Endorsement

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

Wayne Preedy ESM
Local Disaster Coordinator
Townsville Local Disaster Management Group

Date: 10 / 04 / 2019

Cr Jenny Hill
Chair
Townsville Local Disaster Management Group

Date: 10 / 04 / 2019
## Consultation

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Name of consulted</th>
<th>Date distributed</th>
<th>Comments received</th>
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<tr>
<td>Townsville City Council</td>
<td>Melissa McKeown</td>
<td>Jan–April</td>
<td>9/04/19</td>
</tr>
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Document Control

Amendment Control

The *Environmental Health Working Group 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.

Amendment Register

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<tr>
<th>Version</th>
<th>Author</th>
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<th>Date</th>
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<td>1.0</td>
<td>Darren Asemgeest</td>
<td>Draft</td>
<td>Dec 11</td>
</tr>
<tr>
<td>2.0</td>
<td>Melissa McKeown</td>
<td>Review</td>
<td>Jan 12</td>
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<td>3.0</td>
<td>Angela Lawson</td>
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<td>Sept 12</td>
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<td>Nov 13</td>
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<tr>
<td>6.0</td>
<td>Tony Walter &amp; Rachel Harris</td>
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<td>Nov 14</td>
</tr>
<tr>
<td>7.0</td>
<td>Anne Cowdry</td>
<td>Review</td>
<td>Nov 15</td>
</tr>
<tr>
<td>8.0</td>
<td>Shannon Jenkins &amp; Lana Smith</td>
<td>Review</td>
<td>Oct 16</td>
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<td>9.0</td>
<td>Shannon Jenkins</td>
<td>Updates</td>
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<td>Nov 17</td>
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<tr>
<td>11.0</td>
<td>Melissa McKeown</td>
<td>Annual review and updates to reflect TCC structural changes &amp; outcomes</td>
<td>Dec 17</td>
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<td>April 19</td>
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Distribution List

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<th>Agency</th>
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<tr>
<td>• TCC – Environmental Health &amp; Regulatory Services – Representative</td>
</tr>
<tr>
<td>• TCC – Environmental Services – Representative</td>
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<tr>
<td>• TCC – Community Engagement – Representative</td>
</tr>
<tr>
<td>• TCC – Townsville Water and Waste – Representative</td>
</tr>
<tr>
<td>• Townsville Public Health Unit – Representative</td>
</tr>
<tr>
<td>• (Advisory) Local Disaster Coordinator, TLDMG</td>
</tr>
<tr>
<td>• Department Environment and Heritage Protection</td>
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</table>

Abbreviations List

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>BSO</td>
<td>Business Support Officer</td>
</tr>
<tr>
<td>DEHP</td>
<td>Department Environment and Heritage Protection</td>
</tr>
<tr>
<td>EH&amp;RS</td>
<td>Environmental Health &amp; Regulatory Services</td>
</tr>
<tr>
<td>EHWG</td>
<td>Environmental Health Working Group</td>
</tr>
<tr>
<td>GMP</td>
<td>General Manager Planning</td>
</tr>
<tr>
<td>LDC</td>
<td>Local Disaster Coordinator (TLDMG)</td>
</tr>
<tr>
<td>LDCC</td>
<td>Local Disaster Coordination Centre</td>
</tr>
<tr>
<td>LDMG</td>
<td>Local Disaster Management Group</td>
</tr>
<tr>
<td>TMEH&amp;RS</td>
<td>Team Manager Environmental Health &amp; Regulatory Services</td>
</tr>
<tr>
<td>NDRRA</td>
<td>National Disaster Relief and Recovery Arrangements</td>
</tr>
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<td>PCS</td>
<td>Public Cyclone Shelter</td>
</tr>
<tr>
<td>QH</td>
<td>Queensland Health</td>
</tr>
<tr>
<td>QDMA</td>
<td>Queensland Disaster Management Arrangement</td>
</tr>
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<td>TCC</td>
<td>Townsville City Council</td>
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<tr>
<td>TCC ERG</td>
<td>TCC Emergency Response Group</td>
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<tr>
<td>TPHU</td>
<td>Townsville Public Health Unit</td>
</tr>
<tr>
<td>TLDMG</td>
<td>Townsville Local Disaster Management Group</td>
</tr>
</tbody>
</table>
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.

