



Important Information

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All requests for additional or clarifying information regarding this document are to be referred to:

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The Scenic Rim Shelter Management Sub Plan, version number 2, dated 26 March 2021 has been endorsed by the Scenic Rim Local Disaster Management Group, in accordance with the *Disaster Management Act 2003*.



sign on version control 2.1

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General Manager Council Sustainability, Scenic Rim Regional Council Local Disaster Coordinator, Scenic Rim Local Disaster Management Group

Dated: 25 January 2023

The Scenic Rim Shelter Management Sub Plan, version number 2, was endorsed by the Scenic Rim Local Disaster Management Group on 26 March 2021, in accordance with the *Disaster Management Act 2003*.

The Scenic Rim Shelter Management Sub Plan is hereby approved for distribution.

Cr Greg Christensen

Mayor, Scenic Rim Regional Council

Chair, Scenic Rim Local Disaster Management Group

Dated: 7 May 2021

Version Control

| | Details | Authored | Date | Approved |
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Web: https://www.scenicrim.qld.gov.au/council-services/disaster-management/plans-and-documents

All proposed amendments to the Scenic Rim Shelter Management Sub Plan are to be submitted in writing to the Scenic Rim Local Disaster Management Group at the address below:

Local Disaster Coordinator Scenic Rim Local Disaster Management Group Scenic Rim Regional Council

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| TABLE | OF CONTENTS | | | | | |
|-------------------------------|---------------------------------|--|--|--|--|--|
| Important Information2 | | | | | | |
| Endorse | Endorsement3 | | | | | |
| Administration and Governance | | | | | | |
| 1.1 | Purpose6 | | | | | |
| 1.2 | Objectives6 | | | | | |
| 1.3 | Authority6 | | | | | |
| 1.4 | Activation6 | | | | | |
| 2. Intr | roduction7 | | | | | |
| 2.1 | Shelter7 | | | | | |
| 2.2 | Roles and Responsibilities8 | | | | | |
| 3. Fac | cility Arrangements9 | | | | | |
| 4. Est | tablishment of a Shelter9 | | | | | |
| 4.1 | Shelter Identification9 | | | | | |
| 4.2 | Scope of Operations9 | | | | | |
| 4.3 | Operation of a Shelter10 | | | | | |
| 4.4 | Management of a Shelter10 | | | | | |
| 4.5 | Record Keeping10 | | | | | |
| 4.6 | Personnel10 | | | | | |
| 4.7 | Training11 | | | | | |
| 4.8 | Reporting11 | | | | | |
| 5. She | elter Kits and Sub Kits12 | | | | | |
| 6. She | elter Definitions12 | | | | | |
| 6.1 | Immediate Sheltering13 | | | | | |
| 6.1 | .1. Shelter in Place13 | | | | | |
| 6.1 | .2. Assembly Area13 | | | | | |
| 6.1 | .3. Places of Last Resort13 | | | | | |
| 6.1 | .4. Neighborhood Safer Places13 | | | | | |
| 6.2 | Temporary Sheltering14 | | | | | |
| 6.2 | .1. Family or Friends14 | | | | | |
| 6.2 | 2.2. Commercial Accommodation14 | | | | | |
| 6.2 | 3. Places of Refuge14 | | | | | |
| 6.2 | 2.4. Evacuation Centre14 | | | | | |
| 6.2 | 2.5. Specialist Facilities14 | | | | | |
| 6.3 | Temporary housing15 | | | | | |

| | | 6.3. | 1. | Case Study | 15 |
|----------|-----------------------|--|----------------|------------------|----|
| 7 | | Sec | urity | and Safety | 15 |
| 8 | | Star | ndard | ds of Behaviour | 16 |
| 9 | | Medical Support | | 16 | |
| 1 | 0. | Children | | 16 | |
| 1 | 1. | Visitors16 | | | |
| 1 | 2. | Very Important Persons (VIPs)1 | | | 17 |
| 1 | 3. | Public Information1 | | | 17 |
| 1 | 4. | М | edia | Protocols | 17 |
| 1 | 5. | Refreshments and Kitchen Facilities | | lities18 | |
| 1 | 6. | s. Spontaneous Volunteers and Donations. | | onations.18 | |
| 1 | 17. Refuse Collection | | 18 | | |
| 1 | 18. Pets | | 19 | | |
| 1 | 19. Sleeping Arra | | leepi | ng Arrangements | 19 |
| 2 | 20. Finan | | nand | ce and Costs | 20 |
| 21. Clos | | losur | e of a Shelter | 20 | |
| 2 | 2. | A | nnex | ures | 21 |
| | 22 | 2.1 | Acro | onyms | 21 |
| | 22 | 2.2 | Sch | edule of Figures | 22 |
| 22.3 | | 2.3 | l ist | of Annexures | 22 |

1. Administration and Governance

1.1 Purpose

The purpose of this Scenic Rim Shelter Management Sub Plan is to provide guidance and recommendations for the establishment and management of facilities that have been designated as Shelters, this includes Evacuation Centres, Places of Refuge, or places of similar purpose within the Scenic Rim region.

