

Temporary Emergency Accommodation sub plan

Disaster Coordination Unit



Approval

This Temporary Emergency Accommodation Sub Plan is developed and maintained in accordance with the functional lead agency responsibilities allocated to the Department of Housing and Public Works under the State Disaster Management Plan.

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Document history

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Introduction

As detailed in the State Disaster Management Plan (SDMP), the Department of Housing and Public Works (DHPW) has responsibility for the *provision of temporary accommodation solutions and services for impacted members of a community and/or response/recovery staff*.

This sub plan (the plan) describes the arrangements and the roles and responsibilities of key organisations critical to the implementation of this plan.

These arrangements provide for a higher standard of accommodation and privacy above that experienced in evacuation centres to enable individuals and families to work through their longer term accommodation options in conjunction with the various support services as required.

Authority

This plan is authorised under the authority of the DHPW Disaster Management Plan and in accordance with the departments functional lead agency roles and responsibilities as detailed in the State Disaster Management Plan.

Aim

To provide an effective and coordinated approach to the provision of temporary emergency accommodation solutions

Scope

This plan details the arrangements for the provision of temporary emergency accommodation in support of displaced members of the community.

The plan does not address accommodation requirements in the event evacuation centres are closed prior to the provision/establishment of temporary accommodation solutions by the Department of Housing and Public Works.

These arrangements can also be activated where accommodation is required for response/recovery workforces, however financial responsibility for these arrangements will rest with the agency requiring staff to be accommodated.

Housing Services – Emergency Housing Assistance Request (EHAR)

Housing Services (a division of the Department of Housing and Public Works) has developed a process known as the Emergency Housing Assistance Request (EHAR) which is activated in response to disaster events in order to collect data and report on the housing needs and support provided to displaced members of a community.

Most importantly in the context of this plan, the EHAR data will provide accurate information on the number of displaced members of the community requiring temporary emergency accommodation.

In particular, the EHAR data will assist in identifying the requirement for the provision of accommodation infrastructure to supplement any shortfall in locally available accommodation.

The benefit of the timely identification of any accommodation shortfall is that it will enable local governments to submit an early Request for Assistance (RFA) for the provision of commercial emergency temporary accommodation (mining camp style) infrastructure solutions which in turn can reduce the need for local governments to maintain evacuation centres.

The effectiveness of the EHAR process is dependent on displaced residents registering their circumstances with Housing Services. Local governments, Department of Communities, Child Safety and Disability Services (DCCSDS) and non-government organisations play a critical role in supporting this process by actively referring displaced residents within the impacted community to Housing Services so they can register on EHAR.

Evacuation Centre closures

Evacuation centres play the critical role in initially supporting displaced members of the community until alternative accommodation solutions can be identified and implemented.

Maintaining evacuation centres provides the time required for:

1. Housing Services, through the EHAR process, to identify the number of displaced persons requiring temporary emergency accommodation
2. Local government to implement arrangements to transition people from evacuation centres into appropriate temporary emergency accommodation
3. The establishment of commercial temporary emergency accommodation infrastructure when Housing Services has exhausted all other locally available options.

The importance of closing evacuation centres as soon as possible is recognised as a priority, however it must also be acknowledged that the closure of evacuation centres is dependent on the evacuees being able to transition into the next stage of accommodation.

It is for this reason that the collaborative effort between Housing Services, local government and DCCSDS is so vital. Additional support may also be required from the District Disaster Management Group (DDMG) to support evacuation centres during this period.

If evacuation centres are closed prior to the readiness of accommodation solutions, the local government must remain responsible to accommodate displaced members of the community until such accommodation is available.

Temporary emergency accommodation options

Under this plan, there are two broad options available to support the temporary accommodation needs of people displaced by a disaster event:

- Accommodation solutions provided through Housing Services
- Commercial mining camp style accommodation adapted to meet the community's needs.

The effective implementation of both options is reliant on the coordinated closure of evacuation centres.

Housing Services' support options

Housing Service Centres have several options available to support the temporary accommodation requirements of displaced members of the community. In the first instance, individuals are encouraged to pursue alternative arrangements through their own networks, including family and friends, non-government organisations or insurance company options.

