



Noosa North Shore Community Disaster Management Plan 2018



**Sub Plan to the Noosa Local Disaster
Management Plan 2018**

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1. Introduction

The Noosa North Shore Community Disaster Management Plan (the Plan) has been prepared to document the disaster and emergency management arrangements for the Noosa North Shore.

The Plan has been prepared with input from the Noosa North Shore Community and members of the Noosa Local Disaster Management Group, including the emergency services.

1.1 Purpose

The purpose of the Plan is to document the arrangements which help to preserve life, prevent injury, mitigate property damage and protect the environment.

The Plan documents the local area arrangements that can be implemented on the Noosa North Shore for prevention, preparedness, response and recovery.

1.2 Objective

The objective of the Plan is to ensure that coordinated disaster management and disaster operations arrangements are in place for the Noosa North Shore. The Plan outlines the strategies to achieve this.

1.3 Approach

In accordance with Queensland Disaster Management system and the approach taken by the Noosa Local Disaster Management Group, the Plan takes a comprehensive approach by including arrangements for prevention, preparedness, response and recovery.

1.4 Review, amendments and version control

The Plan will be reviewed annually by the Local Disaster Coordinator or delegate and will be updated if required. Minor updates, such as changes to position titles, will be made with limited consultation, whereas major updates or changes to the Plan will be consulted with the Noosa North Shore community, via the Noosa North Shore Association Inc.

Suggestions for changes or amendments can be made in writing to:

Local Disaster Coordinator

Noosa Local Disaster Management Group

PO Box 141

Tewantin Qld 4565

1.5 Adoption of Plan

The Noosa Local Disaster Management Group adopted the Plan at its meeting on <.

1.6 Community ownership

The Plan has been developed with input from members of the Noosa North Shore community. Continuing active engagement by community members mainly through the Noosa North Shore Association Inc, will see that the Plan is maintained, developed and implemented.

2. Noosa North Shore Community

2.1 Geography

The Noosa Plan (October 2016) describes the North Shore as follows:

“The Noosa North Shore locality lies in the north-eastern part of the Noosa area bounded by:

- *The Pacific Ocean coastline in the east;*
- *The Noosa River, including the river’s mouth in the south;*
- *The Noosa River, Lake Cooroibah and Cootharaba in the west; and*
- *The Shire boundary in the north.*

The Noosa North Shore locality has outstanding natural beauty with pristine beaches, dramatic sand dune systems and coastal lowlands. This area is in a substantially natural state with only a few small pockets of urban development concentrated in the south along the river and the township of Teewah in the north.

Overall, the area contributes significantly to Noosa's overall core values due to environmental and recreational attributes. Vehicular access throughout the locality can be dependent upon seasons, with some roads impassable in sustained wet weather. Many of the residents along the Noosa River rely on boat access to Tewantin and Noosaville for daily commuting.

Access throughout the locality is of an adequate standard for recreation, but it is not well suited for residential and rural residential purposes. Other rural parts of the Shire have more suitable levels of access and convenience to urban services and facilities.”

A hotel and general store provide limited commercial facilities to residents and visitors. There is no reticulated water or sewerage services. Electricity is available to settled areas including Teewah.

2.2 Local community

The resident community plays an integral part in helping to plan and manage the desired conservation outcomes of the area.

The Noosa North Shore Association Inc notes that: *The local resident communities play a significant role in maintaining and protecting the special character of the locale by policing activities of those using the area; providing a local rural fire brigade service as well as directly participating in most governmental activity that affects the area.*

With input from community members the Plan identifies the following as localities / places on the North Shore:

- Teewah
- Noosa River Drive
- Wyangi Drive
- Frying Pan
- Woods Lane

2.3 Access

Access to the North Shore is via the Noosa North Shore car ferry from the end of Moorindil Street, Tewantin. The car ferry operates:

- Sunday to Thursday: 5.30am to 10.30pm
- Friday and Saturday: 5.30am to 12.30am

Long weekends where a public holiday is attached to a weekend and on the night prior to a long weekend: 5.30am to 12.30am

An after-hours service is provided on an “at call” basis for emergency services. Emergency services have processes in place to activate the ferry after-hours.

