



Flood Communication Toolkit

for Queensland councils and state agencies

A Queensland Government initiative to support comprehensive and consistent flood messaging for all Queenslanders.



Document details

Authority	Queensland Reconstruction Authority (QRA)
Security classification	Public
Last updated	March 2023
Document status	Final
Version	1.3
QRA Reference	QRATF/20/1433

Copyright

This publication is protected by the Copyright Act 1968.
© The State of Queensland (Queensland Reconstruction Authority) March 2023.

Licence



This work is licensed by State of Queensland (Queensland Reconstruction Authority) under a Creative Commons Attribution (CC BY) 4.0 International licence. To view a copy of this licence, visit:

www.creativecommons.org/licenses/by/4.0/

In essence, you are free to copy, communicate and adapt this publication, as long as you attribute the work to the State of Queensland (Queensland Reconstruction Authority).

Interpreter



The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding this publication, you can access the Translating and Interpreting Services by phoning 13 14 50 or via: www.qld.gov.au/languages

Disclaimer

While every care has been taken in preparing this publication, the State of Queensland accepts no responsibility for decisions or actions taken as a result of any data, information, statement or advice, expressed or implied, contained within. To the best of our knowledge, the content was correct at the time of publishing.

Copies

Copies of this publication are available via the following Queensland Government links:

- www.getready.qld.gov.au/council-hub
- www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/for-councils-and-flood-practitioners/flood-communication-resources
- www.qra.qld.gov.au/flood-communication-toolkit

For queries about how to access the Flood Communication Kit via the Get Ready Queensland Council Hub email: getready@qra.qld.gov.au

For correspondence in relation to the Flood Communication Toolkit please email the Queensland Reconstruction Authority Flood Risk team at floodrisk@qra.qld.gov.au or contact:

Queensland Reconstruction Authority
PO Box 15428
City East QLD 4002
Phone (07) 3008 7200
info@qra.qld.gov.au

Project background

This Flood Communication Toolkit provides comprehensive and consistent flood messaging for all Queenslanders. The Toolkit is designed for use by Queensland councils and relevant state agencies to use in communication aimed at the general public via social media and other communication.

The aim of the Flood Communication Toolkit is to increase community awareness and resilience to floods. It aligns with the four objectives of the Queensland Strategy for Disaster Resilience:

- Objective 1 – We understand the potential disaster risks we face
- Objective 2 – We work together to better manage disaster risk
- Objective 3 – We seek new opportunities to reduce disaster risk
- Objective 4 – We continually improve how we prepare for, respond to and recover from disasters.

This work was initially completed in 2020 as a project deliverable under the Brisbane River Strategic Floodplain Management Plan.

Contributing organisations

Project partner councils that participated in consultation workshops for ideas and feedback into this project included:

- Lockyer Valley Regional Council
- Somerset Regional Council
- Ipswich City Council
- Brisbane City Council.

Content partners and subject matter experts that contributed to this Flood Communication Toolkit include the:

- Bureau of Meteorology
- Insurance Council of Australia
- Office of the Chief Scientist
- Office of the Inspector-General Emergency Management
- Queensland Building and Construction Commission
- Queensland Reconstruction Authority
- Department of Communities, Housing and Digital Economy.

The Flood Communication Toolkit has been designed for statewide application and is available for use by all Queensland councils and relevant state agencies.

Document review and coordination

The Queensland Government's Get Ready Queensland team and the Queensland Reconstruction Authority Flood Risk team continue to champion the use of this Flood Communication Toolkit through so it can be used as a resource to improve community awareness and resilience to floods.

The Flood Communication Toolkit is regularly reviewed by the Queensland Government via the Queensland Reconstruction Authority Flood Risk team to ensure the messaging content is current, and comprehensive.

In Queensland the coordination of key resilience communications and engagement activities being delivered across the Queensland Government is coordinated via the Queensland Resilience Coordination Group. The Queensland Resilience Coordination Group collaborates with the QRA to ensure all Queensland Government agencies are working together to align how Queenslanders understand and talk about disaster preparedness and resilience. The Queensland Resilience Coordination Group comprises the following member agencies:

- Bureau of Meteorology
- Department of Agriculture and Fisheries
- Department of Communities, Housing and Digital Economy
- Department of Education and Training
- Department of Environment and Science
- Department of Housing and Public Works
- Development, Manufacturing, Infrastructure and Planning
- Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships
- Department of State Development, Infrastructure, Local Government and Planning
- Department of Transport and Main Roads
- Development, Manufacturing, Infrastructure and Planning
- Local Government Association Queensland
- Office of the Inspector-General Emergency Management
- Queensland Fire and Emergency Services
- Queensland Health
- Queensland Reconstruction Authority
- State Emergency Services
- The Department of Employment, Small Business and Training.

About the Flood Communication Toolkit

Floods remain one of the greatest risks in Queensland, and so it is essential that there is consistent flood messaging provided by state and local governments before, during and after a flood event.

This Flood Communication Kit provides a comprehensive suite of flood messaging that councils and relevant state agencies can use in their social media and other flood communication messaging to improve community awareness and resilience to floods for all Queenslanders.

We know from reviews of recent flood events in Queensland that councils across Queensland are strongly, and effectively, embracing social media channels for disaster related messaging to their local residents. We have listened to councils who told us they wanted a compendium of ready-to-use flood communication resources with features including:

- provision of consistent messaging to help improve flood communication consistency between local, district and state
- ready-to-use messages with images/graphics/tiles suitable for social media channels, that are co-branded with council logos
- flexibility so that they can use the resources to plan and manage their own flood messaging schedules
- ability to rapidly access and select relevant quality messaging resources according to flood communication requirements at the time.

The Toolkit covers a comprehensive range of flood messaging with overarching topics including:

- Flood Aware
- Flood Myths
- Flood Prepare
- Floodwater Safety
- Flood Warnings
- Flood Insurance
- Flood Recovery
- Flood Resilient Homes
- Rebuilding After Flood.

Queensland Government will regularly review the Flood Communication Toolkit to ensure it is kept up-to-date, and we encourage you to visit the Get Ready Queensland Council Hub each time you use these resources to ensure you have the latest version available.

We hope you find the Flood Communication Kit to be a useful resource to raise community awareness and resilience to flooding in your local community.

How to use the Flood Communication Toolkit

The Flood Communication Toolkit is hosted on the Queensland Government's Get Ready Queensland Council Hub website designed for all council officers and state agency staff involved in communication about extreme weather events and helping all Queenslanders prepare for natural disasters. The Toolkit should be used as a resource in alignment with your organisation's communication approval processes.

Webpage	Password
www.getready.qld.gov.au/council-hub	get-ready-qld

Once you have logged in you can find the Flood Communication Toolkit at: www.getready.qld.gov.au/communication-toolkit

The easy-to-use Contents page overleaf has quick links so you can quickly find an appropriate topic and message text.

Each topic contains a series of flood messages with text to copy/paste, a matching graphic thumbnail and filename or video filename or link, web links to existing webpages that are well maintained by Queensland Government (or other associated web pages) for more information, and a consistent use of hashtags for social media.

While the Flood Communication Toolkit focuses on use in social media, the text and/or graphics could also be used, as appropriate, to feed into other flood messaging to local communities via council disaster dashboards, social media feeds, community noticeboards, electronic billboards, emails, and text messaging.

Tailoring messaging to the local context

The wording of the suggested flood messaging in this Flood Communication Toolkit has been endorsed by our subject matter experts and content partners to support consistency in flood messaging statewide. Councils are encouraged to add to or amend the suggested text as appropriate through their own approval processes for more localised messaging. Tailoring messages to the local context is particularly important in situations where there is important communication required relating to localised flood risk information during a disaster event, or to help promote local flood information via a council weblink or disaster dashboard. Councils are also encouraged to use their own local images as appropriate with the suggested flood messaging.

Co-branded graphics

Co-branded graphics have been provided as a visual commitment to the strategic alliance between Queensland Government, Get Ready Queensland, our content partners, and every Queensland council to help support consistency in flood messaging statewide. Each council's logo has been added to message graphics wherever possible at the bottom left alongside the Get Ready Queensland logo and the Queensland Government logo. The graphic files are stored in folders named for each council on the Council Hub at: www.getready.qld.gov.au/communication-toolkits

Filenames reflect both the topic and message so the correct graphic for each message is easy to find. Filenames are also listed underneath the graphic thumbnail beside each message.

How to receive updates and be on our contact list

The Queensland Reconstruction Authority's Get Ready Queensland team and Flood Risk team will champion the use of this Flood Communication Toolkit for all Queensland councils to raise community awareness and resilience to floods. Regular communication via Queensland Reconstruction Authority 'QRA Update' e-newsletter will go out to the Get Ready Queensland council contact lists with updates about the latest Get Ready Queensland disaster preparedness communication resources. Officers that may wish to be on the Get Ready Queensland council contact list include those working in the areas of council communication, websites, disaster management dashboards, social media, media, Disaster Management Officers (DMOs), and Disaster Management Groups (LDMGs) led by councils. Subscribe at: www.qra.qld.gov.au/news-case-studies/qra-e-newsletter

Flood website

In March 2023, the Queensland Government published a new flood website at www.qld.gov.au/flood that acts as a source of truth and gateway for Queenslanders to be able to easily find reliable information about flood. The new website has flood information suitable for the general public, and also has a dedicated section of more detailed and technical flood information for councils and flood practitioners.

The flood website at www.qld.gov.au/flood is designed to present clear sections that can guide website users to information to:

- be flood aware
- prepare for floods
- understand flood warnings and alerts (and how to find council disaster dashboards)
- find flood assistance and recovery information.

The section for councils and flood practitioners allows for easy access to:

- flood resources
- flood data
- flood maps where available
- information about the latest flood initiatives in Queensland.

The flood website has been delivered by the Queensland Reconstruction Authority as a recommendation under the Queensland Flood Risk Management Framework (QFRMF) which sets the direction for flood risk management statewide, outlines roles and responsibilities, and guides and supports decision-making by councils. Action 2 of the QFRMF is to develop a state government flood risk management website to support QFRMF objectives and statewide flood risk management into the future.

The flood website is supported by a network of state agency web and communication teams to ensure Queensland's flood related content uses consistent messaging that is coordinated, current, and provides a consistent user experience with easy-to-find information, and links to partner agency content.

The flood website is consistent with the messaging provided in this Flood Communication Toolkit and the website provides additional more detailed flood content.

Feedback and queries

Feedback and queries about this Flood Communication Toolkit are always welcome. Please send any questions, suggestions or feedback to the Queensland Reconstruction Authority's Flood Risk team via email to: floodrisk@qra.qld.gov.au

Contents (quick links)

Topic: Flood Aware	7
What is a flood?	7
What factors contribute to floods?	7
What are the consequences of floods?	7
How do we forecast floods?	8
How do we estimate the chance of a flood occurring?	8
How do we manage flood risks?	8
Floods – What does the future look like?	9
Take the floods quiz	9
Topic: Flood Myths	10
Myth busted! – “But I thought it would never flood during a drought.”	10
Myth busted! – “But this property has never flooded before.”	10
Myth busted! – “But I live on a hill so floods won’t affect me.”	11
Myth busted! – “But I don’t even live near a creek or a river so floods won’t affect me.”	11
Myth busted! – “My home is above the flood level so floods won’t affect me.”	12
Myth busted! – “But I won’t even be here in 100 years ...so a 1 in 100 year flood won’t affect me.”	12
Myth busted! – “We’re protected by levees where I live so flood won’t affect me.”	12
Myth busted! – “But I thought that dams were supposed to stop all flooding.”	13
Myth busted! – “But I thought that these sandbags would stop my home from flooding.”	13
Topic: Flood Prepare	14
Take the three steps to Get Ready	14
Understand your flood risk	14
How to find out your disaster risks	14
Prepare a household emergency plan before the next severe weather event	15
Pack an emergency kit before the next severe weather event	15
What to pack in an emergency kit	15
Is your home ready for the next extreme weather event?	16
Checklists to prepare your home for the next extreme weather event	16
Disaster preparedness for people with disability	16
Translated fact sheets about floods	17
Are your pets included in your household emergency plan?	17
Extreme weather - Flooding	17
Extreme weather - Hail	17
Extreme weather - Cyclone	18
Topic: Floodwater Safety	19
Check road conditions before you drive	19
Be prepared. Stay Alert. Don’t delay. Stay safe.	19
Prepare to stay safe	20
Know the dangers	20
If It’s Flooded, Forget It. – Peter’s story	21
If It’s Flooded, Forget It. – Karen’s story	21
If It’s Flooded, Forget It. – Alison’s story	21
If It’s Flooded, Forget It. – Matthew’s story	22
If It’s Flooded, Forget It. – James Freeman, The Psychology	22
If It’s Flooded, Forget It. – Gil Reddiex, Swiftwater Rescuer	22
If It’s Flooded, Forget It.	23
If It’s Flooded, Forget It.	23
If It’s Flooded, Forget It.	23
When faced with floodwater, Back It Up	23
When faced with floodwater, Back It Up	24
Topic: Flood Warnings	25
Understand your flood risk	25
Flood warnings in Queensland	25

How flood warnings work in a catchment.....	26
How Queensland’s river catchments work.....	26
Queensland has 4 basins and 64 river catchments.....	27
Queensland’s flood warning infrastructure network.....	27
Automatic rain gauges in Queensland.....	27
Automatic rain and river gauges in Queensland.....	28
Manual river gauges in Queensland.....	28
Manual rain gauges in Queensland.....	28
Flood classifications in Queensland.....	29
Riverine flooding.....	29
Flash flooding.....	29
Flood warnings in Queensland and the Bureau of Meteorology.....	30
‘Flood Watch’ & ‘Flood Warning’ – What is the difference?.....	30
Topic: Flood Insurance.....	31
Understanding flood insurance.....	31
Insurance and the definition of flood.....	32
Does your insurance policy cover floods?.....	32
Insurance and flood risk.....	33
How do insurers determine the flood risk to my property?.....	33
Insurance, flash flooding, stormwater, rainfall run-off.....	34
Insurance and actions of the sea, sea level rises, storm surges.....	34
Making a flood insurance claim.....	34
Making a flood insurance complaint.....	35
Flood and financial help.....	35
Do you have enough flood insurance?.....	35
Topic: Flood Recovery.....	36
Disasters and alerts: stay up-to-date.....	36
Financial assistance after flood.....	36
Translated fact sheets about financial assistance grants after a flood.....	36
Managing stress after a flood.....	37
Family relationships after a flood.....	37
Support groups after a flood.....	37
Business support after a flood.....	38
Small business disaster hub.....	38
Rural disaster support and recovery after a flood.....	38
Primary producer support services after a flood.....	39
Regional community support services after a flood.....	39
Community Recovery hub locations.....	39
Housing help after a disaster.....	40
Volunteering for disaster recovery.....	40
Flood recovery – How can I help?.....	40
Returning to affected buildings after a storm, flood or cyclone.....	41
Home and property repairs after a flood.....	41
Pools and water tanks after a flood.....	41
Bacterial infections after a flood.....	42
Floodwater contamination.....	42
Plumbing and water use after a flood.....	42
Mosquitos after a flood.....	43
Black flies after a flood.....	43
Replace lost or destroyed documents.....	43
Food and drinking water after a flood.....	44
Mould after a flood.....	44
Asbestos after a flood.....	45
Drugs and poison disposal after a flood.....	45
Talking to children about floods.....	45

Talking to children about storms and hail.....	46
Talking to children about cyclones.....	46
Topic: Flood Resilient Homes	47
What is a flood resilient home?.....	47
Flood resilient home features.....	47
Tips to make your home flood resilient.....	48
Flood resilient landscaping tips for Queensland homes	48
How to make the external services of your home flood resilient.....	48
Flood resilient homes: how to wet-proof your home.....	49
Flood resilient homes: wet-proofing designs.....	49
Flood resilient homes: external building materials.....	49
Flood resilient homes: internal building materials	50
Topic: Rebuilding After Flood	51
Insurance and rebuilding after a flood.....	51
Queensland Building and Construction Commission (QBCC).....	51
Guide to building and renovating	51
Check your contractor is licensed.....	52
Find licensed tradespeople for flood repairs	52
Permit requirements for rebuilding after a natural disaster.....	52

Topic: Flood Aware

Aim: To promote understanding of and awareness of floods via social media based on content sourced prepared by the Queensland Government Office of the Chief Scientist following the Queensland Floods Commission of Inquiry. Messages cover flood questions and answers with links to the <https://www.qld.gov.au/flood> for more information.

