

# Communications Sub Plan

Burdekin Local Disaster Management Group

**Prepared By**

Local Disaster Coordinator

**Authorised By**

Local Disaster Management Group

**Date Prepared**

September 2024

## Document Control

### Amendment Control

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

*Local Disaster Coordinator  
Burdekin Local Disaster Management Group  
PO Box 974  
AYR QLD 4807*

The LDC may approve minor amendments to this document. The LDC will ensure that any changes to the document's content will be submitted to the Burdekin Local Disaster Management Group (LDMG) for approval and be endorsed by the Burdekin Shire Council.

### Amendment Register

All versions are archived, and this sub plan only references the last two versions.

Amendment		Plan Updated		
No / Ref	Issue Date	Inserted by	Summary of Changes	Date
10	December 2023	Eileen Devescovi	Minor amendment	December 2023
11	September 2024	Eileen Devescovi	Yearly Review	September 2024

### Endorsement

This Communications Sub Plan has been developed for the Burdekin Shire Local Government Area (LGA) and subsequently approved by the Burdekin LDMG. This Plan is a Sub Plan of the *Burdekin Local Disaster Management Plan* (LDMP) and is to be read in conjunction.

The Plan is recommended for distribution by the LDMG and is considered live once approved by the LDMG.



Mayor Pierina Dalle Cort  
Chair Burdekin LDMG



Eileen Devescovi  
Burdekin Local Disaster Coordinator

The functions of the Local Government were advised in accordance with the *Queensland Disaster Management Act* (DM Act) (s80). This sub plan was formally adopted by the Burdekin Shire Council through resolution at the Council meeting held on [Day DD Month 2024].



Mayor Pierina Dalle Cort

## Abbreviation List

Abbreviation	Full Title
<b>BOM</b>	Bureau of Meteorology
<b>BSC</b>	Burdekin Shire Council
<b>DDC</b>	District Disaster Coordinator
<b>DDCC</b>	District Disaster Coordination Centre
<b>DDMG</b>	District Disaster Management Group
<b>DM Act</b>	Queensland Disaster Management Act 2003
<b>DMO</b>	Disaster Management Officer
<b>EA</b>	Emergency Alert
<b>EOC</b>	Emergency Operations Centre (SES)
<b>LDC</b>	Local Disaster Coordinator
<b>LDCC</b>	Local Disaster Coordination Centre
<b>LDMG</b>	Local Disaster Management Group
<b>LDMP</b>	Local Disaster Management Plan
<b>QAS</b>	Queensland Ambulance Service
<b>QFD</b>	Queensland Fire Department
<b>QPS</b>	Queensland Police Service
<b>RFA</b>	Request for Assistance
<b>SES</b>	State Emergency Service
<b>VMR</b>	Volunteer Marine Rescue - Burdekin

## Definitions

Term	Definition
<b>Primary Communications</b>	The Telstra telephone network, including mobile telephones, and/or internet. Key contact numbers are listed in <a href="#">Attachment A</a> of this Sub Plan.
<b>Secondary Communications</b>	Radio communications in any band, HF, VHF, UHF and satellite telephones and links, which may be available for use during disaster situations. <a href="#">Attachment B, C, D and E</a> of this Sub Plan provide detailed list of radio networks and equipment held by various agencies.
<b>Supplementary Communications</b>	Additional primary or secondary communications facilities may be required from external sources during a disaster, in addition to those usually installed at the LDCC. Secondary communications will be requested from the Townsville District Disaster Management Group (DDMG) by means of a Request for Assistance (RFA).
<b>Emergency Alert (EA)</b>	<a href="#">Emergency Alert</a> is the national telephone warning system used by emergency services to send voice messages to landlines and text messages to mobile phones within a defined area about likely or actual emergencies.  EA is just one way of warning communities and will not be used in all emergencies or disasters. Emergency Alert relies on telecommunications networks to send messages, and message delivery cannot be guaranteed.

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## 1. Overview

### 1.1 Purpose

This Communications Sub Plan aims to outline arrangements for the effective coordination of communication systems and resources to support the needs of the Burdekin LDMG and other community support groups to perform their emergency response, recovery and assistance tasks effectively.