1.2 Objectives

The objectives of the Scenic Rim Shelter Management Sub Plan are to:

- Identify the legislated authority for managing shelters.
- Define the sheltering models that may be used in the Scenic Rim region, and detail the associated supports and services that may be provided.
- Provide detailed information on the function and operations of common sheltering options including evacuation centres and places of refuge.

1.3 Authority

This plan is developed by Scenic Rim Regional Council (SRRC) under the authority of the *Disaster Management Act 2003* and in line with the Queensland Evacuation Centre Management Handbook (H.1.259), by Australian Red Cross.

This plan forms a sub plan of the Scenic Rim Local Disaster Management Plan (LDMP) and will be managed in accordance with the administrative and governance processes outlined within the LDMP including approval, document control, distribution and review.

1.4 Activation

This Sub plan provides an outline of how shelters will be managed and maintained before, during and after an event. The decision to open a shelter within the Scenic Rim region will be the responsibility of the Scenic Rim Local Disaster Management Group (LDMG), and if required, this will be in consultation with the Logan District Disaster Management Group (DDMG) ¹.

Once a decision has been made to open a shelter, the Local Disaster Coordinator (LDC) will instruct the Shelter Manager to prepare and open the designated building. The Shelter Manager will coordinate the operation of the shelter with the Scenic Rim Shelter Management Team (SMT) and other agencies and organisations as required.

Support will be given to the Shelter Manager and the SMT by the Scenic Rim Local Disaster Coordination Centre (LDCC).

This sub plan is supported by the:

- Scenic Rim Local Disaster Management Plan
- Scenic Rim Animal Management Sub Plan²
- Scenic Rim Regional Council and Australian Red Cross MoU

Scenic Rim Shelter Management Sub Plan

¹ Australian Red Cross (2017) H.1.259 Queensland Evacuation Centre Management Handbook, pg. 1.

² The Scenic Rim Animal Management Sub Plan is currently in development and not available.

- Scenic Rim Evacuation Sub Plan
- Scenic Rim Public Information and Warnings Sub Plan
- Scenic Rim Spontaneous Volunteer and Donation Management Sub Plan ³
- Evacuation Planning Handbook 4, 2017,
 Australian Institute for Disaster Resilience
 Handbook Collection
- Australian Red Cross Evacuation Centre Field Guide, 2013 (RG.1.272)
- Australian Red Cross <u>Queensland</u>
 <u>Evacuation Centre Management Handbook</u>,
 2017 (H1259)

2. Introduction

2.1 Shelter

Shelter is the fourth stage of the evacuation process which supports the evacuation of communities and individuals immediately preceding or during a man-made or natural disaster 4 . Evacuation involves the coordination of movement of persons from an unsafe or potentially unsafe location to a safer location and their eventual return to their homes and community 5 .

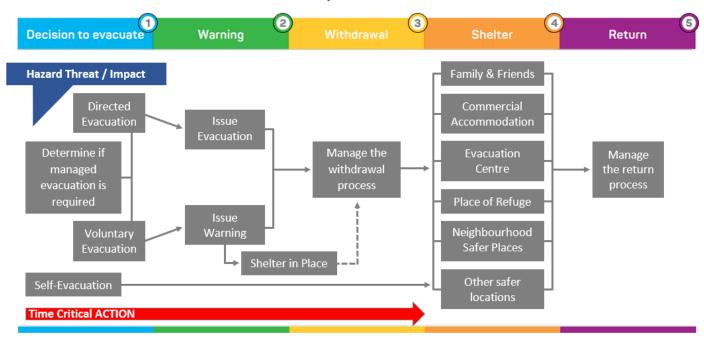


Figure 1: Stages of Evacuation 6

Before providing immediate shelter or temporary accommodation, there is a significant amount of preplanning that occurs to ensure appropriate shelters for the community can be provided.

Scenic Rim Shelter Management Sub Plan

³ The Scenic Rim Spontaneous Volunteer and Donation Management Sub Plan is currently in development and not available.

⁴ Australian Red Cross (2017) H.1.259 Queensland Evacuation Centre Management Handbook, pg. 5.

⁵ Australian Red Cross (2017) H.1.259 Queensland Evacuation Centre Management Handbook, pg. 1.

⁶ Diagram adapted from:

Australian Institute for Disaster Resilience (2017). Australian Disaster Resilience Handbook Collection; Handbook 4: Evacuation Planning, pg. 3. Queensland Fire and Emergency Service (2018). Evacuation: Responsibilities, Arrangements and Management - Manual.1.190, pg. 5.

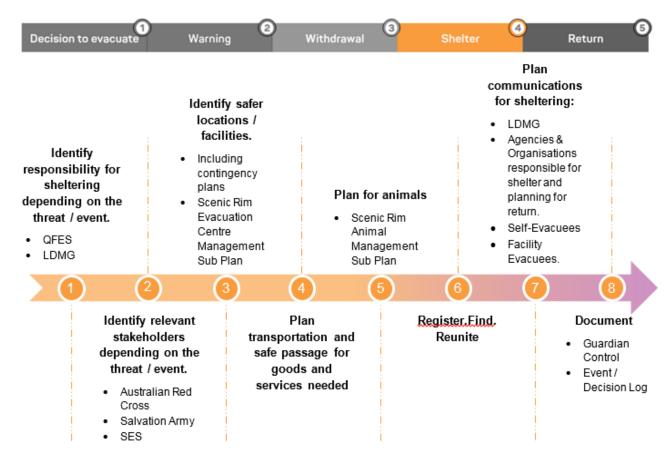


Figure 2: A visual overview of the key steps to the Shelter stage of the evacuation process as outlined by the Queensland Evacuation Manual M.1.190 7 .

