SUBMISSIONS FOR STATE OF QUEENSLAND

11 MARCH 2011

Department of Local Government and Planning (DLGP)

(Department of Infrastructure and Planning (DIP) at time of 2010/2011 flood events)

Ministers

To 20 February 2011

The Honourable Desley Boyle MP

Minister for Local Government and Aboriginal and Torres Strait Islander Partnerships

The Honourable Stirling Hinchliffe MP

Minister for Infrastructure and Planning

From 21 February 2011

The Honourable Paul Lucas MP

Deputy Premier and Attorney-General, Minister for Local Government and Special Minister of State

Director-General

Mr Colin Jensen (24/01/2008 to 08/08/2010)

Acting Mr Paul Low (26/07/2010 to 17/08/2010)

Mr Graeme Newton (30/08/2010 to 30/01/2011)

Acting Mr Paul Low (31/02/2011 to present)

Coordinator-General

Mr Colin Jensen (24/01/2008 to 08/08/2010)

Mr Geoff Dickie (09/08/2010 to 29/8/2010)

Mr Graeme Newton (30/08/2010 to 30/01/2011)

Mr Keith Davies (31/01/2011 to present)

Government Planner

Mr Gary White (Deputy Director-General (Planning) from 07/07/2008 redesignated as Government Planner 30/07/2010 to present)

A. Key Functions and Role of Department

The Department of Infrastructure and Planning Vision is:

Strong councils - Strong communities - Strong regions - Sustainable growth

DIP's Purpose

The Department of Infrastructure and Planning's (DIP) purpose is to lead a coordinated approach to growth management planning through Growth Management Queensland (GMQ); support Local Government sustainability and resilience through the Office of Local Government; and facilitate priority infrastructure and major infrastructure projects across the state. The DIP also supports the Coordinator-General in discharging his statutory obligations.

The DIP has identified the following as key impact areas:

- Housing choice;
- Economic development;
- Community development;
- Local Government;
- Environmental resilience;
- Infrastructure optimisation; and
- Investment certainty.

The DIP supports the Queensland Reconstruction Authority (QRA), and the lines of reconstruction, to deliver and implement State and local plans addressing and coordinating infrastructure, land use planning, building and local government issues where appropriate. Individual local governments will be supported to prepare and deliver local community and economic recovery and reconstruction plans.

The DIP's drive to develop holistic, integrated land use and infrastructure planning and its principal governing legislation will ensure the community receives cost effective and timely planning and infrastructure outcomes.

Strengthening the regions outside South East Queensland is one of the key actions in the State Government's response to growth management. With this imprimatur, GMQ will continue to deliver and strengthen the regional planning framework in Queensland. GMQ also provides a unique basis to engage with communities on managing growth and ensuring housing choice and economic development opportunities are shared throughout the State.

The DIP ensures land use and infrastructure planning for environmentally sustainable growth continues, working across the economic development cluster to drive synergies in the delivery of significant projects, regional planning, local government planning and infrastructure delivery.

The DIP leads integrated planning across Government and works with the Commonwealth to influence the emerging national agenda on planning and infrastructure.

Strong, sustainable and resilient Local Governments continues to be a key focus for the DIP and community planning, asset management and financial management delivers improved capability.

The DIP's primary objectives are:

- Supporting rebuilding and reconnecting communities across the State;
- Coordinating growth management in Queensland;
- Supporting effective, efficient, sustainable and resilient local governments; and
- Optimising infrastructure and development that anticipates and supports growth.

These objectives are delivered through three core services:

Local Government – partnering with local governments to deliver sustainable, resilient and accountable local government services and infrastructure, providing services and advice in the areas of governance, monitoring and performance analysis, interventions and investigations, and targeted initiatives in support of Indigenous local governments, capacity building and funding.

Planning – providing leadership by collaborating with state agencies, local government and other stakeholders to effectively plan for growth and infrastructure provision in Queensland, to maintain a high quality of life and facilitate sustainable development.

Infrastructure and Economic Development - planning, identification, coordination and delivery of infrastructure projects, and industrial and community infrastructure land development which underpins the economic and social growth and sustainability of the State.

B. Departmental Structure and Operation

A copy of the DIP's Organisational Chart is attached and marked **'DLGP-01'**.

The DIP delivers three services. The first service, Local Government, is the responsibility of the Minister for Local Government and Aboriginal and Torres Strait Islander Partnerships. The second two services, Infrastructure and Economic Development and Planning reside with the Minister for Infrastructure and Planning's portfolio.

As previously stated, the DIP leads a coordinated approach to growth management planning through GMQ; supports Local Government sustainability and resilience through the Office of Local Government; and facilitates priority infrastructure and major infrastructure projects across the state. The DIP also supports the Coordinator-General in discharging his statutory obligations.

Role of the Coordinator-General

At the time of the 2010/11 flood events, the Director-General of the DIP of Infrastructure and Planning also held the Office of the Coordinator- General. The *State Development and Public Works Organisation Act 1971* provides the person holding this office with significant powers to manage major projects on a whole-of government basis. The Act provides for planning and development through a coordinated system of public works as well as for environmental coordination and related purposes. The DIP supports the Coordinator-General in the regulatory role of assessing and approving infrastructure and other major projects.

Growth Management Queensland

GMQ was established within the DIP to implement the outcomes of the Queensland Growth Management Summit, held in March 2010. GMQ enhances Queensland's approach to managing the opportunities and challenges of growth. It provides better links between land use planning, infrastructure delivery, economic development, protection of environmental assets, expansion of greenspace and affordable housing. It also provides a complementary approach to regional planning and regional development.

The Government Planner has the following roles and responsibilities as it relates to Growth Management Queensland:

- Coordination, leadership and strategic advice to government in relation to State, regional, and local planning; and building standards;
- Coordination and integration of a whole-of-Government approach to the preparation and delivery of agreed plans, planning processes and key projects;
- Formulation and coordination of State and Regional plans and associated policies, planning instruments, regulations and supporting documents;
- Oversight of the preparation of Local Government Planning instruments; and key liaison with Local Governments and their planning delivery frameworks because of their key role in the delivery of planning outcomes for Queensland;
- Engagement with stakeholders who have an interest and role in the delivery of planning matters in Queensland; and
- Ensuring planning and building policy and objectives are consistent with urban

design and infrastructure frameworks.

In particular, the role of the Planning Services Division within GMQ is to deliver innovative and sustainable planning outcomes for the State whilst remaining committed to planning and planners across Queensland by providing support, leadership and program management services. The Planning Services Division aims to lead best practice urban and regional planning; lead and implement the planning reform agenda; and implement the *Sustainable Planning Act 2009* (SPA).

Importantly, GMQ's Planning Services Division consists of four key work units:

1. Statutory Planning Branch (including Qplan Implementation Unit)
   - Implement and manage State Government statutory planning obligations, including the implementation of planning reform (Qplan Implementation); and
   - Assist with land use planning for indigenous councils;
2. ePlanning Branch
   - Deliver an internet based system from planning across the State;
3. Regional Planning Branch
   - Develop and implement the Regional Planning Program for Queensland; and
4. Specialist Planning Branch
   - Facilitate the development of structure plans and master plans in partnership with State agencies, Local Government and the community.

The Planning Policy Division within GMQ realises sustainable communities by developing and managing a contemporary planning policy framework for Queensland. The Division takes a leadership role using creative and innovative approaches for managing sustainable growth.

- The Division through the Planning Projects and Integration Branch, Resource and Landscape Planning Branch and the Planning Policy and Legislation Branch - ensures land use planning and its related policies and strategies guide Queensland to a sustainable future. The Division shapes the State planning framework and protects its integrity by developing and maintaining robust evidence based policy;

- The Division focuses on the legislative and regulatory environment; whole of government planning policy programs; general planning policy coordination and other policy activities, to set the State level contemporary planning policy framework and policy position to enable/inform delivery across the DIP and other agencies; and
- The Division also provides policy advice across the DIP so that planning projects and strategies are coordinated and align with the State's planning framework and policy position. The evidence based approach used by the Division includes the development and testing of policy and strategies through prototype and pilot projects for application in state-wide strategies.

Building Codes Queensland within GMQ ensures high-quality and cost-effective building and plumbing codes and an efficient system for approving building and plumbing work. This protects and enhances the health, safety and wellbeing of Queenslanders.

Building Codes Queensland provides advice about applying building and plumbing regulations to:

- Building and plumbing practitioners;
- Councils;
- State government departments;
- The general public; and
- Building Codes Queensland oversees the *Plumbing and Drainage Act* 2002 and provides plumbing information on on-site sewerage facilities, water saving measures (including greywater use), sub-meters and more.

Building Codes Queensland oversees the *Building Act* 1975 ('BA') and provides building information on the Building Code of Australia and the Queensland Development Code.

Office of Local Government

The office of Local Government (OLG) develops policies, strategies and programs, and administers funding to:

- Facilitate an efficient, transparent and responsive local government system in Queensland;
- Build infrastructure that meets identified community needs, with a particular focus on essential water and sewerage and wastewater infrastructure;
- Develop effective governance and legislative frameworks for local government;
- Build the capacity of local government to meet the changing expectations of their communities; and
- Monitor the performance of Councils within the national frameworks for sustainability of local government.

C. Specific Responsibilities under the Disaster Management Act 2003 and Other Relevant Legislation

As a member of the SDMG the DIP's Director–General attends meetings of SDMG on a regular basis. During the course of an activation of SDCC, as happened during the flooding event 2010/11, these occurred up to twice daily.

The DIP's Risk Management Coordinator is a member of the SDCG and attends in person to meetings of the group when the SDCC is not activated and when an event is activated participates in a daily statewide teleconference.

The DIP does not have a formal reporting role to provide the SDCC with information during the declared disaster event.

During a declared event the DIP receives information three times daily in the form of emailed Situation Reports (SITREPS) from SDCC which are used to identify and inform Departmental responses as required.

The DIP at various levels provides input into draft policy documents prepared by Emergency Management Queensland (EMQ).

Liaison and Training

Regional staff also support the Local Disaster Management Group (LDMG) activities through their relationship with local governments in their region.

Staff from the DIP's Southern Region office participated in "Operation Exercise ORKO" conducted by EMQ from 2 - 4 November 2010 in response to a simulated extreme weather event in South West Queensland. The Departmental Risk Management Coordinator also participated in a desktop exercise conducted by the SDCG in December 2010.

Risk Management

The DIP is currently in the process of reviewing all agency level risks and identifying new risks emerging as a result of recent natural disaster events, including the flooding event 2010/11. A copy of the DIP's Crisis Management Plan 2008-2009 is attached and marked **'DLGP-02'**.

Office of Local Government

The State Government's Natural Disaster Relief and Recovery Arrangements (NDRRA) functions, administered by the Office of Local Government (OLG) support the Guiding Principles of the Disaster Management Act 2003.

The Local Government Funding (LGF) Branch within OLG is responsible for administering the Restoration of Essential Public Assets (REPA) relief measure to local governments, in line with the NDRRA Guidelines and the Australian Government NDRRA Determination 2007. A copy of the Queensland Disaster Relief and Recovery Arrangement Guidelines is attached and marked **'DLGP-03'**.

Under the *Local Government Act* 2009, Councils are required to prepare a Community Plan. The DIP promotes that a local government's Community Plan be linked to the Disaster Management Plans and Planning Schemes to ensure there are consistent planning messages responding to community visions for the Council. A copy of the document Community Planning by Local Governments in Queensland is attached and marked **'DLGP-04'**. A copy of the report 'Link between Community Plans and the

Sustainable Planning Act 2009' is attached and marked '**DLGP-05**'.

D. Preparedness for Flooding Events Generally

Building Codes Queensland

Building Codes Queensland within GMQ have the following responsibilities in preparedness for flooding events, generally:

- Legislative amendments relating to flooding, and project-based work, including climate change adaptation;
- Providing advice and support regarding building, plumbing and water use to internal and external agencies, as well as the public in the event of a natural disaster; and
- Assisting with the preparation of disaster recovery material and assistance, where necessary.

Building Legislation Relevant to Flooding

The BA commenced on 1 April 1976. Prior to that date there were no uniform building standards across Queensland. Each Local Government could develop its own local laws about building and planning under the *Local Government Act 1936*.

Since 1976, the BA has included provisions that address the structural adequacy of a building. For example, it requires all buildings to be constructed so that they will resist the likely loads that will be imposed on them. The building laws have never addressed the use of flood resistant materials, nor required buildings to be set above known flood heights. The latter is often a requirement of local government planning schemes.

The technical construction requirements for buildings were contained in the building regulations made under the BA until 31 December 1991. On 1 January 1992 the national Building Code of Australia (BCA) was introduced in Queensland and formed the technical requirements of the BA. The BCA is now read as part of the building regulatory framework as it is called up under the BA. The BCA is maintained and developed by the Australian Building Codes Board (ABCB) on behalf of all States/Territories and the Commonwealth under an Intergovernmental Agreement.

The Queensland government contributes funding and is represented on the Board through this agreement. The Queensland Development Code (QDC) also regulates a range of Queensland-specific matters that are additional to, or different from, the BCA. The QDC prevails over the BCA to the extent of any inconsistency.

The BCA and QDC are adopted as a mandatory building assessment provision under section 30 of the BA. While the BCA and QDC do not currently contain specific mandatory requirements for building in flood prone areas, it does specify the minimum building standards for all buildings, including the structural requirements. The BCA and QDC do not currently mandate the type of materials that must be used in a flood area nor does it establish minimum floor heights.

Land use planning and the ability to build in a flood prone area is determined by a local government planning scheme. Section 13 of the *Building Regulation 2006* ("BR") states that a local planning scheme or temporary local planning instrument may designate part of a local government area as flood prone and declare minimum floor levels for habitable rooms. This is then applied through the building approval process under SPA.

In 2010, the national Building Ministers' Forum requested the ABCB develop a national design and construction code for building in flood prone areas. It is expected the draft national building code will set standards for building in flood prone areas that will allow new building work to be constructed in areas subject to a specific degree of flooding, (i.e. up to one metre inundation and where the water flow is low). At this stage, it is anticipated a draft code and consultation regulation impact statement will be available for public consideration in mid 2012.

BCQ's plumbing functions include administering the *Plumbing and Drainage Act 2002* ("PDA"), associated provisions, standards and regulatory processes. BCQ also provides administrative support to the Queensland plumbing regulator, the Plumbing Industry Council to promote, enforce and enhance occupational licensing of plumbers and drainers through the administration of licensing functions under the PDA. During the recent significant flooding that occurred in many areas of Queensland,

BCQ provided plumbing and water use advice to major stakeholders within the plumbing industry and to building owners and occupiers whose property had been affected by flooding.

The PDA, the *Standard Plumbing and Drainage Regulation 2003* ("SPDR") and the *Plumbing and Drainage Regulation 2003* ("PDR") contain provisions relevant to the water supply and plumbing of buildings. The SPDR applies components of the national Plumbing Code of Australia (PCA) and various Australian Standards to Queensland plumbing, drainage and wastewater. All plumbing and drainage, including the use of products that have the PCA authorisation and certification must comply with the PCA, which mandates various Australian Standards relevant to the plumbing and drainage industry. Development of the PCA is currently being transferred from the National Plumbing Regulators Forum to the ABCB.

While plumbing and drainage legislation does not specifically contain provisions relating to flooding, they do include provisions regarding plumbing, drainage and waste water that may be affected by natural disasters. For example, the legislation includes provisions relating to emergency plumbing work, which may be undertaken without the need to obtain a Local Government plumbing permit, or without the need to call for a Local Government plumbing inspector to assess the work.

Office of Local Government (OLG)

The OLG through the Local Government Funding (LGF) Branch:

- Prepares submissions supporting NDRRA – Approval of LG trigger points;
- Responds to requests from EMQ for input in the review of the State Guidelines;
- Responds to requests from EMQ for input to review of Betterment policy; and
- Responds to requests from EMQ for input to Australian Government review of the NDRRA.

Regional Services

The DIP's Regional Services:

- Provides direct support to Councils in preparing NDRRA submissions and administering the assessment/approval of submissions and payment of claims;

- Manages the relationships and processes to obtain recommendations from other agencies on the appropriateness of works and reasonableness of costs;
- Coordinates and co-presents training to Councils and other agencies on the REPA measures of NDRRA; and
- Collaborates in developing submission/claim processes, training information and further advancing the range of determinations under NDRRA with OLG.

The DIP's Regional Services engages in the Natural Disaster Resilience Program through advice to Councils on the program and providing recommendations on submissions from the region. The following provides a summary of the DIP's Regional services for disaster management:

South East Queensland (SEQ) Region, Ipswich

Local Governments: Sunshine Coast, Somerset, Moreton Bay, Brisbane, Lockyer Valley, Ipswich, Logan, Scenic Rim, Gold Coast, Redland.

The SEQ Regional Office has had limited representation on two Local Disaster Management Groups (Gold Coast and Ipswich). The DIP was also represented on the disaster management operation Exercise ORKO, which was an exercise designed to simulate severe weather events in the Toowoomba and Lockyer Valley regions.

Southern (S) Region, Bundaberg

Local Governments: Bulloo, Quilpie, Paroo, Murweh, Balonne, Maranoa, South Burnett, Western Downs, Toowoomba, Goondiwindi, North Burnett, Gympie, Fraser Coast, Bundaberg, Southern Downs.

The Southern Region Office is a member of the Darling Downs, South West Queensland and Wide Bay Burnett Regional Managers Coordination Network (RMCN) of State Agencies and is active as a participant on the Wide Bay Burnett Regional Organisation of Councils (WBB RoC).

Southern Region:

- Participated in a joint training session with EMQ on 28 January 2010
  - Introduction to Queensland's Disaster Management Arrangements Induction – EMQ; and
  - Overview of the Restoration of Essential Public Assets Measures, NDRRA;
- Conducted NDRRA training workshops for State Agencies and Councils
  - Warwick 15/12/09, St George 16/2/10, Cunnamulla 17/2/10, Biggenden 8/6/10;
- Participated in Exercise ORKO, 2-4 November 2010 conducted by EMQ across the Toowoomba DDMG area.
  - Operation Exercise ORKO a disaster management exercise designed around a hypothetical but realistic extreme weather event affecting a number of disaster districts and local governments of South West Queensland. This included Toowoomba Regional Council, Lockyer Valley RC, Southern Downs RC, Goondiwindi RC and Western Downs RC. Exercise participants were directly engaged in the exercise from 2-4 November 2010 inclusive. A number of weather notifications were sent to exercise participants over the two days to set the context for exercise participants; and
  - Regional Services provided support to Councils to enable Activation for NDRRA under this event and feedback for the debrief from the exercise;
- Collaboration with the Southern Region, Planning Services to ensure best information is provided to client Councils on planning decisions and planning schemes for natural disasters, including flooding;
- Attended Disaster Management Joint Information Session – Toowoomba, 4 August 2010;
- Attended Warwick District Disaster Management Group (DDMG) and Toowoomba DDMG meetings, linked to Roma DDMG and Charleville DDMG;
- Linked to all Local Disaster management Groups (LDMG) through strong relationships with Councils and EMQ;
- Client visits to Councils to support preparing submissions for NDRRA during 2009 and 2010 events; and
- Ongoing support to Councils for the lodging and payment of claims for 2009 and 2010 events.

Central Queensland (CQ) Region, Rockhampton

Local Governments: Boulia, Diamantina, Winton, Barcoo, Longreach, Blackall, Barcaldine, Isaac, Central Highlands, Woorabinda, Banana, Gladstone, Rockhampton, Mackay, Whitsunday.

The CQ Regional Office routinely makes contact with the Chief Executive Officers of Councils affected by disasters.

North Queensland (NQ) Region, Townsville

Local Governments: Palm Island, Hinchinbrook, Townsville, Burdekin, Charters Towers, Flinders, Richmond, McKinlay, Cloncurry, Mount Isa, Burke, Doomadgee, Mornington, Carpentaria.

The NQ Regional Office makes contact with the Chief Executive Officers of Councils affected by disasters. It also contacts affected Councils and provides them with support for NDRRA claims.

Far North Queensland (FNQ) Region, Cairns

Local Governments: Cairns, Yarrabah, Croydon, Etheridge, Tablelands, Cassowary Coast, Wujal Wujal, Hope Vale, Lockhart River, Torres Shire, Torres Strait Island, Northern Peninsula Area, Mapoon, Napranum, Weipa, Aurukun, Pormpuraaw, Kowanyama.

The DIP's FNQ Regional Office has an internal regional disaster management plan and committee that is chaired by the DIP's Regional Director. It convenes when required to manage business continuity and staff well-being in the event of a disaster. This includes contact with the Chief Executive Officers of Councils affected by the disaster.

In the event of flooding the FNQ Regional Office also contacts Councils and provides them with support for NDRRA claims.

E. Preparation and Response to 2010/2011 Flood Events

The Department's Response to the Floods from a Staff Perspective

Immediately prior to the floods the Director-General provided advice to all staff, based on information provided by emergency services and police, and issued instructions regarding attendance at work and potential office closure arrangements. On-going updates were provided as additional information became available.

Where offices and staff were affected by the floods the staff members were directed not to attend the office and to ensure the safety of themselves and their families. Staff members were also requested to undertake work from home where this was practicable.

Advice was provided to staff regarding absences from work following the floods and the available leave entitlements to assist where staff members were adversely impacted.

Along with these announcements, the services of the department's Employee Assistance Program (EAP) provider were also promoted. The EAP is a free support service available to all staff members and their immediate family.

The Department's Staff Contribution to the Recovery

The DIP has worked closely with the Department of Communities to respond to their requests to deploy staff to critical incidents.

The deployment of departmental staff to respond to the effects of flooding included the following centres:

- Biloela;
- Emerald;
- Bundaberg;
- Rockhampton;
- Dalby;
- Toowoomba;

- Goondiwindi; and
- Brisbane and Ipswich region.

A number of the DIP's employees had previously registered for Community Recovery training. These employees have varying levels of completed training and previous experience.

On an as needs basis the Department of Communities have requested staff for deployment. This is usually 5-10 people at any one request and deployment, for example, in North Queensland consists of 2 travel days, 5 days deployment followed by 2 fatigue days before returning to work.

Regular email and phone discussions with Department of Communities have enabled a targeted response to the deployment of staff in critical incidents.

Prior to the departure of a departmental employee, the DIP ensured the employee's manager was aware of a pending deployment and sought the relevant approvals before allowing departure.

Many employees have undertaken more than one stint in community recovery.

Requests from Emergency Management Queensland (EMQ)- Kedron

In addition to the Community Recovery process, the DIP assisted a request from EMQ for assistance in providing relief to EMQ staff.

The DIP responded to requests for staff with varying levels of administration, coordination and leadership positions. Staff were either activated immediately or attended training/information sessions to prepare them in the event that they would be required for relief duties.

These staff have given an indication that they are available in the event of future disaster management events. The DIP will also be coordinating an expression of interest process to provide ongoing preparedness in the event of future disaster

management.

Building Codes Queensland (BCQ)

As part of the immediate response to the 2010/2011 floods, BCQ did the following:

- Reviewed Timber Queensland's publication on impact of flood water on timber structures;
- Reviewed Queensland Building Services Authority's guideline on requirements for rebuilding/repairing flood damaged buildings – legislative requirements both planning/building and licensing;
- Attended internal and external meetings to address what guidelines and advice will be given to affected persons with regard to the legislative requirements that address assessable and self-assessable development for both town planning, building code and plumbing requirements – i.e. if an approval is or is not needed to carry out repairs/rebuilding;
- Liaised with Queensland Fire and Rescue Service (QFRS) on the approach to be taken with the repair or replacement of special fire services in public buildings to enable them to be safely occupied;
- Reviewed/developed internal guidelines/advisory notes on repairing damaged buildings, cleaning damaged buildings and the use of flood resilient materials;
- Produced and reviewed newsflashes, fact sheets, questions and answers, and website content relevant to flooding;
- Worked on regulation changes, namely, an amendment to the Queensland Plumbing and Wastewater Code (QPWC) via the SPDR to permit home owners in natural gas reticulated areas to replace natural disaster affected electric hot water systems with another electric hot water system;
- Worked on legislative changes, namely amending the BA via the *Queensland Reconstruction Authority Act 2011* (QRAA) to –
    - Implement a six month moratorium on the requirements for a pool safety certificates for the leasing of a non-shared pool;
    - Expand the scope of works allowed to be performed by certain local government building surveying technicians to assist flood recovery efforts in regional areas;

- Extend the swimming pool safety standard exemption to class 3 buildings that comply with pool safety management plan to increase flexibility for owners in flood affected areas.

- Had meetings/discussions with:
  - Brisbane City Council;
  - Ipswich City Council;
  - Department of Employment, Economic Development and Innovation (DEEDI);
  - Queensland Building Services Authority;
  - Timber Queensland;
  - Australian Building Codes Board (ABCB);
  - Master Builders Association (Queensland);
  - General Manager of Australian Building Codes Board;
  - Queensland Fire and Rescue Service (QFRS);
  - Plumbing Industry Council;
  - Master Plumbers Association of Queensland;
  - National Plumbing Regulators Forum;
  - Pool Safety Council;
  - Building Products Innovation Council;
  - CSIRO; and
  - NSW Government;
- Coordinated staff arrangements in response to the floods, such as altered hours, working from home, volunteering and leave;
- Responded to enquiries and providing advice about issues relevant to the flood response to stakeholders, other government agencies, local governments and the general public;
- Worked to provide an extension of time for plumbing and drainer licensees applying to renew a licence that had expired during the flood periods;
- Worked to provide free replacements available for plumbers or drainer's licences lost or damaged in the floods;
- Advised plumbing contractors of legislative requirements for emergency work to be performed by appropriately licensed persons;
- Contacted plumbing inspectors in flood affected areas to offer assistance;

- Conducted plumbing site inspections of flood affected areas and provided advice to Local Governments in those areas;
- Provided administrative support and liaised with Apricus Pty Ltd and Master Plumbers Association Queensland about the Solar Hot Water System Flood Recovery Program available to those in flood affected areas;
- Provided a report to the Plumbing Industry Council about action that had been taken in response to the recent flooding in Queensland. A copy of the Plumbing Industry Council – 4.1 Flood Recovery report is attached and marked **'DLGP- 06'**;
- Advised the Plumbing Industry Council about the use of reflux valves could have significantly reduced water inundation to drainage systems and provide some protection against flood surcharge. A copy of the document 'Plumbing Industry Council – 4.4 Reflux valves to prevent Sewerage Surcharge' is attached and marked '**DLGP-07**';
- Put all plumbing investigations and compliance issues on hold in flood affected areas, including the audit of plumbing works performed under the Queensland Solar Hot Water Rebate Scheme;
- Liaised with plumbing regulators via the National Plumbing Regulators Forum to establish a simple system to enable interstate plumbing and drainage licensees to work in Queensland to assist with the flood recovery; and
- Prepared flood specific information for upcoming roadshows/training seminars.

Key BCQ Communications Activities

DIP Website –Set Up on 21/01/2011

- Creation of a flood specific web page - http://www.dip.qld.gov.au/plumbing-building/flood-information.html;
- Links to relevant resources to assist flood affected property owners - HIA, DEEDI, QMBA; and
- Questions and Answers related to building approvals, plumbing and drainage, pools - regularly updated as additional information came to hand.

Fact Sheets - 1/02/2011

- Repairing your house after a flood. A copy of the Fact Sheet 'Repairing your house after flood' is attached and marked **'DLGP-08'**.

Building and Plumbing Newsflash Issued

- 19/1/11 - Re-occupying buildings affected by floods;
- 21/1/11 - Flood impacts on fire safety systems;
- 21/1/11 - Flood recovery works - plumbing, drainage and onsite waste water management systems; and
- 24/1/11 - Building information for flood affected property owners, Queensland Plumbing Wastewater Code, plumbing forms.

E-lert - Sent 1/02/2011 - (Distributed to DIP database - approximately 8000-9000 subscribers) - topic of email below

- Solar systems are on the house;
- Emergency exemptions to allow immediate fire safety system repairs;
- Hot water systems - replacement rules amended;
- Free plumbers or drainer's licence renewals due to the floods; and
- Further information for flood-affected properties now on DIP website.

Master Plumbers Association of Queensland (MPAQ) Communication

- Weekly e-lerts to MPAQ's distribution (approximately 3,000) within the plumbing and water industry regarding licensees in flood affected areas;
- Editorial in MPAQ's monthly magazine (January edition); and
- BCQ presented about flood specific matters affecting the plumbing industry at special Plumbers Flood Forum organised by MPAQ (9 February 2011).

Plumbers Union

- BCQ presented about flood specific matters affecting the plumbing industry at the Plumbers Union Committee of Management meeting (2 February 2011);
- Queensland Master Builders Association; and
- Editorials in QMBA's monthly magazine.

Office of Local Government (OLG) Brisbane

Contact with local governments

- Undertaken predominately through Regional Services; and
- Queries received and responded to and, where appropriate referred to the DIP's Regional Offices.

Assistance with Processing of NDRRA

The OLG, Local Government Funding (LGF) Branch:

- Responds to requests from EMQ for affected Councils' preliminary estimated costs of damage incurred to essential public assets, in order to establish the need to activate an event;
- Liaises with departmental regional staff who contact affected Councils to determine the extent of the disaster and to seek the preliminary estimated costs of damage incurred to eligible assets;
- Compiles a list of Councils where preliminary estimated cost has exceeded trigger point contributions, and provides list to EMQ (maintains updates as estimated costs continue to be received);
- Receives Event Activation Summaries from EMQ and forwards on to departmental regional offices;
- Liaises with the DIP's regional offices to ensure activated Councils are advised of NDRRA activation, invited to make submissions under the REPA relief measure, and reminded of due dates for REPA emergent works and restoration works;
- Liaises with EMQ to progress additional Councils' requests for activation (from the DIP's regional offices) and to forward updated Event Activation Summaries to the DIP's regional offices;
- Provides expert advice on REPA, as per NDRRA Guidelines– responds to queries from the DIP's regional Offices and Local Government Infrastructure Services (LGIS) on Council submission process – forms, eligibility issues, eligible measures, eligible assets, eligible costs, timeframes, extensions of time, etc;
- Liaises with EMQ to field queries on NDRRA REPA requirements and to give consistent advice (Maintains a Frequently Asked Questions register);

- NDRRA REPA funding APPROVAL process – provides advice to regions and reviews and endorses ECM and Ministerial Briefs for approval, and related correspondence;
- Manages NDRRA payment process for both initial and progress payments, and monitors through to project completion;
- Prepares submissions on NDRRA REPA measures (e.g. day labour); and
- Supporting initiatives - during establishment of the Queensland Reconstruction Authority (QRA), provision of advice and consultation related to QRA processes There are currently two staff members from LGF Branch seconded to QRA and the LGF Branch continues to assist in fielding queries from stakeholders.

Immediate Response Assisting Emergency Management Queensland

Assessment of Impacts on Local Governments

From 12 to 14 January 2011, Departmental officers assisted Emergency Management Queensland (EMQ) in obtaining the status of the impact of the disaster event on Queensland's local governments.

Either the Mayor or Chief Executive Officer of impacted Councils was contacted by the DLGP team and asked a number of predetermined questions. Responses were received from almost all councils. Contact with those councils which were obviously in the grip of the disaster such as Brisbane and Ipswich City Councils and Toowoomba Regional Council as carried out by EMQ and other emergency services personnel.

Information was compiled about the impact of the flood and related events on the Local Government area. Aspects covered included:

- Preliminary assessments of infrastructure damage (water, sewerage, roads, electricity) rough estimate of repair costs if possible and estimated time to bring function back to serviceability;
- Whether disaster recovery committees were presently active;
- Estimate of critical supply (food, fuel, medical etc); and
- Any other critical and emerging issues as identified by respondent (re-supply, health, employment etc).

A summary of findings has been provided. A copy of the findings is attached and marked **'DIP-09'**.

This was presented to EMQ Acting Assistant Director-General Bruce Grady in a meeting on Thursday 13 January 2011. Mr Grady stated the benefit of the report was twofold:

- As it was a comprehensive assessment covering the entire state, it would inform other assessments of relative needs and response; and
- This data could be compared/validated with other sources and if any differences are identified then follow up could occur.

Work Performed Regarding Damage to Council Owned Trading Undertakings (Water, sewerage, waste, airports etc)

4 January 2011

- General Manager, Corporate Services, Rockhampton Regional Council contacted OLG to advise of damage to Council owned water, sewerage, waste and airport assets following natural disaster event and asked for process to seek funding consideration; and
- OLG called EMQ to ask for process to obtain Commonwealth approval for their inclusion in the NDRRA. EMQ advised that Business case was required to be sent to Commonwealth for consideration;

7 January 2011

- OLG attended meeting at EMQ office in Kedron. The purpose of the meeting was to discuss a proposed request to the Commonwealth Government regarding NDRRA eligibility of Council Owned trading undertakings (particularly Rockhampton RC's airport, water, waste and sewerage). Discussion was undertaken on what constituted a trading undertaking. EMA advised that letter should be prepared seeking in-principle support from Commonwealth Government, provided the infrastructure assets in question falls within defined criteria. Following Australian Government approval, the State would then decide on a case-by-case basis; and

- EMA attended a meeting regarding the upcoming request to the Commonwealth for inclusion of Council owned trading undertakings.

Flood Recovery Operations Group (FROG) – Coordinating Offers of Assistance

A small team of approximately 5 officers (including staff of OLG) received and logged offers of assistance from various quarters of the community ranging from individual community members to large corporations.

In all cases offers were directly logged into a web portal site set up after Cyclone Larry by the Department of Community Safety. In some cases offers are being referred from other Government Departments with little or no information or interaction with the individual or business.

The role of the Offers of Assistance (O of A) team was to clarify the offer, distil the offer that was provided and identify how the offer could be best utilised. In all cases of offers from large corporations, direct contact was made with the business (which in many cases was the CEO or General Manager) to acknowledge the offer and obtain further detail where required for discussion with recipient local governments. Consistent with the agreed disaster management strategy, the relevant offers of assistance were relayed to affected local governments through the District Disaster Coordinators (DDC) and the Local Disaster Management Groups (CEOs and Mayors) for their information and acceptance. In many cases the team liaised with businesses to provide the connectivity with the CEO or Mayor or the DDC / LDMG of the affected area. When the DDC and LDMG were "stood down" the team commenced the direct contact with local government in order for the O of A to be demand driven rather than supply driven (i.e. pushed onto local governments when not required). The team was a valuable link between the corporate/private sector and the disaster management system. There was a large amount of work for the FROG O of A team to contend with, such as donation management, which had to be processed quickly in an environment of chaos where offers where being assessed as they arrived and prioritised in order for their most effective utilisation. The O of A team possessed skills and knowledge of local government, the disaster management system and a

flexible approach to connecting up large corporate organisations with the required recipient.

A case study of the donation management in operation covers the offer organised by Operation Angel where 1800 gumboots, 40 water cubes, 3 pallets of hygiene products, 2000 heavy duty work gloves were secured, shipped and arrived at the docks within days of the disaster. This involved cross government cooperation at the federal, state and local level involving Customs, Australian Taxation Office, Toll Transport Qld, OLG, Ipswich and Locker Valley Councils and Operation Angel.

South East Queensland (SEQ) Region, Ipswich

The Regional Office provided on the ground assistance to Councils post event primarily related to understanding NDRRA eligibility and processing. This support also extended to identifying relevant stakeholder representatives to assist Councils through the process (e.g. Department of Transport and Main Roads (DTMR) contacts) and working with consultants engaged by Councils to facilitate flood recovery.

The SEQ Regional Office continues to meet with Councils to provide assistance in application/claim preparation for the current event and advice on handling claims for previous events where assets have been further damaged by the current event.

Due to the allocation of Council staff to recovery efforts at Lockyer Valley, Council was experiencing difficulties in meeting statutory timeframes in its development assessment function. The Regional Office has agreed to place a planner in Council's office for two days each week to assist with the workload. Officers have also participated in community recovery efforts,.

Southern (S) Region, Bundaberg

The DIP's Southern Region Office was a co-presenter for the South West Queensland Flood (pre-wet season) Workshop series in Charleville, 7/9/10 and St George 9/9/10:

- To help ensure communities' preparedness and understanding risk. The workshops were specifically tailored to address South West Queensland flooding issues and included both presentations and a chance to give local feedback; and

- The workshops were attended by members of Local and District Disaster Management Groups, elected members of Local Governments, management and operational Council personnel, town and regional planners and Council engineers.

After the events of 10 January 2011, the DIP's Southern Region Office coordinated a cross-agency response to have state government staff trained and activated for Community Recovery in Lockyer Valley, Darling Downs and South West Queensland.

The DIP's Southern Region provided seven staff to Community Recovery operations. The DIP's Southern Region staff have offered and accepted roles on local disaster management committees.

Southern Region has been engaged with Councils to determine damage estimates for NDRRA activation and supporting preparation of NDRRA submissions.

Southern Region held a joint briefing session for Local Government Infrastructure Services (LGIS):

- Provided the DIP with a background on the services and staff involved; and
- Provided LGIS with a better understanding of NDRRA REPA measures, client relationships of the DIP/Local Governments and regional knowledge on local governments

Central Queensland (CQ) Region, Rockhampton

Central Region departmental staff contacted all Councils that were activated beginning on 5 January 2011 to advise them of NDRRA processes and availability of Local Government Infrastructure Services (LGIS) to assist.

The A/Regional Director attended the Rockhampton Disaster Recovery Committee meetings from 13 January 2011 to 18 January 2011.

Two officers from the CQ Regional Office worked in the Community Recovery Centre in Rockhampton. One officer worked with Outreach as part of the Community

Recovery in Rockhampton and one officer travelled to Ingham to work in the Community Recovery in that area.

