

In the matter of the  
Commissions Of Inquiry Act 1950

Commission of Inquiry Order (No. 1) 2011

**QUEENSLAND FLOODS COMMISSION OF INQUIRY**

**Supplementary Witness Statement of Carl Christian Wulff**

Chief Executive Officer - Ipswich City Council

**QFCI**

JM

Date:

19/10/11

Exhibit Number:

854

## SECOND STATEMENT OF CARL CHRISTIAN WULFF

This written statement is provided in response to a Requirement, dated 10 August 2011, to provide a written statement, under oath or affirmation, to the Queensland Floods Commission of Inquiry pursuant to section 5(1)(d) of the *Commissions of Inquiry Act 1950* (Qld).

I, Carl Christian Wulff, Chief Executive Officer of the Ipswich City Council (variously described throughout this statement as "ICC" or "Council"), 45 Roderick Street, Ipswich in the State of Queensland, affirm as follows:

### Queensland Floods Commission of Inquiry - Interim Report - ICC Response to Recommendations

1. This statement is supplementary to my first statement dated 2 September 2011. At paragraphs 19-24 of my first statement I referred to the preparation by Council of an operational matrix or spreadsheet which identified each of the recommendations contained in the Commission of Inquiry's Interim Report relevant to Council and to the City. This actions register identifies, for each recommendation, the relevant ICC action, relevant responsibilities for the action and the current status.
2. Attached to my statement and marked CCW-12 is a copy of the updated actions register as at 12 October 2011.

### ICC On-line Flood Mapping System - Introduction

3. At paragraph 26 of my first statement I noted that ICC was considering implementing recommendation 4.13 of the Commission of Inquiry's Interim Report through introducing a free of charge on-line flood mapping service publicly available on the Council's website. I noted that this service was a work in progress currently under development and that I expected to be in a position to provide the Commission with a supplementary statement setting out details of this service prior to the Commission's sittings in Ipswich on 18/19 October 2011.
4. Council is preparing to "go- live" with this service on Thursday, 13 October 2011. The service will be made available through the ICC website. ICC will publish a tile on the home page on the internet site which will link through to the search functionality, thereby enabling a member of the public to access the search information.
5. The availability of this service will be notified to the public by a range of means including by placing a relevant insert outlining the service in Council's next round of rate notices. These rate notices will commence issuing from around 17 October 2011.
6. The following paragraphs provide an overview of the ICC on-line mapping system.

7. This will be a publicly available user friendly service which will enable every resident, business and property owner in the City on-line access to historical flood data and maps based on the 1974 and 2011 flood events. This service will be provided free of charge.
8. The mapping service will provide public access to two primary sets of data:
  - (a) firstly, maps showing the impact of the 1974 and 2011 events. These maps will be accessible on a whole of city basis, but also then broken down into 51 separate suburbs/localities; and
  - (b) secondly, maps and data showing the impact of the 1974 and 2011 events as those events relate to each individual property across the Ipswich Local Government area.
9. Access to this historical flood information will assist property owners, residents and business in making informed decisions in the case of a future flood event. Details of this new service are explained in the following paragraphs of my statement.

#### **Background**

10. There are approximately 75,000 properties within the Ipswich Local Government area. Not all properties were impacted by the 1974 and 2011 flood events. Available data indicates that approximately 10,000 properties were flood effected and 65,000 properties were unaffected by the floods.
11. Council is establishing a free of charge on-line service to provide the public access to historical flood data and maps. The on-line service will be user friendly for members of the public who are not "map-savvy". The information will be accessible via the Council internet site.

#### **Flood Maps**

12. Members of the public will be able to search:
  - (a) a "high level" map showing the historic 1974 and 2011 flood extents for the Ipswich Local Government area, or broken down into 51 different localities within the ICC area boundaries; and
  - (b) for flood information as it relates to a specific street address or lot/plan number.
13. The historical flood information will comprise PDF flood extent maps. As mentioned above, these can be searched and accessed for the whole Council area, or for any one of 51 different Council area localities. The result of the search will be displayed and a copy can be printed out and/or saved onto a customer's PC.

14. A "mock up" of how this search response would appear for one of the locality areas (map 50) is shown on the map attached to my statement and marked CCW-13.
15. For the selected locality, the map shows the extent of the 1974 flood line marked in blue, the extent of the 2011 flood line marked in green, and areas inundated by flood water in both the 1974 and 2011 events are shown as a "hatched" area. The flood lines shown on the map are based on the available flood record data and depict the extent to which the flood line extended in each of these major events.

### **Property Specific Search**

16. The second form of search which can be undertaken is a property specific search. This search can be undertaken based on 2 sets of criteria:
  - (a) firstly, by reference to a specific address, where the person conducting the search will select a suburb, then a street, and then enter a specific house number; or
  - (b) secondly, by reference to cadastral details, where the searcher enters a lot number and then a plan number.
17. Once again for this search the results will be displayed and can be printed out and/or saved onto a customer's PC.
18. For the approximately 10,000 known flood affected properties, a PDF document including a map and interpretative data will be produced in response to the search criteria. The map will identify for the individual property the subject of the search the flood extent line for the 1974 and 2011 flood events.
19. As with the previously described locality search, flood polygons will be shaded differently for each of the 1974 and 2011 flood data sets.
20. In addition to producing a flood map specific to the subject property, a report will be produced which identifies for the designated search property (by reference to Australia Height Datum-AHD) the minimum and maximum ground heights for the property, the 1974 and 2011 flood event levels referable to the property, and the indicative eave height for the property (generally accurate to +/- 150mm). The eave height data is current as of 2009.
21. The eave level is the level in metres (AHD) of the overhanging lower edge of the main roof. These levels have been identified by ICC through the commissioning by Council of a technology called Orthophotographic Representation which uses a high resolution camera mounted to an aircraft.

22. The highest and lowest ground levels for the property are based on ground level information derived by Digital Terrain Modelling (DTM) of the ground surface, and the 1974 and 2011 flood event extent lines are defined by reference to various sources of data available to Council in relation to those events.
23. Council has determined to express the property specific data by reference to AHD flood levels, as AHD is the commonly used measure by which the relevant authorities express predicted flood levels.
24. To illustrate these search results I have attached to my statement and marked **CCW-14** a "mock up" of the documents that a hypothetical resident at 49 Bergin Street, North Booval would receive when searching for their property report.
25. The first document in Annexure CCW-14 is the flood map for the property at 49 Bergin Street, North Booval. It shows that the whole of the property was inundated in both the 1974 and 2011 flood events.
26. The second document within Annexure CCW-14 is the flood report for the property. It shows that the flood peak experienced at that property in the 1974 event was 20.7m AHD and in the 2011 event the flood peak was 17.1m AHD. For the 49 Bergin Street property, the maximum property level is 19.2m AHD, the minimum property level is 15.4m AHD and the eave level is 19.2m AHD. Based on this search information the property owner or occupier at 49 Bergin Street will know that in a future flood event of similar proportion to that experienced in January 2011, the property will be totally inundated to around the level of the eaves.
27. By way of another illustration, I have attached to my statement and marked **CCW-15** a "mock-up" of the documents that a hypothetical resident at 380 Rosewood Laidley Road, Lanefield would receive when searching for their property report.
28. The flood map shows that the 1974 flood information is not available for this property, as it is located within the former Moreton Shire Council boundary. For property located within the former Moreton Shire Council boundary, only 2011 flood event levels will be available from the on-line search. The flood map shows that the property sustained relatively minor inundation in the January 2011 flood event.
29. The flood report for the 380 Rosewood Laidley Road property shows that the flood peak experienced at that property in January 2011 was 48.1m, the maximum property level is 50.6m AHD, the minimum property level is 47.9m AHD and the eave level for the property is at 52.5m AHD. Based on this information the owner or occupier of the 380 Rosewood Laidley

Road property will be better able to assess the potential impact on their property of a future flood event.

30. The property specific map and interpretative data will provide important property specific information sufficient to enable residents and businesses to make informed decisions in relation to evacuation and disaster management should another major flood event occur.

#### **Report Available to Unaffected Properties**

31. If a member of the public conducts a search on one of the approximately 65,000 properties unaffected by the 1974 and 2011 floods, they will receive a brief generic report which states:

*"You have requested data for an area not known to be flood affected by the 1974 or 2011 floods".*

32. There will be no individual property flood map or flood height information included with this search report. However, the resident will still be able to search the locality of the subject address and obtain and print off the flood event map for the locale of that address.

33. Attached to my statement and marked **CCW-16** is a "mock up" of how the response to the search of a non-flood affected property will appear.

34. For those properties located within the former Moreton Shire Council boundary the report will state:

*"You have requested data for a property not known to be affected by the 2011 flood.*

*There is no data available in this report for the 1974 flood".*

35. Attached to my statement and marked **CCW-17** is a "mock-up" of how the response to the search of a non 2011 flood affected property located within the former Moreton Shire will appear.