Townsville Local Disaster Management Plan (TLDMP)
- Evacuation & Transport Sub Plan
- Tsunami Response Sub Plan
- Shelters and Evacuation Centres Sub Plan
- Community Education & Marketing Sub Plan
- Community Information & Warnings Sub Plan
- Impact Assessment Sub Plan
- Asbestos Containing Material (ACM) Sub Plan
- Resupply Sub Plan
- Financial Management Sub Plan
- Environmental Health Working Group Sub Plan
- Townsville District Functional Health Plan
- Local Recovery & Resilience Sub Plan

Operating Procedures (Internal Council Processes)
- Evacuation Centres SOP
- Places of Refuge SOP
- Public Cyclone Shelter SOP
- Animal Management SOP
- TCC Communications Operating Procedure for Disasters
- Bushfire Mitigation Operations Plan
- Impact Assessment Operating Procedure
- Magnetic Island Disaster Management Group (MIDMG) SOP
- Magnetic Island Evacuation Centre SOP
- Rollingstone Disaster Management Group (RDMG) SOP
- Townsville Local Disaster Coordination Centre (LDCC) SOP
- Townsville City Council Emergency Response Plan (ERP)
- TCC Emergency Response Plan - Communication Plan Operational Response

- 8 -
Part One – Administration & Governance

1.1 Purpose

The purpose of the Environmental Health Working Group Sub Plan is to an effective preparation and response to the management of environmental health related functions before, during and after a disaster event – i.e. food safety, environmental protection, animal management, disease outbreak and mosquito management.

1.2 Authority

This plan forms a sub plan of the Townsville Local Disaster Management Plan (TLDMP) and is developed under the authority of the Disaster Management Act 2003. This sub plan will be managed in accordance with the administrative and governance processes outlined within the TLDMP including approval, document control, distribution and review and renew.

1.3 Functional Responsibility

The Chairperson of the Environmental Health Working Group (EHWG) is to ensure all agencies and members of the EHWG are aware of these arrangements.

1.4 Scope

This sub plan incorporates emergency management arrangements relevant to the functions and services delivered by the Working Group.

1.5 Objectives

The objectives of this Sub Plan are to:

- ensure compliance with the Food Act 2006 and educate food businesses and residents regarding securing compliance with the Food Safety Standards in a disaster event.
- ensure compliance with the Environmental Protection Act 1994 (EP Act) and educate businesses and residents regarding securing compliance with the Act in a disaster event.
- ensure compliance with the Public Health Act 2005 and educate residents and businesses regarding securing compliance with the Act in a disaster event.
- ensure compliance with the Animal Management (Cats & Dogs) Act 2008 and educate businesses regarding securing compliance with the Act in a disaster event.
- provide clear, concise and timely environmental health information to the Local Disaster Coordination Centre (LDCC) Media Team.
1.6 Related Documents

Department documents include:
- *Health Operating Procedure*
- *Animal Management Operating Procedure*
- *Shelters and Evacuation Centres Sub-Plan*
- *Operating Procedures – Place of Refuge*
- *Operating Procedure – Public Cyclone Shelter*
- *Operating Procedure – Evacuation Centres.*

Other agency / group plans include:
- *Townsville Local Disaster Management Plan*
- *TLDMG Community Information and Warnings Sub Plan*
- *Townsville City Council’s Emergency Response Plan.*

1.7 Review and Renewal

This plan will be reviewed annually by Townsville City Council’s Environmental Health & Regulatory Services (EH&RS) on behalf of and in consultation with the EHWG and reissued as necessary. The review processes will include:
- any changes from outcomes of associated plans and documents are included
- changes to the EHWG and associated roles and responsibilities are included
- amendments due to lessons learned from activations, exercises and training or statutory changes

On completion of each review, the sub plan is to be submitted to the TLDMG for approval.
Part Two – Environmental Health Working Group

2.1 Environmental Health Working Group (EHWG)

The EHWG comprises of key internal and external operational and support agencies, which have interrelated roles in disaster preparedness and response.