CQ Regional staff contacted all impacted Councils by phone to provide assistance with NDRRA applications and have initiated follow up face-to-face meetings with some Councils to provide further assistance.

Planning Policy

State planning instruments such as state planning policies and regional plans are primary tools through which State interests (such as protection against natural hazards) are expressed within Queensland's planning and development system. State Planning Policy (SPP) 1/03: Mitigating the Adverse Impact of Flood, Bushfire and Landslide sets out the State's interest to ensure these natural hazards are adequately considered when making decisions about development. A copy of this document is attached and marked **'DLGP-10'**.

The Department of Environment and Resource Management (DERM) in conjunction with the Department and the Local Government Association of Queensland (LGAQ) also recently completed (November 2010) an inland flooding study, conducted in partnership with the LGAQ to improve Queensland's resilience to extreme flood events due to climate change. A copy of the Final Report on Inland Flood Study is attached and marked **'DLGP-11'**. A copy of the Partnership on Inland Flood Study is attached and marked **'DLGP-12'**.

F. Preparedness for Next Wet Season

Building Codes Queensland

BCQ is involved in the ABCB's work program for the development of a national design and construction code for building in flood prone areas. If a national flood code is included in the BCA, it will then be able to be adopted by individual States and Territories as a mandatory building assessment provision for building in a designated flood prone area under section 30 of the BA.

The ABCB is also introducing a National Construction Code (NCC) which will take

effect in May 2011. The NCC will amalgamate the Building Code of Australia and the Plumbing Code of Australia, aligning both the building and plumbing codes to provide one code for the construction industry. The development of the NCC will eradicate any current inconsistencies that exist between the BCA and the PCA.

BCQ is currently scoping the parameters for developing a guideline to assist with building and rebuilding in flood prone areas, specifically targeted at homeowners and the building and design sectors.

In consultation with local governments in flood affected areas, BCQ is investigating the possibility of making stormwater drainage regulated work under the PDA which would then enable the use of reflux valves as mandatory in flood affected areas. BCQ is also investigating the preparation of a plumbing information package for future natural disasters for the public, local governments and emergency services in consultation with water service providers.

BCQ is also working with a Council of Australian Governments (COAG) Taskforce to implement a National Licensing System (NLS). The licensing of tradespeople relevant to the building and plumbing industries will be transitioned into the NLS, with the plumbing licensing to commence in tranche 1 on 1 July 2012. The NLS will enable interstate licensees to work in any jurisdiction holding one national licence rather than having to apply in each jurisdiction for the relevant licence(s).

G. Indication of Relevant Documents Held by Department

The DLGP estimates approximately 8,000-10,000 documents may be relevant to the Queensland Flood Commission of Inquiry.

The DLGP has to date identified the following general categories of documents:

(a) Ministerial related (statements, parliamentary questions, briefs, media inquiries);

(b) State and local planning instruments including planning policies, regional plans (statutory/non-statutory) and planning schemes;

(c) Discussion and information papers, editorials and guidelines;

(d) Fact sheets and Questions and Answers;

(e) Meetings (agendas, minutes, file notes) with internal and external stakeholders;

(f) Letter and memorandum correspondence (external and internal);

(g) Email correspondence, newsflashes and E-lerts (external and internal);

(h) Web sites and web text (including weblinks to other information);

(i) Information related to departmental staff volunteering programs;

(j) General public inquiries relating to the flood events 2010/11; and

(k) Marketing documentation.

Index of documents attached to

DLGP

Exhibit	Description
DLGP-01	Organisational Structure for the Department of Local Government and Planning formerly the Department of Infrastructure and Planning
DLGP-02	Department's Crisis Management Plan 2008-2009
DLGP-03	Queensland Disaster Relief and Recovery Arrangement Guidelines
DLGP-04	Community Planning by Local Governments in Queensland
DLGP-05	Report 'Link between Community Plans and the *Sustainable Planning Act 2009*'
DLGP-06	Plumbing Industry Council – 4.1 Flood Recovery
DLGP-07	Plumbing Industry Council – 4.4 Reflux valves to prevent Sewerage Surcharge
DLGP-08	Fact Sheet – Repairing your house after flood
DLGP-09	Findings summarising Local Government responses
DLGP-10	State Planning Policy 1/03 – Mitigating the Adverse Impacts of Flood, Bushfire and Landslide
DLGP-11	Final Report on Inland Flood Study
DLGP-12	Partnership on Inland Flood Study

Department of Infrastructure and Planning

Organisational Chart

Minister for Local Government
Desley Boyle

Minister for Infrastructure and Planning
Stirling Hinchliffe

Director-General
Paul Low (Acting)

Coordinator-General
Keith Davies

Offices of the Director-General and Coordinator-General
Director Annette Hall
- Media Services

Growth Management Queensland
Chief Executive Officer, Paul Low

Office of the Chief Executive Officer
Director, Wil Brown

Government Planner
Gary White

Planning Services
Executive Director, Brendan Nelson
- Regional planning
- Specialist planning
- e-Planning
- Statutory planning

Planning Policy
Executive Director, Michael Papageorgiou
- Planning policy & legislation
- Planning projects & integration
- Resource & landscape planning

Building Codes Queensland
Executive Director, Glen Brumby
- Building legislation & standards
- Plumbing legislation & standards
- Reform & legislative services
- Building & development dispute resolution

Strategy and Program Coordination
Executive Director, Anne Moffat
- Business improvement
- Program coordination & engagement
- Spatial services

Infrastructure and Regional Futures
Executive Director, Darren Crombie
- Infrastructure programming & regionalisation
- Infrastructure planning

Transit Oriented Development and Design
Assistant Coordinator-General, James Coutts
- TOD planning & urban design
- Active corridor planning & development
- Science precincts
- ULDA coordination

Office of Local Government
Associate Director-General, Michael Kinnane

Office of Local Government
Executive Director, Stephen Johnston
- LG Financial services
- LG Remuneration and discipline
- LG Policy & legislation
- LG Legislative reform
- LG Programs
- LG Funding
- LG Indigenous programs

Strategy and Governance
Deputy Director-General, Kathy Schaefer

Strategic Policy and Legislation
Executive Director, Colin Cassidy
- Policy & legislation development
- Policy coordination & CLLO
- Corporate planning & reporting

Organisational Capability
Executive Director, Roger Fitzpatrick
- Communications and marketing
- Human resources
- Information and communications technology

Finance and Business Services
Executive Director, Pat Morgan
- Business information
- Facilities services
- Financial services
- Procurement advisory services

Legal Services
Executive Director, Connie Seeto

Regional Services
A/Executive Director, Bill Gilmore
- Central, Far North, Northern, South-East, Southern Regions
- Regional coordination

Executive Services
Director, Mana Smith

Internal Audit
Director, Ken Wong

Project Assessment and Attraction
Deputy Coordinator-General, Geoff Dickie

Industry Projects Facilitation
Assistant Coordinator-General, Phil Dash

State Development Areas
A/Executive Director, Kim Mahoney

Significant Projects Coordination
Executive Director, Steve Mill

Commercial
Executive Director, Colm O'Byrne

Infrastructure and Land
Deputy Coordinator-General, Damien Walker

Land and Regional Development
Assistant Coordinator-General, Vacant

Regional Development
Executive Director, Noel Thorne
- Coal infrastructure
- Northern economic triangle
- Regional projects

Land Acquisition and Management
Executive Director, Colin Bunker
- Land acquisition
- Land access management

Industrial Land Analysis and Planning
Director, Ben Thurechl

Infrastructure Projects
Executive Director, Peter Best
- Infrastructure projects
- Project assurance and investment analysis

Property
Executive Director, Travis Green
- Property Services Group
- Strategic government property unit

Queensland Government

'DLGP-01'

'DLGP-02'

Crisis Management Plan

2008-2009

To provide critical services to our key stakeholders and support our staff in a crisis/business interruption.

Crisis Management Plan

Table of Contents

Part 1 Crisis Management Plan **3**
1.1 Purpose 3
1.2 Scope 3
1.3 Links with other arrangements and plans 3
1.3.1 State Disaster Management System 3
1.3.2 Counter-Terrorism 4
1.3.3 Influenza Pandemic 5
1.4 Plan preparation, review and testing 6
1.5 Training, performance reporting and audit 6

Part 2 Activation of the Crisis Management Plan **6**
2.1 Levels of activation and deactivation 6
Level 1 Activation - Insignificant (no measurable operational impact to DIP) 7
Level 2 Activation - Minor (minor degradation of operations or service delivery) 7
Level 3 Activation - Moderate (substantial degradation of operations/service delivery) 7
Level 4 Activation - Major (loss of building/devastation of district) 7
Level 5 Activation - Catastrophic (pandemic event/local terrorist incident) 8
2.2 Crisis Management Team's Objectives, Responsibilities and Membership 9
2.3 Specialist Advisers 10
2.3.1 Specialist Advisers responsibilities 10

Appendices **12**
Appendix 1: Preparation, Review and Testing Activities 12
Appendix 2: Training, Awareness and Reporting Activities 12
Appendix 3: Crisis Management Team Checklist 13
Appendix 4: Crisis Management Team (& Proxies) Contact Details 14
Appendix 5: Specialist Advisers (& Proxies) Contact Details 15
Appendix 6: Recovery Teams (& Proxies) Contact Details 16
Appendix 7: Scenario Planning – Natural Disaster or Loss of Building (Level 4 Activation) 18
Appendix 8: Scenario Planning – Influenza Pandemic (Level 5 Activation) 20

Part 1 Crisis Management Plan

1.1 Purpose

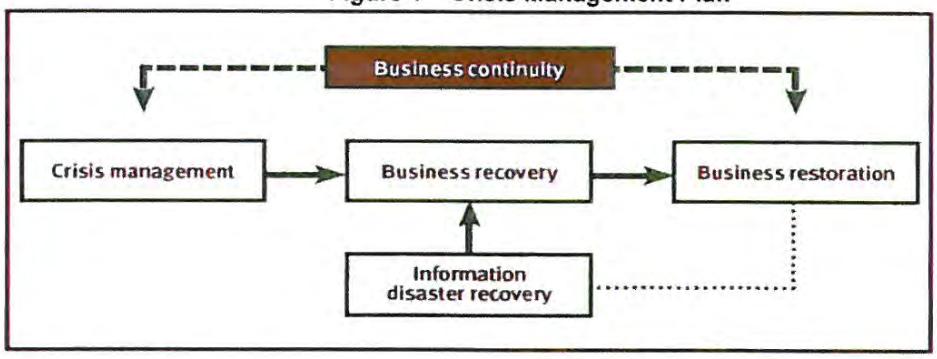
The Department of Infrastructure and Planning will provide critical services to our key stakeholders and support to our staff to manage a crisis/business interruption through the Crisis Management Plan (the Plan). These services will be coordinated by a Crisis Management Team (CMT) whose functions are to help prevent, prepare for, respond to and recover from a crisis/business interruption.

1.2 Scope

The scope of the Plan is to set out the roles, responsibilities and actions of the CMT, supported by specialist advisers, as part of an all hazards approach to:

- manage the immediate impacts of a crisis/business disruption (crisis management);
- manage the-re-establishment of critical services as soon as possible following a crisis/business disruption (business recovery); and
- manage the long-term recovery issues for the affected stakeholders and staff until resumption of normal services (business restoration).

Figure 1 – Crisis Management Plan



The Plan forms part of the department's Business Continuity Management Program and is an important component of the department's overall risk management arrangements. The aim is to enable successful recovery from a crisis/interruption to normal business operations and is based on the following four broad scenarios:

- no access to building;
- no access to information technology (IT) system;
- no access to both the building and IT system; and
- staff unavailability (up to 50% of normal workforce).

1.3 Links with other arrangements and plans

1.3.1 State Disaster Management System

Where applicable, the department will implement any response in accordance with directions by the State Disaster Management Group.

This group, comprising Directors-General from Queensland Government departments, is the principal body responsible for disaster mitigation, disaster planning and preparation at a State level and for coordinating a whole-of-government response and recovery operations prior to, during and after a disaster.

1.3.2 Counter-Terrorism

[redacted]

[redacted]

[redacted]

1.3.3 Influenza pandemic

The *Queensland Pandemic Influenza Plan 2009* is designed to describe the State Government governance arrangements and key strategies to prepare for, respond to and recover from an influenza pandemic in Queensland.

The associated 'Guide for Queensland Government Agencies 'Key Response Actions H1N1 Influenza 09 (Human Swine Influenza)' provides a concise summary of the key response actions that would be required should the current H1N1 strain of Human Swine Influenza, or any other human virus, becomes an influenza pandemic in Queensland.

Advice and support to Queensland councils is provided through the Local Government Association of Queensland and this department.

The *DIP Influenza Pandemic Plan* provides the department's response to a pandemic influenza threat/event, e.g. H5N1 strain of the avian influenza virus (bird flu) or H1N1 Influenza virus mutating to human-to-human transmission.

1.4 Plan preparation, review and testing

The Crisis Management Plan and supporting plans has been prepared with reference to the *Australian and New Zealand Standard 4360:2004 Risk Management*, Standards Australia *Handbook HB 221 Business Continuity Management* and Queensland Government legislation and business continuity guidelines.

The Crisis Management Plan and supporting plans developed under the Business Continuity Management Program are to be reviewed and tested at least annually. See Appendix 1: Preparation, Review, and Testing Activities.

1.5 Training, performance reporting and audit

The Principal Project Officer (Risk Management), Organisational Capability as the Departmental Risk Management Coordinator, is responsible for training CMT representatives.

CMT members are responsible for ensuring staff are trained on their respective business continuity plans as part of being prepared.

The CMT will monitor performance, and through the Director-General, provide an annual statement on counter-terrorism activities to the Premier (by 30 September).

The Queensland Audit Office and Internal Audit may undertake an audit of the business continuity management program as part of their annual audit programs. See Appendix 2: Training, Awareness and Reporting Activities.

PART 2 – ACTIVATION OF THE CRISIS MANAGEMENT PLAN

2.1 Levels of activation and deactivation

The Crisis Management Plan has five levels of activation depending on the severity and impact of a crisis/business disruption

When advised of a Level 3 or above crisis/business disruption, the Director-General as CMT Team Leader (or proxy if Director-General is unavailable) will activate the Crisis Management Plan and authorise the meeting of the CMT to discuss and take relevant response and recovery actions.

The CMT will assess the situation and agree when the Crisis Management Plan is to be deactivated. Deactivation does not mean cessation of all activities associated with the Crisis Management Plan, but rather, the point where a staged approach to winding down occurs. The CMT will arrange for a follow-up de-briefing exercise to identify ways to improve future responses

The levels of activation are contained in the following table:

Level	Category	Description
1	**Insignificant** *(CMT does not meet)* *CMT Coordinator is to arrange action to confirm welfare of any staff on official overseas travel if in the area impacted.*	• **No measurable operational impact to DIP.** Example: - Terrorism incident has occurred outside Australia. Advice by Security Planning and Coordination, Department of the Premier and Cabinet (through the Automatic Notification System) will be communicated to the Director-General and senior management registered on this system.
2	**Minor** *(CMT does not meet – impact is short-term and generally managed by the division/area impacted.)* *Relevant divisional head keeps the Director-General, Group Deputy-Director-Genera and CMT Coordinator informed.* *Communicate advice to staff (suggest through the Intranet, if available) - interruption to services and when normal services are resumed.*	• **Minor degradation of operations or service delivery.** Examples: - An isolated incident such as a building evacuation resulting from a fire alarm, bomb scare, isolated power blackout, etc. resulting in partial/loss of a Brisbane/regional office services. (Building emergency response procedures will be activated involving building security and/or emergency response personnel.) - Information security breach attempts resulting in hardware/software and system slowdown requiring security tightening and no incurred damage or a single system failure - to be addressed immediately.
3	**Moderate** *(CMT is to meet - impact can range from medium-term to long-term.)* *Activate the Crisis Management Plan* *Activate the Crisis Communication Plan*	• **Substantial degradation of operations or service delivery.** • **Impact to multiple areas of DIP.** Examples: - Partial loss of a building through fire, storm damage, ongoing power restrictions due to load shedding, etc. impacting on building systems, staff availability, service delivery capability to clients. (Building emergency response procedures will be activated involving building security and/or emergency response personnel.) - Single critical failure or multiple non-critical system failures resulting in an immediate threat to business operations. Cause can be from virus attacks which will require containment and/or infection recovery. (Response time is vital - implement Information Disaster Recovery Plan.)
4	**Major** *(CMT is to meet - impact can range from medium-term to long-term.)* *Activate the Crisis Management Plan* *CMT is to implement relevant response and recovery plans.* *Where applicable, DIP will manage a response to such a disaster through the State Disaster Management System, and the Queensland Government Counter-Terrorism Strategy*	• **Substantial degradation of operations or service delivery.** • **Impact to multiple areas of the business.** Examples: - Loss of a building or natural disaster, temporary use of other DIP premises for meeting of the CMT and/or establishment of a crisis recovery centre. - (Building emergency response procedures will be activated involving building security and/or emergency response personnel.) - Devastation of a district (e.g. natural disaster resulting in a significant need for assistance by the community). (Provide support assistance which can be accessed through either the Smart Service Queensland (SSQ) Disaster Relief Assistance Hotline or provide alternative client support services from other DIP offices outside of the disaster area.)

Level	Category	Description
	Whole-of-government advices through the Crisis Communication Network *Automated Notification System may be activated for registered users).* *Activate the Crisis Communication Plan*	- National Counter-Terrorism Alert Level is raised from 'Medium' to 'High or Extreme' level following advice of an imminent threat or when a terrorism incident has just occurred in Australia. DIP will manage the response to such an incident through State Disaster Management Group direction. CMT is to activate relevant response and recovery actions. (The higher alert level will automatically invoke security changes under the General Security Plans.) - Imminent or actual data centre (in-house or external support) failure or a complete loss of systems failure through terrorism, natural disasters, etc. which require building of systems). (Response time is vital - implement Information Disaster Recovery Plan.)
5	**Catastrophic** *(CMT is to meet - impact is long-term.)* *Activate the Crisis Management Plan* *CMT is to implement relevant response and recovery plans.* *DIP will manage a response to such a disaster through the State Disaster Management System and the Queensland Pandemic Influenza Plan 2009* *or* *the Queensland Government Counter-Terrorism Strategy* *Whole-of-government communication advices advices through the Crisis Communication Network* *(Automated Notification System may be activated for registered users)* *Activate the Crisis Communication Plan*	• **Widespread and total degradation of operations or service delivery.** • **Impact across critical functions of DIP, threatening the immediate capability of DIP** Examples: - An influenza pandemic outbreak (infecting human population which has little or no immunity) will have a significant impact on the community and government services. With an outbreak, cases occur in waves within the community. During these waves 30-50% of the community may become ill with influenza with additional members of the community required to care for them. See Appendix 8 Scenario Planning – Influenza Pandemic (Level 5 Activation) and DIP Influenza Pandemic Plan - Terrorism incident has occurred on DIP asset premises resulting in loss of life and destruction of the asset including information systems. (The higher alert level will automatically invoke security changes across Government under the General Security Plans.)

2.2 Crisis Management Team's Objectives, Responsibilities and Membership

Objectives:

- Assess seriousness of any crisis or business disruption; and
- Manage recovery and return to normal operations

Responsibilities:

1. Identify the extent of crisis to the community
2. Identify impact on service delivery capability
3. Identify any physical damage to DIP property (ensure security maintained at the site)
4. Identify impact on staff
5. Determine the nature and level of response
6. Where required, activate the Crisis Management Plan
7. Where required, establish a Crisis Recovery Team
8. Contact necessary staff required to assist in crisis
9. Co-ordinate and control Crisis Recovery Team operations
10. Advise the Minister of damage and recovery progress
11. Maintain effective contact with key stakeholders, reporting as required
12. Act as central information point during the recovery and coordinate media activity
13. Plan and implement strategy for return to normal operations
14. Stand down recovery team
15. Conduct de-briefing exercise to identify ways to improve future responses.

(See Appendix 3 for Crisis Management Team Checklist.)

Position	Title	Proxy
Team Leader	Director-General	Deputy Director-General, Strategy and Governance Group
Team Coordinator	Deputy Director-General Strategy and Governance Group	Executive Director, Organisational Capability
Team Members	Associate Director-General, Local Government and Service Delivery Group Deputy Director-General, Planning Group Deputy Coordinator-General Infrastructure & Economic Development Group Deputy Coordinator-General, Infrastructure Services Group Executive Director, Organisational Capability Principal Project Officer (Risk Management), Organisational Capability as Departmental Risk Management Coordinator	

(See Appendix 4 for Crisis Management Team & Proxies Contact Details.)

2.3 Specialist Advisers

The following Specialist Advisers to the CMT may be requested to attend CMT meetings, as part of preparation, testing and to respond and recover to a crisis/business disruption.

Executive Director, Information and Executive Services Executive Director, Financial and Asset Management Executive Director, Legal Services Director, Human Resources, Organisational Capability Director, Information and Communications Technology Branch, Organisational Capability Director, Office of the Director-General (Executive Support)
(See Appendix 5 for Specialist Advisers & Proxies Contact Details.)

2.3.1 Specialist Advisers responsibilities

Executive Director, Information and Executive Services is responsible for managing communications flow

(In the event of a terrorism incident or an influenza pandemic, public information activities will be coordinated through either the Queensland Counter-Terrorism Public Information Arrangements or Public Information Coordination Centre respectively through a Crisis Communication network.)

Responsibilities include:

- Provide briefings to the media on significant issues pertinent to the department's situation in accordance with the CMT directions.
- Keep the community informed.
- Monitor the media coverage of a departmental related incident and service delivery performance.
- Maintain pro-forma media releases covering key scenarios for release.
- Provide assistance on media issues to CMT members.
- Brief the CMT (Team Leader) as required.

Supported by the Executive, Media & Communication Recovery Team. See Appendix 6 for Recovery Teams (& Proxies) Contact Details.

Director, Human Resources is the People Recovery Coordinator

The intention is to ensure that trauma and stress to departmental staff is minimised during any crisis and that messages received by those persons are consistent. The People Recovery Coordinator's duties may vary depending on the nature of the crisis, but could include:

- Sourcing staff for critical services.
- If there are casualties or loss of life involved, ensure that an appropriate person has notified the next of kin or emergency contact (in consultation with the Police).
- Contact the department's employee assistance program principals and arrange access to trauma counselling. If necessary, approve alternative counselling arrangements.
- Provide consistent information to staff through appropriate channels, either a central point of contact, and/or internet/intranet and/or through staff meetings and/or cascade the information through the management framework about business continuity management arrangements and resuming business (e.g. time to resume work, floors to be accessed after clearance by Police and building security, transportation, etc.)
- Ensure that employees are returning to a safe work environment.
- Brief the CMT (Team Leader) as required.

All nominated staff required to be on-call during the period the Crisis Management Plan is in action, will be paid an appropriate on-call allowance. Staff are to dress in normal business attire, unless circumstances require other appropriate clothing.

A list of employee contact information is downloaded to USB every month and is maintained by the Director, Human Resources, Organisational Capability. In the event that the Crisis Management Plan is activated, this information will be made available to CMT members in order for contact to be made with staff through the Crisis Communication Network or a cascade approach through their direct reports. *Supported by the People Recovery Team. See Appendix 6 for Recovery Teams (& Proxies) Contact Details.*

Director, Information and Communications Technology Branch is the Information Services Recovery Coordinator
The Information Services Recovery Coordinator will undertake actions in accordance with CITEC's Information Disaster Recovery Plan and brief the CMT (Team Leader) as required.

Executive Director, Financial and Asset Management is the Financial and Facilities Services Recovery Coordinator
The Financial and Facilities Services Recovery Coordinator's duties may vary depending on the nature of the crisis. Responsibilities include:

- Providing critical financial services to stay in business.
- Liaising with Information Services Recovery Coordinator regarding their needs.
- Manage tenancy needs if building is significantly damaged and new office accommodation needs to be arranged.
- Any tenancy lease management details are to be negotiated through the Government Office Accommodation Unit, DPW to assist in negotiating any new leasehold.
- Supply of equipment, vehicles, phones and phone diversions.
- Supply of stationery is to be accessed direct through Corporate Express.
- Brief the CMT (Team Leader/Coordinator).

Supported by the Financial & Facilities Recovery Team. See Appendix 6 for Recovery Teams (& Proxies) Contact details.

Executive Director, Legal and Contract Services is to provide legal advice when required.

Director, Office of the Director-General
Provide support, as directed by the CMT, to implement the Plan's actions.

Appendix 1: Preparation, Review and Testing Activities

Pre-incident (preparation)	Responsibility	Timing	Date actioned
Develop, review and update the Crisis Management Plan and whole-of-government plans, e.g. General Security Plans for Executive Building and 63 George Street premises	Departmental Risk Management Coordinator	At least Annually	Plan was updated and published on 30/04/2009 General Security Plan(s) reviewed and updated by 30/6/2009
Issue updated Business Continuity Management Manual to CMT members/proxies and Crisis Management Plan to Specialist Advisers/Proxies	Departmental Risk Management Coordinator	At least Annually	07/05/2009
Conduct a test of the Crisis Management Plan with CMT members and invited Specialist Advisers against a priority scenario event(s) to maintain a level of preparedness and capability to respond to an incident/disaster	Departmental Risk Management Coordinator (with the Influenza Coordinator)	At least Annually	Introduction to counter-terrorism measures exercise conducted by 30/06/2009 Proposed pandemic planning walk-through for CMT by 30/06/2009
Develop, review and update a Crisis Communication Plan, including internal and external communication advices such as pro-forma media releases, correspondence and scripts to inform clients, staff and stakeholders during a crisis/business interruption.	Executive Director, Information and Executive Services Division	Ongoing	16 February 2009
Maintain a current list of employee contact information on USB.	Director, Human Resources	Monthly	Ongoing

Appendix 2: Training, Awareness and Reporting Activities

Pre-incident (preparation)	Responsibility	Timing	Date actioned
Provide review on the Crisis Management Plan to CMT members/proxies and Specialist Advisers/proxies.	Departmental Risk Management Coordinator (CMT members are to organise training and testing of their respective business continuity plans)	Annually	By 30/06/2009
Promote staff awareness of Business Continuity Management Program measures	Departmental Risk Management Coordinator	Ongoing	By 07/05/2009
Director-General statement to the Premier on the business continuity management plans performance (required under the *Queensland Plan for the Protection of Government Assets from Terrorism*)	Departmental Risk Management Coordinator	By 30 September each year	16/10/2008

Appendix 3: Crisis Management Team Checklist

Issue		Outcome	Any follow up action required?
1	Crisis Management Team members contacted		
2	Are all members of the Crisis Management team present or available?		
3	Is the location of the Crisis Recovery Centre appropriate?		
4	What is the extent of the crisis—are other agencies affected? Has the State Disaster Management Group been advised? What external arrangements will impact on DIP?		
5	What is the known impact on DIP?		
6	What are the expected outage, impact and consequences for DIP and clients?		
7	Which and how many staff are affected? What are the impacts?		
8	Can DIP's situation be recovered using normal operational means?		
9	Declare activation of Information Disaster Recovery Plan?		
10	Declare activation of Crisis Management Plan and relevant support business continuity plans arrangements?		
11	Inform staff of initial situation and provide guidance on expected actions for today, tomorrow, beyond—for example, go home, ring manager		
12	Are DIP stakeholders—for example, industry bodies—affected? Have they been contacted?		
13	Is the Minister's office OK, is it relocating?		
14	Identify DIP's major forthcoming activities which may be impacted (next week, next fortnight, next month)		
15	Determine operational parameters—such as, escalation decisions and chain of command		
16	Identify human resource issues—for example, ex-gratia payments for staff transport, leave arrangements, etc		
17	Plan and issue communications with internal parties including announcement of primary office closure, status of recovery operations and reopening of primary assets (as required)		
18	Plan and issue communications with external stakeholders as appropriate		
19	Develop the Crisis Management Team roster if the team is expected to operate for a protracted periods		
20	Are third party service providers affected? What impact will this have on DIP?		
21	Monitor anticipated return to service schedule for critical services and full services		

Appendix 4: Crisis Management Team (& Proxies) Contact Details

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Members	Proxy
[redacted]	
[redacted]	

Appendix 5: Specialist Advisers (& Proxies) Contact Details

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[redacted]	
[redacted]	

Appendix 6: Recovery Teams (& Proxies) Contact Details

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Members	Proxy
People Recovery Team:	
[redacted]	

[redacted]

Appendix 7: Scenario Planning – Natural Disaster or Loss of Building (Level 4 Activation)

Response to Crisis (crisis management & business recovery) activities	Locations or References	Responsibility	Time Frame
Alert: State Disaster Management Group (natural disaster only)	State Disaster Management Group	CMT Team Leader (assistance is to be provided through the CMT Coordinator and Executive Support Officers)	Immediate-on advice
Convene CMT meeting (in the event of some members of the CMT not being available, their appointed proxy): - Advise brief details of natural disaster; - Advise meeting place and time; and - Arrange access to building/floor/room.	Options: 1. Conference Room 12.39, Level 12 Executive Building, 100 George Street 2. Level 3 Conference Room, 63 George Street 3. Conference Room, Level 10 95 North Quay (Ph. 34043653)		Within 12 hours
Notify insurer of damage - Arrange for assessment of damage - Manage insurance claim	Queensland Government Insurance Fund (Policy No.D0103)	Financial and Facilities Services Recovery Coordinator	Within 12 hours and ongoing
Brief the Minister		CMT Team Leader	Ongoing
Brief the CMT: - Assessment of extent of damage: - to the community (for natural disaster); - trauma, physical injury or loss of life to any staff.	Follow media/internet reports	CMT Team Leader (with advice through People Recovery Coordinator)	Within 12 hours
- Assess disruption of service delivery capability to: - Brisbane/Regional office	Brisbane/Regional Manager advise CMT Team Coordinator of local situation (Consult with industry stakeholders to gauge level of impact)	CMT Brisbane/Regional Manager	
- Loss of information services	Information Disaster Recovery Plan Information Security Plan	Information Services Recovery Coordinator	

Response to Crisis (crisis management & business recovery) activities	Locations or References	Responsibility	Time Frame
Decide and implement responses: - Invoke Crisis Management Plan and relevant business continuity/disaster recovery plans. - If required, activate a Brisbane/Regional Crisis Recovery Centre	In affected Brisbane/Regional office Notify Shared Services Agency to arrange diversion of telephone services and to redirect mail services)	CMT	Within 24 hours
- Determine staffing requirements - ; If required, and when access is available, put in a Crisis Recovery Team into an affected area to address immediate issues resulting from the disaster (Report to the Regional Manager/CMT) - If required, relocate key personnel to another site to deliver critical services to clients	Selected field staff (Advice to media organisations that additional staff are there to assist with contact details.)	CMT Executive Director, Executive and Communication Services	Within 2 days
- Determine communication responses: - External (See Appendix 9) - Maintain effective communication with key stakeholders, reporting as required	Issue prepared pro-forma media releases on service disruption	CMT Executive Director, Executive and Communication Services	Ongoing
- Internal staff (See Appendix 10 - CMT members to notify 'direct reports' of staffing requirements then provide advice to staff through either the Crisis Communication Network or a cascade approach i.e. each manager will be responsible for ensuring their direct reports are informed	Personnel who are required or who should stay/work at home are to be informed Maintain ongoing advices during the crisis/business disruption	CMT (Director, Human Resources can arrange for staff contact details)	Ongoing
- Salvage materials when clearance given	Clearance by Police and building security	CMT Coordinator (Financial and Facilities Services Recovery Coordinator to arrange)	As required
- Manage new accommodation requirements and equipment needs	Provide reports to CMT Ongoing briefings/ financial approvals	CMT Financial and Facilities Services Recovery Coordinator (supported by Manager, Facilities and Business Services) to liaise with DPW Property Manager, Government Office Accommodation Unit	As required
- Plan and implement recovery strategy to return to normal operations			As determined
- Stand down recovery team & de-activate plan		CMT	Staged
- Post Event	Conduct review of performance	CMT	ASAP after stand down

Appendix 8: Scenario Planning – Influenza Pandemic (Level 5 Activation)

See DIP Influenza Pandemic Plan for details.

(To be implemented in conjunction with a whole-of-government response)
The two main effects during a pandemic are the effects on health and the disruption to critical community services due to the incapacitation of the human infrastructure that either delivers or maintains those services.

For the purposes of planning, a pandemic should be considered as likely to last for a period of 12 months with cases occurring 'in waves' within the community. During these waves up to 30-40% of the community may become ill with additional members of the community required to care for them.

Release notice			
Version number	**Date of issue**	**Amendment details**	**Amended by**
4	28/05/2009	Updated to reflect new Influenza Pandemic Plan (Subject to endorsement by the Audit and Risk Management Committee)	Departmental Risk Management Coordinator
3	16/02/2009	Updated to reflect new Crisis Communication Plan	Departmental Risk Management Coordinator
2	28/11/2008	Updated with full contact details	Departmental Risk Management Coordinator
1	8/9/2008	CMP issued for CMT introduction	

Approval			
Author:	Kerry Kelly	**Date:**	28/05/2009
Title:	Departmental Risk Management Coordinator		
Approved by:	Audit and Risk Management Committee	**Date:**	

[redacted]

1.3.3 Influenza pandemic

The *Queensland Pandemic Influenza Plan 2009* is designed to describe the State Government governance arrangements and key strategies to prepare for, respond to and recover from an influenza pandemic in Queensland.

The associated 'Guide for Queensland Government Agencies 'Key Response Actions H1N1 Influenza 09 (Human Swine Influenza)' provides a concise summary of the key response actions that would be required should the current H1N1 strain of Human Swine Influenza, or any other human virus, becomes an influenza pandemic in Queensland.

Advice and support to Queensland councils is provided through the Local Government Association of Queensland and this department.

The *DIP Influenza Pandemic Plan* provides the department's response to a pandemic influenza threat/event, e.g. H5N1 strain of the avian influenza virus (bird flu) or H1N1 Influenza virus mutating to human-to-human transmission.

1.4 Plan preparation, review and testing

The Crisis Management Plan and supporting plans has been prepared with reference to the *Australian and New Zealand Standard 4360:2004 Risk Management*, Standards Australia *Handbook HB 221 Business Continuity Management* and Queensland Government legislation and business continuity guidelines.

The Crisis Management Plan and supporting plans developed under the Business Continuity Management Program are to be reviewed and tested at least annually. See Appendix 1: Preparation, Review, and Testing Activities.

1.5 Training, performance reporting and audit

The Principal Project Officer (Risk Management), Organisational Capability as the Departmental Risk Management Coordinator, is responsible for training CMT representatives.

CMT members are responsible for ensuring staff are trained on their respective business continuity plans as part of being prepared.

The CMT will monitor performance, and through the Director-General, provide an annual statement on counter-terrorism activities to the Premier (by 30 September).

The Queensland Audit Office and Internal Audit may undertake an audit of the business continuity management program as part of their annual audit programs. See Appendix 2: Training, Awareness and Reporting Activities.

PART 2 – ACTIVATION OF THE CRISIS MANAGEMENT PLAN

2.1 Levels of activation and deactivation

The Crisis Management Plan has five levels of activation depending on the severity and impact of a crisis/business disruption

When advised of a Level 3 or above crisis/business disruption, the Director-General as CMT Team Leader (or proxy if Director-General is unavailable) will activate the Crisis Management Plan and authorise the meeting of the CMT to discuss and take relevant response and recovery actions.

The CMT will assess the situation and agree when the Crisis Management Plan is to be deactivated. Deactivation does not mean cessation of all activities associated with the Crisis Management Plan, but rather, the point where a staged approach to winding down occurs. The CMT will arrange for a follow-up de-briefing exercise to identify ways to improve future responses

The levels of activation are contained in the following table:

Level	Category	Description
1	**Insignificant** *(CMT does not meet)* *CMT Coordinator is to arrange action to confirm welfare of any staff on official overseas travel if in the area impacted.*	• **No measurable operational impact to DIP.** Example: - Terrorism incident has occurred outside Australia. Advice by Security Planning and Coordination, Department of the Premier and Cabinet (through the Automatic Notification System) will be communicated to the Director-General and senior management registered on this system.
2	**Minor** *(CMT does not meet – impact is short-term and generally managed by the division/area impacted.)* *Relevant divisional head keeps the Director-General, Group Deputy-Director-Genera and CMT Coordinator informed.* *Communicate advice to staff (suggest through the Intranet, if available) - interruption to services and when normal services are resumed.*	• **Minor degradation of operations or service delivery.** Examples: - An isolated incident such as a building evacuation resulting from a fire alarm, bomb scare, isolated power blackout, etc. resulting in partial/loss of a Brisbane/regional office services. (Building emergency response procedures will be activated involving building security and/or emergency response personnel.) - Information security breach attempts resulting in hardware/software and system slowdown requiring security tightening and no incurred damage or a single system failure - to be addressed immediately.
3	**Moderate** *(CMT is to meet - impact can range from medium-term to long-term.)* *Activate the Crisis Management Plan* *Activate the Crisis Communication Plan*	• **Substantial degradation of operations or service delivery.** • **Impact to multiple areas of DIP.** Examples: - Partial loss of a building through fire, storm damage, ongoing power restrictions due to load shedding, etc. impacting on building systems, staff availability, service delivery capability to clients. (Building emergency response procedures will be activated involving building security and/or emergency response personnel.) - Single critical failure or multiple non-critical system failures resulting in an immediate threat to business operations. Cause can be from virus attacks which will require containment and/or infection recovery. (Response time is vital - implement Information Disaster Recovery Plan.)
4	**Major** *(CMT is to meet - impact can range from medium-term to long-term.)* *Activate the Crisis Management Plan* *CMT is to implement relevant response and recovery plans.* *Where applicable, DIP will manage a response to such a disaster through the State Disaster Management System, and the Queensland Government Counter-Terrorism Strategy*	• **Substantial degradation of operations or service delivery.** • **Impact to multiple areas of the business.** Examples: - Loss of a building or natural disaster, temporary use of other DIP premises for meeting of the CMT and/or establishment of a crisis recovery centre. - (Building emergency response procedures will be activated involving building security and/or emergency response personnel.) - Devastation of a district (e.g. natural disaster resulting in a significant need for assistance by the community). (Provide support assistance which can be accessed through either the Smart Service Queensland (SSQ) Disaster Relief Assistance Hotline or provide alternative client support services from other DIP offices outside of the disaster area.)

