



**LOCAL  
DISASTER  
COORDINATION  
CENTRE  
SUB PLAN**

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Certain sections of the Local Disaster Management Plan are privileged and confidential and not available for distribution to the public.

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## Document control

The controller of this document is the Rockhampton Regional Council Local Disaster Coordinator (LDC). This Plan is prepared under the provisions of the Disaster Management Act 2003 s57 and s58.

Amendments which affect the intent of the plan (major amendments) must be endorsed by the Local Disaster Management Group (LDMG). The most updated copy of the plan must be available on Guardian IMS and Rockhampton Regional Council website.

It is acknowledged that feedback from the city's residents, businesses, visitors and other stakeholders is essential. Proposals for amendments or inclusions can be emailed to [enquiries@rrc.qld.gov.au](mailto:enquiries@rrc.qld.gov.au)

Version	Date	Comments	Approved by
1.2	April 2022	Primary location of the LDCC updated to the Rockhampton Museum of Arts.	Peter Kofod
1.3	November 2022	Primary location of the LDCC reverted to Jim Webber Reception Room	
V.2	March 2023	Comprehensive update. Endorsed March 2023.	LDMG
V.3	March 2024	Comprehensive update. Intent of document unchanged.	LDMG 27/5/2024

## Distribution

The controlled master copy of this plan is held and maintained by Rockhampton Regional Council's Disaster Management Unit. Copies of this plan, excluding confidential appendices and supporting documents, is available for public viewing online at <https://www.rockhamptonregion.qld.gov.au/CouncilServices/Disaster-Management/Councils-Role-Plans> in a PDF format.

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# 1.0 Governance

## 1.1 Purpose

The purpose of this Sub Plan is to outline the procedures and considerations of the Rockhampton Regional Council (RRC) Local Disaster Management Group (LDMG) and the triggers to activate the Local Disaster Coordination Centre (LDCC). In activation, the LDCC will coordinate the management of information, resources and reporting in the event of an emergency or disaster threatening or impacting the community. This Sub Plan sets out the agreed responsibilities and actions for the LDMG and LDCC that apply to disaster events and associated hazards within the RRC Local Government Area (LGA).

## 1.2 Authority

The RRC Local Disaster Management Plan (LDMP) outlines the overall disaster management framework within the RRC LGA. This Sub Plan sits under the LDMP to address specific triggers, actions and functional areas of responsibility in accordance with the *QLD PRRR Disaster Management Guidelines 2018 (the Guidelines)*. As required by *section 58 of the Disaster Management Act 2003 (the Act)*, this Sub Plan is consistent with the disaster management standards and disaster management guidelines.

## 1.3 Aim

The primary aims of this Sub Plan are:

- To assist and guide the LDMG to ensure effective and efficient communication and coordination of support and resources before, during and post disaster event
- To ensure consistency with decision making and reporting methodology
- To ensure compliance and obligations under State Disaster Management legislation, policies, guidelines and procedures
- To ensure effective and efficient document and reporting procedures are undertaken.

## 1.4 Objectives of this document

The objectives of this sub plan are:

- To provide contemporaneous and robust framework/s and the 'how to' of the LDCC
- To define the role of the LDMG and LDCC
- To provide guidance on conducting effective and appropriate communications, reporting and information management with the LDCC
- To provide LDCC staff up to date reference material to undertake their roles, tasks and overall management of the LDCC
- To document the triggers for LDCC activation
- To ensure efficient coordination of all available resources
- To ensure the collection, collating and dissemination of all operational information and intelligence; and
- To ensure continuity of LDCC operations.

## 1.5 Endorsements, Reviews and Amendments

- This Sub Plan will be reviewed annually in accordance with s59 of the Act
- The LDC of the LDMG may approve minor amendments
- The LDMG must endorse amendments that affect the intent of the plan and/ or comprehensive reviews
- The LDC will ensure that all copies of the plan are replaced with the most up to date version as soon as possible after the plan is approved

- The LDC will ensure contact details are kept and up to date
- The LDC will ensure any updates or amendments are disseminated to the members of the group
- The LDC will ensure up to date plan/s are available online on the RRC Emergency Dashboard and via appropriate internal and external communication platforms
- The LDC will ensure that there is a 'public facing' sub plan document, and that operational, sensitive and confidential details are NOT contained within the 'public facing' document or that personal or confidential details are not available in any versions accessible by the public
- Release of operational facing documents that contain sensitive, personal details or confidential information is limited to membership of the LDMG/ LDCC.

### 1.6 Links to other Documents

- This Sub Plan should be read in conjunction with the Local Disaster Management Plan and links to all referred Sub Plans, templates and guidelines
- In the event of communication/ technology failure, an up to date and complete printed version of all Plans and Sub Plans are to be maintained by the RRC DMU and available for the LDMG/ LDCC
- The RRC DMU will ensure that all Plans and Sub Plans are available as resources in Guardian IMS.

## 2.0 Responsibilities- Legislative Requirements

### 2.1 Definition

#### **Meaning of disaster**

13 (1) "A disaster is a serious disruption in a community, caused by the impact of an event, that requires a significant coordinated response by the State and other entities to help the community recover from the disruption" (DM Act, 2003).

### 2.2 Functions of Local Government

Section 80 of the Act outlines the functions of a local government in disaster management. A "disaster response capability for local government means the ability to provide equipment and a suitable number of persons, using the resources available to the local government, to effectively deal with, or help another entity to deal with, an emergency situation or a disaster in the local government's area".

### 2.3 Key Functions

- Resource Coordination – to act as a centre for acquiring and deploying support resources.
- Manage information collection and dissemination.
- Strategy development - to develop intelligence and strategic planning capability by taking a comprehensive overview of the event.
- Provide regular reports to the District Disaster Coordinator.
- Maintain an overall account of the event.
- Develop overarching strategies and support agencies to respond in line with their agency's doctrines to meet the LDMG's desired objectives.



## 2.4 Legislative Functions

1. In accordance with the State Plan, the functions of the LDMG are to have a local level of capability that is recognised as the frontline for the disaster management of the LGA, primarily due to local knowledge, experience and networks. As per section 4A (C) of the Act, Rockhampton Regional Council is responsible for the management of disaster events in the RRC LGA.
2. LDMG key functions, responsibilities, toolkits and templates under s30 of the Disaster Management Act 2003 are in the LDMG-Responsibilities-Manual M.1030 (State of Queensland (Queensland Fire and Emergency Services) 2017).

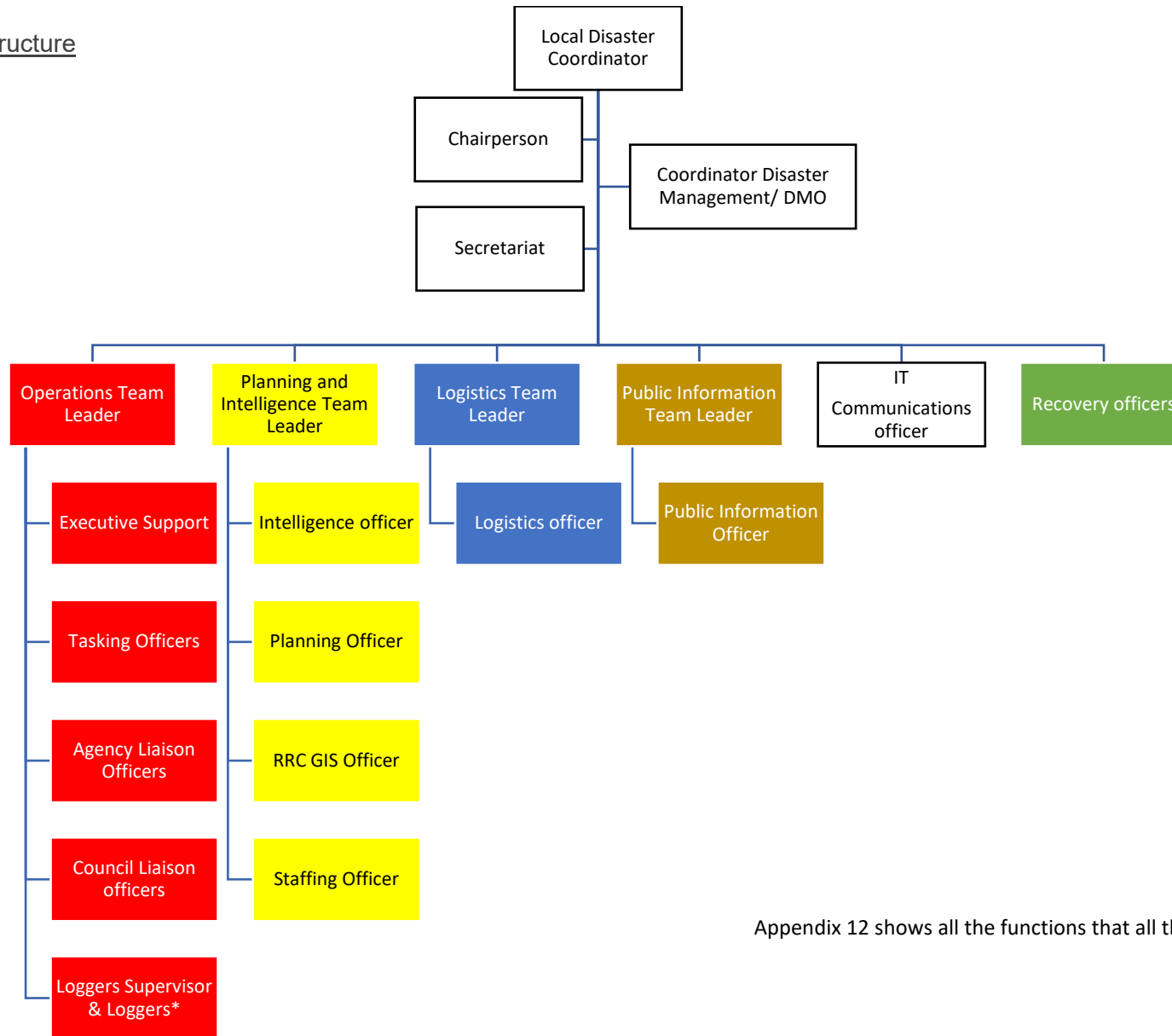
## 2.5 Key contacts

- Chair Local Disaster Management Group
- Local Disaster Coordinator
- District Disaster Coordinator
- District Disaster Executive Officer
- Coordinator Disaster Management
- Core Members Local Disaster Management Group

## 2.6 Advisors, Invitees, and Agency Liaison Officer

- Regional Emergency Management Coordinator (QPS)
- Area Director (Rural – QFES)
- Australian Red Cross
- Department of Communities Housing and Digital Economy
- Department of Education, Training and Employment
- Australian Volunteer Coast Guard Association
- Capricorn Correctional Centre
- Department of Transport and Main Roads
- Queensland Health (Community & Public Health Centre)
- Queensland Health (Central Qld Hospital & Health Service)
- Energy Queensland
- St John Ambulance Australia
- Stanwell Corporation (Stanwell Power Station)
- The Salvation Army
- General Manager Community Services (RRC)
- Executive Manager Advance Rockhampton (RRC)
- Manager Airport (RRC)
- Manager Fitzroy River Water (RRC)
- Capricorn Helicopter Rescue Service
- Department of Agriculture Fisheries and Forestry
- Telstra
- Gladstone Ports Authority
- ABC Capricornia
- Aurizon
- Queensland Parks and Wildlife Services
- Department of Natural Resources and Mines

2.7 LDCC Structure



Appendix 12 shows all the functions that all the cells would provide

### 3.0 Activation of the LDCC

Activation of the LDMG and LDCC are concurrent, with the same level of activation and progression at each stage. When the LDMG is activated to any level, the LDCC is also activated to the same level of activation. Activation of this Sub Plan will depend on the complexity, nature, and extent of the event. The LDMG is responsible for the activation of this Sub Plan. The level of activations may progress through each stage or activate immediately to whatever level is deemed necessary. The LDMG is responsible for establishing a LDCC and coordinating a multi-agency response to a disaster or emergency event and providing timely relief and support to those impacted.

The LDCC will be activated at the request of the Chair of the LDMG. Timely activation of the LDCC is critical for an effective response to a disaster event. The LDCC will most likely be activated when the scale of the event is considered beyond incident management capabilities, where the multiple agencies will have a direct or indirect role and the coordination of plans, response strategies, information sharing, and reporting can only be achieved with active cooperation and assistance of all the agencies responding.

#### 3.1 Activation Levels of RRC LDCC

Activation of the LDCC by the LDMG is the commencement of the process in response to a trigger. Activation of the LDCC is in a structured and timely manner and is critical for an effective response to a disaster event. The decision to activate depends on several factors including the perceived level of impact to the community. The Queensland Disaster Management Arrangements are activated using an escalation model based on the following levels:

<b>Yellow</b>	<b>Alert</b>	<b>A heightened level of vigilance and preparedness due to the possibility of an event</b>
<b>Amber</b>	<b>Lean Forward</b>	<b>An operational state prior to ‘stand up’ to prepare for impact.</b>
<b>Red</b>	<b>Stand Up</b>	<b>The operational state responding to the direct impacts of a hazard.</b>
<b>Green</b>	<b>Stand Down</b>	<b>The transition from responding to an event back to normal core business.</b>

The LDMG can move across the different stages depending on the progression of the event and doesn't always follow the order above. Despite the LDMG Activation status, it is recommended that the LDCC is kept at a state of readiness due to the time it takes for it to be set up.

#### 3.2 Notification Process

When the activation & operation of the LDCC Sub Plan is invoked, the RRC Chief Executive Officer (CEO), District Disaster Coordinator (DDC) and the relevant Queensland Police Service (QPS) Emergency Management Coordinator (EMC) will be advised. If agency liaison officers are to be present, agency notifications are to be made with request from the LDC. The community will be notified via a media release as per the Communications Sub Plan.

### **3.3 ALERT**

#### **ALERT - THREAT / TRIGGER**

- Heightened level of vigilance due to the possibility of an event
- Immediately upon becoming aware of a potential threat, the LDMG should be activated to the "Alert Stage"
- No action may be necessary, other than monitor the situation and ensure a capable person assesses the potential threat/s
- Increased awareness of potential hazards that may impact Rockhampton Regional Area and surrounds
- If action is deemed to be required, preparation of resources enables the increase in preparedness.

#### **ALERT - ACTIONS**

- Identify hazard & risks
- Gathering intelligence
- Maintain a watching brief and monitor situations for all hazards
- Information sharing between agencies
- LDC or delegate establish and maintain contact with DDMG
- Ensure LDCC is in a basic state of readiness
- LDC to engage IT Unit
- LDC should consider the need to commence cost capturing. Refer to Section 6.3.
- Inform nominated LDCC staff, LDMG members and Chair of the Sub Committees of the implementation of the "Alert Stage"
- LDC to arrange the Staffing officer to send LDCC staff email. All members MUST reply to email to confirm receipt
- LDC to send email to LDMG stating "LDMG/LDCC – Alert Stage – Please acknowledge". All members MUST reply to email to confirm receipt.

#### **ALERT - COMMUNICATION**

- LDMG Chair, LDC to establish and maintain contact with DDC via telephone or as otherwise determined
- LDMG Chair or Delegate to send email to LDMG members and LDCC staff stating "LDMG/LDCC @ Alert Stage". The email should not contain sensitive or confidential information about the potential event
- LDMG Chair or delegate to send email to Chair of Sub Committee/s (if required) with "LDMG/ LDCC @ Alert Stage" and non-sensitive details
- Chair of Subcommittee/ s are responsible for advising members of their committees of the activation of "Alert Stage".

### **3.4 LEAN FORWARD**

#### **LEAN FORWARD - THREAT / TRIGGER**

- Operational state prior to 'Stand Up'
- There is the likelihood that the threat may impact / affect Rockhampton LGA
- LDCC may prepare at this stage, but not be fully activated
- Threat is quantified, but may not be imminent
- Chairperson of LDMG will, in consultation with LDC, make the decision to activate the '*lean forward*' stage
- As the threat or the effects of an emergency/ disaster become imminent, members of relevant organisations and sections are placed on "*Lean forward*" being in a position to respond immediately.

#### **LEAN FORWARD - ACTIONS**

- LDC Notify the DDC/ SDCC of *Lean Forward* Stage
- LDC to establish contact with Sub Committee Chairperson/s
- Chairpersons of the Sub Committees are responsible for advising members of their committees of activation of '*lean forward*'
- LDC conducts ongoing analysis of the predictions
- LDC inform LDMG *Lean Forward stage* and conduct regular briefings
- Establish an operation within Guardian IMS and commence logs
- Confirm level & potential of threat
- Commence cost capturing
- Conduct initial event action planning sessions
- LDC identify staff to prepare for operations. A list of LDCC staff can be found in the O Drive and Guardian IMS.
- Confirm trigger points to move to STAND UP
- Prepare LDCC for operations for Stand Up
- Public information & warnings initiated
- Roster planning for LDCC
- For the purpose of information provision and directing enquiries via a single point, consider release of public advice (via Media officer) of activation of LDCC public telephone number 1300 652 659.

