



**AUGUST 2012**

**MONTHLY REPORT**

**Queensland Reconstruction  
Authority**

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*Message from the Chief Executive Officer*

Major General Richard Wilson AO  
Chairman  
Queensland Reconstruction Authority

Dear Major General Wilson

It is with pleasure that I present the August 2012 Monthly Report – the eighteenth report to the Board of the Queensland Reconstruction Authority (the Authority).

The Authority was established under the *Queensland Reconstruction Authority Act 2011* following the unprecedented natural disasters which struck Queensland over the summer months of 2010-11. The Authority is charged with managing and coordinating the Government's program of infrastructure renewal and recovery within disaster-affected communities, and the Authority's role will focus on working with our state and local government partners to deliver best practice expenditure of public reconstruction funds.

The Authority also monitors progress across the established lines of reconstruction and provides the required resourcing and support to maintain the momentum of reconstruction. This month the Building Line of Reconstruction has reported that all of the key tasks for the coordination, planning and implementation of the statewide rebuilding program are now complete for both 2010/11 and 2011/12 events managed by the Authority.

- The Pipeline of works now includes all events actively managed by the Authority (2009 to 2012) with an estimated program value of \$12.2 billion. The State-wide Reconciliation indicates that:
  - \$5.4 billion of works is in 'Works Delivered';
  - \$2.4 billion of works is in 'Tender Awarded or Under Construction';
  - \$530 million of works is in 'Tender Under Consideration'; and
  - there is approximately \$977 million of 'Near Term' works.
- Of the 7,803 kilometres of State controlled roads damaged during the flood and cyclones of 2010-11, 1,821 kilometres had been reconstructed, with a further 2,834 kilometres under construction at 29 June 2012.
- Currently, the impact of the 2011-12 natural disaster events across Queensland is:
  - 65 Local Government Areas (LGAs) were disaster affected for Natural Disaster Relief and Recovery Arrangements (NDRRA);
  - approximately 1,400 residential properties impacted;
  - 135 Government buildings were impacted, with 103 now repaired;
  - 10,890 kms of the State road network was affected with 9,737 kms now open or open with caution; and
  - 4,180 kms (58%) of Queensland Rail network was affected with all now recovered.
- At 1 August 2012, progress since the impact of both natural disaster event periods for 2010-11 and 2011-12 across Queensland is:
  - Almost 16,400 Assistance claims have been approved to small businesses and primary producers, to a value of \$327 million;
  - 73,678 Personal Hardship Assistance Scheme (PHAS) claims had been granted amounting to \$47.33 million;
  - Of the 418 schools affected, all are now fully repaired and operating from original location;
  - Approximately 489,000 homes and businesses lost power, with only 140 still to have power restored;
  - 1,049 structural assistance claims granted to a value of \$8.6 million
  - \$5.73 million in assistance has been paid to charities and non-profit groups.

I commend the report to you and recommend its release to the Minister and the public pursuant to Section 41 of the *Queensland Reconstruction Authority Act 2011*.

Yours sincerely



Graeme Newton  
Chief Executive Officer  
Queensland Reconstruction Authority

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## Section one: Framing the challenge

*Operation Queensland*, led by the Queensland Reconstruction Authority, is the State Plan that articulates Queensland's reconstruction strategy and the framework for recovery from natural disaster events since 2010/2011.

## 1.0 Framing the Challenge

Between November 2010 and April 2011, Queensland was struck by a series of natural disasters. Extensive flooding caused by periods of extremely heavy rainfall, destruction caused by a number of storm cells including Cyclones Tasha, Anthony and Yasi, and subsequent monsoonal flooding including in the Maranoa, have resulted in all of Queensland being declared as disaster affected.

In response to the disaster events the Queensland Government established the Queensland Reconstruction Authority (the Authority), pursuant to the Queensland Reconstruction Authority Act 2011. **The Authority's mission is to reconnect, rebuild and improve Queensland communities and its economy.**

The Authority's role has now been extended to cover historical and continuing disaster events in Queensland. The natural disaster events that led to the creation of the Authority, and the events that the Authority has since been charged with managing are summarised on the following page.

## 1.1 Operation Queenslander

The activities of the Authority will occur under the auspices of a comprehensive and integrated State Community, Economic and Environmental Recovery and Reconstruction Plan, also known as **Operation Queenslander** (the State Plan or Plan). This Plan outlines a roadmap, based on six lines of reconstruction, that provides strategic level guidance to reinforce the recovery work that has already begun and sets the framework for rebuilding a more resilient Queensland.

The Authority is responsible for providing central coordination, control, funding and reporting across these activities. Responsibility for delivery will be decentralised across responsible agencies aligned with the six lines of reconstruction.

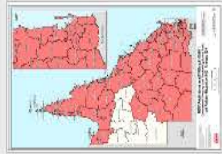
The Lines of Reconstruction will continue to evaluate the key tasks for the natural disasters managed by the Authority, whilst concurrently responding to current and emerging events designated to be managed by the Authority.

The six lines of reconstruction and the Department or Agency with primary responsibility for each are outlined below.

Line of Reconstruction	Primary Responsibility
<b>Human and Social</b> - to restore and strengthen local human services and community capacity through provision of direct assistance individuals and communities, and supporting communities to drive and participate in their own recovery	Department of Communities, Child Safety and Disability Services (DCCSDS)
<b>Economic</b> - to set the conditions to facilitate the rapid restoration of a competitive, sustainable Queensland economy	Department of State Development, Infrastructure and Planning (DSDIP)
<b>Environment</b> - to recover and conserve disaster-affected terrestrial and marine natural resources and ensure that reconstruction activities do not cause environmental harm	Department of Environment and Heritage Protection (DEHP)
<b>Building Recovery</b> - to lead and coordinate the planning and implementation of all statewide building reconstruction functions	Department of Housing and Public Works (DH&PW)
<b>Roads and Transport</b> - to manage the recovery and reconstruction of Queensland's integrated transport environment in order to reconnect Queensland communities and economies	Department of Transport and Main Roads (DTMR)
<b>Community Liaison and Communication</b> - to gain and maintain the confidence of Queenslanders in the reconstruction effort, by providing a regular and consistent source of coordinated public information	Department of the Premier and Cabinet (DPC)

## 2010/2011 events managed by the Authority

## 2011/2012 events managed by the Authority



Old flooding TC Anthony V30 - November 2010 - February 2011



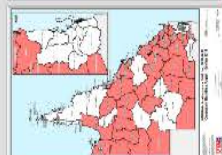
Severe Tropical Cyclone Yasi V22 - 2 February 2011



Qld Monsoonal Flooding V6 - 28 February 2011 - March 2011



South West Flooding V3 - April 2011



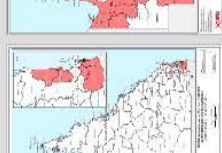
Queensland Bushfires V5 - August - October 2011



Localised Heavy Rainfall Northern Queensland V1 - October 2011



Southern Queensland Flooding V3 - November - December 2011



South East Queensland Heavy Rainfall and flooding V2 - 23-26 January 2012



Western Queensland Tropical Low V12 - 27 January - February 2012



Far-Northern Queensland Tropical Low V4 - 3-4 February 2012



North Coast Storms and flooding V7 - 24 February - 7 March 2012



Northern & Far Northern Queensland Heavy Rainfall & Flooding V10 - 15 March 2012



East Coast Low V2 - 22 March 2012

Nov

Dec

Jan

Feb

Mar

Apr

May

Jun

Jul

Aug

Sept

Oct

Nov

Dec

Jan

Feb

Mar

Apr

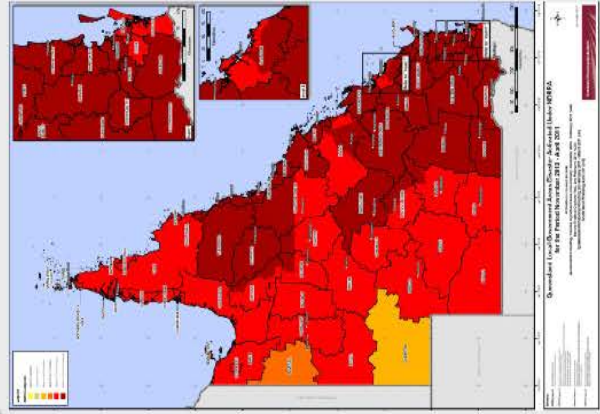
May

June

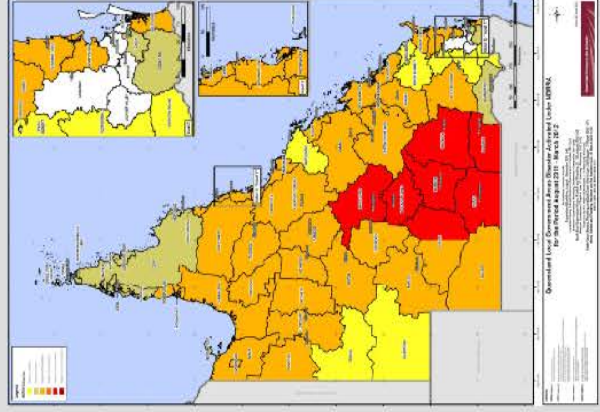
2010

2011

2012



2010-2011 events managed by the Authority (at May 2012)



2011-2012 events managed by the Authority (at 30 June 2012)

## 1.2 Events managed by the Authority

### 2011-2012 natural disaster events managed by the Authority:

- Queensland Bushfires, August to October 2011
- Localised Heavy Rainfall Northern Queensland, October 2011
- Southern Queensland Flooding, November to December 2011
- South East Queensland Heavy Rainfall and flooding, 23-26 January 2012
- Western Queensland Tropical Low, 27 January to February 2012
- Far Northern Queensland Tropical Low, 3-4 February 2012
- North Coast Queensland Storms and flooding and East Coast Hybrid Low, 24 February - 7 March 2012
- Northern and Far Northern Queensland Heavy Rainfall & flooding, 15 March 2012
- East Coast Low, 22 March 2012

### 2010-2011 natural disaster events managed by the Authority:

- Queensland Flooding and Tropical Cyclones Tasha and Anthony, November 2010 to February 2011
- Severe Tropical Cyclone Yasi on 2 February 2011
- Queensland Monsoonal Flooding Event on 28 February 2011,
- South West Flooding, April 2011

### Pre 2010-2011 events managed by the Authority:

- South East and North Coast Queensland East Coast Low, August 2007
- Central and Southern Queensland storms, October 2007
- South West Queensland storms and flooding, 23-30 November 2007
- Central Western Queensland storms and flooding, December 2007
- South East Queensland East Coast Low, December 2007 - January 2008
- Queensland Monsoonal flooding, January 2008
- Queensland Monsoonal flooding, February - March 2008
- South East and Western Queensland storms and flooding, 3-8 February 2008
- South East Queensland storms, 29 May - 2 June 2008
- South West Queensland flooding, June 2008
- Queensland storms and associated flooding, 16-22 November 2008
- Baralaba storms, 7 December 2008
- Queensland Monsoonal flooding and Tropical Cyclone Charlotte and Ellie, January - February 2009
- Tara storms, 15 February 2009
- Tropical Cyclone Hamish, 5-11 March 2009
- Sunshine Coast, Gympie and Fraser Coast flooding, April 2009
- South East Queensland Low, May 2009
- Queensland Bushfires, September – October 2009
- South West Flooding, 20 – 25 November 2009
- Northern, Central and South West Queensland Flooding, 22 December 2009 to 8 January 2010
- Queensland Monsoonal Flooding and Tropical Cyclones Olga, Neville, Ului and Paul, January to April 2010
- 2010 South East Queensland Flooding, 9-12 October 2010
- South West Queensland Low and Associated Flooding, September 2010





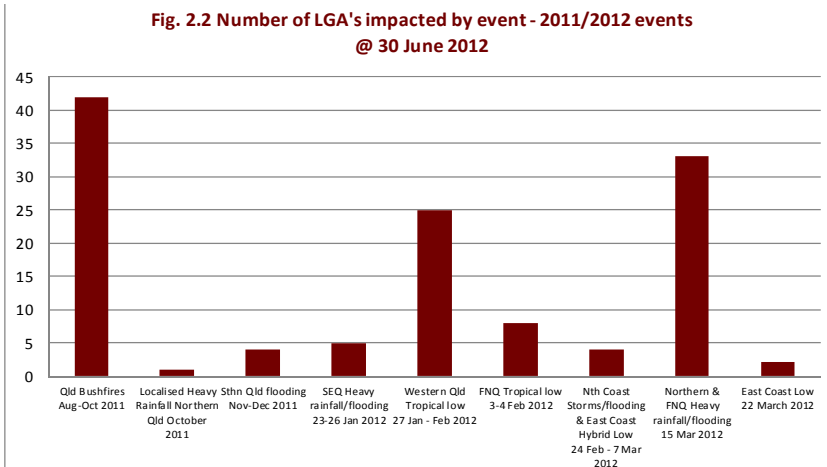
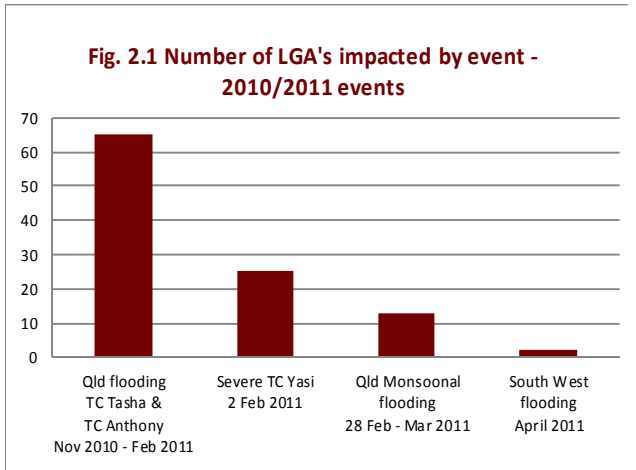
Section two:  
State of the State - Progress Snapshot

## 2.1 Current Status

During the period 1 July 2011 to 30 June 2012, there were a total of nine activations for Commonwealth and State Natural Disaster Relief and Recovery Arrangements (NDRRA), involving 65 of Queensland's 73 Local Government Authorities (LGAs). At 30 June 2012, 65 of the 73 LGAs in Queensland remain activated, while eight (8) LGAs had not been affected during the disaster period. There have been no activations since 30 June 2012.

During the 2010/2011 (November 2010 - 30 June 2011) disaster event period, there were four (4) events with 105 activations across Queensland's 73 LGAs. *See Figure 2.1*

Currently, in the 2011/2012 (1 July 2011 - 30 June 2012) disaster event period, there have been nine (9) events with 124 activations across 65 affected LGA's. *See Figure 2.2.*



Scale of Impact	2010/2011 Events	2011/2012 Events
LGA's disaster activated	73	65
Residential properties affected	136,000	1,400
State road network affected (kms)	20,610	10,890
State rail network affected (kms)	4,748	4,180
Schools affected	411	7
Other government buildings affected	4,381	135
Homes and businesses without power	480,000	9,000
National parks affected	162	22
Insurance - claims <i>(Source: ICA 28 March 2012)</i>	131,935	6,408
Insurance - Estimated reserve value	\$3,780m	\$124.7m



Section three:  
State of the State - Pipeline of Works

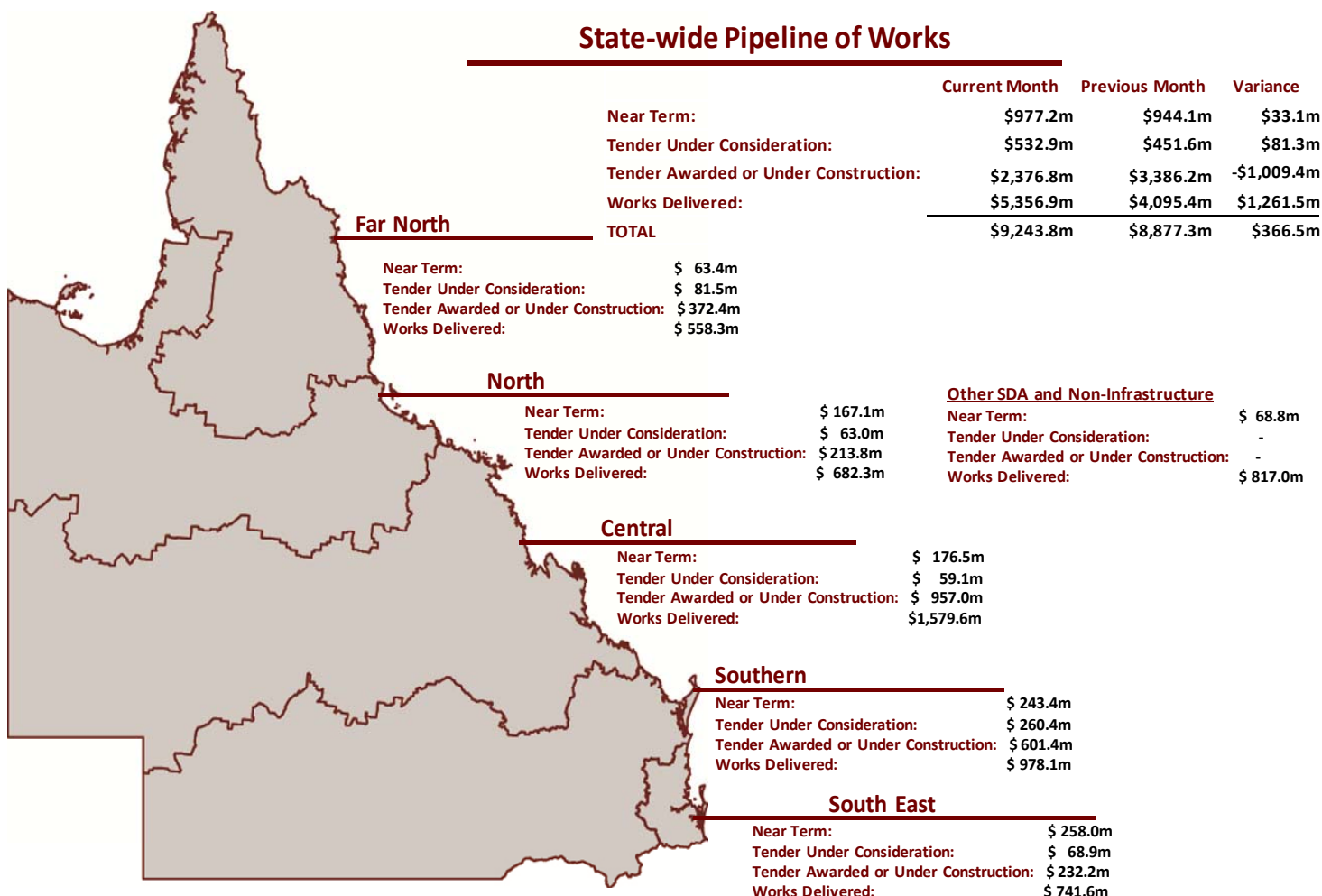
## 3.1 State-wide Pipeline of Works

The Pipeline of works includes all events actively managed by the Authority (2009 to 2012) with an estimated program value of \$12.2 billion. Previous versions of the pipeline were based on 2010/11 events only (\$7.5 billion estimate).