Level	Category	Description
	Whole-of-government advices through the Crisis Communication Network *Automated Notification System may be activated for registered users).* *Activate the Crisis Communication Plan*	- National Counter-Terrorism Alert Level is raised from 'Medium' to 'High or Extreme' level following advice of an imminent threat or when a terrorism incident has just occurred in Australia. DIP will manage the response to such an incident through State Disaster Management Group direction. CMT is to activate relevant response and recovery actions. (The higher alert level will automatically invoke security changes under the General Security Plans.) - Imminent or actual data centre (in-house or external support) failure or a complete loss of systems failure through terrorism, natural disasters, etc. which require building of systems). (Response time is vital - implement Information Disaster Recovery Plan.)
5	**Catastrophic** *(CMT is to meet - impact is long-term.)* *Activate the Crisis Management Plan* *CMT is to implement relevant response and recovery plans.* *DIP will manage a response to such a disaster through the State Disaster Management System and the Queensland Pandemic Influenza Plan 2009* *or* *the Queensland Government Counter-Terrorism Strategy* *Whole-of-government communication advices advices through the Crisis Communication Network* *(Automated Notification System may be activated for registered users)* *Activate the Crisis Communication Plan*	• **Widespread and total degradation of operations or service delivery.** • **Impact across critical functions of DIP, threatening the immediate capability of DIP** Examples: - An influenza pandemic outbreak (infecting human population which has little or no immunity) will have a significant impact on the community and government services. With an outbreak, cases occur in waves within the community. During these waves 30-50% of the community may become ill with influenza with additional members of the community required to care for them. See Appendix 8 Scenario Planning – Influenza Pandemic (Level 5 Activation) and DIP Influenza Pandemic Plan - Terrorism incident has occurred on DIP asset premises resulting in loss of life and destruction of the asset including information systems. (The higher alert level will automatically invoke security changes across Government under the General Security Plans.)

2.2 Crisis Management Team's Objectives, Responsibilities and Membership

Objectives:

- Assess seriousness of any crisis or business disruption; and
- Manage recovery and return to normal operations

Responsibilities:

1. Identify the extent of crisis to the community
2. Identify impact on service delivery capability
3. Identify any physical damage to DIP property (ensure security maintained at the site)
4. Identify impact on staff
5. Determine the nature and level of response
6. Where required, activate the Crisis Management Plan
7. Where required, establish a Crisis Recovery Team
8. Contact necessary staff required to assist in crisis
9. Co-ordinate and control Crisis Recovery Team operations
10. Advise the Minister of damage and recovery progress
11. Maintain effective contact with key stakeholders, reporting as required
12. Act as central information point during the recovery and coordinate media activity
13. Plan and implement strategy for return to normal operations
14. Stand down recovery team
15. Conduct de-briefing exercise to identify ways to improve future responses.

(See Appendix 3 for Crisis Management Team Checklist.)

Position	Title	Proxy
Team Leader	Director-General	Deputy Director-General, Strategy and Governance Group
Team Coordinator	Deputy Director-General Strategy and Governance Group	Executive Director, Organisational Capability
Team Members	Associate Director-General, Local Government and Service Delivery Group Deputy Director-General, Planning Group Deputy Coordinator-General Infrastructure & Economic Development Group Deputy Coordinator-General, Infrastructure Services Group Executive Director, Organisational Capability Principal Project Officer (Risk Management), Organisational Capability as Departmental Risk Management Coordinator	

(See Appendix 4 for Crisis Management Team & Proxies Contact Details.)

2.3 Specialist Advisers

The following Specialist Advisers to the CMT may be requested to attend CMT meetings, as part of preparation, testing and to respond and recover to a crisis/business disruption.

Executive Director, Information and Executive Services Executive Director, Financial and Asset Management Executive Director, Legal Services Director, Human Resources, Organisational Capability Director, Information and Communications Technology Branch, Organisational Capability Director, Office of the Director-General (Executive Support)
(See Appendix 5 for Specialist Advisers & Proxies Contact Details.)

2.3.1 Specialist Advisers responsibilities

Executive Director, Information and Executive Services is responsible for managing communications flow

(In the event of a terrorism incident or an influenza pandemic, public information activities will be coordinated through either the Queensland Counter-Terrorism Public Information Arrangements or Public Information Coordination Centre respectively through a Crisis Communication network.)

Responsibilities include:

- Provide briefings to the media on significant issues pertinent to the department's situation in accordance with the CMT directions.
- Keep the community informed.
- Monitor the media coverage of a departmental related incident and service delivery performance.
- Maintain pro-forma media releases covering key scenarios for release.
- Provide assistance on media issues to CMT members.
- Brief the CMT (Team Leader) as required.

Supported by the Executive, Media & Communication Recovery Team. See Appendix 6 for Recovery Teams (& Proxies) Contact Details.

Director, Human Resources is the People Recovery Coordinator

The intention is to ensure that trauma and stress to departmental staff is minimised during any crisis and that messages received by those persons are consistent. The People Recovery Coordinator's duties may vary depending on the nature of the crisis, but could include:

- Sourcing staff for critical services.
- If there are casualties or loss of life involved, ensure that an appropriate person has notified the next of kin or emergency contact (in consultation with the Police).
- Contact the department's employee assistance program principals and arrange access to trauma counselling. If necessary, approve alternative counselling arrangements.
- Provide consistent information to staff through appropriate channels, either a central point of contact, and/or internet/intranet and/or through staff meetings and/or cascade the information through the management framework about business continuity management arrangements and resuming business (e.g. time to resume work, floors to be accessed after clearance by Police and building security, transportation, etc.)
- Ensure that employees are returning to a safe work environment.
- Brief the CMT (Team Leader) as required.

All nominated staff required to be on-call during the period the Crisis Management Plan is in action, will be paid an appropriate on-call allowance. Staff are to dress in normal business attire, unless circumstances require other appropriate clothing.

A list of employee contact information is downloaded to USB every month and is maintained by the Director, Human Resources, Organisational Capability. In the event that the Crisis Management Plan is activated, this information will be made available to CMT members in order for contact to be made with staff through the Crisis Communication Network or a cascade approach through their direct reports. *Supported by the People Recovery Team. See Appendix 6 for Recovery Teams (& Proxies) Contact Details.*

Director, Information and Communications Technology Branch is the Information Services Recovery Coordinator
The Information Services Recovery Coordinator will undertake actions in accordance with CITEC's Information Disaster Recovery Plan and brief the CMT (Team Leader) as required.

Executive Director, Financial and Asset Management is the Financial and Facilities Services Recovery Coordinator
The Financial and Facilities Services Recovery Coordinator's duties may vary depending on the nature of the crisis. Responsibilities include:

- Providing critical financial services to stay in business.
- Liaising with Information Services Recovery Coordinator regarding their needs.
- Manage tenancy needs if building is significantly damaged and new office accommodation needs to be arranged.
- Any tenancy lease management details are to be negotiated through the Government Office Accommodation Unit, DPW to assist in negotiating any new leasehold.
- Supply of equipment, vehicles, phones and phone diversions.
- Supply of stationery is to be accessed direct through Corporate Express.
- Brief the CMT (Team Leader/Coordinator).

Supported by the Financial & Facilities Recovery Team. See Appendix 6 for Recovery Teams (& Proxies) Contact details.

Executive Director, Legal and Contract Services is to provide legal advice when required.

Director, Office of the Director-General
Provide support, as directed by the CMT, to implement the Plan's actions.

Appendix 1: Preparation, Review and Testing Activities

Pre-incident (preparation)	Responsibility	Timing	Date actioned
Develop, review and update the Crisis Management Plan and whole-of-government plans, e.g. General Security Plans for Executive Building and 63 George Street premises	Departmental Risk Management Coordinator	At least Annually	Plan was updated and published on 30/04/2009 General Security Plan(s) reviewed and updated by 30/6/2009
Issue updated Business Continuity Management Manual to CMT members/proxies and Crisis Management Plan to Specialist Advisers/Proxies	Departmental Risk Management Coordinator	At least Annually	07/05/2009
Conduct a test of the Crisis Management Plan with CMT members and invited Specialist Advisers against a priority scenario event(s) to maintain a level of preparedness and capability to respond to an incident/disaster	Departmental Risk Management Coordinator (with the Influenza Coordinator)	At least Annually	Introduction to counter-terrorism measures exercise conducted by 30/06/2009 Proposed pandemic planning walk-through for CMT by 30/06/2009
Develop, review and update a Crisis Communication Plan, including internal and external communication advices such as pro-forma media releases, correspondence and scripts to inform clients, staff and stakeholders during a crisis/business interruption.	Executive Director, Information and Executive Services Division	Ongoing	16 February 2009
Maintain a current list of employee contact information on USB.	Director, Human Resources	Monthly	Ongoing

Appendix 2: Training, Awareness and Reporting Activities

Pre-incident (preparation)	Responsibility	Timing	Date actioned
Provide review on the Crisis Management Plan to CMT members/proxies and Specialist Advisers/proxies.	Departmental Risk Management Coordinator (CMT members are to organise training and testing of their respective business continuity plans)	Annually	By 30/06/2009
Promote staff awareness of Business Continuity Management Program measures	Departmental Risk Management Coordinator	Ongoing	By 07/05/2009
Director-General statement to the Premier on the business continuity management plans performance (required under the *Queensland Plan for the Protection of Government Assets from Terrorism*)	Departmental Risk Management Coordinator	By 30 September each year	16/10/2008

Appendix 3: Crisis Management Team Checklist

Issue		Outcome	Any follow up action required?
1	Crisis Management Team members contacted		
2	Are all members of the Crisis Management team present or available?		
3	Is the location of the Crisis Recovery Centre appropriate?		
4	What is the extent of the crisis—are other agencies affected? Has the State Disaster Management Group been advised? What external arrangements will impact on DIP?		
5	What is the known impact on DIP?		
6	What are the expected outage, impact and consequences for DIP and clients?		
7	Which and how many staff are affected? What are the impacts?		
8	Can DIP's situation be recovered using normal operational means?		
9	Declare activation of Information Disaster Recovery Plan?		
10	Declare activation of Crisis Management Plan and relevant support business continuity plans arrangements?		
11	Inform staff of initial situation and provide guidance on expected actions for today, tomorrow, beyond—for example, go home, ring manager		
12	Are DIP stakeholders—for example, industry bodies—affected? Have they been contacted?		
13	Is the Minister's office OK, is it relocating?		
14	Identify DIP's major forthcoming activities which may be impacted (next week, next fortnight, next month)		
15	Determine operational parameters—such as, escalation decisions and chain of command		
16	Identify human resource issues—for example, ex-gratia payments for staff transport, leave arrangements, etc		
17	Plan and issue communications with internal parties including announcement of primary office closure, status of recovery operations and reopening of primary assets (as required)		
18	Plan and issue communications with external stakeholders as appropriate		
19	Develop the Crisis Management Team roster if the team is expected to operate for a protracted periods		
20	Are third party service providers affected? What impact will this have on DIP?		
21	Monitor anticipated return to service schedule for critical services and full services		

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Members	Proxy
People Recovery Team:	
[redacted]	

[redacted]

Appendix 7: Scenario Planning – Natural Disaster or Loss of Building (Level 4 Activation)

Response to Crisis (crisis management & business recovery) activities	Locations or References	Responsibility	Time Frame
Alert: State Disaster Management Group (natural disaster only) Convene CMT meeting (in the event of some members of the CMT not being available, their appointed proxy): - Advise brief details of natural disaster; - Advise meeting place and time; and - Arrange access to building/floor/room.	State Disaster Management Group Options: 1. Conference Room 12.39, Level 12 Executive Building, 100 George Street 2. Level 3 Conference Room, 63 George Street 3. Conference Room, Level 10 95 North Quay (Ph. 34043653)	CMT Team Leader (assistance is to be provided through the CMT Coordinator and Executive Support Officers)	Immediate-on advice Within 12 hours
Notify insurer of damage - Arrange for assessment of damage - Manage insurance claim	Queensland Government Insurance Fund (Policy No.D0103)	Financial and Facilities Services Recovery Coordinator	Within 12 hours and ongoing
Brief the Minister		CMT Team Leader	Ongoing
Brief the CMT: - Assessment of extent of damage: - to the community (for natural disaster); - trauma, physical injury or loss of life to any staff.	Follow media/internet reports	CMT Team Leader (with advice through People Recovery Coordinator)	Within 12 hours
- Assess disruption of service delivery capability to: - Brisbane/Regional office	Brisbane/Regional Manager advise CMT Team Coordinator of local situation (Consult with industry stakeholders to gauge level of impact)	CMT Brisbane/Regional Manager	
- Loss of information services	Information Disaster Recovery Plan Information Security Plan	Information Services Recovery Coordinator	

Response to Crisis (crisis management & business recovery) activities	Locations or References	Responsibility	Time Frame
Decide and implement responses: - Invoke Crisis Management Plan and relevant business continuity/disaster recovery plans. - If required, activate a Brisbane/Regional Crisis Recovery Centre	In affected Brisbane/Regional office Notify Shared Services Agency to arrange diversion of telephone services and to redirect mail services)	CMT	Within 24 hours
- Determine staffing requirements - ; If required, and when access is available, put in a Crisis Recovery Team into an affected area to address immediate issues resulting from the disaster (Report to the Regional Manager/CMT) - If required, relocate key personnel to another site to deliver critical services to clients	Selected field staff (Advice to media organisations that additional staff are there to assist with contact details.)	CMT Executive Director, Executive and Communication Services	Within 2 days
- Determine communication responses: - External (See Appendix 9) - Maintain effective communication with key stakeholders, reporting as required	Issue prepared pro-forma media releases on service disruption	CMT Executive Director, Executive and Communication Services	Ongoing
- Internal staff (See Appendix 10 - CMT members to notify 'direct reports' of staffing requirements then provide advice to staff through either the Crisis Communication Network or a cascade approach i.e. each manager will be responsible for ensuring their direct reports are informed	Personnel who are required or who should stay/work at home are to be informed Maintain ongoing advices during the crisis/business disruption	CMT (Director, Human Resources can arrange for staff contact details)	Ongoing
- Salvage materials when clearance given	Clearance by Police and building security	CMT Coordinator (Financial and Facilities Services Recovery Coordinator to arrange)	As required
- Manage new accommodation requirements and equipment needs	Provide reports to CMT Ongoing briefings/ financial approvals	CMT Financial and Facilities Services Recovery Coordinator (supported by Manager, Facilities and Business Services) to liaise with DPW Property Manager, Government Office Accommodation Unit	As required
- Plan and implement recovery strategy to return to normal operations			As determined
- Stand down recovery team & de-activate plan		CMT	Staged
- Post Event	Conduct review of performance	CMT	ASAP after stand down

Appendix 8: Scenario Planning – Influenza Pandemic (Level 5 Activation)

See DIP Influenza Pandemic Plan for details.

(To be implemented in conjunction with a whole-of-government response)
The two main effects during a pandemic are the effects on health and the disruption to critical community services due to the incapacitation of the human infrastructure that either delivers or maintains those services.

For the purposes of planning, a pandemic should be considered as likely to last for a period of 12 months with cases occurring 'in waves' within the community. During these waves up to 30-40% of the community may become ill with additional members of the community required to care for them.

Release notice			
Version number	**Date of issue**	**Amendment details**	**Amended by**
4	28/05/2009	Updated to reflect new Influenza Pandemic Plan (Subject to endorsement by the Audit and Risk Management Committee)	Departmental Risk Management Coordinator
3	16/02/2009	Updated to reflect new Crisis Communication Plan	Departmental Risk Management Coordinator
2	28/11/2008	Updated with full contact details	Departmental Risk Management Coordinator
1	8/9/2008	CMP issued for CMT introduction	

Approval			
Author:	Kerry Kelly	**Date:**	28/05/2009
Title:	Departmental Risk Management Coordinator		
Approved by:	Audit and Risk Management Committee	**Date:**	

[redacted]

1.3.3 Influenza pandemic

The *Queensland Pandemic Influenza Plan 2009* is designed to describe the State Government governance arrangements and key strategies to prepare for, respond to and recover from an influenza pandemic in Queensland.

The associated 'Guide for Queensland Government Agencies 'Key Response Actions H1N1 Influenza 09 (Human Swine Influenza)' provides a concise summary of the key response actions that would be required should the current H1N1 strain of Human Swine Influenza, or any other human virus, becomes an influenza pandemic in Queensland.

Advice and support to Queensland councils is provided through the Local Government Association of Queensland and this department.

The *DIP Influenza Pandemic Plan* provides the department's response to a pandemic influenza threat/event, e.g. H5N1 strain of the avian influenza virus (bird flu) or H1N1 Influenza virus mutating to human-to-human transmission.

1.4 Plan preparation, review and testing

The Crisis Management Plan and supporting plans has been prepared with reference to the *Australian and New Zealand Standard 4360:2004 Risk Management*, Standards Australia *Handbook HB 221 Business Continuity Management* and Queensland Government legislation and business continuity guidelines.

The Crisis Management Plan and supporting plans developed under the Business Continuity Management Program are to be reviewed and tested at least annually. See Appendix 1: Preparation, Review, and Testing Activities.

1.5 Training, performance reporting and audit

The Principal Project Officer (Risk Management), Organisational Capability as the Departmental Risk Management Coordinator, is responsible for training CMT representatives.

CMT members are responsible for ensuring staff are trained on their respective business continuity plans as part of being prepared.

The CMT will monitor performance, and through the Director-General, provide an annual statement on counter-terrorism activities to the Premier (by 30 September).

The Queensland Audit Office and Internal Audit may undertake an audit of the business continuity management program as part of their annual audit programs. See Appendix 2: Training, Awareness and Reporting Activities.

PART 2 – ACTIVATION OF THE CRISIS MANAGEMENT PLAN

2.1 Levels of activation and deactivation

The Crisis Management Plan has five levels of activation depending on the severity and impact of a crisis/business disruption

When advised of a Level 3 or above crisis/business disruption, the Director-General as CMT Team Leader (or proxy if Director-General is unavailable) will activate the Crisis Management Plan and authorise the meeting of the CMT to discuss and take relevant response and recovery actions.

The CMT will assess the situation and agree when the Crisis Management Plan is to be deactivated. Deactivation does not mean cessation of all activities associated with the Crisis Management Plan, but rather, the point where a staged approach to winding down occurs. The CMT will arrange for a follow-up de-briefing exercise to identify ways to improve future responses

The levels of activation are contained in the following table:

Level	Category	Description
1	**Insignificant** *(CMT does not meet)* *CMT Coordinator is to arrange action to confirm welfare of any staff on official overseas travel if in the area impacted.*	• **No measurable operational impact to DIP.** Example: - Terrorism incident has occurred outside Australia. Advice by Security Planning and Coordination, Department of the Premier and Cabinet (through the Automatic Notification System) will be communicated to the Director-General and senior management registered on this system.
2	**Minor** *(CMT does not meet – impact is short-term and generally managed by the division/area impacted.)* *Relevant divisional head keeps the Director-General, Group Deputy-Director-Genera and CMT Coordinator informed.* *Communicate advice to staff (suggest through the Intranet, if available) - interruption to services and when normal services are resumed.*	• **Minor degradation of operations or service delivery.** Examples: - An isolated incident such as a building evacuation resulting from a fire alarm, bomb scare, isolated power blackout, etc. resulting in partial/loss of a Brisbane/regional office services. (Building emergency response procedures will be activated involving building security and/or emergency response personnel.) - Information security breach attempts resulting in hardware/software and system slowdown requiring security tightening and no incurred damage or a single system failure - to be addressed immediately.
3	**Moderate** *(CMT is to meet - impact can range from medium-term to long-term.)* *Activate the Crisis Management Plan* *Activate the Crisis Communication Plan*	• **Substantial degradation of operations or service delivery.** • **Impact to multiple areas of DIP.** Examples: - Partial loss of a building through fire, storm damage, ongoing power restrictions due to load shedding, etc. impacting on building systems, staff availability, service delivery capability to clients. (Building emergency response procedures will be activated involving building security and/or emergency response personnel.) - Single critical failure or multiple non-critical system failures resulting in an immediate threat to business operations. Cause can be from virus attacks which will require containment and/or infection recovery. (Response time is vital - implement Information Disaster Recovery Plan.)
4	**Major** *(CMT is to meet - impact can range from medium-term to long-term.)* *Activate the Crisis Management Plan* *CMT is to implement relevant response and recovery plans.* *Where applicable, DIP will manage a response to such a disaster through the State Disaster Management System, and the Queensland Government Counter-Terrorism Strategy*	• **Substantial degradation of operations or service delivery.** • **Impact to multiple areas of the business.** Examples: - Loss of a building or natural disaster, temporary use of other DIP premises for meeting of the CMT and/or establishment of a crisis recovery centre. - (Building emergency response procedures will be activated involving building security and/or emergency response personnel.) - Devastation of a district (e.g. natural disaster resulting in a significant need for assistance by the community). (Provide support assistance which can be accessed through either the Smart Service Queensland (SSQ) Disaster Relief Assistance Hotline or provide alternative client support services from other DIP offices outside of the disaster area.)

Level	Category	Description
	Whole-of-government advices through the Crisis Communication Network *Automated Notification System may be activated for registered users).* *Activate the Crisis Communication Plan*	- National Counter-Terrorism Alert Level is raised from 'Medium' to 'High or Extreme' level following advice of an imminent threat or when a terrorism incident has just occurred in Australia. DIP will manage the response to such an incident through State Disaster Management Group direction. CMT is to activate relevant response and recovery actions. (The higher alert level will automatically invoke security changes under the General Security Plans.) - Imminent or actual data centre (in-house or external support) failure or a complete loss of systems failure through terrorism, natural disasters, etc. which require building of systems). (Response time is vital - implement Information Disaster Recovery Plan.)
5	**Catastrophic** *(CMT is to meet - impact is long-term.)* *Activate the Crisis Management Plan* *CMT is to implement relevant response and recovery plans.* *DIP will manage a response to such a disaster through the State Disaster Management System and the Queensland Pandemic Influenza Plan 2009* *or* *the Queensland Government Counter-Terrorism Strategy* *Whole-of-government communication advices advices through the Crisis Communication Network* *(Automated Notification System may be activated for registered users)* *Activate the Crisis Communication Plan*	• **Widespread and total degradation of operations or service delivery.** • **Impact across critical functions of DIP, threatening the immediate capability of DIP** Examples: - An influenza pandemic outbreak (infecting human population which has little or no immunity) will have a significant impact on the community and government services. With an outbreak, cases occur in waves within the community. During these waves 30-50% of the community may become ill with influenza with additional members of the community required to care for them. See Appendix 8 Scenario Planning – Influenza Pandemic (Level 5 Activation) and DIP Influenza Pandemic Plan - Terrorism incident has occurred on DIP asset premises resulting in loss of life and destruction of the asset including information systems. (The higher alert level will automatically invoke security changes across Government under the General Security Plans.)

2.2 Crisis Management Team's Objectives, Responsibilities and Membership

Objectives:

- Assess seriousness of any crisis or business disruption; and
- Manage recovery and return to normal operations

Responsibilities:

1. Identify the extent of crisis to the community
2. Identify impact on service delivery capability
3. Identify any physical damage to DIP property (ensure security maintained at the site)
4. Identify impact on staff
5. Determine the nature and level of response
6. Where required, activate the Crisis Management Plan
7. Where required, establish a Crisis Recovery Team
8. Contact necessary staff required to assist in crisis
9. Co-ordinate and control Crisis Recovery Team operations
10. Advise the Minister of damage and recovery progress
11. Maintain effective contact with key stakeholders, reporting as required
12. Act as central information point during the recovery and coordinate media activity
13. Plan and implement strategy for return to normal operations
14. Stand down recovery team
15. Conduct de-briefing exercise to identify ways to improve future responses.

(See Appendix 3 for Crisis Management Team Checklist.)

Position	Title	Proxy
Team Leader	Director-General	Deputy Director-General, Strategy and Governance Group
Team Coordinator	Deputy Director-General Strategy and Governance Group	Executive Director, Organisational Capability
Team Members	Associate Director-General, Local Government and Service Delivery Group Deputy Director-General, Planning Group Deputy Coordinator-General Infrastructure & Economic Development Group Deputy Coordinator-General, Infrastructure Services Group Executive Director, Organisational Capability Principal Project Officer (Risk Management), Organisational Capability as Departmental Risk Management Coordinator	

(See Appendix 4 for Crisis Management Team & Proxies Contact Details.)

2.3 Specialist Advisers

The following Specialist Advisers to the CMT may be requested to attend CMT meetings, as part of preparation, testing and to respond and recover to a crisis/business disruption.

Executive Director, Information and Executive Services Executive Director, Financial and Asset Management Executive Director, Legal Services Director, Human Resources, Organisational Capability Director, Information and Communications Technology Branch, Organisational Capability Director, Office of the Director-General (Executive Support)
(See Appendix 5 for Specialist Advisers & Proxies Contact Details.)

2.3.1 Specialist Advisers responsibilities

Executive Director, Information and Executive Services is responsible for managing communications flow

(In the event of a terrorism incident or an influenza pandemic, public information activities will be coordinated through either the Queensland Counter-Terrorism Public Information Arrangements or Public Information Coordination Centre respectively through a Crisis Communication network.)

Responsibilities include:

- Provide briefings to the media on significant issues pertinent to the department's situation in accordance with the CMT directions.
- Keep the community informed.
- Monitor the media coverage of a departmental related incident and service delivery performance.
- Maintain pro-forma media releases covering key scenarios for release.
- Provide assistance on media issues to CMT members.
- Brief the CMT (Team Leader) as required.

Supported by the Executive, Media & Communication Recovery Team. See Appendix 6 for Recovery Teams (& Proxies) Contact Details.

Director, Human Resources is the People Recovery Coordinator

The intention is to ensure that trauma and stress to departmental staff is minimised during any crisis and that messages received by those persons are consistent. The People Recovery Coordinator's duties may vary depending on the nature of the crisis, but could include:

- Sourcing staff for critical services.
- If there are casualties or loss of life involved, ensure that an appropriate person has notified the next of kin or emergency contact (in consultation with the Police).
- Contact the department's employee assistance program principals and arrange access to trauma counselling. If necessary, approve alternative counselling arrangements.
- Provide consistent information to staff through appropriate channels, either a central point of contact, and/or internet/intranet and/or through staff meetings and/or cascade the information through the management framework about business continuity management arrangements and resuming business (e.g. time to resume work, floors to be accessed after clearance by Police and building security, transportation, etc.)
- Ensure that employees are returning to a safe work environment.
- Brief the CMT (Team Leader) as required.

All nominated staff required to be on-call during the period the Crisis Management Plan is in action, will be paid an appropriate on-call allowance. Staff are to dress in normal business attire, unless circumstances require other appropriate clothing.

A list of employee contact information is downloaded to USB every month and is maintained by the Director, Human Resources, Organisational Capability. In the event that the Crisis Management Plan is activated, this information will be made available to CMT members in order for contact to be made with staff through the Crisis Communication Network or a cascade approach through their direct reports. *Supported by the People Recovery Team. See Appendix 6 for Recovery Teams (& Proxies) Contact Details.*

Director, Information and Communications Technology Branch is the Information Services Recovery Coordinator
The Information Services Recovery Coordinator will undertake actions in accordance with CITEC's Information Disaster Recovery Plan and brief the CMT (Team Leader) as required.

Executive Director, Financial and Asset Management is the Financial and Facilities Services Recovery Coordinator
The Financial and Facilities Services Recovery Coordinator's duties may vary depending on the nature of the crisis. Responsibilities include:

- Providing critical financial services to stay in business.
- Liaising with Information Services Recovery Coordinator regarding their needs.
- Manage tenancy needs if building is significantly damaged and new office accommodation needs to be arranged.
- Any tenancy lease management details are to be negotiated through the Government Office Accommodation Unit, DPW to assist in negotiating any new leasehold.
- Supply of equipment, vehicles, phones and phone diversions.
- Supply of stationery is to be accessed direct through Corporate Express.
- Brief the CMT (Team Leader/Coordinator).

Supported by the Financial & Facilities Recovery Team. See Appendix 6 for Recovery Teams (& Proxies) Contact details.

Executive Director, Legal and Contract Services is to provide legal advice when required.

Director, Office of the Director-General
Provide support, as directed by the CMT, to implement the Plan's actions.

Appendix 1: Preparation, Review and Testing Activities

Pre-incident (preparation)	Responsibility	Timing	Date actioned
Develop, review and update the Crisis Management Plan and whole-of-government plans, e.g. General Security Plans for Executive Building and 63 George Street premises	Departmental Risk Management Coordinator	At least Annually	Plan was updated and published on 30/04/2009 General Security Plan(s) reviewed and updated by 30/6/2009
Issue updated Business Continuity Management Manual to CMT members/proxies and Crisis Management Plan to Specialist Advisers/Proxies	Departmental Risk Management Coordinator	At least Annually	07/05/2009
Conduct a test of the Crisis Management Plan with CMT members and invited Specialist Advisers against a priority scenario event(s) to maintain a level of preparedness and capability to respond to an incident/disaster	Departmental Risk Management Coordinator (with the Influenza Coordinator)	At least Annually	Introduction to counter-terrorism measures exercise conducted by 30/06/2009 Proposed pandemic planning walk-through for CMT by 30/06/2009
Develop, review and update a Crisis Communication Plan, including internal and external communication advices such as pro-forma media releases, correspondence and scripts to inform clients, staff and stakeholders during a crisis/business interruption.	Executive Director, Information and Executive Services Division	Ongoing	16 February 2009
Maintain a current list of employee contact information on USB.	Director, Human Resources	Monthly	Ongoing

Appendix 2: Training, Awareness and Reporting Activities

Pre-incident (preparation)	Responsibility	Timing	Date actioned
Provide review on the Crisis Management Plan to CMT members/proxies and Specialist Advisers/proxies.	Departmental Risk Management Coordinator (CMT members are to organise training and testing of their respective business continuity plans)	Annually	By 30/06/2009
Promote staff awareness of Business Continuity Management Program measures	Departmental Risk Management Coordinator	Ongoing	By 07/05/2009
Director-General statement to the Premier on the business continuity management plans performance (required under the *Queensland Plan for the Protection of Government Assets from Terrorism*)	Departmental Risk Management Coordinator	By 30 September each year	16/10/2008

Appendix 3: Crisis Management Team Checklist

Issue		Outcome	Any follow up action required?
1	Crisis Management Team members contacted		
2	Are all members of the Crisis Management team present or available?		
3	Is the location of the Crisis Recovery Centre appropriate?		
4	What is the extent of the crisis—are other agencies affected? Has the State Disaster Management Group been advised? What external arrangements will impact on DIP?		
5	What is the known impact on DIP?		
6	What are the expected outage, impact and consequences for DIP and clients?		
7	Which and how many staff are affected? What are the impacts?		
8	Can DIP's situation be recovered using normal operational means?		
9	Declare activation of Information Disaster Recovery Plan?		
10	Declare activation of Crisis Management Plan and relevant support business continuity plans arrangements?		
11	Inform staff of initial situation and provide guidance on expected actions for today, tomorrow, beyond—for example, go home, ring manager		
12	Are DIP stakeholders—for example, industry bodies—affected? Have they been contacted?		
13	Is the Minister's office OK, is it relocating?		
14	Identify DIP's major forthcoming activities which may be impacted (next week, next fortnight, next month)		
15	Determine operational parameters—such as, escalation decisions and chain of command		
16	Identify human resource issues—for example, ex-gratia payments for staff transport, leave arrangements, etc		
17	Plan and issue communications with internal parties including announcement of primary office closure, status of recovery operations and reopening of primary assets (as required)		
18	Plan and issue communications with external stakeholders as appropriate		
19	Develop the Crisis Management Team roster if the team is expected to operate for a protracted periods		
20	Are third party service providers affected? What impact will this have on DIP?		
21	Monitor anticipated return to service schedule for critical services and full services		

Appendix 4: Crisis Management Team (& Proxies) Contact Details

THIS APPENDIX CONTAINS PERSONAL INFORMATION AND IS NOT TO BE COPIED OR DISCLOSED TO PERSONS OTHER THAN FOR BUSINESS CONTINUITY PURPOSES. (Under privacy provisions, officers must consent in advance to having their private information contained in the plan).

Members	Proxy
[redacted]	
[redacted]	

Appendix 5: Specialist Advisers (& Proxies) Contact Details

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Members	Proxy
[redacted]	
[redacted]	

Appendix 6: Recovery Teams (& Proxies) Contact Details

THIS APPENDIX CONTAINS PERSONAL INFORMATION AND IS NOT TO BE COPIED OR DISCLOSED TO PERSONS OTHER THAN FOR BUSINESS CONTINUITY PURPOSES. (Under privacy provisions, officers must consent in advance to having their private information contained in the plan).

Members	Proxy
People Recovery Team:	
[redacted]	

[redacted]

Appendix 7: Scenario Planning – Natural Disaster or Loss of Building (Level 4 Activation)

Response to Crisis (crisis management & business recovery) activities	Locations or References	Responsibility	Time Frame
Alert: State Disaster Management Group (natural disaster only)	State Disaster Management Group	CMT Team Leader (assistance is to be provided through the CMT Coordinator and Executive Support Officers)	Immediate-on advice
Convene CMT meeting (in the event of some members of the CMT not being available, their appointed proxy): - Advise brief details of natural disaster; - Advise meeting place and time; and - Arrange access to building/floor/room.	Options: 1. Conference Room 12.39, Level 12 Executive Building, 100 George Street 2. Level 3 Conference Room, 63 George Street 3. Conference Room, Level 10 95 North Quay (Ph. 34043653)		Within 12 hours
Notify insurer of damage - Arrange for assessment of damage - Manage insurance claim	Queensland Government Insurance Fund (Policy No.D0103)	Financial and Facilities Services Recovery Coordinator	Within 12 hours and ongoing
Brief the Minister		CMT Team Leader	Ongoing
Brief the CMT: - Assessment of extent of damage: - to the community (for natural disaster); - trauma, physical injury or loss of life to any staff.	Follow media/internet reports	CMT Team Leader (with advice through People Recovery Coordinator)	Within 12 hours
- Assess disruption of service delivery capability to: - Brisbane/Regional office	Brisbane/Regional Manager advise CMT Team Coordinator of local situation (Consult with industry stakeholders to gauge level of impact)	CMT Brisbane/Regional Manager	
- Loss of information services	Information Disaster Recovery Plan Information Security Plan	Information Services Recovery Coordinator	

Response to Crisis (crisis management & business recovery) activities	Locations or References	Responsibility	Time Frame
Decide and implement responses: - Invoke Crisis Management Plan and relevant business continuity/disaster recovery plans. - If required, activate a Brisbane/Regional Crisis Recovery Centre	In affected Brisbane/Regional office Notify Shared Services Agency to arrange diversion of telephone services and to redirect mail services)	CMT	Within 24 hours
- Determine staffing requirements - ; If required, and when access is available, put in a Crisis Recovery Team into an affected area to address immediate issues resulting from the disaster (Report to the Regional Manager/CMT) - If required, relocate key personnel to another site to deliver critical services to clients	Selected field staff (Advice to media organisations that additional staff are there to assist with contact details.)	CMT Executive Director, Executive and Communication Services	Within 2 days
- Determine communication responses: - External (See Appendix 9) - Maintain effective communication with key stakeholders, reporting as required	Issue prepared pro-forma media releases on service disruption	CMT Executive Director, Executive and Communication Services	Ongoing
- Internal staff (See Appendix 10 - CMT members to notify 'direct reports' of staffing requirements then provide advice to staff through either the Crisis Communication Network or a cascade approach i.e. each manager will be responsible for ensuring their direct reports are informed	Personnel who are required or who should stay/work at home are to be informed Maintain ongoing advices during the crisis/business disruption	CMT (Director, Human Resources can arrange for staff contact details)	Ongoing
- Salvage materials when clearance given	Clearance by Police and building security	CMT Coordinator (Financial and Facilities Services Recovery Coordinator to arrange)	As required
- Manage new accommodation requirements and equipment needs	Provide reports to CMT Ongoing briefings/ financial approvals	CMT Financial and Facilities Services Recovery Coordinator (supported by Manager, Facilities and Business Services) to liaise with DPW Property Manager, Government Office Accommodation Unit	As required
- Plan and implement recovery strategy to return to normal operations			As determined
- Stand down recovery team & de-activate plan		CMT	Staged
- Post Event	Conduct review of performance	CMT	ASAP after stand down

Appendix 8: Scenario Planning – Influenza Pandemic (Level 5 Activation)

See DIP Influenza Pandemic Plan for details.

(To be implemented in conjunction with a whole-of-government response)
The two main effects during a pandemic are the effects on health and the disruption to critical community services due to the incapacitation of the human infrastructure that either delivers or maintains those services.

For the purposes of planning, a pandemic should be considered as likely to last for a period of 12 months with cases occurring 'in waves' within the community. During these waves up to 30-40% of the community may become ill with additional members of the community required to care for them.

