



Severe Tropical Cyclone Debbie 8 month progress report

December 2017

STATE RECOVERY PLAN 2017-2019

Operation Queensland Recovery

Working to recover, reconnect and rebuild more resilient Queensland communities following the effects of Severe Tropical Cyclone Debbie



Brendan Moon, Chief Executive Officer
Queensland Reconstruction Authority
and State Recovery Policy and Planning
Coordinator

Dear Major General Wilson

I am pleased to present the eight month report on Queensland's recovery from the impacts of Severe Tropical Cyclone (STC) Debbie.

As lead agency for disaster recovery, resilience and mitigation policy in Queensland and commensurate with my role as the State Recovery Policy and Planning Coordinator, the Queensland Reconstruction Authority continues to manage and coordinate recovery efforts from STC Debbie, in line with the *State Recovery Plan 2017-2019 Operation Queensland Recovery*.

STC Debbie was the worst natural disaster to hit Queensland since the 2010-11 Floods and Severe Tropical Cyclone Yasi February 2011.

The widespread damage has resulted in 36 local governments activated for assistance under the joint Commonwealth-State Natural Disaster Relief and Recovery Arrangements (NDRRA). Impacts included more than \$800 million in damage to essential public infrastructure as well as some \$450 million damage to the agriculture industry and more than \$150 million in losses to the tourism industry.

The Queensland Reconstruction Authority continues to work with local governments and communities to ensure their infrastructure, economies and environment are rebuilt in a way that makes them stronger and more able to quickly recover in the future.

This report provides a snapshot of progress towards the state's recovery and reconstruction in the past eight months and outlines key achievements across the impacted communities. It also provides an update on progress in resilience and mitigation activities.

I commend the report to you and recommend its release to the Minister for State Development, Manufacturing, Infrastructure and Planning, Cameron Dick, MP.

Yours sincerely

Brendan Moon
Chief Executive Officer
Queensland Reconstruction Authority

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Cover

Images of damage, recovery and reconstruction associated with Severe Tropical Cyclone Debbie.

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Information security

This document has been classified using the Queensland Government Information Security Classification Framework (QGISCF) as PUBLIC and will be managed according to the requirements of the QGISCF.

Section 1:

Executive summary

Severe Tropical Cyclone Debbie

Queensland's 8 month recovery progress achievements

Three concurrent weather events



From 28 March – 6 April 2017:

1. STC Debbie and flooding in North Queensland
2. Rapid on-set flooding in south-east Queensland
3. Slow on-set flooding in Central Queensland

Damage estimates statewide



- \$700 million to public infrastructure
- \$450 million to agriculture
- \$150 million loss to the tourism industry
- 3350 properties damaged and of these 944 were uninhabitable
- \$1.612 billion insurance losses with 58% being domestic and 42% commercial¹
- 73,258 insurance claims with 88% of claims now closed¹

Natural Disaster Relief and Recovery Arrangements

NDRRA

- 36 local governments activated
- \$142 million in payments to councils and state agencies
- assistance measures have reached communities in Whitsunday, Mackay, Hinchinbrook, Rockhampton, Isaac, Gold Coast, North Burnett, Banana, Charters Towers, Woorabinda, Logan, Scenic Rim, Goondiwindi, Livingstone and South Burnett council areas

The \$96.2 million Category D Funding Package includes:

- \$41.9 million – Resilient Infrastructure (Betterment)
- \$35 million – Environmental Recovery
- \$2.1 million – Economic Recovery
- \$17.3 million – Local Council Package

The \$17.3 million Category D Local Council Package includes:

- \$15.2 million for Shute Harbour in the Whitsundays
- \$1.23 million for the Bluewater Trail in Mackay
- \$850,000 for the revitalisation of Airlie Beach

Human and social recovery



- 77% of damaged properties now recovered
- restoration continues on 735 homes
- 73,202 calls to Community Recovery Hotline
- 163,631 people assisted with grants, personal support, outreach visits and phone calls
- \$32.6 million NDRRA assistance payments to 120,000 people
- \$14.9 million Community Recovery Fund under NDRRA Category C to restore social networks and build community resilience
- 18,800 outreach visits
- 24,041 face-to-face hours of personal support
- 86,917 matches for donated goods and services via GIVIT².



Economic recovery



- \$10 million Tourism and Small Business Recovery package
- \$13.59 million NDRRA Category C Special Disaster Assistance (Clean-up and Recovery Grants) for 1623 impacted primary producers, \$2.97 million for 431 small businesses, and \$506,748 for 75 non-profit organisations, totalling \$17.07 million.



Environmental recovery

- 1.5 million hectares of protected areas were impacted
- All parks and forests are now either open or partially open
- All fire breaks have been repaired
- \$35 million Environmental Recovery package



Building recovery

- 310 applications for Emergency Housing Assistance received support such as bond loans, rent assistance and RentConnect support
- 1242 state-owned buildings were affected and 99% of tasks are now completed



Roads and transport recovery

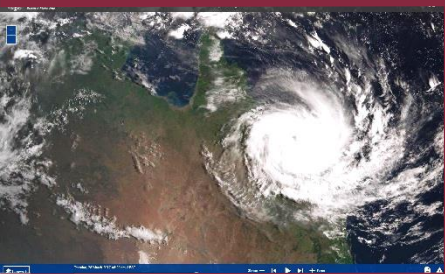
- Impacted roads have reopened or detours have been provided
- All STC Debbie reconstruction works will be completed by 30 June 2019 in line with the NDRRA funding timeline



The *STC Debbie 8 Month Progress Report* is available at www.qldreconstruction.org.au.

Data is based on 8 month recovery reporting at 28 November 2017 and data sources are:

Queensland Government (STC Debbie Functional Recovery Groups); ¹ Insurance Council of Australia; and ² GIVIT.



December 2017

Summary of 8 month STC Debbie recovery progress report

Background

Eight months after Severe Tropical Cyclone (STC) Debbie crossed the coast at Airlie Beach on 28 March 2017 causing widespread destruction, it is timely to report on Queensland's recovery progress.

The STC Debbie Category 4 system hit coastal communities with isolated rainfalls of 400mm and wind gusts of up to 265 km per hour. Tragically lives were lost, homes and businesses were destroyed and damaged, and many thousands of lives were impacted. From the Whitsundays to the NSW border, almost half of Queensland felt the impacts of STC Debbie.

Queensland responded to three concurrent events: the impact of STC Debbie and flooding in North Queensland; the rapid on-set flooding in South East Queensland; and slow on-set flooding in Central Queensland.

STC Debbie had wide-ranging and far-reaching impacts on Queensland communities and the farming, tourism, environment and resources sectors. Damage estimates to public infrastructure exceeded \$700 million, with a \$450 million impact to agriculture and over \$150 million in losses to the tourism industry.

STC Debbie now ranks as the second-most expensive cyclone in Australian history according to the Insurance Council of Australia, and the most expensive cyclone to hit Queensland. After STC Debbie, 3350 properties were identified as being damaged through both initial and subsequent damage assessments, grants processes and council advice, and 944 properties were uninhabitable.

More than 73,202 calls for assistance were made to the Community Recovery Hotline, and 310 requests for Emergency Housing Assistance were received.

Recovery

Leadership of the recovery efforts by the State Recovery Coordinator (SRC) Brigadier Christopher Field from 28 March – 10 April 2017 involved working closely with the Deputy SRCs and Local Disaster Management Groups. In the SRC role, Brigadier Field visited 150 communities and travelled over 44,000 km enabling development of the [State Recovery Plan 2017-2019 – Operation Queensland Recovery](#), the plan to recover, reconnect and rebuild more resilient communities.

Recovery and rebuilding Queensland communities is a top priority for the Queensland Government and there has been significant progress against the objectives of *Operation Queensland Recovery*. The plan





outlines the guiding principles that define recovery success, Queensland’s framework for recovery, and the enduring partnerships for locally-led recovery to reconnect and rebuild more resilient communities.

As part of the *State Recovery Plan 2017-2019 – Operation Queensland Recovery*, Local Recovery Plans were developed by the eight most impacted councils and these plans capture the vision, impacts, priorities for reconstruction and timelines. Generally local recovery in North and Central Queensland is progressing well and on track. The Whitsundays area has experienced some challenges to recovery due to the nature and scope of the impacts of STC Debbie. Recovery in South East Queensland is progressing well against the impacted council’s Local Recovery Plans.

The [STC Debbie – 8 month progress report](#) outlines key achievements across impacted communities including detailed analytics, case studies and progress in resilience and mitigation activities. It includes updates on the status of community recovery as reported across the five functional areas of recovery: human and social; economic; environment; roads and transport; and building.

Natural Disaster Relief and Recovery Arrangements (NDRRA)

36 local governments were activated for NDRRA assistance following STC Debbie and more than \$142 million in NDRRA payments have been delivered to councils and state agencies. These measures have reached communities in the following council areas:

- Whitsunday Regional Council
- Mackay Regional Council
- Hinchinbrook Shire Council
- Rockhampton Regional Council
- Isaac Regional Council
- City of Gold Coast
- Logan City Council
- Scenic Rim Regional Council
- North Burnett Regional Council
- Banana Shire Council
- Charters Towers Regional Council
- Woorabinda Aboriginal Shire Council
- Goondiwindi Regional Council
- Livingstone Shire Council
- South Burnett Regional Council.

Joint Federal and State funding made through the NDRRA included: Personal Hardship Assistance; Counter Disaster Operations; the Restoration of Essential Public Assets; Freight Subsidies for Primary Producers; and Concessional Loans for Primary Producers, Small Businesses, and Non-Profit Organisations. More than 163,631 individuals had received assistance in the form of grants, personal support, outreach visits and phone calls at 1 December 2017, and more than \$32.6 million had been paid under NDRRA assistance for individuals with 120,000 people already assisted with payments. 99 per cent of all grant applications were finalised eight months post STC Debbie.

As of 28 November 2017, there have been 18,800 outreach visits and 24,041 face-to-face hours of personal support delivered.

Due to the exceptional circumstances of STC Debbie, additional extraordinary assistance relief measures were activated for community recovery.





\$17.07 million had been approved for payment under NDRRA as Special Disaster Assistance for Clean-up and Recovery Grants at 1 December 2017 with \$13.59 million for 1623 impacted primary producers, over \$2.97 million for 431 small businesses, and more than \$509,748 for 75 non-profit organisations. Primary producers and small businesses impacted by STC Debbie now have until 12 January 2018 to apply for NDRRA Recovery Grants of up to \$25,000.

A jointly funded \$96.2 million NDRRA package for extraordinary assistance includes: \$41.9 million Resilient Infrastructure (Betterment) package; \$35 million Environmental Recovery package; \$2.1 million Economic Recovery package; and a \$17.3 million Local Council Package. Projects approved under the Local Council Package include: \$15.2 million for Shute Harbour in the Whitsundays; \$1.23 million for the Bluewater Trail in Mackay; and \$850,000 for the revitalisation of Airlie Beach.

Other assistance

GIVIT's partnership with the Queensland Government was activated to match donations to community need following STC Debbie. At 1 December 2017, GIVIT had received public offers of donated goods and services, including corporate donations, and had successfully matched 86,912 items for impacted communities. GIVIT also assisted community recovery by distributing priority items including beds, bedding, clothing, fridges and IGA vouchers.

The tourism industry's recovery is progressing with the assistance of the Queensland Government's \$10 million Tourism and Small Business Recovery package for cyclone affected areas of the Whitsundays and Central Queensland.

Environmental recovery is progressing well after 1.5 million hectares of protected areas were impacted. Of the 223 protected areas affected, all parks and forests are either open or partially open. All fire breaks have been repaired, with 236 km of fire breaks re-established.

Queensland's road repair program is on track and impacted roads have reopened or detours have been provided to ensure access to transport and reconnection for local communities, economies, agricultural and resource sectors. All STC Debbie reconstruction works will be completed by 30 June 2019 in line with the NDRRA funding timeline.

Monitoring recovery

To capture the progress of rebuilding private homes since STC Debbie, follow-up damage assessment visits were conducted at both three and six months post STC Debbie in Mackay, Whitsunday, Isaac, Logan, Scenic Rim and the Gold Coast Council areas, and at three months post STC Debbie in the Rockhampton and Livingstone areas. This damage assessment data is provided to relevant local governments and state





agencies to quantify building recovery and to provide targeted assistance.

Reconstruction monitoring was undertaken by QRA in October 2017 to gauge recovery of private and commercial properties six months after STC Debbie's impact. Six months post STC Debbie 77 per cent of 3350 properties are no longer damaged, eight per cent have repairs underway, and 15 per cent are awaiting repair.

For comparison, five months after Cyclone Oswald (January 2013) 62 per cent of 4828 damaged properties were no longer damaged, and six months post Cyclone Marcia (February 2015), 80 per cent of 2108 properties were no longer damaged.

Of the 735 properties assessed as still damaged six months after STC Debbie, the majority only had minor (337) or moderate (276) damage and a reduced number were still severely damaged and uninhabitable (102) or destroyed (20). QRA will reassess 715 properties again in early 2018. Repairs to government owned buildings are 97 per cent complete.

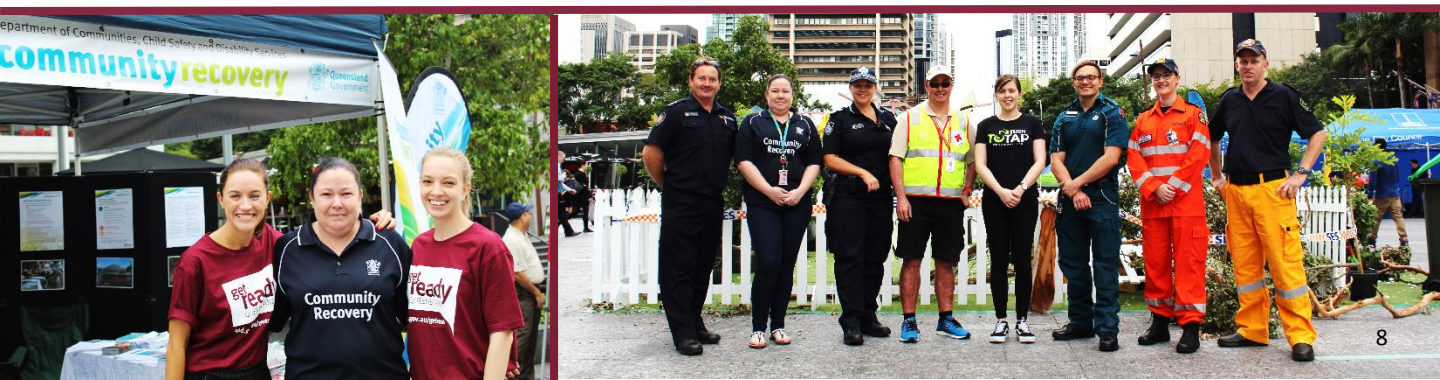
The majority of properties with ongoing reconstruction work six months post STC Debbie were in Whitsunday Regional Council (508 with 95 tarped), Mackay Regional Council (154 with 7 tarped), Gold Coast City Council and Logan City Council (30 each with 2 tarped on the Gold Coast), and Scenic Rim Regional Council (13).

While the community is recovering well as a whole eight months on from STC Debbie, there are particular sectors within the community that are still in need of support. QRA is working closely with local recovery partners, and engaging resources to develop and implement strategies to address outstanding recovery issues.

Following STC Debbie, gaps in relief and recovery operations and planning are being identified, analysed and addressed by QRA in consultation with other agencies.

Incorporating Queensland's learnings from STC Debbie, the [Queensland Recovery Plan](#) is a sub-plan to the [Queensland State Disaster Management Plan \(2016\)](#) and replaces the *Interim Queensland Recovery Plan*.

The [STC Debbie – 8 month progress report](#) and summary are both available for download at www.qldreconstruction.org.au.



STC Debbie – LGA activations under NDRRA

As at 28 November 2017 the following Local Government Areas (LGAs) had been activated for Natural Disaster Relief and Recovery Arrangements (NDRRA) following STC Debbie:

GRANT ASSISTANCE ACTIVATIONS													Activated			AGDRP	
NDRRA													Approved, awaiting C'th announcemnt				
													Pending request				
Category	A	A/B	B	B			B	B	C			DRP	DRA				
LGA	PHAS	CDO	ESSR	Working Cap			REPA	Freight subs	Concessional loans			Special Disaster Assistance Grants					
				PP	NFP	SB			PP	NFP	SB	PP	NFP	SB			
North/Central Queensland																	
Banana																	
Burdekin																	
Bundaberg																	
Central Highlands												*					
Charters Towers																	
Fraser Coast																	
Gladstone																	
Hinchinbrook																	
Isaac												*	*	*			
Livingstone	*											*					
Mackay													*	*			
North Burnett																	
Palm Island																	
Rockhampton	*												*	*			
Townsville																	
Whitsunday																	
Woorabinda												*					
Southern/South East Queensland																	
Balonne																	
Brisbane																	
Gold Coast	*											*					
Goondiwindi																	
Gympie																	
Ipswich																	
Lockyer Valley												*					
Logan	*												*	*			
Maranoa																	
Moreton Bay																	
Noosa																	
Redland																	
Scenic Rim	*																
Somerset																	
South Burnett																	
Southern Downs																	
Sunshine Coast																	
Toowoomba																	
Western Downs																	

Source: Severe Tropical Cyclone Debbie NDRRA Activation Summary v19 *Part of LGA activated only for measure (see below)

Suburbs activated for PHAS

- Gold Coast** - Advancetown, Alberton, Austinville, Bonogin, Cedar Creek, Currumbin Valley, Lower Beechmont, Luscombe, Mudgeeraba, Natural Bridge, Numinbah Valley, Springbrook, Stapylton, Tallebudgera Valley and Yatala;
- Logan** - Bannockburn, Beenleigh, Bethania, Buccan, Carbrook, Cedar Creek, Cedar Grove, Cedar Vale, Chambers Flat, Cornubia, Crestmead, Eagleby, Edens Landing, Flagstone, Greenbank, Holmview, Jimboomba, Kingston, Logan Village, Logan Reserve, Loganholme, Loganlea, Marsden, Meadowbrook, Mount Warren Park, Munruben, New Beith, North McLean, Park Ridge South, Slacks Creek, South McLean, Stockleigh, Waterford, Waterford West, Windaroo, Wolffdene, Woodhill, Tanah Merah, Veresdale and Yarrabilba;
- Scenic Rim** - Allenview, Beaudesert, Biddaddaba, Bromelton, Canungra, Christmas Creek, Fassifern Valley, Gleneagle, Harrisville, Hillview, Illinbah, Josephville, Kagaru, Kooralbyn, Laravale, Moogerah, Rathdowney, Tamborine and Tambrookum;
- Livingstone** – Nerimbera;
- Rockhampton** - Alton Downs, Fairy Bower, Pink Lily, Port Curtis, Ridgellands and specific streets in Allenstown, Berserker, Depot Hill, Garnant, Gracemere, Kawana, Koongal, Lakes Creek, Midgee, Nine Mile, Park Avenue, Parkhurst, Rockhampton City, South Yaamba, The Common, The Range, Wandal and West Rockhampton.

Part-LGA activations for Special Disaster Assistance (Clean-up & Recovery) Grants

For the specific areas activated for Category C Grants for Primary Producers, Small Businesses and Non-Profit Organisations, please view the NDRRA Activation Summary available at www.qldreconstruction.org.au/ndrra/ndrra-activations

Acronyms

NFP - Not for Profit organisations

REPA – Restoration of essential public assets

PHAS – Personal hardship assistance scheme

DRP - Disaster Recovery Payment (individuals)

ESSR – Essential Services Safety and Reconnection

Working Cap - Essential Working Capital Loans

DRA - Disaster Recovery Allowance (loss of income)

PP - Primary Producers

CDO – Counter Disaster Operations

SB - Small Business

Freight subs – Freight subsidies for Primary Producers

DRP – Australian Government Disaster Recovery Payment

DRA – Australian Government Disaster Recovery Allowance

Section 2:

Recovery

2.1 Recovery reporting

Reporting and monitoring success

The [State Recovery Plan 2017-2019 – Operation Queensland Recovery](#) is the event specific mechanism that ensures recovery, reconstruction and rebuilding is completed and community connections, preparedness and resilience are enhanced.

This is further achieved through the establishment and operation of Functional and Local Recovery Groups.

QRA has monitored recovery efforts and reported on progress and the effectiveness of interagency responses on a monthly basis to the QRA Board and the Deputy Premier, as the minister responsible for disaster recovery and reconstruction. It is important to note that the metrics reported may have evolved

according to changed priorities and the needs of the communities as recovery has progressed.

This section of the report provides updates on the status of recovery as reported by the Functional Recovery Groups (FRGs) across the five functional areas of recovery: human and social; economic; environment; roads and transport; and building. It provides a detailed account of recovery tasks, timings and metrics for all lines of recovery.



Image: Yatton Creek Bridge, Mackay Regional Council.

State Recovery Plan

The recovery process is guided by the *State Recovery Plan 2017-2019 - Operation Queensland Recovery* (The Plan).

The Plan was developed by the State Recovery Coordinator in consultation with the eight most impacted local governments: Rockhampton, Isaac, Livingstone, Mackay, Whitsunday, Logan, Gold Coast and Scenic Rim.

The Plan was also developed with support from the state level Functional Recovery Groups (FRGs). The five FRGs (Human and Social, Economic, Environment, Building, and Roads and Transport) are responsible for supporting the delivery of recovery efforts across impacted communities. Their role is to coordinate, link and facilitate recovery activities at the state level and across functional group areas. The FRGs leverage existing strong partnerships between local and state government to ensure close collaboration and coordination during the management of recovery activities.

The Plan recognises that communities throughout the state are likely to have varying levels of capacity and capability for recovery and may recover at different rates.

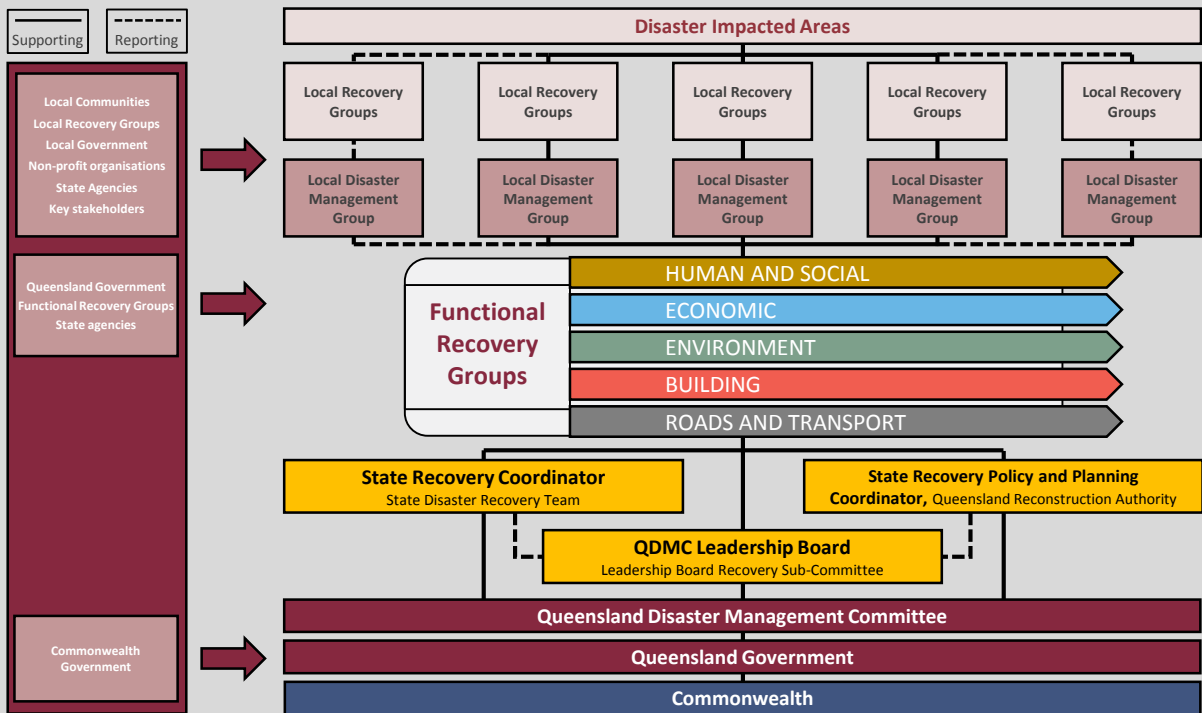


In order to recover, reconnect and rebuild more resilient communities, a spirit of collaboration is imperative, with all agencies working together for the benefit of impacted Queenslanders.

As shown in the **Operation Queensland Recovery Framework** numerous recovery partners work together and are guided by locally led recovery principles that focus on the needs and aspirations of the community.

The *State Recovery Plan 2017-2019 - Operation Queensland Recovery* can be viewed on the QRA website at www.qldreconstruction.org.au

Operation Queensland Recovery Framework



Queensland Recovery Plan

The [Queensland Recovery Plan](#) was prepared by the QRA under the authority of the Queensland Disaster Management Committee (QDMC), and in accordance with section 18(b) of the *Queensland Disaster Management Act 2003*. The *Queensland Recovery Plan* replaced the *Interim Queensland Recovery Plan*.

The *Queensland Recovery Plan* is a sub-plan to the *Queensland State Disaster Management Plan* and is based on learnings from STC Debbie. It is Queensland's principal reference document when planning for and conducting recovery operations across the five functional areas of recovery.

The *Queensland Recovery Plan* aligns with Queensland's disaster management arrangements as legislated in the *Queensland Disaster Management Act 2003* and reflects disaster recovery practices at the local, district and state levels.

The Plan:

- acknowledges local and district level arrangements and plans
- recognises that local and district agencies know their communities best
- uses and builds on existing disaster management structures
- includes a suggested recovery planning methodology
- aims to strengthen the relationship between local, district and state level agency communication and reporting in Recovery.

The *Queensland Recovery Plan* was endorsed by QDMC on 29 August 2017, was publicly released in October 2017, and can be viewed on the QRA website at www.qldreconstruction.org.au.

Implementation of the *Queensland Recovery Plan* will be supported by the Recovery Capability Plan, a key project currently being developed by QRA, along with the recrafted Queensland Disaster Management Guidelines.



Image: QRA presenting workshops on the Queensland Recovery Plan.

QRA's recovery role

Lead agency

QRA is the lead agency responsible for disaster recovery, resilience and mitigation policy in Queensland. It is managing and coordinating recovery efforts from STC Debbie, as articulated in the *State Recovery Plan 2017-2019 - Operation Queensland Recovery*. QRA also leads Queensland Government disaster and flood risk policy and implementation, including the review of Queensland's flood warning gauge network, supported by key agencies.

QRA manages and coordinates the state's program of essential public asset reconstruction within disaster-affected communities and focusses on working with state and local government partners to deliver value for money and best practice expenditure and acquittal of public funds for disaster recovery.

Recovery team

QRA has a dedicated team of recovery specialists with a high level and range of experience and knowledge in recovery operations, planning, policy and capability development. They work closely with local government agencies, functional recovery groups and other recovery partners to facilitate risk mitigation and prepare communities for future disasters.

The Resilience and Recovery Branch of the QRA has established Recovery Officer (RO) positions that are key recovery coordination roles. Based in Brisbane, the ROs work closely with recovery colleagues in the impacted regions. These officers provide critical advice and assistance to local governments for their recovery operations and planning. They also provide essential support within the QRA to facilitate and coordinate disaster recovery capability at the local and district levels throughout the state.

Achievements in support of communities include:

- activation of 36 local governments for assistance under the Natural Disaster Relief and Recovery Arrangements (NDRRA)
- establishment of a \$14.9 million community recovery fund under Category C of the NDRRA
- distribution of \$32.6 million through the Department of Communities, Child Safety and Disability Services (DCCSDS), in Immediate Hardship Assistance Grants
- as at 1 December 2017, QRA had approved payments totalling \$142 million
- ongoing engagement strategies being implemented in North Queensland and South East Queensland area of operations
- presentation of pre-season briefings occurring throughout the state to promote disaster preparedness and resilience.

The ROs are responsible for facilitating recovery planning and outcomes at local and district levels in line with the State Recovery Plan. The ROs support the implementation of local recovery plans for ongoing disaster recovery operations.

2.2 Human and Social Functional Recovery Group

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

Metrics

Human and social recovery metrics	
HS1.	Communities are supported by additional psychological first aid/counselling/financial aid/counselling services
HS2.	Communities are provided with Personal Hardship Assistance Scheme (PHAS) within activated zones
HS3.	Not-for-profit organisations are provided with grant and loan assistance within activated zones
HS4.	Communities are provided with clinical mental health services supported through local Hospital and Health Services (HHS) clinic mental health teams
HS5.	Communities are able to access Offers of Assistance

Measures

HS1. Communities are supported by additional counselling services

36,436 clients have received support from funded personal support/psychological first aid services at 28 November 2017, which is the same amount as last month.

There number of outreach visits at 28 November was 23,653 visits.

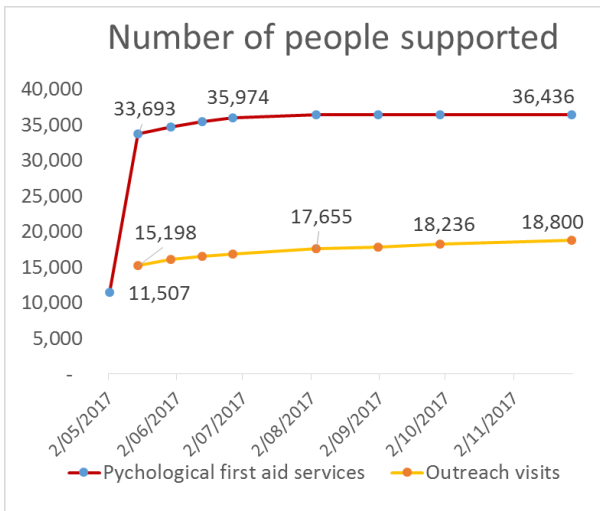


Figure 3. Number of people supported through outreach visits and psychological first aid services at 28 November 2017. Reference - Measure HS2.3.