#### **LEAN FORWARD - COMMUNICATION**

- LDMG Chair, LDC to establish and maintain contact with DDC via telephone or as otherwise determined
- Chair, LDC, and LDMG members via mobile, email and monitoring remotely
- Record conversations in Logbook/ Guardian Action log
- Contact with the DDC via nominated methods
- LDC to arrange for Staffing officer to send LDCC staff an email stating "LDMG/LDCC – Lean Forward Stage – Please acknowledge". All members MUST reply to email to confirm receipt.
- LDC to send email to LDMG stating "LDMG/LDCC – Lean Forward Stage – Please acknowledge". All members MUST reply to email to confirm receipt.

### **3.5 STAND UP**

#### **STAND UP - THREAT / TRIGGER**

- The operational state following 'lean forward' whereby resources are mobilised, personnel are activated, and operational activities commenced
- Disaster Coordination Centres are activated
- Threat is imminent
- Community will be or has been impacted
- Requests for support received by LDMG agencies or to the LDCC
- Response requires coordination.

#### **STAND UP - ACTIONS**

- Meeting of LDMG
- LDCC activated & operation name communicated to DDMG
- Develop State update communications
- LDCC staffing rosters activated
- Commence operational planning
- Local government shifts to disaster operations
- LDMG continues to use Guardian IMS
- Commence SITREP to DDMG and others as required
- Distribute contact list (as appropriate)
- DDMG advised of potential support requests
- Release public advice via media officer of activation of RRC LDCC
- Ensure Evacuation Centre/s are in a state of preparedness and /or activated
- Notify the media (via the Public Information officer) of the public number for assistance 1300 652 659.

#### **STAND UP - COMMUNICATION**

- LDCC contact through established land lines and generic email addresses
- Chair, LDC and LDMG members on landlines, mobiles and emails
- Chair, LDC, and LDMG members via mobile, email and monitoring remotely
- Record conversations in Logbook/ Guardian Action Log
- LDC to arrange for Staffing officer to send LDCC staff an email stating "LDMG/LDCC –Stand Up Stage – Please acknowledge". All members MUST reply to email to confirm receipt.
- LDC to send email to LDMG stating "LDMG/LDCC – Stand Up Stage – Please acknowledge". All members MUST reply to email to confirm receipt
- A dedicated email address has been allocated and access provided to the Chair, LDC, Deputy LDC, Operations Team Leader and Executive Support Officer. This email will be utilised when the LDCC is fully operational. The LDCC email address is LDCC@rrc.qld.gov.au.

### **3.6 STAND DOWN**

#### **STAND DOWN - THREAT / TRIGGER**

- No longer a requirement to respond to the event and threat no longer present, or when transitioning from responding to an event back to normal core business and/or continuance of recovery operations.
- Recovery taking place
- Community has returned to normal BaU.

#### **STAND DOWN - ACTIONS**

- Final checks on outstanding requests
- In consultation with the Chairperson suspends operations (may be gradually or immediately)
- Consider the need for Recovery Operations (refer to the Recovery Sub Plan)
- Implement plan on recovery transition
- Debrief of LDCC staff
- Debrief of LDMG members
- Consolidate financial records
- Consolidate Guardian records
- Conduct assessments and after-action review to determine what worked well, what requires review and what needs updating and other suggestions and improvements
- Collect logbooks, upload pages into Guardian and send to records for storage as per Records requirements
- Hand over to Recovery coordinator
- Final SITREP to DDMG
- Express appreciation to LDCC staff in agreed format
- Have LDCC cleaned and returned to pre LDCC status
- Have LDCC stores, equipment restocked, replenished, repaired and ensure readiness for next activation
- Return to RRC BaU.

#### **STAND DOWN - COMMUNICATION**

- Chair, LDC or delegate to advice email LDMG of Stand Down status.
- Chair, LDC or delegate to email all staff involved throughout Operation message of appreciation
- HR to be emailed any issues with staff, compliments and complaints
- LDC to email DMU of any training recommendations or training requirements.

#### **ALL PHASES - RECORDS**

- Guardian IMS
- Action Log
- Official logbooks
- Emails
- Media releases
- Details of phone calls to be recorded in Guardian
- Logbook details to be transferred to Guardian Actions log
- Logbooks to be returned to LDC for record keeping in Stand Down
- Incident Action Plans (IAPs)
- SITREPs
- Dashboard updates
- Photographs and imagery of information boards.

## 4.0 LDCC Location/s

### 4.1 Primary Location

The Rockhampton Regional Council LDCC is located at:

<b>Jim Webber Reception Room</b>	<b>Ground Floor Rockhampton Regional Council City Hall</b>	<b>232 Bolsover Street Rockhampton</b>
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### 4.2 Alternative LDCC

Should this facility become unusable for any reason, alternate disaster coordination centres could be established at:

<b>Dooley St Depot Administration Building</b>	13 Dooley Street, Park Avenue
<b>Fitzroy Room - Rockhampton Library</b>	Bolsover Street, Rockhampton

### 4.3 Virtually

Utilising the Disaster Management Incident Management Software (Guardian IMS) or as otherwise determined by the Chairperson of the LDMG. MS Teams could also be used as a way to have meetings if physical meetings are not possible.

### 4.4 Telephone - Public Contact number

The telephone number for public contact with the LDCC is **1300 659 652** and is advertised to the community during times of activation.

### 4.5 Aerial Map of RRC



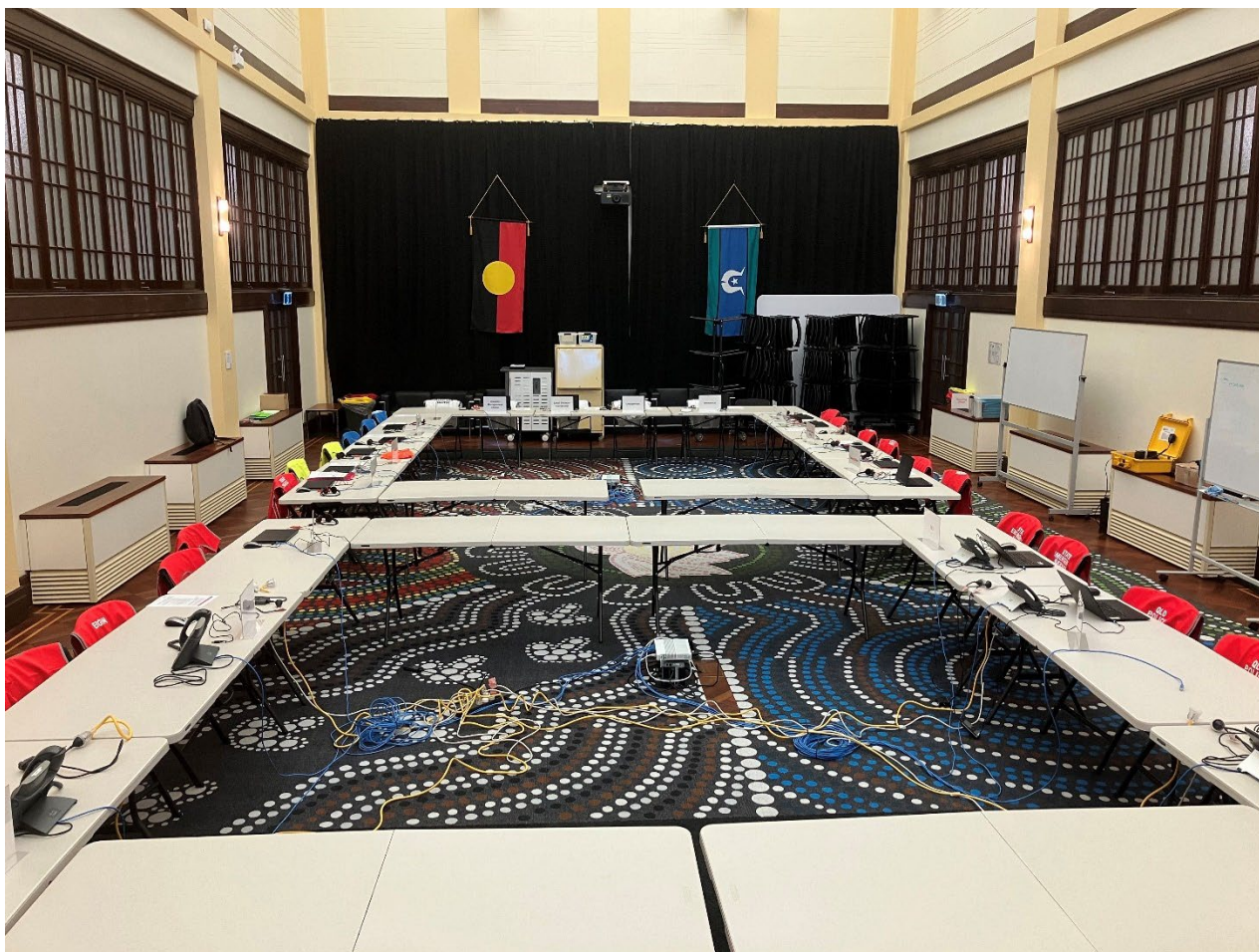


## 4.6 Site Plan – Ground Floor

*Details removed for confidentiality*

## 5.0 LDCC Set Up

The LDCC will be actioned for set up by the LDMG and the set up will be as per this sub plan. All resources should be checked (e.g. telephones, computers, radios, disaster plans) before the centre is officially opened. The Disaster Management Unit will arrange the room layout in consultation with the IT unit.



### 5.1 LDCC activation - Laying additional carpet in the Jim Webber Room

To ensure protection of the parquetry floor, additional black tiles can be laid as an extension of the carpet. The black carpet tiles used in the Jim Webber Room for LDCC are stored in the cupboard under the staircase leading to the mezzanine floor (Records side) of City Hall. The storage location has been approved by Fire Safety Advisors. The LDC, CS, Coordinator Disaster Management and Fire Safety Advisors have keys to access. Refer to LDCC Set Up Checklist in Appendix 9.

### 5.2 Emergency power to LDCC

The City Hall standby generator is located at the left-hand side of the carpark exit into Alma Street. The generator has an automatic transfer switch which is activated in the event of a power outage and ensures there is a constant supply of power to City Hall. When the automatic transfer switch is activated, RRC's Facility Management Unit is notified. The generator is diesel run and serviced quarterly with a major service undertaken in December each year. The operation of the generator is the responsibility of the Logistics Team Leader during a disaster and general maintenance comes under the Facility Management Unit of RRC.

## 6.0 LDCC Room Management

### 6.1 Coordination and Staffing

The LDCC is coordinated by the Local Disaster Coordinator. The LDCC staff will comprise of RRC staff, Agency Liaison Officers (ALOs), relevant emergency service organisations and other relevant agencies involved in the event.

### 6.2 Scalability of Response of LDCC

Different emergencies and disasters will require different levels of staff to support the nature and complexity of the operation. Therefore, the LDC may decide to initially start with reduced staffing within the LDCC, only increasing staff when required.

### 6.3 Financial Management

**Alert stage** – To assist with Disaster Relief Funding (DRF) claims the LDC is consider whether it is appropriate to commence cost capturing by emailing [managementaccounting@rrc.qld.gov.au](mailto:managementaccounting@rrc.qld.gov.au) and [financialsystems@rrc.qld.gov.au](mailto:financialsystems@rrc.qld.gov.au) to activate preformatted emails to all managers. The email contains details on projects, work orders and associated processes.

A record of all expenditure incurred within the LDCC is to be maintained by the Executive Support Officer under direction by the LDC, utilising the pre-established LDCC work order (refer Financial Management Sub Plan).

### 6.4 Rosters, WHS and Fatigue Management

Fatigue management, safety and the welfare of staff is the responsibility of all within the centre. The coordination of the LDCC will ensure that workplace health and safety, RRC's fatigue management and industrial relations requirements are adhered to. Safety both within and to and from the LDCC or other places of work, are to be given robust consideration.

The Staffing officer and Loggers Supervisor are responsible for managing the roster and fatigue management, in line with relevant workplace health and safety policies and workforce regulations.

### 6.5 Staff Commencement and Completion of Duty

Staff must sign the attendance sheet upon commencement of duty and at the completion of shift. This attendance sheet will be endorsed as 'true and correct' by the LDC or delegate daily. Any overtime MUST be authorised by the LDC or delegate PRIOR to undertaking the duties. The overtime authorising officer MUST sign the attendance sheet clearly indicating the normal hours and any overtime hours. Attendance sheets to be collected daily by the Executive Support Officer and sent to payroll.

### 6.6 Staffing Hours of Operation

The Staffing Officer and Logger Supervisor should consider the following when preparing rosters for staffing the LDCC:

- The potential for staff to fill more than one position within the LDCC.
- Where possible an 8-hour operational shift should be considered.
- Where an 8-hour operational shift is not possible a 12-hour operational shift should be considered.

- A minimum break of ten (10) hours between shifts should also be incorporated.
- The need to carry out risk assessments in line with RRC's Fatigue Management Procedure.
- It is important to give volunteers a break from duty after three consecutive shifts; however, this may not always be possible.
- Ensure mid-shift breaks occur wherever possible.

#### 6.7 Hours of Operations

The hours of operation of the LDCC are at the discretion of the LDC based upon advice from LDMG and/or DDC. This may include 24/7 operation arrangements as required. Staff duties must adhere with current HR Fatigue Management Policies and may include catering, fatigue management support, provisions of accommodation/sleeping and providing showering facilities.

#### 6.8 Staff Suitability and Welfare Services

The Staffing Officer and Loggers Supervisor must consider the nature and details of the operation when considering suitability of staff for rostering. Exposure to sensitive details, aggressive person/s, familiar areas and personal connections, contacts and being personally impacted, may expose staff to potential trauma. Support services are to be promoted and made readily available to staff.

#### 6.9 Agency Liaison Officers (ALOs)

ALOs are the conduit between their agency and the LDCC. Agencies are each responsible for managing their own coordination within the agency's responsibility. External agencies represented within the LDCC are responsible for providing additional staff to cover required "shifts". The relevant agency is to provide all relevant agency staffing details to the LDCC Staffing Officer for inclusion on relevant rosters.

#### 6.10 Payroll

The Staffing Officer at the end of the LDCC operation will work with Payroll to ensure timesheets are recorded and costs captured to the correct LDCC work order for processing and counter disaster funding claims.

#### 6.11 First Aid

It is recommended that the Staffing Officer roster a qualified First-Aid person on each shift where possible. The Logistic Supervisor is to ensure the availability and maintenance of the First Aid Kit in the LDCC.

#### 6.12 Out of Hours Access

The Chair, LDC, Coordinator DM and Executive Support Officers have individual security codes to access Town Hall out of hours. Details of the location are in Appendix 14.

#### 6.13 Security

The LDCC is to be a secured area. Access is restricted to the LDMG Executive, Agency Liaison Officers (ALOs), working members of the LDCC or other persons approved by the

Chairperson and/or Local Disaster Coordinator. When required, access to the building can be provided by the LDMG Executive personnel through the Staffing Officer. Visitors to the LDCC and media representatives must be approved by either the Chairperson or Local Disaster Coordinator and are to be escorted at all times.

#### 6.14 Confidentiality

- The LDC is responsible for the confidentiality of the LDCC.
- All members working in the LDCC need to be aware there may be considerable interest in operations, particularly in relation to the overall coordination of response to the situation.
- LDCC staff are not to discuss sensitive matters pertaining to the coordination outside the LDCC.
- Staff are not to discuss LDCC operational matters with media representatives or members of the public.
- Care should be exercised in communicating sensitive matters over the email, telephone, and radio networks.
- All requests for information to staff in the LDCC from the media or public should be referred to the Public Information Manager.

#### 6.15 LDCC Access

LDCC access is via the main entrance during business hours. Outside of normal business hours, LDCC staff will be provided access via the Staffing Officer. Upon arrival at the LDCC staff may have access to swipe cards to gain entry. Non-Council staff/ LOs will need to be given access in the first instance. Staff are to:

- Sign in
- Receive role information
- Receive computer login details and computer access location
- Be issued with a personal tray to store personal belongings
- Receive a briefing by Staffing officer, LDC or delegate on evacuation procedures, fire exits, toilets, kitchen facilities and other information as required.

There are 15 Swipe cards in a box in the LDCC Storage. LDCC Swipe cards will be stored with the LDCC equipment in the room behind Customer Service at City Hall. These will allow Agency liaisons to have access to enter and exist City Hall without having to ask Council staff. It is important that if the person is signing out of the LDCC, that they return their Swipe card for the next person to use it.

#### 6.16 LDCC Parking

When the LDCC is activated, parking is provided on Council parking grounds off the Alma Street entrance. The Executive Support officer will email RRC Local Laws [CSC@rrc.qld.gov.au](mailto:CSC@rrc.qld.gov.au) to notify of the LDCC Stand Up activation, and again upon Stand Down status to ensure the area is not subject to compliance actions (refer to the map for specific parking).

The Staffing Officer will ensure that during the hours of darkness (or at any time that is requested), that staff are escorted to and from their parked vehicles if alone or as deemed necessary. If required, extra safety and security measures must be discussed and arranged with the LDC, including the engagement of further security. Any security near misses or incidents must be reported as WHS incidents.