#### **Go-Live and Council Call Centre**

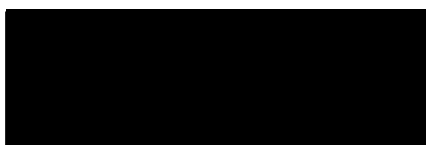
36. As noted earlier, this search capability is proposed to go live on 13 October 2011, in advance of the next wet season. A campaign will be undertaken to ensure that residents and businesses are aware of the service, and that help services are made available to assist those who have queries as to undertaking the search or interpreting the results data.

37. In addition to residents and businesses being able to conduct their own searches in the manner I have described, this search capability will also be available to ICC Call Centre operators. This will enable Call Centre operators to quickly ascertain property specific information and to respond and give guidance to callers as to the potential impact to their property during a future flood event.
38. Another aspect of this service is that its availability is not limited to residents within the Ipswich area. One practical issue is that some residents may have difficulty accessing the service in the event of a local power outage. However, the service will be accessible by people outside of the affected area, and, indeed, by people with internet access anywhere in the world.
39. The experience during the January 2011 flood event was that some residents were reluctant to respond to requests by Council officers or emergency services personnel to evacuate their properties, but responded more readily to approaches by relatives and friends. The on-line flood mapping service will be accessible, for example, to someone in Melbourne, who could then contact a relative or friend within the Ipswich area and alert that person to the pending event and its potential impact on the person's property.

#### **Future Enhancement of the Flood Mapping System**

40. The property search service to go live in October 2011 produces maps based on historical 1974 and 2011 data. An enhancement to this service will be the capability to overlay across the maps the predicted impact of an actual flood event, and to then update the overlay as the event develops and information about the event is updated. This will then provide residents and businesses with the "real time" predicted impact on their specific property of a developing flood event as the event unfolds. The ability to overlay such information "on-line" as an event develops is cutting edge technology.
41. The Ipswich Enterprise Business Solutions Branch (**EBSB**), which has been responsible for development of the software for the flood mapping system is investigating this enhancement as phase figure 2 of the system, and Council expects that it will be in a position to roll out this additional "real time" functionality in 2012.

Affirmed this *13<sup>th</sup>* day of October 2011 at Ipswich in the State of Queensland in the presence of:



Carl Christian Wulff (Deponent)



Witness

*Ross Perrett - Solicitor*

No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed
<b>Chapter 2 Dams</b>						
<b>2.1</b>	Seqwater should act immediately to establish: 1. a steering committee to oversee the long term review of the Wivenhoe manual including senior representatives of at least DERM, Seqwater, the Water Commission, the Water Grid Manager, Brisbane City Council, Ipswich City Council and Somerset Regional Council 2. a technical review committee comprised of independent experts in at least hydrology, meteorology and dam operations to examine all technical work completed as part of the review.	NB: PD will need to be involved in any suggested land use planning and flood plain management outcomes.	CEO	CEO is a member of the Steering Committee. First meeting was held on 25 August 2011 with further meetings on 15 September and 13 October 2011.	10-Oct-11	
<b>2.14</b>	The Commission recommends that a review be conducted of the number and distribution of ALERT gauges within the Wivenhoe and Somerset catchments. This review should include an assessment of the usefulness and cost effectiveness of installing more gauges, particularly at high elevations in the catchment. Such an assessment would appropriately involve the Bureau of Meteorology, DERM and Seqwater, and the relevant local councils.	Prior to the January 2011 event, Ipswich commenced a review of the Alert Guage network within the Ipswich Local government area. This review, in conjunction with BOM and SEQwater, identified the following activities; 1. Rectification of Identified ICC ALERT Flood Warning Monitoring System Gaps 2. maintenance and Upgrading of existing sites. The project also includes a provision for raising of community awareness of flood issues in the locality and in Ipswich generally, and for building of local volunteer capacity.  In addition to this, ICC participated in an initial consultative workshop with BOM, SEQwater, EMQ, QPS and other local governments to discuss a "whole of catchment" approach to the Lockyer, Brisbane and Bremer Catchments. This approach includes; - Knowledge & Information Management sharing (ie: Models, studies etc) - Management of Alert guage network - Communication protocols.	COO WP&R		09.09.11	
<b>Chapter 3 Disaster frameworks, preparation and planning</b>						
<b>3.4</b>	Every local government susceptible to flooding should ensure that, before the next wet season, its local disaster management plan: • is consistent with the Disaster Management Act 2003 • addresses local risks and circumstances • can be used easily in the event of a disaster	Plan is currently being reviewed with sign off by November	COO WP&R	Approval by November 2011	09.09.11	
<b>3.5</b>	Every person who is required to work under a local disaster management plan should be familiar with the plan before next wet season	In conjunction with EMQ, a Training competency framework has been developed. [see attachment 1]	COO WP&R	LDC training as first stage completed 31.08.11	09.09.11	
<b>3.6</b>	Every local government should publish its disaster management plan (and relevant sub-plans) on its website	Plan to be published once review is complete and Ipswich City Council and the LDMG have approved.	COO WP&R	Support from Marketing and EBSB. December 2011 aimed for approval. Update from EBSB: EBSB are poised to assist with publishing the document once it is available	09.09.11 10/10/11	



No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed
3.13	Before the next wet season, local governments susceptible to flooding should conduct community education programs which provide local information about (at least) the following topics: <ul style="list-style-type: none"> <li>the measures households should take to prepare for flooding</li> <li>the roles and functions of the SES and details of how to contact and join it</li> <li>whom to contact if assistance is needed during a flood</li> <li>contact details for emergency services in the area</li> <li>the types of warnings that are used in the area, what they mean and what to do in the event of a warning</li> <li>where and how to obtain information before, during and after a disaster</li> <li>what is likely to happen during a disaster (for example, power outages and road closures)</li> <li>evacuation</li> <li>measures available for groups who require particular assistance (for example, the elderly, ill and people with a disability).</li> </ul>	Development of a "Community Awareness Framework" [attachement 2] has commenced targetting schools, impacted communities, high risk sections of the community as well as a pre-season program. This development is being done in conjunction with LDMG members.  The roll out of this program forms part of the activities of Council's Community Development Officers".  Finalisation of this Framework will be undertaken by Council's Emergency Management Officer. [TT]				
			COO C&CS	Support from Marketing and LDC/EMO. Commence post recruitment of EMO	09.09.11	
3.14	To ensure consistency, the Queensland Government should assist local governments to develop and deliver the community education programs.	Stage 1 - Current Project Brief to Develop Major Historic Flooding information, ground levels and eave height levels available to public online for free. Stage 2 - Will involve geospatial mapping to depict impacts at certain levels. PD should also be involved.  Development of a "Community Awareness Framework" has commenced to target schools, impacted communities, high risk sections of the community as well as a pre-season program. This development is being done in conjunction with LDMG members.[TT]		For update on stage 1 - see item 4.13 below.  Susan Yates - Mapping Project & Annette Schoone - ensure consistency in delivery of education programs. Marketing Branch has prepared a communications plan for flood mapping. A web-based flood map search facility has been created. Estimated date to set live is 30 September 2011 (pending Council approval) Marketing Branch has prepared an insert for the October 17 rates release which provides details of Council's online flood map search functionality. Marketing Branch will commence weekly insert with Info Page Notice on Being Prepared and link to Council's website for further Emergency Mgmt Info.	09.09.11	
			COO C&CS		27.09.11	
<b>Chapter 4 Forecasts, warnings and information</b>						
4.1	In issuing warnings for a district or region, local and state authorities should use a range of different warning mechanisms effective for the particular district or region, including methods which do not rely on electricity.	As part of the review of the Communications and Warning sub-plan of the LDMP, identification of alternate warning systems and investigation into capabilities against event scenarios will be undertaken.[TT]  This review needs to be lead by the LDC and nominated LDCC Communication Officer(s).[TT]		Marketing Branch is investigating SMS Broadcast and Alert Systems (digital exchange national enquiry system) Susan Yates to progress Support from LDMG/Tony Trace Meeting has taken place with EBSB (Chris Keegan Enterprise Architect) to discuss internal Message Manager system. Awaiting advice from Chris Keegan regarding capabilities. Discussion held with Julian Harris who is also looking at LGAQ options. <b>06.10.11</b> Briefing by two SMS providers in October. Recommendation t be made on options to implement.	09.09.11	
			COO C&CS		28.09.11 06.10.11	
4.2	Councils should prepare SMS alert templates covering a range of different flood scenarios before the wet season.	As part of the review of the Communications and Warning sub-plan of the LDMP, the guidelines for usage of the SEWS need to be incorporated, including the development of individual catchment templates[TT]  This review needs to be lead by the LDC and nominated LDCC Communication Officer(s).[TT]		Marketing Branch has set meeting with Tony Trace (13 Sept 2011) to ascertain what is already available ██████████ to progress . Follow up with Disaster Management Officer (DMO) and ██████████ ██████████ gathering template documents. Draft required by 5 Oct 11. SMS templates written Update from EBSB: Options paper provided regarding potential delivery mechanisms.	09.09.11 09.21.11 28.09.11 06.10.11 07.10.11 10/10/2011	10-Oct-11
			COO C&CS			
4.3	SMS alerts should direct recipients to websites or contact numbers providing more detailed information about flood locations and predictions, the location of evacuation centres and evacuation routes.	As part of the review of the Communications and Warning sub-plan of the LDMP, the guidelines for usage of the SEWS needs to be incorporated, including inclusion action statements.[TT]  This review needs to be lead by the LDC and nominated LDCC Communication Officer(s).[TT]		Marketing Branch to discuss with Tony Trace and ██████████. Emergency Management web page has been created ██████████ to progress Support from Tony Trace *Marketing Branch has made substantial updates to the Emergency Management page of www.ipswich.qld.gov.au and relocated this page under the Residents tab on the home page. A tile has also been placed on the home page which links directly to the Emergency Management page. SMS templates written based on EMQ templates	09.09.11	
			COO C&CS		09-21-11	10-Oct-11