### 1.2 Objectives

The objectives of this sub plan are to:

- Identify types of communication;
- Identify available communication resources;
- Identify communications power supplies and transmission sites;
- Identify methods to communicate information to the public;
- Provide effective liaison between all emergency services and supporting agencies;
- Provide arrangements for efficient coordination of local resources and any required external support; and,
- Prescribe arrangements for testing, evaluation and maintenance of this plan.

### 1.3 Scope

This sub plan applies to emergency/disaster events occurring within the Burdekin Shire Council area, which are within the capability and resources of the Local Government, Emergency Services and other supporting agencies.

### 1.4 Authority to Plan

The Burdekin LDMG has prepared this sub plan under the provisions of section 57 of the DM Act. This sub plan will be managed in accordance with the administrative and governance processes outlined within the Burdekin LDMP including approval, document control, distribution, review and renewal.

### 1.5 Plan Review and Testing Requirements

This sub plan is to be reviewed annually before the severe weather season or post event to include lessons learned. This sub plan is to be exercised to ensure the effectiveness and scalability of the plan and include involvement, communication, and collaboration with identified key local, district and state stakeholders.

## 2. Governance

### 2.1 Activation of Sub Plan

This plan will be activated by the LDC of the Burdekin LDMG when an event requires liaison between relevant authorities and coordination of communications networks.

This sub plan is supported by the:

- Burdekin LDMP;
- Burdekin LDMG Airport Emergency Sub Plan;
- Burdekin LDMG Community Information and Warnings Sub Plan;
- Burdekin LDMG Evacuation Sub Plan;
- Burdekin LDMG Pandemic Influenza Sub Plan;
- Burdekin LDMG Public Health Sub Plan;
- Burdekin LDMG Resupply Sub Plan;
- Burdekin LDMG Transport Sub Plan;
- Burdekin LDMG Tsunami Sub Plan;
- Burdekin LDMG Multi-Purpose Hall Place of Refuge Manual; and,
- Burdekin LDMG Local Disaster Coordination Centre Standard Operating Procedures (LDCC SOP).

The activation of these supporting plans should be considered concurrently with this plan.

### 2.2 Use of Sub Plan during Operations

This plan will be activated when an event requires liaison between relevant authorities and coordination of communications networks.

Threats to the Burdekin Shire which could cause this sub plan to be activated include:

- Flooding;
- Severe storm;
- Tropical Cyclone (TC);
- Storm surge;
- Earthquake;
- Landslide;
- Bushfire;
- Tsunamis; and,
- Other – any event per S16 (1 and 2) of the DM Act.

In the event the primary means of communication is lost, it is necessary to establish and control the secondary communication networks.

### 2.3 Functional Responsibility

The LDC is to ensure all agencies and members of the LDMG are aware of these procedures.

## 3. Concept of Operations

### 3.1 Communications Information

#### 3.1.1 Local Disaster Coordination Centre (LDCC)

- All primary, secondary, and supplementary communications equipment and facilities will be available to the LDCC for preparation, response, and recovery from an event;
- The LDCC uses Council's social media pages, print media, radio, television, pamphlets, message boards, electronic variable message boards (Giru and Home Hill), Council's website and [Disaster Dashboard](#) to disseminate information to the community. Community posts to the social media page are moderated by Council to ensure accurate and timely information;
- The management of information in a disaster event will be issued in the first instance by the Burdekin LDMG Chair to the public; and,
- In a disaster event, the LDCC will contact the affected Local Area Wardens daily via mobile telephone (Primary) or radio (Secondary) to obtain any updates they may have about their respective areas.

In summary, each member of the Burdekin LDMG is responsible for notifying their agency or group of any warnings of relevance. The LDMG utilises the Guardian IMS software to control all records, including public information and/or warnings released to the public via the Disaster Dashboard, during a disaster.

Information is managed in accordance with Council's document control process. This ensures that document protection, confidentiality, and waste disposal of information in the LDCC are adequately managed per the Records and Retention Policy.

Warning notification and dissemination is detailed within the Response Strategy section of the LDMP. This section outlines the strategy the LDMG will undertake about all community warnings. This is usually in the form of message alerts.

The LDMG will decide the appropriate means of delivering warnings to the community, depending upon local conditions (e.g. evacuation to safe housing, etc). The LDMG has access to email details for all electronic and print media in the North Queensland area. The LDMG also utilises the Burdekin Shire Council website, a dedicated Facebook page and the Disaster Dashboard to communicate with the community.

