



MEMORANDUM OF UNDERSTANDING

Between

RED CROSS QUEENSLAND

**49 Park Road
Milton QLD 4064**

&

Brisbane City Council

**GPO Box 1434
Brisbane QLD 4001**

**266 George St
Brisbane QLD 4000**

Version Control

Version	Reason/ Trigger	Change (Y/N)	Endorsed/ Reviewed by	Date
1.0	Created	New	A Marsh	18/08/10

1 - Parties:

The parties to this Memorandum of Understanding are The Brisbane City Council and Red Cross.

The Key Contacts are:

Key Contacts -The Brisbane City Council			
Name	Designation	Tel (Office)	Tel (Mobile)
Chris Lavin	Disaster Operations Manager	3403 8888	██████████
Craig Logan	Disaster Management Coordinator	3403 8888	██████████
Peter Hillcoat	Disaster Management Group	3403 8888	██████████
AFTER HOURS	Disaster Management Duty Officer	3403 5704	NIL

The Key Contacts for the Red Cross are:

Key Contacts - Red Cross			
Name	Designation	Tel (Office)	Tel (Mobile)
Duty Officer	Duty Officer	██████████	██████████
Carolyn Parsons	Manager Emergency Services	07 3367 7408	██████████
Leisa Bourne	Regional Manager, South East Queensland	07 5539 7000	██████████

2 - Purpose:

The Memorandum of Understanding outlines the agreement between The Brisbane City Council and Red Cross pertaining to Red Cross assistance during an Emergency, specifically incorporating:

- Red Cross Evacuation Centre Management (Welfare);
- Registration; and
- Personal Support.

IT IS AGREED:

3 - Definitions:

Unless the subject matter or context requires otherwise, in this agreement including the introductions, schedules and appendices (if any) the following words and expressions whether commencing with capital letters or not shall have the meanings respectively assigned to them below:

The Brisbane City Council:

The Local Government Area including the areas of:

Acacia Ridge	Darra	Koorinal	Rochedale
Albion	Deagon	Kuraby	Rocklea
Alderley	Doolandella	Lake Manchester	Runcorn
Algester	Drewvale	Larapinta	Salisbury
Annerley	Durack	Lota	Sandgate
Anstead	Dutton Park	Lutwyche	Seven Hills
Archerfield	Eagle Farm	Lytton	Seventeen Mile Rocks
Ascot	East Brisbane	Macgregor	Sherwood
Ashgrove	Eight Mile Plains	Mackenzie	Shorncliffe
Aspley	Ellen Grove	Manly	Sinnamon Park
Auchenflower	Enoggera	Manly West	South Brisbane
Bald Hills	Enoggera Reservoir	Mansfield	Spring Hill
Balmoral	Everton Park	Mcdowall	St Helena Island
Banyo	Fairfield	Middle Park	St Lucia
Bardon	Ferny Grove	Milton	Stafford
Bellbowrie	Fig Tree Pocket	Mitchelton	Stafford Heights
Belmont	Fishermans Island	Moggill	Stretton
Bishop Island	Fitzgibbon	Moorooka	Sumner
Boondall	Forest Lake	Moreton Island	Sunnybank
Bowen Hills	Fortitude Valley	Morningside	Sunnybank Hills
Bracken Ridge	Gaythorne	Mount Coot Tha	Taigum
Bridgeman Downs	Geebung	Mount Crosby	Taringa
Brighton	Gordon Park	Mount Gravatt	Tarragindi
Brisbane City	Graceville	Mount Gravatt East	Tennyson
Brookfield	Grange	Mount Ommaney	The Gap
Bulimba	Greenslopes	Murarrie	Tingalpa
Bulwer	Gumdale	Nathan	Toowong
Burbank	Hamilton	New Farm 140	Upper Brookfield
Calamvale	Hawthorne	Newmarket	Upper Kedron
Camp Hill	Heathwood	Newstead	Upper Mount Gravatt
Cannon Hill	Hemmant	Norman Park	Virginia
Capalaba West	Hendra	Northgate	Wacol
Carina	Herston	Nudgee	Wakerley
Carina Heights	Highgate Hill	Nudgee Beach	Wavell Heights
Carindale	Holland Park	Nundah	West End
Carole Park	Holland Park West	Oxley	Westlake