Hashtag: #FloodAware

Graphic and filename	Message
----------------------	---------



Filename: FloodAware- What is a flood?

What is a flood?

A flood occurs when water inundates land that is normally dry. Floods can be caused by a number of processes, but the dominant cause in Australia is rainfall. Floods are a natural process, but activities of people can affect flooding. Floods occur at irregular intervals and vary in size, area of extent, and duration. Floods can occur suddenly or slowly.

Sudden, heavy and intense rainfall can cause floods to quickly rise in the minutes or hours that follow. These are known as flash floods and are typically associated with relatively small catchment areas.

Floods can occur slowly in large catchment areas, where rainfall can build up over hours, days or weeks. The runoff from this rainfall may create significant floods that inundate large areas of land for days, weeks or months.

Learn more about floods at:
<https://www.qld.gov.au/flood>

For disaster preparedness information visit the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

FloodAware #GetReadyQueensland

Image: Flooding, Rockhampton, 2011.



Filename: FloodAware - What factors contribute to floods?

What factors contribute to floods?

Rainfall is the most important factor in creating a flood, but there are many other contributing factors such as the amount of rain within a period of time, where the rain has fallen, previous rain that may have caused the ground to be saturated, and release of water from dams (controlled or uncontrolled).

When rain falls on a catchment, the amount of rainwater that reaches the waterways depends on the characteristics of the catchment, particularly its size, shape and land use. Some rainfall is 'captured' by soil and vegetation, and the remainder enters waterways as flow. River characteristics such as size and shape, the vegetation in and around the river, and the presence of structures in and adjacent to the waterway all affect the level of water in the waterway.

Learn more about floods at:
<https://www.qld.gov.au/flood>

For disaster preparedness information visit the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

FloodAware #GetReadyQueensland



Filename: FloodAware - What are the consequences of floods?

What are the consequences of floods?

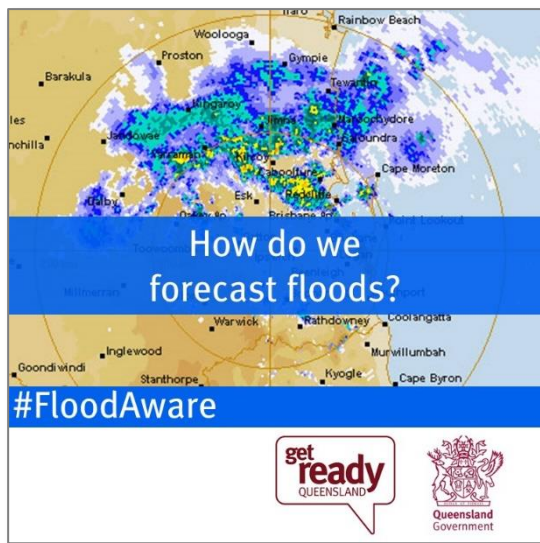
Floods impact on both individuals and communities, and have social, economic, and environmental consequences. The consequences of floods, both negative and positive, vary greatly depending on the location and extent of flooding, and the vulnerability and value of the natural and constructed environments they affect.

Learn more about floods at:
<https://www.qld.gov.au/flood>

Disaster recovery information for Queenslanders is available at:
<https://www.qld.gov.au/disasterrecovery>

For disaster preparedness information visit the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

FloodAware #GetReadyQueensland



Filename: FloodAware - How do we forecast floods?

How do we forecast floods?

Weather forecasts can provide advance warning of a flood, and seasonal forecasts can alert of a heightened chance of flooding in the coming months. Forecasting river levels and flood extent (the size of the flood and its reach) is a complex process that is continually being improved.

The Bureau of Meteorology (BoM) is the lead national agency for flood forecasting and warning services in Australia, working in partnership with agencies at the state and local government levels. The BoM provides forecasts of the water level in rivers at critical locations during flood events. Local governments and emergency agencies may further interpret the river water level forecasts and provide advice on flood inundation extent. The BoM also provides severe weather warnings that include risk of flash flooding.

In addition, the BoM provides forecasts of rainfall and river flow for the coming three months. These seasonal forecasts may help alert agencies and the public of entering a period of heightened chance of flooding.

Learn more about floods at:
<https://www.qld.gov.au/flood>

For disaster preparedness information visit the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

#FloodAware #GetReadyQueensland

Image: Bureau of Meteorology. For warnings see www.bom.gov.au



Filename: FloodAware - How do we estimate the chance of a flood occurring?

How do we estimate the chance of a flood occurring?

Understanding the chance of different sized floods occurring is important for managing flood risk. The chance of a flood event can be described using a variety of terms, but the preferred method is the Annual Exceedance Probability (AEP). AEP is the likelihood of occurrence of a flood of given size or larger occurring in any one year, and is expressed as a percentage (%). The likelihood is based on how often flooding has happened historically based on modelled data, and includes the size of the flood and how often a similar sized flood is possible.

A flood with a 1% AEP has a one in a hundred chance of being exceeded in any year. Currently, the 1% AEP event is designated as having an 'acceptable' risk for planning purposes nearly everywhere in Australia. However, good planning needs to consider more than just the 1% AEP flood.

Learn more about floods at:
<https://www.qld.gov.au/flood>

For disaster preparedness information visit the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

FloodAware #GetReadyQueensland

Image: Flooding, Rockhampton, 2011.



Filename: FloodAware - How do we manage flood risks?

How do we manage flood risks?

Flood risk includes both the chance of an event taking place and its potential impact. Land use planning informed by floodplain management plans can reduce risk for new development areas. Flood risk is harder to manage in existing developed areas; however modification measures such as dams or levees can change the behaviour of floodwaters. Similarly, property modification measures can protect against harm caused by floods to individual buildings, and flood modification measures (such as flood mitigation dams, levees, and waterway or floodplain modifications) can help communities deal with floods.

Learn more about floods at:
<https://www.qld.gov.au/flood>

For disaster preparedness information visit the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

For flood resilient building guidance for Queensland homes visit:
<https://www.qra.qld.gov.au/resilient-homes>

#FloodAware #GetReadyQueensland



Filename: FloodAware - Floods – What does the future look like?

Floods – What does the future look like?

Australia's growing population and changing climate patterns imply that the characteristics of the floods we experience will change in the future. Better future land use planning and floodplain management can mitigate the impacts of flooding. Appropriate urban design can reduce the severity of flood impacts. Catchment and waterway revegetation can reduce the impact of flooding. Climate change is likely to affect flooding patterns. Emerging technologies can improve our ability to predict and manage floods.

Learn more about floods at:
<https://www.qld.gov.au/flood>

Learn more about climate outlooks and climate change at:
<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/climate-outlooks-and-climate-change>

For disaster preparedness information visit the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

#FloodAware #GetReadyQueensland

Image: Flooding, Brisbane, 2011.



Filename: FloodAware - Floods – Take the floods quiz

Take the floods quiz

Test your knowledge with the floods quiz, 20 multiple choice questions on basic science and engineering concepts of floods, including flood causes and impacts, flood forecasts and warnings, flood management, and the impact of climate change and other factors on flooding in the future.

Take the quiz at:
<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/take-the-floods-quiz>

Learn more about floods at:
<https://www.qld.gov.au/flood>

For disaster preparedness information visit the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

#FloodAware #GetReadyQueensland

Image: Courtesy Queensland Museum Network. Photographer: Gary Cranitch.

Topic: Flood Myths

Aim: To promote understanding of floods myths via social media. Myths cover frequent misconceptions about flood with links to <https://www.qld.gov.au/flood> and the Get Ready Queensland website for more information.

Hashtag: #FloodMyths

Graphic and filename

Message



Filename: FloodMyths -But I thought it would never flood during a drought

Myth busted! – “But I thought it would never flood during a drought.”

Flooding can happen at any time. Queensland has one of the most variable rainfalls in the world and experiences both regular and severe floods, and long droughts.

In fact significant flooding, and even record rainfall and flooding can occur in the middle of a drought without the drought breaking.

For example, the 25 January-14 February 2019 flooding from the North and Far North Queensland Monsoon Trough saw over half of Queensland’s councils, covering more than 56% of Queensland’s land mass, activated for disaster funding assistance. Prior to the Monsoon Trough, more than half of Queensland was suffering prolonged drought, and following the Monsoon Trough, 67.4% of Queensland was drought declared.

Learn more about floods at:
<https://www.qld.gov.au/flood>

Learn about more flood myths at:
<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/flood-myths>

For disaster preparedness information visit the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

#FloodMyths #GetReadyQueensland



Filename: FloodMyths - But this property has never flooded

Myth busted! – “But this property has never flooded before.”

Floods bigger than those we have experienced are inevitable. We have less than 200 years of formal flood records in Australia. While there may be no living memory or formal record of your property flooding it does not mean that the land has not flooded in past centuries nor that it won’t flood in coming years.

Learn more about floods at:
<https://www.qld.gov.au/flood>

Learn about more flood myths at:
<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/flood-myths>

For disaster preparedness information visit the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

Find out more about Queensland’s climate outlooks and climate change at:
<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/climate-outlooks-and-climate-change/>

#FloodMyths #GetReadyQueensland



Filename: FloodMyths - But I live on a hill so I floods won't affect me

Myth busted! – “But I live on a hill so floods won’t affect me.”

Hills are not always free of floods. This can happen in two ways.

1. Creeks and rivers can rise several metres when they flood which means that land we think would be high and dry can end up being well under water.
2. When water is running down the hill to the creek or river it will find the easiest path to follow. Sometimes during a severe storm the pipes or kerb and guttering cannot handle all the water and the water will find its own path which could even be through properties on hills.

Even if your property is not flooded, you may be isolated by floodwaters and you may not be able to leave or enter your property safely until floodwaters have subsided.

Learn more about floods at:
<https://www.qld.gov.au/flood>

Learn about more flood myths at:
<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/flood-myths>

For disaster preparedness information visit the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

Find out more about Queensland’s climate outlooks and climate change at:
<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/climate-outlooks-and-climate-change/>

#FloodMyths #GetReadyQueensland



Filename: FloodMyths - But I don't even live near a creek or a river so floods won't affect me

Myth busted! – “But I don’t even live near a creek or a river so floods won’t affect me.”

Water finds its way in unexpected places. This can happen in two ways.

1. When creeks and rivers burst their banks the water can spread several hundred metres (even kilometres).
2. When water is running down the hill to the creek or river it will find the easiest path to follow. Sometimes during a severe storm the pipes or kerb and guttering cannot handle all the water and the water will find its own path which could even be through properties on hills.

Learn more about floods at:
<https://www.qld.gov.au/flood>

Learn about more flood myths at:
<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/flood-myths>

For disaster preparedness information visit the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

Find out more about Queensland’s climate outlooks and climate change at:
<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/climate-outlooks-and-climate-change/>

#FloodMyths #GetReadyQueensland



Filename: FloodMyths - My home is above the flood level so floods won't affect me

Myth busted! – “My home is above the flood level so floods won't affect me.”

Floods can go higher than we plan for. In Australia, the flood planning level is usually defined by the 100-year flood. Floods can go higher than the 100-year flood level. This is not a flood which happens once every 100 hundred years but one which has a 1 in 100 or 1% chance of occurring in each and every year. In a 70 year lifetime there is a 50/50 chance of a 1 in 100 flood being exceeded at any location. Two such floods can occur one after the other. In 2007 rainfall exceeded the 1 in 100 event on the Sunshine Coast in Queensland, and again in 2011.

Learn more about floods at:
<https://www.qld.gov.au/flood>

Learn about more flood myths at:
<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/flood-myths>

For disaster preparedness information visit the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

Find out more about Queensland's climate outlooks and climate change at:
<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/climate-outlooks-and-climate-change/>

#FloodMyths #GetReadyQueensland



Filename: FloodMyths - But I won't even be here in 100 years ...so a 1 in 100 year flood won't affect me

Myth busted! – “But I won't even be here in 100 years ...so a 1 in 100 year flood won't affect me.”

Extreme floods can happen at any time. In Australia new buildings are usually built above the 100-year flood level. This is not a flood which happens once every 100 hundred years but one which has a 1 in 100 or 1% chance of occurring in each and every year. In a 70 year lifetime there is a 50/50 chance of a 1 in 100 flood being exceeded at any location.

In fact, given the wet and dry phases that occur in many regions of Australia, these events are likely to be clustered in time.

Learn more about floods at:
<https://www.qld.gov.au/flood>

Learn about more flood myths at:
<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/flood-myths>

For disaster preparedness information visit the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

Find out more about Queensland's climate outlooks and climate change at:
<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/climate-outlooks-and-climate-change/>

#FloodMyths #GetReadyQueensland



Filename: FloodMyths - We're protected by levees where I live so flood won't affect me

Myth busted! – “We're protected by levees where I live so flood won't affect me.”

Levees can provide limited protection to buildings and infrastructure. It is not practical to build levees high enough to keep out all floods. Every levee has a chance of being overtopped by floodwaters and as such, communities should be prepared to evacuate to reduce the exposure to flood risks.

