

# Monthly Report

January 2019

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## Disaster Assistance

### Overview

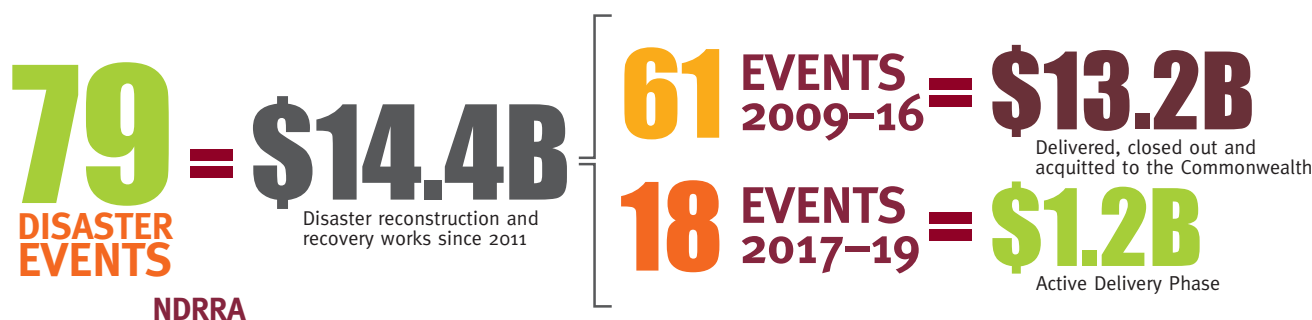
QRA has responsibility to administer Natural Disaster Relief and Recovery Arrangements (NDRRA) and Disaster Recovery Funding Arrangements (DRFA) measures in Queensland, coordinating the Government's program of infrastructure renewal and recovery within disaster-affected communities.

Since its establishment in February 2011, QRA has managed and coordinated \$14.4 billion of disaster reconstruction and recovery works for 77 disaster events activated for NDRRA relief measures.

This includes two additional NDRRA events were activated in December 2019 – *Mareeba & Tablelands Bushfires, 17 September – 9 October 2018* and *Gympie Bushfires, 19 – 27 September 2018*.

QRA is now also managing two disaster events under DRFA, with the *Central Queensland Bushfires, 22 November – 6 December 2018* event and the *Redland Bushfires, 28 November – 5 December* event being the first events to occur after implementation of DRFA from 1 November 2018.

The list of activated disaster events is found on [www.disaster.qld.gov.au](http://www.disaster.qld.gov.au).



### NDRRA

Although the disaster funding arrangements transitioned to DRFA from 1 November 2018, the state will continue to administer and submit claims under the existing NDRRA Determination for a three year period whilst the existing NDRRA program for disasters occurring in the 2016, 2017 and 2018 Event Periods are finalised. Event Periods are based on the closing date of the financial year, ie the 2018 Event Period represents the 2017/18 financial year. Three events also occurred in the 2019 Event Period prior to the implementation of DRFA and will be the final events administered under NDRRA.

With an allowable time limit of two financial years to deliver reconstruction works, \$13.2 billion of works from 61 events across 2009-10, 2011, 2012, 2013, 2014, 2015 and 2016 have been delivered and works worth \$1.2 billion for the remaining 16 events from the 2017, 2018 and 2019 Event Periods (that occurred prior to 1 November 2018) are currently in the delivery phase (Delivery Program).

Of the total program, \$13.1 billion of completed works have been closed out and acquitted in audited claims, with the remaining \$1.3 billion from the 2016, 2017, 2018 and 2019 event periods to be acquitted in annual claims through to 2021 following completion of works.

### DRFA

The DRFA arrangements apply to any disaster events that occur after 1 November 2018.

Two events have been activated to date to which DRFA applies in Queensland.

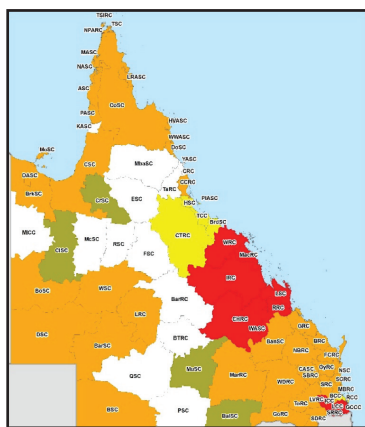
The main change under DRFA relative to the NDRRA model is that natural disaster recovery funding for the restoration of essential public assets will be based on upfront damage assessments and estimated reconstruction costs rather than reimbursement of actual costs incurred. DRFA also provides the potential for the state to retain savings delivered in the state's restoration program for allocation to disaster mitigation and resilience projects.