Carseldine	Inala	Paddington	Willawong
Chandler	Indooroopilly	Pallara	Wilston
Chapel Hill	Jamboree Heights	Parkinson	Windsor
Chelmer	Jindalee	Petrie Terrace	Wishart
Chermside	Kangaroo Point	Pinjarra Hills	Woolloongabba 200
Chermside West	Karana Downs	Pinkenba	Woolloowin
Chuwar	Karawatha	Port Of Brisbane	Wynnum
Clayfield	Kedron	Pullenvale	Wynnum West
Coopers Plains	Kelvin Grove	Ransome	Yeerongpilly
Coorparoo	Kenmore	Red Hill	Yeronga
Corinda	Kenmore Hills	Richlands	Zillmere
Cowan Cowan	Keperra	Riverhills	
Cribb Island	Kholo	Robertson	

Chairman Brisbane City Local Disaster Management Group - the person appointed as Chairman of the local disaster management group in accordance with Section 34 of the Disaster Management Act 2003.

Local Disaster Coordinator Brisbane City Local Disaster Management Group - the person appointed in accordance with Section 35 of the Disaster Management Act 2003.

Evacuation Centre Welfare Management:

Involves:

- Coordinating all agencies operating within the centre;
- Establishing and maintaining the layout of the centre;
- Being the central point of contact between the Local Disaster Management Group and the centre;
- Ensuring the dissemination of information and reports approved by the Chairman and/or Executive Officer Brisbane City Local Disaster Management Group, from internal and external sources;
- Ensuring an assessment and monitoring system is in place for environmental health and safety issues ;
- Ensuring all personnel in the centre receive briefings and de-briefings;
- Ensuring the safety and wellbeing of personnel in the centre;
- Ensuring basic needs (food, water and sanitation) are met within the centre;
- Implementing a media and visitor plan for the centre/s, subject to approval by the Chairman and/or Local Disaster Coordinator Brisbane City Local Disaster Management Group ;
- Ensuring the closure of the evacuation centre when directed; and
- Develop and provide to the Chairman/Local Disaster Coordinator Brisbane City Local Disaster Management Group a final evaluation report of the centre/s within fourteen working days after closure of the centre.

Evacuation Centre (not used for Cyclones):

May be any building that is suitable to provide some protection from the threat and wherever possible away from the unsafe area, and has facilities to meet basic human needs of accommodation, food and water such as;

- Schools
- Community Centres
- Show Grounds
- Race Courses
- Sporting clubs
- Churches
- Universities or Colleges
- Entertainment Centres

Pre Determined Shelters:

Pre-determined Shelters will require special identification to ensure they meet the requirements of a shelter of last resort when a cyclone threatens and they are out of the storm surge danger zones.

They are usually government buildings that have been assessed by a State Agency, local government or appropriately qualified agency nominated by Brisbane City Council, or public and private buildings that have been assessed by the Local Government or appropriately qualified agency nominated by Brisbane City Council, and/or State Agency such as;

- School Buildings
- University or College Buildings
- Community Halls
- Office Buildings
- Shopping Centres
- Underground and above ground car parks

Red Cross Evacuation Centre Management Team:

An Evacuation Centre Management Team consists of a minimum team of 4 personnel including an Evacuation Centre Manager, an Operations Officer, Logistics Officer and an Administration Support Person who are responsible for the Management Functions of the Evacuation Centre from a Welfare perspective.

Red Cross Evacuation Centre Team:

A Team of Volunteers utilised to support the Evacuation Centre Management Team.

Red Cross Local Capacity Team for Evacuation Centre Management:

Personnel including an Evacuation Centre Manager plus three (3) volunteers trained in Evacuation Centre Management as well as an Evacuation Centre Team based at a major town within a Local Government Area.

Red Cross Fly Away Team for Evacuation Centre Management:

Personnel comprising of Evacuation Centre Management Teams and Evacuation Centre Teams located through out Queensland, who are able to be flown into a Local Government Area to manage Evacuation Centres within a twenty four (24) hour time frame.

Evacuation Centre Kit:

Are pre-packaged containers of all materials identified as being required to run the Evacuation Centre in the initial stages (24 -48) of an Activation. The pre-packaged materials are divided into the following categories: Stationary, Utilities, Self Care, Children's Entertainment and Pet Care.

