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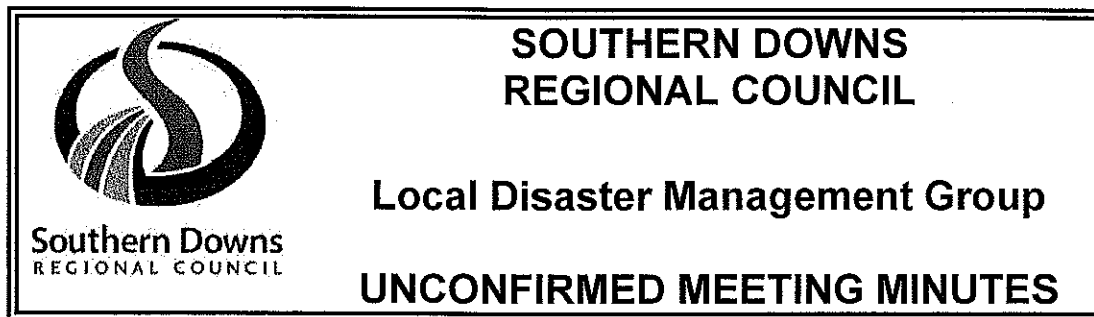
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Unconfirmed Meeting Minutes
Held at the Southern Downs Regional Council Warwick Chambers
On Thursday 24th February 2011 at 2:00pm

Present

Ron Bellingham, Southern Downs Regional Council (Chair)
Rod Ferguson, Southern Downs Regional Council (Executive Officer)
Peter See, Southern Downs Regional Council
Tony Minuti, Southern Downs Regional Council
Trudy Fraser, Southern Downs Regional Council
Tim O'Brien, Southern Downs Regional Council
Jody Collins, Southern Downs Regional Council
Greg Morrow, Queensland Police Service
Shane Reid, Queensland Police Service
John Newley, State Emergency Service
Alan Payne, Queensland Fire and Rescue Service (Rural)
David Fraser, Emergency Management Queensland
Trevor Martin, Department of Transport and Main Roads

1. Welcome

Cr Bellingham welcomed the members to the meeting.

2. Apologies

Stewart Day, Queensland Police Service
Mark Ireland, Queensland Police Service
Andrew McLean, Queensland Ambulance Service
Max Hunter, State Emergency Service

3. Confirmation of Meeting Minutes 16/09/10

David moved the confirmation of the Meeting Minutes from 16/09/10, seconded by Trudy.

4. EMQ Update

David provided the following comments:

- District Disaster Management Guidelines and Governance Guidelines have recently been released.

- Changes have been made to reporting requirements including the requirement to report on the capacity of LDMG's and compliance with legislation. EMQ will provide an update at DDMG Meetings.
- EMQ will be reviewing LDMG Plans, SOP's and lessons learnt in the next few months and will be developing a priority list of actions and exercise needs. This will feed into the DDMG.
- Propose to conduct another disaster management training exercise later in the year, possibly using a biological disaster.
- Flood Commission Inquiry is reviewing what has been done recently eg exercises, SES training, etc.
- A Ministerial Enquiry will be conducted regarding the SES movements before and after 10 January 2011.
- LGAQ will be having a meeting which will examine cross border issues.

Greg commented that he was aware that Goondiwindi were also highlighting the issues with cross border relationships. The Mayor provided the following comments:

- There were issues with gaining NSW traffic information.
- TMR representation on the LDMG was necessary as there were too many sources of information during the first event.
- The relationship with Sunwater needs to be examined.
- The coordination of two events in one region needs to be addressed, with roles and responsibilities needing to be clarified.
- Complimentary of the Bureau of Meteorology's role regarding information provision, apart from the gauge failures.
- The QPS were very professional and QFRS (Rural) assistance in rural was invaluable.

David commented that the traffic management issue at the NSW border was raised when the QPS Commissioner was in Warwick during the first event.

5. Dec/Jan Flood Review and Action Plan

Jody provided members with a copy of the 10/11 Draft Flood Review and Action Plan and explained that its contents is based on the previous flood debriefs. The groups reviewed the contents and made various changes as shown in the attached document.

Trudy advised that the Plan will be ongoing and will ensure that progress of actions are reported to the group. All agencies will need to contribute to the completion of the actions.

9. General Business

The Mayor would like an update on the region's fire season preparedness and threat at the next meeting. A query about new members of the LDMG was raised, with David confirming that the Chair can invite new members at his discretion and it does not need to be resolved by Council.

Council staff will continue to work with EMQ regarding updating plans. EMQ can assist with a disaster management training exercise later in the year, possibly in September or October.

10. Next Meeting and Exercise Date/s

The next meeting will be held on **Thursday 12th May 2011 at 2:00pm** at the Southern Downs Regional Council **Warwick Chambers**. An agenda will be distributed before the next meeting.

There being no further business the meeting closed at 3:55pm.