The State-wide reconciliation indicates that:

- \$5.4 billion of works is in 'Works Delivered';
- \$2.4 billion of works is in 'Tender Awarded or Under Construction';
- \$532.9 million of works is in 'Tender Under Consideration'; and
- there is approximately \$978 million of 'Near Term' works.

### State-wide Pipeline of Works



1. The pipeline now represents all open 2009-2012 events with a cumulative value of \$12.2 billion. Previous versions of the pipeline only included the 2010/11 program of \$7.5 billion.
2. Additional works may have been conducted but are yet to be reported to the Authority
3. Other SDA and non-infrastructure encompasses SDAs other than DTMR and non-infrastructure NDRRA grants received by the Authority.

### Pipeline of Works - Program Stage Description

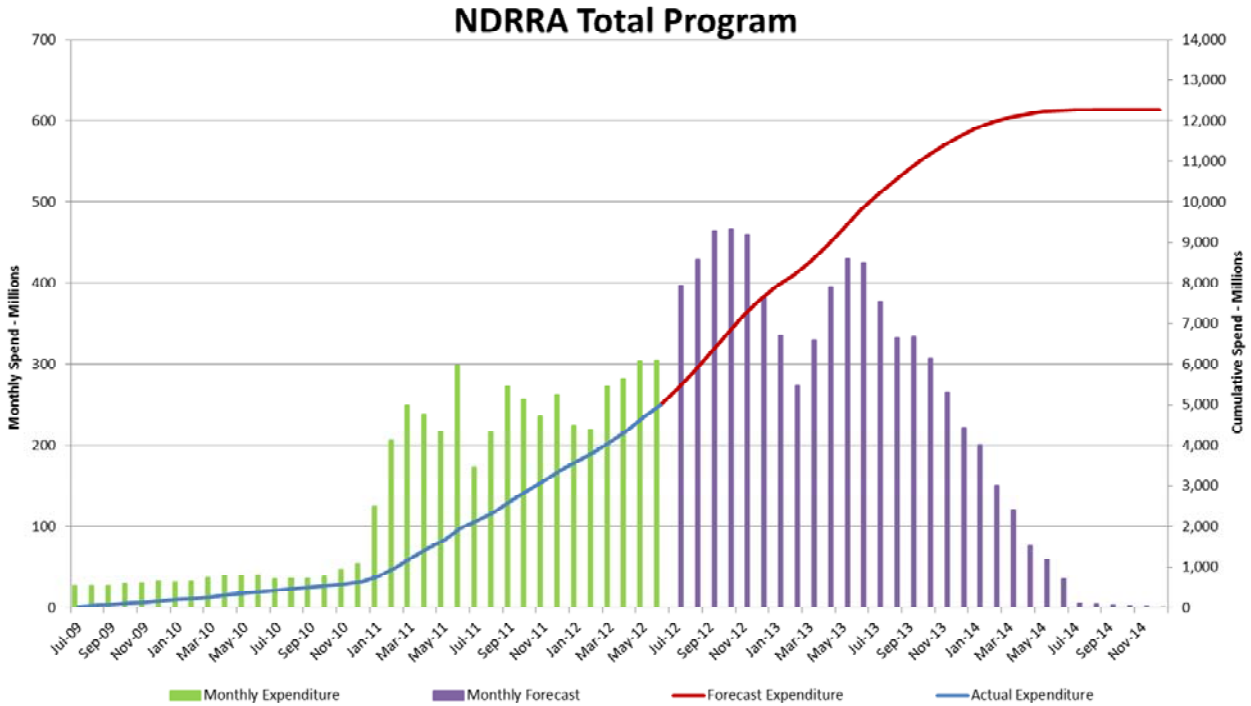
	DTMR	LGA
<b>Near Term</b>	Packages being prepared for tender	Applications for packages which are currently under assessment by the Authority or are awaiting additional information from the LGA
<b>Tender Under consideration</b>	Packages in tender process	Applications for packages which have been approved by the Authority and are in the tender or contract process.
<b>Tender Awarded / Under Construction</b>	Packages assessed and tender awarded, and packages under construction	Applications for packages which have been approved by the Authority and have a tender awarded or are under construction.
<b>Works Delivered</b>	Expenditure on packages in delivery or completed.	Expenditure on packages in delivery or completed.

## 3.2 Program of works

### Combined Program of Works (Updated Quarterly)

The figure below represents the monthly expenditure and estimated costs for all events managed by the Authority.

Figure 3.2 Combined Program of Works



Commercial in Confidence

Source: the Authority: June 2012 Quarterly Review

### Timing

The focus of the reconstruction effort is now shifting from approving submissions to ensuring project delivery, with the bulk of reconstruction work occurring over the next 18 months.



Mar-11	Jun-11	Sep-11	Dec-11	Mar-12	Jun-12	Sep-12	Dec-12	Mar-13	Jun-13	Sep-13	Dec-13	Mar-14	Jun-14
Establishment & Mobilisation													
QRA mobilisation													
Submission Preparation 2010/11						2011/12							
Assessment and approval						2011/12							
Project Delivery													
Progress payments - program monitoring and reporting													
Project Completion													
Acquittal and close out													

Source: the Authority at May 2012

## 3.3 Media Reports

Queensland Times – 16 July



Gympie Times – 27 June



Sarina and District Advertiser – 18 July



North Queensland Register – 6 July

### Council pleased with progress as QRA tours Somerset flood region

SOMERSET Regional Council's flood reconstruction program is on track, with dozens of projects already completed and many more only months away. Construction of Air Williams Bridge connecting Toogoolawah and Kilcoy, completely destroyed by the 2011 January floods, is also expected to be completed by the end of this year, weather permitting. Mayor Graeme Lehmann said

the council was appreciative of the financial assistance and support offered by the Queensland Reconstruction Authority (QRA) since the disaster. On Friday, QRA toured the region with council engineers and the mayor to see the progress council has made 18 months on from the devastating floods. Cr Lehmann said he was proud of the council and the community for showing incredible resilience

and working together to get the region back on track.



Gatton Lockyer Brisbane Valley Star – 18 July



News Mail Bundaberg -31 July



## Section four: State of the State - Progress by Line of Reconstruction

*Operation Queensland* is centred along six lines of reconstruction: Human and Social, Economic, Environment, Building Recovery, Roads and Transport and Community Liaison and Communication. *Operation Queensland* identifies key milestones against which reconstruction progress is measured. Each line of reconstruction sub-committee developed an Implementation Plan to support the achievement of each of these key milestones. This section reports the progress made across these lines of reconstruction and includes a summary of quantitative performance indicators.

## 4. Situational Report: Lines of Reconstruction

### 4.1 Human and Social

The objective of the human and social line of reconstruction is to assist individuals and communities to recover from the effects of the disasters.

Human and social		2010/2011 Events	2011/2012 Events	Current Status <sup>1</sup>
<b>LGA's disaster activated</b>	No. of LGAs affected	73	65	73
<b>Educational facilities</b> <i>(Source: DH&amp;PW - 30 June 2012)</i>	Schools affected	411	7	418
	Schools fully repaired	411	7	418
<b>Personal Hardship Assistance Scheme (PHAS)</b> <i>(Source: DCCSDS - 01 August 2012)</i>	Amount paid (\$M)	\$44.17m	\$3.16m	\$47.33m
	Claims granted	67,756	5,922	73,678
<b>Australian Government Disaster Recovery Payments (AGDRP)</b> <i>(Source: Centrelink - 13 January 2012)</i>	Amount paid (\$M)	\$775.5m	-	\$776m
	Claims granted	673,480	-	673,480
<b>Disaster Income Recovery Subsidies (DIRS)</b> <i>(Source: Centrelink - 9 December 2011)</i>	Amount paid (\$M)	\$69.5m	-	\$70m
	Claims granted	59,129	-	59,129
<b>Charities and Non-Profit Groups</b> <i>(Source: QRAA - 28 June 2012)</i>	Amount paid (\$M)	\$4.64m	\$0.193m	\$4.83m

<sup>1</sup> Status indicates the current total impact on reported metrics for both disaster event periods.

The current state of activity:

Through the **Mental Health Disaster Recovery Package** (funded by the Commonwealth Government and Queensland Government through the NDRRA), community-based non-government organisations are available to assist disaster-affected individuals, carers, families and communities with emotional wellbeing and mental health support services. To date, organisations funded to deliver personalised support and group counselling in priority communities have reported 17,733 contacts for advice, information, and referral; provided 2,634 people with one or more individual counselling sessions; and held 2,471 group sessions with a total attendance of 23,470 people.

Through the NDRRA funded **Financial Counselling Program**, non-government organisations are available to assist disaster-affected individuals and families with financial counselling services. At end June 2012, organisations have provided a total of 25,756 hours of direct support to 23,650 people.

All services provided through Community Recovery Referral and Information Centres, including Grantham and Woolloongabba, have transitioned to alternative arrangements as at 29 June 2012.

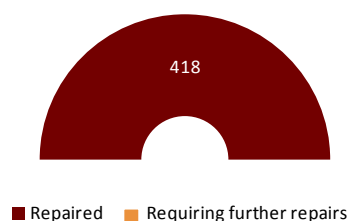
At 1 August 2012, 73,678 **Personal Hardship Assistance Scheme (PHAS)** claims had been granted amounting to \$47.33 million.

*(Source: DCCSDS - 31 July 2012)*

The **Premier's Disaster Relief Appeal** was re-activated to assist people affected by flooding in the Balonne, Central Highlands, Murweh and Maranoa local government areas in February 2012.

The Australian Red Cross administers the fund and decisions are made by a Distribution Committee with representatives from the Department of the Premier and Cabinet, Red Cross and Mission Australia. In total, \$4.69 million was donated and 528 applications have been received (applications closed on 4 May 2012). A first round of payments was made in April 2012 with \$2.602 million allocated. Payment of the second round has been completed and distribution of the remaining funds is underway.

Figure 4.1 Schools affected (2010/2011 & 2011/2012 events combined)



*(Source: DPW - 31 May 2012)*

Of the seven (7) schools affected by the 2011-2012 events, all have been fully repaired and are operating from their original location. The total number of schools affected for both events is 418 and are shown in **Figure 4.1**.

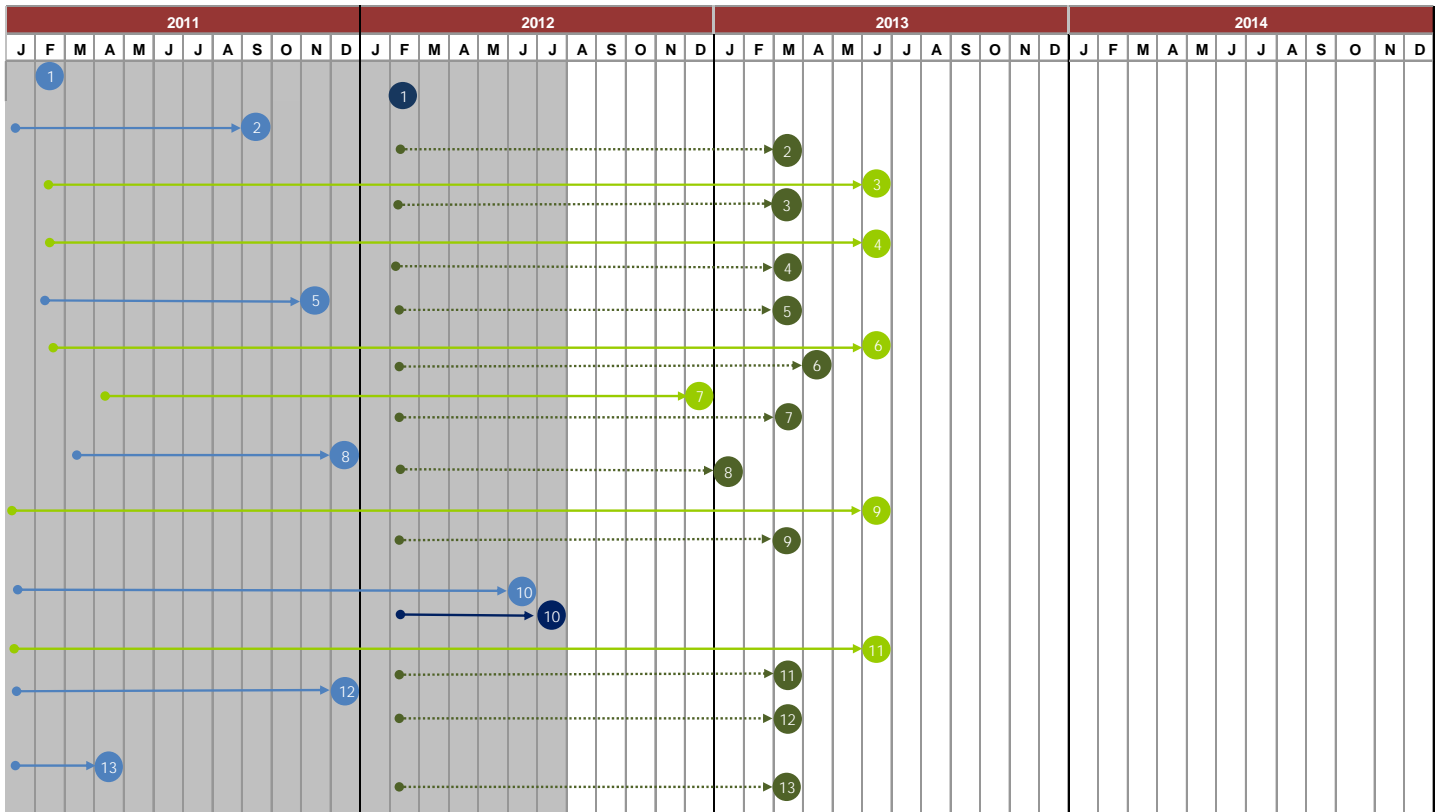


## Human and Social - progress against Implementation Plan

The progression of key tasks against the Implementation Plan for the Human and Social Line of Reconstruction was updated during the annual review process for Operation Queensland Update 2011-2013. Key tasks that have been reactivated in response to the current and emerging natural disaster events of 27 January - February 2012 are indicated with dark green and dark blue markers.

**2010/2011 events managed by the Authority** - At 31 July 2012, seven key tasks have been completed including key task 10 and all remaining tasks are on track to be completed within the proposed timeframes.

**2011/2012 events managed by the Authority** - At 31 July 2012, key task 10 had been completed, there are now two key tasks completed with all remaining reactivated activities on track to be completed within proposed timeframes.



- Light green markers indicate a key task that is progressing satisfactorily with a low level of risk that completion will not occur by the set timeframe
- Dark green markers indicate a key task or similar activity that has been reactivated as a result of current or emerging events
- Light blue markers indicate a key task that has been completed on or before planned schedule
- Dark blue markers indicate a reactivated key task that has been completed on or before planned schedule
- Orange markers indicate a key task that is progressing satisfactorily with a moderate level of risk that completion will not occur by the set timeframe
- Red markers indicate a key task that requires further attention to meet the proposed deadline
- Hollow markers indicate the timeframe by which a key task was previously expected to be completed
- Arrows indicate a key task is undertaken on an ongoing basis

## 2010/2011 events managed by the Authority

Key tasks:			
1	Restore and maintain critical health, social, education and community services	8	Transition local health, social, education and community services to normal
2	Activate and process emergency assistance payments, Natural Disaster Relief and Recovery Arrangements (NDRRA) grants and other relevant sources of relief	9	Connect displaced householders to housing assistance and support mechanisms
3	Provide public information and advice on community and public health issues	10	Establish, manage and monitor community recovery and coordination centres and outreach teams
4	Contribute to a reconstruction communication strategy to manage community expectation and inform communities	11	Provide additional services including counselling, personal support and specialised mental health services
5	In conjunction with Queensland Treasury, seek federal and state funding for additional costs associated with disaster related service delivery	12	Support and monitor coordination of volunteer effort
6	Provide community development support, including community engagement and capacity building activities	13	Develop subordinate implementation plans to achieve key tasks at project level
7	Support the development and implementation of both cross-cutting planning and local community, economic and environmental recovery and reconstruction plans		

## 2011/2012 events managed by the Authority (shown in dark green)

Key tasks:			
1	Restore and maintain critical health, social, education and community services	8	Transition local health, social, education and community services to normal
2	Activate and process emergency assistance payments, Natural Disaster Relief and Recovery Arrangements (NDRRA) grants and other relevant sources of relief	9	Connect displaced householders to housing assistance and support mechanisms
3	Provide public information and advice on community and public health issues	10	Establish, manage and monitor community recovery and coordination centres and outreach teams
4	Contribute to a reconstruction communication strategy to manage community expectation and inform communities	11	Provide additional services including counselling, personal support and specialised mental health services
5	In conjunction with Queensland Treasury, seek federal and state funding for additional costs associated with disaster related service delivery	12	Support and monitor coordination of volunteer effort
6	Provide community development support, including community engagement and capacity building activities	13	Develop subordinate implementation plans to achieve key tasks at project level
7	Support the development and implementation of both cross-cutting planning and local community, economic and environmental recovery and reconstruction plans		

## Human and Social Line of Reconstruction Case example Cardwell Men's Shed and Cardwell Fun and Fitness for Over 50's Open Day Cassowary Coast Regional Council

The Cardwell Men's Shed and Cardwell Fun and Fitness for Over 50's club had a joint Open Day on Sunday 17 June 2012. The Community Development Officer, funded by Community Development Engagement Initiative under NDRRA program, jointly funded by the Commonwealth and State, was involved in the planning and preparation for the day as well as the establishment of both organisations.

