



**TOWNSVILLE  
LOCAL DISASTER  
MANAGEMENT GROUP**



# **IMPACT ASSESSMENT SUB PLAN**



## Endorsement

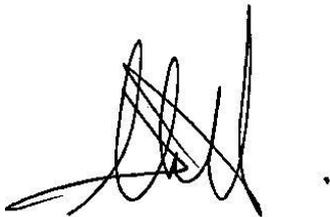
This plan is recommended for distribution by the Townsville Local Disaster Management Group.



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**Wayne Preedy ESM**  
**Local Disaster Coordinator**  
**Townsville Local Disaster Management Group**

Date: 03 / 06 / 2021



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**Cr Jenny Hill**  
**Chair**  
**Townsville Local Disaster Management Group**

Date: 03 / 06 / 2021

## Consultation

Organisation	Name of consulted	Date distributed	Comments received
Townsville City Council	Wayne Preedy	23/01/2019	23/01/2019
Townsville City Council	Catherine Jordan	23/01/2019	
Townsville City Council	Cordelia DeKievit	23/01/2019	
Townsville City Council	Dana Wood	23/01/2019	
QFES-EM	Margaret Lessells	23/01/2019	
QFES-FR	Mark McKenzie	23/01/2019	
QPS-DDMG	Brenton Webb	23/01/2019	
Townsville City Council	Wayne Preedy	20/5/2021	3/06/2021
Townsville City Council	Bec Torrisi	20/5/2021	3/06/2021
Townsville City Council	Darron Irwin	20/5/2021	2/06/2021
Townsville City Council	Tim Klaasen	20/05/2021	3/06/2021
Townsville City Council	Sen Vigneswaran	20/05/2021	3/06/2021
QFES-EM	Margaret Lessells	20/5/2021	31/05/2021
QFES	Michael O'Neil	20/5/2021	3/06/2021

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# Document Control

## Amendment Control

The *Impact Assessment Sub Plan* is a controlled document. The controller of the document is the Townsville Local Disaster Coordinator (LDC). Any proposed amendments to this plan should be forwarded in writing to:

Local Disaster Coordinator  
Townsville City Council  
PO Box 1268  
Townsville, QLD 4810

The LDC may approve inconsequential amendments to this document. The LDC will ensure that any changes to the content of the document will be submitted to the Townsville Local Disaster Management Group (TLDMG) for approval and be endorsed by the Townsville City Council (TCC).

## Amendment Register

Amendment		Plan Updated		
Version No.	Issue Date	Inserted by	Action	Date
01 Initial Plan	September 2013	Allen Morris	Initial Plan	30 September 2013
02	April 2015	Allen Morris	Annual Review	27 April 2015
03	October 2015	Gavin Hammond	Annual Review	20 October 2015
04	February 2018	Wayne Preedy	Annual Review	2 February 2018
05	January 2019	Wayne Preedy	Annual Review	26 March 2019
06	June 2021	Wayne Preedy	Annual Review	3 June 2021

## Abbreviations List

BYOD	Bring Your Own Device
DA	Damage Assessment
ERG	Emergency Response Group
EOC	Emergency Operations Centre
DRFA	Disaster Recovery Funding Arrangements
GM IPAF	General Manager Infrastructure Property Assets & Fleet
IA	Impact Assessment
LDC	Local Disaster Coordinator
LDCC	Local Disaster Coordination Centre