Depending on the event, the LDMG will use other specific methods of communication for the community e.g., community notice boards, electronic message boards, public notices, etc.

Full use is also made of local radio, commercial radio and television broadcasts.

#### 3.1.2 Inter-Agency Communication

All responding agencies will provide to the LDCC, where practicable, a liaison officer with a radio for communication within their agency's established network.

The broad spread of frequency bands utilised by various response agencies include:

- Burdekin Shire Council – UHF (Channel 34), VHF & UHF SES programmed and owned;
- QPS – UHF/VHF;
- QAS – VHF;
- QFD – VHF;
- SES – UHF/VHF and HF; and,
- VMR – HF.

The LDCC can communicate with all emergency agencies over the UHF Channel 34.

Note: Co-location of radio communications equipment may generate interference across the radio network.

### 3.1.3 Place of Refuge/Recovery Centres

Council's Place of Refuge is located at the Ayr Showgrounds Multi-Purpose Hall.

Mobile telephone is the primary source of communication at the Place of Refuge.

Telephone communication can be achieved by installing and connecting Council's Telstra IP telephony handsets to Council's infrastructure located within the Multi-Purpose Hall.

Council hosts its primary disaster recovery infrastructure within the Multi-Purpose Hall, which includes a 4G backup internet service. Council Wi-Fi is available via this internet service. This facility also has Wi-Fi via an NBN satellite service which will be available for staff and public use during a disaster event.

To provide communications other than by mobile telephone, NBN or Council Wi-Fi, the Burdekin SES may provide a place of refuge/recovery centre, when activated, with hand-held radios and/or SES Emergency Operations Centre (EOC) radio kit capability on SES frequencies. This will depend on the availability of radios and priority of use not required in the immediate emergency.

### 3.1.4 Flooding and Cyclones

Council's data capture system, Enviromon, can be accessed by Council staff. The Bureau of Meteorology (BOM) have access to Council's river height stations and utilises this system to collect and disseminate flood heights and reports to both response agencies and the general public.

### 3.1.5 Evacuations

As QPS assist the Burdekin LDMG with directed evacuations, the existing QPS communications network will be utilised with other agency networks such as but not limited to QFD, SES and Rural Fire Service network.

Communications to the LDCC will be via either communication network.

### 3.1.6 Large Scale Disasters

In the event of a large-scale disaster impacting the Burdekin Shire, all existing permanent facilities may be damaged or destroyed, causing the total failure of primary communications.

In an emergency, public should call 000 for life-threatening situations.

- In the event of a large-scale disaster impacting the Burdekin Shire where all existing primary communications facilities are damaged or destroyed resulting in the total failure of primary communications, it will be necessary to utilise secondary and other communications facilities for the public to access the LDCC with requests.
- It will be necessary to advise the public on how and where they can request urgent assistance. The priority is that these facilities are for use only in the most urgent circumstances i.e. medical emergencies. The LDMG will ensure adequate notification is made available to the public regarding the appropriate use of secondary and supplementary communications.
- In the event of a large-scale disaster impacting the Burdekin Shire area where all existing primary, secondary and supplementary communication facilities are damaged or destroyed, it will be necessary to utilise rudimentary techniques considered appropriate at the time for the prevailing circumstances, including, but not limited to:
  - Door knocking;
  - Hailer-fitted vehicle patrols;
  - Roadside messaging boards; and,
  - Pamphlet distribution.



### 3.1.7 Alternate Disaster Coordination Centre

If a mobile/secondary LDCC facility is required, Council's radios are portable and can be taken to an alternate LDCC location if necessary.

The Burdekin SES will provide and staff their EOC caravan. This unit has the following communications network:

- SES UHF (channels "320" Repeater and "350" Talk);
- UHF – CB;
- 27 MHz – Marine;
- VHF Marine; and,
- UHF Fire Command.

The Burdekin SES also has a portable (battery/solar powered) UHF repeater (SES Channels 1 and 2), located at the SES headquarters in Ayr - 4 McCathie Street, Ayr QLD.

### 3.1.8 Media Releases

All media from the LDCC to the public must be formulated by the Media Liaison Officer and approved by the Chair of the Burdekin LDMG or person authorised. Regular media briefings must be maintained throughout the disaster event operations as required.