Operations relating to this Sub Plan will be managed by the EHWG. This is to be achieved through periodic meetings with key personnel from each agency, who will foster cooperative and synergistic operations under the EHWG Terms of Reference (refer to Annexure C).

The EHWG consists of the following members or their nominated delegate and will operate as follows:

<table>
<thead>
<tr>
<th>Meeting frequency:</th>
<th>At least twice per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chair:</td>
<td>TCC – Team Manager, Environmental Health &amp; Regulatory Services</td>
</tr>
</tbody>
</table>
| Membership:        | • Department of Environment & Heritage Protection (DEHP) – Representative  
                     • TCC – Environmental Health & Regulatory Services – Representative  
                     • TCC – General Manager, Planning  
                     • TCC – Community Engagement – Representative  
                     • TCC – Townsville Water and Waste – Representative  
                     • Townsville Public Health Unit – Representative  
                     • (Advisory) Local Disaster Coordinator, TLDMG |
| Responsibilities:  | • To conduct reviews and evaluations of the Environmental Health Working Group Sub Plan and provide expert advice to help refine the roles, responsibilities and key actions required to ensure the effective implementation of the plan.  
                     • To review resources available to assist in the activation of this plan.  
                     • To communicate this plan within each agency and provide the appropriate training as required.  
                     • To conduct and actively participate in any ‘mock’ exercises testing the performance of this plan and provide constructive evaluations and suggested improvements.  
                     • To provide reports to the LDC and TLDMG. |
| Supporting documentation: | • Annexure A – EHWG Contact List  
                         • Annexure C – EHWG Terms of Reference |

The Chairperson may appoint other agencies to the EHWG or invite other agencies to attend meetings if deemed necessary.
2.3 Key Functions

2.3.1 TCC EH&RS

<table>
<thead>
<tr>
<th>KEY FUNCTION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shelters and Evacuation Centres</td>
<td>Ensuring the centres are operated in a way to minimise the spread of disease.</td>
</tr>
<tr>
<td>Food Safety</td>
<td>The inspection and regulation of premises to manage food safety risks.</td>
</tr>
<tr>
<td>Environmental Protection</td>
<td>The inspection and regulation of premises to prevent environmental harm. The regulation of environmental nuisance issues within the community (i.e. noise, dust, odour, light, litter).</td>
</tr>
<tr>
<td>Asbestos management</td>
<td>Provide guidance in conjunction with Qld Health on the safe management of asbestos within the community.</td>
</tr>
<tr>
<td>Animal management</td>
<td>The management of companion and stock animals to reduce risks to such animals as well as people.</td>
</tr>
<tr>
<td>Dengue fever outbreak response</td>
<td>To respond in partnership with QLD Health to any dengue fever outbreak.</td>
</tr>
<tr>
<td>Mosquito control</td>
<td>The treatment of saltmarsh and freshwater breeding sites in incidences of high mosquito populations.</td>
</tr>
<tr>
<td>Education and advice</td>
<td>The provision of environmental health related information and advice to assist the community to recover in a disaster event (via the LDMG Communications &amp; Media Officer).</td>
</tr>
</tbody>
</table>

