



NOOSA COUNCIL



**POMONA
DISASTER
MANAGEMENT
PLAN**

RACQ

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1. Introduction

In recognition of the size and diversity of Noosa Shire, and in order to mitigate the risk from flooding and bushfire in particular, the Noosa Local Disaster Management Group (Noosa LDMG) is working with local community organisations, local business groups and others to prepare disaster plans and strategies for particular high risk local communities.

This disaster management plan draws on the principles and practices in the main Noosa Local Disaster Management Plan and seeks to mitigate the specific risks to the Pomona community.

It has been developed by drawing upon the local knowledge and expertise found within the Pomona area and within the various emergency response agencies.

The establishment of a Pomona disaster management plan:

1. provides a basis for self-reliance and resilience during a major event
2. demonstrates effective input into all aspects of disaster prevention, preparedness, response and recovery (PPRR)
3. fosters the strengths of natural social networks and potential community leaders in Pomona

2. Pomona in context

Pomona (26.3658°S, 152.8534°E, 94m AMSL) is situated 140 kilometres north of Brisbane, and approximately 30 minutes driving time from Noosa Heads. It is located at the base of Mount Cooroora at the northern end of the Sunshine Coast. It is within the local government area of Noosa Shire.

Pomona is bounded to the south by the Bruce Highway and along most of its northern boundary by Six Mile Creek. The North Coast railway line passes through from the south-east to the north-west with the town served by the Pomona railway station. The centre of the locality is the urban township of Pomona, while the northern area is mostly small farms. The rest of the locality remains heavily forested with mainly native species of wet sclerophyll and remnant rainforest. For the purpose of assisting with disaster planning the regional boundaries are shown in Annex A.

The main community infrastructure in Pomona includes:

- primary school
- secondary college
- showground
- hotel
- caravan park
- bowls club
- small commercial centre with services and shops
- cinema
- Shire museum
- churches

- community hall
- other minor community structures

The largest employer in Pomona is Pages Furniture Factory. Noosa Landcare is the second largest employer.

Other commercial activity includes small scale rural industries and services.

The last census in 2011 recorded a population of 2587.

The average minimum temperatures range from 11° to 22°C, the average maximum range from 21° to 28°C while the average annual rainfall is 1500 mm.

The area is subjected to local and flash flooding which also isolates the town and the region is considered vulnerable to bushfire.

3. Purpose

The purpose of this plan is to document the arrangements for a preparation and response to a disaster affecting Pomona. Through the establishment of the Pomona Community Disaster Management Sub-Group there is now a core group of people who possess local knowledge and networks to ensure that in a disaster event, effective communication is established and maintained between the Sub-Group and the Noosa Local Disaster Coordination Centre (LDCC).

4. Authority

This plan provides the authority for actions by the Pomona Sub-Group in preparation and response to events occurring within the Pomona area. The plan also provides guidance to the residents and visitors within the Pomona area in relation to their preparedness and response during an event. The following arrangements form part of the Queensland State arrangements in compliance with the *Disaster Management Act 2003* to assist with the management of disaster operations within the Noosa region. It uses the same abbreviations, definitions and glossary terms drawn from the Queensland State and Noosa Disaster Management Plans.

5. Key objectives

The key objectives of the plan are to:

- provide guidance for local disaster planning and implementation
- broadly outline the process for authorising responses and actions in conjunction with the lead agency which supports Noosa LDMG actions for all or part of the region
- outline procedures governing the conduct of prevention, preparedness, response and recovery
- outline the Sub-Group's actions during the four phases of disaster plan activation
- list the agreed roles and responsibilities of lead and support agencies during event operations
- provide guidance for the selection and establishment of suitable registration, evacuation, recovery or accommodation centres

6. Membership of Pomona Community Disaster Sub-Group

The members of the Pomona Sub-Group include but not limited to:

- Queensland Police Service (QPS)
- Queensland Fire & Emergency Services (QFES)
- Queensland Rural Fire Service (RFS)
- State Emergency Services (SES)
- Queensland Ambulance Service (QAS)
- Queensland Parks & Wildlife Service (QPWS)
- Noosa LDMG Community Liaison Officer
- Australian Red Cross
- Principal Pomona State School
- Principal Secondary College
- Pomona Community House rep
- Pomona School of Arts management committee rep
- IGA manager
- Noosa Council Civil Works supervisor

Annex B lists the emergency contact details for all forms of disaster management in Pomona. It includes members of the Sub-Group and advisors from other organisations or individuals with community, commercial or specialised skill sets, advice or assets available for use during a major event.

7. Roles and responsibilities in an emergency

There are many agencies and organisations that have a place in the preparation for and response to an event which confronts the community. They all work in conjunction with each other to implement measures to safeguard or reduce the risk to the community when a threat or potential threat arises. Depending on the nature of the event, one agency will usually be nominated as the lead agency and all efforts will be directed in the coordination of the response to assist Pomona.

7.1 Noosa Local Disaster Management Group

The LDMG is responsible for maintaining and executing the overall local disaster management plan in conjunction with the Local Disaster Coordinator (LDC), Noosa Council, state agencies, non-government organisations and commercial utilities such as Telstra, Energex and Unity Water.

Specifically its responsibilities include but are not limited to:

- maintain the integrity of this plan
- conduct pre and post season maintenance of drainage and flood reduction assets
- engender awareness of the main risks to Pomona residents and visitors
- promote self-reliance through alignment with the Get Ready Queensland campaign

- monitor weather, rainfall and fire hazard indicators to provide timely warnings
- activate the phased alert system within the LDMG and the Sub-Group
- provide road closure alerts with Department of Transport & Main Roads (TMR), State Emergency Service (SES) and own Council staff
- provide self-help sandbagging pre-designated locations for residents
- maintain communications through various modes with residents generally and the Pomona Sub-Group specifically
- provide directions on safe evacuation routes, and reception centres
- assist the community in clean-up and recovery operations

7.2 Pomona Community Disaster Management Sub-Group

The Pomona Sub-Group, with local knowledge and resources, will act in the local community's interests to prepare for, and in the initial stages, respond to a major incident or natural disaster in times when normal outside assistance cannot reach the community. This will be done under the guidance and direction of the LDMG.

The Pomona Sub-Group operates under the same legislation, policies and documentation as the Noosa LDMG. The Pomona Sub-Group uses local expertise and their relationships with all member agencies to act as a connection with the Pomona community and the LDMG. The Sub-Group is ideally placed to provide immediate disaster management information at the community level given its understanding of social, environmental, economic and public infrastructure issues.

7.3 Pomona residents

Residents' responsibilities are to:

- contribute to this plan
- monitor weather patterns and other events that may threaten the community
- maintain their own personal emergency plans and evacuation kit items
- consider the need for their own property preparedness
- consider the trigger decision for early self-evacuation
- assist neighbours or the vulnerable to be ready for an event
- assist LDMG and emergency services by providing information on actual or likely impacts of flooding, fire outbreaks or other threats to the community
- warn others not to cross flooded culverts, bridges or roads – if its flooded forget it!

8. Sub-Group actions

The Plan utilises an all hazards/all agencies approach with a graduated response to events on a tiered basis, starting with appropriate actions at the community level, with actions and requests for resources escalating as the scale of the event increases.

These actions and the respective tiers include:

- initial response by individuals and the local community with local resources, available emergency services and the Pomona Sub-Group resources

- initial response and additional resources coordinated by a lead agency Incident Coordination Centre / Forward Coordination Centre
- supplementary resources and services provided and coordinated by the Noosa LDCC
- specialist response and resources coordinated by the Gympie and Sunshine Coast District Disaster Coordination Centres (DDCC)
- extra resources or highly specialised resources coordinated by the State Disaster Coordination Centre (SDCC)

9. Sub-Group functions

Functions of the Sub-Group include but are not limited to:

- develop effective local emergency and disaster management arrangements and regularly review and assess these arrangements
- ensure that disaster management and disaster operations in the specific area are consistent with the State's strategic policy framework for disaster management
- develop an effective community disaster management plan for the specific area and regularly review and assess it
- identify and provide advice to the LDMG regarding support services required by the Sub-Group to facilitate disaster management and disaster operations in the area
- ensure that the community is aware of ways of mitigating the adverse effects of an event, preparing for and responding to a disaster
- encourage and educate the community about disasters and emergencies and endeavour to build the community's resilience
- provide recommendations to the LDMG about disaster management operational matters in the local area
- identify and coordinate the use of resources that may be used for disaster operations in the area as required by the Sub-Group and the LDMG
- establish and review a communications strategy for the Sub-Group and the LDMG for use in disasters and emergencies
- ensure the LDMG is promptly notified about a disaster event in the local area
- perform other miscellaneous functions that may be necessary from time to time

10. Governance

In accordance with the Disaster Management Act 2003 and consistent with the Queensland Disaster Management Guidelines for local government, the Pomona group has prepared a Disaster Management Plan which complements the Noosa Shire Local Disaster Management Plan 2015. Once prepared it is to be endorsed by the LDMG prior to implementation.

The Sub-Group will, as necessary, review and recommend improvements to its Sub-Group plan. Any amendments are to be considered for endorsement by the LDMG.

The Chair of the Sub-Group, as the first point of contact and coordinator of the Pomona community disaster response, liaises with the Noosa LDC regarding the endorsement and activation of the Pomona Disaster Management Plan.

The Sub-Group liaises with Noosa Disaster Management staff to regularly update and report on disaster management arrangements and any recommendations for the local area plan. In turn Noosa staff will provide these updates and recommendations to the regular LDMG meetings. The Sub-Group will report on any other local matters that may arise from time to time.

An attendance register of Sub-Group members will be completed to assist to conform to appropriate standards of governance.

11. Activation

A disaster management plan is executed through the activation and operation of a coordination centre by trained personnel. Activation and operation of a coordination centre is a graduated process with four levels:

- Alert - yellow
- Lean Forward - amber
- Stand Up - red
- Stand-down - green

Activation of a local Incident Control Centre or local Forward Control Centre to a specific threat is the responsibility of a lead agency. The majority of emergency incidents will be dealt with by the appropriate agency using its front line response capabilities. When time permits consultation with the Sub-Group Chair and the Sub-Group will be undertaken by the Noosa LDC and the lead agency prior to activation.

Activation of the Sub-Group needs to be in the context of emergency standardised procedures and respectful of the lead agency's priorities and LDMG's guidance.

The activation triggers for a response can include a request received by either the DDC or from a lead agency.