## 6.17 Operating the LDCC Manually

If there is an instance in which internet and/or phone coverage has been compromised, the LDCC will need to be able to operate regardless. The first option should be to move to an alternate location if internet and phone are available. If this is not possible, a manual process will allow the LDCC to fulfill its function in a simplified manner in the Jim Webber Room.

The Room Set Up would be similar but using a lot more whiteboards and a paperwork system. A box with physical document copies of how things are logged, tasked and actioned as well as examples of the what the whiteboards would contain has been prepared and can be found in the LDCC Storage area in City Hall.

It will be difficult to obtain information if internet or phone lines are down however the LDCC has a radio which can be used to contact emergency services and other agencies. If it is safe to do so, a council staff member may be tasked to deliver paperwork to the required agencies.

- Rockhampton Region Local Disaster Coordination Centre Manual Request or Enquiry Logging, Tasking and Actioning Process
- Rockhampton Regional Council Employee Timesheet – LDCC
- Incident Action Plan
- Situation Report
- Disaster Coordination Message Form
- SMEAC Briefing and Debriefing Template
- Information Board display

## 7.0 LDCC Equipment and Stores

Two trolleys labelled “Local Disaster Coordination Centre” and “LDCC Laptop Cart” are kept in the office of the Coordinator Information Systems (outside the City Hall server room) and they contain all the necessary equipment to activate the LDCC. Copies of IT cart keys are held by IT and the Disaster Management Unit. Other equipment and resources can be sourced from the various sections within the organisation or through logistics.

### 7.1 Information Displays

Even though Guardian IMS is used within the LDCC, it may also be appropriate for information display boards to be erected within the LDCC. The decision to utilise information display boards will be at the discretion of the LDC. Depending on the scale of the event, the LDC will arrange sourcing of the required equipment as needed.

Information boards should be updated as regularly as practical with current intelligence, information, maps or other relevant information to ensure critical information is accessed in a timely manner. Audio-visual screens, whiteboards, pin boards, maps, file links, and document storage of key data may be required for reference and to assist in decision making and all information boards should be marked with “correct as at (time and date)”.

When information changes, they should be photographed and uploaded to Guardian IMS to the Operation. The maintenance of information display boards is primarily the role of the Operations Cell.

A list of possible information display boards can be found in Appendix 11.

## 7.2 Printer

The LDCC printer is stored in the cupboard under the staircase leading to the mezzanine floor (Records side) of City Hall. The storage location has been approved by Fire Safety Advisors. The LDC, CS and Fire Safety Advisors have keys to access the cupboard.

## 7.3 Record Keeping and Management

Record keeping and management is vital to provide information, recommendations or as required by requests for in/formal disaster inquiries, investigations, Coroner matters, Royal Commissions or similar. The primary source of all information is within Guardian IMS, Running Logs.

Under no circumstances should documentation be removed from the LDCC. The Executive Support Officer is to ensure that all documentation, books, plans and papers produced within the LDCC or held within the LDCC or related to the event, are adequately protected from loss or theft and saved in Guardian IMS to minimise hardcopies. Once the LDCC is stood down, any hardcopy files are to be archived in accordance with RRC Records policy.

## 7.4 Logbooks and Guardian IMS Logs

The primary location to make notes or record actions is in Guardian IMS Logs/ Running Logs. The RRC logbook is the secondary source for taking notes during a phone call, discussions or to note other information when not near computer access or Guardian IMS.

Each member of the LDCC will be allocated a serialised logbook upon commencement of operation. This logbook remains the property of RRC and is to be used instead of making notes on notebooks or loose paper and is to be used to record details of phone calls, texts or similar when there is nil or limited access to Guardian IMS logs. The logbooks are an accountable auditable document and should be treated as such. The LDC will ensure collection and storage of logbooks as per RRC records policy. The DMU will ensure sufficient supply of logbooks are available. Information documented in the logbooks should be transferred into Guardian IMS via electronic transfer or scanning document pages. It is the responsibility of the logbook user to ensure this is completed prior to the end Stand Down of the operation.

# 8.0 Incident Management Systems

## 8.1 Incident Management System (IMS)

The management of the incident will follow the principles of the Australasian Inter-Service Incident Management System (AIIMS). The control system of AIIMS is based on a structure of delegation with five functional areas: Control, Planning, Public Information, Operations and Logistics.

From an LDCC perspective the AIIMS structure will utilise the following five functions:

- **Management** – The management of all LDCC activities necessary for the resolution of the incident.
- **\*Intelligence** – To support all coordination centre functions by gathering, analysing, maintaining and reporting information and ensuring situational awareness.
- **Operations** – The tasking and application of resources to achieve resolution of the incident.
- **\*Planning** –The collection, evaluation, dissemination and use of information. This includes an understanding of the current situation, prediction of the probable course of action and preparing alternative strategies for an event.

- **Logistics** – The acquisition of human and physical resources, facilities, services and materials to support achievement of incident objectives.
- **Public Information** – Provision of warnings, information and advice to the public and liaison with the media and affected communities.

\*LDMG has decided to combine the Intelligence and Planning cells due to staffing and venue constraints.

## 8.2 Guardian Information Management System (IMS)

The Guardian Information Management System (Guardian IMS) software is the system in use at the LDCC. Guardian IMS is an electronic workflow for the LDCC. The spatially integrated solution holds plans and preparation documents, creates a chronological record of events and a fully auditable trail of actions, as well as details on the allocation and management of tasks, bulletins, evacuation centres, road closures and reports using MS Word templates. Typical reports include SITREPS, task requests, task allocation, task completed. It is highly recommended that LDCC staff access Guardian IMS regularly and undertake the video online tutorials to ensure that their log in details and skills remain current.

## 8.3 Guardian IMS LDCC Structure

The organisation chart can be found by logging into Guardian Live: <https://live.guardianims.com/>, going to Operations and pressing Organisation Chart. Use the drop-down menu to adjust which users are shown.

# 9.0 Briefings

## 9.1 Hot Briefs

Hot briefs are conducted throughout the shift as updated information becomes available or as required.

## 9.2 Briefings

Prior to commencing of shift, all staff are to receive information about the incident situation, objectives, their tasks, priorities, communication arrangements and safety considerations. The LDC and/ or LDMG Chairperson or appropriate delegate will conduct the LDCC briefings and are additionally responsible for conducting briefings on disaster-related matters to stakeholders including DDC, SDCC, CEO and the Mayor.

Briefings may cascade via the hierarchy incident structure or role to role at shift changeover. The briefings should be based on the information in the Incident Action Plan (IAP). More information on briefing formats is in.

Briefings are a means of updating all staff within the LDCC to ensure that all personnel are aware of the overall situation, current operations (achieved actions on the previous IAP) and strategic forward planning issues (oncoming shift's IAP to follow) and should occur:

- At change of shifts within the LDCC; and
- At regular intervals (as determined by the LDC) during operations of the LDCC.
- LDC / Delegate to conduct concise and informative regular briefings.
- Where possible, a schedule for briefings should be developed and communicated to all persons within the LDCC and a guide to assist staff in undertaking such briefings can also be found in Appendix 2.
- All briefings should follow the **SMEACS-Q** format. A template can be found in Appendix 1 and under Reports in Guardian IMS.



### 9.3 De-Briefing

The de-briefing process should be conducted immediately at the conclusion of the operation and include all staff that participated in LDCC operations. Post operation, a formal post event and assessment after-actions-review (AAR) should be conducted by the DMU to identify lessons learnt and good practice.

The DMU will collate AAR information and furnish a report with findings, priorities, learnings and recommendations to the LDMG.

## 10.0 Information Management

Information is the basis of timely and appropriate decisions. The best use of information will follow a systematic handling of information.

The key steps are:

- Collection – from multiple sources (history and real time).
- Collation – the sorting of information by interested parties.
- Confirmation – the verification of information collected and collated.
- Interpretation – suitably skilled and authorised personnel make sense of the information.
- Action – response to the above actions; and
- Record/Store/File.

### 10.1 Information flow

The primary means of managing the coordination of response activities will be using the Guardian IMS within the LDCC. The Guardian IMS system is a program developed to record and manage information received from residents and emergency services personnel when the LDCC has been activated.

From the data collected, reports are generated to meet media, government and agency requirements. The system also retains information for follow up actions required after the initial emergency has ended.

There is a workflow process that automates the passing of information to the various roles and agencies within the LDCC. All records associated with an event are to be maintained within the Guardian IMS system including but not limited to tasks, media, reports, requests or logistics. This process can be found on Guardian IMS in the References tab and printed copies are also available.

If the Guardian IMS software system becomes inoperable for any reason, LDCC activities will be coordinated using a paper hard copy information management system.

### 10.2 Media Management

The release of media information, warnings and public information will be in accordance with the RRC Communication and Public Information and Warnings Sub Plans.

Pre-Recorded Council Messages - Council's Media Team have pre-recorded general on hold messaging for the LDCC phones. Depending on the circumstances of the Disaster event, the media team will upload the appropriate messages. If a specific message is required, the LDC will advise media and a new message will be recorded.

### 10.3 Operational Reporting – Situational Reports (SITREPS)

Situational reporting is critical for strategic decision making, allocating resources and to provide accurate and timely information to stakeholders and the community on the period covered within the SITREP. SITREPS are required to be prepared by the Planning Officer from a variety of information sources and are approved for release by the LDC. The SITREPs may contain details of damage assessments, information on resources currently deployed and past, present and future intentions, resources required and other relevant information. SITREPS are prepared on a regular basis and may include:

- Activation stages
- Pre-determined times as given in the briefings
- As the situation is changing
- End of shift
- Upon request of the DDC
- At conclusion of the operation.

**SITREPS** are created and filed in Guardian IMS and are accessible to LDCC staff and relevant agencies. SITREPS are distributed to DDC, LDMG Chair and Deputy Chair and core LDMG members.

### 10.4 Information Technology (IT) Role

Effective and efficient IT is vital for the functions of the LDCC. IT's role is to provide equipment, phone, voicemail and network connectivity as per Appendix 4. IT will assist with set up of the LDCC, ensure the IT systems are functioning efficiently, deal with requests for additional IT resources and be available during each activation stage to manage issues as they arise. All requests to IT services are to be responded to as a matter of urgent priority and response.

An IT Communications Officer has been nominated within the LDCC structure for the purpose of maintaining efficiency of all communications processes within the LDCC, including those from other agencies. At the commencement of operations, communications within the LDCC are to be supported by the IT Communications Officer.

The primary means of communication at the LDCC during a disaster event will be:

- Guardian IMS (RRC's Disaster Management software).
- RRC's normal telephone communication system.
- Agency radio communications (all response agencies are to provide appropriate radio transceiver communications).
- The internet to provide advice and links to other relevant websites.
- A dedicated email address has been allocated and access provided to the Chair, LDC, Deputy LDC, Operations Team Leader and Executive Support Officer. This email will be utilised when the LDCC is fully operational. The LDCC email address is [LDCC@rrc.qld.gov.au](mailto:LDCC@rrc.qld.gov.au).

Within the LDCC, the use of work mobile forms should be limited in order to ensure that once a person has finished shifts, that they no longer receive calls pertaining to work.

Each role in the LDCC, except for external agencies, will be assigned a RRC laptop and normal RRC login details apply. If an external agency requires a RRC laptop, then login details will be provided by IT.

Normal telecommunications such as telephone have the potential to fail in a disaster event. Should this occur consideration will be given to the use of two-way radios to ensure communications between the LDCC and primary agencies. An emergency (services) radio is stored with the IT equipment.

## 10.5 DDMG Request for Assistance

If the LDMG requires additional resources to manage an event they can request support from the District Disaster Coordinator (DDC) or the District Disaster Management Group (DDMG). Requests for assistance are made via Guardian IMS and approved by the LDC.

## 10.6 Provision of Maps

Maps are available within Guardian IMS, RRC's GIS systems, QFES's Situational Awareness tool or hard copy for use within the LDCC. Integration with mapping systems also provides current updates to show where the incidents and hazards are and summarise action being taken.

Available maps may include:

- Hazard mapping, particularly storm tide, bushfire and flooding.
- Rockhampton Region Maps.
- Aerial Imagery.
- Other maps and charts as identified or required.

## 11.0 Training for LDCC Staff

To ensure effective operations of a LDCC it is the responsibility of the LDC or nominated officer to ensure all staff undergo appropriate and relevant training.

Members of the LDCC and LDMG are to carry out training as specified within the Queensland Disaster Management Training Framework [hyperlink](#) and Guardian IMS user training.

## 12.0 Duty Statements

This plan contains the Duty Statements and appointments that have either lead responsibility in the outlined functional areas or contribute to them. For example, the lead for logistics may be the Logistics Team Leader, but they will require the input of the Operations Team to ensure logistical support is adequate.

Similarly, planning staff need information on future logistic requirements to support future plans. Therefore, elements of Operations, Planning and Logistics can be found in each duty statement. As an event can become more complex and increase in the number of residents impacted, the core roles in the LDCC team can expand and incorporate new roles within their own sections. The following figures show the different functions of the LDCC cells.

A table of key staffing positions and functions that are to be considered when establishing a LDCC can be found in Appendix 7. Detailed duty statements are included at [Appendix 8](#) of this plan.

## 13.0 Communication

### 13.1 Internal Communication within LDCC Cells

All information reports and updates within the LDCC should follow the required workflow process, so that this information is recorded and logged within Guardian IMS e.g., when a task is received from inside (between cells) or outside of the LDCC, details should be recorded within Guardian IMS with appropriate action taken and recorded.

### 13.2 Loggers

The Loggers may remain situated within the Call Centre at their dedicated purpose-built day-to-day workplace. Alternatively, should this not be available, their Business Continuity Plan identifies working from alternative customer service centres at Gracemere and Mount Morgan. Staff may be required to work from home as this capacity is established and practiced day-to-day. Where there is not local capacity, consideration may be given for the enlistment of PEAK Services to carry out this role.

Where the need arises, other cells too may be situated outside the LDCC room i.e., to navigate COVID requirements or due to the location of suitable equipment (i.e. GIS and availability of large plotters and specialist IT equipment). In these situations, a robust commitment to communication between the cells separated by distance is necessary.

### 13.3 External Communication with Agency Liaison Officers

A number of Agency Liaison Officers (ALOs) from various agencies/RRC sections may be working in the LDCC. During a disaster, ALOs will be able to communicate with their agency/section personnel in the field.

- It is the responsibility of the participating agencies to provide communications between their headquarters and their ALO in the LDCC.
- It is expected that ALOs will have delegated decision-making authority.
- All information, external reports and updates coming back into the LDCC should follow the required workflow process and be logged in Guardian IMS.
- Agencies and RRC sections should ensure that field personnel are aware of the correct workflow process and have sufficient knowledge, training and experience to undertake their role.

### 13.4 District Disaster Coordination Centre (DDCC)

- The primary means of communication with the DDCC will be by telephone and email. SitReps will be provided via Guardian IMS.
- If mobile and internet services fail, a LDCC staff member will be tasked with **hand delivering** a hard copy of the SitReps to the DDCC.

### 13.5 Maintenance

The LDCC communications facilities shall have 24/7 response capability and be managed and maintained by the IT Communications Officer.

## 14.0 Evacuation Centres / Shelters

The primary means of communications with evacuation centres/shelters will be by telephone and Guardian IMS. If available, email will be used. Refer to the Evacuation Planning Sub Plan. Should the above systems fail, two-way radios should be utilised. More information can be found in the Evacuation Centre Management Sub-Plan.

## 15.0 Appendices

### Appendix 1: Template for Briefing and Debriefing during LDCC operation.

<p><b><u>SITUATION</u></b> – Describe what is happening. Advise the team of the situation and what has happened? Give them the Big Picture.</p> <ul style="list-style-type: none"><li>• What is the overall situation?</li><li>• What is at risk?</li><li>• What is the physical environment?</li><li>• What dangers and/or problems exist?</li></ul>
<p><b><u>MISSION</u></b> – Describe what needs to be achieved. Clear and concise statement of what is to be achieved. Different teams/agencies may be executing different tasks. Other teams/ agencies should listen, so everyone knows what is going on:</p> <ul style="list-style-type: none"><li>• What is the overall mission?</li><li>• What are the objectives?</li><li>• Who or what is saveable?</li></ul>
<p><b><u>EXECUTION</u></b> - Describe how things are being or going to be done – the nuts and bolts.</p> <ul style="list-style-type: none"><li>• Explain how the Mission will be achieved.</li><li>• What methods will be used, who will do what roles, etc.</li><li>• What are the tactics?</li><li>• How will the tasks be executed?</li></ul>
<p><b><u>ADMINISTRATION AND LOGISTICS</u></b> - Describe how it will be supported - What support will be provided and how.</p> <ul style="list-style-type: none"><li>• What logistical support is required? Logistical support includes personnel, equipment and supplies, food, water, facilities;</li><li>• What is the timing for the various logistics?</li><li>• What resources are immediately available?</li><li>• What resources will become available and when?</li><li>• Where are the resources?</li><li>• Welfare; Resupply; Equipment; Relief</li></ul>
<p><b><u>COMMUNICATION</u></b> - Communication networks:</p> <ul style="list-style-type: none"><li>• Who is in overall control of incident?</li><li>• What is the chain of command for the incident?</li><li>• What are the channels of communication?</li><li>• When are SITREPS due?</li><li>• What method of communication do you have?</li><li>• Important phone numbers and radio channels.</li><li>• Contacts with upper and lower levels.</li></ul>
<p><b><u>SAFETY</u></b> – Workplace health &amp; safety issues &amp; requirements:</p> <ul style="list-style-type: none"><li>• Staff welfare issues;</li><li>• Risks to staff including weather conditions i.e., high winds etc.</li><li>• Support Services</li><li>• Fatigue Management</li></ul>

Physical copies of these templates can be found in the Paperwork Box.