HS2. Communities are provided with PHAS within activated zones

There are various grants available through Personal Hardship Assistance Scheme (PHAS). As at 28 November 2017 there have been 119,917 people assisted with 74,323 applications being paid a total of \$32,644,792 in payments.

At 28 November 2017, there were still 37 applications still in progress and 24,531 applications had been deemed not eligible.

PHAS Applications by Status

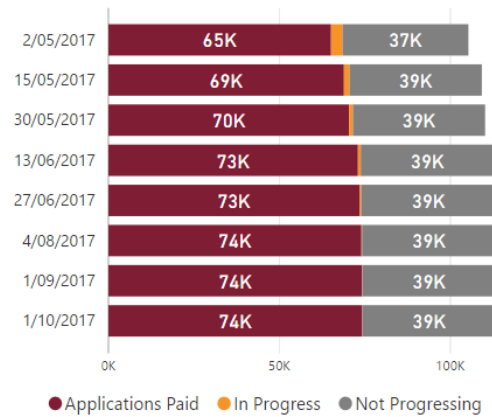


Figure 4. PHAS applications by status. Reference - Measure HS2.2.

Figure 5 provides a detailed breakdown on the direct client service delivery activities, as at 28 November 2017.

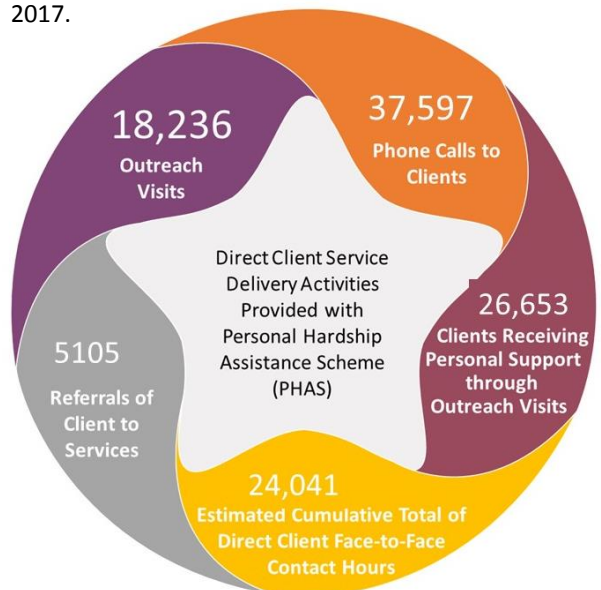


Figure 5. Direct client service delivery activities provided with PHAS. Reference - Measure HS2.3.

As at 28 November 2017, the Community Recovery Hotline had received 73,202 phone calls.

The hotline also returned a large number of referred phone calls. At 28 November 2017, the Community Recovery Hotline had returned 9135 phone calls which have been referred.

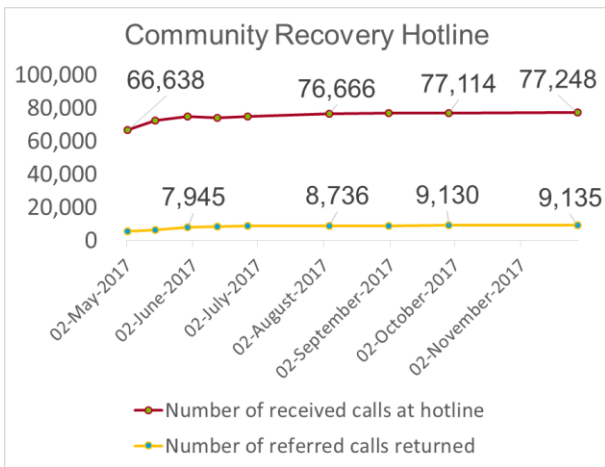


Figure 6. Recovery hotlines. Reference - Measure HS2.1.

HS3. Not-for-Profit Organisations are provided with Grant and Loan assistance within activated zones

As at 28 November 2017, five Non Profit Category B loans and grants applications had been received for the Natural Disaster Assistance Scheme with four being paid, totalling \$380,000 in paid grants.

There have also been 104 Category C Special Disaster Assistance applications submitted, with 75 approved, and this equates to a total value of \$509,748 in grants paid.

HS4. Communities are provided with clinical mental health services supported through local Hospital and Health Services (HHS) clinic mental health teams

As at 28 November 2017, there were 189 clients receiving support from HHS mental health services.

Mental health

This component of the Community Recovery Fund (CRF) is progressing and recruitment has commenced.

North Queensland Region (Whitsunday and Mackay)

- Staff are on the ground with approximately 400 school children screened as part of the your support component of the package.
- Teacher training sessions are being rolled out
- Parent seminars are planned in October to align with State disaster planning month.
- Team working with children and families from Sarina range and Eton Valley impacted by STC Debbie.
- Additional screening will be progressed during Term 4 of the school year

South East Queensland Region

- Two positions have been recruited.
- Work has begun screening with approximately 60 referrals.
- A treatment model has been developed that can be shared across HHS.

Central Queensland region

- Recruiting for positions is underway.

Recovery Capability Plan

The Recovery Capability Plan project aims to address a range of gaps in relief and recovery operations and planning. These have been identified in various disaster management reviews, recovery experiences from STC Debbie, and recommendations provided by Brigadier Field during his tenure as SRC. The capability plan will also support the implementation of the Queensland Recovery Plan and the recrafted DM Guidelines.

QRA is currently in consultation with other agencies to develop a strategy to better understand current recovery planning capabilities and challenges at the local level. The findings will inform the Recovery Capability Plan.

Implementation of the Recovery Capability Plan will be led by the QRA, in conjunction with relevant recovery stakeholders.

STC Debbie State Recovery Coordinator and State Recovery Policy and Planning Coordinator

- On 28 March 2017, Townsville-based Army Brigadier Christopher Field was appointed by the Premier as State Recovery Coordinator (SRC) to lead the recovery efforts and to ensure the state recovery plan was developed.
- On 10 April 2017 it was announced Brigadier Field would be supported, by two Deputy SRCs (DSRCs):
 - in the North by Queensland Fire and Emergency Services Acting Assistant Commissioner Kevin Walsh who was DSRC from 10 April to 28 July 2017
 - in the South East Region, Queensland Police Service Superintendent Charysse Pond who was DSRC from 10 April 2017 to 28 July 2017.
- On Friday 2 June 2017, Brigadier Field finalised his duties having completed transition of his responsibilities for recovery coordination to the State Recovery Policy and Planning Coordinator (SRPPC), Mr Brendan Moon, CEO Queensland Reconstruction Authority (QRA) and the DSRCs. In his 67 days in the role, Brigadier Field:
 - led recovery operations in conjunction with the Local Disaster Management Groups
 - led & collaboratively enabled the development of the *State Recovery Plan 2017-2019 - Operation Queensland Recovery* and eight Local Recovery Plans
 - visited 150 communities
 - travelled over 44,000km.
- On 28 July 2017, both DSRCs North and South transitioned their responsibilities to the SRPPC, at which time they returned to their home agencies.
- On June 2016, the Premier appointed the QRA Chief Executive Officer as the State Recovery Policy and Planning Coordinator (SRPPC) to assist in the effective recovery of communities following natural disasters.
- On Friday 2 June 2017 the SRPPC assumed overall responsibility for the coordination of recovery operations.
- QRA developed and implemented a STC Debbie Recovery Engagement Plan to provide a structured approach to support those councils requiring assistance, and to coordinate and drive their recovery efforts as documented in their Local Recovery Plans (refer to Annex A of the *Operation Queensland Recovery Plan*).



Image: Deputy Premier Jackie Trad and State Recovery Coordinator Brigadier Chris Field inspecting damage in Whitsunday Regional Council from Severe Tropical Cyclone Debbie.

GIVIT

The Queensland Government (through the QRA) has partnered with GIVIT through a service agreement to provide a mechanism to register and match donations with community need as a result of relevant disaster events. This service agreement is managed by the GIVIT Steering Committee (chaired by QRA), in accordance with the Queensland Policy for Offers of Assistance and the Queensland Offers of Assistance Guidelines. It aims to harness the goodwill and generosity of corporate and other donors wishing to donate goods and services and ensure that these offers are followed up and acted upon in a timely manner. The service agreement also aims to enable GIVIT, in conjunction with affected local governments, to identify the needs in the community during disaster recovery and if necessary, broker donations to meet specific requests.

GIVIT activated during STC Debbie to facilitate the coordination between government agencies, local councils and not-for-profit organisations to identify the immediate and long term needs of affected communities.

During the eight months since STC Debbie, GIVIT assisted communities to recover by distributing priority items including: beds, bedding, clothing, fridges, as well as items identified by community service providers as being essential and urgent. 100 per cent of funds donated to GIVIT are spent locally in affected regions to assist in the recovery of the local economy.

As at 1 December 2017, GIVIT had received 86,917 public offers of donated goods and services. Over 3,354 households have been assisted to date. IGA vouchers were distributed upon request by community service providers and support agencies.



Case study Exercising

A desktop recovery exercise was undertaken on 8 August 2017 by the State Disaster Coordination Group. Developed by the Queensland Police Service (QPS) Disaster Management Unit, the exercise was based on a catastrophic flood event in the Brisbane region and explored the transition from response operations to recovery operations. The findings informed the development of the *Queensland Recovery Plan* and scoping of the recovery surge models for future recovery operations that will be undertaken by QRA.



HS5. Communities are able to access offers of assistance

There has been a steady increase in the amount of dollars raised through the appeal. As at 28 November 2017, the total value of donations to the appeal is \$2,414,593.

As at 1 December 2017, GIVIT had received 86,917 public offers of donated goods and services. Over 3354 household have been assisted to date.

As at 28 November 2017, the Volunteering Queensland EVCREW program had received 1978 offers of volunteering with 352 matches.

There are currently 13 volunteering activities being supported.

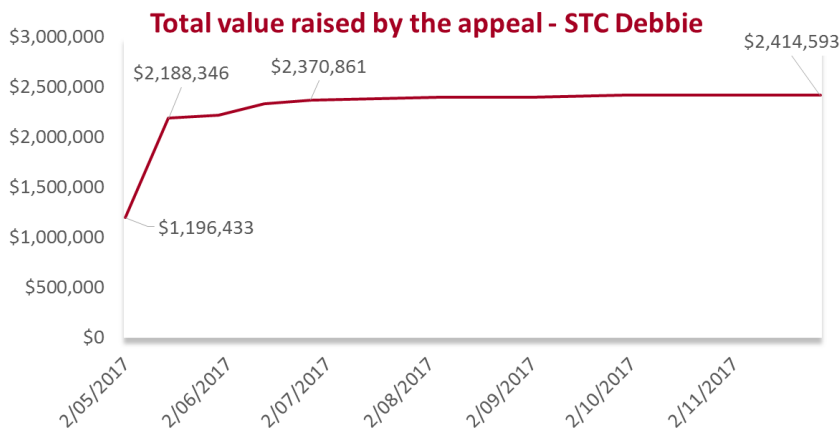


Figure 8. Total value raised by disaster appeal and donations. Reference - Measure HS5.5.



Image: Community Recovery staff in Mackay coordinating operations.

Case study

SEQ Region TC Debbie Case Coordination Panel

The South East Region TC Debbie Case Coordination Panel has been a positive addition to the provision of human and social recovery services. For the first time, this Panel has been implemented and, at 1 December 2017, four meetings had been held with twelve cases presented to the Panel for consideration of support needs.

Cases presented to the Panel have included people with funding gaps between what is required for structural and essential services recovery, and what is available through the grants system. Cases reviewed include a range of complex human and social impacts to people following a disaster event including exacerbation of existing issues and trigger points in the community. Issues discussed are quite personal and sensitive for the people impacted and Panel members are required to sign confidentiality agreements.

Agencies attending the fortnightly case coordination panel include: representatives from three local government areas (Logan, Scenic Rim and Gold Coast); St Vincent de Paul; Salvation Army; Red Cross; GIVIT; Department of Housing and Public Works; Uniting Care Community and Queensland Health. Department of Communities Child Safety and Disability Services (DCCSDS) provide secretariat support to the panel meetings and act as lead case manager until cases are appropriately referred to other agencies. As Category C counselling services (general and financial) are provided more cases will be transitioned.

The Panel has led to some positive outcomes for disaster affected individuals and families, including financial assistance that may not have been otherwise provided and range of other material and in-kind support.



Image: South East Region TC Debbie Case Coordination Panel members.

2.3 Economic Functional Recovery Group

Economic recovery focuses on restoring businesses to operation, growing them and improving overall economic conditions across the state.

Metrics

Economic Recovery Metrics

- EC1. Tourism Industry Impact
- EC2. NDRRA financial assistance to primary producers and small business

Measures

EC1. Tourism industry impact

Tourism visitation numbers are reported quarterly by Tourism and Events Queensland (TEQ).

The number of international overnight visits between Quarter 3 (Q3) and Quarter 4 (Q4) 16/17 has seen a slight increase of 52,000 visits.

International Overnight Visits per Quarter

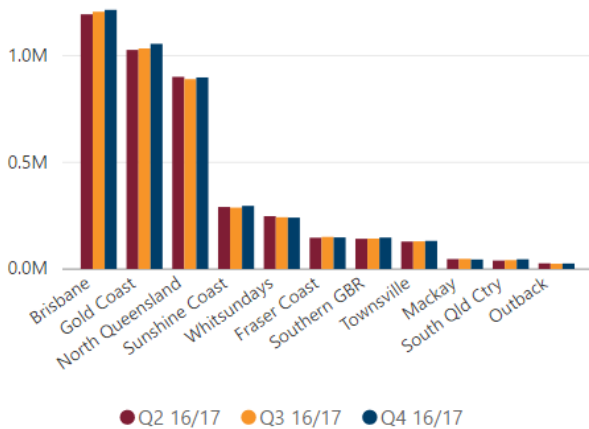


Figure 9. International overnight visits per quarter.
Reference - Measure EC1.1.

Figure 10 illustrates that the number of domestic overnight visits between Q3 and Q4 16/17 has seen a much bigger impact with an overall increase of 177,000 visits. Therefore, domestic overnight visits has seen an overall increase of 1.95% between Q3 and Q4 16/17.

Domestic Overnight Visits per Quarter

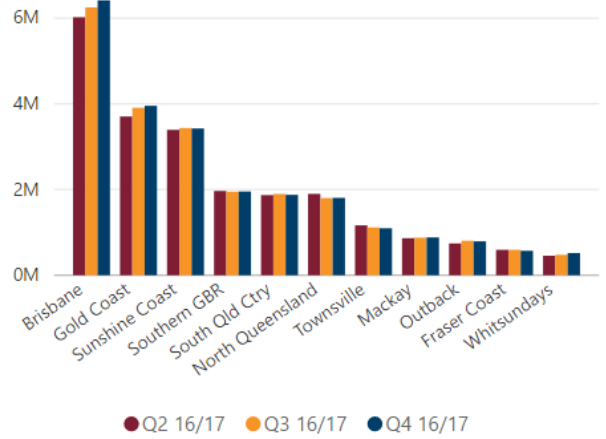


Figure 10. Domestic overnight visits per quarter.
Reference - Measure EC1.1.

TEQ has closely monitored the average length of stay of domestic and international visitors.

Figure 11 shows that the average length of stay for domestic and international visitors has remained relatively consistent with the largest discrepancy being the Outback region. This region has seen an overall increase of 37.5% from Q2 to Q4 16/17 with the largest contributor being from international visitors.

Average Length of Stay per Quarter

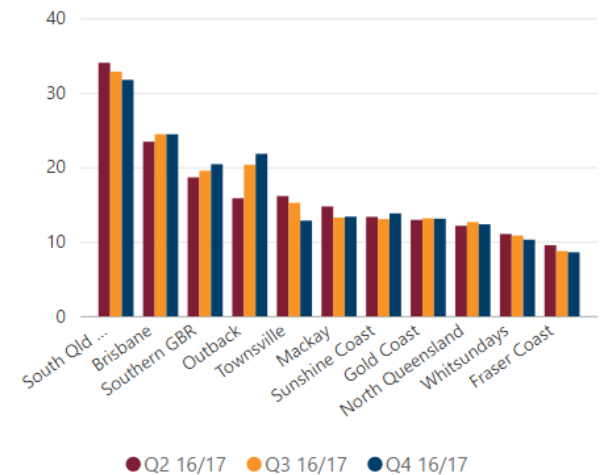


Figure 11. Average length of stay for domestic and international visitors per quarter.
Reference - Measure EC1.1.

EC2. NDRRA financial assistance to primary producers and small business

Primary producers

As at 1 December 2017, 1623 grants have been approved to assist primary producers in the impacted local government areas.

The value of grants being paid has continued to increase with the latest month's funds paid totalling \$13,590,302.

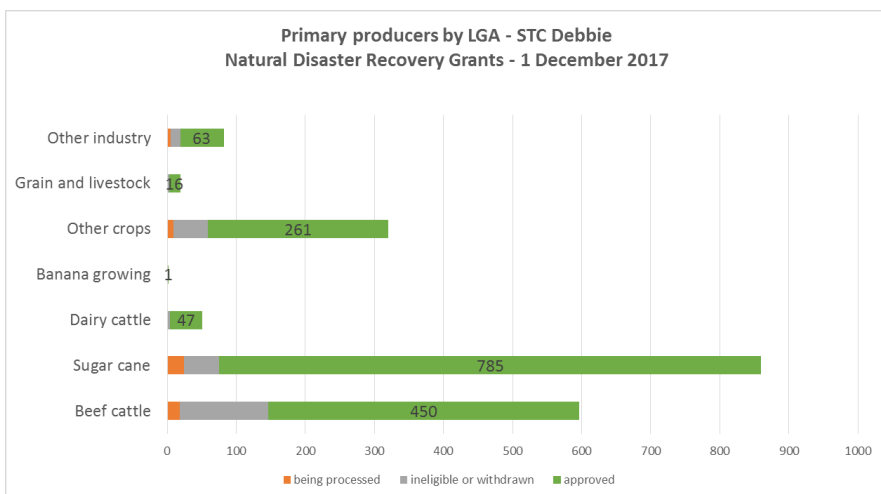


Figure 13. Small business grants. Reference - Measure EC2.1 & EC3.2.

Non-profit

There has been a continued increase in approved applications for non-profit organisations, totalling 75 approved applications and \$509,748 worth of funding at 1 December 2017.

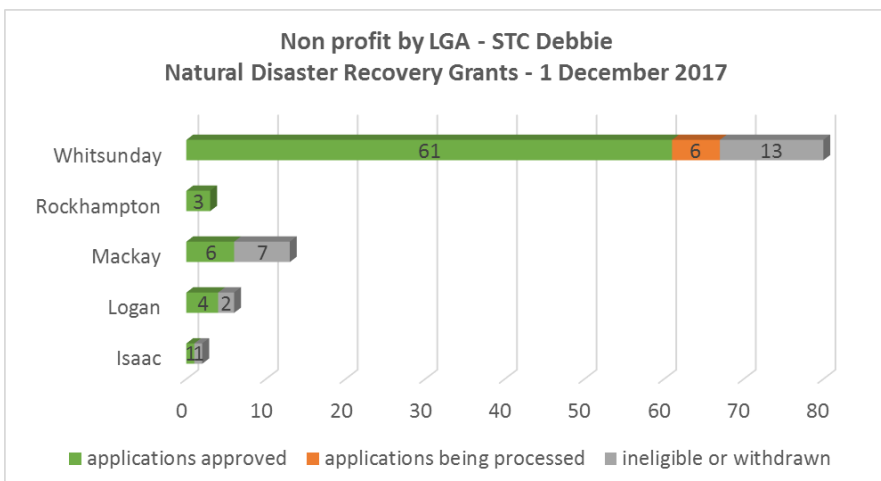


Figure 12. Primary producer grants. Reference - Measure EC3.1 & EC2.2.

Small businesses

Small business applications have also seen an increase in the number of approved applications.

As at 1 December 2017, there have been 431 approved grants, totalling \$2,976,524 worth of funding.

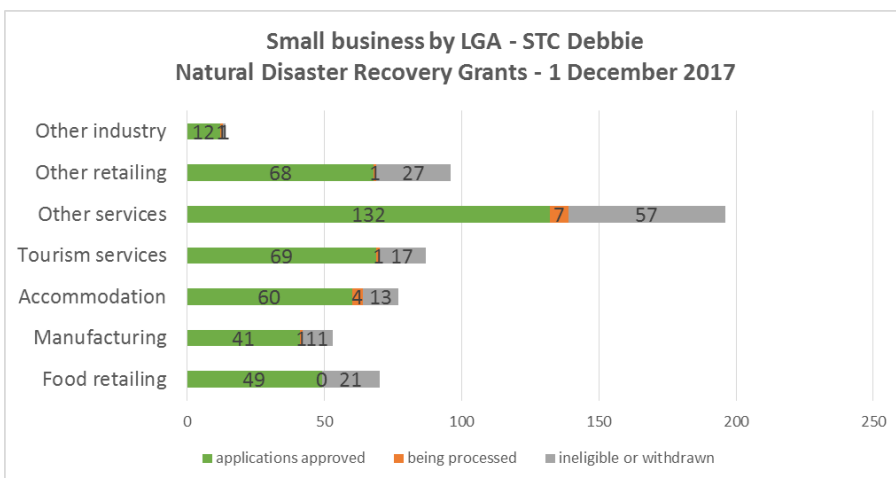


Figure 14. Non-profit grants. Reference - Measure EC2.1 & EC3.2.

Economic Recovery Package

The \$2.1 million NDRRA Category D Economic Recovery Package will address economic recovery needs and aim to build resilience for cyclone and flood prone industries, businesses and communities.

The package will support recovery of industry in and around impacted areas that experienced significant disruption and damage

This package will be delivered through close collaboration between local governments (in affected areas) state government agencies, industry peak bodies, community organisations, emergency management agencies and other key stakeholders.

The Department of Agriculture and Fisheries (DAF) finalised a contract with the Queensland Farmers Federation (QFF), the administrator of the program.

DAF has confirmed that support work is occurring on the ground and will ramp up when contracts are finalised.

Small business – body corporates

Queensland Rural and Industry Development Authority (QRIDA) recently finalised a policy review on eligibility of body corporates for the \$25,000 grants to non-profit organisations.

Body corporates were previously approved as a non-profits organisation due to an interpretation under tax law. However, after examining the Act that they are formed under, QRIDA have determined body corporates are eligible for the grant as a small businesses (not non-profit organisation).

There have been 24 grants of \$25,000 approved for body corporates as non-profits in STC Debbie reporting at 3 November 2017, reclassified from grants for non-profits to grants for small businesses. There is no change to overall numbers or funding only reallocation of funding.

Case study

Funding helps tourism industry bounce back

Four key tourism infrastructure projects in the Whitsunday region will receive funding under a landmark \$7 million joint Federal and Queensland Government funding package to help the tourism industry bounce back from the devastating effects of Tropical Cyclone Debbie.

\$4.5 million of the funding will go to four infrastructure projects located in the Whitsundays, Bowen and Lake Proserpine:

- \$2 million for the Hill Inlet Lookout upgrade and expansion on Whitsunday Island. This work will complement the recently announced Queensland Government commitment of \$2.78 million for the development of a new 20km walking track connecting Whitehaven Beach to Tongue Point.
- \$500 000 to deliver all-weather walking trails with interpretative panels on Border, Langford and Haslewood islands.
- \$1 million to deliver new tourism infrastructure at Peter Faust Dam (Lake Proserpine) which will help support new tourism experiences in the region.
- \$1 million to enhance the existing facilities on Flagstaff Hill in Bowen to support the delivery of Indigenous tourism activities, festivals, cooking classes and farmers markets.

An additional \$2 million Tourism Recovery Fund provided for grants for projects that will drive tourism to the Whitsunday Regional Council area. Funding for projects of \$50 000 or more is available for eligible applicants located in the Whitsunday local government area. Applications are being assessed and applicants will be advised on the status of their application in due course. Successful applicants will be required to enter into a legally binding funding agreement with the Regional Tourism Organisation, Tourism Whitsundays.

In addition, up to \$500 000 will fund coral propagation research and coral gardening. Applications for tourism recovery funding closed on 23 October 2017.

The Tourism Recovery Fund will facilitate recovery through rebuilding and/or creating new tourism experiences/infrastructure that will drive demand, improve quality, and increase tourism expenditure, with flow-on economic benefits across the tourism supply chain.



Image: The Tourism Recovery fund will assist Whitsundays tourism industry to bounce back.

2.4 Environment Functional Recovery Group

Environment recovery is focused on conserving natural resources affected by the disaster and making sure recovery and reconstruction efforts do not impact the Queensland's natural resources.

Metrics

Environment Recovery Metrics	
EN1.	Number of national parks reopened to the public
EN2.	Restoration of infrastructure on DNRM-managed state land
EN3.	Restoration of critical infrastructure to support flood warning and monitoring and water resource management

Measures

EN1. Protected areas affected

Of Queensland's 1040 protected areas, 223 were affected. As at 1 December 2017, 218 have re-opened with 5 remaining partially opened.

Number of Protected Areas Affected by Region

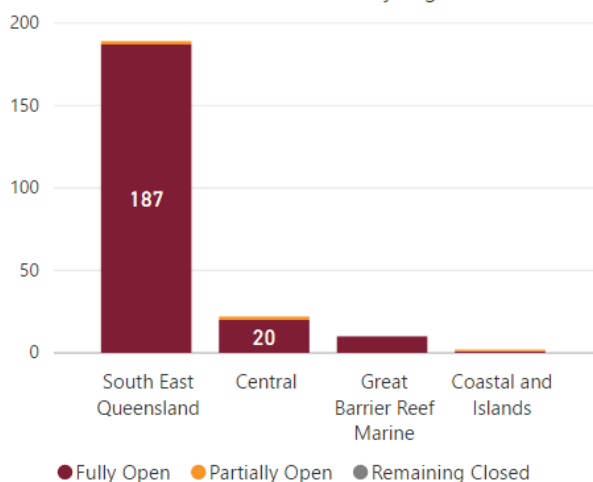


Figure 15. Number of protected areas affected by QPWS region
Reference - Measure EN1.1

Across Queensland, approximately 1.5 million hectares of protected areas have been affected. Refer to Figure 16 for protected areas affected.

Hectares of Protected Areas Affected by QPWS Region

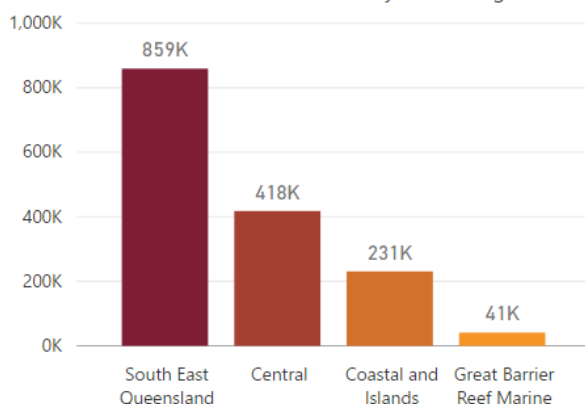


Figure 16. Hectares of Protected Areas Affected by QPWS Region
Reference - Measure EN1.1

EN2. Restoration of infrastructure on DNRM-managed state land

As at 1 December 2017, all fire breaks have been repaired, with 236 km of fire breaks re-established.

Fire Breaks Affected in Central Queensland

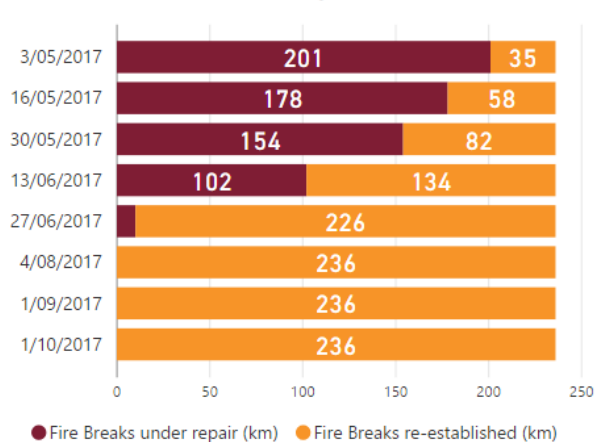


Figure 17. Fire breaks affected in central Queensland
Reference - Measure EN2.1

EN3. Restoration of critical infrastructure to support flood warning and monitoring and water resource management

As at 1 December 2017, four water resource monitoring sites have repairs underway in Queensland Parks and Wildlife Service (QPWS) Central Queensland Region, with eight being fully restored.

In the South Queensland Region five sites have yet to commence repair, with a further five being fully restored.

Environmental Recovery Package

There are five programs, worth \$35 million, to be delivered through the NDRRA Environmental Recovery package:

- Part A: Coastal Works – removal of debris, restoration of mangroves and other coastal vegetation; restoration of beaches
- Part B: Clean-up and restoration of recreational assets, and clean-up of green waste
- Part C: Riparian recovery, weed control and soil conservation
- Part D: Improved mapping and data collection
- Part E: Excess debris removal from watercourses; gully and streambank stabilisation.