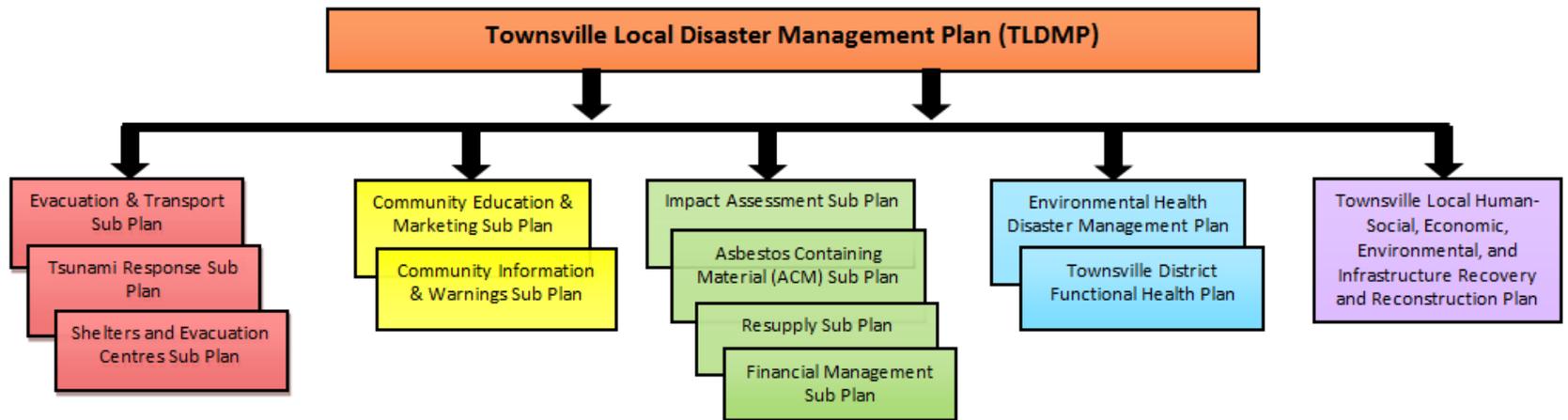
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LDMG	Local Disaster Management Group
LO	Liaison Officer
QFES	Queensland Fire and Emergency Services
QPS	Queensland Police Service
QRA	Queensland Reconstruction Authority
ROC	Regional Operations Centre (QFES)
SDCC	State Disaster Coordination Centre
TCC	Townsville City Council
TLDMG	Townsville Local Disaster Management Group
TLDMP	Townsville Local Disaster Management Plan
TOM	Total Operational Mapping (QFES GIS system)

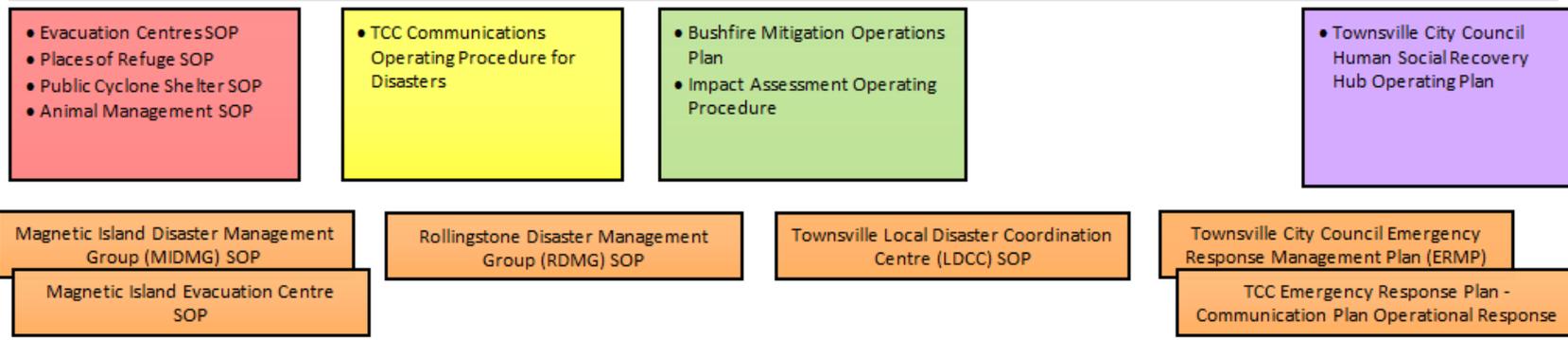
# Plan Matrix

## Townsville Local Disaster Management Plan Matrix

*Please note:* This matrix depicts plans and procedures, which have been grouped based on their relationship to one another rather than on hierarchy or trigger points for activation.