When a levee overtops or fails, the water may rise very quickly in the areas which the levee was protecting. Many have been built by individuals privately and may not be properly maintained. Failures of levees occur regularly and can result in worse flooding in areas directly behind the failed levee than would occur naturally.

Learn more about floods at:
<https://www.qld.gov.au/flood>

Learn about more flood myths at:
<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/flood-myths>

For disaster preparedness information visit the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

Find out more about Queensland's climate outlooks and climate change at:
<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/climate-outlooks-and-climate-change/>

#FloodMyths #GetReadyQueensland



Filename: FloodMyths - But I thought that dams were supposed to stop all flooding

Myth busted! – “But I thought that dams were supposed to stop all flooding.”

Flood mitigation dams can reduce downstream flood levels by temporarily storing and later releasing floodwaters. Most dams are used to supply water to the community, but they can, when purpose built, also provide some flood mitigation for events up to their flood storage capacity. However, in larger floods, this mitigation capacity can be exceeded and floods pass through with little, if any, reduction.

The effectiveness of dams depends on where in the catchment the rain falls. If it falls downstream of the dam, then the dam cannot mitigate flooding from that rainfall event.

Dams can cause disruption to existing communities, loss of valuable land and negative environmental impacts, and good sites for dams are difficult to locate. Detention basins act like dams but at a much smaller scale and are most suitable for 'green field' developments, where sizing constraints tend not to exist.

Learn more about floods at:
<https://www.qld.gov.au/flood>

Learn about more flood myths at:
<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/flood-myths>

Learn more about dams in Queensland at:
<https://www.business.qld.gov.au/industries/mining-energy-water/water/industry-infrastructure/dams/queensland>

For disaster preparedness information visit the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

#FloodMyths #GetReadyQueensland



Filename: FloodMyths - But I thought that these sandbags would stop my home from flooding

Myth busted! – “But I thought that these sandbags would stop my home from flooding.”

Sandbags placed in appropriate locations around your home or business can reduce the impact of flooding. Sandbags will not stop the water completely, but can reduce the amount of water entering. Raising valuables off the floor may prevent damage to personal items from floodwater that may still enter.

Queensland Fire and Emergency Services (QFES) explains the correct process for sandbagging and answers the following frequently asked questions about sandbags at:
<https://www.qfes.qld.gov.au/sites/default/files/2021-11/DIYSandbag.pdf>

- Where do I need to put the sandbags?
- Where can I get sandbags from?
- How do I fill the sandbag?
- How do I lay sandbags?
- Where do I place the sandbags?
- What else can I do to protect my home or business?
- What do I do once I have finished with the sandbags?
- Storage of sandbags
- Examples of best practice to sandbag doorways.

Watch the Queensland State Emergency Service (SES) video on how to sandbag your home and business at:
<https://www.youtube.com/watch?v=9ay-uzfyx8s&feature=youtu.be>

Learn more about floods at:
<https://www.qld.gov.au/flood>

Learn about more flood myths at:
<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/flood-myths>

Topic: Flood Prepare

Aim: To increase understanding of Queenslanders about how to prepare for flood season, and where to find reliable information with links to <https://www.qld.gov.au/flood> and the Get Ready Queensland website for more information.

Hashtag: #FloodPrepare

Graphic and filename

Message



Take the three steps to Get Ready

When it comes to extreme weather events in Queensland, it's not a matter of 'if' but 'when'.

Find out how to Get Ready in 3 simple steps on the Get Ready Queensland website at: <https://www.getready.qld.gov.au/get-prepared/3-steps-get-ready>

- Step 1: Understand your risk
- Step 2: Prepare a household emergency plan
- Step 3: Pack an emergency kit

Learn more about floods at: <https://www.qld.gov.au/flood>

#FloodPrepare #GetReadyQueensland #ResilientQueensland

Filename: FloodPrepare – Take the three steps to Get Ready



Understand your flood risk

When it comes to extreme weather events in Queensland, it's not a matter of 'if' but 'when'.

Everyone's disaster risk is different. These types of natural hazards are largely determined by your location. Other hazards such as pandemic and heatwave can happen to anyone at any time. It's important to know what your disaster risks are so that you can be prepared. Being ready will help reduce the impact of a disaster on yourself, your loved ones, home, family, finances and business.

Your first step to being ready is to find out what, when, and where a disaster might happen, how severe it could potentially be, and if you would be affected.

Whether you have lived in the same suburb your entire life, have just moved to Queensland or are travelling within the State, it is easy to find out your disaster risks.

Learn more about floods at: <https://www.qld.gov.au/flood>

Find out how to understand your risks on the Get Ready Queensland website at: <https://www.getready.qld.gov.au/get-prepared/3-steps-get-ready/step-1-understand-your-risk>

#FloodPrepare #GetReadyQueensland #ResilientQueensland

Filename: FloodPrepare – Understand your flood risk



How to find out your disaster risks

When it comes to extreme weather events in Queensland, it's not a matter of 'if' but 'when'.

Maree knows preparing for disasters are part and parcel of living in beautiful Queensland. She takes us through her journey to understanding her personal disaster risks.

Learn more about floods at: <https://www.qld.gov.au/flood>

Find out more at: <https://www.getready.qld.gov.au/>

#FloodPrepare #GetReadyQueensland #ResilientQueensland

Video (2 minutes 5 seconds)

Title: How to find out your disaster risks | Get Ready Queensland

Share from YouTube at: https://www.youtube.com/watch?v=4alyoTU-Mco&feature=emb_logo

Prepare a household emergency plan
before the next severe weather event



#FloodPrepare



Prepare a household emergency plan before the next severe weather event

An emergency and evacuation plan will ensure everyone in your household knows exactly what to do if the worst happens. You might want to involve your neighbours in developing your plan - neighbours who are elderly or have special needs may need your assistance. Equally, neighbours may also provide assistance to your household if required.

The Get Ready Queensland online household emergency and evacuation plan should take 10-15 minutes to complete and will be available for you to download, save and print once completed. It can be fully adapted to suit your household's circumstances.

Learn more about floods at:
<https://www.qld.gov.au/flood>

Find out more at:
<https://www.getready.qld.gov.au/plan>

#FloodPrepare #GetReadyQueensland #ResilientQueensland

Filename: FloodPrepare – Prepare a household emergency plan

Pack an emergency kit
before the next severe weather event



#FloodPrepare



Pack an emergency kit before the next severe weather event

When it comes to extreme weather events in Queensland, it's not a matter of 'if' but 'when'.

Find a comprehensive list of what to pack in your household emergency kit at:
<https://www.getready.qld.gov.au/get-prepared/3-steps-get-ready/step-3-pack-emergency-kit>

Keep a waterproof kit full of emergency supplies you'd need to last at least three days at home if you were isolated due to flooding.

Include plenty of non-perishable food and water, a torch, battery powered radio, toiletries including tissues and hand sanitiser, face masks, disinfectant wipes, spare batteries, gas cooker, medication and board games to help pass the time.

Find out more about the 3 steps to Get Ready at:
<https://www.getready.qld.gov.au/get-prepared/3-steps-get-ready>

Learn more about floods at:
<https://www.qld.gov.au/flood>

#FloodPrepare #GetReadyQueensland #ResilientQueensland

Filename: FloodPrepare – Pack an emergency kit



What to pack in an emergency kit

What's in your emergency kit? In this video, Maree takes us through her emergency kit and best tips for staying prepared for potential disasters.

Find tips on what to pack in your emergency kit on the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/get-prepared/3-steps-get-ready/step-3-pack-emergency-kit>

Learn more about floods at:
<https://www.qld.gov.au/flood>

#FloodPrepare #GetReadyQueensland #ResilientQueensland

Video (2 minutes 18 seconds)

Title: What to pack in an emergency kit | Get Ready Queensland

Share from YouTube at:
https://www.youtube.com/watch?v=7_diceQvTqE



Filename: FloodPrepare – Is your home ready for the next extreme weather event

Is your home ready for the next extreme weather event?

When it comes to extreme weather events in Queensland, it's not a matter of 'if' but 'when'.

Every home is different but there are always tasks you can do to maintain your home so it's ready for the next natural disaster. If you are renting and notice something that needs rectifying, talk to your property manager or landlord about getting it fixed. Rectifying it now will save money in the long run.

Find tips for home maintenance and preparation on the Get Ready Queensland website at: <https://www.getready.qld.gov.au/get-prepared/home-maintenance-and-preparation>

Learn more about floods at: <https://www.qld.gov.au/flood>

#FloodPrepare #GetReadyQueensland #ResilientQueensland



Filename: FloodPrepare – Checklists to prepare your home

Checklists to prepare your home for the next extreme weather event

The Get Ready Queensland '[Protect what's most important to you](#)' checklists can be downloaded for tips to help you protect your family, pets, home and contents.

Take the steps to protect what's most important to you:

- general home maintenance
- home preparation for storms, floods and cyclones
- home preparation for when severe weather warnings are issued
- protect your pet.

Find tips for home maintenance and preparation on the Get Ready Queensland website at: <https://www.getready.qld.gov.au/get-prepared/home-maintenance-and-preparation>

Learn more about floods at: <https://www.qld.gov.au/flood>

#FloodPrepare #GetReadyQueensland #ResilientQueensland



Filename: FloodPrepare – Disaster preparedness for people with disability

Disaster preparedness for people with disability

People with disability are twice as likely to be injured or be socially isolated during a disaster. If you are, know, or care for someone living with disability, there are a few simple steps you can take now to reduce the impact of severe weather and disasters. To find out more visit the Get Ready Queensland website at: <https://www.getready.qld.gov.au/disaster-preparedness-people-disability>

To help reduce the impact of disasters on people with vulnerabilities or people who may become vulnerable, Community Recovery have also developed People with vulnerabilities in disasters: A framework for an effective local response (PDF), and toolkit (PDF) in collaboration with key partners, to contribute to building resilient communities. Find out more at:

<https://www.qld.gov.au/community/disasters-emergencies/disasters/supporting-vulnerable-people>

Learn about the Disability Inclusive Disaster Risk Reduction Framework and Toolkit that aims to ensure Queensland is inclusive of the needs of people with disabilities before, during and after disaster at: <https://collaborating4inclusion.org/>

For further information call the Queenslanders with Disability Network (QDN) on 1300 363 783 or visit the QDN website at: <https://qdn.org.au/>

Learn more about floods at: <https://www.qld.gov.au/flood>

#FloodPrepare #GetReadyQueensland #ResilientQueensland



Translated fact sheets about floods

Flood fact sheets explaining flood risk, how it could affect you and preparing for flood have been translated into twenty different languages: English; Easy English; ATSI Easy English; Arabic; Cantonese; Greek; Hindi; Hmong; Japanese; Korean; Mandarin; Punjabi; Samoan; Spanish; Tagalog; Tok Pisin; Tongan; Torres Strait Creole; Vietnamese; and Wik Ngathan.

Translated fact sheets about natural disasters including floods, bushfires, cyclones, earthquakes, and severe weather are available at:

<https://www.qld.gov.au/community/disasters-emergencies/disasters/resources-translations/disaster-information-language/fact-sheets-disasters>

Learn more about floods at:
<https://www.qld.gov.au/flood>

Filename: FloodPrepare – Translated fact sheets about floods



Are your pets included in your household emergency plan?

It's important to consider what will happen to our pets in the event of a flood or natural disaster.

This means thinking about what plans you can put in place now to make sure your pet is cared for if you were unable to get home, or what you would do with your pet if you had to evacuate.

View our checklists to find out what you should consider when including pets in your emergency and evacuation plan at:

<https://www.getready.qld.gov.au/pets>

Learn more about floods at:
<https://www.qld.gov.au/flood>

#FloodPrepare #GetReadyQueensland #ResilientQueensland

Filename: FloodPrepare – Are your pets included in your household emergency plan



Extreme weather - Flooding

Learn about the risks of flooding and extreme weather by watching this 3D disaster animation produced by the Get Ready Queensland team in partnership with the Bureau of Meteorology.

Learn more about floods at:
<https://www.qld.gov.au/flood>

For disaster preparedness advice go to the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

Find out more about Queensland weather and warnings at the Bureau of Meteorology website:
<http://www.bom.gov.au/qld/>

Video (3 minutes 28 seconds)
Title: Extreme Weather – Flooding
Share from QRA YouTube at:
https://youtu.be/QC3peH_3LWA



Extreme weather - Hail

Learn about the risks of hail and extreme weather by watching this 3D disaster animation produced by the Get Ready Queensland team in partnership with the Bureau of Meteorology.

For disaster preparedness advice go to the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

Find out more about Queensland weather and warnings at the Bureau of Meteorology website:
<http://www.bom.gov.au/qld/>

Video (3 minutes 45 seconds)
Title: Extreme Weather – Hail
Share from QRA YouTube at:
<https://youtu.be/ppk55-TcqXs>



Video (4 minutes 4 seconds)
Title: Extreme Weather – Cyclones
Share from QRA YouTube at:
<https://youtu.be/2Gxq5CheTHw>

Extreme weather - Cyclone

Learn about the risks of cyclone, flooding and extreme weather by watching this 3D disaster animation produced by the Get Ready Queensland team in partnership with the Bureau of Meteorology.

For disaster preparedness advice go to the Get Ready Queensland website at:
<https://www.getready.qld.gov.au/>

Find out more about Queensland weather and warnings at the Bureau of Meteorology website:
<http://www.bom.gov.au/qld/>



Filename: FloodPrepare - Free online game to challenge Queensland kids to get ready for disasters

Free online game to challenge Queensland kids to get ready for disasters

Looking for something to keep the kids occupied? Get Ready Queensland has a free interactive online game which challenges Queensland kids to prepare for future disasters and severe weather.

Queenslanders are no stranger to the devastating impact of disasters and being prepared is just part of life in the Sunshine State.

That's why it's important even our youngest Queenslanders understand their risks and what they need to do to reduce the impact of future disasters.

The Get Ready Queensland Challenge aims to engage and empower children to be part of their household's emergency planning through undertaking a range of virtual disaster preparedness challenges like identifying risks, looking out for neighbours, removing hazards, and packing emergency kits.

There are nine levels in the Get Ready Queensland Challenge which have been designed to instil important knowledge for participants to implement in their own home and community.

Take the Get Ready Queensland Challenge at:
<https://www.getready.qld.gov.au/game>

Note: Level 1 of the game is about getting ready for bushfires and Level 2 of the game is about getting ready for floods!

Learn more about floods at:
<https://www.qld.gov.au/flood>

Topic: Floodwater Safety

Aim: To increase understanding of Queenslanders about floodwater safety, and where to find reliable information. Messaging generally links to the Queensland Fire and Emergency Services (QFES) website, 'If it's flooded, forget it' campaign materials, and the flood web pages at <https://www.qld.gov.au/flood>.