The activation of a lead agency's Incident Control Centre will not automatically trigger the activation of the Noosa Local Disaster Management Plan nor Noosa LDCC nor the District Disaster Management Plan nor DDCC. However the lead agency is to advise the Noosa LDC and the DDC when an Incident Control Centre has been established.

It will be up to each responsible agency to determine the circumstance and triggers which require an escalated response. Activation authority is contained at Section 5.4., Table 7 of Noosa's Plan.

Activation Actions

Event	Action undertaken	Responsibility
Emergency occurs or unfolding of event is	<ul style="list-style-type: none"> • Individual citizens (community members who are available to assist) or local agencies monitor • Pomona Sub-Group alerted 	<p>Individual citizens, local SES, QPS, QFES etc.</p> <p>Chair informs all members</p>

likely		& advisor group
Event imminent or escalates in scale or intensity	<ul style="list-style-type: none"> Incident Control Centre (ICC) established Pomona Sub-Group requested to lean forward / stand up in part or in full Pomona Sub-Group will work with lead agency in responding to particular event Noosa Local Disaster Control Centre (LDCC) leans forward (to monitor event) or activated 	<p>Incident Controller</p> <p>Chair Pomona Sub-Group informs Noosa Local Disaster Coordinator (LDC)</p> <p>LDC, Chair LDMG etc</p>
Event escalates further in scale or intensity	<ul style="list-style-type: none"> Pomona Sub-Group requested to be established in full in its operational centre (Pomona QFES Ops Room) LDCC activated Full activation of Pomona Sub-Group to inform coordination centres and synchronise use of resources to respond to events 	<p>Incident Controller or Noosa Local Disaster Coordinator</p> <p>Chair of LDCC or DCC</p> <p>Chair of Pomona Sub-Group</p>
Event is under control, subsides or emergency passes	<ul style="list-style-type: none"> LDCC maintains listening watch, allocates resources, monitors recovery efforts Pomona Sub-Group provides specialist knowledge for recovery efforts Pomona Sub-Group advised to stand down 	<p>Noosa Local Disaster Coordinator kept informed of recovery progress</p> <p>Chair of Pomona Sub-Group</p> <p>Noosa Local Disaster Coordinator</p>

Actions and Expectations (not necessarily sequential) during Prevention, Preparedness, Response, Recovery (PPRR)

Phase	Activities
Prevention	<ul style="list-style-type: none"> Initiate disaster prevention and preparedness awareness campaigns within the Pomona community Pomona Sub-Group members trained in PPRR procedures Pomona Sub-Group members to update specific components (community assets/ capacity tables, potential risks and hazards, safe routes, persons at risk, communications network) of Pomona Disaster Management Plan Community education about Pomona Disaster Management Plan and local arrangements

Preparedness	<ul style="list-style-type: none"> ● Pomona Sub-Group members updated on content of Noosa Local Disaster Management Plan ● Pomona Sub-Group to play an advisory role by using their local and expert knowledge to enhance the Pomona Disaster Management Plan ● Pomona Sub-Group members exercised to upgrade their skills in coordination of resources and reporting of events ● Communication modes and community networks evaluated, WHISPIR to Pomona Sub-Group tested ● Media messages drafted for different events
Response	<ul style="list-style-type: none"> ● Refer to Activation Actions table ● Pomona Sub-Group initiates actions with local emergency service providers (QPS, QFES, QAS, SES) ● Roster activated for near continuous operations of ICC or Pomona Sub-Group coordination centre ● Pomona Sub-Group to work within standardised emergency procedures and within lead agency's priorities ● Pomona Sub-Group to comply with guidance from the ICC or the LDCC ● Pomona Sub-Group to play an advisory role by using their local and expert knowledge to enhance the response actions ● Pomona Sub-Group align their actions and daily routine with the time frames established with the Noosa LDCC ● Pomona Sub-Group to provide specific local knowledge about community assets, potential risks and hazards, safe routes, persons at risk etc from the community's perspective ● LDCC to provide guidance and expert advice to the Pomona Sub-Group members, but should not expect them to undertake 24 hour operations ● Pomona Sub-Group (through the Chair) to give the LDCC regular updates via a shortened version of situation report (SITREP) ● All media to seek updates from Chair LDMG, LDC (or when authorised, Chair Pomona Sub-Group). Each agency to activate its own media protocols.
Recovery	<ul style="list-style-type: none"> ● LDC or LDMG to advise Pomona Sub-Group when recovery actions are underway or in the final transition to business as usual ● LDCC to maintain leadership and guidance in directing recovery resources, based on advice from the Pomona Sub-Group's intimate knowledge of the community's needs ● Pomona Sub-Group to play an essential role in debriefs and after action reviews after the event has concluded ● Pomona Sub-Group to participate in disaster management plan reviews and amendments

The LDCC should be aware that some Sub-Group members may be affected by the event and not available for immediate advice or consultation.

12. Review

The role of the Pomona Sub-Group is to provide guidance and local input into the broader Noosa LDMG disaster planning processes. The Sub-Group will meet after every event and exercise involving disaster management to review this Disaster Management Plan and look for ways to improve local planning, local actions and processes.

Any amendments are to be considered for endorsement by the LDMG. The Pomona Disaster Management Plan will be reviewed at least on an annual basis or whenever deemed necessary due to:

- a major incident or natural disaster occurring
- changes to state and local disaster management arrangements,
- changes to Noosa Council structures
- changes to disaster management policies or legislation

It is the intention of the Sub-Group to exercise the plan on an annual basis in conjunction with the Noosa LDMG exercise.

13. Hazards and risks identified

The following risks and hazards have been identified:

- flooding and landslips
- bushfire
- severe storms
- strong winds
- rail incidents
- communicable disease
- chemical hazards
- communication failure
- power failure

These risks are consistent with a number of identified regional risks however other risks may emerge and require a community response.

14. Emergency situations

Emergency situations are declared under Part 2, sub-sections 5 and 6 of the *Public Safety Preservation Act* (PSPA) and can be used in response to small scale, localised natural events such as a supercell rainstorm or bushfire, or an urban accident such as a chemical spill or explosion. An event response conducted under an emergency situation is likely to be an immediate response led by QPS and/or another response agency using local resources.

15. Declaration of a disaster situation

Authority for the DDC to issue a directed order requires the declaration of a disaster situation.

A declaration may be declared by a DDC with approval of the Minister or by the Minister and the Premier, which then gives the DDC and declared disaster officers the powers under the *Disaster Management Act 2003*.

The LDC, in consultation with the LDMG, may recommend to the DDC that the need for additional powers exists which can generally only be obtained from a declaration of a disaster situation.

16. Power failure

During severe weather events, the Pomona area may suffer power outages. This may occur as a result of an impact of the weather or from Energex cutting the power for safety, maintenance or repair reasons. Residents should be ready for a loss of power in that its loss may also affect electronic devices, phone and internet connectivity, radio and TV coverage of news events, food storage, cooking, water pumps on rural properties, access to powered appliances, garage doors, and medical equipment for home patient treatment.

Residents and businesses need to review their own emergency plans and consider spare, secondary or alternate power sources.

17. Methods and modes of communication

Urgent disaster information is to be delivered to all members of the local Pomona community as soon as possible. This is done through a variety of means:

- local disaster information (in the form of free form text or a local SITREP) is prepared by the Sub-Group and forwarded to a nominated officer of the Noosa LDMG
- LDMG SITREPs are forwarded to the Sub-Group
- a broadcast is immediately sent through the Early Warning Network emergency communication system

If the message is to be sent via landline, the system sends a voice message to the telephone numbers of registered billing addresses found in that designated area. If the message is sent to mobile phones, then the SMS message is sent to a mobile phone tower closest to the GPS location of the mobile phone.

For the purposes of any Alert, Lean Forward, Stand Up and Stand Down activation notice issued by the Sub-Group Chair to members and or advisors, the preferred means of communications between all members and advisors shall be in order of priority:

- where possible by text to mobile/smartphone contact using WHISPIR
- by email and/or Facebook
- by telephone message or mobile phone text
- by direct person to person contact
- A Pomona Disaster Management Plan Sub-Group community email

Facebook and or mobile phone/landline plus email contact details are to be updated regularly and at least bi-annually.

Community recipients be informed that all of these means of communications together with noticeboards located at several prominent locations in and around Pomona shall be utilised by the Pomona Disaster Management Plan Sub-Group to ensure our local community shall be kept informed of necessary relevant disaster information updates in the event of a local event.

The Sub-Group Chair should acquire, utilise and maintain a back - up memory stick and back up device for all mobile phone and email contacts.

The Sub-Group will distribute messages to noticeboards for displaying urgent notices during disasters or emergencies at Community House, School of Arts, Museum, AFL Club and grounds, Pomona IGA, Pomona State School and swimming pool, and Pomona Secondary College.

For the purposes of promoting local awareness of community disaster plans and to improve the building of local Pomona community resilience to deal with the extreme weather and natural disasters, the Sub-Group shall:

- use The Cooroora Connect publication for feature articles
- use LDMG and Queensland Get Ready literature
- use the Council disaster websites at <http://noosa.qld.gov.au>

18. Warning stage - standardised messages to the public

The broadcast media are likely to be the primary method to distribute an emergency warning. Warnings issued via broadcast media will be supported with warnings on the lead agency and council websites and social media sites.

The public will be advised through a series of generic preparedness messages throughout the disaster season including preparing for the decision to stay or evacuate. Messages will be issued under the authority of the LDC and the DDC where appropriate.

The Bureau of Meteorology is responsible for issuing advisory and warning messages for flood, cyclone, storm tide, and tsunami.

QFES issues three types of community warnings:

- Advice. General information to advise the public that a fire or other emergency has started in the area however there is no immediate threat, and is used to keep the public up-to-date with developments.
- Watch and Act. More specific information informing the public that there is a heightened level of threat, to be aware of the situation and take action to be prepared and protect themselves and their family and neighbours.
- Emergency Warning. Very specific information informing the public that they are in danger and they need to take immediate action recommended by the fire service.

When an information bulletin has been issued, public messages relating to the event will be more targeted and specific.

19. Use of SEWS

The Standard Emergency Warning Signal (SEWS) may be used to precede important messages to the public during the preparation to stay or evacuate. The use of SEWS will require discussion between the LDC and DDC and will require input for the LDCC Media Officer regarding message construction and format.