## Operating Procedures (Internal Council Processes)



## Part One – Overview

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### 1.1 Purpose

For any disaster or emergency event, it is paramount that the Townsville Local Disaster Management Group (TLDMG), council's Emergency Response Group (ERG) and their subsequent operating bodies understand the extent and nature of physical damage to council infrastructure and private, commercial and industrial buildings. The purpose of the *Impact Assessment Sub Plan* is to assist the TLDMG in planning, formatting, and conducting a complete initial impact assessment of the community's built infrastructure and services. The vital data and information provided by this process will be used by the TLDMG to make important decisions about the effective allocation of resources and will distinctly influence the direction of response efforts following an emergency/disaster event. The *Impact Assessment Sub Plan* deals specifically with assessing the immediate, physical impacts to community and private properties.

Longer term strategies to deal with damage (if it has occurred) will be dealt with in the recovery phase, and or recovery implementation plans that are developed specifically for an event.

### 1.2 Authority

The *Impact Assessment Sub Plan* operates as a sub-process of the *Townsville Local Disaster Management Plan (TLDMP)*. The *Disaster Management Act 2003* gives authority to the development and operation of the TLDMP and its underpinning sub plans and processes. This sub plan will be used in accordance with the administrative and governance processes outlined within the TLDMP, including approval, document control, distribution, and review and renew.

### 1.3 Scope

The *Impact Assessment Sub Plan* applies to emergency/disaster events occurring within the Townsville City Council area which require immediate investigation to assess the effects of the event upon the community.

### 1.4 Plan Testing Requirements

This sub plan will be reviewed annually by the Local Disaster Coordinator (LDC) of the TLDMG and reissued, as necessary.

## Part Two – Governance

### 2.1 Functional Responsibility

The LDC is to ensure all agencies and members of the TLDMG are aware of these Impact Assessment arrangements.

### 2.2 Organisational Responsibilities

Townsville City Council (TCC) Director, Infrastructure and Operations, and General Manager, Engineering Asset Infrastructure Planning, are responsible for ensuring that all staff undertaking the Impact Assessment process understand and comply with the procedures and protocols outlined by the *TCC Impact Assessment Activation Procedure* and the *TCC Impact Assessment Field Procedure*.

The Queensland State Disaster Management Plan states Queensland Fire and Emergency Services (QFES) are the functional lead agency for damage assessments. This plan acknowledges during small scale events, QFES will manage the damage assessment process within their local capacity and may not require the assistance of Townsville City Council. However, for larger scale events affecting a broader geographical area, QFES may seek the assistance of TCC as outlined below. Irrespective of the scale of event, QFES will work collaboratively with TCC to ensure efficiency and open communication throughout the damage assessment process.

Organisation	Responsibility	Key Functions
Townsville City Council (TCC) <ul style="list-style-type: none"> <li>ERG</li> </ul>	<ul style="list-style-type: none"> <li>Coordinate Impact Assessment Process with Liaison Officer (LO) from QFES</li> </ul>	<ul style="list-style-type: none"> <li>Resources (TCC)</li> <li>Staffing (TCC)</li> <li>Collating data (QFES/TCC)</li> <li>Conduct impact assessment of council Critical infrastructure (TCC Property Services staff)</li> <li>Conduct impact assessment of Critical Infrastructure to community (which may be council assets such as water treatment, sewerage or health facilities)</li> </ul>
TLDMG	<ul style="list-style-type: none"> <li>Advise of priority of areas to be assessed (<b>Critical Infrastructure</b>)</li> </ul>	<ul style="list-style-type: none"> <li>Allocate response and recovery resources as required</li> </ul>
Queensland Fire and Emergency Services (QFES)	<ul style="list-style-type: none"> <li>provide a Damage Assessment Response Team (DART) LO to the LDCC</li> <li>Lead agency for damage assessments and where required, assisted by Council staff as local guide/driver.</li> </ul>	<ul style="list-style-type: none"> <li>Partner with Council on DA processes</li> </ul>

