

Miles Customer Service Centre Flood Debrief Notes**Continue - What do you believe worked well and should be continued:**

- * Good information sharing between disaster team
- * Having a local disaster management committee in contact with local community
- * Having a key team to deliver on actions and responses
- * On the ground support and engagement

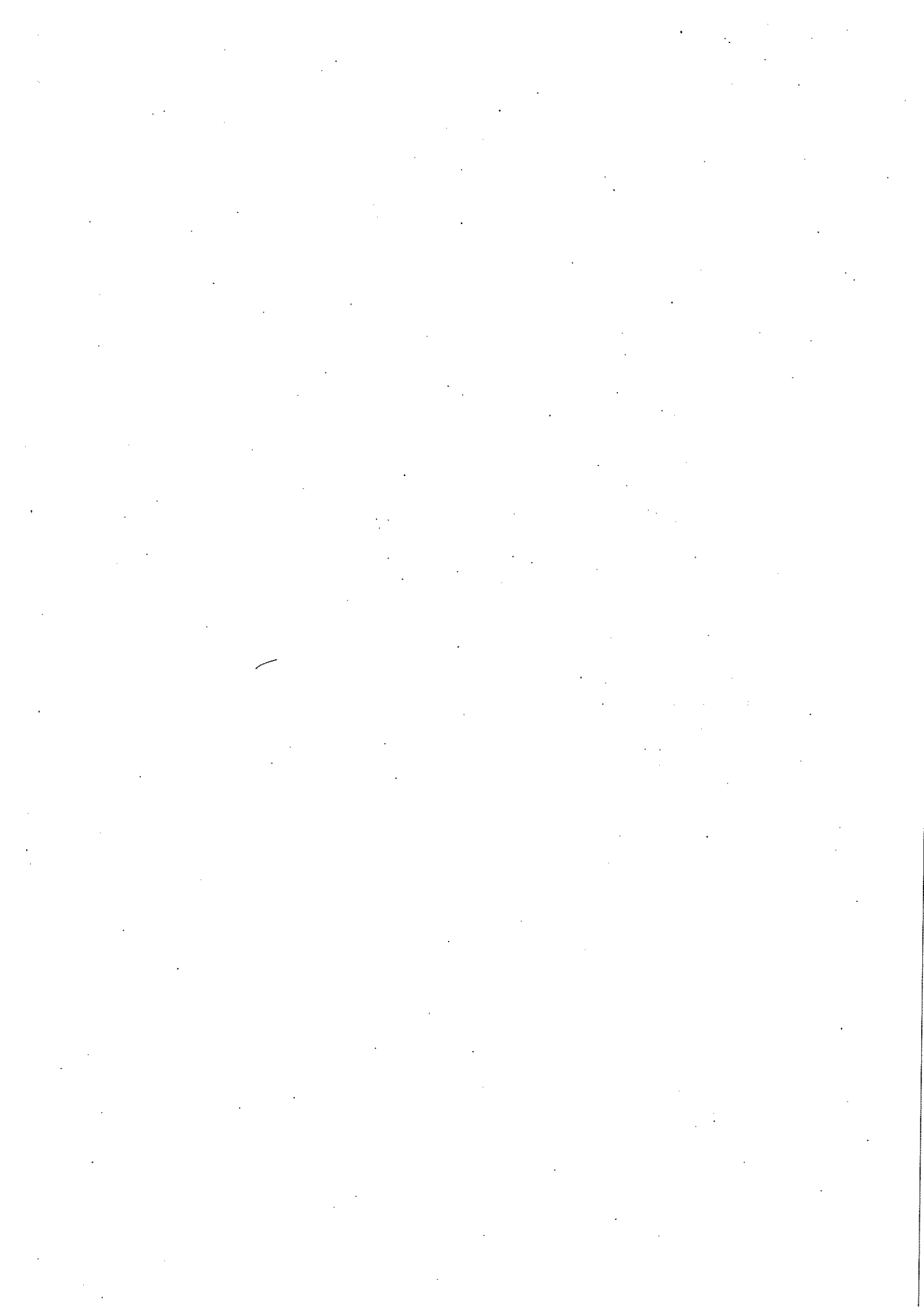
Cease or Change - What processes need to be stopped or improved?

