Burdekin Shire Council

COMMUNITY RECOVERY SUB-PLAN

PROCEDURES, ROLES & RESPONSIBILITIES

October 2012
SECTION 1 - Introduction

1.0 The most effective and immediate form of defence against disasters, is that offered by an efficient, well prepared local counter-disaster organisation. The action taken by such an organisation can be decisive in containing and controlling the disaster, preventing further loss of life and damage to property, and starting the community on the road to recovery.

1.1 In disasters there is no substitute for self help. No single locality can rely on help from an outside locality, as events happening elsewhere may preclude its arrival. Local damage such as damaged roads, rail links, airfields, etc. may also prevent help from reaching an area.

1.2 Every locality, big or small, should endeavour to promote self-help and mutual aid amongst its citizens to minimise the effects of disaster. This principle applies to all measures that assist, including Emergency Welfare.

SECTION 2 - General

2.0 The Community Recovery Sub-Plan is based on the use of local manpower, facilities and equipment, plus additional necessary manpower being provided by personnel from the local branch of the SES and various other community organisations, e.g. Salvation Army, etc.

2.1 Overall responsibility for organisation, administration and operational control of personnel involved in welfare operations will rest with the Local Controller of SES who will exercise his/her responsibility through the Burdekin LDMG’s designated Welfare Services Coordinator.

2.2 The Welfare Service, aided by local voluntary community organisations, is responsible for those who, as a result of disaster, are rendered homeless or otherwise in need through deprivation of normal facilities for food, clothing, sanitation etc.

The Service’s duties include work in connection with evacuation, welfare and assembly areas for the homeless, billeting, emergency feeding, emergency sanitation, clothing distribution and the conduct of an information, registration and tracing service.

2.3 The Welfare Services Coordinator is responsible as Head of Welfare Services to the Local SES Controller – and in turn, the LDMG for the general organisation of the Service, supporting voluntary organisations and ensuring the operational readiness to support the plan.

2.4 The Community Recovery Sub-Plan includes the requirement for a continuing survey in anticipation of requirements for buildings, sites, materials, manpower and other resources, with provision for immediate concentration of effort as circumstances necessitate.

SECTION 3 - Aims

3.0 The primary aim of any emergency welfare service in any disaster is to care for citizens rendered homeless as a result of natural or man made disasters, or an enemy attack.

3.1 The secondary aim is to cater for SES members and volunteer members of the public engaged in counter-disaster measures.

SECTION 4 - Relevant Legislation

4.0 The Disaster Management Act 2003 defines the function of Emergency Management Queensland (EMQ) as:
a) To advise and assist local authorities, government departments, statutory organisations, voluntary groups and other bodies;
b) To educate and train members of the public (including volunteers and members of voluntary groups);
c) To coordinate, direct and control members of the public (including volunteers and members of voluntary groups), material and resources, with respect to the counter disaster purpose.
**SECTION 5 - Participating Organisations, Roles and Responsibilities**

Support for this plan is grouped into various sections each with a particular task. Support organisations, their respective responsibilities and contact persons are as follows:

