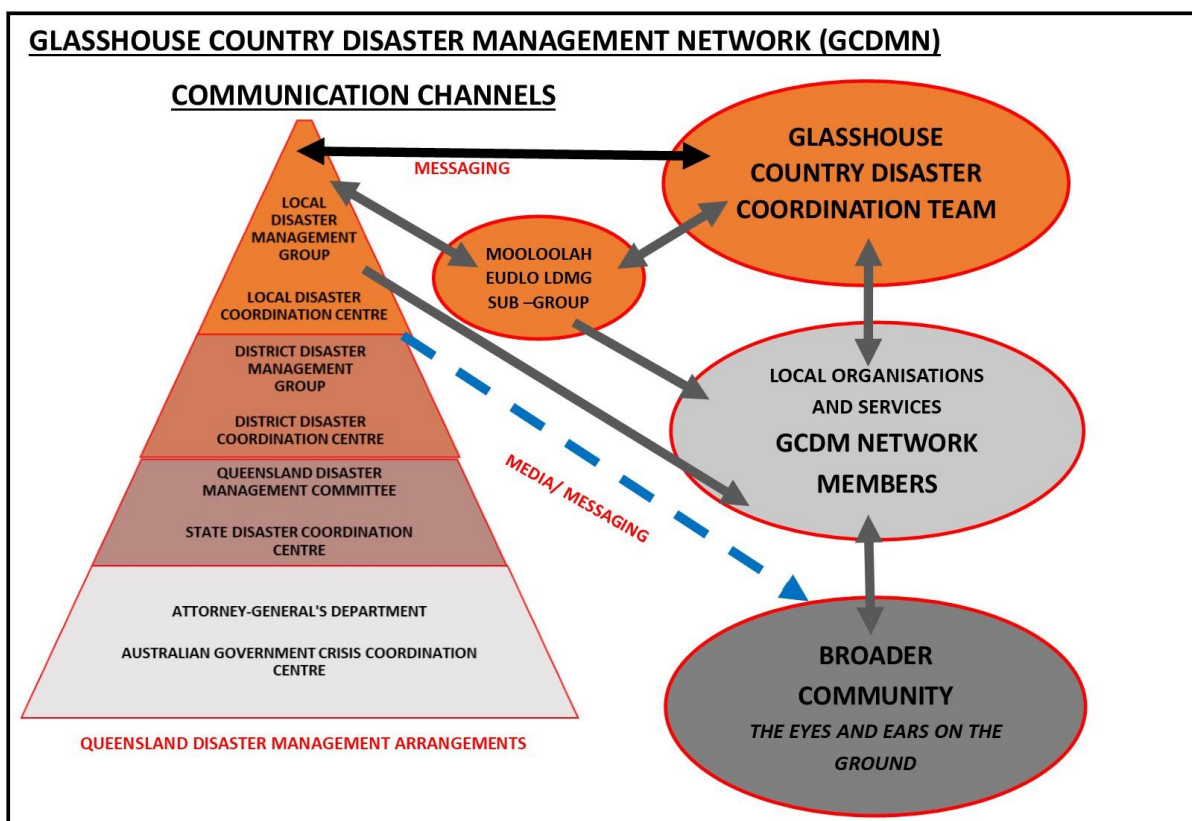


# GLASSHOUSE COUNTRY DISASTER MANAGEMENT NETWORK HANDBOOK



Developed by community  
representatives of  
Glasshouse Country

Supported by Sunshine Coast<sup>™</sup>  
COUNCIL

# Glasshouse Country Disaster Management Network (GCDMN)

## TABLE OF CONTENTS

1.	Contacts of Disaster Management Authorities .....	1
2.	What Members can do to support during an event .....	2
3.	Purpose of the Handbook .....	3
4.	Purpose of the Glasshouse Country Disaster Management Network (GCDMN) .....	3
5.	GCDMN Communication Channels Diagram .....	4
6.	Overview of Qld Disaster Management Arrangements .....	5
7.	Overview of the Sunshine Coast LDMG .....	6
8.	Role of the GCDMN Coordination Team .....	7
9.	Contacts of GCDMN Coordination Team .....	8
10.	Role of the GCDMN Member Organisations .....	8
11.	GCDMN Terms of Reference .....	9
	11.1 GCDMN Arrangements .....	9
	11.2 Communication Channels .....	9
	11.3 Boundary Map .....	10
12.	Overview of the GCDMN Contact and Resources Directory .....	11
13.	Handbook Administration and Acknowledgements .....	12

