



# WHITSUNDAY DISASTER MANAGEMENT PLAN

2024 - 2025 EDITION

## Acknowledgement

The Whitsunday Regional Council thanks all contributors and stakeholders involved in the development of this document.

## Disclaimer

Information contained in this document is based on available information at the time of writing. All figures and diagrams are indicative only and should be referred to as such.

While the Whitsunday Regional Council has exercised reasonable care in preparing this document, it does not warrant or represent that it is accurate or complete. Council or its officers accept no responsibility for any loss occasioned to any person acting or refraining from acting in reliance upon any material contained in this document.

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## A Message from the Mayor

Living in the amazing Whitsunday Region carries with it the responsibility of always being prepared for cyclones, flooding and other threats such as earthquakes. It is the price we pay for living in tropical paradise. Natural disasters do happen, and it is not a matter of “if” but “when”.

Recent years have shown us first-hand how these events can disrupt and devastate our community. Whether you're an individual, a family, a business, or part of the local council or emergency services, preparedness is key.

This updated Local Disaster Management Plan serves as our blueprint for safeguarding the Whitsunday community and its assets from potential disasters. Aligned with the Queensland Disaster Management Act 2003, it reflects our unwavering commitment to fostering resilient communities.

As Chair of the Whitsunday Disaster Management Group, I am dedicated to ensuring the safety and well-being of our residents above all else. This plan prioritises proactive measures to ensure preparedness and orchestrates a swift, coordinated response in the face of disaster. Our focus remains on enhancing resilience and safeguarding the well-being of our community members.

Our commitment to the community's safety is paramount. In every decision and action, the safety of our residents is always at the forefront.

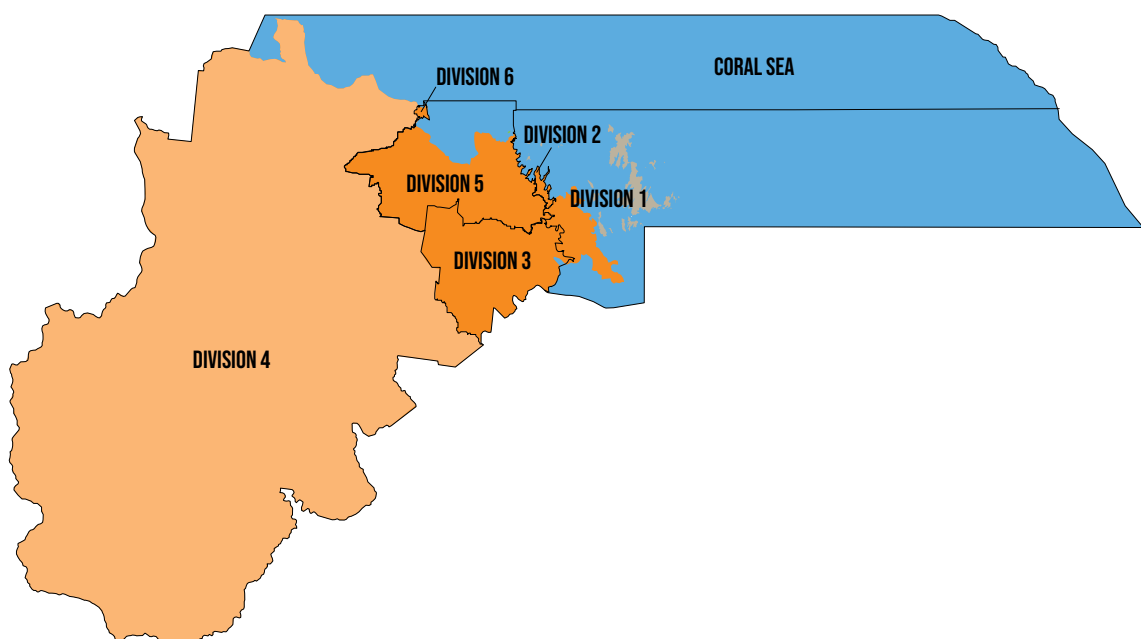


We understand the trust you place in us, and we take that responsibility seriously. Whether it is through educating the public on disaster preparedness, coordinating with various agencies, or responding efficiently during emergencies, our priority is the protection and security of our community.

Together, we can build a safer and more resilient Whitsunday Region. Your cooperation and participation are vital in this collective effort. Let us continue to stay prepared, stay informed, and support one another in making our community a safer place for everyone

Ry Collins

MAYOR, WHITSUNDAY REGIONAL COUNCIL



The Whitsunday Local Disaster Management Plan has been prepared by the Whitsunday Disaster Management Group for the Whitsunday Regional Council in accordance with Section 57(1) of the Disaster Management Act 2003.

The Whitsunday Local Disaster Management Plan was endorsed by the Whitsunday Disaster Management Group.

In accordance with the Disaster Management Act 2003 Section 80(1) (b), the Whitsunday Regional Council approved the Whitsunday Local Disaster Management Plan

**Ry Collins** 01/11/2024  
Chairperson  
Whitsunday Disaster Management Group

This document is subject to version control and the following table provides a history of this document. The amendment register is relevant to the document version currently in force.

Version	Date	Prepared By	Page No.	Comments
2A	Oct 2010	G Gatton		Amendments to Part 1 to account for the changes to the Disaster Management Act 2003. Reprint 1st November 2010
3A	Oct 2012	G Gatton		Amend to account for change to Elected Members title
4A	May 2013	G Gatton		Review Plan Contents and update Risk Management Register and Mitigation Treatment Strategies
4B	Nov 2013	S Tellegen		Finalise formatting review and update where required
5	Oct 2019	A Palmer		Reworded and reformatted into current planning principles and to include Risk Management Assessments
6	Aug 2020	S Black		Reworded and reformatted into current planning principles and to include Risk Management Assessments
7	Aug 2021	S Black		Nil changes
8	Aug 2022	S Black		Nil changes
9	Nov 2023	S Black		Updates, new messaging
10	Oct 2024	S Black		Updates new Mayor and wording add reference to Whitsunday Region Risk Assessment Profile and Community Resilience Strategy, Updated Australian Warning System and Population Statistics



## Review of the Plan

A review of the plan in accordance with s59 of The Act may be conducted by the Local Disaster Coordinator (or delegate) following:

- Activation of the plan because of a disaster event
- Exercises designed to practice or test aspects of the plan
- Alterations to the roles or responsibilities of any agency involved in the plan
- Changes to operational procedures
- External disasters or new technology which may suggest a review be carried out
- Following an assessment of the local plan by the Chief Executive Officer of the Department
- Following an assessment by the District Disaster Coordinator.

**Table 2: Distribution List**

Position & Organisation	Copy	Comments
Whitsunday Disaster Management Group Chair and Deputy Chair	Electronic and hard copy	Copies as requested
Local Disaster Coordinator	Electronic and hard copy	Copies required
Whitsunday Disaster Management Group Members	Electronic copy	Copy for each member
Mackay District Disaster Management Group	Electronic copy	Copy sent to XO for distribution
District Disaster Coordinator & Executive Officer	Electronic and hard copy	Copies as requested
QPS (Emergency Management Coordinator)	Electronic and hard copy	Copies required
Whitsunday Disaster Coordination Centre	Hard copy	N/A
Newly Elected Mayor and Members	Electronic copy	Copies as requested
Whitsunday Regional Council website	Uploaded to website	1/11/24

# Introduction

## General

The Disaster Management Act 2003 requires that a Local Government must prepare a plan for Disaster Management in the Local Government area. The plan must include provision for:

1. The State Group's strategic policy framework for Disaster Management for the State and the Local Government's policies for Disaster Management
2. The roles and responsibilities of entities involved in Disaster Management and Disaster Operations in the area
3. The coordination of Disaster Operations and activities relating to Disaster Management performed by the entities mentioned above
4. Strategies and priorities for Disaster Management for the area.

This Local Disaster Management Plan is consistent with the Queensland Disaster Management Arrangements (QDMA), the Emergency Management Assurance Framework and the Queensland Government Strategic Policy Framework.

There is adherence to the Prevention, Preparedness, Response and Recovery, principles and research: policy and governance: risk assessment and mitigation. This plan also distinctly endorses and sponsors strong viable working relationships with the District and State Disaster Management Groups and all sectors within the Whitsunday Disaster Management Group where collaboration, cooperation and communications are paramount.

This comprehensive plan, developed by the Whitsunday Disaster Management Group and Councils Disaster Management Team, incorporates a community-centric approach, ensuring that the associated management arrangements align seamlessly with the needs of the local residents. This plan and the associated management arrangements have been developed with a community focus.

## Aim and Purpose

The purpose of the Whitsunday Local Disaster Management Plan is to comply with the requirements of the Disaster Management Act 2003 and to ensure community safety through the development of effective Disaster Management strategies in order to ensure effective co-ordination of available resources to assist communities to:

1. Mitigate wherever possible, the potential adverse effects of an event.
2. Prepare for managing the effects of an event.
3. Effectively respond to, and recover from, a disaster or an emergency situation.

The Whitsunday Local Disaster Management Plan has not been developed for the management of commonly occurring incidents which are within the capacity of the individual hazard specific primary agencies or major incidents which are within the capacity of the nominated lead agency with a threat specific role.

However, elements of the Whitsunday Local Disaster Management Plan may be activated in support of and at the request of a lead agency responding to a major incident.

## Key Objectives

The key objectives of this Plan are to:

1. Ensure that a coordinated and effective system for disaster management exists for the Whitsunday Regional Council
2. Detail specific strategies relating to disaster prevention, preparedness, response and recovery.
3. Describe the roles and responsibilities of the disaster management stakeholders to support the Whitsunday Disaster Management Group.
4. Ensure community education and awareness strategies are documented to ensure that the community is aware of ways of mitigating the adverse effects of an event, and preparing for, responding to and recovering from a disaster.

## Guiding Principles

This plan and disaster management within Queensland follow the four guiding principles outlined in the Act with the addition of Resilience and Relief.

1. Disaster management should be planned across the following four phases of prevention, preparedness, response and recovery (PPRR)
2. All events, whether natural or caused by human acts or omissions, should be managed in accordance with the strategic policy statement, the state disaster management plan and any other disaster management guidelines
3. Local governments should primarily be responsible for managing events in their local government area
4. District groups and the state disaster management group should provide local governments with appropriate resources and support to help the local governments carry out disaster operations.

## Approach to Disaster Management

Consistent with the Act, disaster management occurs across four phases of disaster management.

### PREVENTION

Investigate and coordinate strategies to reduce the impact of disaster events on the community.

### PREPAREDNESS

Increase community resilience by increasing knowledge and education.

Encourage shared responsibility and an all-hazards approach to disaster management – including the resources and arrangements used to support response and recovery.

Enhance local capability by encouraging participation in training and exercises, contributing to equipment acquisition programs, and building relationships.

### RESPONSE

Provide effective and efficient disaster response and relief/short-term recovery coordination to safeguard people, property and the environment.

Provide support to communities outside of the region who may be affected by a disaster.

### RECOVERY

Ensure that the recovery priorities of the Whitsunday region community are identified and met across the human-social, economic, environment and infrastructure functional recovery areas.

Ensure that recovery operations help to build whole of community resilience.

Figure 3: The 'comprehensive approach' to disaster management





## Disaster Management Arrangements

Early planning by Queensland Police Service (QPS) noted that entities already recognised five stages of a disaster, from the pre-disaster phase, warning phase, common impact phase, and emergency phase, followed by a recovery phase. The State Counter Disaster Act of 1975 (SCDO) was established to overcome past deficiencies in disaster management, including the finding that the Queensland community was largely unaware about disasters and that there were significant gaps in communication between agencies, volunteers and others involved in disaster management.

In Queensland currently, disaster management arrangements are characterised by, and implemented through, strong partnerships between government, government-owned corporations, non-government organisation (NGOs), commerce and industry sectors and the local community. The arrangements recognise and promote collaboration to ensure comprehensive disaster management through the effective coordination of disaster risk planning, services, information and resources. The Queensland Disaster Management Arrangements are comprised of a suite of documents, that together provide the platform for Disaster Management in Queensland.

The Act and the Disaster Management Regulation 2014 (the Regulation) form the legislative basis for disaster management within all levels of government and Queensland's disaster management arrangements.

All events, whether natural or caused by human activity, should be managed in accordance with the Act, Queensland Disaster Management 2016

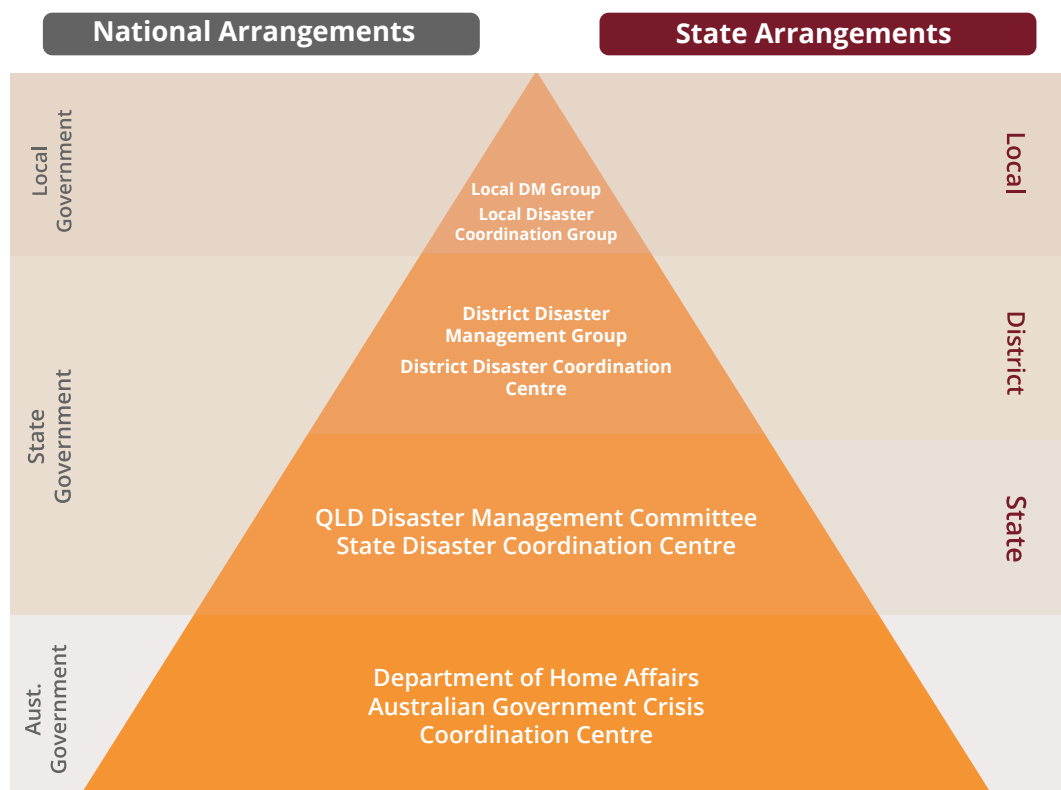
SPS, the Standard, the SDMP, district and local disaster management plans and any relevant disaster management guidelines.

Under s 4A of the Act, disaster management in Qld is based on four principles:

- The comprehensive approach comprising four phases including prevention, preparedness, response and recovery (PPRR) to ensure a balance between the reduction of risk and the enhancement of community resilience, while ensuring effective response and recovery capabilities.
- All hazards approach assumes that the functions and activities used to manage one event are likely to be applicable to a range of events, whether natural or caused by human activity.
- Local disaster management capability is recognised as the frontline for disaster management, primarily due to the benefits of localised knowledge and networks. As per s. 4A(c) of the Act, local governments are primarily responsible for managing events in their local government areas (LGAs) and this is provided through their LDMG.
- Support by the state group and district groups to local governments. Qld's disaster management arrangements comprise a four-tiered system: three levels of government – local, state and federal – and an additional state government tier between local and state levels known as disaster districts. Disaster districts enable a more efficient and effective operational service delivery in support of local communities, and address the size, complexity and diversity of Qld.



**Figure 4: Queensland Disaster Management Arrangements represent the disaster management framework**



## Authorising Environment

The Council undertakes an annual review of the Disaster Management Plan and supporting sub-plans. The Inspector-General Emergency Management each year facilitates the review of local councils' Disaster Management Plan.

The Inspector-General Emergency Management (IGEM) promotes excellence and enables confidence in disaster management arrangements through delivery against the functions prescribed in Section 16C of the Act. To view publications and reports by the Inspector-General, visit [igem.qld.gov.au](http://igem.qld.gov.au). Refer to Figure 3 below to view the Authorising Environment.

## Queensland Disaster Management Act 2003

The Queensland Disaster Management Act 2003 (The Act) provides for matters relating to Disaster Management in Queensland. This Local Plan has been prepared so that it is consistent and complies with The Act. The Disaster Management Act 2003, reprint current 3 July 2017 forms the legislative basis for disaster management activities within all levels of Government in Queensland. The Act allows for formal declaration of a disaster and activation of response mechanisms by Government at the State, District and Local levels. See [www.legislation.qld.gov.au/view/html/inforce/current/act-2003-091](http://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-091)

## Queensland Emergency Management Assurance Framework

This plan is consistent with the principles contained in the Queensland Emergency Management Assurance Framework and the Standard for Disaster Management in Queensland.

