



Somerset
REGIONAL COUNCIL

Somerset Regional Council has a strong focus on economic development, business resilience and disaster recovery. We are committed to supporting businesses in achieving their potential. Many initiatives are in place to drive this, including the Regional Economic Development Strategy, Somerset Tourism strategy and our very own Business Recovery Officer.



Somerset Business Disaster Management

PLAN ON A PAGE 2024/2025

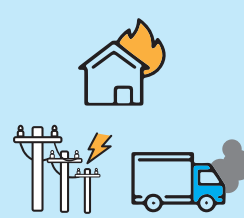
What could harm your business? (risks)

Likely, high impact risks in Somerset Region:

- Flood
- Severe weather
- Biosecurity (emergency)
- Bushfire
- Drought



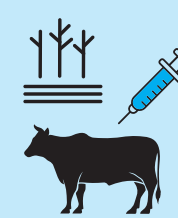
NATURAL DISASTERS
Flood, Bush Fire, Severe Thunderstorm, Tropical Cyclone, East Coast Low



INFRASTRUCTURE DISRUPTIONS
Building Fire, Utility Disruption (Water, Power, Communications, Gas, Sewerage), Major Traffic Accident



CRIME HAZARDS
Robbery, Cyber-Crime, Theft, Fraud



REGIONAL HAZARDS
Biosecurity Emergency, Pandemic



SLOW MOVING HAZARDS
Drought, Economic Decline, Development Impacts, Global Financial Crisis

What could it do to your business? (consequences)

- Threat to safety of people and livestock
- Isolation because of road closures: Brisbane Valley Highway and the D'Aguiar Highway are both subject to flooding as are other connecting roads
- In a biosecurity emergency movement restrictions may be enforced
- Isolation results in the inability for tourists, customers, staff, supplies, service providers, contractors, support or relief to access the region or for your goods/products/produce to leave the region
- No Utilities: water, power, waste collection, sewerage, communication, phone, internet
- Brisbane Valley Rail Trail and other tourist destinations damaged/ closed

WHY PLAN FOR EMERGENCIES? to REDUCE...

- impact to business owners, customers and staff by putting workarounds and solutions in place
- business disruptions and reduce downtime
- material and financial losses
- adverse impacts on livestock and agriculture infrastructure

What can you do about it?

BEFORE AN EMERGENCY

Have a plan for:

- Evacuation
- Isolation
- Loss of power and communication
- Protecting your staff, customers, contractors and livestock
- Biosecurity emergency - www.farmbiosecurity.com.au/toolkit/planner/

PREPAREDNESS ACTIONS

- Check your business to see if there is anything you can do to the building to reduce impact (raised power sockets, generator, elevated stock/IT, no carpet)
- Store business data and copies of key records in the cloud where possible and have spare IT equipment, or know where to source equipment from
- Ensure laptops and phones are always charged, have solar chargers and charging banks ready at hand
- Take pictures of everything in its original state (essential records for insurance claims and grants)
- Have a ready contact list for all your staff, suppliers, customers
- Build a local business support network and have several ways to communicate with each other – Phone, Email, WhatsApp, Facebook
- Discuss the emergency response plan with your team, so everyone is clear on what to do
- Stay aware of developing threats and potential impacts
- Sign Up to hazard apps, in particular the Bureau of Meteorology Weather app and the Somerset Regional Council's early warning network

Sign up to Council business specific disaster information via disaster.somerset.qld.gov.au/Notificationservice

WHO CAN HELP

- Somerset Regional Council provides regular business resilience and recovery information and networking sessions. For more business resilience information, please contact Somerset Regional Council: Phone: (07) 5424 4000 or mail@somerset.qld.gov.au
- Queensland Reconstruction Authority has information on how to prepare for disasters www.getready.qld.gov.au
- Queensland Small Business Commissioner delivers services for the betterment of Queensland small businesses: qsbq.qld.gov.au
- Queensland Government - www.business.qld.gov.au/running-business/risk/continuity-plan

DURING AN EMERGENCY

If you or others are in immediate danger CALL 000

RESPONSE ACTIONS

- Enact your emergency plan e.g. relocate staff, customers, visitors, contractors and livestock to a safe place and secure the premises where safe to do so
- Prioritise human and animal safety, protect infrastructure if safe to do so
- Follow safety warnings and instructions
- Enact your emergency plans
- Take pictures of the disaster impact for insurance, grants and disaster funds
- Reach out to networks e.g. Facebook business communities, Chamber of Commerce, service providers, neighbours
- In case of animal disease or plant pest report to Emergency Animal Disease Hotline on 1800 675 888

Information sources during a disaster:

- Monitor disaster information sources: weather forecasts, ABC radio, Council, Emergency Alert text messages, local community social media pages (frequency: 747AM or 612 AM)
- Council disaster dashboard for local disaster information, including current fires, flood cameras and road closures: disaster.somerset.qld.gov.au
- Get weather information from: www.bom.gov.au and their weather app
- Sign up for free SMS/email/landline weather alerts: www.somerset.qld.gov.au/ewn
- For information about dam releases: www.seqwater.com.au/dam-release-information-service
- Updates on biosecurity emergencies - www.outbreak.gov.au

BoM Weather App SES Assistance QLD Emergency Plus

WHO CAN HELP

- Emergency services call 000
- SES - For non-life threatening flood and storm emergency assistance call 13 25 00
- Police Assistance Line (PAL) 13 14 44
- Biosecurity Queensland on 13 25 23
- Neighbours and local businesses

YOUR CONTACTS

Suppliers:

Tradies:

Partners:

AFTER AN EMERGENCY

RECOVERY ACTIONS

- List and capture (images/photos) the impacts
- Think of what else could go wrong now (risks) and what you can do about it
- Engage your local support network early, list who can help you with what
- Enact plans to clean, restore, rebuild and reopen
- If requested, let Council or authorities know the extent of your damage, so help can be organised and provided
- Monitor the Council website and Council messaging for local recovery initiatives that may be of benefit
- Gather evidence of the impact and your corrective actions for insurance purposes and potential grants/ financial support (receipts, invoices, damage reports, images etc)
- Find what financial support is available and plan how you can access it
- If you're open, let people know you are still trading via every means possible
- See if your services/products are needed in the response and let Council know how you can help

Information sources after a disaster:

- Council Business Recovery Officer will be the conduit between the business community and the Local Recovery Group
- QRA Website will list what grants and financial support will be available

WHO CAN HELP

- In case of disaster Council will enact a Local Recovery Group that focuses on recovering the local economy
- QRA - For assistance with disaster recovery funding eligibility and support please contact the Queensland Government Community Recovery Hotline on 1800 173 349 or visit www.qld.gov.au/community/disasters-emergencies/disasters
- Queensland Department of Agriculture and Fisheries monitors impacts to agriculture businesses. www.daf.qld.gov.au
- Rural Financial Counselling Services SQ offers free, financial counselling and business wellness coaching to primary producers. rfcssq.org.au
- Queensland Rural and Industry Authority is a specialist provider of government financial assistance programs, including loans, grants and rebates. www.qrida.qld.gov.au
- Rural Aid provides critical support including water, fodder (hay) and counselling assistance to help farmers. www.ruralaid.org.au