**To report all incidents and seek assistance, call the relevant agency directly. The GCDMN does not coordinate or take actions in an event, unless requested by Sunshine Coast Council.**

## Contacts of Disaster Management Authorities

SERVICE NAME	PHONE	WEBSITE
<b>Sunshine Coast Council</b> (Inc. Local Disaster Management Group and Coordination Centre)	<b>07 5475 7272</b>	<b>sunshinecoast.qld.gov.au</b>
<b>Disaster Hub</b>	-	<b>https://disaster.sunshinecoast.qld.gov.au</b>
<b>Emergency Plus App</b>	Inc. personal locator	https://emergencyapp.triplezero.gov.au
Energex - (power outages)	136 262	energex.com.au
Energex - (emergency)	131 962	energex.com.au
Police, Fire, Emergency (emergency)	000	-
Queensland Fire & Emergency Services - Engagement Officer	07 5420 7581	qfes.qld.gov.au
Queensland Police (Beerwah Station)	07 5436 5222	police.qld.gov.au
Queensland Police Service (General enquiries and reporting)	131 444	police.qld.gov.au
Rural Fire Service (Caloundra Office)	07 5420 7517	ruralfire.qld.gov.au
SES (Flood & storm emergency assistance)	132 500	ses.qld.gov.au
Unity Water	1300 086 489	unitywater.com
Telstra (Technical support)	13 22 00	telstra.com.au https://outages.telstra.com
Queensland Rail	13 16 17	queenslandrail.com.au
Queensland Rail (Outside 7.15-5pm)	13 16 17	queenslandrail.com.au
Queensland Rail (Level crossing issues)	1800 079 303	queenslandrail.com.au

## **What GCDMN Members can do to support during an event**

During an event, Glasshouse Country Disaster Management Network (GCDMN) members (representatives of organisations, groups and services) can do the following to provide support:

- Redirect any enquiries to the relevant agency (see [Contacts for Disaster Management Authorities](#) page) and encourage people to stay updated via the online Disaster Hub.
- Download mobile phone access to the online [Disaster Hub](#) (via the Sunshine Coast Council App) for all current disaster-related information. This App will automatically link to the Coast Alert App.
- Download the [Emergency Plus App](#). This includes a GPS locator and efficient access to call emergency services.
- Only share information that is directly sourced from Sunshine Coast Council, Emergency Services or Government Agencies.

## **What the GCDMN Coordination Team can do to support during an event**

The GCDMN Coordination Team is made up of local community representatives as lead points of contact and coordination for this network.

- Update the GCDMN Contact and Resources Directories of any known changes and provide this to the Sunshine Coast Council Local Disaster Management Group (LDMG).
- Share information directly sourced from Sunshine Coast Council, Emergency Services or Government Agencies.
- Be a communication conduit with the LDMG if directly requested by Sunshine Coast Council, such as to extend disaster-related messaging to the GCDMN member groups or respond to questions asked by the LDMG about local information.

## **Purpose of the Glasshouse Country Disaster Management Community Handbook**

The Glasshouse Country Disaster Management Network (GCDMN) Handbook has been developed to provide a shared resource to inform local community groups, services and the Sunshine Coast Local Disaster Management Group (LDMG) how the GCDMN is designed to operate.

The GCDMN Contact and Resource Directory is an additional document managed by the GCDMN Coordination Team and shared with the Sunshine Coast LDMG for use in disaster management. The directory is a live document, which is to be updated quarterly and as required by the GCDMN Coordination Team.

Additional information about the GCDMN and Coordination Team, including information sheets for use by groups, can be found on the GCDMN website: [www.gcdmn.com.au](http://www.gcdmn.com.au).