The state framework focuses on a comprehensive, all hazards approach with all levels and agencies of government working in partnership to reduce the effects of disasters and emergencies. See [www.igem.qld.gov.au/assurance-framework/Pages/default.aspx#standard](http://www.igem.qld.gov.au/assurance-framework/Pages/default.aspx#standard)

## Queensland State Disaster Management Interim Plan 2023

The Queensland State Disaster Management Interim Plan 2023 (SDMP) outlines Disaster Management principles contained within the Act and guide disaster management in Queensland. These are:

1. Comprehensive approach
2. All hazards approach
3. Local disaster management capability
4. Support to the local level (LDMGs) by district disaster management groups (DDMGs) and the State group, the Queensland Disaster Management Committee (QDMC).

The plan identifies four priority areas that contribute to effective disaster management in Queensland including:

1. Risk management
2. Planning
3. Local focus
4. Resilience

The Queensland State Disaster Management Interim Plan 2023 describes the Queensland Disaster Management Arrangements (QDMA) that implement the guiding principles and objectives of The Act along with the Emergency Management Assurance Framework ('the Framework'). Whitsunday Disaster Management Arrangements. Disaster management and disaster operations in the Whitsunday Regional Council local government area are consistent with the Disaster Management Strategic Policy and Council achieves this by:

- Ensuring a comprehensive, all hazards, all agencies approach
- Supporting the mainstreaming of disaster preparedness and mitigation into relevant areas of activity of government, non-government, small business and corporations
- Aligning disaster risk reduction, disaster mitigation, disaster resilience and climate change adaptation policy and actions with international and national reforms
- Promoting a transparent, systematic and consistent approach to disaster risk assessment and management
- Recognising the commitment of stakeholders and the need for collaboration across all levels of government, community, industry, commerce, government, private sector and volunteers
- Promoting community resilience, continuity and economic sustainability through disaster risk reduction

## Integration with Council Business Planning Procedures

The Council undertakes an annual review of the Disaster Management Plan and supporting plans. The Council, in adopting the annual budget and operational plan, allocates funds and resources to address the disaster management and disaster operations requirements outlined in this plan.

## Local Disaster Management Capability

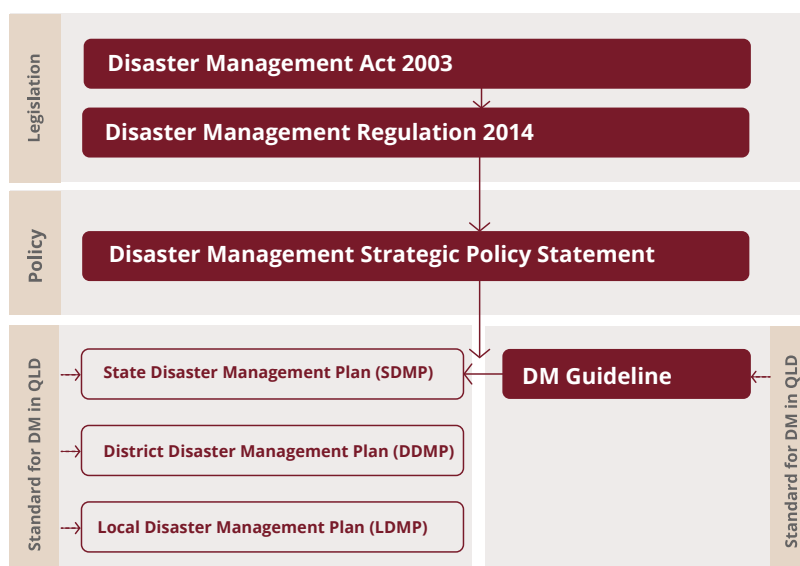
Local disaster management capability is achieved through the Whitsunday Disaster Management Group and council's Disaster Management Unit. The Disaster Management Section provides liaison and networks across all agencies and builds capabilities through training provided by QPS to Whitsunday Disaster Management Group members and council staff.

Local level capability is recognised as the frontline of disaster management. Section 4A(c) of The Act provides that local governments should primarily be responsible for managing events in their local government area. District Disaster Management Groups and the Queensland Disaster Management Committee should provide local governments with appropriate resources and support to assist the local government carry out disaster operations.

Support to the local level (LDMGs) by district disaster management groups (DDMGs) and the State group, the Queensland Disaster Management Committee (QDMC).

The Queensland State Disaster Management Plan 2023 describes the Queensland Disaster Management Arrangements (QDMA) that implement the guiding principles and objectives of The Act along with the Emergency Management Assurance Framework ('the Framework').

**Figure 5: Authorising Environment**





## Standards for Disaster Management

The Standard for Disaster Management (the Standard) in Queensland establishes the performance requirements of all disaster management entities to achieve the best outcomes for the community and is issued according to Section 16N(1) of the Act.

The Standard is an outcomes-based tool. It describes the best possible outcomes for the community during times of emergency and disaster based on local resources, needs, culture, knowledge and circumstance.

**Table 3: Standards for Disaster Management**

Shared Responsibility	Outcomes
Managing Risk	There is a shared understanding of risks for all relevant hazards
	Risk is managed to reduce the impact of disasters on the community
Planning and Plans	There is a shared understanding of how the impact of disasters will be managed and coordinated
	Plans outline and detail how the impact of disasters on the community will be reduced
Community Engagement	Entities proactively and openly engage with communities
	The community makes informed choices about disaster management, and acts on them
Capability Integration	Resources are prioritised and shared with those who need them, when they need them
	Entities develop integrated capabilities and shared capacity to reduce the impact of disasters on the community
Operations	Operations minimise the negative impacts of an event on the community and provide support needed for recovery
Collaboration & Coordination	Entities proactively work together in a cooperative environment to achieve better results for the community
	A collaborative culture exists within disaster management



## Whitsunday Disaster Management Group

The Whitsunday Regional Council considers disaster management and disaster operations to be a joint responsibility held by all member agencies of the Local Disaster Management Group.

### Establishment and terms of reference

In accordance with Section 29 of the Disaster Management Act 2003, Whitsunday Regional Council has established the Local Disaster Management Group.

Council has established the Whitsunday Disaster Management Group, referred to in the plan as the Whitsunday Disaster Management Group. The terms of reference outline overall functions; appointment processes; membership roles and responsibilities related to the Whitsunday Disaster Management Group itself; and administrative arrangements and are available for viewing at Whitsunday Disaster Management Group Terms of Reference.

### Functions of the Group

- To ensure that disaster management and disaster operations in the area are consistent with the State group's strategic policy framework for disaster management for the State.
- To develop effective disaster management planning and capability, and regularly review and assess the disaster management.
- To help the local government for its area to prepare a local disaster management plan.
- To identify, and provide advice to the relevant district group about, support services required by the Whitsunday Disaster Management Group

to facilitate disaster management and disaster operations in the area.

- To ensure the community is aware of ways of mitigating the adverse effects of an event, and preparing for, responding to and recovering from a disaster.
- To manage disaster operations in the area under policies and procedures decided by the State group.
- To provide reports and make recommendations to the relevant district group about matters relating to disaster operations.
- To identify, and coordinate the use of, resources that may be used for disaster operations in the area.
- To establish and review communications systems in the group, and with the relevant district group and other local groups in the disaster district and other local groups in the disaster district of the relevant district group, for use when a disaster happens.
- To ensure information about a disaster in the area is promptly given to the relevant district group.
- To perform other functions given to the group under the Disaster Management Act.
- To perform a function incidental to a function mentioned in paragraphs (a) to (k).

## Membership

The Standard for Disaster Management (the Standard) in Queensland establishes the performance requirements of all disaster management entities to achieve the best outcomes for the community and is issued according to Section 16N(1) of the Act.

The Standard is an outcomes-based tool. It describes the best possible outcomes for the community during times of emergency and disaster based on local resources, needs, culture, knowledge and circumstance.

**Table 4: Whitsunday Disaster Management Group membership as at Date**

Organisation / Agency	Position
Whitsunday Regional Council (WRC)	Chairperson / Mayor
Whitsunday Regional Council (WRC)	Local Disaster Coordinator
Whitsunday Regional Council (WRC)	Local Recovery Coordinator
Queensland Police Service (QPS)	Executive Officer (XO) DDMG
Queensland Police Service (QPS)	Officer in Charge QPS Whitsunday
Queensland Fire Department	Inspector, Manager Regional Development
State Emergency Service (SES)	Local Controller - Whitsunday
State Emergency Service (SES)	Area Controller - Mackay
Queensland Ambulance Service (QAS)	Officer in Charge
Queensland Health	Director of Nursing/Facility Manager Proserpine Hospital
SunWater	Operations Manager, Northern Region
Ergon Energy	Customer Delivery Manager - Herbert
Maritime Safety Queensland	Area Manager Whitsunday
Whitsunday Regional Council (WRC)	Director of Infrastructure Services
Whitsunday Regional Council (WRC)	Public Information Manager

*All members will nominate a deputy to ensure continuity and full agency representation.*



**Table 5: Whitsunday Disaster Management Group Advisors and invited observers as at date.**

Organisation / Agency	Position
North Queensland Bulk Ports Corporation	Emergency Manager
Rural Fire Service Area	Director Mackay
Queensland Reconstruction Authority	Regional Liaison Officer
Queensland Police Service (QPS)	Emergency Management Coordinator
Queensland Health	Disaster and Emergency Preparedness Manager
Queensland Police Service (QPS)	Executive Officer to the Mackay Disaster District
State Emergency Service	Local Controller – Bowen
Department of Transport and Main Roads	District Director
Department of Local Government, Water & Volunteers	North Queensland Manager Procurement and Contract Management
Northern Queensland Primary Health Network	Area Manager

*Other State Agencies, Whitsunday Regional Council Departments and Community Organisations will be called on to provide advice and support to the Group dependant on the nature of the event.*



## Chairperson and Deputy Chairperson

The Mayor of the Whitsunday Regional Council is appointed as Chair of the Local Disaster Management Group. An elected representative (Councillor) is appointed as the Deputy Chair of the Local Disaster Management Group.

## Local Disaster Coordinator

The Whitsunday Regional Council has appointed a council officer as the Local Disaster Coordinator of the Local Disaster Management Group.

The Disaster Management Act 2003 (section 36) prescribes the function of the Local Disaster Coordinator as:

1. To coordinate disaster operations of the local group.
2. To report regularly to the Whitsunday Disaster Management Group about disaster operations
3. To ensure as far as practicable, that any strategic decision of the group about disaster operations are implemented.

## Local Recovery Coordinator

The Local Recovery Coordinator has devolved responsibility to coordinate disaster recovery operations and activities undertaken by disaster response and recovery agencies. Council's Disaster Management Coordinator has been nominated as the Local Recovery Coordinator.

Specific responsibilities include, but are not limited to:

support the Chairperson and Deputy Chairperson of the Local Recovery Groups

- Ensure effective liaison and collaboration with recovery agencies at the local and district levels
- Ensure effective liaison with the Local Disaster Coordinator, including a documented handover during disasters
- Ensure coordination of LRG business, including the establishment of effective recovery arrangements
- Ensure the development of the local event-specific recovery plan across all relevant functional areas of recovery
- Ensure recovery reporting on the progress of the event-specific recovery plan
- Provide advice to the state government on the needs and recovery progress of the affected individuals, communities and other sectors.

Members of the Whitsunday Disaster Management Group are to be involved in the formulation of disaster management strategies and plans for the Whitsunday Regional Council local government area, through participation at full group meetings or through participation in sub-group meetings.



**Table 6: Whitsunday Disaster Management Group Advisors and invited observers as at date**

WDMG Group Role	WDMG Group Responsibility
Chairperson	<ul style="list-style-type: none"> <li>• Manage and coordinate the business of the group</li> <li>• Ensure the group performs its functions</li> <li>• Report regularly to the relevant district group and the Commissioner, Queensland Police Service about the performance by the local group of its functions</li> </ul>
Deputy Chairperson	<ul style="list-style-type: none"> <li>• To provide advice and support to the Chair and WDMG To chair Whitsunday Disaster Management Group Meetings in the absence of the Chair</li> <li>• To provide a link between the WDMG and council</li> <li>• To participate in the issuing of public information and warning</li> </ul>
Local Disaster Coordinator	<ul style="list-style-type: none"> <li>• Coordinate disaster operations for the local group</li> <li>• Report regularly to the local group about disaster operations</li> <li>• Ensure that any strategic decisions about disaster operations by the local group are implemented</li> </ul>
Deputy Local Disaster Coordinator	<ul style="list-style-type: none"> <li>• To undertake the functions of the LDC in the LDC's absence</li> </ul>
Local Recovery Coordinator	<ul style="list-style-type: none"> <li>• To coordinate the local recovery groups</li> <li>• To liaise with functional lead agency representatives and work with identified agencies and the community to develop the specific recovery strategy</li> <li>• To provide advice and support to the Chair and recovery groups</li> <li>• To activate the Disaster Recovery Plan when required</li> </ul>
Whitsunday Regional Council - Director Infrastructure Services	<ul style="list-style-type: none"> <li>• To provide council response and recovery planning advice, and support to the Local Disaster and Recovery Coordinator</li> <li>• To action council's emergency response</li> </ul>
Department of Transport and Main Roads Representative	<ul style="list-style-type: none"> <li>• Liaison between the agency and the Whitsunday Disaster Management Group</li> </ul>
Public Information Officer	<ul style="list-style-type: none"> <li>• Preparation and dissemination of public information and warnings prior to and during an event</li> </ul>
Queensland Ambulance Service Representatives	<ul style="list-style-type: none"> <li>• Liaison between the agency and the Whitsunday Disaster Management Group</li> </ul>
Queensland Police Service (Emergency Management Coordinator)	<ul style="list-style-type: none"> <li>• To provide advice and support to the Chair and the LDC</li> <li>• Liaison between the agency and the Whitsunday Disaster Management Group</li> <li>• Link to the Qld Disaster Management System</li> <li>• Policy advice about Qld Disaster Management system</li> <li>• Assessment of the Local Plan</li> <li>• Training delivery as per the QDMTF</li> </ul>
Queensland Police Service	<ul style="list-style-type: none"> <li>• Liaison between the agency and the Whitsunday Disaster Management Group</li> </ul>
Queensland Fire Department (Rural Operations)	<ul style="list-style-type: none"> <li>• Liaison between the agency and the Whitsunday Disaster Management Group</li> </ul>
Queensland Police Service	<ul style="list-style-type: none"> <li>• Liaison between the agency and the Whitsunday Disaster Management Group</li> </ul>
State Emergency Services (SES)	<ul style="list-style-type: none"> <li>• Liaison between the SES and the Whitsunday Disaster Management Group</li> </ul>

**Table 7: Whitsunday Disaster Management Group Lead Agency Roles and Responsibilities**

Agency	Roles and Responsibilities
Whitsunday Disaster Management Group	<ul style="list-style-type: none"> <li>• Functions as allocated to the group under s30 of The Act.</li> <li>• Development of a comprehensive local disaster management plan</li> <li>• Design and maintenance of a public education/awareness program, which is delivered through Council and member agency resources</li> <li>• Support for the coordination of response agencies through the Whitsunday Disaster Coordination Centre</li> <li>• Provision of public information prior to, during and following disaster events</li> <li>• Recommended areas to be considered for directed evacuation</li> <li>• Public advice regarding voluntary evacuation</li> </ul>
Whitsunday Regional Council	<p>Perform the following roles and responsibilities in support of the Local Group:</p> <ul style="list-style-type: none"> <li>• Management, support, policy advice and coordination of the business of the Whitsunday Disaster Management Group and its sub-groups, including the development and maintenance of disaster management plans and sub plans</li> <li>• Identification, development, maintenance and operation of a Whitsunday Disaster Coordination Centre at a primary location and maintenance of alternative locations</li> <li>• Identification and delivery of training and staffing required to operate the Whitsunday Disaster Coordination Centre</li> <li>• Coordination of disaster operations by the LDC through the Whitsunday Disaster Coordination Centre for the Whitsunday Disaster Management Group ensuring that strategic decisions of the Whitsunday Disaster Management Group are implemented</li> <li>• Lead and coordinate recovery operations and provide immediate community support and recovery needs in conjunction with the Department of Treaty, Aboriginal and Torres Strait Island Partnerships, Communities and the Arts, and relevant</li> <li>• Agencies and stakeholders, including the management and operation of evacuation centres</li> <li>• Assist the community to prepare for, respond to and recover from an event or disaster</li> <li>• Issue of public information or warnings about disaster situations in accordance with Local Plan</li> </ul> <p>Provide advice and support to the DDC. General Council responsibilities:</p> <ul style="list-style-type: none"> <li>• Development and maintenance of prevention and mitigation strategies such as Land Use Planning and Capital Works programs</li> <li>• Development and maintenance of a response plans where the Council is identified as the Lead Agency</li> <li>• Identification and delivery of training and staffing required to operate the Whitsunday Disaster Coordination Centre</li> <li>• Development and maintenance of communications systems between response and recovery agencies and coordination centres</li> <li>• Maintenance (including debris clearance) of local roads and bridges</li> <li>• Collection and interpretation of information from rainfall and flooding telemetry systems, conjointly with the Bureau of Meteorology</li> <li>• Maintenance of rainfall and flooding telemetry and warning systems</li> <li>• Community awareness and education for risks for which Council is lead agency</li> </ul>
Queensland Ambulance Service	<ul style="list-style-type: none"> <li>• Provide, operate and maintain ambulance services</li> <li>• Access, assess, treat and transport sick and injured persons</li> <li>• Protect persons from injury or death, during rescue and other related activities</li> <li>• Coordinate all volunteer first aid groups during major emergencies and disasters</li> <li>• Provide and support temporary health infrastructure where required</li> <li>• Collaborate with Retrieval Services Queensland in the provision of paramedics for rotary wing operations</li> <li>• Participate in search and rescue, evacuation and victim reception operations</li> <li>• Participate in health facility evacuations</li> <li>• Collaborate with Queensland Health in mass causality management systems</li> <li>• Provide disaster, urban search and rescue, chemical hazard, biological and radiological operations support with specialist logistic and specialist paramedics</li> </ul>