20. Emergency alert telephone messaging

Emergency alert is Australia's national telephone emergency alert system. It is a web based Geospatial Information System (GIS) product created by LDMG staff for Telstra to initiate. It is accessed by authorised persons from lead responding agencies such as QFES (Emergency Management) and QFES (Fire). The area under threat is indicated on a map and a message is developed to be sent to that area. If the message is to be sent via **landline**, the system sends a **voice message** to the telephone numbers of registered billing addresses found in that designated area. If the message is sent to **mobile phones**, then the **SMS message** is sent to a mobile phone tower closest to the GPS location of the mobile phone.

21. Evacuations

In the event of evacuations being necessary it is anticipated that support from areas outside of the Noosa region would be coordinated jointly at the Local and/or District Coordination Centre and may involve state level involvement. If evacuating the area most people will transport themselves in their own vehicles. However, some individuals and groups in the community will require assistance. Early liaison with the LDCC via the Disaster District Management Group (DDMG) should be initiated as positioning of State resources may take several hours or days to occur.

The Community Liaison Officer, or delegate, is to establish links with community based organisations through a special needs support group, that have responsibilities in providing support to disabled, special needs persons or persons living in isolated circumstances.

22. Registration or evacuation centre support

The provision of ongoing support for those who are victims of the event or incident is primarily through the registration or evacuation centre established in Pomona. These are identified in Annex C. Centres are classified as:

- Level 1 - Council operated
- Level 2 - community centres
- Level 3 - commercial facilities
- Level 4 - education facilities

Specific details of all centres for the Noosa region are held by the LDC and LDMG Community Liaison Officer. Within Pomona, the School of Arts and the Secondary College are the preferred choices for Pomona's evacuation centres.

Centres can provide only basic needs including:

- food and clean water
- showering and toilet facilities if available, though they may be limited

- personal hygiene items, limited access to clothing and bedding
- baby needs such as nappies and formula
- access to other support agencies

22.1 Out of area accommodation arrangements

Residents or tourists transported to Gympie, Sunshine Coast or Brisbane for sheltering would need to be accommodated under a modified reception plan managed by the respective Disaster Districts and other local government Local Disaster Management Groups.

22.2 Security and crime prevention

Police are responsible for the security of areas impacted by the event including the security of any damaged premises. Police are responsible for establishing any road blocks of impacted areas to minimise traffic congestion as well as security. DTMR, Council FCC staff and private traffic controllers have an MOU to assist with this task through negotiation of the nearest set of assets to the closure and for the provision of signs.

22.3 Members of the public transiting through the Noosa region

Events occurring outside the Noosa region may result in the passage of a large number of citizens passing through the region. This could include moving south, along the Bruce Highway following a cyclone in central Queensland or moving north, away from flooded areas of the Sunshine Coast. The Noosa LDMG may be requested to provide assistance for these members. This could include:

- providing food at rest stops
- additional fuel supplies
- opening of registration, transit or evacuation centres
- evacuation route signage
- educational institutions
- animal management
- tourism accommodation and shopping centres

23. Disaster recovery centres

While evacuation or registration centres deal with immediate and short term needs, there will still be requirement for other services after these centres have served their purpose. Consolidation of many types of advice and information can efficiently be provided at a One Stop Shop as a focal point for all government, non-government and other agencies to meet the needs of victims of a major event, be they residents or tourists. Department of Communities, in conjunction with Noosa LDMG, may/should designate the One Stop Shop as the delivery point for financial and other assistance.

A coordinated approach in running the One Stop Shop is essential (and expected by the public). Control over the number and types of agencies represented should be handled by either a lead agency to cater for local, state, federal and commercial organisations or coordinated through the Noosa Recovery Committee. The location needs to be a facility in Pomona that will:

- handle large numbers of people
- provide a secure and safe environment for those traumatised, troubled or confused

- provide privacy for confidential conversations
- allow for extended opening hours (if not 24/7 operations in the early stages)
- allow car parking and ease of access
- allow connectivity for agencies to reach back to their own organisation
- provide catering and hygiene facilities

Either the Pomona Community House or the Pomona Memorial School of Arts Hall meets most of these requirements. If unavailable then Pomona Bowls Club may be an alternate venue.

Typical groups that should be available in Pomona, depending on the event, should include:

- Noosa Council Recovery Committee
- Department of Communities, Child Safety and Disability Services
- Queensland Health
- Department of Housing and Public Works
- QBuild
- Qld Reconstruction Authority
- Noosa Council Community Services
- Centrelink
- Lifeline
- Australian Red Cross
- Insurance Council of Australia

The Noosa Recovery Coordinator should hold stocks of website addresses, leaflets and information which should all focus solely on the principles and actions of recovery. Also helpful would be regular updates from Council departments and lead agencies in the recovery phase.

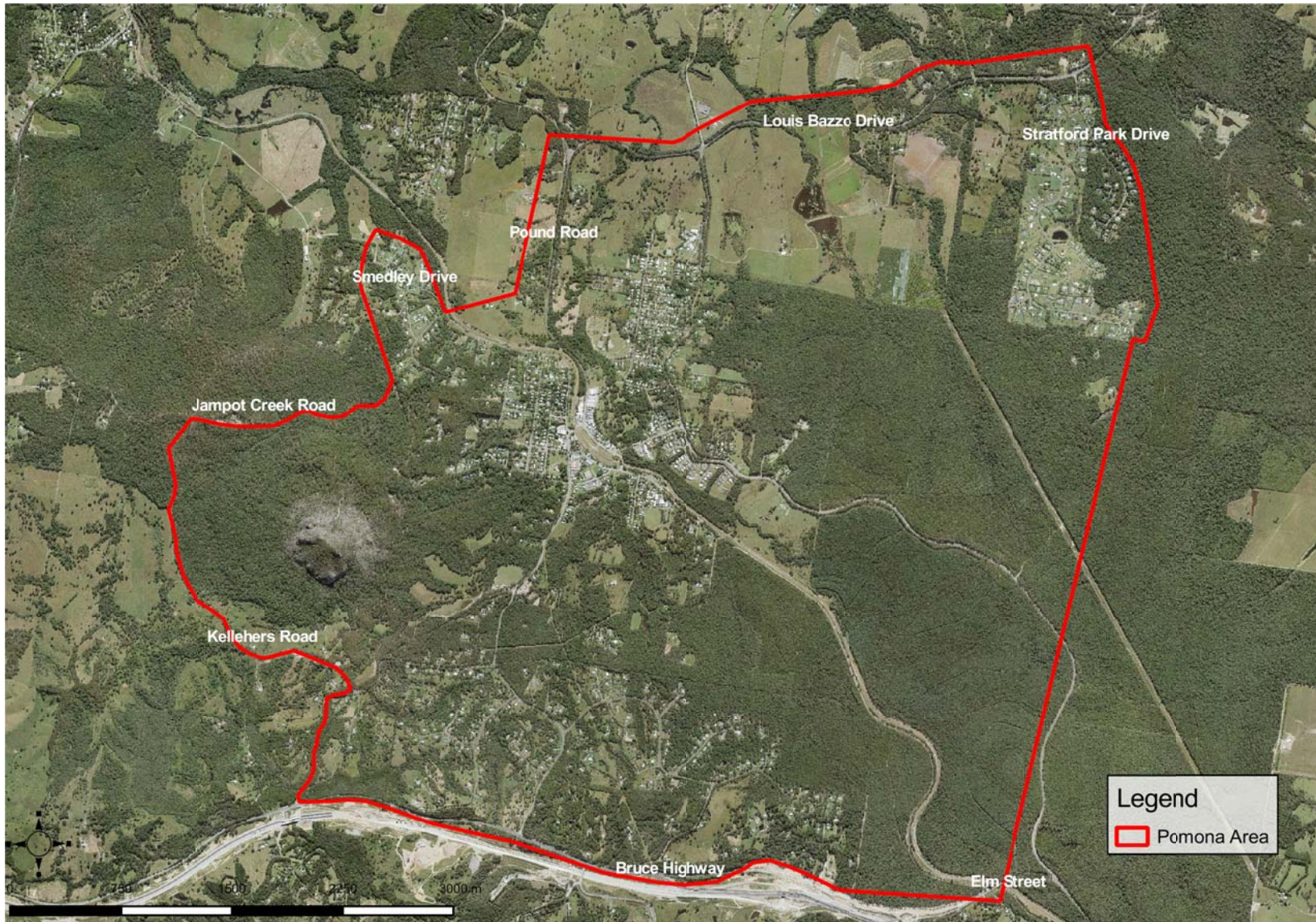
24. Disaster planning checklist

Define the disaster situation problem

- What is the hazard or risk?
- When and where is it likely to impact?
- How many people may it affect?
- How much time do we have to prepare to shelter in place or evacuate to another area?
- When must the decision to stay or leave be completed by?

Decision to act

- Who is going to make it?
- If a community or council response is likely, has the LDCC team commenced planning for the event and if so who have they advised?
- What is the latest time they can make the decision so the public can act before impact of event?



Annex A: Map of Pomona Region

Annex B: Contact list – Members and Advisors

Pomona Disaster Management Sub-Group

Name	Business/Group	Phone	Email
Government Agencies			
	Council Customer Services	5329 6500	mail@noosa.qld.gov.au
	Council After Hours Civil Operations Duty Officer	0438 844 208	
	Council Website		www.noosa.qld.gov.au
Martin Drydale	Local Disaster Coordinator	5329 6257 0417 192 543	Martin.drydale@noosa.qld.gov.au
Beth Potter	Project Officer Infrastructure Planning & Design	5329 6138	Beth.potter@noosa.qld.gov.au
Cr Tony Wellington	Deputy Chair LDMG & Chair Recovery Committee	5329 6105	Tony.wellington@noosa.qld.gov.au
John Hollingworth	Pomona Council Depot	0410 512 506	John.hollingworth@noosa.qld.gov.au
Alison Hamblin	Community Development Coordinator	5329 6451 or 0401 991 620	Alison.hamblin@noosa.qld.gov.au
Sgt Dan McNamara	OIC Pomona Police Station	5485 2970 or 2586	McNamara.DanielJ@police.qld.gov.au
Snr Sgt Nick Lehmann	QPS – XO SC DDMG	5409 0040 or 0447 203 387	Lehmann.NicholasM@police.qld.gov.au
Sam Spink	1 st Officer Pomona Fire Service	0417 626 413 (do not distribute)	carolynsam@bigpond.com
Ian Pike	Rural Fire Service	5485 2832 or 0438 447 912	roslynpike@hotmail.com
Lee Mangan	Pomona Ambulance	0414 507 378	gaspomona.oic@ambulance.qld.gov.au