<table>
<thead>
<tr>
<th>Support Organisation</th>
<th>Roles &amp; Responsibilities</th>
<th>Coordinator (not for public release)</th>
</tr>
</thead>
</table>
| Burdekin Shire Council – LDMG, 145 Young St, Ayr. | LDMG Chair  
LDMG Local Disaster Coordinator  
Deputy Chair  
Deputy Local Disaster Coordinator |                                      |
| Burdekin Community Association Inc., 130 Queen St, Ayr. | LDMG Welfare Services Coordinator  
Deputy Coordinators |                                      |
| Up to 10 other personnel available |                                      |                                      |
| Ayr Showgrounds, Edwards St, Ayr. | Evacuation & Recovery Centre – Ayr  
Main Hall  
• Floor space – 345 sq mt  
• Capacity – 72 sleeping (3.5 sq mt p.p)  
• Chairs – 232  
• Tables – 36  
• Fire Safety Equipment & Evacuation Plan  
• Building access alarmed  
• Toilets – 4 female, 3 male, 1 male urinal  
• Toilet – 1 male locked (may need repairs)  
• Kitchen – gas stove, urn, bain-marie, electric hot water, freezer, 2 refrigerators  
• Kitchenware - Nil  
• Ducted air-conditioning & ceiling fans  
• Septic system  
• Awning around front of building  
• Generator Point  
• No Generator  
• Toilet & shower block 30m away - Male 2 toilets, 1 urinal & 2 showers. Female 4 toilets & 2 showers.  
• Children’s playground  
• Excellent car parking  
Pavilion  
• Floor space – 51 sq mt  
• Capacity – 124 sleeping (3.5 sq m p.p)  
• Chairs – 100  
• Tables - 20  
• Ceiling fans  
• Servery area – gated off  
• 1 hand basin c/w cold water  
• Fire Safety Equipment  
• Building access alarmed  
• Generator Point  
• No Generator  
• Toilet & shower block 120m away - Female 6 toilets & 5 showers. Male 5 toilets, 2 urinals & 3 showers.  
• Excellent car parking |                                      |
<table>
<thead>
<tr>
<th>Support Organisation</th>
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</tr>
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</table>
| Ayr Surf Lifesaving Club, Sandown St, Alva Beach. | Evacuation Centre  
- Floor space – 206 sq mt  
- Capacity – 94 sleeping (58 downstairs & 36 upstairs) (3.5 sq mt p.p.)  
- Chairs – 136  
- Tables - 20  
- Upstairs – 36 single beds & mattresses, 2 toilets, double sink, television  
- Kitchen c/w electrical appliances  
- Small stove, bain-marie, 2 urns, microwave  
- Refrigerator & 3 freezers  
- BBQ  
- Toilets – 4 female, 4 male & 2 male urinals, 1 disability  
- Showers – 4 female, 4 male, 1 disability  
- Drinking fountain  
- Storage room  
- Staff room separate from client area  
- First Aid room & equipment  
- Phone - 3  
- Television – 2  
- Data projector & screen  
- Outside shower – 2  
- Fire Safety Equipment & Evacuation Plan  
- No Generator or Generator Point  
- Excellent car parking  
- Outdoor shower near beach access  
- Toilet block 50m away - 2 female, 2 male, 1 disability  
- Rotunda & electric BBQ 10m away  
- Children’s playground 50m away |  |
| Blue Care, 126 Mackenzie St, Ayr. | Catering at Evacuation & Recovery Centres  
- 1 kitchen c/w gas appliances (church hall)  
- 1 kitchenette c/w gas stove  
- Catering for 60 people (food to be provided)  
  
Accommodation for approx 50 people (mattresses & bedding required)  
- Toilets - 8 unisex  
- Showers - 3 unisex  
- No Generator  
- Up to 20 personnel available |  |
| Burdekin Flexible Support Service, 14-16 Ross St, Ayr. | Accommodation  
- 2 units, 5 temporary beds, singles & doubles  
- Toilet & showers c/w disability access  
- Kitchen – stove, fridge/freezer, kitchenware  
- Gas BBQ  
- No Generator or Generator Point  
- Bus – wheelchair accessible for 2 chairs |  |
<table>
<thead>
<tr>
<th>Support Organisation</th>
<th>Roles &amp; Responsibilities</th>
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</tr>
</thead>
</table>
| Burdekin Memorial Hall, Ninth Ave, Home Hill. | Evacuation & Recovery Centre  
- 706 sq mt (incl. meeting room & stage)  
- Capacity – 201 sleeping (3.5 sq m p.p.)  
- Chairs – 500  
- Tables – 35  
- Toilets – 6 female, 2 male, 2 male urinals, 1 disability  
- Showers – Nil  
- Drinking fountain  
- Commercial Kitchen c/w gas appliances – cold room, 2 refrigerators, freezer, 2 ovens, gas stove, 2 warming ovens, urn, serving trays, 2 teapots  
- Kitchenware - Nil  
- Staff Room separate from client area  
- Sound equipment – Main Hall  
- Fire Safety Equipment & Fire Evacuation Plan  
- Building access alarmed  
- Air-conditioned  
- No Generator or Generator Point  
- Reasonable amount of Car Parking on street & behind building  
- Small toilet block behind building  
- 120 bed Backpacker Accommodation c/w shower block 30m away  
- Public toilets – 2 160m away  
- Children’s playground 160m away |  |
| Lifeline | Crisis Counselling & Support during Recovery - Psychological First Aid  
- 2 personnel available |  |
| Lions Club of Ayr | Catering at Evacuation & Recovery Centres  
- Catering for 50-60 people  
- Mobile van  
- Eskies, BBQ  
- 6 personnel available |  |
| Red Cross | Evacuation Centre Management  
- Personal Support Teams  
- Recovery Centres and Outreach  
- NRIS Teams  
- Refer to MOU between Burdekin Shire council & Red Cross (LDMP Appendix 16) |  |
| Rotary Club of Ayr | Catering at Evacuation & Recovery Centres  
- Basic Catering via BBQ for 500-1000 people  
- Gas BBQ  
- Eskies  
- No Kitchen  
- No Generator  
Delivery of Meals to Evacuation & Recovery Centres  
- 6-8 personnel available |  |
<table>
<thead>
<tr>
<th>Support Organisation</th>
<th>Roles &amp; Responsibilities</th>
<th>Coordinator (not for public release)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rotary Club of Home Hill &amp; Home Hill Chamber of Commerce</td>
<td>Catering at Evacuation &amp; Recovery Centres • BBQ X 2 • Eskies • Tables • 4-5 personnel available</td>
<td></td>
</tr>
<tr>
<td>Salvation Army, Queen St, Ayr.</td>
<td>Accommodation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Catering Van (situated in Townsville)</td>
<td></td>
</tr>
<tr>
<td>Seventh Day Adventist Church, 11 Parker St, Ayr.</td>
<td>Catering • Kitchenette - no cooking facilities • Able to prepare, serve &amp; deliver food</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Accommodation for 12 people - overnight only • Toilets – Male &amp; Female • Shower • Up to 6 personnel available</td>
<td></td>
</tr>
<tr>
<td>St. Andrews Meals on Wheels, 109 Macmillan St, Ayr.</td>
<td>Catering for Evacuation &amp; Recovery Centres • Ability to deliver meals to their 50 clients • Transport required to deliver additional meals • Commercial kitchen c/w gas stoves &amp; cold room • Generator</td>
<td></td>
</tr>
<tr>
<td>St. Vincent de Paul Society, 132 Young St, Ayr.</td>
<td>Clothing &amp; Blankets • Catering (minimal) • 4-5 personnel available</td>
<td></td>
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</tbody>
</table>