# Roles and Responsibilities of the WDMG

Agency	Roles and Responsibilities
Queensland Fire Department	<ul style="list-style-type: none"> <li>• Primary response agency for structural, bushfire, chemical/hazmat related incidents</li> <li>• Provide advice, chemical analysis and atmospheric monitoring at relevant incidents</li> <li>• Provide mass and technical decontamination capability</li> <li>• Provide rescue and search functions and perform other operations to help and protect injured persons from danger or potential danger</li> <li>• Distribute and develop (where primary agency) warnings to disaster management stakeholders and communities</li> <li>• Facilitate and authorise Emergency Alert campaigns to provide advice and warning to communities affected by disasters and emergency situations</li> <li>• Prepare guidelines to inform local governments and district and state groups of disaster management related matters</li> <li>• Establish and maintain arrangements between the state and the commonwealth about matters relating to effective disaster management</li> <li>• Ensure disaster management and disaster operations are consistent between plans, policies, standards and guidelines</li> <li>• Ensure that persons performing functions under the Disaster Management Act 2003 in relation to disaster operations are appropriately trained</li> <li>• Provide advice and support to the state group and local and district groups in relation to disaster management and disaster operations</li> <li>• Ensure the collaborative development of the Queensland Emergency Risk Management Framework and the state-wide risk assessment</li> <li>• Maintain situational awareness and reporting capability and capacity through the SDCC Watch Desk</li> <li>• Emergency supply acquisition and management of supplies and services in support of disaster operations</li> <li>• Resupply of essential goods (food and basic commodities) to temporarily isolated communities, properties and individuals</li> <li>• Ensure the capability and capacity of Disaster Assistance Response Teams to assist communities affected by disasters or emergency situations</li> <li>• Undertake damage assessment's function (residential and commercial structures) as soon as practical post disaster/emergency situation and provide findings to disaster management stakeholders</li> </ul>
Queensland Health	<ul style="list-style-type: none"> <li>• Lead agency for response functions of public health, mental health and medical services, mass causality management, mass fatality management, including victim identification (with QPS) and emergency medical retrieval</li> <li>• Provide health emergency incident information</li> <li>• Primary agency for heatwave, pandemic, influenza, biological and radiological incidents</li> </ul>
Queensland Police Service	<ul style="list-style-type: none"> <li>• Preserve peace and good order</li> <li>• Operational responsibility for first response to terrorism</li> <li>• State Search and Rescue authority and responsible for the coordination of search and rescue operations</li> <li>• Provide support to Whitsunday Disaster Management Group</li> <li>• Manage the registration of evacuees and inquiries in partnership with Australian Red Cross</li> <li>• Provide traffic management coordination including assistance with road closures and maintenance of roadblocks</li> <li>• Conduct coronial investigations 4 Provide a Disaster Victim identification capacity</li> </ul>

**Table 8: Function Lead Agency**

Agency	Roles and Responsibilities
Animal Management	Council/Public Health Officer
Communication Technology	Council/Information Officer
Dam Management	Sunwater
Whitsunday Disaster Coordination Centre (WDCC)	Council/Local Disaster Coordinator
Electricity Supply	Ergon/Energex Queensland
Emergency Medical Care	Queensland Ambulance Service
Evacuation	Queensland Police Service
Evacuation Centre Management	Council/Whitsunday Disaster Coordination Centre/Red Cross
Explosions and Chemical Hazards	Queensland Fire Department
Fire Fighting	Queensland Fire Department
Floodwater Rescue	Queensland Fire Department and State Emergency Service
Hazardous Materials	Queensland Fire Department
Land Search	Queensland Police Service assisted by State Emergency Services
Mapping	Council/Head of Information Technology
Marine Oil Spill	Department Transport and Main Roads (Maritime Safety Qld)
Medical Evacuation and Transport	Queensland Ambulance Service
Medical Services	Queensland Health
Pollution Control	Environment Council
Public Health	Queensland Health
Pre- Hospital Care	Queensland Ambulance Service
Public Information	Council – Whitsunday Disaster Management Group Media Liaison Officer
Public Warnings	Lead Agency will depend upon Situation e.g. BoM for Severe Weather
Recovery Coordination	Local Recovery Coordinator
Rescue	Queensland Police Service
Rubbish/Debris Removal	Council
Safety of Damaged Buildings	Queensland Building and Construction Commission (QBCC)
Search Coordination	Queensland Police Service
Security of Property/Scene	Queensland Police Service
Storm and Flood	State Emergency Service (SES)
Swift Water Rescue	Queensland Fire Service and State Emergency Service
Telecommunications - Regional	Telstra and Optus
Terrorism	Queensland Polic Service
Traffic Control	Queensland Police Service
Traffic Planning for Local Roads	Council
Transport of People	Council - may require assistance from DTMR through DDMG
Transport of Goods/Supplies/ Resources	Council - may require assistance from DTMR through DDMG
Urban Search and Rescue (USAR)	Queensland Fire Department and State Emergency Service (SES)
Water Supply/Sewerage	Council

## Notice - Membership of the Whitsunday Disaster Management Group

The Whitsunday Regional Council gives annual written notice of the members of the group to:

- The Executive Officer of the State Group
- The District Disaster Coordinator
- Whitsunday Disaster Management Group activities

## Meetings of the Whitsunday Disaster Management Group

The Whitsunday Disaster Management Group must meet at least once in every six months. However, the Whitsunday Disaster Management Group has elected to meet up to eight times each year with meetings timed to take into account higher risk periods. Local subgroups will meet as required to develop sub plans for functions of the Whitsunday Disaster Management Group.

During disaster and emergency situations a Whitsunday Disaster Management Group extraordinary meeting may be called and be held either in person or via teleconference to consider and discuss the situation.

For extraordinary meetings, notice of a meeting may be communicated by SMS, email or a telephone call to members as soon as it is determined that a meeting of the Whitsunday Disaster Management Group is required.

Minutes of each meeting will be prepared and retained as required by legislation. An Action Register will also be prepared and maintained to provide a running log of actions of the Whitsunday Disaster Management Group and as a reference document and historical document of past Whitsunday Disaster Management resolutions and actions.

Following each Whitsunday Disaster Management Group meeting contact lists for the group and associated sub-groups shall be updated. The revised contact listing will be sent to District Disaster Management Group members with the minutes of the meeting for member's retention. participation in sub-group meetings.

## Building Capacity

This Whitsunday Disaster Management Plan has detailed the agreed lead agencies for specific hazards with each agency having agency specific responsibilities for the initial response to a disaster event. It is their responsibility to plan for their response to a particular disaster event.

Each agency, particularly lead agencies, identifies in reports at meetings of the Whitsunday Disaster Management Group the status of their preparedness, and the extent of their response capability.

Each Whitsunday Disaster Management Group member agency is responsible for taking actions to establish and sustain its own disaster response capability including providing equipment and a suitable number of trained persons effectively deal with, or help another entity deal with, a disaster event.

The Whitsunday Disaster Management Group experiences activations of the Group and the Whitsunday Disaster Coordination Centre for disaster events that impact the Local Government area. As well as activations for actual events, the Group conducts response exercises for a range of hazards and scenarios to assess the capacity of member agencies to respond to and recover from a disaster event.





## Whitsunday Profile & Characteristics

### Geography

The Whitsunday Regional Council is located in Central Queensland and covers 2.3 million hectares. The council area is comprised of a mainland section and 74 offshore islands.

The Whitsunday council has 514km of coastline. The mainland is traversed from southeast to northwest by the Leichhardt and Clarke Range, which is part of the Great Dividing Range, and comprises dissected hills with steep slopes, sloping down to the coastal plains.

The Conway Range is a small coastal mountain range which comprises hills and mountains with elevations reaching 820m at Mount Dryander and 561m at Mount High. The coastal mountain ranges and offshore islands are mostly formed from acid to intermediate volcanic rocks while inland ranges are formed from intrusive granites and sedimentary rocks. The south-western section of the Shire forms the northern extent of the Bowen basin where large deposits of coal are found.

The Whitsunday Regional Council has a complex network of river systems and water storages. The main river basins in the region are the:

- Burdekin River
- Bowen River
- Broken River
- Bogie River
- Suttor River
- Don River
- Proserpine River

The two main water storages in the region are the Burdekin dam on the northern boundary and the Proserpine dam closer to the coast. The Burdekin dam has a capacity of 1,860,000 megalitres and the Proserpine Dam 486,000 megalitres.

**Figure 6: Locations of the main river basins in the Whitsunday region (credit: Healthy Rivers to Reef Partnership Mackay | Isaac | Whitsunday)**



## Climate

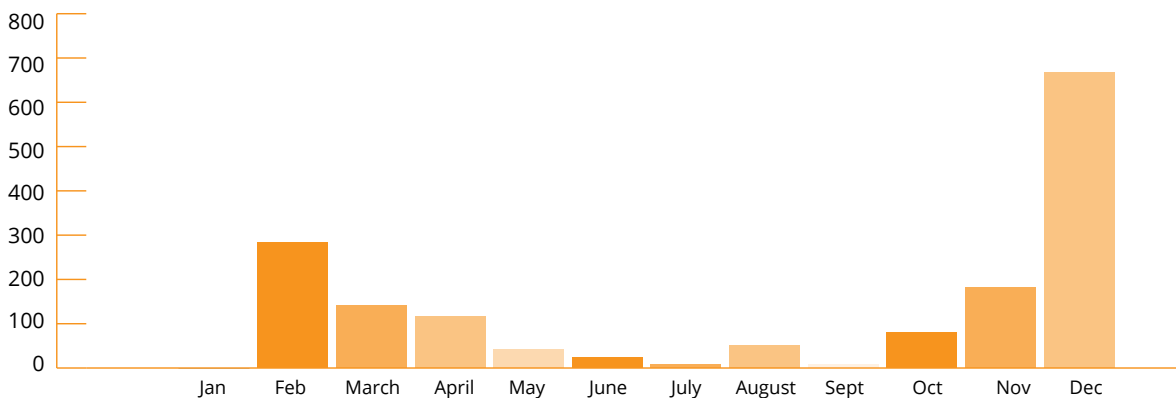
The Whitsunday region is located in Central Queensland between 20.40 and 19.40 degrees south of the equator. The climate of the Whitsunday region includes the dry subtropics in the north and west of the region and sub-tropical humid climate in the southeast of the region.

The average annual rainfall ranges from 2200mm per year in Conway in the east to less than 600mm per year in Mount Coolon. The average annual rainfall for Proserpine is 1490mm, Bowen is 850mm and Collinsville is 680mm a year (figures 7 ,8 and 9).

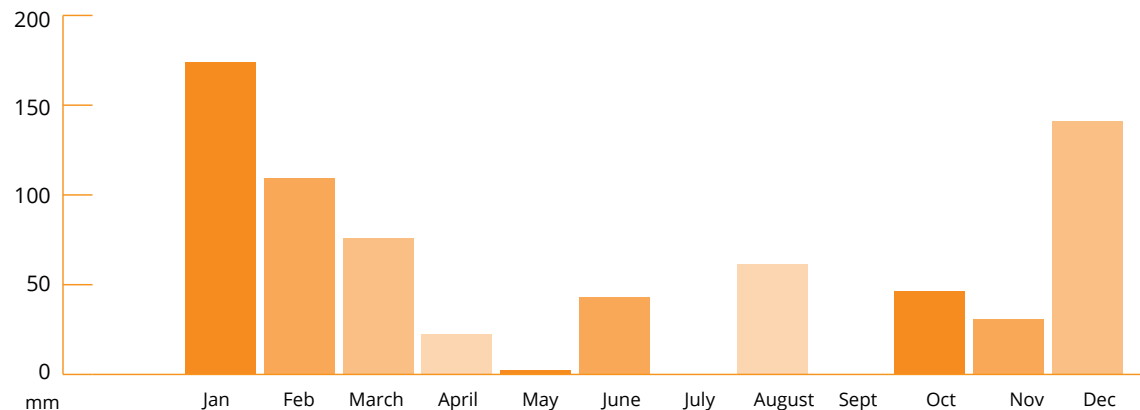
In the coastal humid areas, frosts on the coastal flood plain may occur in some years. Further west in the dry tropics, frosts are more common

area. As well as activations for actual events, the Group conducts response exercises for a range of hazards and scenarios to assess the capacity of member agencies to respond to and recover from a disaster event.

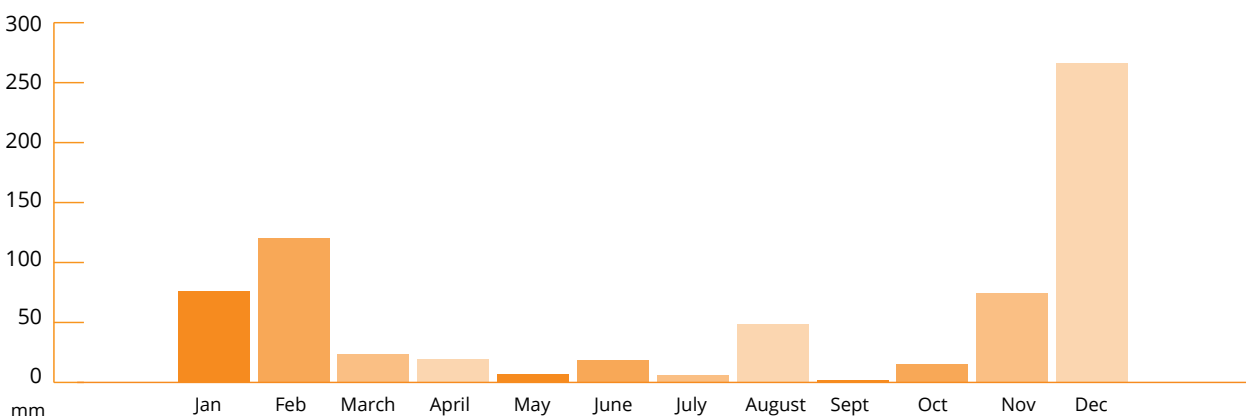
**Figure 7: Proserpine Annual Rainfall**



**Figure 8: Collinsville Annual Rainfall**



**Figure 9: Bowen Annual Rainfall**



## Environment

The Whitsunday region is globally renowned for its natural treasures, epitomised by its extensive fringing reef and out-reef ecosystems, integral parts of the esteemed Great Barrier Reef, which annually draw over 700,000 visitors. Complementing these marine marvels are the region's vast National Parks and protected areas, with the majority of the Whitsunday islands declared national park areas, including the sprawling Conway National Park covering 22,500 hectares of mainland.

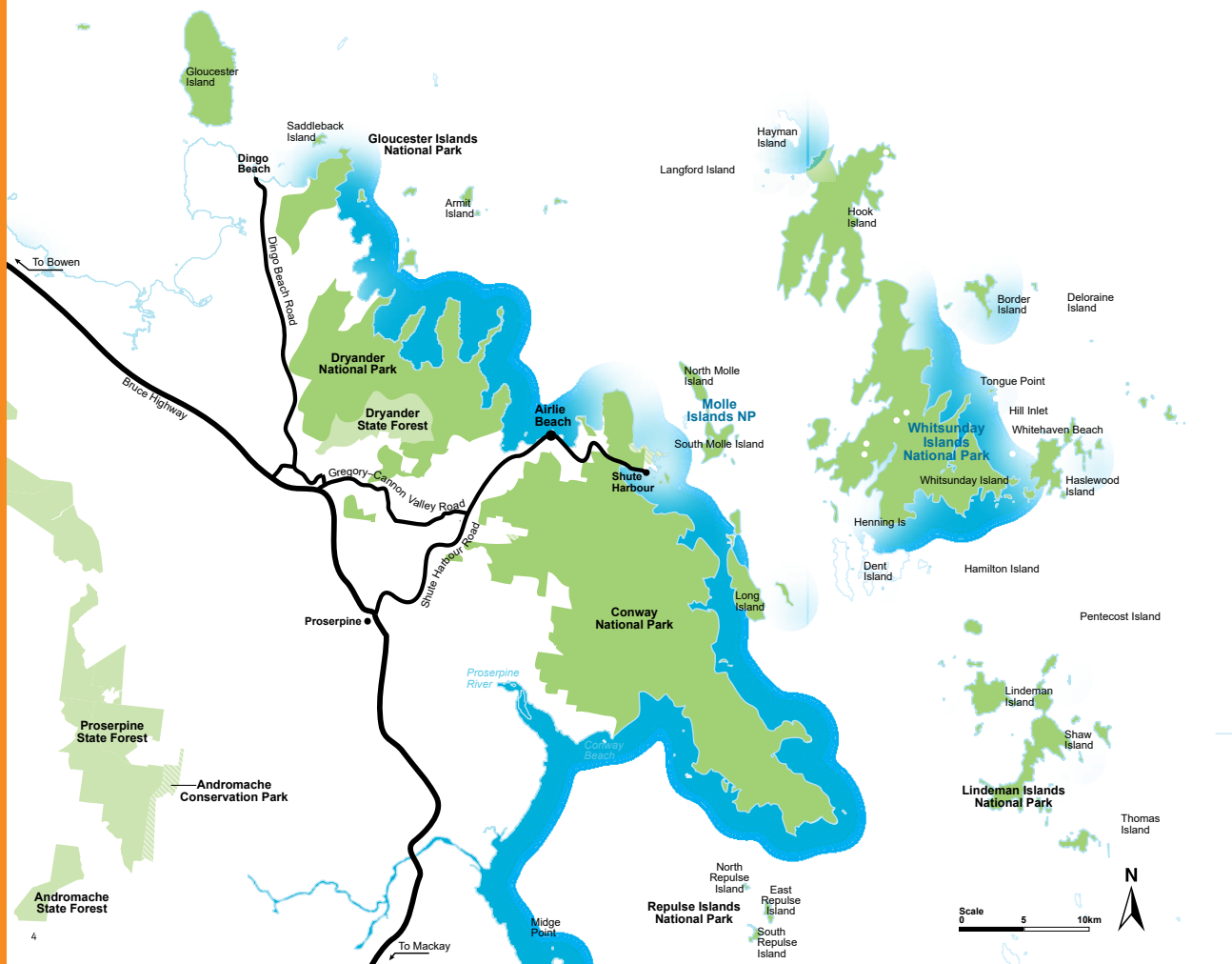
Geology and climate shape the region's diverse vegetation communities, ranging from subtropical rainforests to eucalypt woodlands, covering approximately 40% of the area, while dominant land uses include cattle grazing in dry inland areas and sugarcane and horticulture along the coast.