Hashtag: #FloodwaterSafety #IfIt'sFloodedForgetIt

Graphic and filename

Message



Filename: FloodwaterSafety - Check road conditions before you drive

Check road conditions before you drive

If it's flooded, forget it. Road conditions can change quickly when dangerous weather occurs. In some cases, roads are closed and detours are set up to guide you around incidents to keep you away from danger or to clear a hazard from an area. In Queensland, our summer months in particular bring rain, cyclones and unstable weather conditions, at times resulting in flooded roads. Our winter months bring hazardous bushfire conditions where roads can be cut off in an instant.

The Department of Transport and Main Roads 'QLDTraffic' website can help you prepare in case of an emergency, whether it's mapping out an alternative route or assisting you to make travel decisions. Find out more at:

<https://qldtraffic.qld.gov.au/>

The QLDTraffic app is available for iPhone and Android devices. It provides personalised push notifications for important traffic alerts that affect your favourite routes and places, and it can even reach out to you about nearby traffic alerts using audio notifications while you're on the road.

Managed by the Department of Transport and Main Roads, QLDTraffic provides information on road conditions throughout Queensland, including crashes and hazards, road closures and restrictions, roadworks and special events. The app also provides access to web cameras that relay near real-time traffic imagery. Find out about the QLDTraffic app at: <https://qldtraffic.qld.gov.au/more/index.html>

Learn more about floods at: <https://www.qld.gov.au/flood>

#FloodwaterSafety #QLDTraffic #GetReadyQueensland



Filename: FloodwaterSafety - Be prepared Stay Alert Don't delay Stay safe

Be prepared. Stay Alert. Don't delay. Stay safe.

Be prepared

- Know your local area, particularly if there is a history of flooding.
- Have an emergency kit on hand, including a battery operated radio, torch and spare batteries.
- Keep a list of emergency numbers handy.
- Identify evacuation routes and centres.

Stay alert

- Stay tuned to local media for current weather advice and warnings.
- Keep an eye out for flood waters.
- Don't allow children to play in, or near flood waters.

Don't delay

- Follow instructions and directions from local authorities.
- Be ready to evacuate if necessary.

Stay safe

- Never drive in flood waters.
- Never swim or wade in flood waters.
- Continue to monitor your local media for updated information and advice.
- For life threatening emergencies, call Triple Zero (000).
- For storm and flood related property damage, call the State Emergency Service (SES): 132 500.

For information about Floodwater Safety visit the Queensland Fire and Emergency Services (QFES) website:

<https://www.qfes.qld.gov.au/prepare/flooding>

Learn more about floods at: <https://www.qld.gov.au/flood>

For disaster preparedness advice visit: <https://www.getready.qld.gov.au/>

#FloodwaterSafety #IfIt'sFloodedForgetIt #GetReadyQueensland



Filename: FloodwaterSafety – Prepare to stay safe

Prepare to stay safe

If it's flooded, forget it.

Visit the Queensland Fire and Emergency Services (QFES) website for the following tips to stay safe:

<https://www.qfes.qld.gov.au/prepare/flooding/prepare-safe>

Prepare to stay safe:

- Don't feel pressured by vehicles behind you to cross a flooded road. Even fully-equipped swiftwater technicians in boats will only enter the water as a last resort.
- If you're on holiday, or even just making a day trip, take into account potential rises in water levels and plan your travel so you don't become stranded. Take note of warning signs that tell of local dangers.
- When poor weather is forecast, listen to your local radio station for information, warnings and prepare for all scenarios.
- In preparation of wet season, talk with schools and childcare centres about alternative arrangements they can put in place if you are unable to collect children on time.
- Keep local emergency numbers handy (near your phone, in your mobile and on your fridge) and in a life-threatening emergency, call 000 (triple zero).
- Speak to each driver in your household to make sure they have considered how quickly conditions can change and help them be prepared.
- If you or your loved ones require regular medication, make sure this is available in any location it might be needed (school, childcare centre, workplace or your vehicle.)
- Think about the roads you regularly use and plan alternatives – is there a usually reliable alternative route or do you need to rethink your travel.
- Realise that your best plan may be to avoid travel altogether and that sometimes your only option will be to wait it out – in your car, visiting a friend nearby, or spending time at a shopping centre or food outlet – be prepared for all options.
- When the wet season is approaching remind 'on call' family or friends that you might need them to help.
- At all times, make sure your phone is charged and a charger is available in the car or at work.
- If you are travelling in an unfamiliar area, seek out and pay close attention to advice from locals.
- Before storms hit, discuss options with your employer for not attending work, working from home, or having a delayed start or early finish.
- Consider alternative modes of transport, such as trains.
- Keep a written list of emergency phone numbers in your car, including 'on call' friends, school, work and neighbours.
- In a life-threatening emergency, call 000 (triple zero) or signal others to call for your rescue.

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodwaterSafety #IfIt'sFloodedForgetIt #GetReadyQueensland



Filename: FloodwaterSafety - Know the dangers

Know the dangers

If it's flooded, forget it.

The second you decide to push through floodwater, you will give up control. Firefighters across the state rescue more people from water each year than they do from fires.

Any flooded road can be deadly and the size of your vehicle does not matter. You might think your 4WD will make a difference. But you can't see what's under the surface.

The road underneath could have collapsed, or there might be a surge coming out of the blue. Your tyres or underbody might just be on the correct angle for the swirling water to catch them and cause havoc.

Any amount of water can float a vehicle away, no matter what you drive. Once your car starts floating, there is nothing you can do. Rising water can also enter your car in seconds to disable electric windows and locks or stall your engine.

Find other tips on how to know the dangers on the Queensland Fire and Emergency Services (QFES) website at:

<https://www.qfes.qld.gov.au/prepare/flooding/know-dangers>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodwaterSafety #IfIt'sFloodedForgetIt #GetReadyQueensland



If It's Flooded, Forget It. – Peter's story

Meet Peter. He's a dad, a hard worker and a good bloke. But back on January 25th he made one poor decision that almost changed everything. The old John Muntz Causeway at Oxenford was underwater following heavy storms. Peter just wanted to get to his kids. He had a good heavy vehicle and was a good driver. So rather than forget what kind of car he had, he pushed on. That's the moment he felt the water grab his tyres and his vehicle start to slip.

Listen to more stories from floodwater experts and survivors to find out just how important it is to be prepared on the Queensland Fire and Emergency Services (QFES) website at: <https://www.qfes.qld.gov.au/prepare/flooding/experts-and-witnesses>

Learn more about floods at: <https://www.qld.gov.au/flood>

#FloodwaterSafety #IfIt'sFloodedForgetIt #GetReadyQueensland

Video (1 minute 37 seconds)

Title: If it's flooded, forget it – Peter's story

Share from QFES YouTube at: https://www.youtube.com/watch?v=Sx_JDNobkjC



If It's Flooded, Forget It. – Karen's story

On April 30, after two days of solid rain, Karen was faced with a tough decision; take on the flooded road near her home at Goodna, or turn around and go the longer way? She made the wrong choice. Instead of forgetting about her hurry and what other people were doing, she drove on. It's something Karen will never forget.

Listen to more stories from floodwater experts and survivors to find out just how important it is to be prepared on the Queensland Fire and Emergency Services (QFES) website at: <https://www.qfes.qld.gov.au/prepare/flooding/experts-and-witnesses>

Learn more about floods at: <https://www.qld.gov.au/flood>

#FloodwaterSafety #IfIt'sFloodedForgetIt #GetReadyQueensland

Video (1minute 48 seconds)

Title: If it's flooded, forget it – Karen's story

Share from QFES YouTube at: <https://www.youtube.com/watch?v=VndZDqWGR6I>



If It's Flooded, Forget It. – Alison's story

Driving to pick the kids up from school, Alison encountered a flooded road. See what that decision could have cost her.

Listen to more stories from floodwater experts and survivors to find out just how important it is to be prepared on the Queensland Fire and Emergency Services (QFES) website at: <https://www.qfes.qld.gov.au/prepare/flooding/experts-and-witnesses>

Learn more about floods at: <https://www.qld.gov.au/flood>

#FloodwaterSafety #IfIt'sFloodedForgetIt #GetReadyQueensland

Video (1 minute 49 seconds)

Title: If it's flooded, forget it – Alison's story

Share from QFES YouTube at: <https://www.youtube.com/watch?v=Sq66omb4F8Y>



If It's Flooded, Forget It. – Matthew's story

On the way home from work, Matt made a decision to risk everything. See the impact of that decision.

Listen to more stories from floodwater experts and survivors to find out just how important it is to be prepared on the Queensland Fire and Emergency Services (QFES) website at: <https://www.qfes.qld.gov.au/prepare/flooding/experts-and-witnesses>

Learn more about floods at: <https://www.qld.gov.au/flood>

#FloodwaterSafety #IfIt'sFloodedForgetIt #GetReadyQueensland

Video (2 minutes 14 seconds)

Title: Matthew's Story

Share from QFES YouTube at:

<https://www.youtube.com/watch?v=TDUZr3TLo5o>



If It's Flooded, Forget It. – James Freeman, The Psychology

This summer, you might face a decision; to drive through floodwater or not. On the one hand, you're risking your vehicle, your ego, your insurance, your family, and your life. On the other hand, you might save a few minutes. Why would you ever risk it? James Freeman is a psychologist who specialises in risk perception while driving, and he has some answers. Even more importantly, he has some advice, because no matter who you are, no matter what you drive, if it's flooded, you should forget it.

Listen to more stories from floodwater experts and survivors to find out just how important it is to be prepared on the Queensland Fire and Emergency Services (QFES) website at: <https://www.qfes.qld.gov.au/prepare/flooding/experts-and-witnesses>

Learn more about floods at: <https://www.qld.gov.au/flood>

#FloodwaterSafety #IfIt'sFloodedForgetIt #GetReadyQueensland

Video (1 minute 33 seconds)

Title: If it's flooded, forget it – James Freeman, The Psychology

Share from QFES YouTube at:

<https://www.youtube.com/watch?v=1stwNUwLRto>



If It's Flooded, Forget It. – Gil Reddiex, Swiftwater Rescuer

Gil Reddiex knows a lot about floodwater. He's a Swiftwater Rescuer and trains other officers from Queensland Fire and Emergency Services. He knows what can happen to a vehicle, what can happen to a person, and what happens following a disaster. He knows because he's seen it. So when Gil says the only good choice you really have is before you enter the water, it's worth listening. Forget what kind of car you drive, forget that it doesn't look that bad, forget how well you know the road – if it's flooded, forget it!

Listen to more stories from floodwater experts and survivors to find out just how important it is to be prepared on the Queensland Fire and Emergency Services (QFES) website at: <https://www.qfes.qld.gov.au/prepare/flooding/experts-and-witnesses>

Learn more about floods at: <https://www.qld.gov.au/flood>

#FloodwaterSafety #IfIt'sFloodedForgetIt #GetReadyQueensland

Video (1 minute 24 seconds)

Title: If it's flooded, forget it – Gil Reddiex, Swiftwater Rescuer

Share from QFES YouTube at:

<https://www.youtube.com/watch?v=ci3uTy8Z48k>



If It's Flooded, Forget It.

No reason is good enough to drive through floodwater. The bravest and smartest thing you can do is Back It Up. Be prepared for flood season.

Learn more about floods at:
<https://www.qld.gov.au/flood>

Find more tips on floodwater safety and how to know the dangers on the Queensland Fire and Emergency Services (QFES) website at:
<https://www.qfes.qld.gov.au/prepare/flooding/know-dangers>

Video (6 seconds)
Title: QFES 2021 If It's Flooded, Forget It. 6 secs. V3

Share from QFES YouTube at:
https://youtu.be/Pjnphn_n6rc



If It's Flooded, Forget It.

Don't get carried away with the reasons or pressures to attempt to drive through floodwater. When faced with a flooded road, back it up. Be prepared this flood season.

Learn more about floods at:
<https://www.qld.gov.au/flood>

Find more tips on floodwater safety and how to know the dangers on the Queensland Fire and Emergency Services (QFES) website at:
<https://www.qfes.qld.gov.au/prepare/flooding/know-dangers>

Video (6 seconds)
Title: QFES 2021 If It's Flooded, Forget It. 6 secs. V2

Share from QFES YouTube at:
<https://youtu.be/jTHFqQo3lfM>



If It's Flooded, Forget It.

No reason is good enough to drive through floodwater. The bravest and smartest thing you can do is Back It Up. Be prepared for flood season.

Learn more about floods at:
<https://www.qld.gov.au/flood>

Find more tips on floodwater safety and how to know the dangers on the Queensland Fire and Emergency Services (QFES) website at:
<https://www.qfes.qld.gov.au/prepare/flooding/know-dangers>

Video (6 seconds)
Title: QFES 2021 If It's Flooded, Forget It. 6 secs. V1

Share from QFES YouTube at:
<https://youtu.be/jTHFqQo3lfM>



When faced with floodwater, Back It Up

No reason is good enough to drive through floodwater. The bravest and smartest thing you can do is Back It Up. Be prepared for flood season.

Learn more about floods at:
<https://www.qld.gov.au/flood>

Find more tips on floodwater safety and how to know the dangers on the Queensland Fire and Emergency Services (QFES) website at:
<https://www.qfes.qld.gov.au/prepare/flooding/know-dangers>

Video (15 seconds)
Title: If It's Flooded, Forget It - Back it Up 2020

Share from QFES YouTube at:
<https://youtu.be/Jo7DAq8Zohs>



When faced with floodwater, Back It Up

No reason is good enough to drive through floodwater. The bravest and smartest thing you can do is Back It Up. Be prepared for flood season.

Learn more about floods at:
<https://www.qld.gov.au/flood>

Find more tips on floodwater safety and how to know the dangers on the Queensland Fire and Emergency Services (QFES) website at:
<https://www.qfes.qld.gov.au/prepare/flooding/know-dangers>

Video (30 seconds)
Title: If It's Flooded, Forget It - Back it Up
2020

Share from QFES YouTube at:
<https://youtu.be/LesXFcaFFQk>

Topic: Flood Warnings

Aim: To promote understanding of flood gauges and their role in helping provide information on flood warning and forecasts via social media using content prepared by the Queensland Reconstruction Authority (QRA), the Bureau of Meteorology, and Get Ready Queensland. Messages cover flood warning related topics and link to <https://www.qld.gov.au/flood>, the QRA website, Bureau of Meteorology, and Get Ready Queensland websites for more detailed information.

Hashtag: #FloodWarnings

Graphic and filename or video link

Message



Video (58 seconds)
Title: Understand Your Flood Risk
Share from QRA YouTube at:
<https://youtu.be/P3jzBgYwt4>

Understand your flood risk

As Queenslanders, we know that flood events are one of our major hazards. Floods can be a risk to life, and create problems for people when water damages buildings and infrastructure, or cuts roads. There are social, economic and environmental impacts for our communities. Watch the video to find out more about understanding your flood risk.