On 15 August 2017, eligible councils were invited to submit Expressions of Interest (EOIs) to QRA for Parts A and B of the Environmental Recovery Package. The process closed on 8 September, with 117 EOIs received by QRA from 14 councils. The estimated value of the proposed EOIs is \$31.5 million. QRA is currently seeking more detailed information for projects shortlisted.

The application process for Part C, Part D and Part E is coordinated by the (then) Department of Environment and Heritage Protection (EHP), working closely with Natural Resource Management (NRM) bodies.

This EOI process closed on 18 September 2017, with strong interest shown. EOIs worth more than \$21.9 million were submitted. QRA officers worked with EHP representatives to clarify small elements of the program and respond to a range of eligibility questions.

At 1 December 2017, the update for Category D Environmental Package was as follows:

Coastal Works

- 11 submissions had been received for \$18.343 million, with three submissions approved for \$1.821 million and 8 submissions under assessment for \$16.297 million.

Recreational Assets & Green Waste

- 16 submissions had been received for \$6.08 million, with six submissions approved for \$1.967 million and 10 under assessment for \$2.614 million.

Case study

Pre-wet season compliance inspections

Flooding associated with large rainfall events are a natural occurrence during the wet season (November–March) and can have significant detrimental impacts on operators and the environment.

To ensure mines have appropriately managed risks and are prepared for the coming wet season, the Department of Environment and Heritage Protection (EHP) conducts annual pre-wet season inspections and provides feedback and recommendations to the operators.

As part of these inspections EHP will check to ensure that:

- water management systems and infrastructure are maintained and mine-affected water storages have sufficient additional capacity to accommodate the expected rainfall totals during the course of the wet season
- any additional risks identified are appropriately managed.

EHP's Compliance Officers focus on wet season inspections proactively to ensure operators are prepared and risks of unauthorised discharges are appropriately mitigated.



Image: Compliance Officers conducting wet season inspections.

2.5 Building Functional Recovery Group

Building recovery is aimed at coordinating the planning and implementation of the state-wide rebuilding program. The programs focus is on housing and maximising the efficiency of resource allocation.

Metrics

Building Recovery Metrics

BU1.	Provision of immediate and longer-term temporary accommodation
BU2.	Provision of assistance and advice to support the repair and restoration of state-owned public buildings
BU3.	Provision of building advice and information to support the community in its recovery
BU4.	Provision of advice to the recovery supply chain including contractors, subcontractors and material suppliers

Measures

BU1. Provision of immediate and longer-term temporary accommodation

As at 13 June 2017, all 310 applications for emergency housing assistance had been processed and closed.

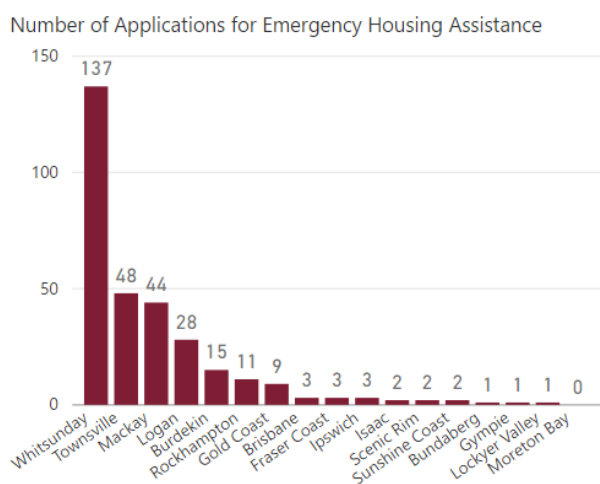


Figure 18. Number of applications for emergency housing assistance. Reference - Measure BU1.2

BU2. Provision of assistance and advice to support the repair and restoration of state-owned public buildings

1242 state-owned public buildings were affected by STC Debbie. The most heavily impacted councils were Mackay and Whitsunday with 490 and 412 buildings affected respectively.

Due to the damage caused by STC Debbie, a large number of repair works have been required for state-owned buildings. At 1 December 2017, 99% (9654 of 9798) of identified tasks have been completed onsite. Service delivery is not impacted by outstanding tasks, with some rescheduled to fit with agency operations.

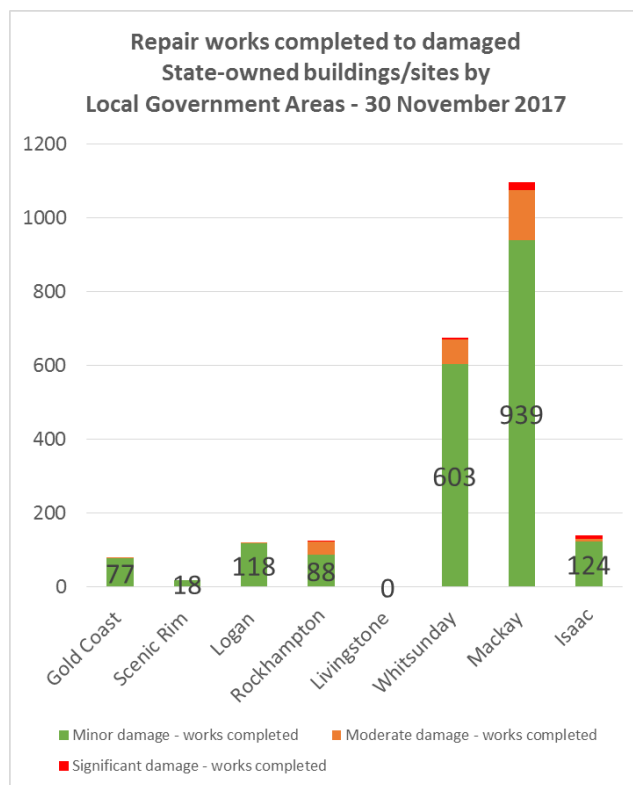
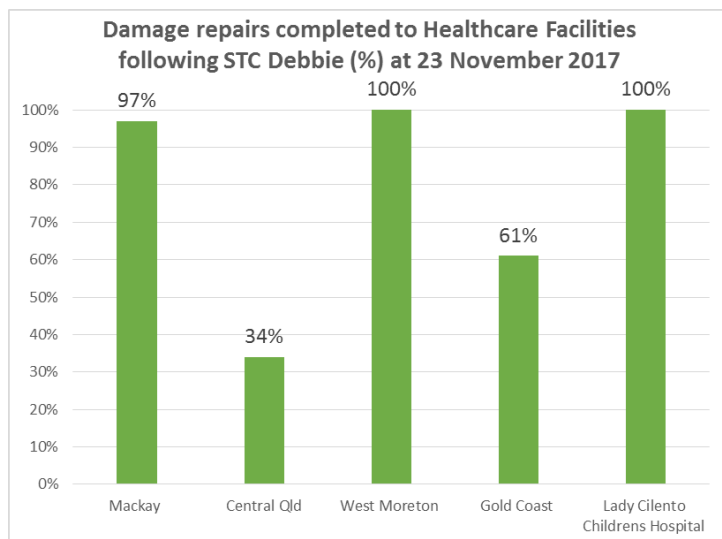


Figure 20. Reference - Measure BU2.1

All hospitals have remained open, with minimal structural damage recorded.

Percentage of damage repaired for healthcare facilities at 23 November 2017 is shown in the graph below.



BU3. Provision of building advice and information to support the community in its recovery

Queensland Building and Construction Commission (QBCC) continues to operate the Building and Tradie Assistance Register and the Building Certifier Register (available at www.qbcc.qld.gov.au/).

A QBCC dedicated web page to rebuilding after a natural disaster can also be found at www.qbcc.qld.gov.au/home-maintenance/rebuilding-after-natural-disaster.

BU4. Provision of advice to the recovery supply chain including contractors, subcontractors and material suppliers

The Building Functional Recovery Group stood down on 29 June 2017. Where needed, members remain available to address emergent issues.

Case study

Damage Assessment and Reconstruction Monitoring system

The effects of STC Debbie on buildings in the impacted regions resulted in damage and disruption to essential services, as well as considerable impacts to building infrastructure including commercial property, housing, education and health facilities.

Soon after impact, Queensland Fire and Emergency Services (QFES) completed 10,763 rapid damage assessments, with 2360 properties assessed as damaged across the state of which 944 properties were assessed as uninhabitable.

The Damage Assessment and Reconstruction Monitoring system (DARMSys™) is a comprehensive and structured damage assessment and reconstruction monitoring system developed by QRA to track the recovery of private and commercial properties.

During the first three weeks of July 2017, a multi-agency team led by QRA field officers revisited impacted residences in the affected local government. This data was provided to relevant local governments, DCCSDS and other State Government departments, as required, to quantify the building recovery and to target ongoing specific assistance.

This process was conducted again in October 2017 in all impacted areas, excluding Rockhampton, Livingstone and Issac, where the previous DARMSys™ operations confirmed that recovery was progressing well. The Recovery Officer is working closely with recovery partners in those areas identified with recovery challenges to address recovery issues and maintain momentum of their recovery initiatives.

Reconstruction monitoring was undertaken again in October 2017 to gauge recovery of private and commercial properties six months after STC Debbie's impact. 2585 properties have recovered, with a further 276 showing clear signs of reconstruction in progress. QRA will reassess 715 properties again in early 2018. Repairs to government owned buildings are 97 per cent complete.

Of the total 3350 properties assessed following STC Debbie, 77 per cent are no longer damaged, eight per cent have repairs underway and 15 per cent are awaiting repair. For comparison, following Cyclone Oswald (January 2013) 38 per cent of a total 4828 damaged properties remained damaged after five months, and following Cyclone Marcia (February 2015), 20 per cent of 2,108 total properties remained damaged after six months.

Of the 735 properties assessed as still damaged six months after STC Debbie (October 2017), the majority only had minor (337) or moderate (276) damage and a reduced number were still severely damaged (102) or destroyed (20). By local government area locality, the majority of properties showing ongoing reconstruction work six months post STC Debbie were in Whitsunday Regional Council (508 with 95 tarped) and Mackay Regional Council (154 with 7 tarped), followed by Gold Coast City Council and Logan City Council (30 each with 2 tarped on the Gold Coast), and Scenic Rim Regional Council (13).

Case study (continued)

**DARMSys™ data by Local Government Area (LGA)
at 6 months post STC Debbie – October 2017**

LGA	No Damage	Minor	Moderate	Severe	Total	Grand Total
Gold Coast City Council	101	16	9	5		131
Logan City Council	236	15	11	3	1	266
Mackay Regional Council	341	76	52	24	2	495
Scenic Rim Regional Council	63	8	5			76
Whitsunday Regional Council	1543	222	199	70	17	2051
Grand Total	2284	337	276	102	20	3019

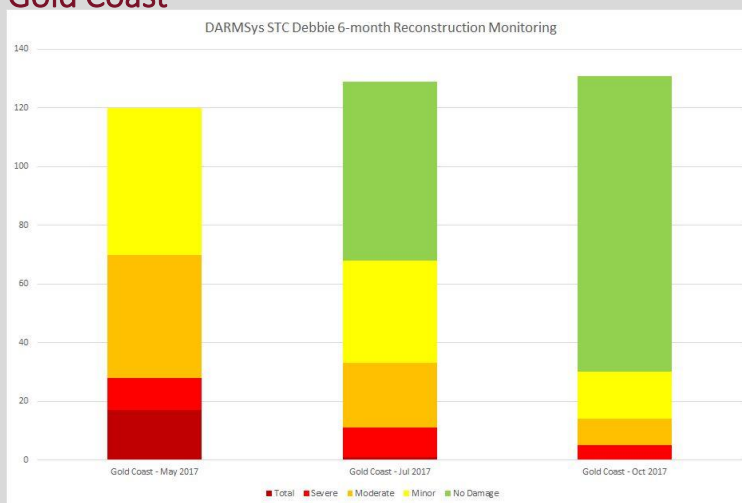
For the 735 properties remaining damaged six months post STC Debbie, the work status was assessed as follows:

LGA	Not Started But Needed	Unknown	Work Commenced	Grand Total
Gold Coast City Council	5	8	17	30
Logan City Council	7	7	16	30
Mackay Regional Council	43	54	57	154
Scenic Rim Regional Council	3	3	7	13
Whitsunday Regional Council	268	73	167	508
Grand Total	326	145	264	735

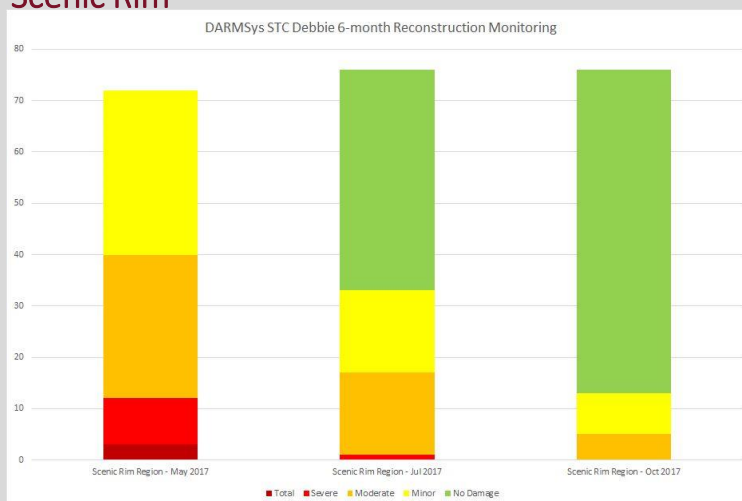


The DARMsys™ graphs illustrate recovery trends. In most areas, recovery of private and commercial properties is continuing.

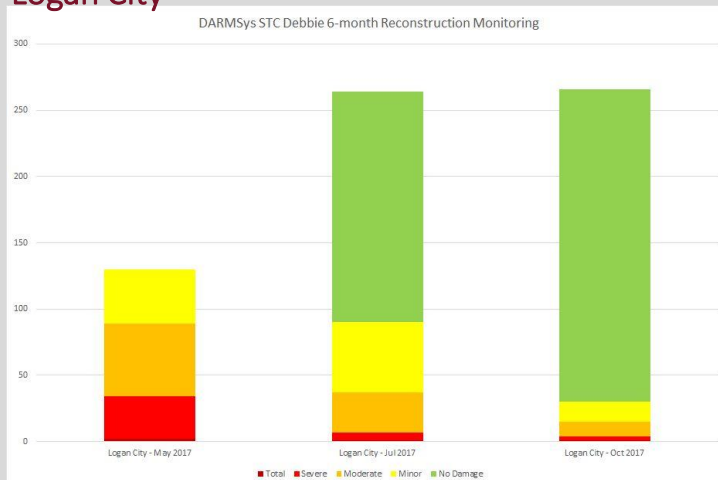
Gold Coast



Scenic Rim

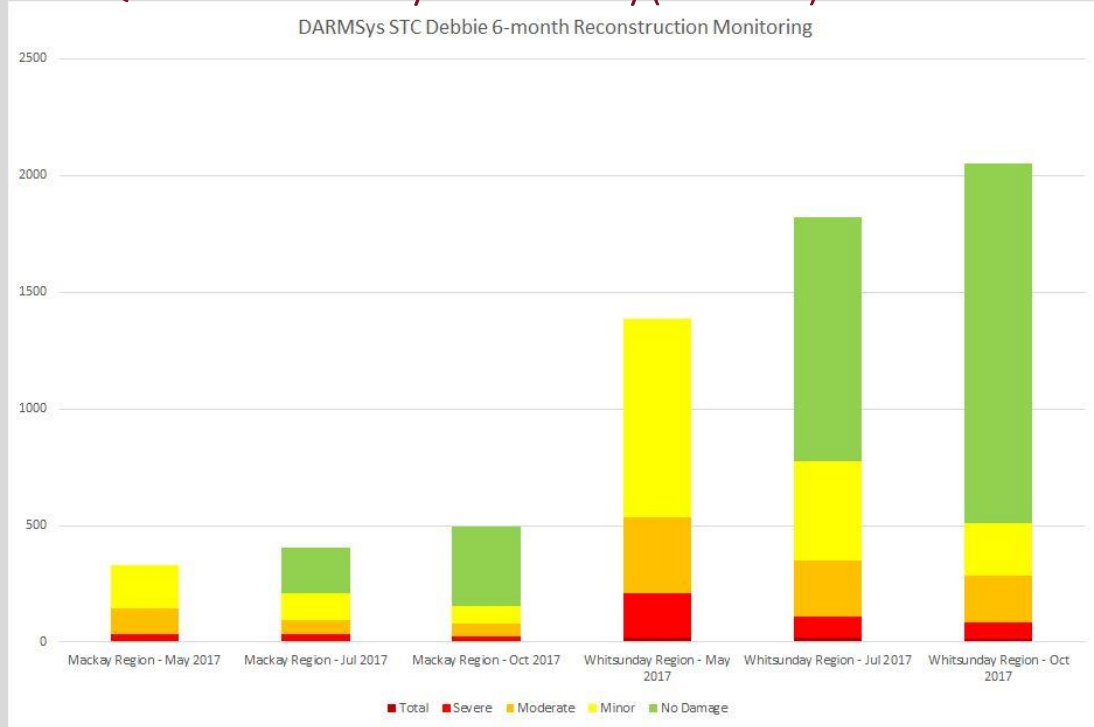


Logan City

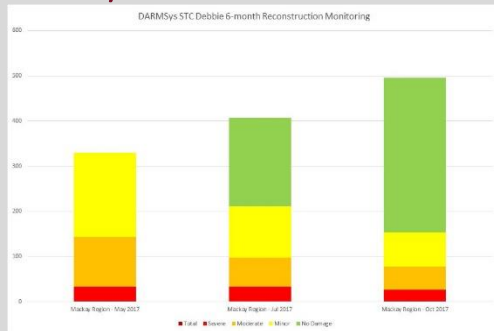


Case study (continued)

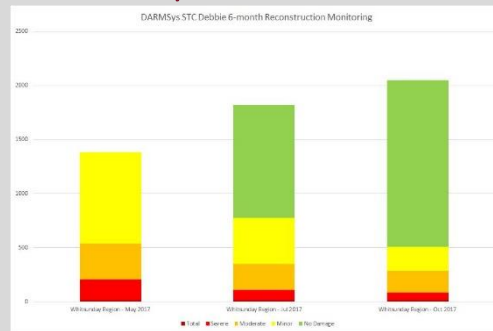
North Queensland – Mackay & Whitsunday (combined)



Mackay



Whitsunday



2.6 Roads and Transport Functional Recovery Group

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

Metrics

Roads and Transport Recovery Metrics

RT1. Damaged state-controlled roads to be reconstructed arising from STC Debbie

Measures

RT1. Damaged state-controlled roads to be reconstructed arising from STC Debbie

Metrics data will be available following full damage and eligibility assessment across the network (Phase 1 submission process) to determine scope of works.

Roads

As at 27 June 2017, all roads had either been re-opened or detours had been provided.

Queensland Rail

The following figures have been received from Queensland Rail:

- SEQ – 2.2 km (flooding Beenleigh – Holmview Stations)
- Regional – 413 km of railway in regional areas were impacted but are now fully operational

Aurizon

Aurizon scoped more than 835 corrective repair tasks across the 2700 kilometre rail network. Approximately 150 of these were identified as the highest priority to return the rail systems to active service so that train services could be reinstated safely.

These repairs were assisted by Queensland Rail, which provided side-tipper wagons for the recovery works on Black Mountain. In addition, approximately 400 kilometres of access roads were rebuilt, with the assistance of BMA equipment and contractors.

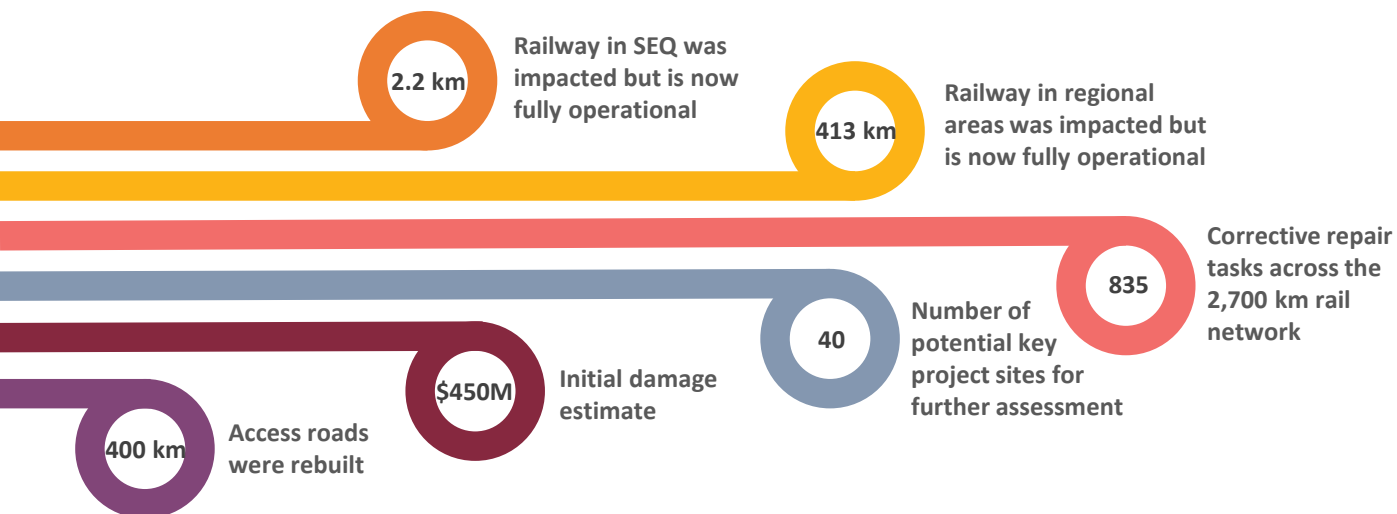


Figure 22. Key roads and transport statistics.

Resilient Infrastructure (Betterment) Fund

The intent of Betterment is to increase the resilience of Australian communities to natural disasters, while at the same time reducing future expenditure on asset restoration, reducing incidents, injuries and fatalities during and after natural disasters, and improving asset utility during and after natural disasters. The Betterment provision allows State and Territory governments to restore or replace essential public assets to a more disaster resilient standard than their pre-disaster standard.

The Betterment Fund is jointly funded by the Queensland and Australian governments (50:50) under Category D of the NDRRA for extraordinary disaster assistance. Council contributions and traditional NDRRA restoration funding support the program. The framework was developed by Queensland following Cyclone Oswald in 2013 and agreed to by the Commonwealth, which recognised the need for a more streamlined Betterment process. The framework was subsequently approved following Cyclone Marcia in 2015 and Cyclone Debbie in 2017.

The Queensland Betterment Fund has been a success story for local governments in this state in building stronger more resilient infrastructure in the face of repeated natural disasters. To be eligible for funding under the Commonwealth's Natural Disaster Relief and Recovery Arrangements (NDRRA), assets are to be built back to their pre-disaster standard. This can leave disaster-weary communities with hefty reconstruction bills from building back the same vulnerable infrastructure in the same vulnerable places, almost guaranteeing they will be washed away again in the next big flood.

Betterment projects principally comprise works to increase the resilience of roads, bridges, culverts and floodways damaged as a result of repeated natural disasters. More resilient infrastructure allows communities to stay connected and recover quicker after a flood. It ensures roads and bridges can stay open, water treatment plants and sewerage infrastructure can keep operating and businesses, including primary producers that rely on vital transport routes, can stay on track.

The Queensland Government and Australian Government are cost-sharing a new \$41.9 million Betterment Fund to improve the disaster resilience of local government owned assets directly damaged for the communities hardest hit by STC Debbie and associated rainfall and flooding, 28 March - 6 April 2017. This is additional to funding for the restoration of essential public assets under Category B of the NDRRA.

As background, the intent of Betterment was proven in Queensland following damage from Cyclone Oswald in 2013 and Tropical Cyclone Marcia in 2015. 295 Betterment projects were approved with a Betterment cost of almost \$100 million and of the completed 2013 and 2015 Betterment projects that were impacted by subsequent natural disaster events, 96 per cent remained undamaged or sustained only superficial damage, avoiding restoration costs of more than \$104 million within a period of just a few years.

Current status

The 2017 Betterment fund is heavily over-subscribed with more than \$114 million worth of expressions of interest received from 19 councils to build stronger and more disaster resilient infrastructure. At 10 November, 89 formal submissions for Betterment funding have been received from 11 Councils, which are undergoing assessment. Of these, 14 submissions from six councils, with a betterment contribution request of approximately \$5 million, have been submitted for ministerial approval. QRA is currently working with councils to determine eligible projects that will deliver the best outcomes for communities.

Case study

STC Debbie works program on track

Eight months on from STC Debbie, the Department of Transport and Main Roads (TMR) is on track with its road repair program. Impacted roads have been reopened or detours provided to ensure community access, and works have been completed on key local links including John Muntz Causeway and Pine Creek Road in South Coast District.

The extraordinary rainfall totals associated with STC Debbie caused significant landslips and road damage, particularly in the Mackay/Whitsunday and South Coast Districts. The cost estimate of STC Debbie road repairs is \$450 million including \$50 million in contingency. Given the complex nature of the impacts, further structural and geotechnical investigations and design have been required to determine the full extent of damage and best value-for-money solutions for long-term repairs.

Following the completion of emergent works to clear debris and reopen roads to a safe and trafficable condition, districts have focused on undertaking damage assessments and planning permanent repairs. Progress on key sites impacted by STC Debbie includes:

- **John Muntz Causeway (Tamborine–Oxenford Road)** – bridge approach and embankment repaired, and road reopened on 30 June 2017.
- **Pine Creek Road** – permanent repairs completed in August 2017.
- **Sarina Range (Marlborough–Sarina Road)** – early site preparation works at the main landslip began in September 2017. Long-term repairs will involve soil nailing and meshing to stabilise the upper slope, while the downhill slope treatment will include a large volume of rock fill, soil nailing and a six–eight metre mass block retaining wall. Safety improvements to the detour route along Koumala–Bolingbroke Road began in October 2017.
- **Lamington National Park Road** – work in progress to repair three most critical sites and expected to be completed in December 2017. Design work completed for remaining 80+ sites, with work to be undertaken during 2018.
- **Gold Coast–Springbrook Road** – Design work completed for 19 critical sites and 31 minor sites within the closed section of the road, with construction due to commence in January 2018.
- **Nerang–Murwillumbah Road** – open to local traffic while permanent solution for batter repairs is determined. Design 95 per cent complete and tender for repairs released.
- **Tomewin Mountain Road** – major stabilisation works to repair the main landslip began in September 2017 and are expected to be completed in December 2017.

All STC Debbie reconstruction works will be completed by 30 June 2019, in line with the NDRRA funding timeframe.

2.7 Local Recovery

The Deputy State Recovery Coordinators (DSRC) transitioned their recovery responsibilities to the State Recovery Policy and Planning Coordinator on 28 July 2017, who has continued to manage and coordinate recovery efforts with the support of the Functional Recovery Groups, other relevant State Government agencies, local governments, non-government and not-for-profit organisations.

Since assuming this responsibility, positive progress has occurred to recover, reconnect and rebuild Queensland's impacted communities. QRA has engaged with the eight most impacted local governments to confirm their recovery status against their objectives in their local recovery plans and facilitate recovery efforts as requested.

North and Central Queensland

Generally, recovery in North and Central Queensland is progressing well and is on track.

Due principally to the nature and scope of the impacts in the Whitsundays, that area is experiencing some challenges to recovery. While the community is recovering well as a whole, particular sectors and elements within the community are still in need of support. This is due to a combination of factors.

QRA's ongoing engagement strategy for the North Queensland area has focused on maintaining the networks previously established by the DSRC and fact finding in relation to the status of recovery, and current and emerging issues. Engagement has been with the district and local functional recovery groups, council, chambers of commerce, recovery partners and other stakeholders, including households and businesses.

At 1 December 2017, competing demands on temporary and short term accommodation continue to have a range of impacts upon recovery in the Whitsundays, including:

- reduction in available accommodation for tourists
- flow on effect to economy, reduction in discretionary spending
- long term leases not being renewed
- increases in rental costs
- reduction in available rental accommodation
- Insurance.

QRA is working closely with local recovery partners and engaging resources to develop and implement strategies and ways to address these issues. This includes, but is not limited to:

- engagement with the Insurance Council of Australia (ICA)/Insurers
- facilitating a forum with relevant stakeholders facilitated by the Whitsunday Regional Council's Economic Recovery Group to discuss recovery issues and develop solutions
- identification and engagement of subject matter experts to provide advice on complex cases.

South East Queensland

Recovery in South East Queensland is progressing well and is on track against the impacted councils' local recovery plans.

QRA's ongoing engagement strategy for the South East councils has also focused on maintaining the networks established by the DSRC and the identification and management of current and emerging recovery issues. Engagement has been with the functional recovery groups, council, chambers of commerce and other stakeholders, including households, small business and farmers.

2.8 Functional Recovery Group achievements

The following outlines the key achievements of the state level FRGs.

Detailed progression of the key tasks are outlined in Annex A.

