

Townsville City Council

Local Recovery and Resilience Plan

Endorsed by Townsville City Council on 10 April 2019



Recovery Narrative

Recovery Narrative

Council vision statement

Townsville will recover rapidly and build a community more resilient to future disasters enabled by inclusive communication. The Townsville Monsoon Trough Rainfall and Flood Recovery and Resilience Plan was endorsed by the Local Recovery and Resilience Group on the 28 February 2019.

Council values

Service	We commit to excellence
People	We value each other
Integrity	We do the right thing
Respect	We learn through listening
Enjoyment	We enjoy ourselves

Recovery and Resilience

Established: 04 February 2019 **Chaired by:** Cr Les Walker, Deputy Mayor Townsville City Council

Recovery and Resilience Taskforces

Human Social, Economic, Natural Environment, Built Environment.

Key stakeholders

The local community, lead state government agencies, community groups, non-government organisations/non-government associations, local businesses and trader associations, service providers and other invested parties.

Recovery and Resilience themes

1. Response: ensure community safety and well-being.
2. Rebuilding: bring the community forward to a new improved normal.
3. Restoration: work together to repair and re-establish community linkages across the lines of recovery.
4. Resilience: embed the principle in all activities to mitigate, improve and build betterment for the community.

Recovery Objectives

1. Essential services – Power, water, waste, telecommunications – damage assessment - repaired and restored
2. Displaced households – settled in suitable temporary accommodation
3. Coordinate the provisions of basic needs (accommodation, financial assistance, personal requirements) to support community recovery
4. Support the health, safety and wellbeing of community members including the provision of psychosocial condolence activities to aid recovery and build resilience
5. Emergency funding (personal hardship etc.) – granted/approved
6. Community support – mechanisms implemented
7. Green and hard waste – removed and adequately processed
8. Council damage impact assessments
9. Road transport network – coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads
10. Key transport routes – priority restoration and improved resilience to the key transport routes for primary producers and resource sector
11. Environmental assessment, rehabilitation and restoration
12. Clean up of Natural Environment – creeks and rivers
13. Restoration of Council infrastructure – roads, parks, buildings, sewer, waste and water
14. Flood resilience – develop and implement strategies for greater flood resilience
15. Restoration of community facilities to the Townsville communities
16. Build resilience through amplifying sustainability and climate adaptation
17. Empower local businesses to improve their resilience to disasters
18. Restore confidence in the tourism market
19. Rebuild Council buildings – Civic Theatre and Riverway Arts Centre
20. Rebuild Council creeks, waterways, estuaries and coastal environments

Recovery Objectives

Damage and Impacts

21. Rebuild Council stormwater and add mitigation to minimise future impacts
22. Economic Recovery and Resilience Projects

Damage and Impacts

- Loss of power to over 16,000 residences
- Loss of power to sewer pump stations leading to overflows of sewage
- Closure of Rooney's and Bowen Road bridges, and numerous road closures
- Closure of highway south and north of Townsville
- Severe damage to cycle/pedestrian bridges and assets across Townsville
- Economic impacts including operation of businesses, particularly through Charters Towers Road Business District
- Impacts to private accommodation providers
- Impacts to numerous council buildings including Civic Theatre, Riverway Arts Centre and Lagoons, and Townsville Stadium
- Impact to Councils water and sewerage infrastructure
- Flood Impacts to 3299 residential properties (QFES Damage Assessment)
- Impacts to Council and DTMR road infrastructure
- Impacts to Councils stormwater infrastructure
- Impacts to Councils open space and parks
- Social impacts including mental, emotional and physical issues associated with the event
- Lack of basic needs, physical displacement, psychosocial issues, financial stress and health risks
- Damage to social infrastructure (hard and soft), family and community disruption, decline in physical and mental health, decline in community capacity, threat to community cohesion, connectivity and confidence, damage to city's visual amenity
- Water quality issues (debris/pollution, algal blooms and fish kills) across local systems including artificial lakes (Idalia), natural wetlands and creek systems and temporary water stored in drainage systems
- Environmental impacts of wildlife displacement, erosion of Ross River bank and loss of instream/riparian vegetation, sand deposition in lower river sections, significant coastal erosion, deposition on beaches (both organic and inorganic), marine and estuary ecosystem damage and contamination, urban wetland function damage
- Damage to Civic Theatre and loss of events/shows

Lines of Recovery and Resilience

Lines of Recovery and Resilience

	Post impact & early intervention up to 31 March						Recovery and resilience Post 31 March																
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18		19	20	21	22
Human Social		2	3	4	5	6		8						14	15							22	Community supported, including mental and health wellbeing. No communities isolated.
Economic					5			8					14				17	18				22	Ensure work with all stakeholders to promote tourism and business opportunities for the whole of the region.
Natural Environment								8			11	12	14		16					20		22	Restoration of flood impacted areas to a more resilient landscape and the replanting of vegetation to ensure protection of unique ecosystems.
Built Environment	1						7	8	9	10			13	14	15				19	21	22	Community supported, including mental and health wellbeing. No communities isolated.	