Learn more about understanding your flood risk, flood mapping, local government flood maps and data, and find a flood risk checklist at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/understand-your-flood-risk>

Learn more about floods at:
<https://www.qld.gov.au/flood>

For disaster preparedness advice visit:
<https://www.getready.qld.gov.au/>

#FloodWarnings #GetReadyQueensland



Video (1 minute 57 seconds)
Title: Flood Warnings
Share from QRA YouTube at:
https://youtu.be/7sljUWG_ey4

Flood warnings in Queensland

For flood warnings, the Bureau of Meteorology uses data and information captured by the various types of flood warning infrastructure. Watch the video to find out more about Queensland's rain and river gauges, and how forecasts warning our communities about the approximate size of a flood and when it is likely to reach different locations so that people know how to respond.

Register with your council for flood warnings and alerts or visit your council website or disaster management dashboard for the latest emergency information.

Learn more about flood warnings and alerts at:
<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-warnings-and-alerts>

Learn more about floods at:
<https://www.qld.gov.au/flood>

For disaster preparedness advice visit Get Ready Queensland at:
<https://www.getready.qld.gov.au/>

The Bureau of Meteorology publishes information about the flood warning system in Queensland at:
http://www.bom.gov.au/qld/flood/brochures/qld/fld_qld.shtml

The Bureau's Queensland Warnings Summary is available at:
<http://www.bom.gov.au/qld/warnings/>

#FloodWarnings #GetReadyQueensland



Filename: FloodWarnings - Tune in to monitor local flood warnings

Tune in to monitor local flood warnings

All Queenslanders should be familiar with official flood warnings. Seek information, make decisions and act.

Check your local council website or disaster dashboard.

Find out how to tune into local radio stations and social media at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-warnings-and-alerts/tune-in-to-local-flood-warnings>

The Bureau of Meteorology publishes information about the flood warning system in Queensland at:

http://www.bom.gov.au/qld/flood/brochures/qld/fld_qld.shtml

The Bureau's Queensland Warnings Summary is available at:

<http://www.bom.gov.au/qld/warnings/>

Learn more about flood warnings and alerts at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-warnings-and-alerts>

Learn more about floods at:

<https://www.qld.gov.au/flood>

For disaster preparedness advice visit Get Ready Queensland at:

<https://www.getready.qld.gov.au/>

#FloodWarnings #GetReadyQueensland



Filename: FloodWarnings - How flood warnings work in a catchment

How flood warnings work in a catchment

Understanding how Queensland's river catchments work is an important part of being a Queenslanders. Flooding can happen anywhere. If you live at the top of a catchment you are more likely to experience flooding with less warning time than those living in the middle and lower parts of the catchment. Flood warnings are really important because they help keep our Queensland communities safe.

Find out more by watching the video about how Queensland's river catchments work at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-warnings-and-alerts/how-flood-warnings-work-in-a-catchment>

Learn more about flood warnings and alerts at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-warnings-and-alerts>

The Bureau of Meteorology publishes information about the flood warning system in Queensland at:

http://www.bom.gov.au/qld/flood/brochures/qld/fld_qld.shtml

The Bureau's Queensland Warnings Summary is available at:

<http://www.bom.gov.au/qld/warnings/>

Learn more about floods at:

<https://www.qld.gov.au/flood>

For disaster preparedness advice visit Get Ready Queensland at:

<https://www.getready.qld.gov.au/>

#FloodWarnings #GetReadyQueensland



Video (2 minutes)
Title: How Queensland's River Catchments work
Share from QRA YouTube at:
<https://youtu.be/BDdhuSbkds>

How Queensland's river catchments work

Queensland's sub-tropical climate means that it can rain a lot in the summer months, which can sometimes lead to flooding. Have you ever wondered what happens to all that water? Hear from our friend Jesse from Get Ready Queensland as he shows us how river catchments work and where our flood warnings come from.

Find out more by watching the video about how Queensland's river catchments work and learning details about your catchment at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/queenslands-catchments>

Learn more about floods at:

<https://www.qld.gov.au/flood>

For disaster preparedness advice visit Get Ready Queensland at:

<https://www.getready.qld.gov.au/>

#FloodWarnings #GetReadyQueensland



Queensland has 4 basins and 64 river catchments

Queensland has four large basins that drain water out to the ocean or down to our southern state neighbours. We have 64 river catchments. Understanding how they work is an important part of being a Queenslanders.

Find out more by watching the video about how Queensland's river catchments work and learning details about your catchment at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/queenslands-catchments>

Learn more about floods at:
<https://www.qld.gov.au/flood>

For disaster preparedness advice visit Get Ready Queensland at:
<https://www.getready.qld.gov.au/>

#FloodWarnings #GetReadyQueensland

Filename: FloodWarnings - Queensland has 4 basins and 64 river catchments



Queensland's flood warning infrastructure network

In Queensland, more than 3200 rainfall and river gauges inform statewide flood warnings and forecasts. These are owned and operated by multiple entities including state and local government, the private sector, and the Bureau of Meteorology.

Flood waters don't respect boundaries so it is extremely important for all areas of Queensland to work together and share information from other warning systems. This will help keep our communities safe by ensuring they are well informed by timely weather and flood warnings and forecasts. A high level of collaboration and information sharing is necessary to ensure accurate and consistent flood warning information is being provided to the Bureau of Meteorology and to our local communities.

Learn more about Queensland's flood warning infrastructure network and different types of flood warning infrastructure at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-warnings-and-alerts/flood-warning-infrastructure>

Learn more about flood warnings and alerts at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-warnings-and-alerts>

Learn more about floods at:
<https://www.qld.gov.au/flood>

For disaster preparedness advice visit Get Ready Queensland at:
<https://www.getready.qld.gov.au/>

#FloodWarnings #GetReadyQueensland

Filename: FloodWarnings - Queensland's flood warning infrastructure network



Automatic rain gauges in Queensland

Rain gauges are placed around catchments across Queensland to monitor the level of rainfall. These gauges can vary in their appearance and how they work. This one is an automatic rain gauge and can relay data to the Bureau of Meteorology on a real time basis using either 3G/4G or UHF technology.

Find out more by watching the video about Flood Warnings in Queensland at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-warnings-and-alerts/understanding-flood-warnings>

Learn more about Queensland's flood warning infrastructure network and different types of flood warning infrastructure at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-warnings-and-alerts/flood-warning-infrastructure>

Learn more about floods at:
<https://www.qld.gov.au/flood>

For disaster preparedness advice visit Get Ready Queensland at:
<https://www.getready.qld.gov.au/>

#FloodWarnings #GetReadyQueensland

Filename: FloodWarnings - Automatic rain gauges in Queensland



Filename: FloodWarnings - Automatic rain and river gauges in Queensland

Automatic rain and river gauges in Queensland

This automatic rain and river gauge uses a range of sensors that relay data to the Bureau of Meteorology on a real time basis using either 3G/4G or UHF technology. Some automatic rain and river height gauges may also have a traffic camera strategically located near a river crossing so water levels can be monitored for road safety.

Find out more by watching the video about Flood Warnings in Queensland at: <https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-warnings-and-alerts/understanding-flood-warnings>

Learn more about Queensland's flood warning infrastructure network and different types of flood warning infrastructure at: <https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-warnings-and-alerts/flood-warning-infrastructure>

Learn more about floods at: <https://www.qld.gov.au/flood>

For disaster preparedness advice visit Get Ready Queensland at: <https://www.getready.qld.gov.au/>

#FloodWarnings #GetReadyQueensland



Filename: FloodWarnings - Manual river gauges in Queensland

Manual river gauges in Queensland

Our river gauges measure water levels along our river systems. This manual river gauge is read by volunteers who visit the gauge location and report to the Bureau of Meteorology on the height of that river on a daily, or sometimes as the river rises, hourly basis.

Find out more by watching the video about Flood Warnings in Queensland at: <https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-warnings-and-alerts/understanding-flood-warnings>

Learn more about Queensland's flood warning infrastructure network and different types of flood warning infrastructure at: <https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-warnings-and-alerts/flood-warning-infrastructure>

Learn more about floods at: <https://www.qld.gov.au/flood>

For disaster preparedness advice visit Get Ready Queensland at: <https://www.getready.qld.gov.au/>

#FloodWarnings #GetReadyQueensland



Filename: FloodWarnings - Manual rain gauges in Queensland

Manual rain gauges in Queensland

Rain gauges are placed around the catchments all over Queensland to monitor the level of rainfall. These gauges can vary in their appearance and gauges. They can be automatic or manual. This is an example of a manual rain gauge.

Find out more by watching the video about Flood Warnings in Queensland at: <https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-warnings-and-alerts/understanding-flood-warnings>

Learn more about Queensland's flood warning infrastructure network and different types of flood warning infrastructure at: <https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-warnings-and-alerts/flood-warning-infrastructure>

Learn more about floods at: <https://www.qld.gov.au/flood>

For disaster preparedness advice visit Get Ready Queensland at: <https://www.getready.qld.gov.au/>

#FloodWarnings #GetReadyQueensland



Filename: FloodWarnings - Flood classifications in Queensland

Flood classifications in Queensland

River gauges assist the Bureau of Meteorology to communicate to an ‘at risk’ downstream community using flood descriptions or flood classifications of an event as ‘minor’, ‘moderate’ or ‘major’. These forecasts warn our communities about the approximate size of a flood and when it is likely to reach different locations so people know how to respond. Flood classifications are defined as:

- ‘Minor’ – Causes inconvenience. Low-lying areas next to water courses are inundated. Minor roads may be closed and low-level bridges submerged. In urban areas inundation may affect some backyards and buildings below the floor level as well as bicycle and pedestrian paths. In rural areas removal of stock and equipment may be required.
- ‘Moderate’– In addition to the minor flooding effects, the area of inundation is more substantial. Main traffic routes may be affected. Some buildings may be affected above the floor level. Evacuation of flood affected areas may be required. In rural areas removal of stock is required.
- ‘Major’ – In addition to the moderate flooding effects, extensive rural areas and/or urban areas are inundated. Many buildings may be affected above the floor level. Properties and towns are likely to be isolated and major rail and traffic routes closed. Evacuation of flood affected areas may be required. Utility services may be impacted.

Learn more about flood classifications in Queensland at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-warnings-and-alerts/flood-classifications>

Learn more about floods at:

<https://www.qld.gov.au/flood>

For disaster preparedness advice visit Get Ready Queensland at:

<https://www.getready.qld.gov.au/>

#FloodWarnings #GetReadyQueensland



Video (41 seconds)
Title: Riverine flooding
Share from QRA YouTube link at:
<https://youtu.be/XX5cHKsoKAY>

Riverine flooding

Riverine flooding is a result of heavy and sustained rainfall over a region that is generated by tropical cyclones, lows or monsoon troughs. Riverine flooding happens when there is too much water, and the flow capacity of creeks or rivers (known as waterways) become overwhelmed and burst their banks, and flood areas which are not normally under water.

Riverine floods can be significant disaster events that impact individuals and communities and have long term social, economic, and environmental consequences.

Find out more about the different types of flooding including riverine flooding, flash flooding, storm tide and storm surge at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/types-of-flooding>

Learn more about floods at:

<https://www.qld.gov.au/flood>

For disaster preparedness advice visit Get Ready Queensland at:

<https://www.getready.qld.gov.au/>

#FloodWarnings #GetReadyQueensland



Video (47 seconds)
Title: Flash flooding
Share from QRA YouTube at:
<https://youtu.be/OnAbowqjm8>

Flash flooding

Floods can occur in different ways. Flash flooding can be caused by severe storms with high volumes of rainfall over a short period of time. Flash floods can affect local creeks which can overflow and inundate parks, roads and water crossings.

Flash floods can overwhelm local storm water pipes, and combined with overland flow can cause short term inundation to property and business. The pace or velocity of the water can be fast which also has damaging effects to property. Shallow fast moving water can wash a car off a river crossing, so if it’s flooded forget it!

Find out more about the different types of flooding including riverine flooding, flash flooding, storm tide and storm surge at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-aware/types-of-flooding>

Learn more about floods at:

<https://www.qld.gov.au/flood>

For disaster preparedness advice visit Get Ready Queensland at:

<https://www.getready.qld.gov.au/>

#FloodWarnings #GetReadyQueensland



Filename: FloodWarnings - Flood warnings in Queensland and the Bureau of Meteorology

Flood warnings in Queensland and the Bureau of Meteorology

The Bureau of Meteorology (BoM) is the lead national agency for flood forecasting and warning services in Australia, working in partnership with agencies at the state and local government levels.

BoM provides forecasts of the water level in rivers at critical locations during flood events. Local governments and emergency agencies may further interpret the river water level forecasts and provide advice on flood inundation extent. The BoM also provides severe weather warnings that include risk of flash flooding.

In addition, BoM provides forecasts of rainfall and river flow for the coming months. These seasonal forecasts may help alert agencies and the public of entering a period of heightened chance of flooding.

The primary function of the Flood Warning Service Program is the provision of an effective flood forecasting and warning service in each Australian State/Territory. This service is provided in cooperation with other government agencies such as State/Territory emergency management agencies, water authorities and local Councils, coordinated through Flood Warning Consultative Committees and established cooperative working arrangements in each State/Territory.

Register with your local council for warnings and alerts.

The Bureau of Meteorology publishes information about the flood warning system in Queensland at:

http://www.bom.gov.au/qld/flood/brochures/qld/fld_qld.shtml

The Bureau's Queensland Warnings Summary is available at:

<http://www.bom.gov.au/qld/warnings/>

Learn more about flood warnings and alerts at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-warnings-and-alerts>

Learn more about floods at:

<https://www.qld.gov.au/flood>

For disaster preparedness advice visit Get Ready Queensland at:

<https://www.getready.qld.gov.au/>

#FloodWarnings #GetReadyQueensland



Filename: FloodWarnings - 'Flood Watch' & 'Flood Warning' - What is the difference

'Flood Watch' & 'Flood Warning' – What is the difference?

A 'Flood Watch' is issued when forecast rainfall information suggests that local and/or riverine flooding is possible across the Flood Watch area. A Flood Watch may cover a large area due to uncertainty associated with the location and amount of forecast rainfall. A flood watch may also make reference to the type of flooding that may be experienced in the catchment being highlighted.

A 'Flood Warning' is issued when the Bureau is more certain that flooding is expected, often when rainfall has started to fall. Flood Warnings are more targeted and are issued for specific catchments or even sub-catchments in some of the larger river basins. Flood Warnings will generally include specific predictions of the severity of expected flooding.