2.2 Roles and Responsibilities

Core roles and responsibilities for those who work in a shelter are outlined in the Queensland Evacuation Centre Field Guide ⁸. The type of shelter will be determined by the size and scale of the disaster, the needs of the community and duration of the event.

Further detail of the lead agencies and local services can be found in Guardian Control, Scenic Rim Regional Council's Incident Management System (IMS). Different lead and local agencies will be called upon depending on the area and location in need of shelter support.

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⁷ Queensland Fire and Emergency Services (2018), Evacuation: Responsibilities, Arrangements and Management - Manual.1.190.

⁸ Australian Red Cross (2017) RG.1.272 Queensland Evacuation Centre Field Guide pg. 3.

3. Facility Arrangements

Scenic Rim Regional Council has entered into a Memorandum of Understanding with the Australian Red Cross, Annexure E to this Sub plan relating to the management of Shelters. Scenic Rim Regional Council will always retain overall responsibility and accountability for the end-to-end shelter process.

In the early stages of the a response phase, shelter management activities may be undertaken by identified and trained council staff members, lead and local service agencies and trained community volunteers.

Identified shelters that maybe used within the Scenic Rim region are listed in Annexure A. Further detail of the shelter capability and capacity are listed and detailed in Guardian Control.

If a shelter has been requested by the Scenic Rim LDMG that is not listed on Annexure A, this will be at the discretion and a decision made by the Scenic Rim LDMG. Consideration should be taken by the Scenic Rim LDMG, that no preplanning, MoU arrangements or full understanding of the buildings capability and capacity has been prepared prior and full responsibility will be taken by the Scenic Rim LDMG.

Consideration must take place by the Local Disaster Coordinator (LDC) to use the endorsed building, depending on capability and capacity that facility can maintain, to the requested type of shelter required as priority.

4. Establishment of a Shelter

4.1 Shelter Identification

Multiple sites have been identified for use as a potential shelter, including specifications for the site to be an evacuation centre shelter or place of refuge. The sites have undergone Scenic Rim Regional Council audit processes and are listed in Guardian Control, Council's IMS according to Annexure A List of Available Facilities.

Scenic Rim Regional Council has in place MoU's with identified shelters, that are not Council owned buildings. The MoU outlines the roles, responsibilities and associated costs between Council and the facility owner, before, during and after use.

The MoU's are reviewed annually or when appropriate between Council and the facility Management Committees. The completed MoU's are also recorded in Guardian Control for each shelter.

4.2 Scope of Operations

A shelter can be open from a couple of hours to 5 - 21 days, depending on the circumstances. The duration of the shelter transitions the facility from being immediate sheltering from the disaster to the temporary sheltering phase ⁹. If this occurs, preparations by the SMT must be taken to accommodate the registered evacuees.

Where it is determined that a disaster or event is over, but evacuees are unable to return to their homes, the Department of Communities, Housing and Digital Economy will be responsible for the necessary management and rehousing of affected persons under their allocated responsibility through the Logan District Human Social Recovery Sub Committee and Sub Plan. This will be discussed and decided at the

Scenic Rim Shelter Management Sub Plan

Version 2.1 page 9

⁹ Australian Red Cross (2017) H.1.259 Queensland Evacuation Centre Management Handbook, pg. 8.

Scenic Rim LDMG, with direct responsibility of the Local Recovery Coordinator (LRC), or through the Scenic Rim Local Recovery Group (LRG).

4.3 Operation of a Shelter

The Scenic Rim LDC or delegate, responsible for the response operation ¹⁰ will determine the need for activation of any shelter within the Scenic Rim region. The LDC through the LDCC is also responsible for advising the community and media that a shelter is open and to ensure the location details and safe access routes are circulated to the affected community ¹¹.

The Scenic Rim Regional Council's Disaster Dashboard http://disasterdashboard.scenicrim.qld.gov.au/ and emergency messaging will provide further information to the affected community.

Procedural operation of an evacuation centre is referenced in the Queensland Evacuation Centre Field Guide 12 .

4.4 Management of a Shelter

The management of a shelter will be coordinated by an appointed Shelter Manager.

It should also be recognised that self-organised spaces opened by community members may emerge as part of response effort to provide immediate relief for displaced community members.

These facilities are not endorsed shelter facilities activated by the Scenic Rim LDMG, however assistance may be required to support these facilities as far as is reasonably practicable. If not limited due to isolation, evacuees should be moved to a suitable and established shelter that has been formally arranged by the Scenic Rim LDMG and managed appropriately by the Scenic Rim SMT.

