

GOLD COAST DISASTER MANAGEMENT

DoHDA and GCPHN RACH Emergency Preparedness Workshop

25 August 2025

CITY OF
GOLDCOAST.

HAZARD PROFILE FOR THE CITY OF GOLD COAST



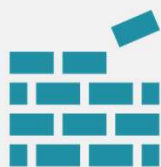
FIRE



CYBER



DAM FAILURE



EARTHQUAKE



FLOOD



HEATWAVE



HOSTILE ACT



PANDEMIC



STORM SURGE
& TIDE



SEVERE STORM



TROPICAL
CYCLONE



TSUNAMI

HAZARD LEAD AGENCY - QFD & RFS DTMR CoGC QPS QHEALTH



LOCAL DISASTER MANAGEMENT GROUP

Under section 29 of the *Disaster Management Act 2003*, the City has established the City of Gold Coast Local Disaster Management Group

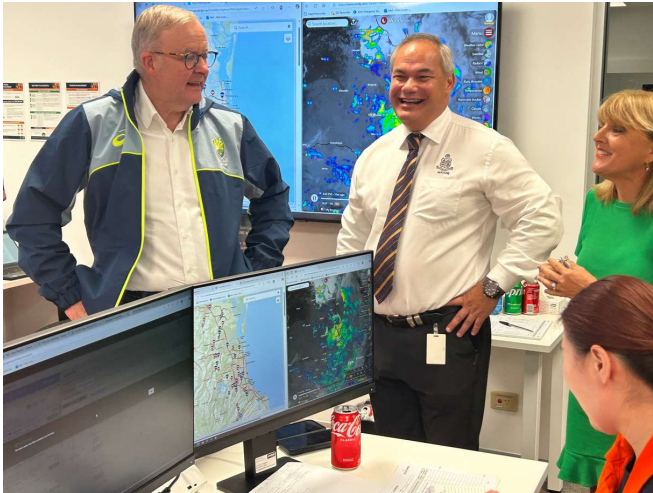
- Mayor (LDMG Chair)
- Deputy Mayor
- **Local Disaster Coordinator**
- Queensland Police Service (QPS)
- Queensland Ambulance Service (QAS)
- State Emergency Service (SES)
- Hospitals and Queensland Health
- Energy Queensland
- Infrastructure Gold Coast (City)
- Environment Heritage & Resilience (City)
- Red Cross
- Queensland Fire Department (QFD)
- Department of Communities
- Subject matter experts and observers may be present



