stewart Creek. The filtration system and reservoir for this service are located in Daintree Township.

2.13 Wastewater network and treatment

The majority of the residential areas are serviced by reticulated sewerage network with the remainder on on-site sewerage facilities including septic tanks and household sewage treatment plants. Wastewater control and treatment plants are located at Port Douglas and Mossman. The majority of wastewater pumping stations in the Douglas area are located in the low-lying areas of Port Douglas. Mobile diesel sewerage pump is available for emergency pump breakdowns or power failures at each sewerage pump station.

2.14 Waste

Transfer Stations are located at Cow Bay, Daintree Township and Newell Beach, with the main transfer station and hard waste landfill located at Killaloe.

2.15 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, NBN and Vodafone. The Douglas Region has six (6) main communication towers, located at: Newell Beach, Flagstaff Hill - Port Douglas, Wharf Street- Port Douglas, Alexandra Range Lookout (north of Daintree River), and Gorge View Crescent, Mossman.

Mobile telephone communication is generally readily available to most inhabited localities south of the Daintree River to the regions southern border. Mobile telephone communications in the Wonga locality and north of the Daintree River is generally less reliable and unavailable in many localities.

In addition, there are local, commercial and national radio stations and free-to-air television services. Emergency Services and Council, together with a number of private sector enterprises, maintain mobile radio communications (UHF and VHF) across the shire.

Dedicated telecommunications networks are also operated by the Port Douglas Coast Guard, Mossman Sugar Mill, and several private sector networks such as fishing and tourism.

Council UHF radio is located in the LDCC and in the Port Douglas Storm Tide Cyclone Shelter (PDSTCS). A separate two-way system is located in the Mossman administration building with a link to the Mossman Works Depot. This radio network has a repeater on Flagstaff Hill and has the ability to communicate with selected Council vehicles, portable radios and between the LDCC and the PDSTCS. Many of the private UHF and VHF networks such as police, emergency services and Council operate from a base station on Flagstaff hill, Port Douglas.

Council also uses a network of mobile phones, Inreach satellite texting/emailing devices, SPOT tracking/texting devices and satellite phones. Satellite phones are held by the LDC, Manager Infrastructure, Mossman SES and Alexander Bay SES.

2.16 Aged Care facilities

There are two (2) aged care facilities in the Shire:

- Ozcare 74 bed Low care – Special care, Martin Scullet Drive, Port Douglas
- Kubirri Aged Care Centre offers 24-hour permanent and short term (respite) care, memory support and palliative care, 49 Johnston Rd, Mossman.

In addition, there are two (2) Self-contained retirement villages being:

- Port Haven (30 self-contained units located adjacent to Ozcare), Martin Scullet Drive, Port Douglas
- Douglas Shire Aged Persons Home (18 units), 29 Alchera Drive, Mossman.

2.17 Emergency services

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

- 2 police stations: Port Douglas and Mossman.
- 2 ambulance stations: Port Douglas and Mossman.
- 1 fire stations: Port Douglas
- 1 auxiliary fire station: Mossman
- 18 Rural Fire Wardens.

3. PREVENTION AND PREPAREDNESS

The Douglas LDMG is committed to reducing disaster risks wherever possible, by reducing the likelihood and/or consequence of disaster events and implementing and promoting knowledge and awareness amongst the group members.

3.1 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 which provides guidance and advice on how an organisation manages its risk.

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

Disaster Mitigation

Disaster mitigation is the means taken to advance of or after a disaster aimed at decreasing or eliminating its impact on communities, the economy, infrastructure and the environment. The objective of prevention and disaster mitigation activities is reduced risk and vulnerability through initiatives to enhance community resilience and sustainability.

Compliance with Legislation, Regulations and Standards

Prevention and disaster mitigation can be, in part achieved through the application of, building codes and planning policies and legislation. Douglas Shire Council is committed to implementing and promoting knowledge and awareness amongst the group's members of the applicable legislation, regulations and standards.

The responsibility for disaster risk management resides with all spheres of government. Despite the guiding role played by regions, the most important government sphere for the effective implementation of disaster risk management remains local government.

Insurance

In a disaster, there is significant impact on the whole community caused by under insured and non-insured properties. It is considered that this is an issue for the insurance industry and the State Government with input from the Douglas LDMG through its members.

Douglas LDMG and Council encourages all primary producers, property and business owners, through community awareness and education programs, to purchase appropriate insurances as a risk reduction strategy.

3.2 What Council is doing to mitigate risk

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

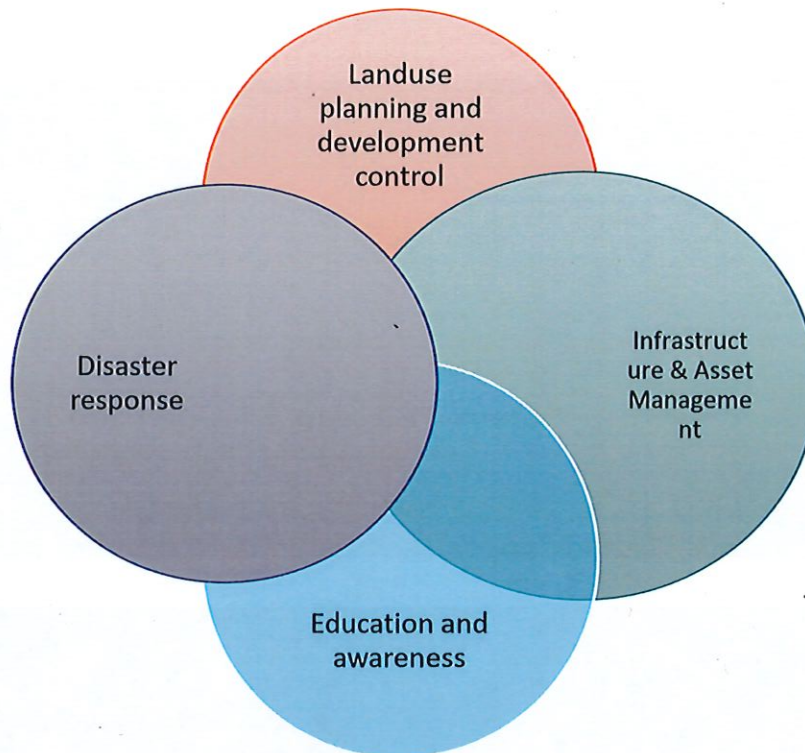


Figure 2: Comprehensive risk mitigation

Land-Use Planning

Managing land use is a key strategy to reducing disaster risks within Douglas Shire Council. Through land-use planning, the potential for displacement, damage and disruption to communities can be reduced.

Council in accordance with the *Planning Act 2016* has prepared and maintains the Douglas Planning Scheme as a framework for managing population growth, planning for a sustainable future for Douglas Shire and guiding the way land is used and developed across the shire.

It sets out Council's intention for future development and includes plans, reference for land use management, codes for development and requirements pertaining to the assessment of proposed developments.

The Planning Scheme seeks to advance state and regional strategies, including state planning policies and the regional plan, through more detailed local responses, considering the local context.