### Local Area Recovery

<table>
<thead>
<tr>
<th>Support Organisation</th>
<th>Roles &amp; Responsibilities</th>
<th>Coordinator (not for public release)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clare Area Support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clare Sports &amp; Recreational Club, Nelsen St, Clare.</td>
<td>Recovery Centre • Capacity - 100 seats • Kitchen c/w gas appliances • Toilets – 2 male, 2 female, 1 staff • Shower • Generator &amp; Generator Point</td>
<td></td>
</tr>
<tr>
<td>St. Joseph’s Parish Hall, ? St, Clare.</td>
<td>Evacuation Centre • Catering for 200 people • BBQ • Fridge • Small freezer • Toilet &amp; Shower - unisex • No Generator • 12 personnel available</td>
<td></td>
</tr>
<tr>
<td>Support Organisation</td>
<td>Roles &amp; Responsibilities</td>
<td>Coordinator (not for public release)</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>------------------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Giru Area Support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Giru CWA Hall</td>
<td>Recovery Centre</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Tables &amp; chairs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Toilets – male, female &amp; disabled</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Shower - Nil</td>
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</tr>
<tr>
<td></td>
<td>Catering for 70-90 people</td>
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<tr>
<td></td>
<td>- Kitchen – microwave, gas stove, urn, kitchenware, fridge</td>
<td></td>
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<tr>
<td></td>
<td>- No Generator</td>
<td></td>
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<tr>
<td></td>
<td><strong>Note:</strong> In the event of flooding the keys to the Hall are left with Mick Parison at the Giru Store. The SES are aware of this.</td>
<td></td>
</tr>
<tr>
<td>Giru Cafe</td>
<td>Food</td>
<td></td>
</tr>
<tr>
<td>Giru Hotel</td>
<td>Accommodation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- 11 rooms (1 double bed &amp; 10 single beds)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- 6 beds on balcony</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Toilets – male &amp; female</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Showers – male &amp; female</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Kitchenette upstairs with microwave &amp; fridge only</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Commercial kitchen downstairs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Generator available – small petrol capable of running basic lights only</td>
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</tr>
<tr>
<td>Giru School of Arts, Luxton St, Giru.</td>
<td>Evacuation Centre</td>
<td></td>
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<tr>
<td></td>
<td>Catering (food &amp; cooking) for 200 people</td>
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<tr>
<td></td>
<td>- Kitchen – large urn, hot water, large fridge, fridge/freezer, 2 stoves, large pie warmer, bain-marie</td>
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<tr>
<td></td>
<td>Accommodation for 100 people (mattresses &amp; bedding would be required)</td>
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</tr>
<tr>
<td></td>
<td>- Toilets – 3 male, 3 female &amp; 1 disabled</td>
<td></td>
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<tr>
<td></td>
<td>- No Shower</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- No Generator</td>
<td></td>
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<tr>
<td></td>
<td>- 5-6 personnel available</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> In the event of flooding the keys to the Hall are left with Mick Parison at the Giru Store. The SES are aware of this.</td>
<td></td>
</tr>
<tr>
<td>Giru Store, 20 Carey St, Giru.</td>
<td>Food &amp; Cooking for Evacuation &amp; Recovery Centres</td>
<td></td>
</tr>
</tbody>
</table>
SECTION 6 - Activation