	Transport and Main Roads	13 19 40	
	Queensland Rail		
Justin Enslin	Queensland National Parks and Wildlife	0427 640 652	Justin.enslin@nprsr.qld.gov.au
Tim Steele	QFES – EM Coordinator, North Coast	5420 7522 or 0457 750 288	Tim.steele@qfes.qld.gov.au
Julie Bruynius	QFES Community Engagement Nth Coast Region	54207523 or 0417437219	Julie.bruynius@qfes.qld.gov.au
Stan Ryan	SES	132500	Noosases@bigpond.net.au
Alyson Covey	Principal Pomona State School	5480 8222 or 0413 955 313	acove6@eq.edu.au
Michael Small	Head Noosa District High Pomona Campus	0477749929	msmal10@eq.edu.au
	Administration Office	5485 8111	Pomona.office@noosadistrictshs.eq.edu.au
Ken Chapman	Australia Post	5485 1280/1226 0408 078 108 after hours	
Not for Profit Organisations and Community Groups			
Brian Lawson	Pomona Community House	5485 0143 (Hm) or 0400 456 849	brian@pomonacommunityhouse.com.au
Gail Chapple	Secretary Pomona Community House	5485 2427	gail_chapple@dodo.com.au
Heather Manders	Coordinator Pomona Community House & Pomona Memorial School of Arts Hall	5485 2427 (Wk) 5485 0034 (Hm) or 0411 114 077	heather@pomonacommunityhouse.com.au
Joy Cross	President Pomona Community House		
Robin	Lions (Cooroy and Pomona)	5485 3236	robinandcoral@bigpond.com

Warren Gavin	President		
Perene Barker Pat	President Pomona Show Society	5485 0547	president@noosashowsociety.org.au pat005@bigpond.com
	Lifeline		
	Meals on Wheels	5485 1777	
Judith Bradley	Convenor Australian Red Cross	5448 2968 or 0419 785 385	jbradley@redcross.org.au
	Pomona Historical Museum		
	Pomona Bowls Club	5485 1202	
	Pomona Pony Club	0409 851 850	
Business and Commercial			
Steve Fairless	Energex	0419 764 527	stephenfairless@energex.com.au
Russel Paten	Telstra	5409 3216	Russell.E.Paten@team.telstra.com
Glen Harsh	Unity Water	0437 729 181	Glen.harsh@unitywater.com
	ABC		
	RSPCA	1300 363 736	
Romeo Bordignon	Pomona IGA	0427 321 680	romeo@igapomona.com.au
Allan Page	Page Furnishers		
Les Sloots	Pomona Newsagents	0400 077 297 (bus mobile) 5485 1133(Wk) or 0404077479 (Les)	pomonanews@aanet.com.au

	Equipment Hire		
	Caltex Service Station		
	Independent Service Centre		
	Ramsey Health (Noosa Hospital)		
	Pomona Medical Centre	5485 1177	
	The Cooroora Connect		heather@pomonacommunityhouse.com.au
Geoff Edwards	Bendigo Bank	5485 1786 0418 158 089	
Tim Congram	Pomona Showgrounds – Caretaker	5485 1477	

Annex C: Pomona assets and capacity table

	Asset/Facility	Location	Owner	Contact	Assets	Remarks
1	Pomona Council Depot	School St	Noosa Council	John Hollingworth 0410 512 506	Depot equip, 4WD vehicles, plant and machinery, 10 staff, 2 way comms.	No guaranteed power
2	Pomona Waste Transfer Station	Cnr Louis Bazzo Dr and Pomona KinKin Rd	Noosa Council	Robbie Walsh 0417 733 810		0800- 1300 Fri Sat and Sun
3	Pomona State School	74 Station St	Education Department	Principal Alyson Covey 0413 955 313 President P&C	Library, toilets, broadband, satellite, undercover shelter, parking for <100 vehicles Swimming Pool	Pool operates seasonally. Within school grounds
4	Noosa District State High School Pomona Campus	120 Summit Rd	Education Department	Principal Michael Small 0477749929 President P&C	Library, toilets, broadband, satellite, undercover shelter, parking for <100 vehicles Electronic Noticeboard	
5	QRES and Rural Fire Service	9 Reserve St	Dept of Community Safety - Qld RFS	1st Offr Sam Spink 04 17 626 413 RFS Ian Pike 54852832	Kitchenette, toilet/showers, small meeting room, wi-fi, video conf landline, defibrillator, 8 active crew, communications 10-15 km range	fuel supply, parking at rear for 20 vehicles

	Asset/Facility	Location	Owner	Contact	Assets	Remarks
6	QAS Ambulance Station	17 Reserve St	Under Qld Health	Lee Managan 0414 507 378		Adjacent to QFES building
7	QPS station	Cnr Red & Rectory Rd	QPS	Policelink 131444	Encompasses Pomona, Cooran, Kin Kin, parts of Wolvi and Traveston, federal. The division is boarded to the north by Gympie, west to Imbil, South to Cooroy and east and south to Noosa.	
8	SES	Lot A Hospital St Next to Child Care Centre		132500	Shed with vehicles, limited stores, comms, veh parking <10 veh	Limited number of members
9	Pomona Early Childhood Centre	12 Hill St		5485 2755	Fenced and protected area, surrounded by open parkland,	Adjacent to SES building
10	Pomona Community House	1 Memorial Ave		President Joy Cross Brian Lawson 5485 1403 Secretary Gail Chapple 5485 2427	Kitchenette 4 toilets, cold room, stage, seating, parking 30 vehicles	No shower, no landline – keys available at store

Asset/Facility		Location	Owner	Contact	Assets	Remarks
11	Pomona Memorial Community Arts Hall			Coordinator Heather Manders		
12	Noosa Show Society, Pomona	Pomona Showground Exhibition St	Noosa Show Society	Show Society 5485 2331 President Perene Barker 5485 0547	Toilets, large camping area 100 sites, 2 sheds, multiple helo LZ, Squash courts, Tennis courts Pony club Animal enclosures	Privately owned not council owned. Lower entrance road cut during floods
13	Pomona Caravan and Camping Park	15 Pavilion St	Show Society	Caretaker Tim Congram 5485 1477	BBQ area, two shower/toilet blocks, landline, camping area, gas supply,	
14	IGA Supermarket	3-5 Reserve St	IGA/ Metcash	Romeo Bordignon 5485 1297	Landline, generator, freezers, food supplies, defibrillator?	Only large retailer in town Guaranteed power
15	Pomona Medical Centre	2 Reserve St		5485 1177	medical /health facility	
16	Pomona Medical Centre	5 Factory St		5485 1177	medical /health facility	
17	Pomona Pharmacy	8 Memorial Dr		5485 1270		

	Asset/Facility	Location	Owner	Contact	Assets	Remarks
18	Pomona Veterinary Surgery	26 Pound St		Cave Carol 5485 1531	Vet services, surgery, blood testing	
19	Sunshine Coast Vets	19 Reserve St or 12 Memorial Dr		Dr David Busby 5485 0088	Vet services, surgery	
20	Hinterland Vet Services	61 Pavilion St		0419 799 611		
21	Pomona Plant Hire	10 Taylor Dve		Daniel Retelj 5485 1664	General machinery hire	
22	ANZ Bank ATM	10 memorial Dr			ATM only	
23	Bendigo Bank	3/3 Station St		5485 1786	Agency	
24	Caltex Service Station	19 Factory St		5485 1630		Subject to flooding
25	Independent Service Station	1 Factory St		5485 1106		Subject to flooding

Annex D: Pomona Risks, Hazards and Hot Spots Register

Description of Hazard, Hot Spot or Risk	Location of Hazard, Hot Spot or Risk	Documentary photographic evidence of location	Contact person who can monitor location	Other comments
Fire Hazard surrounding Pomona. One way in, one way out, as town is surrounded by forested terrain	Fires near Pioneer Rd or Pomona Connection Rd may prevent direct exit and access to Bruce Hwy. May need to exit to east of Pomona to Cooroy or Tewantin		QPS (Pomona Police Station)	Need QPS to declare safe evacuation routes
Subway rail underpass floods during heavy rains	Subway Ave		John Hollingworth 0410 512 506	
Flooding of Cooroora Creek	Affects Pound Rd, Factory Rd, Exhibition St, Subway Ave, Rifle St		John Hollingworth 0410 512 506	
North Coast Rail line incident	Pomona Station and rail line in both directions isolated due to flooding, stoppage or other.		Qld Rail	Likely HAZMAT incident source
Pomona State School isolated	Flooding of Rifle St and Station Rd will isolate teaching staff and pupils at school		Principal Alyson Covey 0413 955 313	

Description of Hazard, Hot Spot or Risk	Location of Hazard, Hot Spot or Risk	Documentary photographic evidence of location	Contact person who can monitor location	Other comments
Flooding of Six Mile Creek	Various bridges span six mile creek in the north and east of Pomona. The bridge closures forces limited exit or entry routes into/out of Pomona		Council monitors water levels at bridges	See Annex F – Specific Actions in Flooding for sequence of probable flooding
Pockets of tourists (unfamiliar with Pomona local hazards) staying at Showground Caravan Park	Pavilion Rd		Caretaker Tim Congram 5485 1477	
Lack of emergency or evacuation packs in homes			Noosa LDC to assist in preparation phase	Needs publicity and awareness literature
Succession plan for Chair of Pomona DM Sub-group				Nominate deputies to take over when Chair is away

Annex E: Specific Planning Actions – Bushfire

For most of Australia, the fire season is during the summer months. For the Noosa Shire and Pomona though the greatest danger period is during and after the dry winter/ early spring period, just prior to the onset of the wet summer.

The incidence and severity of fire is closely linked to the occurrence of episodes of consecutive days with low humidity (below 25%), high temperatures (above 30°C) and sustained winds of more than 25 km/hr. September to December is the period in which weather conditions are most suited to an outbreak of fire incidents.

Four factors significantly affect the risk of fire hazard, and if combined, raise the probability in an alarming manner. They all contribute to increase the danger of fire in the Pomona region.

Temperature

High temperatures and sunlight rapidly dry timber and grasses, thus increasing the chance of fuels burning quickly. The high temperatures also lower the moisture content and may increase the combustibility of oils in the foliage.

Humidity

Relatively low humidity levels (<20%) causes forest fuels to dry out and may become more flammable.

Wind speed

Air movement provides the oxygen a fire needs to keep burning. Higher winds mean rapid movement of flames and uncertainty of a fire front.