4.5 Record Keeping

Record keeping, registration and logs are compulsory when a shelter is in operation. This is not only a legislative requirement, but maybe used for evidence, post event for an audit or coronial inquest if called upon.

Information, blank log sheets and checklists are supplied in both the main evacuation centre management kits and sub shelter management kits.

Detailed record management requirements are outlined in the Queensland Evacuation Centre Field Guide ¹³.

4.6 Personnel

The Scenic Rim SMT is an operational group that reports to the LDC or delegate within the Scenic Rim LDCC.

The SMT is made up of trained Council employees, trained community volunteers, lead agencies and selected local services with a variety of job skills and knowledge. The team will manage the set-up, day to day activities and closure of the shelter. This includes the management of a place of refuge or evacuation centre.

Scenic Rim Shelter Management Sub Plan

¹⁰ Queensland Disaster Management Act 2003 [s 36]

¹¹ Australian Red Cross (2017) RG.1.272 Queensland Evacuation Centre Field Guide pg. 4.

¹² Australian Red Cross (2017) RG.1.272 Queensland Evacuation Centre Field Guide.

¹³ Australian Red Cross (2017) RG.1.272 Queensland Evacuation Centre Field Guide.

Australian Red Cross can provide support expertise and guidance where necessary, in accordance with the MoU arrangements with Council.

A list of Scenic Rim Regional Council personnel who are eligible to work within any type of shelter are listed in Guardian Control.

Personnel and supporting agencies that work within shelters must understand that the facility is being operated on behalf of the Scenic Rim Regional Council as part of Council's responsibilities under the MoU arrangements with the Australian Red Cross, and the Scenic Rim LDMP.

The Shelter Manager is responsible for all records created in relation to the facility operations. The records are collated and provided to the LDCC at the end of operations or as otherwise requested by the LDC for the Scenic Rim Regional Council Disaster Management Unit to appropriately record and maintain in councils systems after the disaster event.

4.7 Training

Any personnel who work or volunteer in a shelter will be required to undertake specific training and participate in sheltering exercises. Training requirements consist of, but are not limited to;

- Queensland Disaster Management Training Framework (QDMTF) Modules;
- Relevant Australian Red Cross Evacuation Centre courses;
- Specific site training when required;
- Psychological First Aid
- · First Aid; and
- Working with Children Blue Card.

The Scenic Rim Regional Council Disaster Management Unit will organise appropriate training and exercises for the Scenic Rim SMT, in consultation with the nominated Shelter Manager/s, LRC/s and LDC/s.

It is the responsibility of the Shelter Manager to ensure staff, volunteers and other organisations who work in an operating shelter, have the appropriate certifications, skills and knowledge.

4.8 Reporting

During an event, reporting to the LDCC will be required. Reporting requirements will be determined by the LDC, as this will be reported to the Scenic Rim LDMG at meetings and recorded in Situational Reports. This reporting should form part of the daily schedule for the Shelter Manager or delegate ¹⁴.

Additional reporting may be required where unexpected or serious incidents occur, these may relate to evacuee intake numbers, supply of necessary equipment or food/water, health and safety, evacuee mental health concerns or behavioral issues, structural or proximity issues with the location of the centre, or any other event which requires timely assistance for external support.

This will also assist with intake capacity of evacuees and/or whether decisions need to be made about preparing for or opening another facility should the need arise.

Scenic Rim Shelter Management Sub Plan

¹⁴ Australian Red Cross (2017) RG.1.272 Queensland Evacuation Centre Field Guide pg. 59.

5. Shelter Kits and Sub Kits

A Shelter Kit is a collection of essential items, forms and documents used in the establishment and initial operations of a shelter. The Kits provide resources immediately available to personnel during the early stages of operation, when resources may be challenging to acquire.

Three (3) main Shelter Kits consisting of two bags each, are located at;

- 1. Boonah Council Office;
- 2. Beaudesert Council Office; and
- 3. Vonda Youngman Community Centre.

The three locations are not necessarily designated shelters, the main Shelter Kits are located at these points around the Scenic Rim region for easy accessibility, due to the natural terrain that is common to flooding and bushfires.

Sub kits have also been developed, consisting of essential documentation and instructions. These Sub kits are located at all other identified facilities listed in Annexure A List of Available Facilities.

6. Shelter Definitions

Scenic Rim LDMG refers to the below shelter definitions that are used within the region.

The following diagram represents the stages of sheltering according to the duration needed of a sheltering location throughout an event. This staging of shelter duration also follows the evacuation planning, from the Australian Institute for Disaster Resilience.



Figure 3 Phases of sheltering 15

Scenic Rim Shelter Management Sub Plan

¹⁵ Australian Institute for Disaster Resilience (2017). Australian Disaster Resilience Handbook Collection; Handbook 4: Evacuation Planning pg. 23.

6.1 Immediate Sheltering

6.1.1. Shelter in Place

Shelter in Place, means stay where you are currently located. This will be used if an evacuation is not required, or evacuating is not the safest option 16.