The Community Recovery Sub-Plan will be activated by a directive of the Burdekin LDMG.

Every organisation named in Section 5 above acknowledges responsibility for their respective roles and responsibilities. Each service stream will activate their designated responsibilities immediately after the directive from the LDMG.

Service Priorities

It is also acknowledged that every service organisation listed in Section 5 has primary responsibilities to their own clientele, whose welfare takes priority in all disaster situations. The commitment of those organisations to this Sub-Plan is made with that proviso in mind.

The Welfare Services Coordinator will be the central contact point for all information flowing between BCA and the LDMG.

Organisational Briefings

Regular activation briefings will be conducted by the Welfare Services Coordinator, in the form of consultative and planning meetings attended by all participating organisations.

It is anticipated that meetings will need to be conducted annually, prior to the onset of the cyclone season, i.e. October each year.

The main purpose of such briefings will be to update, where necessary, the following information:

- The names and contact numbers of service coordinators1;
- Task orientation, to refresh the collective knowledge on respective roles and responsibilities;
- Understanding of the overall community activation process, i.e. when a decision is made to activate the Burdekin Local Disaster Management Plan, all supporting organisations are immediately activated;
- Any changes to the Burdekin Local Disaster Management Plan.

Any changes brought about by the above 4 points will require this Sub-Plan to be amended and a new briefing meeting to be called.

Section 7 - Evacuation Centres

The LDMG has responsibility for evacuation centres. The LDMG has an MOU with the Red Cross to assist with evacuation centres (see Appendix 16 of the Local Disaster Management Plan). Further detail is included in the Evacuation Sub-Plan.

<table>
<thead>
<tr>
<th>Location</th>
<th>Facility</th>
<th>Contact Details (not for public release)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ayr</td>
<td>Ayr Showgrounds Hall, Craig Street</td>
<td></td>
</tr>
<tr>
<td>Clare</td>
<td>St. Joseph’s Parish Hall, ? Street</td>
<td></td>
</tr>
<tr>
<td>Giru</td>
<td>Giru School of Arts, Luxton Street</td>
<td></td>
</tr>
<tr>
<td>Home Hill</td>
<td>Burdekin Memorial Hall, Ninth Avenue</td>
<td></td>
</tr>
</tbody>
</table>

All evacuation centres will be opened as and when necessary, depending on the magnitude of the threat and the number of people requiring emergency, short term accommodation.

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1 It will be the responsibility of all support organisations to advise the Welfare Services Coordinator of any changes to personnel or services, within their organisation.
SECTION 8 - Communications

Communications for all welfare services will fall under the responsibility of LDMG, and will be carried out in accordance with the Communications Sub-Plan.

SECTION 9 - Supply and Transport

All re-supply of essential goods to communities and people during times of isolation will be undertaken in accordance with the Re-supply Policy. All transport will be carried out in accordance with the Transport Sub-Plan.

Requests for supplies or transport for welfare and community recovery centres are to be directed to the Welfare Services Coordinator.

SECTION 10 - Medical

Allocation of medical personnel and supplies to Welfare Centres will be in accordance with the Medical Sub-Plan.

SECTION 11 - Finance

Expenses may be claimed through Emergency Management Qld. (EMQ) in accordance with the Natural Disaster Relief and Recovery Arrangements (NDRRA).