Where such options are unavailable, Housing Service Centres can provide a variety of solutions including:

- RentConnect support
- Bond loans and rental grants
- Home Assist Secure
- Mortgage relief
- Access to Homelessness Services
- Temporary accommodation using local solutions including motels and caravan parks
- Temporary accommodation using vacant social housing or government employee housing residences, if available
- Temporary accommodation using Housing Services-owned demountable accommodation units

Provision of temporary emergency accommodation infrastructure

The provision of temporary emergency accommodation infrastructure falls into two categories:

- Housing Services-owned demountable accommodation units
- Commercial temporary emergency accommodation infrastructure

The provision of temporary emergency accommodation infrastructure is only considered when all other practical options to accommodate displaced persons in the foreseeable future have been exhausted by Housing Services in conjunction with the local government and DCCSDS. It requires a high level of cooperation between key organisations and is the least preferred option due to the following:

- May require evacuation centres to remain operational to allow sufficient time for the facility to be established and able to receive occupants
- Logistical requirements – acquisition, transport, site preparation
- Site selection requirements – availability of services, area of land required, ownership of land on which infrastructure is to be located
- Facility and tenancy management requirements including registration, security, cleaning, catering and maintenance arrangements
- Risks including:
 - uninformed assessment of the actual need;
 - financial impact;
 - poor tenancy management arrangements; and
 - uncontrolled access to the facility and its services

Housing Services owned demountable accommodation units

Housing Services through Capital and Assets manages a cache of demountable accommodation units which may be deployed to support displaced members of the community. The operational coordination of these units are managed by the Contract and Delivery Management Unit as part of the overall options available to Housing Services.

Commercial temporary emergency accommodation (CTEA) infrastructure

This option involves the acquisition and establishment of a mining camp style accommodation adapted to meet differing occupancy profiles e.g. families, couples and singles. This type of facility is self-contained and incorporates ablutions, catering, laundry, security, cleaning and other key services. It will also incorporate strict facility and tenancy management arrangements necessary for the safety and wellbeing of occupants and the management of the financial risks.

Where the demand is likely to exceed the accommodation solutions available internally, Housing Services will advise the Local Government Liaison Officer that commercial temporary emergency accommodation infrastructure is required and request the local government to forward a formal request for assistance (RFA) to the district disaster management group.

Building and Asset Services (a division of the Department of Housing and Public Works) is responsible for coordinating the establishment of CTEA infrastructure including the facility and tenancy management arrangements.

Roles and responsibilities

The provision of temporary emergency accommodation has a number of critical activities that are reliant on the collaborative effort of key organisations in order to deliver effective outcomes. The critical activities and the roles and responsibilities of these key organisations are detailed below.

1. Identification of temporary emergency accommodation requirements

The EHAR process is the primary data collection method used to identify displaced members of the community requiring temporary emergency accommodation support. It is paramount that key organisations refer displaced members of the community to Housing Services to enable them to register on EHAR.

Key organisations:

- Housing Services
- Local Government
- Department of Communities, Child Safety and Disability Services (DCCSDS)

Special note:

The number of homes identified as uninhabitable or people in evacuation centres may not be indicative of the actual number of people requiring temporary accommodation under this plan.

Individuals may be able to manage their own accommodation needs with little or no assistance from external agencies and it is important to allow residents this opportunity, as it contributes to their own recovery process. It is also equally important to acknowledge that residents who initially sourced their own solution may later require an accommodation solution due to changed circumstances (e.g. no longer able to stay with family or friends).

Organisation	Roles and responsibilities
Housing Services	<ul style="list-style-type: none"> • Use the EHAR process is the primary source of information for advice on the number of people requiring housing support • Identify Housing Services accommodation options including, but not limited to, the availability of Capital and Assets demountable infrastructure • Provide status updates to local governments to support pre-planning for the closure of evacuation centres or the potential need for commercial temporary emergency accommodation (CTEA) infrastructure
Local Government	<ul style="list-style-type: none"> • Refer people in need of housing assistance to Housing Services in order to register on EHAR • Maintain evacuations centres until the number of people likely to require temporary accommodation has been identified • On advice from Housing Services that there will be a shortfall in the accommodation solutions able to be provided, submit a request for assistance to the DDMG for additional support to accommodate the displaced members of the community e.g. commercial temporary emergency accommodation (CTEA)
DCCSDS	<ul style="list-style-type: none"> • Refer people in need of housing assistance to the Housing Services in order to register on EHAR

2. Implementation of temporary accommodation options by Housing Services

Housing Services will begin implementing the available temporary accommodation options when the need to support displaced members of the community has been identified.