Where possible shelter in buildings built post-1982. Ensure these buildings are well maintained and you have supplies to remain self-sufficient for some time after the threat / event has past. If your own residence does not met this requirement, other Shelter in Place options include:

- staying with friends & family outside of the unsafe / potentially unsafe location
- commercial accommodation outside of the unsafe / potentially unsafe location

6.1.2. Assembly Area

An Assembly Point is a designated location which is not anticipated to be adversely affected by a local hazard or disaster event. These locations are designed for short term arrangements to provide basic needs and information points. They can be used to triage people, prior to coordinating movements to longer-term locations or until a shelter is officially opened.

An assembly point will be announced by the emergency services and the Scenic Rim Local Disaster Management Group (LDMG) if a location has been designated at the time of the event.

6.1.3. Places of Last Resort

A Place of Last Resort is a last option if all else fails when evacuating the area. They are places that may provide protection, but there is no guarantee of safety. They are locations that will most likely have no facility, resources or emergency services ¹⁷ . Places of Last Resort can be Neighborhood Safer Places, however depending on the event a Place of Last Resort location can be announced outside the standard required to be a Neighborhood Safer Place.

A Place of Last Resort will be announced by the emergency services and the Scenic Rim Local Disaster Management Group (LDMG) if a location has been designated at the time of the event.

6.1.4. Neighborhood Safer Places

Queensland Fire and Emergency Services, Rural Fire Service maintain designated Neighborhood Safer Place (NSP) locations. These particular locations have a set national standard that must be complied by to ensure they can be a NSP. An NSP is a local open space or building where people may gather, as a last resort, to seek shelter from a bushfire.

Firefighters may not be present at NSPs, in the event that they will be fighting the main fire front elsewhere, NSPs do not cater for animals or pets, provide meals or amenities or provide shelter from the elements, in particular, flying embers 18.

Scenic Rim Shelter Management Sub Plan

¹⁶ Australian Institute for Disaster Resilience (2017). Australian Disaster Resilience Handbook Collection; Handbook 4: Evacuation Planning pg. 24.

¹⁷ Australian Institute for Disaster Resilience (2017), Australian Disaster Resilience Handbook Collection; Handbook 4: Evacuation Planning pg. 26.

¹⁸ Queensland Fire and Emergency Service, Rural Fire Service website; www.ruralfire.qld.gov.au.

Scenic Rim local government area have NSPs, further information can be found on Council's website, www.scenicrim.qld.gov.au/council-services/disaster-management/places-of-last-resort or on Queensland Rural Fire Service website, www.ruralfire.qld.gov.au/BushFire Safety/Neighbourhood-Safer-Places

6.2 Temporary Sheltering

6.2.1. Family or Friends

Staying with Family or Friends is highly recommended and is suggested as a preferred option to the evacuee. Temporary facilities provided for evacuees are basic and may not be suitable accommodation locations, comfort with family and friends outside of the impacted area during an event can be a more supportive environment for evacuee/s ¹⁹.

6.2.2. Commercial Accommodation

Commercial Accommodation will be provided to evacuee/s if required. This will be determined and organised by organisations such as Australian Red Cross and Department of Communities, Housing and Digital Economy that are represented in the Scenic Rim LRG or through the Scenic Rim LDMG. Location and star rating of accommodation will also be determined by appropriate personnel.

6.2.3. Places of Refuge

A Place of Refuge within the Scenic Rim region is a building that provides simple refreshments for evacuees or community members who are within the affected vicinity short-term ²⁰. This location provides information about the event and additional support services, where a formal Evacuation Centre or Recovery Centre may not be required. The Place of Refuge does not provide accommodation, meals or long term support, however is a location for people to seek information or be triaged by support organisations and emergency services to be relocated and moved to a more permanent location.



A Place of Refuge is **NOT** an Evacuation Centre and there are significant differences in terms of resources and support that is provided at each shelter.

6.2.4. Evacuation Centre

An Evacuation Centre is a pre-determined location that is a safe and secure place for evacuees who require shelter away from the impacted area. The centres provide temporary accommodation and support for evacuees for a number of days, this includes but is not limited to, essential items such as water, food, toilets, registration and desirable aspects, such as bed and bedding, clothing, showers, and entertainment.²¹

6.2.5. Specialist Facilities

Consideration may be required for individual needs of evacuees. This could mean some evacuees may require special assistance or support which may be provided by hospitals, aged care or other facilities of similar nature. Consideration will need to be taken into account if these locations are at risk and require evacuation as well ²².

Scenic Rim Shelter Management Sub Plan

Version 2.1 page 14

¹⁹ Australian Institute for Disaster Resilience (2017). Australian Disaster Resilience Handbook Collection; Handbook 4: Evacuation Planning pg. 24.

²⁰ Australian Institute for Disaster Resilience (2017). Australian Disaster Resilience Handbook Collection; Handbook 4: Evacuation Planning pg. 25.

²¹ Australian Institute for Disaster Resilience (2017). Australian Disaster Resilience Handbook Collection: Handbook 4: Evacuation Planning pg. 25.

²² Australian Institute for Disaster Resilience (2017). Australian Disaster Resilience Handbook Collection; Handbook 4: Evacuation Planning pg. 26.