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Queensland Police Service (QPS)	– Provide security for Impact Assessment Teams as required	– Enforce law and order, likely task to control movement of persons into “declared areas”
Queensland Reconstruction Authority	Where required, assist QFES with initial Post-Event Critical Infrastructure Impact Assessment (government facilities/assets) Assist Council with assessment of infrastructure which may be subject to claims under Disaster Recovery Funding Arrangements (DRFA).	– BYOD to utilise Survey 123 program which QFES will be using – Perform ongoing damage assessments at a 3, 6, 9 and 12-month intervals to monitor recovery process. (QFES may assist QRA with this process if requested)

## Part Three – Activation & Operations

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### 3.1 Activation of Townsville Local Disaster Management Group (TLDMG) and Local Disaster Coordination Centre (LDCC)

Activation of the TLDMG and the Local Disaster Coordination Centre (LDCC) will function as per Section 5.2 of the *Townsville Local Disaster Management Plan (TLDMP)*.

### 3.2 Activation of TCC Emergency Response Group (ERG)

The *TCC Emergency Response Plan* will be initiated by the Chairperson of council's ERG, the Director, Infrastructure and Operations (who is also a member of the TLDMG).

### 3.3 Activation of Impact Assessment Process

The Impact Assessment Process will be activated by the TCC General Manager, Engineering Asset Infrastructure Planning when requested by the LDC and/or Director, Infrastructure and Operations. The Impact Assessment Process may be activated prior to a disaster event where forewarning is available (e.g. tropical cyclone) or where it is necessary to do so in preparation for response to an impending, unfolding or staged disaster event.

### 3.4 Concept of Operations

- Pre impact, or as soon as practicable post impact, TCC allocated fleet vehicles are to be pooled at Dalrymple Rd Depot. Vehicles are to be refuelled prior to storage and keys handed to **nominated TCC employee** for consolidation and allocation to DA teams if and when required.
- Once event has passed and safe to do so TCC staff to report to Dalrymple Rd Depot (possibly notified via TCC OptusSMS System) and await further instruction.
- Where QFES and TCC Staff partner for the purpose of forming DA teams, (1 x TCC staff member and 1x QFES member), a council vehicle may be allocated along with a designated area of operation.
- TCC staff member along with a QFES Member will drive a pool vehicle to assigned area to allow all parties to input data into their Survey123 app. Each vehicle will remain in communication with Council's EOC via mobile phone or via UHF radio. QFES will have their own communications plan.
- Survey 123 records live damage assessment information and is therefore readily available to all stakeholders through the SDCC Situational Awareness Platform and associated Damage Assessment Dashboard using the ArcGIS Platform. This will ensure consistency of reporting (single point of truth) and avoid conflicting or confusing reporting from Council's EOC, QFES ROC as well as the LDCC, DDCC and SDCC..

- A TCC staff member will “import/transfer” data into Guardian so it is captured and recordable for DRFA purposes.
- All TCC staff members of the Impact Assessment response will operate from Dalrymple Rd EOC initially. They may have to travel to an alternate location to meet with QFES personnel. Teams will be directed by the EOC. (This is likely to be via the QFES DART LO in consultation with General Manager, Engineering Asset Infrastructure Planning.

## 3.5 Scope of Process

Based on information from the LDCC, the LDC in conjunction with the TCC Director, Infrastructure and Operations, will provide preliminary advice to the TCC General Manager, Engineering Asset Infrastructure Planning regarding the suburbs and areas to be assessed for damage first. As more information comes to hand, via phone calls to the LDCC from the public, Emergency Services, and other reliable media sources, the LDC and the TCC Director, Infrastructure and Operations will reassess and continue to advise the scope of investigation for the Impact Assessment response teams with regards to the suburbs and areas of priority/concern. QFES will be consulted in these discussions (likely to be QFES DART LO).

## 3.6 Management of Process

### 3.6.1 Activation of response

Initial contact with Council is likely to be from QFES to LDC or vice versa. LDC will brief TCC Director, Infrastructure & Operations and General Manager, Infrastructure Property & Fleet if it is likely TCC will need to provide support for Impact Assessments.