It is most important that local governments and DCCSDS maintain a close liaison with Housing Services to support the identification of additional temporary accommodation options and provide ongoing advice on any change to the number of displaced people requiring support.

Organisation	Roles and responsibilities
Housing Services	<ul style="list-style-type: none"> • Implement accommodation solutions • Maintain close liaison with local government and DCCSDS
Contract and Delivery Management (operational management)	<ul style="list-style-type: none"> • As required, Housing Services' Contract and Delivery Management is to: <ul style="list-style-type: none"> ○ Deploy C&DM staff to impacted region to work with Housing Services Centre (HSC) staff and local government on the need for demountable accommodation units ○ Coordinate with local government on site selection for the installation and configuration of demountable accommodation units ○ Establish leasing arrangements as required ○ Engage Building and Asset Services (BAS) for installation of demountable accommodation units

	<ul style="list-style-type: none"> ○ Establish facility and tenancy management arrangements
Local Government	<ul style="list-style-type: none"> ● Support Housing Services with the implementation of accommodation solutions ● Assist Housing Services C&DM with identification of appropriate sites for demountable accommodation units ● This identification should consider: <ul style="list-style-type: none"> ○ Local or state government owned land (private land is to be avoided) ○ Risk assessment of potential sites to ensure public safety ○ Availability of existing services or access to connection points with minimal additional works (power, water, sewerage). ● Strategically close evacuation centres in conjunction with the delivery of accommodation solutions by Housing Services ● Local governments are to remain responsible for the accommodation of people in the event evacuation centres are closed prematurely prior to the implementation of accommodation solutions.
Building and Asset Services	<ul style="list-style-type: none"> ● Coordinate the workforce to install and commission demountable accommodation units in accordance with C&DM requirements ● Maintain a close liaison with Housing Services to identify potential need for the provision of CTEA infrastructure
DCCSDS	<ul style="list-style-type: none"> ● Refer persons in need of housing assistance to the Housing Services in order to register on EHAR

3. Provision of commercial temporary emergency accommodation (CTEA) infrastructure

The Department of Housing and Public Works has a number of commercial suppliers able to provide mining camp style accommodation which can be adapted to meet differing occupancy profiles e.g. families, couples and singles.

Such facilities will also include facility management to address support services including maintenance, cleaning, security, catering and access into the facility. Tenancy management will also be provided to manage the human/social needs of residents including registration, room allocation, and issues management. The table below lists the responsibilities of key organisations.

The implementation of this option occurs when Housing Services advises that all other practical options have been exhausted and that a commercial solution is required to be brought into the community to supplement the shortfall.

Organisation	Roles and responsibilities
Housing Services	<ul style="list-style-type: none"> • Use the EHAR process is the primary source of information for advice on the number of persons requiring housing support in excess of that able to be provided through Housing Services in the context of this plan • Work with occupants on exit strategies to long term accommodation • Coordinate pre-established providers for the delivery of tenancy management services
Local Government	<ul style="list-style-type: none"> • Assist BAS in identifying a suitable location for the siting of CTEA infrastructure <ul style="list-style-type: none"> ○ Local or state government owned land (private land is to be avoided) ○ Risk assessment of potential sites to ensure public safety ○ Availability of existing services or access to connection points with minimal additional works (power, water, sewerage). • Assist BAS with coordinating the location of CTEA infrastructure and any local requirements • Remain responsible for the accommodation of people in the event evacuation centres are closed prematurely prior to CTEA infrastructure being in place and able to accept occupants • Coordinate the transition of persons from evacuation centres into the CTEA facility in conjunction with the Tenancy Manager • Develop and submit request for assistance for mining camp style accommodation
Building and Asset Services	<ul style="list-style-type: none"> • Determine potential timeframe for deployment and establishment of CTEA infrastructure and advise local government • Liaise closely with the local government for site selection, siting of CTEA infrastructure and projected establishment timeframe • Coordinate the acquisition, deployment, establishment and commissioning of CTEA facility • Coordinate the establishment of facility management arrangements