Learn more about flood warnings and alerts at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-warnings-and-alerts>

The Bureau of Meteorology publishes information about the flood warning system in Queensland at:

http://www.bom.gov.au/qld/flood/brochures/qld/fld_qld.shtml

The Bureau's Queensland Warnings Summary is available at:

<http://www.bom.gov.au/qld/warnings/>

Learn more about floods at:

<https://www.qld.gov.au/flood>

For disaster preparedness advice visit Get Ready Queensland at:

<https://www.getready.qld.gov.au/>

#FloodWarnings #GetReadyQueensland

Topic: Flood Insurance

Aim: To increase the understanding of Queenslanders about flood insurance, and where to find reliable information about flood insurance. Messaging links to <https://www.qld.gov.au/flood>, the Insurance Council of Australia website, the Get Ready Queensland website, and the Australian Financial Complaints Authority where appropriate.

Hashtag: #FloodInsurance

Graphic and filename

Message



Filename: FloodInsurance - Understanding flood insurance

Understanding flood insurance

Water, whether caused by a flooding river, overland flow, burst water pipe, or storm, can cause extensive damage to your home, contents and other assets.

It's important to understand the different types of floods and other water-related events and how they may be covered under your insurance policies.

Flood insurance is often built into a range of insurance policies, including home and contents, strata title, motor vehicle and business insurance policies.

The risk of a flood occurring is reflected in the cost of the premium – property owners with a high risk of flood will pay a higher premium than other property owners.

Insurers treat flood in different ways in their policies:

- Many insurers include flood cover as a compulsory part of taking out a household policy
- Some insurers include flood as a standard inclusion, but allow the policyholder to remove it– this is known as opt-out flood cover
- Some insurers exclude flood as a standard inclusion, but allow the policyholder to add cover - this is known as an optional cover
- Some insurers will cover flood in policies only up to very low defined values – for instance, damage of \$15,000 or less
- Some insurers will not cover flood under any circumstances.

Learn about flood insurance at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-prepare/flood-insurance/>

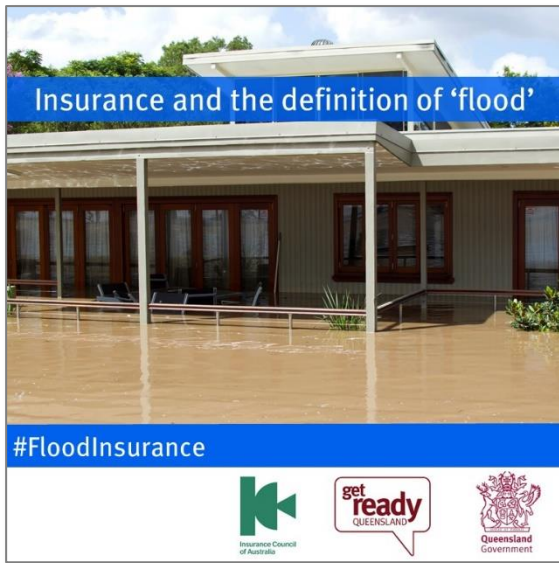
Learn more about floods at:

<https://www.qld.gov.au/flood>

Find out more at the Insurance Council of Australia website:

<http://understandinsurance.com.au/types-of-insurance/flood-insurance>

#FloodInsurance #GetReadyQueensland



Filename: FloodInsurance - Insurance and the definition of flood

Insurance and the definition of flood

Australian regulations include a standard definition of flood, which was introduced in June 2012. It applies to home and contents, small business and domestic strata-title policies.

The standard definition of flood in Australia is:

The covering of normally dry land by water that has escaped or been released from the normal confines of:

- any lake, any river, creek or other natural watercourse, whether or not altered or modified; or
- any reservoir, canal, or dam.

Even if your policy excludes flood damage, your policy may still cover you for events such as storm damage or rainwater damage. Storm or rainwater cover in your insurance policy may cover the situation where your house becomes inundated by rainwater that has fallen naturally from the sky. Though most insurers regard rainwater runoff as part of storm cover, some insurers won't cover rainwater runoff or storm surge when the customer chooses not to take flood cover. These options are explained in the Product Disclosure Statement (PDS) for your policy.

Check your policy wording and talk to your insurer if you do not understand what you are covered for.

Other forms of insurance may have different ways of describing flood risks.

Learn about flood insurance at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-prepare/flood-insurance/>

Learn more about floods at:

<https://www.qld.gov.au/flood>

Find out more at the Insurance Council of Australia website:

<http://understandinsurance.com.au/types-of-insurance/flood-insurance>

#FloodInsurance #GetReadyQueensland



Filename: FloodInsurance - Does your insurance policy cover floods

Does your insurance policy cover floods?

When choosing or renewing your policy, make sure you understand your flood risk.

Check your policy wording carefully before buying your policy and make sure you understand whether your policy includes flood damage and what type of flood damage is included. If you are not sure, speak to your insurer.

If you are at risk of flood damage, carefully review the terms and conditions of your cover (in particular, your home and contents insurance policies) by reading your Policy Disclosure Statement (PDS). Restrictions on what your policy will and won't cover are usually listed as exclusions.

The cost of cover is typically proportional to the risk of flooding in your location and the value of the assets you seek to protect. If in doubt, contact your insurer to clarify the extent of cover held and your insurance needs.

Though most insurers regard rainwater runoff as part of storm cover, some insurers won't cover rainwater runoff or storm surge when the customer chooses not to take flood cover. These options are explained in the Product Disclosure Statement (PDS) for your policy.

Learn about flood insurance at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-prepare/flood-insurance/>

Learn more about floods at:

<https://www.qld.gov.au/flood>

Find out more at the Insurance Council of Australia website:

<http://understandinsurance.com.au/types-of-insurance/flood-insurance>

#FloodInsurance #GetReadyQueensland



Filename: FloodInsurance - Insurance and flood risk

Insurance and flood risk

About 80 per cent of insurance losses from floods occur in areas that have flooded in the past.

Governments are responsible for assessing and mapping the flood risk to communities. They use this for infrastructure and town planning, and for working out how they can lower the risk of flood for existing communities.

Flood maps can be influenced by the number of different factors including building development, road works, new agricultural growth, changes to river and creek catchments, as well as changes to drainage and sewer arrangements for your area.

Most jurisdictions are working hard to improve the accuracy and availability of their flood information.

Contact your local council for information about flood mapping in your area.

Learn about flood insurance at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-prepare/flood-insurance/>

Learn more about floods at:

<https://www.qld.gov.au/flood>

Find out more at the Insurance Council of Australia website:

<http://understandinsurance.com.au/types-of-insurance/flood-insurance>

#FloodInsurance #GetReadyQueensland



Filename: FloodInsurance - How do insurers determine the flood risk to my property

How do insurers determine the flood risk to my property?

In partnership with state and territory governments, the general insurance industry has developed and licensed the National Flood Information Database (NFID) for use by insurers in determining the flood risk to individual properties.

NFID is an address database containing 11.3 million property addresses, overlaid with the known flood risk according to government flood mapping. Commercial licensing arrangements between many governments and the specialist flood risk experts who prepare the flood maps means it is not a public database.

Most insurers use NFID to determine the flood risk to individual properties, and calculate the premium based on this risk and other criteria including building type, location and claims history.

However, it is up to individual insurers to decide what criteria they use to determine flood risk. They may examine information from many sources to identify properties that are prone to flooding. These may include local government flood mapping, historical flood information, terrain data and insurance claims information.

Insurers assess how often a property is expected to flood, how severe the flooding may be, and how deep the flood can get.

It's important to understand that insurers can't reduce the physical impact of a flood.

Learn about flood insurance at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-prepare/flood-insurance/>

Learn more about floods at:

<https://www.qld.gov.au/flood>

Find out more at the Insurance Council of Australia website:

<http://understandinsurance.com.au/types-of-insurance/flood-insurance>

#FloodInsurance #GetReadyQueensland



Insurance, flash flooding, stormwater, rainfall run-off

During flash flooding, floodwater is produced by high-intensity, short-duration storms that produce localised flood conditions that might affect your house if you live on sloped land.

Most policies cover this flood risk, but check your policy carefully if you have a particular risk for this kind of damage, for example if your house is at the bottom of a slope.

Learn about flood insurance at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-prepare/flood-insurance/>

Learn more about floods at:

<https://www.qld.gov.au/flood>

Find out more at the Insurance Council of Australia website:

<http://understandinsurance.com.au/types-of-insurance/flood-insurance>

#FloodInsurance #GetReadyQueensland

Filename: FloodInsurance - Insurance and flash flooding stormwater rainfall and run-off



Insurance and actions of the sea, sea level rises, storm surges

These all describe inundation caused by the movement of seawater. Coastal properties can often be very exposed to this type of risk or associated damage (such as erosion).

If you own a coastal property, it is important to understand exactly what damage is covered and not covered in your policy.

Most insurance policies do not cover actions of the sea. Insurers do not cover the future impact of climate change.

#FloodInsurance #GetReadyQueensland

Learn about flood insurance at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-prepare/flood-insurance/>

Learn more about floods at:

<https://www.qld.gov.au/flood>

Find out more at the Insurance Council of Australia website:

<http://understandinsurance.com.au/types-of-insurance/flood-insurance>

#FloodInsurance #GetReadyQueensland

Filename: FloodInsurance - Insurance and actions of the sea - sea level rises - storm surges



Making a flood insurance claim

If your home or belongings have been damaged during a flood you should contact your insurance broker or company to assess your claim as soon as you can.

It is recommended that you:

1. contact your insurer before authorising major repairs
2. take photographs of damaged goods for insurance assessment purposes, dispose of any water and mud damaged possessions that may pose an immediate health hazard
3. keep a detailed list of any items and photographs that have been disposed or removed that you want to make an insurance claim for.

If you have questions about your insurance policy or claim, speak to your insurer first.

You can also phone the Insurance Council of Australia's hotline on 1800 734 621 (from 8.30am to 5pm, Monday to Friday) for more information or visit the Insurance Council of Australia website at: <http://understandinsurance.com.au/types-of-insurance/flood-insurance>

Learn about flood insurance at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-prepare/flood-insurance/>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodInsurance #GetReadyQueensland

Filename: FloodInsurance - Making a flood insurance claim



Making a flood insurance complaint

If you're unhappy with the processing or outcome of your insurance claim you should make a formal complaint to your insurer.

If you're unhappy with the outcome of your complaint you can lodge a dispute with the Australian Financial Complaints Authority (AFCA). The AFCA will offer free dispute resolution services. If both parties can't come to an agreement through this process they may then investigate the complaint and make a decision.

#FloodInsurance #GetReadyQueensland

To find out more visit:

<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/insurance>

Or visit the AFCA website at:

<https://www.afca.org.au/make-a-complaint/insurance/>

#FloodInsurance #GetReadyQueensland

Filename: FloodInsurance - Making a flood insurance complaint



Flood and financial help

If you are not insured, underinsured, or have no specific insurance coverage for this type of event, you may be eligible for a grant to help you repair damage caused by the disaster.

#FloodInsurance #GetReadyQueensland #FloodRecovery

Find out more disaster recovery support at:

<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/financial-assistance>

Learn about flood insurance at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-prepare/flood-insurance/>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodInsurance #GetReadyQueensland

Filename: FloodInsurance - Flood and financial help



Do you have enough flood insurance?

A survey conducted for the Insurance Council of Australia suggests 83 per cent of households believe they may be underinsured. Underinsurance and non-insurance severely impede the speed and ability of communities to recover after a disaster event.

#FloodInsurance #GetReadyQueensland #FloodRecovery

Find out more at the Insurance Council of Australia website:

<http://understandinsurance.com.au/do-you-have-enough-insurance>

Learn about flood insurance at:

<https://www.qld.gov.au/emergency/dealing-disasters/disaster-types/flood/flood-prepare/flood-insurance/>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodInsurance #GetReadyQueensland

Filename: FloodInsurance - Do you have enough flood insurance

Topic: Flood Recovery

Aim: To promote, via social media, an understanding of where to access the latest information about flood and disaster recovery information using messaging prepared, maintained and regularly updated by Queensland Government agencies. The messaging also encourages users to refer to the Queensland Government website for flood at <https://www.qld.gov.au/flood> and disaster recovery information at <https://www.qld.gov.au/disasterrecovery> for other flood recovery topics.

Hashtag: #FloodRecovery

Graphic and filename

Message



Disasters and alerts: stay up-to-date

For the latest information on disasters and alerts, emergency updates and social media for disaster recovery visit:

<https://www.qld.gov.au/alerts>

This link includes social media updates from Queensland Police, Queensland Fire & Emergency Services, the Bureau of Meteorology, and Community Recovery.

For local alerts and disaster information check your council website or disaster dashboard.

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery - Disasters and alerts - stay up-to-date



Financial assistance after flood

Find out about financial assistance available for people in activated disaster areas at:

<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/financial-assistance>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

For assistance please call the Community Recovery Hotline on 1800 173 349.

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery -Financial assistance after flood



Translated fact sheets about financial assistance grants after a flood

Translated fact sheets provide information about the different types of financial assistance grants that may be available to you should a disaster occur. Find translated fact sheets at:

<https://www.qld.gov.au/community/disasters-emergencies/disaster-recovery-information-languages/translated-factsheets-financial-assistance>

Topics covered include:

- Community recovery support and financial assistance information
- Emergency hardship assistance
- Essential services hardship assistance grant
- Essential household contents grant
- Structural assistance grant
- Essential services safety and reconnection grant.

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery - Translated fact sheets - Financial assistance grants after a flood



Managing stress after a flood

Learn how to recognise common reactions to a disaster, how to take care of yourself and overcome stress, and find out who to contact for help.

Find out more about stress after a flood at:
<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/support/managing-stress>

Disaster recovery information is available at:
<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:
<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery - Managing stress after a flood



Family relationships after a flood

Understand a family's most common reactions after a disaster, what you can do to help recovery and where to go for support.

Find out more about family relationships after a disaster at:
<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/support/family-relationships>

Disaster recovery information is available at:
<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:
<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery - Family relationships after a flood



Support groups after a flood

Not-for-profit organisations provide post-disaster emotional support, crisis hotlines and other help to the community.

Find out more about support groups after a flood at:
<https://www.qld.gov.au/emergency/community/support-group>

Disaster recovery information is available at:
<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:
<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Photo: Red Cross Australia providing support following the South West Queensland Floods, 2010.

Filename: FloodRecovery - Support groups after flood



Filename: FloodRecovery - Business support after flood

Business support after a flood

Helpful information and support for small businesses and primary producers recovering after a natural disaster.

Learn more about business support after a flood at:

<https://www.business.qld.gov.au/running-business/protecting-business/disaster-resilience>

Primary producers, small business owners and not-for-profits directly affected during eligible disaster events could be eligible for a low interest loan or grant. Find out more at:

<http://www.qrida.qld.gov.au/current-programs/Disaster-recovery>.

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Photo: The Back on Track team provided business support following the 2019 Monsoon Trough.



