

Issue	Suggestions for improvement	Person responsible	Timeframe
<p>Activation</p> <ul style="list-style-type: none"> <li>- timeliness</li> <li>- could we have stood up earlier?</li> <li>- staffing issues</li> </ul>	<p>Local activation comments</p> <ul style="list-style-type: none"> <li>• CHRC LDMG activation went well for Dec 27 flood event using our ALERT network and rainfall totals as trigger, followed by stream gauges.</li> <li>• Some additional rain gauges need to be installed in the southern Blackdown Tableland area (this is a shadow area and difficult to assess water over road between Blackwater and Dingo)</li> <li>• An additional river gauge needs to be installed at Vandyke to increase warning time and improve decision making regarding inflows to Fairbairn Dam and likely impact on Emerald township.</li> </ul> <p>DDCC activation comments</p> <ul style="list-style-type: none"> <li>• Timing of stand up time was appropriate and effective.</li> </ul>	BWilkinson	
<p>Response</p> <ul style="list-style-type: none"> <li>- agency representation in DDCC</li> <li>- adequacy of plans</li> <li>- other issues</li> </ul>	<ul style="list-style-type: none"> <li>• Road and rail closures caused by earlier rainfall (for CHRC the Dec 3 rainfall / runoff / flooding in particular) had already set in motion some the early signs of resupply difficulties, stranded travellers, road and rail transport difficulties and property isolation.</li> <li>• Road closure management issues – signage and staffing in future events needs some review – particularly in middle and eastern part of CHRC. Need to consider the positioning of adequate relief TMR team say in Blackwater to support Council on the Main Road arteriole.</li> <li>• Safety issue – members of the public ignoring road closure signs and entering floodwaters.</li> <li>• Some difficulties experienced with the new Qrail restructure and pre-season preparation and communication - given the season's predictions. Train is a key evacuation tool for Emerald township once Vince Lester Bridge is cut. No passenger train or carriages were available in the region post 3 Dec flood. Two separate entities in control of small section of line used by LDMG to ferry people from</li> </ul>		

	<p>Emerald town over Nogoia River to the siding on the east bank. LDMG was seeking some clear understanding how the two entities would resource use of train and staff for LDCC.</p> <ul style="list-style-type: none"> <li>• Consideration for future summer seasons could be given to locating equipment (eg Ballast train) at Blackwater that would enable line repairs to happen more efficiently and quickly (enable line repairers to work from both ends – east and west – to get coal industry back up quickly) and passenger carriages in Emerald or at least Central area. On a positive QRail staff were fantastic at local level and went to great lengths to help LDMG prepare alternative carriages for suitably transporting people.</li> <li>• Some thought about Queensland Resources Council having an advisor / representative on DDCC.</li> <li>• Improved coordination of airspace and air assets – tasking of helicopters, identification of what assets are available to LDCC (company and asset description), exclusions over airspace to manage cowboys and opportunists, individual air space managers at LDCC and at DDC level, planning for AvGas preseason.</li> <li>• SMS warnings worked very well – community has provided very positive feedback.</li> </ul>		
<p>DDMG meetings during incident</p> <ul style="list-style-type: none"> <li>- timing</li> <li>- frequency</li> <li>- venue</li> <li>- format</li> </ul>	<ul style="list-style-type: none"> <li>• Teleconference phone speaker facility at Timber Racks needs fixing – it is very difficult to hear people making it almost ineffective at times.</li> <li>• Otherwise timing and frequency of meetings was fine – not too many and not too infrequent.</li> <li>• 2:00pm meeting is appropriate – we need to improve our local ability to provide LDMG SitReps on time prior to DDC meeting.</li> </ul>		

