

# Flood Evacuation Centre

## recovery news



*Dedicated to a better Brisbane*

13 January 2011

### Issue 1

This newsletter contains information about what to do if you are in an evacuation centre.

#### Current flood situation

Brisbane City Council understands that many of you wish to return to your homes to check on your properties and commence clean up activities. Council wishes to stress that the danger is not over yet and many of the flood-affected suburbs are still unsafe with flood waters not expected to recede for a number of days in many areas. Council will tell you when it's safe to return to your home.

When the waters will drop across the city remains unclear. Higher tides than normal are still expected which will slow the water dropping. It can be expected that low-lying areas that suffered flooding first may have flood waters remaining the longest.

Many areas do not have electricity and flood waters may be contaminated with sewage. Tap water in the Brisbane City Council local government area is clean and safe to drink.

#### Council clean up activities have started

When it is certain that flood waters have receded at your property and your home is habitable and safe, you will be advised to return home. Before then you are encouraged to stay in the evacuation centre. The centres are well equipped to cater for all evacuees for as long as required.

Council will be providing regular updates on the receding flood levels and clean up activities.

#### Leaving the Evacuation Centre

If you leave the evacuation centre for any reason, please contact a volunteer in this evacuation centre and register your details as having left the Centre. Council will tell you when it is safe to return to your home.

#### Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Department of Communities	(07) 3274 9911
Energex	13 19 62
Optus	13 13 44
Telstra	13 22 03

For latest information visit Council's website  
[www.brisbane.qld.gov.au](http://www.brisbane.qld.gov.au)

# Brisbane City Council's role in the flood clean up

**Brisbane City Council is co-ordinating the flood recovery in Brisbane.**

## Street sweepers

Street sweepers are currently deployed across the city.

As floodwaters recede, street sweepers will initially go into areas the worst affected by the floods to clear debris. All areas will be cleaned as soon as possible.

## Sandbags

Brisbane City Council will continue to keep supplies of sandbags well-stocked, with 65,000 sandbags available as at 10am Thursday, 13 January 2011. More than 60 Brisbane City Council staff are involved in filling sandbags. Sandbags may be needed if further rain falls over Brisbane and in the case of retaining walls failing. Due to the saturated ground, there is the potential for retaining walls and river banks to fail and caution is urged around these structures.

## Road maintenance

Up to six crews will be working to repair road damage over coming days in accessible areas. To report potholes or other maintenance issues, including stormwater drain blockages or missing manhole covers, contact Council on 3403 8888.

## Waste disposal

All Council Transfer Stations are open for free tipping between 6.30am-9pm until further notice. Due to current flooding conditions Council urges residents to carefully consider their need to travel to a transfer station.

Residents are advised to keep their bins inside their property and away from floodwaters until floodwaters recede. Waste collection will resume as soon as it is safe to do so in flood affected areas of Brisbane.

Residents in flood affected areas who can't get to a transfer station are advised to place all food scraps in rubbish bags and tie up bags closed to contain odour as much as possible. Do not place food scraps on the footpath. Skips are currently being placed in all affected suburbs for this purpose and locations will be advised as soon as possible.

15 January 2011

Issue 2

# Flood Evacuation Centre recovery news



*Dedicated to a better Brisbane*

This newsletter contains information about the flood recovery.

## Current flood situation

Flood waters are receding as expected, however, Council wishes to stress that the danger is not over yet and many flood-affected suburbs are still unsafe.

Council officers at the Evacuation Centres will tell you when it's safe to return to your home.

Many areas do not have electricity and efforts to restore power are still being hampered in the worst affected areas.

Flood waters may be contaminated with sewage, however, the tap water in the Brisbane City Council local government area is clean and safe to drink.

## Leaving the Evacuation Centre

If you leave the Evacuation Centre for any reason, please contact a volunteer in this Evacuation Centre and register your details as having left the centre.

Council will tell you when it is safe to return to your home.

## Council clean-up activities have started

When it is certain that flood waters have receded at your property and your home is habitable and safe, you will be advised to return home. Before then you are encouraged to stay in the Evacuation Centre. The centres are well equipped to cater for all evacuees for as long as required.