- * Use has to be clear on acronyms and ensure correctness
- * Checklists should include phone numbers/email addresses
- * Management of vaccination injections needs to be streamlined - when vaccinations are required ensure they are provided - too much red tape
- * Dept of Communities - rotated staff too quickly therefore it was harder to establish a rapport and communication started to breakdown (big issue and one that needs to be a priority for next time)
- * Some Recovery staff were starting to take over areas that they were not involved in. eg. What damage has been done to houses and advising people of when they will be returning to Condamine when it has not been confirmed.
- * Question were raised as to whether public debriefs are the most suitable forum to receive feedback
- * To ensure improved communications occur between each disaster management committee
- * Having the correct information and adequate information getting out to communities in a timely fashion - either one person regionally or perhaps individual communication representative from each DMC
- * No telephones in conference/meeting spaces
- * Interference from above when other decisions or discussions have already taken place at a local level.
- * If we are promoting that Council is monitoring flood data on a regional level it needs to be provided to local centres as well as information from Bureau of Meteorology
- * Better mapping and area maps. Contour maps to indicate possible inundation levels

Commence - What suggestions do you have to introduce new processes to improve our response to a disaster event?

- * Where possible to allow decisions to be made at a local level
- * Supporting documents and paperwork that works for us (locally)
- * perhaps not controlled by council, however there were many issues in regards to support services ie. Dept of Communities, Red Cross, Life Line etc. in that there were far too many change overs of these staff, making it difficult to build relationships and share information
- * Better co-ordination of teleconference times to avoid clashes
- * Resupply forms need to be improved including all information that is required eg. For medical resupply current form is not appropriate, aerial co-ordinates, etc.
- * Businesses not being able to "buy out" supplies of essential food goods eg. bakery re: flour
- * Resupply a community - lengthy process and whether companies such as Metcash have an obligation to provide supplies by any available route
- * More staff for tasking duties at a local level eg. communications, donations, stores issues
- * Donations need to be handled locally, regionally makes it very difficult
 - list of items being donated needs to be forthcoming prior to receipt of goods and such needs to be provided to local committee
 - what items actually are needed for households

- * In regards to DDMG - "sleeping on things" - decisions need to be made for preparations to be undertaken
- * Formalising equipment hire
- * Firm decisions more quickly in particular in regards to the use of schools
- * Better technology available (no computer access at Condamine as none of use had appropriate technology to send and receive emails
- * Communication - internally via handheld radios
- * Automatic readers or flood markers for manual reads to be inserted in more locations along the Condamine River and markers installed in Dogwood Creek
- * Get resources from within region to assist (very difficult this time but needs to be addressed in the future)
- * Fatigue management
- * Training in incident control systems
- * Better technology to communicate with residents
- * MRD to get signage out early to prevent heavy vehicles from travelling
- * Evacuation Centres should be taking in stranded travelers
- * Lost resupply applications - need to go to a central location for authorization
- * Facebook can be your best and worst enemy - monitor information to ensure accuracy
- * Clearly defined line where Council's responsibility stops
- * Condamine - Transport was an issue



Recovery Strategy Condamine Flood December 2010

Present: Helen Thomas, Kerrl Anderson, Phil Berting, Ian O'Donnell, Max Henderson, Wayne Osburn, Matt Gleeson, (Ergon), Steve Hegedus, Ray Brown, Todd Summerville, Carl Peterson,

Phil advised that he had met with Condamine residents at the evacuation Centre.

Following are the key points of Council's coordinated strategy to work in partnership with the community to ensure available resources are used assist in the Condamine Flood Recovery. .