Human and Social Functional Recovery Group

- critical health services have been restored and maintained and are now operating as business as normal
- case coordination groups set up referring cases in need of assistance
- mental health staff deployed and specialist services established to assist in the provision of planning and training
- *Mental Health Disaster Response and Recovery Strategy* developed
- over \$32 million paid through the Personal Hardship Assistance Scheme
- recovery teams working closely with council and local staff to ensure recovery is informed through local community engagement

Economic Functional Recovery Group

- planning schemes fast tracked to assist with rebuilding and redevelopment
- local government recovery plans established
- Regional Economic Recovery teams deployed
- \$4 million Small Business Recovery Package announced
- \$2 million Go Local Campaign announced
- NDRRA Category D Shute Harbour upgrades approved
- NDRRA Category C for Small Business and Primary Producers extended until 12 January 2018
- \$7.942 million invested under Skilling Queenslanders for Work Community Recovery Package to create 412 job opportunities (as at 30 September)
- Tourism Recovery Fund infrastructure projects released

Environment Functional Recovery Group

- coordination and prioritisation of riparian and coastal land rehabilitation
- 40 new public moorings are being installed as part of the \$2.375 million expanded reef protection program, funded through the Significant Regional Infrastructure Projects Program to further protect coral reefs in the area
- water quality, measured as total suspended solids, nitrogen and phosphorus, returned to conditions similar to pre-STC Debbie levels within two weeks of the event for the majority of catchments
- recovery actions completed to ensure mining and industry are environmentally safe
- all parks and forests are now either open or partially open
- infrastructure across GBR National Park Islands is operational, including Whitehaven Beach camping ground and Hill Inlet.

Building Functional Recovery Group

- developed and implemented solutions for temporary and long-term accommodation
- 310 applications for Emergency Housing Assistance – support provided such as bond loans, rent assistance and Rent Connect support
- 99% (9654 of 9798) of identified tasks have been completed onsite as at 1 December 2017. Service delivery is not impacted by outstanding tasks, with some rescheduled to fit with agency operations
- communication on asbestos and electrical safety completed
- DHPW had received 433 requests from DCCSDS for Structural Assistance Grant assessments (as at 4 December 2017)
- QBCC has developed an dedicated webpage which consolidates advice for homeowners rebuilding after a disaster

Roads and Transport Functional Recovery Group

- access to transport for local communities, economies, agriculture and resource sector reconnected
- Pine Creek Road permanent repairs completed in August 2017
- John Muntz Causeway reopened to traffic on 30 June 2017
- major stabilisation works to repair the main landslide on the Tomewin Mountain Road began in September 2017 and are expected to be completed in December 2017

Section 3:

Reconstruction

3.1 Natural Disaster Relief and Recovery Arrangements

Overview

The NDRRA is a joint funding initiative of the Commonwealth and State Governments to provide disaster relief and recovery payments and infrastructure restoration to help communities recover from the effects of natural disasters and terrorist acts. This program is managed on a whole-of-government basis by the QRA.

Counter Disaster Operations

Under the NDRRA, Counter Disaster Operations (CDO) are activities undertaken by local and state government agencies to provide direct assistance to an individual and for the protection of the general public, immediately before, during and in the immediate aftermath of a disaster event.

CDO assistance is intended to reduce personal hardship and distress. This includes the reimbursement of extraordinary disaster managements costs, private debris clearing, evacuation costs and evacuation centres. CDO submissions relate to actual expenditure incurred by local governments and state government agencies in response to an eligible disaster.



Image: Clean-up underway in Mackay Regional Council.

Restoration of Essential Public Assets (REPA)

REPA assists eligible state and local governments in the restoration of uninsured essential public assets to a pre-disaster standard or in accordance with current engineering standards (or requirements) and building codes (or guidelines).

Delivery agents have 60 days from the date of impact of the event to complete emergent works, which encompasses activities that are necessary during the course of a disaster to protect eligible public assets or to restore essential public services and maintain public safety.

Moving into the restoration phase, delivery agents undertake damage collection, provide a scope estimate and tender for non-day labour delivered works, and then progress to the delivery of works. While emergent works are related to works to make assets safe and trafficable (e.g. pothole repair), restoration works are to return the asset to its pre-disaster standard, encompassing the more permanent works to restore or replace the asset (e.g. replacement of a bridge or road reconstruction).

The allowable time limit for works to be completed is 24 months after the end of the financial year in which the relevant disaster occurred. For the STC Debbie event, the allowable time limit is 30 June 2019 in which all works must be completed for claim from the Commonwealth. Submissions must be received by the QRA no later than three months after the end of financial year in which the REPA project works were completed. Once the close out documentation is submitted to the QRA, the QRA acquits the submissions and the Queensland Audit Office undertake audit, prior to final claim from the Commonwealth.

NDRRA Funding Summary

Category A assistance to individuals

As at 1 December 2017:

- **163,631** individuals have received assistance in the form of grants, personal support, outreach visits and phone calls.
- **> \$32.6 million** NDRRA assistance paid for individuals
- **120,000** people already assisted with payments
- **16,565 hours** personal support delivered
- **18,800 outreach visits** to peoples' homes
- **24,041 hours** direct client face to face service contact.

Category B

At 1 December 2017, for Category B Restoration of Essential Public Assets (REPA) following STC Debbie:

- 16 local governments had received approval for Category B REPA.
- 102 Category B REPA submissions were approved for local governments, and 52 were under assessment.
- The total value of eligible Category B REPA submissions approved was \$123.4 million
- Approximately \$66 million of Category B REPA submissions were still in development
- \$72.6 million of Category B REPA submissions were under assessment.

Category C – Small Business, Primary Producers, and Non for Profits

Loans and grants (QRIDA) as at 1 December 2017:

- > \$19.8 million Category B loans & Category C grants approved
- Category C grants for Primary Producers and Small Business – 2129 Cat C grant applications approved worth \$17.1 million
- QRIDA has temporary offices planned for:
 - Proserpine/Airlie - 8 January 2018
 - Bowen - week of 11 December 2017 and 8 January 2018
 - Scenic Rim - week of 11 December 2017 and 8 January 2018.

Community Recovery Package—\$14.9 million

- To deliver support programs to individuals, and community mental health and community development programs.
- Programs support initiatives and projects aimed at restoring social networks and building community resilience and capacity for the future in local government areas of Gold Coast, Isaac, Logan City, Mackay, Rockhampton, Scenic Rim and Whitsunday.
- Four program components delivered over two year period.

Individual Support Program (DCCSDS)

- Procurement for counselling services complete (28 contracts)
- Mobile and static services delivering on ground in all locations

Community Development Program (DCCSDS)

- Community centre based development and support services underway

Mental Health Program (QH)

- Mental Health screening continues in both North Queensland (Whitsunday and Mackay) and SEQ regions.
- Referral pathways being refined as part of delivery models being finalised.
- Recruitment for most clinical positions finalised. Some vacancies remain due to low numbers of applicants. Alternative arrangements currently being examined concurrent to clinical delivery.

Reporting and Evaluation

- Procurement underway for Reporting and Evaluation component.

NDRRA Funding Summary

Category D – special assistance measures

<p>Local Council Package (\$17.3 million)</p>	<p>Infrastructure projects in key impact areas to generate employment, boost the local economy, drive community resilience and build resilience:</p> <ul style="list-style-type: none"> • Shute Harbour Marina revitalisation (\$15.2 million) - demolish and replace the existing jetty, rebuild the terminal building, repair an existing seawall, and replace ancillary infrastructure • Airlie Beach repairs, Whitsundays (\$850k) - for repairs • Bluewater Trail and Queens Park Redevelopment, Mackay (\$1.2 million) - to repair damage and remove debris caused by STC Debbie. 	<p>Shute Harbour Marine revitalisation</p> <ul style="list-style-type: none"> • Whitsunday Regional Council are in the process of engaging a consultant to prepare draft concept design and a cost estimate. • Applications to the State Assessment and Referral Agency (SARA) have been made for the demolition of the Lloyd Roberts jetty and terminal building. Functional design brief is nearing completion. Demolition is scheduled to commence in February 2018. <p>Airlie Beach repairs</p> <ul style="list-style-type: none"> • Repairs are underway to Airlie Beach foreshore parklands with insurance covering a portion of the cost. Whitsunday Regional Council are in the process of determining the eligible NDRRA Category D component. <p>Bluewater Trail</p> <ul style="list-style-type: none"> • Repairs are underway to Bluewater Trail with insurance covering a portion of the cost. Mackay Regional Council are in the process of determining the eligible NDRRA Category D component.
<p>Resilient Infrastructure (Betterment) (\$41.9 million)</p>	<ul style="list-style-type: none"> • To restore or replace essential public assets to a more disaster resilient standard than existed pre-disaster. • Normal cost of restoring or replacing the asset to pre-disaster standard is funded under Category B NDRRA and incremental cost to 'better' the asset to a more disaster-resilient standard is funded by a capped allocation from the Betterment fund and Council contributions. 	<ul style="list-style-type: none"> • \$1.9 million pre-approved by the Commonwealth to cover the betterment component on the Shute Harbour Marina seawall. • Expressions of Interest (EOI) for remaining \$40 million received from 19 of 29 eligible councils activated for Category B (REPA) seeking \$114 million. • Betterment EOI assessment outcomes sent to LGAs on 19 September, inviting detailed applications for projects seeking more than \$41 million. • 88 submissions received by QRA from 14 councils as at 13 December 2017. • 37 submissions worth \$14 million have been assessed as eligible, and endorsed by Deputy Premier.
<p>Environmental Recovery Package (\$35 million)</p>	<ul style="list-style-type: none"> • To ensure the recovery of impacted environmental areas, including the clean-up of beaches, recreational parks, rivers and waterways across five areas: <ul style="list-style-type: none"> A. Coastal works B. Recreational assets and greenwastes C. Riparian D. Improved mapping E. Water courses 	<ul style="list-style-type: none"> • QRA and EHP agreed on notional allocation of \$35 million funding between Parts A and B (\$20 million), and Parts C, D & E (\$15 million) packages following a review of all EOIs. • A & B (Coastal, Environmental) - \$20 million - administered by QRA <ul style="list-style-type: none"> • EOIs were received from 13 of the 37 eligible councils and a state agency seeking a total \$31.5 million. • Projects were shortlisted and Councils were requested to submit detailed applications • 31 submissions received from 8 councils and 1 state agency <ul style="list-style-type: none"> • 11 submissions across 6 councils for \$3.8 million approved to date • QRA working with EHP to undertake complex assessment of environmental submissions, including Mackay and Whitsunday beaches. • C, D & E (Riparian, Mapping, Water Courses) - \$15 million - administered by EHP <ul style="list-style-type: none"> • EOIs from 7 NRM bodies received seeking \$21.9 million • All funding allocated: <ul style="list-style-type: none"> • Stage 1 - \$4.8 million of priority projects approved November 2017 • Stage 2 - proposals requesting \$25.9 million funding received from 6 NRM bodies. \$10.5 million of projects progressing for approval December 2017.
<p>Economic Recovery Package (\$2.1 million)</p>	<ul style="list-style-type: none"> • To support recovery of industry and businesses in and around impacted areas that experienced significant disruption and damage 	<ul style="list-style-type: none"> • The Department of Agriculture & Fisheries (DAF) has all Industry Recovery Officers (IRO) on the ground in the impacted areas. • Rural financial counselling services are delivering support on the ground in impacted areas. • QRA, DAF and DTESB coordinated workshops on 16-18 October in the hardest hit areas. These workshops supported cross sector work with primary producers, small business and tourism sector.

3.2 Exceptional Funding Arrangements

Category C Community Recovery Fund (CRF)

The Category C measure is a community recovery package designed to support a holistic approach to the recovery of regions, communities or sectors severely affected by an *eligible disaster*.

The Queensland Community Recovery Package is targeted to communities identified as most in need and with limited or stretched existing social capital and community recovery capacity. All components offer support and assistance to aid longer term recovery and are tailored to meet increased demand as a result of the disaster.

On 27 April 2017, the Commonwealth announced it had agreed to jointly fund a \$14.7 million community recovery fund which will provide the following services:

- Individual Support Program – including personal support, financial counselling and resilience package - \$6.12 million
- Community Mental Health Program – including the salary costs for clinicians and psychiatrists \$6.16 million
- Community Development Program including the salary costs for community development officers \$2.138 million
- Reporting and Evaluation – capped at 2% of the total costs \$14.392 million, which is approx. \$0.288 million.

The fund will cover the seven local government areas of Gold Coast, Isaac, Logan City, Mackay, Rockhampton, Scenic Rim and Whitsunday.

On 4 August 2017, EMA approved the request to expand the individual component of the Category C Community Recovery Fun (CRF) to include a mobile intensive family component.

Category C Primary Producers/Small Business

Under the Commonwealth's NDRRA guidelines for Category C grants, primary producers/small business/Non-Profits have six months from the activation date of the relief measure to claim for reimbursement of costs for works completed.

Primary producers were activated for Category C grants on 14 April 2017 with the deadline to claim reimbursement 14 October 2017.

QRA understands primary producers have focused on harvesting crops for the season before finishing repairs. There is also a shortage of contractors to carry out the works. As such, an extension to the Category C eligible period was requested.

On 7 September 2017, EMA approved the extension of time to 12 January 2018.

Category D – Exceptional Circumstances Package

A Category D measure is an act of relief or recovery carried out to alleviate distress or damage in circumstances which are, in the opinion of the *Minister*, exceptional.

The Category D Extraordinary Special Assistance may be made available where the Prime Minister and the Premier agree that the community is so severely affected by an eligible disaster that additional funding is required to meet the particular circumstances of the event, and where a gap or need for special assistance above and beyond the standard suite of NDRRA assistance arises.

On 14 July 2017, the Commonwealth advised it had agreed to jointly fund a \$58.6 million NDRRA Category D exceptional circumstances package. The table below summarises the available packages.

On 18 July 2017, the Premier reaffirmed Queensland Government's full \$110 million share of the proposal.

On 28 August 2017, the Commonwealth announced it had agreed to jointly fund an additional \$37.6 million in NDRRA Category D exceptional circumstances, taking the total funding package to \$96.2 million.

The \$96.2 million Category D Fund now includes:

- \$41.9 million – Resilient Infrastructure (Betterment)
- \$35 million – Environmental Recovery
- \$2.1 million – Economic Recovery
- \$17.3 million – Local Council Package, including:
 - \$15.2 million for Shute Harbour in the Whitsundays
 - \$1.23 million for the Bluewater Trail in Mackay
 - \$850,000 for the revitalisation of Airlie Beach

The requested, revised, and approved STC Debbie Category D funding is outlined below (as at 28 August 2017).

Proposal	Original request	Requested (revised estimate*)	Total approved
Package 1: Local Council Package			
Shute Harbour Marina revitalisation (Whitsunday)	\$18.7M	\$17.061M	\$15.2M**
Whitsunday Coast (Proserpine) Airport (Whitsunday)	\$40M	\$25M	Nil
Airlie Beach revitalisation (Whitsunday)	\$6.3M	\$3.507M	\$0.85M
Bluewater Trail and Queens Park Redevelopment (Mackay)	\$10M	\$10.097M	\$1.233M
South Rockhampton Flood Levee (Rockhampton)	\$60M	\$50M	Nil
Package 2: Resilient Infrastructure (Betterment)	\$60M	\$40M	\$41.85M
Package 3: Environmental Recovery Package	\$35M	\$35M	\$35M
Package 4: Economic Recovery Package	\$10M	\$10M	\$2.1M
TOTALS	\$220M	\$ 190.665M**	\$96.244M

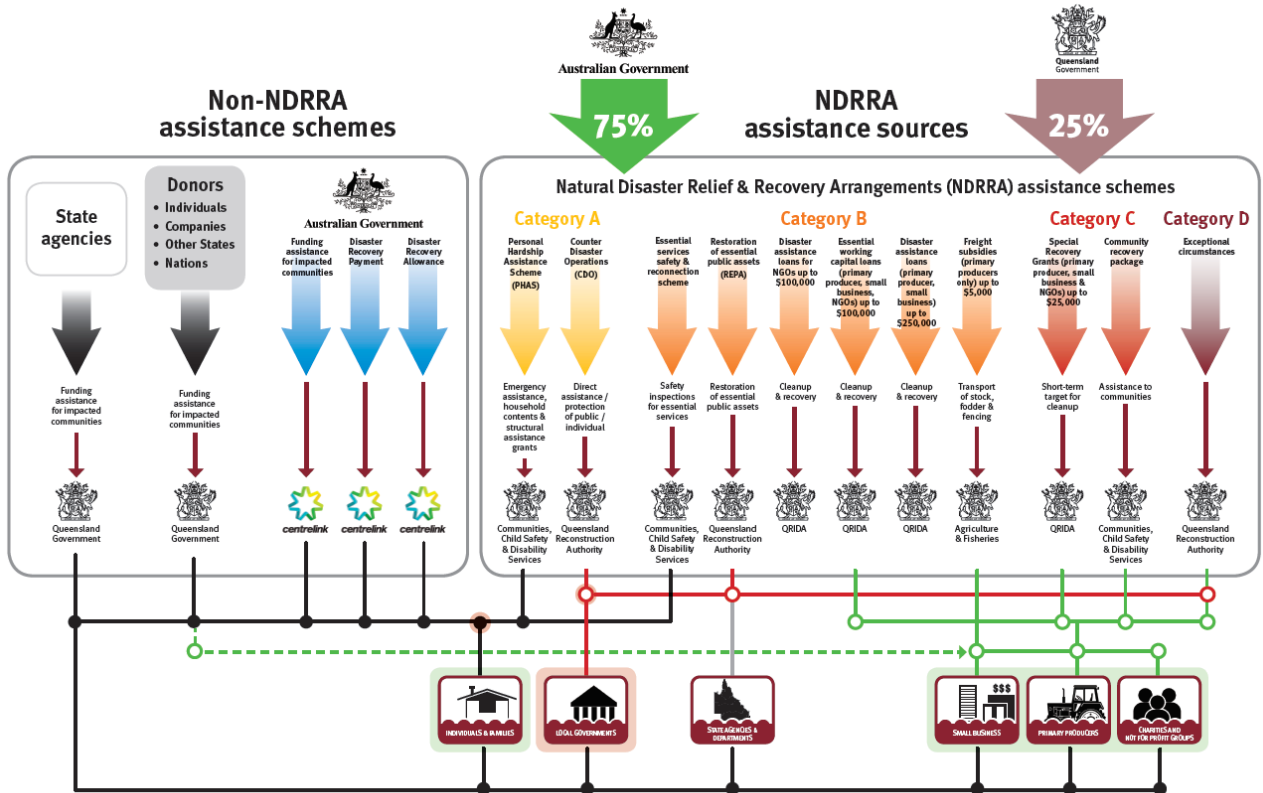
* Insurance for Shute Harbour and other contributions for the Rockhampton Levee and Airlie Beach Foreshore have been removed in the revised requested estimate.

**\$1.85M approved for Shute Harbour seawall under Resilient Infrastructure (Betterment).

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 schemes. The diagram below indicates the different elements of assistance available and how each element operates.

Queensland Disaster Funding Assistance



Section 4:

Annexure

Annex A:

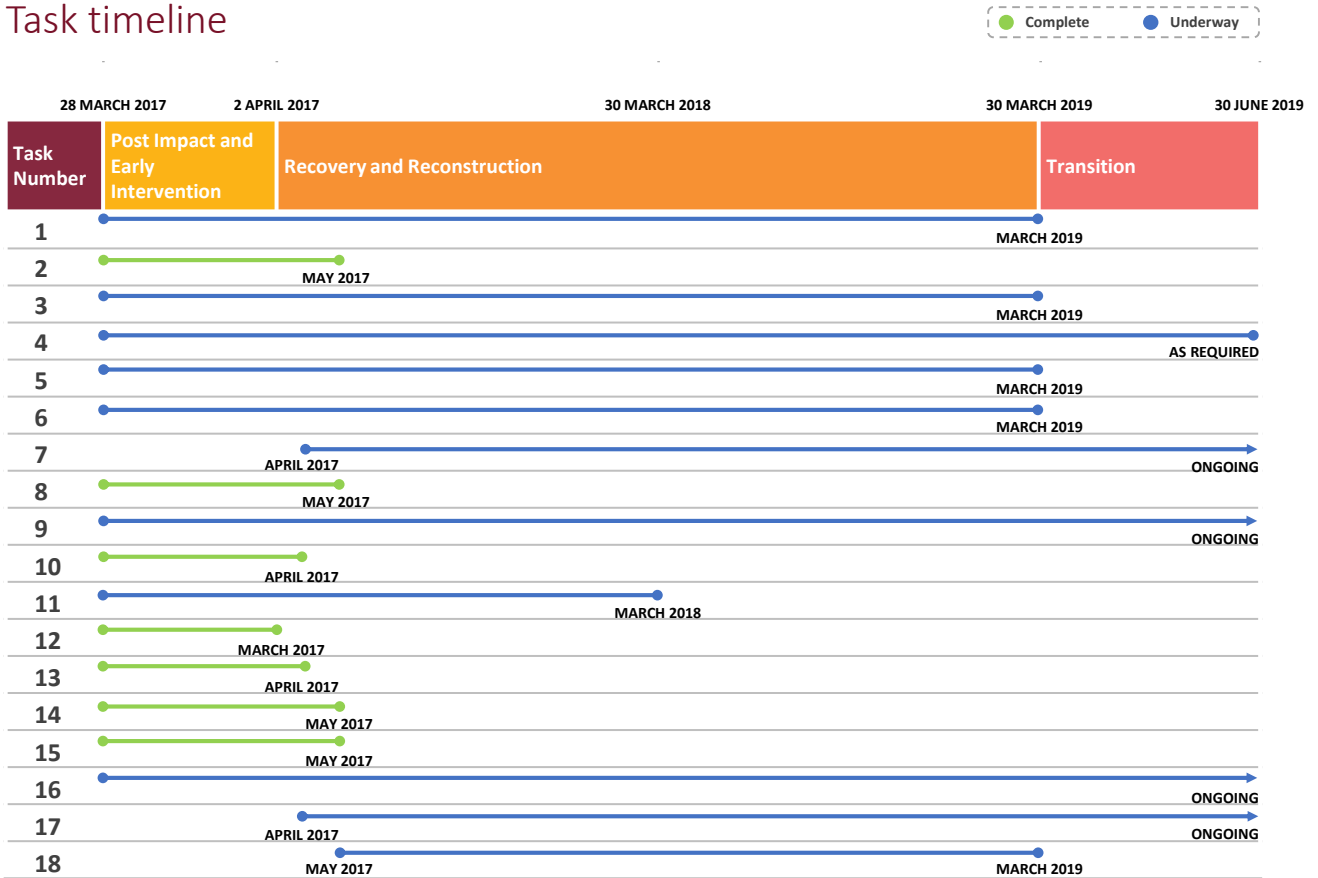
Task updates for State Level Functional Recovery Groups

Human and Social – FRG Task Updates

The Human and Social Functional Recovery Group coordinates the efficient and effective delivery of human and social recovery activities including the provision of financial assistance and personal support services for individuals, families and communities. The Group is chaired by the Director-General of the Department of Communities, Child Safety and Disability Services, which is the lead Queensland Government agency with responsibility for human and social recovery.

The progression of key tasks against *The Operation Queensland Recovery Plan* for the Human and Social line of recovery is illustrated below.

Task timeline



2.3 Human and Social

The Human and Social Functional Recovery Group coordinates the efficient and effective delivery of human and social recovery activities. These activities include the provision of financial assistance and personal support services for individuals, families and communities. The Group is chaired by the Director-General of the Department of Communities, Child Safety and Disability Services which is the lead Queensland Government agency with responsibility for human and social recovery.

The progression of key tasks against The Plan for the Human and Social line of recovery is illustrated below.

Task updates

Tasks:	Timing	Comment
1. Connect displaced householders to housing assistance and support mechanisms	March 2017 – March 2019	<ul style="list-style-type: none"> Information on this task is provided in the Building FRG report. Department of Housing (Woodridge Office) provided housing on Wed 2 August to an applicant in the Logan area who was staying with family until that option broke down. DHPW continuing to support case coordination panel in South East Queensland region. Mackay Housing Services continues to provide housing support as required. A total of 22 cases have been referred to the South East Region case coordination group.
2. Restore and maintain critical health, services	March 2017 – Sept 2017	<ul style="list-style-type: none"> 100% operating BAU
3. Provide additional specialised mental health services	March 2017 – March 2019	<ul style="list-style-type: none"> 28 specialist mental health staff deployed to provide short-term mental health staffing in: <ul style="list-style-type: none"> Mackay Rockhampton Whitsundays Queensland Mental Health Services are actively participating in Mackay District Human and Social Recovery Group and Case Coordination group as required. Planning for provision of training in Skills for Psychological Recovery and Psychological Treatment for Trauma from Disaster is underway with negotiation with Phoenix Australia at advanced stage. Up to 116 clinicians to be trained by Sept 2017. Planning underway between JCU, UQ and Mackay HHS for the commencement of the “Screen and Treat” program. JCU has commenced meetings with schools in the Mackay/Whitsundays area. Young people identified through the screening process as experiencing trauma and psychological distress will be referred for further treatment. Training from Phoenix Australia for 116 clinicians (referred to above) scheduled for July 2017: “Train the trainer” program for Skills in Psychological Recovery (20 training places in Brisbane 6-7 July). Skills in Psychological Recovery (24 places in Cairns 12 July and 24 places in Brisbane 18 July). Psychological Treatment for Trauma from Disaster (24 places in Cairns 13-14 July and 24 places in Brisbane 19-20 July).

Human and Social

Tasks updates

Tasks:	Timing	Comments
		<ul style="list-style-type: none"> The Clinical Excellence Division in Queensland Health has allocated \$0.93 million for 2017-18 to fund a Mental Health Disaster Response and Recovery Strategy, including the development of a 'Mental Health Deploy Me' app, the development of a statewide network of Mental Health Disaster Coordinators and additional clinical resources (on top of the Category C funding) to Mackay, Central Queensland and Metro South Hospital and Health Services should it be needed. The Whitsundays Human & Social Group noted that the regions schools will be participating in health checks Professor Brett McDermott and Dr Vanessa Cobham have screened approximately 350-400 children in two schools in Proserpine representing 90% of those schools' population have been screened; Approximately 10.5% of children require a further face-to-face follow up as part of a two-step process with provision of CBT for Trauma Program as indicated; Staff from the CYMHS are available to see and treat children from these schools while the second step of this process is being organised. Teacher training to identify post-traumatic stress is being rolled out in Whitsunday region schools. LifeForce Suicide Prevention sessions conducted in Biloela, Emerald & Blackwater for front line workers (i.e. NGOs). LifeForce Suicide Prevention training conducted in Emerald for community member Outreach has commenced to Beaudesert Region. School-based Train the Trainer Resilience Program (children and youth) developed and is scheduled to start in January 2018. Interagency Stepped Care referral pathways (primary, secondary and tertiary pathways) have been formalised. Telehealth mental health service provision (targeting rural regions such as Rathdowney) is scheduled to commence in February 2018. Development of needs analysis and implementation of outreach strategies. Working in partnership with Category C NGO (UnitingCare) and Councils to assess regional areas and develop resources for the Banana Shire (towns include: Biloela, Thangool); Baffle Creek; Gogango; Kunwarara and Central Highlands. Development of Referral Pathways/Pamphlets – Internal and External.
4.	Provision of public health information, advice and assistance	<p>March 2017 – as required</p> <ul style="list-style-type: none"> No further response/recovery actions in Rockhampton. Fact sheets and brochures containing information on dealing with mental health issues, health issues and specifically mould – identifying, prevention and cleaning are available in our CRRIC's and this has been reinforced with Recovery Workers to use these tools to assist their clients. Mackay District Human and Social Recovery Group has identified further need for information to assist residents manage mould issues particularly leading into the wet season.

Human and Social

Tasks updates

Tasks:	Timing	Comments
<p>5. Provide additional personal support and counselling services</p>	<p>March 2017 – March 2019</p>	<ul style="list-style-type: none"> • Cat A - Personal support and counselling services being provided: <ul style="list-style-type: none"> - Psychological first aid - Practical assistance - Crisis Counselling - Financial Counselling - Emergency Relief • No Interest Loan Scheme providers are encouraged to share with their clients: <ul style="list-style-type: none"> - The Money Ready Toolkit which provides tips and checklists to help Queenslanders get money ready or to recover from a disaster or emergency. - Essentials by AAI which is an affordable and simple insurance policy for people on low incomes. • Rural Farm Financial Counsellor has identified it may be 6 to 12 months from TC Debbie before farmers start to realise financial impacts and seek assistance. • Red Cross and UnitingCare Queensland longer-term recovery activities - The Red Cross is employing four fulltime staff for two years, partnering with community in recovery and community development and working closely with local services, all levels of government and community groups. Activities include: <ul style="list-style-type: none"> ○ Training and education for community leaders and local agencies to further develop their disaster recovery capacity ○ Support medium to long-term recovery planning by advocating for community needs ○ Coordinating outreach activities to provide psychosocial support to residents in their homes and businesses and facilitating and providing psychosocial support at community events ○ Facilitating disaster recovery support groups in partnership with the Australian Psychological Society ○ Assisting people to prepare for future disasters • UnitingCare Queensland is engaged in the following medium to long-term recovery activities: <ul style="list-style-type: none"> ○ Counselling phone calls through the 1800 Country Callback Line ○ Lifeline 13 11 14 ○ Uniting Church chaplains and other staff providing recovery support in their local communities ○ Financial counselling ○ Community-led recovery activities ○ Community education and training ○ Red Cross and UCQ will presumably provided similar info in their input to the report ○ Accidental Counsellor, Peer Skills, MHFA and more training ongoing in disaster affected areas. ○ Development of new training packages around Fatigue and Vicarious Trauma, Indigenous Psychological First Aid, etc. ○ Category C funded counsellors in Logan and Gold Coast, Community Development Officers, counsellors and Financial Counsellor is ongoing in Rockhampton.