6.3 Temporary housing

Temporary housing is for evacuees who require accommodation for a longer duration. This is most commonly needed when the evacuee/s have lost their primary residence and have exhausted all other possibilities of staying with friends or family for the long duration period. More detailed analysis maybe necessary to ensure the need is required. This will be determined, assessed and organised by organisations such as Department of Communities, Housing and Digital Economy (DCHDE) that are represented in the Scenic Rim LRG or through the Scenic Rim LDMG.

6.3.1. Case Study

During the bushfires in 2019-2020 which impacted the Scenic Rim, it was found that terminology used for an Evacuation Centre, compared to Place of Refuge for the affected community to relocate due to the bushfire risk was not well known across the Scenic Rim LDMG and the lead agency, Queensland Fire and Emergency Service, and perhaps even the community, which led to mixed expectations of services provided when the community arrived. There was also a general lack of understanding, in particular with small land holders in relation to animal evacuation processes and expectations.²³

Learnings:

- Terminology for shelters should meet the expectation of the community, so they can easily understand the safer location in their time of need.
- Coordinated terminology must be used between all responding agencies to ensure messaging to the impacted community is consistent.
- The misuse of terminology also made it difficult during the bushfires between agencies in understanding what was expected of their support to the LDMG and community.
- There was evidence that there were issues in relation to animal evacuation and the lack of preparedness by some community members to relocate themselves and their animals in a timely and safe manner.

7. Security and Safety

Safety considerations within a shelter will be the responsibility of the Shelter manager. Personnel, team members and agencies working in a shelter have a responsibility to ensure a safe and hygienic workplace is provided, and complies with Work, Health and Safety (WH&S) legislation.

Fatigue monitoring and psychosocial management is the responsibility of the Shelter Manager and on site agency team leaders, to ensure staff and evacuees are provided with a safe working environment.

The LDCC will organise for a security contractor to be on-site if determined necessary by the Shelter Manager. The Queensland Police Services (QPS) subject to availability, may support community safety activities at the shelter, and assist with managing incidents involving evacuees.

Unacceptable behavior and disciplinary management for staff will be managed according to Council's policies and procedures, and Queensland Police Service (QPS) officers will be involved to manage evacuees appropriately.

All shelters are to have clear and visible evacuation plans in the event of fire or other emergency situation 24

Scenic Rim Shelter Management Sub Plan

²³ Report 1: Lessons from the September – November 2019 Bushfires, Scenic Rim Regional Council p.16.

²⁴ Australian Red Cross (2017) RG.1.272 Queensland Evacuation Centre Field Guide pg. 61.

All accidents and incidents should be documented on an incident report form and escalated in accordance with the relevant agency policy and procedures.

Additional steps concerning health and safety measures in a shelter is discussed in Annexure D Activation of a Shelter during an Epidemic or Pandemic situation.

8. Standards of Behaviour

The Standards of Behaviour for a shelter is listed and explained in the Resident Information Sheet (Code of Conduct). The Resident Information Sheet should be clearly communicated, and then agreed to and abided by all residents and visitors on the premises. Provision should be made for communication of key information in an accessible manner to those with language and literacy support needs, which may also include those with English as a second language, hearing and sight impairments, and intellectual disability.

The document can be found in all Shelter Kits and will be displayed at registration tables and where appropriate within an operating shelter, and announced to the community by the Scenic Rim LDMG regularly.

A Code of Conduct, by Australian Red Cross will also be displayed for appropriate behaviors in shelters during an epidemic or pandemic situation, refer to Annexure D Activation of a Shelter during and Epidemic or Pandemic.

9. Medical Support

Medical emergencies are to be immediately reported to triple zero (000).

Whilst it is not the function of the shelter to provide medical services, the need for, first aid, medical treatment or assistance with obtaining medication, should be anticipated.

The Shelter Manager must ensure that basic first aid kits are available in the shelter and a basic qualified first aider is present in the shelter.

The basic qualified first aider, can be a qualified Council Officer, qualified volunteer or an Officer of Queensland Ambulance Service (QAS). A qualified first aider can be sauced through the Local Disaster Coordination Centre (LDCC) if required.

10. Children

Children within a shelter remain the responsibility of their accompanying parents/guardians at all times and should be adequately supervised.

The Shelter Manager will be required to obtain "Working with Children" blue card, other team members are encouraged to obtain a "Working with Children" blue card. Services engaged by Council to assist in the shelter may not necessarily have a blue card. Staff should therefore, as a matter of caution apply the two worker rule whenever dealing with children.

If the shelter becomes an established Evacuation Centre, consideration is needed to designate a child safe area. This area will provide children and teens structured activities to ensure early recovery.

11. Visitors

Visitors to the shelter who have come to see friends or family should be discouraged from conducting the visit within the facility.

Scenic Rim Shelter Management Sub Plan

Version 2.1 page 16

The presence of additional persons within the shelter can be a strain on the existing resources and staffing. Wherever possible, residents should be encouraged to visit with friends or relatives away from the centre, ensuring that they sign out when they leave and back in again when they return.

12. Very Important Persons (VIPs)

Under certain circumstances, VIPs such as politicians and other persons may wish to visit the shelter as a show of support, to assist with some function, or to review the situation on the ground.