Land use planning and development control

Douglas Shire Planning Scheme contains Natural Hazard Overlays

Interactive mapping tools for the purpose of planning and development

Neighbourhood Planning

Bushfire strategy and hazard reduction burns

Building codes

Community awareness and education

Get Ready campaign in October

Douglas Dashboard

Flood Early Warning modelling and Maps

Disaster Management training and exercising

Targeted community engagement activities

Community Service Announcements – information, warnings and advice

Early Warning Alerts

Community information sessions

Douglas Disaster Information Facebook page

Supporting externally facilitated sessions

Infrastructure & Asset Management

Backflow prevention devices

Flood mitigation infrastructure

Regularly maintained infrastructure and assets e.g. roads, waterways, depots

Flood resilient design e

Signage to warn the community of risk

Critical infrastructure movement network

Stormwater infrastructure network

Planned burns

Disaster response

Disaster Management Act and Disaster Management Regulation compliance

Disaster response strategies and capabilities

Evacuation planning

Business continuity plans

Memorandum of understanding with partner agencies and organisations

Resource inventories

Prepared and resourced Local Disaster Coordination Centre

Local Disaster Management Group and relevant sub-groups

Development, review and testing of sub-plans

Trained and resourced SES

Internal procedures for response

3.3 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, respond 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 LDCC functional capabilities. The annual training continuum is based on three learning streams and a check phase.

- **Introductory stream.** To introduce 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 gained 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 (QDMA)
- Guardian Incident Management System (developed by QITplus)

Disaster management exercises (functional driven and/or desktop 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.

Records of exercises and other training activities are held by the LDMG and included in the annual report of the LDMG. In determining whether an exercise achieved its original aim, it is important to be evaluated to what extent the exercise objectives were met and how the exercise was conducted.

Internal Procedures and sub-plans

Council's Local Disaster Management Plan is supported by a suite of sub-plans and internal procedures which includes response, hazard and site-specific and relief and recovery procedures in accordance with State policy and guidelines and stakeholder input.

The disaster management internal procedures and sub-plans document the policies and processes undertaken by Council in detail. Response procedures provide specific instructions and checklists for individual groups and roles.

Management of Residual Risks

Throughout the risk management process residual risks will be identified. These risks cannot be reduced within the capacity of the shire.

Douglas Shire has three(3) main residual risks:

1. **Staffing:** It is recognised that the Council will lack the staff or specialised skill sets that may be required during an event. In particular the ability to adequately staff an LDCC and a PDSTCS at the same time may not be possible, particularly in the longer term of the response and recovery phases. Staff fatigue will also need addressing with limited skills and knowledge to backfill key positions.
There is NO capacity to staff evacuation centres and the Red Cross will be called upon to act as Centre Managers for evacuation centres. The Mossman SES Unit has been trained in evacuation management and the Red Cross may also be pre deployed to assist in the registration process and/or the staffing of the PDSTCS.
2. **Assisted Evacuation** (Aged care facility (Ozcare), Port Douglas) facility: This is the major Aged Care Facility in the Shire and is located in **Port Douglas**. The facility is 74 bed facility including special care. Ozcare is located in the YELLOW STORM TIDE ZONE (2-3 metres above AHD). At any time between 20-30 patients may need ambulance transportation if an evacuation is required. The evacuees are transferred to Malanda (5-hour round trip). Evacuation may take 24 hours and require a fleet of ambulances from outside the Shire. Ambulance transportation can be compromised by weather and road conditions, the onset of weather events and the demand for resources (ambulance services) from other areas.
3. **Logistics** The Douglas LDMG has a limited capacity to manage Logistics in response to a large-scale event and will request District assistance to assist with the provision of this task should the need arise.

These identified residual risks will be referred to the DDMG for inclusion in the district disaster management plan.

4. WHAT YOU CAN DO DURING AN EVENT

4.1 What you can do to prepare for a disaster

The following information provides advice on how you can protect yourself, your family, your home and/or your business in a disaster.

Emergency or evacuation kit

Prepare an emergency kit with items including:



Figure 3: Emergency evacuation kit

For more information on emergency kits for homes and businesses visit <https://www.getready.qld.gov.au/get-prepared/3-steps-get-ready/step-2-pack-emergency-kit>

To pack your Pet emergency kit please visit: <https://www.getready.qld.gov.au/get-prepared/protect-your-pet>. Additional measures to support livestock can be found at: <https://douglas.qld.gov.au/community/disaster-and-emergency-information/remember-your-pets/>

Emergency plans

Prepare a household plan for your family and pets or for your business using the guidelines on <https://www.getready.qld.gov.au/plan>

Emergency Plan preparedness resources are available for older people, people with a disability and in accessible formats through <https://www.redcross.org.au/get-help/emergencies/resources-about-disasters>.

Early warning alerts

Sign up for Council's Early Warning service to receive free alert notices of severe thunderstorms, destructive winds and potential flooding. Alerts are distributed to Douglas Shire residents or tenants whose registered address/s are within the warning area as defined by the Bureau of Meteorology.

SMS and Email alerts can be signed up for at <https://dashboard.douglas.qld.gov.au/>

Tune into warnings

- visit: <https://www.getready.qld.gov.au/your-language>

Hazard specific risks and what you can do to stay safe

The following key hazards for Douglas Shire will be outlined and information provided on how to stay safe during severe weather (e.g. cyclones), flooding, pandemic influenza, heatwave, bushfire, landslide, tsunami, earthquake and security incidents.

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

Severe storms are a natural part of living in Douglas Shire's subtropical climate with the storm season typically running from November to April each year.

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

East coast lows are intense low-pressure systems which occur on average several times each year off the eastern coast of Australia, in particular southern Queensland, NSW 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.

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.

You should also:

- 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: http://www.disaster.qld.gov.au/Be_Prepared/sandbagging/Pages/sandbagging-translations.aspx; and
- have masking tape and plastic sheeting or large garbage bags available for emergency rain protection.
- Sign up to Council's SMS and Email alerts.

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 radio station for information and disconnect all electrical appliances. Place your vehicles under cover 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/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 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 Ergon on 13 22 96.
- Beware of damaged buildings, trees and flooded watercourses.
- Check on neighbours.
- Do not go sight-seeing.

For additional tips for your home, business, boat and caravan:

<https://douglas.qld.gov.au/community/disaster-and-emergency-information/prepare-your-home-or-business/>

4.3 Flooding (river, creek, tidal)

The sources of flood waters in Douglas shire typically comes from creeks. Flash flooding is the most common type of flooding and can occur following intense rainfall events, such as thunderstorms. Flash flooding may have little warning time and result in flooding from storm water runoff and 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 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 several 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 storm tide layers please visit: <https://dashboard.douglas.qld.gov.au/>

Storm Tide Evacuation Guide

A Storm Tide Evacuation Guide has been produced for the Douglas Shire area. The completed storm tide study provides consistent modelling and mapping for the Douglas Region. Please visit <https://douglas.qld.gov.au/community/disaster-and-emergency-information/shelter-and-evacuation-options/>

Areas subject to Storm Tide Inundation have been mapped and mapped areas are available on Council's Website. Areas have been mapped into 3 distinct colour zones being:-

- Red Zone: These areas are at HIGHEST risk and refer to areas located up to 2 metres above AHD.
- Orange Zone: These areas are at a High risk and refer to areas located between 2 and 3 metres above AHD.
- Yellow Zone: These areas are at a Moderate risk and refer to areas located between 3 and 4.5 metres above AHD.

A Storm Tide Cyclone Shelter (STCS) has been constructed in Port Douglas. The building is located at the Port Douglas Primary School, Endeavour Street, Port Douglas. The STCS will be activated by the LDMG in response to a threat to low lying areas by storm tide.

The STCS has the capacity to accommodate 740 people in a seated, high density environment.