<b>Local Disaster Coordination Centre – Briefing Schedule</b>	
<b>Time</b>	<b>Reason</b>
<b>0800 hours or shift commencement/ changeover</b>	<p><b>Update all LDCC personnel on situation:</b></p> <ul style="list-style-type: none"> <li>➤ strategic decisions of LDMG;</li> <li>➤ major operations being conducted;</li> <li>➤ operational priorities;</li> <li>➤ strategic forward planning requirements;</li> <li>➤ agency activities; and</li> <li>➤ general overview of event.</li> </ul>
<b>Immediately after LDMG meeting</b>	<p><b>Update all LDCC personnel on:</b></p> <ul style="list-style-type: none"> <li>➤ strategic decisions of LDMG;</li> <li>➤ major changes in situation/event; and</li> <li>➤ general overview of operations/event.</li> </ul>
<b>1400 hours</b>	<p><b>Update all LDCC personnel:</b></p> <ul style="list-style-type: none"> <li>➤ general overview of event/operations;</li> <li>➤ operational priorities;</li> <li>➤ major operations being conducted;</li> <li>➤ any changes to operations or strategic forward planning issues;</li> <li>➤ sharing of agency information in relation to agency activities and requirements.</li> </ul>
<b>Shift Changeover</b>	<p><b>Update all LDCC incoming personnel:</b></p> <ul style="list-style-type: none"> <li>➤ general overview of event and operations;</li> <li>➤ major issues or difficulties encountered;</li> <li>➤ operational priorities;</li> <li>➤ strategic forward planning requirements or decisions;</li> <li>➤ sharing of agency information in relation to agency activities and requirements.</li> </ul>

### Appendix 3: Example Email of Activation Stages

LDMG core members and advisory contact lists can be found on outlook or ECM.

<b>Alert</b>	<p><b>Subject:</b> Local Disaster Management Group at Alert <b>To:</b> LDMG Core and Advisors cc CEO</p> <p>Good Morning/ Afternoon/ Evening,</p> <p>The Chair of the Rockhampton Local Disaster Management Group at XXXAM/PM has activated the Group to Alert in response to XXX (details of potential threat e.g., east coast low forming into a tropical cyclone). The future predictions of the threat are (e.g., path of cyclone, forecast rainfall).</p> <p>Upon reading this, please review your agency's responsibilities and roles pertaining to the potential threat and ensure a state of readiness if your agency is called upon.</p> <p><b>Acknowledgement of this email is required by return email.</b></p>
<b>Lean Forward</b>	<p><b>Subject:</b> LDMG/LDCC @ Lean Forward <b>To:</b> LDMG Core and Advisor Members cc</p> <p>The Chair LDMG and LDCC has been activated to the Lean Forward stage due to (details of potential threat e.g., east coast low forming into a tropical cyclone). The LDCC will be established at (location). LDMG member agencies required to send an Agency Liaison Officer to the LDCC will be contacted separately.</p> <p>LDMG member agencies with a responsibility to respond to this event must ensure their agency's resources are prepared and ready for deployment, if called upon.</p> <p>Core members of the LDMG will be briefed and further advice will be forwarded to all advisory members and relevant stakeholders following the briefing. You are requested to monitor your emails for further notifications.</p> <p>As at (date and time of latest advice/warning) the (agency/organisation in charge of issuing advice/warnings, e.g., Bureau of Meteorology) has advised the following: (e.g., path of cyclone, forecast rainfall).</p> <p><b>Acknowledgement of this email is required by return email.</b></p>
<b>Stand Up</b>	<p><b>Subject:</b> LDMG/LDCC @ Stand Up <b>To:</b> LDMG Core and Advisor Members cc CEO</p> <p>On behalf of the Local Disaster Coordinator, please be advised that the LDMG and LDCC has been activated to the Stand-Up stage due to (details of potential threat e.g., east coast low forming into a tropical cyclone). The LDCC is continuing operations at (location) during the hours (hours of operation, e.g., 8am to 5pm).</p> <p>To date the (detail the actions taken in preparation to respond, e.g., evacuations to be carried out, evacuation centres etc).</p> <p>LDMG meetings have been held and further invitations will be sent to required attendees.</p> <p>As at (date and time of latest advice/warning) the (agency/organisation in charge of issuing advice/warnings, e.g., Bureau of Meteorology) has advised the following: (e.g., path of cyclone, forecast rainfall).</p> <p>LDMG member agencies with a responsibility to respond for this event must ensure their agency's resources are ready, if not already deployed.</p> <p><b>Acknowledgement of this email is required by return email.</b></p>
<b>Stand Down</b>	<p><b>Subject:</b> LDMG/LDCC @ Stand Down <b>To:</b> as detailed in LDMG Core and Advisor Members cc CEO</p> <p>On behalf of the Local Disaster Coordinator, please be advised that the LDMG and LDCC has been activated to the Stand Down stage due to (details of finalisation of response). The LDCC is transitioning to the Local Recovery Coordination Centre and will establish at (location)/remaining at (location). LDMG member agencies required to send an Agency Liaison Officer for Recovery operations will be contacted separately.</p> <p>A LDMG debrief meeting will be held, invitations will be sent to required attendees.</p> <p>Any Agency Liaison Officers that worked within the LDCC are invited to attend the LDCC debrief, invitations will be sent to required attendees. Agency Liaison Officers are to ensure that all paperwork pertaining to operations in the LDCC are provided to (name of Executive Support Officer) at the cessation of LDCC or at the debrief, for appropriate recording and document control.</p> <p><b>Please forward onto relevant ALOs.</b></p>

Appendix 4: IT Roles and Responsibilities

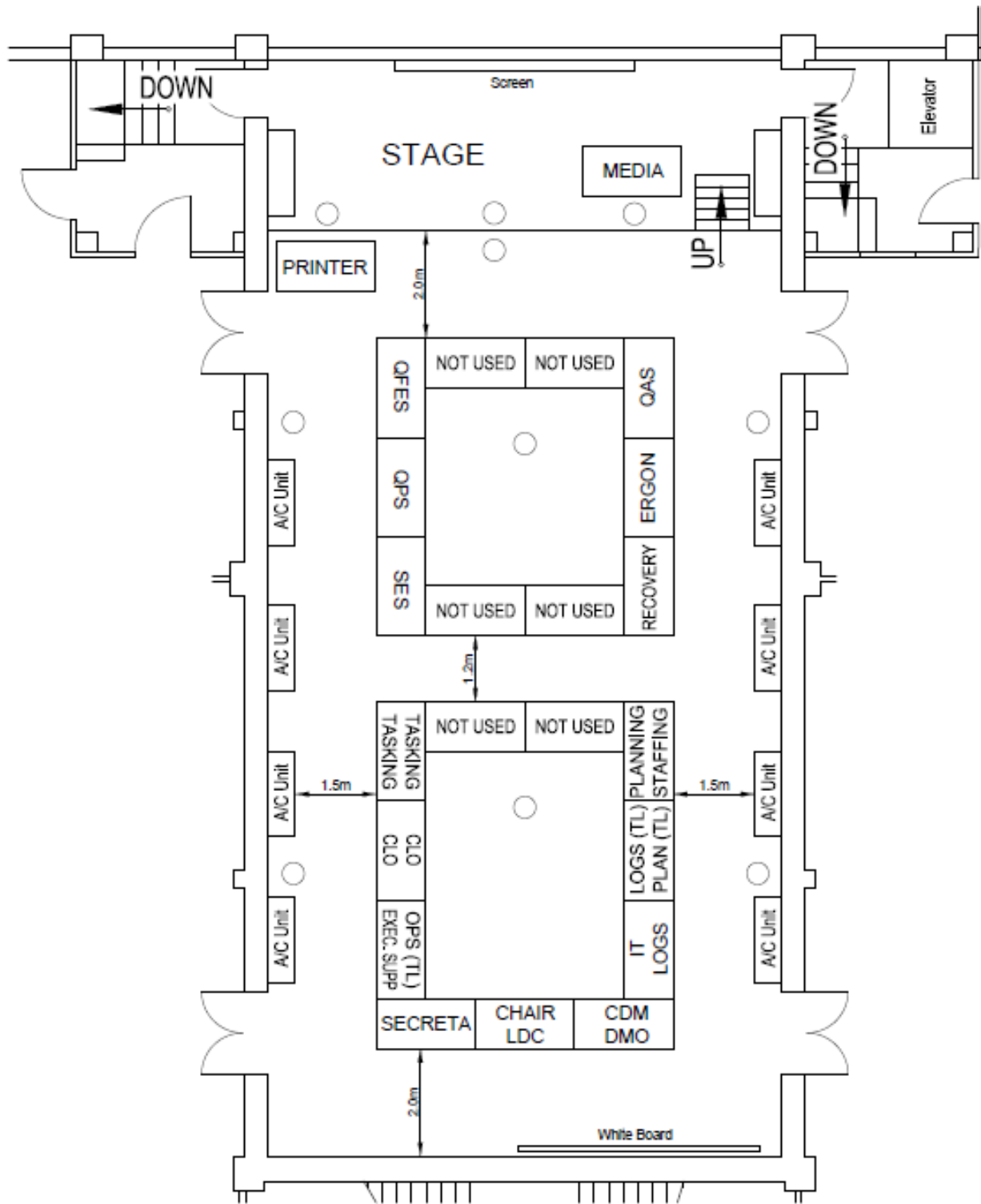
*Details removed for confidentiality*

Appendix 5: LDCC Role Account Logins and Phone numbers

*Details removed for confidentiality*



Appendix 6: Jim Webber Room Set Up Diagram



**INSET 'A'**  
**JIM WEBBER RECEPTION ROOM (LDCC)**  
 SCALE 1:100

## Appendix 7: Key roles and responsibilities

<p><b>Local Disaster Coordinator (LDC)</b> has responsibility for coordinating disaster operations for the local group and to ensure, as far as practicable, that any strategic decisions of the LDMG about disaster operations are implemented.</p>
<p><b>Chairperson</b> reports to the Local Disaster Coordinator. They have the responsibility of running the Local Disaster Management Group, support and provide guidance to the Local Disaster Coordinator.</p>
<p><b>Coordinator Disaster Management</b> reports to LDC. Has the responsibility to assist the Local Disaster Coordinator in ensuring the LDCC implements the strategic decisions of the LDMG and acts as room manager or any other role as required by the LDC.</p>
<p><b>Secretariat</b> reports to LDC. Administers the business and governance of the LDMG.</p>
<p><b>Information Technology Communications Officer</b></p> <ul style="list-style-type: none"><li>- in <b>ALERT</b> and <b>LEAN FORWARD</b></li></ul> <p>Reports to the Coordinator Disaster Management and assists with the set up and testing of equipment and all IT processes.</p> <ul style="list-style-type: none"><li>- in <b>STAND UP</b> and <b>STAND DOWN</b></li></ul> <p>Reports to the Local Disaster Coordinator. The IT Comms officer is responsible for efficiency of all communications information technology processes within the LDCC and the provision of infrastructure within the LDCC to ensure tasks can be received and forwarded.</p>
<p><b>Operations Team Leader</b> reports to the Local Disaster Coordinator. The role of the Operations Team Leader is to maintain the LDCC operational response to the event by actively seeking and coordinating information and responses about the event(s).</p>
<p><b>Agency Liaison Officers (ALOs)</b> form part of the Operations Cell. ALOs represent an agency that has a disaster management function within the LDCC. They provide the link between their agency and the LDCC and provide specialist advice to the Local Disaster Coordinator and Chairperson.</p>
<p><b>Council Liaison Officers (CLOs)</b> report to the Operations Team Leader. CLOs main role is to input any Tasks received for council into the most appropriate department within council through BAU council systems for example R1. CLOs may also be requested to represent a specific department in Council to provide specialist advice</p>
<p><b>Tasking Officers</b> reports to the Operations Team Leader. Assumes an important role within the LDCC as they are the nexus between the message being received and the message being actioned.</p>
<p><b>Executive Support Officer</b> reports to the Operations Team Leader. Prime function is to ensure efficient and effective functioning of LDCC and responsible for overall physical management of the LDCC during operations. Also manage additional positions within the LDCC to ensure the effective functioning as delegated by the Operations Team Leader.</p>
<p><b>Loggers Supervisor</b> reports to the Operations Team Leader. The role of the Loggers Supervisor is to ensure that appropriate staff are rostered to fill the role of Loggers during a disaster event. <b>*Do not normally sit in the LDCC.</b></p>

<p><b>Loggers</b> report to the Logger Supervisor. The role of the call taker/logger is to receive requests and information and accurately record such requests and information in a timely manner within Guardian IMS. <b>*Do not usually sit in the LDCC.</b></p>
<p><b>Planning and Intelligence Team Leader</b> reports to the Local Disaster Coordinator. The Planning Team Leader is responsible for overseeing the Planning cell functions involving the collection, evaluation, dissemination, and use of information. This includes an understanding of the current situation, prediction of the probable course of action and preparing alternative strategies for an event.</p>
<p><b>Planning Officer</b> reports to the Planning and Intelligence Team Leader. The Planning Officer is responsible for preparing reports and producing SITREPS based on information collected in Guardian IMS.</p>
<p><b>Intelligence Officer</b> reports to the Planning and Intelligence Team Leader. The Intelligence Cell Leader is responsible for supporting all LDCC functions by gathering, analysing, maintaining, and reporting information and ensuring situational awareness. <b>*Do not normally sit in the LDCC.</b></p>
<p><b>GIS Officer</b> reports to Planning Team Leader and assists all cells. GIS are responsible for all mapping related tasks pertaining to the operation. <b>*Do not normally sit in the LDCC.</b></p>
<p><b>Staffing Officer</b> reports to the Planning and Intelligence Team Leader. The Staffing Officer is responsible for managing human resources in the LDCC. This role ensures that staff are assigned to appropriate roles based on availability, experience, and training.</p>
<p><b>Logistics Team Leader</b> reports to the Local Disaster Coordinator. The Logistic Team Leader is responsible for overseeing the Logistics Cell functions involving the coordination of procurement and resource acquisition aspects of the LDCC.</p>
<p><b>Logistics Officer</b> reports to the Logistics Team Leader. The Logistics Officer is responsible for assisting with the Logistics Cell functions involving the coordination of procurement and resource acquisition aspects of the LDCC.</p>
<p><b>Public Information Team Leader</b> reports to the Local Disaster Coordinator. The Public Information Team Leader is responsible for provision of warnings and information to threatened communities, stakeholders, and the public. Public Information liaise with news media, manage media liaison issues and consultation, and liaise with affected communities. All information is to be approved by the Chair and/or Local Disaster Coordinator or nominated officer prior to release.</p>
<p><b>Public Information Officer</b> reports to the Public Information Team Leader. The Public Information Officer is responsible for the monitoring of lead and supporting agencies social and messaging platforms, produce media content and issue or share warning in line with the Australian Warning System (AWS).</p>
<p><b>Recovery Officers</b> reports to the Local Disaster Coordinator. They are the conduit between the Local Recovery Group, Evacuation centres and the LDCC. This role ensures that information flow between the two groups occurs and that smooth transition between Response and Recovery is possible.</p>

Appendix 8: Duty Statements

<b>Position</b>	<b>Chairperson Local Disaster Management Group</b>
<b>Position Summary</b>	<p>The functions of a Chairperson of a Local Disaster Management Group are specified in section 34A of the <i>Disaster Management Act</i> as follows:</p> <ul style="list-style-type: none"> <li>▪ To manage and coordinate the business of the LDMG</li> <li>▪ To ensure, as far as practicable, that the group performs its functions</li> <li>▪ To report regularly to the relevant District group, and the Chief Executive of the department, about the performance of the LDMG of its functions.</li> </ul> <p>During activations the Chairperson (must be a Councillor) must:</p> <ul style="list-style-type: none"> <li>▪ Maintain a long-range focus on the strategic and tactical requirements and overall should ensure that the LDCC functions correctly</li> <li>▪ Focus on the consequences of the event as well as maintaining awareness of the operational aspects (i.e. how does the event impact the local economy, standard of living, tourism etc).</li> </ul>
<b>Reports To</b>	Local Disaster Management Group, Local Disaster Coordinator, District Disaster Management Group
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ In consultation with the Local Disaster Coordinator determine trigger points for: <ul style="list-style-type: none"> <li>○ The issue of public information and warnings</li> <li>○ Activation of the LDCC</li> <li>○ Need for or potential need for evacuation of the community from at risk areas.</li> </ul> </li> <li>▪ Authorise the opening of the LDCC;</li> <li>▪ Authorise/approve prepared media releases;</li> <li>▪ Participate in media interviews/information releases (become the face of the event /operation in conjunction with relevant agency heads);</li> <li>▪ Authorise distribution of public information;</li> <li>▪ Provide updates and interviews with relevant media outlets;</li> <li>▪ Maintain long range focus on strategic and tactical requirements;</li> <li>▪ Ensure support resource requirements of response agencies are appropriately met;</li> <li>▪ Ensure tasks are accomplished effectively (this will involve directing strategic planning efforts and maintaining liaison with appropriate organisational headquarters and other coordination facilities);</li> <li>▪ Chair meetings of the RRC LDMG in preparation for and during events/ disasters.</li> </ul>
<p><b>Training Requirements:</b></p> <ul style="list-style-type: none"> <li>▪ Queensland Disaster Management Arrangements provided by QFES</li> <li>▪ Introduction to Disaster Funding Arrangements provided by QFES</li> <li>▪ Australasian Inter Service Incident Management System (AIIMS) – various training providers</li> <li>▪ Participation in relevant disaster management exercises to test Local Disaster Management Plans</li> <li>▪ LDMG member induction</li> <li>▪ Guardian IMS</li> </ul>	

