

# 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 Worongary.
- 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 GIVIT 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**

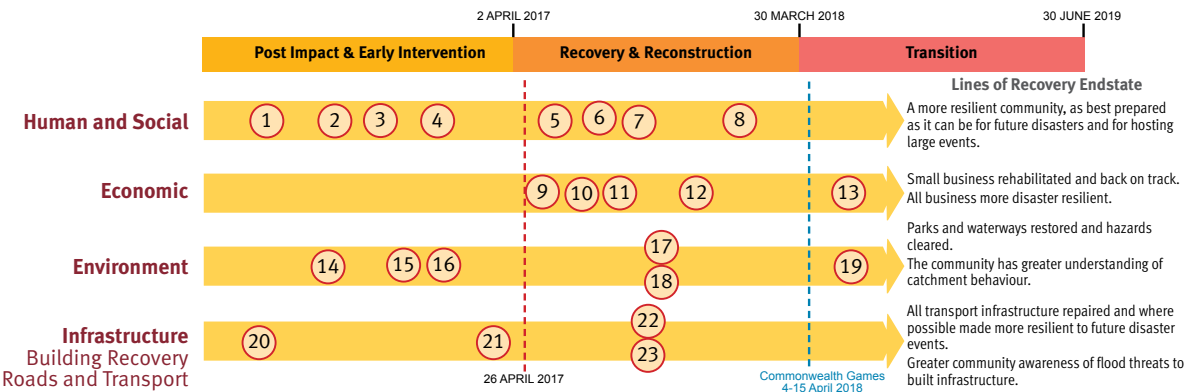
- 3,000m<sup>3</sup> of green, hard waste and hazardous materials has been collected to date.
- 100 sporting sites were closed for four days. seven sites remained closed for 14 days due to damage from storm water. Sporting

- 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



A stronger and more resilient Gold Coast

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.
- GOLDOC, 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 for public release.

This is a live document managed by the City of Gold Coast and is correct as at Wednesday 26 April 2017