Release notice			
Version number	**Date of issue**	**Amendment details**	**Amended by**
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Approval			
Author:	Kerry Kelly	**Date:**	28/05/2009
Title:	Departmental Risk Management Coordinator		
Approved by:	Audit and Risk Management Committee	**Date:**	

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'DLGP-03'

Queensland

Disaster Relief and Recovery Arrangements

Guidelines

2009-2010

V1.0

Queensland Government

Preface

Message from Frank Pagano, Executive Director, Emergency Management Queensland, Department of Community Safety

The Queensland Government recognises the significant human and financial impacts that disasters can bring on a community. The Queensland Disaster Relief and Recovery Arrangements Guidelines, produced by Emergency Management Queensland, Department of Community Safety, provide important guidance on financial assistance available to Queensland disaster affected communities.

The Queensland Government operates two programs of assistance. Firstly, the Natural Disaster Relief and Recovery Arrangements (NDRRA), a joint Commonwealth/State program that is able to provide grant and loan assistance to disaster affected community members, small businesses, primary producers and Local and State Governments for the impact of defined natural disasters. Secondly, the State Disaster Relief Arrangements (SDRA), a wholly State funded program, that is able to be activated for all hazards, and provides assistance where personal hardship and distress follows the impact of a disaster event.

This document provides an overview of arrangements for the activation and delivery of NDRRA and SDRA disaster relief and recovery assistance within Queensland, and forms a guide for Local and State Government agencies, associations, primary producers, small businesses and the general public on financial assistance that may be available in the event of a disaster.

The Guidelines provide a clear direction for the provision of disaster relief and recovery assistance for Queensland.

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Published November 2009

Executive Summary

The Queensland Relief and Recovery Arrangements outline financial assistance available to communities, small businesses, primary producers, non-profit organisations, and local and state governments affected by disasters. The arrangements are designed to provide a 'safety net' to those in immediate need or who are unable to affect their own recovery.

Either of the two arrangements available in Natural Disaster Relief and Recovery Arrangements (NDRRA) and Queensland State Disaster Relief Arrangements (SDRA) can be activated depending upon the type and scale of the disaster.

SDRA is a wholly *State* funded, **all hazards**, personal hardship financial assistance package. The relief measures available include Disaster Relief Assistance Scheme and Counter Disaster Operations. The restoration of state or local government assets requires the activation of NDRRA.*(SDRA Section 3 – Page 16)*

NDRRA relates to eligible **natural** disasters, such as bushfire, cyclone, tsunami, earthquake, storm surge, meteor strike, flood, landslide, tornado and storm. *(NDRRA Section 2 – Page 12)*

NDRRA are provided through a cost sharing formula (between Queensland and Australian Governments) on a range of pre-agreed relief measures. The application of these relief measures is based on Queensland's interpretation, alignment and acceptance of the relief assistance measures outlined in the Australian Government NDRRA Determination 2007.

The standard assistance available under NDRRA includes:

- Disaster Relief Assistance Scheme *(Section 4 – Page 19)*;
- Concessional Loans to Persons in Need *(Section 4 – Page 23)*;
- Counter Disaster Operations *(Section 4 – Page 25)*;
- Restoration of Essential Public Assets *(Section 4 – Page 27)*;
- Concessional Loans to Small Businesses *(Section 4 – Page 33)*;
- Concessional Loans to Primary Producers *(Section 4 – Page 35)*;
- Freight Subsidies for Primary Producers *(Section 4 – Page 37)*; and
- Associations Natural Disaster Relief Assistance Scheme *(Section 4 – Page 44)*.

Following a severe natural disaster event the activation of Special Assistance through the Community Recovery Package and other acts of relief and recovery may be considered. Relief measures available under these categories are additional to the standard assistance available under NDRRA and require special consideration by the Premier of Queensland. *(Section 4 – Page 46 and 48)*

Assistance available to Queenslanders under the SDRA and/or NDRRA is not intended to supplant, and/or operate as a disincentive for self-help either through insurance or appropriate disaster mitigation strategies. All levels of government encourage Queenslanders to build disaster resilience through awareness and preparedness for potential disasters in their area of residence and/or place of work.

This document is published electronically and is available at www.disaster.qld.gov.au/publications or by e-mail on request.

Enquiries regarding information contained within these guidelines should be referred to:

Carl Reichelt
Executive Manager
Relief and Recovery Arrangements
Disaster Management Branch
Emergency Management Queensland
Department of Community Safety
GPO Box 1425
Brisbane QLD 4001

[redacted]

What's New 2009-2010

Key policy changes (effective from 1 July 2009) include:

- **Restoration of Essential Public Assets**

  Policy provides provision for the restoration of essential public assets to pre-disaster standard / level of service, in accordance with current engineering standards/requirements and building codes / guidelines, while maintaining the same asset class and/or asset immunity level.

  The revised eligibility removes the need for Category 1 - Submergence and Category 2 - Road base saturation in future claims, with road base saturation able to be addressed as per engineering requirements.

  Similarly, compliance with engineering standards sees road drainage system restoration able to be funded from 1 July 2009 onwards.

  Submissions approved where works have not yet commenced are able to be amended and resubmitted, at the claimant's discretion.

  Where an asset is being restored to current engineering standard, details of this standard must accompany the submission.

- **Restoration of Essential Public Assets - Emergent Works**

  The eligible works time limit has been extended for Emergent Works to sixty (60) day time limit (formerly thirty (30) days) from the date of the NDRRA activation to finalise works. Extensions above this time limit can be applied for in exceptional circumstances.

  Emergent Works submissions to be lodged within six (6) months from the date of the NDRRA activation (extensions can be applied for in exceptional circumstances).

  Representative photos evidencing damage need to accompany emergent works submissions.

- **Betterment**

  Betterment of an essential asset may be considered under exceptional circumstances on a case-by-case basis. This requires a business case in the form of a Cabinet Budget Review Committee (CBRC) submission. Both Commonwealth and the State of Queensland approval is required for any funding commitment.

- **Submission Forms**

  Submission forms have been standardised to ensure the same format is used for both local governments and state agencies in the areas of Counter Disaster Operations and Restoration of Essential Public Assets (Road Infrastructure).

- **Special Assistance**

  Additional special assistance measures are outlined, including:

  - Community Recovery Package consists of special grants to small businesses or primary producers and/or a community recovery fund to support a holistic approach to recovery; and
  - Other acts of relief and recovery to alleviate distress or damage in circumstances that are exceptional.

- **Post Disaster Assessment Report**

  A Post Disaster Assessment Report needs to be submitted to the Australian Government within three (3) years after the end of the financial year in which an eligible disaster occurred.

Contents

Page Number

Section 1 – Program Overview 5

Section 2 – Natural Disaster Relief and Recovery Arrangements 12

Section 3 – State Disaster Relief Arrangements 16

Section 4 - Queensland Relief and Recovery Arrangement Relief Measures – Standard 18

Disaster Relief Assistance Scheme 19
Concessional Loans to Persons in Need 23
Counter Disaster Operations 25
Restoration of Essential Public Assets 27
Concessional Loans to Small Business 33
Concessional Loans to Primary Producers 35
Freight Subsidies for Primary Producers 37
Associations Natural Disaster Relief Scheme 38
River Improvement Trusts and Drainage Boards 39

Section 5 - Queensland Relief and Recovery Arrangement Relief Measures – Special 45

Community Recovery Package 46
Extraordinary Special Assistance 48

Annexes 49

Submission Form for Counter Disaster Operations 50
Submission Form for Restoration of Essential Public Assets 52
Submission Form for Restoration of Essential Public Assets (Option 2, Page 1) 54
Local Government Financial Claim Form 57

Definitions 58

Section 1 – Program Overview

This section provides a broad outline of the financial mechanisms utilised by the Queensland Government to provide relief and recovery assistance to disaster stricken communities.

Program Overview

Responsibility for activating and coordinating financial relief and recovery measures from a Whole-of-Government perspective lies with the Minister for Police, Corrective Services and Emergency Services. Direct support for this role is provided by Emergency Management Queensland (EMQ), a division of the Department of Community Safety, which falls under the portfolio of the Minister for Police, Corrective Services and Emergency Services.

1.1 Program Intent

To assist the relief and recovery of communities whose social, financial and economic well-being has been severely affected by a disaster event.

The Queensland Relief and Recovery Arrangements exist to provide financial support to Queensland communities affected by disaster events. The arrangements are designed to provide a 'safety net' to those in immediate need or who are unable to affect their own recovery.

The eligibility of expenditure under Natural Disaster Relief and Recovery Arrangements (NDRRA) or State Disaster Relief Arrangements (SDRA) related to efforts to assist in the community's relief and recovery, should not be a consideration when determining whether action should be undertaken.

The arrangements are **not compensation based** and are not intended to replace or act as a disincentive for self-help, insurance and/or disaster mitigation strategies. The arrangements do not extend to disasters where poor environmental planning, commercial development, personal intervention or accidents are significant contributing factors to the event. Whilst the schemes provide a measure of financial support, the primary responsibility for the safeguarding and restoration of private and public assets remain with the owner.

1.2 Arrangements Available

Within Queensland one of two financial arrangements can be activated to assist the community affected by a disaster event.

1.2.1 Natural Disaster Relief and Recovery Arrangements (NDRRA)

1.2.1.1 Standard Assistance

The intent of NDRRA is to assist the recovery of communities whose social, financial and economic well-being has been severely affected by a natural disaster event.

Eligible natural disasters include any one of, or combination of the natural phenomena:

- Bushfire	- Cyclone	- Earthquake
- Flood	- Landslide	- Meteor Strike
- Storm	- Storm Surge	- Tornado
- Tsunami		

The arrangements provide a cost sharing formula between the State of Queensland (now known as the *State*) and Australian Government for a range of pre-agreed relief measures, under Australian Government Determination 2007 Categories A and B. These arrangements exist between the Queensland Government, through the Minister for Police, Corrective Services and Emergency Services; and the Australian Government, through the Attorney-General, for reimbursement of expenditure on eligible disaster events.

1.2.1.2 Special Assistance

Under the Australian Government NDRRA Determination 2007 Category C and D, special assistance beyond the standard NDRRA arrangements can be made available to the *State* upon formal request. The Community Recovery Package, available under Category C, is designed to provide assistance to enable a more holistic recovery of a community severely affected by an eligible disaster event.

Other acts of relief and recovery (also known as extraordinary special arrangements) under Category D, enables funding to be made available to alleviate distress or damage in circumstances that are in the opinion of the Prime Minister exceptional. The cost share of this assistance is determined at the time of the event.

1.2.2 State Disaster Relief Arrangements (SDRA)

The intent of SDRA is to assist in the relief of communities whose well-being has been severely affected by a disaster event (natural or non natural). SDRA is *State* funded, and therefore not subject to the Australian Government event eligibility provisions or the activation threshold ($240,000) that exists under NDRRA. As a consequence, SDRA is able to address a wider range of disaster events and circumstances where personal hardship exists.

1.3 Response and Recovery Planning

To aid those involved in the response to and recovery from a disaster event; the following table has been developed to act as a guide to aid those involved in the response / recovery to identify where certain standard NDRRA / SDRA assistance relief measures may be relevant in these processes.

Economic Support	Natural Environment
Concessional Loans for Primary Producers (NDRRA) Concessional Loans for Small Business (NDRRA) Freight Subsidies for Primary Producers (NDRRA)	NOT available under standard SDRA and/or NDRRA
Essential Public Infrastructure (Built Environment) Restoration of Essential Public Assets (NDRRA)	**Social Support** Disaster Relief Assistance Scheme (NDRRA and SDRA) Counter Disaster Operations (NDRRA and SDRA) Associations Natural Disaster Relief Scheme (NDRRA)

NOTE: Special Assistance (Community Recovery Package and Extraordinary Special Arrangements) under NDRRA may be available. These special assistance measures may fall within any or all of the above response and recovery quadrants.

Assistance Summary and Key Contacts

The following table provides a quick reference to the assistance available to individuals, communities, local government and *State* government agencies affected by an active NDRRA event.

For concerns regarding Whole-of-Government Program Management please contact EMQ, details are provided in the table below.

	NDRRA Relief Measures Available	Contact Details
Individuals	Disaster Relief Assistance Scheme	**Department of Communities** State Wide Coordinator Telephone: (07) 3239 3313 Facsimile: (07) 3008 8596 Address: GPO Box 806 Brisbane QLD 4001 Brisbane Region (07) 3109 0620 South East Region (07) 5583 4400 South West Region (07) 4699 4222 North Coast Region (07) 5459 8600 Central Queensland Region (07) 4938 6996 North Queensland Region (07) 4799 7448 Far North Queensland Region (07) 4048 9333
Small Businesses	Concessional Loans for Small Business	**QRAA** Telephone: 1800 623 946 Facsimile: (07) 3032 0180 Address: GPO Box 211, Brisbane QLD 4001 Website: www.qraa.qld.gov.au
Primary Producers	Concessional Loans for Primary Producers	**QRAA** Telephone: 1800 623 946 Facsimile: (07) 3032 0180 Address: GPO Box 21, Brisbane QLD 4001 Website: www.qraa.qld.gov.au
	Freight Subsidies for Primary Producers	**Department of Employment, Economic Development and Innovation** Telephone: (07) 3239 3181 Facsimile: (07) 3239 3454 Address: GPO Box 46, Brisbane QLD 4001 Website: www.dpi.qld.gov.au
Non-profit organisations	Associations Natural Disaster Relief Scheme	**Department of Communities** State Wide Coordinator: Telephone: (07) 3239 3313 Facsimile: (07) 3008 8596 Address: GPO Box 806 Brisbane QLD 4001 Brisbane Region (07) 3109 0620 South East Region (07) 5583 4400 South West Region (07) 4699 4222 North Coast Region (07) 5459 8600 Central Queensland Region (07) 4938 6996 North Queensland Region (07) 4799 7448 Far North Queensland Region (07) 4048 9333

	NDRRA Relief Measures Available	Contact Details
Local Government	Counter Disaster Operations Restoration of Essential Public Assets	**Emergency Management Queensland (EMQ)** Department of Community Safety Telephone: (07) 3247 8938 Facsimile: (07) 3247 8480 Address: GPO Box 1425, Brisbane QLD 4001 Website: www.disaster.qld.gov.au **Department of Infrastructure and Planning** Telephone: (07) 3234 1870 Facsimile: (07) 3235 9485 Address: PO Box 15031 City East QLD 4002 Website: www.dip.qld.gov.au Regional Funding Officers Central Region (07) 4938 6524 Far North Region (07) 4039 8290 South East Region (07) 3884 7082 Northern Region (07) 4760 7519 South West Region (07) 4616 1985
State Government	Counter Disaster Operations Restoration of Essential Public Assets	**Emergency Management Queensland (EMQ)** Department of Community Safety Telephone: (07) 3247 8938 Facsimile: (07) 3247 8480 Address: GPO Box 1425, Brisbane QLD 4001 Website: www.disaster.qld.gov.au
River Improvement Trusts & Drainage Boards	Restoration of Essential Public Assets	**Department of Environment and Resource Management** Telephone: (07) 4064 1112 Facsimile: (07) 4064 2249 Address: PO Box 20, South Johnston QLD 4859 Website: www.nrw.qld.gov.au

1.4 Governance

1.4.1 Allowable Time Limit

The eligible works time limit for Emergent Works is sixty (60) days from the date of the NDRRA activation to finalise works. Emergent Works submissions must be lodged within six (6) months from the date of the NDRRA activation. The eligible time limit for counselling services is twelve (12) months from the date of the NDRRA activation. All other approved program expenditure can be incurred up to two (2) financial years after the end of the financial year in which the relevant disaster occurred.

Extensions above the time limits can be applied for in exceptional circumstances through EMQ.

1.4.2 Goods and Services Tax (GST) ruling

When claiming expenditure reimbursement the amount to be submitted should be the GST exclusive actual cost incurred as per Australian Taxation Office Private Ruling Authorisation Number 30199 of 4 July 2003 (It should be noted that the act of seeking the reimbursement is not considered to be a supply as per Australian Taxation Office Ruling GSTR2000/11).

1.4.3 GST Exception

QBuild can claim GST on relief measures Counter Disaster Operations and/or Restoration of Essential Public Assets, as QBuild are a Commercial Business Unit under Department of Public Works operating under their own Australian Business Number (ABN).

1.4.4 Submission Assessment

All submissions are assessed in accordance with the *Financial Accountability Act 2009*.

1.4.5 State Agency Reporting

1.4.5.1 Monthly reporting

Each month requested *State* agencies are required to provide actual and estimate expenditure to EMQ for the current financial year for NDRRA eligible disaster events.

Data is to be provided by relief measure and by event, using a template supplied by EMQ, within the first ten (10) working days of the following month. This is to facilitate ad hoc reporting requirements of the Australian Government and the Queensland Department of Treasury.

1.4.5.2 Mid-year Reporting

The *State* is required to report for budgetary purposes, its latest estimates of forecast total *State* expenditure on eligible disasters by relief measure for the remainder of the current financial year and for the next financial year by 31 January. To fulfil this requirement, *State* agencies are required to provide the necessary information to EMQ each year.

1.4.5.3 End of Financial Year Reporting

For the *State* claims to be reimbursed by the Australian Government for eligible approved NDRRA expenditure incurred in the financial year, *State* agencies are required to complete a certified end of financial year NDRRA Expenditure Report. Expenditure is to be reported per relief measure per event, using a template supplied by EMQ, by the end of September.

Claimants have until 30 September of the following financial year to claim eligible expenditure, which is being reported in the financial year being closed.

This Expenditure Report must be certified by the Chief Executive Officer or Director-General of the *State* agency to comply with Queensland Audit Office requirements. The original certification must be provided to EMQ for sighting by the Queensland Audit Office.

State agencies must also provide evidence of **expenditure approval** and **actual expenditure against the approved amount** by financial year.

"I..... certify that the above State expenditure by the department/agency is correct (therefore both complete and accurate) having incurred only upon eligible measures in respect to notified eligible disasters and complies with the definition of State expenditure as per the Natural Disaster Relief and Recovery Arrangements Determination of terms and conditions by the Minister for Local Government, Territories and Roads effective from 21 February 2007.*

(State expenditure for NDRRA purposes is actual expenditure [for works and services completed and paid for, excluding commitment and accrual transactions] on NDRRA relief measures in the period 1 July 20XX and 30 June 20XX.)

Signed *Date*

Position: Director General

1.4.5.4 Post Disaster Assessment Report

A Post Disaster Assessment Report must be submitted for each eligible disaster event to the Australian Government within three (3) years of the end of financial year, in which an eligible disaster occurred.

A requirement of this report is actual expenditure and number of people receiving assistance by relief measure. EMQ will coordinate the collation of data for this report. It is the responsibility of *State* agencies to capture the number of people / grants / loans provided in each eligible disaster event.

1.4.6 Queensland Relief and Recovery Arrangements Guidelines Review

These guidelines are reviewed annually or as required, by EMQ in collaboration with administering agencies of relief measures.

Section 2 – Natural Disaster Relief and Recovery Arrangements

This section outlines the cost shared Australian Government / *State* relief and recovery measures available to eligible natural disaster stricken communities.

Natural Disaster Relief and Recovery Arrangements (NDRRA)

2.1 Overview

The prime mechanism utilised by the Queensland Government for providing financial assistance to communities affected by **natural** disaster events is the Australian Government/*State* Natural Disaster Relief and Recovery Arrangements (NDRRA).

These arrangements provide a cost sharing formula (between the Queensland and Australian Governments) as well as a range of pre-agreed relief measures. The Attorney-General determines the terms and conditions of assistance under the NDRRA (including loan and subsidy ceilings). All assistance schemes must comply with the Australian Government NDRRA Determination 2007 (the Determination) and are subject to Australian Government acceptance.

2.1.1 Eligible Natural Disasters

Include any one of, or combination of the natural phenomena:

- Bushfire
- Cyclone
- Earthquake
- Flood
- Landslide
- Meteor Strike
- Storm
- Storm Surge
- Tornado
- Tsunami

Eligible natural disasters do not include disasters where poor environmental planning practices, commercial development, personal intervention or accident are significant contributing factors to the event.

The Determination states that a prerequisite for this assistance is recognition by the *State*, of the Australian Government contribution to relief assistance under NDRRA. This recognition specifically applies to advice to communities affected of both the activation of NDRRA and availability of relief assistance. To comply with this requirement public advices and press releases by Queensland Government agencies should refer to assistance under NDRRA as being jointly funded by the Queensland and Australian Governments.

2.2 Activation

2.2.1 Standard Arrangements - Personal and Community

The Minister for Police, Corrective Services and Emergency Services (supported by EMQ) is responsible for activating and coordinating the delivery of NDRRA relief measures.

Following an eligible natural disaster event, EMQ on behalf of the Minister for Police, Corrective Services and Emergency Services will consult with administrative agencies to obtain initial expenditure estimates on eligible relief measures. If expenditure estimates on eligible relief measures exceeds the small disaster criterion of $240,000, EMQ will advise the Minister for Police, Corrective Services and Emergency Services that it is appropriate to activate the NDRRA. For isolated disaster events that do not reach the $240,000 threshold, *State* (funded) Disaster Relief Arrangements (SDRA) may apply to relief measures for community response and assistance to individuals.

The relief measures are activated upon an identification of need by the administrating agencies. The activation of a relief measure must be requested by the administering agency of that relief measure.

The activation of the NDRRA and relief measures is distributed to key stakeholders via an email notification and the details of the NDRRA activation are also made available online at www.disaster.qld.gov.au/publications.

2.2.2 Special Circumstances Assistance - Community Recovery Package and Other Acts of Relief and Recovery

Following a severe natural disaster event the activation of the Community Recovery Package and other acts of relief and recovery arrangements may be considered. Relief measures offered under these Categories are additional to the standard assistance available under NDRRA and are beyond what is usually required to support a community to recover. The activation of special assistance requires agreement between the Prime Minister and the Premier.

2.3 Activation Trigger

2.3.1 Standard Assistance

The threshold amount for activation of NDRRA funding is $240,000 (the small disaster criterion); i.e. expenditure by the *State* on eligible relief measures must exceed $240,000. Each relief measure also has a trigger for activation based on the need, these relief measures are outlined in Section 4.

2.3.2 Special Assistance

For special assistance to be considered standard NDRRA assistance must be activated. There also must be joint agreement between the Premier and the Prime Minister for Special Assistance to be activated.

2.4 Area Defined for Receipt of Assistance

2.4.1 Standard Assistance

In order to determine disaster affected communities eligible for NDRRA funding, the Minister for Police, Corrective Services and Emergency Services will define a specific date range and geographic boundary to which NDRRA relief measures will apply. This 'area definition' will also indicate the disaster event and its timing. Typically the area definition will read - *Communities within* [insert geographic area] *affected by* [insert eligible disaster type i.e. flooding, storms, cyclone etc)] *in/from [insert month or date].*

2.4.2 Special Assistance

The determination of those communities eligible for special assistance funding will be determined by the Prime Minister and the Premier for a specified event.

NOTE: The declaration of a disaster situation and the area covered by the declaration is <u>not related</u> to the activation of the NDRRA and the area defined for the receipt of financial assistance.

The **'declaration of a disaster situation'**, is a formal declaration invoked by the Minister for Police, Corrective Services and Emergency Services under the *Disaster Management Act 2003*. The declaration of a disaster situation is a short term declaration which provides **additional operational powers** to the Queensland Police Service and Emergency Services during and in the immediate wake of a disaster event.

The **'activation of the NDRRA'** by the Minister for Police, Corrective Services and Emergency Services provides jointly funded *State* / Australian Government **financial assistance** to communities affected by **eligible natural** disaster events.

2.5 Assistance Available

The following assistance available is designed to help those within the community who do not have the resources to provide for their own recovery.

2.5.1 Standard Assistance

Under the standard NDRRA there are currently seven (7) relief measures available for activation. Page 9 provides the contact details for the agencies responsible for administering the following standard arrangements.

2.5.1.1 Assistance to Individuals

- Disaster Relief Assistance Scheme; and
- Concessional Loans to Persons in Need.

2.5.1.2 Assistance to the Community

- Counter Disaster Operations;
- Restoration of Essential Public Assets;
- Concessional Loans to Small Businesses;
- Concessional Loans to Primary Producers;
- Freight Subsidies to Primary Producers; and
- Associations Natural Disaster Relief Assistance Scheme.

2.5.2 Special Circumstances Assistance

Under the special assistance there are two (2) categories that may be considered for activation:

2.5.2.1 Community Recovery Package

- Community Recovery Fund;
- Clean-up and recovery grants to eligible Primary Producers; and
- Clean-up and recovery grants to eligible Small Businesses.

2.5.2.2 Extraordinary Special Assistance

- Acts of relief and recovery which are considered exceptional.

2.6 Exclusions

2.6.1 Drought, frost, heatwave, epidemic events relating from poor environmental planning, commercial development or personal intervention are not eligible events under NDRRA. The Australian Government provides drought assistance under the Exceptional Circumstances Package. Further information regarding this package is available from QRAA.

2.6.2 Non-natural disasters.

2.6.3 Small natural disasters where *State* expenditure (on all assistance measures) does not exceed $240,000.

Section 3 – State Disaster Relief Arrangements

This section provides a broad outline of the *State* funded SDRA financial mechanisms utilised by the Queensland Government in providing assistance to disaster stricken communities.

State Disaster Relief Arrangements (SDRA)

3.1 Overview

The State Disaster Relief Arrangements (SDRA) is a wholly *State* funded, **all hazards**, personal hardship financial assistance package which can be activated to assist Queensland communities recover from a disaster event.

SDRA is not subject to the Australian Government imposed event eligibility provisions or the activation threshold ($240,000) that exists under Natural Disaster Relief and Recovery Arrangements. As a consequence, SDRA is able to address a wider range of disaster events and circumstances where personal hardship exists. For this reason SDRA may still be in effect beyond the $240,000 expenditure limit.

3.2 Activation

The Minister for Police, Corrective Services and Emergency Services is responsible for the activation of the SDRA and the financial relief measures eligible under these arrangements.

Where SDRA is activated, notification of the activation, relief measures activated and area defined for receipt of assistance, will be distributed via email to key stakeholders and online at www.disaster.qld.gov.au

3.3 Activation Trigger

As a personal hardship program, the SDRA may be activated when at least one case of personal hardship is identified by the Department of Communities as a direct result of a disaster event.

3.4 Area Defined for Receipt of Assistance

The area defined for the receipt of assistance is provided by the Department of Communities and may consist of residents, a single community, a local government area or a number of local government areas.

In order to determine disaster affected communities eligible for SDRA funding, the Minister for Police, Corrective Services and Emergency Services will define a specific date range and geographic boundary to which SDRA relief measures will apply. This 'area definition' will also indicate the disaster event and its timing. Typically the area definition will read - *Communities within* [insert geographic area] *affected by* [insert eligible disaster type i.e. flooding, storms, cyclone etc)] *in/from [insert month or date].*

The addition of local government areas or extensions of the time frames within this definition are activated on the basis of need.

3.5 Assistance Available

There are two relief measures available for activation under the SDRA:

3.5.1 Disaster Relief Assistance Scheme
Personal hardship and distress grants for individuals may be available for immediate needs, essential household contents and structural assistance.

3.5.2 Counter Disaster Operations
Eligible extraordinary operational costs incurred as a direct result of the event or impending event.

3.6 Exclusions

The protection, emergency repairs and restoration of *State* and local government assets is not covered under SDRA. The Restoration of Essential Public Assets relief measure requires NDRRA to be activated.

Section 4 - Queensland Relief and Recovery Arrangement Relief Measures – Standard

This section outlines standard disaster relief and recovery measures available under NDRRA and SDRA

Assistance to Individuals

Disaster Relief Assistance Scheme

4.1.1 Overview

The Disaster Relief Assistance Scheme is designed to provide assistance to disaster affected persons whose financial position is such that they need support to provide for their own recovery.

Subject to eligibility, the scheme provides financial assistance towards the replacement or repair of essential uninsured household contents, and for repairs to uninsured dwellings to a safe, habitable and secure condition.

This relief measure is available under both NDRRA and SDRA.

4.1.2 Administering Authority

Department of Communities

4.1.3 Activation

Requested By: Department of Communities

Activation Authority: The Minister for Police, Corrective Services and Emergency Services

4.1.4 Activation Trigger

The identification of genuine personal hardship and distress amongst the community, as a direct impact of an eligible disaster event, by the Department of Communities.

4.1.5 Assistance Available

Disaster relief assistance is available to those suffering loss or damage as the result of a disaster. The scheme does not aim to replace all losses, to compensate for losses or to operate as an alternative to insurance, but rather as assistance to persons whose financial position is such that they need support to provide for their own recovery.

There are three grants available to eligible individuals and families under this scheme:

4.1.5.1 Emergent Assistance Payment

Emergent Assistance Payments assist those affected by an eligible disaster event and may include:

a) One off grants distributed on the basis of need to address immediate need such as food, clothing, accommodation and medical supplies in the immediate aftermath of a natural disaster.

b) Payment of up to $170 per person to a maximum of $780 per family.

NOTE: Amounts advanced as emergent assistance are deducted from the upper limit of the Essential Household Contents Grant

4.1.5.2 Essential Household Contents Grant

The Essential Household Contents Grant provides assistance towards the repair or replacement of uninsured essential household contents up to the maximum limits detailed below. The amount of the grant is not to exceed the value of the loss. To be eligible the applicant must meet the income and assets test.

The upper limit of the Essential Household Contents grant is $1,660 for individual applicants and $4,980 for applicant couples/families.

Area of home	Item	Description	Maximum Grant
Bedrooms	Beds	Single	$177
		Double	$220
	Mattresses	Single	$80
		Double	$100
	Sheets	Single	$45
		Double	$80
	Blankets	Pair	$165
	Wardrobes	Single person household	$165
		Multiple person household	$345
	Clothing	Essential items - Adult (14 years+)	$465
		Essential items – Children	$280
Linen Storage	Household linen	Single person household	$100
		Multiple person household	$220
Kitchen	Fridge		$320
	Non-fixture stove		$316
	Cooking utensils	Loss or damage beyond repair	$220
		Repairs	$100
	Food	Couple	$175
		Single Adults (14 yrs & older)	$100
		Children (13 yrs & older)	$22
Dining area (if no eat-in-kitchen)	Table		$115
	Chairs	Per chair	$55
Laundry	Washing machine		$320
Other	Floor coverings	$25/square metre	$270

4.1.5.3 Repairs to Dwellings / Structural Assistance Grant

The Repairs to Dwellings / Structural Assistance Grant provides assistance to meet needs into the medium to long term for those affected as a result of an eligible disaster.

The grant provides for payments to a repairer to return owner occupied dwellings, including caravans and vessels to a habitable and secure condition.

a) In circumstances where the cost of repairs to a caravan or residential vessel exceeds its pre-disaster value, assistance towards the purchase of a replacement caravan or residential vessel is limited to the lesser of pre-disaster value or assistance limit.

b) The process following application, is for the dwelling to be inspected and assessment made on the extent of natural disaster damage to the dwelling and the estimated cost to return it to a habitable and secure condition. The owner is then required to obtain a quote or quotes for the authorised repairers.

c) Payment is made to the repairer, on certification by the owner that the work has been satisfactorily completed.

d) The upper limit of Repairs to Dwelling / Structural Assistance Grant is:

- Individual Applicant - $10,250 (less amounts paid as an Emergent Assistance Payment and / or Essential Household Contents Grant, where applicable).
- Applicant Couples/Families - $13,800 (less amounts paid as an Emergent Assistance Payment and / or Essential Household Contents Grant, where applicable).
- Where the cost of essential repairs for eligible applicants exceeds these amounts and all avenues of alternative assistance have been exhausted, consideration may be given to additional assistance on a case-by-case basis.

4.1.6 Eligibility

With the exception of emergency assistance payments, eligibility for all other assistance categories is means tested. Details are outlined below.

4.1.6.1 Emergent Assistance

An individual or family in need of food, clothing, accommodation and medical supplies affected by an eligible disaster.

The Emergent Assistance Payments are not income tested and are available to all people affected by an eligible disaster who without assistance would suffer personal hardship and distress.

Business loss or damage, compensation for loss of income and farm or property damage (excluding a principal place of residence) are not grounds for receiving an Emergent Assistance payment.

4.1.6.2 Essential Household Contents Grant

Must be an owner-occupier / renter of an underinsured or uninsured dwelling for the particular disaster event and used as a primary residence affected by an eligible disaster and who meet the Income and Assets Test.

4.1.6.3 Repairs to Dwellings / Structural Assistance Grant

Must be an owner-occupier of underinsured or uninsured dwelling for a particular event and used as a primary residence affected by an eligible disaster and who meet: the Income and Assets Test.

Please note: only repairs to render dwellings safe, habitable, secure and compliant with local government regulations are claimable.

4.1.6.4 Income and Assets Tests

The Income Test is applied to determine those persons whose financial position is such that they are unable to provide for their own recovery unassisted. Based on the outcome of the Income Test, the Assets Test may be also applied.

Income

The upper income limits calculated on gross weekly earnings are:

- Individual Applicant $685 per week *
- Applicant Couples/Families $905 per week *

  ** These limits are increased by $50 per week for each dependant.*

The Essential Household Contents Grant or Repairs to Dwelling / Structural Assistance Grant is reduced by 2.5% for each dollar of income in excess of these limits. Applicants who receive $40 a week more than the upper income limit are not eligible for either of the grants.

Assets

The upper assets limits are:

- Pensioners $24,441
- Other Applicants $ 5,973

The approved amount for Essential Household Contents Grant or Repairs to Dwelling / Structural Assistance Grant is reduced dollar-for-dollar for assets in excess of the upper limits. Assets taken into account are:

a) Cash;
b) Bank Accounts;
c) Building Society Accounts;
d) Other Financial Institution Accounts;
e) Shares, Debentures, Bonds;
f) Properties; and
g) Business/Primary Production Equity & Assets.

The applicant's dwelling and one motor vehicle are not included in the Assets Test.

NOTE: All assistance, income and asset amounts are adjusted by Consumer Price Index each year.

4.1.7 Application process

Application for Emergency Assistance Payment, Essential Household Contents Grant, and/or Repairs to Dwellings / Structural Assistance Grant is made directly to the Department of Communities.

Applicants are required to complete an application form confirming eligibility criteria as well as providing details of damage.

4.1.7.1 Emergent Assistance Payment

Application for Emergent Assistance Payment is not income or asset means tested. A one off payment is made directly to applicants.

4.1.7.2 Essential Household Contents Grant

Application for Essential Household Content Grants may require the conduct of a home inspection(s) prior to the finalisation of the amount of the Essential Household Contents Grant. Payment is made directly to applicants.

4.1.7.3 Repairs to Dwellings / Structural Assistance Grant

Applicants eligible for the Repairs to Dwellings / Structural Assistance Grant are requested to obtain quotations for repair of eligible works. Two quotations are required for repairs in excess of $1,000. These quotations are compared with the estimated cost of repairs provided by the Department of Public Works or the Queensland Building Services Authority. Applicants are informed of the accepted quotation and advised to authorise repairs to proceed. The scheme provides for payment to repairers upon receipt of invoices certified by the applicants that the repairs have been satisfactorily completed.

4.1.8 Payments

Payments under the Disaster Relief Assistance Scheme are normally made by the Department of Communities through Recovery Centres, offices or outreach services. Following a disaster, specific payment outlets are publicised on the Department of Communities website.

4.1.9 More information

Enquiries regarding this relief measure can be made by contacting Department of Communities regional offices on Page 9 or online at www.communities.qld.gov.au.

Assistance to Individuals

Concessional Loans to Persons in Need

4.2.1 Overview

This relief measure is designed to assist homeowners who need to rebuild or replace their residences following a natural disaster. Assistance would not generally be available where adequate insurance could be accessed at reasonable rates.

This relief measure is only available under NDRRA.

4.2.2 Administering Authority

Department of Communities

4.2.3 Activation

Requested By: Department of Communities

Activation Authority: The Minister for Police, Corrective Services and Emergency Services

4.2.4 Activation Trigger

The identification of personal hardship and distress amongst the community, as a direct impact of an eligible disaster event, by the Department of Communities.

4.2.5 Assistance available

The amount of the loan will be calculated as follows:

The net cost of repairs, rebuilding, or substitute purchase will be abated by:

a) Three percent (3%) for each dollar that the applicant's gross income (exclusive of overtime) exceeds $685 per week for a single person and $905 per week for a couple. Plus in each case an additional $50 per week for each dependent other than a spouse. In the case of an applicant with spouse, the income to be taken into consideration is the combined income of both adults.

b) Where an applicant has an employed child living at home, the child shall not be regarded as a dependent and 25% of their weekly income shall be added to the income of the applicant.

c) One (1) dollar for each dollar by which, the net realisable assets at the time of the disaster exceeded $5,973 ($24,441 for pensioners), having regard for the extent to which they had been or would have been taken into account in assessing their personal hardship and distress application.

The loan so calculated shall not exceed $100,000.

A concessional interest rate and normal conditions apply.

The maximum initial repayment term of seven (7) years is subject to later adjustment up to a maximum term of ten (10) years where warranted by individual circumstances. The minimum repayment will be interest only but this shall only apply in the cases in most need. Only first mortgage security will be taken.

4.2.6 Eligibility

The applicant must personally own and occupy the dwelling. The applicant's net realisable assets (excluding the value of the residence and the land on which it is situated) and income must be insufficient to repair or rebuild the residence without undue hardship.

The applicant must be unable to obtain the finance necessary to repair or rebuild the residence or obtain a substitute residence from normal sources of housing finances and must be able to provide first mortgage security.