Information about access and key points of interest in Cooloola Recreation Area, Great Sandy National Park is available from <https://www.npsr.qld.gov.au/parks/cooloola/> . A large number of the visitors and campers to the Cooloola recreation area traverse the Noosa North Shore to access their destination, particularly at holiday times. There is a high level of demand for beach recreation and access through the locality towards Double Island Point.

It should be noted that beach access to Teewah beach is limited to 4WD vehicles. Heavy vehicles, such as fire and rescue appliances, are not able to access Teewah.

Also see Attachment 2 Cooloola Access map – Cooloola Recreation Area, Great Sandy National Park.

2.4 Population

The population of the Noosa North Shore changes and fluctuates between weekdays and weekends, and holiday and non-holiday time. There is a substantial increase in population during holiday times.

The 2016 Census identified that the Noosa North Shore has a population of 179 persons.

The *2015 AEC Noosa Community Profile Report* identifies the following about the Noosa North Shore population:

Family category: Noosa North Shore has 58.9% of the population is couple families with no children.

Dwelling Structure 2011: On the Noosa North Shore the most prominent dwelling structure type is unoccupied private dwellings at 61.1% of all dwellings

(Unoccupied private dwellings are defined as structures built specifically for living purposes which are habitable, but unoccupied on census night. Vacant houses, holiday homes, huts and cabins (other than seasonal workers' quarters) are counted as unoccupied dwellings.)

Tenure Type: “Owned outright” was reported as the most prominent tenure type were Noosa North Shore (47.9% of all dwellings).

2.5 Community resources and networks

2.5.1 Community resources

- Noosa North Shore Association
- Noosa North Shore Rural Fire Brigade
- Teewah Rural Fire Brigade
- Residents that are doctors and nurses.

2.5.2 Communication networks

- Rural Fire Brigade email network
- Noosa North Shore Association email network and Facebook page
- Resident’s use of email and “messenger”
- Meetings of NNSA and Rural Fire Brigade

2.5.3 Medical Resources

Teewah:

- Defibrillators are present at Teewah at the public access

Noosa River Drive:

- Two defibrillators in area
- Resident that is a doctor and a resident that is a nurse
- Helicopter landing sites at RFB

Wyangi Drive:

- Unofficial Helicopter emergency landing site

Emergency Services resources located at:

- Teewah: Rural Fire Brigade.
- Noosa River Drive: Noosa North Shore Rural Fire Brigade

2.5.4 Key commercial enterprises

- Noosa North Shore Resort Hotel (The Great Sandy Bar & Restaurant)
- Noosa North Shore Beach Campground

2.5.5 Key organisations for disaster management

Located on the North Shore:

- Noosa North Shore Rural Fire Brigade
- Teewah Rural Fire Brigade

Noosa Shire organisations providing disaster and emergency services to Noosa North Shore:

- Queensland Police Service
- Queensland Fire and Emergency Services:
 - Fire and Rescue Service
 - Rural Fire Service
 - State Emergency Service
- Queensland Ambulance Service
- Queensland National Parks Service
- Noosa Coast Guard
- Noosa Council
- Surf Life Saving Queensland

3. Disaster and emergency hazards and risks

The following hazards and risks were identified by community members:

3.1 Disaster events

- Fire – bushfire
- Fire - multiple property structural fire
- Flood on Noosa River
- Severe thunderstorm, including chance of very dangerous winds
- Severe weather – cyclone / east coast low.
- Loss of electricity supply for extended period
- Loss of landline / mobile phone
- Limited access to food/supplies during disaster events

3.2 Emergency incidents:

- Structural fire e.g. house fire
- Road (including beach) traffic crash
- Medical emergency e.g. heart attack