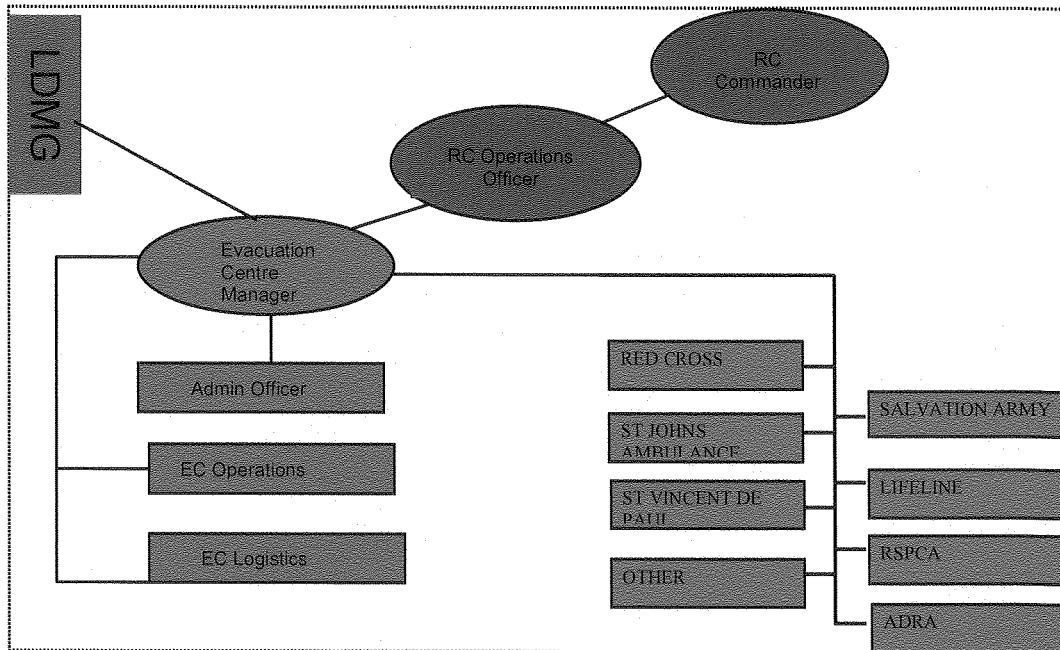
4 - Red Cross Obligations:

1. To provide a minimum of five (5) local Evacuation Centre Management Teams (consisting of Staff and Volunteers) to undertake the following roles at the activated evacuation centre(s) throughout the Brisbane Local Government Area dependant on access and impact to the local area.
 - a. Evacuation Centre Management Teams capable of coordinating the welfare activities at activated evacuation centre(s)
 - b. Registration of evacuees under the National Registration and Inquiry Systems
 - c. Providing personal support to evacuees at activated evacuation centre(s)
 - d. Coordinate a minimum of 500 evacuees.
2. Provide additional local or fly away Evacuation Centre Management Teams (consisting of Staff and Volunteers) to the Brisbane Local Government Area as required.
3. Bring to the Evacuation Centre a Red Cross Emergency Centre Kit.
4. Ensure all contact details for key Red Cross Personnel are amended as required.
5. A Red Cross representative is required to attend the Brisbane City Local Disaster Management Group meetings and provide a daily update for inclusion in the Situation Reports.

5 - Brisbane City Council Obligations:

1. The Local Disaster Coordinator Brisbane City Local Disaster Management Group or nominated representative will ensure that the Red Cross are activated by contacting the Red Cross Emergency Services Duty Officer as per the Key Contact details outlined at **section 1.0**.
2. The Local Disaster Coordinator Brisbane City Local Disaster Management Group or nominated representative will advise the Red Cross Emergency Services Duty Officer of the date, time and location where the evacuation centre(s) will be activated.
3. The Local Disaster Coordinator Brisbane City Local Disaster Management Group or nominated representative, will provide the Red Cross Emergency Services Duty Officer with regular updates on the operation of the evacuation centre(s) detailing the duration that the facility or facilities will be activated.
4. The Disaster Operations Manager Brisbane City Council or nominated representative is to ensure that the Red Cross are provided with a listing of potential evacuation centre sites every 12 months commencing from the execution date of this Memorandum of Understanding.
5. The Brisbane City Local Disaster Management Group is responsible for the management of the facility housing the Evacuation Centre through the provision of a Facility Coordinator. This includes cleaning, communications, power, health and safety standards, access, security (through a third party contractor if necessary) and other foundational arrangements.
6. The Local Disaster Coordinator of The Brisbane City Local Disaster Management Group is responsible for activating all other agencies that provide services to the Evacuation Centre.
7. The Local Disaster Coordinator Brisbane City Local Disaster Management Group is responsible for ensuring Red Cross is provided with access to the Evacuation Centre.
8. The Local Disaster Coordinator Brisbane City Local Disaster Management Group is responsible for ensuring Red Cross is written into the Local Disaster Management Plan for the management of Evacuation Centres reflecting this Memorandum of Understanding.