4.2.7 Payment

Payments under the Concessional Loans for Persons In Need are normally made by the Department of Communities through Recovery Centres, offices or outreach services. Following a disaster, specific payment outlets are publicised on the Department of Communities website.

4.2.8 More information

Enquiries regarding this relief measure can be made by contacting the Department of Communities regional offices on Page 9 or online at www.communities.qld.gov.au.

Assistance to the Community

Counter Disaster Operations

4.3.1 Overview

Counter Disaster Operations are activities undertaken by Local and *State* government agencies to provide direct assistance to and in the protection of the general public before and during a disaster event.

This relief measure is available under both NDRRA and SDRA.

4.3.2 Administering Authority

Emergency Management Queensland, Department of Community Safety

4.3.3 Activation

Requested By: Emergency Management Queensland, Department of Community Safety

Activation Authority: The Minister for Police, Corrective Services and Emergency Services

4.3.4 Activation Trigger

Disaster event where there are extraordinary counter disaster operations.

4.3.5 Assistance Available

All non-capital community response operational costs by an eligible undertaking are potentially eligible including:

a) Extraordinary wages (above what would normally be incurred) e.g.
   - overtime;
   - allowances;
   - temporary employment costs including consultants and / or contractors; and/or
   - backfilling (where a position is backfilled, the cost of the personnel undertaking eligible counter disaster operations).

b) Essential transportation / charter costs (all transportation modes) for personnel, equipment and materials.

c) Extraordinary net cost of emergency food/essential supply drops to disaster affected communities in accordance with the Resupplying Isolated Communities Policy and Procedures.

d) Essential plant hire including hire rates for local and *State* plant (no profit margin), operating consumables (fuel, oil, grease, etc) and essential maintenance costs.

   Where equipment is unable to be hired and has to be purchased to meet operational requirements the following costs recovery options **MAY** be eligible.
   - equivalent hire cost; or
   - purchase price less value at the end of the operational use; or
   - purchase price less disposal cost (including disposal fees).

   Purchases will be assessed based on the information provided by the purchasing agency. Supporting information should include:
   - Operational imperative (priority and timeframe) necessitating the purchase.
   - Inability to hire from within the local/district area.
   - Cost benefit:
     I. comparison of purchase cost verses actual hire costs over a timeframe
     II. cost to transport hire equipment plus hire costs verses local purchase cost.

e) Catering for personnel undertaking counter disaster operations.

f) Consumables used where not recovered (e.g. ropes, sandbags, tarps, PPE etc).

g) Repair and replacement of equipment damaged during counter disaster operations (includes additional servicing costs required as a direct consequence of relief operations).

h) Extraordinary disaster evacuation and evacuation centre costs, including the establishment of a shelter building.

i) Extraordinary Disaster Coordination Centre Costs (when activated).

j) Emergent public health and safety matters, including temporary works to protect the community in the lead up to or immediate aftermath of an event.

k) Disaster debris removal originating only from private property. Assistance is limited to clearing around the immediate vicinity of the dwelling and main property access to ensure safe access.

l) Other extraordinary expenditure may be considered on a pre-approved case-by-case basis.

4.3.6 Eligibility

To be eligible to claim Counter Disaster Operations expenditure the agency must be a public undertaking which has been established by (or by virtue of) a law of the *State*, being a government department, ministry, office, local government body or other government body which provides community, social or economic services outside the normal market mechanism. These are either free of charge or at a nominal charge well below the costs of production.

4.3.7 Ineligible expenditure

Ineligible expenditure includes:

- Fodder dropping operations, including purchase of, transport and distribution of fodder; and
- Animal welfare assistance.

4.3.8 Application procedure

All Counter Disaster Operations submissions must be evidence based. Details of expenditure incurred (e.g. tax invoices, receipts for payments, or other evidence that expenditure has been incurred) and details of activities undertaken, including resources used (e.g. staff) must be submitted.

Submissions are to be forwarded to Emergency Management Queensland, Department of Community Safety using the 'Counter Disaster Operations Submission Form'. All amounts claimed by the applicant must be paid for or incurred by the applicant and certified by an appropriate accountable officer.

4.3.9 Time limit for submissions

All Counter Disaster Operations expenditure can be incurred up to two (2) financial years after the end of the financial year in which the relevant disaster occurred.

4.3.10 Reimbursement

100% of eligible Counter Disaster Operations expenditure (excluding GST) is reimbursable.

4.3.11 More information

Enquiries regarding this relief measure can be made by contacting Emergency Management Queensland, Department of Community Safety on 07 3247 8938 or online at www.disaster.qld.gov.au.

Assistance to the Community

Restoration of Essential Public Assets

4.4.1 Overview

This relief measure financially assists eligible *State* and Local Governments in the restoration of essential public assets, following an eligible disaster event, to pre-disaster standard/level of service, in accordance with current engineering standards/requirements and building codes/guidelines, while maintaining the same asset class and/or immunity level.

This relief measure is only available under NDRRA.

4.4.2 Administering Authority

For **Local Governments** - Department of Infrastructure and Planning

For ***State* Agencies** - Department of Community Safety (Emergency Management Queensland)

4.4.3 Activation

Requested By: Any *State* Agency acting on behalf of their Agency or Local Government

Activation Authority: The Minister for Police, Corrective Services and Emergency Services

4.4.4 Activation Trigger

Damage to essential public infrastructure caused by an eligible disaster.

4.4.5 Assistance available

Funds are provided to restore essential public assets, damaged by an eligible disaster event, to its pre-disaster standard. This includes restoration in accordance with current engineering standards/ requirements and building codes/guidelines.

An *'essential public asset'* is an asset of an eligible public undertaking, that:

a) is an integral and necessary part of the public infrastructure; and

b) would, if lost or damaged, severely disrupt the normal functioning of a community; and

c) would, if lost or damaged, be restored or replaced as a matter of urgency.

Restoration of essential public assets refers to the following:

- Emergent works:
  - a. Necessary during the course of a disaster to protect eligible public assets or to restore essential services and maintain public safety. This could include earthmoving, rock placing, sandbagging, installation of tarpaulins, erection of warning signs/barriers, pothole patching, removal of silt and debris, cleaning and removal of an asset or stores to prevent damage;
  - b. Immediate post-disaster repairs to an eligible asset to enable it to operate/be operated at a reasonable level of efficiency - this would include clean up costs, removal of silt, debris etc. and temporary repairs.
- Reconstruction or replacement of the asset to its pre-disaster standard / level of service / level of immunity only in accordance with current engineering standards/ requirements and building codes/guidelines.

Estimates or actuals and photographs evidencing damage being claimed, <u>must</u> be submitted on a sufficiently detailed basis to enable the nature of the damage and the location of the damaged asset to be ascertained.

4.4.6 Eligibility

Eligible assets include a public undertaking which has been established by (or by virtue of) a law of the *State*, being a government department, ministry, office, local government body or other government body which provides community, social or economic services outside the normal market mechanism. These are either free of charge or at a nominal charge well below the costs of production.

Where a constructed asset is restored or replaced by one of a standard higher than existed previously or, because of gross damage, is relocated, the cost of restoration to its pre-disaster standard, in accordance with current engineering standards/ requirements and building codes/guidelines, in its original location only is eligible for grant assistance. Accordingly, separate estimates are required in these cases. The excess cost of improvement in standard or the excess of the cost of relocation over the cost of restoring in the previous location is to be met from normal funding sources.

The Administering Authority may deny assistance for the restoration of assets that are damaged due to but not limited to poor design, poor construction or inadequate maintenance. Assets in 'at risk' locations that are repeatedly damaged may not be eligible for assistance.

A condition of assistance for restoration or replacement of an *essential public asset* is that:

a) the state has developed and implemented natural disaster mitigation strategies in respect of likely or recurring disasters, and has also encouraged local government bodies to develop and implement such strategies; and

b) if the state's assistance has been for the restoration or replacement of an asset of a local government body, and the local government body had not developed and implemented appropriate natural disaster mitigation strategies in respect of likely or recurring disasters— the assistance the state would otherwise have given to the local government body is reduced by ten (10) per cent.

A *state*, or a local government body, is taken to have met the disaster mitigation requirement by appropriate participation in a relevant Commonwealth programme. Commonwealth programmes include:

a) the Natural Disaster Resilience Package;

b) the Natural Disaster Risk Management Studies Programme;

c) the Natural Disaster Mitigation Programme;

d) the Regional Flood Mitigation Programme; and

e) the Bushfire Mitigation Programme.

4.4.7 Betterment

Betterment of an essential asset may be considered under exceptional circumstances on a case-by-case basis. Betterment of an asset may be considered eligible if:

a) The asset is an essential public asset; and

b) The State and Commonwealth are satisfied with the cost effectiveness of the proposal; and

c) The State and Commonwealth are satisfied that the increased disaster-resilience of the asset will mitigate the impact of future natural disasters.

This requires a business case in the form of a Cabinet Budget Review Committee (CBRC) submission, which is to include:

a) detailed history of damage of the asset;

b) how the proposed works will mitigate the impact of future natural disasters; and

c) cost effectiveness of increasing the disaster resilience of an asset.

Applications for asset betterment need to be considered by the Cabinet Budget Review Committee prior to being forwarded to the Commonwealth for their consideration. Both *State* and Commonwealth approval is required for any funding commitment.

4.4.8 Ineligible public undertakings

Ineligible public undertakings include:

a) a public financial undertaking which is primarily engaged in financial transactions in the market involving both the incurring of liabilities and the acquisition of financial assets; and

b) a public trading undertaking which is primarily engaged in the production of goods and services for sale in the market with the intention of recovering costs, including a profit margin.

Other than in exceptional circumstances, financial and trading undertakings of *State* and Local Governments such as those listed below would not be regarded as an eligible public undertaking, these may include:

- Abattoirs
- Aerodromes
- Banking and insurance
- Brickworks and quarry operations
- Electricity and gas supply
- Garbage collection
- Housing & rented property (other than welfare housing)
- Operation of ports and waterways
- Product marketing and handling
- Public transport
- Sewerage Services
- Water supply (including irrigation)
- Other government owned corporations or commercialised business units

In special circumstances presented by the *State,* a public undertaking that does not meet the requirements can be taken to be an eligible undertaking if the Attorney-General agrees in writing.

4.4.9 Ineligible expenditure

Ineligible expenditure for reimbursement may include (but not limited to):

a) Insurance premiums or future increases in insurance premiums brought about by claims against existing policy for a particular disaster event;

b) Costs which are reimbursable under other external funding sources (e.g. insurance policy);

c) Normal maintenance and administration costs. This includes salaries, day labour costs, and other ongoing administrative type expenditure which would have been incurred even if the disaster had not incurred;

d) Costs incurred in restoring or replacing an asset to a higher immunity level or level of service (unless otherwise agreed);

e) Environmental asset restoration, for example, restoration of natural vegetation, natural banks, streams, rivers, beaches, undeveloped public land; and

f) Consequential losses (e.g. business interruptions, loss of income).

4.4.10 Application and assessment procedure

All submissions (including emergent works) will need to evidence damage through the provision of photographs, quotes, or other evidence of estimated/actual expenditure and activities undertaken, i.e. tax invoices, tax receipts. Damage details including asset description, location, cause of damage, proposed/completed restoration, full cost breakdown of restoration costs and current engineering standards/requirements and building codes/guidelines if different to pre-disaster standard needs to be included in the submission.

Where actual expenditure is less than the approved expenditure, funds are unable to be redirected to other damaged assets.

Where estimates are used for approval purposes, **only actual expenditure excluding GST (on approved works) is eligible for grant assistance.**

Where an improvement in standard is involved, assistance is limited to the amount approved for restoration to the pre-existing standard.

Where a constructed asset is restored or replaced by one of a standard higher than existed previously or, because of gross damage, is relocated, the cost of restoration to its pre-disaster standard, in accordance with current engineering standards/ requirements and building codes/guidelines, in its original location only is eligible for grant assistance. Accordingly, separate estimates are required in these cases. The excess cost of improvement in standard or the excess of the cost of relocation over the cost of restoring in the previous location is to be met from normal funding sources.

Where actual expenditure exceeds approved NDRRA funding by more than 10% per site (not per submission), resubmission of the additional amount will be required.

State Agency submissions are to be forwarded to EMQ, Department of Community Safety for assessment.

4.4.11 Time limit of Submissions/Expenditure

4.4.11.1 Emergent works:

- works are to be finalised within sixty (60) days from the date of the activation.
- submissions are to be lodged within six (6) months from the date of the activation.

4.4.11.2 Other restoration works:

- works are to be completed and submissions submitted and finalised within two (2) financial years after the end of the financial year in which the relevant disaster occurred (e.g. for an event that occurred in September 2009, the eligibility period will close on 30 June 2012).

Note: Submissions should be forwarded for approval as soon as possible. Late submissions may imply that an asset is not essential.

When emergent works or restoration works are not completed due to exceptional circumstances within the eligible time limit an approach can be made, in writing, to EMQ for an extension. Extensions may be approved by Emergency Management Australia where supported by EMQ.

4.4.12 Submission/Expenditure

In the event that a natural disaster is superseded by a later activated natural disaster, the cost of all actual expenditure incurred up to the date of the later disaster will be considered to be applicable to the prior disaster. The total value of all damage existing immediately after the later event (including further damage to partially completed repairs as the result of the later disaster) will then be re-estimated and regarded as if it had occurred as the result of the later activated disaster.

4.4.13 Reimbursement

State Government - approved works are eligible for 75% funding supplementation.

Local Government – Local Government trigger points apply to funding.

Each local governments trigger point/contribution level amount (applicable to each NDRRA disaster event) is determined as follows:

a) Larger local governments - 1% of General rate Revenue;

b) Other Local Governments - 0.25% of Queensland's NDRRA base expenditure amount (i.e. 0.25% of $70,719,750 = $177,000); and

c) For smaller local governments with a rate revenue base of less than $3,000,000, a lower threshold of $50,000 may have applied if an approved disaster risk assessment was completed prior to 2004.

Each local government must have eligible damage exceeding their trigger point and are required to contribute 25% of eligible expenditure up to their maximum calculated trigger point level. (For example, if a Local Government trigger point is $200,000 total expenditure needs to exceed $200,000 to be eligible. The Local Government pays 25% or up to the trigger point which ever is lesser.)

Local Government trigger points are calculated on prior year financials and are released by Department of Infrastructure and Planning around October/November each year.

Council Name	2009/10 Maximum Trigger Point $
Aurukun Shire Council	Nil
Balonne Shire Council	50,000
Banana Shire Council	177,000
Barcaldine Regional Council	150,000
Barcoo Shire Council	50,000
Blackall-Tambo Regional Council	100,000
Boulia Shire Council	50,000
Brisbane City Council	1,770,000
Bulloo Shire Council	50,000
Bundaberg Regional Council	404,000
Burdekin Shire Council	180,000
Burke Shire Council	50,000
Cairns Regional Council	838,000
Carpentaria Shire Council	50,000
Cassowary Coast Regional Council	256,000
Central Highlands Regional Council	248,000
Charters Towers Regional Council	100,000
Cherbourg Aboriginal Shire Council	Nil
Cloncurry Shire Council	50,000
Cook Shire Council	50,000
Croydon Shire Council	50,000
Diamantina Shire Council	50,000
Doomadgee Aboriginal Shire Council	Nil
Etheridge Shire Council	50,000
Flinders Shire Council	50,000
Fraser Coast Regional Council	480,000
Gladstone Regional Council	399,000
Gold Coast City Council	1,770,000
Goondiwindi Regional Council	150,000
Gympie Regional Council	220,000
Hinchinbrook Shire Council	177,000
Hope Vale Aboriginal Shire Council	Nil
Ipswich City Council	744,000
Isaac Regional Council	225,000
Kowanyama Aboriginal Shire Council	Nil
Lockhart River Aboriginal Shire Council	Nil
Lockyer Valley Regional Council	177,000
Logan City Council	1,055,000
Longreach Regional Council	150,000
Mackay Regional Council	675,000
Mapoon Aboriginal Shire Council	Nil
Maranoa Regional Council	177,000
McKinlay Shire Council	50,000
Moreton Bay Regional Council	1,197,000
Mornington Shire Council	Nil
Mount Isa City Council	177,000
Murweh Shire Council	50,000
Napranum Aboriginal Shire Council	Nil

Council Name	2009/10 Maximum Trigger Point $
North Burnett Regional Council	177,000
Northern Peninsula Area Regional Council	Nil
Palm Island Aboriginal Shire Council	Nil
Paroo Shire Council	50,000
Pormpuraaw Aboriginal Shire Council	Nil
Quilpie Shire Council	50,000
Redland Shire Council	597,000
Richmond Shire Council	50,000
Rockhampton Regional Council	596,000
Scenic Rim Regional Council	177,000
Somerset Regional Council	177,000
South Burnett Regional Council	177,000
Southern Downs Regional Council	177,000
Sunshine Coast Regional Council	1,734,000
Tablelands Regional Council	238,000
Toowoomba Regional Council	764,000
Torres Shire Council	Nil
Torres Strait Islands Regional Council	Nil
Townsville City Council	869,000
Western Downs Regional Council	190,000
Whitsunday Regional Council	247,000
Winton Shire Council	50,000
Woorabinda Aboriginal Shire Council	Nil
Wujal Wujal Aboriginal Shire Council	Nil
Yarrabah Aboriginal Shire Council	Nil

4.4.14 More information

Enquiries regarding this relief measure can be made by contacting:

- **Local Governments**: Department of Infrastructure and Planning regional offices on Page 10 or online at www.dip.qld.gov.au.
- ***State* Agencies:** Emergency Management Queensland, Department of Community Safety on 07 3247 8938 or online at www.disaster.qld.gov.au.

Assistance to the Community

Concessional Loans to Small Business

4.5.1 Overview

This relief measure is designed to assist in meeting the needs of *Small Business* to recover from natural disaster events of a substantial magnitude.

This relief measure is only available under NDRRA.

4.5.2 Administering Authority

QRAA

4.5.3 Activation

Requested by: Department of Employment, Economic Development and Innovation

Activation Authority: The Minister for Police, Corrective Services and Emergency Services

4.5.4 Activation Trigger

The activation is on the basis of need, determined by damage assessments conducted by the Department of Employment, Economic Development and Innovation.

4.5.5 Assistance Available

Loans are available for repairing or replacing damaged plant and equipment, repairing and replacing buildings, supplying stock for up to one (1) month, to replace lost stock and to maintain the liquidity of the business.

The maximum loan amount is $250,000 for any one eligible natural disaster for which the NDRRA has been activated.

4.5.5.1 Interest Rates

a) NDRRA activated area – small businesses situated in a disaster activated area will be eligible to apply for a concessional interest rate loan.

4.5.5.2 Repayment

a) A maximum initial repayment term of seven (7) years applies. This term is subject to later adjustment up to a maximum term of ten (10) years, where warranted by individual circumstances provided the loan has been operative for a minimum period of four (4) years.

b) Provision of interest only payments for up to two (2) years may be available provided the loan and interest charges are repaid over the balance of the approved term.

4.5.5.3 Security

a) All loans must be secured to QRAA's satisfaction.

4.5.6 Eligibility

Assistance will not generally be available where adequate insurance could be effected at reasonable rates. Applicants must satisfy eligibility criteria including:

a) be a *Small Business;*

b) have a registered Australian Business Number (ABN);

c) have sustained substantial damage to buildings, plant, equipment and stock (where the cost of essential repair or replacement is the applicant's responsibility) and have had their financial liquidity severely affected;

d) be unable to effect repairs or replacement and be unable to return to viable operations from their own resources without this assistance;

e) be able to demonstrate that they have used up all liquid assets and normal credit sources up to normal credit limits;

f) be able to demonstrate that with the assistance of this loan there are reasonable prospects of re-establishing the business on a viable basis; and

g) have taken reasonable precautions to minimise or prevent the effects of a disaster (for example: the applicant has adequate insurance against loss or damage from the disaster).

A small business is a business, other than a primary production enterprise, that employs fewer than twenty (20) full-time equivalent staff.

4.5.7 Application procedure

Small Businesses who have suffered substantial loss from a natural disaster should contact their local Department of Employment, Economic Development and Innovation office and advise the impact the disaster has had on their business.

In the event that a significant number of small businesses in a Shire are affected by a disaster, consideration will be given to activating a geographically definable area for the purpose of providing concessional loans to *Small Businesses*.

Following the activation of this relief measure, applications should be made to the QRAA.

4.5.8 More information

Enquiries regarding this relief measure can be made by contacting QRAA on 1800 623 946 or online at www.qraa.qld.gov.au.

Assistance to the Community

Concessional Loans to Primary Producers

4.6.1 Overview

This relief measure is designed to assist in meeting the needs of *Primary Producers* to recover following natural disasters of substantial magnitude.

This relief measure is only available under NDRRA.

4.6.2 Administering Authority

QRAA

4.6.3 Activation

Requested by: Department of Employment, Economic Development and Innovation

Activation Authority: The Minister for Police, Corrective Services and Emergency Services

NOTE: *Primary Producers* outside the activated areas can apply for an *Individual Disaster Stricken Property Certificate (IDSP)* for their property to be assessed for similar assistance

4.6.4 Activation Trigger

The activation is done on the basis of need, determined by damage assessments conducted by Department of Employment, Economic Development and Innovation.

4.6.5 Assistance available

Loans are provided for carry-on requirements including replanting, restoration and re-establishment of affected areas, sustenance, essential property operations, payments of rent, rates, repair and/or replacement of farm buildings and for re-stocking.

The maximum loan amount is $250,000 for any one eligible natural disaster for which the NDRRA was activated.

4.6.5.1 Interest rates

a) NDRRA activated area - Primary Producers who are situated in the activated area will be eligible to apply for a concessional interest rate loan.

b) *Individual Disaster Stricken Properties (IDSP)* - Primary Producers affected by a single isolated natural disaster will be eligible to apply for loans at QRAA's current commercial lending rate.

c) For those Primary Producers in category (b) above, the Board of the QRAA may use their discretion in exceptional cases to approve a concessional interest rate provided applicants are considered viable and in desperate circumstances.

4.6.5.2 Repayment

a) A maximum initial repayment term of seven (7) years applies. This term is subject to later adjustment up to a maximum term of ten (10) years, where warranted by individual circumstances provided the loan has been operative for a minimum period of four (4) years.

b) Provision for interest only payments for up to two (2) years may be available provided the loan and interest charges are repaid over the balance of the approved term.

4.6.5.3 Security

a) Security will be in the form of a mortgage over appropriate landed assets commensurate with the support provided. Additional security such as a priority-servicing document may be required.

4.6.6 Eligibility

Applicants must satisfy eligibility criteria including:

a) be a *Primary Producer*;

b) be in working occupation of their properties;

c) have used up all liquid assets and all normal credit sources up to normal credit limits;

d) be considered to be viable with the assistance provided;

e) have taken reasonable precautions to minimise or prevent the effects of a disaster (for example: the applicant has adequate insurance against loss or damage from the disaster); and

f) have not taken excessive risk in performing the applicant's operations.

A Primary Producer is an individual, partnership, trust or company that:

a) has a right or interest in a primary production enterprise; and

b) contributes a significant part of labour and capital to the primary production enterprise; and

c) derives at least 51% of income from the primary production enterprise.

4.6.7 Application procedure

Primary Producers who have suffered substantial loss from a natural disaster should contact their local Department of Employment, Economic Development and Innovation office and advise the impact the disaster has had on their property.

In the event that a significant number of properties in a Shire are affected by a disaster, consideration will be given to activating a geographically definable area for the purpose of providing concessional loans to *Primary Producers*.

Following the activation of this relief measure, applications should be made to the QRAA.

Primary Producers outside a geographical area activated by the Minister for Police, Corrective Services and Emergency Services, for receipt of the concessional loans relief measure may be considered for an IDSP certificate by the Department for Employment, Economic Development and Innovation. Primary producers and IDSP certificate holders will be eligible to apply for loans at QRAA's current commercial lending rate.

Following the activation of this relief measure, applications should be made to the QRAA.

4.6.8 Time limit for claims

The time limit for claims is advised by QRAA at the time of activation of this relief measure.

4.6.9 More information

Enquiries regarding this relief measure can be made by contacting QRAA on 1800 623 946 or online at www.qraa.qld.gov.au.

Assistance to the Community

Freight Subsidies for Primary Producers

4.7.1 Overview

Assistance schemes will be tailored to address specific deficiencies that have occurred as a direct consequence of an eligible natural disaster event.

This relief measure is only available under NDRRA.

4.7.2 Administering Authority

Department of Employment, Economic Development and Innovation

4.7.3 Activation

Requested by: Department of Employment, Economic Development and Innovation

Activation Authority: The Minister for Police, Corrective Services and Emergency Services

4.7.4 Activation Trigger

Identification of need to provide freight subsidies assistance for Primary Producers.

4.7.5 Assistance Available

A rate of concession will be determined for each assistance scheme activated.

Except in exceptional circumstances, the rate will not exceed 50%. For road transport, a maximum rate per km may also apply.

A maximum subsidy ceiling of $5,000 will apply to each recipient per NDRRA activation.

4.7.6 Eligibility

Dependent on circumstances, concessions could apply for the movement of:

a) Foodstuffs;
b) Building/fencing materials;
c) Stock;
d) Fodder;
e) Water;
f) Machinery/equipment; and
g) Fuels.

Note:
The re-supply of essential foodstuffs to communities isolated by a disaster event is provided under the disaster management policy on Resupplying Isolated Communities Policy and Procedures. Copies of the document are available from Emergency Management Queensland.

Costs involved in the purchase and dropping of fodder to stock isolated by a disaster event (fodder dropping operations) are not eligible for Australian Government/*State* NDRRA funding. Should a large scale need exist following a severe disaster event, the Queensland Government would consider an appropriate package of arrangements on a case-by-case basis.

4.7.7 More information

Enquiries regarding this relief measure can be made by contacting Department of Employment, Economic Development and Innovation on 07 3239 3181 or online at www.dpi.qld.gov.au.

Assistance to the Community

Associations Natural Disaster Relief Scheme

4.8.1 Overview

This relief measure is designed to assist in meeting the needs of Associations to re-establish facilities following natural disaster damage. Assistance would not generally be available where adequate insurance could be effected at reasonable rates.

This relief measure is only available under NDRRA.

4.8.2 Administering Authority

Department of Communities

4.8.3 Activation

Requested by: Department of Communities

Activation Authority: The Minister for Police, Corrective Services and Emergency Services

4.8.4 Activation Trigger

Identification of need to concessional loans and grants to churches, clubs, sporting associations and voluntary non-profit organisations.

4.8.5 Assistance Available

Assistance is by way of a combination of loan and grant up to maximum amounts of $100,000 loan and $5,000 grant for any one applicant. The first $30,000 (or part thereof) of assistance provided will be by way of loan and grant in the ratio of 5:1.

An aggregate loan ceiling of $250,000 (all categories of assistance for all disasters) also applies to each borrower. After taking into account any insurance recovery, the amount of the loan is not to exceed the net cost of restoring disaster-damaged assets to pre-disaster standard.

A maximum initial repayment term of seven (7) years. Subject to later adjustment up to a maximum term of ten (10) years where warranted by individual circumstances. Security for the loan should be the best available from the applicant body.

The terms of loans, interest rates and repayment conditions may be varied at the discretion of the *State*.

4.8.6 Eligibility

Those eligible to apply are Churches or other Associations that have sustained substantial damage as a direct result of a natural disaster. Assistance is limited to the cost of restoration of the organisations assets to pre-disaster standard.

Projects eligible for assistance include restoration of damage to clubrooms, grandstands, playing fields, shower blocks, sporting equipment and other facilities. Assistance towards loss of revenue and replacement of damaged liquor and food stocks is not available.

The financial position of the organisation is taken into account and the applicant body must be unable to effect necessary repairs or replacements from its own resources and have exhausted alternative sources of assistance. Each application is judged on its merits as to the needs of the applicant and the ability of the applicant to repay the loan.

4.8.7 Application process

Following the activation of this relief measure application forms and explanatory notes are made available to those Associations that have requested assistance. Completed applications should be forwarded to the Department of Communities. All applications are assessed and advice forwarded to the Association concerned.

4.8.8 More information

Enquiries regarding this relief measure can be made by contacting Department of Communities regional offices or online at www.communities.qld.gov.au.

Assistance to the Community
Restoration of Essential Public Assets – River Improvement Trusts and Drainage Boards

4.9.1 Overview

This relief measure financially assists eligible River Improvement Trusts and Drainage Boards, following an eligible disaster event, to pre-disaster standard in accordance with current engineering and building codes while maintaining the same asset class and/or immunity level.

This relief measure is only available under the NDRRA.

4.9.2 Administering Authority

This relief measure is administered by the Department of Environment and Resource Management

4.9.3 Activation

Requested By: Department of Environment and Resource Management

Activation Authority: The Minister for Police, Corrective Services and Emergency Services

4.9.4 Activation Trigger

Each River Improvement Trust / Drainage Board will be considered for NDRRA funding once aggregated expenditure (on eligible NDRRA works) exceeds the local government 'trigger point' amount. Trigger points for Local Government apply under this relief measure – trigger amounts are located on Page 30.

4.9.5 Assistance Available

The guidelines apply only to River Improvement Trusts established under the *River Improvement Trust Act 1940*, hereafter referred to as Trusts, and to Category 2 Water Authorities (or Drainage Boards) with gazetted areas that are contained within gazetted Trust areas and established under *Water Act 2000*, hereafter referred to as Boards.

Financial assistance is provided to Trusts to allow them to:

a) Temporarily protect, stabilise or reinforce an asset during the occurrence of the natural disaster in order to avoid the likely failure of the asset that in turn would cause substantial damage to public and private property. This could include earthmoving, rock placing, and sandbagging.

b) Conduct emergent works repairs to damaged assets to enable them to continue to operate at a reasonable level of efficiency. This could include clean up costs, removal of silt and debris, and emergency repairs. Such works are subject to written advice being given to the Department of Environment and Resource Management (DERM) of the Trust's intentions to carry out the works prior to commencement.

c) Permanently restore (repair, rebuild or reinstate) a damaged asset as soon as possible after the natural disaster event subject to prior written approval by DERM.

d) Conduct timely preventative works such as bank stabilisation, removal of excessive or problem sedimentation and debris to prevent damage to Trust or Board assets or to prevent damage or flooding of built infrastructure managed by others (e.g. inhabited residences, roads, stream crossings, power supply, water supply and irrigation equipment, farm sheds and agricultural or industrial machinery). It is also to prevent major environmental damage or community disruption such as could be associated with a major stream avulsion or erosion of public land.

e) The purpose of any such preventative works conducted under these arrangements shall be only to prevent the need for major future new or restorative works conducted under these or

any other public arrangements in situations where the assessed costs of rectification or the assessed community or environmental disruption would justify the cost of timely intervention. The eligibility of such works shall be at the sole discretion of and subject to the prior written approval of DERM.

f) Repair gazetted assets of Boards located within the gazetted Trust area for the same purposes and with the same intents as if they were a Trust asset as described in a) to d) above. Financial assistance is not provided directly to Boards within gazetted Trust areas except via River Trusts. The eligibility of such works shall be at the sole discretion of and subject to the prior written approval of DERM.

In case (c), assistance is provided to restoring an asset to the equivalent of its pre-disaster standard, in accordance with engineering standards and building codes. This means that the asset does not have to be restored exactly to its original design or form if cost savings or security improvements can be made by using more up-to-date methods or concepts to achieve the same level of protection or mitigation. Trusts and Boards are required to adopt best practices, as made known to them by DERM and comply with all guidelines and obtain all necessary legislative approvals in restoration of all assets and in performance of preventative works.

Should a Trust or Board decide that an asset failed due to inadequate design or capacity that was foreseeable with the knowledge and technology available to the Trust or Board at the time the asset was constructed or last repaired, the Trust may choose to restore the asset to a standard higher than existed prior to the disaster. In this case, financial assistance will be limited to the cost of restoring the asset to its pre-disaster standard and the Trust must separately meet the cost of the additional enhancements. In case the inadequacy was not reasonably foreseeable by the Trust, as judged by DERM; the improvement in standards may be eligible for assistance under these arrangements at DERM discretion.

Should a Trust decide that an asset or part thereof not be repaired but the cause of the problem can be better addressed by other means (such as buying back and environmental restoration of flood prone land) then the equivalent value of restoring the asset may be claimed once and applied once towards the amended purpose. In such instances the asset register must be updated or re-gazetted to reflect the removal or reduction in extent of an asset for all later disaster events.

4.9.6 Eligibility

Assets which qualify for assistance under these arrangements include any public capital work previously undertaken and maintained by the Trust or Board, such as groynes, revetments, bank stabilisation, levee banks, constructed drains, improved waterways, constructed flood ways, revegetation works, de-silted or de-vegetated reaches of streams etc. The asset must be essential to the protection of the physical integrity of the stream or gazetted drainage infrastructure. Also assets that are essential to the mitigation of flooding that is related to the stream within the gazetted Trust area or gazetted drainage infrastructure are also covered in this guideline.

The guidelines also relate to timely preventative works carried out by a Trust or Board that is reasonably required and economically justifiable in order to prevent damage to any built infrastructure or the environment as may be caused by anticipated future flooding or cyclonic events. Such works must be an aid to social, environmental and economic recovery of a community or landscape after a natural disaster event and be economically justifiable in terms of reducing future NDRRA expenditure under these collective public expense arrangements.

The following restoration works undertaken by the Trust to repair, rebuild or reinstate its' or a Board's assets are considered to be eligible for financial assistance:

a) Topping up of rock protection where the rockwork has slumped or thinned out as a direct result of the natural disaster event. Topping up of rockwork where it has subsided or settled under normal conditions is not eligible as such work is considered to be part of normal asset maintenance.

b) Replacement of trees, shrubs and native grasses lost as a result of the natural disaster event where such vegetation had been previously planted or included as part of specific bank protection works. Replacement of lost vegetation that was previously occurring naturally on a bank and was not associated with an identified capital asset established or adopted by the Trust is not eligible.

c) Extension of an asset may be required where necessary to restore the functional protection that it afforded prior to the disaster. In these circumstances limited extension of the asset is permitted in order to conserve the asset's integrity and its original functionality within the context of the post disaster configuration of the stream. Extension of the physical extent of assets in other circumstances is not eligible. All such extensions must be contiguous with the original physical extent of the asset prior to the disaster as recorded on the asset register. Restoration of all other natural eroding banks that are damaged by the natural disaster event is not eligible, as they are not deemed to be capital assets. The asset register must be updated to reflect any approved extensions.

   NOTE: DERM reserves the right to deny financial assistance for the restoration of certain assets that are repeatedly damaged because of poor design, poor construction or inadequate maintenance. In such cases, financial assistance may be withheld unless the Trust undertakes to reconstruct the work to a higher standard than pre-existing or to an amended design that will reduce the likelihood of future damage. Similarly assets that are established by others and subsequently adopted by the Trust as assets are only eligible for financial assistance, if the adoption of the asset has been formally endorsed as part of the Minister's approval of Trust annual works program or gazetted in the year that asset was adopted. Similarly, transfer of assets to other organisations from Trusts must be endorsed by the Minister in the annual works programme related to the year in which it occurred, or the extent of the assets re-gazetted in the case of Boards.

d) All extraordinary (above normal operating costs) administration, design and construction supervision costs associated with eligible asset repair (or redesign to be more secure) may be considered eligible for assistance.

For assets to be eligible they must be clearly and uniquely identified on an asset register or gazettal notice. In advance of the disaster event such that its physical limits are clearly identifiable as a line or area on a plan that is referenced to adjacent real property descriptions and/or GPS coordinates. The register must contain a full description of the precise location, extent and nature of the asset for an asset to be eligible. The actual value of the asset at the time it was constructed or last repaired must also be detailed on the register.

4.9.7 Ineligibility

Private land, private levee banks and ungazetted drainage infrastructure are not assets of the Trusts or Boards and their reinstatement therefore does not qualify for assistance under this element of the arrangements.

Restoration of the assets of a local government or other body, such as pipeline crossing, bridge abutment and tramway bridge etc are not eligible for assistance under this element of the arrangements. These bodies may be able to seek funding assistance in their own right under separate arrangements to restore the asset. Removal of debris and sediment that has already impinged on or lies adjacent to these other assets also falls under those separate arrangements.

- Topping up of rockwork where it has subsided or settled under normal conditions is not eligible as such work is considered to be part of normal asset maintenance.

- Replacement of lost vegetation that was previously occurring naturally on a bank and was not associated with an identified capital asset established or adopted by the Trust is not eligible.

- Restoration of all other natural eroding banks that are damaged by the natural disaster event is not eligible, as they are not deemed to be capital assets.

Preventative works that are required solely to prevent flooding or damage occurring to agricultural, industrial or residential land, crops, outbuildings, private levees, drains or other privately owned built infrastructure is not eligible for assistance under these arrangements.

4.9.8 Application and assessment procedure

Immediately following a disaster event where damage occurs to River Trust or Board assets, Trusts will be invited to urgently submit to DERM, a preliminary estimate of damage incurred. Such estimates will be used by DERM to determine 'order-of' damage levels. These early damage estimates are an important tool in determining the geographical area to be declared as eligible for Commonwealth/*State* Funding.

Once the *State* government has activated the disaster relief measure pertaining to the Restoration of Essential Public Assets, each Trust is then invited to submit a formal application for grant assistance. This application must be submitted to DERM within three (3) months of the invitation.