## Disaster Assistance

### Activations

# two NDRRA activations new in December 2018

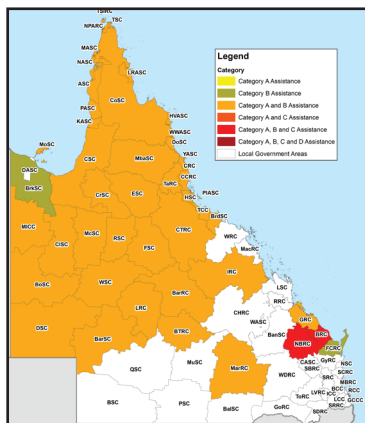
The information below shows the LGAs activated for NDRRA and DRFA relief measures for the 2017 to 2019 Event Periods that are still in the delivery phase.



#### 2017 Event Period – \$796 million NDRRA program

*(Works to be delivered by 30 June 2019, with acquittal by March 2020)*

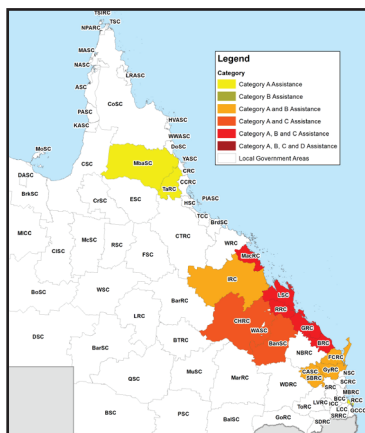
- Far North Queensland Trough, 21–28 March 2017
- Far North Queensland Trough, 3–10 February 2017
- Severe Tropical Cyclone Debbie, associated rainfall & flooding, 28 March – 6 April 2017
- Gulf Tropical Low, 15–24 February 2017
- Far North Queensland Low, 8–11 January 2017
- Western Queensland Flooding, 13–20 September 2016
- Central Queensland Severe Weather, 15–20 July 2016



#### 2018 Event Period – \$437 million NDRRA program

*(Works to be delivered by 30 June 2020, with acquittal by March 2021)*

- Severe Tropical Cyclone Nora and Associated Flooding, 24–29 March 2018
- North Queensland Flooding, 6–10 March 2018
- North and North West Queensland Low and Associated Rainfall and Flooding, 24 February – 8 March 2018
- Central Queensland Storm, 20 February 2018
- Cape York Queensland Trough, 26 January – 2 February 2018
- Central Coast Queensland Severe Weather, 16 – 19 October 2017



#### 2019 Event Period – Combined NDRRA/DRFA program value to be determined

*(Works to be delivered by 30 June 2021, with acquittal by March 2022)*

#### NDRRA

- Wide Bay-Burnett Severe Storms, 11–14 October 2018
- Mareeba & Tablelands Bushfires, 17 September – 9 October 2018 (new activation)
- Gympie Bushfires, 19 – 27 September 2018 (new activation)

#### DRFA

- Central Queensland bushfires, 22 November – 6 December 2018
- Redland Bushfires, 28 November – 5 December 2018



## Disaster Assistance

### NDRRA/DRFA Delivery Program status

The **Delivery Program** comprises works for 18 events across the 2017, 2018 and 2019 Event Periods.

Of this, QRA is actively monitoring and reporting in relation to \$1.23 billion of works from the 2017 and 2018 Event Periods. The five 2019 Events in the program, including the first two events activated under DRFA, will be formally reported against following the next estimates review process to be undertaken in early 2019.

The status of the Delivery Program by event period is as follows:



\*program value excludes 2019 Events

#### 2017 Event Period

Across the 2017 disaster season, 62 councils were activated for NDRRA assistance from seven events, including Severe Tropical Cyclone Debbie, at a total estimated recovery and reconstruction cost of \$796 million.

To date, approximately 97 per cent of funding submissions for the 2017 Event Period have been approved, and QRA is actively working with delivery agents to progress the reconstruction program through the delivery phase. Delivery agents have until 30 June 2019 to deliver eligible NDRRA works.

Weather and unforeseen circumstances permitting, all delivery agents have reported that they expect to complete works within the deadline, except for Whitsunday Regional Council's Shute Harbour project which has experienced delays due to geo-technical complexities. An extension of time request has been submitted to the Commonwealth for this project.

The Commonwealth has approved an extension of time request for completion of this project.

#### 2018 Event Period

Across the 2018 disaster season, 48 councils were activated across six disaster events at a total estimated recovery and reconstruction cost of \$437 million.

