

Moggill Uniting Church Flood Evacuation/Relief Centre
Lessons Learned

Exhibit Number:

279

| Service | Role/Actions | Improvement |
|---------------------|---|--|
| Police Command Post | <ul style="list-style-type: none"> • Provided critical law and order services. • Responsibilities were clearly defined though offered a very flexible approach with their support. • Provided excellent cooperation. | <ul style="list-style-type: none"> • Centre may have benefitted from more frequent situational updates from Police. • Supply of fuel for Police and Emergency Service vehicles. |
| SES Command Post | <ul style="list-style-type: none"> • Provided emergency services to the community and excellent support of the Centre. • Initially established at Church but later relocated to St Catherine's Catholic Church due lack of space. • Provided excellent cooperation. | <ul style="list-style-type: none"> • Though they provided excellent response, Centre needs to clearly understand the role and responsibilities of SES. • Though very resourceful, sometimes SES responsiveness appeared hampered by lack of resources/equipments. |
| Centre Operations | <ul style="list-style-type: none"> • Coordinated all but Police and SES services. • Liaison with Lions, Rotary, CWA and other community service bodies • Focal point for Public Relations, and Signage • Church was not an 'official' BCC recognized Evacuation/Relief centre | <ul style="list-style-type: none"> • Need to clearly establish responsibilities at the outset. • Need to understand capabilities of community service bodies (numbers, equipments, tasks) as initially not used effectively. • Need more than one phone/line to handle the volume of (principally outgoing) calls. • Need staff to 'man' the phones constantly. • Need one staff member responsible to coordinate PR/Media releases and signage • Need for early agreement between local Churches to improved co-operation, prevent duplication and share resources. • Access to a formal Disaster Recovery Plan would have provided for a speedier and improved initial set-up. • Key staff had regular briefings and updates but remaining volunteers would have benefited from regular updates. • Need to get Church recognized as official evac/relief centre if plan to do similar in future. • Shopping Centre alarm on evening of flood, though confusing, proved useful in alerting community. Consider permanent alarm? |

| | | |
|-----------------------------------|--|--|
| Customer Service/Information Desk | <ul style="list-style-type: none"> • Maintained a data base of volunteers, offers of accommodation, offers of assistance or loan of equipment • Arranged accommodation for flood affected families • Provide information on services and the general situation. | <ul style="list-style-type: none"> • Need a policy for accommodating families with pets • Need a 'meet and greet' officer to direct public to correct service area.[worked well initially but none for second week] • Need continuity for compilation and oversight of database. • Need for improved control of loaned items and process to return items at conclusion of the crisis. • Notice Board detailing Fact from Fiction. |
| Medical | <ul style="list-style-type: none"> • Pool of Doctors, Nurses, Midwives, and first responders provided medical services, including minor surgery and pharmaceutical. • Worked very well. | <ul style="list-style-type: none"> • Secure storage of dangerous and controlled drugs proved difficult due lack of secure areas. |
| Counseling | <ul style="list-style-type: none"> • Pool of qualified counselors established and provided broad range of counseling services. • Excellent service provided. | <ul style="list-style-type: none"> • Lack of private counseling spaces provided difficulties |
| Kitchen/Meals | <ul style="list-style-type: none"> • Initially provided hot meals throughout the day for volunteers and flood affected members of the community. Later distributed meals to workers/volunteers during the clean-up. | <ul style="list-style-type: none"> • Need for continuous supervisor to provide overall coordination of kitchen/meals and volunteer kitchen staff. • Though ceased, there was ongoing need for some meals during second week of operations. |
| Supplies | <ul style="list-style-type: none"> • Order, receipt, storage, issue and dispatch of (non medical) supplies for the Centre. • Initially received clothing items but later handed over to Catholic and Anglican Churches due lack of space at Uniting Church to process. • Difficulty experienced in identifying and locating those most affected by flooding, such that supplies can be directed to most needing. • Coles provide bulk of food for distribution in area through Centre. | <ul style="list-style-type: none"> • Need a dedicated supplies manager from outset of operations. • Need for a prioritized list of essential supplies and recommended quantities to request in any crisis. [one has been developed based on experience of this exercise and is attached] • Need to register those seeking supplies, as experience showed many 'non-needy' sought supplies. • Coordinated door knock of all affected areas (when practical) may identify most needy. • Order sufficient supplies for 24hrs only and re-order/resupply daily. |