LOCAL DISASTER COORDINATION CENTRE

LDCC

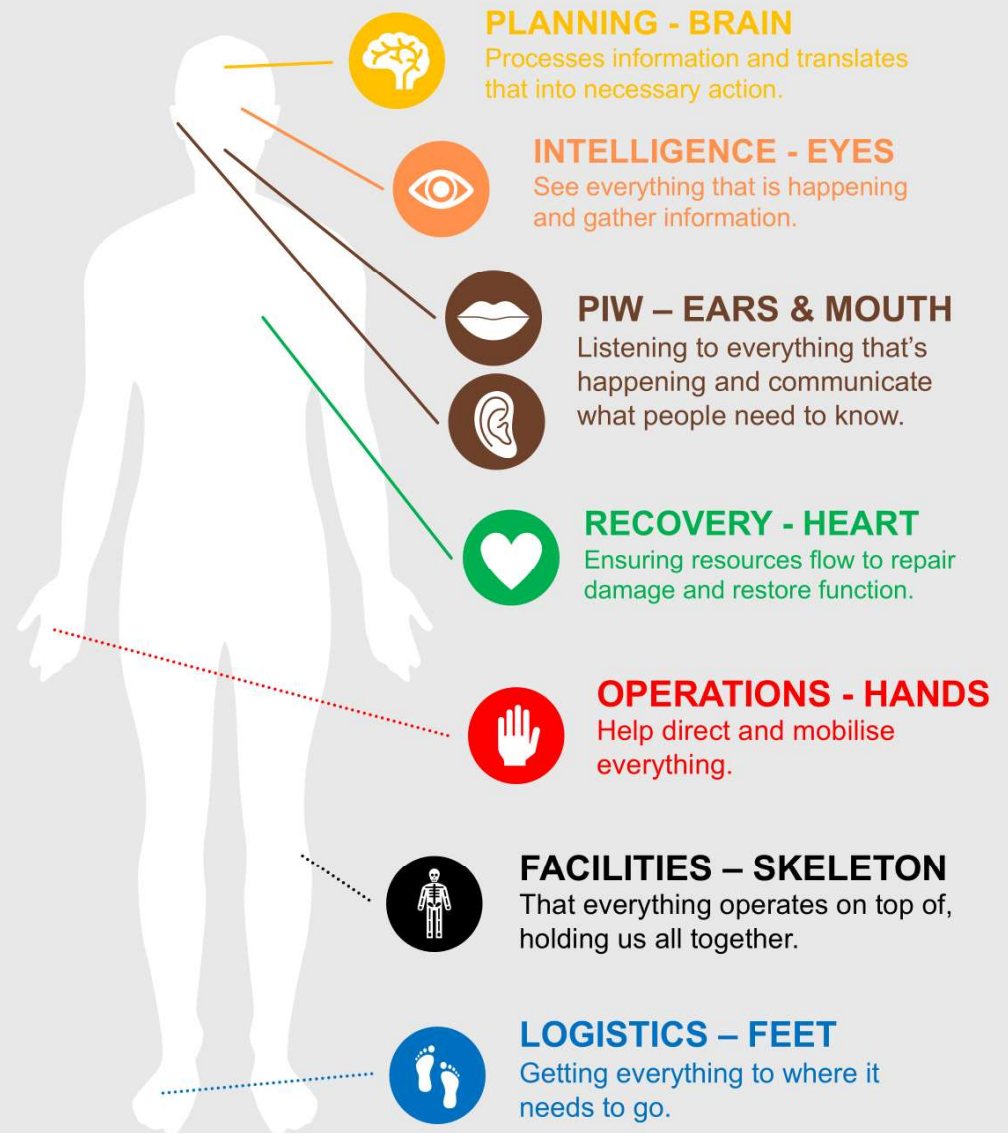
CITY OF
GOLDCOAST.



LDCC CELLS

OBJECTIVES

- Protection of life and prevention of injury.
- Minimization of impacts to property and the environment.
- Provision of accurate and timely information to the community
- Identification best case, worst case, most likely scenarios.
- Contingency planning for the worse case scenario.