2.3.2 Other departments/agencies responsible

<table>
<thead>
<tr>
<th>KEY FUNCTION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waste Services</td>
<td>Responsible for providing waste services (domestic and commercial) including kerbside collection and recycling, treatment, processing and disposal of solid waste at the landfills. They also provide laboratory services.</td>
</tr>
<tr>
<td>Water Operations</td>
<td>Delivery of bulk and reticulated water supply to the community including the dams and catchments.</td>
</tr>
<tr>
<td>Wastewater Operations</td>
<td>Operation and maintaining domestic and commercial sewerage and waste water collection, treatment and disposal. Provides recycled water.</td>
</tr>
<tr>
<td>Corporate Communications</td>
<td>Coordinating and roll out of media release and information to the community on EH issues.</td>
</tr>
<tr>
<td>Tropical Public Health Unit</td>
<td>Coordination of foodborne outbreak response. Guidance on disease control and health advice.</td>
</tr>
<tr>
<td>Environment and Heritage Protection</td>
<td>Guidance and advice on managing environmental incidents.</td>
</tr>
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</table>
Part Three – Plan Activation & Concept of Operations

3.1 Disaster Management Framework

The TLDMG is the key management agency for emergency events in Townsville.

A number of agencies are represented on the TLDMG to provide a coordinated local response to the disaster event, some of which include:

- Townsville City Council;
- Ergon;
- Queensland Police Service;
- Queensland Ambulance Service;
- Queensland Fire and Emergency Services;
- Queensland Health;
- State Emergency Service; and,
- Townsville Enterprise Ltd.

TLDMG disaster operations are coordinated by the Local Disaster Coordinator (LDC) (TCC Team Manager Emergency Management).

3.2 Local Disaster Coordination Centre

The Local Disaster Coordination Centre (LDCC) is the operations centre for the TLDMG, which serves as a joint-agency information hub. Details of the LDCC are as follows:

3.2.1 Local Disaster Coordination Centre Contact Details

<table>
<thead>
<tr>
<th>Address</th>
<th>113–123 Dalrymple Rd Garbutt</th>
</tr>
</thead>
<tbody>
<tr>
<td>LDCC Call Centre Telephone Number</td>
<td>1800 738 541</td>
</tr>
</tbody>
</table>

Note: Council’s Call Centre, located at 143 Walker Street, will function as the Call Centre in disaster events. Call Centre phone operators will use the Guardian Control system to input information from incoming calls from the public. When the decision to close council is made by the CEO, the above LDCC Call Centre number will be activated and advertised to the public.

It is important for Chairperson to establish communication with the Intell Officer and the Council Liaison Officer, both located at the LDCC in a disaster event.

It is essential that these people and their contact details are identified immediately after operational activation as well as:
- best communication method i.e. telephone, fax, e-mail or any other method of communication
- best time/s of day for information for the SitReps to be submitted to ensure timely information is provided to the TLDMG meetings (via the Intelligence Officer at the LDCC).

The 'Guardian' incident management system is a computer program used in the LDCC to receive and allocate tasks. All requests/tasks will be logged into the Guardian System and allocated to the Chairperson.

The floor plan and arrangement of the LDCC is shown below (Figure 1).
Figure 1
LDCC 113-123 Dalrymple Rd, Garbutt
3.3 Activation

Activation will follow the same model of escalation outlined in the Queensland Disaster Management Arrangements (QDMA):

<table>
<thead>
<tr>
<th>Stage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alert</td>
<td>A heightened level of vigilance due to the possibility of an event in the local area. No further action is required; however the situation should be monitored by someone capable of assessing the potential of the threat.</td>
</tr>
<tr>
<td>Lean Forward</td>
<td>An operational state characterised by a heightened level of situational awareness of a disaster event (either current or impending) and a state of operational readiness. Disaster coordination centres are on stand by and prepared but not activated.</td>
</tr>
<tr>
<td>Stand Up</td>
<td>An operational state where resources are mobilised, personnel are activated and operational activities commenced. Disaster coordination centres are activated.</td>
</tr>
<tr>
<td>Stand Down</td>
<td>Transition from responding to an event back to normal core business and/or continuance of recovery operations. There is no longer a requirement to respond to the event and the threat is no longer present.</td>
</tr>
</tbody>
</table>

The movement through these escalation phases is not sequential, rather based on flexibility and adaptability to the location and event.