3.3 Factors that may contribute to the hazards:

- Maps of the North Shore are inconsistent
- Roads signs may be inconsistent
- Limited capacity for marine evacuation
- Unattended residences or difficulty contacting owners
- Limited access e.g. Teewah only access is by beach which is affected by highest tides of the year / storm tides.
- Influx of population at holiday times:
 - Teewah estimated increase to 500 with approximately 100 adults.
 - Noosa North Shore Campground population can increase to 250 population

4. Preparation

The following are preparedness strategies for hazards and risks identified on the Noosa North Shore:

- Bushfire pre-season community meeting facilitated by QFES with the Rural Fire Brigades (Teewah / Noosa North Shore) and the Noosa North Shore Association. Involves information sharing e.g. about any hazard reduction burns. Discussion of sheltering and evacuation.
- Storm and wet season preparedness community meeting facilitated by Council and the members of Rural Fire Brigades and the Noosa North Shore Association. Supported by Noosa LDMG members.
- These meetings may be an additional meetings or may be part of the agenda at an ordinary meeting of a Rural Fire Brigade or Noosa North Shore Association.
- At each pre-season preparedness meeting discussion to include confirmation of communication channels (how people communicate with each other).
- Emergency services undertake field exercises on the North Shore at appropriate intervals.

Future preparedness strategies include:

- Scheduling First Aid training for community members, facilitated by the Noosa North Shore Association.
- Improving the accuracy of mapping e.g. reporting errors on Google Maps via the Council.
- Beach access identification e.g. numbering or colour coding.

5. Response strategies and communication

The Noosa Local Disaster Management Group is activated when there is potential threat to the preservation of life, property and the environment. Responses actions are taken in anticipation of, during and immediately after an emergency to ensure that its effects are minimised.

The Noosa Local Disaster Management Group coordinates disaster operations with the response agencies through its Local Disaster Coordination Centre (LDCC) located at Tewantin. Support for disaster response operations may be obtained from the District Disaster Management Group and the State. While each response services or agency manages its resources the LDCC provides the coordination of information and resources.

Strategies for disaster response operations are further detailed in the Noosa Local Disaster Management Plan.

Activation of the LDCC is a process involving four levels:

- Alert / Lean Forward / Stand Up / Stand Down

Activation at each level will depend upon the type of threat or hazard situation. Some hazards have short lead times whereas others have long lead times. Hazards with a long lead time such as cyclones are more likely to involve a staged escalation. Short lead times may have the coordination centre at Stand Up immediately.

When there is an incident or threat involving the North Shore that requires an Incident Coordination Centre to be established, the Incident Controller should advise the Local Disaster Coordinator. If there is a incident, threat or potential for a disaster event on the Noosa North Shore the Senior Officer from the Lead Agency should advise the Local Disaster Coordinator. This will allow for disaster coordination arrangements to be activated to the appropriate level.

Noosa LDCC Activation, Triggers and Actions specific for the Noosa North Shore

Activation Level	Threat / Trigger	Actions
Alert	<p>A threat is identified which is likely to involve the Noosa Shire over the next 1-3 days.</p> <p>A lead agency indicates that they are likely to establish an Incident Coordination Centre at Lean Forward or Stand Up.</p>	<p>A hazard or threat identified</p> <p>Initial threat advice received by LDC</p> <p>If threat potential involves Noosa North Shore text message or email sent to Noosa North Shore key contacts advising of Alert status.</p> <p>Holiday period considerations of increased NNS population.</p>
Lean Forward	<p>Probable disruption / impact of an event is expected to affect the community in less than 24 hours.</p> <p>Event has potential to create multiple requirements for response operations, need for coordination likely.</p>	<p>Notifications of Lean Forward status sent by text message or email sent to key contacts advising of Lean forward status.</p> <p>If threat potential, or expected event involves NNS telephone contact made by LDC or LDCC staff with key contacts.</p> <p>Communication technologies confirmed and agreed – e.g. telephone / SMS / email. Alternatives prepared.</p>