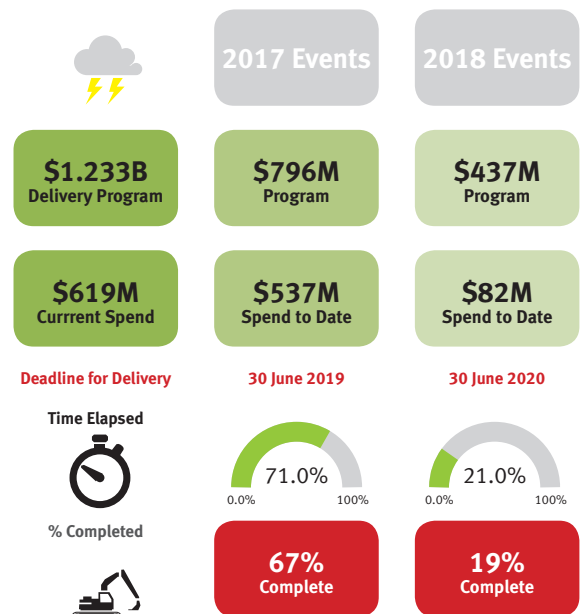
To date, approximately 45 per cent of funding submissions for the 2018 Event Period have been approved, and QRA is assisting delivery agents to prepare submissions and progress into delivery for the remaining program.

Delivery agents have until 30 June 2020 to deliver eligible NDRRA works from the 2018 events.

#### 2019 Event Period

Five events have occurred in the 2019 Event Period, including three events that occurred in September and October 2018 activated under NDRRA and two events that occurred after 1 November 2018 activated under DRFA. Across the five events, 15 councils have been activated for assistance.

Progress of recovery against the five 2019 Events will be included in the Delivery Program following the next estimates review in early 2019.



**Note:** % Spend will highlight green if tracking above time elapsed or red if tracking behind

## Disaster Assistance

### NDRRA Acquittal Program status

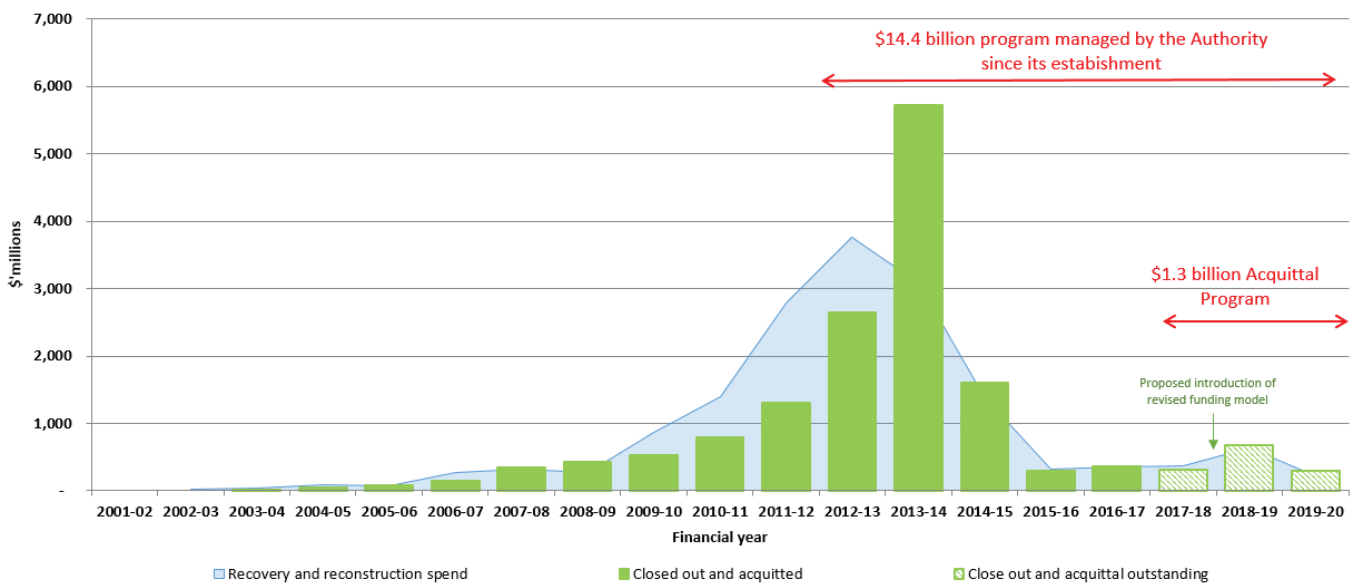


The **Acquittal Program** comprises \$1.3 billion works that are yet to be acquitted in claims to the Commonwealth, and is spread across the 18 events from the 2017, 2018 and 2019 Event Periods in the Delivery Program, the works from the 2016 Event Period that were completed in the year up to the deadline for delivery on 30 June 2018 and a small number of projects from the 2015 Event Period that received extensions of time for delivery.

Preliminary program values for the five 2019 Events will be included in the Acquittal Program following the next estimates review in early 2019.

Queensland’s next Claim for NDRRA works completed in the 2017–18 financial year is due to be submitted to the Commonwealth in March 2019. The 2017–18 Claim is estimated to acquit approximately \$320 million of NDRRA expenditure. QRA is currently finalising close out of completed works due to be acquitted in the Claim. On completion of the close out processes, the Queensland Audit Office will audit the claim in early 2019 prior to its lodgement with the Commonwealth by 31 March 2019.