The event was held at the Lions Hall and sports oval in Cardwell and was an opportunity to showcase both the Men's Shed and Over 50's fitness club. Over 300 people attended the event. It was also planned as a community building day where local residents could enjoy time together and make new connections. There were market stalls, display stalls and a vintage car display. The many families who attended were entertained by performances of the Tablelands Disability Support Dogs, Tai Chi practitioners, Zumba dancers and a number of local singers.

The Community Development Officer ran a Cassowary Coast Regional Council Disaster Preparedness Stall on the day and spoke to many of the people who attended about disaster preparedness. Community members were provided with a cyclone tracking map, emergency numbers, preparedness information kits, activity kits for children and a booklet on preparedness for seniors.

Feedback indicated that attendees enjoyed the opportunity for a family day out and thought that it was a very well organised event. Most community members also feel that they are well prepared for the next storm season.

*(Story courtesy Dept. Communities, Child Safety and Disability Services)*

NDRRA funded Community Development Officer Kerry-Ann Roll at the Disaster Preparedness Stall at the Cardwell Men's Shed and Fun and Fitness for Over 50's Open Day.



<p><b>In the event of a disaster the Queensland Government will work with a wide range of organisations to minimise the impact and ensure the recovery of effected communities.</b></p> <p>During and after a disaster you may need practical assistance or community support to assist you and your family.</p> <p>This brochure provides some information and contact details for some key community services available in your area.</p> <p>Further information is available at <a href="http://www.communities.qld.gov.au">www.communities.qld.gov.au</a> or by phoning 1800 173 349.</p>	<p><b>General Community Support Services</b></p> <ul style="list-style-type: none"> <li>Mensline Australia 1300 789 978</li> <li>Relationships Australia 1300 364 277</li> <li>Beyond Blue Info Line 1300 224 638</li> <li>Lifeline Telephone Counseling 131 114</li> <li>Kid's Help Line 1800 551 800</li> <li>Divorcee 1800 011 011</li> <li>Gambling Help Line 1800 222 050</li> <li>Parentline 1300 301 300</li> <li>Safer Care Line 1300 363 622</li> <li>Seniors Enquiry Line 1300 135 500</li> <li>Red Cross 1800 733 111</li> </ul> <p><b>Workplace Services</b></p> <ul style="list-style-type: none"> <li>Worker Assistance Hotline 1800 035 749</li> <li>Employment Services Information 139 268</li> <li>Workplace Infoline 1300 363 284</li> </ul> <p><b>Centrelink</b></p> <ul style="list-style-type: none"> <li>Employment Service &amp; Job Network 132 850</li> <li>Financial Information Service 132 350</li> <li>Family Assistance Office 139 150</li> </ul> <p><b>Legal and Advocacy Services</b></p> <ul style="list-style-type: none"> <li>Legal Aid Queensland 1300 651 188</li> <li>Welfare Rights Centre 1800 358 511</li> </ul> <p><b>Consumer Advice</b></p> <ul style="list-style-type: none"> <li>Office of Fair Trading 131 304</li> <li>Insurance Ombudsman 1300 700 008</li> </ul> <p><b>Interpreter Services</b></p> <ul style="list-style-type: none"> <li>Telephone Interpreting Service 131 450</li> </ul> <p><b>Department of Communities</b></p> <ul style="list-style-type: none"> <li>Far North Queensland Regional Office</li> <li>Phone 4048 9333</li> <li>Facsimile 4039 8893</li> </ul>	<p>Department of Communities Safe, culture and vibrant communities</p> <p><b>How to access Community Support Services</b></p> <p><b>Far North Queensland Region</b> (Cairns, Tablelands and Cassowary Coast areas)</p>	<p><b>CYCLONE TRACKING MAP</b></p> <p><b>How to use this map:</b></p> <ol style="list-style-type: none"> <li>1. Identify the cyclone track and the area affected by the cyclone.</li> <li>2. Check the cyclone's current position and direction of travel.</li> <li>3. Check the cyclone's intensity and the area affected by the cyclone.</li> <li>4. Check the cyclone's predicted path and the area affected by the cyclone.</li> </ol> <p><b>Customer advice:</b></p> <p><b>What you should do:</b></p> <p><b>As a cyclone approaches:</b></p> <ul style="list-style-type: none"> <li>• Check the cyclone's current position and direction of travel.</li> <li>• Check the cyclone's intensity and the area affected by the cyclone.</li> <li>• Check the cyclone's predicted path and the area affected by the cyclone.</li> </ul> <p><b>During a cyclone:</b></p> <ul style="list-style-type: none"> <li>• Stay indoors and away from windows.</li> <li>• If you are outdoors, seek shelter in a sturdy building.</li> <li>• If you are in a vehicle, pull over and stay inside.</li> </ul> <p><b>After a cyclone:</b></p> <ul style="list-style-type: none"> <li>• Check for damage to your property.</li> <li>• Check for damage to your vehicle.</li> <li>• Check for damage to your infrastructure.</li> </ul> <p><b>Warnings:</b></p> <ul style="list-style-type: none"> <li>• <b>Watch:</b> A cyclone is likely to affect the area within the next 48 hours.</li> <li>• <b>Warning:</b> A cyclone is likely to affect the area within the next 24 hours.</li> <li>• <b>Severe Warning:</b> A cyclone is likely to affect the area within the next 12 hours.</li> </ul> <p><b>Turn into WARNINGS!</b></p> <p>Website: <a href="http://www.disaster.qld.gov.au">www.disaster.qld.gov.au</a>  <a href="http://www.qld.gov.au">www.qld.gov.au</a>  <a href="http://www.disaster.qld.gov.au">www.disaster.qld.gov.au</a></p> <p>Logos: Australian Government, Queensland Government, Queensland Reconstruction Authority (QRA)</p>	<p><b>How to use this map:</b></p> <ol style="list-style-type: none"> <li>1. 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Cassowary coast emergency and community support number pamphlet

Cyclone Tracking Map

## 4.2 Economic

The economic line of reconstruction focuses on returning businesses back to operation and growing these businesses and

Economic		2010/2011 Events		2011/2012 Events	
<b>NDRRA Small business grants &amp; loans</b> <i>(Source: QRRA - 2 August 2012)</i>	Amount paid (\$M)	\$93.52m		\$0.92m	
	Claims granted	5,680		96	
<b>NDRRA Primary producers grants &amp; loans</b> <i>(Source: QRRA - 2 August 2012)</i>	Amount paid (\$M)	\$220.8m		\$5.97m	
	Claims granted	9,967		605	
<b>Coal exports</b> <i>(Source: DSDIP - 31 July 2012)</i>	Jun-11	14.8Mt			
	Jun-12	13.7 Mt			
	Total for 2010-11	162.6Mt			
	Total for 2011-12	164.9 Mt			
	Forecast Total for 2012-13	177Mt			
<b>Primary Industry Estimate of Gross Value of Production (GVP)</b> <i>(Source: DSDIP - Prospects update March 2012)</i>	Annual forecasts at	2009/10	2010/11	Sep-11	Mar-12
	Grain sorghum	\$155m	\$320m	\$313m	\$291m
	Cotton (raw)	\$355m	\$660m	\$872m	\$930m
	Fruit & vegetable	\$2,208m	\$2,146m	\$2,365m	\$2,362m
	Sugarcane	\$1,425m	\$940m	\$1,218m	\$1,150m
<b>Employment - Full-time labour force</b> <i>(Source: ABS - 31 July 2012)</i>	Jul-11 ('000)	2,336			
	Jul-12 ('000)	2,335			

GVP is an estimate of production based on data forecasts received from industry representatives, statistical information, weather forecasts and market conditions including price.

The current state of activity:

On 20 June 2012 Natural Disaster Relief and Recovery Arrangements (NDRRA) Category C assistance for those affected by the 2011 floods, Cyclone Yasi and the 2012 flooding in South West Queensland, was extended to 31 October 2012 due to wet conditions over 2011-12 further delaying work. NDRAA Category B and D assistance programs ended on 30 June 2012.

At 2 August 2012, the NDRRA program (jointly funded by the Commonwealth and State governments) had approved assistance to 16,397 small businesses and primary producers, to a maximum value of \$327 million

### Western Queensland Tropical Low, 27 Jan-Feb 2012:

NDRRA Category B and Category C assistance has been activated in Balonne, Barcaldine, Blackall-Tambo, Maranoa, Murweh, Paroo and Quilpie (specified area) Shires.

At 2 August 2012, Category B Loans approved:

- \$0.25 million to 1 small business
- \$0.34 million to 3 primary producers

At 2 August 2012, Category C recovery grants approved:

- \$6.08 million to 607 primary producers
- \$0.99 million to 99 small businesses
- \$0.28 million to 28 not for profit organisations

On 15 February 2012, the Flood and Cyclone Recovery Business program was reactivated to assist businesses that have been directly and indirectly affected by the Western Queensland Tropical Low event. At 24 July 2012, nine businesses employing 58 staff have been approved into the program.

## 4.2 Economic (Continued)

### Heavy rainfall and Flooding, Northern and Far Northern Queensland, 15 March 2012:

NDRRA Category B assistance (Concessional loans) was activated and made available in Townsville City Council on 21 March 2012.

The majority of businesses affected are back to normal.

A small business disaster planning and recovery package is being developed for distribution to businesses affected by the Townsville severe storm event. The package will be an electronic interactive document that combines existing agency support. The package is being developed with the support of Ergon Energy, Telstra, the Queensland and Federal Governments and CCIQ. The package will now be launched in August 2012.

### North Coast Storms and Flooding and East Coast Hybrid Low, 24 February - 7 March 2012:

NDRRA Category B assistance (Concessional loans) has been activated and available in Sunshine Coast and Gympie Regional Councils. Only one application has been received for NDRRA assistance and is currently being assessed.

The majority of businesses affected are back to normal.

### Statewide Status

**Mining** - - In 2011-12, annual coal exports totalled 164.88Mt (1.4% higher than in 2010-11).

In June 2012, exports totalled 13.65Mt (a 0.8% decrease on May 2012 and 7.6% below the result achieved in June 2011).

Overall, coal demand remains weak and prices, having been in decline during 2011-12, appear to be in the process of finding a floor. The latest Quarterly Hard Coking Coal Price (Jul - Sept 2012) has settled at US\$225/t, a 7% increase on the previous quarter, mainly due to tighter supplies as a result of ongoing industrial action at BHP-Billiton Mitsubishi Alliance mines.

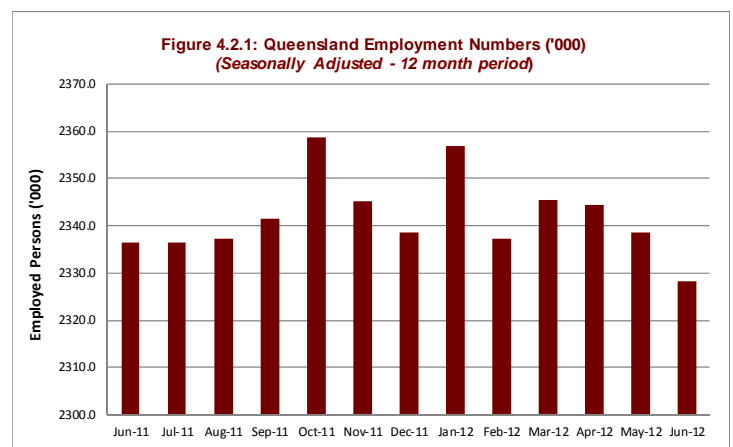
The current forecast for 2012-13 Queensland coal exports is 177Mt, a 7.4% increase on 2011-12.

*(Source: DSDIP 31 July 2012)*

**Employment** - Queensland's trend employment fell for the fifth consecutive month, down 0.1% in June 2012. Trend employment in Queensland marginally declined 700 persons over the year.

With global economic conditions continuing to weigh on business sentiment, any employment growth in Queensland will likely be subdued over the near-term, as also suggested by recent weakness in forward indicators.

Seasonally adjusted employment numbers in Queensland was 0.4% lower for the month of June. (ABS, cat no. 6202). **See Figure 4.2.1**



*(Source: ABS 7 June 2012)*

**Agriculture** - Next update will be provided after the release of the main edition of 'Prospects' in September 2012 which contains initial forecasts for agriculture production for the financial year.

### Grain Sorghum

An 11 per cent fall in sorghum price per tonne coupled with a 12% fall in production, mainly from a significantly smaller than expected central Queensland crop, has caused the sorghum GVP to fall below the previous September forecast.

### Cotton

Before the February floods, Queensland's cotton crop was expected to be one of the best on record, significantly greater than the initial September forecast of \$872 million. However, while the GVP is expected to be higher than the September forecast, some of the anticipated increased production is expected to be lost due to the flooding in the St George – Dirranbandi and Central Highlands regions. Up to 6,000 hectares of irrigated crop has been lost in the St George area and there has been some slight downgrading in the Central Highlands crop yields.

## 4.2 Economic (Continued)

### Fruit and Vegetable

Whilst the forecast total fruit and vegetable production in 2011-12 remains stable since the September estimate, a number of crops have been affected by weather.

Macadamia production in 2011 was lower than initial forecasts, with the wet and overcast summer leading to reduced nut development and heavy husk spot damage. This reduced yields and quality. In 2012, yields are expected to recover as weather conditions improve.

Similarly, initial forecasts for Murcott Mandarin production were not achieved, largely due to the wet weather, which led to an increase in fungal diseases. Production for this variety was 20% below initial estimates, leading to a downgraded forecast for 2011-12.

### Sugarcane

The high percentage of standover cane significantly affected sugarcane yields for the 2011 sugarcane crop, with the industry experiencing a second successive year below 28 million tonnes. Queensland's sugarcane crop was reduced from an expected 28 million tonnes to 26.35 million tonnes. Reduced sugarcane production yields due to back-to-back years of poor weather have had, and will continue to have, a material impact on sugarcane volume.

Sugar prices have also slightly dipped compared to those forecast in September 2011. Queensland Sugar Limited's 2011 indicative seasonal pool price was \$495 to \$525 on 13 February 2012, against the \$495 to \$560 expected on 1 September 2011.

**Tourism** -- In the Mission Beach region, tourists are returning and there is investment in tourism businesses including the purchase of the Dunk and Bedarra Island Resorts. Reconstruction of the jetties at Clump Point and Dunk Island, and re-opening of public use areas on Dunk Island, continue to be a focus for government.

Late June also saw the announcement of See Civil Pty Ltd as the successful tenderer for the Reconstructing Cardwell project in Far North Queensland.

The \$32.47 million project involves reconstructing a 1.4km two-lane section of the Bruce Highway, a rock wall to protect the road and environment from future natural disasters, and a roundabout, parking, intersection upgrades and improved pedestrian facilities.