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 <http://floodwatersafety.initiatives.qld.gov.au/>

If you need to evacuate

You may be asked to evacuate, but if you plan to leave early make sure you tell the police and your neighbours. In either case, you should take these 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.
- Don't forget your pets.
- Lock your home and take the recommended evacuation routes for your area.
- Never drive into water of unknown depth and current.

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 which has been in contact with floodwater and boil all water until supplies have been declared safe.
- Don't use gas or electrical appliances which have been flood affected until they have been safety checked.
- Beware of snakes and spiders which 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 for safe routes before driving anywhere and don't enter flood water without checking depth and current.
- 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 onshore 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 and can include the following locations: WONGA - Wonga RFS/SES shed; DIWAN - SES Local Headquarters, Tea Tree Road Diwan; DAINTREE VILLAGE - Daintree Village RFS/SES shed; PORT DOUGLAS - Crocs AFL carpark, access via Wharf Street; and MOSSMAN - Mossman SES shed at the rear of Council's Administration Building in Mossman, access via Front Street.

4.4 Pandemic influenza

Pandemic Influenza is a global threat that can result in widespread infection and 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 Medical 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 2020 COVID-19 pandemic and the 2009 swine flu pandemic.

What you can do to stay safe during a pandemic

Douglas Shire 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 which could be contaminated with respiratory secretions
- maintain social distancing of at least one and a half metre distance 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 <https://www.who.int/>
- Queensland Health <https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/pandemic>
- Australian Government Department of Health <https://www.health.gov.au/>

For the latest advice and health alerts on the COVID-19 pandemic go to <https://www.covid19.qld.gov.au/>

4.5 Heatwave

A heatwave occurs when there are three or more days of high maximum and minimum temperatures that are unusual for that location.¹ The people most at risk² from heatwaves are:

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

What you can do to stay safe during a heat wave

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 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 body 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.

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—they worsen dehydration.
- Eat as you normally would but do try to eat cold foods, particularly salads and fruit.
- Avoid heavy protein foods (e.g. meat, dairy products) which 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, 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.

¹ Bureau of Meteorology, www.bom.gov.au/australia/heatwave/about.shtml

² Queensland State Heatwave Risk Assessment 2019 <https://www.disaster.qld.gov.au/dmp/Documents/QFES-Heatwave-Risk-Assessment.pdf>

- 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 the room is cooler than it is 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 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](https://www.qld.gov.au/emergency/dealing-disasters/heatwave.html) or <https://www.qld.gov.au/emergency/dealing-disasters/heatwave.html>

4.6 Bushfire

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

North Queensland's bushfire period peaks during the dry season, which is generally throughout winter and spring.

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 go to: <https://ruralfire.qld.gov.au>

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

Residents are encouraged to prepare their own properties ahead of the 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 and create a defensible space
- 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

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:
 - keep windows and doors closed and use draught excluders
 - turn on your air-conditioner if you have one and turn it onto “re-circulate” mode
 - use a clean filter for the air-conditioner and have some spare filters in the house
 - avoid 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, at risk people should arrange for shelter in another location. Heat stress is also a health risk, especially for older adults and people who are unwell.

4.7 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. Mapping overlays that show landslide susceptibility areas are available from: https://douglas.qld.gov.au/download/Douglas-Shire-Council/Potential-Landslide-Hazard-Overlay-Maps-70K-1-to-8_2.pdf
- 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.

4.8 Tsunami

Much of Douglas Shire is located outside of the risk area for tsunamis, due to nearby great barrier reef offering some protection from the worst of the ocean waves. The tsunami hazard is greater to some low-lying coastal towns, which 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 <https://www.disaster.qld.gov.au/qermf/Documents/Tsunami-Guide-For-Queensland.pdf>

4.9 Earthquake

As reported in the State Natural Hazard Risk Assessment 2017, the risks associated with earthquake activity remain Queensland's fifth natural hazard risk priority 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 downed power 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 go to: <http://www.ga.gov.au/earthquakes/>

4.10 Security threats/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.

What you can do to stay safe during a security threat/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 your television or listen to your radio for information.
- Follow the advice of the emergency services.
- Call to let someone know you are safe but minimise other calls unless the situation is life-threatening, to avoid overloading phone lines.
- 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, go to: <https://www.nationalsecurity.gov.au>

4.11 Hazardous Material Accident

There is a potential for emergencies and disaster through the storage, transport, use and discharge of toxic, flammable, gaseous and infectious substances. Areas in the vicinity of industrial locations are particularly vulnerable to such accidents as well as service stations, swimming pool complexes, wastewater facilities, rural farm supply outlets, bulk LPG supplies. The effects of this type of disaster could include severe chemical and/or thermal burns to large numbers of people requiring extensive medical treatment and/or evacuation of people from the contaminated area or damaged buildings.

There are a number of facilities which contain flammable and combustible liquids and other hazardous substances of varying quantities. Work Health and Safety Queensland are responsible for maintaining a register and ensuring the safe handling and storage of a range of hazardous substances as per schedule 11 of the Work Health and Safety Regulation 2011.

Hazardous Sites in Douglas Shire

- The Captain Cook Highway to the south, and the Rex Range to the west, carry bulk hazardous substances in a variety of containers;
- There is one hardware outlet, Cairns Hardware, in Mossman;
- Mossman Sugar Mill has a large boiler system and fuel oil storage;
- Marano's Fuel Depot at Miallo is a bulk fuel storage site;
- Mossman Agriculture Services holds pest/herbicides and fertilisers; and
- A large 80,000 litre LP Gas storage site is located in Craiglie.

4.12 Major Passenger Road Accident

Captain Cook Highway is the main road system. These roads carry a myriad of heavy transport trucks, school buses and motor vehicles. Road accidents of any size and complexity may not affect many residents directly but may stretch the capabilities of relevant emergency services.

4.13 Marine accident or pollution

Minimal commercial and light marine industry use the waterways but could pose a potential threat during flooding or spillage events. Maritime disasters involving commercial and fishing vessels inevitably leads to oil spills impacting on the general marine and coastal environment. Although marine disasters are not the responsibility of local authorities their natural environment, such as beaches, river mouths estuaries, lagoons and recreational facilities can be exposed to such oil pollution.

4.14 Factors influencing overall risk

The disaster risk management field is continually challenged by changes to the frequency, intensity, distribution and duration of acute events, major disasters and long-term climate-related stresses. The need to incorporate climate change into the comprehensive disaster risk management approach across prevention, preparedness, response and recovery is paramount with climate-related disasters in Queensland getting larger in extent and magnitude. Consequently, the economic and social impacts are growing as disasters impact larger areas, last for longer (causing permanent impacts on agriculture) and with urban-wildland interfaces are being surpassed by events.