The following graph shows the historical and projected acquittal profile for Queensland as per Commonwealth Claims submitted for the 2001–02 to 2016–17 financial years and preliminarily expected to be submitted for 2017–18 to 2019–20 in order to finalise the Acquittal Program.



## Disaster Assistance

### Additional Recovery Measures – Severe Tropical Cyclone Debbie (2017)

A range of NDRRA and non-NDRRA relief measures have been activated to alleviate distress for communities, businesses, industries and the environment impacted by Severe Tropical Cyclone (STC) Debbie.

## COMMUNITY RECOVERY FUND NDRRA CATEGORY C \$14.9M

- Fund to support initiatives and projects over a two year period to restore social networks and build community resilience and capacity for the future in the Gold Coast, Isaac, Logan City, Mackay, Rockhampton, Scenic Rim and Whitsunday council areas.
- The Queensland Government Department of Communities, Disability Services and Seniors and Queensland Health are delivering three support programs to individuals and community mental health and community development programs, with detailed status reports provided on a quarterly basis.

## EXCEPTIONAL DISASTER MEASURES NDRRA CATEGORY D \$96.3M

Package	Purpose	Status
<b>Local Council Package (\$17.3 million)</b>	<p>Infrastructure projects to generate employment, boost the local economy and drive community resilience in key impact areas:</p> <ul style="list-style-type: none"> <li>• <b>Shute Harbour Marina (\$15.2 million)</b> – demolish and replace the existing jetty, rebuild the terminal building, repair an existing seawall, and replace ancillary infrastructure</li> <li>• <b>Airlie Beach repairs, Whitsundays (\$850k)</b> – for repairs.</li> </ul>	<ul style="list-style-type: none"> <li>• Whitsunday Regional Council has engaged a design consultant for Shute Harbour. Demolition works on the Lloyd Roberts jetty and terminal building were completed in July 2018.</li> <li>• Council is releasing the construction tender to market in January 2019.</li> <li>• Unforeseen geotechnical complexities and identification of coral bommies within the construction area has resulted in delays to project design, impacting the project completion date. The Commonwealth has approved an Extension of Time for delivery to 30 June 2020.</li> <li>• Detailed design is completed for the <b>Airlie Beach foreshore</b> parklands. The construction works have commenced and are expected to be completed February 2019, weather permitting.</li> </ul>
<b>Resilient Infrastructure (Betterment) (\$41.9 million)</b>	<ul style="list-style-type: none"> <li>• To restore or replace essential public assets to a more disaster resilient standard.</li> <li>• The normal cost of restoring or replacing the asset to its pre-disaster standard is funded under Category B NDRRA and the 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Expressions of Interest (EOI) were received from eligible councils activated for Category B (REPA) seeking \$114 million.</li> <li>• 83 projects have been approved worth \$41.9 million, fully allocating the Betterment funding across 22 councils.</li> <li>• 19 projects have been completed and a further 37 have commenced delivery. All projects are forecast to be complete prior to 30 June 2019.</li> </ul>
<b>Environmental Recovery Package (\$35 million)</b>	<ul style="list-style-type: none"> <li>• To ensure the recovery of impacted environmental areas, including the clean-up of beaches, recreational parks, rivers and waterways</li> <li>• \$35 million of the Environmental Recovery Package across five areas: <ul style="list-style-type: none"> <li>A. Coastal</li> <li>B. Environmental</li> <li>C. Riparian</li> <li>D. Mapping</li> <li>E. Water Courses.</li> </ul> </li> </ul>	<p><b>A &amp; B (Coastal, Environmental) – \$19.4 million</b></p> <ul style="list-style-type: none"> <li>• 42 submissions worth more than \$19.2 million have been approved to date across 15 Councils.</li> <li>• 27 projects have been completed and a further 14 projects have commenced delivery. All projects are forecast to be complete prior to 30 June 2019.</li> </ul> <p><b>C, D &amp; E (Riparian, Mapping, Water Courses) – \$15.6 million</b></p> <ul style="list-style-type: none"> <li>• All funding has been allocated to eligible projects across seven Natural Resource Management (NRM) bodies.</li> <li>• This program of work is approximately 40% complete.</li> </ul>
<b>Economic Recovery Package (\$2.1 million)</b>	<ul style="list-style-type: none"> <li>• To support recovery of industry and businesses in and around impacted areas that experienced significant disruption and damage.</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Agriculture &amp; Fisheries has Industry Recovery Officers (IRO) in impacted areas across five primary industries including nursery, grazing and cropping, horticulture, sugarcane and dairy.</li> <li>• Rural financial counselling services are delivering support on the ground and IROs have been assisting primary producers with Category C Recovery Grant applications to QRIDA. Agronomic advice is being provided to farmers on a needs basis.</li> </ul>

## Disaster Assistance

### STATE PACKAGES \$62M

The state has committed to fund the full \$110 million of additional assistance measures that it would have funded under its original Category D proposal to the Commonwealth following STC Debbie. Of this, the State will fund \$62 million of recovery measures in addition to its \$48 million (50 percent) contribution to the \$96 million NDRRA Category D packages approved by the Commonwealth.