No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed
4.4	Councils and Emergency Management Queensland should work together to ensure the approval process does not cause delays in delivering SMS alerts.	MOU with EMQ to provide agreed sign off process.  As part of the review of the Communications and Warning sub-plan of the LDMP, the guidelines for usage of the SEWS need to be incorporated, including approval mechanisms and processes.[TT]  This review needs to be lead by the LDC and nominated LDCC Communication Officer(s).[TT]	COO WP&R	MOU in draft form	02.09.11	
4.6	Individuals and businesses should be encouraged to acquire battery operated radios for use in emergencies.	Development of a "Community Awareness Framework" has commenced targetting schools, impacted communities, high risk sections of the community as well as a pre-season program. This development is being done in conjunction with LDMG members.  The roll out of this program forms part of the activities of Council's Community Development Officers".  Finalisation of this Framework will be undertaken by Council's Emergency Management Officer. [TT]	COO C&CS	*Annette Schoone - included in material currently being developed by CDO *Commence post recruitment of EMO *Allan Roebuck to review Emergency Management area of www.ipswich.qld.gov.au. Emergency Management area updated on Council website. Fridge Magnet for community education has been drafted. Once finalised will be distributed to each household in addition to distributing at events, community centre, libraries, divisional offices etc. Fact Sheets for distribution to community currently being compiled. Will be distributed to most vulnerable areas with document wallet.	09.09.11 14.09.11 21.09.11 28.09.11	
4.7	Councils should ensure that residents are aware of the frequency of the radio station or stations in their local area that will disseminate flood warnings and other information during disasters.	Development of a "Community Awareness Framework" has commenced targetting schools, impacted communities, high risk sections of the community as well as a pre-season program. This development is being done in conjunction with LDMG members.  The roll out of this program forms part of the activities of Council's Community Development Officers".  Finalisation of this Framework will be undertaken by Council's Emergency Management Officer. [TT]	COO C&CS	* - included in material currently being developed by CDO *Commence post recruitment of EMO *Marketing Branch will ensure that this information is available in the appropriate area of www.ipswich.qld.gov.au Emergency Management & Community Recovery area updated on ICC website under "Residents". ICC is participating in a state-wide web portal www.hardenup.org regarding emergency management. Harden Up aims to be a scalable platform for online engagement during severe weather with community, government, media, business and research. www.hardenup.org will be live across Queensland mid-October 2011. A community message advising preparedness for the summer storm season with call to action to www.ipswich.qld.gov.au willbe included in all ICC Update advertisements commencing 5 October 2011 until end of February 2012. Meeting to be coordinated by and Management of River S	09.09.11 14.09.11 21.09.11 28.09.11 06.10.11	
4.8	Councils that have not already done so should consider how social media may be used effectively to provide accurate information about flood levels and local conditions to residents during a flood event.	Report has been prepared - EMT directed required.	COO C&CS	Facebook and Twitter accounts have been created. A report has been prepared by has provided a presentation to 3rd level Managers. & to progress. and in consultation with to review when social media use would be most effective and how this will be implemented and will also arrange for in-house Facebook training for and other relevant Council staff. and in consultation with other	09.09.11 14.09.11 28.09.11	Completed. Available and ready for use 06.10.11
4.9	A siren may be appropriate in smaller towns or rural communities susceptible to flash flooding. If councils rely on sirens to warn residents, they should ensure that the community understands the meaning of the siren.	As part of the review of the Communications and Warning sub-plan of the LDMP, identification of alternate warning systems and investigation into capabilities against event scenarios will be undertaken.[TT]  This review needs to be lead by the LDC and nominated LDCC Communication Officer(s).[TT]	COO WP&R	LDC/EMO to advise plus SES		

No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed
4.10	Councils, with the assistance of the Bureau of Meteorology, should examine the feasibility of and priorities for installing additional river height and rainfall gauges in areas of identified need.	<p>Additional gauges have been identified and will be installed prior to the wet season.</p> <p>Prior to the January 2011 event, Ipswich commenced a review of the Alert Gauge network within the Ipswich Local government area. This review, in conjunction with BOM and SEQwater, identified the following activities;</p> <ol style="list-style-type: none"> <li>1. Rectification of Identified ICC ALERT Flood Warning Monitoring System Gaps</li> <li>2. maintenance and Upgrading of existing sites.[TT]</li> </ol>	COO WP&R	Hydrology area - [REDACTED] [REDACTED]		
4.11	Councils, with the assistance of the Bureau of Meteorology, should consider the susceptibility of their regions to flash flooding, and whether it is feasible and necessary to acquire and operate an automated local evaluation in real time system (ALERT system) for particular waterways.	<p>Additional ALERT gauges sites have been identified and will be installed prior to the wet season.</p> <p>Prior to the January 2011 event, Ipswich commenced a review of the Alert Gauge network within the Ipswich Local government area. This review, in conjunction with BOM and SEQwater, identified the following activities;</p> <ol style="list-style-type: none"> <li>1. Rectification of Identified ICC ALERT Flood Warning Monitoring System Gaps</li> <li>2. maintenance and Upgrading of existing sites.[TT]</li> </ol>	COO HSRS	Reviews conducted through BOM and Resilience Funding pathways. Procurement phase carried out and projects now in the co-ordination and delivery phase. Majority of new gauges in the 'six hours or less' category which addresses primarily flash flooding.	7/09/2011	
4.13	<p>Councils should ensure that residents and businesses can clearly understand the impact of predicted flood levels on their property. This may include one or more of the following methods:</p> <ul style="list-style-type: none"> <li>• information on rates notices about flooding at individual properties</li> <li>• geospatial mapping, available to the public, that depicts inundation at certain river heights</li> <li>• flood markers</li> <li>• flood flag maps and floodwise property reports</li> <li>• colour coded maps</li> <li>• information that relates gauge heights with the level of flooding to be expected at a property.</li> </ul>	<p>Stage 1 - Current Project Brief to Develop Major Historic (1974 and 2011) Flooding information, ground levels and eave height levels available to public online for free. Estimate 10,000 properties affected by 1974 and/or 2011 event</p> <p>Stage 2 (if required) - Will involve geospatial mapping to depict impacts at certain levels. PD should also be involved in geospatial mapping and associated property reports.</p> <p>As part of the review of the Communications and Warning sub-plan of the LDMP, identification of alternate warning systems and investigation into capabilities against event scenarios will be undertaken.[TT]</p> <p>This review needs to be lead by the LDC and nominated LDCC Communication Officer(s).[TT]</p>	CFO/City Planner	<p>Stage 1 on target for completion by 1 October. City Solicitor reported to CMF Board on 13 Sep - board approved the deliverable in principle. User Acceptance Testing to be finalised by 30 Sep - final data load (10000 pdf reports ) takes 7-8 days .</p> <p>UAT complete. CMF approved system to go live. Soft launch 13 October, media launch 18 Oct ( includes fliers in rates notices). Comms to be released internally within Council on 11 Oct</p>	21/09/2011  10/10/2011	
4.14	In the course of flood events, warnings referring to gauge heights should include information about the location of the gauge.	<p>As part of the review of the Communications and Warning sub-plan of the LDMP, identification of alternate warning systems and investigation into capabilities against event scenarios will be undertaken.[TT]</p> <p>This review needs to be lead by the LDC and nominated LDCC Communication Officer(s).[TT]</p> <p>The determined types of warnings need to be included in the "Community Awareness Framework" and associated education programs. [TT]</p>	COO C&CS	<p>Advice from hydrology area of ICC *Allan Roebuck to progress. Allan Roebuck to determine where gauges are via BOM. Request to Allan to provide update by 5 Oct 11. Allan Roebuck still determining location and relevance of gauge.</p>	09.09.11 21.09.11 28.09.11 06.10.11	
4.15	Each local disaster management group should include in its meetings a representative of the operator of any dam upstream of its region which contributes water to flooding.	Invitation to be extended to SEQ Water by LDC.	COO WP&R	LDMG Attendance List		