	<ul style="list-style-type: none">• Coordinate the decommissioning of the facility and restoration of the site to pre establishment condition
DCCSDS	<ul style="list-style-type: none">• Strategic support to the tenancy manager of the CTEA facility for the delivery of human social services to residents

Activation

Authority to activate arrangements (excluding commercial temporary emergency accommodation infrastructure)

The temporary emergency accommodation arrangements contained in this plan may be activated by Housing Services when the need to support the accommodation requirements of displaced members of the community has been identified.

Notification of activation

In addition to internal Housing Services reporting arrangements, activation of this plan will also require the following notification process to occur:

Housing Service Centre Liaison Officer will advise:

- Housing and Public Works (BAS) District Disaster Liaison Officer
- District Human Social Recovery Group (DHSRG) Chair
- Local Government Liaison Officer to the DHSRG
- Disaster Coordination Unit, Department of Housing and Public Works

Housing and Public Works District Disaster Liaison Officer (BAS):

- Advise the District Disaster Management Group that Housing Services has activated the support arrangements in this plan

Housing and Public Works, Disaster Coordination Unit:

- Advise the State Disaster Coordination Centre that Housing Services has activated the support arrangements in this plan

Request for commercial temporary emergency accommodation (CTEA) infrastructure solution

After consultation with Housing Services on the proposed capacity of such a facility, the Local Disaster Management Group (LDMG) is to submit a formal request for assistance (RFA) through the DDMG for the provision of CTEA infrastructure.

On receipt, the RFA is to be forwarded to the HPW Disaster District Liaison Officer (DDLO) for actioning. Prior to forwarding the RFA to the BAS for actioning, the HPW DDLO will confirm the request with Housing Services locally to ensure the requested capacity reflects the anticipated need.

Facility and tenancy management

Maintaining the security, wellbeing and privacy of the occupants accommodated within the CTEA facility is of utmost importance to supporting their recovery. For this reason facility and tenancy management arrangements will be in place to ensure external influences and impacts are minimised. When established, access into the facility will be managed through the nominated facility and tenancy managers.

Facility management

The responsibility for facility management shall reside with the infrastructure supplier in accordance with the specification for the provision of commercial temporary emergency accommodation (CTEA). This includes:

- Maintenance of buildings and services – breakdown and service maintenance
- Security services – 24hrs presence
- Catering – menus, food storage, food preparation, food service, cutlery, dining facilities
- Cleaning – common areas only
- Laundry facilities (excluding washing services)
- Management of damage and vandalism
- Waste management
- Management of visitors

Tenancy management

Tenancy management is provided by external providers in accordance with Housing Services specifications. The tenancy managers will address the human social aspects of the CTEA facility including:

- Registration and room allocations
- Tenant issue management
- Coordinate access to counselling services through services providers established by the Department of Communities, Child Safety and Disability Services
- Liaise with Queensland Ambulance Service (QAS) in relation to the provision of emergency care arrangements

Emergency care support

QAS will provide advice whether there is a need to establish an on-site presence of QAS staff in order to provide emergency care. QAS will base their assessment on the profile of the residents within the CTEA facility. The tenancy manager will act as the point of contact and support QAS staff in the assessment process.

Decommissioning

Decommissioning of the CTEA facility may be undertaken as a staged process or as a single activity. As residents transition out of the facility to longer term accommodation solutions parts of the facility such as accommodation units can become redundant.

Housing Services, in conjunction with key partners, will advise on the need to maintain the facility infrastructure in full or whether parts of the facility can be decommissioned and removed.

The Department of Housing and Public Works (BAS) is responsible for coordinating the decommissioning of the CTEA facility in conjunction with the supplier.

As required, restoration of the site will occur to pre-disaster standard and be carried out in conjunction with the asset owner.

TEA process flowchart.