Key projects announced to date for state funding for additional recovery measures to repair damage and revitalise impacted regions following STC Debbie include:

- \$8.8 million towards revitalising the iconic tourism destinations of Mackay's Bluewater Trail and Queens Park
- \$5 million for repairs to the Whitsunday Regional Council Administration Building in Proserpine, which was badly damaged by STC Debbie and serves as the region's local disaster coordination centre.
- \$4.562 million for sand replenishment at Midge Point and Lamberts Beach and construction of new rock groynes on St Helens Beach in Mackay.
- \$2.65 million towards the revitalisation of the Airlie Beach Foreshore. Additional funding is being provided through the state's Building our Regions program (\$2.83 million) and Category D (\$850,000).
- \$500,000 for the restoration of Proserpine Entertainment Centre.
- \$1 million to Toowoomba Regional Council to contribute towards a new regional SES headquarters in Charlton.
- \$895,000 to Whitsunday Regional Council for the rectification of the Bowen Front Beach Seawall.
- \$880,000 to Logan City Council consisting of \$770,000 towards Flooded Road Smart Warning System and \$110,000 for an updated flood study of Logan and Albert Rivers.



*QRA Board members inspect revitalisation works at Airlie Beach Foreshore with Whitsunday Regional Council*



## Recovery and Resilience

QRA is leading disaster recovery, resilience and mitigation policy in Queensland.

### Resilience grant funding programs

#### Natural Disaster Resilience Program (NDRP)

**\$15M**  
FUNDING AVAILABLE  
**NDRP**

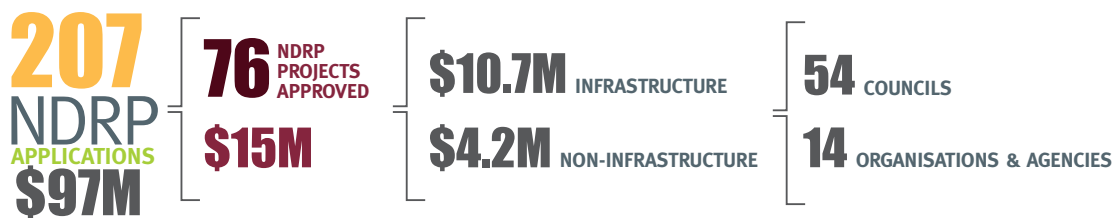
Jointly funded by the Commonwealth and Queensland Governments, the Natural Disaster Resilience Program (NDRP) supports community groups, government and non-government agencies, as well as Queensland based not-for-profits, to build disaster resilience across the state.

The 2017–18 NDRP is administered by QRA with total funding available of \$15 million, comprising \$12 million of new funding for 2017–18 and \$3 million of program savings from earlier funding rounds.

Applications were received for 207 projects seeking \$97 million NDRP funding in the 2017–18 funding round.

Funding of \$14.3 million was allocated in June 2018 to 72 approved projects. An additional \$557,000 was allocated to four projects in September 2018 following the transfer of additional savings realised from prior year NDRP programs. A total of \$14.9 million of funds has now been allocated to 76 approved projects from 54 councils and 13 organisations and agencies.

QRA is currently actively monitoring and assisting with delivery of the projects.



#### Disaster Resilience Fund

**\$38M**  
OVER 4 YEARS  
**DRF**

The Queensland Government announced a \$38 million Disaster Resilience Fund in the 2018–19 Budget to strengthen the state’s resilience to future disasters. The Disaster Resilience Fund will be administered by QRA.

The fund will support local governments, state agencies and non-government organisations in delivering disaster mitigation projects and initiatives that build resilience throughout the state over the next four years in parallel with disaster reconstruction works.

The Disaster Resilience Fund aligns with the Queensland Strategy for Disaster Resilience, which identifies a need for the state to invest in resilience and mitigation projects that:

- address the state’s assessed natural disaster risks and the potential impacts of climate change
- align with locally led risk, vulnerability and capability assessments; and consider local and district priorities
- support communities to build resilience to future natural disaster events through education and awareness programs, and
- protect existing essential public infrastructure from future natural disaster events.

QRA is currently preparing the framework for allocation of DRF funding and related program guidelines, for release in 2018–19.