Fuel loads

Grasses, shrubs, leaf litter, bark and fallen branches all contribute to fuel loads in bushland. During prolonged periods of dry and windy weather, the moisture levels in this fuel load is reduced, thus increasing the combustibility of the load and increasing the potential for larger wood products such as logs to burn.

Risk and threat areas

Unlike flooding which occurs in creeks, flood plains and tributaries, fire cannot be mapped with the same probability. However once the four conditions of low humidity, dry fuel loads, high temperatures and windy condition are combined for a prolonged period then the conditions are set for a greater likelihood of fire in any of our forested regions. The areas within Noosa Shire and adjacent to the region identified through research as being at a higher increased risk of fire include:

Black Mountain	Noosa National Park
Doonan	Noosa North Shore
Eumundi	Ringtail Creek
Kin Kin	Teewah

and any of the reserves and state forests around the Pomona, Cooroy, Kin Kin area.

QFES is developing detailed fire risk maps based on modelling of vegetation type and density, fuel availability and the terrain. These products will predict the hazard risk at a point in time at a local level and assist in planning the response to fires speed and direction once it has started.

Key roles and responsibilities

The key responsibilities include:

QFES. The *Fire and Emergency Services Act 1990*, identifies QFES as the lead response agency for fire events. The Qld State Disaster Management Plan identifies QFES as the lead agency for bushfire (wildfire) events.

Council. The *DM Act* sets out that Council has a primary responsibility for disaster management within its area. The LDMG, through the LDCC, coordinates disaster operations and disaster recovery activities. Council provides staff to operate the LDCC.

- Council, through the LDMG, must ensure information about an event in its area is promptly given to the DDC.
- Council, through the LDMG, supports QFES through the provision of available internal resources to assist with response operations.
- Should the scale of the fire or the likely impacts on the community require it, the LDMG and LDCC will be activated to provide coordination for local disaster management functions. These functions include:
 - facilitating evacuations with QPS on safe routes
 - establishing assembly areas, evacuation or recovery centres
 - contributing to protection of critical infrastructure and
 - activating resources of other organisations in support of the operation

Landowners. Landowners have responsibility for the prevention, mitigation and initial suppression of a fire on land for which they are responsible and have the responsibility to seek assistance to control a wildfire either from QFES or RFS. Landowners in this Plan include Qld Parks & Wildlife Service.

Actions for Fire

The Rural Fire Service advises all residents to:

- activate your own bushfire survival plan now
- monitor the fire and weather situation through:
 - local radio station
 - www.bom.gov.au
 - www.ruralfire.qld.gov.au
- call 000 in an emergency
- call 132500 for SES assistance

Messages will be announced by Noosa LDMG and emergency responders about:

- fire conditions in the region as well as the rest of the state,
- whether a fire ban is in place,
- the wildfire alert level from QFES (eg WAL4)

- road closures
- suggested safe areas for self-evacuation routes

Public information

QFES develops primary awareness and action messages that may be readily adapted by Noosa LDMG and other agencies.

Possible public information includes:

- what actions to take in response to the actual occurrence on the ground
- locations of evacuation centres and what evacuees will need to bring with them
- likely timeframes for fire impacts such as road closures
- any emerging safety or security issues associated with the fire
- where to go for further information or assistance

Community warnings

QFES will issue bushfire warning messages (referred to as 'community warnings') through media and social media channels during significant bushfire incidents that may threaten life and property.

It is up to community members to take notice, seek information, make decisions and act. Community warnings are used to inform residents of threat to properties, time until impact, the direction and strength of the fire and of the steps residents must take to survive.

There are four levels of community warnings which can be issued as an event escalates. These include:

- **Advisory** – there is a fire in your area, there is currently no threat to property; there is no action required.
- **Advice** – there is a fire in your area, there is currently no threat to property, but stay informed and consider taking a series of preparatory actions.
- **Watch and Act** – there is a fire in your area, you could be impacted and should prepare to enact your Bushfire Survival Plan, and
- **Emergency Warning** – there is a fire in your area, you need to enact your Bushfire Survival Plan immediately and prepare for impact

Warnings are not only issued via the media or on social media platforms. Firefighters, SES volunteers or police may door knock in the area or residents could receive an Emergency Alert message on their mobile or home phone with advice on the situation and where to go for further information.

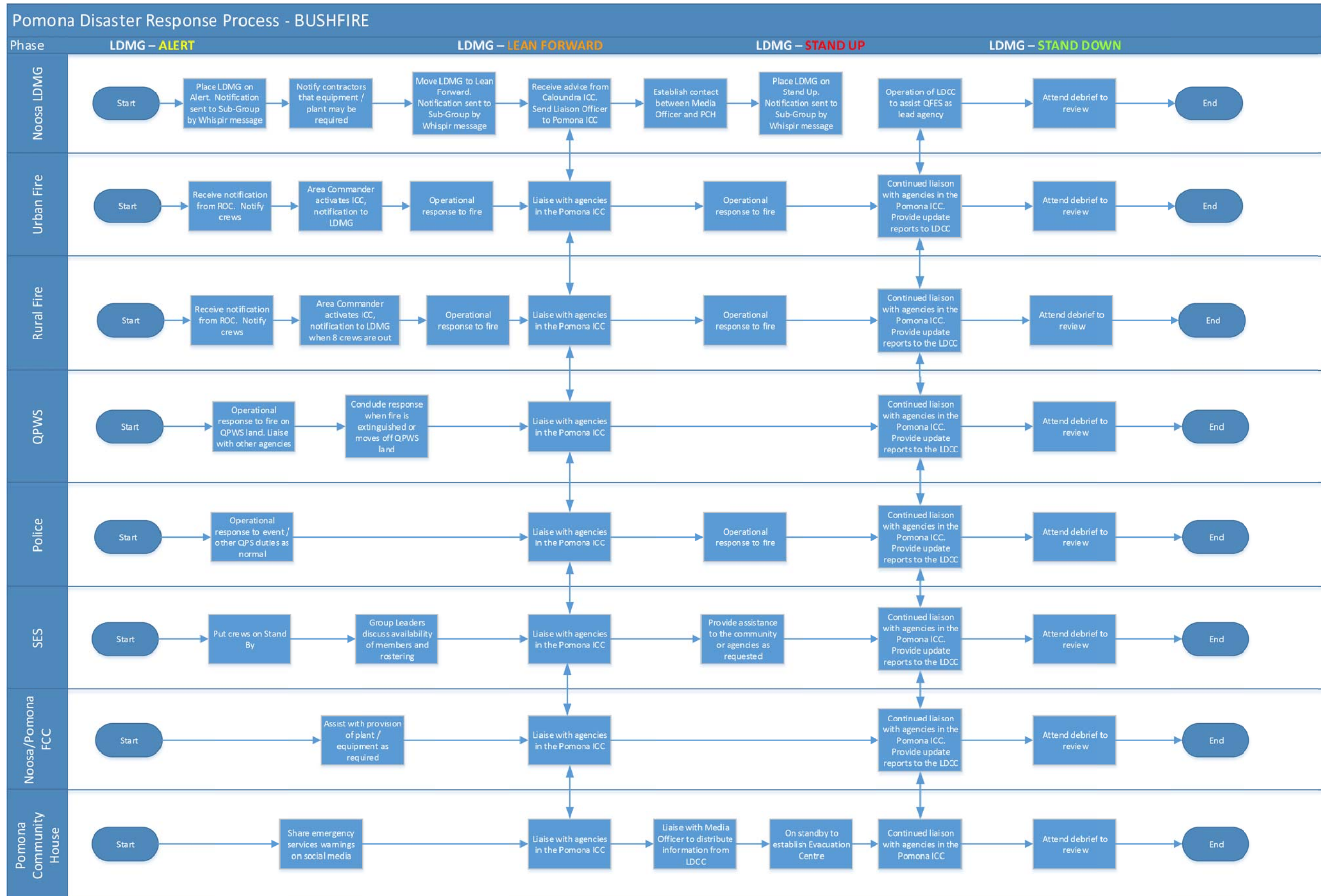
If a community warning is issued in the Noosa Council area it will be provided to local radio and via Facebook. Residents are encouraged to listen to local radio and check Facebook for the most up to date information.

The Standard Emergency Warning Signal (SEWS) is also used when bushfire threatens life. The siren sound effect is the same used for cyclone warnings

A Fire Danger Rating (FDR) is also published by QFES and is an early indicator of potential danger from bushfire. The diagram depicts the fire danger rating system.



Specific Procedures for Pomona Sub-Group - Bushfire



Annex F: Specific Planning Actions – Flooding

This threat specific plan covers the preparation, response and recovery actions associated with cyclone, east coast low, severe storm and flood events directly impacting on Noosa Shire. It has been developed for those events which are beyond the normal operations of the Noosa LDMG and Emergency Services to adequately deal with on an individual basis.

Causes

Flooding occurs as a product from a severe storm or thunderstorm, an east coast low or a cyclone. This plan focuses on the outcome not the reason for the flooding. In considering this plan a flood event may include some or all of the following:

- storm water network flooding
- catchment flooding
- tributary, creek and river flooding

Others causes, such as tsunami or storm tide/surge, do not affect the Pomona region.

As mentioned earlier in this Plan, Pomona and surrounding areas are subject to flash flooding. Most of the annual rain falls in the summer months, and on a regular basis it is composed of heavy downpours, causing local flash flooding. While noting the average annual rainfall is helpful, it provides no indication of the likely impact on Pomona. A more useful indicator is for residents to note the rainfall duration and intensity occurring in the summer months in the catchment area of between 15 minutes to six hours.

Intense downpours in these periods result in quickly rising and receding waters, usually within a 24 hour period, causing minor inconvenience, however when major flooding occurs at other water sources, then Pomona may also be affected, resulting in prolonged isolation and considerable damage.

Flood Prone Areas

Significant flooding events have occurred periodically throughout the recorded settlement of Noosa Shire. Major flooding impacting on areas of the region recently occurred in the period from December 2010 to February 2015 following periods of sustained heavy rainfall. These events caused flash flooding, extensive damage and distress to affected residents. The major river and creek systems in the region which are susceptible to flooding include:

- Kin Kin Creek
- Mary River
- Noosa River
- Six Mile Creek

The main watercourse within, and directly affecting the Pomona township, is Cooroora Creek and its tributaries. General widespread flooding usually occurs when the affected Mary River causes the Six Mile Creek and other feeder creeks to overflow. The roads may be cut in many places where the bridges cross the creeks, both within the Pomona region and for many of the surroundings townships.