<b>Position</b>	<b>Local Disaster Coordinator</b>
<b>Position Summary</b>	<p>The functions of the Local Disaster Coordinator are specified in Section 36 of the <i>Disaster Management Act</i> as:</p> <ul style="list-style-type: none"> <li>▪ To coordinate disaster operations for the LDMG</li> <li>▪ To report regularly to the LDMG about disaster operations</li> <li>▪ To ensure, as far as practicable, that any strategic decisions of the LDMG about disaster operations are implemented.</li> </ul> <p>The Local Disaster Coordinator (RRC employee with relevant experience and expertise) must be able to devote their time and energies solely to disaster management operations. It will therefore be necessary to ensure appropriate delegation for their normal day to day duties is in place.</p> <p>The Local Disaster Coordinator must:</p> <ul style="list-style-type: none"> <li>▪ Assist the Chairperson in maintaining a long-range focus on the strategic and tactical requirements and ensuring that the LDCC functions correctly</li> <li>▪ Focus on the consequences of the event as well as the operational aspects</li> <li>▪ Forward planning of foreseeable consequences of the event.</li> </ul>
<b>Reports To</b>	Local Disaster Management Group
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ In consultation with the Chairperson determine trigger points for: <ul style="list-style-type: none"> <li>○ The issue of public information and warnings</li> <li>○ Activation of the LDCC</li> <li>○ Need for or potential need for evacuation of the community from at risk areas.</li> </ul> </li> <li>▪ Appoint key LDCC team leaders and conduct initial briefing with those personnel;</li> <li>▪ Establish and maintain the LDCC in a state of operational readiness;</li> <li>▪ Ensure that the LDCC is set up and staffed appropriately to facilitate information flow;</li> <li>▪ Brief all staff on arrival within the LDCC;</li> <li>▪ Establish liaison with: <ul style="list-style-type: none"> <li>○ Media Team Leader</li> <li>○ District Disaster Coordinator</li> <li>○ Other local government disaster coordination centres as required</li> <li>○ Relevant agency/organisation heads</li> <li>○ Community leaders</li> </ul> </li> <li>▪ Ensure that the LDCC functions effectively;</li> <li>▪ Ensure information flow within LDCC is maintained (situational awareness of LDCC members);</li> <li>▪ Constantly review recorded tasks (in particular look for outstanding tasks or tasks that are taking some time to complete);</li> <li>▪ Ensure that all relevant agencies are represented within the LDCC as required;</li> <li>▪ Ensure that all ALOs have appropriate authorisation within their agency and have appropriate skills, knowledge and experience relevant to their role;</li> <li>▪ Ensure the provision of trained staff to operate the LDCC;</li> <li>▪ Identify and provide adequate resources to enable the LDCC to operate effectively;</li> <li>▪ Oversee the processing of information within the LDCC;</li> <li>▪ Ensure the establishment and maintenance of administrative and financial systems for resources and monies expended in connection with the operation;</li> <li>▪ Oversee the preparation of SitReps for ongoing presentation to the District Disaster Coordinator throughout the event and at the conclusion of operations;</li> <li>▪ Preparing materials for briefing and debriefing sessions;</li> <li>▪ Provision of regular briefings to all staff within the LDCC;</li> <li>▪ Ensure appropriate handover/briefings are conducted at change of shift of LDCC staff (consideration should be given to the need for staggering of handover/ change of shifts);</li> <li>▪ Ensure decisions on contentious resource allocation issues are made through the appropriate ALO and Chair LDMG;</li> <li>▪ Authorise the utilisation of RRC resources (including contractors) for Disaster Management purposes;</li> </ul>

Position	Local Disaster Coordinator
	<ul style="list-style-type: none"> <li>▪ Authorise expenditure of funds for operation of the LDCC;</li> <li>▪ Ensure the appropriate recording of:               <ul style="list-style-type: none"> <li>○ SitReps;</li> <li>○ Resource deployment;</li> <li>○ Casualties;</li> <li>○ Tasks;</li> <li>○ Major incidents;</li> <li>○ Operational intelligence.</li> </ul> </li> <li>▪ Provide support to staff having difficulty dealing with the event/situation;</li> <li>▪ Upon conclusion of an operation ensure that all forms and reports are collated, recorded and filed;</li> <li>▪ Ensure that the Chairperson is immediately informed of significant or contentious issues that may attract media attention (i.e. fatalities, missing children etc).</li> </ul>
<p><b>Training Requirements:</b></p> <ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Management Planning by QFES;</li> <li>• Introduction to Emergency Risk Management by QFES;</li> <li>• Introduction to Lessons Management by QFES;</li> <li>• Introduction to Warnings and Alerts by QFES;</li> <li>• Introduction to Disaster Coordination Centres provided by QFES;</li> <li>• Introduction to Evacuation by QFES;</li> <li>• Introduction to Disaster Funding Arrangements by QFES;</li> <li>• Disaster Coordinator Induction;</li> <li>• Australasian Inter Service Incident Management System (AIIMS) – various training providers;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>• Guardian IMS.</li> </ul>	

<b>Position</b>	<b>Coordinator Disaster Management</b>
<b>Position Summary</b>	The Coordinator Disaster Management is responsible for managing and coordinating disaster operations on behalf of the LDC.
<b>Reports To</b>	Local Disaster Coordinator
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Assume the role of the room manager of the LDCC;</li> <li>• Maintain situational awareness of the event and obtain and provide briefings;</li> <li>• Assist the LDC identifying strategic direction for responding to the overall situation;</li> <li>• Brief LDCC team leaders and provide support;</li> <li>• Ensure LDCC is established for use in a timely manner;</li> <li>• Develop the LDCC Action Plan with the Planning Team Leader and set tasks, timings and priorities with key staff;</li> <li>• Ensure that the DDC or XO to the DDC has been advised that the LDCC is operational;</li> <li>• Regularly update the LDC on disaster operations to enable the LDC to provide briefings to DDC, CEO, Mayor, LDMG Chair, QFES (DM) Officers, and Local Group Members;</li> <li>• Ensure operational co-operation and coordination with participating agencies;</li> <li>• Ensure the coordination of resources and that adequate resources are available for response operation tasks, and when required requests for external resources / assistance are being made to the LDC and DDC;</li> <li>• Liaise and consult with support agencies. Prioritise and review requests for assistance from other response agencies;</li> <li>• Manage the compilation and dissemination of Situation Reports being prepared / issued by the LDCC with the Executive Support Officer and Operations Team Lead;</li> <li>• Liaise with the Media Team Leader about media releases and information required by the community, such as public health and safety issues;</li> <li>• Coordinate briefings to LDCC staff during LDCC activation including at shift handover and at the stand down of the centre;</li> <li>• Ensure all parties are notified of Stand-Down status, once advised by LDC.</li> </ul>
<b>Training Requirements:</b>	<ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Australasian Inter Service Incident Management System (AIIMS) – various training providers;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>• Guardian IMS.</li> </ul>

<b>Position</b>	<b>Secretariat</b>
<b>Position Summary</b>	The Secretariat is responsible for administering the business and governance of the Local Disaster Management Group.
<b>Reports To</b>	Local Disaster Coordinator
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Manage legislative requirements relating to administration and meetings;</li> <li>• Activation email templates are provided in Appendix 3.</li> <li>• Managing the LDMG meeting cycle and associated responsibilities including monitoring action items and resolutions;</li> <li>• Maintaining member contact details in accordance with information privacy principles;</li> <li>• Managing information, record keeping, decision making and administrative requirements;</li> <li>• Monitor <a href="mailto:ldcc@rrc.qld.gov.au">ldcc@rrc.qld.gov.au</a>;</li> <li>• Monitor member induction and training records.</li> </ul>
<b>Training Requirements:</b>	<ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre training provided by QFES;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>• Guardian IMS.</li> </ul>



<b>Position</b>	<b>IT Communications Officer</b>
<b>Position Summary</b>	<p>The IT Communications Officer is responsible for efficiency of all communications information technology processes within the building the provision of IT infrastructure within the LDCC to ensure requests and enquiries can be received and forwarded.</p> <p>IT Communications Officers may be required to remain on call for the duration of the incident as determined by the Logistics Team Leader in consultation with the Local Disaster Coordinator.</p>
<b>Reports To</b>	<p>IT Officer in ALERT and LEAN FORWARD</p> <ul style="list-style-type: none"> <li>• Reports to the Coordinator Disaster Management and assists with the set up and testing of equipment and all IT processes.</li> </ul> <p>IT Officer in STAND UP and STAND DOWN</p> <ul style="list-style-type: none"> <li>• Reports to the Local Disaster Coordinator.</li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Establish and activate LDCC telephone communications;</li> <li>• Activate email address and process;</li> <li>• Establish appropriate IT requirements including computers with access to the Internet;</li> <li>• Provide advice on IT communication issues;</li> <li>• With the Call Centre/Logger Cell, establish and maintain a recorded message service if required, giving callers an on-hold facility when busy, and to divert to vacant phone when needed;</li> <li>• Ensure establishment and operation of suitable photocopiers/printers;</li> <li>• Provision of back up communications facilities within LDCC as required; i.e. mobile phones, two-way radios, satellite phones etc;</li> <li>• Provision of suitable telecommunications capabilities between LDCC and evacuation and recovery centres as required;</li> <li>• Monitor IT communications systems for functionality and operational efficiency and effectiveness;</li> <li>• Support the Staffing Officer with Guardian IMS user account maintenance.</li> </ul>
<b>Training Requirements:</b>	
<ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>• Guardian IMS.</li> </ul>	

<b>Position</b>	<b>Operations Team Leader</b>
<b>Position Summary</b>	<p>The Operations Team Leader is responsible for coordinating and monitoring the LDCC operational response to an event. This role coordinates the appropriate logging and storing of information in the LDCC.</p> <p>In the initial phases the Operations Team Leader may be coordinating and managing all aspects of the response. As the response increases the Operations Team Leader becomes the collection point for information.</p>
<b>Reports To</b>	Local Disaster Coordinator
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Ensure all information coming into the LDCC is routed through the planning cell, vetted, always authenticated and assessed for information to assist in forward planning;</li> <li>• Peruse tasks being received for relevant information to assist in forward planning;</li> <li>• Ensure Situation Reports are compiled accordingly</li> <li>• Prioritise information and ensure the management team receives timely notification of critical intelligence;</li> <li>• Provide the Chairperson and Local Disaster Coordinator with an accurate, timely and concise picture of the event;</li> <li>• Liaise with Planning Team Leader to ensure information on status boards (where implemented) is accurate, up to date and easily read;</li> <li>• Liaise between ALOs and the LDC to facilitate support at the local level;</li> <li>• Refer complicated, contentious or difficult issues to the LDC for decision and to avoid being bogged down;</li> <li>• Obtain internal SitReps from all organisations involved within the LDCC;</li> <li>• Refer "Requests for Assistance" to the LDC for approval and signature and ensure same are forwarded to the DDC;</li> <li>• Inform Media Team Leader of matters of interest to the media and community;</li> <li>• Liaise with Planning Cell to assist in actively premising the likely problems resulting from the event and work to establish strategic plans for meeting the situation;</li> <li>• Ensure the information flow in the Operations Cell is maintained;</li> <li>• Maintain an overview of all operations and reduce duplication of effort where possible;</li> <li>• Forecast other threats and responses that may be required (planning);</li> <li>• Regularly monitor recorded tasks in Guardian IMS to ensure they are completed in a timely manner;</li> <li>• Monitor the resources and tasks of liaison officers;</li> <li>• Forecast requests for assistance to the DDMG and advise the LDC accordingly;</li> <li>• Seek out information from support agencies regarding their tasks;</li> <li>• Ensure that the Chairperson is immediately informed of significant or contentious issues that may attract media attention (i.e. fatalities, missing children etc), via the LDC;</li> <li>• At conclusion of operations ensure that all tasks, forms and reports are completed, collated and filed. Where necessary advise the LDC of any outstanding issues.</li> </ul>
<b>Training Requirements:</b> <ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>• Guardian IMS.</li> </ul>	

<b>Position</b>	<b>Council Liaison Officer</b>
<b>Position Summary</b>	Council Liaison Officer(s) represent a RRC department that has a disaster management function within the LDCC. They provide the link between their department and the LDCC and provide specialist advice, as required, to the LDCC. Council Liaison Officers are responsible for allocating tasks across council departments for actioning.
<b>Reports To</b>	Operations Team Leader
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Maintain / operate communications between Department and the LDCC;</li> <li>• Review incidents (requests) and assign to officers within the relevant Department for actioning;</li> <li>• Prioritise incidents (requests) based on severity as assigned within Guardian IMS;</li> <li>• Record all action taken and tasks performed within Guardian IMS;</li> <li>• Monitor all incidents (requests) to ensure that they are actioned in a timely manner taking into consideration the assigned level of severity;</li> <li>• Record a new incident in Guardian IMS in response to advice received from officers within the relevant Department;</li> <li>• Report to and liaise with the Operations Team Leader as required;</li> <li>• Ensure all requests to their department are actioned in a timely and effective manner;</li> <li>• Ensure that the Operations Team Leader is immediately informed of significant or contentious issues that may attract media attention (i.e. fatalities, missing children etc);</li> <li>• Provide input into Situation Reports as required by the Executive Support Officer;</li> <li>• Keep detailed financial records of expenditure.</li> </ul>
<b>Training Requirements:</b> <ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>• Guardian IMS.</li> </ul>	

<b>Position</b>	<b>Agency Liaison Officers</b>
<b>Position Summary</b>	<p>Agency Liaison Officers represent an agency that has a disaster management function within the LDCC. They provide the link between their organisation and the LDCC and provide specialist advice to the LDCC Management.</p> <p>They are experts in relation to their agency area of specialisation and may include Emergency Service Agencies, Government Agencies including local government, non-government agencies and volunteer organisations. They contribute to problem solving and arrange tasking as required to meet the needs of the LDCC. Their role is to pass information/requests from the LDCC to their functional agency and to feed requests or information from their functional agency into the LDCC.</p> <p>The response to, and recovery from a disaster event needs to be coordinated. It is therefore necessary that during LDCC operations, Liaison Officers are coordinated by the LDCC Operations Team Leader rather than taking direction from their parent organisation. Whilst there will always be a requirement to report to their parent organisation, all decisions and actions must be undertaken with the Operations Team Leader's knowledge.</p>
<b>Reports To</b>	Operations Team Leader
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Have the authority to commit their organisation's resources in support of operational requirements;</li> <li>• Facilitate provision of their agency's resources as required;</li> <li>• Continue to advise their parent agency of developing plans and likely effect on agency resource commitment;</li> <li>• Communicate with their parent agency and/or Operations Centre to ensure up to date information on availability of agency resources for tasking;</li> <li>• Pass on tasking directions and receive advice on completion of tasks;</li> <li>• Maintain / operate communications between parent organisation and the LDCC;</li> <li>• Provide advice to the Operations Team Leader, Local Disaster Coordinator and/ or Chairperson, on the capabilities of their organisation during the disaster;</li> <li>• Plan for and anticipate future developments in the situation;</li> <li>• Liaise with parent organisation to ascertain what resources are available;</li> <li>• Keep the Operations Team Leader informed on the actions taken and requirements of their parent organisation;</li> <li>• Record all action taken and tasks performed within the Guardian IMS;</li> <li>• All "Requests for Assistance" by the Liaison Officers are to be given to the Operations Team Leader who will; <ul style="list-style-type: none"> <li>○ Refer the matter to the Chair/LDC for approval/signature; and</li> <li>○ forward same to the DDC for action.</li> </ul> </li> <li>• Engage with other Liaison Officers and other representatives in their agency;</li> <li>• Ensure all requests to their respective agency are actioned in a timely and effective manner;</li> <li>• Maintain effective communication in the LDCC;</li> <li>• Prioritise and action messages and requests as appropriate;</li> <li>• Utilise intelligence cell;</li> <li>• Participate in the development of pro-active measures/contingencies;</li> <li>• Ensure that the Operations Team Leader is immediately informed of significant or contentious issues that may attract media attention (i.e. fatalities, missing children etc);</li> <li>• Provide input into Situation Reports as required by the Executive Support Officer</li> <li>• Keep detailed financial records of expenditure.</li> </ul>
<b>Training Requirements:</b>	<ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>• Guardian IMS.</li> </ul>