Despite the allure of its natural splendour, the Whitsunday environment confronts multifaceted challenges, including coastal development, and pollution, endangering the health of coral reefs and terrestrial ecosystems.

Sustainable management and conservation initiatives are pivotal to safeguarding the region's ecological integrity for future generations.

Yet, amidst these challenges, the Whitsunday environment remains a sanctuary for wildlife and a haven for outdoor enthusiasts, offering a plethora of activities such as sailing, snorkelling, and bushwalking, inviting all to immerse themselves in the wonders of nature. In conclusion, the Whitsunday region's environment stands as a testament to the beauty and fragility of our natural world, beckoning us to cherish and protect it as a precious legacy for generations to come.

**Figure 10: National Park and State forest areas in the Whitsunday region (Source QLD Globe, 2024).**



## Demographics

### Current population

Understanding the demographic composition of the Whitsunday Local Government Area (LGA) is essential for effective disaster planning, resource allocation, and resilience-building. The region's diverse and growing population, spread across expansive geography, presents both challenges and opportunities for disaster response and community engagement.

#### Population Growth and Distribution

As of the 2024 ABS estimate, the Whitsunday LGA has a residential population of 40,744, reflecting a steady growth from 37,152 in the 2021 Census. The annualised population growth rate between 2016 and 2021 stands at 1.9%, indicating a region attractive for both residents and investors due to its lifestyle and economic prospects.

Key urban and rural centres include:

- Cannonvale: emerging as the region's principal residential and commercial centre.
- Airlie Beach: a major tourism and hospitality hub.
- Proserpine: the administrative heart, with strong agricultural and government services.
- Bowen and Collinsville: economic diversification zones focusing on agriculture, energy, tourism, and emerging industries such as aerospace.

With a land area of 2,381,897 hectares, the population density remains low at 0.02 persons per hectare, indicating the challenges of providing infrastructure and emergency services across vast areas.

### Age Structure

The median age of residents is 40 years, indicating a balanced mix of young families, working-age adults, and retirees. This age diversity must be considered in emergency planning, especially in designing communications and support services for vulnerable groups like children and the elderly.

### Socio-Economic Profile

- Median personal weekly income is \$795, equating to approximately \$41,387 annually, consistent with regional Queensland averages.
- The labour force participation rate stands at 61.04%, indicating a moderately active working population.
- Economic activities are diverse, with major employment sectors in tourism, agriculture, mining, public administration, and emerging sectors such as aviation technologies.

### Cultural and Community Dynamics

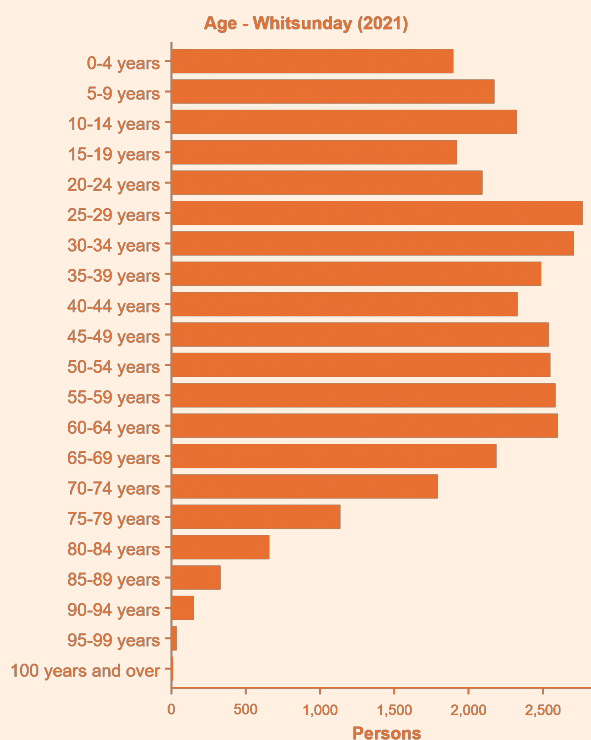
The Whitsunday region comprises a predominantly Australian-born population with increasing cultural diversity, particularly in urban centres. Community cohesion, tourism exposure, and workforce mobility play roles in shaping the region's disaster resilience capacity.

### Implications for Disaster Planning

The demographic characteristics of the Whitsunday LGA—particularly population dispersion, age distribution, and regional growth—underscore the need for:

- Targeted risk communication for different age and income groups.
- Resilient infrastructure to support growing urban centres and isolated communities.
- Planning for vulnerable populations, including elderly residents and remote communities with limited access.

By incorporating demographic insights into disaster preparedness and response strategies, the Whitsunday region enhances its ability to safeguard residents, maintain critical services, and recover effectively from natural and human-made disasters.





**Table 9: Estimated 2023 Population WRC Townships, communities and rural locations**

Localities (SA1's)	Population
Airlie, Beach, Jubilee Pocket, Shute Harbour, Mandalay	5,008
Cannonvale & Woodwark	8,270
Cannon Valley & Growth Corridor Balance	3,261
Proserpine	4,018
Proserpine Surrounds	1,431
Conway & Wilsons Beach	1,609
Dingo Beach & Hydeaway Bay	971
Bowen	10,379
Bowen Surrounds	539
Collinsville & Scottville	2,880
Whitsunday Island	2,346
<b>Total</b>	<b>39,712</b>

### Tourist Numbers

The Whitsunday Region attracted 765,000 overnight tourist visitors in 2023. On any one day, tourist numbers can be up to about 10,000.

The main tourism season of August to January includes the early part of the tropical cyclone season (November to April) when community vulnerability to destructive winds, storm surge and flooding are at their highest.

This temporary population needs to be considered in planning for natural disasters, and to ensure that means of rapidly raising their awareness and preparedness in the event of a natural disaster is included in disaster risk planning. Overseas visitors from non-English speaking backgrounds have special needs in this regard.

Tourism is concentrated in Airlie Beach, Cannonvale and Jubilee Pocket and a small number of the offshore islands (Hamilton Island, Hayman Island, Long Island, Daydream Island, and Hook Island).

## Community Capacity

The Whitsunday Disaster Management Group is proactive in its public education programs to assist the community in developing plans and implementing measures that contribute to prevention, preparedness, response to and recovery from disaster events.

The Whitsunday Disaster Management Group is actively engaged in public education programs to support our community in developing and implementing plans and measures for disaster prevention, preparedness, response, and recovery.

The community has capacity within the following Council and Emergency Service Facilities within the Region to manage at least the initial impact of a disaster event:

Whitsunday Regional Council's Infrastructure Services Department, with locations in Proserpine, Cannonvale, Bowen, and Collinsville.

- Whitsunday Regional Council's Environmental Health Department, with locations in Proserpine and Bowen.
- SES Facilities and personnel stationed in Proserpine, Cannonvale, Dingo Beach, and Bowen.
- Queensland Police Service facilities and personnel situated in Proserpine, Cannonvale, Bowen, and Collinsville.
- Queensland Fire Department facilities and personnel stationed in Cannonvale, Proserpine, Bowen, and Collinsville.
- Queensland Ambulance Service facilities and personnel located in Proserpine, Cannonvale, Hamilton Island, Bowen, and Collinsville.
- Queensland Health facilities and personnel serving Proserpine Hospital, Bowen Hospital, Collinsville Hospital, along with Private Medical Practices in Proserpine, Cannonvale, Airlie Beach, and Bowen.
- Whitsunday Recovery Group, consisting of recovery stakeholders and community organisations.

These government agencies have the capability to request additional resources within their own organisations when local resources are fully utilised and exhausted.

The Whitsunday Disaster Management Group has successfully collaborated with Island Resorts and Communities to develop their own Disaster Management Plans for resorts and facilities. This proactive measure reduces the need for external assistance during disaster events.

## Industry

Proserpine is one of the two main administrative centres for the Regional Council and houses the Whitsunday Regional Council Main Office. The Proserpine Sugar Mill, along with many other small businesses and industries, supports not only the sugar industry but also the growing tourism sector. Traditional industries in the Proserpine region primarily include sugar growing and milling, as well as cattle grazing in the western sections.

Bowen, located to the north of Proserpine, is a significant small crop farming community within the Delta areas, with cattle grazing prevalent in most large commercial fishing fleet catering to both domestic and export markets. Industries supporting these activities have flourished in Bowen.

Collinsville, situated to the west of Bowen, is a long-established coal mining community, with a significant power-generating solar farm nearby. Coal mined in the Bowen Basin is transported by rail to the Abbot Point coal loading facility for export.

## Public building, spaces and special events

Located through the Region are a number of public and private schools which are not only used for education purposes but also for public gatherings. These buildings are as follows:

- Proserpine State High and Primary School
- Bowen State High and Primary School
- St Catherine's Catholic School Proserpine
- St John Bosco Catholic Primary School Bowen
- St Mary's Catholic Primary School Bowen
- Whitsunday Christian School
- Cannonvale Primary School
- Queens Beach Primary School
- Collinsville State High and Primary School

**Sporting Complexes** within the Shire include the Les Stagg Oval and the Junior Sporting Complex in Proserpine and the Whitsunday Sports Park at Airlie, Bowen Sports Ground and Showground, General Sports Complex Collinsville. PCYC's are established at Airlie and Bowen.

**Shopping Centres** which are subject to gatherings of people are the Whitsunday Plaza in Cannonvale, Whitsunday Shopping Centre in Cannonvale, Proserpine Business Centre Drake's complex in Proserpine and the Bowen Plaza Shopping Centre and IGA Supermarket complex. There is also Cornetts IGA in Collinsville and a FoodWorks supermarket.

**The Airlie Beach Lagoon** is located on the foreshore of Airlie and is one of the biggest daily public crowd attractors in the Region. Annually the Airlie foreshore is the venue for the Reef Festival, Schoolies Week which attracts significant crowds for the duration of the event.

The **Bowen Foreshore** attracts significant public use during normal working days and events held throughout the year that attract significant locals and visitors to the location.

## Key Infrastructure

### Health and Emergency Services

The Proserpine Hospital located in Herbert St Proserpine is the Primary hospital within the Region and has limited emergency response resources. In recent years, the Proserpine Hospital has treated about 3,000 patients annually. Regional hospital facilities are available in Mackay with smaller facilities at Bowen and Collinsville. A Community Health facility is located in Altman Avenue Cannonvale, Bowen and Collinsville. Aged care facilities are located in Proserpine and Bowen.

### Recovery centres

The Whitsunday Evacuation Sub Plan identifies a number of buildings that may be utilised as Recovery Centres following the impact of a disaster event.

These buildings include Airlie Beach PCYC, Cannonvale TAFE College, Bowen PCYC and other specific sites. The Local Recovery Group will notify the locations of Recovery Centres when they are activated.



### Cyclone shelters

Designated Cyclone Shelters have been provided by the Queensland Government at the Proserpine State Primary School and the Bowen State High School. These buildings will be operated by the Whitsunday Regional Council in accordance with the Policy and Procedures of the Operational Sub Plan “Proserpine Public Cyclone Shelter” and Operational Sub Plan “Bowen Public Cyclone Shelter”.

## Essential Services

### Communications

The majority of the communication systems in the urban and rural areas comprise underground cables and telephone exchanges operated by Telstra. Telecommunication infrastructure also includes a number of mobile telephone towers which are operated by Telstra, Optus, Vodafone and other service providers.

### Transport

#### Roads

The arterial road network servicing the population centres within the Region is the Bruce Highway which provides access to both the North and South of the Region. These roads are subject to significant flooding during normal wet season rainfall events and also during and following cyclonic events.

#### Rail

The North Coast Rail Line passes through the region from Mackay in the South to the Burdekin in the north with Proserpine and Bowen being main transit and freight centres. This line is subject to inundation during times of extreme seasonal weather conditions and can remain non-operational for a considerable period of time. A significant rail link is established between the Bowen Coal basin and the coal loading facility at Abbot Point.

#### Air

The Region is serviced by two airports of commercial Jet capacity. The mainland airport is situated south of Proserpine with the second airport situated on Hamilton Island. A general aviation aerodrome (light aircraft) is located at Shute Harbour and at Bowen and Collinsville.



When and as weather conditions permit the two jet airports can be utilised as points for evacuation following an event or for re supply purposes. The general aviation aerodromes could be used for aircraft engaged in reconnaissance or people movements from the island resorts and isolated areas.

#### Sea

Sea access between the mainland and the Island resorts is provided by commercial operators through commercially owned and operated transit facilities at Shute Harbour, Abell Point and Port of Airlie. These resources are key facilities necessary for the implementation of any evacuation plans necessary to remove disaster affected persons from resorts or to commence supply of medical assistance or resupply of goods to resorts to commence recovery operations.



## Water supply

The Whitsunday Regional Council owns and operates a reticulated water supply systems for Proserpine, Mount Julian and the Whitsunday area (which includes Cannonvale, Airlie, Jubilee Pocket and Shute Haven) and Bowen and Collinsville.

The primary water supply for Proserpine and Whitsunday is sourced by pumping from the bore fields located at various sites drawing from the Proserpine Alluvial Groundwater which is supplemented by Sunwater releases from the Peter Faust Dam. Following treatment at Proserpine Water Treatment Plant, water for Proserpine is pumped to low level storage in Proserpine and to high level reservoir by booster pump which then supplies the Proserpine reticulation network that supplies our customers.

Water for the Whitsunday area is pumped from Proserpine Water Treatment Plant directly to the Whitsunday area series of high level reservoirs. All pumping is dependent on electricity supply, augmented via onsite solar power supply and in emergencies via backup generators.

The primary water supply for Bowen is sourced from sand beds in the Proserpine River downstream from the Peter Faust Dam. The supply is pumped direct from the points of supply to high level reservoirs located within the Bowen and reticulated to all residences within the Bowen water area. All pumping is dependent on electricity supply with augmented solar power supply at Bowen Water Treatment Plant and Pumping Station together with emergency backup generators.

The primary water supply for Collinsville is Sunwater Supply Pipeline from Eungella Dam to a holding facility and then gravity feed to a treatment plant. Following treatment, the supply is pumped to reservoirs for reticulation to both Collinsville and Scottsville. All pumping and treatment are dependent on electricity supply.

## Sewerage

Proserpine has a reticulated sewerage system, with the sewerage treatment plant located adjacent to the Proserpine River downstream of the Bruce Highway. The system has a series of eight pump stations from which rising mains deliver the sewerage to the treatment plant. Discharge from the plant is to the adjacent Proserpine River. The system is totally dependent on electricity supply.

The Town of Whitsunday also has a reticulated sewerage system which includes 17 pump stations and a series of raising mains which deliver sewerage to the treatment plant located at Cannonvale. Discharge from the plant is pumped to an ocean outfall system adjacent to Pigeon Island. The system is totally dependent on electrical supply.

Bowen has a reticulated sewerage system which includes 30 pump stations and rising mains delivering sewerage to the treatment plant located at Dalrymple Point. Discharge from the plant is to an approved ocean outfall and also to selected parks for irrigation. All pumping and treatment are dependant of supply of electricity.

Collinsville is serviced by a reticulated sewerage system which includes a series of pump stations of various capacities at selected locations. Treatment is undertaken at a plant between Collinsville and Scottsville. Discharge from this plant is to an approved location in Carpet Snake Creek and land distribution. All pumping, treatment and discharge is dependent on electricity supply for operation.

All systems are dependent on electrical supply for pumping, treatment, and discharge. To mitigate the risks of power loss, particularly during disaster events, council maintain a number of generators, some of which are permanently stationed at treatment plants, while others are mobile and can be deployed as needed. As part of our Business Continuity Plans, we ensure these generators are accounted for, including considerations for fuel supply and readiness for deployment during peak disaster seasons.