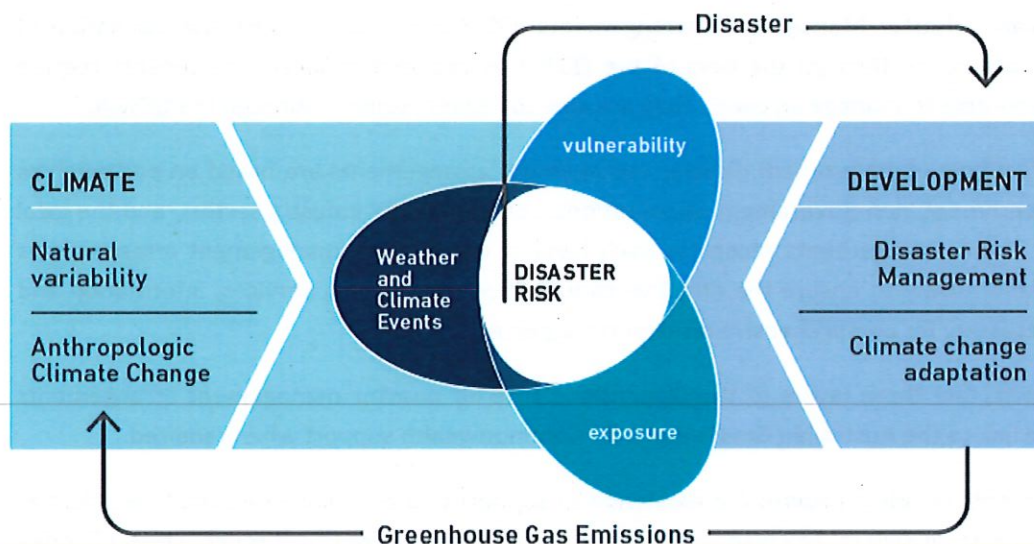


Figure 4: Interaction of Disaster Risk and Climate Change

The risk of climate-related impacts results from the interaction of climate-related hazards (including hazardous events and trends) with the vulnerability and exposure of human and natural systems. Changes in both the climate system (left of the figure) and socio-economic processes, including adaptation and mitigation (right of the figure) are drivers of hazards, exposure, and vulnerability.

5. ROLES AND RESPONSIBILITIES FOR DISASTER MANAGEMENT

5.1 Queensland Disaster Management Arrangements

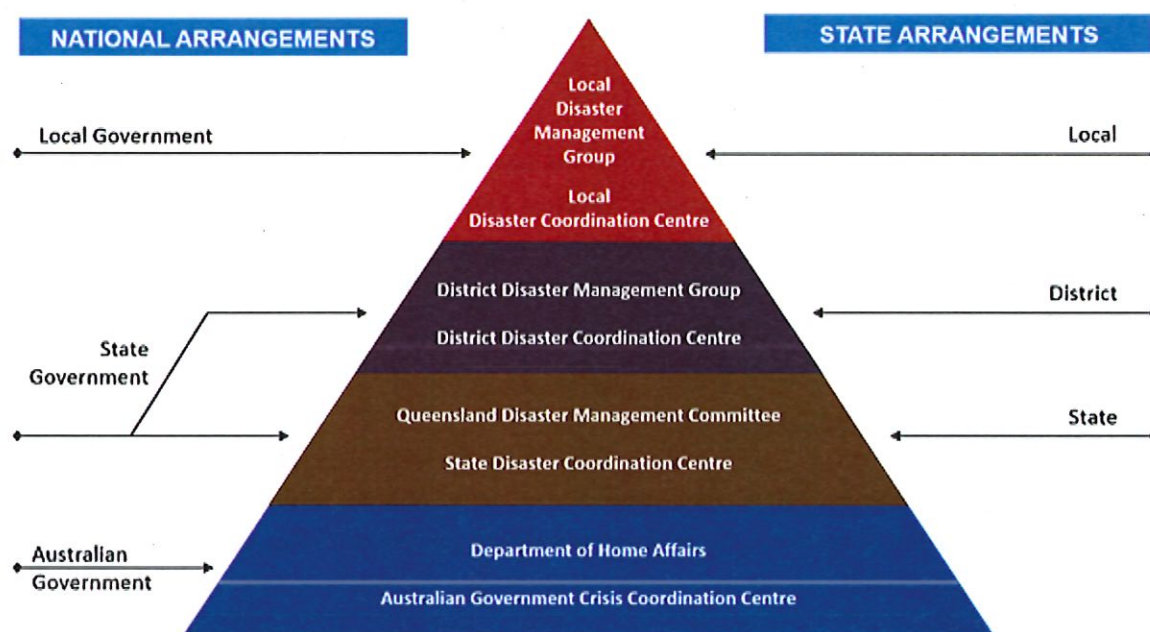


Figure 5: Queensland Disaster Management Structure

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 the 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.

Figure 1 depicts the three layers of the Queensland's tiered disaster management arrangements including the link to the Australian Government for Commonwealth support when required.

The arrangements enable a progressive escalation of support and assistance through these tiers as required. It comprises several key management and coordination structures through which effective disaster management for Queensland is achieved.

5.2 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, as identified in section 4A of the Act.

- **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 in that 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 and response and recovery actions.

All-agencies approach

This approach recognises that no single agency can prepare for and deal with the disruption to community life and infrastructure that can result from a disaster. 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.

5.3 Local disaster management capability

Douglas Shire Council is primarily responsible for managing disaster events in the Douglas Shire. This is achieved through the establishment of the Douglas Local Disaster Management Group and with the support (where necessary) of the District Disaster Management Group and Queensland Disaster Management Committee.

Douglas Shire Council has the following resources available to respond to a disaster:

- Human Resources:

- **Field staff** (includes environmental health, local laws, water, wastewater, waste, civil works and public spaces)
- **Administrative staff**
- Incident Management Team:
 - Council has an Incident Management Team (IMT) for ensuring the operations of the LDCC before and after an event:
 - The IMT includes a Cyclone Shelter Management Team who are charged with ensuring the set-up, activation and operation of the Storm Tide Cyclone Shelter occurs; and Volunteers – Council has a number of staff who are assigned roles for the preparation of the LDCC and ongoing support to the IMT.
- Equipment - includes chainsaws, concrete cutting saws, pumps, pneumatic hammers and a variety of hand operated tools usually associated with road construction or maintenance work.
- Plant - ranges from small passenger vehicles to large trucks, including two-wheel drive and four-wheel drive utilities and small trucks. Other plant includes a grader, tractors, ARGO (amphibious), polaris, Vermeer, 4 in one bucket tractor, small boat, trailers and small front-end loaders.

Where additional resources are required, the resources will initially be sourced through local suppliers that are:-

- Approved suppliers under Council's Preferred Supplier Arrangements
- contracted to Council to provide a service or resource
- are capable of providing the resources
- can support Council in responding to a disaster through the provision of resources
- Registrar of Preferred Suppliers (RoPs)

5.4 A prepared and resilient community

This approach has strong, 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.

Douglas Region is not a self-sufficient community. It depends on outside sources for its food, energy and material requirements, as well as its principal sources of income. Such dependence imposes limits to the community resilience.

****** In conjunction with the infrastructure above, within Douglas Shire there are many facilities that may require consideration in disaster events, including:

- Kindergartens and childcare facilities
- Schools – public and private
- Accommodation outlets – hotels, motels and caravan parks

- Aged care and residential care facilities
- Sporting and recreation facilities.

5.5 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 including non-government organisations to work in partnership with each other and to 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 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 focusses 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 www.igem.qld.gov.au

5.6 Functions of Douglas Shire Council for disaster management

In accordance with section 80 of the Act, Douglas Shire Council must ensure maintaining a disaster response capability.

Disaster response capability for Douglas Shire Council 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 the Douglas Local Disaster Management Group

Council is required under legislation to form a Local Disaster Management Group (LDMG). The Douglas LDMG is chaired by the 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 whom have the necessary expertise to be a member.

The Douglas LDMG is responsible for ensuring effective disaster management for a local government area is in place and maintained. During a disaster, the Douglas LDMG will provide the strategic direction and coordination of Council's response and recovery efforts for the community of Douglas Shire.