Human and Social

Tasks updates

Tasks:	Timing	Comments
		<ul style="list-style-type: none"> George Street Neighbourhood Centre and Centacare CQ are working cooperatively to maximise expertise across the two services to respond to recovery needs in Mackay and Isaac. Mackay Isaac and Whitsunday Regional Council - Category C Community Development Officers have formed a subgroup under the District Human and Social Recovery to collaborate on Community Development activities that have a whole of district focus, share learnings and provide support as it relates to the Community Development activities under Category C.
<p>6. Provide multi-channel and multi-human and social agency information to the public</p>	<p>March 2017 – March 2019</p>	<ul style="list-style-type: none"> DCCSDS: <ul style="list-style-type: none"> 551,648 unique page views across the top 10 pages under <i>Disasters and emergencies</i> Top 2 pages: <i>Immediate Hardship Assistance</i> – 120,076 unique page views; <i>Disasters and emergencies</i> – 90,685 unique page views Visitors clicking through to the <i>Community Recovery Grants Portal</i> – 83,617 Visitors by age: highest age bracket was 25-34 at 30.1% Visits by device: highest – 70.9% mobile Visits by gender: 70.9% female, 29.1% male Visits by city: top 3 cities accessing information are Brisbane, Cairns and Gold Coast. Regular meetings with community organisations, e.g. Proserpine Community Centre, Bowen Neighbourhood Centre, etc. who relay pertinent information to the community. Procurement and Contract Management Teams meet regular with funded human service providers to share information between the department and the providers. This information is shared with the recovery team to inform planning at local and district. Regional Council Facebook and communication channels to ensure information on recovery is publically available.
<p>7. Provide appropriate human and social recovery information based on timing/stage of each communities recovery</p>	<p>April 2017 onwards</p>	<ul style="list-style-type: none"> Local Case Coordination Meetings continue to occur in Mackay/Isaac and Whitsunday Regional Council areas. District Human and Social Recovery have moved to monthly meetings as local recovery groups and Category C providers gain momentum. The Rob Gordon and David Younger (Psychological Consultant) Community Recovery Sessions took place across the region in early July. Sessions were well received by the community. Reports from these sessions have now been released to District HSRG members. Key themes emerging included: <ul style="list-style-type: none"> Ongoing emotional, physical and financial impact on graziers, cane farmers and growers, and the business community, particularly small business owners Insurance pressures and rebuild challenges Children’s development needs to be watched over next couple of years.

Human and Social

Tasks updates

Tasks:	Timing	Comments
		<ul style="list-style-type: none"> Red Cross Long-term Recovery Workers have been appointed in the impacted regions of North and South East Queensland. Newly appointed STC Debbie Long-term Recovery Workers from Queensland and NSW come together on 4th September in Brisbane as part of a planning/professional supervision workshop. Communique developed and distributed to Mackay, Isaac and Whitsunday funded service providers to remind them to look after their employees and selves after a natural disaster; to share information on turning trauma into resilience; and to promote the CSIA Disaster Management Recovery Toolkit.
8.	Engage community members in recovery planning and Implementation April /May 2017	<ul style="list-style-type: none"> District Human and Social Recovery Committees meetings held in all affected areas. Gold Coast, Logan and Scenic Rim Local and District Human and Social Recovery Group meetings held. Ongoing recovery planning and engagement in SER LGAs. Recovery team works closely with council and their local staff to ensure recovery is informed through local community engagement. for workers from different agencies. Category C Community Development Officer is with local communities to plan engagement activities under this funding initiative. Gold Coast District Human & Social Recovery Committee exercise currently being planned for mid-December.
9.	Work collaboratively with each LDMG to realise local human and social recovery priorities and objectives and to support cross cutting recovery solutions March 2017 onwards	<ul style="list-style-type: none"> Ongoing liaison with Local Government and Mayors in relation to planning and delivery of long term recovery activities. Alignment of DCCSDS plans with Local Recovery Plan priorities and objectives. Local Case Coordination meetings occur fortnightly and District Human & Social Recovery meetings convene monthly. Next meeting is scheduled to occur in January 2018.
10.	All schools resume at start of Term 2 April 2017	<ul style="list-style-type: none"> All schools resumed as at start of Term 2

Human and Social

Tasks updates

Tasks:	Timing	Comments
11. Activate and administer applications for PHAS and ESSR and NFP grant and loan measures	March 2017 – March 2018	<ul style="list-style-type: none"> • Cat A PHAS and ESSR activated for disaster affected areas: <ul style="list-style-type: none"> – Gold Coast – Logan – Scenic Rim – Rockhampton – Livingstone – Isaac – Mackay – Whitsunday • 163,631 people assisted • \$32.6M distributed • Data cleansing occurring to ensure all EHCGR received have been completed. • Mackay Disaster District has achieved - 51% completion of the SAG and ESSR, and 100% completion of EHCGR.
12. Activate NFP grant and loan measures	March 2017	<ul style="list-style-type: none"> • Category B NFP grants and loans activated for disaster affected areas: <ul style="list-style-type: none"> – Logan – Scenic Rim – Gold Coast – Rockhampton – Whitsunday – Mackay • Category C NFP activated for: <ul style="list-style-type: none"> – Whitsundays • Category B: 4* applications received, 0 being processed, 1 not progressing, 3* approved for \$280,000 • Essential Working Capital Loan Scheme for NFP Organisations: 1 application received and approved for \$100,000. • Recovery Grants: 80* applications received; 6 being processed; 13 not progressing, 61* approved for \$410,651* <p>*Please note there has been a reduction in the number of Category C Grants after QRIDA undertook a review of grant approvals resulting in a reallocation of a number from Non Profit to Small Business. Both Communities and QRA were consulted during this review and were advised of the changes.</p>
13. Return to operation any owned/leased properties utilised by department and/or NGO's	March/April 2017	<ul style="list-style-type: none"> • All DCCSDS-owned properties fully operational. • Beaudesert CSSC has reopened and is fully operational. • Proserpine Community Centre is now fully operational after experiencing significant structural damage from water inundation. All other providers are operating as business as usual.
14. Establish and manage Community Recovery Hubs, Information Centres and/or Outreach Services as appropriate to local needs	March 2017 – May 2017	<ul style="list-style-type: none"> • Two recovery offices operate in Mackay Disaster District; 8b Commerce Place, Cannonvale; and Level 1, 44 Nelson Street, Mackay.

Human and Social

Tasks updates

Tasks:		Timing	Comments
			<ul style="list-style-type: none"> Support is provided through phone, email, mail, mobile outreach services, and facilitated referral.
15.	Purchase additional support Volunteering Qld can provide to local groups as required	March 2017 – May 2017	<ul style="list-style-type: none"> Liaising with three councils re recruiting groups of corporate and skilled volunteers to support: <ul style="list-style-type: none"> Four rural properties needing immediate clean-up and others that may need future clean-up Householders who for whatever reason were not ready/able to clean-up their properties immediately after TC Debbie. These properties now have dry mud/mould/etc. issues. Liaising with three corporates re groups of employee volunteers to do the above work. Liaising with three local faith-based organisations and service groups re existing registered volunteers to take on the above work. Contacting a group of 100+ pre-registered skilled trade volunteers with suitable equipment and time to support the above needs. Providing advice, strategies and support to one local area disaster management group on assessing need, current services in place and immediate and future volunteer support that is needed and being requested by the community. Actioning contact with 2500+ individuals and groups that offered their support to help with TC Debbie to: <ul style="list-style-type: none"> Extend a follow-up formal thank you Provide feedback Request feedback Direct them to other volunteering opportunities. Several continuing debriefs and discussions re Volunteering Qld EV CREW and on the ground capability in terms of further need for volunteers in impacted areas. SER has liaised with a local NFP community group (Hope Centre) that was able to provide assistance to six properties that required volunteers. Assistance with clean up of three properties occurred this Saturday (7/10) as part of their 'Lets Help Day' community outreach. Volunteering Qld has been consulted and in discussions with a number of impacted areas in regard to recovery issues including serious mould and some clean-up issues in homes, buildings and properties of people who were not suitably insured and is looking at how best assist with this. Volunteering Qld has also been working and having discussions with local service and special interest groups around training individuals and groups as local first responders and immediate and longer term recovery leaders and managers of volunteers in their area. This new way of working is being piloted in seven regions. Internally, Volunteering Qld has been updating and expanding EV CREW platform functionality and resources to accommodate new ways of working and sharing information.
16.	GIVIT to coordinate the matching of goods and services	March 2017 onwards	<ul style="list-style-type: none"> GIVIT cash donations of \$344,580 received. 86,917 items received by impacted communities since commencement of event. 57,899 offered goods stored in the virtual warehouse and are available for matching since the commencement of event. Salvation Army – approx. \$1M raised in appeal and around \$999,694 distributed across Queensland. Over 3,354 households assisted to date. GIVIT continues to provide support where required. St Vincent de Paul Society – approximately \$470,000 raised in appeal and over \$310,000 distributed across Queensland. 208 households, totalling 606 people, assisted.

Human and Social

Tasks updates

Tasks:	Timing	Comments
17. Subject to Cat C support community coming together at local community events and activities	April 2017 onwards	<ul style="list-style-type: none">23 Community Organisations contracted to date to provide Personal Support & Counselling, Financial Counselling, and Community Development Officers.
18. Subject to Cat C – community development program is implemented in affected areas	May 2017 – March 2019	<ul style="list-style-type: none">Contracts are in place or being finalised for Category C funded suppliers.Some Category C providers in North Queensland have commenced service delivery. Two services have yet to finalise recruitment however development activities continue to occur while recruitment is underway.

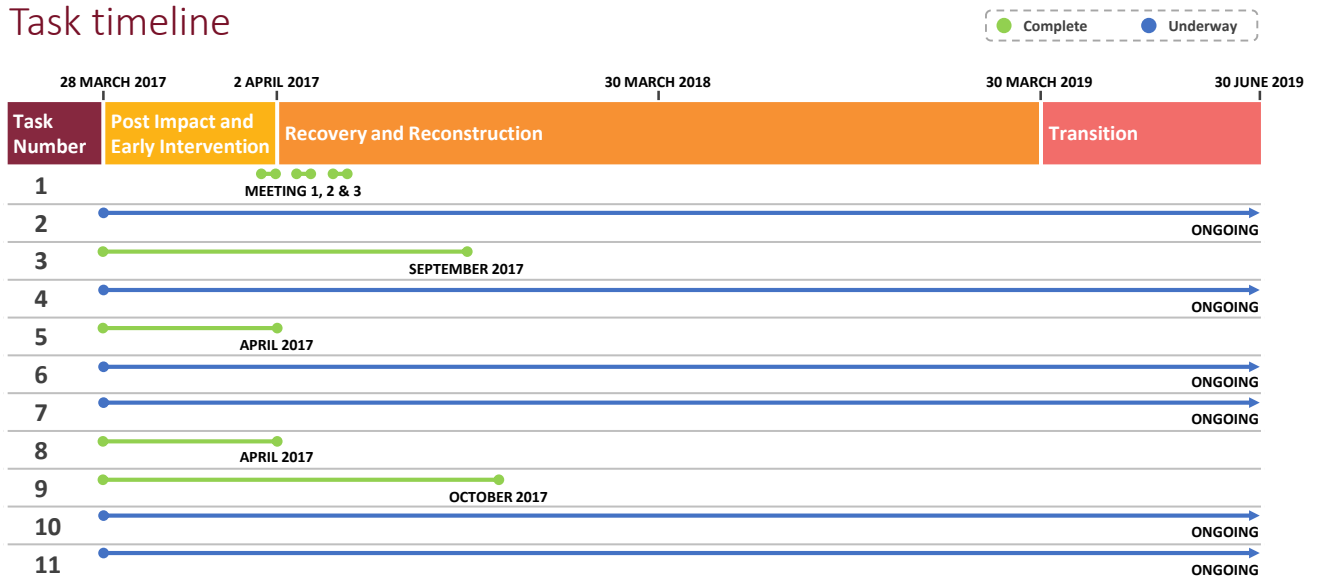
Economic – FRG Task Updates

The Economic Recovery Group coordinates the efficient and effective delivery of economic recovery activities. These activities include advice on the economic impacts of current disaster events and also provides information on the needs of local government and industry in responding to get the economy back to full production.

The Group is chaired by the Director-General of the Department of State Development, which is the lead Queensland Government agency with responsibility for economic recovery.

The progression of key tasks against *The Operation Queensland Recovery Plan* for the Economic line of recovery is illustrated below.

Task timeline



Task updates

Tasks:	Timing	Comments
1. Maintain consultation with economic stakeholders and peak industry bodies.	Meeting 1 – 31 March 2017 Meeting 2 – 07 April 2017 Meeting 3 – 12 April 2017 Consultation ongoing	<ul style="list-style-type: none"> Convene Economic Recovery Group <ul style="list-style-type: none"> - DSD DSD regional offices continuing to liaise with impacted businesses and direct them to assistance packages. During November 2017, Mackay Isaac Whitsunday DSD Regional Office confirmed that a shortage of rental accommodation in the Whitsunday region is significantly impacting on tourism providers' ability to attract and retain staff. Contributing factors include an influx of construction workers; a number of rental and accommodation properties still being offline; and displaced residents as a result of Tropical Cyclone Debbie. Stakeholder groups believe this issue will be ongoing for at least six to 12 months or until the majority of repairs have been completed. DSD is working with Whitsunday Regional Council on this issue. Department of Tourism, Major Events, Small Business and the Commonwealth Games advises that in response to advice that many construction and trade-related businesses are overwhelmed by the increased volume of work, a construction forum will be hosted in Airlie Beach, in partnership with Master Builders Queensland – Mackay and Whitsunday, on Tuesday 5 December 2017. A Small Business mentor and Office of Small Business staff member will present on business challenges during periods of rapid growth and OSB initiatives to assist construction businesses in the region.
2. Restore vital supply chain infrastructure for key industries. <ul style="list-style-type: none"> Expedite maintenance dredging approvals to allow for additional siltation to be cleared. <ul style="list-style-type: none"> - DTMR Expedite approvals for restoration of rail infrastructure <ul style="list-style-type: none"> - DTMR 	Ongoing Complete	<ul style="list-style-type: none"> North Queensland Bulk Ports Corporation has completed the majority of preparatory works in the lead-up to lodging maintenance dredging application permits/licences for a 10-year permit, expected to be submitted in December 2017. Maintenance dredging is expected in August/September 2018. The coal terminal operators are being consulted and are supportive of NQBP's approach. MIW Regional Office has been liaising with Transport and Main Roads, Department of Tourism, Major Events, Small Business and the Commonwealth Games, Department of Environment and Heritage Protection re dredging issues at Abell Point Marina ahead of the Clipper Round the World Yacht Race sailing into Airlie Beach in mid-January 2018. All coal rail networks have now recovered and are operational.
3. Support local government capacity to deliver economic recovery tasks. <ul style="list-style-type: none"> Provide targeted support to councils on economic recovery planning <ul style="list-style-type: none"> - DSD Engage with and provide support to impacted businesses through community hubs. <ul style="list-style-type: none"> - DSD Work with affected councils to ensure recovery works are fast-tracked under the planning and development assessment framework, which might include temporary changes to their local planning schemes to allow for faster development. <ul style="list-style-type: none"> - DILGP 	Complete Complete Complete	<ul style="list-style-type: none"> DSD to liaise with affected local governments to assist with preparation of economic recovery plans. DSD staff deployed to work in community hubs. DILGP has fast-tracked the Whitsunday and Mackay planning schemes with streamlined provisions to assist rebuilding and redevelopment. Both councils indicated that they did not require a Temporary Local Planning Instrument (TLPI) in order to deal with the reconstruction efforts. The Mackay planning scheme was approved by the Deputy Premier on 2 June 2017 and commenced on 31 July 2017 following an alignment amendment process. The Whitsunday Planning Scheme was approved on 19 June 2017 and commenced on 30 June 2017.

Tasks:	Timing	Comments
<p>4. Provide economic recovery support to primary producers and business.</p> <ul style="list-style-type: none"> • Deploy staff to support affected businesses/ industry and local governments. <ul style="list-style-type: none"> - DSD - DTESB • Primary Producer and industry surveys and assessments undertaken to inform NDRRA case for primary producers <ul style="list-style-type: none"> - DAF • Deploy staff and mobile offices to support affected primary producers, including holding workshops and field days. <ul style="list-style-type: none"> - DAF <p>Provide economic recovery support to primary producers and business.</p> <ul style="list-style-type: none"> • Facilitate access to business advisers and support e.g. Farm financial counsellors and QRAA. <ul style="list-style-type: none"> - DAF • Implement grants, workshops, counselling and disaster mentoring for disaster recovery. <ul style="list-style-type: none"> - DTESB • Instigate a “Go Local – keep Queensland going strong” campaign to help restore trade and support employment. <ul style="list-style-type: none"> - DTESB • Support small businesses retaining staff. <ul style="list-style-type: none"> - DTESB 	<p>Complete</p> <p>Complete</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<ul style="list-style-type: none"> • Regional Economic Recovery teams were deployed to regions/engaged with affected businesses to survey business and industry to inform DTESB’s NDRRA business case for Cat C/D • Deployed two DTESB staff to Whitsunday region to assist small businesses to complete Cat C applications • Survey of impacted agricultural businesses and industry completed to inform case for NDRRA activations for primary producers • Staff deployed to provide information on Cat B and C applications. DAF staff have also requested and attended stalls at regional shows. DAF staff continue to be involved in workshops across Queensland to assist producers. • Counsellors and QRIDA staff available. An additional two Farm and Small Business Recovery Service positions will commence in January in the affected areas to provide financial counselling assistance to primary producers and small business owners. • \$4 million Small Business Recovery Package includes \$1.5 million grants program that provides \$10,000 grants of unmatched funding to eligible small businesses. Round 2 opened on 28 August 2017 and closed on 18 September 2017, with 41 successful applicants being allocated \$389,142. Round 1 saw 92 small businesses receive a total of \$845,245. • An online hub on the Business Queensland website offers information and online tools for the \$2M Go Local Campaign. In August 2017, the campaign was extended to celebrate small businesses across Queensland. The campaign is supported by press, radio, digital advertising and social media as well as a range of other promotional activities. • \$300,000 for workshops and \$250,000 for tailored mental health and disaster mentoring services for impacted small businesses. On 6 July 2017, the Queensland Government launched the free counselling service to support small business owners and their immediate families. The counselling service will continue until early March 2018. • More Mentoring for Recovery sessions held in MIW region 16 – 19 October and 27 – 29 November, following on from August sessions. • In response to advice that many construction and trade-related businesses are overwhelmed by the increased volume of work following TC Debbie, a construction forum will be hosted in Airlie Beach, in partnership with Master Builders Queensland - Whitsunday and Mackay, on Tuesday, 5 December 2017. A small business mentor and Office of Small Business (OSB) staff member will present on business challenges during periods of rapid growth and OSB initiatives to assist construction businesses in the region.

Tasks:	Timing	Comments
<p>5. Build business case for NDRRA activations for small businesses and primary producers.</p> <ul style="list-style-type: none"> • Gather and provide regional intelligence through targeted surveys on the extent of impact of affected businesses. <ul style="list-style-type: none"> - DTESB - DSD • Collate survey information and prepare business case for NDRRA Category C/D activation. <ul style="list-style-type: none"> - DTESB • Collate industry intelligence and business cases for Cat C/D <ul style="list-style-type: none"> - DAF 	<p>Complete</p> <p>Complete</p> <p>Complete</p>	<ul style="list-style-type: none"> • On the ground surveying - 31 March 2017 – 06 April 2017 • Direct phone engagement - 03 April 2017 • Engagement with industry - 30 March 2017 • Development of survey - 30 March 2017 • The Category C applications for small businesses completed (DTESB) • Collation and analysis of survey responses • Development of Business Case through to QRA • Agriculture Coordination Group established (29 March – 18 April) and have collated industry intelligence and business cases for Category C/D (DAF) • Category C applications for primary producers completed for Mackay-Whitsunday, Central Queensland (Clarke-Creek area) and South East Queensland (DAF) • Following the Federal Government's decision on 14 July 2017 to reject the jointly funded \$220M Category D package put forward by Queensland, and instead offering to cost-share more than \$58 million (\$29.3 million each), the Premier reaffirmed Queensland's commitment to \$110M for recovery and reconstruction projects. • The Federal Government has since offered another \$18.8 million, bringing its Category D contribution to \$48.1 million, and will fund Shute Harbour upgrades.
<p>6. Provide NDRRA Category B/C/D assistance to primary producers and small business.</p>	<p>Complete when eligibility for NDRRA assistance to primary producers and small business has expired or when all applications have been considered. Category C deadline of 13 October extended to 12 January 2018.</p> <p>QRIDA established online form for Category C.</p>	<ul style="list-style-type: none"> • Various levels of Category B have been activated for: <ul style="list-style-type: none"> - Central Highlands - Gladstone - Gold Coast - Isaac - Livingstone - Lockyer - Logan - Mackay - Rockhampton - Scenic Rim - Whitsunday - Woorabinda. • Cat C for primary producers activated for: <ul style="list-style-type: none"> - Whitsunday - Mackay - Scenic Rim - Logan <p>and parts of Isaac, Central Highlands, Woorabinda, Livingstone, Gold Coast and Lockyer Valley</p> • Cat C for Small Business activated for: • - Whitsunday, parts of Isaac, Mackay, Rockhampton and Logan. • Category C deadline for primary producers and small businesses extended from 13 October to 12 January 2018 to allow producers and businesses more time to complete necessary clean-up and repair activities. • The Category D-funded Industry Recovery and Resilience Officer Program contractual documents, as at 26 September, have been finalised with the Queensland Farmers Federation. These recovery officers have been appointed and are helping rural businesses access available assistance and are providing technical skills to promote resilience. • For small business, QRIDA is responsible for processing applications and making payments. • DTESB and DSD officers continue to provide assistance to small businesses to complete the applications.

Tasks:	Timing	Comments
<p>7. Support community recovery through the retention of workers and help address long-term skills needs.</p> <ul style="list-style-type: none"> • Promote Back to Work program to local regional businesses. <ul style="list-style-type: none"> - Treasury/ DSD • Skilling Queenslanders for Work Community Recovery Package. <ul style="list-style-type: none"> - DET • Engage the Commonwealth regarding visa eligibility to assist in retention of seasonal workers. <ul style="list-style-type: none"> - Treasury • Develop strategies for retention of seasonal workers in affected regions e.g. backpackers and section 457 visa holders or the new Temporary Skill Shortage (TSS) visa from March 2018. <ul style="list-style-type: none"> - DAF 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<ul style="list-style-type: none"> • Additional \$10 million funding provided for disaster recovery training initiative 13 April 2017. • Development of strategies and implementation. • As at 28 November 2017, \$8.19M has been invested under the Skilling Queenslanders for Work Community Recovery Package to create 424 job opportunities. Funding has been allocated to: 15 Work Skills Traineeship projects worth \$7.516M to create 370 traineeships for up to six months; and \$675,000 across 16 councils to employ 54 additional First Start trainees for 12 months. • Economic Strategy Unit of Treasury represents Queensland on visa eligibility to that group. • Queensland Agricultural Workforce Network deployed (DAF). • DAF's Agriculture Workforce Officers are strategically placed in affected growing and production areas. These officers work with individual groups and community recovery groups to identify labour needs and link businesses to employment providers.
<p>8. Implement a marketing campaign providing positive messages about Queensland's agricultural sector.</p> <ul style="list-style-type: none"> - DAF 	<p>Campaign announced April 2017 - ongoing</p>	<ul style="list-style-type: none"> • This is part of the Go Local campaign
<p>9. Implement a marketing campaign providing positive messages about Queensland's tourism market.</p> <ul style="list-style-type: none"> - TEQ - Tourism Australia 	<p>Campaign announced – April 2017</p> <p>Complete</p>	<ul style="list-style-type: none"> • Major domestic and international campaign, delivered in partnership between TEQ and Tourism Australia, featuring print, digital and television commercial to encourage travellers to holiday in Queensland. • On 27 September 2017, the Minister for Tourism, Major Events and the Commonwealth Games Kate Jones announced the positive outcomes of the joint marketing campaign between TEQ, Flight Centre, Virgin Australia and Infinity Holidays.

Tasks	Timing	Comments
<p>10. Where possible align infrastructure development programs and activities to complement economic reconstruction priorities.</p> <ul style="list-style-type: none"> • Extend the closing date for submission of detailed applications for Round 3 of the Building our Regions program from April 07 to 28 April 2017. <ul style="list-style-type: none"> - DSD • Investigate opportunities for Building our Regions to support recovery priorities. <ul style="list-style-type: none"> - DSD • Continue to support affected councils with the delivery of mitigation, resilience, infrastructure and maintenance projects under DILGP funding programs. <ul style="list-style-type: none"> - DILGP 	<p>Complete</p> <p>Underway</p> <p>Ongoing</p>	<ul style="list-style-type: none"> • 5 April 2017 – closing date extended. • DSD’s Building our Regions program is providing \$2.83M for the Airlie Beach revitalisation project, with the State Government providing \$2.65M, and \$850,000 is being provided through the jointly funded Commonwealth-State NDRRA Category D program. • DILGP is continuing to work with councils to identify any impacts on delivery of projects under all funding and is reviewing 2017/18 funding guidelines. • The 2017-19 Works for Queensland program allows councils to undertake new maintenance or minor infrastructure works for disaster resilience and preparedness such as works that protect existing essential public infrastructure and/or build resilience to future natural disaster events. The 2017-19 Local Government Grants and Subsidies program allows councils to deliver infrastructure projects that support Queensland communities to be more resilient to natural disasters and reduce future expenditure on asset restoration.
<p>11. Tourism infrastructure and access recovery</p> <ul style="list-style-type: none"> • Secure and implement a \$7 million Tourism Recovery Fund to repair and rebuild existing tourism infrastructure significantly damaged by the cyclone, and to develop new resilient tourism infrastructure that offsets key tourism assets lost through the cyclone, primarily in the Whitsundays. <ul style="list-style-type: none"> - DTESB - DNPSR - Whitsundays Regional Council - Tourism Whitsundays - Queensland Tourism Industry Council - Australian Government • Safety inspections of tourism moorings in the Whitsundays. <ul style="list-style-type: none"> - DTMR 	<p>Ongoing</p> <p>Complete</p>	<ul style="list-style-type: none"> • A joint Federal/State announcement of the Tourism Recovery Fund infrastructure projects was released on 9 September. • The projects to be delivered are: <ul style="list-style-type: none"> - \$500,000 to deliver all-weather walking trails with interpretative panels on Border, Langford and Haslewood islands. - \$1 million to deliver new tourism infrastructure at Peter Faust Dam (Lake Proserpine) which will help support new tourism experiences. - \$1 million to enhance the existing facilities on Flagstaff Hill in Bowen to support the delivery of Indigenous tourism activities, festivals, cooking classes and farmers’ markets. - \$2 million for the Hill Inlet Lookout upgrade and expansion on Whitsunday Island. - \$500,000 will fund coral propagation research and coral gardening. - \$2 million Tourism Recovery grants round is now open to provide grants for projects that will drive tourism to the Whitsunday Regional Council area. Applications close 9 October 2017. • Hydrographic surveys of impacted marinas – completed April 2017.

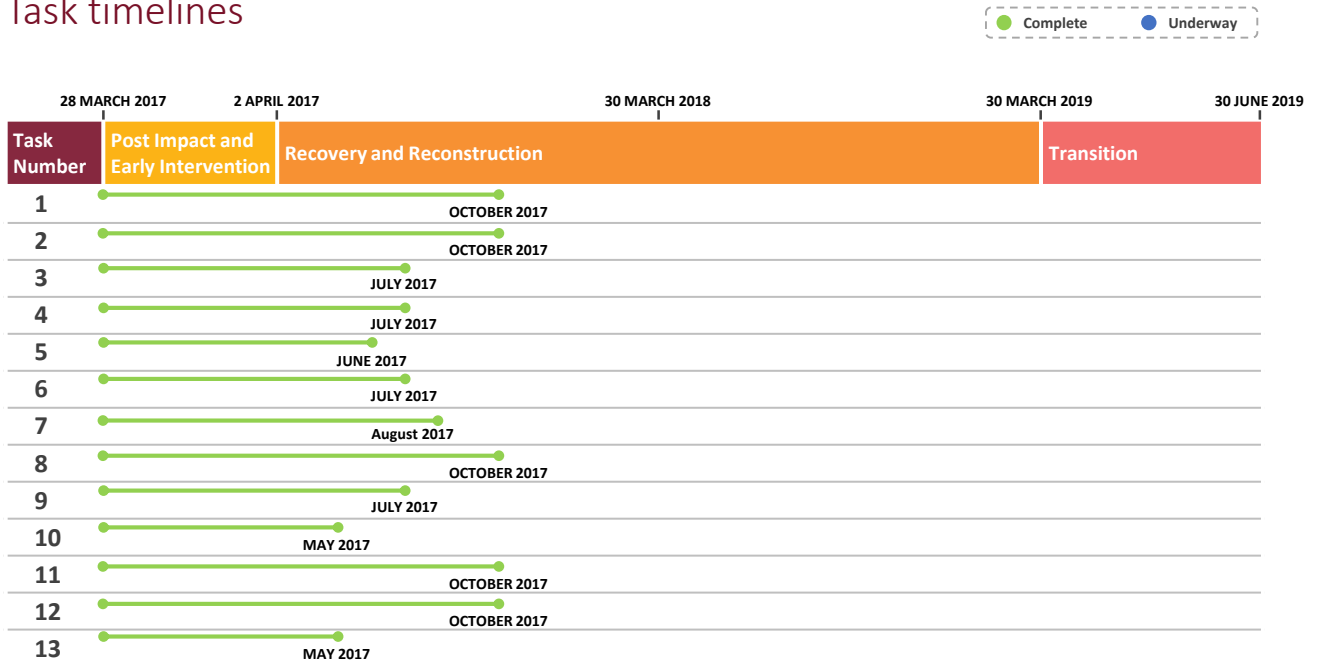
Environment – FRG Task Updates

The Environment Recovery Group coordinates the efficient and effective planning and implementation of environment recovery activities. These activities include progressing environmental recovery and providing advice on potential environmental and cultural heritage issues.