<p>Situation reports</p> <ul style="list-style-type: none"> <li>- timing</li> <li>- frequency format</li> </ul>	<p>There appears to be a lot of overlap in reporting which impacts on peoples time and efficiency during the crisis. Each agency is seeking reports from their operatives, and LDMG is providing much of the same information. Opportunity to rationalise this – look at what LDMG provides and then what individual agencies need over and above that from their operatives. Remove the duplicate parts. Opportunity to set up standardised reporting out of Guardian statewide and establish processes that agency members / leaders will accept one report from LDCC. This may need each agency to identify their reporting needs.</p>		
<p>DDMG composition</p> <ul style="list-style-type: none"> <li>- was it sufficient?</li> <li>- Should other agencies have been at the table?</li> </ul>	<ul style="list-style-type: none"> <li>• Old Health representation – ensuring we have adequate representation and participation and support.</li> <li>• Coordination support for mapping of event, aerial and satellite data capture. Whilst this was occurring at a State level during the event, and staff from Brisbane did make contact with DMC's – it would be useful in future pre-season planning to add one of these reps as an advisor on our DDCC to discuss what imagery is appropriate and required by each LDMG (make preparation decisions).</li> </ul>		
<p>Information flow</p> <ul style="list-style-type: none"> <li>- was adequate information received?</li> <li>- how could this be improved?</li> </ul>	<ul style="list-style-type: none"> <li>• Apart from RFA comments it went well.</li> <li>• SMS system to community during response went very well, and should be used more widely in all types of events. CHRC website received 200k plus hits and was seen as being very valuable info source during and post event.</li> </ul>		
<p>Requests for Assistance</p> <ul style="list-style-type: none"> <li>- Issues/timeliness in meeting requests</li> </ul>	<ul style="list-style-type: none"> <li>• Difficult to track where RFA's were at. Recommend that DDCC cc LDMG as actions are made on each RFA. DDCC also need to provide a report back to LDMG on progress of each RFA, and to chase up outstanding RFA's. Some thoughts about defining what an effective time period is for certain types of RFA's to be actioned.</li> <li>• Better clarity between all groups about what is urgent, non-urgent when defining and submitting RFA. Perhaps a series of question prompts for someone to work through contained on the form.</li> </ul>		

	<ul style="list-style-type: none"> <li>Does legislation amendment enable chair to request directly verbally to DCC to prepare and action a request – ie some flexibility in the system – ontherun stuff.</li> </ul>		
<p>Media Management</p> <p>- managing community expectations.</p>	<ul style="list-style-type: none"> <li>Went very well. No problems at either a LDMG or DDCC level. All comms were going through single point of contact.</li> </ul>		
<p>Recovery</p> <p>- were initial recovery actions considered and implemented enough?</p> <p>- Where to from now?</p>	<ul style="list-style-type: none"> <li>Too high an expectation that LDMG can provide accurate data on what individual houses had water over living area – not all Councils have floor height data over all their township areas,</li> <li>Insurance issues – flood definition must be simplified legislatively. Water over the floor is ‘flood water’ regardless of where or how it came from.</li> <li>Opportunity to look at management coordination of contractors and how to prepare the local building sector. Insurance companies choosing to bring in external contractors for various reasons which has had an impact on a tight accommodation situation post flood.</li> <li>Earlier support from BSA would be useful to monitor building standards are adhered to – especially WPHS issues associated with re-sheeting walls before they are adequately dried out and properly treated for mould and rot.</li> </ul>		
<p>Evacuation Centres</p> <p>- Adequacy of evacuation plans</p> <p>- Back up power</p> <p>- Sewerage issues</p> <p>- Capacity</p> <p>- Review of trigger</p>	<ul style="list-style-type: none"> <li>Old Health and other essential services need to work in with LDMG’s to review flood proofing / location of their service centres. Emerald hospital for example needs to raise Emergency power gensets and Council needs to work with them to look at how to improve the sewage systems they are. QAS was totally inundated.</li> <li>Red Cross teams have done a fantastic job and have been busy – but their data has not been forthcoming back to LDMG and Recovery Groups. This data is essential - need evacuation lists provided promptly</li> </ul>		

<p>points</p> <ul style="list-style-type: none"> <li>- Availability of resources to operate centres</li> <li>- Security plans for centres</li> <li>- Registration plans</li> <li>- Establishment of 'unofficial' evacuation centres</li> <li>-</li> </ul>	<p>to the Chair of the LDMGs for future planning and preparedness for next event (the summer season is not over yet). Also, LDMG and Councils have incurred significant expenditure, and need to reconcile bills, invoices and payments.</p> <ul style="list-style-type: none"> <li>•</li> </ul>		
<p>Other issues</p>	<ul style="list-style-type: none"> <li>•</li> </ul>		