The Douglas LDMG meets approximately every second month and annually reviews and assesses the disaster management plans and arrangements for Douglas Shire. See Section 30 of the Act for more functions of the Douglas LDMG.

Membership

The Douglas LDMG is chaired by the Mayor of Douglas Shire Council and in accordance with Section 33 to 37 of the Act. Representatives are appointed by the Chair of the Douglas LDMG and should have the necessary expertise or experience and delegated authority to ensure the best possible disaster management is in place.

The membership of the Group is reviewed annually. Douglas Shire Council will give written notice of the members of the LDMG. Douglas Shire Council authorised agencies to nominate at least one person to serve as a deputy, should their representative be unable to attend LDMG meetings. Deputies are recommended by their agency, and approved by the Chair and LDC of the LDMG.

Whilst deputies may assist in the LDMG's decision making processes through debate and other inputs, they do not hold any voting rights and do not contribute to forming a quorum for a LDMG unless they are acting in the capacity of an absent member (agency representative).

Core Members

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

| DOUGLAS LDMG – CORE MEMBERS |
|---|
| DSC Mayor- Chairperson |
| Councillor- Deputy Chairperson |
| DSC- Manager Environment & Planning/ Local Disaster Coordinator (LDC) |
| DSC- Disaster Management Officer (Deputy LDC) |
| DSC- Senior Media and Communications Officer |
| DSC- Manager People and Community Services |
| DSC- Manager Water/Wastewater |
| DSC- Manager Infrastructure |
| DSC- Local Recovery Coordinator |
| DSC- Chief Executive Officer |
| Mossman Hospital - Director of Nursing and Midwifery |
| DCHDE - Senior Community Recovery Officer (Northern) |
| QFES - Fire and Rescue |
| QFES - Emergency Management Coordinator |
| QAS - OIC Mossman |
| QPS - OIC Port Douglas |
| QPS - OIC Mossman |
| TPDD - Executive Officer |

Table 1: LDMG Core Members

Local Disaster Coordinator

The Local Disaster Coordinator for Douglas LDMG is Council's Manager of Environment and Planning. This 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 Chairperson, 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.

Advisors

The LDMG may be supported by agencies other than permanent members to provide an advisory role threat specific events. Whilst advisors assist in the LDMG's decision making processes through debate and other inputs, they do not hold any voting rights and do not contribute to forming a quorum for the group. The Chair and/or LDC are authorised to invite advisors and other persons to the LDMG.

| DOUGLAS LDMG - ADVISORS |
|---|
| Apunipima - Primary Health Care Manager |
| BBNAC - Manager |
| DATSIP - Acting Principal Planning and Engagement Officer |
| DSC - Environmental Health Team Leader |
| ERGON - Work Group Leader in Mossman |
| Jabalbina - CEO |
| Marine Rescue Port Douglas |
| QAS - Port Douglas |
| NBN - Manager - North QLD, Regional & Remote |
| Port Douglas Neighbourhood Centre - Manager |
| Queensland Health - Team Leader – Environmental Health (WaSH) |
| QPWS - Senior Ranger Daintree Management Unit (Cape York) |
| QFES - Fire and Rescue Port Douglas |
| Red Cross - State Liaison and Engagement Lead |
| SES - Mossman Local Controller |
| TMR - Principal Engineer (Road Operations) Far North Region |

Table 2: LDMG Advisors

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 Douglas LDMG priorities. The LDC should ensure appropriate levels of staff are identified and trained in the operation of the LDCC.

The primary location for the LDCC is the Council Chambers of the Mossman Administration Building, 64-66 Front Street, Mossman.

Douglas Local Disaster Management Arrangements

Douglas Shire 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 Douglas Shire.

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 Douglas LDMG and LDCC.

Council's Disaster Management Unit manages the day-to-day work of the Douglas 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.

Douglas Guardian Incident Management System

The Douglas Guardian Incident Management System (IMS) defines Council's scalable and flexible response to emergency or disaster events.

Guardian IMS is a comprehensive 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 Guardian IMS 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.

5.7 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.

Within Douglas Shire there are two groups, Mossman and Alexandra Bay, 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 Douglas 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 Douglas Shire takes a primary role in severe weather events that impact our communities.

The major functions of the Douglas Shire SES Units 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 and water searches for missing persons.
 - Assisting QPS with forensic searches at crime scenes.
 - Assisting Queensland Fire and Emergency Services (QFES) in major firefighting operations through command, logistics and communication support.
 - Assisting other emergency services as required.
- **Flood rescue**
 - Assisting in the rescue or evacuation of persons stranded in flood waters under the direction of QPS or QFES.
- **Road crash rescue**
 - This function is only applicable for the Alexandra Bay SES Group.
- **Public events**
 - Assisting QPS and Council with crowd management and information flow at major public events such as the Anzac Day Parade or Port Douglas Carnivale.
- **Incident management**
 - Providing incident management team trained staff to assist in the coordination and control of SES members during activations and at cyclone shelter and/or places of refuge.

5.8 Hazard Specific Arrangements

The State Disaster Management Plan states that a primary agency is an agency allocated responsibility to a specific hazard based on their legislated and or technical capability and authority. The primary agency for each hazard is identified in the table below.

A support agency supports the primary agency in the management of a threat and subsequent response through actions or the provision of personnel and equipment. While under the control of a hazard specific primary agency, support agencies retain responsibility for commanding their resources and ensuring that their own standard operating procedures are correctly implemented.

Queensland has adopted all hazards approach to the development of disaster management arrangements. Some hazards have characteristics that may require a hazard specific approach hence specific plans have been developed by the relevant primary agency.

While these events are managed by other arrangements, the Douglas LDMG may be required to provide support to the primary and or support agency.

| HAZARD | PRIMARY AGENCY | RELEVANT PLAN/SUB-PLAN |
|---|---|---|
| Animal and Plant Disease (biosecurity) | Department of Agriculture and Fisheries | Queensland Veterinary Emergency Plan Australian Veterinary Emergency Plan Australian Emergency Plant Pest Response Plan |
| Bushfire (Rural/Urban) | Queensland Fire and Emergency Services (Rural Division) | Wildfire Mitigation and Readiness Plans (Regional) Bushfire Risk Mitigation Plan: Operation Coolburn |
| Earthquake and Landslide | Council/Queensland Police Service | |
| Hazardous Materials Accident | Queensland Fire and Emergency Services | State of Queensland Multi-agency Response to Chemical, Biological, Radiological Incidents |
| Marine Accident | Queensland Police Service Maritime Safety Queensland | |
| Pandemic | Queensland Health | Queensland Pandemic Influenza Plan National Action Plan for Human Influenza Pandemic LDMG Hazard Specific Sub Plans |
| Road accident | Queensland Police Service | |
| Severe weather event: cyclone east coast lows flood storm surge heatwave | Council SES | LDMG Hazard Specific Sub Plans |
| Terrorism | Queensland Police Service | Queensland Counter-Terrorism Plan National Counter-Terrorism Plan |

Table 3: Primary (Hazard Specific) Agencies for Douglas Shire

6. RESPONSE

6.1 Activation of Council's response arrangements

Activation of the Douglas 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.