No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed
4.24	The operator of any referable dam and the local disaster management group should develop a common understanding as to their respective roles in a flood event and the type and frequency of information the dam operator will provide to it and local residents.	COO WPR is both referable dam operator and LDC · Rosewood and Marburg Detention Basin · Wivenhoe	COO WP&R			Completed 02.09.11
4.3	Councils should continue to take responsibility for issuing flash flooding warnings. However, where the Bureau of Meteorology becomes aware of weather conditions likely to cause flash flooding that is likely to endanger life or property in a particular council's region, it should, performing its functions in the public interest, directly communicate that information to the relevant council	Flood information group to develop procedure for flash flood warnings including if needed a communication protocol.  +C39	COO C&CS	to progress Council accepts to agrees to perform its functions.	09.09.11 06.10.11	
4.31	Councils should advise the Bureau of Meteorology of any information they possess about flash flooding (or the immediate prospect of it) likely to endanger life or property in their region, and of any warnings they issue about such flash flooding. The Bureau of Meteorology should consider in each case whether any such warning should be re-published (whether as a warning emanating from the Bureau itself or as attributed to the relevant council) on the Bureau's website, or whether it should provide a link to any council warning or other information regarding flash flooding provided by councils or disaster management agencies.	As part of the review of the Communications and Warning sub-plan of the LDMP, development of communication protocols with supporting agencies will be undertaken.[TT]  This review needs to be lead by the LDC and nominated LDCC Communication Officer(s).[TT]	COO WP&R	Hydrology area to advise.		
4.33	The Bureau of Meteorology should do its best to develop working relationships with all councils, particularly for the purpose of exchanging information in severe weather and flood events.	BOM Responsibility  ICC participated in an initial consultative workshop with BOM, SEQwater, EMQ, QPS and other local governments to discuss a "whole of catchment" approach to the Lockyer, Brisbane and Bremer Catchments. This approach includes; - Knowledge & Information Management sharing (ie: Models, studies etc) - Management of Alert guage network - Communication protocols.[TT]	COO WP&R	Only need to establish part of contact in ICC		
<b>Chapter 5 Emergency Response</b>						
5.1	When a local government cannot effectively manage its response to a	Method of seeking assistance may require a LGAQ or CoM	COO WP&R	Advise pont of contact to other councils if assistance is required.		
5.2	Local governments should consider adopting uniform disaster management software, to enable inter-council assistance to be given more easily and effectively.	WPR to work with EBSB to develop Project brief for implementation of software.  Review of Coordination Centre Infromation and tasking solution commenced, with presentation of the Guardian solution received. Business requiremets identification and investigation of internal options underway via BIO process. This BIO includes investigation as to how the All Hazards Information Management System (AHIMS) will provide a state wide integrated communication and information solution for disaster management and intregate with LDCC solutions. [TT]	CFO	All SEQ local Govt councils have been working with DCS since 8th July to ensure that the All Hazards Information Management software (AHIMS) referred to at item 5.9 below is designed and built to provide a single point of truth for QLD that all councils, LDMG, DDMG etc can access and use for data collection, decision making and reporting. It should also allow for cross-communication between councils. It should not just be a one-way communication tool, fed from a myriad of individual council systems/data repositories via interfaces. BIO 328 has been approved by POG and work is being scheduled. Next meeting with external parties 13 October.  13 Oct meeting to be hosted at ICC. Attendees will be all SEQ Council CIOs and DM co-ordinators plus reps from DCS.	21/09/2011  10/10/2011	

No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed
5.3	To ensure effective co-ordination in larger-scale disasters, deployment of personnel (and other resources) between local governments should be facilitated through the Council to Council (C2C) program.	Method of seeking assistance may require a LGAQ or CoM consideration.  This is covered in the "Council to Council (C2C) " support guidelines which were in place and worked well during the January 2011 event. As with other RFAs, these requests need to be approved thru the LDC/LDMG. [TT]				
5.6	As part of their planning before the next wet season, local disaster management groups should identify communities which, because of distance, the potential for isolation by disaster, or any other reason, may require specific disaster management arrangements, and take steps to establish them. Such arrangements may include forming disaster management sub-groups in those communities.	Karalee, Rosewood Local Plans required  Forms part of the assessment of resourcing/logistics required to operate the currently identified evacuation centres (especially in the initial 6-12 hours). Initial discussions have been undertaken with the communities of Rosewood and Marburg, with a draft Local Ara Plan being tabled. The LAP aims to outlines the; - required roles and assocaited responsibilities that need to covered from within the local community - key contacts - local resources Example of LAP - see attachment 3.[TT]  Initial discussions have been had Red Cross around the training of such community groups, to manage evacuation centres. This	COO WP&R	LDC/EMO - subplans for Disaster Management Plan i.e. Rosewood, Karalee.		
5.7	Whatever form arrangements take, they should seek to ensure that, in the event that flooding causes isolation: • there are lines of communication between the local disaster management group and the community • the community has the basic resources it needs to cope with its situation • the local disaster management group is aware of what supplies the community may need in prolonged disaster, and can respond to requests for assistance in a timely way • potential evacuation routes and centres are known	As per 5.6	COO WP&R	Through Disaster Management Controller.		
5.8	Where a local government forms a sub-group of its disaster management group:  • the responsibilities of the sub-group must be clearly defined within the local disaster management arrangements • each member of the sub-group must clearly understand his or her role.  The Commission recommends that sub-groups and local disaster management groups set out their respective roles and responsibilities in writing.	Suggest that this not be pursued with all responsibilities remaining under the LDCC	COO WP&R	LDC/EMO to advise.		

No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed
5.9	Until the All Hazards Information Management System is in place and allows the status of requests for assistance to be tracked, other means should be used to keep local disaster management groups informed of the progress of requests for assistance.	EMQ role  Review of Coordination Centre information and tasking solution commenced, with presentation of the Guardian solution received. Business requirements identification and investigation of internal options underway via BIO process. This BIO includes investigation as to how the All Hazards Information Management System (AHIMS) will provide a state wide integrated communication and information solution for disaster management and integrate with LDCC solutions. [TT]	COO WP&R	LDC/EMO to advise.  Update from EBSB: Engaging with WPR to determine if EBSB can assist	10/10/2011	
5.1	A clear protocol should be developed for managing the participation of local and district disaster management groups in the state level teleconferences, to govern and make more efficient participation in the teleconferences.	EMQ Role  ICC participated in an initial consultative workshop with BOM, SEQwater, EMQ, QPS and other local governments to discuss a "whole of catchment" approach to the Lockyer, Brisbane and Bremer Catchments. This approach includes; - Knowledge & Information Management sharing (ie: Models, studies etc) - Management of Alert guage network - Communication protocols. [TT]	COO WP&R	LDC/EMO to advise.		
5.32	Before the next wet season, councils, SES controllers and Emergency Management Queensland should work together to identify and address deficiencies in the ability of the SES to respond effectively to flooding. At the very least, suitable flood boats and flood boat training should be provided to SES units which require them.	Renegotiate MOU with EMQ and SES.  Council is currently drafting an MOU with the Dept of Community Safety to reaffirm ICC's financial and resourcing support for the SES, as well as operational protocols. - attachment 4.[TT]	COO WP&R	Initial draft prepared	02.09.2011	
5.4	Each council should develop an evacuation sub-plan in accordance with the Emergency Management Queensland guidelines. This includes involving local groups and people in the planning process.	Forms part of the review of the LDMP and particularly the following sub-plans; - "Flood / Severe Weather" Sub-plan - Evacuation Sub-plan - Communication / Warnings Sub-plan.[TT]	COO WP&R	LDC/EMO to advise.		
5.41	Councils with existing evacuation sub-plans should review them to ensure they address the issues identified from the 2010/2011 floods.	Forms part of the review of the LDMP and particularly the following sub-plans; - "Flood / Severe Weather" Sub-plan - Evacuation Sub-plan - Communication / Warnings Sub-plan.[TT]	COO WP&R	LDC/EMO involvement required.		
5.42	Where flooding is governed by a particular watercourse, the evacuation sub-plan should identify triggers in the form of those water level heights at which it is known that preparation for evacuation will be necessary.	Forms part of the review of the LDMP and particularly the following sub-plans; - "Flood / Severe Weather" Sub-plan - Evacuation Sub-plan - Communication / Warnings Sub-plan.[TT]	COO WP&R	LDC/EMO and Hydrology input		