Note: Number indicators correspond to Recovery Objectives
 Note: Some objectives will be ongoing over the entire period of recovery

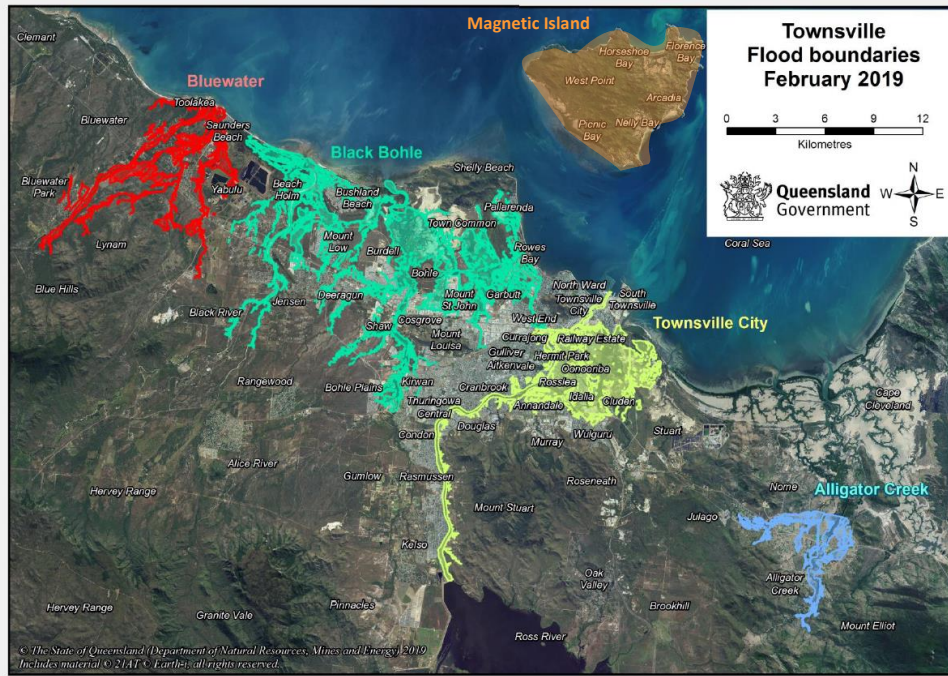
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Damage - Locations

Damage – Locations



Note: Indicative only and subject to further analysis

Activations for Disaster Recovery Funding Assistance

For details of activations and assistance measures visit www.qra.qld.gov.au/activations

Disaster relief measure	Activation date
Essential Services Safety and Reconnection Scheme	01/02/2019
Personal Hardship Assistance Scheme (PHAS)	01/02/2019
Counter Disaster Operations	01/02/2019
Reconstruction of Essential Public Assets	01/02/2019
Disaster Assistance (Small Business) Loans	03/02/2019
Disaster Assistance (Essential Working Capital) Loans Scheme for Small Business	03/02/2019
Disaster Assistance (Not-for-profit) Loans	06/02/2019
Disaster Assistance (Essential Working Capital) Loans Scheme for Not-for-profit	06/02/2019
Disaster Assistance (Primary Producers) Loans	06/02/2019
Disaster Assistance (Essential Working Capital) Loans Scheme for Primary Producers	06/02/2019
Freight Subsidies for Primary Producers	06/02/2019
Special Disaster Assistance Recovery Grants for Primary Producers	07/02/2019
Special Disaster Assistance Recovery Grants for Small Business	15/02/2019
Special Disaster Assistance Recovery Grants for Not-for-profit	15/02/2019

Activations

Recovery Plan Strategies

Recovery Plan Strategies

Human and Social

- Understand the impact of the event as the base for informed recovery activities:
 - Work with partners to develop and implement an information management strategy to collect, manage, utilise, maintain and distribute data and information
- Facilitate accommodation to meet needs
- Facilitate provision of financial support
- Facilitate provision of personal needs (clothing/food/transport/medicine)
- Facilitate provision of psychosocial support
- Facilitate restoration of personal belongings
- Support the health, safety and wellbeing of community members
- Community engagement
- Restoration of social infrastructure
- Conduct activities to aid recovery and build community resilience
- Support GIVIT in relation to donations
- Learn from the recovery experience
- Support community and sporting organisations

Economic

- Coordinate economic recovery
- Determine impact to businesses
- Develop effective communications through economic community
- Determine and support DRFA funding eligibility
- Determine and deliver business support needs
- Financial counselling/business support programs
- Maximise use of local supply
- Stimulate the economy

Natural Environment

- Impact assessments:
 - Environmental assessment of river floodplain
 - City waterways, wetlands and GPT impact assessments
 - Coastal environment
 - Debris, rubbish and pollutants
 - Pest plant and feral animal assessment
- Immediate response:
 - Debris, rubbish and pollutant remediation
 - Treatment and environmental amelioration of waterways and wetlands
 - Environmental management plans and permits
- Environmental resilience and adaptation:
 - Long term ecological restoration, resilience and adaptation activities and projects
 - Sustainability resilience planning
 - River recovery and restoration (including wildlife and pest management)
 - Coastal areas and beach restoration