The following table lists the main key locations affected by flooding within and adjacent to the Pomona township. Source: adapted from Pomona Flood Study J00130R1V1, 16 Oct 2013, p1.

Pomona key locations affected by flooding

Serial	Location
1	Louis Bazzo Drive
2	Exhibition Street Cooroora Creek crossing
3	Hill Street Cooroora Creek crossing
4	Factory Street
5	Subway Avenue, North Coast Rail under pass
6	Station Street
7	Reserve Street culvert near Rifle Street intersection
8	Rifle Street
9	Railway Parade adjacent to IGA

A map of possible flooding effects in the region is shown at Enclosure 1.

The following provides a summary of the sequence of road closures to isolate Pomona as water levels rise:

1. Subway Avenue at the rail under pass
2. Grahams Road (map4 G5) has minimum impact on population as the road ends just north of the bridge. However as the waters are very close to Louis Bazzo Drive, the closure of this main road affects traffic
3. Ringtail Creek Rd and Possum Lane are next affected, with the main connection road to Boreen Point being cut
4. As these two preceding roads are cut, the next normally to close is the Pomona Kin Kin Rd, near the cemetery. The subway at Cooran also goes underwater at the same time.
5. As water levels continue to rise, Pomona would become more isolated as the Victor Giles Bridge at Cooran goes underwater and at the same time the Traveston Road may be blocked between Joinery and Henry Streets.
6. The next major closure will then be the Six Mile Creek which cuts the Bruce Highway, just north of Cooroy.

This sequence may vary as it depends on where heavy rain falls first. For instance, at times the last named closure (at the Bruce Highway) may close first.

Signage with numbering of the various bridges across Six Mile Creek has been undertaken to assist members of the public in identifying and reporting flooded crossings.

Roles and responsibilities

Council

- maintain creek and river gauges and provision of data to the BoM and DEHP
- develop flood mapping, modelling and supporting geospatial products to enable detailed local planning
- monitor warnings from the BoM
- maintain key operational plans such as the regional evacuation plan through the disaster management and emergency operations teams
- provide web-based real time flood information
- increase community awareness through engagement and education

- activate internal business continuity plans as appropriate
- communicating with Council staff
- manage media queries
- maintain LDMG/LDCC administration (for example; contact lists, rosters)

Noosa Local Disaster Management Group

- maintain situational awareness of the developing flood or storm event
- implement actions in accordance with the NDMP activation framework (Alert, Lean Forward, Stand Up, Stand Down)
- be prepared for activation and participation in extraordinary LDMG meetings or LDCC operations
- active monitoring of alerts and warnings from the BoM and local data sources
- implement actions in accordance with the NDMP activation framework (Alert, Lean Forward, Stand Up, Stand Down)
- conduct an appreciation of the conditions and likely outcomes for the specific flood event and coordinate any resource pre-positioning and pre-emptive external resource requests as appropriate and within existing authorities

Supporting agencies

Supporting agencies that may have a role for flood and storm in Noosa Shire include:

- Australian Red Cross
- Bureau of Meteorology
- Department of Communities
- Queensland Ambulance Service
- Queensland Department of Transport and Main Roads
- Queensland Health – Sunshine Coast Wide Bay Health District
- Queensland Fire & Emergency Services
 - Emergency Management
 - Fire & Rescue
 - Swift Water Rescue
 - Rural Fire Service Queensland
 - State Emergency Service
- Queensland Police Service - Gympie and Sunshine Coast Disaster Districts
- local community groups
- media outlets for the provision of advice to the community
- public and private transportation providers

Public information

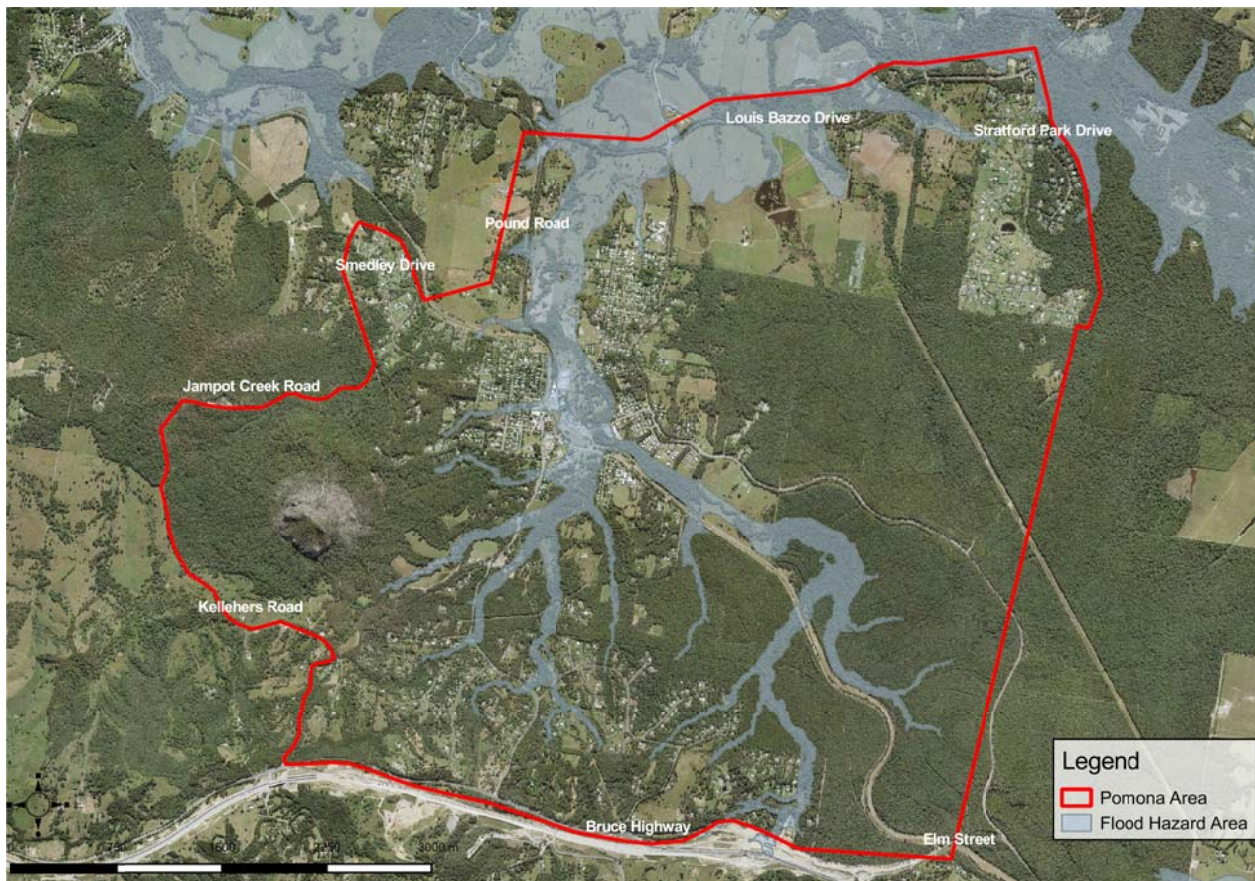
The key messages for a flood or storm event will vary between phases. The key messages outlined below align with the messaging identified in the community resilience strategy and are supported by multiple public awareness initiatives.

Key messages

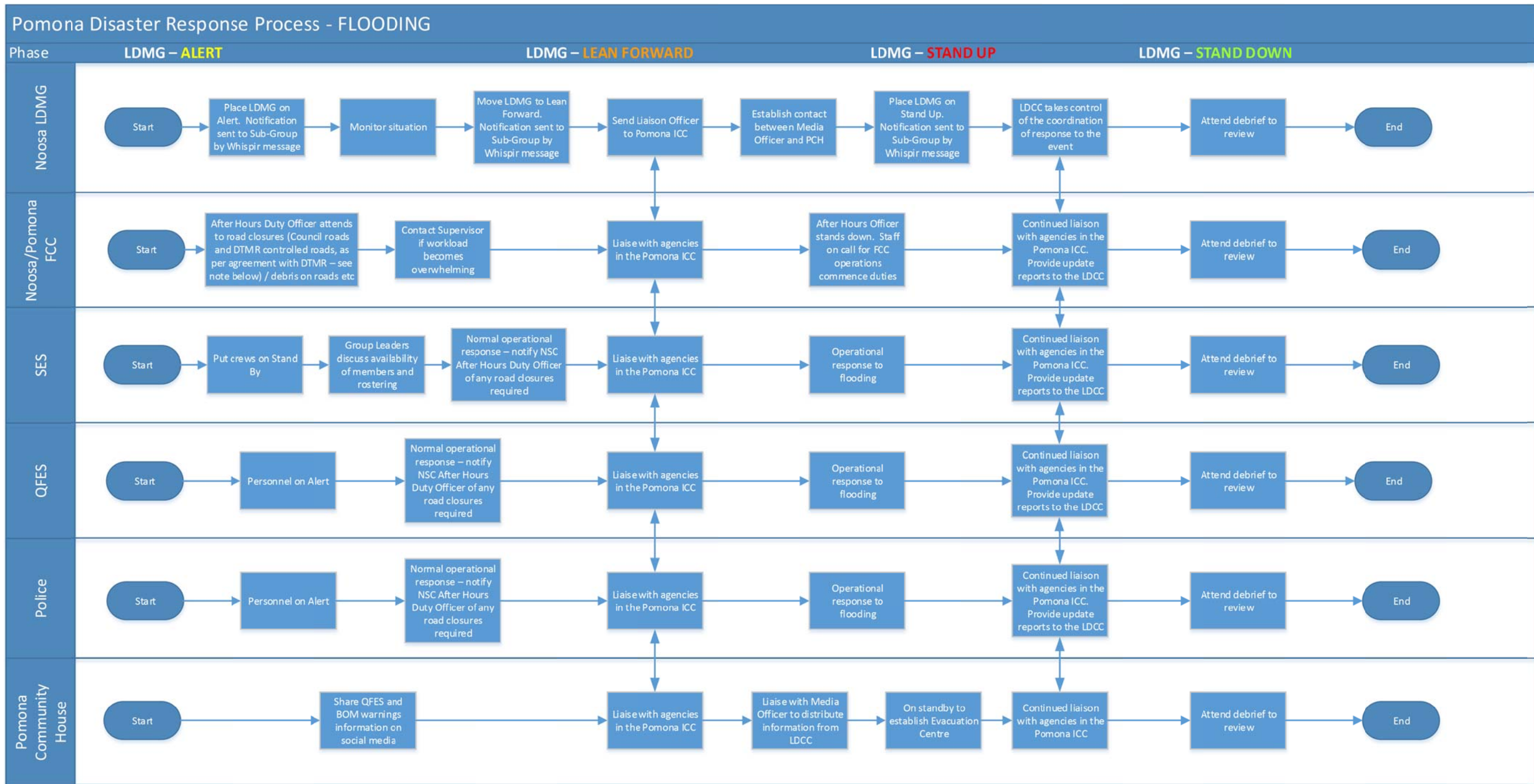
The key messages outlined as follows, align with the messaging identified in the community resilience strategy and are supported by multiple public awareness initiatives.