Activation of this plan will follow the direction of the TLDMG. The EHWG Chairperson or delegate will be responsible for implementing this Sub Plan. A request may be put to the Chairperson to activate this plan for events outside of the activation of the TLDMG, examples of when this might occur include – widespread water contamination.

3.4 Coordination and Control

The Chairperson or their delegate will coordinate the operational emergency response.

The Chairperson or their delegate will evaluate the situation and establish priorities for the team.

During the Lean Forward phase, the Chairperson or their delegate should establish support networks between members.

3.5 Situation Reports

During operations, the Chairperson will be responsible for providing information towards the situation reports (SitReps) for the LDC.

During operations, the Chairperson will be responsible for recording key decisions and actions they undertake in the performance of their duties. This can be recorded in the form of a diary or note book.
3.6 Requests for Assistance

Should the Working Group require assistance to respond to an event, it is to be requested through the Intelligence Officer at the LDCC. This request should be made by the EHWG Chairperson.

3.7 Financial Management

All expenses incurred as a result of activating this plan are to be centrally costed to Townsville City Council.

Purchasing should be in line with all Council policies and procedures.

The supply of materials and equipment during a disaster event will, as long as it is safe and practicable, be sourced from TCC Stores.

3.8 Mapping

GIS maps are available on council’s public website indicating possible flood, storm surge and tsunami impacts. This information is indicative only and the actual impacts will depend on the actual event and information supplied by the Bureau of Meteorology.

A hard copy of flooding, storm tide and tsunami map layers can be printed prior to the event based on the predicted information and updated as required.

3.9 EHWG Coordination Room

Should a Coordination Room be required for the department’s response, the William Aplin Meeting Room (Level 1, Blue Foyer 143 Walker Street) has been identified for this purpose should the building be operational. If this room is not suitable following the event, another suitable area should be set up.

This room is to be set up to contain the following:

- sufficient whiteboards
- supply of whiteboard markers
- hard copy of plans
- electronic copy of plans
- disaster management cabinet keys
- relevant GIS maps e.g. storm surge map

The EHWG Coordination Room can be set up during the Lean Forward / Prepare phase if there is an imminent event.
Part Four – Community Messaging

4.1 Community Awareness

Council’s Emergency Management Team and Communications and Marketing team conduct regular education and media campaigns regarding preparedness during and leading up to the cyclone season. Refer to council’s *TLDMG Community Information and Warnings Sub Plan.*

4.2 Media

The Chairperson will be responsible for providing the LDC with relevant information for the media. Any information that is released to the media must be done through the Media Liaison Officer in the LDCC.

The dissemination of public information in a disaster situation is the responsibility of the TLDMG. All agencies must ensure the media is consistent to eliminate any confusion of what is required of the community.

Pre-drafted media releases on the key functions of the working group are contained within the *Communications Sub Plan – TCC Emergency Response.* These should be reviewed prior to being sent to the LDCC and be relevant for the situation at the time. Amendments may be required.
Part Five – Training and Exercises

5.1 Training

The Chairperson or delegate will be responsible for providing training to the EHWG members on this Sub Plan.

Each year the Chairperson or delegate will inform the Working Group of the following:
- key functions of the group in an emergency event;
- Key roles and responsibilities of members in an emergency event;
- the management and reporting structure in an emergency event; and,
- their likely role and responsibilities in an emergency event.

The members of the EHWG will be responsible for providing training to their respective agencies on this Sub Plan in particular:
- Their key functions in an emergency event;
- Key roles and responsibilities of the working group members in an emergency event;
- the management and reporting structure in an emergency event; and
- their likely role and responsibilities in an emergency event.