## Power

Powerlink Queensland operates the electricity transmission infrastructure supplying power to the region from the Proserpine substation. Proserpine substation is supplied at 132 kilovolts from Collinsville North substation located adjacent to the decommissioned Collinsville Power Station. Collinsville North substation is supplied at 275kV by two substations, Strathmore and Nebo.

Ergon Energy is the operator of the local sub transmission and distribution network which provides power to consumers of the Whitsunday Regional Council area. There is a limited back up supply available in Proserpine in the event of a major failure of Powerlink's transmission infrastructure. Contingent supply options are dependent on the nature of an asset failure and may include limited supply via Ergon's sub transmission network or localised generation connection at critical distribution nodes.

## Hazardous sites

Hazardous Chemical Storage Sites:

Various workplaces and industrial sites in Whitsunday handle, store, and use hazardous chemicals. These include fuel storage depots, chemical manufacturing plants, and agricultural supply companies. These sites must comply with the emergency planning requirements stipulated by Queensland's Work

Health and Safety Regulation 2011, especially if the quantities of chemicals exceed specified thresholds (QLD Fire).

A number of sites that produce or store hazardous materials that by content of the storage and the location of the site have the potential to be a risk to the community exist. Those sites identified are as follows:

- Proserpine Cooperative Sugar Mill located in Faust St Proserpine
- Elgas Depot Anzac Rd Proserpine



## Our Local Risks

The following is a list of all the credible hazards that may impact the area within the boundaries of the Whitsunday Regional Council.



### Cyclone

Tropical cyclones, intense low-pressure systems forming over warm tropical waters, pose significant risks to the Whitsunday region, particularly during the cyclone season from November to April.

With a 20% likelihood for Category 1-2 and 3-10% for Category 3-5 cyclones, they bring destructive winds, heavy rainfall, and storm surges, causing extensive damage and flooding.

Historical cyclones like Debbie (2017), Ului (2010), and Ada (1970) have severely impacted the region. Though future cyclones may be less frequent, they are expected to be more powerful.

The region has robust mitigation measures, including cyclone-resistant infrastructure, evacuation plans, and public awareness campaigns. However, infrastructure remains vulnerable, leading to disruptions in transportation, communication, and utilities.

Cyclones can also strain medical services, disrupt communities, and affect key industries such as tourism, agriculture, and fisheries. Environmentally, cyclones can damage the Great Barrier Reef and local ecosystems, with long-term recovery efforts needed to restore ecological balance.



### Flooding

In addition to flooding as a result of a cyclonic impact the river and creek systems within the Region can be subject to significant flood events as a result of monsoonal weather patterns resulting in prolonged periods of heavy rainfalls.

Flooding, resulting from major river catchment overflow, flash floods, or storm tides during tropical cyclones, poses significant risks.

The Whitsunday community is proactive in mitigation efforts, implementing early warning systems, evacuation plans, infrastructure upgrades, and public education. Infrastructure, such as roads and powerlines, often suffers damage, leading to transportation and communication disruptions.

Frequent road closures due to flooding isolate parts of the community, affecting access to essential goods and services.

Severe weather also impacts social services and medical care, leading to displacement and increased health risks. Community resilience and preparedness are critical in managing these events, with local authorities and agencies working collaboratively to ensure safety and recovery.



## Severe Storms

Severe weather events, including damaging winds, heavy rain, and abnormally high tides, are common in the Whitsunday region, with climate change contributing to their increasing frequency and intensity.

Severe thunderstorms during the summer months can result in hail, lightning damage to the electricity network, in addition to strong winds and intense rainfall. As well as flooding, intense rainfall can result in landslips. Thunderstorm duration is much shorter than that of cyclones, but they occur more frequently.



## Storm Tide

Storm tides, commonly associated with tropical cyclones in the Whitsunday region, result from storm surges combined with normal tidal levels, causing coastal flooding and significant environmental, social, and economic impacts.

Increasing storm intensity and frequency, compounded by climate change and sea level rise, heighten the risk. Mitigation efforts include coastal management plans, floodplain mapping, and early warning systems. However, storm tides can still damage critical infrastructure, disrupt access and resupply, displace communities, strain medical services, and affect key industries like tourism and agriculture.

Environmental consequences include damage to coastal ecosystems and cultural heritage sites, requiring extensive recovery efforts.



## Bushfires

Bushfires, involving grass, scrub, or forest fires, pose significant risks to the Whitsunday region, typically occurring from late winter to early summer.

Recent years have seen an increase in the frequency and intensity of bushfires due to climate change, prolonged dry spells, and fuel load accumulation.

Historical fires like those in Eungella (2018) and Andromache (2018, 2019, 2020) highlight the region's vulnerability, particularly in areas with highly flammable vegetation types.

The Whitsunday Regional Council and the Area Fire Management Group have implemented mitigation measures, including firebreaks, controlled burns, and community awareness campaigns. However, critical infrastructure such as power lines, roads, and telecommunications remain at risk.

During bushfires, road closures can impede access and resupply, necessitating coordinated emergency responses. Social impacts include displacement, property loss, and health risks from smoke and injuries. Key industries like tourism, agriculture, and mining face disruptions and economic losses, while environmental damage affects biodiversity and water quality, with long-term recovery needed for affected ecosystems.





## Earthquake

Earthquake hazard in the Whitsunday Region is moderate in Australian terms, but low in global terms. An assessment of earthquake hazards undertaken by Queensland University suggested that the Mackay to Cairns region may be one of the highest hazard areas in Queensland, but seismic records are not sufficient to confirm this.

The Whitsunday region has a moderate earthquake risk by Australian standards but is low on a global scale. The most notable event was a 5.8 magnitude earthquake on August 18, 2016, which occurred offshore near Bowen, making it one of Queensland's largest recorded quakes.

The region is generally low in seismic activity, but earthquakes can still occur. To mitigate risks, the Whitsunday region has implemented building codes, emergency management plans, and community education programs focused on earthquake preparedness.

Earthquakes can disrupt critical infrastructure, access, and resupply routes, potentially displacing communities and stressing medical facilities. The region's diverse economy, including tourism, agriculture, and marine industries, provides some resilience, though these sectors could face economic losses from earthquake impacts. Environmental consequences may include landslides, soil liquefaction, and damage to marine ecosystems.



## Landslides

Storm tides, commonly associated with tropical cyclones in the Whitsunday region, result from storm surges combined with normal tidal levels, causing coastal flooding and significant environmental, social, and economic impacts.

Increasing storm intensity and frequency, compounded by climate change and sea level rise, heighten the risk. Mitigation efforts include coastal management plans, floodplain mapping, and early warning systems. However, storm tides can still damage critical infrastructure, disrupt access and resupply, displace communities, strain medical services, and affect key industries like tourism and agriculture.

Environmental consequences include damage to coastal ecosystems and cultural heritage sites, requiring extensive recovery efforts.



## Heatwaves

Heatwaves, defined by the Bureau of Meteorology as three or more consecutive days of unusually high temperatures, have become more frequent, intense, and prolonged in the Whitsunday region, aligning with global warming trends.

The region currently experiences an average of 11 days per year over 35°C. While most heatwaves are of low intensity, higher intensity heatwaves pose significant risks, especially to vulnerable populations such as the elderly, children, and those with chronic illnesses.

The Whitsunday region implements various mitigation measures, including urban planning for green spaces and public health campaigns. However, infrastructure like transportation and energy systems can be vulnerable to extreme heat. Socially, heatwaves disrupt daily life and increase health system strain, while economically, they impact key industries such as tourism, agriculture, and fisheries.

Environmentally, heatwaves contribute to coral bleaching, bushfires, and water quality degradation, affecting the Great Barrier Reef and local ecosystems.



## Pandemic

Pandemics are widespread disease outbreaks impacting large populations across national borders. The Whitsunday region, significantly affected by COVID-19, saw declines in international tourism and economic challenges, but showed resilience through gradual recovery in domestic tourism and community support initiatives.

Mitigation efforts included public health campaigns, testing, contact tracing, and vaccination centres. Infrastructure and access to supplies were strained by global disruptions, impacting medical services and essential goods availability.

Social distancing and lockdowns affected mental health and social cohesion. Key industries, notably tourism, faced significant disruptions, while agriculture experienced labour shortages. Environmental impacts included increased PPE waste and reduced environmental monitoring activities.



## Chemical, biological or radiological event

The Whitsunday region, renowned for its pristine natural environment, faces potential threats from chemical, biological, or radiological events primarily stemming from shipping, tourism, and agricultural activities.

Past incidents highlight the vulnerability to small-scale chemical spills or biological contamination. Mitigation efforts involve stringent regulations, emergency response plans, and regular training.

While radiological emergencies aren't prevalent, protocols exist for potential incidents involving radioactive materials. Critical infrastructure like airports and ports may be at higher risk due to the handling of hazardous materials.

Such emergencies can disrupt access and resupply, strain medical resources, and impact significant industries like agriculture, tourism, and mining, with potential social, economic, and environmental ramifications, including contamination of water bodies and disruption of delicate ecosystems like coral reefs and national parks.



## Dam Failure

The Whitsunday Region contains three 'referable dams'—Peter Faust Dam, Eungella Dam, and Burdekin Falls Dam—that are significant under the Water Supply (Safety and Reliability) Act 2008. Of these, the Peter Faust Dam, which forms Lake Proserpine, poses the most substantial risk to the local population.

A structural failure of this earth embankment dam, potentially due to seismic activity, could lead to extensive downstream flooding, causing numerous fatalities and widespread property destruction. Although such an event is unlikely, its potential impact on the community would be severe. The area also has two locally owned dams on residents' land.

In addition to Peter Faust Dam, Eungella Dam, and Burdekin Falls Dam, it's important to note that Eungella Dam is actually located outside the Whitsunday Regional Council boundaries, in the Mackay Regional Council area. The Burdekin Falls Dam is also outside the Whitsunday region but could have downstream effects.



## Biosecurity (Infectious Plant or Animal Disease)

The Whitsunday region faces biosecurity threats from invasive species, diseases, pests, and other biological agents, with risks heightened by increased international trade and travel, changing environmental conditions, and human activities such as farming, fishing, and tourism.

Identified risks include invasive species like the Red Imported Fire Ant, Yellow Crazy Ants, and diseases affecting marine life, such as White Spot Disease in prawns, as well as species like Feral Pigs, Mimosa Pigra, and diseases like the sugar cane stem borer and foot-and-mouth disease.

Mitigation efforts encompass surveillance, monitoring, quarantine protocols, public awareness campaigns, and biosecurity regulations.

These threats can damage critical infrastructure, disrupt access to goods and services, impact industries like agriculture and tourism, and have social, economic, and environmental consequences, including loss of jobs, changes in lifestyle, and damage to ecosystems and biodiversity.

Additionally, biosecurity threats can strain public health and medical services, further exacerbating the challenges faced by the region.



## Tsunami

Tsunamis, caused by sudden ocean movements due to earthquakes, landslides, volcanic eruptions, or meteorite impacts, pose a low-risk threat to the Whitsunday region on Australia's eastern coast.

The Whitsunday Regional Council's Disaster Management Plan includes tsunami-specific communication, evacuation, and emergency response strategies, supported by community education programs.

The region's strong emergency response capabilities and low population density enhance its resilience.

However, infrastructure vulnerability, potential disruptions to essential supplies, and impacts on significant industries like tourism and agriculture pose challenges. Environmental assets, including coral reefs and marine ecosystems, could suffer long-term damage from tsunami impacts, and damage to marine ecosystems.



## Pollution of the sea by oil

The coastal waters of the Whitsunday Region are heavily trafficked by vessels carrying various cargo, including petroleum products, along designated shipping lanes close to the reef and islands.

In the event of a vessel grounding and discharging petroleum products into the waters, the immediate impact would be felt on the reef, surrounding islands, and mainland foreshores.

Such an incident could have significant and potentially long-term environmental consequences, affecting the reef, beaches, shorelines, estuary systems, and mangrove habitats, consequently impacting the tourism industry's function and economy.



## Terrorism

While the Whitsunday region has not experienced an act of terrorism, the possibility remains due to the nature of activities and facilities within its boundaries.

Several locations in the region could be targeted to achieve the desired impact of a terrorist attack.

Preparedness and vigilance are crucial to mitigate potential risks and ensure the safety and security of residents and visitors.



# Disaster Risk Assessment

**Table 10: Likelihood Table**

Historical Likelihood	Likelihood Level	Definition
Has occurred 3 or more times in the last year or at least each year over the last 5 years	Almost Certain	Almost certain to occur in most cases
Has occurred twice in the last 5 years	Likely	Likely chance of occurring in most cases
Has occurred twice in the last 10 years	Possible	Might occur in most cases
May occur, and has occurred one in the last 20 years	Unlikely	Not expected to occur in most cases
May only occur in exceptional circumstances or has occurred only once in the last 50 years or more	Rare	Will only occur in exceptional circumstances and has not occurred in the most cases

Source: Page 21 - QERMF Handbook

**Table 11: Vulnerability Table**

Process 1, Step 3 & Process 2, Step 2 - Definitions of Vulnerability	
<b>Extreme</b>	<ul style="list-style-type: none"> <li>Recovery from loss of essential infrastructure would be prolonged and complicated; the community is totally dependent upon the service with no "back up" operational infrastructure to service the community (e.g. water treatment plant, electricity and communications).</li> <li>Repair / rebuild of essential infrastructure would take longer than one year (to previous service levels).</li> <li>Access / resupply to or evacuation from the area / community / site is via one route (e.g. one road or bridge that floods with no possibility of air access).</li> <li>The topographic features of the area / community / site have a direct relationship to a hazard (e.g. the area is highly concentrated with old housing that is low lying or is located in highly concentrated bushland).</li> <li>The area / community / site is typified by significant numbers of vulnerable populations. These may include: medically dependent people (e.g. home haemodialysis), elderly or young residents (e.g. over 65 years or less than five years old), people from non-English speaking background and the unemployed. The area / community / site has one health support service (e.g. hospital that has very limited capacity and no availability of specialised health professionals).</li> </ul>
<b>High</b>	<ul style="list-style-type: none"> <li>Recovery from loss of essential infrastructure would be possible, however only in the long term for secondary "back up" operational infrastructure to service the community (e.g. water treatment plant, electricity and communications).</li> <li>Repair / rebuild of essential infrastructure would take longer than several months (to previous service levels). Access / resupply to or evacuation from the area / community / site is via very limited routes (e.g. air access only via one airfield or cleared areas for helicopter access).</li> <li>The topographic features of the area / community / site are prone to a hazard (e.g. the area is typified by old housing that is low lying or is located in dense bushland).</li> <li>The area / community / site is typified by large numbers of vulnerable populations. These may include: medically dependent people (e.g. home haemodialysis), elderly or young residents (e.g. over 65 years or less than five years old), people from non-English speaking background and the unemployed.</li> <li>The area / community / site has limited health support service (e.g. hospital has limited capacity and very limited availability of specialised health professionals).</li> </ul>



Moderate	<ul style="list-style-type: none"> <li>• Recovery from loss of essential infrastructure is simple but requires time for secondary “back up” operational infrastructure to service the community (e.g. water treatment plant, electricity and communications)</li> <li>• Repair / rebuild of essential infrastructure would take longer than several weeks (to previous service levels)</li> <li>• Access / resupply to or evacuation from the area / community / site is via limited routes (e.g. there is one airfield and one access road)</li> <li>• The topographic features of the area / community / site are conducive to a hazard (e.g. the area is somewhat typified by old housing in some low lying areas or dense bushland).</li> <li>• The area / community / site contains some vulnerable populations. These may include: medically dependent people (e.g. home haemodialysis), elderly or young residents (e.g. over 65 years or less than five years old), people from non-English speaking background and the unemployed</li> <li>• The area / community / site has some health support services available (e.g. more than one hospital or medical facility with limited capacity and a limited number of specialised health professionals).</li> </ul>
Low	<ul style="list-style-type: none"> <li>• Recovery from loss of essential infrastructure achievable in short term for secondary “back up” operational infrastructure to service the community (e.g. water treatment plant, electricity and communications)</li> <li>• Repair / rebuild of essential infrastructure would take less than one week (to previous service levels)</li> <li>• Access / resupply to or evacuation from the area / community / site is via several routes (e.g. there are several airfields and several access roads)</li> <li>• The topographic features of the area / community / site are somewhat conducive to a hazard (e.g. the area has negligible old housing located in low lying areas or dense bushland)</li> <li>• The area / community / site contains limited numbers of vulnerable populations. These may include: medically dependent people (e.g. home haemodialysis), elderly or young residents (e.g. over 65 years or less than five years old), people from non-English speaking background and the unemployed.</li> <li>• The area / community / site has several health support services available (e.g. several hospitals with the capacity to cope with surge and several specialised health professionals on duty or on call).</li> </ul>
Very Low	<ul style="list-style-type: none"> <li>• Recovery from loss of essential infrastructure achievable within one day with a secondary “back up” operational infrastructure that would service the community (e.g. water treatment plant, electricity and communications)</li> <li>• Repair / rebuild of essential infrastructure would require less than one day (to previous service levels). Access / resupply to or evacuation from the area / community / site is via multiple routes (e.g. there are several airfields and several access roads in and out of the area).</li> <li>• The topographic features of the area / community / site are not conducive to a hazard (e.g. the area has no old housing located in low lying areas or housing located in dense bushland)</li> <li>• The area / community / site contains little to no numbers of vulnerable populations. These may include: medically dependent people (e.g. home haemodialysis), elderly or young residents (e.g. over 65 years or less than five years old), people from non-English speaking background and the unemployed</li> <li>• The area / community / site has multiple major and specialised health support services available (e.g. multiple large, specialised hospitals with the capacity to cope with surge and multiple specialised health professionals on duty or on call).</li> </ul>
Considerations	<ul style="list-style-type: none"> <li>• Control or mitigation measures already in place or planned against the manifestation of a hazard will reduce the overall level of vulnerability. The information in relation to control or mitigation measures is gained through consultation with relevant stakeholders</li> <li>• Analysis of “Vulnerable Populations” should consider the natural resilience – or “coping capacity” – of communities</li> <li>• Analysis of “Vulnerable Populations” should consider the perception of the community towards the hazard. Is there an over- or under-estimation of the perceived risk? This may be due to media bias, previous experience or other contributing factors.</li> </ul>

The following table summarises the information contained in the spreadsheets developed by the Whitsunday Regional Council and Queensland Police Services using the Queensland Emergency Risk Management Framework methodologies.