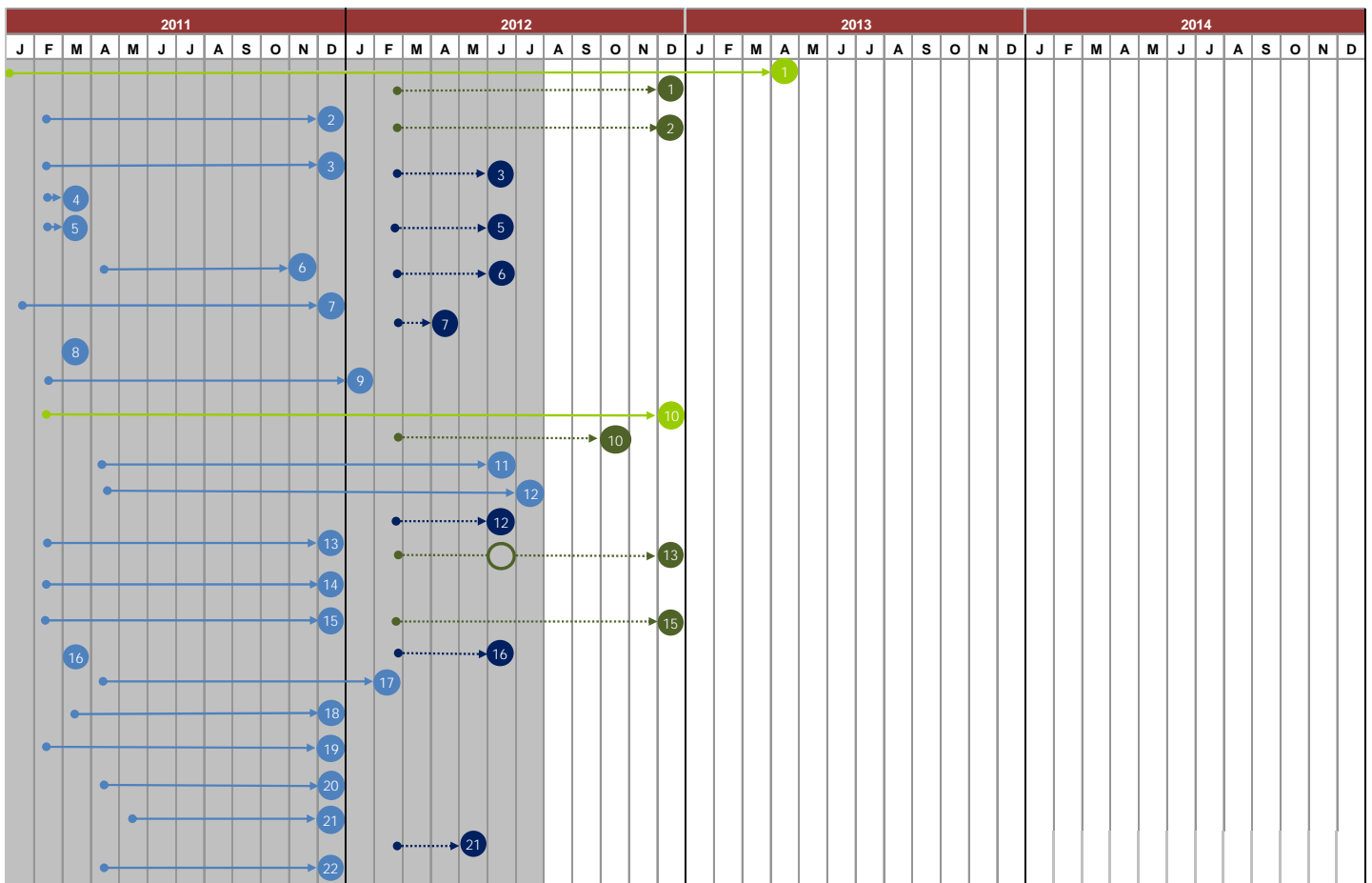
\$5.5 million was allocated to rebuild the Dunk Island and Clump Point jetties as part of the NDRRA Cassowary Coast Support Package. The Department of Transport and Main Roads is assisting the Cassowary Coast Regional Council and Queensland Reconstruction Authority to progress this project. On 27 April 2012, two tenders were selected to prepare Stage 2 – developed design for the two jetties. Successful tenderers were Civil Plus Constructions Pty Ltd and King Concreting Pty Ltd (trading as CivForm).

## Economic - progress against Implementation Plan

The progression of key tasks against the Implementation Plan for the Economic Line of Reconstruction was updated during the annual review process for Operation Queensland Update 2011-2013. Key tasks that have been reactivated in response to the natural disaster events of 27 January-February 2012 are indicated with dark green and dark blue markers.

**2010/2011 events managed by the Authority** - At 31 July 2012, key task 12 is now complete, with 20 key tasks now completed and the remaining 2 key tasks still on track for completion at the estimated timeframes.

**2011/2012 events managed by the Authority** - At 31 July 2012, 7 key tasks are now complete. All remaining key tasks are on track for completion by the estimated timeframes.



- 1 Light green markers indicate a key task that is progressing satisfactorily with a low level of risk that completion will not occur by the set timeframe
- 1 Dark green markers indicate a key task or similar activity that has been reactivated as a result of current or emerging events
- 1 Light blue markers indicate a key task that has been completed on or before planned schedule
- 1 Dark blue markers indicate a reactivated key task that has been completed on or before planned schedule
- 1 Orange markers indicate a key task that is progressing satisfactorily with a moderate level of risk that completion will not occur by the set timeframe
- 1 Red markers indicate a key task that requires further attention to meet the proposed deadline
- Hollow markers indicate the timeframe by which a key task was previously expected to be completed
- Arrows indicate a key task is undertaken on an ongoing basis

## 2010/2011 events managed by the Authority

Key tasks:			
1	Rapid restoration of a competitive and sustainable Queensland economy	12	Produce 'Jobs and Skills' package to support community recovery and the retention of workers and help address long term skills needs
2	Contribute to the Authority's prioritisation of reconstruction projects	13	Expand the Jobs Assist services to disaster affected communities
3	Maintain consultation with economic stakeholders and peak industry bodies	14	Implement a marketing campaign providing positive messages about Queensland's economy and major industries to investors and trading partners
4	Develop for government consideration, a 'buy local' campaign to help restore trade and support employment	15	Provide systemic, sectoral support by establishing partnerships with industry bodies
5	Work with local governments to establish local recovery committees	16	Provide tailored, simple packages of information specific to business needs
6	Assess local government capacity and respond to the need for economic support	17	Establish measurement and evaluation mechanisms specific to the economic line of reconstruction
7	Use online social networking tools to share information and build 'self-help' communities	18	Coordinate plans to reduce the burden on businesses by removing planning, regulatory and other obstacles that impact unnecessarily on business confidence and recovery
8	Engage business advisors through intermediaries and industry partners to provide face-to-face advice	19	Develop supply chain disaster recovery plans
9	'Fair Go Reconstruction' - provide a hotline to check offers of reconstruction services and associated complaints	20	Coordinate, through the raising of reconstruction control groups, the resolution of cross-cutting issues
10	Advise on Natural Disaster Relief and Recovery Arrangements (NDRRA) measures	21	Support the development and implementation of local community and economic and environmental recovery and reconstruction plans
11	Progress the Queensland Regionalisation Strategy (QRS) and Queensland Infrastructure Plan (QIP)	22	Align project, land and infrastructure development activities to complement economic reconstruction priorities

## 2011/2012 events managed by the Authority (shown in dark green)

Key tasks:			
1	Rapid restoration of a competitive and sustainable Queensland economy	10	Advise on Natural Disaster Relief and Recovery Arrangements (NDRRA) measures
2	Contribute to the Authority's prioritisation of reconstruction projects	12	Produce 'Jobs and Skills' package to support community recovery and the retention of workers and help address long term skills needs
3	Maintain consultation with economic stakeholders and peak industry bodies	13	Expand the Job Assist services to disaster affected communities
5	Work with local governments to establish local recovery committees	15	Provide systemic, sectoral support by establishing partnerships with industry bodies
6	Assess local government capacity and respond to the need for economic support	16	Provide tailored, simple packages of information specific to business needs
7	Use online social networking tools to share information and build 'self-help' communities	21	Support the development and implementation of local community and economic and environmental recovery and reconstruction plans



## 4.3 Environment

The Environment Line of Reconstruction is focused on recovering and conserving natural resources and related infrastructure affected by the Queensland flood and cyclone disasters and making sure recovery and reconstruction efforts do not impact the State's natural resources. The Environmental Line of Reconstruction is now reporting quarterly there is no update on last reports information.

Environment		2010/2011 Events	2011/2012 Events	Current Status <sup>1</sup>
National parks <i>(Source: EHP 21 June 2012)</i>	Affected	162	22 <sup>(2)</sup>	184
	Partially/fully open	162	15#	177
	Remain Closed	0	7	7
Sewerage and water schemes <i>(Source: EHP 21 June 2012)</i>	Affected	188	3	191
	Operating (needing permanent repairs)	16	0	16
Streamflow gauges <i>TASK COMPLETED - March 2012</i>	Affected	40	4	44
	Repaired and operational	39*	4	43

<sup>1</sup> The status indicates current total impact on reported metrics for both disaster event periods. # 5 parks have partially opened and 10 have been reopened fully.

\* Two sites were amalgamated and replaced by a single site. All gauging stations are now operational.

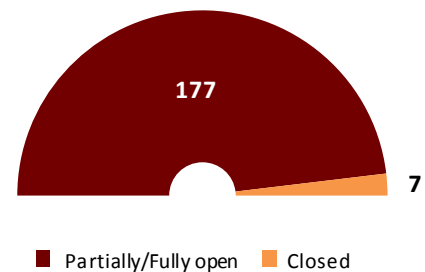
<sup>(2)</sup> Since last month, 1 park (Bunya Mountains) was fully opened; however this park is in 3 local government areas and was counted 3 times in the metrics, reducing the number partially opened by 3 rather than 1. The no. of parks closed as a result of the 2012 flood event reduced from 24 to 22 because of this triple counting.

All work related to non-mining industry related Transitional Environmental Programs (TEPs) issued as a result of the 2010-11 disasters are now finalised. Following a review of development application conditions, standards and guidelines, new guidelines were developed relating to the regulation of sewage pump stations and incident/overflow notification.

The current state of activity:

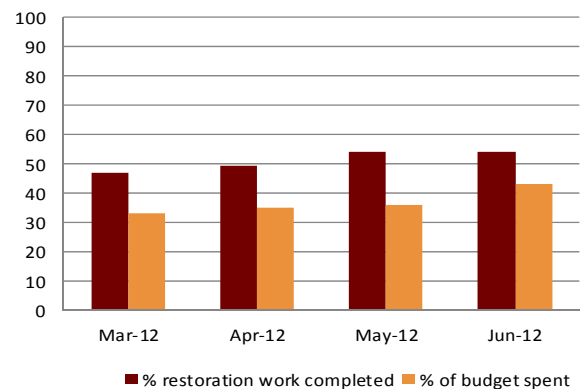
- National Parks – At 21 June 2012, all National Parks impacted by the 2010/11 events are open. As a result of the 2012 flood events, 22<sup>(2)</sup> National Parks were either partially or fully closed. Of these, 7 parks remain fully closed, 5 have been partially opened, and 10 have re-opened fully. **See Figure 4.3.** Over 50% of the restoration work for damage from the 2010-11 events is now complete. **Figure 4.4** represents progress against the work plan.
- Sewerage and Water Infrastructure – At 21 June 2012, all water supply and sewerage schemes damaged by either 2010-11 or 2011 - 12 events are operational. Seven water supply schemes and 9 impacted sewerage treatment schemes are operational but require permanent repairs. In the last month, two water supply schemes and two sewerage treatment schemes were permanently repaired.
- At 21 June 2012, 28 of the 105 established cassowary feeding stations are currently in use and 169 tonnes of fruit has been delivered to the feeding stations.

**Figure 4.3 Affected national parks (2010/2011 & 2011/2012 events combined)**



*(Source: EHP - 21 June 2012)*

**Figure 4.4 Progress against work plan for National Parks restoration - 2010-11 events (Total for State)**



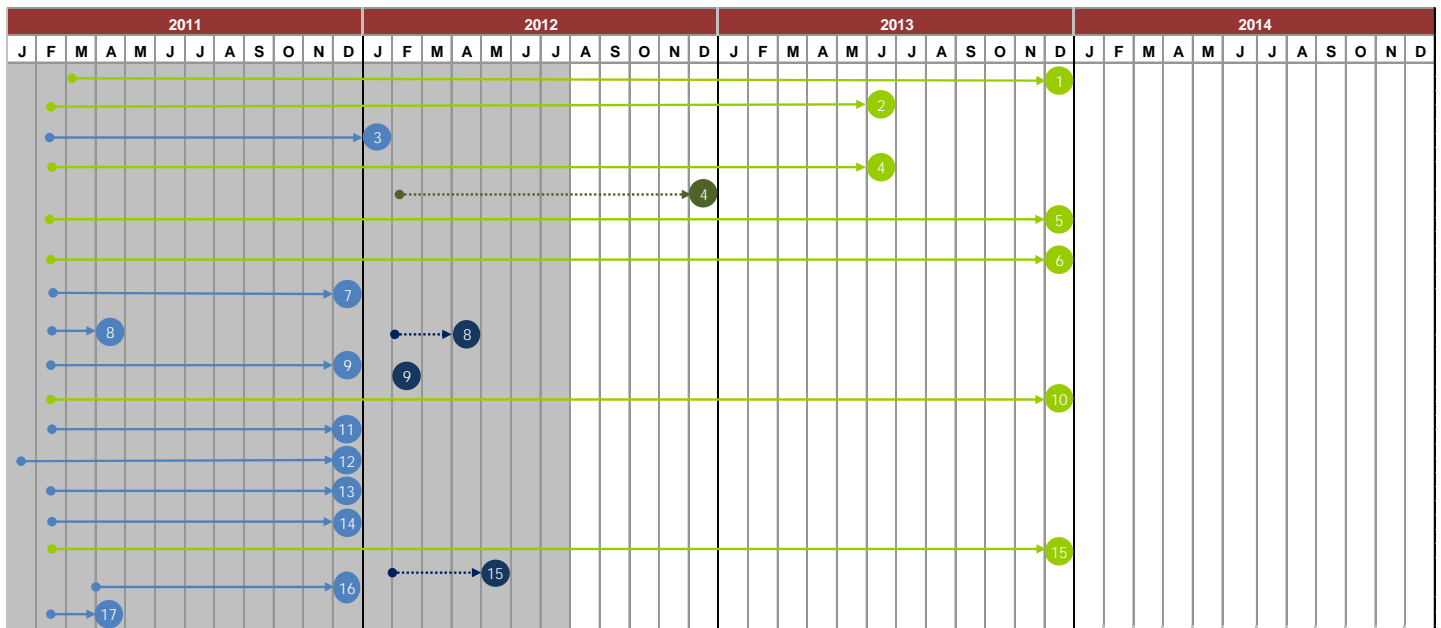
*(Source: EHP - 21 June 2012)*

## Environment - progress against Implementation Plan

The progression of key tasks against the Implementation Plan for the Environment Line of Reconstruction was updated during the annual review process for Operation Queensland Update 2011-2013. Key tasks that have been reactivated in response to the current and emerging natural disaster events of 27 January-February 2012 are indicated with dark green and dark blue markers.

**2010/2011 events managed by the Authority** - At 31 July 2012, 10 key tasks had been completed with the remaining seven (7) key tasks on track to be completed within the proposed timeframes.

**2011/2012 events managed by the Authority** - At 31 July 2012, three (3) of the reactivated key tasks have been completed. Key task 4 was due for completion in June 2012, however the timeframe for completion of the impact assessments has been extended to December 2012. Wet weather has made the roads impassable, restricting access to the parks.



- 1 Light green markers indicate a key task that is progressing satisfactorily with a low level of risk that completion will not occur by the set timeframe
- 1 Dark green markers indicate a key task or similar activity that has been reactivated as a result of current or emerging events
- 1 Light blue markers indicate a key task that has been completed on or before planned schedule
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- 1 Red markers indicate a key task that requires further attention to meet the proposed deadline
- Hollow markers indicate the timeframe by which a key task was previously expected to be completed
- Arrows indicate a key task is undertaken on an ongoing basis

## 2010/2011 events managed by the Authority

Key tasks:			
1	Coordinate and prioritise rehabilitation of the natural environment and community assets including reserves, parks, waterways and wildlife	10	Assess event impacts on the natural environment and natural resources
2	Implement through planning, monitoring, assessment and advice, strategies to reduce future impacts on the natural environment in both urban and rural landscapes, focusing on long-term resilience and sustainability	11	Monitor and provide advice on current and potential environmental and natural resource issues
3	Support the development of environmentally sustainable, disaster resilient infrastructure	12	Ensure the environmentally safe recovery of coal seam gas (CSG) and coal mines
4	Restore damaged infrastructure on State protected areas	13	Ensure communities, Indigenous people, environmental bodies and interest groups are effectively engaged in the consultation and decision making processes
5	Conduct ecological assessment and restoration of protected areas, ecosystems and species	14	Mitigate environmental consequences of reconstruction operations through planning, monitoring, assessment and advice
6	Assess and reconstruct soil health and biodiversity in upland areas and flood plains	15	Support the expeditious repair of water and sewerage infrastructure
7	Facilitate community involvement in the recovery of landscapes and ecosystems	16	Support the development and implementation of both cross-cutting planning and local community and economic recovery and reconstruction plans
8	Conduct waste and contaminated land management	17	Develop subordinate implementation plans to achieve key tasks at project level
9	Provide input to whole of state environment elements of the State reconstruction implementation plans		

## 2011/2012 events managed by the Authority (shown in dark green)

Key tasks:			
4	Restore damaged infrastructure on State protected areas	9	Provide input to whole of state environment elements of the State reconstruction implementation plans
8	Conduct waste and contaminated land management	15	Support the expeditious repair of water and sewerage infrastructure

## 4.4 Building Recovery

The building line of reconstruction is aimed at coordinating the planning and implementation of the statewide rebuilding program. Its particular focus is on housing and maximising the efficiency of resource allocation.

Building recovery		2010/2011 Events	2011/2012 Events	Current Status <sup>1</sup>
<b>Power to homes and businesses</b> <i>(Source: DPW 21 March 2012 and Ergon Energy 20 June 2012)</i>	Affected	480,000	9,000	489,000
	Restored	479,860	9,000	488,860
<b>Insurance*</b> <i>(Source: ICA 28 March 2012)</i>	Claims	131,935	6,408	138,343
	Estimated reserve value	\$3,780m	\$124.7m	\$3,904m
	Paid	\$2,810m	-	\$2,810m
<b>Government owned buildings</b> <i>(Source: DPW 31 July 2012)</i>	Assets affected	4,381	135	4,516
	Assets repaired	4,372	103	4,475
<b>Significantly affected residential housing</b> <i>(Source: ICA 28 March 2012 and DCCSDS 01 August 2012)</i>	Category A - Non-liveable residential properties	3,636	-	3,636
	Category B - Residential properties vacated for repair	2,040	-	2,040
	Structural assistance grants	1,022	27 <sup>#</sup>	1,049

<sup>1</sup> The status indicates the current total impact on reported metrics for both disaster event periods.

\* There has been no insurance update from the Insurance Council of Australia since March 2012.