Council will be providing regular updates on the receding flood levels and clean-up activities.

This information is also available at [www.brisbane.qld.gov.au](http://www.brisbane.qld.gov.au)

## Volunteer Clean-Up Taskforce

Council is coordinating a volunteer taskforce to assist with the flood recovery clean up. Today's response has far exceeded expectations and the clean-up is proceeding quickly. However it will be an on-going activity.

If you have been told by Council officers that it is safe to return to your home you may request extra assistance with cleaning up by phoning Council's Contact Centre on (07) 3403 8888. Council will assess your request as soon as possible, subject to availability of volunteers. For more information about the volunteer taskforce visit [www.brisbane.qld.gov.au](http://www.brisbane.qld.gov.au)

## Council to provide financial relief for flood victims

Brisbane City Council wishes to clarify that Brisbane flood victims who are experiencing financial hardship can receive an extra 30 days to pay rates bills.

In addition, all Brisbane ratepayers in flood affected homes will receive a \$100 rebate on their water bill so that they can use the water needed to clean up after the flood.

To further assist people who are cleaning up after the flood, Council will not operate parking meters or enforce timed parking zones and parking bays for 30 days in flood-affected areas.

Council advises affected residents to contact their service providers to arrange extensions on any other bills.

**For latest information visit Council's website  
[www.brisbane.qld.gov.au](http://www.brisbane.qld.gov.au)**

# Flood clean-up tips

## Insurance

Brisbane City Council advises residents to consider the following insurance advice.

- Make contact with your insurance company to check policy requirements.
- Make every effort to take photos of your damaged belongings.
- If throwing things out, make a note of brands and model of electrical items.
- If you have a question about your insurance policy, or need help identifying your insurer, call the Insurance Council of Australia's 24-hour emergency hotline on 1300 728 228.

## Your welfare

The impact of flood can affect people financially, physically and emotionally. There are a number of services available if you have been personally affected by the floods.

These services include financial assistance and counselling, government grants, legal aid and practical health advice. For more information on the support available to you, visit [www.qld.gov.au/floods](http://www.qld.gov.au/floods).

Lifeline provides a range of services and advice on coping with the aftermath of the floods. Visit [www.lifeline.org.au](http://www.lifeline.org.au) or call 13 11 14 for 24-hour access to support services.

## Personal hygiene

It is critical to remember to practice good hygiene during the emergency and clean-up period and to treat all floodwater as potentially contaminated with sewage.

Avoid all unnecessary contact with mud and floodwaters. Do not enter areas where there is mud, unless feet are covered and always keep children out of flood-affected areas.

After handling any flood-affected items or after participating in flood clean-up activities make sure you wash your hands thoroughly with soap and clean water, or with an alcohol gel. Always wear gloves when handling flood-affected items or mud.

All cuts and abrasions should be cleaned, treated with antiseptic and covered immediately. If you have a deep puncture wound or any wounds that have developed redness or swelling seek immediate medical attention and ask about a tetanus shot.

Should you or any member of your family have severe diarrhoea or vomiting, please seek medical assistance. If you have these symptoms, you'll need extra fluid to replace what you lose. The best fluids to take are those that contain a mixture of special salts (electrolytes) and sugars, which can be purchased from local pharmacies.

## Internet

There is limited internet access available at the RNA and QE2 centres. For the latest information visit Council's website [www.brisbane.qld.gov.au](http://www.brisbane.qld.gov.au)

## Fire hydrants

Residents are asked to be mindful of fire hydrants located on footpaths. Please do not cover them when you remove damaged goods from your homes. These hydrants, which are covered with a cement tile, will need to be accessed quickly in the event of a fire.

## Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
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Flood Evacuation Centre Recovery News

Issue 2

**Distribute 1, 100 copies to:**

**RNA Showgrounds Flood Evacuation  
Centre**

Flood Evacuation Centre Recovery News

Issue 2

**Distribute 200 copies to:**

**QE2 Flood Evacuation Centre**