## **Purpose of the Glasshouse Country Disaster Management Network (GCDMN)**

The Glasshouse Country Disaster Management Network was formed by local community groups and services, with coordination through the Hinterland Community Development Program (Caloundra Community Centre) and in partnership with the Sunshine Coast Council (SCC), as part of the Get Ready Queensland program, and the Queensland Fire and Emergency Services (QFES) in 2019.

The GCDMN is primarily a conduit of communication between local community and service groups across Glasshouse Country AND Sunshine Coast Council for times of natural disasters or emergencies.

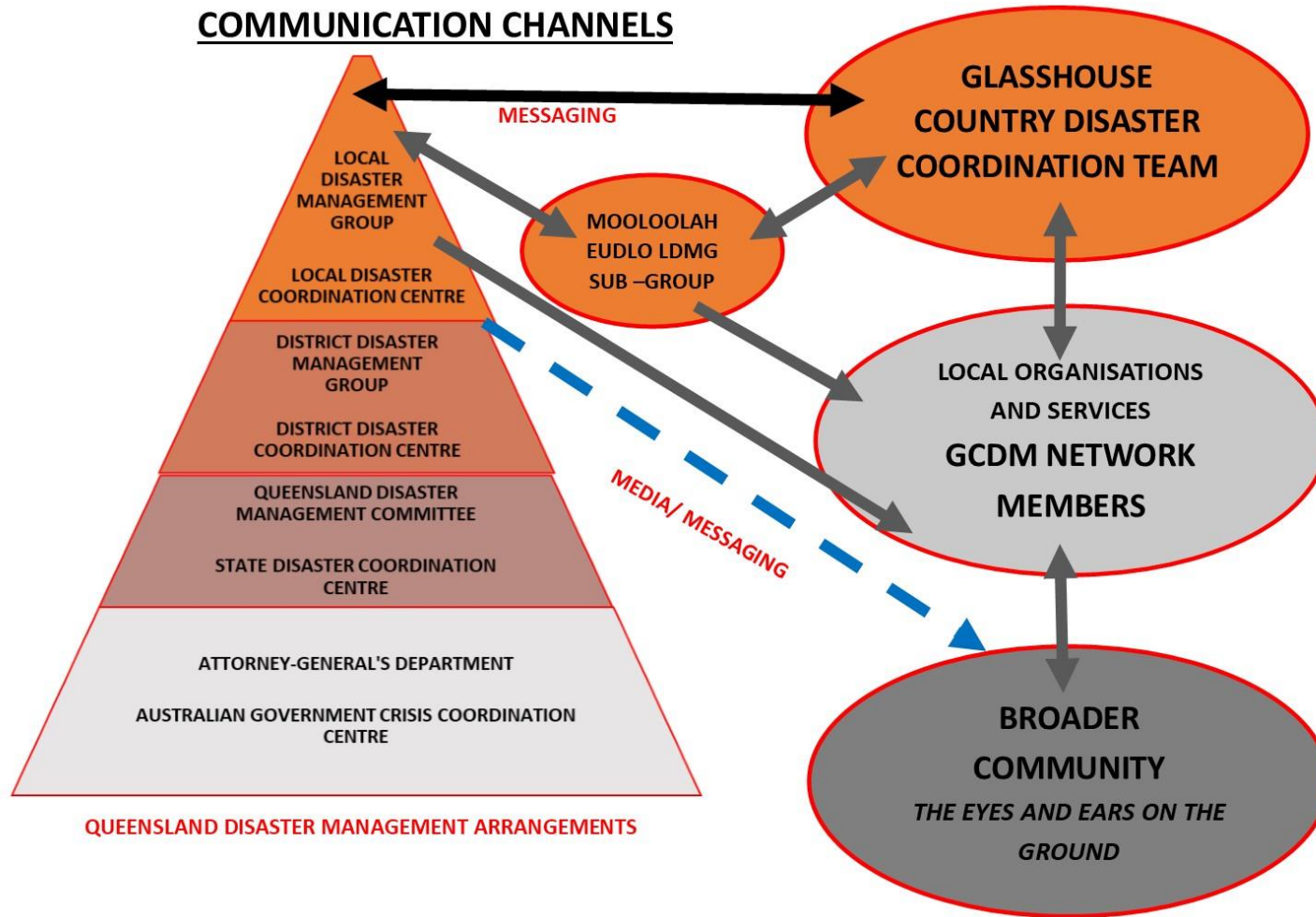
The purpose of the GCDMN is to:

1. Collect local information on GCDMN members' representatives contact details and their available resources and equipment for use by the Sunshine Coast Local Disaster Management Group (LDMG) in the event of major emergency events; and
2. Be a communication conduit to share information in times of major emergency events, if requested.