## Recovery and Resilience

### Other Recovery and Resilience Activities

Activity	Purpose	Status
<b>Resilient Queensland 2018–2021: Delivering the Queensland Strategy for Disaster Resilience</b>	Resilient Queensland 2018–21 was released on 31 May 2018 and represents the plan for implementing the Queensland Strategy for Disaster Resilience.	<ul style="list-style-type: none"> <li>QRA has undertaken a stocktake and analysis of the last nine years of state and/or Commonwealth funded activities contributing to improved disaster resilience at the local level, for reporting to the new Queensland Resilience Coordination Committee (QRCC) to provide insight into future policy and project initiatives.</li> <li>The inaugural QRCC meeting was held on 20 September 2018.</li> <li>QRA is working with Queensland Fire and Emergency Services (QFES) and the Department of the Premier and Cabinet (DPC) to ensure QRCC governance arrangements are aligned with proposed changes to the remit of the State Disaster Coordination Group (SDCG).</li> </ul>
<b>Resilient Queensland pilot projects</b>	<p>Pilot projects to facilitate delivery of improved disaster resilience on a regional scale, and to support LGAs in developing their own disaster risk management strategies and resilience plans.</p> <p>The Burnett Catchment Flood Resilience Strategy was the first pilot project to be completed in mid-2018 and was delivered in partnership with Bundaberg, Cherbourg, North Burnett and South Burnett councils.</p> <p>The purpose of the pilots are to test and evaluate the relevant methodologies for potential State-wide application.</p> <p>The pilot projects are now being developed across additional regions in close partnership with Queensland Fire and Emergency Services.</p>	<ul style="list-style-type: none"> <li>Resilient Queensland pilot projects commenced in late 2018 in Central Western Queensland, the Mary and Fitzroy River regions.</li> <li>NDRP funds have been approved for Resilient Queensland pilot work including funding Regional Resilience Coordinators for both the Burnett and the Central West Queensland Remote Area Planning and Development Board (RAPAD). The Regional Resilience Coordinator for the Burnett commenced in September 2018. The Coordinator for the RAPAD was appointed in late 2018.</li> </ul>
<b>Recovery Capability Development</b>	<p>Recovery from Severe Tropical Cyclone Debbie and IGEM's 2017 Disaster Management Plan Assessment Report highlighted the varying levels of recovery capability across local governments.</p> <p>The Recovery Capability Development Project aims to address gaps in recovery capability through a series of training workshops and exercises.</p> <p>The project is being developed and delivered collaboratively with state government and local recovery partners in 3 stages:</p> <ol style="list-style-type: none"> <li>1. Initial Engagement</li> <li>2. Training and Exercise Package Development</li> <li>3. Training and Exercise Delivery.</li> </ol>	<ul style="list-style-type: none"> <li>Phase 1 for the 21 identified priority governments is now complete.</li> <li>Phase 2, Training and Exercise Package development is nearing completion. QFES has approved the Impact Assessment Module.</li> <li>Phase 3 training has been delivered to nineteen local governments. Ongoing engagement is occurring with Hope Vale, Pormpuraaw and Wujal Wujal.</li> <li>A recovery Masterclass in Community Participation was conducted in late 2018. Participants included selected Emergency Management Coordinators, QRA staff and broader recovery staff across Queensland Government.</li> </ul>
<b>Brisbane River Catchment Flood Studies</b>	<p>The Queensland Government, through QRA and partner agencies, and local councils (Brisbane, Ipswich, Somerset and Lockyer Valley) are working together on a long-term plan to manage the impact of future floods and enhance community safety and resilience in the Brisbane River floodplain.</p> <p>The project includes development of a Flood Study followed by a Strategic Floodplain Management Plan (SFMP) that will guide a coordinated approach to planning and response activities to manage flood across the floodplain.</p>	<ul style="list-style-type: none"> <li>The Flood Study is complete and available to the public following its launch on 5 May 2017.</li> <li>The Flood Study supports the development of a SFMP, which is in the final stages of completion and scheduled for release in early 2019.</li> <li>QRA will oversee the implementation of a suite of actions from SFMP, which will be delivered by local governments and state agencies.</li> </ul>