The Burdekin communities are serviced by commercial and government television, radio stations and the Burdekin Shire Council Website, Disaster Dashboard and social media.

A complete list of contact telephone numbers is listed in [Attachment A](#) of this sub plan.

## 3.2 Finance

The recovery of financial expenditure will be carried out in accordance with the procedures detailed in the Burdekin LDMP.

## Related Documents

- Burdekin Local Disaster Management Plan
- Burdekin LDMG Airport Emergency Sub Plan
- Burdekin LDMG Community Information & Warnings Sub Plan
- Burdekin LDMG Evacuation Sub Plan
- Burdekin LDMG Transport Sub Plan
- Burdekin LDMG Tsunami Sub Plan
- Burdekin LDMG Multi-Purpose Hall Place of Refuge Manual
- Burdekin Local Disaster Coordination Centre Standard Operating Procedures (LDCC SOP)
- [Queensland Disaster Management Act 2003](#)

Attachment A - LDCC Communications

Type	Contact	Number
Public Access Line		4783 9800
Facsimile		4783 9999
Silent	Chair	Mobile: 0447 150 582 Work: 4783 9900
	LDC	Mobile: 0429 648 514 Work: 4783 9847
	LDCC	Mobile: 0410 589 208 Work: 4783 9808
Mobile	Chair	0447 150 582
	LDC	0429 648 514
	Manager - Operations	0418 839 965
	Manager – Technical Services	0427 121 878
	Manager – Environment and Health Services	0417 528 750
Radio	SES UHF radio	Channels “320” Repeater & “350” Talk Around Repeater Mt Kelly 323
Mobile	Burdekin SES Local Controller	0405 060 466
Mobile	Burdekin SES Deputy Local Controllers	0484 925 278 0407 333 927

Note: Private/direct phone numbers not for public release.

Attachment B - SES Radio Network

Location	Radio Equipment
Engineering Conference Room	<ul style="list-style-type: none"> <li>• 1 x UHF DLC 3 (Emergency Frequency)</li> <li>• 1 x VHF Channel 1 (Base 1 – Council Only)</li> </ul>
Council – Depot	<ul style="list-style-type: none"> <li>• 1 x UHF (Channel 29)</li> <li>• 1 x VHF                             <ul style="list-style-type: none"> <li>○ Base 2 – Foremen’s Office</li> <li>○ Base 3 – Workshop Office</li> <li>○ Base 6 – Store</li> <li>○ Base 7 – Water &amp; Wastewater Office</li> </ul> </li> </ul>
Burdekin SES HQ Incorporating Ayr SES Group	<ul style="list-style-type: none"> <li>• 2 x UHF Radio’s (Base) – (SES &amp; 80 Channel CB)</li> <li>• 1 X UHF Radio (Base) – (DLC “3” Emergency Frequency only))</li> <li>• 1 x HF Radio (Base)</li> <li>• 4 x EOC – UHF Radio Packs – (SES &amp; 80 Channel CB)</li> <li>• 34 x UHF Handheld Radios</li> <li>• 2 x Portable Repeater w/solar panels and telescopic mask – (SES Channels 1 and 2)</li> <li>• 1 x VHF Marine Radio (Base)</li> <li>• 1 x UHF Mobile Radio (Ayr 401) – Local Controller Utility</li> <li>• 1 x HF Mobile Radio (Ayr 401) – Local Controller Utility</li> <li>• 1 x UHF Mobile Radio (Ayr 501) - Truck</li> <li>•</li> </ul>
EOC Caravan	<ul style="list-style-type: none"> <li>• 2 x UHF Radio’s (Base)</li> <li>• 1 x UHF CB Radio (Base)</li> <li>• 1 x 27MHz Marine Radio (Base)</li> </ul>
Home Hill SES Group	<ul style="list-style-type: none"> <li>• 1 x UHF Radio (Base)</li> <li>• 1 x UHF CB Radio (Base)</li> <li>• 1 x UHF Mobile Radio (Home Hill 501) – Truck</li> </ul>
Giru SES Group	<ul style="list-style-type: none"> <li>• 1 x UHF Radio (Base)</li> <li>• 1 x HF Radio (Base)</li> <li>• 1 x UHF Mobile Radio (Giru 501) – Truck</li> <li>• Giru Flood Boat UHF Radio (Giru 201) Giru Flood Boat VHF Marine Radio</li> </ul>
Clare SES Group	<ul style="list-style-type: none"> <li>• 1 x UHF Mobile Radio (Clare 501) – Truck</li> </ul>
Rita Island SES Group	<ul style="list-style-type: none"> <li>• 1 x UHF Mobile Radio (Rita Island 401) – Utility</li> <li>• Rita Island Flood Boat UHF Radio (Rita Island 201)</li> </ul>

Note: All SES UHF Radios are fitted with channels “20” Repeater and “50” Talk Around. HF radios are fitted with frequencies HF radio band plan.