Activation of the LDMG will automatically activate the LDCC and response arrangements will be guided by the following escalation levels:

6.2 Levels of activation

| | DESCRIPTION | TRIGGERS | COUNCIL ACTIONS |
|--------------|--|--|--|
| Alert | <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> Awareness of a hazard that has the potential to affect Douglas Shire. | <ul style="list-style-type: none"> Disaster Management monitors events and maintains situational awareness. Identify hazards and risks, Disaster Management Unit monitors events, maintains situational awareness, briefs Local Disaster Coordinator and key staff. LDC may activate a response as managed through core business functions. Initial advice sent to LDMG. |
| Lean forward | <ul style="list-style-type: none"> 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. Disaster coordination centres are on standby; prepared but not activated. | <ul style="list-style-type: none"> There is a likelihood the threat may affect Douglas Shire. Determine trigger point to Stand Up. Confirm level & potential of threat. Commence cost capturing. | <ul style="list-style-type: none"> Disaster Management issues updates and reports, provides advice to the Local Disaster Coordinator, prepares LDCC for operations. Chair and LDC on watching brief. Establish regular communications with warning agency. Disaster Management Unit issues updates and reports and/or situation reports. Manager Disaster Management may activate a response managed by the key Council business units. Local Disaster Coordinator may activate the LDCC. Conduct meeting and/or update with available LDMG. LDC advises DDC of lean forward & establishes regular contact. Council staff prepare for operations |

| | | | |
|------------|--|--|---|
| Stand up | <ul style="list-style-type: none"> The operational state following 'lean forward' whereby resources are mobilised, personnel are activated, and operational activities commenced. Disaster coordination centres are activated. | <ul style="list-style-type: none"> Threat is imminent. Community will be or has been impacted. Response requires coordination. | <ul style="list-style-type: none"> Disaster Management issues updates and reports, provides advice to the Local Disaster Coordinator, prepares LDCC for operations. Rosters for LDCC planned & implemented. Commence SITREPs to DDMG. Local Disaster Coordinator may activate the LDCC for an event that requires a complex response from a range of stakeholders. DDMG advised of potential requests for support. LDMG may meet. Commence operational plans Council shifts to disaster operations. |
| Stand down | <ul style="list-style-type: none"> Transition from responding to an event back to normal core business and/or recovery operations. There is no longer a requirement to respond to the event and the threat is no longer present. | <ul style="list-style-type: none"> No requirement for coordinated response. Community has returned to normal function. Recovery taking place. | <ul style="list-style-type: none"> Final checks for outstanding requests. Local Disaster Coordinator approves stand down of LDCC. Debrief of staff in LDCC and Debrief with LDMG members. Final situation report sent to DDMG. Transition to business as usual and/or recovery. Disaster Management and Council consolidate financial records. |

Table 4: Douglas LDMG Response Activation Levels

The movement of disaster management groups through this escalation phase is not necessarily sequential, rather is based on flexibility and adaptability to the location and disaster. Activation does not necessarily mean the convening of the Douglas LDMG, rather the provision of information to group members regarding the risks associated with a pending hazard impact.

6.3 Warning notification and dissemination

In the event of a potential emergency or disaster situation, a warning may be issued by an agency that maintains monitoring devices, including the Bureau of Meteorology (weather warnings only), Council, QPS, and/or any of the emergency services.

The Chair of Douglas 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, Disaster Management 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 Communication Team in the LDCC and will be shared using social media, broadcast media and on Council's website. Council's Media Team will also disseminate information.

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

Douglas Shire residents who have signed-up for SMS and Email alerts at <https://dashboard.douglas.qld.gov.au/> will be notified of early warnings.

Part of the role of the LDMG is to ensure that member agencies are in appropriate receipt of warnings in order that they may disseminate the warnings to elements of the community that fall under their specific responsibility.

Community service announcements

The release of public information during an event for aspects such as road closures, power outages and evacuation centres will be coordinated through the LDCC. Information and warnings are provided to the community via a number of communication channels.

If power is available:

- Broadcast warnings and alerts are issued by radio (Fab FM, ABC), electronic media (social, website and the Douglas Dashboard), public commercial and pay television services, and media releases.

If general power is disrupted along with telecommunication:

- Maintain communications within Council and with external agencies through the LDCC.
- Manually distribute information brochures and handouts, if required.
- Establish radio communications with and within the LDCC.
- Broadcast warnings and alerts by radio (commercial and ABC).

Council's Media Department and the Incident Management Team's Public Information Officer 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 a lot of newspapers publish their version of CSAs in free community roundups. CSAs are disseminated to the public through print and online media. The Lord Mayor is the official spokesperson for Council and 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 ABC 639AM, whereby emergency messaging is broadcast with priority.

Emergency Alert

Emergency Alert is the national telephone-based emergency warning system that sends messages:

- via landlines based on the location of the handset
- via mobile phones based on an individual's billing address

- for Telstra mobile account holders based on the device's location.

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.

Find out more visit www.emergencyalert.gov.au/

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 <https://www.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.

6.4 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

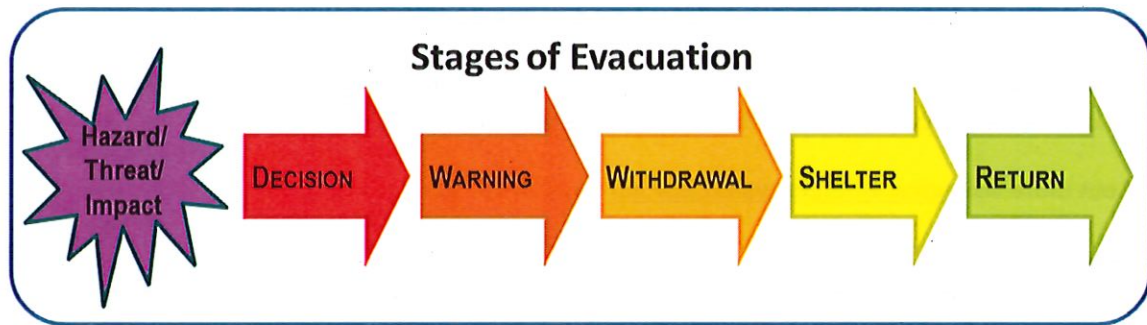


Figure 6: Stages of Evacuation

Council is the lead agency in setting up evacuation centres within Douglas Shire. 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 (Facebook), broadcast media (ABC Radio and other local radio and TV stations), press releases.

Council's Disaster Management Unit keeps a register of potential evacuation centres and works with other agencies to establish them when needed.

Evacuation centres are established primarily to register evacuees and provide them with emergency 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 go to <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 - <https://www.getready.qld.gov.au/pets-and-animals-resources>
- livestock – go to <https://www.business.qld.gov.au> and search for preparing animals for natural disasters.

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-story 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 <https://www.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 www.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 <https://www.redcross.org.au/get-help/emergencies/resources-about-disasters>

6.5 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-place³ for an extended period. This includes food and essential household and personal items (including medication).

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). Depending on the period of isolation, or anticipated isolation, the resupply of food, medications and essential items is to be coordinated by the community support centre.

³ *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.

Be prepared:

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

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.

6.6 Impact Assessment

Impact assessment is the organised process of collecting and analysing information after an emergency or disaster to estimate:

- Extent of loss or injury to human life
- Damage to property and infrastructure
- The needs of the affected community or response, recovery and future prevention and preparedness assistance.

The purpose of disaster impact assessment is to provide disaster management groups with a source of comprehensive, standardised information on the impact of an event. This information is used to set priorities and make decisions relating to the response to an emergency or disaster and to the initial steps leading to recovery.