All members are responsible for making themselves familiar with the sub plans prior to 30 November each year.

All members should have undertaken the appropriate Queensland Disaster Management Arrangement (QDMA) training.

5.2 Exercises

The Chairperson must review the effectiveness of the plan at least once every two (2) years through either an exercise or operational activity.
Annexures

<table>
<thead>
<tr>
<th>Annexure A</th>
<th>EHWG Contact List</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annexure B</td>
<td>Other Local Governments and Government Agencies Contact List</td>
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<td>Annexure D</td>
<td>Template – EHWG Situation Report</td>
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</table>
Annexure C – EHWG Terms of Reference

1. Purpose
The Environmental Health Working Group (EHWG) provides a forum for a collaborative approach between TCC, EHP and TPHU for communicating, planning and managing EH issues, ensuring adequate control measures are in place for the Townsville community in the event of an emergency.

2. Roles and Responsibilities
- To meet the Working Group roles and responsibilities outlined in the *Townsville Local Disaster Management Plan*.
- To actively participate in the reviews and evaluations of the *Environmental Health Working Group Sub Plan* and provide expert advice to help refine the roles, responsibilities and key actions required to ensure the effective implementation of the plan.
- To review resources available to assist in the activation of this plan.
- To communicate this plan within each agency and provide the appropriate training as required.
- To actively participate in the EHWG meetings.
- To actively participate in any ‘mock’ exercises testing the performance of this plan and provide constructive evaluations and suggested improvements.
- To provide reports and information to the LDC and TLDMG.

3. Chairperson
- The Chairperson is the Townsville City Council Team Manager Environmental Health & Regulatory Services (TMEH&RS).
- In the absence of these representatives, members at the meeting can elect a chairperson for that meeting.

4. Secretariat
- The TMEH&RS will arrange the secretariat duties at each meeting.
- In the absence of the TMEH&RS or their representative, members at the meeting can elect a secretariat for that meeting.
- Duties include:
  - maintaining the membership register;
  - recording and distributing agenda, minutes and other required documents for meetings;
  - maintaining an updated contact register;
  - coordinating and tracking action items arising from each meeting, and
  - Attending to any other business of the EHWG.
5. Membership

Core Membership is to include:

<table>
<thead>
<tr>
<th>Chair:</th>
<th>TCC – Team Manager, Environmental Health &amp; Regulatory Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Membership:</td>
<td>• Department of Environment &amp; Heritage Protection (DEHP) – Representative</td>
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<td></td>
<td>• TCC – Environmental Health &amp; Regulatory Services – Representative</td>
</tr>
<tr>
<td></td>
<td>• TCC – General Manager, Planning</td>
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<td>• TCC – Community Engagement – Representative</td>
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<td>• TCC – Townsville Water and Waste – Representative</td>
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<td></td>
<td>• (Advisory) Local Disaster Coordinator, TLDMG</td>
</tr>
</tbody>
</table>

6. Communication

- Face to face meetings – at least twice per year
- Email communications as needed

7. Meetings

- To be held twice per year being:
  - May – to update learnings from the past season and confirm exercise planning
  - to ensure planning for the next season has commenced
  - November (early) – to confirm all plans and documents are ready for upcoming season
- Meetings to be called by the Chairperson
- Members may request a special meeting to the Chairperson in which the Chairperson may call a special meeting depending on the circumstances

8. Agenda

- Agenda will be distributed at least five working days prior to the next scheduled meeting
- The membership can request an item to be placed on the agenda up to seven working days prior to the next meeting. Alternatively, the item can be introduced as Other Business

9. Proxies

- Members are encouraged to nominate a proxy if they are unable to attend a meeting

10. Quorum

- Quorum will comprise half the membership plus one
- No business should be conducted at meetings without a quorum
- The Chairperson will decide whether the meeting will go ahead