The Impact Assessment procedure will be overseen by the TCC General Manager, Engineering Asset Infrastructure Planning. The responsibilities under this role include:

- compilation and management of staff rostered to the Impact Assessment Process
- ensuring nominated senior staff from relevant council Departments are trained and resourced to operate as Coordinators.

### 3.6.2 Coordination of Staff

#### *3.6.2.1 Council Departments*

TCC General Manager, Infrastructure Property and Fleet will be responsible for coordinating the Impact Assessment response of Council buildings, in addition to assigning staff and equipment to specific localities throughout the areas to be assessed. All managers and members of teams undertaking Impact Assessment will include staff drawn from within the following and/or other council departments as deemed necessary:

- Engineering & Asset Infrastructure Planning
- Project Management Office;

- Construction Maintenance and Operations
- from other TCC Departments if required and as directed by the TCC Director, Infrastructure and Operations.

### **3.6.3 Resources and Equipment**

Equipment required for coordinating and orchestrating the Damage Assessment will be utilised from council's existing pool of resources where necessary and supplied by staff as outlined in the *TCC Damage Assessment Field Procedure* (e.g. stationery, council vehicles, technological equipment, etc.). QFES will be responsible for providing their own equipment.

## **3.7 Information Management**

### **3.7.1 Data Collection and Mapping**

All council Impact Assessment staff will supply their data and findings to TCC Team Manager, Asset Compliance and Strategy . Information from the QFES DART crews is 'live' data and therefore readily accessible by TCC Spatial Analyst Using the data available, the QFES DART LO and Council EOC will be able to provide Impact Assessment Reports. These reports will be distributed by the TLDMG. Upon direction from the LDC of the TLDMG, this information may be supplied to other government agencies and community services, including the Local Recovery Group to inform local recovery processes

Stakeholders will also be able to access the damage assessment data from the SDCC Situational Awareness Platform and associated Damage Assessment Dashboard using the ArcGIS platform.

### **3.7.2 Timing**

Impact Assessment Reports will be supplied to the LDC/TLDMG at least twice per day or as specified in briefings.

### **3.7.3 Relevant Issues**

Immediately following an emergency/disaster event, important information regarding the magnitude and distribution of impacts across the affected areas will be initially gathered via phone calls to the LDCC from the public, other Emergency Services and groups, and the media. This will contribute to the overall situational awareness of the TLDMG and inform the scope of investigation for the Emergency Response Group.

## Related Documents

*Queensland Disaster Management Act 2003*

*TCC Impact Assessment Activation Procedure*

*TCC Impact Assessment Field Procedure*

*QFES Damage Assessment "Survey 123" Operator Guide*

# Annexure A – QFES Damage Assessment “Survey 123” Operator Guide

Damage Assessment - Operator Guide V6 September 2017

## Damage Assessment – Survey123 OPERATOR GUIDE

**Getting started – Survey123:**

- On initial start-up, ensure you have downloaded the latest survey through the menu bar in the top right hand corner and completed the download through the refresh button on the right hand side;
- In your “My Surveys” screen open the Aus Hosted Damage Assessment Survey, there are some notes on the front screen including some contact details for GIS assistance
- Operators Surname is a required field at the end of every survey completed
- If you are unsure of any details leave the field blank
- If you are unsure what information the question is asking look to the help notes inside each question
- Check GPS status is working if you have connectivity you will see a map with a geographic location reference. If you do not have connectivity ensure you stand within the property boundary and GPS accuracy is set to less than 20 Metres
- All mandatory fields must be completed and are indicated with a red asterix \*

Note – It is important to ensure that you capture the Building Type first this will determine what other fields will be captured later in the survey for example House or Townhouse / Unit will provide a habitable or uninhabitable option. Infrastructure is now in Building Type and will provide you with a very quick survey of only 3 questions

**INFRASTRUCTURE**

- Provides Record relevant information if any public infrastructure is damaged or impacted as a result of the event, for example; blockage of a major drain system.
- In comments, if possible record ID numbers such as is on damaged power poles.
- Must include at least one (1) photo.