There are two basic types of impact assessment:

1. Post Impact Assessment – examines the way in which a hazard has affected the community; and
2. Needs Assessment – examines the type, amount and priorities of assistance needed.

Under this plan and dependent on the type of damage, Council is the lead functional agency conducting impact assessments.

7. RECOVERY

7.1 The role of recovery

After a disaster has occurred, the recovery process involves supporting affected communities with their emotional, social and physical well-being, 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. Effective recovery requires an integrated, multi-disciplinary approach to needs analysis, community engagement and planning.

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 7: Disaster Recovery

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 (infrastructure) 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
- restoration of public schools, community and sporting facilities and playgrounds.

Roads and transport

Roads and transport recovery refer 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.

7.2 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.

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.

7.3 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 Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships 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. It can offer the following services during an activation:

- **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.

7.4 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 post disaster 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 www.health.qld.gov.au/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 1800 733 276 or visit www.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, assistance for small businesses and primary producers. The Queensland Reconstruction Authority has fact sheets and guidelines available at: <https://www.qra.qld.gov.au/our-work/disaster-recovery-funding>

7.5 What will the Douglas LDMG do - Local Recovery Group

The LDMG may establish a Local Recovery Group and appoint a Local Recovery Coordinator to plan for and manage the recovery phase of disaster management for their local government area on behalf of the Douglas LDMG. Once established, the LRG will consider the Terms of Reference specific to the event. The LRG should develop an Action Plan to meet the requirements of the Terms of Reference.

The conclusion of the recovery phase will be determined by the LRG. The LRG will manage the recovery process for as long as whole of government recovery support is required, the Terms of Reference for the LRG have been achieved and until government recovery agencies have the capacity to accept the management of the workload within the agencies core business processes.

7.6 Volunteer and Donation Management

As part of a partnership with the Queensland Government, GIVIT manages all offers of donated goods and services including corporate offers of assistance for Douglas Shire Council in the event of a disaster.

The goal of the partnership is to:

- Reduce the amount of unsolicited donations received by Douglas Shire Council in times of disaster.
- Meet the immediate material needs of the local community in times of disaster.

7.7 Resupply

The Douglas LDMG is responsible for the management of and community education and awareness in relation to the resupply of its communities and rural properties. This includes supporting communities to prepare for the possibility of temporary isolation and ensuring procedures are in place to support resupply of food and other essentials during times of isolation.

The Douglas LDMG has adopted the *Queensland Resupply Manual*, which covers operations in respect to:

- Isolated community resupply
- Isolated rural property resupply
- Resupply of stranded persons.

7.8 Local Levels of Activation for Recovery Arrangements

| Response Alert | | Triggers | Actions | Communications |
|-----------------------|-------------------|---|--|--|
| Response Lean Forward | Recovery Alert | <ul style="list-style-type: none"> Response phase at 'lean forward' level of activation | <ul style="list-style-type: none"> Appointment of LRC as appropriate Potential actions and risks identified Information sharing commences LRC in contact with LDCC/LDC Initial advice to all recovery stakeholders | <ul style="list-style-type: none"> LRC and LRG members on mobile remotely Ad hoc reporting |
| Response Stand Up | Lean | <ul style="list-style-type: none"> Response phase at 'stand up' level of activation | <ul style="list-style-type: none"> Monitoring of response arrangements Analysis of hazard impact or potential impact | <ul style="list-style-type: none"> LRC and LRG members on mobile and monitoring email remotely |
| | Recovery Forward | <ul style="list-style-type: none"> Immediate relief arrangements are required during response phase | <ul style="list-style-type: none"> Relief and recovery planning commences Deployments for immediate relief commenced by recovery functional agencies | <ul style="list-style-type: none"> Regular reporting |
| Response Stand Down | Recovery Stand Up | <ul style="list-style-type: none"> Immediate relief arrangements continue Response phase moves to 'stand down' level of activation. Medium term recovery commences. | <ul style="list-style-type: none"> LRG activated at LDCC or alternate location Recovery plan activated Deployments for immediate relief response Action plans for four functions of recovery activated as required Community information strategy employed Participate in response debrief Transition arrangements from 'response and recovery' to 'recovery' activated including handover from LDC to LRC Action plans for four functions of recovery continue Community information strategies continue | <ul style="list-style-type: none"> LRC and LRG members present at LDCC or alternate location, on established land lines and/or mobiles, monitoring emails LRC and LRG members involved in medium term recovery continue as required Regular reporting to LDMG/LDC |
| | | <ul style="list-style-type: none"> LRG arrangements are finalised. Community returns to normal activities with ongoing support as required. | <ul style="list-style-type: none"> Consolidate financial records Reporting requirements finalised Participate in recovery debrief Participate in post event debrief Post event review and evaluation Long term recovery arrangements transferred to functional lead agencies Return to core business | <ul style="list-style-type: none"> LRC and LRG members resume standard business and after hours contact arrangements Functional lead agencies report to LRC/LRG as required |

Table 5: Douglas LDMG Recovery Activation Levels

APPENDIX 1: ACRONYMS AND ABBREVIATIONS

The following abbreviations are used throughout the Local Disaster Management Plan – Douglas Region:

| | |
|----------------|---|
| ABS | Australian Bureau of Statistics |
| ADF | Australian Defence Force |
| AHD | Australian Height Datum |
| ASA | Air Services Australia |
| ARFF | Aviation Rescue & Fire Fighting |
| BoM | Bureau of Meteorology |
| DDC | District Disaster Coordinator |
| DDCC | District Disaster Coordination Centre |
| DDMG | District Disaster Management Group |
| DTMR | Department of Transport and Main Roads |
| EA | Emergency Alert |
| GBRMPA | Great Barrier Reef Marine Park Authority |
| IGEM | Inspectorate General Emergency Management |
| JCU | James Cook University |
| LDC | Local Disaster Coordinator |
| LDCC | Local Disaster Coordination Centre |
| LDMG | Local Disaster Management Group |
| LDMP | Local Disaster Management Plan |
| MSQ | Maritime Safety Queensland |
| NPWS | National Parks and Wildlife Service |
| QAS | Queensland Ambulance Service |
| QDMA | Queensland Disaster Management Arrangements |
| QFES | Queensland Fire and Emergency Services |
| QPS | Queensland Police Service |
| RFA | Request for Assistance |
| RFS | Rural Fire Service |
| SDCC | State Disaster Coordination Centre |
| SES | State Emergency Service |
| SitRep | Situation Report |
| The Act | <i>Disaster Management Act 2003</i> |

APPENDIX 2: GLOSSARY – DISASTER MANAGEMENT DEFINITIONS

Advisor: A person invited to participate in the business of a disaster management group in an advisory capacity on an as-required basis.

All-hazards approach: This means dealing with all types of emergencies or disasters, and civil defence, using the same set of management arrangements.

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

Chair: The person appointed by the local government as the Chair of the Local Disaster Management Group.

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.

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 LDCC.

Declaration: The formal procedure to enable declared disaster powers under the Disaster Management Act 2003 (s64-s69) as required. Specific powers may be used to prevent or minimise loss of life, injury or damage.

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.)

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.

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 alert: A national telephone warning system that provides Australian emergency authorities with an enhanced ability to warn the community in the event of an emergency. The warning system is another tool available for organisations to issue emergency warnings. Emergency Alerts will be issued via landline and mobile telephones.

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. (SDMP.)

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.

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, which 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 Local Controller: Manages Council's response to an event and is responsible for coordinating and implementing the directions of the Douglas LDMG. The LDCC Local Controller coordinates Council's response through the LDCC.