The following diagram illustrates how the GCDMN operates through communication channels. See the GCDMN Terms of Reference for further explanation (page 9).

## GLASSHOUSE COUNTRY DISASTER MANAGEMENT NETWORK (GCDMN)

### COMMUNICATION CHANNELS



This diagram indicates all disaster management information and requests for assistance comes directly from the Local Disaster Management Group (LDMG) to either the Coordination Team, Network Members or Mooloolah Eudlo LDMGSG. Media and other public messaging is communicated directly to the broader community from the LDMG. Communication of information and needs during and post disaster events can flow two-way between all arrow points.

# Overview of Queensland Disaster Management Arrangements (QDMA)

Whilst the Sunshine Coast Local Disaster Management Group (LDMG) is responsible for maintaining the overall regional disaster management plan, resilience within the community to natural hazards and human-caused events starts with the individual and encompasses those individuals, community groups and networks, business, government and non-government agencies that are representative within these communities.

Communities have collective knowledge which increases the capacity to self-organise effectively and develop links and connections within their community, opens lines of communication between the community and the Local Disaster Coordination Centre, emergency services and other agencies. It also provides an opportunity to be inclusive, enabling equitable participation and building the capacity of individuals in the community to contribute and lead.

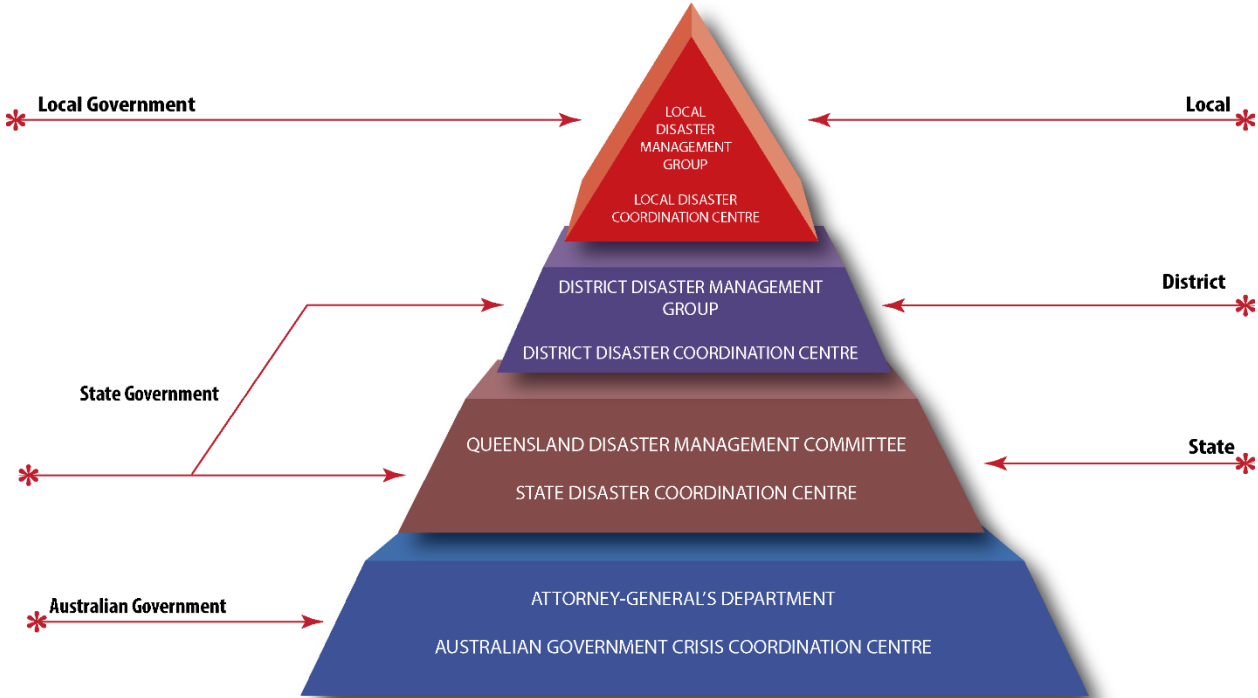
The QDMA operate on three distinct levels. These are:

- Local Government
- Disaster District
- State Government.