- be self-aware and know if you are at risk of flooding or the effects of destructive winds and prepare evacuation kits and plans
- actively monitor alerts, warnings and situation updates and tune into warnings
- prepare to survive at least three days without power or access to fresh supplies of food
- check on neighbours and family members and offer support to those less prepared or vulnerable
- prepare your home or property for the flood or storm as best as possible to minimise damage or debris
- consider any pre-emptive actions that may impact on mobility for the public, either residents or tourists (airport, railway or road closures)
- do not drive through flooded roadways: 'If it's flooded, forget it'
- consider your need to travel

Likely flood affected areas



Specific Procedures for Pomona Sub-Group - Flooding



NOTE: Only DTMR can reopen DTMR controlled roads

Annex G: Specific Planning Actions – HAZMAT incidents Bruce Highway or rail corridor



TACTICAL DOCTRINE
Hazardous Materials
General Response Requirements

Guide 02.01.00

Version 1.0

Valid from 15/12/2015

FIRE AND RESCUE **EMERGENCY MANAGEMENT** **RURAL FIRE SERVICE QLD** **STATE EMERGENCY SERVICE**

1. PURPOSE

- a. To outline the general requirements for the response to Hazardous Materials (HazMat) incidents.

2. READINESS

- a. The Officer-in-Charge (OIC) should ensure that planning occurs for HazMat sites and transport routes. (Operational Guide 6 - Pre-Incident Planning).

3. RESPONSE

- a. Fire and Rescue of the Queensland Fire and Emergency Services (QFES) is the lead emergency response agency for all fires and chemical incidents in Queensland.
- b. The Incident Controller (IC) should consider the various response factors and considerations before selecting a preferred response strategy (Tactical Directive - Hazardous Material Incidents - Chemical Fires - Extinguishment Considerations and Strategies).

3.1 Arrival Action - (Tactical Guide 1.3 - General - Approach, Arrival and Action at Incidents)

- a. Upon arrival, vehicles are to be positioned relevant to:
 - the nature of the HazMat involved
 - access for other emergency vehicles
 - explosive potential; and
 - contamination potential.

3.2 Communications Plan

- a. A Communications Plan is to be utilised and supported utilising all available equipment and is to be made available to all personnel, functional areas and sectors of the incident.

3.3 Communication Equipment

- a. A Communications Plan is to be utilised relevant to either Analogue Radio Network (ARN) or Digital Communications Network (DCN) and supported utilising all available equipment including:
 - QFES mobile and portable radios
 - QFES issued mobile telephones and satellite phones
 - Sound Systems and Intercom Systems for Emergency Purposes (SSISEP); and/or
 - any other communication device or communication process from other agencies or the local environment (landline).

3.4 Communications Plan - ARN

- a. A Communications Plan for the ARN is to be utilised from predetermined QFES regional plans.
- b. The ARN Communications Plan is to utilise one channel to communicate with the required Fire Communications Centre (Firecom) and one or more incident ground channels.
- c. This Communications Plan is to be made available to all personnel, functional areas and sectors of the incident.

3.5 Communications Plan – DCN

- a. Every incident will be allocated an Incident Talk Group (INC TG) and a Tactical Talk Group (TAC TG) on dispatch of QFES vehicles. INC TG is utilised for communication between an Incident Controller (IC) and Firecom. TAC TG is utilised for incident ground communication.
- b. When an incident requires another TAC TG, it will need to be supported by a second TAC TG to allow the appropriate span of control – where no one will be responsible for more than two radios.
- c. Any Incident Action Plan requiring further sectorisation or isolation of communication to another Talk Group will require a TG Cluster. The TG Cluster is a prepared grouping of sequential TG numbers and provides a Command Talk Group, an Operations Talk Group and four additional Tactical Talk Groups.

3.6 Tactical Action

- a. Modes of Operation - the IC will need to decide whether to adopt an offensive or defensive mode of response for an ongoing expansive incident (chronic) or a confined incident with a short occurrence time (acute).
- b. An offensive mode will require operations to achieve rescues, identify material, isolate material and remove it from the area.
- c. A defensive mode will require achieving rescues where possible, evacuation of the affected area, minimising damage to the environment and eventual rehabilitation.
- d. The IC will advise Firecom of any HazMat incident by transmitting the relevant radio code, giving the location of the event and intended actions.
- e. The following general tactics apply to all HazMat incidents, unless otherwise advised by the QFES Scientific Unit:
 - approach carefully and from uphill and upwind
 - gather information from a distance maintaining uphill / upwind position
 - identify the material (first priority) and obtain specialist advice, e.g. QFES Scientific Unit
 - ensure relevant and correct personal protective clothing and equipment is used for the situation
 - use Field Sampling Chemical and Analysis Kits where there is no accurate identification of the material
 - establish incident control zones and clearly identify the zones with barrier tape (or other visual marker)
 - identify and request specialist resources (e.g. Level 3B suits)
 - do not enter smoke, gas or vapour clouds without material identification
 - fire officers are to wear the assessed level of PPE relevant to duties
 - identify if any persons require rescue, determine location and rescue strategy (e.g. protect in place)
 - rescues to be conducted only if there is no risk of contamination to personnel. Rapid initial rescues attempted from uphill, upwind, person have had minimal contact with material involved and if the person has visible signs of life
 - identify environmental exposures and protective measures (e.g. damming drains) and notify Environmental Protection Agency
 - water run-off and smoke to be monitored for community health and environmental impact.
 - establish a Decontamination Sector for all persons (e.g. fire officers, other agencies and members of the public)
 - ensure that all persons (e.g. fire officers, other agencies and members of the public) who may have been exposed or potentially exposed during the incident are tagged in accordance with Tactical Directive - Hazardous Material Incidents - Hazardous Exposure Tags and their details recorded in the Hazardous Exposure Report (INCFORM 37); and
 - all protective clothing, firefighting equipment and fire appliances/vehicles may need to be decontaminated as well (refer to Tactical Directive 16.3 - Hazardous Material Incidents - Decontamination of Personnel and the Community).

3.7 Incident Control Zones

- a. The IC will need to establish zones and coordinate the interaction of all attending agencies (e.g. Queensland Police Service, Queensland Ambulance Service) into the appropriate zone (refer to Tactical Directive - Incident Ground Management - Incident Control Zones).

3.8 Information Sources

- a. Fire officers should consider using the following information sources and location specific information when identifying hazards, assessing risks and determining incident objectives:
 - Emergency Response Guide (ERG)
 - Hazardous Action Guide Form (HAG)
 - Chemdata information from Firecom
 - Specialist advice and information, both from internal (e.g. QFES Scientific Unit) and external sources
 - owner/occupier information
 - signage
 - climatic conditions
 - approach, siting and staging
 - exposures
 - resources required; and
 - notification and initial actions.
- b. **Identification and Detection**
 - The most important consideration is to rapidly detect and identify the material and assess the risk.
 - Material identification is supported with specialist advice provided by the QFES Scientific Unit.
 - The following provides an outline of QFES material detection capability:

Detection Device	Detection Capability
MultiGas / Explosimeter (Four Gas)	Flammables, carbon monoxide, hydrogen sulphide and oxygen level
Photoionisation Detector (PID)	Volatile Inorganic Compounds (VICs) Volatile Organic Compounds (VOCs)
Radiation Detector Set	Radiation Survey meter (alpha, beta gamma and X-ray detector) Personal dosimeters (dose and dose rate meters)
Wet Chemistry Kit	Draeger Tubes, HazMat strips, pH indicator and peroxide strips
Bruker RAID (Ion Mobility Spectrometer)	Chemical Warfare Agent detector Industrial Toxic Chemicals detector
Infrared Spectrometer	Portable chemical analyser
HazCatTM Chemical Analysis Kit	Portable chemical testing set

3.9 Decontamination

- a. In the initial stages of an incident the IC should designate an area for decontamination (refer to Tactical Directive - Hazardous Material Incidents - Decontamination of Personnel and the Community).

3.10 Tactical Safety Information

- a. Possible QFES safety issues:
 - potential for rapid spread and large exposure area
 - identification of material can be difficult due to potential for combining with other materials and physical situation
 - resource requirements are specific and maybe difficult to obtain rapidly
 - isolate any external influences such as ignition sources and materials that may combine to produce an undesirable effect
 - pressurised fluids and gases in vessels and pipes can rupture
 - energy within a material can be liberated by reactions, i.e. explosions
ionising and non-ionising radiation; and

- physical exposure to chemicals through absorption, inhalation and ingestion.

b. Possible community safety and environmental concerns:

- potential for a large number of contaminated persons
- effects range from mild physical disorders to death
- potential damage to all environments, including land, aquatic and atmospheric changes/pressure
- exposure range could involve environments hundreds of kilometres away; and
- effects of contamination to persons and the environment could be long term.

4. RECOVERY

- a. The IC will ensure that all personnel, including civilians who may have been exposed or potentially exposed to a hazardous material during the incident will have their name recorded in the Hazardous Exposure Report (INCFORM 37).
- b. Overhaul of the incident site is to be conducted (Tactical Guide 1.4) and de-mobilisation of resources and de-escalation of the Incident Management System occurs.
- c. The IC will liaise with person(s) or agency responsible for a handover of site responsibility, providing advice pertinent to site safety (Tactical Directive - Hazardous Material Incidents - Recovery Arrangements for Major Hazmat Incidents) and also the restoration of utilities by a qualified person.

5. DOCUMENT REVIEW

- a. All QFES Doctrine documents are subject to review as required. Content feedback can be provided to QFES Doctrine Unit via the RADAR Site on QFES Portal.