No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed
5.43	It is a matter for councils whether or not they choose to publicise the location of evacuation centres before a disaster but there is a good deal to be said for doing so, particularly in smaller communities where the options are limited. Whether or not councils publicise the location of evacuation centres before a disaster, they should include in their disaster education programs information on evacuation procedures, and how to ascertain evacuation centre locations and safe evacuation routes.	To be considered in evacuation sub-plan  Forms part of the review of the LDMP and particularly the following sub-plans; - "Flood / Severe Weather" Sub-plan - Evacuation Sub-plan - Communication / Warnings Sub-plan.[TT]	COO WP&R	LDC/EMO to advise.		
5.44	During floods, councils should as quickly as possible provide people in the relevant areas with advice as to the location of and routes to evacuation centres.	This will be picked up by communication staff of the LDCC  Forms part of the review of the LDMP and particularly the following sub-plans; - "Flood / Severe Weather" Sub-plan - Evacuation Sub-plan - Communication / Warnings Sub-plan.[TT]	COO C&CS	Marketing Branch Media Manager to disseminate information through SMS messages, Council Website and Social Media. *Alan Roebuck to progress Advice from Tony Dileo/Tony Trace - access routes Council agrees and accepts to disseminate required information through SMS, Social Media, Webiste and Local Broadcast Media.	09.09.11 06.10.11	Completed
5.45	That advice should be given using as many mechanisms as appropriate, including text message, radio and door knocking.	As per 5.44  As part of the review of the Communications and Warning sub-plan of the LDMP, identification of alternate warning systems and investigation into capabilities against event scenarios will be undertaken.[TT]	COO C&CS	Marketing and Media Branches can implement test messaging and radio. *Alan Roebuck to progress	09.09.11	Completed Refer to 5.44
5.46	Councils should identify a range of evacuation centres as part of their disaster preparation and planning.	List has been identified and inspection will progress week beginning 5 September 2011  Review of the Evacuation centres currently identified under the LDMP has commenced, with the annual survey currently being distributed [5th September 2011. In conjunction with Red Cross and EMQ, this initial activity will be followed with a Evacuatrion Centre audit planned to commence prior to the end of September. Consideration needs to be given to including the Local Area support groups.[TT]	COO WP&R	LDC/EMO and Annette Schoone to advise. Greg Eustace progressing Evacuation Centre Centres. Initial meeting held.	28.09.11	
5.47	Councils should audit identified evacuation centres to ensure the facilities and location are appropriate, preferably in consultation with the Australian Red Cross and the Department of Communities.	As per 5.46	COO WP&R	LDC/EMO to advise.		
5.48	Councils should be aware of what facilities are available at each evacuation centre, at particular times of the year.	As per 5.46	COO WP&R	LDC/EMO and Annette Schoone to advise.		
5.49	Councils should identify areas that are susceptible to isolation, including locations in which community groups established informal evacuation centres during the 2010/2011 floods, with a view to incorporating evacuation centres at those locations into their evacuation sub-plans.	Should form part of local sub-plan  Forms part of the review of the LDMP and particularly the following sub-plans; - "Flood / Severe Weather" Sub-plan - Evacuation Sub-plan - Communication / Warnings Sub-plan.[TT]	COO WP&R	LDC/EMO and Annette Schoone to advise.		
5.5	Councils should identify community groups who may take responsibility for establishing and operating evacuation centres in the future.	Initial discussions have been undertaken with the communities of Rosewood and Marburg, with a draft Local Ara Plan being tabled. The LAP aims to outlines the; - required roles and assocaited responsibilities that need to covered from within the local community - key contacts - local resources Example of LAP - see attachment 3.[TT]	COO C&CS	Annette Schoone to advise. Planning day proposed for 3.10.11 to review Welfare Sub Plan. Evacuation Centre planning currently being coordinated by Council's DM supported by Community Development.	28.09.11 06.10.11	

No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed
5.51	The identified groups and councils should, before the next wet season, establish cooperative arrangements as to how the centres should operate, and to ensure the centres have appropriate facilities.	To be identified as part of the sub-plan process  Initial discussions have been undertaken with the communities of Rosewood and Marburg, with a draft Local Ara Plan being tabled. The LAP aims to outlines the; - required roles and assocaited responsibilities that need to covered from within the local community - key contacts - local resources Example of LAP - see attachment 3.[TT]	COO WP&R	██████████ and LDC/EMO to advise. Meeting organised for 5 Oct 11 with Disaster Manager ██████████ to discuss further.	28.09.11	
5.52	Councils should recognise that community groups may establish makeshift evacuation centres during a disaster. When this occurs, councils need to identify and establish communications with the centres as soon as possible.	LDCC function  Forms part of the review of the LDMP and particularly the following sub-plans; - Evacuation Centre Management sub-plan. - Evacuation Sub-plan - Communication / Warnings Sub-plan.[TT]	COO WP&R	LDC/EMO, LDC to advise		
5.53	Councils should develop plans for the effective and timely re-supply of makeshift centres.	Supply planning needs to be undertaken as part of local sub-plan  Forms part of the review of the LDMP and particularly the following sub-plans; - Evacuation Centre Management sub-plan. - Evacuation Sub-plan - Communication / Warnings Sub-plan. This needs to take into account the recently released "Resupply guidelines".[TT]	COO WP&R	LDC/EMO to advise.		
5.54	The Queensland Government should investigate the possibility of providing indemnity or obtaining insurance for makeshift evacuation centres established in good faith, and in the absence of official alternatives, to meet community needs.	Consider ICC implications of insurance claims arising from the use of makeshift evacuation centres.	Integrated Risk Management Co-ordinator	Whilst the recommendation is directed at the State Government, I have considered the implications for Council in the event of an insurance claim arising from an alleged negligent act by Council staff whilst we are assisting at a makeshift evacuation centre. I have confirmed that should damage occur that can be traced to a failure by Council (eg failure to enforce no-smoking in bed leading to a fire) at an evacuation centre that Council staff were in-charge of, our public liability insurance would cover us for the costs arising from our negligence. However, as in any claim, the circumstances will dictate which entity's insurance will meet the costs of any claim.	11-Oct-11	11-Oct-11
5.55	All councils should consider entering a memorandum of understanding for evacuation centres with the Australian Red Cross which clearly sets out the roles and responsibilities of the parties in planning and responding to evacuation requirements in a disaster.	MOU is currently being drafted  Initial draft of the MOU has been developed for consideration by Council and the LDMG and preliminary discussions held around issues. - see attachment 5. Note: LGAQ is looking at establishing a state-wide MOU.	COO WP&R	LDC/EMO has already progressed.		
5.56	Each council with a memorandum of understanding with the Australian Red Cross should consider undertaking practice exercises with the Australian Red Cross to ensure both parties understand their respective roles and responsibilities.	Considered once MOU is completed and EMO recruited.  Regional exercise 29th November - 1st DECEMBER 2011 provides a opportunity to satisfy this recommendation.[TT]	COO WP&R	LDC/EMO to advise.		



No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed
5.57	Local disaster management groups and district disaster management groups of which the Australian Red Cross is not currently a member should include the Australian Red Cross in disaster preparation and planning as well as response, whether as a member or otherwise (see also recommendation 3.1).	Red Cross was inducted onto the LDMG as a full member on the 23rd August 2011.	COO WP&R	LDC/EMO to advise.		Completed 28.09.11
5.58	Local and district disaster management groups should notify the Australian Red Cross of their evacuation needs as soon as possible in a disaster.	LDCC role  Forms part of the review of the LDMP and particularly the following sub-plans; - Evacuation Centre Management sub-plan. - Evacuation Sub-plan [TT]	COO WP&R	LDC Responsibility.		Completed 28.09.11
5.59	Disaster response agencies should use the National Registration Inquiry System.	Need to investigate access and logistics  Forms part of the review of the LDMP and particularly the following sub-plans; - Evacuation Centre Management sub-plan. - Evacuation Sub-plan - Communication / Warnings Sub-plan.[TT]	COO WP&R	LDC to note. Information on using the National Registration Inquiry System has been included on Council's Emergency Mgmt Webpage, Community Ed Fridge Magnet, Council Document Holder and will be included on Community Education Fact Sheets.	28.09.11	
5.6	During a disaster, councils and the Queensland Police Service should encourage individuals to self-register with the National Registration Inquiry System.	Considered once MOU is completed and EMO recruited?  Forms part of the "Community Awareness Framework" which development of has commenced targetting schools, impacted communities, high risk sections of the community as well as a pre-season program. This development is being done in conjunction with LDMG members.  The roll out of this program forms part of the activities of Council's Community Development Officers".	COO C&CS	Marketing and Community Development Branches to investigate National Registration Inquiry System To be included in Community Education package by CDOs. Information on using the National Registration Inquiry System has been included on <b>Council's Emergency Mgmt Webpage</b> , Community Ed Fridge Magnet, <b>Council Document Holder</b> and will be included on Community Education Fact Sheets.	09.09.11 28.09.11	Completed 06.10.11
5.61	Councils should include information about the National Registration Inquiry System as part of their community education.	EMO to complete as part of Community Awareness program [TT]	COO C&CS	As Above To be included in Community Education package by CDOs *These details are now included on the Emergency Management page (under the Residents tab) on www.ipswich.qld.gov.au	09.09.11 28.09.11	Completed 06.10.11
5.62	In areas susceptible to flooding, councils should identify facilities housing people who may require assistance to evacuate. Councils should work with the operators of these facilities to ensure they have appropriate evacuation plans and that they are aware of the council's disaster management arrangements.	Need to identify at risk locations and then negotiate protocol with operators  Forms part of the review of the LDMP and particularly the following sub-plans; - "Flood / Severe Weather" Sub-plan - Evacuation Sub-plan - Communication / Warnings Sub-plan.[TT]  as well as Community Awareness Framework/Programs.	COO C&CS	Annette Schoone to advise. To be discussed further with WP&R and Disaster Management Officer. Currently being coordinated by DM supported by Community Development. Proposed workshop being developed.	21.09.11 06.10.11	
5.63	Councils should identify the specific evacuation needs of these facilities, such as increased timeframes for withdrawal or transport by ambulance.	As per 5.62	COO C&CS	Annette Schoone to advise. To be discussed further with WP&R and Disaster Management Officer. Meeting organised with Disaster Manager [REDACTED] 5 October to discuss and progress. Refer 5.62	21.09.11 28.09.11 06.10.11	