6 - Structure:



7 - Costs:

1. The signatories to this Memorandum of Understanding acknowledge the provisions of the Natural Disaster Relief and Recovery Arrangements (NDRRA) and State Disaster Relief Assistance (SDRA) in the application of financial assistance during emergency events.
2. The signatories acknowledge that each organisation will be initially responsible for meeting the costs of goods and services necessary to conduct their own activities.
3. The Brisbane City Council acknowledges that in most situations the following costs are likely to be incurred operationally both in the field and from a Red Cross State Office perspective:
 - Accommodation and Meals
 - Travel
 - Staff Wages
 - Volunteer Expenses
 - Freight
4. The above costs will relate to the provision of Red Cross Evacuation Centre Management Teams and functions only.
5. Ancillary costs may also be incurred (e.g. urgent catering, purchase of toys, cleaning equipment, or additional a Red Cross Emergency Centre Kits).

6. The Brisbane City Council allows Red Cross to spend **\$5,000.00** without prior permission in a single purchase and up to **\$15,000.00** in total without prior approval from the Brisbane City Local Disaster Management Group.
7. Accurate records of all costs incurred during the activation period are to be maintained by each organisation.
8. Red Cross will within one calendar month of closure of nominated evacuation centre/s provide to the Chief Executive Officer Brisbane City Council a tax invoice separately itemising the cost of Red Cross services and each of the goods purchased including copies of invoices for such goods.
9. Any costs incurred by Red Cross associated with the operations of activated evacuation centres will be reimbursed by The Brisbane City Council within one month of receiving the invoice as referred to in point 6.

8 - Confidentiality:

The parties agree that confidential information exists and may come into existence and the parties acknowledge and agree that:

1. Confidential information is private unless it pertains to a duty of care issue;
2. One party will not use the other's confidential information for any purpose other than the performance of its obligations under this Memorandum of Understanding.

9 - Settlement of Disputes:

Should any dispute or difference ('the dispute') arise between Red Cross and The Brisbane City Council during the period of this agreement, the procedure to be followed by the parties to resolve the dispute shall be as follows:

1. The Manager Emergency Services Red Cross and the Local Disaster Coordinator Brisbane City Local Disaster Management Group will meet within five working days of the dispute arising with a view to resolving the dispute by negotiation;
2. If the Manager Emergency Services Red Cross and the Local Disaster Coordinator Brisbane City Local Disaster Management Group do not resolve the dispute within the five working day period referred to above, the Operations Coordinator Red Cross and the Local Disaster Coordinator Brisbane City Local Disaster Management Group will meet to endeavour to resolve the dispute within a period of five business days with the expiry of the five working day period referred to in sub-paragraph (1) above; and
3. If the Operations Coordinator Red Cross and the Local Disaster Coordinator Brisbane City Local Disaster Management Group are unable to resolve the dispute within the period of five business days referred to in paragraph (2) above either the Red Cross or Brisbane City Council shall be at liberty to terminate the Memorandum of Understanding;
4. If the Memorandum of Understanding is terminated, one week's written notice

must be provided by the terminating party.

5. All parties are responsible for their own costs associated with the procedures outlined in subparagraphs (1), (2), (3) and (4) above.

10 - Duration:

1. The initial term of this Memorandum of Understanding shall be two (2) years commencing on the date this agreement is executed with audits occurring annually.
2. Any extension of the initial two year term will be renegotiated three months prior to the end date of this Memorandum of Understanding.

EXECUTED on the *Twenty second* day of *December* in the year 2010

On behalf of **The Brisbane City Council**



A/ Chairman Local Disaster Management Group
Brisbane City Council

On behalf of **Red Cross:**



Greg Goebel
Executive Director Queensland
Red Cross