## Recovery and Resilience

### Other Recovery and Resilience Activities

Activity	Purpose	Status
<b>Flood Warning Infrastructure Program</b>	QRA continues to assist the Bureau of Meteorology (Bureau) to ensure the best available information is available for providing flood warnings and forecasts.	<ul style="list-style-type: none"> <li>• QRA is reviewing the status of the Network Investment Plans with councils with regards to implementation of recommendations.</li> <li>• QRA worked with the Bureau of Meteorology to develop the draft Queensland Strategic Flood Warning Infrastructure Plan that will support the Bureau's National Flood Warning Infrastructure Strategy.</li> <li>• The Draft Queensland Strategic Flood Warning Infrastructure Plan was submitted to the Queensland Flood Warning Consultative Committee in late December 2018 for review and endorsement</li> </ul>
<b>North Stradbroke Island Bushfire Management Plan</b>	<p>QRA and Quandamooka Yoolooburrabee Aboriginal Corporation (QYAC) are partnering to deliver Township Bushfire Management Plans for Point Lookout (Mooloomba), Amity (Pulan Pulan) and Dunwich (Goompi).</p> <p>QRA is undertaking this project in partnership with QYAC with support from the Department of Environment and Science.</p>	<ul style="list-style-type: none"> <li>• Community information sessions have occurred in the communities of the three townships.</li> <li>• A short video has been produced in conjunction with QYAC to promote the concept of the bushfire management plans on North Stradbroke Island. Engagement with state government departments for implementation and handover is underway.</li> <li>• The Minjerribah (North Stradbroke Island) Township Fire Management Strategies are now complete and were formally handed over to the Department of Environment and Science for implementation in December 2018.</li> <li>• This project won the Community Award at the 2018 Queensland Resilient Australia Awards, announced in October 2018.</li> </ul>
<b>Operation Queensland Recovery Plan and reporting (2017 Recovery Plan)</b>	<p>The Operation Queensland Recovery Plan provides the framework for a community-led approach to recovery following STC Debbie.</p> <p>The plan focuses on empowering local governments, supported by state agencies, to deliver local solutions to ensure communities lead their own recovery and build resilience for future events. The Recovery Plan includes local recovery plans for the eight most severely impacted council areas.</p>	<ul style="list-style-type: none"> <li>• The 2017 Operation Queensland Recovery Plan was tabled in Queensland Parliament and publicly released on 9 May 2017.</li> <li>• QRA is continuing to work closely with the Mackay and Whitsunday councils, the Department of Communities, Disability Services and Seniors, Queensland Health and recovery partners to assist these entities address the recovery issues facing impacted residents after STC Debbie, including raising insurance matters with the Insurance Council of Australia, progressing reconstruction of property and connecting residents in need with targeted recovery services.</li> </ul>
<b>Queensland Disaster Resilience and Mitigation Investment Framework</b>	QRA is collaborating with government and industry to develop the Queensland Disaster Resilience and Mitigation Investment Framework (QDRMIF) to provide guidance on effective investment prioritisation to support building resilience and mitigating disasters across Queensland. The QDRMIF defines key principles for investment in disaster resilience and mitigation, and articulates how an investment contributes value to Queensland's broader resilience agenda. It is informed by international and national approaches and recognised the significant work that has already been undertaken in this space across the state.	<ul style="list-style-type: none"> <li>• Two multi-stakeholder workshops were held on 13 September 2018 for early engagement and input for the framework from stakeholders.</li> <li>• A Future State Workshop was held on 10 October 2018 to review the Draft Framework and ensure buy-in from other state agencies and LGAQ.</li> <li>• The final draft framework has been circulated to stakeholders for consultation and endorsement.</li> </ul>
<b>Review of NDRRA- Support to Individuals and Families</b>	The review will assess the efficacy of government financial support arrangements for the relief of individuals and families who have been impacted by eligible disasters. It may provide options for revisions to current arrangements to improve efficiencies.	<ul style="list-style-type: none"> <li>• Data analysis, financial modelling and literature review completed.</li> <li>• Consultation paper was developed.</li> <li>• Paper will inform state discussions on broader national review of DRFA category A and C funding.</li> </ul>

## Program spotlights

### Community Recovery Hubs deliver support to the most in need

The Central Queensland bushfires that raged for two weeks across November and December 2018 have demonstrated the resilience of Queensland communities as well as the preparedness of emergency response and recovery organisations.

One aspect demonstrating this commitment to helping communities during the disaster and supporting their recovery was the rapid establishment of 14 Community Recovery Hubs throughout the most impacted areas of Queensland.

The Department of Communities, Disability Services and Seniors (DCDSS), supported by the Queensland Government Ready Reserves, established the hubs in communities requiring the greatest assistance:

- **Gladstone** – Miriam Vale, Agnes Water, Mt Larcom, Baffle Creek, Winfield,
- **Mackay** – Mackay, Mirani, Sarina Beach, Eungella, Finch Hatton, Bloomsbury
- **Isaac** – Carmila
- **Rockhampton** – Gracemere
- **Livingstone** – The Caves

These one-stop Community Recovery Hubs enabled residents to access the wide range of support services available with minimum fuss, ensuring that vulnerable people were not further burdened by complex processes or conflicting information.

Through the hubs, 2514 disaster-affected community members accessed up-to-date information, emotional and psychological support services, accommodation assistance, personal hardship assistance and a range of practical recovery services and support provided by Local Governments, Queensland Government departments and non-government organisations such as Uniting Care Queensland (Lifeline), Salvation Army, GIVIT, Orange Sky and the Australian Red Cross.

Local and State Government departments were co-located in the hubs to provide residents with easy access to information and services offered by local councils, Department of Housing and Public Works, Queensland Health, Department of Agriculture and Fisheries, Queensland Police Service, State Emergency Services and Queensland Rural and Industry Development Authority.

In addition to the establishment of the Community Recovery Hubs, outreach visits were also undertaken by the Queensland Ready Reserve and recovery partners to meet with people in their own homes, attended community forums and local community events to support and listen to the needs of the community.