A fourth level, the Australian Government, is also included in the QDMA recognising that Queensland may need to seek Australian Government support in times of disaster.

Local Government is primarily responsible to coordinate disaster arrangements at a local level. If local governments require additional resources to manage the event, they are able to request support through their District Disaster Management Group (DDMG). This allows for the rapid mobilisation of resources at a regional or district level. If District resources are inadequate or inappropriate, requests for assistance can be passed to State via the State Disaster Coordination Centre (SDCC). Finally, when State resources are inadequate or inappropriate, Australian Government support can be obtained through the Department of Home Affairs.

This is often shown as a pyramid model:



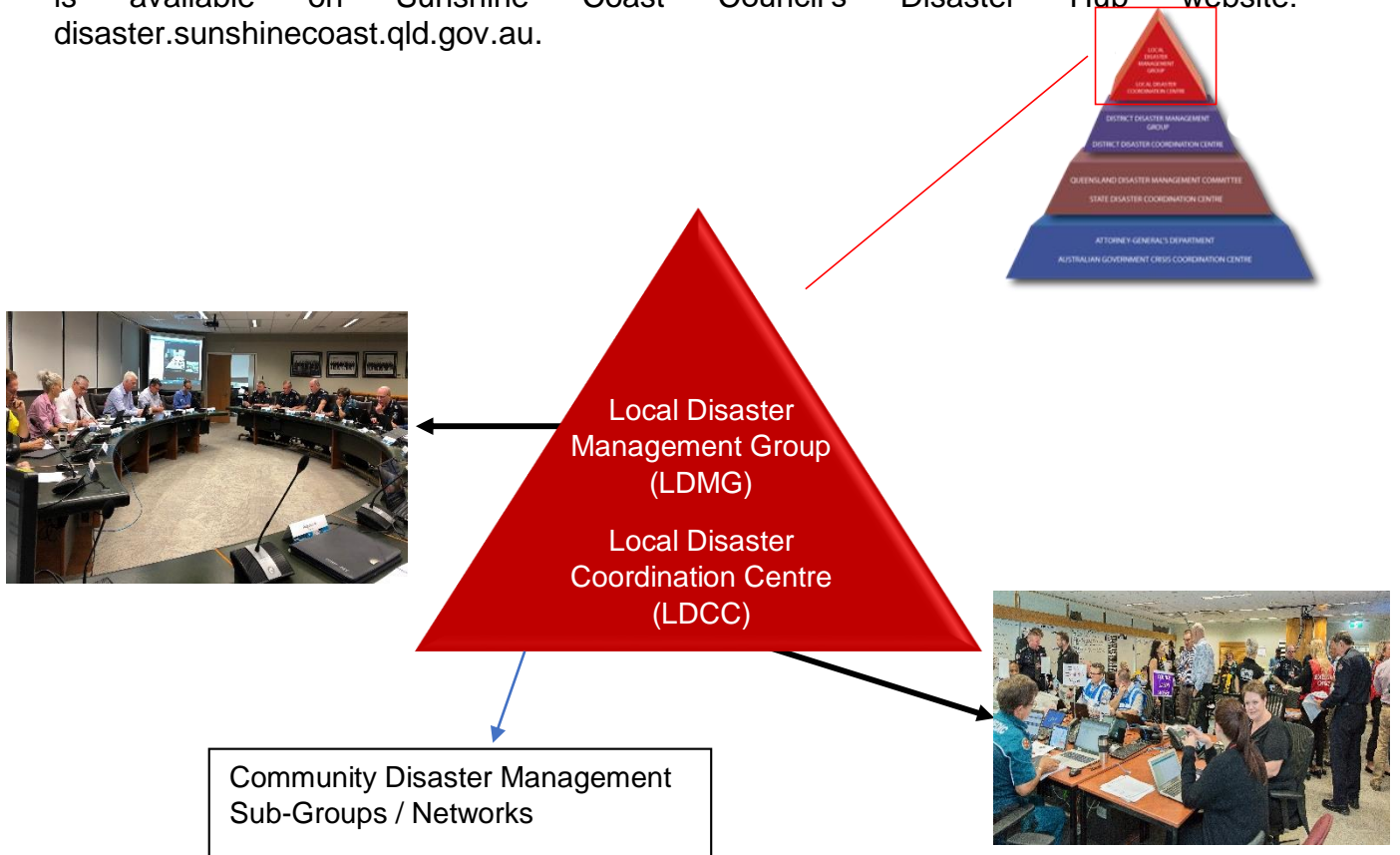
# Overview of the Sunshine Coast Local Disaster Management Group