# An additional 89 applications have been received and are being considered.

The current state of activity:

- Power to homes and business - At 4 August 2012, the number of properties still without power from the 2010-11 events is 140.
- Buildings - Of the 135 other government-owned buildings impacted by the 2012 events, 103 have been repaired at 31 July 2012.
- At 28 March 2012, there have been 6,408 insurance claims with an estimated reserve value of \$124.7 million as a result of the South West Queensland border floods
- 2010-2011 events - At 20 June 2012, a total of 1,022 structural assistance grant claims with a value of \$8.4 million had been received.
- 2011-2012 events - At 20 June 2012, 27 structural assistance grant claims had been paid with a value of \$182,312. An additional 89 applications are currently being considered.
- The Building Services Authority (BSA) continues to provide advice as necessary.

## Cyclone Shelter Project

In May 2011 a \$60million fund was announced to construct 10 cyclone shelters and multi-purpose facilities in North Queensland. The shelters are being funded by a gift of \$30million (excluding GST) from the Emirate of Abu Dhabi and a further \$30 million contribution by the Queensland Government. The new cyclone shelters will be active civic assets with multi-functional uses and capable of housing up to 800 people at a time in the event of a cyclone.

The Department of Housing and Public Works (DH&PW) is responsible for the design, delivery and project management of the Program over the two financial years of 2011-12 and 2012-13. The QRA is responsible for distributing and acquitting the funds against agreed milestones under the Program and managing the ongoing liaison with the Emirate of Abu Dhabi.

The target completion date for the Cyclone Shelter projects is November 2012, weather permitting, in time for the commencement of the cyclone season. The extended wet weather conditions and unforeseen latent conditions on some sites have resulted in major delays to several projects being managed by DH&PW, in particular Proserpine, Port Douglas, Tully, Townsville, Ingham and Weipa.

The Cairns Regional Council (CRC) is managing the delivery of the Edmonton Leisure Centre Cyclone Shelter. The contract was awarded on 31 May 2012, being the first Council meeting post the election. The CRC has confirmed that all measures are being investigated to deliver the Edmonton Leisure Centre Cyclone Shelter as close to the commencement of the cyclone season as possible.

DH&PW has developed a communications strategy to inform affected communities and Local Disaster Management Groups of potential delays in completion of the Shelters.

Table 4.4.1 Cyclone Shelter Progress Status

Cyclone shelter location	Delivery agency	Anticipated Completion Date	% Complete
Bowen SHS	DH&PW	September	72%
Heatley College Townsville	DH&PW	October	50%
Ingham SHS	DH&PW	November	31%
Port Douglas SS	DH&PW	November	30%
Proserpine SHS	DH&PW	November	30%
Tully SS	DH&PW	November	30%
Weipa	DH&PW	December	18%
Yeppoon SHS	DH&PW	September	65%
Mackay	DET&E	November	10%
Cairns	Cairns Regional Council	First Quarter 2013	8%



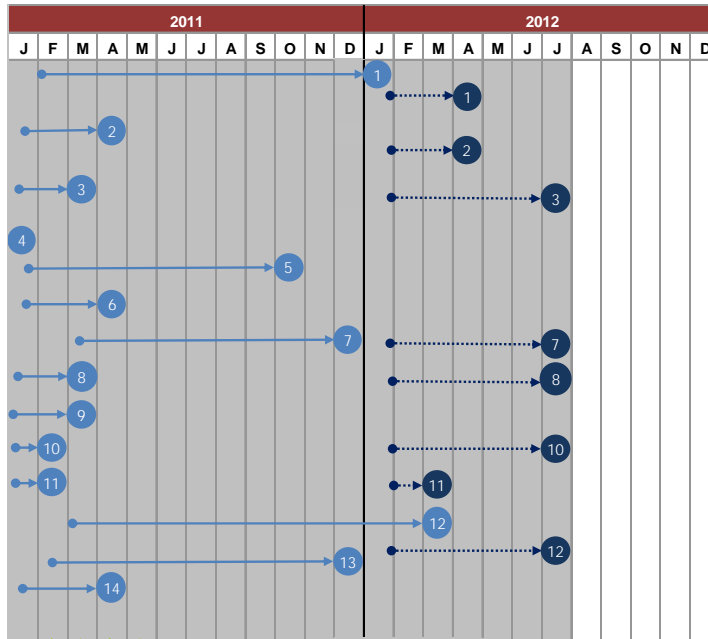
Artist impression of the Heatley College Townsville Cyclone Shelter

## Building Recovery - progress against Implementation Plan

The progression of key tasks against the Implementation Plan for the Building Recovery Line of Reconstruction was updated during the annual review process for Operation Queensland Update 2011-2013. All key tasks are now complete and are being monitored in line normal business functions.

**2010/2011 events managed by the Authority** - At 31 July 2012, all key tasks are now complete.

**2011/2012 events managed by the Authority** - At 31 July 2012, all key tasks are now complete.



- 1 Light green markers indicate a key task that is progressing satisfactorily with a low level of risk that completion will not occur by the set timeframe
- 1 Dark green markers indicate a key task or similar activity that has been reactivated as a result of current or emerging events
- 1 Light blue markers indicate a key task that has been completed on or before planned schedule
- 1 Dark blue markers indicate a reactivated key task that has been completed on or before planned schedule
- 1 Orange markers indicate a key task that is progressing satisfactorily with a moderate level of risk that completion will not occur by the set timeframe
- 1 Red markers indicate a key task that requires further attention to meet the proposed deadline
- Hollow markers indicate the timeframe by which a key task was previously expected to be completed
- Arrows indicate a key task is undertaken on an ongoing basis

## 2010/2011 events managed by the Authority

Key tasks:			
1	Develop and implement solutions for temporary and long-term accommodation	8	Support the Department of Communities Structural Assistance Grant assessments and develop contractor engagement strategy
2	Conduct assessment of damage to building stock, particularly housing	9	Support the Appeal Fund process and contractor engagement strategies
3	Repair government building assets to allow functional operations	10	Facilitate community access to independent building repair advice
4	Facilitate the repair of identified iconic buildings	11	Identify and recommend action, where necessary, to address any regulatory impediments to successful building recovery
5	Determine repair/rebuild approach for community assets	12	Monitor and report on the progress of Building Recovery program
6	Coordinate and prioritise medium to long-term demolition, repair and rebuilding	13	Support the development and implementation of both cross-cutting planning and local community, economic recovery and reconstruction plans
7	Support, monitor and advise on reconstruction supply chain activities	14	Develop subordinate implementation plans to achieve key tasks at project level

## 2011/2012 events managed by the Authority (shown in dark green)

Key tasks:			
1	Develop and implement solutions for temporary and long-term accommodation	8	Support the Department of Communities Structural Assistance Grant assessments and develop contractor engagement strategy
2	Conduct assessment of damage to building stock, particularly housing	10	Facilitate community access to independent building repair advice
3	Repair government building assets to allow functional operations	11	Identify and recommend action, where necessary, to address any regulatory impediments to successful building recovery
7	Support, monitor and advise on reconstruction supply chain activities	12	Monitor and report on the progress of Building Recovery program

## ***Building Recovery Line of Reconstruction Case example Build Back Blitz helps North Booval resident***

Although he didn't think the flood waters could ever possibly reach his North Booval property, as Brian Chaplin watched the waters rise over the culvert not 50 meters from his home he packed an overnight bag and took his wife Kelly and infant son to higher ground just in case.

That evening, Brian went back to the house to rescue what he could: family photographs, his wife's wedding dress. What he couldn't fit in the car he lifted into the ceiling in an attempt to avoid the rising floodwaters.

The police closed the streets and the family couldn't return home for three tense days, receiving updates on the flooding and devastation through the media.

When the Chaplins were finally able to get back in they discovered that the flood waters had risen to over two metres, inundating everything. Nothing had been spared. Not even the shed where Brian kept his grandfather's tools and did up vintage cars in his spare time. Damage to the property was estimated to exceed \$270,000.

Back at work in the aftermath of the floods, only four of courier driver Brian's 100 clients were unaffected by the disasters, lowering demand for couriers and severely impacting his income.

In his off hours, Brian would spend his time volunteering, cleaning his employer's and clients' properties. In recognition of these efforts, his colleagues at Couriers Please took up a collection for the family to replace some of the things they had lost, such as white goods and even Brian's precious tools.

Brian and Kelly received a payment from the Premier's Disaster Relief Appeal fund but were still significantly short of funds to complete their rebuild.

The Build Back Blitz program is a partnership between the Queensland Reconstruction Authority, the Department of Communities, non-government organisations and the private sector. The program was established to assist owner-occupiers who are unable or struggling to progress the rebuilding of their homes. Through the program, local builder Britoz Qld Pty Ltd was contracted to complete repairs to return the home to a habitable condition with assistance from apprentices from Apprenticeships Queensland. These repairs were not possible without funding support from the Advancing Community Resilience Fund (ACRF-QLD) established by the Community Enterprise Foundation.

Brian and Kelly are extremely grateful for the assistance from all parties, saying they could not have done the repairs without help. Brian and Kelly believe that the post-flood attitude of the North Booval community has strengthened and as a result people now know their neighbours and there's a spirit of togetherness.

Flooding North Booval



*(Article courtesy the Authority 17 April 2012)*



## 4.5 Roads and Transport

The roads and transport line of reconstruction is aimed at reconnecting people and enabling the re-supply of communities across the State.

Roads and transport		2010/2011 Events	2011/2012 Events
<b>State road network (kms)</b> <i>(Source: DTMR 31 July 2012)</i>	Affected	20,610	10,890
	Reopened	19,922#	9,737^
<b>State rail network</b> <i>(Source: DTMR 29 June 2012)</i>	Affected	4,748	4,180
	Recovered	4,596	4,180
<b>Ports</b> <i>(Source: DTMR 8 December 2011)</i>	Affected	11	*
	Recovered	11	*

# Roads declared closed during the natural disasters of the summer of 2010/11, km closed refers to roads clearly signed as "closed", restricted to "4WD/high clearance vehicles" (4WD vehicles high ground to chassis clearance), "excess mass/dimension/80% of legislative axle group (road closed to vehicles of excess mass or over dimension /80% of the mass permitted for the axle type)", "load restriction", "closed to all vehicles/closed to km shown are unique km closed" (eg. the unique km closed of state-controlled roads during (declared) natural disasters during the 2010-11 summer was 20,610 km.)  
Source: EMQ declarations and 131940

^ continued wet weather particularly in the Central West Region during June and July has extended road closures.

\* None closed in 2011-12

Metrics 2011/12 events	Cumulative last month (June)	Cumulative this month (July)	Recovery Value this month
<b>State road network (km)</b>			
Total roads in Queensland	33,383	33,383	33,383
Roads closed or with limited access (km) as a result of natural disaster events in 2011-12	10,890	10,890	0
Roads reopened (km) as at 31 July 2012*	8,609	9,737	1,128
% roads "closed" or with "limited access" reopened as at 31 July 2012	79%	89%	10%
<b>Queensland Rail Network</b>			
Total QR rail lines in Queensland	7,205	7,205	7,205
Rail lines closed or with limited access (km) as a result of natural disaster events in 2011-12	4,180	4,180	0
Rail line reopened (km) as at 31 July 2012	4,180	4,180	0
% rail lines "closed" or with "limited access" reopened as at 31 July 2012	100%	100%	100%

Note – the formal recovery or emergent works period expired on 31 July 2012 for events in the 2011/12 year. Recovery reporting will commence for the 2012/13 year as required when new natural disasters are declared which affect the state's transport network.

## 4.5 Roads and Transport (Continued)

### The current state of activity:

Roads – Of the total 10,890km of roads closed (or with limited access) since November 2011, over 9,737km are now either open or open with caution. Of the total roads closed over the summer 89% are now reopened for community and business access. For further details refer to the map attached.

Rail - The Queensland Rail network was also affected by the natural disasters, at 2 May 2012, all rail lines closed due to the weather events had been recovered and services resumed.

### Key achievements:

Stakeholders were kept informed of the TMR's progress with advertising, community service announcements, Facebook/Twitter/social media, letterbox drops, emails/letters/faxes, media statements, SMS and updates of [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au) with project information. The latest traffic updates are made available to road users through [www.131940.qld.gov.au](http://www.131940.qld.gov.au).

In the North West Region the majority of the 2010 packages are approaching completion of their construction programs with four packages reaching practical completion. Despite wet weather during late May and June resulting in major disruptions to construction and Shire residents the majority of 2010 and 2011 works are still on track to be completed by end of 2012.



Works in Progress October 2011

Works complete July 2012

Bruce Highway near Alligator Creek

Reconstruction on the Bruce Highway south of Townsville between Alligator Creek to Tindall is now complete. This 1.7 kilometre section included pavement replacement, stabilisation, bitumen resurfacing and drainage structure repairs.

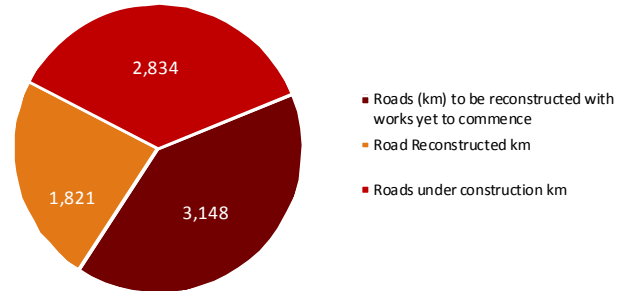
### Key Issues

- Due to the extensive flooding across the state in 2011/12, a review of the network damage has been undertaken as a result of these events and an estimate of the reconstruction costs completed. Additional funding to reconstruct transport assets damaged during 2011-12 disaster is yet to be confirmed.

### Reconstruction of damage in 2010-2011

- TMR plans to reconstruct 7,803 kms of roads damaged as a result of Cyclone Yasi and floods in 2010-2011. Of these roads, by 30 June 2012 over 1821 kms have been reconstructed and an additional 2834 km are currently under construction. *See Figure 4.5.1*

Fig. 4.5.1 Roads Damaged Reconstructed Yasi/Floods 2010/11



Source: DTMR 30 June 2012

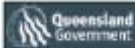
The status of road recovery and reconstruction packages at 27 July 2012 is:

- \$816 million of packages are completed for both recovery and reconstruction works as follows:
  - \$437.3 million of packages are completed for recovery works;
  - \$378.4 million of packages are completed for reconstruction works;
- \$2,724 million of reconstruction works are currently underway;
- \$256 million in reconstruction works tenders are currently being assessed for approval;
- \$254 million of reconstruction works packages are out to tender; and
- \$298 million of reconstruction works contracts are being prepared to go to market in the next month.

*Note these values include costs to reconstruct works from damage caused by events in 2010 as well as the events of 2011.*

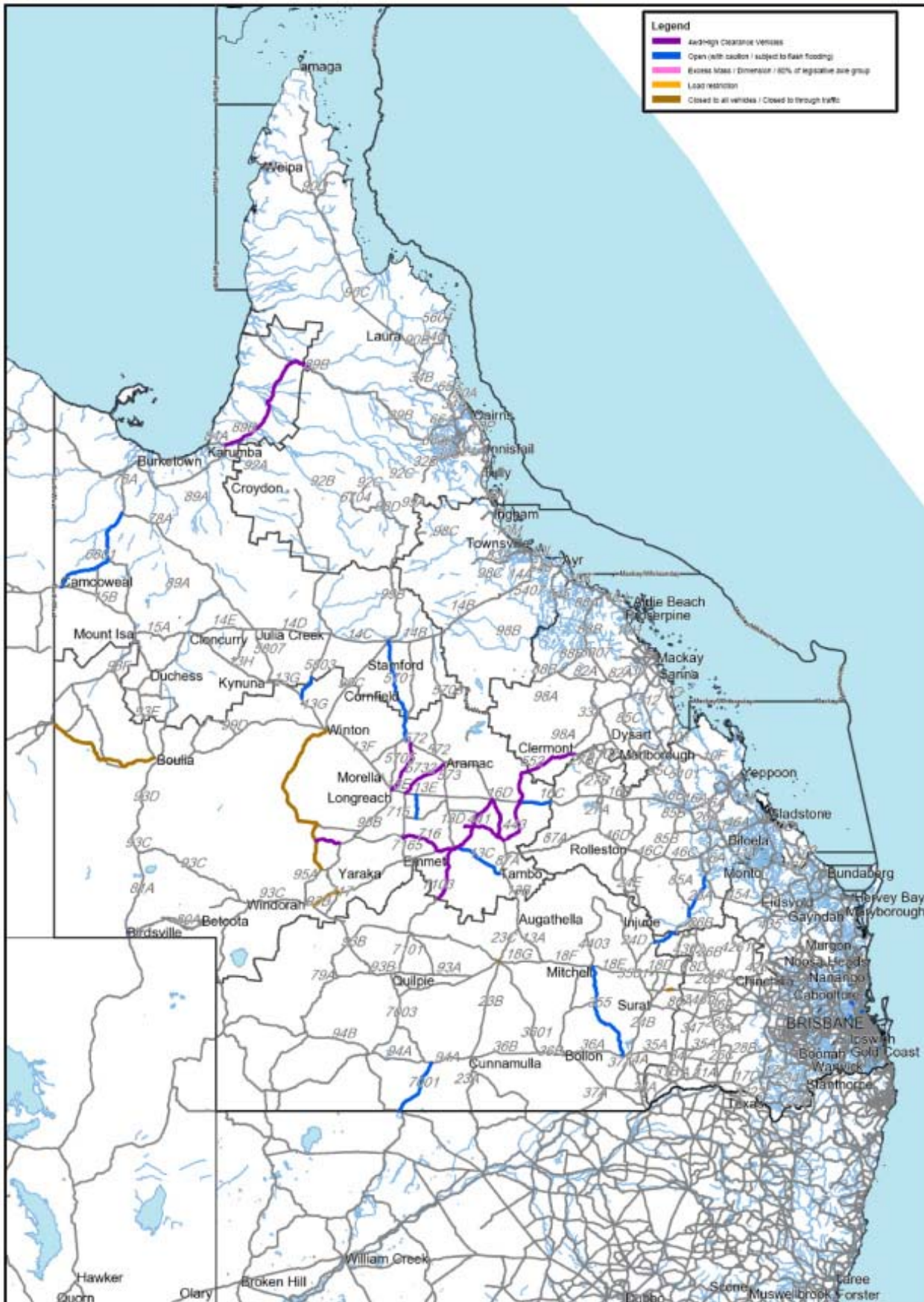
- For 2010-11 events, procurement has commenced for 111 packages and 404 packages are currently in delivery or completed.