**Table 12: Risk Assessment Table - Queensland Emergency Risk Management Framework**

Natural Hazards	Likelihood Level	Potential Community Impact (Vulnerability)
Bushfire	Likely	Power, rail, population centres near bushland, areas of significance – Moderate Communications, transport, urban population centres – Low
Heatwave	Likely	Vulnerable People and Areas of Environmental Significance – Extreme. Local Ecosystems, Fishing, Forestry, Vulnerable People in remote areas – High Emergency Services, Public Health and Infrastructure – Moderate
Severe Tropical Cyclone (Category 3-5)	Likely	Agriculture, aged care, marine infrastructure – High Power, community infrastructure, population centres, tourism – Moderate
Flood Event	Likely	Population centres, road access, power supply, agricultural industry – Moderate. Localised and Riverine flood history in Whitsunday area
Earthquake	Rare	Building Stock – Extreme. Power, water supply, dams, communications, road, airports, maritime infrastructure, vulnerable people – High Places of refuge and areas of significance – Moderate
Landslip	Possible	History of landslip in the area due to heavy rainfall. Population centres on slopes of 15% or greater – High

Tsunami – is considered rare but possible for Queensland (Queensland Tsunami State Risk Assessment). Tsunami studies have not yet been completed for Whitsunday Regional Council area.

Complete details of the risk assessments for the Whitsunday Regional Council area are contained in the Public facing Disaster Risk Assessments – Whitsunday Profile.

## Prevention

### Building Resilience

A disaster resilient community means businesses, community services sector, government agencies, communities and the individual know the risks and hazards faced. A resilient community understands how they should respond and has the ability to adapt to a new 'normal' as quickly as possible in the aftermath of a disaster event.

A disaster resilient community is one that collaborates and works together to understand the risks and manage those risks together. Ensuring disaster resilience is the shared and collaborative responsibility of all levels of government, non-government sector, business, community, and the individual.

Building an understanding of risk and enhancing community capacity through community education by means of participation in community education initiatives, will continue to be a priority for the Whitsunday Disaster Management Group in building resilience.

### Management of Residual Risks

The Whitsunday Regional Council recognises that by using the risk assessment process provided by the Queensland Government, there will be instances when the Whitsunday Disaster Management Group identifies areas of residual risk, which will in turn require the application of suitable treatment options.

The following methodology will be used to manage residual risk:

Recognition that the Queensland Disaster Management System provides for District and State assistance in the sharing of residual risk if required.

All disaster activations will be analysed to determine residual risk issues and to determine relevant actions.

All disaster training exercises will be analysed to determine residual risk issues and to determine relevant actions.

The Whitsunday Regional Council will have in place Council to Council Assistance arrangements with neighbouring Council areas, to assist with potential resourcing issues faced in the response and recovery phases of a disaster.

The Whitsunday Disaster Management Group will identify if there is a need for Recovery Sub-groups to be established.

Residual risk issues identified by any Whitsunday Disaster Management Group member will be discussed at the Whitsunday Disaster Management Group meeting to determine the possible risk and consequence and to determine suitable strategies to address the identified issues.

### Land Use Management Initiatives

The Whitsunday Regional Council has proactively included in the Planning Schemes processes and procedures which ensure that all assessable developments which occur with the Region have addressed a number of issues to prevent and mitigate from the adverse impacts of natural disasters likely to affect the Region.

The Planning Schemes requires all Developments to assess the proposal against specific criteria to determine compliance with those criteria and where non-compliance is identified the development is to investigate and determine mitigation measures to achieve compliance. Any development application which cannot comply is refused.

The lists of elements against which applications are assessed are as follows:

- Landslip Analysis
- Storm Tide Inundation
- Q100 Flood Inundation
- Bushfire Mapping
- EPA Erosion Prone Zone

Council has taken the initiative in relation to riverine flooding and commissioned the determination of a Q100 Flood Contour on Major Streams and Creeks within the developing residential areas of the Region which effectively prevent development within the Q100 Contour.

## Community Education

Ensuring the community is aware of relevant hazards and risks, and how to prepare for, respond to, and recover from them.

The Whitsunday Disaster Management Group has agreed to adopt local campaigns and the state-wide Get Ready Queensland campaign as the primary messaging for disaster awareness within the Whitsunday Region. Funding provided to the Whitsunday Region through the Get Ready Queensland program is used to produce community education and awareness materials and to support disaster preparedness activities at key events, such as Cyclone Saturday, Cyclone Sunday, and Under 8's Day in each of the areas within our LGA.

Each Whitsunday Disaster Management Group member organisation is responsible for implementing targeted community campaigns relevant to its expertise and primary hazard and lead function agency status.

## Hazard Reduction Programs

### Bushfire Management

Bushfires are a natural part of the Australian landscape and have the potential to cause serious social, economic and environmental damage, if not managed correctly.

We take bushfire management in our region very seriously. We work closely with the State Government and local fire brigades to manage the fuel loads on Council-managed land and nearby State Forests and National Parks.

The key purpose of bushfire management is to reduce the risk to nearby residents from out-of-control bushfires. Bushfire Management Plan.

The Whitsunday Disaster Management Group will identify if there is a need for Community Sub-groups to be established.

Residual risk issues identified by any Whitsunday Disaster Management Group member will be discussed at the Whitsunday Disaster Management Group meeting to determine the possible risk and consequence and to determine suitable strategies to address the identified issues.

## Building codes, regulation and standards

Building codes, regulations, and standards are established to ensure consistent, safe, and sustainable development of buildings and infrastructure within the Whitsunday Region Local Government Area.

The Council regulates building and construction under the Building Act 1974 and the Building Regulation 2006.

These codes, regulations, and standards encompass drainage, fire separation, and construction in flood hazard areas. For more information on building standards, please visit the Whitsunday Regional Council website.

## Insurance

Residents, businesses, and other organisations are encouraged to evaluate their risks and consider appropriate levels of insurance.

The 'Understand Insurance' website, developed by the Insurance Council of Australia ([UnderstandInsurance.com.au](http://UnderstandInsurance.com.au)), provides practical information to help residents, businesses, and other organisations learn more about insurance and make informed decisions to meet their needs.

It covers understanding risks, what to consider when choosing a product and an insurer, how to manage the cost of a premium, and how to lodge a claim. For more information, visit the Insurance Council of Australia at [insurancecouncil.com.au](http://insurancecouncil.com.au)



# Preparedness

## Building Capacity

### Disaster Operations

This Local Disaster Management Plan has detailed the agreed lead agencies for specific hazards with each agency having agency specific responsibilities for the initial response to a disaster event. It is their responsibility to plan for their response to a particular disaster event.

Each agency, particularly lead agencies, identifies in reports at meetings of the Whitsunday Disaster Management Group the status of their preparedness, and the extent of their response capability.

Each Whitsunday Disaster Management Group member agency is responsible for taking actions to establish and sustain its own disaster response capability including providing equipment and a suitable number of trained persons effectively deal with, or help another entity deal with, a disaster event.

The Whitsunday Disaster Management Group experiences activations of the Group and the Whitsunday Disaster Coordination Centre for disaster events that impact the Local Government area. As well as activations for actual events, the Group conducts response exercises for a range of hazards and scenarios to assess the capacity of member agencies to respond to and recover from a disaster event.

### Education and Training

Queensland Police Services has a responsibility to ensure that persons performing functions under The Act are appropriately trained.

The Queensland Disaster Management Training Framework identifies the relevant courses that are to be undertaken by those persons. Each member agency is responsible for ensuring their staff have received the appropriate training for their roles.

The Disaster Management Coordinator will assist with reporting on attendance at relevant training for the Whitsunday Disaster Management Group members and the Whitsunday Disaster Coordination Centre team.

### Exercises

The Whitsunday Disaster Management Group will conduct exercises to practice/test the knowledge and ability of the agencies of the disaster management system to coordinate disaster operations for a potential

disaster scenario. These exercises will enhance capacity and confidence of the people that participate in them. The conduct of an exercise is one way in which the Whitsunday Disaster Management Group can undertake a review of the local plan.

The Whitsunday Disaster Management Group will undertake a review of operational activities during a disaster as a key component of developing capacity and the improvement of disaster management arrangements.

### Post Disaster Assessment

The post-disaster assessments (also known as after-action reviews) will be conducted to:

Assess disaster operations undertaken for a given disaster including actions, decisions or processes

Document those processes that worked well and identify a course of action to ensure that they are captured and updated in relevant plans for use in the next operation.

Assess capability and consider where additional planning, training and/or exercises may enhance capability.

The review of operations is conducted through two forms of debrief:

1. Hot debrief which is a debrief undertaken immediately after operations are complete, giving participants the opportunity to share learning points while the experience is still very fresh in their minds.
2. Post event debriefs, or cold debrief, is a debrief held days or weeks after an operation, when participants have had an opportunity to take a considered view of the effectiveness of the operation. A post disaster assessment report is to be completed in partnership with disaster management stakeholders to provide an overview of the learnings identified following an event and importantly recommendations for improving disaster management.

Following a post disaster assessment, the Whitsunday Disaster Management Group may need to consider issues for resolution or may need to refer an issue to the District Disaster Management Group for advice or resolution. All post disaster review reports will be forwarded to the District Disaster Coordinator as part of standard reporting procedure.

## Response

### Disaster Response and the Whitsunday Disaster Management Group

The Whitsunday Disaster Management Group does not participate in or maintain oversight of primary agencies 'day-to-day' services. Once activated, the Whitsunday Disaster Management Group's role is to;

- Efficiently and effectively coordinate the response to an event
- Minimise the impact of a disaster event on the community
- Detail the strategic way elements of the Whitsunday Disaster Management Group will deal with day-to-day disaster management business.
- Determine how information will be shared on events that may affect the local government area.

### Activation

The Chair of the Whitsunday Disaster Management Group or his delegate has the responsibility for activating the Local Disaster Management Plan and the Whitsunday Disaster Coordination Centre (WDCC) and will normally occur:

1. As a response to a worsening disaster situation or potential effects of an adverse disaster event.
2. Because of other circumstances, where no warning is possible, at the request of the responsible control authority.

Activation of the Disaster Management Plan will be in accordance with Operational Sub Plan "Activation of Whitsunday Disaster Management Group." and the operation of the Whitsunday Disaster Coordination Centre will be in accordance with the Operational Sub Plan "Activation of the Whitsunday Disaster Coordination Centre".

Timely activation of the Whitsunday Disaster Management Group is critical for an effective large-scale response to an event. The decision to activate is dependent upon a number of factors including the perceived level of threat. Early activation of the Whitsunday Disaster Management Group and early establishment of the Whitsunday Disaster Coordination Centre is essential for events that cannot be managed by a single agency, but the level of activation and staffing must be scalable commensurate with the event.

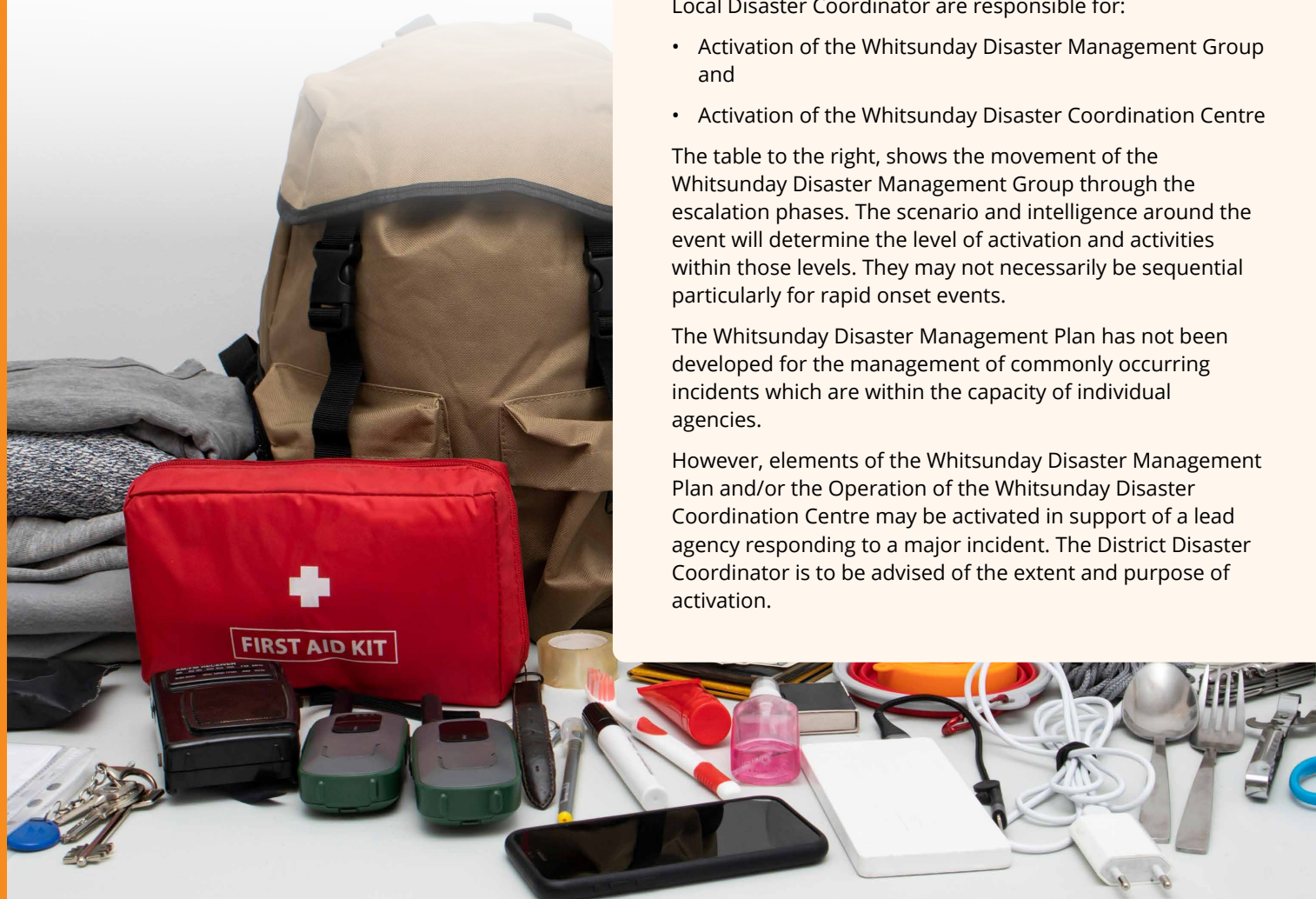
The Whitsunday Disaster Management Group Chair and Local Disaster Coordinator are responsible for:

- Activation of the Whitsunday Disaster Management Group and
- Activation of the Whitsunday Disaster Coordination Centre

The table to the right, shows the movement of the Whitsunday Disaster Management Group through the escalation phases. The scenario and intelligence around the event will determine the level of activation and activities within those levels. They may not necessarily be sequential particularly for rapid onset events.

The Whitsunday Disaster Management Plan has not been developed for the management of commonly occurring incidents which are within the capacity of individual agencies.

However, elements of the Whitsunday Disaster Management Plan and/or the Operation of the Whitsunday Disaster Coordination Centre may be activated in support of a lead agency responding to a major incident. The District Disaster Coordinator is to be advised of the extent and purpose of activation.