Application details:

Each application must include a full description and detailed estimate of cost for all eligible emergent and restoration work on each damaged asset site. Description of works for each site should include:

a) Job number;

b) Common site name;

c) Site location (must be expressed relative to a real property description and/or GPS location);

d) Asset description and function;

e) Damage description and failure mechanism;

f) Proposed restoration work and method;

g) Estimated costs of inspection, design, supervision and administration;

h) Estimated total cost of restoration (excluding contingencies);

i) Full dissection of restoration cost; and

j) A photograph of the damage.

In the event that an asset is totally destroyed or removed, the Trust will need to provide proof of the asset's previous existence and details of its pre-disaster standard. An entry in an asset register, a copy of which was provided to DERM prior to a disaster, is adequate evidence.

An application for preventative works must also include details and approximate replacement value of any assets which are being protected by the works and the risks and consequences (social, environmental and economical) of not taking timely action.

Prior to formal approval of an application any requested assistance required for inspection by a departmental officer of a representative sample of the damaged assets shall also be provided by the Trust or Board.

4.9.8.1 Upgrading Details

Should the Trust or Board wish to restore an asset to a standard higher than existed prior to the disaster (higher immunity level), the description of works should also include:

a) Inadequacies with existing asset;

b) Proposed upgrading work and method (including drawings signed by a Registered Professional Engineer of Queensland);

c) Estimated total cost of upgrading;

d) Full dissection of reinstatement and upgrading costs; and

e) A clear identification of that portion of the total cost intended to be claimed under these arrangements.

Details of upgrading should be sufficient to allow DERM to decide if the proposal is eligible for approval under normal capital works subsidy arrangements. The proposed upgrade or extension should also be submitted as part of the Trust's application for approval of its annual works program or decision to recommend gazettal of upgraded Board works.

4.9.8.2 Summary Details

In addition to the description of works for each damage site, a summary of proposed works is to be provided as a cover sheet. The summary should describe each site as:

a) Job number;

b) Common site name;

c) Site location (relative to a real property description and/or GPS location); and

d) Estimated total cost of restoration.

An estimate of total cost to restore all eligible damage and intended to be claimed under these arrangements should be given at the bottom of the summary.

4.9.8.3 Approval

DERM will advise the Trust as soon as possible of approval of grant assistance once the formal application has been assessed. The approval process for the total claims associated with a disaster event and any amendments shall be in accordance with the financial delegations in existence for DERM as defined in the current Instrument of Financial Delegations under the *Financial Accountability Act 2009* (authority to enter into agreements/contracts for goods and/or services). Response time will depend on the quality and timeliness of the application received and the level of approval required.

Prior to commencement of any works technical approval by DERM staff will also be required for all extensions and upgrades to assets or reconstructions that are not in accordance with the latest drawings that were granted technical approval

4.9.9 Claims procedures

Once grant assistance has been formally approved, Trusts may submit to DERM periodic claims for reimbursement of expenditure incurred on approved eligible restoration works to pre-disaster standard. Successive partial claims shall be clearly labelled 'progress claim' with successive claims numbered sequentially and also include the name of the declared natural disaster event to which they relate. In addition, final claims in relation to a particular event shall also be clearly noted as such. DERM reserves the right to reimburse the Trust in good faith for progress claims and to defer inspections of representative samples of the works until after receipt of and prior to payment of a final claim. It also reserves the right to adjust any payment of the final claim to rationalise any anomalies identified in those inspections and paid for in previous claims as a result of those inspections.

The approval process for individual progress claims shall be in accordance with the financial delegations in existence for DERM as defined in the current Instrument of Financial Delegations under the *Financial Administration and Audit Act 1977* (authority to approve payment of recurrent and non-recurrent expenditure).

4.9.9.1 Claim Form

The Trust Chairman and Trust Engineer/Overseer (or Trust Secretary if no Engineer/Overseer appointed) must certify each claim. Claim forms are available from DERM. Claims must be supported by invoices from contractors and timesheets for Trust staff directly involved in works. All claims must clearly distinguish between costs being claimed under these arrangements, and any component will be the subject of normal subsidy reimbursements as part of the annual works programmes and not claimed under these arrangements. All costs must be clearly identifiable to each individual site or asset and each individual job number.

Each claim form should list all of the damage sites, and for each site give details on the estimated cost of restoration, actual expenditure to date and status of the work. Where there is a large number of damage sites, only show details for those to which the claim relates and cover the balance as a single entry. Similarly, all sites that have been fully restored and claimed prior to the current claim can be represented by a single entry.

The Trust shall provide such other monthly progress reports as may be requested by DERM.

4.9.10 Time limit of Claim/Expenditure

4.9.10.1 Time Limit for Claims

Grant funds will be held for two (2) complete financial years after the event if exceptional circumstances can be demonstrated. That is, for a disaster occurring during the 2008-2009 year, funds will be available until 30 June 2011. Any claim made by a Trust after that date may be considered and, if supported, be subject to a Queensland Treasury submission for funding to the Commonwealth Department of Finance and Administration.

If a Trust believes that it cannot undertake all of its restoration work within that time limit, it should seek an extension of time as soon as possible from DERM. Approval of such an extension will be dependent on funds available to the *State* and the basis for the request.

The objective of the grant assistance program is to allow Trusts and Boards to quickly restore essential assets upon which the community relies. Any unjustified time delay in restoring the asset places a question over the value of the assets.

4.9.11 Rollover of Claim/Expenditure

4.9.11.1 Rollover of Claims

In the event that a natural disaster is superseded by a later NDRRA activated natural disaster in the same area, the cost of all actual expenditure incurred by the Trust up to the date of the later disaster, and if no further damage is sustained at the site the cost of completion of repairs; will be considered to be applicable to the prior disaster. Where further damage is sustained in a later event, the value of all damage existing in the area immediately after the later event (including further damage to the site or to partially completed repairs as the result of the later disaster) may then be re-estimated and regarded as if it had occurred as the result of the later declared disaster. Such approvals of rollovers will only be given at DERM's discretion where there is reasonable evidence that further damage has occurred as a result of the later event and prior written approval of rollovers must be sought. Any unexpended amounts of any advance payments to a Trust that exist at the time of a new disaster may also be rolled over and remain applicable to and offset claims made for the later disaster.

4.9.11.2 Expenditure over Estimate

DERM will seek or grant approval for additional assistance on behalf of the Trust where it is satisfied that the over-expenditure is fair and reasonable. DERM may ask the Trust for further details and written justifications for any additional expenditure in excess of ten percent (10%) of the total approved amount in order to make a decision on what, if any, of the over expenditure is reimbursable. Over-expenditure for which prior advice has not been requested of and prior approval provided by DERM in advance of any commitment by the Trust to that expenditure, will not be reimbursed.

4.9.12 Reimbursement

4.9.12.1 Payment of Claims

DERM will promptly pay claims direct to the Trust once the claims have been examined and approved. Prior to formal approval of a claim, any requested assistance necessary for inspection by a Department Officer of a representative sample of the restored assets or completed works, shall also be provided by the Trust or Board.

The Trust shall be responsible for reimbursement to the Boards of any amounts due to the Boards under these arrangements and the reimbursement shall be limited to DERM's approved amount associated with Board works and assets.

4.9.12.2 Advance

A Trust may apply for an advance of approved grant funds on its own behalf or on behalf of a Board. Any such amounts claimed as advances must not exceed 70% of the total value of all of the remaining Trust or Board restoration or preventative works associated with a particular disaster event at the time any advance is requested.

Any advance paid will be offset against future claims until the advance is exhausted. Any subsequent claims will be paid upon receipt of advice that restoration works have been completed.

Any advance extended by DERM that is not ultimately offset against valid payments of claims must be promptly reimbursed by the Trust to DERM.

4.9.13 More information

Enquiries regarding this relief measure can be made by contacting the Department of Environment and Resource Management on 07 4064 1112 or online at www.nrw.qld.gov.au.

Section 5 - Queensland Relief and Recovery Arrangement Relief Measures – Special

This section outlines special disaster relief and recovery measures available under NDRRA

Special Circumstances Assistance Arrangements

Community Recovery Package

5.1.1 Overview

The Community Recovery Package may be made available where the Prime Minister and the Premier are of the agreed view that the community is severely affected and existing standard NDRRA relief measures are insufficient to allow for community recovery.

This special NDRRA package is only available in exceptional circumstances.

5.1.2 Activation Trigger

There must be joint agreement between the Primer Minister and the Premier for the Community Recovery Package to be activated.

Assistance measures under the Community Recovery Package may include:

- A Community Recovery Fund;
- Clean-up and Recovery Grants for Small Businesses; and
- Clean-up and Recovery Grants for Primary Producers.

Any one or a combination of these assistance measures may be implemented to address community recovery following an eligible natural disaster.

5.1.3 Community Recovery Fund

5.1.3.1 Overview

The Community Recovery Fund may be made available to restore social networks, functioning and community facilities. Expenditure is aimed at community recovery, community development and community capacity building for the future.

5.1.3.2 Administering Authority

Department of Communities

5.1.3.3 More information

Additional information regarding the operation of this relief measure should be directed to the Department of Communities.

5.1.4 Clean-up and Recovery Grants for Small Businesses

5.1.4.1 Overview

The Clean-up and Recovery Grants for Small Businesses are designed to cover the cost of clean-up and restoration to assist small businesses which have suffered direct damage as a result of an eligible natural disaster. The grant will assist businesses to continue or commence trading as soon as possible where the impact on the area has been particularly severe. Grants may also be provided to assist with the costs of relocation to temporary premises in cases where immediate re-opening of damaged premises is not possible.

Applicants for the grant will be required to account for all the money provided and should be prepared to produce proof of expenditure, when requested by the *State*.

5.1.4.2 Administering Authority

QRAA

5.1.4.3 Activation

Requested by Department of Employment, Economic Development and Innovation

5.1.4.4 More information

Additional information regarding the operation of this relief measure should be directed to Department of Employment, Economic Development and Innovation.

5.1.5 Clean-up and Recovery Grants for Primary Producers

5.1.5.1 Overview

The Clean-up and Recovery Grants for Primary Producers is designed to provide short term targeted assistance for clean-up, removal of debris, disposal of dead livestock and further restoration following an eligible natural disaster event in cases where the impact on the farming sector has been particularly severe and this could result in production and viability being disrupted beyond the current season.

Applicants for the grant will be required to account for all the money provided and should be prepared to produce proof of expenditure, when requested by the *State*.

5.1.5.2 Administering Authority

QRAA

5.1.5.3 Activation

Requested by Department of Employment, Economic Development and Innovation

5.1.5.4 More information

Additional information regarding the operation of this relief measure should be directed to Department of Employment, Economic Development and Innovation.

5.1.6 Eligibility

The eligibility, expenditure guidelines and details of acquittals are contained in the NDRRA Determination 2007, Guideline 4 - Community Recovery Package.

Special Circumstances Assistance Arrangements
Extraordinary Special Assistance

5.2.1 Overview

Extraordinary special assistance may be made available where the Prime Minister and the Premier are of the agreed view that the community is severely affected and additional funding is required to alleviate distress or damage in circumstances which are exceptional. The existing standard NDRRA relief measures must be inadequate to allow for recovery.

This special NDRRA package is only available in exceptional circumstances.

5.2.2 Administering Authority

The administering authority is dependent upon the type of assistance made available.

5.2.3 Activation Trigger

There must be joint agreement between the Primer Minister and the Premier for the extraordinary special assistance to be made available.

5.2.4 Eligibility

The eligibility, application process, terms and conditions will be developed by the Administering Authority once the extraordinary special assistance is made available.

Annexes

Forms

- Submission Form for Counter Disaster Operations
- Submission Form for Restoration of Essential Public Assets – Option 1
- Submission Form for Restoration of Essential Public Assets – Option 2
- Local Government Financial Claim Form

Submission Form for Counter Disaster Operations (Page 1)

Natural Disaster Relief and Recovery Arrangements (NDRRA) / State Disaster Relief Arrangements (SDRA)

Counter Disaster Operations

NDRRA / SDRA Event:	
Claimant Organisation	
Australian Business Number	

Activity No.	Operational Activity Description	Service Provider	Ref/Invoice No.	Amount (Excluding GST)
Insert additional lines as required				$0.00

We certify that the operational activities undertaken before or during this event and the expenditure incurred complies with the Queensland Disaster Relief and Recovery Arrangements 2009/10. We certify that no ordinary wages/salaries have been included, and amounts claimed are exclusive to GST.

Preparer: ____________________ Signature ____________________ Date __/__/__

Contact Details: ____________________

Accountable Officer: ____________________ Signature ____________________ Date __/__/__

SHEET (of)

Submission Form for Counter Disaster Operations (Page 2 – Help Notes)

Natural Disaster Relief and Recovery Arrangements (NDRRA) / State Disaster Relief Arrangements (SDRA)
Counter Disaster Operations

NDRRA / SDRA Event:	Please insert the event name
Local Government	Please insert your Local Government name
Australian Business Number	Please insert your ABN as this is required for reimburse

Activity No.	Operational Activity Description	Service Provider	Ref/Invoice No.	Amount
Please insert Activity number to help link the activities and invoices.	This field is to include an overview of the operational activity undertaken before or during this event. * For invoices that relate to more than one activity, please insert under 1 activity only - split invoices are not required. * When entering in the overtime, please include a description of the roles undertaken * For internal plant hire, please include internal reports, etc showing the type of plant used, hours used, rate, etc as supporting documentation * For all external expenses, invoices must be submitted. * Original documentation is not required, non-certified copies are acceptable.	Please enter the Service Provider / Company that supplied the goods/services	Please enter the relevant invoice numbers that relate to this activity.	This amount must be GST exclusive
	Payment: Once the claim has been approved, reimbursement is made by cheque. If you would like reimbursement by direct debit, please request a Direct Debit form from EMQ, which will need to be completed and a signed copy returned to EMQ. Scanned copies acceptable.			
Insert additional lines as required				$0.00

We certify that the operational activities undertaken before or during this event and the expenditure incurred complies with the Queensland Disaster Relief and Recovery Arrangements 2009/10. We certify that no ordinary wages/salaries have been included, and amounts claimed are exclusive to GST.

Preparer: _____ Signature: _____ Date: ___/___/___

Contact Details: Please insert contact number and email address for any queries/questions on the claim.

Accountable Officer: _____ Signature: _____ Date: ___/___/___

SHEET 1 *of* 1

Submission Form for Restoration of Essential Public Assets (Option 1, Page 1)

Natural Disaster Relief and Recovery Arrangements

Restoration of Essential Public Assets Grant Application *(specific sites submission)*

Agency Name

NDRRA Event:	

Local Government Area					
Asset / Road Name				**Road No.**	
Chainage / Coordinates from		**To**		**Distance**	0
Site Number					

Please tick ☐ **Emergent work** ☐ **Restoration work** ☐ **Actuals** ☐ **Estimates**

Asset Description / Service Level

insert a CLEAR and specific description / service level of the damaged asset. Eg: Single lane sealed road, Q20 immunity

Description of Asset Damage

Insert a CLEAR description of what damage has occurred to the asset.

Cause of Damage

Insert a CLEAR and concise description of what the cause of damage was.

Proposed / Completed Restoration and specification of Engineering Standards / Building Codes (where changing)

Insert a CLEAR and comprehensive description of the proposed/completed restoration on the site, including Engineering Standards / Building Codes.

				Brought Forward	
Reference	**Description**	**Unit**	**Quantity**	**Rate**	**Value**
Enter ref number from Roadtek order sheet, etc.	*This field is to include a description of the resources used to complete works. All resources should be listed separately so that each unit rate is recorded and sums can be correctly checked*	*Enter in the TYPE of unit rate. Day, hour $, Tonne etc.*	*Enter the quantity of units for each resource*	*Enter the cost/rate per unit of resource*	*Format this column to automatically generate the sum quantity and rate per resource*
					$0.00
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					$0.00
					$0.00
					$0.00
					$0.00
					$0.00
					$0.00
Insert additional lines as required				**Site Total:**	**$0.00**
				Progressive Total:	

We certify that the proposed / completed restoration works are required as a result of an activated natural disaster event and complies with the Queensland Disaster Relief and Recovery Arrangements 2009/10. We certify that the photographs supplied are a true and accurate record of the damage sustained to the asset at the specified location indicated above. We certify that no ordinary wages / salaries have been included in this submission nor any other costs that are ineligible under the NDRRA arrangements. We certify that funding approved will only be used for the specified restoration for this site.

Estimator: _____ Signature _____ Date: ___/___/___

Accountable Officer: _____ Signature _____ Date: ___/___/___

SHEET 1 *of* 1

Submission Form for Restoration of Essential Public Assets (Option 1, Page 2)

Road Number: 0 **Site :** 0

Insert

photos

here

to support

claim

Submission Form for Restoration of Essential Public Assets (Option 2, Page 1)

Natural Disaster Relief and Recovery Arrangements

Restoration of Essential Public Assets - Grant Application

(Summary sheet for multi sites, one road submission)

Agency Name

NDRRA Event:	
Local Government Area (LGA)	

Sheet Number	LGA	Asset / Road Name	Road Number	Site Number	Amount
Insert additional lines as required				**Total:**	**$0.00**

We certify that the proposed / completed restoration works are required as a result of an activated natural disaster event and complies with the Queensland Disaster Relief and Recovery Arrangements 2009/10. We certify that the photographs supplied are a true and accurate record of the damage sustained to the asset at the specified location indicated above. We certify that no ordinary wages / salaries have been included in this submission nor any other costs that are ineligible under the NDRRA arrangements. We certify that funding approved will only be used for the specified restoration for this site.

Estimator: ______________________ Signature: ______________________ Date: ___/___/___

Accountable Officer: ______________________ Signature: ______________________ Date: ___/___/___

SHEET 1 of 1

Submission Form for Restoration of Essential Public Assets (Option 2, Page 2)

Natural Disaster Relief and Recovery Arrangements

Restoration of Essential Public Assets - Grant Application

(Unit Rates for multi sites, one road submission)

Agency Name

NDRRA Event:	
Local Government Area	

Please tick ☐ Emergent work ☐ Restoration work ☐ Actuals ☐ Estimates

Activity Description

Insert a CLEAR and comprehensive description of the proposed/completed restoration on the site, including Engineering Standards / Building Codes.

Reference	Labour / Plant	Unit	Quantity	Rate	Value
				Brought Forward	
Enter reference number (if applicable)	*This field is to include a description of the resources used to complete works. All resources should be listed separately so that each unit rate is recorded and sums can be correctly checked*	*Enter in the TYPE of unit rate. Day, hour $, Tonne etc.*	*Enter the quantity of units for each resource*	*Enter the cost/rate per unit of resource*	*Format this column to automatically generate the sum quantity and rate per resource*
					$0.00
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					$0.00
					$0.00
					$0.00
					$0.00
					$0.00
					$0.00
					$0.00
Insert additional lines as required				Total:	$0.00
				Unit Rate per	*Unit Type*

We certify that the proposed / completed restoration works are required as a result of an activated natural disaster event and complies with the Queensland Disaster Relief and Recovery Arrangements 2009/10. We certify that the photographs supplied are a true and accurate record of the damage sustained to the asset at the specified location indicated above. We certify that no ordinary wages / salaries have been included in this submission nor any other costs that are ineligible under the NDRRA arrangements. We certify that funding approved will only be used for the specified restoration for this site.

Estimator: _____ Signature _____ Date: ___/___/___

Accountable Officer: _____ Signature _____ Date: ___/___/___

SHEET 1 of 1

Submission Form for Restoration of Essential Public Assets (Option 2, Page 3)

Natural Disaster Relief and Recovery Arrangements

Restoration of Essential Public Assets - Grent Application (*multi sites, one road submission*)

Agency Name

NDRRA Event:

Local Government Area (LGA)	
Asset / Road Name	
Road Number	
Site Number	

Please tick

- ☐ Emergent work
- ☐ Restoration work
- ☐ Actuals
- ☐ Estimates

Asset Description / Service Level

Insert a CLEAR and specific description / service level of the damaged asset. Eg: Single lane sealed road, Q20 immunity

Cause of Damage

Insert a CLEAR and concise description of what the cause of damage was.

Chainage / Coordinates

Start	Finish	Dist (km)	Photo Ref	Description of Asset Damage	Proposed/Completed Restoration & specification of Engineering Standards / Building Codes (where changing)	Unit	Qty	Rate	Amount
									$0.00
									$0.00
									$0.00
									$0.00
									$0.00
									$0.00
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									$0.00
									$0.00
									$0.00
Insert additional lines as required								**Total:**	**$0.00**

We certify that the proposed / completed restoration works are required as a result of an activated natural disaster event and complies with the Queensland Disaster Relief and Recovery Arrangements 2009/10. We certify that the photographs supplied are a true and accurate record of the damage sustained to the asset at the specified location indicated above. We certify that no ordinary wages / salaries have been included in this submission nor any other costs that are ineligible under the NDRRA arrangements. We certify that funding approved will only be used for the specified restoration for this site.

Estimator: ______________________ Signature: ______________________ Date: ____/____/____

Accountable Officer: ______________________ Signature: ______________________ Date: ____/____/____

SHEET 1 *of* 1

Local Government Financial Claim Form

CLAIM FOR COMMONWEALTH / STATE NATURAL DISASTER RELIEF GRANT ASSISTANCE

LOCAL GOVERNMENT:

DISASTER:

Claim No: **Period Ending:**

Approved Grant: $
Local Government Contribution: $

Job No	Description of Job	Approved Estimated Cost of Job Excluding GST $	Date Job Commenced	Expenditure to Date Excluding GST $	% Complete	Date Job Completed	% Over expended	Reasons for any overexpenditure which is greater than 10% of the approved Site Estimate (in these cases, Dissected Estimate in Category 1 format must be completed)

We certify that the expenditure herein ($) was incurred in the approved restoration to the pre-existing standard of eligible

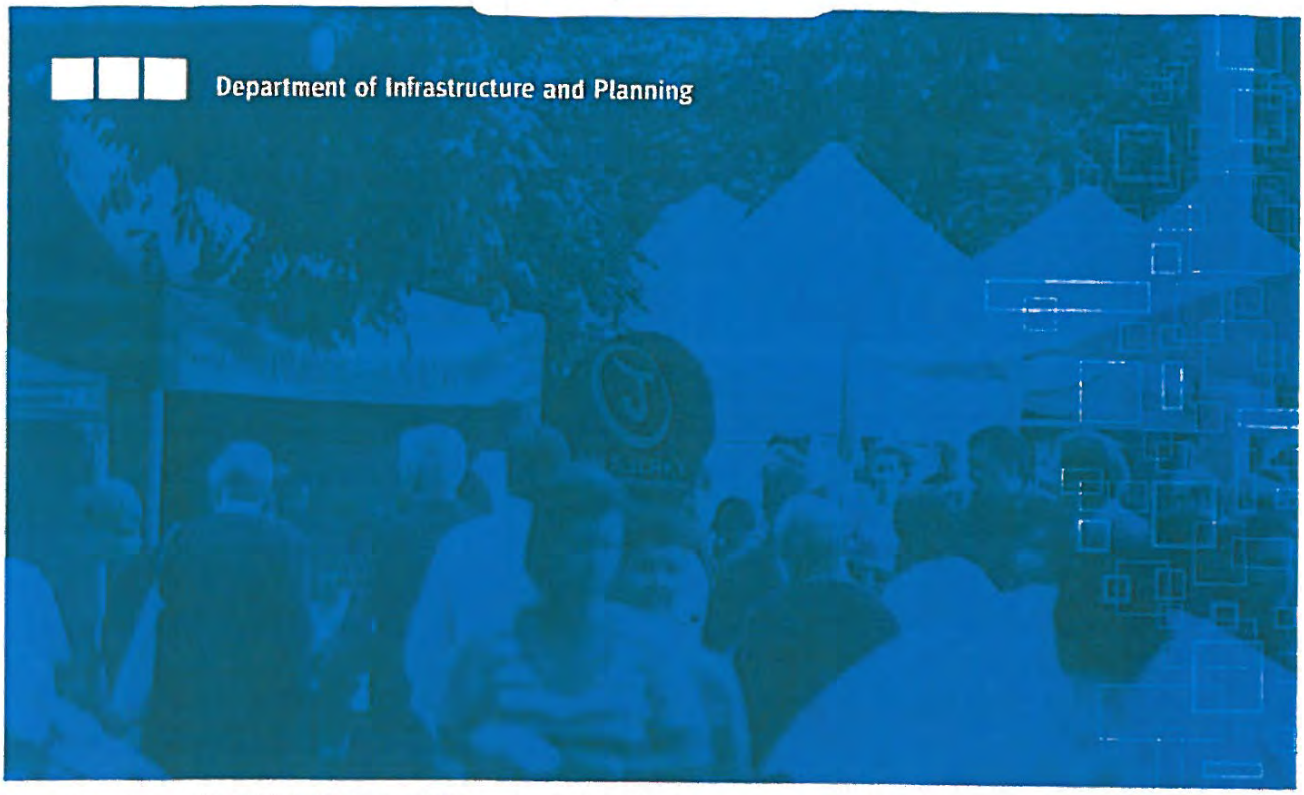
Date **Chief Executive Officer** **Mayor/Chairperson**

Definitions

Betterment	The restoration or replacement of the asset to a more disaster-resilient (increased immunity level) standard than its pre-disaster standard.
Disaster Mitigation	Measures taken in advance of a disaster aimed at decreasing or eliminating its impact on society and the environment.
Eligible Disaster	A natural disaster on which *State* expenditure on eligible measures exceeds the small disaster criterion of $240,000. A natural disaster includes any one of, or combination of the natural phenomena: – Bushfire – Cyclone – Earthquake – Flood – Landslide – Meteor Strike – Storm – Storm Surge – Tornado – Tsunami Eligible natural disasters do not include disasters where poor environmental planning practices, commercial development, personal intervention or accident are significant contributing factors to the event.
Eligible undertaking	A body that a) is one of the following: i) A department or other agency of the *State* government; or ii) Established by or under a law of the *State* for public purposes (for example, local government authority); and b) provides community, social or economic services free of charge or at a nominal charge well below the costs of production.
Emergent Works	Emergent works: a) Necessary during the course of a disaster to protect eligible public assets or to restore essential services and maintain public safety. This could include earthmoving, rock placing, sand-bagging, installation of tarpaulins, erection of warning signs/barriers, pothole patching, removal of silt and debris, cleaning and removal of an asset or stores to prevent damage; b) Immediate post-disaster repairs to an eligible asset to enable it to operate/be operated at a reasonable level of efficiency - this would include clean up costs, removal of silt, debris etc. and temporary repairs.
Essential Public Asset	An essential public asset is a constructed asset of an eligible undertaking that, in the judgement of the *State*: 1. is an integral and necessary part of infrastructure; and 2. would, if lost or damaged, severely disrupt the normal functioning of a community; and 3. would, if lost or damaged, be restored or replaced as a matter of urgency.
Extraordinary expenditure	Expenditure above normal / ordinary business costs which would have been incurred if the disaster event had not occurred.
Financial Year	A period from 1 July XX to 30 June YY
Primary Producer	An individual, partnership, trust or company that: a) has a right or interest in a primary production enterprise; and b) contributes a significant part of labour and capital to the primary production enterprise; and c) derives at least 51% of income from the primary production enterprise.
Residential Dwelling	A residential dwelling for the purposes of NDRRA is a house, caravan and / or residential vessel.
Small Business	A business, other than a primary production enterprise, that employs fewer than 20 full-time equivalent staff.
State	The State of Queensland

SOQ.001.001.4335

'DLGP-04'



Community planning by Local Governments in Queensland

A guide

Supporting Local Governments in community planning

Tomorrow's Queensland:
strong, green, smart, healthy and fair

Toward Q Tomorrow's Queensland

Queensland Government

Looking forward. Delivering now. The Department of Infrastructure and Planning leads a coordinated Queensland Government approach to planning, infrastructure and development across the state.

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Any references to legislation are not an interpretation of the law. They are to be used as a guide only. The information in this publication does not take into account individual circumstances or situations. Where appropriate, independent legal advice should be sought.

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Minister's foreword

I am in no doubt that Local Governments throughout Queensland are under increasing pressures to deliver services to their communities. Whether it's high growth or declining populations, strong regional development or infrastructure for our major cities, our services are stretched and often needing urgent attention.

The *Local Government Act 2009* introduces a requirement for Local Governments to prepare long-term community plans. In fact Local Government is well placed to work alongside of community businesses and organisations as well as community members to develop a long-term vision for their communities' future and that of the broader region within their Council area.

Community plans are developed alongside Council corporate and operational plans and express the community's vision, its aspirations and key priority areas. Many Local Governments are already familiar with the community planning process, having used similar tools and techniques in the development of Council strategic plans. Community engagement is one of the techniques used extensively to begin the process of community planning. A guide entitled *Community engagement in Queensland Local Government* has been published by the Department of Infrastructure and Planning.

Each Council will adopt an approach to community planning that best suits the Council's financial capacity and resources and best allows the community to participate in shaping their own future. The published plan may be as succinct or comprehensive as the Council chooses.

This guide, *Community planning by Local Governments in Queensland* is intended as a resource for Local Governments at all levels. The guide also contains a planning template that is a practical tool, which can be used as the basis for a community plan or as a checklist to ensure all components are covered.

Community planning is central to a Council's leadership role and is a locally appropriate means of managing change. I commend this guide to you to use in this process.

Hon Desley Boyle MP

Minister for Local Government and Aboriginal and Torres Strait Islander Partnerships

About this guide

Community planning helps communities to be active, confident and resilient. Through community planning communities can participate in shaping their own future.

This document has been prepared by the Office of Local Government, Department of Infrastructure and Planning for Queensland's Local Governments.

It is not intended as a how-to manual. There are numerous guides and manuals to assist Local Governments in preparing for and undertaking community planning. Training workshops are also offered by the Department of Infrastructure and Planning and the Local Government Association of Queensland.

This document proposes an approach to community planning that can be appropriately tailored to a Council's financial capacity and resources without hindering the objective and role of community planning in effective long-term financial planning. It offers some practical steps for effective community planning, supported by references and examples.

It has been developed to be consistent with the community planning requirements of the *Local Government Act 2009* and the Local Government (Finance, Plans and Reporting) Regulation 2010.

The department recognises the assistance of the Local Government Association of Queensland, the Logan City Council and the Sunshine Coast Regional Council in the development of this guide.

A specific working party was instrumental in the development of the community planning component of the Local Government (Finance, Plans and Reporting) Regulation 2010. This working party comprised representatives from:

- Local Government Association of Queensland
- Local Government Managers Australia
- Logan City Council
- Redland City Council
- Brisbane City Council
- Gold Coast City Council
- Moreton Bay Regional Council
- Gympie Regional Council
- Toowoomba Regional Council
- Scenic Rim Regional Council
- Torres Strait Island Regional Council
- Cherbourg Shire Council
- Sunshine Coast Regional Council.

Contents

Introduction 2
The planning context 2
Community planning 3
What is in a community plan? 4
What themes should be considered in a community plan? 4
How do community plans and corporate plans differ? 5
Community planning—a framework 6
How is a community plan developed? 6
Phases of community planning 7
Phase 1—intelligence gathering 7
Phase 2—community input 8
Phase 3—community visioning 9
Phase 4—community validation 10
Phase 5—Council policy 10
Performance indicators and measures 12
The role of the Councillor in community planning—overview 13
Planning, monitoring and reporting 13
Integrate with Council's corporate and operational planning 13
Evaluating and refreshing the community plan 14
How to get help 15
Community plan template 15
Attachment 1—Community plan template 16

Introduction

In undertaking community planning, the Local Government will be applying the principles of the system of Local Government as defined in the *Local Government Act 2009*—accountability, effectiveness, efficiency and sustainability. Through community planning, the local Council will meet the intent of its obligations as outlined in the Act (Chapter 1 s 4(2)), namely:

- transparent and effective processes, and decision-making in the public interest
- sustainable development and management of assets and infrastructure and delivery of effective services
- democratic representation, social inclusion and meaningful community engagement
- good governance of and by Local Government
- ethical and legal behaviour of Councillors and Local Government employees.

The *Local Government Act 2009* (Chapter 4 Part 3 s 104(3)(d)) requires that all Local Governments in Queensland prepare a long-term community plan that:

- outlines the Local Government's goals, strategies and policies for implementing the Local Government's vision for the future of the Local Government area, during the period covered by the plan
- covers a period of at least 10 years after the commencement of the plan.

The Local Government (Finance, Plans and Reporting) Regulation 2010 supports community planning in Local Government in Queensland and establishes the minimum requirements for:

- a community plan
- the community planning process.

A Council-led, inclusive community planning process is a key mechanism to articulate and action the community's interests, aspirations, needs, visions, values and priorities. It is a process where the priorities of the community and the Council can be negotiated, integrated, resourced and made sustainable.

The planning context

Community planning involves developing integrated medium to long range plans. These are necessary to achieve stated vision scenarios and include issues beyond those linked to land (i.e. economic, employment or social planning strategies). A community plan is not static but involves a process of review and monitoring towards outcomes and achievement of an agreed vision.

Community engagement in developing a vision is a prerequisite if the plan is to be a legitimate reflection of the community's aspirations.

Community planning is central to a Council's leadership role. It is a key aspect of Council planning and governance. Many Local Governments have been engaged in community planning for many years.

Community planning is a comprehensive and integrated umbrella approach to strategic planning and building communities. It represents a response to the shortfalls in other planning and decision models. It is a kit or regime of tools regarding issues including land use, social services, transportation, capital improvements, watershed and greenways topics, heritage conservation and infrastructure plans, which are interactive and related to each other.

A community plan is the community's expression of its needs, expectations and priorities for the future.

A Local Government's planned response to the community plan is articulated through the corporate plan, which has an expected lifespan of approximately five years. The corporate plan is the principal delivery agent for the local community and would be expected to mirror much of what the community plan seeks. A Local Government's capacity to deliver on its community plan is very much dependent on resourcing of basic structures and program delivery frameworks.

A community plan can help a Local Government and its community to develop a locally appropriate means of managing change toward a desired future. This includes reconciling the competing pressures of economic development, environmental protection and a more equitable society. The goal is to achieve sustainability.

In Queensland community planning represents a separate but related planning process that provides the context for a number of other planning processes that involve the Commonwealth, State and Local Governments and a range of public and private participants and communities.

The community plan, developed in accordance with a comprehensive community engagement process, will provide the basis and context for:

- Council's input to the regional planning process
- Council's strategic land use planning and priority infrastructure planning in accordance with the *Sustainable Planning Act 2009*
- Council's corporate plan
- Council's long-term financial plan and sustainability strategy.

Community engagement, as a process, can occur at all phases of the development of the community plan. For example, a Council may need to inform, consult and involve a range of stakeholders at the intelligence gathering, community input, community visioning and validation phases.

The Local Government must also integrate the community planning process with the internal policy and planning processes.

Community planning

Queensland's Local Governments use community engagement techniques in the community planning process to generate a long-term community plan. The long-term community plan is an expression of the long-term future for the Local Government area. It is a statement of intent for the Local Government area over the period of the plan, covering a minimum 10 year planning horizon. The community plan provides the context for Council's input to the regional planning process; Council's strategic land use planning and priority infrastructure planning in accordance with the *Sustainable Planning Act 2009*; Council's corporate plan and Council's financial sustainability strategy.

The following are common features of community planning:

- engaging citizens in creating a vision for the future, setting priorities and decision-making
- valuing and utilising local networks
- focusing on people and place that requires a more flexible and joined-up approach to policy and service delivery
- connecting top-down and bottom-up policy processes that influence resource allocation.

Although approaches to community planning have been varied, it has become common practice for Local Governments to develop community plans alongside their Council corporate and operational

plans. Community plans are more inspirational, longer term, involve more extensive community engagement and deal with matters often outside Local Governments' domain and direct control.

It also has been recognised that community planning processes have inherent value in strengthening governments' mandates, building trust in government, mobilising support, facilitating the implementation of government initiatives and improving the effectiveness of service delivery. Community planning also contributes to stronger, more resilient communities that grow from the inside out and build on local strengths and assets.

There is common agreement that community planning requires strong backing from all levels of government to be effective. In particular, it requires all levels of government to be responsive to the outcomes of community planning processes. This involves information about decision making processes, action taken on priorities emerging from local planning and how agreed priorities translate into budget commitments.

What is in a community plan?

A community plan should express the community's vision, its aspirations and key priority areas.

A truly effective community plan must identify the tasks that need to be done to realise the community's vision as well as who will carry out those tasks and performance indicators to measure the success of outcomes.

Arrange the plan around four basic questions:

- what needs to happen (goals)
- general ways to get there (strategies)
- specific actions to be taken (actions)
- indicators of existing and desired conditions (achievement measures).

The published plan may be as succinct or comprehensive as the Local Government chooses.

What themes should be considered in a community plan?

A community plan covers a minimum 10 year planning horizon. Planning horizons over a longer period of time are supported.

The geographic boundary of a community plan does not necessarily equate to the boundaries of a single Local Government area. The community plan may represent an area larger than the Local Government area of a single Council. In this situation, each Council representing the area covered by the community plan is to adopt the community plan. A Council may also be represented in more than one community plan and when undertaken as part of a joint exercise with other Local Governments the plan may translate into a future regional plan.

The Council is responsible for the stewardship of the community it represents and as such, is required to facilitate a planning process to ensure that the community plan represents the community's aspirations and ensures the ongoing sustainability of the Council.

Councils are required to develop and adopt a community engagement policy that governs all of the planning processes of the Council. The community engagement policy details the local Council's

approach to community engagement for its Local Government area. It serves to promote maximum public involvement in all of the planning processes of Council.

The concept of sustainability for Local Government is not restricted to its financial performance. As well as being economically sustainable, a Local Government must also be socially sustainable and environmentally sustainable.

A local community is sustainable if its physical, economic, natural, human, social and cultural capital is maintainable over the long-term. The sustainability of a community is also promoted through good governance by elected officials and the executive management of the Council.