It also facilitates information exchange and maximises efficient allocation of resources towards recovery. A key focus is to progress strategies to reduce future impacts on the natural environment, in both urban and rural landscapes, focusing on long term resilience and sustainability. The Group is chaired by the Director-General of the Department of Environment and Heritage Protection, which is the lead Queensland Government agency with responsibility for environmental recovery.

The progression of key tasks against *The Operation Queensland Recovery Plan* for the Environment line of recovery is illustrated below.

Task timelines



2.5 Environment

The Environment Recovery Group coordinates the efficient and effective planning and implementation of environment recovery activities. These activities include advice on the measures required to achieve environmental recovery and to monitor and provide advice on current and potential environmental and cultural heritage issues.

It also facilitates information exchange and maximises efficient allocation of resources towards recovery. A key focus is to progress strategies to reduce future impacts on the natural environment, in both urban and rural landscapes, focusing on long term resilience and sustainability. The Group is chaired by the Director-General of the Department of Environment and Heritage Protection which is the lead Queensland Government agency with responsibility for environmental recovery.

The progression of key tasks against *The Plan* for the Environment line of recovery is illustrated below.

Tasks updates

Tasks:		Timing	Comments
1.	Coordinate and prioritise rehabilitation of riparian and coastal land.	December 2017	<p>RECOVERY TASK CLOSED – WITH NDRRA FUNDING ASSISTANCE ACTIVATED, REHABILITATION CAN FURTHER PROGRESS, AND THE MANAGEMENT OF FUND DISTRIBUTION AND OUTCOME MONITORING THROUGH EHP AND QRA COULD BE CONSIDERED BUSINESS AS USUAL</p> <p>Stream bank and gully erosion</p> <p>EHP and DNRM lead a number of natural resource programs throughout the year, including those that aim to reduce nutrient, sediment and pesticide loads into waterways, and specifically improve the quality of water entering the Great Barrier Reef. The work contributes to the immediate recovery and longer-term resilience building activities needed before and after major cyclone and rain events. Queensland’s regional Natural Resource Management bodies (NRM Bodies) and River Improvement Trusts (RITs), play an important role in the work. Some examples are below:</p> <ul style="list-style-type: none"> • Great Barrier Reef Water Science Taskforce report implementation (EHP led) – NQ Dry Tropics NRM Body is currently leading a government funded Major Integrated Project focused on Bowen Broken Bogie catchment within the Burdekin region, aiming in part to improve land management and condition to reduce sediment loads to local waterways. Project design ran until June 2017 while on-ground delivery will run until June 2020. • Natural Resource Management Investment Program (DNRM led) – The 2017-18 regional NRM Body project applications were assessed by the DNRM Technical Assessment Panel in May 2017. Supported projects have been considered by the DNRM Program Oversight Committee, and subject to Ministerial approval, funding announcements will be made. • River Improvement Trust Annual Works Program (DNRM led) – The Agreement for 2016-17 funding to support the implementation of the projects, was executed in early May 2017. Don RIT soon to commence work with landholders on Proserpine River to repair slumps and are currently costing levee repair. • NDRRA Category D environment recovery package (EHP led) – A total of \$35 million is available, jointly funded through a 50/50 split between the Commonwealth and State governments. The split between coastal repairs and watercourse/riparian recovery is unknown at this stage. <p>EHP released its application process for Parts C (Riparian recovery, weed control and soil conservation), D (Improved mapping and data collection) and E (Excess debris removal from watercourses and streambank stabilisation) to regional NRM Bodies in September 2017.</p> <p>NRM Bodies had to consult with local governments, RITs and other impacted organisations as part of the application. Seven NRM Bodies submitted applications for Stage 1 urgent Part C and Part E works and for Part D mapping projects. \$4.2 million of funding has been allocated for these urgent works to commence in October 2017. Stage 2 projects will be called for by EHP after the initial Part D assessments have been completed and additional works identified.</p>

2.5 Environment

Tasks updates

Tasks:	Timing	Comments
<p>1. Coordinate and prioritise rehabilitation of riparian and coastal land. (CONT)</p>	<p>December 2017</p>	<p>Coastal erosion and storm tide inundation</p> <ul style="list-style-type: none"> Mackay and Whitsunday beaches were considerably eroded, and while erosion at most locations is expected to be restored naturally over time, some beaches in the Mackay region have experienced long-term erosion impacts. EHP continues to assist Mackay Regional Council and the Midge Point community in particular, in their development of a Shoreline Erosion Management Plan and with ongoing technical advice to assist the council with coastal erosion recovery. Coastal protection works are likely to require development approval to ensure they do not adversely impact the environment or adjacent property. QRA is leading the NDRRA Category D environment recovery package for Parts A (Coastal Repair) and B (Vegetation clean up and restoration of recreational assets). A total of \$35 million is available, jointly funded through a 50/50 split between the Commonwealth and State governments. The split between coastal repairs (QRA led) and watercourse/riparian recovery (EHP led) is unknown at this stage.
<p>2. Implement through planning, monitoring, assessment and advice, strategies to reduce current and future impacts on ecosystems and habitats.</p>	<p>Ongoing</p>	<p>RECOVERY TASK CLOSED – LONGTERM BUSINESS AS USUAL PROJECTS AS RESOURCES PERMIT</p> <p>Great Barrier Reef</p> <ul style="list-style-type: none"> Tourism operators are now using some of the less affected areas and limited number of viable diving and snorkelling locations such as Butterfly Bay on Hook Island. NPSR will be investing \$6.4 million over two years to create new and alternative on-island visitor opportunities for marine tourism operators, while fringing reefs recover. In addition, 40 new public moorings are being installed as part of the \$2.375 million expanded reef protection program, funded through the Significant Regional Infrastructure Projects Program, to further protect coral reefs in the area. NPSR returned large pieces of coral (approximately 100 tonnes in total, and some individual pieces upto 8 tonne) to the ocean after being uprooted and washed ashore at Manta Ray Bay. Specialist contractors were employed and the Great Barrier Reef Marine Park Authority provided their advice. The initiative has been successfully done previously at Nelly Bay, Magnetic Island. NPSR is working on diversifying the visitor opportunities available in the Whitsundays to increase future resilience of the local economy and environment to natural disasters. <p>SEQ Water quality improvement</p> <p>Partners under the SEQ Council of Mayors (CoM) Resilient Rivers Initiative have been preparing Catchment Action Plans (CAPs) as part of the process of identifying and prioritising project sites aimed at minimising riverine erosion, the major contributor to poor water quality in the region. Working with the CoM is EHP, DNRM, Seqwater, Port of Brisbane and other partners.</p> <ul style="list-style-type: none"> Lockyer, Mid-Brisbane, Pumicestone and Logan-Albert CAPs have been completed. Work on Lower-Brisbane/Redlands and Bremer CAPs has commenced. The Lower Brisbane/Redlands CAP is currently on schedule for completion in December 2017. The Bremer River Catchment Action Plan is expected to be completed by November 2017.

2.5 Environment

Tasks updates

Tasks:		Timing	Comments
2.	Implement through planning, monitoring, assessment and advice, strategies to reduce current and future impacts on ecosystems and habitats. (CONT)	Ongoing	<p>QCoast2100</p> <ul style="list-style-type: none"> QCoast2100 Coastal Hazard Adaptation Program is a \$12M funding program for local government to help coastal councils and their communities identify coastal hazard areas, assess the risk to people and property and develop coastal hazard adaptation strategies to help keep their communities safe. Oversight for the program is provided by LGAQ, EHP and DILGP.
3.	Monitor and provide advice on current and potential water quality issues.	July 2017	<p>RECOVERY TASK CLOSED - BUSINESS AS USUAL</p> <ul style="list-style-type: none"> Water quality, measured as total suspended solids, nitrogen and phosphorus, returned to conditions similar to pre-Cyclone Debbie within two weeks of the event for the majority of catchments. (see metric)
4.	Ensure the recovery actions for mining and industry are environmentally safe.	July 2017	<p>RECOVERY TASK CLOSED - BUSINESS AS USUAL</p> <ul style="list-style-type: none"> Before wet season commences, and immediately following disaster events, EHP provides approvals and advice to industry and council operated facilities on the measures required to achieve environmental recovery. This can include emergency measures to maintain sewage and water treatment capability, the arrangements for temporary waste storage facilities, monitoring and managing discharges from mines and heavy industrial sites, and the process for rebuilding coastal structures and heritage building values.
5.	Support the expeditious repair of water and sewage infrastructure.	June 2017	<p>RECOVERY TASK CLOSED – BUSINESS AS USUAL</p> <p>See Task 4.</p>
6.	Facilitate resolution of waste management issues.	July 2017	<p>RECOVERY TASK CLOSED - BUSINESS AS USUAL</p> <p>See Task 4.</p>
7.	Conduct ecological assessment and recovery actions for impacted wildlife and species.	August 2017	<p>RECOVERY TASK CLOSED – BUSINESS AS USUAL WITH MONITORING TO CONTINUE</p> <p>Sea Turtles and dugongs</p> <ul style="list-style-type: none"> STC Debbie has had little impact on marine turtle breeding, arriving after the completion of flatback hatching and towards the end of hatching for the loggerhead and green turtles in central and south Queensland. As far as can be ascertained there is no elevated mortality for this time of the year. <p>Flying fox roosts</p> <ul style="list-style-type: none"> EHP wildlife officers worked with local councils and volunteers to identify and inspect flying fox roosts potentially impacted by STC Debbie in May and August 2017. Roost trees have indeed been damaged and it is assumed flying foxes have moved to un-impacted areas. Further rounds of surveys will provide more insight into the longer-term effects. Whitsunday roosts are still vacant, except for Hamilton Island where flying foxes returned to a new location on the island just before the August count. Further roost monitoring throughout Mackay region is due in November 2017.

Environment

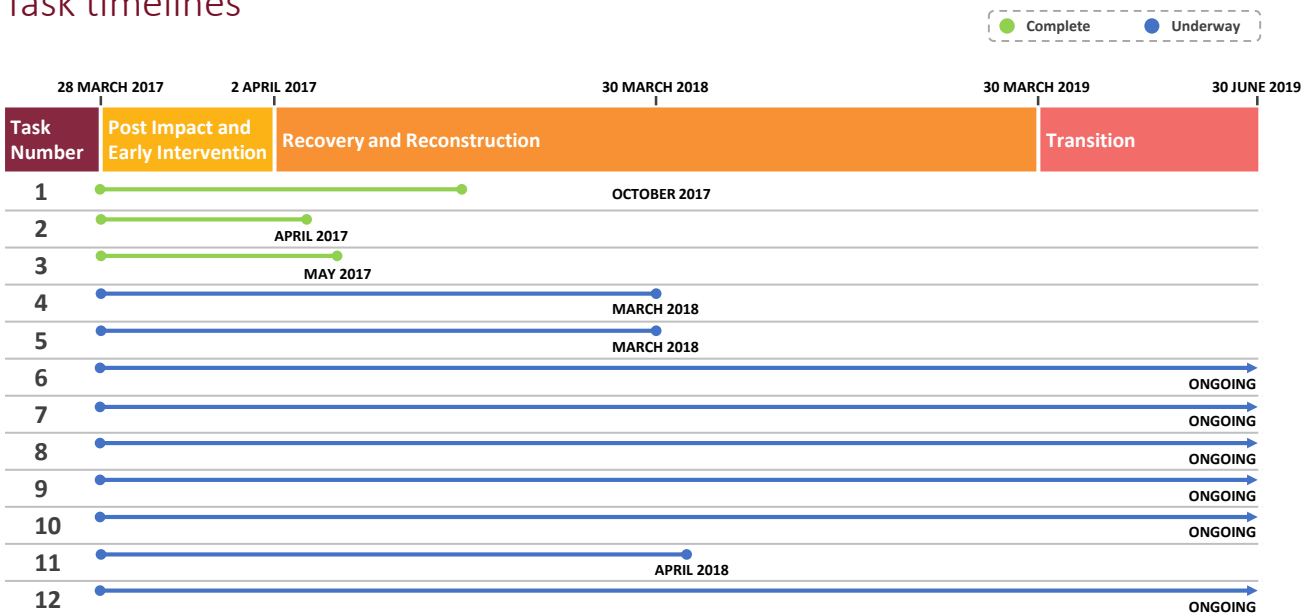
Tasks:	Timing	Comments
<p>8. Restore damaged infrastructure on state owned and managed land.</p>	<p>December 2017</p>	<p>RECOVERY TASK CLOSED – BUSINESS AS USUAL INFRASTRUCTURE MANAGEMENT, AS FUNDING AND TIME PERMITS</p> <p>Protected Area Estate (see metric)</p> <ul style="list-style-type: none"> • Infrastructure across GBR National Park Islands is operational, including Whitehaven Beach camping ground and Hill Inlet. • NPSR were quick of the mark, opening up Hill Inlet track and lookout over Whitehaven Beach, just 8 days after the cyclone stripped vegetation and felled trees, and the re-profiling and debris clean-up along Whitehaven Beach enabled the day use area and beach to be open by the Easter long weekend. • Infrastructure within the Mackay, Whitsunday and SEQ region are largely operational; recovery works continue for tracks. External contractors are/will be engaged for major road/track restoration. • Funding options being examined include grant program announced by DTESB for Whitsundays and Category D of NDRRA. • Funding has been secured to re-establish and upgrade the Whitehaven Beach camping and day-use facilities. Rangers will be working over the next 12 to 18 months on this project, which will include new picnic areas, upgraded toilet facilities and new information signage about the island. • NPSR are building a track to a new lookout on Whitsunday Island to provide new experiences and help revitalise the region. • All parks and forests are now either open or partially open. Partially open parks and forests include, Cathu State Forest, Conway National Park, Great Sandy National Park- Cooloola Recreation Area, Lamington National Park, and Springbrook National Park. Recovery works continue in these parks. • Areas within Lamington and Springbrook National Parks that are highly used by visitors are mainly open (except for eastern side of the Purling Brook and the Caves circuits) however some of the more remote walking tracks are closed and will most likely remain closed for an extended time due to significant landslides and potential geological instability (e.g. Illinbah circuit, Numinbah and Austinville sections). NPSR is regularly updating Park Alerts on the NPSR web site to inform the public of the parks' status. <p>Unallocated State Land (see metric)</p> <ul style="list-style-type: none"> • Damaged water resource monitoring sites have been identified by DNRM and require civil works to ensure river ends and pipework are adequately stabilised and protected for future flood events.
<p>9. Assess impacts to environmental infrastructure on private land.</p>	<p>July 2017</p>	<p>RECOVERY TASK CLOSED - BUSINESS AS USUAL</p> <ul style="list-style-type: none"> •No impacts identified/raised.
<p>10. Assess event impacts on built heritage and cultural heritage sites.</p>	<p>May 2017</p>	<p>RECOVERY TASK CLOSED - BUSINESS AS USUAL</p> <ul style="list-style-type: none"> • 27 Queensland Heritage Register places were within the track of STC Debbie. 15 of these are owned or part owned by the state. • EHP has been notified of 3 QHR places that sustained some minor damage, and will work with the relevant owners to navigate the approval processes required if rectification works are needed.
<p>11. Provide input to environment elements of the state recovery plans.</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • Input provided as required.
<p>12. Ensure communities, Aboriginal and Torres Strait Islander people, Natural Resource Management bodies and local government are effectively engaged in the consultation and decision making processes.</p>	<p>Ongoing</p>	<p>RECOVERY TASK CLOSED</p> <ul style="list-style-type: none"> • Learnings from this event will be used for future events. • NRM Bodies are heavily reliant on government funding, but play a critical role in streambank stabilisation and riparian recovery, and will be engaged earlier next event for damage assessments to represent NDRRA needs. • The Local Government Association of Queensland is now a member of the Environment Recovery Group to be more effectively engaged in the consultation and decision making processes between local and state government.
<p>13. Develop subordinate implementation plans to achieve environment tasks.</p>	<p>May 2017</p>	<p>RECOVERY TASK CLOSED – BUSINESS AS USUAL</p> <ul style="list-style-type: none"> •The development of subordinate implementation plans was not considered necessary by the Environment Recovery Group.

Building – FRG Tasks Updates

The Building Recovery Group coordinates the efficient and effective information exchange, issues identification and resolution between government agencies, building industry and insurance providers to ensure the prioritised use of available resources. The Group is chaired by the Director-General of the Department of Housing and Public Works, which is the lead Queensland Government agency with responsibility for building recovery.

The progression of key tasks against *The Operation Queensland Recovery Plan* for the Building line of recovery is illustrated below.

Task timelines



2.6 Building

The Building Recovery Group coordinates the efficient and effective information exchange, issues identification and resolution between government agencies, building industry and insurance providers to ensure the prioritised use of available resources. The Group is chaired by the Director-General of the Department of Housing and Public Works which is the lead Queensland Government agency with responsibility for building recovery. The progression of key tasks against *The Plan* for the Building Recovery line of recovery is illustrated below.

Tasks updates

Tasks:	Timings	Comments
1. Develop and implement solutions for temporary and long-term accommodation.	March 2017 – March 2018	<ul style="list-style-type: none"> Completed.
2. Initiate immediate Rapid Damage Assessment.	Completion end of April 2017	<ul style="list-style-type: none"> Completed.
3. Finalise detailed building assessments on government building infrastructure.	Anticipated completion end of June 2017	<ul style="list-style-type: none"> Completed.
4. Repair or demolish and rebuild government owned building assets.	March 2017 – March 2018	<ul style="list-style-type: none"> As at 30 November 2017, 99% (9654 of 9798) of identified tasks have been completed onsite. All tasks in the North, South East and South West Queensland regions have been completed. 99% of tasks in the Wide Bay Burnett region have been completed. 98% of tasks in the Central Queensland region (where TC Debbie crossed and the majority of tasks originated from) have been completed. The outstanding tasks do not impact on service delivery of government agencies, with some tasks rescheduled to fit into agency operations.
5. Determine repair/rebuild approach for community assets.	March 2017 – March 2018	<ul style="list-style-type: none"> Repair/rebuilding of community assets being coordinated by local recovery groups.
6. Support, monitor and advise reconstruction supply chain activities.	Ongoing	<ul style="list-style-type: none"> The Building Recovery Group stood down on 29 June 2017. Where needed, members remain available to address emergent issues. QBCC continues to operate the Building and Tradie Assistance Register and Building Certifier Register.

Tasks updates (cont.)

Tasks:	Timings	Comments
7. Support the Department of Communities, Child Safety and Disability Services (DCCSDS) Structural Assistance Grant assessments.	Ongoing	<ul style="list-style-type: none"> As at 4 December 2017, DHPW had received requests for 433 assessments. All assessments in south-east and central Queensland have been completed (56 and 19 respectively). In north Queensland, 336 assessments have been completed, with 1 awaiting an appointment (scheduled by DCCSDS). DCCSDS has advised that 21 assessments are no longer required.
8. Facilitate community access to independent building repair advice.	Ongoing	<ul style="list-style-type: none"> A dedicated QBCC webpage consolidates advice for homeowners rebuilding after a disaster (www.qbcc.qld.gov.au/home-maintenance/rebuilding-after-natural-disaster)
9. Identify and recommend action, where necessary, to address any regulatory impediments to a successful building recovery.	Ongoing	<ul style="list-style-type: none"> Issues progressively being addressed as they arise.
10. Support local and district recovery groups as necessary with reconstruction and funding arrangements.	Ongoing	<ul style="list-style-type: none"> On 31 May 2017, Chair of the Building Recovery Group wrote to the mayors of the eight most affected local councils advising of support BRG can provide.
11. Consider ongoing opportunities to develop building infrastructure resilience.	April 2018	<ul style="list-style-type: none"> Resilience building work continues with QRA, DHPW and James Cook University considering enhancement strategies. Local Government planning schemes and Building Code being considered as issues are identified
12. Input into general communication strategy in relation to building and electrical health and safety messages.	Ongoing	<ul style="list-style-type: none"> Proactive communication on asbestos and electrical safety has been completed

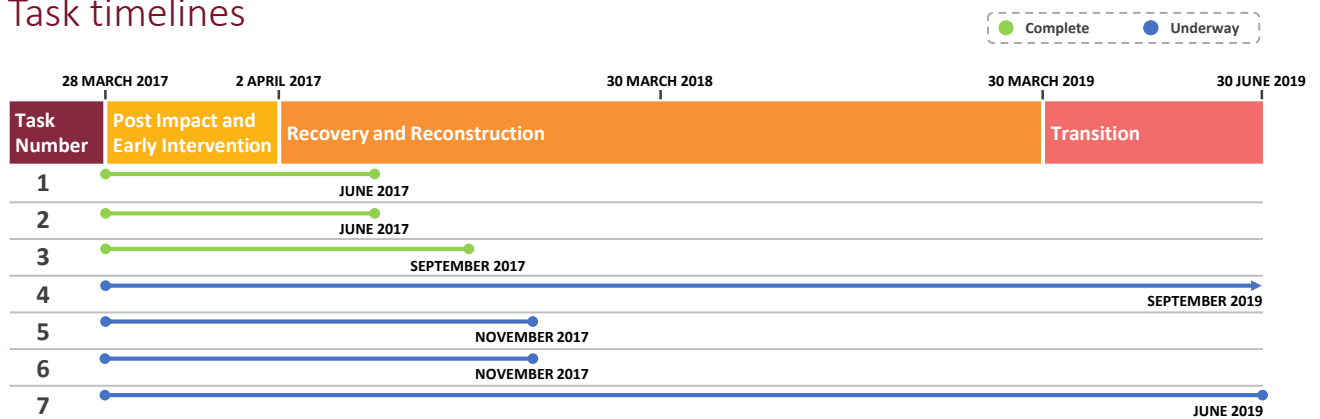
Roads and Transport – FRG Tasks Updates

The Roads and Transport Recovery Group coordinates the efficient and effective delivery of road and transport recovery activities. These activities include input into the development of the Roads and Transport Recovery Program, including identifying priorities. The Department of Transport and Main Roads is responsible for delivering the State- controlled roads and transport response and reconstruction and will engage directly with industry and the community on the recovery and reconstruction phases following the natural disaster.

The Group is chaired by the Director-General of the Department of Transport and Main Roads, which is the lead Queensland Government agency with responsibility for roads and transport recovery.

The progression of key tasks against *The Operation Queensland Recovery Plan* for the Roads and Transport line of recovery is illustrated below.

Task timelines



Task updates

Tasks:	Timing	Comments
1. Reconnect people and communities.	5 June 2017	• Based on end of emergent works period, as per funding deadline
2. Ensure transport access for local economies, agriculture and the resource sector.	5 June 2017	• Based on end of emergent works period, as per funding deadline
3. Develop restoration projects and activities.	30 September 2017	• Phase 1 submissions developed
4. Prepare NDRRA submissions as required.	30 September 2019	• Ongoing until finalisation of 2017 events program, as per NDRRA funding deadline
5. Review existing Queensland Transport and Roads Investment Program (QTRIP) (capital works plans) to accommodate the NDRRA program.	30 November 2017	• To occur at a district level through QTRIP October Review process
6. Develop subordinate implementation plans to achieve key tasks at project level.	30 November 2017	• Projects to be established in TMR systems
7. Implement transport reconstruction plan (practical completion of works).	30 June 2019	• As per NDRRA funding deadline

Annex B:

Local government areas activated under NDRRA

STC Debbie – LGA activations under NDRRA

As at 28 November 2017 the following Local Government Areas (LGAs) had been activated for Natural Disaster Relief and Recovery Arrangements (NDRRA) following STC Debbie:

GRANT ASSISTANCE ACTIVATIONS													Activated			AGDRP	
NDRRA													Approved, awaiting C'th announcemnt				
													Pending request				
Category	A	A/B	B	B			B	B	C			DRP	DRA				
LGA	PHAS	CDO	ESSR	Working Cap			REPA	Freight subs	Concessional loans			Special Disaster Assistance Grants					
				PP	NFP	SB			PP	NFP	SB	PP	NFP	SB			
North/Central Queensland																	
Banana																	
Burdekin																	
Bundaberg																	
Central Highlands												*					
Charters Towers																	
Fraser Coast																	
Gladstone																	
Hinchinbrook																	
Isaac												*	*	*			
Livingstone	*											*					
Mackay													*	*			
North Burnett																	
Palm Island																	
Rockhampton	*												*	*			
Townsville																	
Whitsunday																	
Woorabinda												*					
Southern/South East Queensland																	
Balonne																	
Brisbane																	
Gold Coast	*											*					
Goondiwindi																	
Gympie																	
Ipswich																	
Lockyer Valley												*					
Logan	*												*	*			
Maranoa																	
Moreton Bay																	
Noosa																	
Redland																	
Scenic Rim	*																
Somerset																	
South Burnett																	
Southern Downs																	
Sunshine Coast																	
Toowoomba																	
Western Downs																	

Source: Severe Tropical Cyclone Debbie NDRRA Activation Summary v19 *Part of LGA activated only for measure (see below)

Suburbs activated for PHAS

- Gold Coast** - Advancetown, Alberton, Austinville, Bonogin, Cedar Creek, Currumbin Valley, Lower Beechmont, Luscombe, Mudgeeraba, Natural Bridge, Numinbah Valley, Springbrook, Stapylton, Tallebudgera Valley and Yatala;
- Logan** - Bannockburn, Beenleigh, Bethania, Buccan, Carbrook, Cedar Creek, Cedar Grove, Cedar Vale, Chambers Flat, Cornubia, Crestmead, Eagleby, Edens Landing, Flagstone, Greenbank, Holmview, Jimboomba, Kingston, Logan Village, Logan Reserve, Loganholme, Loganlea, Marsden, Meadowbrook, Mount Warren Park, Munruben, New Beith, North McLean, Park Ridge South, Slacks Creek, South McLean, Stockleigh, Waterford, Waterford West, Windaroo, Wolffdene, Woodhill, Tanah Merah, Veresdale and Yarrabilba;
- Scenic Rim** - Allenview, Beaudesert, Biddaddaba, Bromelton, Canungra, Christmas Creek, Fassifern Valley, Gleneagle, Harrisville, Hillview, Illinbah, Josephville, Kagaru, Kooralbyn, Laravale, Moogerah, Rathdowney, Tamborine and Tambrookum;
- Livingstone** – Nerimbera;
- Rockhampton** - Alton Downs, Fairy Bower, Pink Lily, Port Curtis, Ridgeland and specific streets in Allenstown, Berserker, Depot Hill, Garnant, Gracemere, Kawana, Koongal, Lakes Creek, Midgee, Nine Mile, Park Avenue, Parkhurst, Rockhampton City, South Yaamba, The Common, The Range, Wandal and West Rockhampton.