1. Establish Working Disaster Recovery Committee

- Council Representatives
 - Helen Thomas – Chair Local Emergency Coordination Committee
 - Wayne Osburn – Operations Coordinator
 - CEO, Phil Berting
 - Water Manager, Max Henderson
 - Environmental Health Manager, Todd Summerville
 - Director of Engineering, Graham Cook
 - Various specialist Council staff members
- 2 community representatives – Condamine evacuees (to be nominated)
- SES
- Emergency Management Queensland
- Ergon Energy
- Telstra
- Department of Communities
- Centrelink
- Queensland Police
- Include QAS (being arranged now)

2. Establish a communication strategy

- Establish Council Hotline
- No communication – Landlines out. Mobile coverage from Miles repeater only. Matt advised a generator and battery backup had been taken out and hopefully the tower up and running. Alternative communications strategy required.

3. Coordinated Return of Evacuees

- Can only happen once the water has receded. River expected to recede to 10 metres by Thursday - Phil raised concern as to the keenness of residents wanting to move back in. Helen advised that she has requested no clean up to be started to be sensitive to the ones who have been evacuated. Helen advised that at 14.25 metres a lot of the town would no longer be out of water.
- Establish transport strategy -
- Establish emergency accommodation and catering strategy - Issues include – catering, water, toilets, showers, tents. Check with QGC if it is possible to utilize Windibrl.

4. Power

- Power Off – Phil enquired when Ergon could go in. 5 metres is the required safety distance from water. Helen enquired when power would be underway. Needed to be assessed for safety matters.
- Canvassed available electrical contractors available to assist Ergon Energy
- Homes to be inspected by Ergon before reinstated.
- QBuild Contractors

5. Water

- No water supply as plant flooded. Max looking at getting in tomorrow if at all possible. Should have a day supply of potable water dependent upon condition of plant, water leaks etc.

- Portable water Treatment Plants being requested through Red Cross

6. Clean Up - Waste Disposal and Collection

- SES Recovery Team of 20 – Ready to be deployed Monday morning. Team arrived today and ready to go. In Dalby for 3 days (Monday, Tuesday, Wednesday) new team for Thursday, Friday, Saturday. Can be sent into Dalby at short notice.
- Landfill remains closed.
- Food waste to be burned
- Flood damaged items to be left on kerbside and a kerbside collection will be arranged to truck out as soon as possible.

Recovery Strategy Condamine Flood December 2010

7. Public Health

- Council's Environmental Health Officers and Queensland Health teams mobilising. Possibly need tetanus immunization. Helen will organize personal protective equipment. Order immediately Tuesday morning.

Community Support Services

- Personal Hardship – Department of Communities – Would like to contact some other people within the vicinity.
- Financial Assistance – Centrelink
- Counseling services will be available

9. Insurance

- Insurance Council of Australia Fact Sheets available and have been distributed

10. Security

Residents want to be reassured re looting. The police will give police link number 131444. Request to be made to police numbers are to be maintained.

Flood Update as at 6am - 2 January 2011

- Level this morning 15.15 metres and has started to fall
- BOM confirmed no second peak expected.
- River not expected to recede to 14 metres until Tuesday
- River not expected to recede to 10 metres until Thursday
- Flood waters have inundated:
 - o 7 community buildings (CWA, hall, churches, SES building etc)
 - o 9 business houses
 - o 42 houses; and
 - o 32 yards

Carl will be taking over from the EMQ point of view.

Matt suggested getting as many contractor electricians available as soon as possible. Carl suggested getting Department of Public Works involved. Will definitely be involved.

Trucks should be ready to go lunch time Wednesday.

Recovery Strategy Condamine Flood January 2011

Condamine town has been impacted by major flooding of the Condamine River for the second time in 14 days. The Condamine River reached 14.67m on Sunday 16 January 2011. On 11-12 January 2011 the residents of Condamine self evacuated to alternative accommodation. Eight went to an evacuation centre at Miles, 10 to a QGC work camp at "Windabri" with the remainder in private accommodation. The town water treatment plant was closed down on the 11th because the temporary pump had to be removed from the river. Electricity was subsequently cut to the town.