Community recovery partners including the Australian Red Cross and Uniting Care Queensland provided more than 6,238 people with emotional support, psychological first aid and counselling at the Community Recovery hubs, during outreach visits, and via their hotlines.

The Salvation Army, Orange Sky Australia and Team Rubicon also offered a range of other support services at some of the hubs, including food hampers, community BBQs, mobile laundry service and assistance with cleaning people's homes.

DCDSS administered more than \$1.8 million in personal hardship assistance grants to assist more than 10,183 community members who were impacted by the bushfires and were unable to meet their immediate basic needs.



State Disaster Coordinator Major General Stuart Smith visits the Baffle Creek Recovery Hub



Inside the Miriam Vale Recovery Hub



Sarina Community Recovery Hub with Minister for Communities, Disability Services and Seniors Hon Shannon Fentiman



## Program spotlights

### **Severe Tropical Cyclone Owen prompts Queensland Communities to Get Ready**

Experience has shown in Queensland that the best defence against natural disasters is preparedness.

And nowhere has this been better demonstrated than recently in the State's Far North as communities on Cape York Peninsula 'got ready' for Tropical Cyclone Owen.

TC Owen formed about 1000 kilometres off the coast of Cairns in early December 2018 and slowly moved west.

At 7am on 13 December 2018, TC Owen touched down at Port McArthur in the Northern Territory as a Cat 3 Cyclone and promptly did a 180 degree U-turn, heading back to Queensland with the towns of Kowanyama and Pormpuraaw directly in the line of fire.

But the early warning of the approaching cyclone combined with a raised level of community awareness brought about by both Kowanyama and Pormpuraaw Aboriginal Shire Councils' Get Ready Queensland programs, meant the communities were well prepared for whatever Mother Nature had in store.

On top of the public education campaigns delivered by Get Ready Queensland, clean-ups occurred, community meetings were held, and 188 cyclone kits containing a medical kit, matches, candles, a radio as well as torch and battery were distributed in Pormpuraaw.

In addition, houses identified as not having gas stoves were supplied with a small gas burner in their emergency kits and generators funded by the joint State and Commonwealth Natural Disaster Resilience Program were in local homes and ready for use if needed.

As STC Owen thundered towards the Sunshine State, QRA deployed Regional Liaison Officer Jo Killick to Cairns to assist local councils with preparations.

Local welfare door-knocks were carried out by in person by the Mayor of Pormpuraaw, Queensland Police and Queensland Ambulance Services and local SES teams were on the front foot, ready to assist anyone in immediate danger.

Thanks to the combined efforts of the Local Disaster Management Groups and the willingness of Far North Queensland locals to 'Get Ready', residents were prepared when the system reached Queensland.

Thankfully, the monster storm made landfall in Queensland south of Kowanyama and quickly lost strength as it made its way across Cape York, averting a potential disaster, but it did bring heavy rain to the area causing minor flooding



Community meeting in Kowanyama prior to the cyclone



Flooding in Kowanyama following STC Owen



Emergency Kit distributed ahead of the cyclone



STC Owen approaches Gulf Country (Photo care of QAS Twitter)



## Program spotlights

### Tomewin Mountain Road repairs completed

In March 2017, Tomewin Mountain Road sustained extensive damage, with 15 landslips occurring due to rainfall linked with Severe Tropical Cyclone Debbie. The road is a key link between Murwillumbah in far north-eastern New South Wales and Currumbin on Queensland's Gold Coast.

The damage sites were spread across nine kilometres, with landslips occurring both above and below the road corridor. The damage presented significant constraints and challenges such as scoured embankments, exposed rock faces in areas of road cutting and unstable ground conditions near slips, which had to be factored into the planning and design scope for engineering treatments.

In September 2017, restoration works were completed to stabilise the road embankment at one of the most critical landslip sites. The contract for the remaining works was awarded in mid-March 2018 and it was anticipated the work would take approximately eight months.

During site preparation, further damage was found under heavy vegetation at site 6121, where scouring had destabilised boulders. This meant the original design using soil nails, mesh, shotcrete and erosion control matting was no longer appropriate, and an alternative treatment of micro-pile and mesh downslope stabilisation was implemented.

A range of treatments were delivered across the 14 sites including excavation to cut back existing unstable slope faces, micro-pile walls with capping beams, soil nails with shotcrete, slope protection mesh and erosion control matting.

Works were successfully completed in November 2018, four weeks ahead of the contract completion date. Feedback from local residents has been generally positive, with traffic alerts sent to residents and stakeholders as required and regular updates from the project community liaison officer.



*Tomewin Mountain Road – site 4050  
damage and completed works*





*Photos Above: Tomewin Mountain Road – site 6121 damage and completed works*



*Photos Above: Tomewin Mountain Road – site 8969 damage and completed work*