During the input and visioning stages, the community plan should at a minimum consider the following planning themes:

- **social wellbeing**—planning for the development of the community's shared beliefs, values, customs, behaviours, diversity, social infrastructure, access, mobility and identity reflected through language, stories, experiences, visual and performing arts, ceremonies, culture and cultural heritage
- **economic development**—planning for the development of the economy's capacity to generate employment and wealth for social and personal well-being
- **environmental management**—planning for the sustainability of the natural environment in relation to activities that constitute community life within changing settlement patterns, natural resources and the landscape, infrastructure and services
- **governance**—planning to improve the capacity of the Local Government to deliver accountable, effective, efficient and sustainable services, particularly the community plan.

The final outcome areas represented in the community plan are at the discretion of Council.

A well presented and competent community planning framework has the capacity to inform decisions that impact on a particular community's values and long-term vision.

How do community plans and corporate plans differ?

A Council's corporate plan differs from the community plan in that it is the process by which Council sets its strategic directions and actions for a shorter timeframe. It provides the framework for monitoring its own performance in achieving its objectives within the context of the over-arching community plan.

The corporate plan represents a five year plan to contribute to the achievement of the aspirations articulated in the community plan. A corporate plan cannot be for a longer period of time.

The corporate plan is drawn from the community plan and as such is not required to include a separate community engagement process.

The corporate plan represents the local Council's strategies, activities and associated roles and responsibilities connected with the achievement of the aspirations and vision of the community plan. The objectives, strategies and actions outlined in the corporate plan must be consistent with the vision of the community plan.

The corporate plan may, at the local Council's discretion, include the acceptance of responsibilities by the Local Government that are broader than its prescribed responsibilities under the *Local*

Government Act 2009. It may also include the assignment of responsibilities to organisations or individuals in addition to the Local Government, with the agreement of those organisations or individuals.

The Local Government is responsible for the development and adoption of the corporate plan, which is by formal resolution of the Council.

Community planning—a framework

Neither the Act nor the associated Local Government (Finance, Plans and Reporting) Regulation 2010 prescribe the details of the community planning process to be applied by a Local Government, nor do these prescribe a single framework or policy within which all Councils must develop their community plans.

The Act places meaningful community engagement in the context of democratic representation and social inclusion.

The Act's broad principle of social inclusion means that Local Governments have the flexibility to tailor their policies to their own unique circumstances. Knowledge of the community is key to effective engagement and Council is uniquely placed to understand engagement techniques that are more likely to succeed in their Local Government area.

The community should be engaged in a manner that is appropriate to the topic or issue under consideration, and at all times treated with courtesy, dignity and respect. If views and opinions are sought, these must be considered as part of the process to which the engagement relates.

Respect is also demonstrated through planning of the engagement process. Councils should have a clear idea of objectives before initiating a process.

Communities include many diverse groups. Meaningful community engagement recognises this diversity and incorporates this recognition in the planning process. Different techniques may be needed to reach and provide opportunities for inclusion to all groups within the community.

The first steps of planning any engagement process are to clarify the engagement objectives and the desired levels of engagement. Once these decisions have been made, appropriate engagement techniques can be selected.

A community engagement project will most likely use multiple tools and techniques to reach the different geographical and demographical groups in their community.

How is a community plan developed?

The community planning process follows a general pattern of:

- agreeing on the role and scope of the community plan
- developing the approach to community planning to be used by the Council
- gathering background data and information to inform the community engagement process
- engaging with the community and gathering perspectives and ideas
- developing a vision for the Local Government area based on the engagement process
- considering the roles and responsibilities of the Commonwealth and Queensland Governments, community groups and partnerships in delivering on the community plan
- developing a draft community plan

- engaging with the community on the draft community plan and seeking feedback
- considering the potential impact of the plan on the Council's asset management plans and forward financial forecasts
- adopting the community plan by the Council and implementing the plan via the corporate planning process.

Phases of community planning

There are many ways to undertake community planning. These depend on the size of the Local Government area, the uniqueness of its communities, the degree and sophistication of community engagement practiced, the level of participation from members of the general and business community, the current and predicted demographics of the Local Government area, the degree to which technology is available within the community and many more factors.

The following steps to undertaking community planning and integrating that planning into Council's corporate, operational and financial planning and subsequent action and service delivery are offered as a general guide only.

The following phases produce a community plan as the outcome of a community engagement process. The remaining steps represent the implementation of the actions identified in the plan and monitoring achievements and improvements in performance.

Each phase is as described in the Local Government (Finance, Plans and Reporting) Regulation 2010. The five phases are:

- intelligence gathering
- community input
- community visioning
- community validation
- Council policy.

Phase 1—intelligence gathering

The community planning process commences with the adoption of a policy and framework for community planning and a project plan for the development and delivery of the community plan. The Council has a number of options with respect to the community planning process, and these need to be considered prior to engaging with the community.

The options include:

- whether the community plan will include themes and activities that are broader than the direct responsibility of the Council
- whether the plan will incorporate place-based plans
- the relationship, in terms of level of detail and action planning, between the community plan and the corporate plan
- the way in which data and information will be collected, stored and analysed to inform the development of the vision and the key outcome areas (themes)
- the planning themes to form part of the initial community input phase (phase 2).

Understanding the scale and scope of the planning exercise is an important factor in the project planning and resource allocation processes.

Community planning and the community plan must be based on the best information available about the community. This involves developing a profile of the community as it exists in the present. This is known as the 'intelligence gathering' phase.

It is also important at this stage to look outside the Local Government boundary, to not only understand the implications of what is happening in similar Councils but also to learn from those Councils and compare the data.

Community planning is more likely to be effective if the following information is available to the community for their participation:

- a description of the background and important features of the Local Government area
- an assessment of the area's strengths and weaknesses
- its current status and trends and its possible futures—physical (land use), social (sense of community, employment patterns), economic (industry and commerce)
- an exploration of current issues and concerns
- the implications and obligations imposed by the regional plan (if one exists)
- an articulation of shared community values and perceptions (which will establish a set of qualitative criteria for evaluating new ideas or concepts that emerge during the process).

The data and information collected provides a foundation for the entire process. It will range from quantifiable (e.g. demographics) to highly narrative (e.g. local history and cultural norms).

The intelligence gathering phase is a process for identifying and presenting key descriptive data that captures the 'community of the present'. This includes data gathering and analysis, surveys, focus groups and data for key descriptors, available forecasts, acknowledged plans and proposals already in place.

The intelligence gathering phase would also:

- consider key regional and local issues
- require Councillors to identify strategic issues from the local perspective
- consider the current community plan should one exist
- consider information from other sources e.g. recent feedback on the planning scheme, staff and manager's comments, public submissions
- review the Council's current corporate plan.

When considering both past and present trends, issues and relationships that affect the Local Government area and the community, the Council should include an analysis and evaluation of various plans that may already be in existence—the regional plan, place-based plans, local planning schemes, long-term financial plans and asset management plans.

In the Queensland context, the intelligence gathering phase includes a review and assessment of any statutory regional plans that include all or part of the Local Government area and any Commonwealth plans, projects or initiatives for the area.

It is also necessary to include any state or Commonwealth legislation that mandates planning or delivery outcomes for the Local Government area.

It is Council's responsibility to make the data, information and trends understandable to the community in a variety of different ways and forums.

Phase 2—community input

In this phase, the relevant demographic, economic, environmental and social trends identified in the intelligence gathering phase are analysed and emerging issues that may confront the community are considered. This phase identifies the issues for the future and the values that frame the community's views of the future.

The project planning phase will have determined the initial planning themes to be considered in the community input phase. The regulation provides for four of these, and the Local Government can choose additional themes for consideration. The four themes included in the regulation are social, environmental, economic and governance.

The Council needs to be able to store the data and information collected, and have a process to analyse the information to inform the development of the vision and the key outcome areas (themes).

A 'probable' scenario could be developed as part of this process, showing what the community might look like in the future if it continues on its current course with no major changes in direction. This 'business-as-usual' picture of the future also provides a baseline for the development of the community's vision. The community could be asked to respond to the 'probable' scenario as part of the input process. The community would also be asked to respond to each of the planning themes developed by the Local Government for this purpose.

Community planning is a way for Councils and citizens to discover and define what a problem is and what it is not. Communities that engage in future planning gain an understanding of the problems they face. An effective community planning activity encourages communities to address the simple problems and face the more complex ones.

Where more complex challenges are identified by the trend analysis, community engagement techniques enable the establishment of dedicated 'task forces' to concentrate on strategies to address each complicated issue.

The engagement process would also frame key medium and long-term challenges facing the community, from a global, national, state/regional and local perspective, and the issues and challenges they will present to the wider community.

The engagement process would inform and educate the public on the medium and long-term challenges, and elicit their input on shared values, aspirations and ultimately strategies and actions.

Tools and techniques for community engagement can be found in the companion document *Community engagement in Queensland Local Government* available at www.dip.qld.gov.au.

Phase 3—community visioning

This phase represents the core of the visioning process. Its purpose is to articulate a vision of what the community wishes to become in the future, unconstrained by current conditions.

Starting from the probable scenarios theorised in the community input phase, a 'preferred' scenario is developed showing what the community could look like in the future if it chooses to respond to identified trends and emerging issues in a manner that is consistent with its core values and its view of what makes it special and unique. Ultimately, this 'realistically idealistic' picture becomes the basis of a formal vision statement, which is refined, embellished and, ideally, illustrated.

The development of the vision draws on the data and information collected and the outcomes from the community input along the planning themes.

This phase considers the range of options for the future of the Local Government area. The phase also involves assessing the options identified through the community input phase and selecting preferred options to develop an overall draft strategy and vision.

The alternative scenarios and underlying assumptions developed in this step need to be evaluated by the Local Government for the physical and financial impact on the community, feasibility, legality, deliverability, impact on sustainability and practicality.

The selected alternative will be the best combination of answers to these issues, while still meeting the community's aspirations and creating a positive future.

Community visioning provides the base on which the Local Government and its communities can build social and economic development.

Phase 4—community validation

The community validation phase reviews the proposed visions and tests the underlying assumptions to ensure that these are reasonable and are representative of the community.

This phase involves developing the draft community plan to achieve the preferred options and the desired future. The draft plan is then made available in a number of different ways (public notice, emails, reference groups, public forums etc) to seek further public comment. Comments received should be analysed and assessed and the draft plan amended as necessary.

The needs of individuals should be balanced with the needs of the majority. Community validation will provide information on the community planning process and provide an opportunity to report back to the public on the draft vision and key themes developed through the process. Through the sessions, there will be opportunity for residents to confirm the vision. Staff should be available to answer any questions during this phase.

Phase 5—Council policy

The Council policy phase includes the finalisation of the community plan and its official adoption by the local Council.

This phase is in essence a self-contained strategic planning process. It identifies strategies intended to move the community in the direction of its long-term vision. It also identifies groups responsible for implementing specific strategies, timetables for completion of these activities, 'benchmarks' for monitoring progress, and other relevant information. The resulting plan is designed to be revised and updated several times over the lifetime of the vision.

During this phase Council should:

- develop a vision statement that reflects the preferred future scenario
- cluster like-issues together
- develop goals around those like-issues
- identify the ways in which the goals can be achieved
- identify how the goals could be measured
- include timelines for achieving the strategies in the community plan.

Bringing it all together starts with goal-setting, where goals describe the intended effect or impact on the Local Government area, its communities and its people. Those goals may be developed by the community. They may also be informed by the data collected in the intelligence gathering phase.

They indicate a strategic intent over a minium of 10 years. They do not represent the actions of a short-term work plan.

Goals are clear statements of what is to be achieved. They focus the work effort and allocation of resources by Councils and organisations on the results rather than the process. Goals and objectives should be:

- focussed on what the community wants to achieve
- describing the end result, not the means by which the result is achieved
- measurable, so that achievement can be judged
- within the influence of the community, Council, community groups and government agencies
- informative to a wide range of readers.

An effective community plan:

- presents essential data to support the final goals and actions
- describes alternative futures and examines the consequences of alternative courses of action
- is realistic and aims for positive outcomes
- explains the process used in its creation
- communicates key ideas clearly and effectively, using easy-to-understand language
- includes an order of priorities and a timeline for achieving actions
- outlines performance indicators of success so that progress and outcomes can be measured
- identifies costs and resources wherever possible
- is well thought-out with an integrated program of action.

Completing community planning requires integrating community aspirations with the views of all stakeholders, together with qualitative and quantitative evidence and state plans. The performance indicators, either qualitative or quantitative, are used to measure the extent to which the goals and objectives of the community plan are being achieved. Actual results for each of the indicators should be published in the Council's annual report. Wherever possible, performance targets should be set.

The actions detailed in the corporate plan should be high-level and tested to determine whether they more appropriately sit in the corporate or operational plan.

The policy phase provides the opportunity to achieve greater strategic use of Local Government, State and Commonwealth resources. It should also increase the opportunities for social development, economic development and jobs growth in the Local Government area as part of the Council's overall policy framework.

The Council policy stage should also recognise other key planning processes within the Local Government. Although the community plan may not contain significant detail, there is a need to consider the long-term asset management planning implications and the potential impact on the long-term financial forecasts and Council's sustainability strategy. The Council must be confident that its sustainability strategy will remain relevant and realistic.

At this stage, the Council must also ensure that the developed community plan is consistent with the agreed scope established during the initial planning stages. The community plan may, at the Council's discretion, include:

- the assignment of responsibilities to organisations or individuals in addition to the local Council, with the agreement of those organisations or individuals
- partnerships with the Commonwealth and the state
- the acceptance of responsibilities by the local Council that are broader than its prescribed responsibilities under the *Local Government Act 2009*.

The community plan may represent an area larger than the Local Government area of a single local Council. A local Council may also be represented in more than one community plan. These are important considerations for the Council prior to adopting the community plan.

Performance indicators and measures

The community plan should be supported by a set of key performance indicators that are used to monitor progress against the achievement of the key planning themes. The overriding objective is to develop meaningful indicators that reflect the area's progress toward achieving the goals outlined in the community plan. Each selected indicator must also meet the following criteria:

- **outcome-based**—the indicators focus on the results or outcomes of policies rather than simply reporting inputs such as dollars or labour hours invested
- **regional in geographic scope**—indicators should report results for the entire region, local data can in some cases be provided to illustrate differences within the region
- **measurable over the long range**—in order to analyse trends, the data should be sourced from data series that have at least four or five years of historic data and that have a reasonably strong likelihood of continued availability in years to come
- **publicly available data sources**—due to the high cost of data collection and the need for consistent and continuing reporting, the data should be sourced from existing public sources for the vast majority of indicators.

Key performance indicators that might be associated with a community plan include:

- growth patterns—gains and losses of population
- land development—rate of land development by comparison to rate of population growth
- farmland preservation—volume of farmland retained
- parks and recreational open space—volume of protected open space
- commercial land use—office occupancy rates across the region
- auto usage—traffic growth around the region
- public transit usage—volume of transit usage
- vehicles—vehicle growth by comparison to population growth
- waste generation—per capita solid waste volumes
- recycling—recycling rates throughout region
- water quality—water quality by comparison to established standards
- water withdrawal—water usage levels in region
- energy consumption—energy usage in region by comparison to national average
- ozone pollution—air quality by comparison to established standards
- drive alone—use of single occupant vehicles
- employment growth—unemployment rate
- income growth—regional income by comparison to national average
- port—general cargo volumes and bulk cargo volumes
- air—air cargo volumes
- truck—truck traffic volumes
- safety—automobile crash volumes
- road condition—measure of roadway conditions
- reliability of public transit—on time performance of public transit
- housing affordability—earnings by comparison to rate of housing cost increases
- housing prices—regional average housing price by comparison to national average.

Looking across categories, the indicators can also be used to illustrate inter-relationships between variables. For example, the findings may support the notion that decentralised growth results in decreased transit usage and increasing auto-usage, but may actually disperse air pollution and improve overall air quality in the short term. In a similar manner, rising income levels will support rising housing prices, but may make certain areas of the region unaffordable to large segments of the population. Considering such trends and relationships identifies those areas where policy intervention may be necessary.

The role of the Councillor in community planning—overview

Mayors and Councillors have important roles to play in the community planning process. These roles are summarised below.

- consider and determine the strategic intent of the community plan—how will the Local Government make best use of the community planning opportunity for the Local Government area?
- consider and formally adopt the Local Government's community engagement policy, that will provide the basis for all community engagement activities of the Council
- encourage community involvement in the process and act as a leader and facilitator of the community's involvement and representation
- ensure certain themes have been considered—social, environmental, economic, governance
- be comfortable with the scope of the community plan—is the plan going to incorporate advocacy and partnering initiatives?
- formally adopt the community plan following a process of review and consideration
- monitor the progress of the implementation of the community plan via the implementation of the corporate plan
- consider whether the community plan requires amendment or refresh at appropriate intervals.

Planning, monitoring and reporting

Integrate with Council's corporate and operational planning

Community planning is a comprehensive and integrated umbrella approach to strategic planning and the building of sustainable communities. A Council's planned response to a community plan (the horizon for which is a minimum of 10 years) is articulated through the corporate plan, which has a lifespan of five years.

Additional community participation is not critical to the formulation of the corporate plan, as community engagement has already been employed by Council in the formulation of the community plan and the community's vision of its future. However it is still good practice for Council to make the draft of its corporate plan available for interested stakeholders to review and provide comment prior to its adoption by Council.

While informed by the data used in the community planning process, neither the community plan nor the corporate plan should be padded with unnecessary or irrelevant data. Stick to the trends that are driving the activity over the coming years.

Achievement of goals from the community plan should be translated to the corporate plan and also be embedded in the performance plans of Council chief executive officers, senior officers and Local Government staff.

The community plan becomes internalised within Council through its translation into the long-term financial plan, the asset management plans, the five year corporate plan, the one year operational plan and the annual budget.

Evaluating and refreshing the community plan

The Local Government (Finance, Plans and Reporting) Regulation 2010 requires that the community plan be refreshed every five years through a full community engagement process.

The Local Government may, by resolution, change a community plan. The resolution must state the:

- reasons the Local Government is changing the community plan
- community engagement process informing the change.

The community plan should be reviewed annually for ongoing relevance without recourse to an extended community engagement process. This is to assess the progress being made in delivering on the vision and objectives of the community plan and to determine whether adjustments to the implementation approach are required. The adjustments may not necessarily involve a change to the community plan, and may only result in changes to the corporate plan or operational plans of Council.

A thorough annual review will ensure that the Local Government has the opportunity to assess its progress and make any needed adjustments to its approach. These adjustments may have implications for the long-term financial plan and asset management plans of the Council.

The timing of the review is at the discretion of the Council, but should ideally be concluded prior to the commencement of the budget process for the forthcoming budget period, so that any necessary adjustments to budget or approach can be incorporated.

The review process provides a critical link between the strategic (long-term) documents, such as the community, corporate and long-term financial plans, and the annual planning and budgeting process and related documents.

Every fifth year, the community plan should be refreshed. A community plan cannot be refreshed without a community engagement process taking place in accordance with the formal community engagement policy of the Council.

The annual review is to provide an indication of any significant variations that may have occurred and which may require corrective action. It does not seek to restate (refresh) the existing plans.

The refresh process allows the Council to update the community plan or corporate plan if any significant variation occurs.

The refresh process is comprised of three main steps:

1. reconfirm the vision and objectives
2. revise the community plan or corporate plan as required
3. report to the community on the revisions that have occurred.

How to get help

There are numerous guides, manuals and training workshops to assist Councils in preparing for and undertaking community planning.

The Department of Infrastructure and Planning has developed a community engagement guide to accompany the community planning guide. The community planning and community engagement guides are available on the department's website at www.dip.qld.gov.au/resources. The department provides support and guidance to Local Governments through the regional office network www.dip.qld.gov.au/contactus and the Minister for Local Government and Aboriginal and Torres Strait Islander Partnerships hosts a series of financial management and sustainability workshops—which feature community planning—for Mayors and Councillors each year. The workshops are held in different locations throughout the state.

Training workshops are also offered by the Local Government Association of Queensland (LGAQ). The LGAQ has provided several guides associated with community planning and these are available on the LGAQ's website at www.lgaq.asn.au/web/guest/library.

Local Governments are sharing resources and collaborating with each other as they progress through the various stages of the community planning process. Many have directly benefited from the experience of others and gained a first hand knowledge of what works well and what they wouldn't do again. Councils who are well progressed have often placed detailed information on their websites along with the completed community plan.

Community plan template

The community planning template (Attachment 1) has been provided as an example of the type of information a Council may include in their community plan. The template can be used by Councils as a practical tool for developing a community plan and Councils can choose whether or not they use any or all of the options outlined in it. The community plan that Council develops must meet the requirements of the *Local Government Act 2009*.

The template should be used in conjunction with the guides *Community planning by Local Governments in Queensland* and *Community engagement in Queensland Local Government*.

Attachment 1—Community plan template

KEY POINT

Development of a community plan

The following document provides an outline of the type of format and content that can be included in the community plan.

Its purpose is to assist Local Governments by providing a practical tool for developing a community plan.

It is not mandatory for Local Governments to use this document when drafting a community plan. A Local Government can choose whether or not to use this format and any of the options outlined in it. However, the community plan that Local Government develops must meet the requirements of the *Local Government Act 2009* and the Local Government (Finance, Plans and Reporting) Regulation 2010.

Some information is provided as explanatory text only and would not be relevant to include in a finished community plan.

This template should be used in conjunction with the documents *Community planning by Local Governments in Queensland* and *Community engagement in Queensland Local Government.*

A. Document cover

NOTE CAREFULLY

A community plan's document cover will typically include information such as:

- name of the Local Government
- Local Government's logo
- title of the community plan—for example, *Tropical 2030*
- the time period the community plan covers
- photographic images from the Local Government area.

Figure 1—Example layout of a community plan cover

[Local Government logo]

[Local Government name]

Tropical Council

Community plan

[plan dates]

2010 to 2030

B. Contents page

A contents page helps readers to quickly access the information they are looking for by listing major headings of the document with the corresponding page numbers. In a community plan it will typically include sections with information such as:

- introduction
- community engagement approach undertaken in developing the plan
- community vision for the Local Government area
- community goals or objectives
- themes
- placed-based plans, addressing specific areas within the Local Government area (inclusion of place-based plans is not mandatory but at the discretion of each Local Government)
- action plans (inclusion of detailed action plans is not mandatory but at the discretion of each Local Government and includes what will be done, by whom and when as well as the roles of Commonwealth, state, partnership or community organisations).

GO TO...

Community planning by Local Governments in Queensland provides more information about what to include in a community plan on pages 4, 6, 9, 14–15 and 26–27.

Figure 2—Example layout of a community plan contents page

	Page No
Introduction and overview of the community plan	x
Community engagement process	x
Vision for the Local Government area	x
Goals and objectives	x
Themes	x
Action plans	x

C. Introduction and overview of the community plan

The introduction to a community plan may be a message from the Mayor or a general foreword.

The introduction may include information about the:

- purpose of the community plan
- an overview of what the plan contains and its process of development
- legislative background.

Purpose of the community plan

This could include a description or diagram of the hierarchy of all planning documents that the Local Government uses, which would establish connectivity and show inter-linking goals, outcomes, strategies and actions.

GO TO...

Community planning by Local Governments in Queensland which provides more information about the purpose of community planning on pages 4, 7–9, 12 and 15–16.

What the plan contains and the process of its development

This could include a broad overview of the plan and its role. Particular reference can be made to the community engagement process used and other influences i.e. national and state level policy implications and existing plans e.g. the regional plan and the state planning provisions and instruments. It can also detail the strategies used to develop the plan with reference to the five phases to community planning as outlined in the Local Government (Finance, Plans and Reporting) Regulation 2010:

1. intelligence gathering
2. community input
3. community visioning
4. community validation
5. Council policy.

Legislative background

It would be appropriate to reference the governing legislation at this point.

GO TO...

- *Local Government Act 2009*
- Local Government (Finance, Plans and Reporting) Regulation 2010
- *Sustainable Planning Act 2009*.

D. Community engagement process

The Local Government (Finance, Plans and Reporting) Regulation 2010 requires Local Governments to adopt a community engagement policy and conduct engagement processes supporting community planning in accordance with that policy.

The policy directs all planning activities of the Local Government that include a community engagement component.

KEY POINT

The following can be included in the community plan as outcomes of the community engagement process:

- identification and prioritisation of the planning themes on which the development of the community plan is based
- description of the strategies and actions undertaken in the engagement process, taking into account the impact of the engagement policy on a Local Government's existing financial forecasts financial plan and long-term asset management plans
- consideration of the six guiding principles of community engagement as prescribed by the Queensland Government—inclusiveness, reaching out, mutual respect, integrity, affirming diversity, adding value.

GO TO...

The guide *Community planning by Local Governments in Queensland* provides more information about community engagement on pages 17–18, 24–26, 32.

A guide—*Community engagement in Queensland Local Government*—has also been developed to assist Local Governments.

E. Vision for the Local Government area

The community plan's community vision describes where the community would like to be in the long-term. This timeframe needs to be at least 10 years. The vision may be a short sentence, or it might be an aspirational summary of the key themes of the plan.

KEY POINT

- The vision for the Local Government area is one of the key elements of the planning process.
- Expressed well, it represents a binding statement that draws together each of the key planning themes and the goals for the Local Government area in the long-term.
- A vision statement should never be 'borrowed' from another plan, regardless of how well that statement might capture your own ideas. The process of developing the vision with the community is an important process for the Local Government.
- Time should be taken to ensure that the community is comfortable with the vision statement.
- The Mayor and Councillors must ensure that they are also comfortable with the vision and that it actually represents the views of the community.

GO TO...

The document *Community planning by Local Governments in Queensland* provides more information about community visioning on pages 23-24.

F. Community goals

The goals for the community should be outlined in the community plan, and should reflect the minimum four input areas of the plan as prescribed in the Local Government (Finance, Plans and Reporting) Regulation 2010. These are:

- social wellbeing
- economic development
- environmental management
- governance.

One way of displaying the goals is to have each goal consisting of a title only with the detail provided in the themes.

Another way of presenting the information is to have the themes as the heading with the goals listed under each theme.

GO TO...

The document *Community planning by Local Governments in Queensland* provides more information about community goals on pages 14-15.

G. Themes

Themes—also known as outcome areas or key result areas—are developed in relation to the goals and reflect and influence other plans of the state and Local Government i.e. the regional plan, planning scheme, long-term financial forecast and the long-term asset management plan.

The section of the community plan that provides information about themes should:

- define the key themes in the community plan that arose from the community engagement process
- develop individual theme elements, outcomes (goals) and indicators (strategies) and high level targets (actions)
- identify the priorities of Local Government that will make a difference in the short term
- provide a cross-reference with the other planning documents that will contain more details.

GO TO...

The document *Community planning by Local Governments in Queensland* provides more information about themes on pages 14-15.

H. Planning linkages

The community plan could also include a section that provides information on how the community plan is linked to other key planning processes of the Local Government.

This would include a summary of the relationship between the community plan and the:

- corporate plan
- planning scheme
- long-term financial forecast
- long-term asset management plan.

The community plan may also include a summary of the process the Local Government intends to use in monitoring the implementation of the plan's goals and objectives and the way in which this will be made available to the community.

Reference would be made to:

- the annual report
- periodic progress reports presented to Council
- the community financial report.

GO TO...

- *Local Government Act 2009*
- Local Government (Finance, Plans and Reporting) Regulation 2010
- *Sustainable Planning Act 2009.*

Optional inclusions

At the discretion of the Local Government the community plan may include:

- detailed action plans to achieve the goals and objectives
- the assignment of responsibilities to organisations or individuals in addition to the Local Government
- identified partnerships with the Commonwealth and the state
- responsibilities by the Local Government that are broader than its prescribed responsibilities under the *Local Government Act 2009*.

The community plan may represent an area larger than the Local Government area of a single Local Government. A Local Government may also be represented in more than one community plan.

A detailed action plan would include key outcomes, success measures, key action areas for all stakeholders and key actions areas for Local Government.

Further details may include:

- priority
- timeframe
- who is the responsible or leading group or individual
- stakeholders or partners
- Local Government role.

It would also be useful to include in the community plan the contact details for the Local Government.

Checklist

NOTE CAREFULLY

- [ ] Identify the long-term plans that the Council has already developed in respect of its Local Government area.
- [ ] Identify whether there is a regional plan that includes all or part of the Local Government area.
- [ ] Approach the local Department of Infrastructure and Planning regional office and indicate the commencement of the planning process.
- [ ] Identify any current or proposed impacts of significance on the Local Government area, e.g. mining, LNG, SDA.
- [ ] Obtain relevant predictive data for the area—demographics, growth, income.
- [ ] Ensure a long-term financial model for the Local Government exists.
- [ ] Identify the proposed community engagement process to be used and the key topics to be covered.
- [ ] Engage with the Mayor and Councillors on the proposed community engagement process, and their role in that process.
- [ ] Establish a large external (community) reference group that can support the Council throughout the planning process.
- [ ] Undertake internal (Council) communications on the planning process, and seek support from all managers.
- [ ] Refer to the material provided in:
  a. the guide *Community planning by Local Governments in Queensland*
  b. *Working with the legislation—Local Government Act 2009* fact sheet regarding *Link between community plans and the Sustainable Planning Act 2009*
  c. Local Government bulletin 13/10—Community Planning (www.dip.qld.gov.au/newsletters/bulletin-13-10.html)
  d. *Local Government Act 2009*
  e. Local Government (Finance, Plans and Reporting) Regulation 2010.

[redacted]

Department of Infrastructure and Planning
PO Box 15009 City East Qld 4002 Australia
tel +61 7 3227 8548
info@dip.qld.gov.au

www.dip.qld.gov.au

'DLGP-05'

Department of Infrastructure and Planning

Working with the legislation—*Local Government Act 2009*

Link between community plans and the *Sustainable Planning Act 2009*

What does the Act say?

A Local Government is required to prepare a long-term community plan and to report on the results of an annual review of the implementation of the plan under section 104 of the Act.

What details do the Regulations give?

The Local Government (Finance, Plans and Reporting) Regulation 2010 provides details of the requirements for community planning.

In line with the commitment to principles rather than prescription, the specific details of the plan and the method of community engagement will be decided by individual Local Governments. The Regulation does require a Local Government to show how it complies with its community engagement policy in preparing the plan and in the event of any change to the plan as well as identify any local and regional issues that affect, or may in the future affect, the Local Government area.

The regulation also provides for the 5-phase process that Local Governments must use when developing their plan.

Key points for Councils

Local Governments are now required to focus on longer term planning to ensure their capacity to manage and sustain growth and development. Advancing the purposes of the *Sustainable Planning Act 2009* (SPA), the linked long-term community plan will provide strategic direction for the Local Government's planning processes for at least 10 years.

Engaging the community in preparing the plan is essential and should be consistent with the Local Government's community engagement policy.

Frequently asked questions and answers

What is the linkage between a Local Government's long-term community plan and the SPA?

As illustrated in the diagram below, the overarching instrument is the **regional plan**, which is developed under the umbrella of the SPA by the regional planning Minister for a designated region, and provides an integrated planning policy by identifying outcomes and how to achieve those outcomes.

The regional plan must identify, among other elements, the desired future spatial structure of the region including: a future regional land use pattern, provision for regional infrastructure to service the future regional and use pattern, and key regional environmental, economic and cultural resources to be preserved, maintained or developed.

With the introduction of the SPA comes improved priority infrastructure planning processes which will better assist Councils to forward plan and resource their communities' infrastructure needs into the future.

The **community plan** represents the community's views, visions and values for the future of the Local Government area. Responsibility for the achievement of the aspirations contained in the community plan will rest with all levels of government, the broader community and individuals living in or visiting the area.

The community plan sets a strategic vision for what the community wants the area to be like in 10, 20 or more years. Through its outcomes, priorities, goals and indicators it will be the primary tool to inform Council's corporate plan, long-term financial plan and long-term asset management plan.

This informs the development of a priority infrastructure plan (under the SPA), and planning scheme, which is an instrument made by a Local Government that advances the purposes of the SPA by providing an integrated planning policy for the Local Government's planning scheme area.

There is a 5-phase process to develop a community plan, which includes an intelligence gathering phase. This phase requires a Local Government to consider current and emerging trends, issues and relationships that affect the Local Government and the community; and analyse and evaluate internal conditions and external data; and identify areas where more information is required. This includes considering state regional plans that are in place and affect a Local Government's area.

Relationship between the plans of the *Sustainable Planning Act 2009* and *Local Government Act 2009*

Where can I get more help?

The explanatory notes for the *Local Government Bill 2009* and the *Sustainable Planning Bill 2009* provide more detail about the policy rationale and operations of the provisions. These are available from the Queensland Government legislation website www.legislation.qld.gov.au.

Further information is available on the Department of Infrastructure and Planning's website www.dip.qld.gov.au/localgovernment.

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Department of Infrastructure and Planning
PO Box 15009 City East Qld 4002 Australia
tel +61 7 3227 8548
info@dip.qld.gov.au

www.dip.qld.gov.au

'DLGP-06'

Plumbing Industry Council

4.1 Flood Recovery

Background

During the period from Christmas Eve 2010 to 14 January 2011, Queensland experienced severe flooding across the State, impacting 97 Queensland towns. Some areas experienced serious flooding where communities were completely isolated for a period of time by roads being cut.

Of the 73 local government areas, 51 have had a disaster declaration since these events started and 14 of those local government areas have been severely impacted with very serious flooding. The current estimate of the total number of houses across Queensland that were affected in some way was over 40,000.

Queensland currently has 37 recovery centres which provide a one stop shop for people to know their entitlements, to find out local issues about their own local government areas as well as state and federal government assistance and financial help. The latest estimates from the insurance industry indicate that 31,000 insurance claims have been made to date, totalling approximately $1.1b. Just under a quarter of those, 24%, relate to vehicles and the remaining 76% relate to property damage or business interruption insurance.

Update

BCQ has undertaken the following action to assist with the flood recovery efforts in Queensland:

- **PIC's approved extension of time for licence renewals**
  As per the out-of-session paper circulated to it on 5 January 2011, the PIC agreed to provide an extension of time for licensees in flood affected areas to renew their licence. This has been communicated to Local Government Plumbing Inspectors.

- **Free replacement of PIC licences lost / damaged in floods**
  The Department issued a Newsflash on 24 January 2011, advising licensees that it will waive the $21 fee charged for a licence replacement, where a licence has been lost or damaged in the recent floods.

- **Amended QPWC to enable home owners to replace electric hot water systems with like for like**
  The Queensland Plumbing and Wastewater Code (QPWC) has been amended to permit owners of houses and townhouses (class 1 buildings) in natural gas reticulated areas to replace an existing electric hot water system (HWS) with another electric system where a natural disaster event has occurred. A licensed plumber must certify that the existing electric hot water system needs to be replaced due to damage caused by a natural disaster event.

- **Commenced a SHWS Flood Recovery Program**
  The initiative is to help home-owners who lost their hot water system in the floods, replace the system with a solar system supplied by Apricus at virtually the same cost as to replace the system with an electric HWS.

  Apricus has offered to supply a 3500 Solar evacuated tube hot water system at cost to a home owner who lost or had their hot water system damaged in the recent floods. Under this initiative, the home owner would sign the STCs (formerly known as RECS) to Apricus. The

Plumbing Industry Council

home owner would be responsible for organising, and payment for, a plumber to install. Home owners may also be eligible for Commonwealth and State Government rebates should they decide to have an Apricus system installed.

Master Plumbers Association of Queensland (MPAQ) will play a role in this initiative in assisting home-owners find an appropriately licensed plumber to install the Apricus system. Alternatively, the home owner will have a choice - to go through MPAQ or use a plumber of their own choosing.

BCQ will act as a conduit between the supplier and MPAQ (or a plumber) and will register the details of each home owner who is interested in having an Apricus system installed under this initiative.

- **Other Solar HWS related matters**
  BCQ met with DEEDI to discuss options available to assist home owners affected by floods and in particular, discussed a second Queensland solar hot water system (SHWS) rebate where a system obtained through first rebate was lost / damaged in floods, and where the home-owner's insurance does not cover the repair/replacement.

- **Interstate Plumbing and Drainage Licensees assisting Qld**
  Arrangements have been made with plumbing regulators in jurisdictions across Australia to enable interstate tradespeople to obtain a Queensland equivalent licence to undertake the flood recovery work.

- **Simplified plumbing forms**
  To simplify plumbing forms, Forms 1 and 2 have been combined and Form 4 has been amended. Changes include amalgamating Forms 1 and 2 removing unnecessary fields and adding information relating to the Distributor-Retailers.

- Form 4 now has a field for plumbers to declare if an electric resistance HWS has been replaced with an existing electric resistance HWS due to a natural disaster. It also clarifies section 7 which states the person or licensee completing and signing the Form 4 must be the person who undertook the work

- **Information relating to the rebuilding or repair of flood affected buildings via the Department of Infrastructure and Planning's website**
  - Provided frequently asked questions to assist home-owners reoccupying buildings post-flood
  - Advised community to make sure they use a licensed plumber / drainer person to undertake regulated work.
  - BCQ provided advice via a Newsflash to notify owners of the need to consider planning or building approvals before commencing any rebuilding and repairing activities.

- **Provided advice about building fire safety**
  Advised owners and occupants of the need to ensure their buildings are safe before re-occupation where fire safety installations have been affected due to flood damage. BCQ also advised of emergency exemptions for approvals of repairs and replacements of components of fire safety systems following recent the recent flood disaster. This advice

Plumbing Industry Council

was provided via two Newsflashes distributed to the plumbing and building industry on 19 and 21 January 2011.