No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed
5.64	Councils should include the location, contact details, and specific evacuation needs of these facilities in their evacuation sub-plans.	As per 5.62	COO WP&R	LDC to include in evacuation plans. Refer 5.62	06.10.11	
5.65	Councils should identify organisations (for example, Meals on Wheels and Blue care) that provide services to people in the community who may be unable to evacuate without assistance. Councils should include the contact details of these organisations in their evacuation sub-plans.	As per 5.62	COO C&CS	██████████ to advise. To be discussed further with WP&R and Disaster Management Officer. To be included in review of Welfare Sub Plan. Meeting organised with Disaster Manager (Greg Eustace) 5 October to discuss and progress in addition to meeting with external stakeholders to review Community Support Sub Plan as part of Council's Emergency Mgmt Plan. Meeting held 03.10.11 with key stakeholders to review	21.09.11 28.09.11 06.10.11	
5.66	Councils should work with these service providers to identify: the number of people who may require assisted evacuation; the general nature of their needs, including any necessary medical supplies and equipment; warning message formats and dissemination; increased timeframes needed for evacuation; transportation requirements; and shelter requirements. Councils should include this information in their evacuation sub-plans.	As per 5.62	COO WP&R	██████████ to advise. To be discussed further with WP&R and Disaster Management Officer. To be included in review of Welfare Sub Plan. Meeting organised for 3 October with key external stakeholders to review Community Support Plan as part of Council's Emergency Mgmt Plan. Refer 5.65.	21.09.11 28.09.11 06.10.11	
5.67	Facilities housing people who may be unable to evacuate without assistance should develop evacuation plans to ensure residents are provided with appropriate transportation, emergency accommodation, trained carers and medical support if necessary. Where possible, residents of those facilities should be relocated to other similar facilities or accommodation other than evacuation centres. These plans should be developed in consultation with councils and relevant agencies such as Queensland Health.	Individual centre obligation  Forms part of Community Awareness Framework/Programs to highlight the need for these agencies to undertake this planning and preparation activities.[TT]	COO C&CS	██████████ to advise. To be discussed further with WP&R and Disaster Management Officer. To be included in review of Welfare Sub Plan. Meeting organised for 3 October with key external stakeholders to review Community Support Plan as part of Council's Emergency Mgmt Plan. Refer 5.62/5.65.	21.09.11 28.09.11 06.10.11	
5.68	Facilities housing people who may be unable to evacuate without assistance should prepare disaster recovery plans, particularly for the provision of back up power and emergency supplies, including medical oxygen and common medications, to minimise the need for evacuation where there is no direct threat from natural disaster.	Individual centre obligation  Forms part of Community Awareness Framework/Programs to highlight the need for these agencies to undertake this planning and preparation activities.[TT]	COO C&CS	██████████ to advise. To be discussed further with WP&R and Disaster Management Officer. To be included in review of Welfare Sub Plan. Meeting organised for 3 October with key external stakeholders to review Community Support Plan as part of Council's Emergency Mgmt Plan. Refer 5.62/5.65.	21.09.11 28.09.11 06.10.11	
5.69	The Queensland Government and councils should ensure information about emergency preparedness, warnings and evacuation is available in the different languages of ethnic groups in the community and in Auslan.	Forms part of Community Awareness Framework/Programs to highlight the need for these agencies to undertake this planning and preparation activities.	COO C&CS	██████████ to progress. Initial contact with Access Services have provided advice on languages to include Samoan, Vietnamese, Spanish and Arabic. Information on emergency management in a range of languages is available on EMQ's website. Council's website will provide this advice and direct community to access EMQ material. Feedback from ██████████ provided 06.10.11.	09.09.11 21.09.11 28.09.11 06.10.11	

No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed
5.7	As part of their community education strategy, councils should ensure tourists are made aware of evacuation procedures, how to ascertain evacuation centre locations and safe evacuation routes. That may be done through tourism boards, operators and accommodation providers.	<p>EMO to include in Ed plan</p> <p>Development of a "Community Awareness Framework" [attachement 2] has commenced targetting schools, impacted communities, high risk sections of the community as well as a pre-season program. This development is being done in conjunction with LDMG members.</p> <p>The roll out of this program forms part of the activities of Council's Community Development Officers".</p> <p>Finalisation of this Framework will be undertaken by Council's Emergency Management Officer. [TT]</p>	COO C&CS	<p>██████████ to progress</p> <p>Commence post recruitment of EMO</p> <p>*Tourism Development Manager's recommended process for communicating to visitors is the following: 1. VIC receives interal communication via info@discoveripswich.com.au; 2. Information is then forwarded to all accommodation providers in Ipswich; 3. Accommodation providers followed by telephone and SMS to database of mobile phones. 4. Post information on Discover Ipswich Facebook. 5. Also advise Brisbane Marketing, Tourism QLD and surrounding LGAs. Process to be discussed at the next Ipswich Tourism Operators Network (ITON) meeting scheduled for October 5 2011. Briefing 05.10.11 by Tourism Manager at Ipswich Tourism Operators Network. Systems put in place.</p>	09.09.11 23.09.11	Completed 05.10.11
5.71	Councils, as part of their community education program for disaster preparation, should encourage pet owners to consider what they will do with their pets if they need to evacuate.	<p>EMO to include in Ed plan</p> <p>Development of a "Community Awareness Framework" [attachement 2] has commenced targetting schools, impacted communities, high risk sections of the community as well as a pre-season program. This development is being done in conjunction with LDMG members.</p> <p>The roll out of this program forms part of the activities of Council's Community Development Officers".</p> <p>Finalisation of this Framework will be undertaken by Council's Emergency Management Officer. [TT]</p>	COO HSRS	<p>A range of initiatives are being planned on an ongoing basis to ensure that information is disseminated to pet owners to assist them in planning for an emergency. Some communication channels to pet owners are currently known and utilised (eg registered animals), however, as many other animals do not require registration, broader communication methods are required.</p> <p>Specific initiatives to address the issue include:</p> <ul style="list-style-type: none"> <li>• The provision of information in annual registration renewal notices in relation to emergency evacuation planning for pets (approximately 25 000 families currently able to be accessed through this process)</li> <li>• Inclusion of relevant information in rates notices</li> <li>• Inclusion of relevant information in Councillors' newsletters</li> <li>• Press releases at times entering high risk periods identifying the issue</li> <li>• Inclusion of material on Council's (and advocacy for inclusion on other relevant websites) in relation to the issue</li> <li>• Marketing material placed at relevant customer contact points around Council (eg customer service centres, libraries and the pound)</li> </ul>	07.09.2011	