Built Environment

- Restore essential public infrastructure
- Address flood waste management
- Complete rapid damage assessment
- Facilitate property washouts
- Recovery and resilience of TCC assets
- Facilitate Oonoonba State School reopening

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Recovery Reporting as at 31 March 2019

Human and Social

- Engage with affected residents and develop an information management strategy
 - Number of homes visited and surveyed
- Working with Department of Housing and Public Works
 - EHAR requests – 798 applications received
 - Bond loans and rental grants – 190 applications received
- Supporting DCDSS to facilitate Hardship Grants to the community
 - Community Recovery Hubs closed and replaced with Community Recovery Referral and Information Centres
- 199 Sport and Recreation Clubs have reported damage
 - Systematic check-in with Sport and Recreation Clubs to recover

Economic

- Natural Disaster Business Survey results
 - 550 respondents
 - 76% directly impacted
 - \$39M estimated damage
- Successfully ran four Barbie in the Burbs events
- Working with small businesses to access financial assistance
- Working with DESBT to continue operations at the Small Business Recovery Hub
- Supported with State Economic Analyst to determine economic impact
- Engagement with Insurance Agencies
- Engagement with the local building industry

Natural Environment

- Environmental assessments of river floodplain conditions
- Clean up of waterways continues
- Coastal environment impact assessments
- Debris, rubbish and pollutant remediation – 10 major sites cleaned up
- Reduced risks of severe algal bloom and fish kills along lower Ross River floodplain
- Remediation Ross Dam Spillway fish kill (est. 150,000 fish) and avoided 90 tonnes of regulated waste disposal
- Pest plant and feral animal assessment – 220m³ of river weed removed from Port area
- Facilitating wildlife rescue (600 wallabies, possums and birds) and crocodile survey
- Community clean-up activities
 - 30 public sites for Clean Up Australia Day
 - 2km Louisa Creek cleaned of debris and rubbish, led by Team Rubicon Australia
- Community sanitiser distribution of 200,000 litres

Built Environment

- Completing damage impact assessments
- Response activities for transport, parks, drainage assets, buildings, CCTV, water and waste assets and flood waste management
- Hard waste collection completed
- QFES damage assessment and wash outs completed
- Coordination of rebuilding assets across the city
- 1,600kms of sealed road network – 80% of damage assessment completed
- 2,000 segments of road network progressed to emergent works and works to rectify
- Wastewater – emergent works completed on more than 600 electrical, mechanical and pipe assets
- Over 200 assets identified for restoration works
- Property – Inspection of over 350 buildings
- Property – Over 100 emergent works completed and further 100 reconstruction works identified
- Open Space – Over 400 parks assessed equating to over 8,000 furniture, fencing, electrical, play equipment and structural assets

Economic Recovery and Resilience Projects to Achieve (Subject to DRFA Funding)

Category D Initiatives

- Townsville Tourism Package (Iconic Project)
- Defence Industry (Iconic Project)
- Smart Precinct NQ (Iconic Project)
- City Investment Package with 'Tradies' and Community Organisation Resilience Scheme (CORS) (Iconic Project)
- Economic Recovery Adaptability and Resilience Centre
- Wastewater Pipes Resilience Scheme
- Wastewater Pump Stations Resilience Scheme
- Water Mains Resilience Scheme
- Ross River Parks and Open Space Recovery
- River Channel and Beach Recovery (Townsville's Floodplain Part A)
- Riverbank and Overland Flow Path Resilience (Townsville's Floodplain Part B)
- Building Aquifer Resilience (Townsville's Floodplain Part C)
- Riverbank and Overland Flow Path Resilience (Townsville's Floodplain Part D)

Category C Initiatives

- Stuart and Hervey Range Landfill Resilience
- Northern Australia Festival of the Arts (NAFA)
- Team Townsville Fund Raising Event
- Resilience through a Smart Townsville – Technological Connectivity with Real Time Responsiveness
- Central Park Redevelopment (Iconic Project)
- Riverway Precinct Community Facility Resilience (Iconic Project)
- Murray Sporting Complex (Iconic Project)
- Mount Louisa Resilience
- Storm Water Resilience Scheme
- Tidal Flow Prevention Scheme
- Flood Prevention Scheme
- Community Resilience Flexible Funding Programs
- Educational Resilience Programs
- Resilience Program – Disaster Event Staging Areas
- Repair and Make Resilient – Mt Stuart Mountain Bike Network
- Repair – Replace Ross River Recreational Pontoons
- Townsville North Queensland Eco-Tourism Trails Recovery and Resilience Package
- Mental Health Recovery and Resilience
- Amplify Reconstruction Resilience and Sustainability Package
- Community Development Program