Part-LGA activations for Special Disaster Assistance (Clean-up & Recovery) Grants

For the specific areas activated for Category C Grants for Primary Producers, Small Businesses and Non-Profit Organisations, please view the NDRRA Activation Summary available at www.qldreconstruction.org.au/ndrra/ndrra-activations

Acronyms

NFP - Not for Profit organisations

REPA – Restoration of essential public assets

PHAS – Personal hardship assistance scheme

DRP - Disaster Recovery Payment (individuals)

ESSR – Essential Services Safety & Reconnection

Working Cap - Essential Working Capital Loans

DRA - Disaster Recovery Allowance (loss of income)

PP - Primary Producers

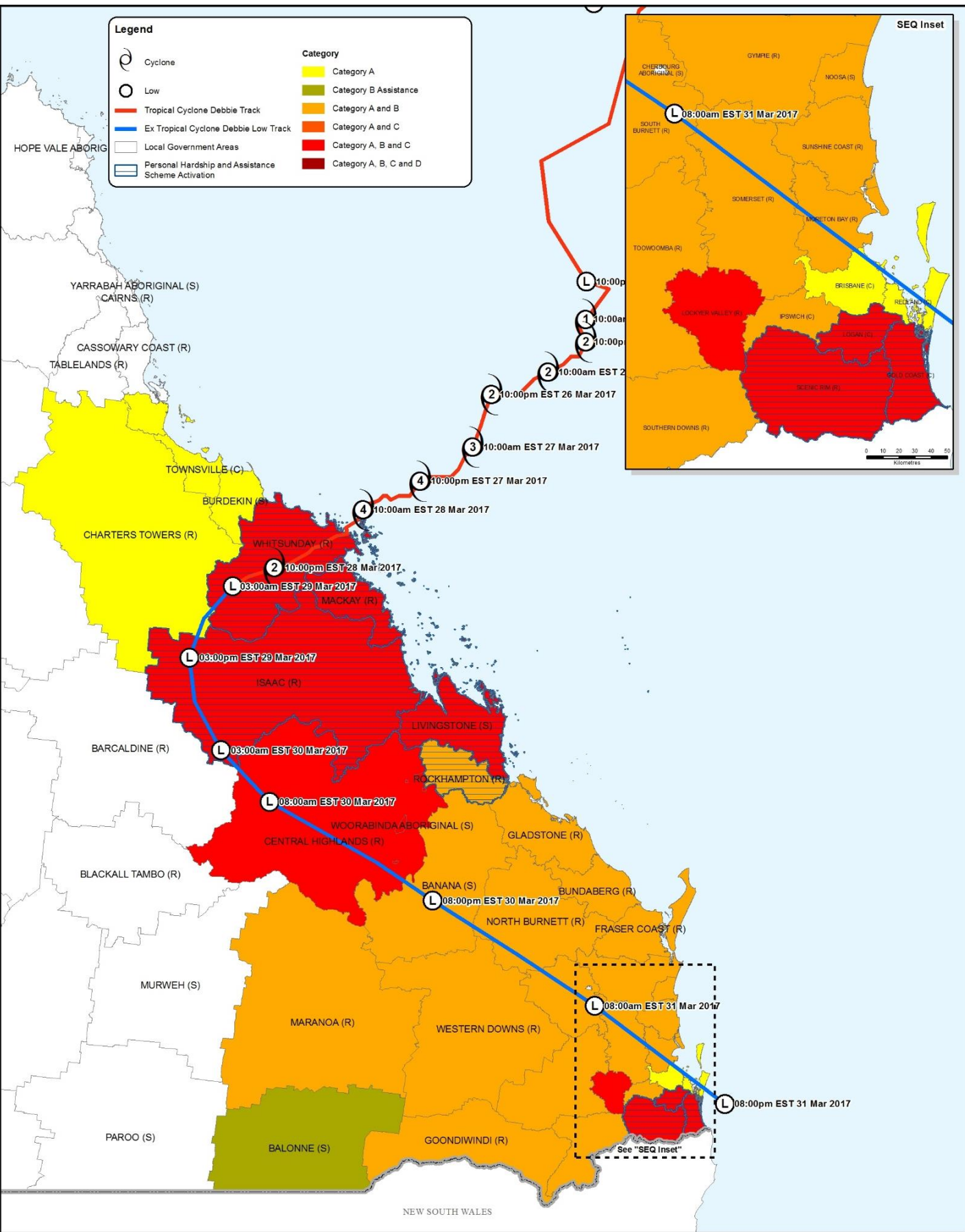
CDO – Counter disaster operations

SB - Small Business

Freight subs – Freight subsidies for Primary Producers

DRP – Australian Government Disaster Recovery Payment

DRA – Australian Government Disaster Recovery Allowance



Annex C: Local Recovery Plans

Whitsunday Regional Council Local Recovery Plan

Most of the Whitsunday region is Back In Business and on the way to getting Back to Normal. The power is back on for over 95% of premises. All major roads as well as the Whitsunday Coast Airport are open. Emergency response has concluded. Recovery operations commenced 2 April and are well underway. We are supporting our community to return operations Back to Normal. In key areas, where cost effective, we are seeking to increase resilience and make the community Stronger than Before. In key selected cases, we are seeking to bring forward iconic initiatives to renew elements of the region, making it Better than Ever.



Mayor:

Cr Andrew Wilcox



LRG Chair:

Cr John Collins



CEO:

Mr Barry Omondson

RECOVERY NARRATIVE

Values

- **Accountability** – being open, diligent and ethical in our decisions and actions.
- **Unity** – working together to get things done.
- **Trust** – in our team mates, our service partners and our customers.
- **Community** – building pride, strength and confidence amongst our region, residents and ratepayers.
- **Continuous Improvement** – always looking for solutions and ways to do things better.

Local Recovery Group

- Established 3 April 2017.
- Chaired by Deputy Mayor – Cr John Collins.
- Four sub-groups: Human and Social • Economic • Environment • Infrastructure (combine Building, Roads and Transport).
- Key Stakeholders: Community groups, non-government organisations/agencies, local businesses (Growers, Commerce and Tourism), Federal and State authorities and other connected parties.
- Themes for Recovery: There are four themes that link to the phases within the Lines of Recovery. These themes are:
 - **Responded** – Counter Disaster Operations. Protection of life, community safety and emergent works.
 - **Restored** – Back In Business. Getting the community functioning again and eventually Back to Normal.
 - **Resilient** – Stronger than Before. Increasing the resilience of infrastructure, lowering community risk and enhancing future disaster response.
 - **Renewed** – Better than Ever. Taking the opportunity to bring a smarter future forward, realise community aspirations and strengthen the regional economy.

DAMAGE AND IMPACTS

Human and Social

- 4,357 premises directed to evacuate due to storm surge threat.
- 33% of all urban premises damaged; 208 properties severely damaged or destroyed; estimated 800 residents displaced.
- 6,450 applications for assistance for hardship or loss of possessions.
- Asbestos threat from aged building damage.
- All schools and daycare centres suffered external, internal damage and materials loss.
- Increased community feelings of isolation, loss, anxiety and fear.

Economic

- Cane industry sustained \$250M damage; other horticultural loss of \$100M.
- Lost plantings equating to delay in production and employment.
- Tourism disruption – average 3 week's trade lost.
- Two of three iconic island resorts inoperable for 12 months.

- Regional brand damage; market uncertainty.
- Substantial damage to tourism infrastructure and national parks.
- 740 businesses reported as unable to operate (power, water, supply chain) for at least six and up to 15 days due to outages.
- Subsequent need to reduce staff numbers, impacting community employment.

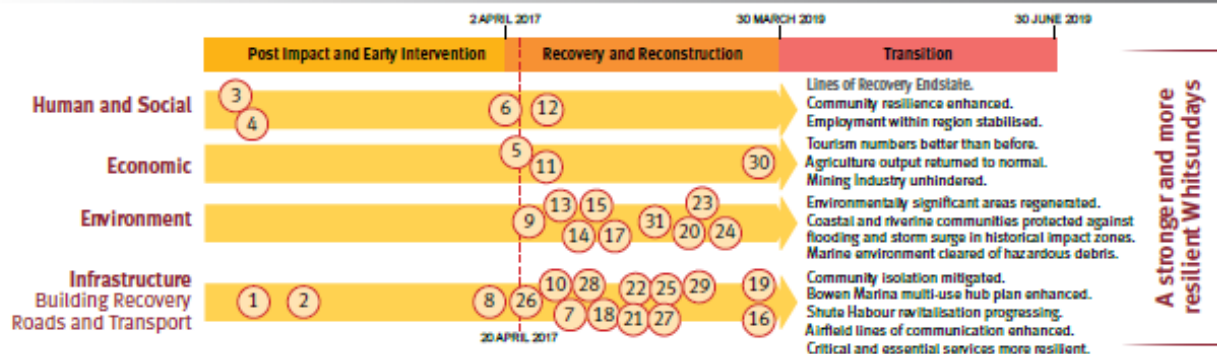
Environment

- Widespread destruction of mature vegetation and major defoliation to remnant forest.
- Consequential increased noxious weed, erosion and landslip vulnerability.
- Significant damage to inshore Great Barrier reefs from turbulence and debris.
- 100,000m³ green waste collected to date.
- 2,000 tonnes hard rubbish generated.
- 80+ marine vessels run aground, sunk or missing.
- Significant riparian and littoral erosion, siltation and debris build up.
- Sewage overflows in low lying areas.

Infrastructure (Building, Roads and Transport)

- Bruce Highway north and south and Shute Harbour Road cut for three days, isolating all major communities from supply, hospital and airport.
- Lack of highway access exacerbated all other impacts to the local community.
- Whitsunday Coast Airport closed for six days due to damage and access constraints.
- Three bridges damaged or destroyed.
- Sea ports closed for three days; Shute Harbour destroyed.
- Substantial road damaged (under assessment).
- Iconic community assets destroyed or damaged – Showground Pavilion; Airlie Foreshore; Airlie Lagoon and Bicentennial Walkway; Council Library and Chamber buildings; PCYC; Entertainment Centre.
- Potable water unavailable to Airlie Beach, Cannonvale and Jubilee Pocket (four days x 10,000 residents).
- Power disrupted to 65,000 premises – restored to 95% within 16 days.

LINES OF RECOVERY



The objectives and timeframes stated are indicative and dependent on confirmation of priority and potential future funding arrangements which are yet to be determined.

A stronger and more resilient Whitsundays

LOCAL RECOVERY OBJECTIVES

- Road transport and airport reopened (Responded).
- Temporary essential services restored (power, water, waste, telecoms) (Responded).
- Community recovery hubs established (Responded).
- Emergency funding (personal hardship etc) made available (Responded).
- Green and hard waste (including asbestos) removed (Responded).
- Displaced households settled in temporary accommodation (Responded).
- Houses and commercial properties repaired (Restored).
- Essential services (power, water, waste, telecoms) repaired and restored (Restored).
- Vessel salvage plan developed by Maritime Safety Queensland (MSQ) (Restored).
- Infrastructure impact assessments completed (Restored).
- Tourism advertising campaign 'Back in Business' commenced (Restored).
- Community support mechanisms implemented (Restored).
- Airlie Lagoon drained, repaired and reopened (Restored).
- Foreshore and parks cleared and repaired (Restored).
- All vessels salvaged by MSQ (Restored).
- Road transport network repaired (Restored).
- Revegetation and bush fire risk mitigated (Restored).
- Repair of school infrastructure to more resilient standard (Resilient).
- Bruce Highway and Shute Harbour Road made more resilient (Resilient).
- Wilson and Conway Beaches protected (Resilient).
- Review of large vessel landing options completed (Resilient).
- Critical infrastructure (energy supply) assured and resilience improved (Resilient).
- Bowen Foreshore and Don River stabilised, restored and protected (Resilient).
- Rock Wall repair and improvement – Bowen, Wilson Beach, Shute Harbour (Renewed).
- Water and sewer increased resilience for Airlie Beach and Cannonvale (Renewed).
- Proserpine Show Pavilion rebuilt by Show Society (Renewed).
- Collinsville Motorpark repair and redevelopment completed (Renewed).
- Whitsunday Coast Airport runway and terminal made more resilient and improved (Renewed).
- Bowen Marina multi-use redevelopment completed (Renewed).
- Shute Harbour revitalisation completed (Renewed).
- Airlie Foreshore masterplan completed (Renewed).

This local recovery plan has been endorsed by Whitsunday Regional Council for public release.

This is a live document managed by the Whitsunday Regional Council and is correct as at 20 April 2017. The Whitsunday Local Recovery Plan can be accessed at www.whitsunday.qld.gov.au

Mackay Regional Council Local Recovery Plan

Successful recovery relies upon: community led approaches, coordination of all activities, effective communication and acknowledging and building capacity.

RECOVERY NARRATIVE

Values

- **Employee health and safety** – we are committed to being safe at work and to go home safe to our families at night.
- **Client satisfaction** – where our clients want to do business with us, not because they have to.
- **Respect** – communication is high, with people sharing achievements as well as areas that need improvement.
- **Teamwork** – there is commitment to making the business better by working across groups.
- **Accountability** – we all demonstrate strong accountability, doing what we say we do.

Local Recovery Group

- Established 3 April 2017.
- Chaired by Deputy Mayor, Cr Kevin Casey.
- Four sub groups: • Human and Social • Economic Recovery and Employment • Infrastructure • Environment.
- Recovery Implementation Plan, Version 1.0, Draft March 2017.
- Report into Mackay Local Disaster Management Group/ Mackay District Disaster Management Group.
- Recovery strategies are focused on:
 - short term (up to 4 weeks)
 - medium term (4 weeks to two years)
 - long term (greater than two years).
- Key stakeholders and clients include: Mackay community, state government agencies and non-government organisations.

Mayor:
Cr Greg Williamson



CEO:
Mr Craig Doyle



LRG Chair:
Cr Kevin Casey



DAMAGE AND IMPACTS

Human and Social

- Financial and structural assistance to communities.
- Temporary accommodation for residents with uninhabitable homes.
- Mental and health wellbeing.
- Continuation of Recovery Hubs, Information Centres and Outreach Teams.
- Community engagement strategies for remote communities.
- Recovery of communities to some sense of normalcy.

Economic

- Private business assistance and business continuity planning.
- Tourism assistance to operators and business continuity planning.
- Agriculture – cane industry, livestock and other primary producer assistance.
- Mining sector strategies – alternative options due to rail network issues.

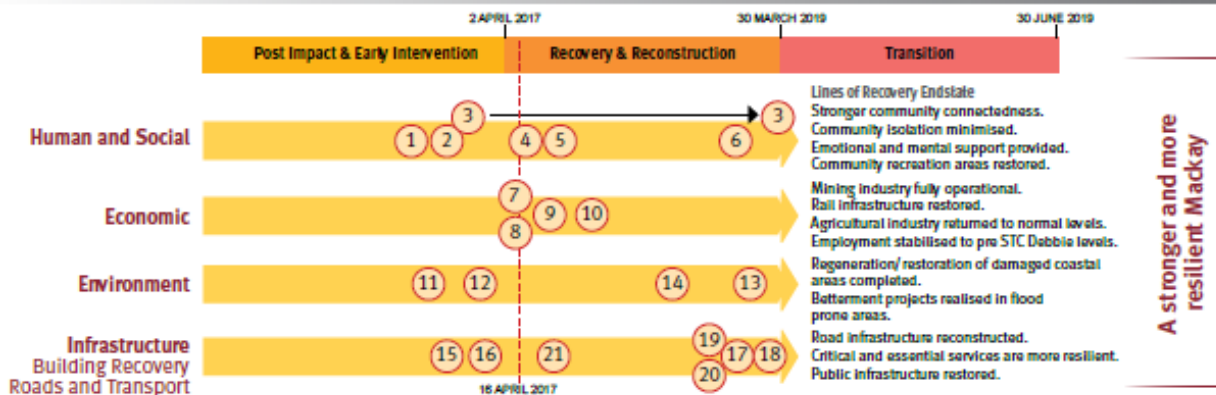
Environment

- Clean up of green waste and hard waste.
- Vector control strategies for insect control.
- Beach erosion restoration and rehabilitation.
- Finalisation of work to essential services, water and sewage.

Infrastructure (Building, Roads and Transport)

- Restoration of council road network – estimated cost \$30 million.
- Restoration of State road networks in conjunction with Department of Transport and Main Roads (DTMR). DTMR is the lead agency for the State road network.
- Restoration of parks and places of cultural significance.
- Clean-up of creek and other water tributaries.

LINES OF RECOVERY



A stronger and more resilient Mackay

LOCAL RECOVERY OBJECTIVES

1. Financial and structural assistance provided to communities.
2. Temporary accommodation provided for residents with uninhabitable homes.
3. Mental and health wellbeing of residents supported.
4. Continuation of Recovery Hubs, Community Recovery Information Centres and Outreach teams to the community.
5. Community engagement strategies for remote communities implemented.
6. Communities recovered to some sense of normalcy.
7. Private business assistance and business continuity planning undertaken.
8. Tourism assistance provided to operators and business continuity planning undertaken.
9. Agriculture – cane industry, livestock and other primary producer assistance provided.
10. Mining sector strategies developed – alternative options due to rail network.
11. Clean up of green waste and hard waste completed.
12. Vector control strategies for insect control implemented.
13. Beach erosion restoration and rehabilitation completed.
14. Clean up of creek and other water tributaries completed.
15. Impact assessments completed.
16. Essential services restored.
17. Council road networks restored – estimated cost \$30M.
18. State road networks restored.
19. Parks and places of cultural significance restored.
20. Works to water and sewage treatment plants finalised.
21. Seabed surveys and repair to navigational channels in Hay Point completed.

DRAFT: This Plan has been endorsed by Mackay Regional Council for public release

This is a live document managed by the Mackay Regional Council and is correct as at 16 April 2017. The Mackay Regional Council Recovery Plan can be accessed at www.mackay.qld.gov.au

Isaac Regional Council Local Recovery Plan

As an organisation we are unwavering in our commitment to securing a prosperous and resilient future for our people.



Mayor:
Cr Anne Baker



CEO:
Mr Gary Stevenson

RECOVERY NARRATIVE

Values

- **Professionalism** – we will display accountability, openness, transparency and integrity.
- **Continuous improvement** – all aspects of the organisation's operations are encouraged through a progressive and creative approach.
- **Excellence** – the manner in which we approach all aspects of the business for the Isaac Region ensures the highest possible outcome will be achieved.
- **Procedural consistency** – there is a consistent approach to the way in which Council conducts its business across the region.
- **Customer focus** – we identify and meet the needs of all customers in a responsive and equitable manner.
- **Team work and coordination** – we work together to achieve a common goal.
- **Safety and wellbeing** – we are all committed to working safely and caring for each other's wellbeing.

Local Recovery Group

- Established 2 April 2017.
- Chaired by Mayor, Cr Anne Baker.
- Group combines Human and Social, Economic, Environment and Infrastructure (Building, Roads and Transport) lines of recovery.
- Key stakeholders: lead state government agencies, community groups, non-government organisations/agencies, local businesses and trade associations, service providers and other invested parties.
- Four recovery themes:
 1. **Response:** Ensure community safety.
 2. **Rebuilding:** Bring the community forward to a new normal.
 3. **Restoration:** Working together to repair and re-establish the community linkages across all lines of recovery.
 4. **Resilience:** Embed the principle in all activities to mitigate, improve and build betterment for the community.

DAMAGE AND IMPACTS

Human and Social

- 14 households destroyed/uninhabitable.
- Significant number of parks and public spaces unsafe/unavailable.
- 41 requests for "Temporary Emergency Accommodation".
- 17 home contents damaged or destroyed.
- Community wellbeing: feeling of isolation, loss, anxiety and fear.

Economic

- Mining and resource industry impacts due to ceasing operations, isolation of staff, damage to assets and delay in railway damage being rectified to access coal port terminals for exports.
- Agriculture industry – livestock and cropping – loss of earnings at a significant level.
- Extended disruptions to transport routes for product freight to saleyards/market, particularly the cattle producers facing long term delays in repairs to roads to allow heavy vehicle access.
- Loss of local services and supplies e.g. Lotus Creek Service Station.
- Aquaculture industry – loss of earnings at a significant level.
- Loss of income/profits to small businesses – power outages, damage, staff isolation.

Environment

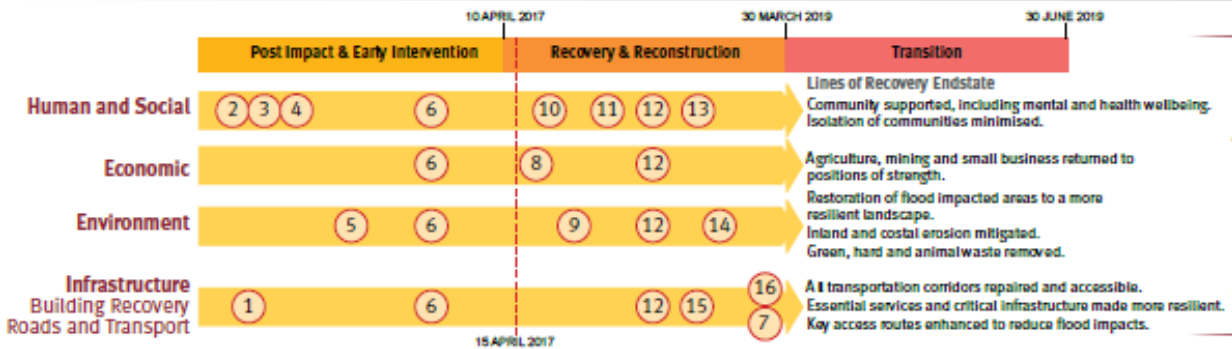
- Coastal erosion evident at the Carmila and Clairview Beach fronts.
- Upper Fitzroy River Basin and coastal river catchment erosion.
- Significant green waste generated.
- Significant hard waste generated.
- Sewage overflow.

- Biosecurity concerns within the aquaculture and agriculture industries.
- Public health concerns including mosquitos and water quality.
- Loss and disposal of wildlife and livestock.

Infrastructure (Building, Roads and Transport)

- All townships, outlying areas and key transport routes were isolated for varying lengths of time due to flooding, bridge floodway damage including, but not limited to:
 - Marlborough-Sarina Rd. Still limited access to local 4WD traffic only
 - Peak Downs Hwy
 - Sutton Developmental Rd
 - Croydon-St Lawrence Rd cut at Main Creek Bridge, still limited access Fitzroy Developmental Rd cut for 72 hours due to flooding at two crossings
 - Carmila West Rd cut due to extensive damage and remains not trafficable
 - May Downs Rd was inundated across an extended chainage due to flooding for up to 14 days and road remains closed
 - Collary Killarney Rd and Carfax Rd sustained damage yet to be assessed.
- Bridges along key roads damaged.
- Power disconnected to homes – full power restored after a number of days.
- Telecommunications disrupted and offline for a significant number of days.
- Moranbah Airport closed to normal operations for a number of days.
- Water and sewage treatment plants effected.
- Six river height monitoring stations damaged.
- Council's Wide Area Network (WAN) directly impacted, impeding response and business continuity.

LINES OF RECOVERY



A stronger and more resilient Isaac

LOCAL RECOVERY OBJECTIVES

1. Essential services (power, water, waste, telecommunications) repaired and restored.
2. Displaced households settled in temporary accommodation.
3. Emergency funding (personal hardship etc.) granted/approved.
4. Community support mechanisms implemented.
5. Green and hard waste removed and adequately processed.
6. Impact assessments completed.
7. Coordinated reconstruction and betterment for the extensive road transport network, state and local controlled.
8. Priority restoration and improved resilience of supply chain (key transport routes for primary producers and resource sector, e.g. Marlborough-Sarina Rd, May Downs Rd and Peak Downs Highway).
9. Carmila and Clairview foreshore rehabilitation and erosion mitigation works implemented.
10. Long term repairs and improvements to telecommunication infrastructure.
11. Improved resilience of the energy supply infrastructure is achieved.
12. Develop and implement strategies for greater flood resilience in the Upper Fitzroy River and Coastal Catchments.
13. Restoration of community facilities to the Lotus Creek and Clarke Creek communities.
14. Empower local businesses to improve their resilience to disasters.
15. Confidence in the tourism market is restored.
16. Establishment of evacuation and response infrastructure for at risk communities.

This Plan has been endorsed by Isaac Regional Council for public release.

This is a live document managed by Isaac Regional Council and is correct as at 15 April 2017. The Isaac Recovery Plan can be accessed at www.isaac.qld.gov.au

Rockhampton Regional Council Local Recovery Plan

The recovery objectives of the flood event resulting from Ex-Severe Tropical Cyclone Debbie are: to identify appropriate recovery measures; allocate responsibility for actions and tasks to Council and key agencies; and establish timeframes for actions.

RECOVERY NARRATIVE

Values

- Councillors and staff of Rockhampton Regional Council (RRC) are committed to creating a great Council that is efficient, flexible and focused in the delivery of services for our community.
- Our values and behaviours are: Accountability; Customer Focus; People Development; One Team; and Continuous Improvement.

Local Recovery Group

- Activated 3 April 2017.
- Chaired by Mayor, Cr Margaret Strelow.
- Coverage over all lines of recovery: Human and Social • Economic • Environment • Infrastructure (Building Recovery and Roads and Transport).
- The Local Recovery Plan for Flood Event Resulting from Tropical Cyclone Debbie has been developed.
- Primary line of recovery is Infrastructure, with the major focus on continued flood mitigation strategy for North and South Rockhampton.
- Key stakeholders include: Department of Human Services (Cwth), Department of Communities, Child Safety and Disability Services, Queensland Fire and Emergency Services, Queensland Police Service, Department of Agriculture and Fisheries, Workplace Health and Safety, Department of Housing and Public Works, Department of Justice and Attorney-General, Salvation Army, OzCare, Anglicare Central Queensland, UnitingCare Community, Multicultural Development Association, Red Cross, and St Vincent de Paul.

Mayor & RRG Chair:
Cr Margaret Strelow



CEO:
Mr Evan Pardon



DAMAGE AND IMPACTS

Human and Social

- Rockhampton community endured the initial rain event as a direct result of ex-STC Debbie and then the major flooding, with the Fitzroy River peaking on 6 April 2017 at 8.9m.
- Approximately 1,500 homes impacted, with approx 315 sustaining damage.
- Flooding in low lying areas including, but not limited to, Depot Hill, Port Curtis, Berserker, Park Avenue and Pink Lily.
- 42 local parks, sporting grounds, including Callaghan Park Racecourse, inundated and closed.
- Some sporting fixtures suspended for approximately six weeks.
- Evacuation centre established with minimal uptake of services.

Economic

- Small businesses impacted due to flooding and redirection of road traffic in the areas of Gladstone Rd, Lower Dawson Rd and Lakes Creek Rd.
- Airport closure from 4 to 13 April 2017 affecting airport and associated small businesses.
- Tourism numbers impacted over the Easter holiday period, with a high number of cancellations of hotel rooms, caravan and camp sites.
- Indirect business reduction in central business district of Rockhampton.
- Numerous small businesses, rural producers, Tays and JBS Meatworks & Hastings Deering impacted.

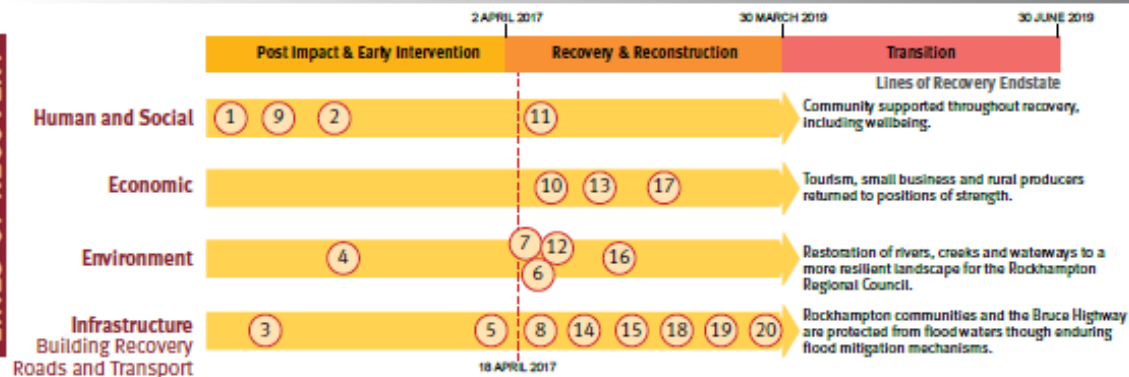
Environment

- Silt and mud covered streets and parks.
- A significant amount of green and hard waste generated – continuing to be assessed.
- Erosion primarily on Fitzroy River with the caravan park, Sir Raymond Huish Drive, Wharf Street, Bowlin Road and Moores Creek requiring further assessment.
- Sewage release to mitigate overflow at plant.
- Inundation in Depot Hill, Pink Lily, Airport and other low lying areas.
- Further landslips on Pilbeam Drive, Mount Archer.

Infrastructure (Building, Roads and Transport)

- Inundation and damage to Rockhampton Airport runway/apron-closed for 10 days.
- Power isolated to flood inundated areas (proactively).
- Bruce Highway closed for five days.
- Rural roads damaged – still under assessment.
- Multiple road closures during flood event.
- North Rockhampton Stage 1 temporary levees were effective in reducing infrastructure damage with future improvements identified.

LINES OF RECOVERY



A stronger and more resilient Rockhampton

LOCAL RECOVERY OBJECTIVES

- Establish an evacuation centre at Robert Schwarten Pavilion (Showgrounds).
- In partnership with the relevant agencies, provide access to support services.
- Essential services (primarily power and road access) restored to affected areas.
- Green and hard waste removal and management.
- Provide shuttle bus service between Gladstone and Rockhampton airports during closure.
- Cleaning and removal of flood water silt, mud and debris.
- Fitzroy River parks and pathways cleared, cleaned and reopened.
- Public carparks cleaned and reopened.
- Community Recovery Hub established at the Showgrounds.
- Economic assessment completed and full impact known.
- Facilitate and coordinate community events including ANZAC Day services, the River Festival and race days.
- Cleaning and clearing of sporting fields to resume sporting fixtures.
- Work in partnership with the local Chamber of Commerce to assess small business impact and relevant business continuity strategies.
- Assessment and prioritisation of impacted roads and bridges at local and state level.
- Survey and rectification of Rockhampton Airport runway/apron.
- Erosion assessment along the Fitzroy River and subsequent rectification.
- Support the recovery of businesses and enhance the resilience of the Rockhampton economy.
- Sporting and community clubs implement disaster recovery assistance.
- South Rockhampton flood mitigation (flood levee) – protection of Depot Hill, Port Curtis, Rockhampton CBD and Bruce Highway with a combination of permanent and temporary levees as assessed.
- Review and implement (where applicable) other mitigation projects as per Flood Management Strategy.

This Plan has been endorsed by Rockhampton Regional Council for public release.

This is a live document managed by the Rockhampton Regional Council and is correct as at 18 April 2017. The Rockhampton Local Recovery Plan can be accessed at www.rockhampton.qld.gov.au

Livingstone Shire Council Local Recovery & Resilience Plan

Livingstone will recover rapidly and build a community more resilient to future disasters and with greater capacity to grow and prosper. Our recovery will be founded on a community led approach, enabled by inclusive communication.

RECOVERY NARRATIVE

Values

- Livingstone Shire Council is focussed on continual improvements in overall service delivery at an operational level to provide ratepayers with the best possible value for money, as well as the implementation of long-term plans to reinvigorate the Shire's economy and reinforce business confidence.
- Livingstone Shire promotes a positive culture in the workplace with all staff demonstrating high standards of accountability, teamwork, community, potential and positivity. These values and behaviours set the standard for Council and are embodied throughout the organisation.