The Sunshine Coast Council's Mayor is the appointed the Chair of the Sunshine Coast Local Disaster Management Group (LDMG). A local disaster coordinator is also appointed by the Chairperson of the LDMG to manage disaster operations for the local government area.

Membership of the LDMG is generally comprised of:

- Local government
- State emergency response agencies
- other State agencies
- any non-government organisations or representatives the Chairperson may appoint to the LDMG in consideration of the LDMG requirements.

Full membership of the Sunshine Coast Local Disaster Management Group is documented in the Sunshine Coast Local Disaster Management Plan (LDMP). This Plan is available on Sunshine Coast Council's Disaster Hub website: [disaster.sunshinecoast.qld.gov.au](http://disaster.sunshinecoast.qld.gov.au).



## Integrated or All Agencies Approach

Example of the LDMG membership / advisors





## Role of the GCDMN Coordination Team

The role of the GCDMN Coordination Team is to:

- Maintain the GCDMN Contact and Resource Directory;
- Assist the Sunshine Coast LDMG with communication to the GCDMN **as requested**;
- Provide co-leadership of the GCDMN (key contact people – person 1, 2 and 3);
- Be a point of communication between the Sunshine Coast LDMG and the GCDMN as a conduit of information about disasters relevant to Glasshouse Country;
- Host meetings of the GCDMN; and
- Encourage community preparedness (for organisations and broader community).

The GCDMN does not coordinate or take actions in an event, unless requested by the LDMG.

This is not an arduous role as the coordination of disaster management operations sits with the Sunshine Coast LDMG.

When the Sunshine Coast Local Disaster Coordination Centre (LDCC) is activated, the LDMG has a Community Liaison who would communicate with the GCDMN if required. That role would be the groups connection to the LDMG and/or LDCC, however is not solely allocated to the GCDMN. The Community Liaison works on all things community so would likely be dealing with multiple issues and communities.

Members of the GCDMN Coordination Team would not be directly responsible for, or deployed to, manage disaster management coordination. It would need to be a major event for this group to come together. This would be quite rare.

## GCDMN Coordination Team Contact Details

The Glasshouse Country Disaster Management Network (GCDMN) Coordination Team has three primary representatives. The order of the contacts listed indicates the order in which to make contact with the Network, based on availability.

NAME	MOBILE	EMAIL	TOWN
CONTACT PERSON 1			
		<i>See GCDMN website Contact page</i>	Beerwah
CONTACT PERSON 2			
			Landsborough
CONTACT PERSON 3			
			Glass House Mountains
SECRETARY			
Mooloolah Eudlo Local Disaster Management Community Sub-Group			

Note. The Mooloolah Eudlo Local Disaster Management Community Sub-Group is the primary contact for the Mooloolah-Eudlo area, as per the boundary map (page 12).

## Role of the GCDMN Member Organisations

The role of organisations, groups and services who are members of the GCDMN entails:

- Ensure the two nominated representatives be prepared to be contacted by the GCDMN Coordination Team as needed
- Ensure organisation's nominated representative contact details in this GCDMN Handbook Contact Directory are current
- Ensure organisation's information in this GHMNC Handbook Resource Directory is current
- Ensure the management committee, or equivalent, are aware of the GCDMN and its purpose
- Ensure both nominated representatives understand their role in the GCDMN and have a current copy of this Handbook.