	Response agency incident coordination centre active	<p>Intelligence gathered and or provided both ways (LDCC – NNS contacts).</p> <p>Public information and warning requirements identified. Content and distribution methods.</p> <p>Holiday period NNS population increase considered. Key agencies consulted e.g. NPWS.</p>
Stand Up	<p>Event is imminent or has occurred.</p> <p>Potential for significant community impact.</p>	<p>If event involves NNS telephone contact made by LDCC staff with key contacts.</p> <p>Preferred communication technologies being used or alternatives advised and being used.</p> <p>Intelligence on situation gathered and or provided both ways (LDCC – NNS Contacts).</p> <p>Public information and warnings occurring as per identified requirements. Distribution through most effective methods to NNS residents, businesses and visitors.</p> <p>Advice about possible assistance required to respond to situation provided by NNS key contacts to LDCC.</p> <p>Requests for assistance with storm damage clean up reported via SES 132500</p> <p>Life threatening emergencies reported via Triple Zero (000)</p> <p>Holiday period NNS population increase considered. Key agencies consulted e.g. NPWS. Plans implemented to reduce risk e.g. closing camping sites.</p>
Stand Down	<p>Coordination of disaster operations has concluded</p> <p>Transition from coordination to disaster recovery operations underway.</p> <p>Community is in recovery phase.</p>	<p>Advice to NNS key contacts that LDCC is closing.</p> <p>If event involves NNS damage assessment undertaken as per LDMP damage assessment plan.</p> <p>Recovery information and advice provided to NNS residents, services and businesses.</p> <p>Key NNS contacts provide advice to Local Recovery Coordinator of recovery needs.</p>

As outlined in the above table, when a threat or event involves the Noosa North Shore staff in the Local Disaster Coordination Centre will make contact with key people, facilities and enterprises on the Noosa North Shore. These contacts include:

- Noosa North Shore Association President
- Noosa North Shore Rural Fire Brigade 1st Officer
- Teewah Rural Fire Brigade 1st Officer
- Noosa Shire Councillor, resident of Noosa North Shore
- Noosa North Shore Beach Campground
- Noosa North Shore Retreat.

Alternative key contacts are:

- Noosa North Shore Association Secretary
- Noosa North Shore Rural Fire Brigade 2nd Officer
- Teewah Rural Fire Brigade 2nd Officer
- Noosa North Shore Ferries.

The above key contacts will distribute situation reports, public information and warnings received from the LDCC through their networks and communication tools e.g. Facebook / Facebook Messenger / Email / phone trees.

The above key contacts will assist with obtaining and providing, situation reports, public information and warnings through their networks and communication tools e.g. Facebook / Facebook Messenger / Email / phone trees to the LDCC.

5.1 Communication Strategies Summary

Use key networks and communication points via:

- Rural Fire Brigades located at Teewah and Noosa River Drive, and their use of email to members
- Noosa North Shore Association through their email system contacts and Messenger
- Posting to Noosa North Shore Association Facebook page

6. Recovery

The Local (Disaster) Recovery Coordinator will activate disaster recovery processes to assist the community return to normal functioning. The damage assessment will help to determine impacts to:

- People
- Infrastructure and essential services
- Economy and finances
- The natural environment.

If the damage assessment process determines that there has been an impact on the Noosa North Shore, then the key contacts from the Noosa North Shore will be asked by the Local Recovery Coordinator to provide advice about the required recovery activities.

This advice will allow for:

- A locally-led approach which clarifies the local context for recovery
- The recovery process is coordinated and assists with building capacity.

The nature and scale of the event will determine the amount of involvement that is required.

Involvement may include facilitation / participation in community meetings or advocacy to the Local Recovery Group, by key contacts on the Noosa North Shore.

This Plan anticipates that the Noosa North Shore Association and the Teewah and Noosa North Shore Rural Fire Brigades will be key community organisation in the disaster recovery process.

The Noosa Local Disaster Management Plan details strategies and process for disaster recovery for the whole Shire, including the Noosa North Shore.