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

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*. (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 Douglas LDMG priorities and for coordinating Council's response and recovery in the event of a disaster.

Local Disaster Management Group (LDMG): Chaired by the Mayor, the Douglas LDMG oversees the development and implementation of the Douglas Shire 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 the following:

- (a) the state group's strategic policy framework for disaster management for the state, and the local government's policies for disaster management
- (b) the roles and responsibilities of entities involved in disaster operations and disaster management in the area
- (c) the coordination of disaster operations and activities relating to disaster management performed by the entities mentioned in paragraph (b)
- (d) events that are likely to happen in the area
- (e) strategies and priorities for disaster management for the area
- (f) the matters stated in the disaster management guidelines as matters to be included in the plan
- (g) other matters about disaster management in the area the local government considers appropriate.' (The Act)

Mitigation: Activities intended to reduce or eliminate risks or lessen the actual or potential effects or consequences of an event.

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: 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.

Recovery: The coordinated process of supporting disaster-affected communities' psychosocial (emotional and social), and physical well-being; reconstruction of physical infrastructure; and economic and environmental restoration.

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: All personnel and equipment available, or potentially available, for incident tasks.

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.

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.

Vulnerable groups: Categories of displaced persons with special needs, variously defined to include unaccompanied minors, the elderly, the mentally and physically disabled, victims of physical abuse or violence and pregnant, lactating or single women. (Australian Institute for Disaster Resilience Knowledge Hub Glossary).

Vulnerability: The conditions determined by physical, social, economic and environmental factors or processes, which increase the susceptibility of a community to the impact.

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 <https://www.igem.qld.gov.au/assurance-framework/queensland-disaster-management-lexicon>

These definitions have been taken from the IGEN Lexicon, the further definitions refer to the Australian Disaster Resilience Glossary (ADR), Queensland Disaster Management Guidelines, Risk Management Vocabulary ISO Guide, Australian National Search and Rescue Council, Queensland Reconstruction Authority (QRA), Queensland Fire and Emergency Services (QFES) and Queensland State Disaster Management Plan (SDMP).

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 Policelink – 13 14 44 Qld Ambulance (general enquiries) – 13 74 68 |
| SES Flood or storm damage | State Emergency Service (SES) – 132 500 |
| Council-related emergencies/enquiries | If the Local Disaster Coordination Centre is activated, the emergency contact immediately AFTER a cyclone or major flood is (07) 4098 2599 |
| Water supply emergencies | Queensland Urban Utilities (faults and emergencies) – 13 23 64 |
| Fallen power lines | Call Ergon on 13 22 96. Stay away from fallen power lines and alert people of the danger. |
| Power outages | Call Egon on 13 16 70 |
| Telecommunication problems (trouble shooting) | Telstra – www.telstra.com.au – 13 22 00 Optus – www.optus.com.au – 13 13 44 Vodafone – www.vodafone.com.au – 1300 650 410 |
| Gas emergencies | APA Group – 1800 427 532 |
| Health and hospital information – non-emergency situations | Queensland Health – 13 HEALTH (13 43 25 84) |
| School closures | Contact your child's school directly or visit www.education.qld.gov.au |
| Road and traffic conditions | Transport and Main Roads – 13 19 40 or visit 131940.qld.gov.au |
| Support and financial assistance | Community Recovery Hotline on 1800 173 349 or visit www.qld.gov.au/community/disasters-emergencies |
| Animal emergencies | Wildlife Hotline – 1300 130 372 (press option 1) RSPCA – 1300 264 625 https://www.rspcaqld.org.au/what-we-do/disasters-and-alerts Disaster support for livestock owners – https://www.daf.qld.gov.au/business-priorities/agriculture/disaster-recovery |
| Biosecurity | Animal and plant biosecurity health information, alerts and advice – https://www.daf.qld.gov.au/business-priorities/biosecurity |
| National Relay Service (for people with hearing/vision impairment) | TTY voice calls – 133 677 Speak & listen – 1300 555 727 SMS relay – 0423 677 767 |
| Translating or interpreting services | Translating and Interpreting Service National - 131 450 https://www.tisnational.gov.au/ |
| Lifeline | 24/7 help hotline – 13 11 14 |
| Red Cross Register.Find.Reunite | https://register.redcross.org.au/ |
| Volunteering | www.volunteeringqld.org.au |
| National Security Hotline | 1800 123 400 |
| Poisons Information | 13 11 26 |

APPENDIX 4: OPERATIONAL PLANS AND SUPPORTING DOCUMENTATION

Douglas LDMG is supported by a series of confidential hazard specific sub-plans, standard operating procedures, reports, studies and supporting documents including:

- **Environmental Health Sub-plan (912379)** – This Plan sets out the responsibilities of the Environmental Health Officer in the event of a disaster and the support given by Queensland Health. *(reviewed 2021)*.
- **Port Douglas Storm Tide Cyclone Shelter (450033)** – establishes the roles and responsibilities for the opening up, staffing, registering and in general caring for evacuees. *(reviewed 2021)*.
- **Severe Weather Preparedness Levels for Infrastructure Department (993613)** – protection and restoration of infrastructure before, during and after an event is paramount and this plan identifies key resources and assistance that can be deployed. *(reviewed 2021)*.
- **Financial Management Plan (432590)** – internal financial arrangements in support of disaster events, and the subsequent financial reimbursement of eligible costs expended. *(reviewed 2021)*.
- **Resupply (417290)** - to outline the processes and procedures used by the Douglas Local Disaster Management Group (LDMG) when planning and conducting resupply operations. *(reviewed 2020)*.
- **Recovery (434519)** – Effective recovery requires a range of services operating in a coordinated and streamlined way. The integration of government agencies and government owned corporations, NGOs, industry groups, the private sector and whole-of-community is the foundation of recovery. *(reviewed 2020)*.
- **Activation (417023)** - Local Disaster Management Group and Local Coordination Centre. The sub-plan details the process for the activation of the LDMG and the LDCC including standard operating procedures.
- **Evacuation (416459)** – this plan sets out the process for evacuation, who makes the decision, how it is activated, who gives direction to evacuate, evacuation routes and buildings for use.
- **Public Information and Warnings (431971)** – provides the guidelines for the public awareness and education programs undertaken by members of the LDMG-DR and also the procedure for issuing warnings or advice pre, during or post event.
- **Community Support (434715)** – includes the Community Support Sub Plan and provides procedures and processes to be used during both the response and recovery phase of an event.
- **Impact Assessment (434255)** – this plan provides the LDMG-DR with the tools to carry out an initial and then a more detailed impact assessment on the effect of the disaster on infrastructure, private property and the people in the community.
- **Transport (432636)**– transport plays a key role in a disaster in not only ensuring access to the area for response teams but also to evacuate people if required.
- **Logistics (432636)**– resource management, particularly of material resources, is an area that can cause extreme problems in response to a major event. This plan addresses the issues and provides process to be followed during a major event.

COVID-19:

- **Guideline for Short-Term Self-Isolation (955116)** – A scalable plan to avoid transmission and reduce the spread of COVID-19 to First Nation Communities. *(reviewed 2021)*.
- **Mossman Gorge Community Pandemic Sub-plan (947868)** – This plan should be read in conjunction with the Australian Health Management Plan for Pandemic Influenza 2014 (AHMPPI) and the Queensland Health Pandemic Influenza Plan, May 2018. *(reviewed 2021)*.