<b>Position</b>	<b>Tasking Officer</b>
<b>Position Summary</b>	<p>The Tasking Officer assumes an important role within the LDCC, as they are the nexus between the task being received and the task being actioned.</p> <p>Their primary responsibility is to interpret tasks received within the LDCC and decide which is the most appropriate agency to action the request.</p> <p>To assist in this decision-making process, a list of the roles and responsibilities of relevant agencies is contained in the LDMP.</p>
<b>Reports To</b>	Operations Team Leader
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Review new requests received within the LDCC (generally via the Loggers) and allocate to the appropriate agency, department, cell or role for actioning;</li> <li>• Review all enquiries received within the LDCC (via the Loggers) and ensure no further action is required before completing;</li> <li>• Complete the tasking process for both requests and enquiries within Guardian IMS;</li> <li>• Identify whether the task is of an urgent nature and ensure the task is adequately and appropriately identified as such;</li> <li>• Notify the Operations Team Leader and/or Local Disaster Coordinator of contentious issues;</li> <li>• Maintain working knowledge and understanding of function, roles, and responsibilities of RRC departments and stakeholders, agencies and organisations in the emergency and disaster management environment.</li> </ul>
<p><b>Training Requirements:</b></p> <ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>• Guardian IMS.</li> </ul>	

Position	Executive Support Officer
<b>Position Summary</b>	The Executive Support Officer is responsible for the general administration of the LDCC. Their prime function is to ensure efficient and effective functioning of the LDCC and are responsible for overall physical management of the LDCC during operations.
<b>Reports To</b>	Operations Team Leader
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Support physical establishment of the LDCC – all information should be in this plan.</li> <li>▪ Establish a working environment by being familiar with the layout of the LDCC;</li> <li>▪ Prepare <b>Situation Reports (SitReps)</b> at a frequency determined by the District Disaster Coordinator (e.g. at the end of each shift, twice a day); A template can be found under Reports in Guardian IMS.</li> <li>▪ Ensure that all hardcopy documentation produced within the LDCC, held within the LDCC or related to the event are adequately protected from loss or theft and saved in Guardian IMS to minimise hardcopies. Once the LDCC is stood down, any hardcopy files are to be archived in accordance with RRC policy;</li> <li>▪ Ensure there is appropriate resources including, but not limited to: <ul style="list-style-type: none"> <li>○ Information Sheets (located in Guardian IMS);</li> <li>○ Maps;</li> <li>○ Logbooks/record;</li> <li>○ Pens, white-boards and white-board markers;</li> <li>○ Stationery;</li> <li>○ Photocopiers are installed, equipped and operational;</li> <li>○ Monitor communications equipment within the LDCC to ensure it is sufficient for the task;</li> </ul> </li> <li>▪ Monitor ldcc@rrc.qld.gov.au;</li> <li>▪ Ensure there is backup power if required;</li> <li>▪ Advise all staff within the LDCC of the LDCC WO, which is to be used to record all financial expenditure of the Centre's Counter Disaster operations;</li> <li>▪ Arrange for security, cleaning and other requirements for the LDCC (consider use of contractors if required);</li> <li>▪ Updating and monitoring information/display boards (where implemented) including: <ul style="list-style-type: none"> <li>○ Bureau of Meteorology (BoM) information;</li> <li>○ Casualties and Displaced Persons;</li> <li>○ Damage sustained;</li> <li>○ Evacuation Centres established;</li> <li>○ Access and egress problems;</li> </ul> </li> <li>▪ Undertake administrative tasks for the Chairperson, Local Disaster Coordinator and Operations Team Leader as required.</li> </ul>
<b>Training Requirements:</b> <ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Australasian Inter Service Incident Management System (AIIMS) – various training providers;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>• Guardian IMS.</li> </ul>	

<b>Position</b>	<b>Loggers Supervisor</b>
<b>Position Summary</b>	<p>The Loggers Supervisor is responsible for ensuring that Loggers with suitable skills and training are chosen to receive incoming requests for assistance or information in RRC's Call Centre during a disaster event. These requests or enquiries need to be accurately and efficiently logged into IMS for actioning in the LDCC.</p> <p>This role is generally performed by the Team Leader or Coordinator of RRC's Customer Service Centre.</p> <p>The Coordinator of the Customer Service Centre will maintain the Disaster Call Centre Activation Process (an operational document of the Customer Service Centre relating to CISCO telephone set up).</p>
<b>Reports To</b>	Operations Team Leader
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Monitor call volumes being received and provide advice about those volumes to the Operations Team Leader;</li> <li>• Provide advice to Operations Team Leader if / when contact centre capacity limits are likely to be reached;</li> <li>• Ensure that urgent information or requests for assistance are passed in person to the Operations Team Leader;</li> <li>• Monitor capacity and continuity of telecommunications and internet connectivity to public and LDCC;</li> <li>• In the case of IT network failure instigates a manual system to pass information and requests to the LDCC;</li> <li>• Maintain and plan suitable staffing levels for contact centre;</li> <li>• Manage roster / fatigue management for call centre staff.</li> </ul>
<p><b>Training Requirements:</b></p> <ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>• Guardian IMS.</li> </ul>	

<b>Position</b>	<b>Loggers</b>
<b>Position Summary</b>	<p>Loggers provide the initial contact for members of the public and relevant agencies and departments involved with the disaster/emergency response. The role of logger is generally performed by Customer Service Officers based in the Call Centre at City Hall. Loggers report to the Operations Team Leader Officer via their Supervisor.</p> <p>Members of the public, agencies and departments may call to find out information, provide information or to request assistance. It is therefore crucial to the overall success of the Local Disaster Coordination Centre that this role is carried out effectively.</p>
<b>Reports To</b>	Loggers Supervisor
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Answer all incoming telephone calls;</li> <li>• Accurately log all requests/enquiries received within Guardian IMS;</li> <li>• Exercise compassion when dealing with affected residents/visitors;</li> <li>• Ensure that messages deemed to be urgent are appropriately marked as such;</li> <li>• Discretion and common sense should be exercised in marking an issue as urgent as, in a disaster/emergency event, most callers will identify their issue as an urgent one;</li> <li>• Provide general relevant authorised information to callers;</li> <li>• Seek clarification of issues/ responsibilities if unsure from the Operations Team Leader via the Loggers Supervisor.</li> </ul>
<p><b>Training Requirements:</b></p> <ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>▪ Guardian IMS.</li> </ul>	



Position	Planning and Intelligence Team Leader
<b>Position Summary</b>	<p>The role of the Planning and Intelligence Team Leader is to oversee the functions and responsibilities of the Planning and Intelligence Cell and to actively assess information about the event(s) for the purpose of forward planning.</p> <p>Planning - Their role includes the identification of trends or indications of foreseeable consequences arising from intelligence and prioritising information ensuring that the management team receives timely notification of critical intelligence. They should also consider the “what if” implications of the event (i.e. what if cyclone changes direction etc).</p> <p>Intelligence - They are responsible for supporting all LDCC functions by gathering, analysing, maintaining and reporting information and ensuring situational awareness. Information can be collected and passed on through several means including: information from the public, teams deployed in the field, liaison with other agencies, media and other resources including maps, risk studies and disaster management plans.</p> <p>The Planning and Intelligence Team Leader may have short term decisions to recommend, but above all, there is the need to look ahead and beyond immediate activities i.e. 4 hours, 12 hours, next day and so on for the purpose of forward planning.</p>
<b>Reports To</b>	Local Disaster Coordinator
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Oversee Planning and Intelligence Cell functions and activities;</li> <li>• Work closely with the Intelligence Officer to determine direction, influence the course of action and ensure timely advice and situational awareness;</li> <li>• Produce the <b>Incident Action Plan</b> found on Guardian IMS – assist in actively premising the likely problems resulting from the event and work to establish strategic plans for meeting the situation i.e. <b>Incident Action Plan</b>;</li> <li>• Predict how weather changes may affect operations;</li> <li>• Conduct future planning activities. The planning timeframe will be dictated by the nature and complexity of the event, but a guide is to plan for: 12 – 24 hours, 24 – 48 hours, 48 – 72 hours, and 72 hours – 7 days.</li> <li>• Peruse recorded tasks/information for relevant information to assist in forward planning;</li> <li>• Provide input into Situation Reports as required by the Executive Support Officer;</li> <li>• Inform Media Team Leader of matters of interest to the media and community;</li> <li>• Ensure that the Local Disaster Coordinator is immediately informed of significant or contentious issues that may attract media attention (i.e. fatalities, missing children etc).</li> <li>• Commence planning and direction upon the identification of an event;</li> <li>• Prioritise and action all requests for information;</li> <li>• Maintain situational awareness in relation to the event;</li> <li>• Identify potential threats and report any risk mitigation strategies;</li> <li>• Ensure that the LDC is immediately informed of significant or contentious issues that may attract media attention (i.e. fatalities, missing children etc);</li> <li>• Prioritise information and ensure the management team receives timely notification of critical intelligence;</li> <li>• Ensure LDC and Media Team Leader is informed of matters of interest to the media and community.</li> </ul>
<b>Training Requirements:</b> <ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>▪ Guardian IMS.</li> </ul>	

<b>Position</b>	<b>Planning Officer</b>
<b>Position Summary</b>	<p>The role of the Planning Officer is to assist the Planning Team Leader to actively assess information about the event(s) for the purpose of forward planning.</p> <p>The Planning Officer is responsible for preparing reports based on information collected in Guardian IMS.</p>
<b>Reports To</b>	Planning Team Leader
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Draft SitReps to District Disaster Coordinator, for approval of LDC;</li> <li>• Ensure all reporting requirements of the DMA including State updates are prepared for authorisation by the LDC;</li> <li>• Coordinate briefing reports prior to shift changes;</li> <li>• Coordinate debriefing reports following the cessation of the disaster;</li> <li>• From data collected, reports are generated to meet public information expectations as well as government and agency requirements;</li> <li>• At end of operations ensure all tasks, forms, and reports are completed, collated, and filed and where necessary advise LDC of any outstanding items;</li> <li>• Work closely with the Intelligence Cell to determine direction, influence the course of action and ensure timely advice and situational awareness;</li> <li>• As part of the “Planning Cell” – assist in actively premising the likely problems resulting from the event and work to establish strategic plans for meeting the situation;</li> <li>• Predict how weather changes may affect operations;</li> <li>• Ensure all information coming into the LDCC is routed through the Intelligence and Planning cells, vetted and always authenticated;</li> <li>• Assessed for information to assist in forward planning;</li> <li>• Peruse recorded tasks/ information for relevant information to assist in forward planning;</li> <li>• Inform Planning Team Leader of matters of interest to the media and community.</li> </ul>
<p><b>Training Requirements:</b></p> <ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>▪ Guardian IMS.</li> </ul>	

Position	Staffing Officer
<b>Position Summary</b>	The Staffing Officer is responsible for managing human resources in the LDCC. This role ensures that staff are assigned to appropriate roles based on experience and training.
<b>Reports To</b>	Planning Team Leader
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Preparation of LDCC staff rosters and ensuring that rosters are adhered to;</li> <li>• Provide access for LDCC staff to the LDCC e.g. external agencies and RRC staff without a swipe card;</li> <li>• Ensure a sign in/out register is maintained and staff within the LDCC sign in upon commencing duties and sign out upon completion of duties (this may be electronic, utilising Guardian IMS);</li> <li>• Ensure that all LDCC staff that utilise Guardian IMS can log in and then log out before leaving the LDCC at change of shifts, with assistance from the IT Communications Officer if required;</li> <li>• Contact required staff for shifts for LDCC operations. This includes advice to staff on required shift start and finish times, as well as providing directions to their required area for briefing prior to the commencement of their shift;</li> <li>• Ensure changeover of staff is as expedient as possible;</li> <li>• Provide an induction to the staff that includes information on: <ul style="list-style-type: none"> <li>○ Building fire and emergency evacuation processes and assembly areas</li> <li>○ Location of first aid kits</li> <li>○ Location of toilets</li> <li>○ Advice of briefing times</li> <li>○ Provision of role cards</li> <li>○ How to access the IAP</li> <li>○ How to report safety issues</li> <li>○ Rostering of meal and rest breaks</li> </ul> </li> <li>• Monitor workload of all staff and suggest increases of staff, if required, to the Operations and Planning Team Leader;</li> <li>• Liaising with relevant ALOs in relation to their arrangements for relief personnel to ensure their inclusion on the sign on sheets, catering requests and Guardian IMS log ins;</li> <li>• Ensure that all staff within the LDCC attend briefings as required (consideration could be given if appropriate, to temporarily halting operations);</li> <li>• Provision of meals to all LDCC staff, as per personal dietary requirements;</li> <li>• Coordinate mechanisms for staff to safely arrive and leave the LDCC i.e. if leaving a night shift and returning to their vehicle, ensure they are not fatigued/ are okay to drive and do not walk alone to the vehicle if it is not safe to do so;</li> <li>• Arrange for RRC's Workplace Counsellor to visit LDCC staff, if needed;</li> <li>• Ensure all timesheets are completed upon completion of each shift;</li> <li>• Ensure timesheets are sent to payroll for processing pays and entering in R1 and future audits.</li> <li>• If there is no power, timesheets can be obtained from payroll. A few physical timesheets have been printed off and kept in the LDCC Paperwork box in the LDCC Storage.</li> </ul>
<b>Training Requirements:</b> <ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>• Guardian IMS.</li> </ul>	

Position	Intelligence Officer*
<b>Position Summary</b>	The role of the Intelligence Officer is to assist the Planning and Intelligence Cell Leader through supporting all LDCC functions by gathering, analysing, maintaining and reporting information and ensuring situational awareness. Information can be collected and passed on through several means including: information from the public, teams deployed in the field, liaison with other agencies, media and other resources including maps, risk studies and disaster management plans.
<b>Reports To</b>	Planning and Intelligence Team Leader
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Prioritise information and ensure the Planning and Intelligence Team Leader receives timely notification of critical intelligence;</li> <li>• Maintain situational awareness in relation to the event;</li> <li>• Identify potential threats and report any risk mitigation strategies;</li> <li>• Ensure Planning and Intelligence Team Leader is informed of matters of interest to the media and community;</li> <li>• Ensure that the Planning and Intelligence Cell Leader is immediately informed of significant or contentious issues that may attract media attention (i.e. fatalities, missing children etc).</li> </ul>
<b>Training Requirements:</b>	
<ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>• Guardian IMS.</li> </ul>	

Position	GIS Officer*
<b>Position Summary</b>	The GIS Officer(s) within the LDCC work under the direction of the Planning Team Leader and are responsible for all mapping related tasks pertaining to the operation. From this information updates can be provided to assist in decision making.
<b>Reports To</b>	Planning Team Leader
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Participate and contribute to discussions to enable production of spatial management information for the LDCC teams and LDC;</li> <li>• Set up displays of required operational datasets using computer equipment or hardcopy methods e.g. road closed mapping;</li> <li>• Production of mapping during event to support coordination of disaster operations and situation reporting;</li> <li>• Input and maintain required mapping information in Guardian IMS;</li> <li>• Any other information required by the Local Disaster Coordinator, Operations Team Leader, Planning Team Leader, Intelligence Cell Leader and/or Logistics Team Leader.</li> </ul>
<b>Training Requirements:</b>	
<ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>• Guardian IMS.</li> </ul>	

\*Due to resourcing and staffing issues the Intelligence and GIS officer might be the same person and not sit in the LDCC. They are still required to keep the Planning and Intelligence Team Leader informed of any developments.