## **Glasshouse Country Disaster Management Network Terms of Reference**

The following information outlines to Terms of Reference (ToR) for the Glasshouse Country Disaster Management Network.

### **GCDMN Arrangements**

**a. The Purpose of the Network is to:**

1. Collect local information on the GCDMN members' representatives contact details and available resources and equipment for use by the Sunshine Coast Local Disaster Management Group (LDMG) in the event of major emergency events; and
2. Be a communication conduit to share information in times of major emergency events.

**b. Key Contacts for the Network**

See the GCDMN Coordination Team Contact Details (page 8)

**c. Scope of Meetings**

Timing: Network to meet quarterly - Feb, April, July, Oct 2021

Day: Wednesdays

Duration of Meetings: 1.5 – 2 hours

Location: Church on the Rise, 27 Beerwah Parade, Beerwah

**Funding:**

- Catering covered by Hinterland Community Development Program, Caloundra Community Centre.
- Venue hire costs will be paid for by the Sunshine Coast Council through it's Get Ready Program funding. If this Program funding ceases, venue hire costs are to be further negotiated.

### **Channels of Communication**

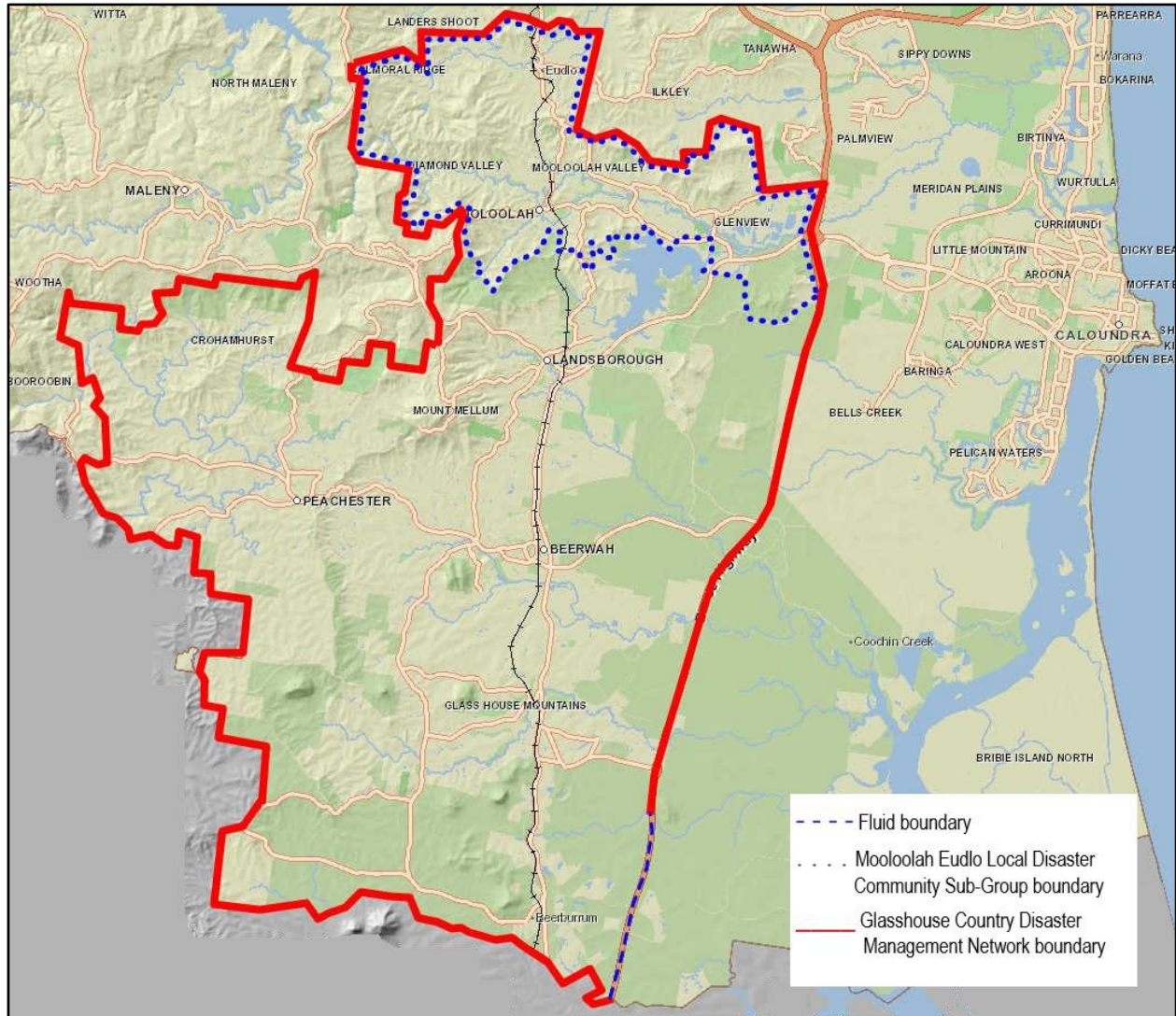
Local Government is primarily responsible to coordinate disaster arrangements at a local level. Any necessary communication in an event of a disaster or emergency in Glasshouse Country will be led by Sunshine Coast Local Disaster Management Group (LDMG), from the Local Disaster Coordination Centre (LDCC).