# Queensland Reconstruction Authority



## OPERATIONAL STATUS OF THE QUEENSLAND ROAD NETWORK

As At: 11:32 AM 31/07/2012



The State of Queensland (including the Department of Transport and Main Roads) does not make any statement, representation, or warranty about the accuracy, currency, reliability, suitability for any purpose, or completeness of the information contained in this document/map. To the maximum extent possible, the State of Queensland disclaims all responsibility and all liability (including without limitation, liability in negligence) for all expenses, losses, damages and costs which you or anyone else might incur as a result of using this document/map or as a result of it being inaccurate or incomplete in any way and for any reason.

## ***Roads and Transport Line of Reconstruction Case example*** **Reconstructing the Bruce Highway, Mackay/Whitsunday Region**

The damage to the Bruce Highway, the key coast link between Brisbane and Cairns, caused by the 2010/2011 flood events was severe, particularly between St Lawrence and north of Bowen. Record rainfall received in the region caused flooding and numerous pavement failures resulting in the highway being closed or under single lane operation and reduced speed limits at various locations for periods of time.

In 2011, following urgent repair works, the Department of Transport and Main Roads (TMR) commenced the massive task of reconstructing almost 40 kilometres of the highway across 16 sites between St Lawrence and Ayr. Almost 50% of the damaged sections have been reconstructed with the remaining sections expected to be completed by late 2012, weather permitting.

As a key freight link to the region's growing mining and agricultural industries, traffic volumes on the highway vary significantly between St Lawrence and north of Bowen. In locations where reconstruction works are being undertaken traffic volumes can be up to 10,000 vehicles per day. These high traffic volumes and the importance of keeping industry moving have presented challenges for construction teams. The teams have kept traffic moving during these works by adopting construction methodologies that allow at least one lane of the highway to be open at all times and using traffic control devices such as lights and controllers. Travel times on the highway have been monitored since work started in 2011 and to date the works have caused minimal delays due to the traffic management practices applied.

The programmed \$80 million reconstruction works on the Bruce Highway between St Lawrence and north of Bowen are being completed by RoadTek and private contractors. Where possible reconstruction works are combined with other TMR projects such as intersection improvements and provision of overtaking lanes to deliver value for money outcomes to the community.



Above: Bruce Highway north of Bloomsbury at Gibson Creek during the 2010/11 wet weather event

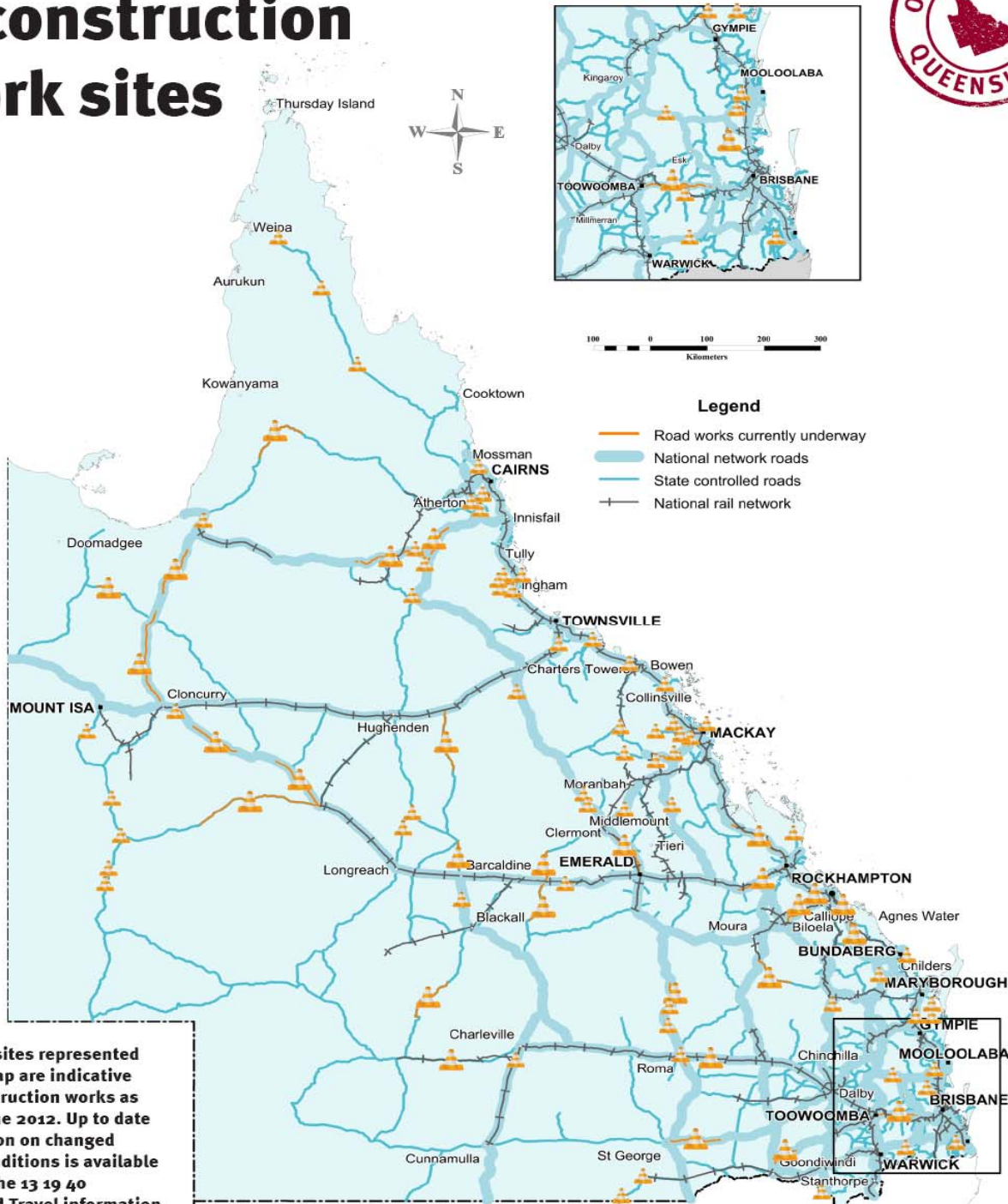


Above: Bruce Highway near Bowen during the 2010/11 wet weather event



Left: Bruce Highway at Farleigh during the reconstruction works in July 2012

# Transport and Main Roads reconstruction work sites



100 0 100 200 300  
Kilometers

**Legend**

- Road works currently underway
- National network roads
- State controlled roads
- National rail network

The worksites represented on this map are indicative of reconstruction works as at late June 2012. Up to date information on changed traffic conditions is available through the 13 19 40 Traffic and Travel information website.

Updated July 2012



Australian Government



QUEENSLAND GOVERNMENT

## Roads and Transport Line of Reconstruction Case example - Managing wide loads with reconstruction works in Central Queensland

As the resources sector grows, there are a large number of wide loads travelling in the Central Queensland region and this number is expected to double over coming years with mine expansions.

Wide load challenges include:

- presenting issues for works contractors due to available width access through works sites
- causing delays to motorists and
- disrupting works to allow excess dimension loads to pass.

Managing wide loads is not a new challenge but given the increase in work sites and their impact Transport and Main Roads (TMR) needed a number of regional strategies to handle the challenges.

TMR's strategies to manage wide loads travelling through its extensive reconstruction works include:

- hiring 'FRED' T, (Fitzroy Region Excess Dimensions Transport Manager) who coordinates wide load movements through sites by liaising with the trucking companies and contractors to determine the best time for coming through;
- developing a compliance form for contractors to report rogue loads details; and
- working closely with the Queensland Police Service on blitzes, permit conditions and escorts.

These strategies have seen the number of non-compliances decrease significantly since December 2011.



**MOVE OVER:** Wide loads of 4.3m or more have increased by 52% on Central Highlands roads in the past four years. Yesterday TMR revealed there are now more than 2300 permits granted annually in the region.

### Wide loads hog highways

By SIMON GREEN

HEAVY vehicle traffic is a fact of life in the Central Highlands and since June 2008, the number of wide loads travelling the roads has increased by 52% to more than 2300 annual permits.

Yesterday a Department of Traffic and Main Roads spokeswoman said the growth of industry, which included both mining and agriculture, had led to a notable increase in all types of traffic.

"Motorists are reminded to drive to the road conditions given the increased number of roadworks and heavy vehicle traffic across central Queensland," the spokeswoman said.

### Massive reconstruction project in full-swing

land," the spokeswoman said. Motorists travelling the region's highways are likely to have come across extensive roadworks in the past week with the massive reconstruction effort following the 2010-11 flooding now in full swing.

There are 10 active reconstruction work sites between Clermont and Springsure along the Gregory Hwy, and another five on the Capricorn Hwy between Rockhampton and Blackwater.

TMR has said motorists can

expect delays of up to 15 minutes at each site.

"Natural disasters have caused an unprecedented level of damage to the central Queensland road network... with close to \$1 billion in repairs required by 2014," the spokeswoman said.

"In this region more than \$300 million worth of road reconstruction is already under way."

"The benefits of the reconstruction program include roads being widened and im-

proved roadside visibility."

The spokeswoman said TMR continued to deliver capital projects across the region which included five new over-taking lanes valued at \$14.5 million on the Capricorn Hwy, the installation of more traffic lights in Emerald valued at \$2.8 million at the intersection of the Capricorn and Gregory Hwys, and more than \$30 million refurbishing the Capricorn Hwy east of Emerald and the Blackwater-Bolleston Rd.

"To reduce costs and minimise the impact for motorists wherever possible we're delivering capital and reconstruction works simultaneously," the spokeswoman said.



## Roads and Transport Line of Reconstruction Case example - Fitzroy Traffic and Transport Liaison Group

Within the Queensland Department of Transport and Main Roads (TMR) Central Queensland area nearly 1,000 kilometres of the 3,500 kilometre state-controlled road network were damaged and required reconstruction. This includes key tourist, freight and mining routes.

Work is well underway in the Central Queensland region. There are currently six contractors across the network working on more than 25 work sites and this number is expected to almost double in coming months.

### Managing traffic across numerous sites on highways with multiple contractors

Central Queensland agencies established the Traffic and Transport Liaison Group (TTLG) as a forum to engage all road construction contractors, TMR, emergency services and Queensland Rail to manage the delivery of road reconstruction works. These works are being delivered in addition to ongoing maintenance works on the transport network.

The Group identifies safety issues and discusses upcoming works scheduling, potential cross overs and emerging or potential traffic management issues. The TTLG has improved communication and implemented collaborative solutions to improving safety and managing the issues of access through multiple road construction projects.

### Safety of road users

Since October 2011 there have been 22 traffic accidents on the approach to reconstruction roadwork sites in the Fitzroy region. Common contributing factors to these accidents include speed, fatigue, distraction and frustration.

Local police and contractors are implementing a process encouraging road workers to contact police with details of drivers behaving badly near road works or when travelling through works sites and allowing the police to further investigate.

To reduce the incidence of unsafe driver behaviour TMR is using coloured VMS and wig wag lights to inform the public of impending road works.

### Minimising delays to road users

To minimise delays to the travelling public and transport industry TMR are combining works sites and implementing work methods to minimise stoppages. Some of the methods being applied include aligning multiple contractors' work rosters across the major routes, minimising lane closures and ensuring 24 hour maintenance crews are available.

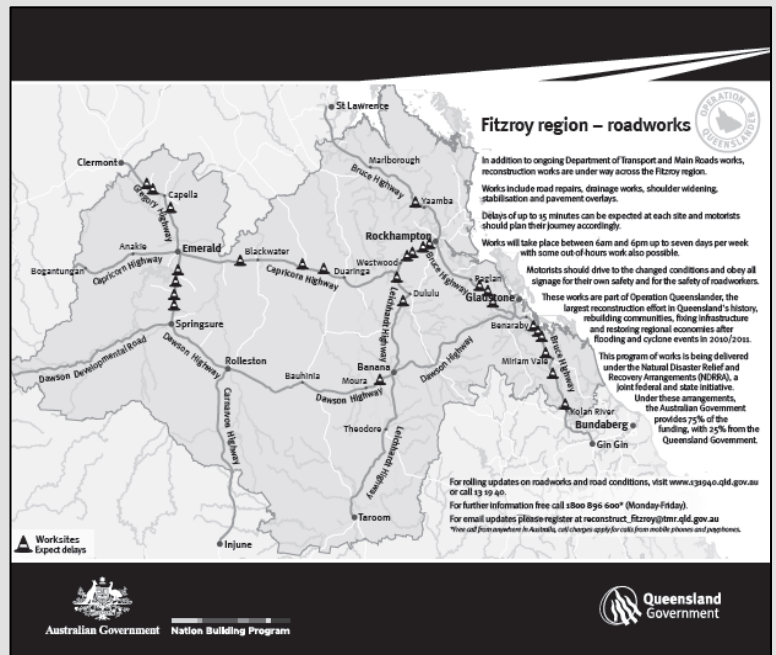


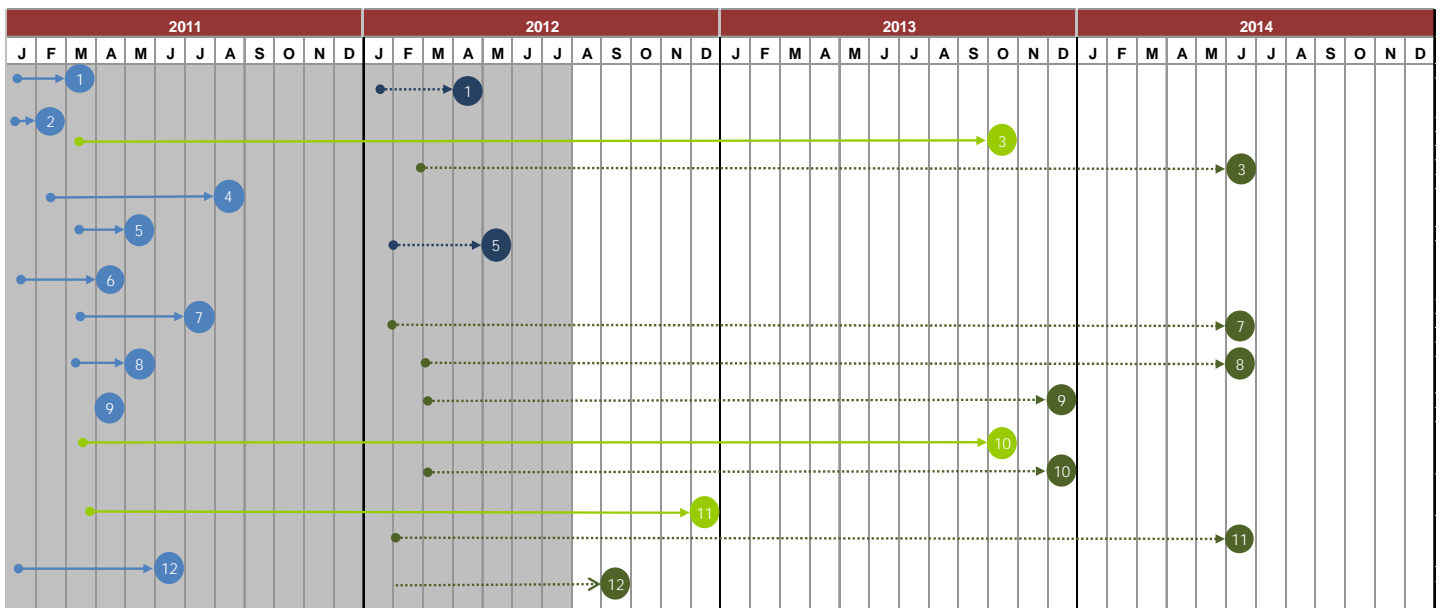
Image: Fitzroy region roadwork sites

## Roads and Transport - progress against Implementation Plan

The progression of key tasks against the Implementation Plan for the Roads and Transport Line of Reconstruction was updated during the annual review process for Operation Queensland Update 2011-2013. Key tasks that have been reactivated in response to the current and emerging natural disaster events of 27 January-February 2012 are indicated with dark green and dark blue markers.

**2010/2011 events managed by the Authority** - At 31 July 2012, 9 key tasks are now complete. The remaining 3 key tasks are on track to be completed within the proposed timeframes.

**2011/2012 events managed by the Authority** - At 31 July 2012, 2 key tasks are now completed with the 7 remaining key tasks on track to be completed within expected timeframes.