7. Attachments

7.1 Attachment 1

Key Contacts and Contact Details for Noosa North Shore Community Disaster Management.

7.2 Attachment 2

Queensland Government National Parks Sport and Recreation: Cooloola Access Map
(available from
https://www.npsr.qld.gov.au/parks/cooloola/about.html#getting_there_and_getting_around)

Attachment 1: Key Contacts and Contact Details for Noosa North Shore Community DM (Not for Public Distribution)

Organisation / Member	Name	Location	Phone	Email / Website	Notes
Noosa Council	Carl Billingham	Tewantin	0406 878 406	Carl.billingham@noosa.qld.gov.au	Local Disaster Coordinator
Noosa Council	Beth Potter	Tewantin	0438 186 025	Beth.potter@noosa.qld.gov.au	Disaster Management Officer
Noosa North Shore Association	Nick Hluszko	4-6 Wygani Drive	0466 231 777	Nnsa_inc@mail.com https://noosanorthshoreassociationinc.com/ https://www.facebook.com/Noosa-North-Shore-Associaton	President NNSA
Noosa North Shore Association	Lou Paynter	27 Noosa River Drive	0498 981 426	Nnsa_inc@mail.com https://noosanorthshoreassociationinc.com/ https://www.facebook.com/Noosa-North-Shore-Associaton	Secretary NNSA RFB 2nd Officer
Noosa North Shore Association	Claire Keating	1 Wygani Drive	0412 688 997		NNSA Committee Member
Noosa North Shore Association	Neil Paynter	27 Noosa River Drive			NNSA Committee Member RFB Trainer
Noosa North Shore Association	Mike Hancock	65 Noosa River Drive	0418 713 640		NNSA Committee RFB 1 st Officer
Noosa North Shore Rural Fire Brigade	Mike Hancock	65 Noosa River Drive	0418 713 640		RFB 1st Officer. NNSA Committee
Noosa North Shore Rural Fire Brigade	Lou Paynter	27 Noosa River Drive	0498 981 426		RFB 2nd Officer Secretary of NNSA
Noosa North Shore Rural Fire Brigade	Bruce Jenkins	59 Noosa River Drive		bandjenkins@bigpond.com.au	RFB 3 rd Officer Electrician

Noosa North Shore Rural Fire Brigade	Neil Paynter	27 Noosa River Drive			RFB Trainer. NNSA Committee
Noosa North Shore Rural Fire Brigade	Donna		0408 759 896		RFB Secretary
Noosa North Shore Rural Fire Brigade	The Shed	71 Noosa River Drive	0418 7136 640		Shed. Contact is Mike Hancock
Teewah Rural Fire Brigade	Clay Stjernquist	Teewah	0407 673 822		RFB First Officer
Teewah Rural Fire Brigade	Karen	Teewah	0418 312 276		RFB Member
Teewah Rural Fire Brigade	Jeff	Teewah	0488 766 364		RFB Member
Teewah Rural Fire Brigade	Heather	Teewah	5474 1474 / 0418 370 297		RFB Member
Noosa North Shore Ferries	Various	Moorindil St., Tewantin	5447 1321	http://www.noosanorthshoreferries.com.au/	
Australian Volunteer Coast Guard Noosa	Various	Munna Point Noosaville	5474 3965	noosacoastguard@gmail.com www.coastguard.com.au/flotillaqld/31-qf5 https://www.facebook.com/Noosa.Coast.Guard/	QF5 Noosa Coast Guard
Noosa North Shore Beach Campground	Various	240 Wilderness Track, Noosa North Shore.	5449 8811		The Campground will be closed between the end of July to Dec 2018.
Noosa North Shore Retreat	Various	1 Beach Road Noosa North Shore	5447 1225	Info@nnsr.com.au / http://www.noosanorthshoreretreat.com.au/	
Residents	Andrew & Nicky Small	28 Wygani Drive			Doctors
Resident	Chris & Deb Doney	37 Noosa River Drive	0412 037 914		Has a defibrillator & member of SLSC