REFERENCES

Fire and Emergency Services Act 1990
State of Queensland Chemical HazMat Plan
Dangerous Goods Initial Response Guide (HB 76)
Emergency Response Guide
Field Sampling and Chemical Detection Manual
QFES Operations Website (Dangerous Locations, Major Hazard Facility)
National Fire Protection Association (NFPA)
AS/NZS 4360: 2004 Risk Management

Annex H: Specific Planning Actions – Communications

Purpose

The purpose of this communication plan is to raise awareness of the technologies and methods available to communicate with three general audiences:

- the general public so they can make important yet timely decisions on what actions to take
- the local, regional and state emergency responders, commercial and volunteer organisations so they can organise and coordinate their response efforts to inform and protect the community
- Council staff who not only are coordinating all efforts and resources against the event confronting their community but also for their own self-awareness

The communications plan for Pomona has action items that fall broadly within the four phases of PPRR. They are to:

- raise awareness of potential risks, hazards and threats
- educate members of the public to become more resilient, self-aware and productive when confronted by an impending event. Their action assists others at the individual, household and neighbourhood level.
- attempt to disseminate accurate, useful and timely information and warnings in a variety of modes to the public

Prevention and preparedness

The plan draws on the guidelines for the public awareness and education programs to be undertaken by Council staff for members of the public, through State campaigns such as Get Ready Queensland, as well as brochures and handouts distributed by each emergency response, government or welfare agency.

Response and recovery

The plan draws on the guidance within the main Noosa Local Disaster Management Group Plan for alerting the general public, emergency responders and Council staff and also sets out the optional modes for issuing warnings and providing advice, before, during and after an event.

Responsibility

All agencies involved in disaster management for their response to events in Pomona have a responsibility for ensuring their part of this communications plan is implemented through their specific communication channels and outlets. The Local Group Media Liaison Officer has the key role during the Response Phase of coordinating key messages from key agencies to the recipient communities in sub-plan.

Limitations of this plan

- All key messages should provide guidance on the building of community resilience. It is therefore largely a one way flow from agencies and LDMG to the public. However feedback, event or incident updates back to the LDCC, are vital for input to decision making.

- Public information is broadcast in good faith and is as accurate and timely as possible, but at times, some accuracy may be reduced in order to distribute timely information. At other times the information is accuracy but may leave little time for the public to react. This is a balance that must be constantly weighed up by the LDC.
- The guidance provided includes information and recommendations about the event, however any decisions by the public are partly based on their interpretation of the guidance and their own circumstances.
- Warnings about threats may emanate from different sources based on their local background and may conflict with other sources
- Radio, television, social media, print media and the LDMG or other agency websites will be the primary vehicles utilised for public information and warnings
- Landlines and mobile phones will also be utilised for emergency alerts however the system cannot always guarantee to get the messages to every owner.

Ways of communicating

Networks

The LDMG and its direct linkage to Pomona will use existing community networks as much as possible. These locally based community networks already have an established pattern and offer credible sources to reach its intended audience. In Pomona these include but are not limited to:

- Community House database
- Pomona State School mail-out or P& C bulletin/email
- Pomona Secondary College mail-out or P&C bulletin/email
- Bowls Club membership
- Show Society membership
- sporting groups such as AFL, Pony Club, Swimming club
- church groups membership mail-outs.

Emergency alerts

Landline -Telstra will distribute a voice message **to the billing address** in “Pomona hinterland area” or “polygon” of the affected area as suggested by Council/District/State.

Mobile -Telstra will distribute an SMS through to the **nearest mobile phone tower** to your mobile phone’s GPS location.

Other broadcast means

- WHISPIR - Council may create a list of individuals (or representatives of community groups) and a WHISPR alert, once approved, will be sent to anyone on that special list originated by Council (it will be selective)
- ABC radio has a declared obligation to broadcast ‘local’ messages and alerts based on information provided to them from LDMG and response agencies.
- Education and information articles will be regularly distributed through The Cooroora Connect newspaper. This will mainly be during the prevention and preparedness phases to assist the community with handy tips and self-reliance messages. It will also occur during the recovery phase.

- Physically on notice boards in and around town and the surrounding area
- Word of mouth by community representatives, brochure / leaflet drop or delivery.

Social media

Facebook pages of Noosa Council and Pomona Community House will be one of the primary sources of **real time** information. It will also be the means for the Pomona community to provide real time feedback to the LDCC and indirectly to other Emergency Service providers. Very often the social media message will precede a formal media release from TV or radio.

Note that Noosa Council only uses Facebook, and not Twitter or other social media forms. Paste the following links into your browser and select “Like” then monitor the events as they unfold.

<https://www.facebook.com/noosacouncil/>

<https://www.facebook.com/PomonaDistrictCommunityHouseInc/?fref=ts>

Public awareness programs

The Sub-Group will be assisted by Noosa Council in any pre-event public awareness programs aim to provide long-term public education about awareness of the regions hazards, how to plan actions to protect family and friends and steps that can be taken by the community to increase emergency self-help and resilience.

The Queensland Government provides public awareness information on managing in a disaster situation via the website <http://www.disaster.qld.gov.au> Public awareness programs are to be based on the Queensland Government’s Get Ready Guide and will be supported by Noosa LDMG activities including:

- RFS/ SES group lectures
- QFES (FIRE) Bushfire awareness program and website material
- QFES (Emergency Management) website and disaster preparedness presentations
- Noosa Council website and disaster preparedness presentations
- Australian Red Cross website materials and disaster preparedness presentations

Authorisation of media release

The issuing of public information, alerts or warnings on disaster-related issues to the public will be authorised by the Noosa LDMG Media Liaison Officer after consultation with the lead agency, the LDC, and the LDMG Chair. If the event escalates, and the Sunshine Coast **District** Disaster Plan is activated, any further media releases issued by the Noosa LDC will be made after consultation with the District Disaster Coordinator.

Media liaison officer

A council officer from Noosa Council will be the LDMG appointed Media Liaison Officer for that event. That officer or their delegate in liaison with the LDC will coordinate public information and warnings on behalf of the LDMG and for direct distribution to the Sub-Group.

Spokespersons

The actual task of speaking about or providing information to the community regarding the disaster situation and associated threats, will be undertaken by some leading authority figure which could include the officer in charge of the lead agency coordinating the response to the event, Chair of the LDMG, Mayor of the Noosa Council or the LDMG LDC, with the support of the Media Liaison Officer.

Information to be released and communicated to community

In the before, during and after stages of a disaster event, some or all of the following information will need to be communicated to the community:

- nature of the disaster threat and advice about actual situation
- advice on what precautions to take and what immediate actions may be required
- location of the (likely) disaster (area affected) and number of people involved
- continuing hazards and precautions to take
- environmental impact
- economic impact
- agencies involved in response and their key issues
- extent of estimated public and private damages
- safety instructions, how to stay safe
- how and where to get personal assistance
- how and where to get information regarding assistance for livestock and companion (pet) animals
- telephone numbers for donations and methods of donating money

The LDMG is responsible for determining the content of the information to be released except when the DDMG is activated. Upon activation of the DDMG release of public information shall be discussed with the DDC by the Media Liaison Officer, the LDC and the Chair of the LDMG. The LDMG media liaison officer is to reference the Australian government document “Emergency Warnings – Choosing your Words” when preparing emergency public information.

This is a national reference document on how to construct emergency warnings for the Australian community. (see:

<https://www.em.gov.au/EmergencyWarnings/Pages/Emergencywarningsguidelinesandprinciples.aspx>)

Regular information bulletins

Regular public information bulletins are to be issued to the community, disseminating emergency instructions and protective actions to the public and are to be timed to coincide

with electronic media deadlines, unless specific urgent warnings are to be issued. All information bulletins will also be posted on the lead agencies website.

Public information

All public information is to be coordinated by the LDMG through the LDCC to ensure the timeliness of the message and message consistency in order to avoid lack of action by the community, panic, fear and or confusion resulting from incorrect information, rumours and hearsay.

Documentation

ALL media releases are to be logged, retained and filed with the LDCC records relating to the disaster event.

Media contact list

The media contact list is to be held and updated regularly by the LDMG Media Liaison Officer.

Annex I: Specific Planning Actions – Evacuations

During a major event there may be a requirement for some residents to evacuate their premises. In most cases the lead agencies plus the LDMG will have provided advice on the dangers and hazards most likely to be experienced, with a recommendation to leave early or stay if the resident has the capacity to withstand the event safely.

The following four phases of an evacuation plan need to be planned and executed safely, with sufficient warning to ensure they residents are not putting themselves nor the emergency responders in harm's way.

The questions that need to be answered before an evacuation plan is made public are shown in the series of questions below.

Warning

- What are we going to advise the exposed population- what do we want them to do?
- How are we going to advise them?
- Who is going to advise them?
- When are we going to advise them?

Withdrawal

What are the protective measures?

- Shelter in place
- Evacuate

Shelter in place

- Who needs to be sheltered?
- What information are we going to advise them?
- How are they to be advised?
- Who will advise them?

Evacuation - voluntary or directed?

Self-evacuation - the majority of evacuees will be able to drive themselves away from the danger areas and organise temporary accommodation with friends or relatives. However others may not be so fortunate through economic or physical limitations, so focus for the Pomona Sub-Group should be to answer these questions:

- What parts of the population needs to self-evacuate?
- Which are the zones or areas that fit the evacuation criteria?
- Where do we want them to go?
- What evacuation routes are available?
- When should they go?
- What transport can be made available through resources from the LDCC?
- Traffic control of evacuees?
- Security of evacuated areas?

Assisted evacuation - those requiring transport assistance:

- What part of the population needs assisted evacuation?
- What special transport do we need?
- Where are they to be taken?

Shelter

- What population needs to be sheltered – how many?
- Which evacuation centres will we open and what are their capacities?

- Pets – which evacuation centres are pet friendly?
- Special needs- which shelters/facilities are available/do we accommodate them out of the Noosa Shire region?
- When will the evacuation centre open/close?
- Will we shelter evacuees out of area – if so where?

Return

- What triggers can assist the LDC to determine if it is safe to return?
- Who will be allowed to return - can it be phased?
- How will evacuees be advised?
- How can evacuees return? ie self-transport/transport assistance/special needs?

Evacuation routes out of Pomona

There are no current safe evacuation routes that remain safe for every type of incident. QPS, in conjunction with the lead agency will determine the most suitable and safe exit routes or by pass routes for tourists and residents.

Enclosures:

1. Evacuation options out of and around Pomona (to be published at the time of the evacuation via various means)

Version	Reason/ Trigger	Change (Y/N)	Endorsed/ Reviewed by	Date
1.0	New document	Y	LDMG 16/03/16. Authored by Actioneering, Reviewed by Beth Potter, Martin Drydale	16/03/16