**CONDITION – based on damage to structure**

CONDITION RATING	VISIBLE DAMAGE	
<span style="color: green;">▲</span> <b>No Damage</b>	<ul style="list-style-type: none"> <li>No visible signs of damage to building</li> <li>Houses / Townhouses and Units should be habitable</li> </ul>	<ul style="list-style-type: none"> <li>Water has entered property boundary but not impacted on living spaces</li> </ul>
<span style="color: blue;">▲</span> <b>Minor</b>	<ul style="list-style-type: none"> <li>Minor superficial damage</li> <li>Glass broken in windows or doors</li> <li>Ridge capping and gutter damage</li> </ul>	<ul style="list-style-type: none"> <li>Structure may still be habitable and can be secured</li> <li>Less than 25cm of water entered above living space flooring (flood event)</li> </ul>
<span style="color: yellow;">▲</span> <b>Moderate</b>	<ul style="list-style-type: none"> <li>Roofing material damaged (tiles or sheeting, no structural damage to roof trusses)</li> <li>Internal linings and fixtures damaged</li> <li>Doors or window frames damaged</li> </ul>	<ul style="list-style-type: none"> <li>Power impacted High set: switchboard inundated Low set: power points inundated</li> <li>25cm – 100cm of water above living space flooring (flood event)</li> </ul>
<span style="color: red;">▲</span> <b>Severe</b>	<ul style="list-style-type: none"> <li>Roof structure significantly damaged including damage to roof trusses</li> <li>Walls and ceilings collapsed or unstable</li> <li>Structure is not usable or habitable and cannot be secured</li> </ul>	<ul style="list-style-type: none"> <li>Structural damage that requires major repairs</li> <li>More than 100cm of water above living space flooring (flood event)</li> </ul>
<span style="color: red;">▲</span> <b>Total</b>	<ul style="list-style-type: none"> <li>Complete failure of major structural components (e.g. collapse of walls, foundations or roof)</li> </ul>	<ul style="list-style-type: none"> <li>Structure is unsafe and not habitable</li> <li>House off foundations or collapsed</li> </ul>

**Habitable** - A habitable dwelling must be fit for human habitation possessing basic amenities in working order and not be in substantial disrepair

<p><b>Habitable</b></p> <ul style="list-style-type: none"> <li>Resident/s must be able to safely occupy with no electricity supply</li> <li>Must provide shelter, with working locks</li> <li>Must not be infested with vermin, such as mice, roaches, termites, mould, etc.</li> <li>Must provide potable water</li> <li>Must have an functioning toilet</li> <li>Must appear safe to occupy</li> <li>Must be cleaned out of mud or any flood water</li> <li>No apparent hazards that endanger life</li> </ul>	<p><b>Living Spaces</b></p> <ul style="list-style-type: none"> <li>Lounge Room</li> <li>Dining Room</li> <li>Kitchen</li> <li>Bedroom</li> <li>Bathroom</li> </ul> <p><b>Non-living Spaces</b></p> <p>Garage/Laundry/Storage/Yard</p>
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**OTHER COLLECTABLE FEATURES**

<b>Hazards</b>	<ul style="list-style-type: none"> <li>If it is suspected that Asbestos and or other fibres are present at any structure, then precautionary actions must be implemented to prevent exposure to, or contamination.</li> </ul>
<b>Tasks</b>	<ul style="list-style-type: none"> <li>Select tasks required for that site</li> <li>Multiple tasks can be captured</li> <li>Where possible provide further information in the comments section</li> </ul>
<b>Comments</b>	<ul style="list-style-type: none"> <li>All comments should be in plain English and support other fields.</li> <li>If you choose 'Other' as an entry in any field, add details in relation to that field.</li> </ul>
<b>Attachments</b>	<ul style="list-style-type: none"> <li>Each Damage Assessment must include at least one (1) photo of the front of the structure.</li> <li>An additional photo can be taken for any further relevant information at that site.</li> </ul>

**Note:** Record at least one (1) undamaged property either side of any 'Damaged' properties to map the boundaries of property damage. Undamaged properties are to be recorded by tapping on the land parcel recording it as 'No Damage' and include a front facing photo of the structure.