11.1 All claims must be in accordance with the following guidelines.

11.1.1 Eligibility

Under the Welfare Plan, where an organisation is activated by the LDMG, the following costs are regarded as legitimate:

- Reasonable and necessary cost of food.
- Fuel used by official vehicles and equipment.
- Expendable and consumable items purchased to replenish stocks used in the emergency activity.
- Major repairs to equipment, whether an integral part of the organisation or private equipment operating under the mantle of that organisation, to perform tasks allocated by the LDMG. Costs associated with routine maintenance will not be accepted.

11.1.2 Procedures for Claiming Costs

Invoices and actual receipts are to be collected and forwarded to the Local Controller, for approval and forwarding to the relevant authority for payment.

11.1.3 Actual and Reasonable Cost

**Actual Cost** - all costs must be supported by either an itemised account or receipt for goods and services provided to the claimant. Claims not supported by either of the above will not be paid.

**Reasonable Cost** - under normal circumstances the provision of sandwiches for lunch and a hot meal for breakfast and evening will be regarded as reasonable. This does not include alcoholic beverages or excessively expensive meals.

**Fuel** - costs of fuel must relate only to that used in conjunction with the incident.

**Consumable and expendable items** - such costs must relate only to the incident.
11.1.4 Timeframe for Expense Claims

All claims for expenses must be submitted as soon as possible following the relevant incident. Any undue delay in the submission of claims may result in the non-payment of that claim.

SECTION 12 - Training

Training (where necessary) will be carried out by the voluntary organisations involved, and will be coordinated by the Welfare Services Coordinator in conjunction with the LDMG.

SECTION 13 - Emergency (Short Term) Community Recovery - Organisation and Duties

13.1 Organisation

It is not intended to raise a local community recovery from within SES resources, as sufficient capable voluntary organisations exist locally. A Burdekin Welfare Services Coordinator is required to coordinate existing organisations to perform their pre-determined functions as designated in Section 5 of this Sub-Plan. Services are added or deleted, depending on local requirements.

13.2 The Burdekin Welfare Services Coordinator –

a) is a staff officer of a local welfare services organisation and accordingly, is an advisor to the LDMG;

b) is responsible to the Burdekin LDMG for all aspects of community recovery coordination throughout Burdekin Shire;

c) is responsible for the coordination of existing resources and support agencies;

d) collates information on the availability of local resources and support services; and

e) assists local organisations and the LDMG in planning and training, to meet local requirements.
13.3 Responsibilities of Evacuation Centres

a) **Emergency Accommodation**
   Evacuation Centres are responsible for the provision of accommodation for homeless and evacuees, either by billeting or by the establishment of emergency evacuation centres. These centres are the places where all other sections provide their services as required.

b) **Planning the centres** and providing the managerial skills to run the centre. Evacuation Centres are also responsible for providing accommodation for –
   ~ administration offices;
   ~ rest areas for other disaster relief activities; and
   ~ any other location as a focal point for recovery activities in an affected area.

c) **Registration and Information**
   ~ Providing the staff for the registration and/or tracing of displaced individuals.
   ~ Assist in re-uniting families.
   ~ Answering inquiries (through the Coordinator) regarding the safety and welfare of individuals.
   ~ Compiling authoritative data on the number and locations of people affected, and services needed for their care.

d) **Emergency Clothing**
   ~ Organising existing used clothing resources.
   ~ Distribution of clothing and emergency covering, e.g. tarpaulins to disaster victims.
   ~ Salvaging and processing used clothing for redistribution.

e) **Personal Services**
   ~ Organise the counselling and spiritual aid that may be required by disaster victims in community recovery centres.
   ~ Attending to ethnic problems.
   ~ Organising bereavement support and grief consoling as required.

f) **Emergency Catering**
   ~ Organising the mass feeding of the homeless and evacuees.
   ~ Providing meals for other affected people as required by the LDMG.
   ~ Providing meals for SES personnel, volunteer members of the public and other organisations as required. The catering may be organised at designated points or centrally.
   ~ Delivery of such meals as required by the LDMG.

g) **Temporary Office and Administration Facilities**
   Providing temporary office accommodation and (where possible) communications and IT facilities for other local services and organisations, and out of town service providers as required, to expedite the overall recovery process as rapidly as possible.

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**SECTION 14 – Long Term Community Recovery**

Burdekin Shire Council is in the process of developing a Recovery Group Structure. The draft structure document, including suggested membership and responsibilities is shown in Attachment 1 of this Sub-Plan.