



Maleny Neighbourhood Centre is a NFP community resource, responding to diverse local needs. We deliver emergency relief, facilitating community networks and connections. Maleny Neighbourhood Centre fosters resilient and fair communities and a just society where diversity is celebrated and participation encouraged.

17 Bicentenary Lane
Maleny, QLD, 4552
Phone: (07) 5499 9345
Email: info@malenync.org.au
Open Mon - Fri: 9am - 3pm
and booked activities anytime



In the Heart of Maleny ...

AMENDED FINAL MALENY NEIGHBOURHOOD CENTRE 2020 DISASTER PREPARATION & RESPONSE PLAN v2

Amended in August 2020 to Include Pandemic Preparation and Response		
Authorised By: Maleny Neighbourhood Centre (MNC) Assn Inc Management Committee		
Responsibility for the review:	Centre Coordinator and Development Worker (CCDW) and MNC Management Committee	
Date Created: 2018	Approved By: CCDW & MNC Management Committee	Date of next review: Aug 2023
Review commenced: June 2020	(Signature)	
Endorsed: Aug 2020		

DISASTER MANAGEMENT PREPARATION AND RESPONSE HIERARCHY

The hierarchy of disaster management is as follows:

The **Australian Government Disaster Response Plan** outlines the arrangements regarding non-financial assistance to the states and territories in a disaster.

States and territories are responsible for strategic level coordination, preparation, planning and response for disaster management and recovery within their borders. Each state or territory has a committee that is responsible for development of a State Preparedness and Response Plan that details the disaster coordination and response that will occur in that state. The state is divided into a number of designated regions and each region has a disaster preparation and response committee. Regional and Local Disaster Preparation and Response Plans cascade down from the state plan.

Regions are responsible for operational level coordination, preparation, planning and response for disaster management and recovery activities in their area. Each region has a committee that is

Policy updated in 2020 to include Pandemic Response.

responsible for development of a Regional Preparedness and Response Plan that details the disaster coordination and response that will occur in that region. The committee provides guidance to the region through preparation and response activities as an event unfolds. They issue notices to the region when an event is pending and keep their region updated throughout the event.

Local areas have local disaster preparation and response committees who are responsible for developing the local area plan. This plan details the local agreed disaster preparation and response activities and includes identified evacuation locations and key response personnel who will lead the local community through an event. Unfortunately, Maleny doesn't currently have an active local area disaster coordination group.

Building Maleny Neighbourhood Centre's preparedness for disasters and emergencies is a priority as we are committed to delivering our usual assistance and support, where possible, as well as providing backup disaster response services to the community in the event that the primary and / or secondary response services are unable to meet the community's needs.

MNC provides a safe place for people to come during a disaster. They can have a meal, access shower and clothes washing facilities, charge devices, have a hot drink and a chat or get emergency food relief.

SERVICES PROVIDED BY MNC	POTENTIAL IMPACT	PREPARATION / RESPONSE
<p>Emergency Relief Program</p> <ul style="list-style-type: none"> ● Food ● Tents ● Swags ● Camp stoves and gas cylinders ● Shower facilities ● Washing facilities ● Phone and fuel vouchers 	<p>Clients may require extended ER assistance if they are cut off and unable to return home</p> <p>Clients may need emergency accommodation if they are cut off and can't access the primary or secondary disaster response locations</p> <p>Clients can't access MNC for ER assistance</p> <p>Clients can't shower or wash their clothes at MNC due to the building flooded, damaged or closed due to a pandemic</p>	<p>Source extra ER supplies when a potential disaster is imminent.</p> <p>Ensure we have supplies of tents, swags, camp stoves and gas cylinders to provide emergency accommodation until people can either access official disaster accommodation or return home safely</p> <p>The Salvation Army can provide clothing, furniture and vouchers for food, fuel etc (by appointment).</p> <p>If possible, MNC will deliver ER food parcels to those who are cut off.</p> <p>MNC can provide clients with the funds to shower at the Maleny Showgrounds and wash their clothes at the laundromat. MNC will ensure there are</p>