Filename: FloodRecovery - Small Business Disaster Hub

Small business disaster hub

Prevent, prepare, respond and recover when disaster strikes. The Small business disaster hub app has resources to prevent, prepare, respond, recover and communicate so you can get back to business sooner when disaster hits. The app allows you to access disaster information for your business when the internet is down, and get notified when disaster grants open.

Find helpful information and support for small businesses and primary producers recovering after a natural disaster at:

<https://www.business.qld.gov.au/running-business/protecting-business/disaster-resilience>

Find the Small business disaster hub at:

<https://www.business.qld.gov.au/running-business/protecting-business/disaster-resilience/disaster-hub>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery



Filename: FloodRecovery - Rural disaster support and recovery after a flood

Rural disaster support and recovery after a flood

Information for primary producers about recovering after a disaster is available at:

<https://www.business.qld.gov.au/industries/farms-fishing-forestry/agriculture/rural-disaster-recovery>

Primary producers, small business owners and not-for-profits directly affected during eligible disaster events could be eligible for a low interest loan or grant. For more information visit

<http://www.qrida.qld.gov.au/current-programs/Disaster-recovery>

The small business disaster hub has primary producer disaster resources to help you prevent, prepare, respond and recover from disasters or emergencies at:

<https://www.business.qld.gov.au/running-business/protecting-business/disaster-resilience/disaster-hub/primary-producer>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery



Filename: FloodRecovery - Primary producer support services after a flood

Primary producer support services after a flood

If your farm has been affected by a natural disaster, find out more at the links below.

Financial assistance and support:

<https://www.daf.qld.gov.au/business-priorities/agriculture/disaster-recovery/natural-disaster>

Disaster recovery for livestock farms:

<https://www.business.qld.gov.au/industries/farms-fishing-forestry/agriculture/rural-disaster-recovery/disaster-recovery-livestock>

Disaster recovery for crop farming:

<https://www.business.qld.gov.au/industries/farms-fishing-forestry/agriculture/rural-disaster-recovery>

Primary producers, small business owners and not-for-profits directly affected during eligible disaster events could be eligible for a low interest loan or grant. For more information visit:

<http://www.qrida.qld.gov.au/current-programs/Disaster-recovery>

Disaster recovery information is available at <https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery



Filename: FloodRecovery -Regional community support services after flood

Regional community support services after a flood

During and after a disaster you may need practical assistance or community support to assist you and your family. Regional community support services can provide information and contact details for key community services available in your area, listed by region at:

<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/support/regional-community-support-services>

Fact sheets about the different types of financial assistance grants that may be available to you should a disaster occur are available at:

<https://www.qld.gov.au/community/disasters-emergencies/disaster-recovery-information-languages/translated-factsheets-financial-assistance>

Translated facts sheets are also available.

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

For assistance please call the Community Recovery Hotline on 1800 173 349.

#FloodRecovery #GetReadyQueensland #CommunityRecovery



Filename: FloodRecovery - Community Recovery hubs

Community Recovery hub locations

Community Recovery hub locations available to people in disaster activated areas in Queensland are published at:

<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/find-a-community-recovery-hub-location>

If you need help and there is not a service near you please call the Community Recovery Hotline on 1800 173 349.

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery



Housing help after a disaster

Find out what help is available if you've had to leave your home after a disaster, including finding temporary accommodation, applying for financial assistance, repairing your home, and help with housing at:

<https://www.qld.gov.au/housing/emergency-temporary-accommodation/housing-help-after-disaster>

If you need help finding temporary accommodation after a disaster call 13 QGOV (13 74 68).

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery - Housing help after a disaster



Volunteering for disaster recovery

Information about volunteering for disaster recovery, including volunteering with the SES, Rural Fire Service and Australian Volunteer Coast Guard visit:

<https://www.qld.gov.au/emergency/volunteering-jobs/volunteer>

If you are interested in volunteering your time to assist communities affected by a disaster, you can register or update your details at:

<https://www.emergencyvolunteering.com.au/qld>

or by calling Volunteering Queensland on the free phone number 1800 994 100.

Find tips for volunteers helping after a disaster at:

<https://www.qld.gov.au/emergency/volunteering-jobs/volunteer/tips-volunteers>

Volunteering Queensland offers a 'Making It Happen Toolkit' and report about building local capability to manage spontaneous disaster volunteers at:

<https://volunteeringqld.org.au/services/building-local-capability-to-manage-spontaneous-volunteers>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery - Volunteering for disaster recovery



Flood recovery – How can I help?

Donate time, goods and services, or make a financial contribution to assist recovery following a disaster or emergency event. Find out more at:

<https://www.qld.gov.au/emergency/emergencies-services/help-disaster>

Find tips for volunteers helping after a disaster at:

<https://www.qld.gov.au/emergency/volunteering-jobs/volunteer/tips-volunteers>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery - How can I help



Returning to affected buildings after a storm, flood or cyclone

Information about cleaning up buildings to make them safe after natural disasters such as floods or cyclones, including advice about drinking water, food safety, managing waste, fallen trees, and insurance claim preparation.

Find out more at:

<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/after-a-storm,-flood-or-cyclone/returning-to-buildings>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery - Returning to affected buildings after a storm flood or cyclone



Home and property repairs after a flood

Information for people who need to repair or rebuild homes, repair or replace water infrastructure, remove debris or clear vegetation following a natural disaster.

Find out more at:

<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/after-a-storm,-flood-or-cyclone/home-and-property-repairs>

If you are looking to rebuild quickly and safely, you will find handy fact sheets, advice and publications on Queensland Building and Construction Commission (QBCC) Rebuilding after a Natural Disaster page at:

<https://www.qbcc.qld.gov.au/your-property/storms-natural-disasters/recover-natural-disasters>

Check out the Flood Resilient Building Guidance for Queensland Homes at:

<https://www.qra.qld.gov.au/resilient-homes>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery #ResilientHomes

Filename: FloodRecovery - Home and property repairs after a flood



Pools and water tanks after a flood

Find out how to restore your pool, spa or water tank to make it safe after a flood at:

<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/after-a-storm,-flood-or-cyclone/pools-water-tanks>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery - Pools and water tanks after a flood



Filename: FloodRecovery - Bacterial infections after a flood

Bacterial infections after a flood

The risk of contracting diseases increases after coming into contact with flood water. It is important that you take precautions to avoid bacteria that can cause infection or disease. Types of bacterial infections that are common after storms, floods or cyclones can include the following.

Melioidosis is caused by an uncommon soil bacteria that is present in tropical north Australia. Melioidosis infection usually presents as pneumonia, with or without septicaemia (blood poisoning caused by bacteria or their toxins) and can be rapidly fatal. Find out more about the symptoms, treatment, transmission and prevention of melioidosis at:

<http://conditions.health.qld.gov.au/HealthCondition/condition/14/33/455/melioidosis>

Leptospirosis is a disease that is caused by a number of different bacteria called Leptospira. People become infected through contact with water, food, or soil contaminated with urine from infected animals such as rodents. Find out more about the symptoms, treatment, transmission and prevention of leptospirosis at:

<http://conditions.health.qld.gov.au/HealthCondition/condition/14/33/88/leptospirosis>

Q Fever is an illness caused by bacteria called Coxiella burnetii. The main carriers of the disease are farm animals such as cattle, sheep and goats. In rural areas, kangaroos can also be carriers. The bacteria can survive harsh conditions and remain in the environment for long periods of time, so hay, dust and other small particles may also carry the bacteria. Find out more about the symptoms, treatment, transmission and prevention of Q Fever at:

<http://conditions.health.qld.gov.au/HealthCondition/condition/14/33/116/q-fever>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

#FloodRecovery #GetReadyQueensland #CommunityRecovery



Filename: FloodRecovery - Floodwater contamination

Floodwater contamination

Floodwater is often contaminated by sewage from overflowing sewerage or septic systems, and by agricultural or industrial wastes and chemicals. There is a higher risk of infection by coming into contact with polluted water or soil. You could end up with wound infections, dermatitis, conjunctivitis or ear, nose and throat infections.

While cleaning up homes, businesses or public spaces, wear protective footwear and gloves to avoid being cut or scraped, especially if the area has been affected by floodwater. Treat any cuts with antiseptic and cover with a protective dressing immediately.

Find tips to avoid infection and tips for cleaning up at:

<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/after-a-storm,-flood-or-cyclone/floodwater-contamination>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery



Filename: FloodRecovery - Plumbing and water use after a flood

Plumbing and water use after a flood

Floods and cyclones can cause significant damage to water infrastructure and housing. If your water has an unusual smell or colour, don't drink it. Contact your local government as soon as possible so they can fix the problem quickly.

Find tips about plumbing and water use issues after floods and cyclones at:

<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/after-a-storm,-flood-or-cyclone/plumbing>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery



Mosquitos after a flood

Mosquito numbers and black flies can increase after floods or heavy rain. Find practical tips for preventing and treating bites from mosquitoes and black flies at:

<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/after-a-storm,-flood-or-cyclone/mosquitos-and-black-flies>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery - Mosquitos after a flood



Black flies after a flood

The number of black flies (genus Austrosimulium) can increase following a flood or heavy rain, particularly in inland areas. While black flies do not transmit disease, allergic reactions and bacterial skin infections may occur from bites and scratching the bites. Find practical tips for preventing and treating bites from black flies and also mosquitos at:

<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/after-a-storm,-flood-or-cyclone/mosquitos-and-black-flies>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery - Black flies after a flood



Replace lost or destroyed documents

Document replacement services may be free to people who live in a declared disaster area. The Registry of Births, Deaths and Marriages (RBDM) will provide free replacement life event certificates to those people who have had their certificates lost, damaged or destroyed in a declared disaster area.

Find out more about replacing lost or destroyed documents at:

<https://www.qld.gov.au/community/disasters-emergencies/disasters/rebuilding-cleaning/replace-documents>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery - Replace lost or destroyed documents after a flood



Food and drinking water after a flood

Following an emergency such as a flood, storm or cyclone, there is a danger that some food in your house may not be safe to eat, especially if power has been cut or if food has been in contact with contaminated floodwater.

Find out what you need to know about food and drinking water after a storm, flood or cyclone at: <https://www.qld.gov.au/community/disasters-emergencies/disasters/phys-health-wellbeing/food-drinking-water>

Disaster recovery information is available at: <https://www.qld.gov.au/disasterrecovery>

Learn more about floods at: <https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery - Food and drinking water after a flood



Mould after a flood

Floods and cyclones are usually associated with excess moisture, long periods of heat and humidity, and pooling of water. These factors all help to create an environment that is favourable to the growth of mould.

Find out how to clean up mould safely and stop mould growth after a disaster at: <https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/after-a-storm,-flood-or-cyclone/mould>

Disaster recovery information is available at: <https://www.qld.gov.au/disasterrecovery>

Learn more about floods at: <https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery - Mould after a flood



Using alternative fuel and electricity generation safely during power outages

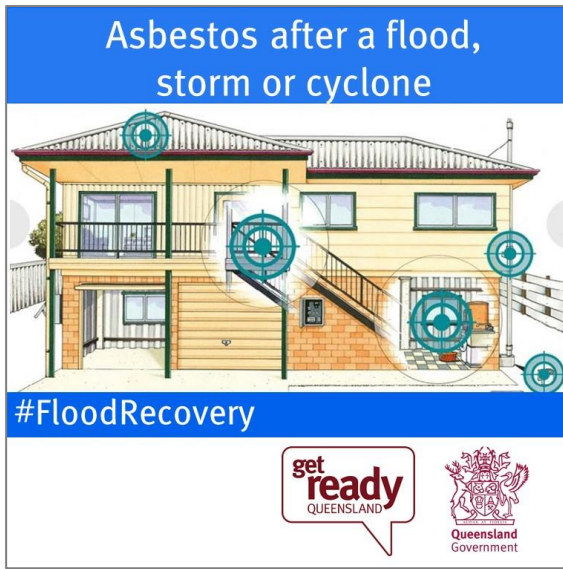
For people impacted by the floods it's important to stay healthy as you return home. When power outages occur people sometimes use alternative sources of fuel or electricity generation for cooking, lighting, heating or power. Portable generators can allow some normal activities to continue; however, it is important to use them carefully.

Find out more at: <https://www.qld.gov.au/health/staying-healthy/environmental/after-a-disaster/bushfires/using-alternative-fuel-and-electricity-generation-safely>

Learn more about floods at: <https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland

Filename: FloodRecovery - Using alternative fuel and electricity generation safely



Asbestos after a flood

Find out how to deal with asbestos if you're involved with clean up and recovery of buildings damaged by natural disasters at:
<https://www.asbestos.qld.gov.au>

Disaster recovery information is available at:
<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:
<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery - Asbestos after a flood storm or cyclone



Drugs and poison disposal after a flood

After a disaster, drugs, poisons or medicines may be unsafe to use, due to:

- contact with contaminated floodwater
- damage to the packaging (missing or illegible label, broken or punctured container, perforated blister strip)
- exposure to temperatures, light or humidity outside the storage guidelines on the manufacturer's label.

Avoid any unnecessary contact with damaged drugs and poisons. If it is safe, securely wrap the package to ensure the containers do not come apart or leak, and that they cannot be identified as drugs or poisons. These can then be disposed of with general waste.

Do not use any drug or poison affected by a disaster unless you are sure it's safe.

Find out how to correctly dispose of drugs and poisons following a disaster at:
<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/after-a-storm,-flood-or-cyclone/drugs-poison-disposal>

Disaster recovery information is available at:
<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:
<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery - Drugs and poison disposal after a flood



Talking to children about floods

Floods can be really scary, especially for young children. If you need help talking to your kids about what's going on around them, try reading Birdie and the Flood. It's a free online picture book for young children about recovery from floods and is designed to support the mental health and emotional wellbeing of young children, parents and families.

The book has been developed by Children's Health Queensland and is available online at:
<https://www.childrens.health.qld.gov.au/chq/our-services/mental-health-services/qcpimh/natural-disaster-resources/storybooks/>

Disaster recovery information is available at:
<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:
<https://www.qld.gov.au/flood>

#FloodRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery – Talking to children about floods

Talking to children about storms and hail



Talking to children about storms and hail

Storms, thunder, lightning and hail can be really scary, especially for young children. If you need help talking to your kids about what's going on around them, try reading Birdie and the Storm. It's a free online picture book for young children about recovery from storm and hail damage and is designed to support the mental health and emotional wellbeing of young children, parents and families.