LOCAL DISASTER COORDINATION CENTRE



LOCAL DISASTER COORDINATION CENTRE

908

LDCC shifts

194

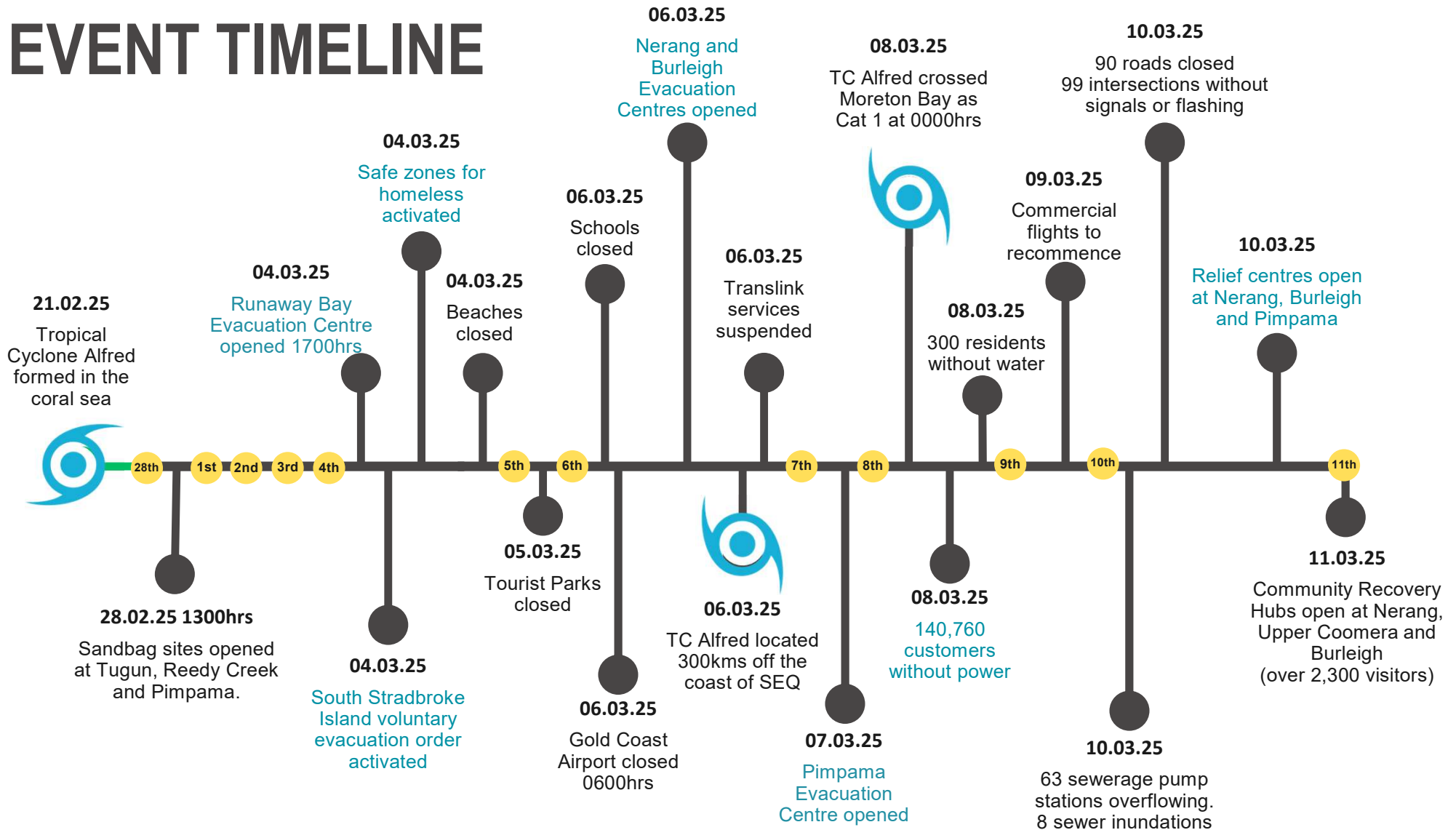
City staff working
in LDCC

9,348

Hours worked
at the LDCC



EVENT TIMELINE



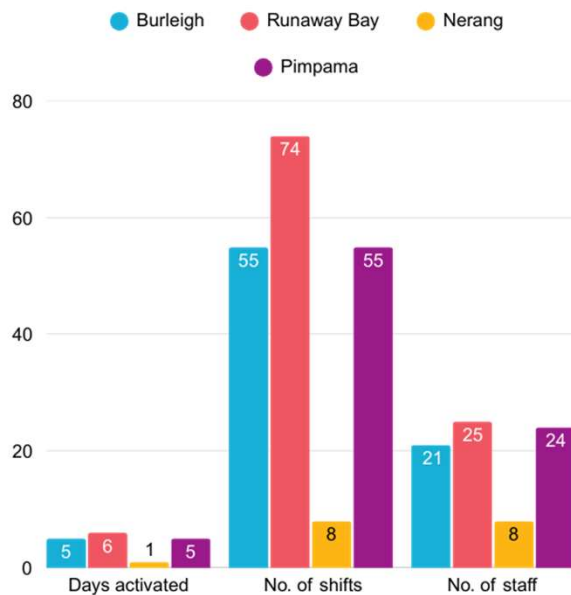
EVACUATION AND RELIEF CENTRES

EVACUATION CENTRES/RELIEF CENTRES (4)