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		sufficient coins on hand for this purpose.
<p>Visiting Groups/Agencies/ Services, MNC Groups & Services</p> <ul style="list-style-type: none"> ● EPICC ● Centrelink ● Suncoast Community Legal Service ● Counselling services ● Help Enterprises ● JP Service ● Blackall Range Care ● NILS ● Maleny Flexi School ● Community Lunch 	<p>Room hire service providers, visiting services and clients can't access the centre due to flu or other viral outbreak / pandemic</p> <p>Clients can't access a range of visiting services including Centrelink</p> <p>Building is cut off, flooded, damaged or closed due to a pandemic and it is unsafe to operate the flexi school or to hold Community Lunch</p>	<p>Admin Officer to contact room hire groups and visiting agencies to advise that the centre is temporarily off limits due to the health risks. Admin Officer to advise all these groups and agencies once it is safe for them to resume coming to the centre.</p> <p>CCDW to contact visiting service agencies to advise re service disruption at MNC and to arrange alternate service access where required for clients.</p> <p>CCDW to alert the Flexi School Principal (see Appendix A) so they can advise parents of the closure and make alternate arrangements for the children's schooling.</p> <p>Admin Officer to alert the public via Facebook and newsletter that community lunch will be suspended until further notice.</p>
<p>Young Women's Program</p> <p>Men's Group</p>	<p>Groups may need to be temporarily cancelled if MNC is cut off by flood waters, experiences a loss of power or damage to the building or is closed due to a flu or other viral outbreak / pandemic</p>	<p>CCDW to advise organisers that groups will have to be temporarily cancelled.</p>
<p>Fixit Cafe</p>	<p>May need to be temporarily cancelled if access to the centre is blocked, damaged or closed due to a flu or other viral outbreak / pandemic.</p>	<p>Use Facebook and newsletter to advise the community about the changed arrangements.</p>

Identified Potential Disasters

The disasters and emergencies that may affect our organisation in the future include:

#	Disaster	What harm might be caused?	What response is required?
1	Storms, Cyclones, Flooding Strong winds	Bring down trees that block roads or damage our building Bring down power lines causing a loss of power. MNC building damaged and unable to open to the public. Building inundated by floodwaters Approach roads cut by floodwaters causing people to be unable to get to MNC	Borrow or rent a generator if possible. <ul style="list-style-type: none"> ● Maleny Mowers Ph 5494-3144 ● JC Hire Ph 1300524473 <p>Report any building damage to QBAS on 07 3008 2100 or email to basseqmrc@hpw.qld.gov.au and request possible temporary accommodation. If QBAS are unable to provide temporary accommodation, see if there is some locally available ie some possible options include</p> <ul style="list-style-type: none"> ● Kiosk on Maple St ● RSL Hall ● Community Hall <p>Use Facebook and ABC radio to advise the community of the changed arrangements.</p>
2	Bush fire	Roads cut, loss of buildings, smoke hazard, unable to reach the centre due to fire in surrounding areas.	Report damage and seek temporary accommodation as per #1 Use Facebook and ABC radio to advise the community re the changed service arrangements.
3	Heatwaves	Loss of power Staff or volunteers are unwell and unable to work.	Borrow or rent a generator for temporary power if possible. Call in other volunteers or members of the management committee.
4	Fire on the MNC premises	Building damaged by fire resulting in not being able to operate for a period of time.	Report damage and seek temporary accommodation as per #1

			Use Facebook and ABC radio to advise the community of the changed arrangements.
5	Strong Winds	Bring down trees that block roads or damage our building Bring down power lines causing a loss of power.	Report any building damage to QBAS as per #1. If possible borrow or rent a generator (see 4 above) If unable to offer a service from the MNC building, try to source temporary accommodation as per #1. Use Facebook and ABC radio to advise the community of the changed arrangements.
6	Pandemic / Epidemic Declared	a) Staff, volunteers and people who access MNC don't know how the pandemic will affect MNC's operations b) Need to identify alternative work arrangements to ensure business continuity c) Critical business functions are disrupted or can't be maintained resulting in disruptions to the workforce and service delivery	a) Providing clarity about key roles and responsibilities is critical, both internally and externally: <ul style="list-style-type: none"> ● Provide a list detailing key personnel and their roles and responsibilities (Appendix A). ● Keep people informed regarding the pandemic by providing regular updates through group email, MNC newsletter and Facebook. b) & c) <ul style="list-style-type: none"> ● Where possible have staff and volunteers work from home with only a core group still present at MNC ● Implement social distancing measures (see Appendix B below) ● Modify work practices to ensure "no contact" service delivery ● Create virtual workplace using remote conferencing services like Zoom

		<p>d) Client access to services is no longer available due to isolation measures, severely impacting client's welfare and service needs</p> <p>e) Clients are distressed or anxious due to fears about the virus and feeling socially isolated.</p> <p>f) MNC cannot recruit enough volunteers to manage demand for services.</p> <p>g) MNC is facing escalating costs due to increased demand for ER combined with a loss of income from room rentals, donations etc</p> <p>h) Government orders a Stage 3 shutdown of all organisations except for those providing essential services</p> <p>i) Changed operational requirements create a potential breach of contractual responsibilities (for contracts, sponsors and donors)</p> <p>j) Government implements Stage 4 shutdown requiring organisations to close and people to stay at home.</p>	<ul style="list-style-type: none"> ● If there are aspects of the business that can't be conducted, advise relevant stakeholders of this. <p>d) Consider implementing a home delivery service to enable the continuation of ER and other essential services to clients.</p> <p>e) If possible implement free phone counselling for clients and members of the public who are in need of support. Share links to government and community information and support services via social media and in the newsletter.</p> <p>f) Seek assistance from members of the management committee and put a call out on facebook for community volunteers.</p> <p>g) Management committee to decide whether to fund the additional costs or to cut back on the services provided.</p> <p>h) MNC Management Committee confirms a temporary closure of the centre with only a skeleton staff to provide contactless ER.</p> <p>i) CCDW to keep funding bodies abreast of any changes to service delivery that could have contractual implications.</p> <p>j) Management Committee confirms a temporary shut down of the Centre with no service provision to be undertaken until the order is lifted.</p>
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Steps being taken to manage risk and prepare for disasters include:

- Development of an emergency contact list - see Appendix A.
- Identification of records and other important items that may need to be relocated or moved to a higher place in the event of flood waters inundating the MNC building.
- Data Security - MNC's documents and records are stored in the cloud and are automatically saved when in use. These records can be accessed from any location as long as there is an internet connection. MNC has a dongle that can be used if the internet is down. The Dongle is to be charged and have sufficient credit to ensure ongoing access to MNC electronic records during the outage. The CCDW will hold a hard copy of this plan and the emergency contact list in case both the power and internet are down.
- In the event of opening the centre out of hours, all staff and visitors are to sign in and out via the visitors book (usually located in reception but can be placed wherever it is required).

Disaster Response Team

Key people will be involved in overseeing, managing and implementing our disaster response plan, as listed in the table below:

Position	Responsibilities	Contact Details (phone & email)
CCDW	<ul style="list-style-type: none">• Primary contact for the Local Area Disaster Response Group.• Coordinate the response provided by the Neighbourhood Centre Disaster Response Group	CCDW's name to be added to the contact list once a new coordinator has been appointed MNC out of hours phone number 0499 937 118 coordinator@dw@mnc.org.au
MNC Management Committee Executive	<ul style="list-style-type: none">• Coordinate the response provided by the Neighbourhood Centre Disaster Response Group	President - Ian Demack Vice-president - Jim Straker Treasurer - Frances Harper Secretary - Tracie Ramsdale See Appendix A for contact details
Admin Officer	<ul style="list-style-type: none">• Assist and support the Neighbourhood Centre Disaster Response as required.	admin@mnc.org.au
VSW	<ul style="list-style-type: none">• Assist and support the Neighbourhood Centre Disaster Response as required.	volunteers@mnc.org.au

Emergency service organisations

Local emergency service organisations that may be involved in the event of a disaster in our local area.

Organisation	Key Contact	Contact details (phone & email)	Assistance Provided
SES	L. Larney C. Dittman, SES Emergency Welfare Officer SES Showgrounds SES Qld	Ph 5494-2142 5499-9100 1300369003 Ph 132500	Primary responder for storms and flood events. Also assist other agencies with search and rescue, emergency traffic management and crash rescue.
Rural Fire Brigade	T Malone Fire Warden Maleny Town and Rural area	0428 123 302	
Police	Maleny Police Police link	5429-6293 131444	
Communications	Telstra Business Service Support	13 70 55	24/7 Technical support

Community service organisations

Community organisations can play a vital role in helping their communities prepare and recover from emergencies at the national, state and local levels.

We are networked with community organisations in our local area to ensure we are well prepared to deliver services to our clients and the community during and after a disaster or emergency.

Organisation	Key Contact	Contact Details (phone & email)	Assistance Provided
Salvation Army	Kathy (regional)	0408 852 341	Vouchers for food and fuel. Clothes, furniture, referrals

APPENDIX A - to be kept separately in a secure place
(Not for public display)

APPENDIX B

DISASTER MANAGEMENT PANDEMIC RESPONSE

INSTRUCTIONS FOR PHYSICAL / SOCIAL DISTANCING IN THE WORKPLACE

To reduce the spread of germs in the workplace:

- Stay home if you are not feeling well and let CCDW, VSW, or Admin;
- Stop handshaking and hugging as a greeting;
- Ensure you maintain the recommended 1.5 metre distance from other people;
- Wash hands with soap frequently. If no soap is available use sanitiser;
- Promote good hand and sneeze/cough hygiene. When coughing or sneezing, use a tissue if possible and dispose of it in the bin immediately. If no tissue is available then cough or sneeze in your elbow to minimise contamination of surrounding surfaces;
- Hold meetings via remote conferencing services like Zoom or phone call;
- Hold essential meetings outside in the open air, if possible, and keep the recommended distance. If indoors, keep the recommended distance at all times;
- Take lunch break at your desk or at one of the outside tables. If the latter, ensure distancing requirements are maintained;
- Clean and disinfect high touch surfaces regularly;
- Consider opening windows and adjusting air conditioning for more ventilation;
- Limit food handling and sharing of food in MNC;
- Keep informed by visiting the [Queensland Health Website](#)