- 1 Light green markers indicate a key task that is progressing satisfactorily with a low level of risk that completion will not occur by the set timeframe
- 1 Dark green markers indicate a key task or similar activity that has been reactivated as a result of current or emerging events
- 1 Light blue markers indicate a key task that has been completed on or before planned schedule
- 1 Dark blue markers indicate a reactivated key task that has been completed on or before planned schedule
- 1 Orange markers indicate a key task that is progressing satisfactorily with a moderate level of risk that completion will not occur by the set timeframe
- 1 Red markers indicate a key task that requires further attention to meet the proposed deadline
- Hollow markers indicate the timeframe by which a key task was previously expected to be completed
- Arrows indicate a key task is undertaken on an ongoing basis



## 2010/2011 events managed by the Authority

Key tasks:			
1	Reconnect people and communities	7	Develop regional restoration projects and activities
2	Ensure transport access for local economies, agriculture and the resource sector	8	Moderate regional restoration activities to develop statewide projects and action
3	Continue to implement, monitor and review the transport reconstruction plan	9	Prepare NDRRA submissions as required
4	Develop reconstruction projects and activities at a State-wide level	10	Review existing Queensland Transport and Roads Investment Program (QTRIP) (capital works plans) to accommodate the NDRRA program
5	Establish strategic restoration goals, balancing improvement and other strategic needs	11	Support the development and implementation of both cross-cutting planning and local community and economic recovery and reconstruction plans
6	Regional needs against restoration goals assessed	12	Subordinate implementation plans to achieve key tasks at project level developed by August 2011

## 2011/2012 events managed by the Authority (shown in dark green)

Key tasks:			
1	Reconnect people and communities	9	Prepare NDRRA submissions as required
3	Continue to implement, monitor and review the transport reconstruction plan	10	Review existing Queensland Transport and Roads Investment Program (QTRIP) (capital works plans) to accommodate the NDRRA program.
5	Establish strategic reconstruction goals, balancing reconstruction and improvement and other strategic needs.	11	Support the development and implementation of both cross-cutting planning and local community economic and environmental recovery and reconstruction plans
7	Develop regional reconstruction projects and activities accounting for regional reconstruction priorities and goals.	12	Review and update implementation plans to achieve key tasks at project level.
8	Moderate regional reconstruction projects within the state-wide reconstruction program and other roads and transport infrastructure programs.		

## 4.6 Community Liaison and Communication

This line of reconstruction is focused on building stakeholder confidence in the reconstruction by ensuring consistent and regular communication of public information.

### Engagement activities

The Authority took part in the Local Government Association of Queensland's Disaster Management conference, presenting on the progress in the reconstruction program, and also on how the Authority assists local governments with the NDRRA grants process.

Work continued to develop the Queensland Flood Information Portal, a recommendation of the Commission of Inquiry, due for release in August 2012. The portal will provide a repository of flood data, flood mapping and information about how properties have been affected by flooding, to help all levels of governments, industry and members of the public share and access information. During July the Authority presented the proposed portal to Engineers Australia.

The Queensland Government is about to distribute its fourth edition of Recovery News, a quarterly newsletter developed by Queensland Health's Centre for Trauma, Loss and Disaster Recovery team. The Family Bereavement Service continues to provide telephone and face-to-face grief counselling and support to individuals across the state who suffered as a result of the 2010-11 floods and cyclones, and the more recent floods in South West Queensland in 2012.

### Local Government reconstruction progress

Between 28 June and 3 August 2012, staff from the Authority met with members of council and/or inspected reconstruction works for more than 28 council areas, from Aurukun to Goondiwindi.

Significant work continues on profiling the reconstruction work being done by Councils on the Authority's website, with a number of new case studies added to the News and Gallery map this month.

### Reconstruction commences at Colleges Crossing

Reconstruction works have begun on a section of riverbank along the Brisbane River known as the Colleges Crossing Recreation Reserve, which was destroyed during the January 2011 floods

The 23.5ha parcel of land near the Ipswich CBD suffered extensive damage to lighting, shelters, boat ramps, picnic facilities, roadways, pathways, playgrounds and amenities when flood waters and floating debris tore through the area in January 2011.

The \$11m reconstruction project is jointly funded through a \$9m allocation from the Commonwealth/State Natural Disaster Recovery and Relief Arrangements, with the remainder contributed by the Ipswich City Council.



Above: CEO Queensland Reconstruction Authority Graeme Newton, Mayor of Ipswich Paul Pisasale, Member for Ipswich North Sean Choat MP, and Federal Member for Blair Shayne Neumann inspect the reconstruction of Colleges Crossing.

## 4.6 Community Liaison and Communication (Continued)

### Reconstruction and the environment

The banks of Warrill Creek in the Scenic Rim region have been restored following extensive work by SEQ Catchments and the local community. SEQ Catchments recently won the 2012 Australian Business Award for Environmental Sustainability for its environmental and restoration work in SEQ.



Work underway reconstructing the left bank of Warrill Creek, Scenic Rim

### Media analysis

There were a total 154 reconstruction-related media items in July (108 print, 10 TV and 36 radio), with the main focus being announcements about tenders and the commencement or completion of major reconstruction works.

There was a continuing strong positive regional response to the announcement by Commonwealth Government about the value for money approach to use internal labour for NDRRA projects reflected in the media.

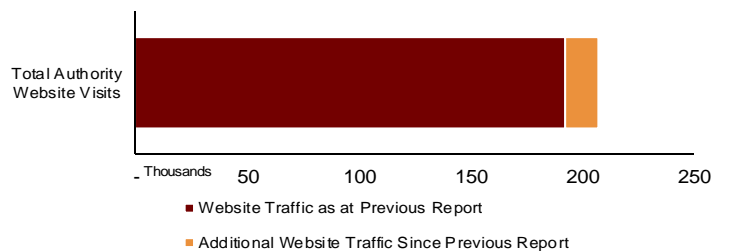
### Communications

There are a number of methods available to the public to communicate with the Authority.

The Authority's website provides information to the public and continues to be enhanced with ongoing updates. At 1 August, total visits to the Authority's website amounted to 214,846.

**See Figure 4.6.1**

Fig. 4.6.1 Website Traffic

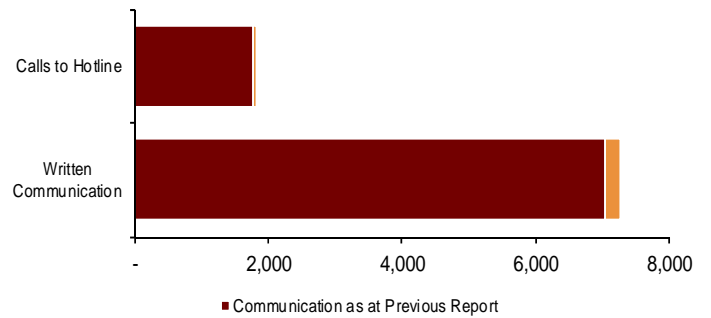


(Source: the Authority at 1 August 2012)

At 1 August, the Authority had received an additional 68 calls to its dedicated hotline and 222 additional pieces of written correspondence were received since the previous report.

**See Figure 4.6.2**

Fig. 4.6.2 Communication



(Source: the Authority at 1 August 2012)

## Community Liaison and Communication Line of Reconstruction Case example Community Recovery Centres – responding to local need

With its strong focus on engagement with the local community, the Yeronga Flood Recovery Centre provided an innovative model for Government in effective community liaison in crisis situations.

The Yeronga Flood Recovery Centre played a vital role for the local community during and after the 2010/11 flood crisis, assisting residents with food, clothing, advice and referrals to government agencies and community organisations.

Over the course of its operation, the Yeronga Flood Recovery Centre:

- improved the lives of around 5000 people affected by the January 2011 floods
- provided over 20,000 meals
- referred 475 families to other government and community services; and
- benefited from the assistance of over 2000 volunteers.

A property in Killarney Street Yeronga has recently been leased to operate as a community centre and provide access to services for the Yeronga community. The centre is anticipated to open in August 2012.

On Sunday 15 July, Major General Richard Wilson, Chair of the Queensland Reconstruction Authority launched Walking The Path To Recovery - the story of the Yeronga Flood Recovery Centre.

The book tells the inspirational story of how the Yeronga Flood Recovery Centre evolved- from being a centre which minded children while their parents coped with the flood, to becoming a bustling evacuation centre overnight, and finally its transition to becoming the new Yeronga Community Centre. It also documents the remarkable stories of the “floodies”, volunteers, and centre coordinators.

Manager of West End Community House, the auspicing organisation for a number of community centres which helped flood affected people in Brisbane, said the Yeronga centre demonstrated their considerable capacity to be flexible and innovative, and to leverage resources through substantial existing relationships across government, business and the community.

“The Yeronga Community Recovery Centre was a magnet for people looking for ways to respond locally to local need,” Mr Hurley said.

“In response to the flood crisis, they were trusted with local donations of funds and were and light on their feet, responding and adapting to community needs in a way which was flexible and oriented to individual needs.”

“Centres such as the Yeronga Flood Recovery Centre provided a textured response and had the capacity to complement larger institutional and organisational responses to issues, needs and opportunities”.

West End Community House has published Strengthening People and Places: the role and value of community and neighbourhood centres. The report was commissioned by a group of Brisbane-based community and neighbourhood centres to analyse the role of these centres responding to local needs and issues including Brisbane’s flood crisis.

The participating centres are:

- Acacia Ridge Community Support Inc
- Benarrawa Community Development Association
- Community
- New Farm Neighbourhood Centre
- Sherwood Neighbourhood Centre
- West End Community House; and
- Yeronga Flood Recovery Centre.

For more information visit

<http://www.westendcommunityhouse.org.au/2011/12/strengthening-people-and-places/>



Yeronga Flood Recovery Centre coordinators, Fiona McLeod and Melinda McInturff

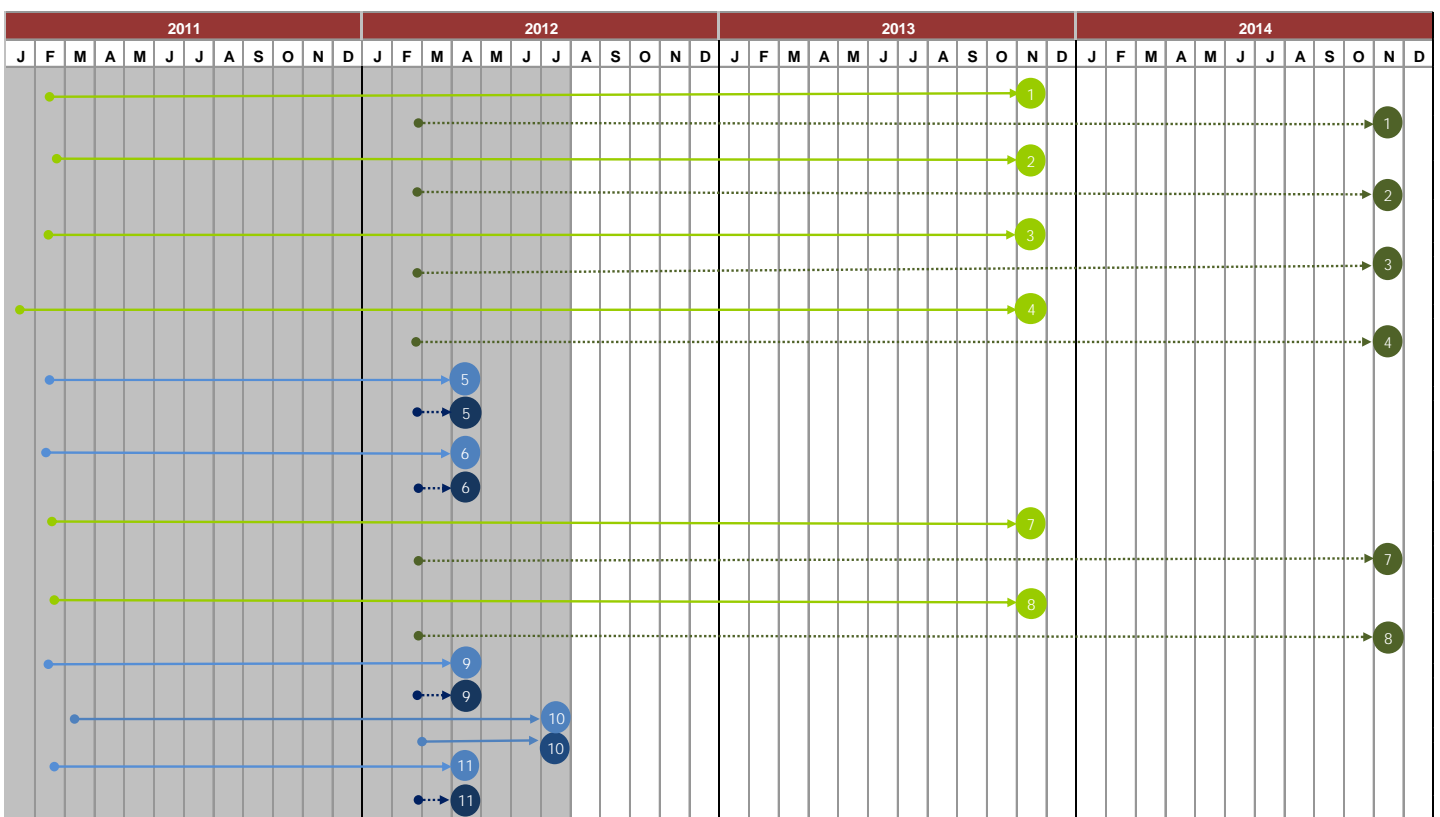
Case study provided by the Authority 30 June 2012

## Community Liaison and Communication - progress against Implementation Plan

The progression of key tasks against the Implementation Plan for the Community Liaison and Communication Line of Reconstruction was updated during the annual review process for Operation Queensland Update 2011-2013. Key tasks that have been reactivated in response to the current and emerging natural disaster events of 27 January-February 2012 are indicated with dark green and dark blue markers.

**2010/2011 events managed by the Authority** - At 31 July 2012, key task 10 is now complete, five key tasks have been completed and all remaining tasks are on track to be completed within proposed timeframes. Communication and liaison activities have now been implemented and are part of standard business.

**2011/2012 events managed by the Authority** - At 31 July 2012, five key tasks that have been reactivated were completed ahead of time, with key task 10 being completed in July. The remaining key tasks ongoing and on track for completion within estimated timeframes. Reactivated communication and liaison activities have also been implemented and are part of standard business.



- Light green markers indicate a key task that is progressing satisfactorily with a low level of risk that completion will not occur by the set timeframe
- Dark green markers indicate a key task or similar activity that has been reactivated as a result of current or emerging events
- Light blue markers indicate a key task that has been completed on or before planned schedule
- Dark blue markers indicate a reactivated key task that has been completed on or before planned schedule
- Orange markers indicate a key task that is progressing satisfactorily with a moderate level of risk that completion will not occur by the set timeframe
- Red markers indicate a key task that requires further attention to meet the proposed deadline
- Hollow markers indicate the timeframe by which a key task was previously expected to be completed
- Arrows indicate a key task is undertaken on an ongoing basis

## 2010/2011 events managed by the Authority

Key tasks:			
1	Reconnecting people and communities connected through the regular sharing of significant information, including cross-department coordination and local councils	7	Engage media and communities engaged as key milestones are achieved
2	Provide strategic communications and information advice to the Queensland Government and the Queensland Reconstruction Authority	8	Monitor and report measures of progress and effectiveness
3	Identify developing sentiments within communities and provide advice on the most appropriate reinforcement and response measures	9	Support the development and implementation of both cross-cutting planning and local community and economic recovery and reconstruction plans
4	Coordinate community liaison and communication activities	10	Develop subordinate implementation plans to achieve key tasks at project level
5	Develop and recommend ongoing long-term messages and themes for public dissemination	11	Implement online channel for Queenslanders to apply for community recovery assistance, initially focussing on community recovery grant applications.
6	Coordinate online resources through a single URL		

## 2011/2012 events managed by the Authority (shown in dark green)

Key tasks:			
1	Reconnecting people and communities connected through the regular sharing of significant information, including cross-department coordination and local councils	7	Engage media and communities engaged as key milestones are achieved
2	Provide strategic communications and information advice to the Queensland Government and the Queensland Reconstruction Authority	8	Monitor and report measures of progress and effectiveness
3	Identify developing sentiments within communities and provide advice on the most appropriate reinforcement and response measures	9	Support the development and implementation of both cross-cutting planning and local community and economic recovery and reconstruction plans
4	Coordinate community liaison and communication activities	10	Develop subordinate implementation plans to achieve key tasks at project level
5	Develop and recommend ongoing long-term messages and themes for public dissemination	11	Implement online channel for Queenslanders to apply for community recovery assistance, initially focussing on community recovery grant applications.
6	Coordinate online resources through a single URL		



## Section five: State of the State - Disaster Assistance

The following section provides an overview of the status of the disaster assistance associated with the 2010/2011 events and the current 2011/2012 events managed by the Authority.