**Table 13: Levels of Activation**

Status	Description
Alert	A heightened level of vigilance due to the possibility of an event in the area of responsibility. No action is required: however, someone capable of assessing the potential of the threat should monitor the situation
Lean Forward	An operation state characterised by a heightened level of situational awareness of a disaster event (whether current or impending) and a state of operational readiness. Whitsunday Disaster Coordination Centre may be put on standby and prepared but not activated
Stand Up	<ul style="list-style-type: none"> <li>An operational state where resources are mobilised, personnel are activated, and operational activities commenced. Whitsunday Disaster Coordination Centre is activated</li> </ul>
Stand Down	<ul style="list-style-type: none"> <li>Transition from responding to an event back to normal core business and/or continuance recovery operations. There is no longer a requirement to respond to the event and the threat is no longer present</li> </ul>

**Table 14: Activation Triggers**

Status	Description		
Alert	Awareness of a hazard that has the potential to affect the local government area	Hazard & risks identified Information sharing with warning agency LDC contacts QPS (EMC) Initial advice to all stakeholders	Chair, LDC, EMC on mobile remotely
Lean Forward	There is a likelihood that threat may affect local government area Threat is quantified but may not yet be imminent Need for public awareness LDMG is now to manage the event	EMC and LDC analyse predictions Chair and LDC on watching brief Confirm level & potential of threat Check all contact details Commence cost capturing Conduct LDMG meeting Council staff prepare for operations Determine trigger point to stand up Prepare WDCC & staff for operations LDC advises DDC of lean forward establishes regular contact	Chair, LDC and LDMG members on mobile and monitoring email remotely Reporting by LDC to DDC & SDCC
Stand Up	Threat is imminent Community will be or has been impacted Need for coordination in WDCC Requests for support received by WDMG agencies or to the WDCC The response requires coordination	Meeting of LDMG members WDCC activated Rosters for WDCC implemented Commence operational plans Local government shifts to disaster operations LDMG takes full control Core group of LDMG located in WDCC Commence SITREPs to DDMG DDMG advised of potential requests for support	WDCC contact through established land lines and generic email addresses Chair, LDC and LDMG members present at WDCC, on established land lines and/or mobiles, monitoring emails
Stand Down	No requirement for coordinated response Community has returned to normal function Recovery taking place	Final checks for outstanding requests Implement transition to recovery Debrief of staff in WDCC Debrief with WDMG members Consolidate financial records Hand over to Recovery Chairperson for reporting Final situation report sent to DDMG	WDMG members not involved in recovery operations resume standard business and after hours contact arrangements

## Response Capability

The Whitsunday Disaster Management Group has a well-developed response capability with access to people and resources through its member agencies. These resources include:

- Community support volunteers from agencies such as Australian Red Cross
- Equipment and plant obtained through the Whitsunday Disaster Coordination Centre including arrangements in place with commercial providers
- Queensland Ambulance response and equipment resources
- Queensland Fire Department response and equipment resources
- Queensland Police Service response and equipment resources
- Department of Communities, Disability Services and Seniors provision of emergency financial and community assistance
- State Emergency Service response and equipment resources
- Whitsunday Regional Council response and equipment resources
- Bowen and Proserpine hospitals response and capacity
- Gather intelligence and undertake the necessary forward planning to respond to the event
- Coordinate the allocation of resources in support of agencies involved in response and recovery operations
- Provide advice or make requests of any additional resources to the District Disaster Management Group.
- Coordinate the allocation of resources or any additional resources provided by or requested from the DDMG
- Collect, collate and disseminate information on the disaster event and disaster operations to the community and the relevant authorities

## Whitsunday Disaster Coordination Centre (WDCC)

The nature and location of the Whitsunday Disaster Coordination Centre for any given event will be decided by the Local Disaster Coordinator in consultation with the Chair of the Whitsunday Disaster Management Group.

The Primary Whitsunday Disaster Coordination Centre is situated in the Proserpine Administration Building in Proserpine. The area can be quickly transformed from its everyday function to operational status. Group Members and Operating Staff attend the Centre upon notification by the Local Disaster Coordinator.

## Alternative Locations

The nominated alternate location for the Whitsunday Disaster Coordination Centre in the event that the primary centre not useable is the Water & Waste Building in Proserpine.

The functions of the Whitsunday Disaster Coordination Centre are to:

- Coordinate disaster operations
- Operationalise the decisions made by the Whitsunday Disaster Management Group

## Guardian Information Management System

The Whitsunday Disaster Coordination Centre is the host site for and operates the Guardian Electronic Information Management System.

All agencies and support staff with a role in the Whitsunday Disaster Coordination Centre are proficient in the operation of the system.

## Damage Assessments

The Whitsunday Disaster Management Group has the responsibility for planning, formatting and conducting a damage assessment following the impact of a disaster event. This assessment is to gather

information on the magnitude of the event, and the extent of its impact on the population, critical infrastructure and community infrastructure.

Each member of the Whitsunday Disaster Management Group is to deploy their resources to undertake an assessment of damage to their organisation.

Initial impact assessment reports are to be presented to the Whitsunday Disaster Coordinator and Chair of the Whitsunday Disaster Management Group for discussion with the Group and determining actions to be implemented or requested.

## Requests for Assistance

When resources under the management of the Whitsunday Disaster Management Group member agencies are exhausted or overwhelmed or a specific technical resource or capability is not able to be located or available, the Local Disaster Coordinator is to contact the District Disaster Coordinator so that resources can be accessed or made available.

All requests for assistance shall go through the Local Disaster Coordinator via the "request for assistance" process.



The Local Disaster Coordinator will be proactive in informing the District Disaster Coordinator if it is likely that requests for additional resources are to be made so that in turn the District Disaster Coordinator can also be proactive in its planning for requests for additional resources from within the region, or if these are not available, from the StateMedia Management.

Upon commencement of disaster operations, the LDC, in conjunction with Council's communications team, develop information for release to the public and methods of dissemination. The methods of communications may include:

- Facebook
- Disaster Dashboard
- Radio/television
- Newspapers
- Noticeboard
- Door knocking
- Emergency services public address vehicles
- Telephones (Texts, Messages, Emergency Alerts)
- Internet and websites

### Spokesperson

The actual task of speaking about or providing information to the community regarding the disaster situation and associated threats, will be undertaken by the Mayor of the Whitsunday Regional Council with the support of the Media Liaison Officer.

### Declaration of a Disaster Situation

A District Disaster Coordinator may, with the approval of the Minister, declare a disaster situation for the Mackay Disaster District in whole or in part.

It is important to note that the declaration of a disaster situation relates to the situational requirement for additional powers and is not linked to the activation of the Whitsunday Disaster Management Group or the activation of financial assistance arrangements. All three actions are independent processes and are not interlinked or conditional.

The activation of disaster management arrangements, the Local Disaster Management Plan, or the Whitsunday Disaster Coordination Centre confers neither special powers nor funding and it is not necessary for a declaration of a disaster situation to be made to activate the disaster management arrangements.

### Operational sub plans (Functions)

The following Operational Sub Plans have been developed in support of the disaster management arrangements outlined in this Plan.

The Operational Plans are included in separate documents titled Whitsunday Disaster Management Group Operational Sub Plans;

- Activation of Whitsunday Disaster Management Group
- Roles and Responsibilities of Participating Agencies
- Activation of Whitsunday Disaster Coordination Centre
- Financial Management of Whitsunday Disaster Coordination Centre
- Damage Assessment
- Public Works and Engineering
- Evacuation
- Evacuation Centre Management
- Recovery
- Environmental Health Disaster Plan (Public Health)
- Public Information And Warnings
- Resupply
- Logistics
- Transport
- Proserpine Public Cyclone Shelter
- Bowen Public Cyclone Shelter
- Waste Management Plan Cyclone Preparation and Response

### Public Warnings

All warnings to the public and bulletins issued by the Whitsunday Disaster Management Group are to be authorised and issued to the media by the Chairman or delegate through the Media Liaison Officer.

Media releases will be made utilising Mackay, Whitsunday and Townsville based television and radio networks and Proserpine, Whitsunday and Bowen based newspapers. Notices informing the public about places of contact for displaced persons, restricted areas and provision of community services will be broadcast by radio and television.

The process and procedure for formatting and issuing Public Warnings during operations for a disaster event are detailed in Operational Sub Plan "Public Information and Warnings".

The media liaison officer will reference the Australian Warnings Systems "Calls to Action" when preparing emergency public information. This is a national reference document on how to construct emergency warnings for the Australian community.

## Australian Warning System

The Australian Warning System (AWS) was established in 2021 to provide consistent warnings for emergencies like bushfire, flood, storm, extreme heat and severe weather.

We've supported the implementation of the AWS through funding to the Australasian Fire and Emergency Service Authorities Council (AFAC) for a national education campaign to raise public awareness of the system and coordinate delivery with the states and territories.

Up until recently, there have been different warning systems for different hazard types across Australia. This new national approach provides consistency in messaging regardless of the emergency or location and includes three warning levels and a set of icons to show incidents on websites and apps, supported by calls to action.

The three warning levels are:

**Advice:** An incident has started. There is no immediate danger. Stay up to date in case the situation changes.

**Watch and Act:** There is a heightened level of threat. Conditions are changing and you need to start taking action now to protect you and your family.

**Emergency Warning:** An Emergency Warning is the highest level of warning. You may be in danger and need to take action immediately. Any delay now puts your life at risk<sup>3</sup>

### Calls to Action

Each warning level has a set of action statements to give the community clearer advice about what to do. Calls to Action can be used flexibly across all three warning levels depending on the hazard.



#### Advice

- An incident has started
- There is no immediate danger
- Stay up to date in case the situation changes



#### Watch and Act

- There is a heightened level of threat
- Conditions are changing and you need to start taking action now to protect you and your family



#### Emergency Warning

- An Emergency Warning is the highest level of warning
- You may be in danger and need to take action immediately. Any delay now puts your life at risk

Source: National Emergency Management Agency website



## Standard Emergency Warning Signal (SEWS)

The signal used for the SEWS is the existing Bureau of Meteorology tropical cyclone warning signal.

SEWS is intended for use as an alert signal to be played on public media to draw listeners' attention to a following emergency warning. It is meant to attract listener's attention to the fact that they should take notice of the emergency message.

Responsibility for the management of SEWS in Queensland rests with the Executive Officer of the Queensland Disaster Management Committee (QDMC), in coordination with the Queensland Regional Director of the Bureau of Meteorology (BOM) for meteorological purposes.

## Emergency Alert

Emergency Alerts (EA) will be requested by the Local Disaster Coordinator and are managed through the State Disaster Coordination Centre Watch Desk.

Emergency Alert - EA provides a platform for local and state agencies to issue warnings. EA is a way to deliver messages directly to a person's mobile or landline phone, it should complement other forms of public information or warning delivery such as traditional media, social media and website updates. Each use of the system is known as a Campaign.

EA is not an opt-in system and will work across all networks and carriers. EA is designed to alert receivers about an emergency situation and direct them to other sources of information, further directions or warnings.



## Relief

Relief is a transitional phase that occurs during both response, short-term operations and immediate recovery.

Efforts to meet the immediate needs of persons affected by a disaster, to minimise further loss through the provision of immediate shelter and basic human needs.

### Evacuation and Evacuation Centres

The primary reason for an evacuation is the preservation of life. The process of evacuation is managed through the response phase and follows a defined process with five stages.

Evacuation centres are temporary emergency shelters established to meet an immediate need for those with no other option to preserve life, wellbeing and safety.

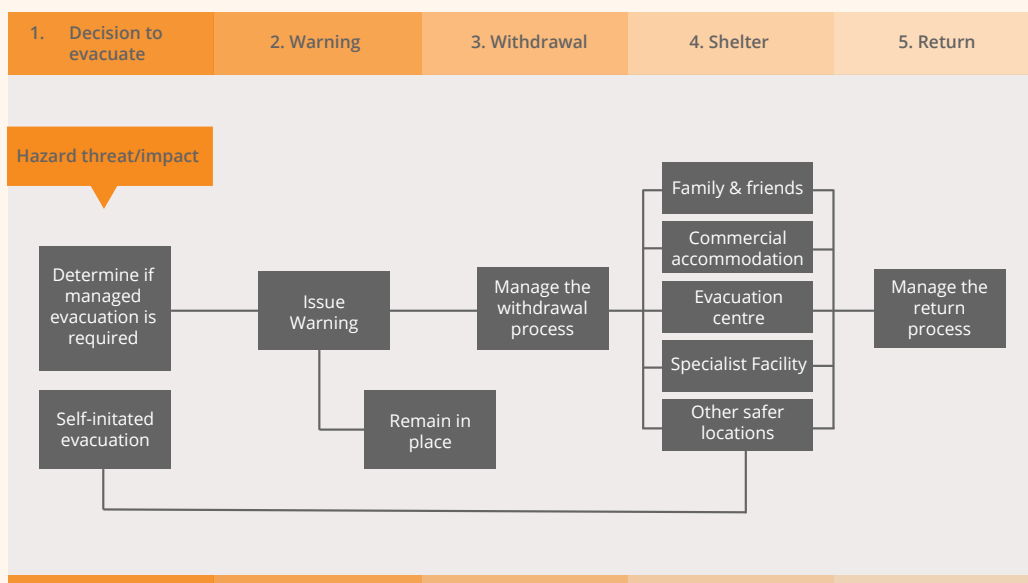
Evacuation centres abide by the Australian Red Cross Preferred Emergency Sheltering Practices, which provide for:

- One toilet for every 20 to 50 people
- 1.2–5m<sup>2</sup> of floor space per evacuee
- One shower for every 30 to 50 people.

Preferred sheltering solutions for community members to consider – in priority order – are:

- A destination of the person's choosing (for example, with family, friends or neighbours)
- Established accommodation (for example, a hotel, motel or caravan park)
- Evacuation centre

**Figure 13: Stages of Evacuation**





## Community Assistance

### Donating - Givit

Whitsunday Regional Council has secured the assistance of Australian charity GIVIT to manage the donations of goods and services to support vulnerable members of our local community.

An online not-for-profit organisation GIVIT's donation portal [www.givit.org.au](http://www.givit.org.au) connects those who have with those in need. It enables everyday Australians to see exactly what is urgently required by residents doing it tough within our region. GIVIT currently supports more than 1,000 of Australia's most trusted charities by sourcing quality urgently needed items direct from the public.

By registering with GIVIT, local charities, not-for-profits and community organisations working directly with marginalised, disadvantaged, and vulnerable people, those in need can tap into a national giving network and access free quality donated items.

The public can donate new or 'as new' quality items via GIVIT into a virtual warehouse, removing the need for charities to sort, store or collect items until they are really needed. Since GIVIT was established in 2009, more than 210,000 urgent requests for goods and services have been matched with the resources of community and corporate donors. For more information visit <https://www.givit.org.au/>

### Humanitarian

Australian Red Cross has launched a new and improved service to help register, find and reunite family, friends and loved ones during a disaster.

Red Cross support volunteers help people to cope emotionally and practically during and after an emergency by providing useful practical information and advice and assisting people to access services.

Emergency response in some states includes assisting with immediate emergency housing and food needs by providing a meal and hotel for the night for a family who has just lost everything in a single house fire, through to helping manage evacuation centres during larger-scale emergencies. For more information visit <https://register.redcross.org.au/>

### Volunteering

The Emergency Volunteering Crew is a volunteer referral service created and managed by Volunteering Queensland.

This organisation links people who want to help out before and after disasters with organisations across the community who need helping hands.

They also make sure people with the required skills, availability and locality are referred into the areas of the community that need help the most.

You can offer to help by registering with Emergency Volunteering CREW at any time. For more information visit <https://volunteeringqld.org.au/>

### Financial

The Queensland Government's Department of Communities, Disability Services and Seniors is committed to providing both immediate and ongoing support to people and communities that have been affected by a disaster.

Some of the financial assistance available include:-

- Immediate financial assistance
- Essential Households Contents Grant
- Structural Assistance Grant
- Essential Services Safety and Reconnection Grant

For more information visit <https://www.communities.qld.gov.au/>

### Emergency and Temporary Accommodation

The Queensland Government through the Department of Housing and Public Works offer a range of services to help with accommodation options after a disaster event.

If you require emergency and temporary accommodation assistance, it is important to register your details and needs with the Department of Housing and Public works as soon as possible after the disaster event.

For more information, please see; <https://www.qld.gov.au/housing/emergency-temporaryaccommodation/emergency-accommodation>

### Isolated Communities

Communities that become physically isolated, mainly due to flooded roads, have been identified during the risk management process. These communities do not necessarily require evacuation but support maybe needed to help people stay in their homes.

Occupants of areas known to become isolated are strongly encouraged to plan for periods (of at least 5-6 days) without access to food, water, medicine, toiletries and essential household items.

## Recovery

The transition from response to recovery will be carefully managed and carried out under the guidance of the Whitsunday Recovery Plan.

### Local Recovery Group Chairperson

The Whitsunday Regional Council has appointed an elected member of Council as Chairperson of the Whitsunday Recovery Group. The role of the Whitsunday Recovery Group Chairperson is to liaise with the chair of the Whitsunday Disaster Management Group on recovery related tasks, coordinate the required recovery elements and develop a Recovery Action Plan.

### Local Recovery Coordinator

The Whitsunday Regional Council may appoint a Local Recovery Coordinator during the response phase of the event. The role of the Local Recovery Coordinator is to operationalise any recovery effort decided by the Whitsunday Recovery Group.

### Initiating Recovery

The Whitsunday Recovery Operational Plan is activated during the response phase of the event and the provision of relief is coordinated by the Local Recovery Chairperson. The Local Recovery Chairperson will establish recovery groups as necessary and manage the recovery process in accordance with the procedures detailed in the Recovery Operational Plan.

Discussions between the Chairperson of the Whitsunday Disaster Management Group, the Whitsunday Recovery Group Chairperson and the District Disaster Coordinator may result in some recovery processes being managed at District level for very large-scale disaster events. Council will nominate representatives to the district recovery groups.

### Local Recovery Groups

Local Recovery Groups may be established by the Local Recovery Chairperson depending on the initial needs assessment and the anticipated recovery operations. All recovery arrangements will be established in accordance with the procedures detailed in the Recovery Operational Plan.