Communication to alert authorities of support required is to be made directly to the relevant agency, such as Sunshine Coast Council or other disaster management authorities (see page 1). Updates on disaster information can be found on the online Disaster Hub: <https://disaster.sunshinecoast.qld.gov.au>.

See the GCDMN Channels of Communication diagram (page 4).

## Boundary Map

The Glasshouse Country Disaster Management Network covers the areas from Beerburum, along the Bruce Highway boundary to Eudlo and across to Balmoral Ridge, Bald Knob and Peachester. See the map boundary line on the map below.



## **Overview of the Glasshouse Country Disaster Management Network Contact and Resources Directory**

The GCDMN Coordination Team holds and maintains the GCDMN Contact and Resources Directory. The sole purpose of this directory is to provide important information to be called on by the Sunshine Coast LDMG in the case of a natural disaster and emergency event.

This is not a directory for public distribution.

### **Contact Directory**

The Contact Directory includes representative contacts of organisations and services who are members of the Glasshouse Country Disaster Management Network.

Key roles of organisations and services' representatives are to:

- a. Be the primary liaison contacts with the GCDMN;
- b. Represent the organisation/service at quarterly GCDMN meetings (optional);
- c. Indicate if and how your organisation/service can provide assistance in times of natural disasters, if called on by the Local Disaster Management Group (Sunshine Coast Council); and
- d. Lead, and/or support other leaders within your organisation/service, to provide assistance in times of natural disasters as per what your organisation indicated it could provide on your GCDMN Resources Form.

### **Resources Directory**

The Resources Directory includes resource (physical and human resources) local community groups and services currently have which could be called on by the LDMG in the case of a natural disaster or emergency affecting the Glasshouse Country area.

## **Handbook Administration**

This Handbook is currently administered by the Glasshouse Country Disaster Management Network (GCDMN) Coordination Team.

*All Network members are required to provide updated information of contacts and resources, via email, if the details in this document change.*

This Handbook was last updated on: *3<sup>rd</sup> August 2021*

Contact Details: Natasha Odgers

Email. [natasha@calcomm.org.au](mailto:natasha@calcomm.org.au)

## **Acknowledgements**

The coordination of the development of this handbook with Glasshouse Country community groups and services was undertaken by through the Hinterland Community Development program (Caloundra Community Centre - CCC), in partnership with Sunshine Coast Council (SCC), the Get Ready Queensland program and Queensland Fire and Emergency Services (QFES).

Particular appreciation goes to:

- Natasha Odgers (CCC) for coordinating the development of the Network and handbook;
- Lynda Williams (SCC) and Julie Bruynius (QFES) for their dedication to this Network since its inception; and
- Community members of the original GCDMN Coordination Team, Roger Reilly (Celebrate Glasshouse Country), Jenny Broderick (Celebrate Glasshouse Country and Glasshouse Country Chamber of Commerce) and Ian Hope (Glasshouse Country Rotary Group and Morris House – Landsborough Neighbourhood Centre).