Jody Collins
Secretary

DRAFT - Southern Downs 10/11 Flood Review and Action Plan

Issue	What went well	What didn't go well	Suggested Actions	Responsibility	Timeframe
<p>Coordination & Resources</p>	<ul style="list-style-type: none"> - Utilised stakeholder previous experience with flood disasters - Utilised stakeholders previous experience with recent flood exercise - Stakeholders worked well together - Identification of key facilities and resources on both sides of rivers - Production of flood mapping for some areas of region - Resolution of farm dam safety issues during event - Implemented changes as a result of previous flood event learning's - Generally, there was good community spirit and a willingness to help others 	<ul style="list-style-type: none"> - Lack of experience in disaster events and exercises by some stakeholders - Lack of formal structure and reporting arrangements for Stanthorpe sub group - Lack of flood mapping for all areas of region - Delays with providing temporary pedestrian access across Carnarvon Bridge - Uncertainty about roles and responsibilities relating to farm dam safety issues - Sightseers getting in the way - Access problems at Warwick and Stanthorpe Aerodromes - Difficulties associated with coordinating a regional event from one location 	<ul style="list-style-type: none"> - Relevant stakeholders to be involved in future disaster exercises and/or training - Determine structure and reporting arrangements for Stanthorpe sub group and include in relevant Plans (include a flow chart to determine when to activate) - Document procedures for splitting resources across rivers - Flood mapping to be produced for all areas of the region and distributed to relevant stakeholders - Establish arrangements for temporary pedestrian access across Carnarvon Bridge - Liaise with DERM regarding roles and responsibilities relating to farm dam safety issues - Review access arrangements for Warwick and Stanthorpe Aerodromes - Increase the size of restricted areas in floods to prevent sightseers from being obstacles - Consider sub group arrangements in smaller towns eg Killarney, Allora, etc - Review LDMG membership and consider including TMR and Sunwater - Brief Councillors regarding disaster management and recovery - Extend area of the Flood Study (subject to funding) - Modify plans to include alternative contacts (recruit and train locally) - Pursue plans to re-establish a SES Group in Allora 	<p align="center">All</p> <p align="center">All</p> <p align="center">All</p> <p align="center">SDRC</p> <p align="center">SDRC</p> <p align="center">SDRC</p> <p align="center">SDRC</p> <p align="center">QPS & SDRC</p> <p align="center">All</p> <p align="center">All</p> <p align="center">EMQ</p> <p align="center">SDRC</p> <p align="center">All</p> <p align="center">SDRC, SES & EMQ</p>	

DRAFT - Southern Downs 10/11 Flood Review and Action Plan

Issue	What went well	What didn't go well	Suggested Actions	Responsibility	Timeframe
Inter-agency Communication	<ul style="list-style-type: none"> - Regularity of LDMG Meetings and broad stakeholder attendance - Key stakeholders being located in the DCC - Some stakeholders provided 24 hour contact details during the event - General communications via phone, email and in person was effective 	<ul style="list-style-type: none"> - Difficulty with gaining current local and state road information (including Qld and NSW) - Not all relevant stakeholders were contacted initially - Communication with Tenterfield regarding road information could be improved - Some agencies and/or their resources were not utilised - Difficulty contacting appropriate agency representative due to absences - Lack of access to individual email addresses - Communication problems as a result of Stanthorpe mobile network outage - Mobile network problems (as a result of the large quantity of calls) - Duplication of emails 	<ul style="list-style-type: none"> - Continue to work with TMR regarding communication of road information - Liaise with NSW RTA regarding communication of road information - Review system for recording and distributing road information between stakeholders - Revise contact list and collate a separate list for the Stanthorpe sub group - Conduct a stakeholder resource audit and distribute to raise awareness of available resources - Provide 24 hour contact details during an event - Advise SDRC of alternative contact during long absences - Where possible, set up generic email addresses which are accessible by more than one person - Determine alternative communication methods in the event of mobile network outage - Contact Tenterfield Shire Council regarding a process for sharing road information - Utilise existing contacts for NSW, including BROCC Group 	<ul style="list-style-type: none"> TMR, QPS & SDRC TMR, QPS & SDRC TMR, QPS & SDRC SDRC All - coordinated by SDRC All All All All SDRC All 	