## Attachment C – SES Vehicle and Boat Call Sign &amp; Rego List

Call Sign	Equipment Details
Ayr 501	Ayr Truck Canter – QG-SB43
Ayr 401	Local Controller Ute – QG PC60
Ayr 301	Polaris – 36703C
Ayr 202	Ayr Boat – 463652
Home Hill 501	Truck – 376 QGQ
Home Hill 201	Boat – 461228
Rita Island 401	Rita Island Ute – QG OJ50
Rita Island 201	Rita Island Boat – 30829 QD
Clare 501	Clare Truck – 416 QGW
Clare 201	Clare Boat – 461227
Giru 501	Giru Truck – 377 QGQ
Giru 201	Giru Boat – 4Q386 QD

Attachment D - VMR Burdekin Radio Network

Facility	Contact Details
Headquarters - 17 Ayr Dalbeg Road, McDesme 4807	Call sign VMR – 481 Phone 4783 1014
Communications Building - Alva Beach Radio Station (monitoring weekends/public holidays only)	Phone: 4783 5210 <ul style="list-style-type: none"> <li>• 1 x 27MHz Radio (Base) Ch. 27.88</li> <li>• 1 x HF Radio 2MHz (2182, 2524) and 4MHz (4125)</li> <li>• 1 x VHF Radio Ch. 80</li> <li>• 1 x UHF CB radio Ch. 5</li> <li>• 1 x VHF Radio Ch. 16</li> </ul>
<p>Senior squad officer – Ian Sutcliffe</p> <p>If Senior squad officer cannot be raised:</p> <p>Vince Papale</p> <p>Lionel Tappenden</p> <p>Duty skipper</p>	<p>Phone: 0412 062 745 VHF Radio Ch. 80</p> <p>Mobile: 0427 166 378 Mobile: 0407 169 955</p> <p>Phone: 0438 137 402 VHF Radio Ch. 80</p>
<p><u>Rescue Vessel</u></p> <p>“Delta One”</p> <p>“Honeycombes Rescue”</p>	<p>1 x HF Radio 3 x VHF Radios Satellite Phone: 0147184161</p> <p>1 x VHF Radio Satellite Phone: 0147159687</p>

Attachment E - QPS Radio Network

Police Station	Contact / Equipment Details
Ayr	<p><b>UHF Channel 34</b></p> <ul style="list-style-type: none"> <li>• 3 x UHF Mobile (2 x cars, 1 x 4WD)</li> <li>• 1 x UHF Radio (Base)</li> <li>• 7 x UHF Handheld Radios</li> </ul> <p>Phone: 4790 3555 Fax: 4790 3521</p>
Home Hill	<p><b>UHF Channel 34</b></p> <ul style="list-style-type: none"> <li>• 1 x UHF Radio (Base)</li> <li>• 1 x UHF Mobile</li> <li>• 2 x UHF Handheld Radios</li> </ul> <p>Phone: 4782 1300 Fax: 4782 2545</p>
Giru	<p><b>UHF Channel 34</b></p> <ul style="list-style-type: none"> <li>• 1 x UHF Radio (Base)</li> <li>• 1 x UHF Mobile</li> <li>• 1 x UHF Handheld Radio</li> </ul> <p>Phone: 4759 9303</p>
Clare	<p><b>UHF Channel 34</b></p> <ul style="list-style-type: none"> <li>• 1 x UHF Radio (Base)</li> <li>• 1 x UHF Mobile</li> <li>• 1 x UHF Handheld Radio</li> </ul> <p>Phone: 4782 7101</p>

Attachment F - Queensland Ambulance Service Radio Network

Queensland Ambulance Station	Contact / Equipment Details
QAS Ayr Station	<ul style="list-style-type: none"> <li>• VHF Channel 4</li> </ul>