The Local Recovery Groups that will be most suited to the Whitsunday Regional Council area are Human/Social, Economic, Environmental and a combining of the Building and Roads and Transport Groups into an Infrastructure Group. The recovery group is to have a QRA advisor on the group and a DRFA specialist from council.

### Public Information

Regular dissemination of information to the community throughout the recovery process will be carried out concerning the following:

- How to access assistance and support programs
- where Recovery Centres are located
- How to access recovery information online and on Councils Disaster Dashboard

### Community Capability & Capacity

Disaster response and recovery is a complex area of endeavour, and its success is entirely dependent upon the resilience and continuing engagement of the affected community. Recovery can be a long and challenging process that needs to recognise community diversity. Quick action is both crucial and expected, whilst resources may be compromised.

Affected individuals and communities have diverse needs, wants and expectations. Demands are immediate, evolve rapidly and disaster effects and interventions may create long term legacies. In saying that, Recovery can provide an opportunity to improve and enhance social and natural environments, infrastructure and economies and contributing to a more resilient community. Successful recovery relies on understanding the context, recognise complexity, use community-led approaches and coordination of all activities, communicate effectively and acknowledging and building capacity.

To prepare for response and recovery events in the future the Whitsunday Regional Council is committed to building resilience within our community and implement the lessons we have identified through our recovery processes by adhering to the following:

- Capacity building for communities and for organisations to identify and address local community needs
- Facilitating partnerships that result in better services and service integration
- Developing strategies to increase awareness of access to services
- Supporting organisations in the delivery of services to individuals and organisations







## Annexures

### Annexure 1 - Schedule of Figures

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**Government Entity Abbreviations**

ABB.	Full Text
ABS	Australian Bureau of Statistics
ADF	Australian Defence Force
BoM	Bureau of Meteorology
Council	Whitsunday Regional Council
DAF	Department of Agriculture and Fisheries
DCHDE	Department of Local Government, Water and Volunteers
DEPW	Department of Energy and Public Works
DES	Department of Environment and Science
DJAG	Department of Justice and Attorney-General
DoH	Department of Health
DDC	District Disaster Coordinator
DDMG	District Disaster Coordination Centre
DRFA	District Disaster Management Group
DTMR	Disaster Recovery Funding Arrangement
GA	Geoscience Australia
GIS	Geographical Information System
IGEM	Inspector-General of Emergency Management
MSQ	Maritime Safety Queensland
NEMA	National Emergency Management Agency
QAS	Queensland Ambulance Service
QFD	Queensland Fire Department
QPS	Queensland Police Service
QPWS	Queensland Parks and Wildlife Service
QRA	Queensland Reconstruction Authority
RFS	Rural Fire Service
RAAF	Royal Australian Air Force
SA	Services Australia (Centrelink, Medicare and Child Support)
SES	State Emergency Service
TEQ	Tourism and Events Queensland
VMR	Volunteer Marine Rescue (Coastguard)
WRIT	Whitsunday River Improvement Trust

**Other Abbreviations**

ABB	Full Text
the ACT	Disaster Management Act 2003
CEO	Chief Executive Officer
DDC	District Disaster Coordinator
DDCC	District Disaster Coordination Centre
DDMG	District Disaster Management Group
DRFA	Disaster Recovery Funding Arrangement
EA	Emergency Alert
EAP	Emergency Action Plan
GIS	Geographical Information System
HAZMAT	Hazardous Material
LDC	Local Disaster Coordinator
WDCC	Whitsunday Disaster Coordination Centre
LDMG	Whitsunday Disaster Management Group
LDMP	Local Disaster Management Plan
LGA	Local Government Area
LRC	Local Recovery Coordinator
LRG	Local Recovery Group
MOA	Memorandum of Understanding
OIC	Officer in Charge
PPRR	Preparation, Preparedness, Response and Recovery
PSPA	Public Safety Preservation Act 1986
QDMA	Queensland Disaster Management Arrangements
QDMC	Queensland Disaster Management Committee
QDMTF	Queensland Disaster Management Training Framework
QERMF	Queensland Emergency Risk Management Framework
SEWS	Standard Emergency Warning Signal
SitRep	Situation Report
XO	Executive Office

Table 14: Glossary

Term	Definition	Reference
Activation	Activation involves the commencement of a process or activity in response to a trigger. An activation is not a declaration, nor is it dependent on the declaration of a disaster situation (see definition for declaration). For example, activation of relief measure, as detailed in the Queensland Disaster Relief and Recovery Arrangements	IGEM Lexicon
Alert (level of Activation)	A level of activation: a heightened level of vigilance due to the possibility of an event in the area of responsibility. Some action may be required. The situation should be monitored by someone capable of assessing the potential of the threat	IGEM Lexicon
All-agencies Approach	All agencies approach. All agencies should be involved to some extent in emergency management. The context of emergency management for specific agencies varies and may include: <ul style="list-style-type: none"> <li>Protecting the community and environment from risks arising from the activities of the organisation.</li> <li>Ensuring the continuity of their business or service.</li> <li>Protecting their own interests and personnel.</li> <li>Protecting the community and environment from credible risks</li> </ul>	QLDM Guidelines
All hazards Approach	The all hazards approach assumes that the functions and activities applicable to one hazard are most likely applicable to a range of hazards and consequently, a disaster management plan captures the functions and activities applicable to all hazards	AIDR Manual 3 (online)
AHD	Australia's vertical datum which approximates mean sea level.	Storm-Tide Handbook
Briefing	The process of advising personnel of the details of the incident or event with which they will be dealing	IGEM Lexicon
Capacity	The combination of all the strengths, attributes and resources available within an organisation, community or society to manage and reduce disaster risks and strengthen resilience. Capacity may include infrastructure, institutions, human knowledge and skills, and collective attributes such as social relationships, leadership and management	IGEM Lexicon
Community	A group with a commonality of association and generally defined by location, shared experience, or function. A social group which has several things in common, such as shared experience, locality, culture, heritage, language, ethnicity, pastimes, occupation, workplace, etc	IGEM Lexicon
Consequence	This is used to refer to the outcome of an event that affects objectives. Notes: An event can lead to a range of consequences. A consequence can be certain or uncertain and can have positive and negative effects on objectives. Consequences can be expressed qualitatively or quantitatively. Initial consequences can escalate through knock-on effects	ISO Guide 73:2009
Control	Refers to having direct influence/power over resources applied to achieve a particular objective. Authority for control is generally established in legislation and carries with it the ability to control resources within an agency. Control operates horizontally across all agencies, functions and individuals	IGEM Lexicon
Coordination	The bringing together of agencies and individuals to ensure effective Disaster Management before, during and after an event. It is primarily concerned with systematic acquisition and application of resources in accordance with priorities set by Disaster Management Groups. Coordination operates horizontally across organisations and agencies.	IGEM Lexicon

Term	Definition	Reference
Coordination Centre	A centre established at state, district or local level as a centre of communication and coordination during times of disaster operations.	IGEM Lexicon
Critical Infrastructure	The physical structures, facilities, networks and other assets which provide services that are essential to the social and economic functioning of a community or society.	IGEM Lexicon
Consequence	The outcome or impact of an event and may be expressed qualitatively or quantitatively. There can be more than one consequence from an event. Consequences are generally described as the effects on people, society, the environment and the economy (Geoscience Australia).	ISO Guide 73:2009
Command	Is the internal direction of members and resources of an agency in the performance of the organisation's agreed roles and tasks. Authority to command is established in legislation or by agreement within an organisation. Command relates to a particular organisation and operates vertically within it.	IGEM Lexicon
Coordination Centre	A centre established as a centre of communication and coordination during disaster operations.	IGEM Lexicon
Declaration of Disaster Situation	The formal procedure to enable declared disaster powers under the Disaster Management Act 2003 (s64-s69) as required. Specific powers may be used to prevent or minimise loss of life, injury or damage.	IGEM Lexicon
Disaster	A serious disruption in a community, caused by the impact of an event, that requires a significant coordinated response by the State and other entities to help the community recover from the disruption.	IGEM Lexicon
Disaster Dashboard	Whitsunday Disaster Dashboard is a web based platform that provides comprehensive, centralised and real-time information for the public, media and external agencies to access before, during and after emergency and disaster events.	QIT Plus
Disaster Management	Arrangements to manage the potential adverse effects of an event, including, for example, arrangements for mitigating, preventing, preparing for, responding to and recovering from a disaster.	IGEM Lexicon
Disaster Management Act 2003	The Disaster Management Act 2003, described herein as The Act, provides the legislative basis for the Queensland Disaster Management Arrangements (QDMA) in Queensland.	IGEM Lexicon
Disaster Management Group	The state group, a district group or a local group	IGEM Lexicon
Disaster Management Guidelines	The chief executive may prepare guidelines to inform the state group, district groups and local governments about matters relating to any of the following: (a) the preparation of disaster management plans (b) the matters to be included in a disaster management plan (c) other matters about the operation of a district group or local group the chief executive considers appropriate having regard to disaster management for the state.	IGEM Lexicon
Disaster Management Plan	The state group, district groups and local groups must prepare a plan (State Disaster Management Plan, District Disaster Management Plan and Local Disaster Management Plan) for disaster management in the state, disaster district and local government's area respectively	IGEM Lexicon
Disaster operations	Activities undertaken before, during or after an event happens to help reduce loss of human life, illness or injury to humans, property loss or damage, or damage to the environment, including, for example, activities to mitigate the adverse effects of the event.	IGEM Lexicon



Term	Definition	Reference
Disaster Recovery Funding Arrangements (DRFA)	The terms and conditions applicable to payments of financial assistance by the Commonwealth to any State, the Australian Capital Territory or the Northern Territory, for the purposes of disaster relief and recovery. Under these arrangements, the state or territory government determines which areas receive assistance and what assistance is available to individuals and communities.	QRA 2018
Disaster response capability (Local Government)	The ability to use Local Government resources, to effectively manage or help another entity to manage an emergency situation or a disaster in the local government's area.	IGEM Lexicon
Disaster Situation	A disaster situation declared under section 64(1) or 69 of the Disaster Management Act 2003.	IGEM Lexicon
District Disaster Coordinator (DDC)	The role of the District Disaster Coordinator is to coordinate disaster operations in the disaster district for the district group.	IGEM Lexicon
District Disaster Group	A district disaster management group is established for each disaster district. A district group consists of the persons prescribed by regulation to be members of the group	
Event	<p>An event may be natural or caused by human acts or omissions. It can also mean any of the following:</p> <ul style="list-style-type: none"> <li>• 4 A cyclone, earthquake, flood, storm, storm tide, tornado, tsunami, volcanic eruption or other natural happening</li> <li>• An explosion or fire, a chemical, fuel or oil spill, or a gas leak</li> <li>• An infestation, plague, or epidemic</li> <li>• A failure or, or disruption to, an essential service or infrastructure</li> <li>• An attack against the State</li> <li>• Another event similar to the above events.</li> </ul>	IGEM Lexicon
Flash Flooding	<p>Flash flooding is generally defined as flooding that occurs within six hours of intense rainfall occurring. Flash flooding can occur in one of two ways:</p> <p>(a) Localised flooding Localised flooding occurs when part of the storm water drainage system is blocked, or capacity is exceeded. Possible effects include water damage to property and home and contents, backyard/front yard flooding and localised road flooding.</p> <p>(b) Creek flooding (rapid-onset floods) Creek flooding is the result of intense localised rainfall and can occur in both undulating coastal and hinterland regions. Often occurring with little warning time, creek flooding can pose a significant risk to life and property, with fast flowing water and little time to respond to the rising water levels.</p>	AIDR Handbook 7 – Emergency Management Australia: Managing the Floodplain: a guide to best practice in flood risk management in Australia
Hazard	A process, phenomenon or human activity that may cause loss of life, injury or other health impacts, property damage, social and economic disruption or environmental degradation. (United Nations Office for Disaster Risk Reduction, 2017).	IGEM Lexicon
Incident	Day to day occurrences, being an emergency or sudden event accidentally or deliberately caused which requires a response from one or more emergency response agencies by itself or in cooperation with other response agencies.	IGEM Lexicon
Local Disaster Management Plan (LDMP)	A plan prepared under s57 of the Disaster Management Act 2003 that document arrangements to manage disaster planning and operations within the local government area of responsibility.	IGEM Lexicon

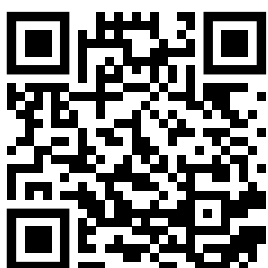
Term	Definition	Reference
Mitigation	Measures taken in advance of a disaster aimed at decreasing or eliminating its impact on communities, the economy, infrastructure and the environment.	IGEM Lexicon
Planning	Development of systems for co-ordinating disaster response and establishing priorities, duties, roles and responsibilities of different individuals and organisations, including actual state of preparedness.	IGEM Lexicon
Preparedness	Measures to ensure that, should an emergency occur, communities, resources, and services are capable of coping with the effects.	IGEM Lexicon
Prevention	Measures to eliminate or reduce the likelihood of an event occurring or, if an event occurs, to reduce the severity of the event.	IGEM Lexicon
Public Safety Preservation Act 1986	If at any time a commissioned officer of the Queensland Police Service is satisfied on reasonable grounds that an emergency situation has arisen or is likely to arise, the commissioned officer may declare that an emergency situation exists in respect of an area specified by the officer.	Qld Legislation
Recovery	The taking of appropriate measures to recover from an event, including the action taken to support disaster-affected communities in the reconstruction of infrastructure, the restoration of emotional, social, economic and physical wellbeing, and the restoration of the environment.	IGEM Lexicon
Rehabilitation	The operations and decisions taken after a disaster with a view to restoring a stricken community to its former living conditions, whilst encouraging and facilitating the necessary adjustments to the changes caused by the disaster.	Qld Government – Disaster Management
Relief	Efforts to meet the needs of persons affected by a disaster, to minimise further loss through the provision of immediate shelter and basic human needs.	IGEM Lexicon
Residual risk	The risk that remains in unmanaged form, even when effective disaster risk reduction measures are in place, and for which emergency response and recovery capacities must be maintained (United Nations Office for Disaster Risk Reduction, 2017).	IGEM Lexicon
Resilience	A system or community's ability to rapidly accommodate and recover from the impacts of hazards, restore essential structures and desired functionality, and adapt to new circumstances.	IGEM Lexicon
Response	The taking of appropriate measures to respond to an event, including action taken and measures planned in anticipation of, during, and immediately after an event to ensure that its effects are minimised and that persons affected by the event are given immediate relief and support.	IGEM Lexicon
Resources	Includes people, personnel or staffing, food, any horse or animal, vehicle, vessel, aircraft, plant apparatus, implement, earthmoving equipment, construction equipment, or other equipment of any kind or any means of supplying want or need.	Qld Government – Disaster Management
Risk	The concept of risk combines an understanding of the likelihood of a hazardous event occurring with an assessment of its impact represented by interactions between hazards, elements at risk and vulnerability.	Geoscience Australia
Risk identification	The process of finding, recognising and describing risks. Risk identification involves the identification of risk sources, events, their causes and their potential consequences. Risk identification can involve [the use of] historical data, theoretical analysis, informed and expert opinions and stakeholders' needs.	ISO Guide 73:2009

Term	Definition	Reference
Risk Management	The systematic application of management policies, procedures and practices to the tasks of identifying, analysing, assessing, mitigating and monitoring risk.	Qld Government – Disaster Management
River flooding (slow-onset floods)	River flooding results from widespread and prolonged rainfall over a major river's catchment area. Predominantly affecting the coastal floodplains, floods may last a couple of days to several weeks and represent a major impact on life and property. The Qld Government – Disaster Management time a flood peak arrives, and the duration of flooding is defined by the area and slope of the river catchment as well as the length of the river.	Qld Government – Disaster Management
Serious disruption	<ul style="list-style-type: none"> <li>• Loss of human life, or injury or illness</li> <li>• Widespread or severe property loss or damage</li> <li>• Widespread or severe damage to the environment</li> </ul>	IGEM Lexicon
Storm tide	Storm tides are associated with tropical storms and cyclones. Storm tide flooding comes from the ocean and is a result of combined high tides and heavy seas. Storm tides often coincide with periods of intense and prolonged rainfall and can impact on existing swollen river systems and low lying coastal areas. Storm tides can increase the severity, extent and length of any simultaneous river and creek flooding.	Qld Government – Disaster Management
Vulnerability	<p>Vulnerability in relation to disaster events is a fluid and complex concept. The definition of vulnerability in the Queensland Vulnerability Framework comprises three components:</p> <ul style="list-style-type: none"> <li>• Target group statement – people who would benefit from additional and targeted assistance to prepare for, respond to and recover from disasters.</li> <li>• Vulnerability indicators – for example proximity to an event, lack of financial resources, and disruption to, or lack of available services, supports/carers medication, aids and equipment.</li> <li>• Four protective factors – wellbeing, connection, knowledge and security.</li> </ul> <p>The conditions determined by physical, social, economic and environmental factors or processes which increase the susceptibility of an individual, a community, assets or systems to the impacts of hazards.</p>	

[disaster.whitsundayrc.qld.gov.au](https://disaster.whitsundayrc.qld.gov.au)



## Disaster Dashboard



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