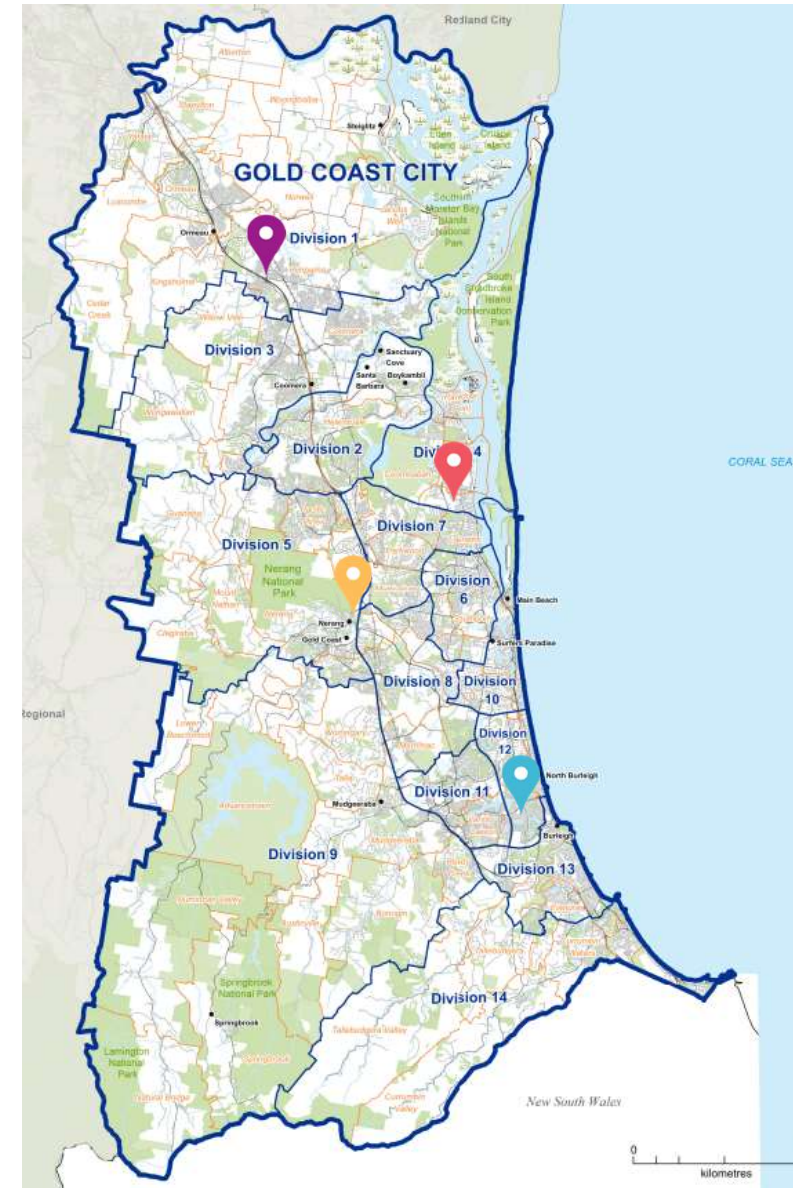
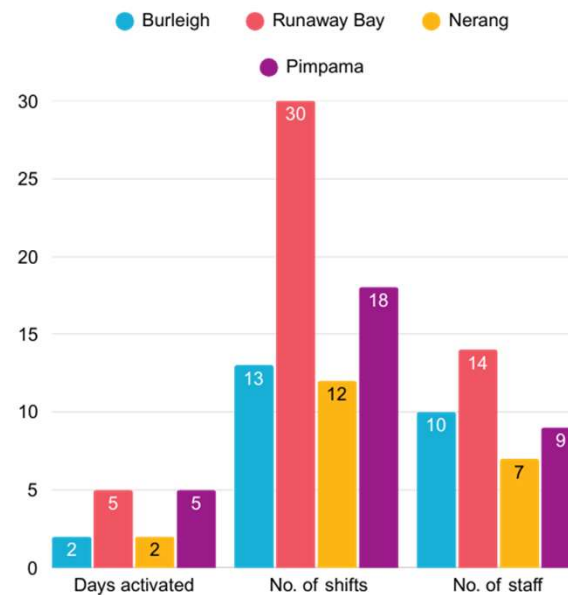
- Runaway Bay Indoor Sports Centre
- Nerang Bicentennial Community Centre
- Burleigh Waters Community Centre
- Pimpama Community Centre