The book has been developed by Children's Health Queensland and is available online at: <https://www.childrens.health.qld.gov.au/chq/our-services/mental-health-services/qcpimh/natural-disaster-resources/storybooks/>

Disaster recovery information is available at: <https://www.qld.gov.au/disasterrecovery>

#FloodRecovery #GetReadyQueensland #CommunityRecovery #Hail

Filename: FloodRecovery – Talking to children about storms and hail

Talking to children about cyclones



Talking to children about cyclones

Cyclones can be really scary, especially for young children. If you need help talking to your kids about what's going on around them, try reading Birdie and the Cyclone. It's a free online picture book for young children about recovery from cyclones and is designed to support the mental health and emotional wellbeing of young children, parents and families.

The book has been developed by Children's Health Queensland and is available online at: <https://www.childrens.health.qld.gov.au/chq/our-services/mental-health-services/qcpimh/natural-disaster-resources/storybooks/>

Disaster recovery information is available at: <https://www.qld.gov.au/disasterrecovery>

#FloodRecovery #CycloneRecovery #GetReadyQueensland #CommunityRecovery

Filename: FloodRecovery – Talking to children about cyclones

Topic: Flood Resilient Homes

Aim: To promote, via social media, advice about flood resilient building guidance for Queensland Homes and flood resilient home features that can help people prepare their current or future homes from the impact of floods. The messaging refers Queenslanders to the *Flood Resilient Building Guidance for Queensland Homes* published at <https://www.qra.qld.gov.au/resilient-homes>. It also refers to other Queensland Government messaging about disaster preparedness advice at <https://www.getready.qld.gov.au/> and disaster recovery advice at <https://www.qld.gov.au/disasterrecovery>.

Hashtag: #ResilientHomes

Graphic and filename

Message



Filename: FloodResilientHomes - What is a flood resilient home

What is a flood resilient home?

Flooding one of the biggest hazards in Queensland, and so it is critical that communities cooperate to explore new ways to work together to improve safety, build resilience, and minimise the impacts of floodwaters.

Building your resilience to floods starts with understanding your level of risk so you can identify steps to reduce potential impacts.

A flood resilient home uses material, construction and design that will withstand and mitigate the effects of multiple inundations, and minimise the cost of flooding.

Flood resilient design enables home occupants to safely store belongings prior to flood, and easily clean, repair and quickly move back in with minimal long term disruptions to family and finances.

Find the 'Flood Resilient Building Guidance for Queensland Homes' at:

<https://www.qra.qld.gov.au/resilient-homes>

Disaster preparedness advice is available at:

<https://www.getready.qld.gov.au>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#ResilientHomes #GetReadyQueensland



Filename: FloodResilientHomes - Flood resilient home features

Flood resilient home features

Investing in resilience measures at home can significantly reduce the effort, cost and time to recover from floods. It not only reduces the physical and financial costs of flooding, but the social and emotional impacts as well.

Resilient design and construction can reduce long-term costs for home owners by reducing expected costs associated with disaster damage and insurance premiums. The benefits of flood resilient design are far reaching and support the economic, social and environmental recovery of a community following a flood.

Investing in home improvements and identifying options to reduce the impact of floods on your home by looking at resilient design and constructions for homes and flood resilient building materials and systems are all ways to protect your home and loved ones.

Find the 'Flood Resilient Building Guidance for Queensland Homes' at:

<https://www.qra.qld.gov.au/resilient-homes>

Disaster preparedness advice is available at:

<https://www.getready.qld.gov.au>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#ResilientHomes #GetReadyQueensland



Filename: FloodResilientHomes - Tips to make your home flood resilient

Tips to make your home flood resilient

The 'Flood Resilient Building Guidance for Queensland Homes' has tips about regular home inspections and maintenance that can help identify anything from cracked roof tiles to broken sealant around window sill that may lead to water entering your home during a wet weather or flood event.

Replace water damaged or non-water-resistant structural bracing, and consult a registered RPEQ Structural Engineer for recommendations on any structural damage to external cladding that can help improve the resilience of your home to future floods.

Speak to a licensed builder or architect to see what flood resilient building measures can be incorporated into your home.

Find the 'Flood Resilient Building Guidance for Queensland Homes' at:

<https://www.qra.qld.gov.au/resilient-homes>

Disaster preparedness advice is available at:

<https://www.getready.qld.gov.au>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#ResilientHomes #GetReadyQueensland



Filename: FloodResilientHomes - Flood resilient landscaping tips for Queensland homes

Flood resilient landscaping tips for Queensland homes

Tips in the 'Flood Resilient Building Guidance for Queensland Homes' will help you to understand flood resistant strategies that can be put in place for landscaping around your home, for example:

- use water-resistant materials
- reduce impervious surface areas
- install permeable fencing
- invest in a localised yard-based draining solution or a rain garden system
- relocate yard based structures
- install rainwater tanks
- look at your yard levels by utilising berms to help divert flood water away from your home.

Consult a landscape architect and/or a registered RPEQ Structural Engineer for recommendations.

Find the 'Flood Resilient Building Guidance for Queensland Homes' at:

<https://www.qra.qld.gov.au/resilient-homes>

Disaster preparedness advice is available at:

<https://www.getready.qld.gov.au>

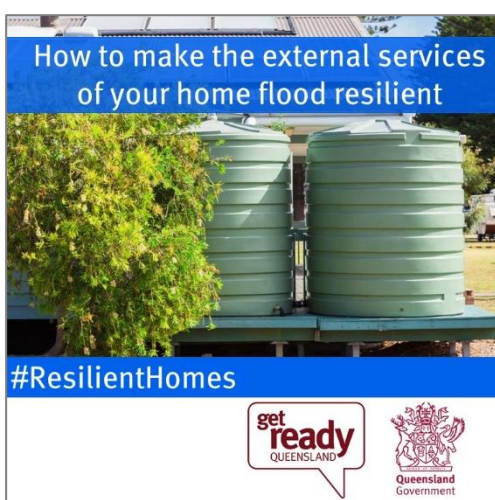
Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#ResilientHomes #GetReadyQueensland



Filename: FloodResilientHomes - How to make the external services of your home flood resilient

How to make the external services of your home flood resilient

When a flood strikes, you want to make sure the external services secured to your home are resilient. Tips in the 'Flood Resilient Building Guidance for Queensland Homes' include: anchor rainwater tanks and relocate if necessary, and elevate your electrical meter board, air conditioner condensers, hot water unit, pool pump and electrical power systems above the possible flood line.

Find the 'Flood Resilient Building Guidance for Queensland Homes' at:

<https://www.qra.qld.gov.au/resilient-homes>

Disaster preparedness advice is available at:

<https://www.getready.qld.gov.au>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#ResilientHomes #GetReadyQueensland



Filename: FloodResilientHomes - How to wet-proof your home

Flood resilient homes: how to wet-proof your home

Tips in the 'Flood Resilient Building Guidance for Queensland Homes' include wet-proofing which is an appropriate flood design strategy for Queensland homes used to treat the internal and external spaces of an existing or new house, enabling floodwaters to enter and leave quickly without causing significant damage. Flood resilient homes with wet-proofing can result in home occupants returning to their home sooner after flooding.

Find the 'Flood Resilient Building Guidance for Queensland Homes' at:
<https://www.qra.qld.gov.au/resilient-homes>

Disaster preparedness advice is available at:
<https://www.getready.qld.gov.au>

Disaster recovery information is available at:
<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:
<https://www.qld.gov.au/flood>

#ResilientHomes #GetReadyQueensland



Filename: FloodResilientHomes - Wet-proofing designs

Flood resilient homes: wet-proofing designs

Tips in the 'Flood Resilient Building Guidance for Queensland Homes' relating to wet-proofing design include properly anchoring the structure, use of opening or breakaway walls, use of flood resistant materials, and protection of mechanical and utility equipment.

Wet-proofing design and controlled methods are used for allowing water entry and exit to the house to maintain equal internal and external water levels and avoid hydrostatic pressure on the walls of the building.

A Registered Professional Engineer of Queensland (RPEQ) Structural Engineer should be consulted for further information on wet-proofing designs.

Find the 'Flood Resilient Building Guidance for Queensland Homes' at:
<https://www.qra.qld.gov.au/resilient-homes>

Disaster preparedness advice is available at:
<https://www.getready.qld.gov.au>

Disaster recovery information is available at:
<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:
<https://www.qld.gov.au/flood>

#ResilientHomes #GetReadyQueensland



Filename: FloodResilientHomes - External building materials

Flood resilient homes: external building materials

The 'Flood Resilient Building Guidance for Queensland Homes' includes the following tips to help you understand how to make the external framing of your home resilient to floods:

- install water-resistant external cladding
- use single skin and composite construction systems to allow easy cleaning after floods as well as eliminating cavity spaces where mould can grow
- add air vents and weep holes to wall and subfloor areas to allow them to quickly dry out after a flood
- remove any non-resistant internal linings
- install water-resistant framing as well as closed cell insulation.

Find the 'Flood Resilient Building Guidance for Queensland Homes' at:
<https://www.qra.qld.gov.au/resilient-homes>

Disaster preparedness advice is available at:
<https://www.getready.qld.gov.au>

Disaster recovery information is available at:
<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:
<https://www.qld.gov.au/flood>

#ResilientHomes #GetReadyQueensland



Filename: FloodResilientHomes - Internal building materials

Flood resilient homes: internal building materials

The 'Flood Resilient Building Guidance for Queensland Homes' includes the following tips to help you understand how to make the internal structure of your home resilient to floods:

- install water-resistant flooring
- design ceilings without linings
- install water-resistant linings to your internal walls
- install or replace hollow core doors with solid core designs and fit with corrosion resistant door handles
- elevate all powerpoints and datapoints above the flood level throughout your home
- install water-resistant kitchen cabinetry
- select stand-alone appliances that can be easily removed and relocated above the flood line.

Find the 'Flood Resilient Building Guidance for Queensland Homes' at:

<https://www.qra.qld.gov.au/resilient-homes>

Disaster preparedness advice is available at:

<https://www.getready.qld.gov.au>

Disaster recovery information is available at:

<https://www.qld.gov.au/disasterrecovery>

Learn more about floods at:

<https://www.qld.gov.au/flood>

#ResilientHomes #GetReadyQueensland

Topic: Rebuilding After Flood

Aim: To increase the understanding of Queenslanders about rebuilding after flood, and where to find reliable information. Messaging links to the Queensland Building and Construction Commission (QBCC) website.

Hashtag: #RebuildingAfterFlood

Graphic and filename Message



Insurance and rebuilding after a flood

Insurance plays a big role in the recovery work following a disaster, such as a flood. This Queensland Building and Construction Commission (QBCC) fact sheet provides useful information about things to consider concerning insurance cover for buildings in arranging building work.

Read the QBCC fact sheet about rebuilding and insurance at:
<https://qbcc.build/insurance-after-disaster>

Find out more about rebuilding after a natural disaster on the QBCC website at:
<https://qbcc.build/rebuild-after-disaster>

Learn more about floods at:
<https://www.qld.gov.au/flood>

#RebuildingAfterFlood #GetReadyQueensland

Filename: Flood - Rebuilding After Flood - Insurance and rebuilding after a flood



Queensland Building and Construction Commission (QBCC)

If you're building or renovating after a natural disaster, the Queensland Building and Construction Commission (QBCC) can help you.

The QBCC is the State's building and construction industry regulator and offers a range of services, including:

- a licensed contractor search to find local qualified tradespeople
- free contract template download to help you save on legal costs
- a dispute resolution service if there are contractual issues
- insurance under the Queensland Home Warranty Scheme
- guides and factsheets on building and renovating topics to help you become fully informed.

The QBCC has nine customer service centres across Queensland and you can contact the QBCC on 139 333.

Find out more at:
<https://www.qbcc.qld.gov.au>

Learn more about floods at:
<https://www.qld.gov.au/flood>

#RebuildingAfterFlood #GetReadyQueensland

Filename: Flood - Rebuilding After Flood - QBCC



Guide to building and renovating

The Home Owner's Guide to Building and Renovating, produced by the Queensland Building and Construction Commission (QBCC), will help you through the building and renovation process and provide tips to help avoid problems along the way.

Find out more at:
<https://qbcc.build/building-guide>

The QBCC has nine customer service centres across Queensland and you can contact the QBCC on 139 333.

Learn more about floods at:
<https://www.qld.gov.au/flood>

#RebuildingAfterFlood #GetReadyQueensland

Filename: Flood - Rebuilding After Flood - Guide to building and renovating



Filename: Flood - Rebuilding After Flood - Check your contractor is licensed

Check your contractor is licensed

Use the Queensland Building and Construction Commission (QBCC) online licence search to find a licensed contractor:
<http://qbcc.build/qbcclicencesearch>

Find a local contractor or certifier at:
<https://qbcc.build/findcontractor>

If you think that work completed by your builder is defective, visit:
<http://qbcc.build/defectivework>

If you think a contractor is breaking the law, including unlicensed contracting or inappropriate behaviour, visit:
<http://qbcc.build/contractorcomplaints>

If you're a contractor wanting to apply for a QBCC licence visit:
<http://qbcc.build/licensingoverview>

Learn more about floods at:
<https://www.qld.gov.au/flood>

#RebuildingAfterFlood #GetReadyQueensland



Filename: Flood - Rebuilding After Flood - Find licensed tradespeople for flood repairs

Find licensed tradespeople for flood repairs

The Queensland Building and Construction Commission (QBCC) recommends that home owners use appropriately licensed tradespeople to repair damage to their homes during Queensland's flood season.

Unfortunately, tough times such as natural disasters can increase the presence of unlicensed contractors in disaster-damaged areas. We advise using caution when selecting a contractor for building repair work. Beware of random people who show up at your door offering to quote for or perform building work.

If you have insurance, check with your insurer first about how your repairs will be dealt with, even if you want the damage fixed urgently.

Always use the free online licence search on the Queensland Building and Construction Commission (QBCC) website to confirm if a person is appropriately licensed:
<http://qbcc.build/qbcclicencesearch>

Ensure building work is accompanied by a written contract, and don't be pressured into signing anything you don't fully understand.

Find a local contractor at:
<https://qbcc.build/findcontractor>

If you're not sure whether a contractor holds the appropriate licence for the work you require, contact the QBCC on 139 333.

Learn more about floods at:
<https://www.qld.gov.au/flood>

#RebuildingAfterFlood #GetReadyQueensland



Filename: Flood - Rebuilding After Flood - Permit requirements

Permit requirements for rebuilding after a natural disaster

To assist you during the difficult rebuilding phase, guidelines have been established which may assist you in obtaining necessary development permits for rebuilding your home.

These guidelines are intended to provide some simple solutions and give you an understanding of the requirements of the Building Act 1975 and Building Regulation 2021.

If you have any questions about the process, you should consult your building certifier and/or the planning division of your local authority.

Find out more at:
<https://qbcc.build/rebuild-after-disaster>

Learn more about floods at:
<https://www.qld.gov.au/flood>

#RebuildingAfterFlood #GetReadyQueensland



www.qld.gov.au/flood