Emergency Supplies Order Information for Moggill/Bellbowrie Evacuation Centre

| | ORDER PRIORITY (1=ASAP) | CUSTOMER DEMAND | JAN 2011 QUANTITIES RECEIVED | SUGGESTED FUTURE ORDER QUANTITIES (5=HIGH,15=LOW) | NOTES |
|---|----------------------------|-----------------|--|--|---|
| FOOD ITEMS | | | | | |
| ice | 1 | high | pallets of 100 | 5 | |
| bread | 1 | high | boxes of 6 - 8 loaves | 5 | include small qty gluten free |
| fresh fruit & veg | | medium | | 2 | carrots, apples, bananas, potatos - to be broken into smaller bags for distribution |
| bottled water | 1 | high | boxes of 24x600ml | 5 | include water for workers |
| UHT milk - full cream | 1 | high | boxes of 8x1L | 4 | |
| UHT milk - soy | | low | | 1 | |
| tea/coffee/sugar | | low | tea - boxes of 100 teabags; coffee - boxes of 6 jars of 100g; sugar - boxes of 6x2kg | 2 | suggest smaller boxes of tea bags |
| powdered milk | | low | 6 bags of about 2kg each | 2 | |
| tinned spaghetti | 1 | high | pallets of 24 cans | 5 | |
| tinned baked beans | 1 | high | pallets of 24 cans | 5 | |
| tinned meat (spam) | | medium | | 4 | |
| tinned tuna | | medium | | 4 | |
| tinned corn | | medium | | 4 | |
| tinned peas | | medium | | 4 | |
| family assorted biscuits (sweet biscuits) | | medium | boxes of 9 or 12 packets | 4 | |
| saltines (savoury crackers) | | medium | boxes of ? | 4 | |
| gluten free crackers | | low | | 1 | |
| tinned fruit (pears/peaches) | | medium | pallets of 6 cans | 4 | |
| 2 minute noodles | | medium | | 3 | |
| rice | | low | | 2 | can be split into smaller bags for distribution |
| pasta | | medium | | 3 | |
| jars of pasta sauce | | low | | 1 | |
| poppers/juice | | low | boxes of 3x6x250mL poppers | 2 | |
| cornflakes | | low | | 1 | |
| dog/cat food - canned and dry | | medium | | 2 | |
| TOILETRIES | | | | | |
| feminine products (pads/tampons) | 1 | low | | 1 | |
| toilet paper | 1 | high | packets of 3x18 rolls | 5 | to be split into bags of approx 6 rolls |
| shampoo/conditioner | | low | | 1 | one type shampoo, one type conditioner |
| toothpaste/toothbrushes | | low | | 1 | |
| razors (male & female)/shaving cream | | low | | 1 | |
| deodorant (male & female) | | low | | 1 | |
| cakes of soap | | low | | 2 | |
| mosquito coils | | medium | boxes of 6 coil units | 2 | |
| antibacterial hand sanitizer gel | 1 | medium | | 3 | small individual bottles would be best |
| RID/aeroguard | | high | | 4 | include sensitive/kid friendly - necessity to prevent mosquito-borne disease |

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| BLACKOUT ITEMS | | | | | |
| butane camping stove & fuel cartridges | 1 | low | | 1 | for long-term power outages WITH fuel |
| matches | 1 | medium | | 3 | suggest not splitting boxes unless huge demand or low supply |
| candles | 1 | medium | | 2 | not tea lights! |
| batteries (AAA,AA,C,D,6volt) | 1 | high | | 5 | AA, C & D highest demand most torches run on C and D cells, and they only come 2 in a pack so most people needed at least 2 packs each. |
| torches | 1 | low | | 1 | |
| CLEANING | | | | | |
| paper face dust masks | | medium | | 3 | for workers cleaning up & medical supplies |
| rubber gloves | | high | | 5 | thick rubber not cotton |
| paper towels | | high | | 4 | |
| dettol (personal antiseptic) | 1 | medium | | 3 | for cleaning cuts |
| disinfectant | | medium | | 2 | |
| cleaning products eg: spray'n'wipe | | medium | | 2 | |
| garbage bags | | low | | 2 | |
| chux/cleaning cloths | | medium | | 3 | |
| dishwashing liquid (washing dishes) | | low | | 1 | |
| laundry liquid (washing clothes) | | low | | 2 | NOT powder - for hand washing where no power; people were washing flood-affected clothing for other people |
| BABY | | | | | |
| nappies | 1 | low | | 2 | assorted newborn, toddler, crawler, walker, junior |
| baby wipes | | low | boxes of 8x80 | 2 | |
| formula | 1 | low | | 1 | assorted newborn, 6mth+, 12mth+, soy, lactose-free, gold |
| jars of fruit baby food | | low | | 2 | 4mth+ and 6mth+, fruit combinations only |
| OTHER | | | | | |
| Fuel/Petrol/Diesel | 1 | low | | 1 | needed to support the emergency vehicles - police, SES, ambulance, volunteers in the event the fuel station is unavailable. |

quantity notes:

assume 25,000 people in Bellbowrie, mt Crosby, Karana Downs, Moggill area affected and therefore serviced.

assume approx 4 people per household, therefore 6000 families.

assume 1 in 6 families come to refuge centre for support/help; therefore 1000 families to support.

produced by Tina Gorman and Annabelle Moore