<b>Position</b>	<b>Logistics Team Leader</b>
<b>Position Summary</b>	The role of the Logistics Team Leader is to oversee the functions and responsibilities of the Logistics Cell through the acquisition of human and physical resources, facilities, services and materials to support achievement of Operation objectives. This role is generally performed by a member of RRC's Procurement and Logistics section.
<b>Reports To</b>	Local Disaster Coordinator
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Lead, monitor and undertake Logistics cell functions including those relating to LDCC, procurement, stores, staging, transportation and medical arrangements;</li> <li>• Oversee any supply and purchasing requirements</li> <li>• Oversee any facilities management requirements</li> <li>• Oversee any catering requirements</li> <li>• As required and in liaison with the Operations Team Leader, assist QPS and other relevant agencies with resource arrangements necessary for evacuations;</li> <li>• As required and in liaison with the Operations Team Leader, arrange for nominated evacuation centres to be opened, resourced and ready for operations;</li> <li>• Responsible for security of LDCC logistics documents and records, if required;</li> <li>• In liaison with LDCC Executive Support Officer, assist with LDCC security and access arrangements as required;</li> <li>• In liaison with LDCC Executive Support Officer, assist with maintenance and cleaning of LDCC as required;</li> <li>• Action logistics requests received by the LDCC;</li> <li>• Provide logistics advice to Local Disaster Coordinator, Operations Team Leader and other LDCC staff as required;</li> <li>• Maintain record of costs associated with LDCC logistics issues;</li> <li>• Upon completion of operations, ensure all LDCC logistics records are provided to the Local Disaster Coordinator for Disaster Recovery Funding Arrangements (DRFA) claims.</li> </ul>
<b>Training Requirements:</b> <ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>• Guardian IMS.</li> </ul>	

Position	Logistics Officer
<b>Position Summary</b>	The Logistics Officer assists with the acquisition of human and physical resources, facilities, services and materials to support achievement of incident objectives. This role is generally performed by a member of RRC's Procurement and Logistics section.
<b>Reports To</b>	Logistics Team Leader
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Monitor and undertake Logistics cell functions including those relating to LDCC, procurement, stores, staging, transportation and medical arrangements;</li> <li>• Assist with any supply and purchasing requirements.</li> <li>• Assist with any facilities management requirements</li> <li>• Assist with any catering requirements</li> <li>• Responsible for security of LDCC logistics documents and records, if required;</li> <li>• In liaison with LDCC Executive Support Officer, assist with LDCC security and access arrangements as required;</li> <li>• In liaison with LDCC Executive Support Officer, assist with maintenance and cleaning of LDCC as required;</li> <li>• Action logistics requests received by the LDCC;</li> <li>• Maintain record of costs associated with LDCC logistics issues;</li> <li>• Upon completion of operations, ensure all LDCC logistics records are provided to the Local Disaster Coordinator for DRFA claims.</li> <li>•</li> </ul>
<b>Training Requirements:</b> <ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>• Guardian IMS.</li> </ul>	

Position	Public Information Team Leader
<b>Position Summary</b>	<p>The Public Information Team Leader is responsible for liaising with media outlets regarding LDMG disaster response and recovery operations. The Public Information Team Leader will be required to furnish up to date information for dissemination to the affected public and external media sources. <b>All information is to be approved by the Chair and/or Local Disaster Coordinator prior to release.*</b></p> <p>This role is performed by a member of RRC's Media section.</p>
<b>Reports To</b>	Local Disaster Coordinator
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Oversee the running of the Public Information Cell</li> <li>• Assist the Public Information Officer</li> <li>• Maintain situational awareness in relation to the event;</li> <li>• Issue of media release advising of activation of LDCC and public telephone numbers for the public to seek assistance (LDCC telephone number for public contact with the LDCC is only to be released when the LDCC has been activated and is operational);</li> <li>• Regularly update the Local Disaster Coordinator and Chairperson regarding media enquiries and associated issues;</li> <li>• Ensure that the Local Disaster Coordinator and Chairperson is immediately informed of significant or contentious issues that may attract media attention (i.e. fatalities, missing children etc).</li> <li>• Preparation and release of accurate and regular media releases and public warnings regarding LDMG disaster response and recovery operations as delegated by the LDC;</li> <li>• Ensure that the Operations Team Leader is kept informed in relation to media issues;</li> <li>• Arrange a daily (or otherwise as directed by the Local Disaster Coordinator / Chair LDMG) media briefing/interviews for the Chairperson, and/or Local Disaster Coordinator to advise the public of the status of operations: <ul style="list-style-type: none"> <li>○ The use of media releases or scheduled interview times should be utilised rather than granting individual interviews;</li> <li>○ Media briefings/ interviews should where possible include representatives of the QPS, QFES and/or other relevant agency representatives;</li> </ul> </li> <li>• Identify suitable facilities in which to conduct daily media briefings (such area should be separate from the LDCC and in an area that will not interfere with access to, or operations of, the LDCC or meetings of the LDMG);</li> <li>• Be cognisant of the deadlines for media outlets, local media capabilities and relevant media contacts;</li> <li>• Ensure impartiality when dealing with media;</li> <li>• Organise follow up coverage of the community following the event;</li> </ul>
<b>Training Requirements:</b>	<ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>• Guardian IMS.</li> </ul>

\*No external media personnel are to be allowed access to the LDCC without the prior consent/approval of the Chair and/or Local Disaster Coordinator.

<b>Position</b>	<b>Public Information Officer</b>
<b>Position Summary</b>	The Public Information Officer is responsible for the monitoring of lead and supporting agencies social and messaging platforms, produce media content and issue or share warning in line with the Australian Warning System (AWS).
<b>Reports To</b>	Public Information Team Leader
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Ensure copies of all media releases are made available to the LDCC via Guardian IMS (Bulletins);</li> <li>• Provide input into Situation Reports as required by the Executive Support Officer</li> <li>• Information for News Releases can be obtained from the SitReps prepared by the Planning Officer or Local Disaster Coordinator;</li> <li>• Ensure that the Media Team Leader is immediately informed of significant or contentious issues that may attract media attention (i.e. fatalities, missing children etc);</li> <li>• Preparation and release of accurate and regular media releases and public warnings regarding LDMG disaster response and recovery operations as delegated by the Public Information Team Leader and LDC;</li> <li>• Dealing with all media enquiries regarding LDMG/LDCC response and recovery operations;</li> <li>• Be aware of media looking for a different angle on the event (i.e. they may choose to focus on the negative feelings of small groups in the community);</li> <li>• Arrange for media opportunities to promote positive issues relevant to operations (i.e. SES operations, special events, good news community events/actions);</li> <li>• Monitor warnings on social media tiles, Facebook, Twitter, Disaster Emergency websites, non-government sites and news outlets;</li> <li>• List, reference or repeat agency warnings to affected communities;</li> <li>• Provide Lead agency messaging to community notice boards;</li> <li>• Monitor social media and respond to gaps in information or misinformation.</li> <li>• Be aware of “stale news” and arrange for media opportunities to correct same where necessary;</li> <li>• Maintain situational awareness in relation to the event;</li> <li>• Ensure impartiality when dealing with media;</li> <li>• A ‘cheat sheet’ for the media officer can be found in O Drive at O:\executive\MENG\Media\Disaster.</li> </ul>
<b>Training Requirements:</b> <ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>• Guardian IMS.</li> </ul>	



<b>Position</b>	<b>Recovery officer</b>
<b>Position Summary</b>	<p>Are the conduit between the Rockhampton Recovery Group, Evacuation centres and the LDCC. This role ensures that information flow between the different groups occurs and that smooth transition between Response and Recovery is possible.</p> <p>Recovery officers may not be present at the very start of the response phase but may be asked to step in prior to Recovery standing up to have a full understanding of how the response will affect the recovery process.</p>
<b>Reports To</b>	Local Disaster Coordinator and Local Recovery Coordinator
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Consult with the Local Disaster Coordinator regarding the need for or decision of the Chair of the Sub Committee, to activate the Sub Committee;</li> <li>• Ensure that the Sub Committee meets to determine and develop strategies relevant to the Committee's area of responsibility, in response to or preparation for the event;</li> <li>• Advise the Local Disaster Management Group in relation to strategies developed regarding the Committee's area of responsibility, in response to or preparation for the event;</li> <li>• Regularly liaise with the Local Disaster Coordinator regarding the Sub Committee's activities in response to or preparation for the event;</li> <li>• Ensure representation of the Sub Committee within the Local Disaster Coordination Centre as required;</li> <li>• Ensure that members of the Sub Committee are advised and updated regarding decisions and/or actions of the LDMG;</li> <li>• Provide advice to the Local Disaster Management Group as required, regarding issues within the area of responsibility of the Sub Committee.</li> </ul>
<p><b>Training Requirements:</b></p> <ul style="list-style-type: none"> <li>• Queensland Disaster Management Arrangements provided by QFES;</li> <li>• Introduction to Disaster Coordination Centre provided by QFES;</li> <li>• Participation in relevant disaster management exercises to test Local Disaster Management Plans;</li> <li>• Guardian IMS.</li> </ul>	

## Appendix 9: Physical LDCC Set Up Checklist

	Task	Checklist
1	Obtain keys for the disaster management cupboard under the stairs.  Key locations: Customer services, Fire safety advisory office – in city hall. Alternatively, Coordinator Disaster Management has a key in their office.	
2	Put on lights situated on the left-hand side of the stage.	
3	A single row (x8 tiles) should be placed at the back end of the room (closest to the wall).	
4	3 rows of black tiles should be placed at the end of the carpet closest to the Stage.	
5	Adjust the carpet tiles to uncover the central connection points making sure to cover as much of the wooden floor as possible.	
6	Move all equipment and boxes from the LDCC Storage area at City Hall into the Jim Webber Room	
7	Start unfolding the tables and place them as per the diagram in Appendix 6	
8	Place chairs for each position	
9	Place position holder for each position	
10	Place role bibs for each position on respective chairs	
11	Give each role* the following documents: <ul style="list-style-type: none"> <li>○ Duty statements/role cards</li> <li>○ Information Sheet</li> <li>○ LDCC Role Account Logins an Phone number</li> <li>○ LDCC Summary of Positions and roles</li> <li>○ Functions of all LDCC cells</li> </ul> <p>*Tasking officers and Council Liaison officers can share the documents between the two roles. *Loggers supervisor and Loggers have their own paperwork in a folder. *Local Disaster Coordinator have their own folder.</p> <p>These are found in the Paperwork box and have been preassembled.</p>	
12	Place 1 Logbook for each person	
13	Set up the staffing whiteboard and associated paperwork.	
14	Set up sign in sheets and LDC FOBs close to the staffing officer's desk on the AC Unit	

## Appendix 10: Equipment for the LDCC

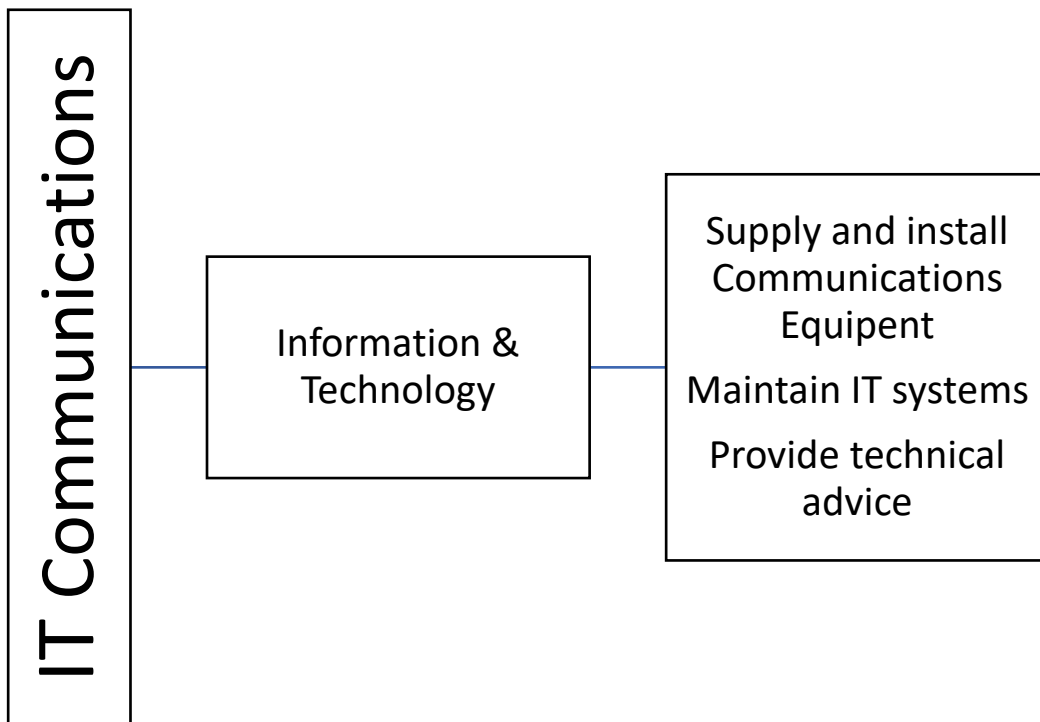
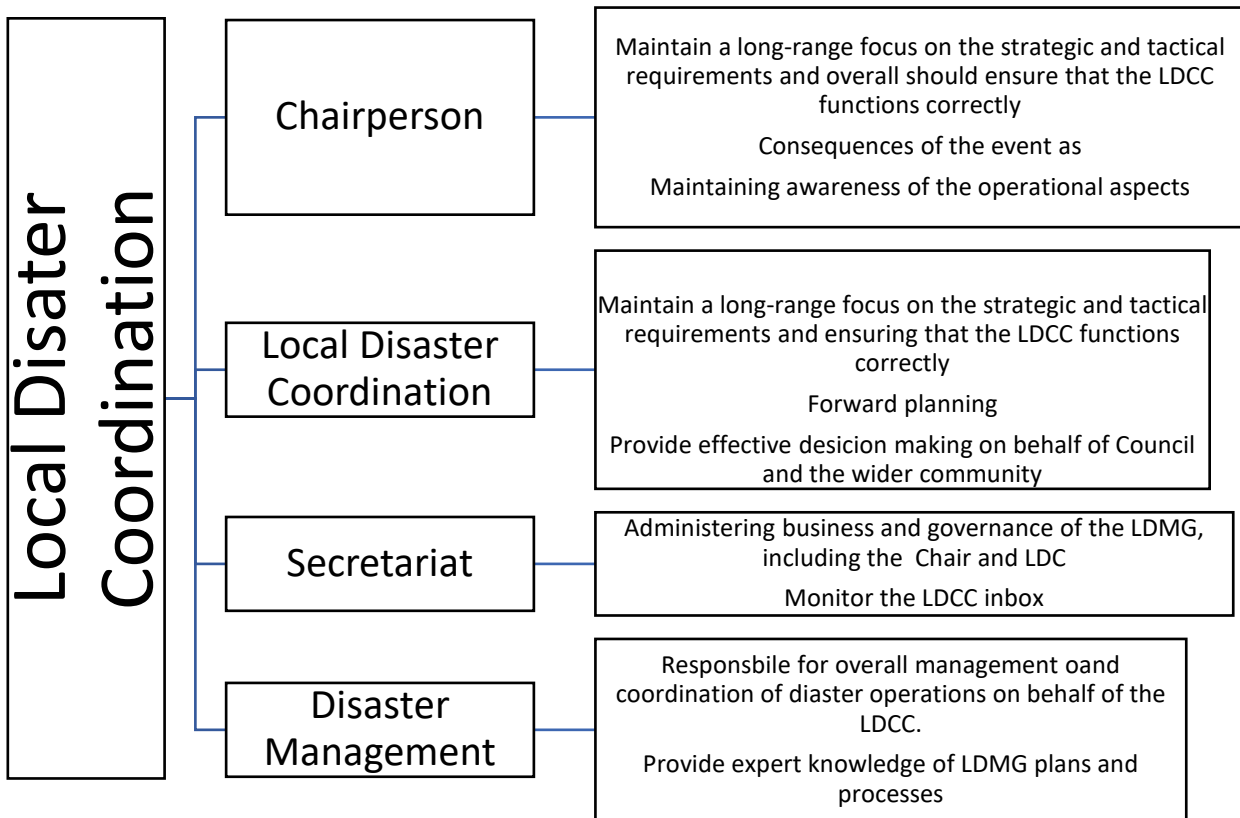
The following table lists the equipment required and the persons responsible to ensure same is available in the LDCC.