TOTAL Overnight evacuation stays 272
TOTAL Recorded relief visits 1,030

Evacuation Centres



Relief Centres



PLACES OF REFUGE

PEOPLE EXPERIENCING HOMELESSNESS PRE CYCLONE SUPPORT

- **130** face to face engagements
- **98** community disaster information packs distributed
- **126** sites visited (tents and vehicles)
- **84** vulnerable people provided info by SMS

SET FREE CARE

- Facility open for 6 days/6 nights
- **562** day visits (individual people)
- **268** overnight stays
- **City** provided bedding, fresh food, emergency rations, gas cylinder refills, additional bins (including servicing), individual transistor radios, 24 hour security, QPS drop ins and liaison with 'Inreach' services

BURLEIGH CHURCH OF CHRIST

- Facility open for 6 days/5 nights
- **252** people through during the day
- **140** overnight stays
- **City** provided bedding, food, emergency rations, first aid kit, 24-hour security, QPS drop ins, and liaison with 'Inreach' service

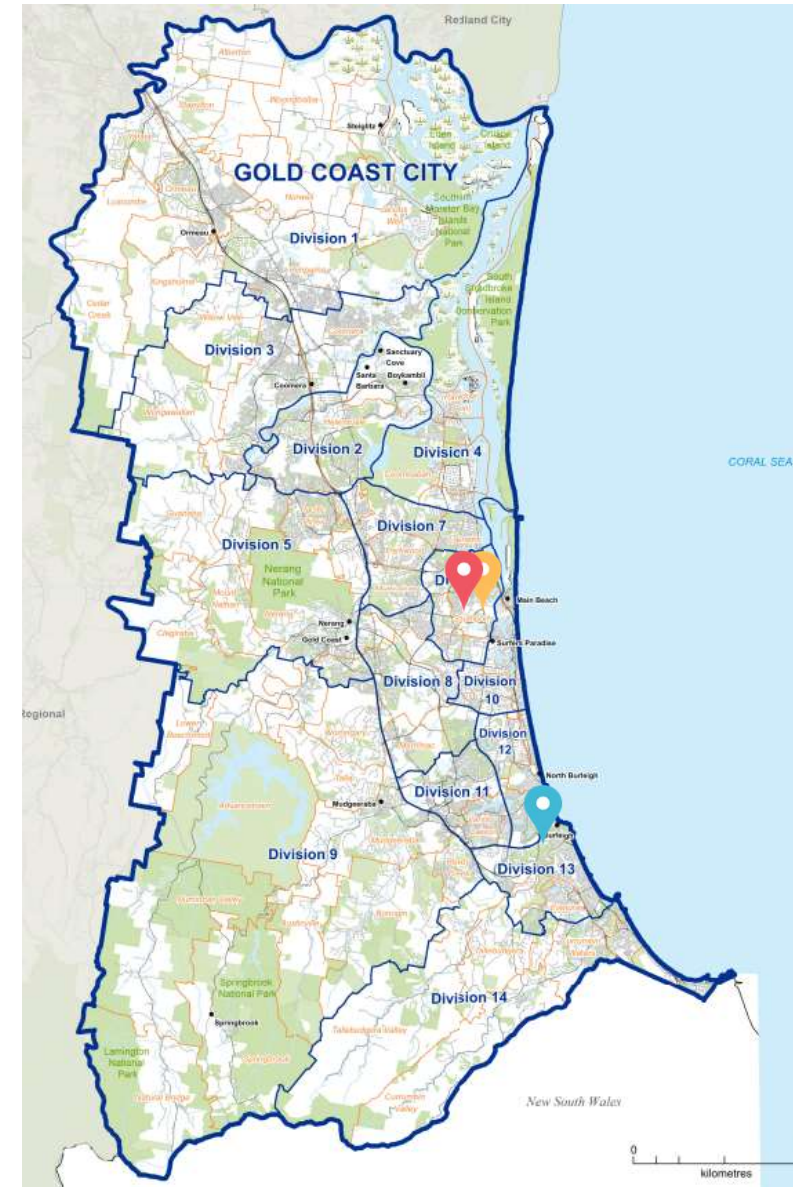
Total
visits

814
day visits

408
overnight stays

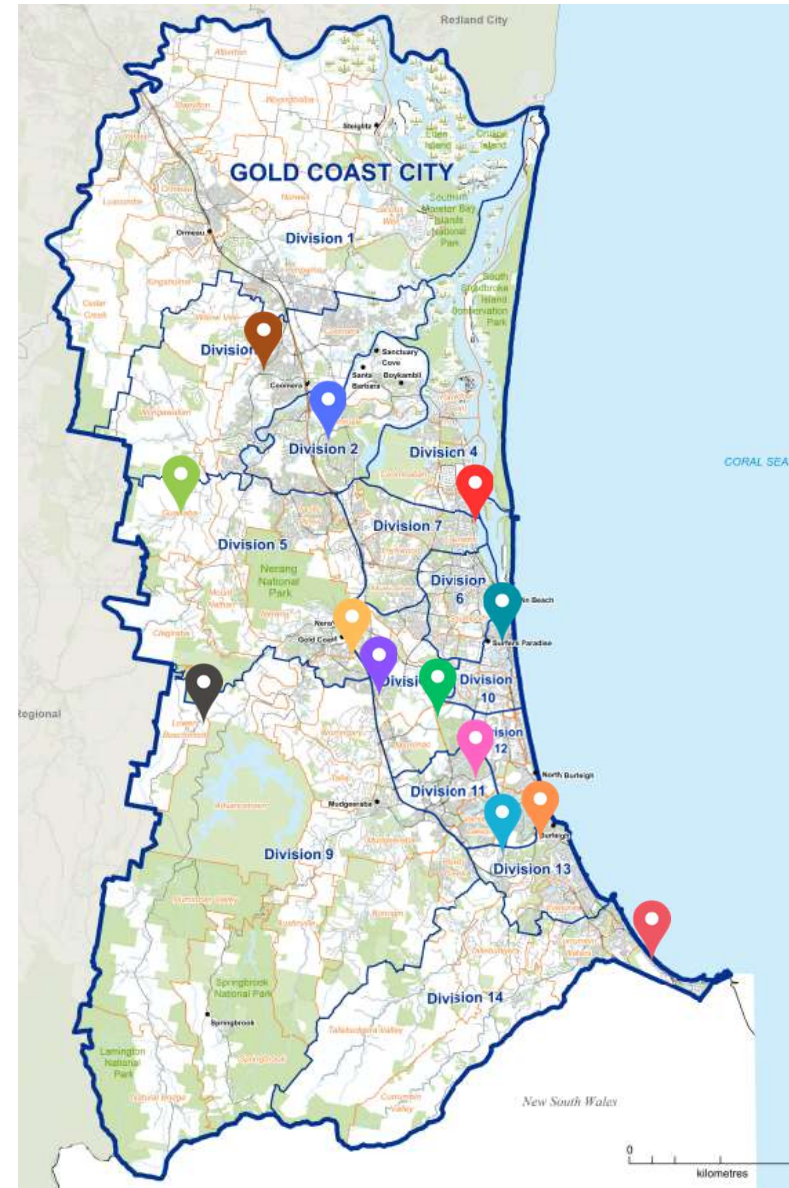
MAL BURKE CARPARK

- Open for people in vehicles



CHILL OUT ZONES

Facility offering access to power, air conditioning, disaster related information and refreshments