No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed
5.72	Councils should work with the RSPCA to develop plans about transporting and sheltering pets should they need to be evacuated with their owners.			Currently a Memorandum of Understanding is being negotiated with the Ipswich Show Society in relation to the housing of animals in emergent situation. The showground site was used for this purpose in the 2011 floods and arrangements have since been formalised to provide that facility and co-operation on an ongoing basis. Other agencies involved include the RSPCA and AWL, and the network of animal carers that they have in place throughout the city. As these agencies focus on animal welfare, mutually beneficial arrangements are being transacted to ensure transport and shelter is provided in emergent situations. Mutual arrangements have been agreed and will undergo formal documentation. Informal arrangements have already been put into place to ensure that in emergent situations the SEQ Councils will assist each other in transporting and sheltering animals. This process is currently utilised for highly sensitive legal issues involving animals and works well as agencies have a mutual understanding of the issues involved.		
			COO HSRS		7/09/2011	
5.73	Animal shelters, zoos, stables, and similar facilities should develop plans for evacuating or arranging for the care of animals in consultation with their local council. Local disaster co-ordinators should be aware of what plans exist.	Individual operator obligation  Forms part of Community Awareness Framework/Programs to highlight the need for these agencies to undertake this planning and preparation activities.[TT]		Officers are raising the issue with licensees to raise their awareness of the issue and inform their planning for emergencies. Where plans exist or will be developed they are being asked to communicate them to Council to assist in emergency planning. The inclusion of relevant information with annual renewal notices is also being considered, however that process could not occur until renewal notices are issued in 2012. Actions identified in relation to 5.71 above are also being utilised to address this issue: <ul style="list-style-type: none"> <li>• Inclusion of relevant information in rates notices</li> <li>• Inclusion of relevant information in Councillors' newsletters</li> <li>• Press releases at times entering high risk periods identifying the issue</li> <li>• Inclusion of material on Council's (and advocacy for inclusion on other relevant websites) in relation to the issue</li> <li>• Marketing material placed at relevant customer contact points around Council (eg customer service centres, libraries and the pound)</li> </ul>		
			COO HSRS		7/09/2011	
5.75	Before the 2011/2012 wet season, all local and district disaster management groups should formally adopt the Queensland Re-supply Guidelines and have arrangements in place for the prompt re-supply of towns, properties and residents isolated by floodwaters.	Present a report to a future LDCC  Forms part of Community Awareness Framework/Programs to highlight the need for these agencies to undertake this planning and preparation activities.[TT]				
			COO WP&R			

No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed
5.78	Local governments should investigate the feasibility of permitting local landowners to carry out temporary repairs on flood-damaged public roads to allow access to their properties.	Consider operational and legal issues both immediate and ongoing	CFO	Peter Napier has discussed this recommendation with ██████████ to determine relevance of this situation to ICC. ██████████ advises that he has no knowledge of property owners even having to consider undertaking emergency road repairs in order to gain access to their properties. In the semi-rural and rural areas ICC has always been able to ensure that access to properties is available once the water levels have receded. Allowing such work to take place raises a number of legal and risk concerns, viz: to what extent would a property owner be allowed to undertake repairs; how would the property owner know what standards to apply to the repairs; location of underground services - if damaged who would be liable; the determination of reimbursement of costs could result in some serious debate. Owing to the absence of a need, plus the concerns raised above, ICC should not contemplate this recommendation.	28/09/2011	28/09/2011
Chapter 6 Essential Services						
6.1	Local, district and state disaster management groups should include essential services providers in their disaster planning and preparation and in their meetings at an early stage during disasters.	Energex and QUU were formally inducted onto the Ipswich City LDMG on the 23rd August 2011.  Telstra to be followed up.[TT]	COO WP&R	LDC for attendance list.		

No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed
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No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed
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No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed
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No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed

No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed

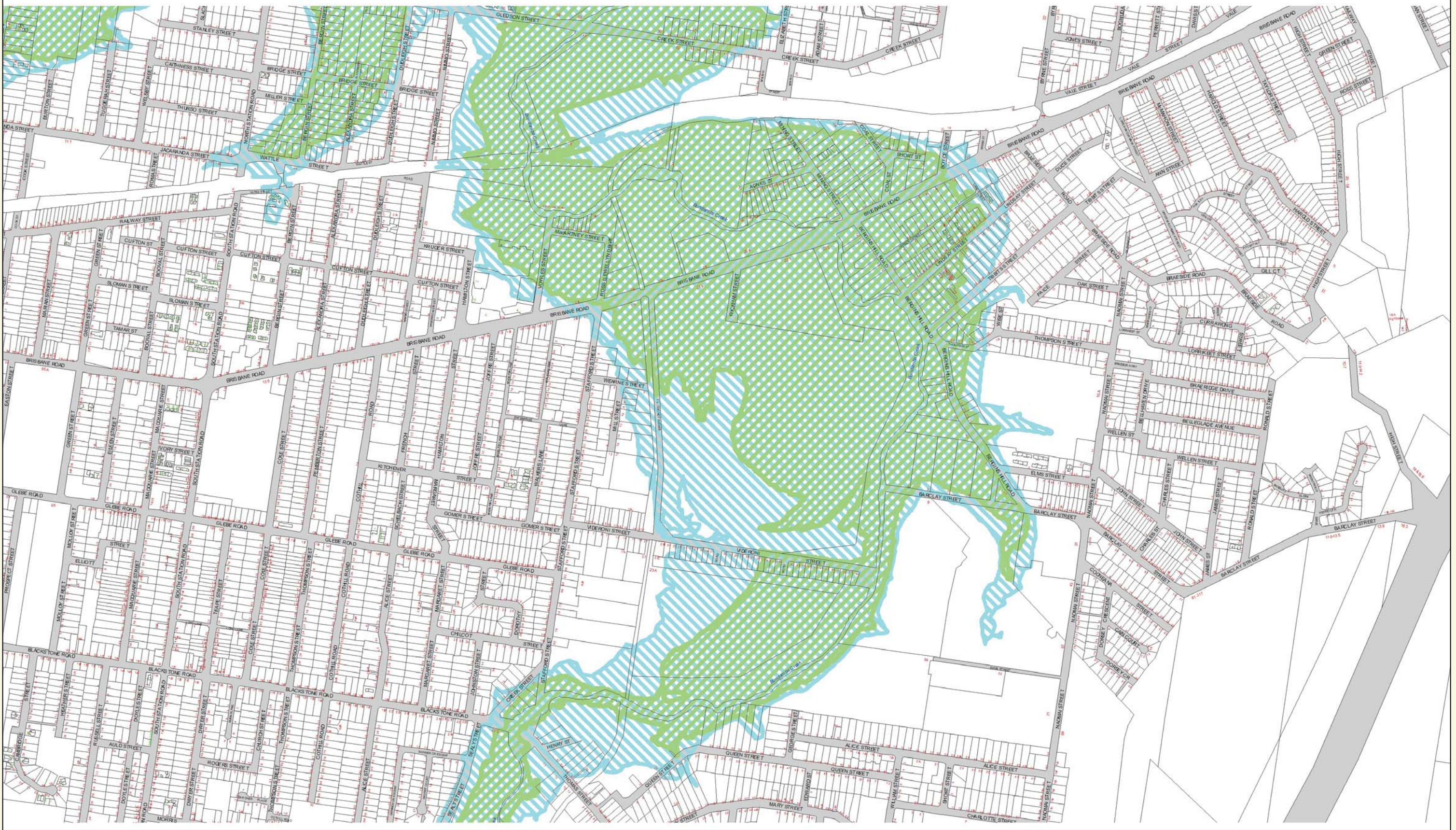
No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed

No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed



No.	Recommendation	ICC Action	ICC Responsibility - Dept Head	Status	Date of Status	Date Completed
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**TITLE**