## 5.1 Disaster Assistance by event period - 2010/2011

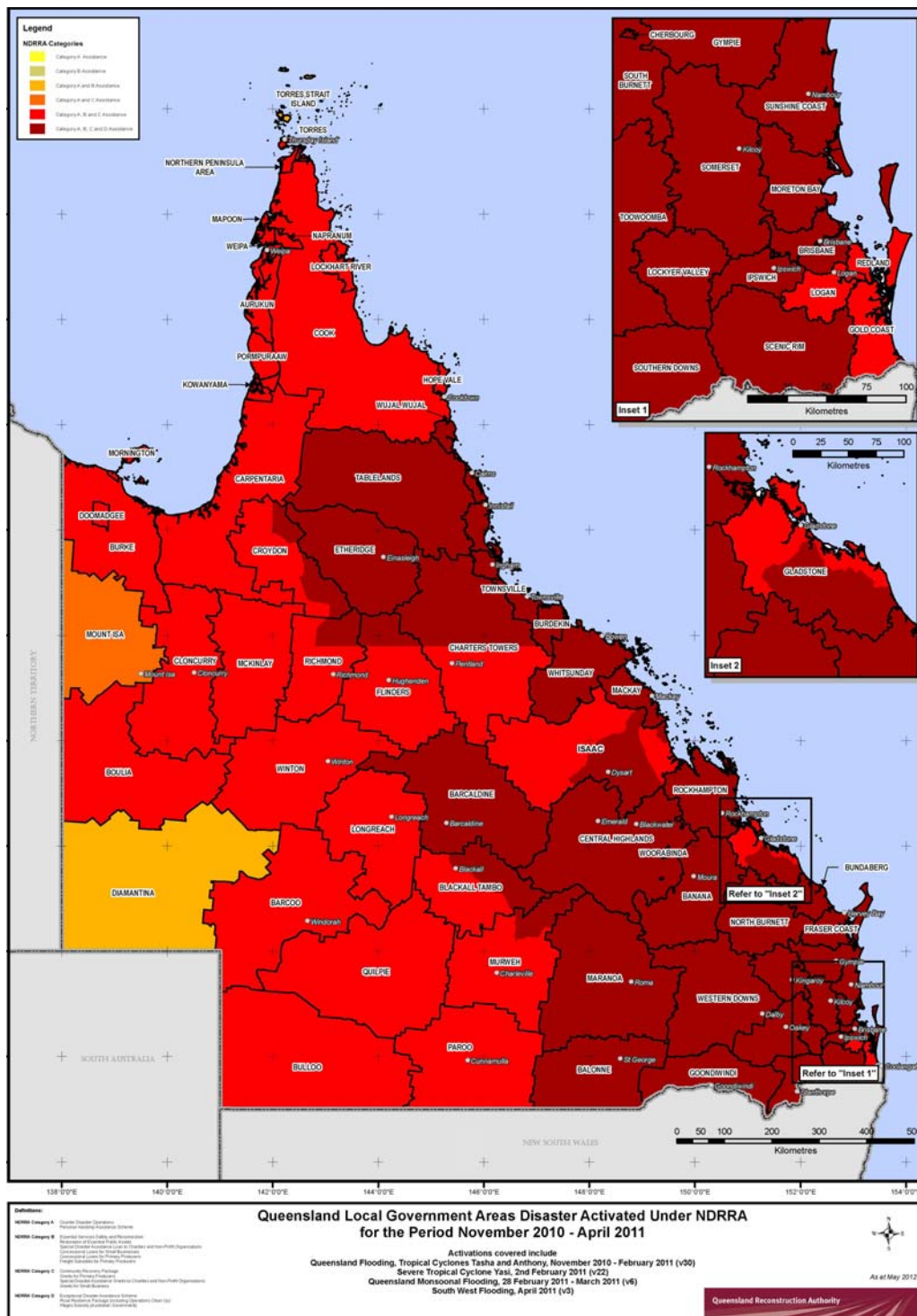
The following section provides a summary of the disaster assistance in relation to the July 2010 to June 2011 period Queensland natural disaster events. The events occurring in this period are listed in the Timeline of Activations (p.3) of this report.

The values represent all applications approved by the Authority and grants/loans assistance paid under the Queensland Disaster Assistance Framework described in **Table 5.3**.

### Key Developments since last report:

The Authority has received 1,793 applications with a value of \$7.68 billion. This is an increase of 138 applications, worth approximately \$380.0 million since the last report. A total of \$4.9 billion has been processed, an increase of \$310 million.

**Map 1 - LGAs disaster activated under NDRRA for 2010-2011 events managed by the Authority**





## 5.2 Disaster Assistance by event period - 2011/2012

The following section provides a summary of the disaster assistance in relation to the July 2011 to June 2012 period Queensland natural disaster events. The events occurring in this period are listed in the Timeline of Activations (p.3) of this report.

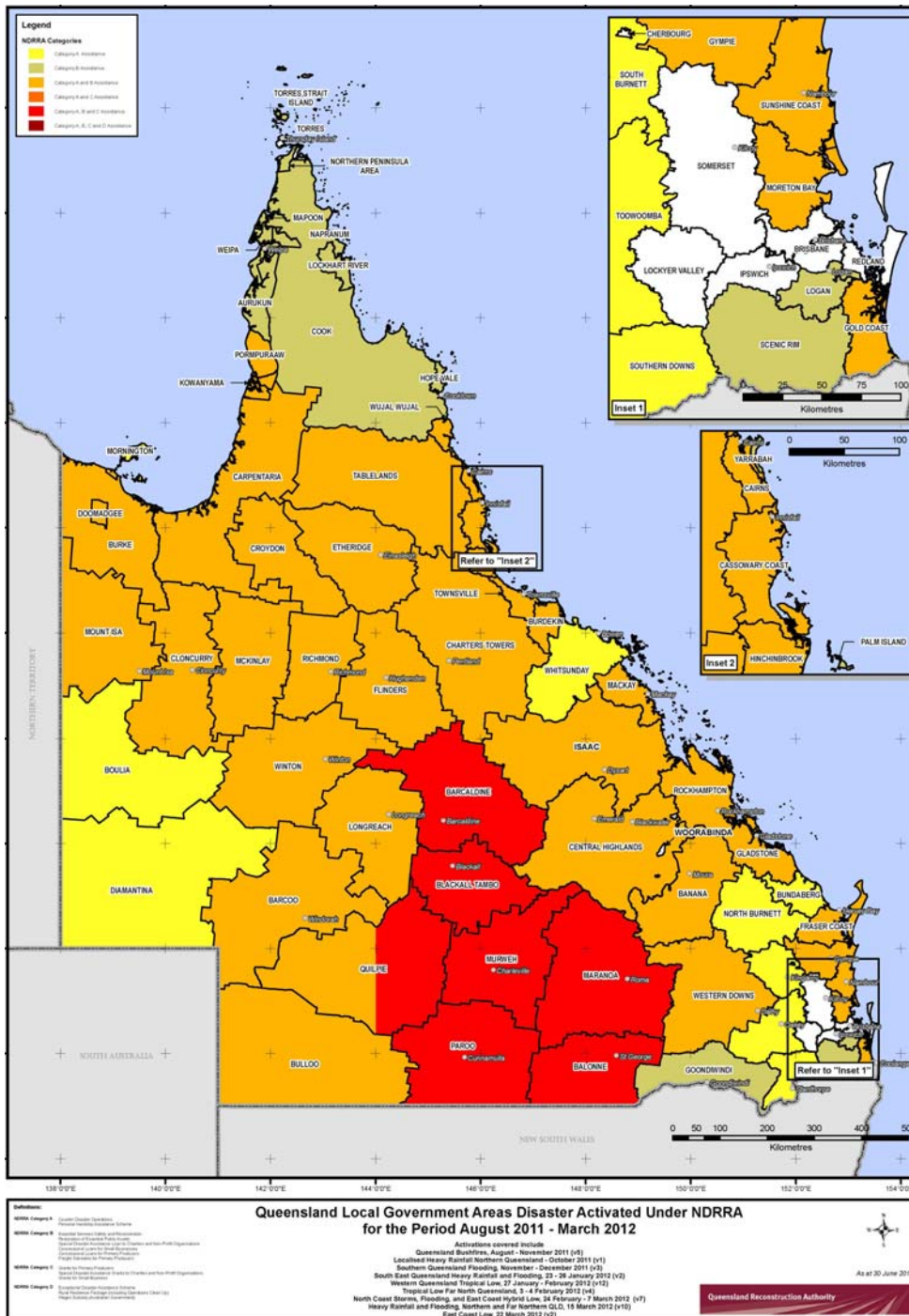
The values represent all applications approved by the Authority and grants/loans assistance paid under the Queensland Disaster Assistance Framework described in **Table 5.3**.

It is anticipated that the Authority will receive applications for restoration/CDO/emergent works and grants/ loans assistance for these events in the next few months. The Authority is continuing to revise the damage estimate for the 2011/2012 events and this will be included in future reports.

### Key Developments since last report:

At 3 August 2012, the Authority had received 99 applications with a value of 245.7 million. Total funding acquitted for individuals, small business, primary producers and charities and non-profit organisations amounts to \$13.25 million.

**Map 2 - LGAs disaster activated under NDRRA for 2011-2012 events managed by the Authority**



## 5.3 Queensland Disaster Assistance Framework

The available Queensland Disaster Assistance schemes are separated between NDRRA (jointly funded by the Commonwealth and State governments) and Non-NDRRA funding allocation. For reporting purposes, the schemes are divided into the sections outlined below.

**Table 5.3 - Grant Assistance Available for Queensland Disasters**

	NDRRA	Non-NDRRA
<b>Individuals and families</b>	Personal Hardship and Assistance Scheme (PHAS) Emergent Assistance Grants Essential Household Contents Grants Structural Assistance Grants Essential Services and Safety Reconnection (ESSR) Safety Inspections Repairs	Premier's Disaster Relief Appeal Australian Government Disaster Recovery Payments
<b>Local Governments, State Departments and Agencies</b>	Counter Disaster Operations Restoration of Essential Public Assets Queensland Local Council Package	
<b>Small Businesses, Primary Producers and Charities and Non-Profit Groups</b>	Concessional Loans Grants Freight Subsidies for Primary Producers Rural Resilience Fund Operation Clean-up Special Disaster Assistance Loans to Charities and Non-Profit Organisations Exceptional Concessional Loans	Disaster Income Recovery Subsidies Cyclone Yasi Wage Assistance Sport Flood Fight Back Scheme Tourism Industry Support Package Queensland Natural Disaster Jobs and Skills Package Racetrack Recovery Assistance Flood Recovery Program QLD Flood and Cyclone Legal Help



## Section six: State of the State - Planning and Authority Projects

**The Queensland Reconstruction Authority is legislatively empowered to perform accelerated planning, development and decision-making activities to expedite reconstruction and recovery efforts. This section provides an overview of these activities and an update on how they have been undertaken in the past month.**

## 6.1 Planning

### Floodplain Management Project

To assist Queensland's Councils, the Queensland Reconstruction Authority (the Authority) in collaboration with the former Department of Environment and Resource Management, developed a two-part toolkit **Planning for stronger, more resilient floodplains**.

- **Part 1** – *Interim measures to support floodplain management in existing planning schemes* provides Councils with a toolkit including mapping and planning scheme provisions that can be fast-tracked now into existing planning schemes.
- **Part 2** – *Measures to support floodplain management in future planning schemes* builds upon the work of Part 1 by providing further non-mandatory guidance on integrating floodplain management principles and land use strategies and responses into future planning schemes.

Together, Parts 1 and 2 aim to help Councils introduce consistent and specific planning controls to manage flood risks, a recommendation identified and supported in the Floods Commission of Inquiry's Final Report (QFCI).

### Floodplain Mapping

Importantly, the toolkit includes the largest floodplain mapping exercise in the State's history and has provided a State-wide catchment based understanding of Queensland's floodplains – the first in the country.

The interim floodplain maps are not modelled, but drawn from evidence of past flooding, including soils, topography, stream flow gauge data and satellite imagery. This mapping represents a baseline or Level 1 mapping for the state of Queensland.

### Level 2 – Flood Investigations

The Authority, working with Councils, is now undertaking Level 2 flood investigations which further refines the Level 1 state-wide mapping around key townships and provides outputs such as flood mapping based on actual events.

To date, the Authority has delivered around 20 Level 2 investigations based on the Bureau of Meteorology's identified flood prone towns. As these are completed, the Authority will work with Councils to include these flood investigations into their existing or new planning schemes.

### Delivery

Prior to the **Planning for stronger, more resilient floodplains** exercise, 65% of existing planning schemes in the State did not contain any flood mapping. These floodplain maps now provide, particularly for low-rates based Councils, the opportunity to better understand where flooding is likely to occur within their region.

Through ongoing collaboration with Councils, this exercise will result in a significant increase in the total number of planning schemes that include flood mapping and flood management provisions. In turn by understanding and planning for flooding, it improves the resilience of our built form and encourages the safety and wellbeing for our communities and individuals.

### Flood Mitigation

The Authority is actively working with Central Highlands, Balonne and Maranoa Councils to help advise on flood mitigation approaches. The Authority will be supporting these Councils to understand potential mitigation options including land use responses and structural mitigation works, prioritising a works schedule and identify appropriate funding sources including the South West Flood Mitigation Fund and the Royalties for the Regions – Flood Security Scheme.

### Queensland Floods Commission of Inquiry

On 16 March 2012, the QFCI handed down its final report. The final report included 177 recommendations across a number of areas including land use planning, building controls, emergency management, mining and insurance. The work of the Authority particularly in relation to Grantham and the Floodplain project was commended by the QFCI.

On 7 June 2012, the Queensland Government tabled its detailed response to the Queensland Floods Commission of Inquiry (QFCoI) recommendations. The Authority has been nominated as lead agency for delivery of a number of these recommendations specifically those relating to Chapter 2: Floodplain Management.

A number of key outputs will result from the Authority's work including the establishment of the Queensland Flood Portal, a remade Temporary State Planning Policy, model flood planning controls and completion of up to 100 Level 2 investigations prior to the end of the year.

## Land Use Planning and Building Codes Taskforce

The Authority recently led a significant body of work on behalf of the National Land Use Planning and Building Codes Taskforce (Taskforce), a working group of the Standing Council on Police and Emergency Management (SCPEM) reporting to the Council of Australian Governments (COAG).

The project supports the *National Strategy for Disaster Resilience* including a nationwide review of land use planning and building codes as they relate to natural disasters. Four reports have now been delivered including a Vision Statement, Current State Review, Gap Analysis and a Roadmap. The Roadmap outlines the actions, including the requirement for State based Capability and Investment Plan's. The reports were endorsed by the National Emergency Management Committee on Friday 25 May 2012 and noted by SCPEM on Friday 29 June 2012.

The Taskforce has endorsed the National Capability and Investment Plan template developed by the Authority for use by all jurisdictions. The Capability and Investment Plan will underpin the development of a detailed Implementation Strategy in each State and Territory. The Queensland Capability and Investment Plan is also underway utilising the template delivering clear direction on the actions that Queensland needs to prioritise.

## Recovery and Reconstruction Projects

The Authority has been working with a number of Councils and organisations to support specific recovery projects and facilitate state agency input to streamline the approvals process.

### Cardwell Esplanade and Marine Infrastructure Recovery Project

The Authority is an active member of the Cardwell Esplanade and Marine Infrastructure Recovery Project Steering Committee. On 26 June 2012, the Honourable Jeff Seeney MP, Deputy Premier and Minister for State Development, Infrastructure and Planning announced the \$32.47 million contract to reconstruct Cardwell had been awarded to See Civil Pty Ltd. It is expected that works will commence in mid-2012.

Works have also commenced on Dunk Island to restore Council assets within the camping ground. All works are expected to be completed prior to the September school holidays. Works on jetties at both Dunk Island are expected to commence in October 2012.

## Recovery Projects

The Authority continually provides assistance to a number of Councils supporting the streamlining of development applications associated with recovery and reconstruction projects. The Authority is actively supporting Brisbane City Council with a number of projects and will also support the approvals process for the RiverWalk and Ferry Terminals.

## 6.2 Damage Assessment and Reconstruction Monitoring - DARMsys™

A key success factor in recovery and rebuilding from natural disasters is undertaking structured and planned assessments of damage and commencing reconstruction as early as possible.

The devastating weather events in 2011 underlined the importance of gathering early, comprehensive and accurate damage assessment information on the extent of damage as soon as safely possible after the event.

Assessments commenced in July 2011 and were undertaken by the Authority and Building Services Authority staff.

The aim of DARMsys™ is to ensure the Queensland Government has the capability to undertake timely and accurate damage assessments and monitor the reconstruction effort in a way that enables the State to respond and recover as soon as possible from any future disaster event. Learn more at [www.qldra.org.au/about/darmsys](http://www.qldra.org.au/about/darmsys)

A total of 1,400 residential properties were damaged over the 2012 event period, consisting of:

- 832 - Western Queensland Floods
- 145 - Townsville Storm Event
- 108 - Sunshine Coast February Event
- 315 - Sunshine Coast March Event

*(Source: the Authority June 2012)*

### Upcoming Reconstruction Monitoring:

Western floods

- July 2012

Sunshine Coast Region Flooding

- August 2012

Townsville Storm

- September 2012

### Western Floods Region Flooding Update

*(February 2012 event)*

The Authority has planned reconstruction audits for this region to be conducted in July 2012 targeting approximately 697 properties.

### Sunshine Coast Region Flooding Update

*(February & March 2012 events)*

The Authority has planned reconstruction audits for this region to be conducted in August 2012 targeting approximately 200 properties.

### Cyclone Yasi Update *(February 2011 event)*

The Authority completed planned reconstruction audits in the Cyclone Yasi region between 18-21 June 2012.

Data from the June 2012 Cyclone Yasi region audit indicates that:

- Of the 2,665 assessed in the Cassowary Coast and Hinchinbrook regions, 95.6% (2,548) are no longer damaged, repaired, or have work commenced. This is up from:
  - 2,493 in March 2012;
  - 2,374 in November 2011;
  - 1,882 in September 2011; and
  - 1,132 in June 2011.
- 205 properties remain damaged (190 in Cassowary Coast & 15 in Hinchinbrook Shire) with 88 having work underway (80 in Cassowary Coast and 8 in Hinchinbrook Shire).
- The Authority has no more planned reconstruction audits for the Cyclone Yasi region.

### Townsville Storm Update *(March 2012 event)*

The Authority completed planned reconstruction audits in the Townsville Storm region between 18-21 June 2012.

Data from the June 2012 Townsville Storm region audit indicates that:

- Of the 247 buildings assessed for the Townsville Storm, 83.8% (207) are no longer damaged, repaired, or have work commenced. This is up from the 162 damaged from the March event.
- The Authority has a planned reconstruction audit for this region to be conducted in September 2012, targeting 65 properties.

*(Source: the Authority June 2012)*

## Appendix A: Local Government Areas by Region