GOLD COAST DISASTER DASHBOARD

Locating the Disaster Dashboard:

1. City of Gold Coast website
2. Gold Coast Alerts
3. City Dashboard

Languages available:

Amharic, Arabic, Bosnian, Chinese simplified and traditional, Farsi, Italian, Japanese, Korean, Spanish, Tagalog and Thai

Subscribe to Gold Coast Alerts



Understand your Local Hazards



Get Ready Gold Coast



After a disaster



Latest News

28

Road Closures

Last updated a minute ago

3

Weather Warnings

Last updated 5 minutes ago



Power Outages

Queensland Alerts

Emergency Contacts

Traffic Cameras

Beach Conditions



CHALLENGES AND LESSONS LEARNT.....

CITY OF
GOLDCOAST.

VULNERABLE COMMUNITIES

Disabilities: Over 120,000 residents (21%)

Aged Care: 65 facilities, over 18% of population with half of the aged sector workers considered CALD

Seniors: Over 111,000 residents 65+ years

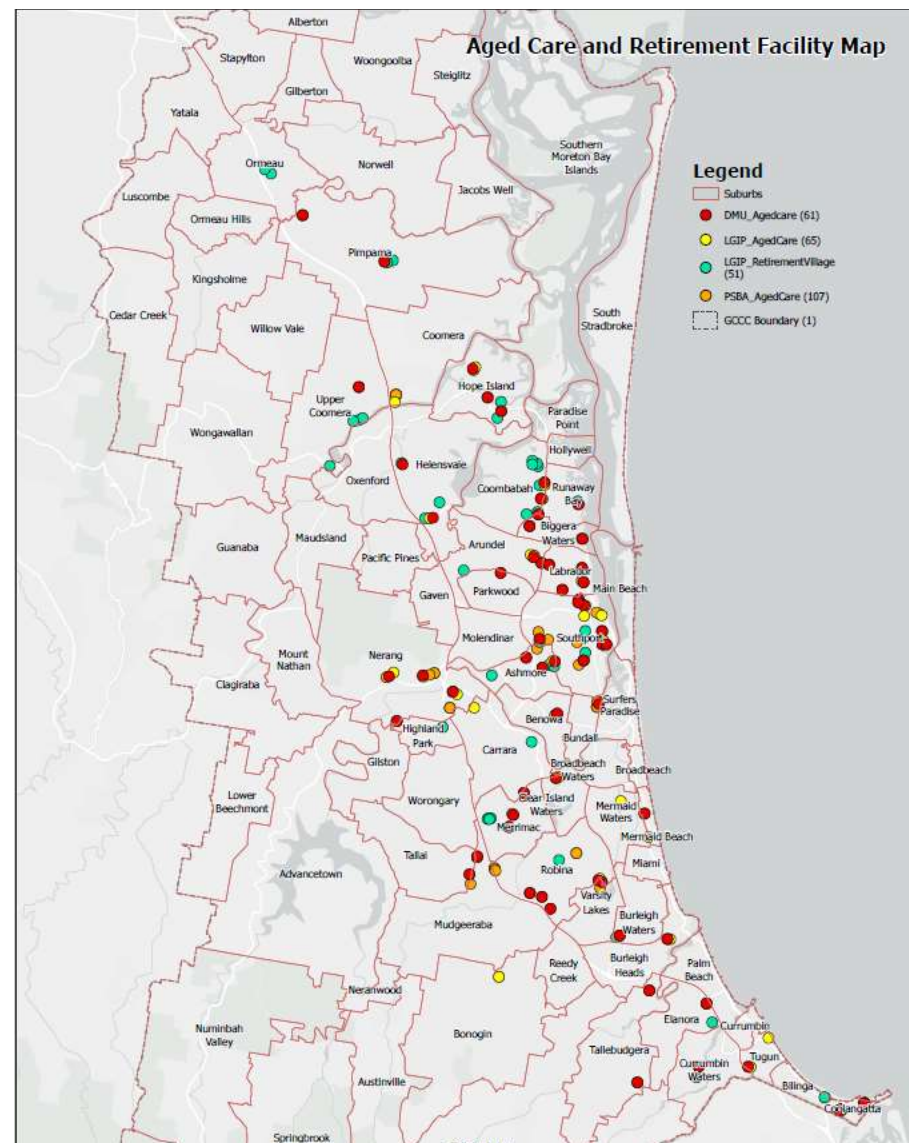
Multicultural: 13,500 ATSI's and over 15% of Gold Coast residents are considered CALD