The Shelter Manager or delegate must notify the LDC within the LDCC or Council's Communications Officers at the earliest possible opportunity and should accompany the VIP at all times while they are on the premises ²⁵.

If the Guest (VIP) is likely to walk around within the Shelter. The Shelter Manager should make an announcement, so residents (evacuees) can step away if needed. Try and restrict the visit to an area of the shelter that is away from the sleeping area.

Ensure the Shelter Management Staff is alert to any signs of extra stress the visit might cause.

Further information on media protocols and information to the community is discussed in the Scenic Rim Public Information and Warnings Sub Plan.

13. Public Information

The provision of timely and accurate information will assist in the alleviation of stress and contribute to the well-being of evacuees and should be provided and updated at regular intervals.

It is imperative to ensure that all information is accurate, verified and up to date. Relevant information provided in the shelter should be obtained through the LDCC.

The Shelter Manager should arrange for announcements to be made at regular intervals to ensure that evacuees are kept up to date and copies of relevant bulletins be displayed in an appropriate location of the facility ²⁶.

14. Media Protocols

Depending on the size and circumstances of the disaster or event, media personnel from a variety of outlets may arrive at the shelter in order to document and report on the events unfolding.

The Shelter Manger or delegate must be the first point of contact for media-related issues. All requests for information by the media must be politely referred to the Scenic Rim LDMG.

It is important to note the vital assistance that the media can provide during disaster events. It is imperative that they be treated with respect and courtesy at all times, even when unable to provide the requested information.

Media are not to enter the shelter without prior approval and the express permission of the Shelter Manager. They should be accompanied by the Shelter Manager or delegate at all times while they are on the premises, and should not be provided access to areas that would compromise individual evacuee privacy, such as sleeping areas and wash facilities.

Scenic Rim Shelter Management Sub Plan

Version 2.1 page 17

²⁵ Australian Red Cross (2017) RG.1.272 Queensland Evacuation Centre Field Guide pg. 55.

²⁶ Australian Red Cross (2017) RG.1.272 Queensland Evacuation Centre Field Guide pg. 45.

Further information on media protocols and information to the community is discussed in the Scenic Rim Public Information and Warnings Sub Plan.

Detailed media and VIP management can be found in the Queensland Evacuation Centre Field Guide ²⁷ .

15. Refreshments and Kitchen Facilities

The provision of food in a Shelter will be determined by the nature of the event, the type of shelter being used, and the anticipated duration of the event. A place of refuge may only have water and light refreshments available within the first few hours. Whereas an evacuation centre will make provision for access to meals and refreshments for evacuees staying at the centre. It is likely that it could take a number of hours for food and catering arrangements to be operationalized.

Local community groups listed in Guardian Control may be engaged for the provision of meals.

Food preparation facilities are to comply with Food Standards Australia and perishable foods should only be accessed on a daily basis and cooked and served as appropriate.

Donations of homemade foods are not to be accepted by the Shelter Manager, due to health regulations and duty of care requirements.

16. Spontaneous Volunteers and Donations

Any spontaneous volunteers who arrive at the shelter wishing to assist should be directed to register with external supporting agencies. Please refer spontaneous volunteers to Volunteering Queensland. Visit www.volunteeringgld.org.au

Donations of items are to be referred to GIVIT, where they can be effectively managed and distributed to the community in need. Visit www.givit.org.au

Donations of foods cannot be accepted by the shelter, due to health regulations and duty of care requirements.

All spontaneous offers of assistance should be assessed and, depending on the offer, be redirected to the LDCC 28 .

Further information on spontaneous volunteers and donations is discussed in the Scenic Rim Spontaneous Volunteers and Donations Management Sub Plan 29 .

More detailed information about spontaneous offers of assistance can be refer to in the Queensland Evacuation Centre Field Guide 30 .

17. Refuse Collection

Sufficient waste containers are to be provided in the shelter for all waste. A daily refuse removal service must be started as promptly as possible. This shall be the responsibility of Scenic Rim Regional Council's Waste Services, if extra collection is required, this is to be coordinated to the Scenic Rim LDCC by the Shelter Manager or delegate.

Scenic Rim Shelter Management Sub Plan

Version 2.1 page 18

²⁷ Australian Red Cross (2017) RG.1.272 Queensland Evacuation Centre Field Guide pg. 55.

²⁸ Australian Red Cross (2017) RG.1.272 Queensland Evacuation Centre Field Guide pg. 67.

²⁹ Scenic Rim Spontaneous Volunteers and Donations Management Sub Plan is currently in development and not available.

³⁰ Australian Red Cross (2017) RG.1.272 Queensland Evacuation Centre Field Guide pg. 67.

When such a service is impractical, an attempt must be made to separate refuse such as perishable and non-perishable and store such perishable in a lidded bin ³¹.

An adequate supply of cleaning and housekeeping products as necessary should also be available.

18. Pets

The responsibility for coordinating emergency animal shelter rests with Council's Health Services.

It is acknowledged that there may be occasions or instances when it will be necessary to accept an animal at a shelter. The decision to accept an animal at the shelter rests with the Shelter Manager.

The responsibility for the care and welfare of any animal accepted into the shelter rests solely with the owner/keeper of the animal.