DRAFT - Southern Downs 10/11 Flood Review and Action Plan

Issue	What went well	What didn't go well	Suggested Actions	Responsibility	Timeframe
Public Communication	<ul style="list-style-type: none"> - Regular media releases were distributed - Generally good media coverage, particularly via radio - Utilised QFRS Rural to distribute flyers to smaller communities - Utilised some tourist info centres, Chamber of Commerce, service stations & supermarkets to distribute information - Eventual prevention of travellers into region when Highways were closed - Hand delivery of information flyers to affected residents - TMR opening of Highways and advising of public 	<ul style="list-style-type: none"> - Local radio coverage could have been improved - Did not use SMS alert system - Did not use social media ie Facebook, Twitter - Two way radio could have been used more, particularly to communicate with the transport industry - Difficulty with distributing current local and state road information (including Qld and NSW) - Lack of specific (health related) notifications to vulnerable people through organisations such as Granite Belt Support Services, aged care providers and other welfare providers - Media releases issued by both Warwick and Stanthorpe groups - Lack of community awareness of what to do in a disaster - National SES phone number had problems due to the volume of calls - Spread of rumours - Traffic problems caused by opening of Highways 	<ul style="list-style-type: none"> - Hold a daily press conference and/or distribute a media release after every LDMG Meeting - Meet with local radio to agree on support arrangements during a disaster event (including use of live interviews) - Prepare draft SMS alert messages for various situations and gain advice from EMQ on appropriateness and useability ie information vs warning - Set up relevant social media and promote availability to community - Consider the possibility of locating a two way radio in or near the DCC and/or monitor - Collate a list of useful contacts eg tourist info centre, Chamber of Commerce, service stations & supermarkets - Review system for recording and distributing road information to general public - Prepare a contact list for vulnerable people and/or relevant organisations - Establish arrangements for the distribution of early messages to travellers if Highways are closed to prevent more people requiring access to Evac Centres - Conduct community education regarding personal arrangements in disaster situations - Consider the use of permanent flood markers to raise public awareness of potential flood levels - Establish arrangements to stagger the public notification of Highway openings - Consider special needs of backpackers, particularly in the Stanthorpe area - Investigate the use of a siren as a community warning in Killarney 	<ul style="list-style-type: none"> SDRC SDRC All SDRC SDRC SDRC TMR, QPS & SDRC All TMR, QPS & SDRC All - coordinated by SDRC All TMR, QPS & SDRC All SDRC 	

DRAFT - Southern Downs 10/11 Flood Review and Action Plan

Issue	What went well	What didn't go well	Suggested Actions	Responsibility	Timeframe
Evacuation	<ul style="list-style-type: none"> - SES self evacuation door knocking was effective - Phone call advice to businesses regarding potential floodwaters - Efficient coordination and registration of evacuees at Evac Centres - Provision of food and bedding 	<ul style="list-style-type: none"> - Evac Centre registration forms did not provide for recording of relevant information eg pets, medication, etc - Lack of formal Evacuation Plans - Monitoring of food provided at Evac Centres - Not knowing the location of self evacuees - Suitability of facilities at Evac Centres - Availability of bedding on both sides of rivers - Lack of local Red Cross resources - Alternative evacuation access routes were not utilised eg railway lines - Evac Centres in smaller areas were not readily identified and resourced - Lack of formal evacuation procedures for SDRC pensioner units 	<ul style="list-style-type: none"> - Review Evac Centre registration forms - Prepare Evac Plans for all areas of regions and include all relevant issues eg food safety, facilities, bedding, staffing, safety, IT requirements, Code of Conduct, etc - Prepare a contact list of potentially affected businesses for quick access - Where possible, record the location of self evacuees (for future contact) - Advise Red Cross HQ of LDMG activation to assist with local resourcing requirements - Liaise with Qld Rail regarding potential use of rail lines for evacuation - Prepare evacuation procedures for SDRC pensioner units 	<p>Red Cross & SDRC</p> <p>Red Cross & SDRC Chamber of Commerce & SDRC</p> <p>SES Red Cross</p> <p>Red Cross & SDRC</p> <p>SES & SDRC SDRC</p>	
Reporting	<ul style="list-style-type: none"> - Information was provided to the DDC in a timely manner - Detailed information recorded for SDRC records management purposes 	<ul style="list-style-type: none"> - Difficulty in gathering required information from some stakeholders within deadlines - Difficulty with coordinating LDMG meetings with SITREP deadlines - Too much detail provided to DDC 	<ul style="list-style-type: none"> - Relevant stakeholders to be provided with a copy of the Situation Report template (and example) and be requested to provide the relevant information at LDMG meetings during future events - Where possible during events, coordinate LDMG Meetings to occur immediately before SITREP deadlines - Advise stakeholders to provide whatever accurate information that is available at the time, rather than waiting for all information and missing deadline 	<p>SDRC</p> <p>All</p> <p>All</p>	

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Issue	What went well	What didn't go well	Suggested Actions	Responsibility	Timeframe
Recovery	<ul style="list-style-type: none"> - Coordination of volunteer program - Community Recovery Centre operations 	<ul style="list-style-type: none"> - Lack of formal recovery structure and reporting process - Recovery stakeholder roles and responsibilities were unclear - Welfare agencies did not meet earlier in event 	<ul style="list-style-type: none"> - Review Community Recovery Committee Plan (human), including membership - Review recommended Recovery Committee structure including human, environment, infrastructure and economic sectors - outline roles, responsibilities and reporting requirements - Establish arrangements for community recovery committees to meet during the response phase - Establish a better link between SES and Lifeline for referrals - Identify potential access issues which prevent recovery from beginning 	<p align="center">DoC & SDRC</p> <p align="center">All</p> <p align="center">All</p> <p align="center">All</p> <p align="center">SES</p> <p align="center">All</p>	