Local Recovery Group

- Established for Severe Tropical Cyclone Debbie and the Fitzroy River Flood Event on 10 April 2017.
- Chaired by the Mayor, Cr Bill Ludwig.
- The lines of recovery and resilience are organised by Taskforces:
 - Community Development
 - Regional and Economic Development
 - Built Environment
 - Environment and Regulatory.
- The Severe Tropical Cyclone Debbie and Fitzroy River Flood Event Implementation Plan was approved by the RRG Chair on 10 April 2017.
- Key stakeholders include: Department of Communities, Child Safety and Disability Services; Queensland Police Service; Queensland Health; Taskforce representatives; and key agency, community groups, and business representatives as required.

Mayor & RRG Chair:
Cr Bill Ludwig



CEO:
Chris Murdoch



DAMAGE AND IMPACTS

Human and Social

- Community still recovering (financially and psychological wellbeing) from STC Marcia two years prior to STC Debbie and the associated Fitzroy Flood event.
- Short term isolation (and loss of power) for some communities including Stanage Bay, Ogmoo and Stockyard Point.
- Inundation at Yaamba, Nerimbera and Rossmoya.
- 101 properties affected in Yaamba.
- 71 properties affected in Belmont.
- 111 properties affected in Nerimbera.

Economic

- Small business impacts due to flooding and reduced foot traffic and tourist numbers.
- Secondary effects of Rockhampton Airport closure from 4 to 13 April 2017.
- Tourism numbers impacted during the two week school holidays were down up to 45% and the Easter Long Weekend down about 20-30% on bookings
 - A survey of businesses indicated 25% lost \$50,000 to \$200,000 in revenue, with 50% suffering losses of between \$10,000 and \$50,000 dollars, and another 25% of businesses surveyed losing up to \$10,000 in trade.

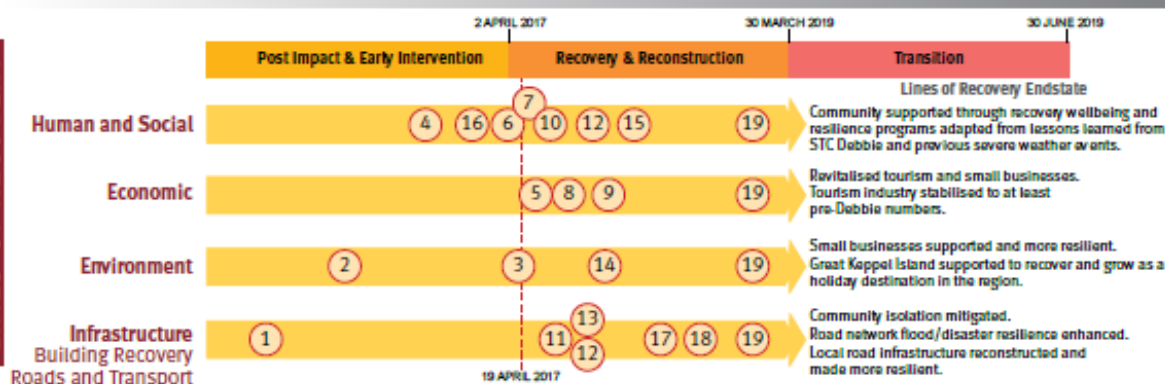
Environment

- Severe beach erosion on both the mainland, creeks and Great Keppel Island.
- Debris on the beaches and in waterways.
- Loss of pasture for grazing.
- Increase in feral pig numbers and parthenium weed.
- Damage to state forest roads.

Infrastructure (Building, Roads and Transport)

- Multiple road closures and subsequent damage to roads and floodways.
- Significant impact on rectification works (protective wall) at Great Keppel Island (required after STC Marcia).
- Telstra Tower at Stockyard Point damaged.
- Damage to Hedlow Airfield.
- Damage to flood monitoring stations.

LINES OF RECOVERY



A stronger and more resilient Livingstone

LOCAL RECOVERY OBJECTIVES

- Essential services (primarily power) restored to impacted areas.
- Green and hard waste removal and management.
- Removal of debris from beaches, particularly Emu Park and Zilzie.
- Identification and management of personal hardship cases.
- Community messaging that "we are open for business".
- Assess human, health and social impacts.
- In partnership with the relevant agencies, provide access to psychosocial support services.
- Assess economic impact on key assets, e.g. tourism, small business and agriculture.
- Mitigate impacts to key economic asset groups with support for recovery and resilience activities.
- Seek funding for extension of Community Development Officers obtained after STC Marcia.
- Assess resilience of critical infrastructure.
- Local road infrastructure assessed and essential repairs undertaken.
- Facilitate support to the restoration of Hedlow Airport runway.
- Erosion assessment and prioritisation of rectification works across Livingstone coastal areas.
- Plan and undertake relevant public meetings, including community organisations and leaders.
- Develop partnerships and outside support as necessary.
- Facilitate support to complete existing infrastructure development on Great Keppel Island, including Putney Beach protective wall.
- Facilitate support to complete Putney Beach erosion mitigation strategies.
- Continue implementation of long-term resilience strategies.

This Plan has been endorsed by the Livingstone Shire Council for public release

This is a live document managed by the Livingstone Shire Council and is correct as at 19 April 2017. The Livingstone Shire Local Recovery & Resilience Plan can be accessed at www.livingstone.qld.gov.au

Scenic Rim Regional Council Local Recovery Plan

The Scenic Rim is back in business. We are a resilient community. We will rebuild as a community, we have empathy for those of our community that have been negatively impacted and we will leave no one behind as we move forward.

RECOVERY NARRATIVE

Values

- **Communication** – we actively promote clear, concise and open discussion between staff, Council and communities.
- **Respect** – we act respectfully towards each other, accepting each person's individuality and their role.
- **Quality** – we have pride in whatever we do and strive to do it well.
- **Staff worth** – our actions demonstrate that our people matter.
- **Trust** – we build strong relationships that we believe in and rely on.
- **Teamwork** – we work cooperatively to achieve common goals, drawing on the strengths of each other, in a supportive and safe environment.
- **Honesty** – we act with integrity and when we ask an honest question, we get an honest answer.
- **Accountability** – we accept ownership of our role and responsibility for our actions.

Local Recovery Group

- Established 7 April 2017.
- Local Recovery Coordinator – Mr Tony Magner, Director Regional Services.
- Key Stakeholders: community groups, non-government organisations/non-government agencies, local businesses, government agencies and authorities and other connected parties.
- Recovery Functions: The Scenic Rim Regional Council Recovery Sub Plan involves four key functions: **Human and Social, Economic, Environment and Infrastructure** (Building, Roads and Transport).
- Based on the magnitude of the flooding and ability for the Council to lead the recovery, the functions of Roads and Transport and Building have been amalgamated into one function called **Infrastructure**.



DAMAGE AND IMPACTS

Human and Social

- Rural communities most heavily impacted have been particularly resilient and helped each other during the post impact and immediate recovery phase.
- Several communities were isolated during the flooding.
- Farmers lost significant lengths of fencing.
- Approximately 20 homes were inundated and remain uninhabitable.
- At least 81 homes were damaged.
- Numerous parks and recreational facilities damaged through inundation. Impact on sporting and cultural activities has not yet been fully assessed.

Economic

- Agricultural economic loss due to loss of crops, top soil, live stock, paddock feed, hay and silage storage and fences. The value of this loss is yet to be assessed.
- Tourism impacted through reduced access to locations across the region. For example, O'Reilly's Rainforest Retreat loss of business due to lack of road access because of land slips and flooding.
- Small Business: Wide ranging impact on businesses due to loss of power and employees being relocated from work.
- Bromleton Intermodal Facility impacted through closure of Beaudesert - Boonah Road, causing at least two day's delay in freight movement.

Environment

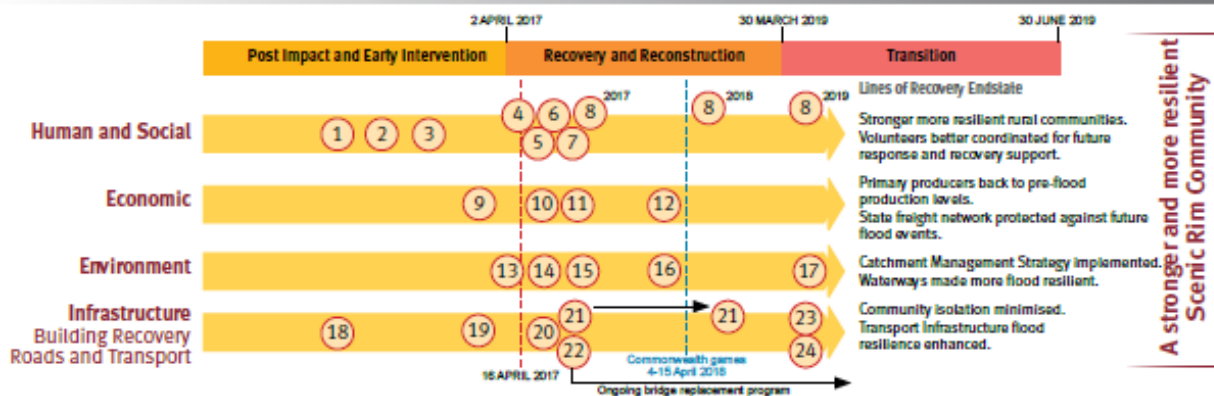
- The speed and magnitude of the flooding has impacted on catchments and waterways.
- River bank and land slippage occurred in many waterways across the three catchments. Assessments of impacts on agricultural land and waterways is not yet complete.

- Flood management practices impacted on stream flow dynamics, resulting in increased frequency of flooding leading to loss of top soil and downstream pollution.
- National, state and local parks and walking trails damaged, impacting on public access.

Infrastructure (Building, Roads and Transport)

- Significant impact on roads, bridges and floodways.
- National/State level: Beaudesert-Boonah Rd (Coulson's Crossing) cut for at least two days, Mt Lindesay Highway North cut for up to two days, South cut for at least one day, and Cunningham Highway cut for up to one day.
- Seven bridges confirmed damaged leading to isolation, however, assessments of all 145 bridges not yet complete.
- Significant degradation of at least 350 local roads and 200 major culverts, impacting on community connectivity and increasing sense of isolation.

LINES OF RECOVERY



A stronger and more resilient Scenic Rim Community

LOCAL RECOVERY OBJECTIVES

Human and Social

1. Outreach teams deployed into towns and remote communities.
2. Communities and housing impact assessments completed.
3. Community interaction and engagement strategy commenced.
4. Volunteer and charity groups coordinated and organised.
5. Hardship funding for impacted individuals, primary producers and businesses distributed.
6. Rural counselling strategy developed and implemented.
7. Fencing repairs completed.
8. Eat Local Week Apr-Jul 2017-19 conducted including flood commemoration.

Economic

9. Tourism Advisory Committee impact assessment completed.
10. Net loss of agricultural production understood.
11. First post flood crops harvested.
12. Tourism infrastructure recovered by mid Feb 18 in preparation for Commonwealth Games visitors.

Environment

13. Green and hard waste removed including debris and flood associated contaminants from built environment.
14. Damage to national parks, public spaces and trails understood.
15. Plan developed to rehabilitate parks, waterways and damaged vegetation.
16. National, state and local parks rehabilitated by mid February 2018 in preparation for Commonwealth Games visitors.

17. Resilient Rivers Catchment Management Strategy developed and implemented.

Infrastructure

18. Utility services restored.
19. Transport infrastructure impact damage assessment completed.
20. Emergent works on roads, bridges and culverts completed.
21. Local roads, bridges and culverts repaired.
22. Timber bridge replacement program continuing.
23. National and State roads including Mt Lindesay Highway (Nth/Sth) and Cunningham Highway flood resilience enhanced.
24. Flood resilience of Beaudesert - Boonah Road improved to enable the Bromleton State Development Plan.

This Plan has endorsed by Scenic Rim Regional Council for public release.

This is a live document managed by the Scenic Rim Regional Council and is correct as at 16 April 2017. The Scenic Rim Recovery Plan can be accessed at www.scenicrim.qld.gov.au

City of Logan Local Recovery Plan

The City of Logan is a resilient community and we will rebuild as a community. We have empathy for those within our community who have been negatively impacted and we will assist and support those who need it as we move forward to get back to business as usual as soon as possible.

RECOVERY NARRATIVE

Values

- Community first** – Working together to know our customers' needs so that we deliver what matters and what makes a difference. We make decisions with empathy and recognise our community's needs are at the core of every decision we make now and into the future.
- Our people** – We respect, care about, support and develop our people. We provide a safe workplace where people can explore opportunities, enjoy themselves and achieve high levels of personal job satisfaction.
- Integrity** – We are honest and open by saying what we believe, doing what we say and giving permission for others to do the same. We take responsibility, individually and as a team, for all that we do.
- Excellence** – We create an environment where people are clear about expectations and accountable for achieving excellent outcomes. We foster innovation and creativity with a focus on continuous improvement.
- Leadership** – We encourage leadership aligned to our values at all levels of our organisation. We work together to best use our skills and knowledge to pursue challenges and to deliver excellent services to our customers and our community.

Local Recovery Group

- Activated 31 March 2017.
- Local Recovery Coordinator – Ms Marion Lawie, Community Engagement Program Leader.
- Four sub groups: • Human and Social • Economic • Environment • Infrastructure.
- Key Stakeholders: A full stakeholder analysis has been completed. The key stakeholders include Logan City residents and businesses, community groups, primary producers, non-government organisations/non government agencies, state and federal agencies and authorities and other connected parties.
- Themes for Recovery: The impacts on the Logan community are addressed through four themes: **Human and Social** (Community), **Economic**, **Environment** and **Infrastructure** (Building, Roads and Transport).
- The Recovery Plan will address these themes through short, medium and long term strategies.

Mayor:

Cr Luke Smith



Acting CEO:

Mr Todd Rohi



LRG Chair:

Ms Marion Lawie



DAMAGE AND IMPACTS

Human and Social

- Flooding – although the number of directly impacted people through inundation is small, the impact on those directly inundated has been devastating.
- At least 38 homes are uninhabitable with approximately 200 inundated above habitable flood levels.
- Long term psycho-social impacts are as yet unknown.
- 1,179 welfare assistance referral requests for outreach actioned by Department of Communities, Child Safety and Disability Services.
- 15,000 properties without power for up to seven days.
- Events including March 2017 Eats 'n' Beats cancelled.
- Rail and bus networks interrupted for up to five days.
- Access to Logan Hospital interrupted for three days whilst Loganlea Rd was inundated.
- 302 recreational parks, play grounds and public open spaces were closed during school and Easter holiday periods.
- Rural properties lost water and wastewater services due to flooding of water tanks and lack of electricity to operate pumps.
- Increased risk to public health through increased pests such as mosquitoes.

Economic

- At least 31 horticultural and nursery properties inundated, resulting in complete loss of current crops – estimated net production loss is \$17M (according to a State Government press release).

- At least 50 lay offs of agricultural labour staff.
- 49 businesses were directly inundated with 74 indirectly impacted that council is aware of. The broader impact on small businesses is not yet known.
- Loss of momentum in business attraction, confidence and impact on Logan's economic development activities.

Environment

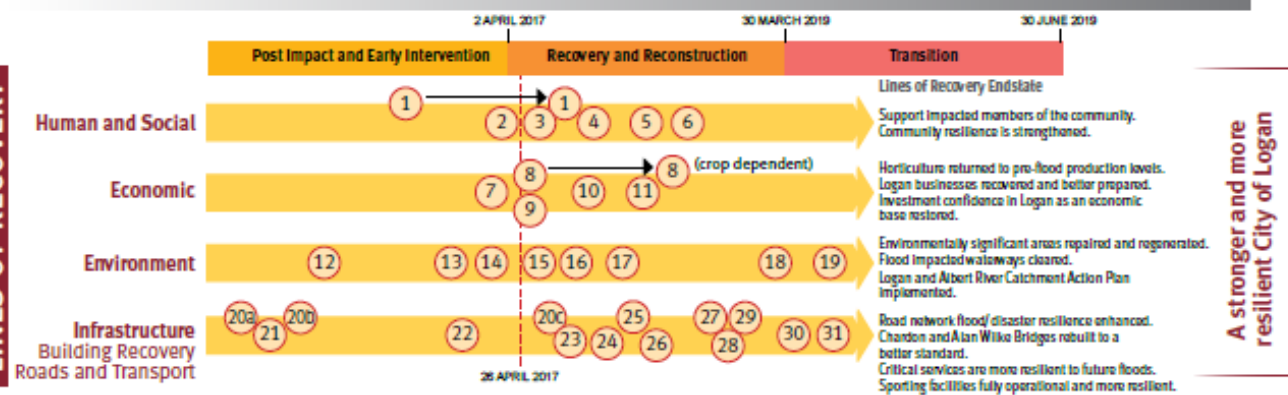
- 3,000 tonnes of green and hard waste removed from flood affected areas.
- 55 wastewater pumping stations were either inundated without power or in overflow mode for extended periods.
- Erosion of rivers and waterways including bank instability issues.
- Animal management issues due to displaced pets and livestock (risks to animal and human safety).
- Increased risk to public health through increased pests such as mosquitoes.
- Loss of power to homes and businesses resulting in food safety risks.

Infrastructure (Building, Roads and Transport)

- Beenleigh Railway Station inundated and inoperable for four days and bus network disrupted for five days, causing considerable delays to the SE Queensland public transport network.

- 111 roads closed for up to five days until cleared of debris.
- Alan Wilkie and Chardon Bridges cut, dislocating a great deal of the community and placing more stress on other roads already operating at capacity.
- At least 12 roads damaged by floodwaters, impacting on community connectivity.
- 46 sport and recreation facilities were impacted. 21 fields currently closed due to contamination. 27 sites require infrastructure repair. Most sites operational within 4-6 weeks, with final sites in three months. There will be significant impact on local autumn/winter sports competitions.
- Water filling station at Jimboomba was damaged impacting those who cannot access town water.
- Beenleigh Wastewater Treatment Plant (WWTP) inoperable for 36 hours. All WWTPs were in wet weather bypass mode for extended periods.
- Significant damage sustained to five wastewater pump stations with 55 either inundated, without power or in overflow mode for extended periods.
- ENERGEX infrastructure damaged resulting in loss of power to 15,000 properties for up to seven days.
- Damage to seven flood gauges resulting in degradation of the network.

LINES OF RECOVERY



A stronger and more resilient City of Logan

LOCAL RECOVERY OBJECTIVES

Human and Social

- Community impact assessments completed.
- Charity and volunteer groups support is organised, coordinated and effective.
- Community recovery communications initiated.
- Suitable temporary housing solutions for displaced households implemented.
- Community psycho-social needs are supported, met and monitored.
- Flood commemorated at 12 month anniversary, e.g. as part of March 2018 Eats 'n' Beats or 2018 Volunteers event.

Economic

- Logan Growers' representatives and advocacy groups established.
- Horticultural crops replaced, first crops harvested, farm production returned to pre-flood production levels.
- Economic assessment completed and full impact known and understood.

- Logan business disaster preparedness and resilience initiatives activated.
- Investor confidence in Logan restored and improved.

Environment

- Inspect all food businesses that were without power to ensure food safety standards are met.
- Post flood mosquito and pest control completed.
- Water way monitoring program commenced.
- Bush care sites and walking trails assessed.
- Flood related waste cleared.
- Logan and Albert River catchments assessed for erosion and other damage.
- Logan and Albert River catchments stabilised and made resilient to stormwater erosion.
- Bush care sites and walking trails revegetated and/or repaired.

Infrastructure

- Utilities restored: a-water, b-wastewater, c power (Energen led).

- Roads and public transport reopened (some TMR led).
- Chardon Bridge replacement project commenced.
- Pump stations repaired and improvement innovations reviewed.
- Alan Wilkie bridge repaired and detoured roads reinforced (Gold Coast City led).
- Sporting facilities (grounds and infrastructure) assessed, repaired and where applicable improved.
- Beenleigh Waste Water Treatment Plant (WWTP) and Jimboomba WWTP restored to full treatment/ operational capability.
- River flood gauge network repaired and reviewed.
- Local roads repaired and made more flood resilient.
- Chardon Bridge replacement complete, made more flood resilient and open to traffic.
- Assess Logan Hospital business continuity (QHealth led).
- SE QLD rail and bus networks improved; resilience and connectivity assured (TMR led).

This Plan has been endorsed by Logan City Council for public release.

This is a live document managed by the Logan City Council and is correct as at 26 April 2017. The Logan City Recovery Plan can be accessed at www.logan.qld.gov.au

City of Gold Coast Local Recovery Plan

The Gold Coast is back in business. We are resilient and have a strong sense of community pride. We help our neighbours and look out for one another. We work together with our partners to rebuild our community. Our world-renowned beaches and majestic hinterland areas are open for residents, tourists and visitors to enjoy. Preparations for the Gold Coast 2018 Commonwealth Games are on track and when the eyes of the world are on us in 2018, we'll be ready.

Mayor:
Cr Tom Tate



CEO:
Mr Dale Dickson



Local Recovery
Coordinator:
Ms Alison Ewens



Local Recovery
Coordinator:
Mr Alton Twine



RECOVERY NARRATIVE

Values

- Lifestyle is at the heart of what makes us tick. It's the reason the city's population continues to grow, and it influences the way we live, work and play. Our attitudes, environment, architecture and industry have combined to produce a city that is uniquely Gold Coast – a city unlike any other. We are **"Inspired by lifestyle. Driven by opportunity"**. The City of Gold Coast is actively working towards this City Vision by implementing the strategies and programs of work in our corporate plan, Gold Coast 2020.

Local Recovery Group

- Stood up on 30 March 2017.
- Local Recovery Coordinator: Ms Alison Ewens.
- Key Stakeholders: Community groups, local business, representatives from State and Federal government departments.
- Recovery Themes: **Human and Social • Economic • Environment • Infrastructure** (Building, Roads and Transport)
- Recovery Functions: Support for affected individuals and communities, reconstruction of physical infrastructure, the economy and environment.

DAMAGE AND IMPACTS

Human and Social

- Impacted suburbs included Tallebudgera Valley, Bonogin, Cedar Creek, Luscombe, Stapylton, Yatala, Mudgeeraba, Springbrook, Alberton, Currumbin Valley and Worangary.
- Springbrook, South Stradbroke Island and Cedar Creek communities were isolated.
- In excess of 300 properties were affected. A number of residents were initially unable to return to their homes. Libraries were utilised as 'safe spaces' for people unable to travel home. Five evacuation centres were activated.
- Although the number of directly impacted properties was relatively small, the impact on these properties has been significant.
- Rural residential properties lost water and wastewater services due to flooding of water tanks and lack of electricity to operate pumps.
- Community recovery outreach was undertaken to identify local needs for 16 areas and to advocate for support services.
- Gold Coast Health outpatient services and surgeries disrupted.

- Free kerb-side collection for damaged household goods and free tipping was provided.
- Donations (white goods, fuel, bottled water, trade services) were provided through GMIT to affected residents.

Economic

- Gold Coast tourism disrupted. There has been a decline of 3.5 percentage points in occupancy rates from 84.5% to 81.0%.
- A number of small/home businesses in the northern Gold Coast were severely impacted.
- Equipment, inventory and crops were damaged/lost. Community recovery outreach was also provided to assist with business continuity.

Environment

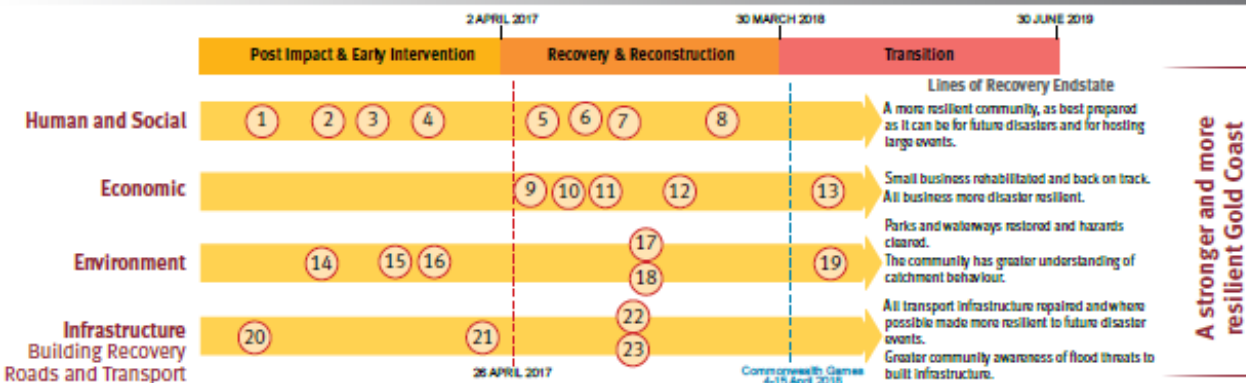
- 3,000m² of green, hard waste and hazardous materials has been collected to date.
- 100 sporting sites were closed for four days, seven sites remained closed for 14 days due to damage from storm water. Sporting

- activities were subsequently cancelled.
- Emergence of high populations of mosquito larvae throughout mangrove/saltmarsh areas of the city.
- Recreational waterways were contaminated by run-off from catchments.
- Water quality testing of beaches and canals required.
- Parks, open space, reserves, and fire trails damaged and not accessible.
- Over 400 flood clean up tasks identified.

Infrastructure (Building, Roads and Transport)

- In excess of 85 local and state roads were closed due to flooding or major damage.
- Impacted infrastructure includes 21 bridges, 18 road surfaces, and waterway infrastructure.
- 23 landslips occurred affecting road traffic and community access.
- Eight primary bridges were damaged impacting on community connectivity.

LINES OF RECOVERY



LOCAL RECOVERY OBJECTIVES

Human and Social

- Outreach teams deployed to reassure, to inform, and to gain information from residents.
- Personal hardship assistance scheme administered across 16 impacted communities.
- Community hotlines staffed and community engagement strategy commenced.
- Psycho-social needs understood and plans implemented to service these needs.
- Effectiveness of emergency alert system reviewed and changes implemented as required.
- Disaster management plans and procedures reviewed to incorporate lessons learned.
- Disaster management lessons captured and shared with neighbouring communities.
- Resilience of isolated communities (Springbrook, South Stradbroke Island, Cedar Creek) reinforced.

Economic

- Business disaster preparation, response and recovery initiative implemented.
- Gold Coast 2018 Commonwealth Games planning and testing program reviewed.
- GOLDCC, whole of government, and inter-agency testing of Gold Coast 2018 Commonwealth Games contingencies conducted.
- Gold Coast 2018 Commonwealth Games disaster management preparations completed.
- Gold Coast 2018 Commonwealth Games successfully delivered.

Environment

- Green waste, hard waste, and hazardous materials removed.
- 1,800 hectares of mosquito breeding grounds treated.

- Recreational waterways surveyed and opened.
- Sports fields, public spaces and parks repaired and opened.
- Fire trails cleared and fire hazards reduced.
- Catchment management strategy (incorporating more accurate flood modelling) developed and implemented.

Infrastructure

- Impacted roads cleared of flood debris and made safe.
- Infrastructure project management team mobilised: design, construction and procurement activities commenced.
- Local roads, culverts and bridges repaired and made more resilient to future disasters.
- State owned transport infrastructure repaired and made more resilient to future disasters.

This Plan has been endorsed by the City of Gold Coast Shire Council for public release
This is a live document managed by the City of Gold Coast and is correct as at Wednesday 26 April 2017

Glossary

Acronym	Definition
CDO	Counter Disaster Operations
CEO	Chief Executive Officer
DAF	Department of Agriculture and Fisheries
DCCSDS	Department of Communities, Child Safety and Disability Services
DET	Department of Education and Training
DHPW	Department of Housing and Public Works
DHS	Department of Human Services
DILGP	Department of Infrastructure, Local Government and Planning
DNPSR	Department of National Parks, Sport and Racing
DNRM	Department of Natural Resources and Mines
DRA	Disaster Recovery Allowance (loss of income)
DRP	Disaster Recovery Payment (individuals)
DSD	Department of State Development
DSRC	Deputy State Recovery Coordinator
DTESB	Department of Tourism, Major Events, Small Business and the Commonwealth Games
DTMR	Department of Transport and Main Roads
EHCG	Essential Household Contents Grants
EHP	Department of Environment and Heritage Protection
EMA	Emergency Management Australia
ESSR	Essential Services Safety and Reconnection
FRG	Functional Recovery Group
HHS	Hospital and Health Services
ICA	Insurance Council of Australia
LDMG	Local Disaster Management Group
LGA	Local Government Area
LGAQ	Local Government Association of Queensland
NDDRA	Natural Disaster Relief and Recovery Arrangements
NFP	Not for profit organisations
NGO	Non-government organisation
PHAS	Personal Hardship Assistance Scheme
QBCC	Queensland Building and Construction Commission
QFES	Queensland Fire and Emergency Services

QFF	Queensland Farmers' Federation
QH	Queensland Health
QPS	Queensland Police Service
QPWS	Queensland Parks and Wildlife Service
QRAA	Queensland Rural Adjustment Authority
QRIDA	Queensland Rural and Industry Development Authority
QTRIP	Queensland Transport and Roads Investment Program
REPA	Restoration of Essential Public Assets
SAG	Structural Assistance Grants
SEQ	South East Queensland
SRPPC	State Recovery Policy and Planning Coordinator
STC	Severe Tropical Cyclone



Severe Tropical Cyclone Debbie
8 month progress report

December 2017

www.qldreconstruction.org.au

Operation Queensland Recovery

*Working to recover, reconnect and rebuild more
resilient Queensland communities following the
effects of Severe Tropical Cyclone Debbie*