With the Condamine River having now peaked it is expected to remain at the current level for about 24 hours and begin to fall quite rapidly. The LDMG has assessed the height at which it is practical to commence restoration of services as 13 metres. Advice from the Bureau of Meteorology is that 13m will be achieved late on Tuesday 18 January 2011 or overnight Tuesday/Wednesday. That being the case, it is proposed to commence restoration of services in the town of Condamine at first light of Wednesday 19 January 2011.

At this time all road access to Condamine will be cut, with road access to the town being gained at about 12.2 metres from the Leichhardt Highway south of the town. Therefore all personnel required to restore services will need to insert by air.

Following are the key points of Council's coordinated strategy to work in partnership with the community to ensure available resources are used assist in the Condamine Flood Recovery.

1. Establish Working Disaster Recovery Committee

- Council Representatives
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 - Wayne Osburn – Operations Coordinator
 - CEO, Phil Bertling
 - Water Manager, Max Henderson
 - Environmental Health Manager, Todd Summerville
 - Director of Engineering
 - Various specialist Council staff members
- SES
- Emergency Management Queensland
- Ergon Energy
- Red Cross
- Telstra
- Department of Communities
- Lifeline
- Centrelink
- Queensland Police
- QAS

2. Establish a communication strategy

- Establish Council Hotline – phone [REDACTED]
- Communication established

3. Coordinated Return of Service Workers

- WDRC workers are to be inserted to commence restoration of water services at 12.00 noon on Tuesday 18th January 2011.
- Septic pumping contractor to be engaged for when water recedes to acceptable level on Leichhardt Highway south of township

- QBuild building engineers are to be inserted to commence building inspections at first light on Wednesday 19th January 2011.
- QFRS "Flexible Habitat" is to be airlifted into Condamine on the morning of Wednesday 19th for use as an evacuation centre and worker accommodation. Forklifts are available at both Miles Airport and Condamine to handle the facility. To be set up on the football field.
- 10 QFRS personnel will also be flown in to erect the facility.
- Field kitchen and staff to be sourced to provide meals for evacuees, volunteers and workers. Needs to be flown in. RFA to be provided to obtain Salvation Army or ADF assistance.
- Food supplies to support the town for 48 – 72 hours will be required. Supplied from Miles by LDMG.
- 10 x QFRS appliances will be provided to assist with clean-up.
- QBuild to provide 4 x staff to restore the State School to operational condition on Wednesday, 19 January.
- A Recovery Centre will be established near the evacuation centre to assist residents. Large marquee to be provided QAS/SES, Toowoomba.
- Red Cross to be tasked with managing the evacuation centre.

4. Power

- Each affected property will need to have safety inspection by Ergon.
- Approx 8-10 electrical contractors available to assist Ergon Energy
- Homes to be inspected by Ergon before reinstated.

5. Water

- Water supply off line as plant partially flooded. LDGM to insert workers to restore plant ASAP. Should have 1-2 days supply of clear water. However, bottled water will be used for drinking.
- Potable water to be provided.

6. Clean Up - Waste Disposal and Collection

- SES Recovery Team of 10-15 to be inserted on Wednesday 19 January.
- Landfill remains closed.
- Food waste to be burned

7. Public Health

- Council's Environmental Health Officers to be inserted on Wednesday 19 January.
- Possibly need tetanus immunization.
- LDMG will organize personal protective equipment.
- QAS to provide a two officer team on site at Condamine
- Qld Health to provide two nurses on site at Condamine

8. Community Support Services

- Recovery Centre to be established staffed by
 - Personal Hardship – Department of Communities
 - Financial Assistance – Centrelink
 - Counseling services will be available

Large marquee required with tables, chairs etc to be sourced to house agencies.

9. Insurance

- Insurance Council of Australia Fact Sheets available and have been distributed

10. Security

- Residents want to be reassured re looting. The police will give police link number 131444. A contingent of 4 x police officers will be on duty in Condamine as of Wednesday 19 January 2011.

Affected buildings

- 3 community buildings (CWA, hall, churches, SES building etc)
- 7 business houses
- 12 houses and

Repatriation of residents

- Approx 100 residents will commence to return to the town of Condamine as soon as of 1pm Wednesday 19 January 2011