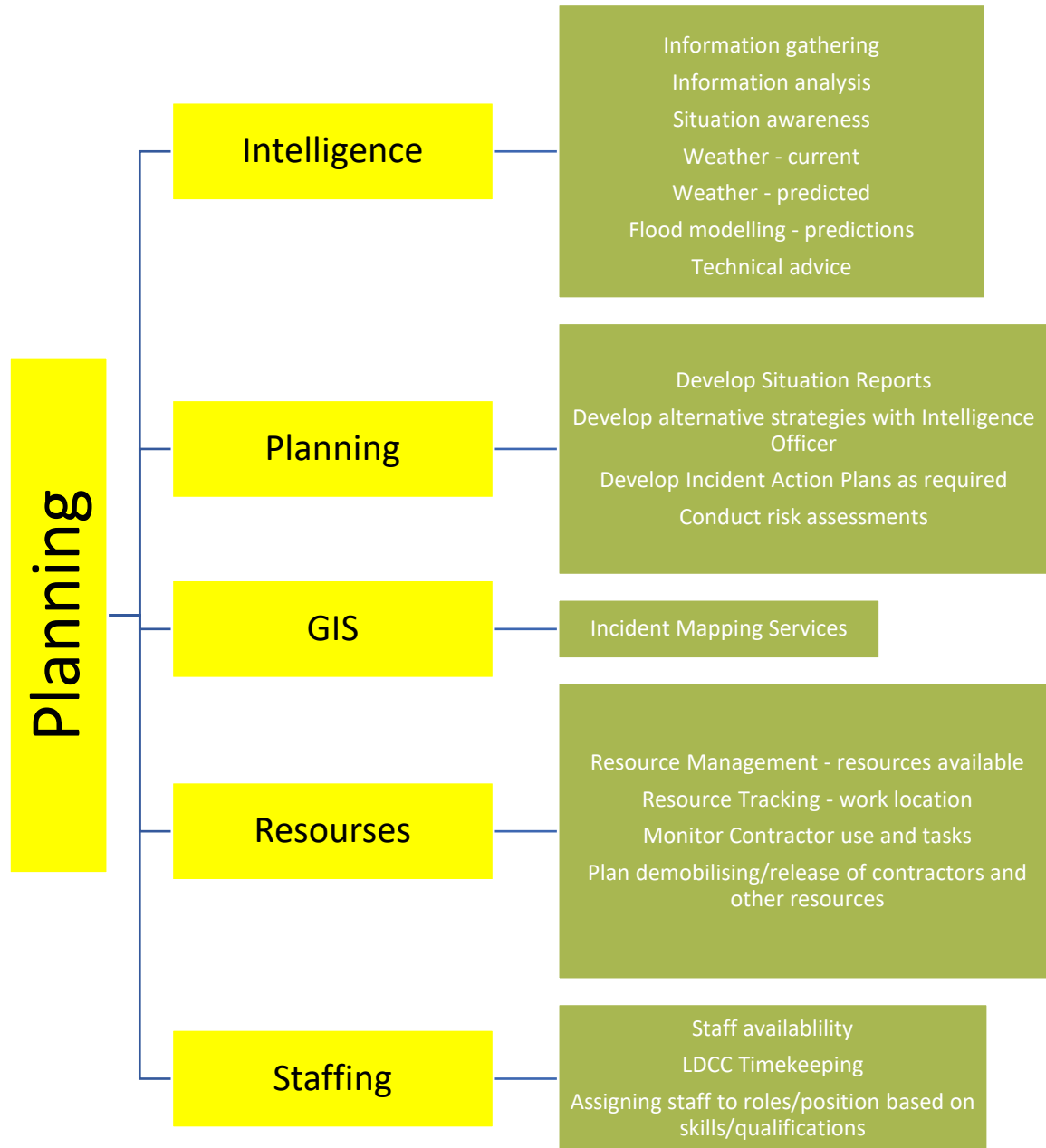
Equipment	Description and Purpose	Responsible Officer	Location
<b>Auxiliary Power Supply, Lighting &amp; Extension Cables</b>	Generators and emergency lighting for the LDCC	Logistics Team Leader	The City Hall standby generator (250kva) is located at the left-hand side of the carpark exit into Alma Street. The key is held by Facilities.
<b>Carpet tiles</b>	Black carpet tiles found under the stairs to cover the wooden flooring.	Person setting up the LDCC	LDCC storage area at City Hall and Reception
<b>Tea and coffee facilities</b>	Refrigerator, kettle, mugs, cups and eating utensils	Executive Support Officer	Kitchens and lunchrooms in City Hall.
<b>Display Boards</b>	For maps and charts	Executive Support Officer	Whiteboards (2) at LDCC storage area at City Hall
<b>First Aid Kit</b>	For injuries in the LDCC	Logistics Supervisor	First Aid room, City Hall
<b>Food Supplies</b>	For staff working in LDCC on shifts	Staffing Officer/ Logistics	Various food outlets
<b>Maps</b>	As required	Planning Team Leader/ GIS Officer	GIS
<b>Mobile Phones</b>	As required	Logistics Team Leader/ IT Communications Officer	IT Services to arrange
<b>Office Equipment</b>	Tables (30 x unit flip table 1500L x 750W), chairs, bins	Executive Support Officer	LDCC storage area at City Hall and Reception
<b>Additional Tables</b>	18 1800Lx7500W tables	Executive Support	LDCC Storage at City Hall
<b>Petrol (unleaded)</b>	Fuel for Generators	Logistics Team Leader	Dooley Street Depot
<b>Photocopier/Printer</b>	For use in LDCC	Logistics Team Leader/ IT Communications Officer	
<b>Laptops</b>	For use in LDCC	Logistics Team Leader/ IT Communications Officer	LDCC Storage area at City Hall
<b>Logbooks</b>	For use in LDCC	Disaster Management Unit	Dooley Street
<b>Two Way Radios</b>	For emergency channel and RRC channel	Logistics Team Leader	LDCC Storage Civil Operations
<b>Redundancy Teleconferencing</b>	A redundancy communication method for remote meetings	Secretariat	Log in details within Guardian IMS References NB Dial 0 for an outside line.
<b>Sleeping Arrangements</b>	Beds, blankets, pillows	Logistics Team Leader/ Executive Support Officer	Welfare Groups
<b>Stationery</b>	Blue and red pens, whiteboard markers (various colours), writing pads, rulers, pencils, paper clips, staplers, butchers' paper, in/out trays, photocopy paper (white and yellow)	Executive Support Officer	Records Management Services or other Departments
<b>Projector &amp; Screen</b>	Information display within LDCC	Executive Support Officer / IT Communications Officer	DM Unit and RRC Departments DMU Office has a data projector
<b>Power outage back up printed versions of plan and sub plans references, contact lists and other</b>	Printed copies should online versions be inaccessible	Coordinator Disaster Management	Coordinator Disaster Management's Office
<b>Power outage back up equipment / Alternative venue equipment</b>	18 Foldable tables In/out trays Notepads Folders Tissues First aid kit Hot water urn LDCC forms	Executive Support Officer	LDCC Storage area at City Hall

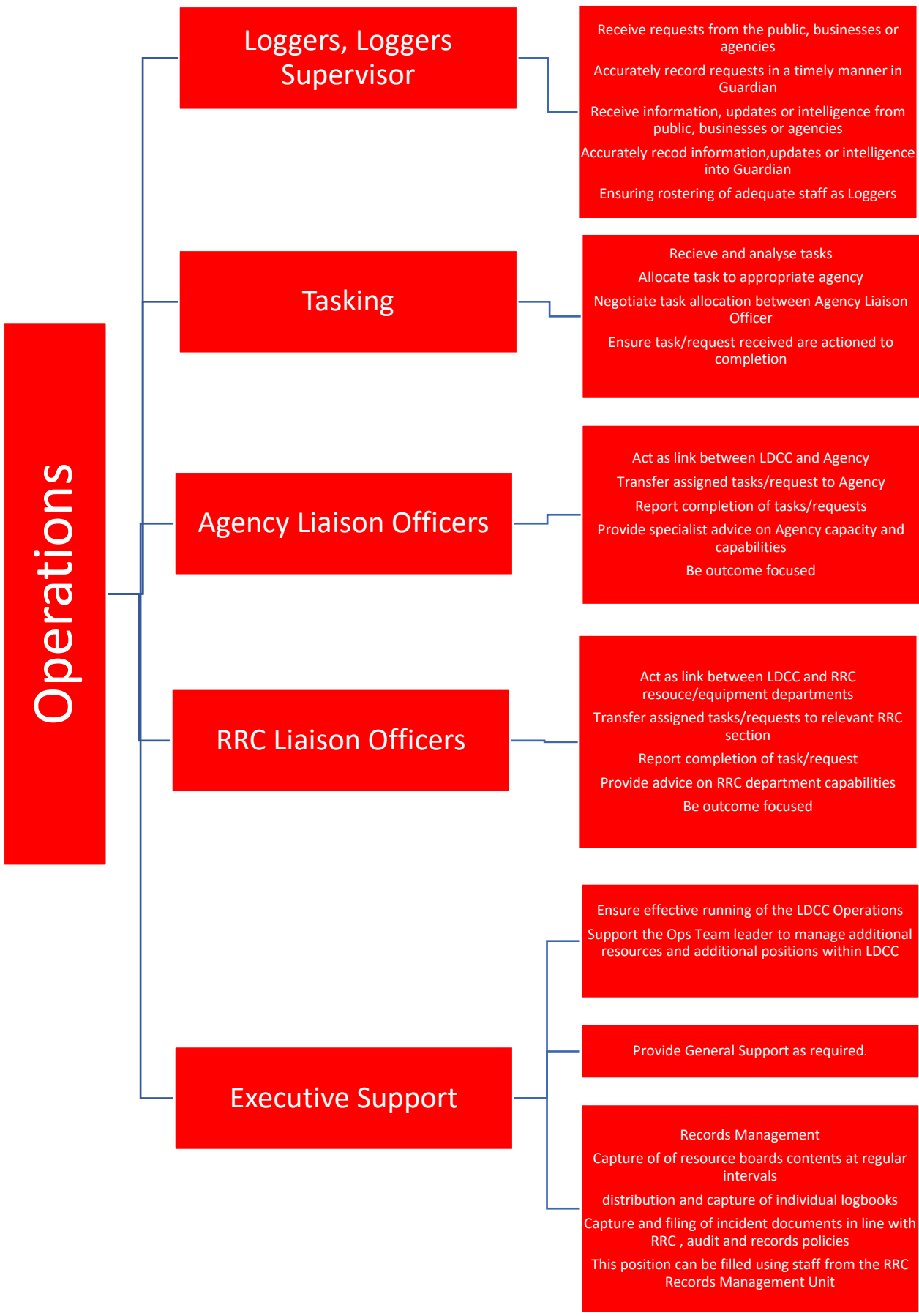
## Appendix 11: Information Display Boards

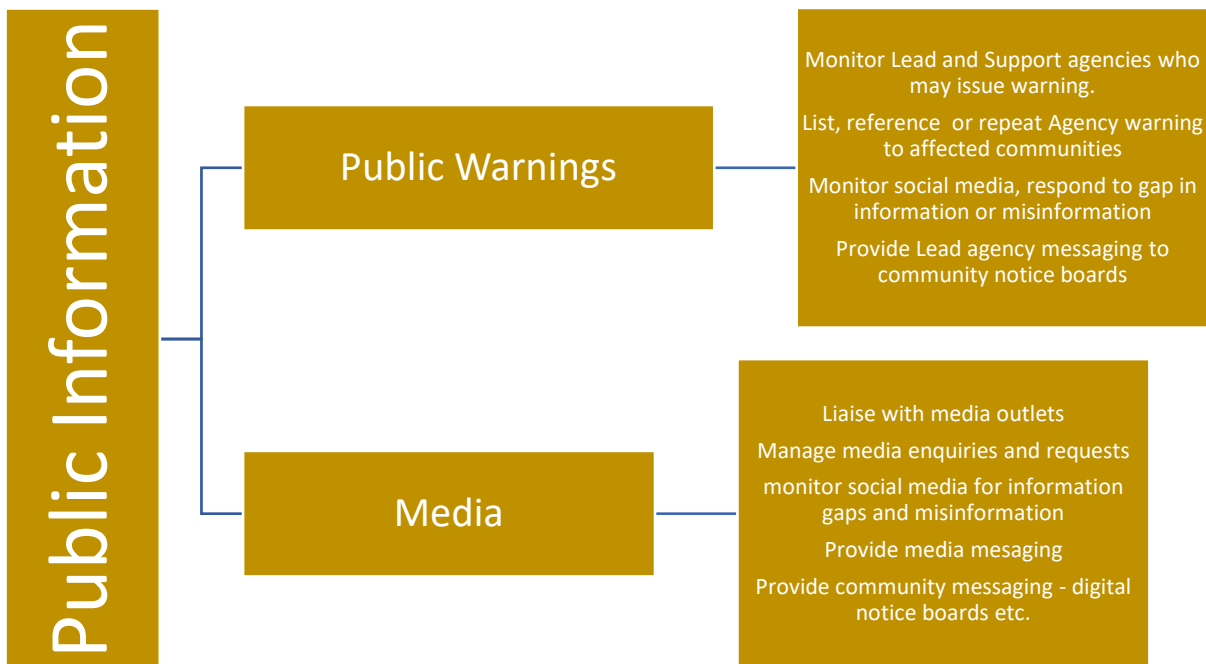
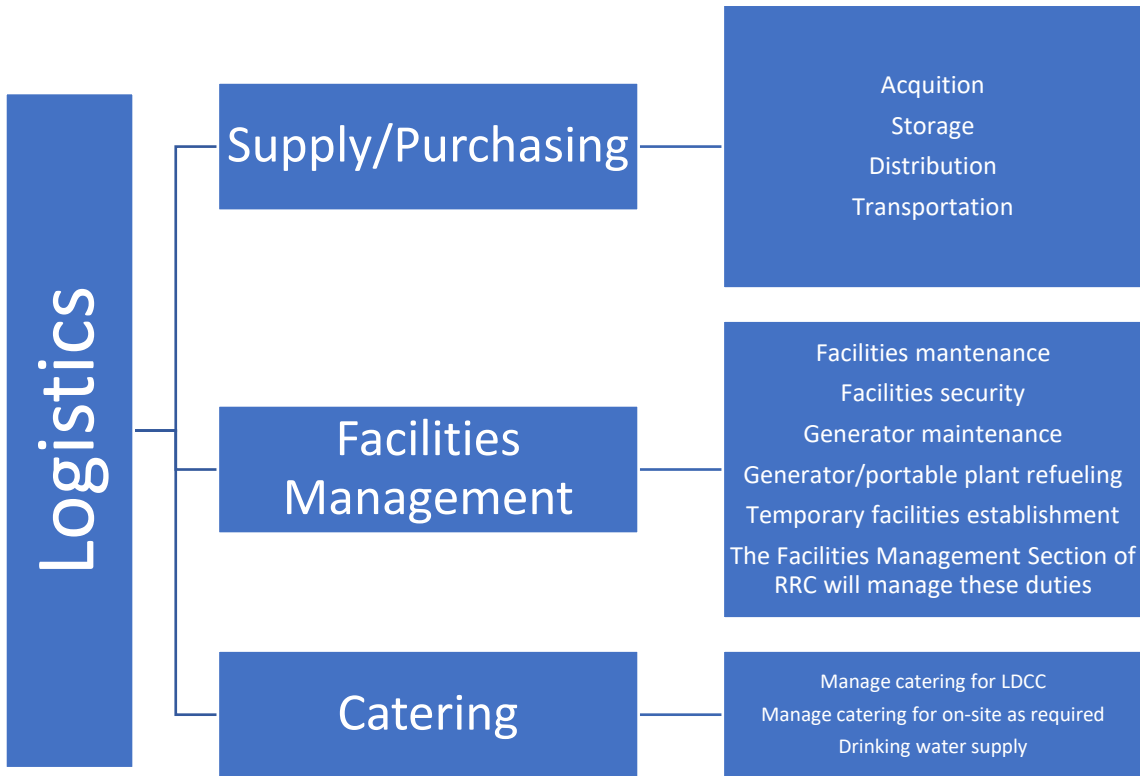
Refer to Section 7.1 for more information about Information Display Boards. An example of each of these boards can be found in the paperwork stored at the City Hall LDCC storage space.

<b>Display Board</b>	<b>Description</b>	<b>Responsible Officer</b>
Offers of Assistance Board	Details are recorded of Offers of Assistance from various agencies or members of the public. This is to include offers of labour, resources or intelligence	Planning and Intelligence Team Leader
Operations Board	<p>This board is used to display current major tasks/operations being carried out in the affected area/s.</p> <p>As it would be impractical to record every task being undertaken, only major tasks or operations should be recorded i.e. evacuations, rescue operations, missing person searches etc.</p> <p>Details of current operations only are recorded. Once the operation is completed and the action recorded for inclusion in Sitreps, the entry should be deleted from the board</p>	Planning and Intelligence Team Leader
Resource Allocation	This board is to be used to record the allocation of resources available for or committed to the response to the event.	Logistics Officer
Staff Rosters	This board is to use as a planning tool by the Administration/Staff Officer in the scheduling people for shifts etc. A copy shall also be displayed within the LDCC.	Staffing Officer
Contacts Display Board	<p>Used to record important contact telephone numbers being used for the event. Contact numbers in regular use are permanently displayed</p> <ul style="list-style-type: none"> <li>• LDCC</li> <li>• District Disaster Coordination Centre</li> <li>• State Emergency Service Groups</li> <li>• Bureau of Meteorology (BoM)</li> <li>• Police</li> <li>• QFES</li> <li>• QAS Communications Centres</li> </ul>	Executive Support
Issues Board	Details of any contentious issues should be recorded. Record details for inclusion in the SITREP and/or for future reference during post operation debrief/reviews.	Planning and Intelligence Team Leader











## Appendix 13: Acronyms

Acronym	Full title
<b>AAR</b>	After Action Review
<b>Act</b>	Disaster Management Act (2003)
<b>AIIMS</b>	Australasian Inter-Service Incident Management System
<b>ALO</b>	Agency Liaison Officer
<b>BoM</b>	Bureau of Meteorology
<b>CS</b>	Community Services
<b>CEO</b>	Chief Executive Officer
<b>DDC</b>	District Disaster Coordinator
<b>DDCC</b>	District Disaster Coordination Centre
<b>DDMG</b>	District Disaster Management Group
<b>DM/U</b>	Disaster Management/Unit
<b>DRFA</b>	Disaster Recovery Funding Arrangements
<b>IAP</b>	Incident Action Plan
<b>EMC</b>	Emergency Management Coordinator
<b>GIS</b>	Rockhampton Regional Council Geographical Information System
<b>HR</b>	Human Resources
<b>LDC</b>	Local Disaster Coordinator
<b>LDCC</b>	Local Disaster Coordination Centre
<b>LDMG</b>	Local Disaster Management Group
<b>LDMP</b>	Local Disaster Management Plan
<b>LGA</b>	Local Government Area
<b>LO</b>	Liaison Officer
<b>PPRR</b>	Prevention, Preparedness, Response and Recovery
<b>QAS</b>	Queensland Ambulance Service
<b>QFES</b>	Queensland Fire and Emergency Services
<b>QLD</b>	Queensland
<b>QPS</b>	Queensland Police Service
<b>RRC</b>	Rockhampton Regional Council
<b>SDCC</b>	State Disaster Coordination Centre
<b>SES</b>	State Emergency Service
<b>SitRep</b>	Situation Report
<b>XO</b>	Executive Officer

Appendix 14: After Hours Access and Security Procedures

*Details removed for confidentiality*