Location based risk: 173,000+ properties

Homeless/Rough sleepers: at 2021 over 2100 Gold Coast were people experiencing homelessness

Youth: Over 100,000 youth aged 12-24

Since March 2024: DEMU has tailored and delivered over 125 community preparedness activities across all vulnerabilities



BASED ON 2021 PROFILE ID DATA

Evac centre
capability



PFA agency
availability



High demand for
support arrangements



Medical device
power alternatives



Statewide
generator supply



Qld Health Liaison Officer
in LDCC



Central list of
sector providers

PCEP'S, PLANS & SUPPORT NETWORKS

- Sector support workers availability / ability to support clients during major disaster events
- Regular support networks not available
- Individuals didn't have alternative arrangements in place
- Increased reliance on evacuation centres
- Increased risk to community members and evacuation staff



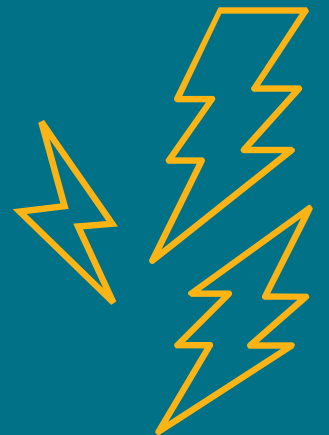
Image by Justin McManus

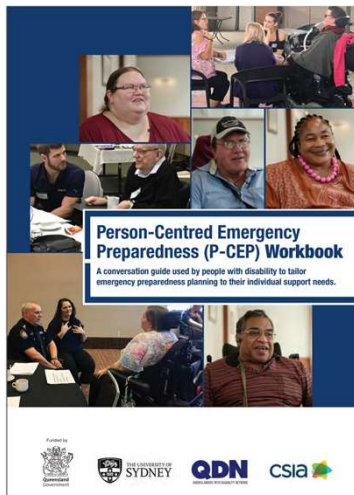
KEY LEARNINGS - DISABILITY & AGED CARE PROVIDERS

- Sector disaster preparedness and resilience
- Provider disaster plans
- Provider BCP's
- Communication protocols



**BE PREPARED WHEN
DISASTERS OCCUR
ON THE *Gold Coast!***





KEY TAKEAWAYS

For both residents and your facilities:

- Understanding clients needs
- Having a plan in place
- Who helps you - developing relationships and making arrangements with others who can support (eg: sister or other close facilities)
- Who did you need, but couldn't reach?
- Understanding the risks associated with your facility and location
- What information do you need during a disaster?
- Having some essential items available should power outage and isolation occur
- What single point of failure could shut down your service for 48 hours? What would help prevent it?
- What almost caused a failure in your service?



CITY OF
GOLDCOAST.TM