# Major Flood Information - Map 50

**DISCLAIMER: Ipswich City Council Data**

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**LEGEND**



Flood Event  
January 2011



Flood Event  
January 1974



Both 1974 and 2011  
January Flood Events



**IPSWICH CITY COUNCIL**

50 South Street / PO Box 191  
Ipswich QLD 4305  
Tel (07) 3810 6666  
Fax (07) 3810 6731



Printed Date: 24 Aug 2011 17:10

**KEY MAP**



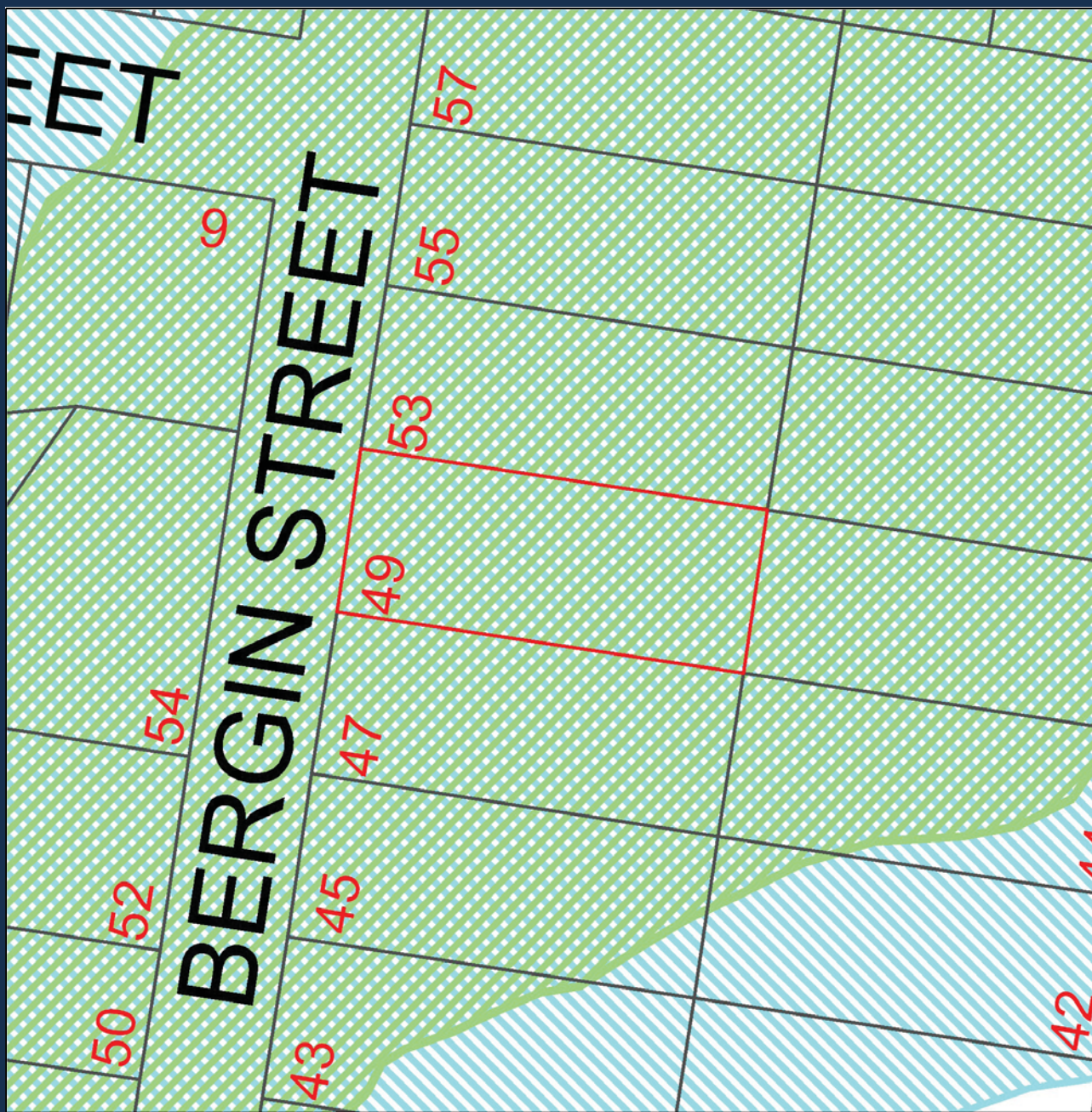









## MAJOR FLOOD INFORMATION

Property Address: **49 Bergin Street  
North Booval**

Lot Details: **108RP23797**



### LEGEND

-  Selected Property
-  Flood Event January 2011
-  Flood Event January 1974
-  Both 1974 and 2011 Flood Events
-  Street Address / Property Boundary


### PROPERTY DETAILS

Address: 49 Bergin Street

Suburb: North Booval

Lot Plan: 108RP23797

Area: 1012m<sup>2</sup>

 Ipswich City Boundary

### MAP DETAILS

Printed: 04/10/2011



### MAP DATUMS

Horizontal: GDA94

Height: Australian Height Datum



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## Property and Flood Level Information

Property Address: **49 Bergin Street**

Suburb: **North Booval**

Lot Details: **108RP23797**

Property Details	Minimum Level (m AHD)	Maximum Level (m AHD)
Property Levels	15.4m	17.1m

Building Details	Level (m AHD)
Eave Level	19.2m

Major Flood Details	Flood Level (m AHD)
Event 1974 Level	20.7m
Event 2011 Level	18.9m

### Building Details Notes:

Note 1: Eave - This data is current as of 2009. Any construction since 2009 may not be included.

Note 2: Eave - Eave levels are **INDICATIVE ONLY** and as such should be used only as a guide.

## Explanation of Terms

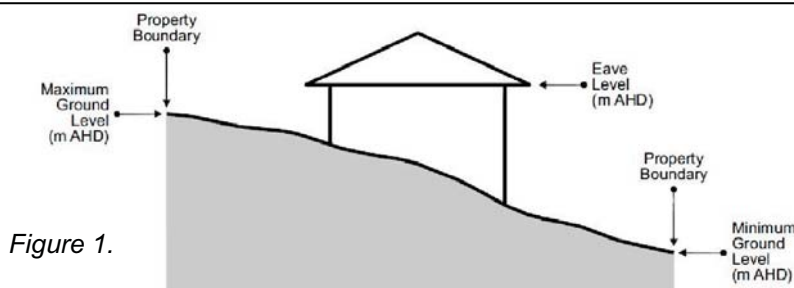
The following notes explain the terms used on this form:

<b>m AHD</b>	Australian Height Datum (AHD) measured in metres. This is the standard basis for level information in Australia and is approximately the mean level between high tide and low tide.
<b>DTM</b>	Digital Terrain Model - a three-dimensional computer model of the ground surface.
<b>Flood</b>	Flood levels given in this report relate to regional flooding (for rivers and major streams) and not to local flooding or local stormwater runoff.
<b>Maximum and Minimum Ground Levels</b>	Highest and lowest ground levels on the property based on ground level information derived from current DTM. A surveyor can be used to confirm exact ground levels. (See figure 1).
<b>Flood Event January 2011</b>	The extent line for this event was defined using various resources including ground truthing and aerial imagery.
<b>Flood Event January 1974</b>	The 1974 Flood Event information is not available for the area defined by the former Moreton Shire Council boundary. If the property is within the former Moreton Shire Council boundary you will be provided 2011 flood event levels only. For further information please contact Ipswich City Council.

### Eave Levels

The level in m AHD is generally the overhanging lower edge of the main roof. (see Figure 1.)

Note: Eave level is **INDICATIVE ONLY** and is generally accurate to within +/- 150mm. However, in some instances there may be inaccuracies up to +/- 600mm owing to factors such as multiple roof forms etc.



## Disclaimer Notes to the Information

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3. The flood levels given in this information are subject to the same uncertainty range as the ground levels as well as additional uncertainty resulting from the flood modelling process and should therefore be regarded as approximate. For confirmation, a ground survey may need to be carried out.

## Contacts

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Email [council@ipswich.qld.gov.au](mailto:council@ipswich.qld.gov.au)

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Web [www.emergency.qld.gov.au/emq/](http://www.emergency.qld.gov.au/emq/)










## MAJOR FLOOD INFORMATION

Property Address: **380 Rosewood Laidley Road**  
**Lanefield**  
Lot Details: **2RP109796**




### LEGEND

-  Selected Property
-  Flood Event January 2011
-  Flood Event January 1974
-  Both 1974 and 2011 Flood Events
-  Street Address / Property Boundary

### PROPERTY DETAILS

Address: 380 Rosewood Laidley Road  
Suburb: Lanefield  
Lot Plan: 2RP109796  
Area: 32360m<sup>2</sup>

 Ipswich City Boundary

### MAP DETAILS

Printed: 04/10/2011



### MAP DATUMS

Horizontal: GDA94

Height: Australian Height Datum



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## Property and Flood Level Information

Property Address: **380 Rosewood Laidley Road**

Suburb: **Lanefield**

Lot Details: **2RP109796**

Property Details	Minimum Level (m AHD)	Maximum Level (m AHD)
Property Levels	47.9m	50.6m

Building Details	Level (m AHD)
Eave Level	52.5m

Major Flood Details	Flood Level (m AHD)
Event 1974 Level	No data available in this report
Event 2011 Level	48.1m

### Building Details Notes:

Note 1: Eave - This data is current as of 2009. Any construction since 2009 may not be included.

Note 2: Eave - Eave levels are **INDICATIVE ONLY** and as such should be used only as a guide.

## Explanation of Terms

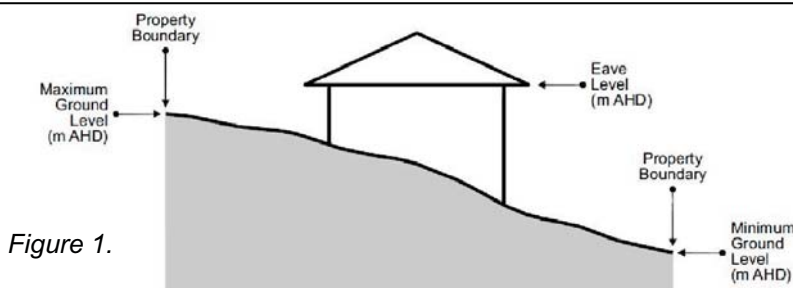
The following notes explain the terms used on this form:

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<b>Flood Event January 2011</b>	The extent line for this event was defined using various resources including ground truthing and aerial imagery.
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### Eave Levels

The level in m AHD is generally the overhanging lower edge of the main roof. (see Figure 1.)

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Web [www.emergency.qld.gov.au/emq/](http://www.emergency.qld.gov.au/emq/)





## MAJOR FLOOD INFORMATION

**You have requested data for a property NOT known to be flood affected by the 1974 or 2011 floods.**

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## MAJOR FLOOD INFORMATION

**You have requested data for a property not known to be affected by the 2011 flood.**

**There is no data available in this report for the 1974 flood.**

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