Assistance animals will be accepted into any facility of Scenic Rim Regional Council. Every effort will be made to accommodate people with their assistance animals in a separate part of the building.

Further information on animal and pet management with selected shelters is discussed in the Scenic Rim Animal Management Sub Plan 32 .

19. Sleeping Arrangements

Shelters with provision for on-site sleeping arrangements are commonly called Evacuation Centres. Evacuation Centres are normally used when evacuees are unable to make other arrangements for their own safe shelter.

Evacuees should be encouraged to explore other accommodation options first, such as staying with family or friends or in commercial accommodation.

If the decision is made for evacuees to stay overnight in the Evacuation Centre, sleeping arrangements will be in accordance with the Queensland Evacuation Centre Field Guide ³³.

Provision of suitable bedding appropriate for the intended use e.g. camp stretchers and bedding materials is requested by the Shelter Manager through the LDCC. A range of bedding materials have been prepositioned across the region for use in Evacuation Centres.

Commercial accommodation options may need to be considered for evacuees with an identified need, or who would otherwise not cope in an evacuation centre environment. These requests should be raised by the Shelter Manager and LRC. Approval will have to be given by the LDC, that will commonly be referred through the Scenic Rim LDMG for support by the relevant state departments for the necessary management and rehousing of affected persons under their allocated responsibility through the Logan District Human Social Recovery Sub Committee and Sub Plan ³⁴.

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Scenic Rim Shelter Management Sub Plan

³¹ Australian Red Cross (2017) RG.1.272 Queensland Evacuation Centre Field Guide pg. 31.

³² The Scenic Rim Animal Management Sub Plan is currently in development and not available.

³³ Australian Red Cross (2017) RG.1.272 Queensland Evacuation Centre Field Guide pg. 23.

³⁴ Logan District Human and Social Functional Recovery Plan 2020-21.

20. Finance and Costs

Operational costs and any damages to facilities used during an evacuation **may be** claimable under the Disaster Recovery Funding Arrangements (DRFA) or State Disaster Relief Arrangements (SDRA) which requires a claim to be submitted by Council as part of its Counter Disaster Operations.

The Shelter Manager is responsible to ensure compliance with purchasing and expenditure requirements for operations of a shelter/s are correctly recorded and maintained by agencies in the shelter and supplied to the Scenic Rim Regional Council Disaster Management Unit for appropriate recording and included in the DRFA claim.

21. Closure of a Shelter

Closure of shelter will be determined and instructed by the LDC to the Shelter Manager.

The Shelter Manager in collaboration with the LDCC will have to formulate a plan for closure, in order to maintain structure of the shelter. This is also to ensure identification of evacuees who are unable to return home or do not have the capacity to alternative temporary accommodation are acknowledged and given appropriate support. There should be at least 24 hours' notice for a shelter to close, this also depends on the numbers of evacuees that are utilising the facility and the severity of the event.

More detailed information about closure operations can be found to in the Queensland Evacuation Centre Field Guide 35 .

Scenic Rim Shelter Management Sub Plan

Version 2.1 page 20

³⁵ Australian Red Cross (2017) RG.1.272 Queensland Evacuation Centre Field Guide pg. 69.

22. Annexures

22.1 Acronyms

| DCHDE | Department of Communities, Housing and Digital Economy |
|-------|--|
| DDMG | District Disaster Management Group |
| DHPW | Department of Housing and Public Works |
| DRFA | Disaster Recovery Funding Arrangements |
| ECMT | Evacuation Centre Management Team |
| IMS | Incident Management System |
| IMT | Incident Management Team |
| LDC | Local Disaster Coordinator |
| LDCC | Local Disaster Coordination Centre |
| LDMG | Local Disaster Management Group |
| LRC | Local Recovery Coordinator |
| LRG | Local Recovery Group |
| MoU | Memorandum of Understanding |
| NSP | Neighbourhood Safer Place |
| QPS | Queensland Police Service |
| SDCC | State Disaster Coordination Centre |
| SDRA | State Disaster Recovery Arrangements |
| SMT | Shelter Management Team |
| VIPs | Political identities |
| WHS | Work, Health and Safety |
| | |

22.2 Schedule of Figures

| Figure 1: Stages of Evacuation | 7 |
|--|-----|
| Figure 2: A visual overview of the key steps to the Shelter stage of the evacuation process as outlined by | |
| the Queensland Evacuation Manual M.1.190 | |
| Figure 3 Phases of sheltering | .12 |

22.3 List of Annexures

ANNEXURE A: List of Available Shelter Facilities [NOT FOR PUBLIC RELEASE]

ANNEXURE B: Memorandum of Understanding (MoU) Template Service Provider [NOT FOR PUBLIC RELEASE]

ANNEXURE C: Memorandum of Understanding (MoU) Template Identified Shelter Facility [NOT FOR PUBLIC RELEASE]

ANNEXURE D: Activation of a Shelter during an Epidemic or Pandemic [NOT FOR PUBLIC RELEASE]

ANNEXURE E: Memorandum of Understanding (MoU) Australian Red Cross and Scenic Rim Regional Council [NOT FOR PUBLIC RELEASE]