- **Visited flood affected areas**
  PIC investigators visited Ipswich, Goodna, Fairfield, Yeronga, Tennyson, Grantham, Murphy's Creek and Postman's Ridge and met with Plumbing Inspectors to offer assistance.

RECOMMENDATION
It is recommended that the PIC note this update.

'DLGP-07'

Plumbing Industry Council

4.4 Reflux valves to prevent Sewerage Surcharge

Purpose

To advise on the use and location of reflux valves at property connections for the purpose of preventing sewerage surcharge into properties from sewerage infrastructure during flood conditions.

Background

Problems arising from recent flooding in Queensland indicated that sewerage infiltration from sewer mains caused significant damage to properties not inundated with flood water. Over flow relief gullies (ORG) failed to provide adequate protection against the infiltration of sewerage during the recent Queensland flood event.

The installation and location requirements for sanitary fixtures, in particular, reflux valves for sanitary house drains, is provided for in AS/NZS 3500.2.4.5 and is an applied provision under the SPDR.

The scope of AS/NZS3500.2 must be considered which states:

"A reflux valve shall be located wholly within the property"

Issues

Standard industry practice has been to install ORG's on all properties with no further measures against possible sewerage infiltration. However, recently this has been challenged due to the concerns regarding health and safety issues which may arise if the ORG fails during a flood event and sewerage leaks into a building.

Recommendation

It is recommended that properties located within low lying areas subject to possible flooding install a reflux valve at the boundary connection to prevent sewerage surcharge from sewer mains. BCQ will consult with the plumbing industry on whether changes are required to the plumbing legislation to mandate the inclusion of reflux valves and, if considered favourably, whether it should apply to all sewered properties.

'DLGP-08'

Growth Management Queensland

Repairing your house after a flood

Water resilient products and building techniques

FACT SHEET
JANUARY
2011

This fact sheet provides advice on repairing your home after a flood. It gives you information about the types of building materials and techniques to use during the repair stage to make sure your home is more flood resilient in the future.

Starting your repairs

Repair work should only be undertaken when your house is clean of all mud, silt and debris, and is completely dry.

Water damage

Contact with water can be damaging to some building materials. Depending on the type of building products damage may occur immediately or as a result of prolonged exposure to water.

Before you start work on repairing or remodelling your home, think about choosing building materials that have a higher water resistant rating. This may help to minimise damage from floods and may also make it quicker and easier for you to clean up if you are affected by floods in the future.

Water resistant products

There are a number of building products available that have higher water resistance ratings which are cost effective and easy to install.

Some suggested ways of using water resistant products include:

- replacing kitchen plasterboard wall linings with fibre cement sheeting then tiling over the sheeting using waterproof adhesive
- replacing kitchen bench tops with stone or reconstituted stone products
- using hardwood framing as it's more likely withstand water inundation—better than materials such a particleboard or pine
- using water resistant products such as glass blocks to create a feature wall
- replacing insulation batts in your wall cavities with plastic or polystyrene insulation boards

Table 1 provides more examples of water resistant materials to use in place of less or non-water resistant products.

Product standards

Ensure products and materials used in repairing your home are suitable for their intended use and comply with the relevant product standards.

Look for the following symbols on the product or packaging or check with the manufacturer directly. Alternatively, your builder or building certifier may also be able to assist you in choosing the right products for your home.

Certified Product™ Australian Standard

CODEMARK™

Other things to consider

There are other things that you can do to make your property more flood resilient, including:

Meter boxes—if replacing wiring, think about the location of meter boxes and/or electrical switches. Locating items higher up on walls may reduce the likelihood of having to replace wiring in the future.

Helpful hint: make sure you get a licensed electrician to perform all electrical work.

Walls—if the water partly damaged the lower level of walls in your home, consider using water resistant materials on lower parts of the walls. Hardwood timber panelling or ceramic wall tiles used partway up the walls may reduce damage and costs associated with rebuilding in the future.

Water tanks—anchoring your water tank to the ground will help protect your property and other properties during a flood event.

Garage walls—constructing a bench along your garage walls may reduce the impact force of your car against the walls during a flood.

Be aware

Check that tradespeople approaching you for flood repairs are licensed for the work that they intend to undertake. You can check if a builder or carpenter is licensed by the Queensland Building Services Authority at www.bsa.qld.gov.au Only licensed tradespeople should be used to ensure repairs meet building, electrical and plumbing standards.

You also need to check if you need a building approval before undertaking extensive repair work on your property, particularly if the work affects structural components of the house. For more information contact your local council or a building certifier.

If you have insurance please check first with your insurance provider before entering the property or making any changes.

Useful resources

Building Codes Queensland
Tel +61 7 3239 6369
buildingcodes@dip.qld.gov.au
www.dip.qld.gov.au

Building Services Authority
Homeowner Guide to Rebuilding After a Flood
www.bsa.qld.gov.au

CSIRO
Repairing flood damaged building—how to clean and dry out your home
www.csiro.org.au

Housing Industry Association
Some guidance on things to consider when returning to flood affected areas
www.hia.com.au

Timber Queensland
Guide to Assessment and Repair of Flood Damaged Timber and Timber Framed Houses
www.timberqueensland.com.au

Department of Environment and Climate Change and Water—NSW
Reducing vulnerability of buildings to flood damage
www.ses.nsw.gov.au

Queensland Master Builders Association
Guidelines for working on flood damaged premises
www.masterbuilders.asn.au

Table 1—Building materials that may help improve the performance of your house both during and after a flood event

Area	Higher water resistance	Lower or no water resistance
Wall and ceiling linings	• concrete • fibre cement sheet • brick or blockwork • cement render • ceramic wall tiles • galvanised steel sheet • glass and glass blocks • stone • plastic sheeting or tiles with waterproof adhesive • common bricks • solid wood, fully sealed – durable timbers (e.g. hardwood) • exterior grade plywood, fully sealed • non ferrous metals	• particleboard • hardboard • non-durable solid wood (e.g. some soft woods) • interior grade plywood • plasterboard • particleboard • fibreboard or strawboard • wallpaper • cloth wall coverings • gypsum plaster
Doors	• solid panel with waterproof adhesive • flush marine ply with closed cell foam • aluminium or galvanised steel frame • flush or single panel marine ply with waterproof adhesive • painted metal construction • timber frame, full epoxy sealed before assembly	• standard timber frame • standard flush hollow core with PVA adhesives and honeycomb paper core
	Note: even though some water resistant doors may not deteriorate, they can warp or twist, making them unusable	Note: these products are generally inexpensive to replace
Bolts, hinges, nails and fittings	• brass, nylon/ stainless steel, removable pin hinges • galvanised steel, aluminium	• mild steel (Note: should still be usable of not immersed for prolonged periods)
Windows	• aluminium frame with stainless steel or brass rollers • timber frame, full epoxy sealed before assembly with stainless steel or brass fittings	• timber with PVA glues • mild steel fittings
Insulation	• plastic/polystyrene boards • closed cell solid insulation • reflective foil on external walls	• materials which absorb water and delay drying, e.g. loose fill • open celled insulation (e.g. batts)
Floor covering	• clay/concrete tiles • epoxy or cement like floor toppings on concrete • rubber sheets with chemically set adhesive • vinyl sheet with chemically set adhesive • terrazzo • rubber tiles with chemically set adhesive • vinyl tiles with chemically set adhesive • polished floors & loose rugs • ceramic tiles	• loose fit nylon or acrylic carpet, closed cell rubber underlay • wall to wall carpet • wall to wall seagrass matting • cork • linoleum • floating timber floors

Table adapted with permission from the Department of Environment and Climate Change and Water, NSW Government, *Reducing vulnerability of buildings to flood damage*, April 2007.

[redacted]

Department of Infrastructure and Planning
PO Box 15009 City East Qld 4002 Australia
tel +61 7 3227 8548
info@dip.qld.gov.au

www.dip.qld.gov.au

Dept of Infrastructure and Planning - Office of Local Government

24/02/2011

Council Name	Impact	Supply: Fuel	Supply: Food	Infrastructure	DR C'ttee	Emerging/Other Issues	Follow up
Aurukun Shire Council	no		OK for 3 weeks				
Balonne Shire Council	yes						Response Mode
Banana Shire Council	yes		Shortage	No Estimate as yet	Yes	Mental health and rural industries	Yes
Barcaldine Regional Council	yes		2 days supply	$15m+	No	More mobile road tek teams, no supplies form Warwick & Brisbane	Yes
Barcoo Shire Council	no	No Issues	no issues		No		
Blackall-Tambo Regional Council	Yes	No Issues	Minor /Panic buying	being assessed	No	Barcoo bridge at Northhampton Downs - recommend advice to DDC	Yes
Boulia Shire Council	TBA						
Brisbane City Council	yes						
Bulloo Shire Council	no				No		
Bundaberg Regional Council	yes	No Issues	Shortages of fresh/basic some panic buying		Yes/subgroups	Need for resupply in and also supplies out of fresh produce (500t)	Yes
Burdekin Shire Council	yes	No Issues	no issues		No	Shortage of chlorine for treating water and sewerage	Yes
Burke Shire Council	yes				Yes	Loss of on life; normal wet season conditions. Need for mobile phone coverage	Yes
Cairns Regional Council	no				No	Offering assistance to others	
Carpentaria Shire Council	yes		some shortage		no	Cairns to Normanton road cut/Kuranda isolated for 2 weeks	Yes
Cassowary Coast Regional Council	yes		Shortage now		no	Offered assistance through Nth Qld ROC. Significant damage to rds and if/	Yes
Central Highlands Regional Council	yes		Coles out Woollies Probs		Meeting Friday	Horrendous road damage, Rolleston isolated for a month, 75% of cotton crop gone	Yes
Charters Towers Regional Council	no		Running low on perishable foodstuffs			No hardship at present supplies Ok for next few days	
Cherbourg Aboriginal Shire Council	yes		Food drop expected this afternoon		No	Potential sanitation problem with Water and sewerage	Yes
Cloncurry Shire Council	no					No impact yet	
Cook Shire Council	no			No Estimate as yet	No	Normal wet season mode, Pen. dev't road closed at Laura; inaccessible for large trucks	
Croydon Shire Council	yes					Cut off form Normanton but no supply issues	
Diamantina Shire Council	TBA						
Doomadgee Aboriginal Shire Council							
Etheridge Shire Council	yes	No Issues	no issues	$4m	no		
Flinders Shire Council	yes	ok for now	ok for now			Minor damage rural roads	Yes
Fraser Coast Regional Council	yes	Shortage now	shortage now	No Estimate as yet	yes	Isolation and road closures	Yes
Gladstone Regional Council	yes	ok for now	shortage now	No Estimate as yet	yes	isolation of smaller communities major routes cut nth and sth	Yes
Gold Coast City Council	no						
Goondiwindi Regional Council	yes	ok for now	Ok for now	No Estimate as yet		Lot of isolated rural properties	Response Mode

'DLGP-09'

Dept of Infrastructure and Planning - Office of Local Government

24/02/2011

Council Name	Impact	Supply: Fuel	Supply: Food	Infrastructure	DR C'ttee	Emerging/Other Issues	Follow up
Gympie Regional Council	yes	Fuel low	Some shortages good 48hrs	No Estimate as yet	yes	Kilkivan and Goomeri still isolated	Response Mode
Hinchinbrook Shire Council	yes	Ok	OK			Chlorine for water purification 1 week supply	Response Mode
Hope Vale Aboriginal Shire Council	no						
Ipswich City Council	yes						
Isaac Regional Council	yes	Ok for now	Ok for now	No Estimate as yet	no	Isolated properties requiring food drops	Yes
Kowanyama Aboriginal Shire Council	no						
Lockhart River Aboriginal Shire Council	yes					Minor flooding and road damage	
Lockyer Valley Regional Council	yes						Response Mode
Logan City Council	no	No issues					
Longreach Regional Council	yes	Ok for now	Running short	No Estimate as yet	to be activated tomorrow	Huge impact on tourist business and graziers	Yes
Mackay Regional Council	yes		Running low	$35m	?	Business downturn particularly mining supplies	Yes
Mapoon Aboriginal Shire Council	no					Concern for resupply in weeks ahead	
Maranoa Regional Council	yes	Ok for now	Ok for now			Will cope for next few days, significant road damage around Injune	Yes
McKinlay Shire Council	TBA						
Moreton Bay Regional Council	yes	No Issues	ok	Roads - no cost assessment yet	no	LDMG meets daily. Most damage at Dayborough and Woodford. Very happy with response.	
Mornington Shire Council	TBA						
Mount Isa City Council	yes	ok for now	Fresh food running short panic\c buying	No Estimate as yet	no		Yes
Murweh Shire Council	no					Mayor expressed concern about possible C130 drop due on Fri at Charleville as being unnecessary at this stage. Concern for resupply in weeks ahead	
Napranum Aboriginal Shire Council							
North Burnett Regional Council	yes	Supplies low	Supplies low	$11m+	Yes	Business damage, tired staff,, towns continuing to be isolated	Yes
Northern Peninsula Area Regional Council	no	OK					
Palm Island Aboriginal Shire Council	no	Ok	Ok				
Paroo Shire Council	yes	OK for now	Ok for now			May be a problem with resupply in a week	Yes
Pormpuraaw Aboriginal Shire Council	no	Ok	OK				
Quilpie Shire Council	no		Ok		No		
Redland City Council	yes	ok	ok	$1m	yes	Ltd damage to roads, causeway to Wellington Pt	Yes
Richmond Shire Council	yes	ok for now	ok for now	<$1m	No	3 weeks supply of chlorine for water and pools	
Rockhampton Regional Council	yes		Yes			Mt Morgan and Gracemere, panic buying Wed, store shelves should be stocked by Sat.	Yes

Dept of Infrastructure and Planning - Office of Local Government

24/02/2011

Council Name	Impact	Supply: Fuel	Supply: Food	Infrastructure	DR C'ttee	Emerging/Other Issues	Follow up
Scenic Rim Regional Council	yes	OK for now	Ok for now	$16m	Finished today	Massive road damage	Yes
Somerset Regional Council	yes		Shortage of fresh food	No Estimate as yet	Activate today	Power probs Lowood and Fernvale	Yes
South Burnett Regional Council	yes						Yes
Southern Downs Regional Council	yes	Ok for now	Ok for now	$100m		Highways should reopen shortly, massive damage to I/f.	Yes
Sunshine Coast Regional Council	yes	2 days - aviation fuel only	Ok for now	Damage to roads, bridges $2m	Activate today	Sewage overflows water issues for Mary Valley, Kenilworth, Conondale	Yes
Tablelands Regional Council	yes	OK for now	OK for now	Between $5-20m		Inverbank Dam is 100 yr old concrete structure managed by DEEDI.	Yes
Toowoomba Regional Council	yes						Response Mode
Torres Shire Council	no						
Torres Strait Island Regional Council	no						
Townsville City Council	yes		Stocks diminishing		no	Minor road damage	Yes
Western Downs Regional Council	yes						
Whitsunday Regional Council	yes	Enough until Sunday				Resupply being reassessed on Monday	Yes
Winton Shire Council	yes	OK for now	OK for now				Yes
Woorabinda Aboriginal Shire Council	no	Ok					
Wujal Wujal Aboriginal Shire Council	yes	OK	OK	400k			
Yarrabah Aboriginal Shire Council	no	Ok	Ok			Future pressure on resupply form Cairns region	

SOQ.001.001.4379

'DLGP-10'

State Planning Policy

Mitigating the Adverse Impacts of Flood, Bushfire and Landslide

Queensland Government
Department of Local Government and Planning
Department of Emergency Services

STATE PLANNING POLICY 1/03

Mitigating the Adverse Impacts of Flood, Bushfire and Landslide

Integrated Planning Act 1997

STATE PLANNING POLICY 1/03
Mitigating the Adverse Impacts of Flood, Bushfire and Landslide

The Minister for Local Government and Planning adopted State Planning Policy 1/03 on 19 May 2003.

Making of the State Planning Policy

State Planning Policy 1/03 was made under Schedule 4 of the *Integrated Planning Act 1997.*

Commencement

State Planning Policy 1/03 **took effect on 1 September 2003.**

POSITION STATEMENT

The Queensland Government considers that development should minimise the potential adverse impacts of flood, bushfire and landslide on people, property, economic activity and the environment.

1. PURPOSE OF THE POLICY

1.1 This State Planning Policy ('the SPP') sets out the State's interest in ensuring that the natural hazards of flood, bushfire, and landslide[1] are adequately considered when making decisions about development.

2. APPLICATION OF THE POLICY

2.1 Under the *Integrated Planning Act 1997* (IPA), the SPP has effect when development applications are assessed, when planning schemes are made or amended and when land is designated for community infrastructure.[2]

Development to which the Policy applies

2.2 The SPP applies to development involving the:
- actions or activities described in paragraph A1.1 of Annex 1; and
- community infrastructure described in paragraph A1.2 of Annex 1.

2.3 In addition, the SPP addresses development that has the potential to increase the extent or severity of natural hazards, but this aspect of the SPP applies only when planning schemes are being made or amended.

Areas to which the Policy applies

2.4 The SPP generally applies throughout Queensland. However, the application of the SPP for bushfire and landslide is limited to the local governments listed in Annex 2.

3. USING THE POLICY

3.1 The main outcome statements are depicted in bold type (Outcome 1 to Outcome 6) and must be read in conjunction with the rest of the text.

3.2 This SPP addresses only development issues associated with minimising the potential adverse impacts of flood, bushfire and landslide. To achieve some of the SPP outcomes, development proposals may include works (e.g. filling, firebreaks or retaining structures) that would have unacceptable impacts on the natural environment, heritage or amenity values. Achieving the outcomes of this SPP is not an automatic justification for a development proposal being inconsistent with policies on amenity, conservation or other matters.

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1 See Section 9, Glossary.

2 The SPP 1/03 Guideline: *Mitigating the Adverse Impacts of Flood, Bushfire and Landslide* describes in more detail how the SPP applies.

3.3 When a planning scheme appropriately reflects the SPP[3], the planning scheme is to be regarded as the local interpretation and expression of the SPP for development assessment purposes.

3.4 Technical terms are described in Section 9, Glossary.

3.5 The SPP 1/03 Guideline: *Mitigating the Adverse Impacts of Flood, Bushfire and Landslide* ('the SPP Guideline'), as amended from time to time, provides advice about how to implement the SPP, and is declared to be 'extrinsic material' under the *Statutory Instruments Act 1992*.[4]

4. THE NEED TO MITIGATE THE ADVERSE IMPACTS OF NATURAL HAZARDS

4.1 A natural hazard is a naturally occurring situation or condition with the potential for loss or harm to the community or environment. Natural hazards do not have to become natural disasters. Effective land use planning is an important means of reducing the community's vulnerability to natural hazards and promoting resilient communities.

4.2 In Queensland the main natural hazard threats are cyclones/severe storms, floods, storm tide inundation, bushfires, landslide and earthquake. The risks and consequences from these hazards vary around the State depending on the location, the physical characteristics of land and the type of development. Cyclones are particularly potent natural hazards as the consequences of a cyclone can include a combination of flood, storm tide inundation, strong winds and landslide. For the purposes of this SPP, the consequences of cyclones are regarded as separate hazards.

4.3 As the hazards associated with strong winds and earthquakes are not amenable to clear spatial definition, they are difficult to address through land use planning mechanisms. Design and construction standards are the most appropriate mechanisms for mitigating risk from earthquakes and strong winds. The *Standard Building Regulation* specifies construction standards for buildings and most non-building structures. Therefore, strong winds and earthquakes are not addressed by this SPP.

4.4 Storm tide inundation hazard is addressed under the *State Coastal Management Plan – Queensland's Coastal Policy 2001* (State Coastal Plan), and is therefore excluded from this SPP except to the extent that cumulative impacts (e.g. flooding can be exacerbated under storm tide conditions) may need to be considered in determining the extent and severity of hazard under this SPP.

4.5 Natural disasters are a significant and rising cost to the community. They are estimated to have cost Queensland an average of $239 million per year (in 1999 prices) in direct and indirect tangible costs between 1967 and 1999.[5] In addition, there are significant intangible costs associated with loss of life, injury, human suffering, loss of productivity and environmental degradation.

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[3] The Minister formally identifies in the planning scheme those SPPs that have been appropriately reflected.

[4] Refer to the SPP Guideline for an explanation of 'extrinsic material'.

[5] Bureau of Transport Economics Report 103, Economic Costs of Natural Disasters in Australia, Commonwealth of Australia 2001.

4.6 The *Queensland Greenhouse Policy Framework*[6] acknowledges the growing scientific consensus that the enhanced greenhouse effect is changing the world's climate, and that Queensland will be vulnerable to the effects of climate change. Predicted changes include reductions in annual rainfall but increases in rainfall intensity, sea level and coastal erosion, bushfire risk, flood risk and damage to transport infrastructure and low-lying human settlements. The nature of these changes will vary across Queensland. These changes will have significant impacts on the nature and extent of natural hazards and, consistent with the precautionary principle[7], should be considered when undertaking natural hazard assessments or developing natural hazard mitigation strategies. The State Coastal Plan provides general direction for addressing potential impacts of climate change in the coastal zone.

4.7 Inappropriate development in areas susceptible to natural hazards significantly increases the risks (and associated costs) to the community. This SPP aims to minimise these risks by ensuring that the potential adverse impacts of natural hazards are adequately considered when development applications are assessed, when planning schemes are made or amended and when land is designated for community infrastructure.

5. THE POLICY APPROACH

5.1 The SPP requires the identification of *natural hazard management areas*[8] within which minimising risks to the community should be a key consideration in development assessment and the preparation of planning schemes. Until natural hazard management areas are identified in planning schemes, the natural hazard management areas outlined in Annex 3 should be used for development assessment.

5.2 In relation to certain important types of community infrastructure[9], the SPP aims to ensure that they are able to maintain operation during and immediately after major natural hazard events wherever practicable. The SPP applies to these types of community infrastructure anywhere in Queensland[10], not only within natural hazard management areas.

6. DEVELOPMENT OUTCOMES AND DEVELOPMENT ASSESSMENT

6.1 When development applications are assessed against this SPP or land is designated for community infrastructure, regard must be had to Outcomes 1 to 3 and the remainder of Section 6. However, this SPP is not to be used when assessing development applications for building work assessable only against the *Standard Building Regulation*.

6.2 The assessment manager needs certain information when assessing development applications for consistency with Outcomes 1 to 3. If not provided with a development application, such information should be the subject of an information request under the Integrated Development Assessment System (IDAS).[11]

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6 Queensland Greenhouse Policy Framework: A Climate of Change, State of Queensland, September 2001.
7 The precautionary principle is defined in s1.2.3(2) of the *Integrated Planning Act 1997*.
8 See Section 9, Glossary.
9 See paragraph A1.2, Annex 1.
10 Except, in relation to bushfire and landslide, those local government areas not included in Annex 2.
11 See Section 9, Glossary.

Development in natural hazard management areas

6.3 When assessing development applications for the development listed in paragraph A1.1 of Annex 1, regard must be had to Outcomes 1 and 2.

Outcome 1:	**Within natural hazard management areas, development to which this SPP applies is compatible with the nature of the natural hazard[12], except where:** • **the development proposal is a development commitment[13]; or** • **there is an overriding need for the development in the public interest and no other site is suitable and reasonably available for the proposal.**

Identifying natural hazard management areas and severity of hazard

6.4 Annex 3 describes the natural hazard management areas for flood, bushfire and landslide that apply to this outcome. Information on the location of natural hazard management areas and, in some instances, the severity[14] of hazard within those areas may be obtained from State or local government. Information on the severity of natural hazards will not always be available, but where it is available it should be provided with the development application. The SPP Guideline provides further information on how to identify natural hazard management areas and the severity of hazard.

6.5 In the case of landslide hazard for which the natural hazard management area may be based on a slope calculation[15], the slope of the development site may need to be determined when preparing a development application.

6.6 The natural hazard management area for flood hazard is dependent on a local government adopting a flood event for the management of development in a particular locality[16] and identifying the affected area in the planning scheme. Until this occurs the SPP does not take effect for development assessment in relation to flood hazard in that locality.

6.7 When assessing applications for development, the assessment manager will need to confirm whether the proposed development is located within a natural hazard management area. The assessment manager will also need to confirm the severity of hazard where such information is available.

Determining development compatibility

6.8 In natural hazard management areas, development that achieves the relevant specific outcomes set out in Annex 4 is compatible with the nature of the natural hazard. Development applications should demonstrate such achievement.

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12 See Section 9, Glossary for a definition of 'nature of the natural hazard'.

13 See Section 9, Glossary.

14 Areas are often classified according to the estimated severity of a particular hazard in that location (e.g. High, Medium, Low severity). Classification in this fashion is not always necessary or appropriate. However, where such information is available it should be used to assist development assessment.

15 Refer to Annex 3.

16 This is referred to as the Defined Flood Event, see Section 9, Glossary.

Development commitments

6.9 A development proposal that is consistent with Outcome 1 because of a development commitment should also achieve Outcome 2.

Overriding need

6.10 In some cases, it may be possible to demonstrate that a proposed development that is incompatible with the nature of the natural hazard would meet a particular public need to an extent that would override some aspects of the risk associated with the natural hazard.

6.11 Determining an overriding need in the public interest will depend on the circumstances of the particular development proposal. The proposal should result in a significant overall benefit to the whole or a significant part of the community in social, economic or environmental terms that outweighs the adverse impacts arising from the development's exposure to natural hazards. Also, the development application should demonstrate that a similar benefit could not be achieved by developing other suitable and reasonably available sites. Increased risk to people is a significant consideration when determining overriding need.[17]

6.12 A development proposal that is consistent with Outcome 1 because of an overriding public need should also achieve Outcome 2.

Outcome 2:	**Development that is not compatible with the nature of the natural hazard but is otherwise consistent with Outcome 1:** • **minimises as far as practicable the adverse impacts from natural hazards; and** • **does not result in an unacceptable risk[18] to people or property.**

6.13 Development achieves Outcome 2 when it is brought as near as practicable to the level required to comply with the specific outcomes in Annex 4, and the development would not result in an unacceptable risk to people or property. Assessment of the latter requirement will require consideration of the on-site and external impacts of the proposed development. Annex 5 specifies the minimum measures required to avoid an unacceptable risk.[19]

Community infrastructure anywhere in Queensland

6.14 When assessing development applications or designating land for community infrastructure described in paragraph A1.2 of Annex 1, regard must be had to Outcome 3. Community infrastructure development that involves any of the actions or activities in paragraph A1.1 of Annex 1 and is located in a natural hazard management area should also achieve Outcomes 1 and 2.

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17 The SPP Guideline provides advice about interpreting 'overriding need'.
18 See Section 9, Glossary.
19 The SPP Guideline provides advice on achieving Outcome 2.

Outcome 3: Wherever practicable, community infrastructure to which this SPP applies is located and designed to function effectively during and immediately after natural hazard events commensurate with a specified level of risk.

6.15 Wherever practicable, community infrastructure should be capable of performing its role in maintaining the health, safety and wellbeing of the community in the event of a natural disaster. However, locating and designing community infrastructure to withstand any natural hazard event, no matter how severe, would be unrealistic. Accordingly, the SPP Guideline sets out appropriate levels of risk for differing types of community infrastructure and provides advice on assessing community infrastructure proposals against Outcome 3. Locating and designing community infrastructure to withstand these specified levels of risk also needs to be weighed against the need for that infrastructure to serve the community effectively in normal circumstances when there is no natural hazard event.

6.16 Where designing the community infrastructure to function effectively at the specified level of risk in Outcome 3 is not practicable, the development should be designed to function at the highest level of risk that is practicable.[20]

7. MAKING AND AMENDING A PLANNING SCHEME

7.1 Planning schemes should aim to achieve Outcomes 1 to 3 by identifying natural hazard management areas and containing appropriate planning strategies and development assessment measures.

Identifying natural hazard management areas

Outcome 4: Natural hazard management areas are identified in the planning scheme.

7.2 Clearly identifying areas potentially affected by flood, bushfire and landslide is necessary to assist in formulating planning strategies and detailed planning measures that minimise risks to people, property, economic activity and the environment. The SPP Guideline provides advice on how to identify natural hazard management areas and severity of hazard (where appropriate). The SPP Guideline also provides advice on including the impacts of climate change when identifying a natural hazard management area.

[20] The SPP Guideline provides advice about deciding appropriate levels of risk in this circumstance.

Reflecting the SPP in planning strategies

Outcome 5:	**The planning scheme contains planning strategies that aim to:** • **ensure that development in natural hazard management areas is compatible with the nature of the natural hazard;** • **minimise the impacts from natural hazards on existing developed areas; and** • **prevent development from materially increasing the extent or the severity of natural hazards.**

7.3 Allocated land uses and associated development within natural hazard management areas should be consistent with Outcomes 1 to 3.

7.4 The planning scheme should include strategies aimed at minimising the impacts of natural hazards on areas of existing development. In particular, new development in existing developed areas should provide the optimum level of protection from natural hazards that is achievable under the circumstances of the particular locality. The SPP Guideline contains advice on how this can be achieved.

7.5 The planning scheme should also include strategies that prevent material increases in the extent or the severity of natural hazards. In relation to flooding, the planning scheme should aim to maintain the flood carrying capacity of rivers, streams and floodways, and the flood storage function of floodplains and waterways. For bushfire hazard, the planning scheme should include strategies that would prevent development (such as plantation forestry) from increasing bushfire risk for existing and planned communities and facilities. The SPP Guideline contains advice on devising these strategies.

Reflecting the SPP in detailed planning scheme measures

Outcome 6:	**The planning scheme measures:** **a) include a code(s) designed to achieve development outcomes consistent with Section 6; and** **b) ensure that development to which this SPP applies is assessable or self-assessable against that planning scheme code(s).** **The planning scheme, or planning scheme policy(s), specifies the information expected to be submitted with development applications subject to the code(s).**

7.6 The combination of development assessment tables, code(s) and other assessment measures in the planning scheme needs to ensure that all relevant development is assessed against specific development standards that are consistent with Section 6. The SPP Guideline provides further advice on how this can be achieved.

7.7 Section 6 and the SPP Guideline describe the information that should be submitted with development applications. The planning scheme or supporting planning scheme policy(s) should make it clear that where such information is not provided with a development application, that information will be subject to an information request under IDAS.

8. INFORMATION AND ADVICE ON THE POLICY

8.1 Queensland Department of Emergency Services (DES) can provide information and advice on interpreting and implementing the SPP, the relevant contacts in appropriate agencies for specific natural hazard mitigation issues, planning for and managing disaster risks, sources of financial assistance for undertaking disaster risk management studies, hazard studies, developing disaster mitigation plans and the interpretation and use of the Bushfire Risk Analysis maps.

8.2 Queensland Department of Local Government and Planning (DLGP) can provide advice about reflecting the SPP in planning schemes and the operation of IDAS.

8.3 Queensland Department of Natural Resources and Mines (NR&M) can provide advice on landslide and floodplain management issues and the latest climate change science advances.

8.4 Queensland Environmental Protection Agency (EPA) can provide advice and information on storm tide and climate change issues.

9. GLOSSARY

9.1 The following terms are used in the SPP as defined below.

Annual exceedance probability (AEP): the likelihood of occurrence of a flood of a given size or larger in any one year; usually expressed as a percentage. For example, if a peak flood discharge of 500 cubic metres per second has an AEP of 5%, it means that there is a 5% risk (i.e. probability of 0.05 or a likelihood of 1 in 20) of a peak flood discharge of 500 metre^3/second or larger occurring in any one year. The AEP of a flood event gives no indication of when a flood of that size will occur next.

Bushfire: an uncontrolled fire burning in forest, scrub or grassland vegetation, also referred to as wildfire.

Climate change: a change of climate that is attributed directly or indirectly to human activity that alters the composition of the global atmosphere and which is in addition to natural climate variability observed over comparable time periods.

Defined flood event (DFE): the flood event adopted by a local government for the management of development in a particular locality. The DFE is generally not the full extent of flood-prone land.

Development commitment: includes any of the following[21]:

- development with a valid preliminary approval;
- a material change of use that is code assessable or otherwise consistent with the requirements of the relevant planning scheme;
- a reconfiguration of a lot and/or work that is consistent with the requirements (including any applicable codes) of the relevant planning scheme; or
- development consistent with a designation for community infrastructure.

[21] Note that a designation in a forward planning document such as a strategic plan or development control plan under a transitional planning scheme is not a development commitment for the purposes of this SPP. Also the SPP does not apply to development assessable only against the *Standard Building Regulation*.

Flood: the temporary inundation of land by expanses of water that overtop the natural or artificial banks of a watercourse i.e. a stream, creek, river, estuary, lake or dam.

Floodplain: an area of land adjacent to a creek, river, estuary, lake, dam or artificial channel, which is subject to inundation by the Probable Maximum Flood (PMF).

Floodway[22]: those areas of the floodplain where a significant discharge of water occurs during the DFE. Floodways are often aligned with naturally defined channels and even if partially blocked would cause a significant redistribution of flood flow, or a significant increase in flood levels. What constitutes a floodway may vary from one floodplain or part of a floodplain to another. Floodways will normally be identified as part of a floodplain management study or flood study where their importance in the overall behaviour of flood flows can be properly taken into account. Where a study to determine floodways using local criteria has not been undertaken, a floodway (for the purposes of this SPP) shall be an area where, at the DFE, the floodwater has:

- a velocity–depth product of 0.3 square metres per second or greater; **or**
- a velocity of 1 metre per second or greater.

Hazardous materials in bulk: hazardous materials as defined in the *Dangerous Goods Safety Management Act 2001* (except that radioactive substances and infectious substances[23] are excluded for the purposes of this SPP) in quantities that:

- would be equivalent to or exceed the minimum quantities set out to determine a Large Dangerous Goods Location in the *Dangerous Goods Safety Management Regulation*; or
- would require a licence for a magazine for the storage of an explosive under the *Explosives Regulation 1955*.

IDAS: Integrated Development Assessment System (IDAS) is a framework that establishes a common statutory system under the *Integrated Planning Act 1997* for making, assessing and deciding development applications, regardless of the nature of development, its location in Queensland or the authority administering the regulatory control.

Landslide: a movement of material downslope in a mass as a result of shear failure at the boundaries of the mass.

Mitigation: any measure intended to reduce the severity of a natural hazard.

Natural disaster: a natural hazard event that severely disrupts the fabric of a community and requires the intervention of the various levels of government to return the community to normality.

Natural hazard: a naturally occurring situation or condition with the potential for loss or harm to the community, property or environment. The natural hazards addressed in this SPP are flood, bushfire and landslide.

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[22] Local governments may adopt an alternative definition of floodway in their planning scheme to provide a more accurate reflection of the flood characteristics in a particular locality. Refer to Appendix 2 for additional information on floodways and their identification.

[23] Radioactive substances are appropriately managed under the *Radiation Safety Act 1999*, and facilities dealing with infectious substances are subject to Australian Standards and the Office of Gene Technology.

Natural hazard management area: an area that has been defined[24] for the management of a natural hazard (flood, bushfire or landslide), but may not reflect the full extent of the area that may be affected by the hazard (e.g. land above the 1% AEP floodline may flood during a larger flood event). Natural hazard management areas for flood, bushfire or landslide are described in Annex 3.

Nature of the natural hazard: the important characteristics of the hazard including the type of hazard and its severity.

Probable maximum flood (PMF): the largest flood that could reasonably occur at a particular location, resulting from the probable maximum precipitation. The PMF defines the extent of flood-prone land. Generally, it is not physically or financially possible to provide general protection against this event.

Risk: a concept used to describe the likelihood of harmful consequences arising from the interaction of hazards, community and the environment.

Unacceptable risk: a situation where people or property are exposed to a predictable hazard event that may result in serious injury, loss of life, failure of community infrastructure, or property damage that would make a dwelling unfit for habitation.

Vegetation clearing[25]: removing or cutting down, ringbarking, pushing over, poisoning or in any way destroying a tree, shrub or other plant (other than grass), but does **not** include:

- lopping, pruning or mowing for maintenance purposes;
- work associated with management practices for the conduct of an agricultural or forestry use[26];
- clearing vegetation for essential management including:
  - for establishing or maintaining a firebreak to protect a building, property boundary or paddock;
  - vegetation that is likely to endanger the safety of a person or property on the land because the vegetation is likely to fall;
  - for maintaining an existing fence, stock yard, shed, road or other built infrastructure; or
  - for maintaining a garden or orchard.

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[24] A natural hazard management area may be defined using a different term (e.g. bushfire prone area; flood affected area).

[25] Proposals that involve vegetation clearing may also be required to address relevant requirements of the *Vegetation Management Act 1999*, as well as local laws and the planning scheme. Information and advice on these matters should be sought from NR&M and the local government.

[26] Work associated with forestry and management practices for the conduct of an agricultural use (other than the clearing of native vegetation on freehold land) is exempt development that may not be made assessable or self-assessable under the IPA.

ANNEX 1

Development to which this Policy applies

A1.1 In natural hazard management areas this Policy applies as follows:

a) in natural hazard management areas for **flood, bushfire** or **landslide** to **material changes of use** and associated **reconfigurations of a lot** that:
- increase the number of people living or working in the natural hazard management area (e.g. residential development, shopping centres, tourist facilities, industrial or commercial uses) except where the premises are only occupied on a short-term or intermittent basis (e.g. by construction/maintenance workers, certain agricultural and forestry workers); or
- involve institutional uses where evacuating people may be particularly difficult (e.g. hospitals, education establishments, child care, aged care, nursing homes and high security correctional centres); or
- involve the manufacture or storage of hazardous materials in bulk[27]; or
- would involve the building or other work described in (b) and (c) below as an intrinsic element of the development proposal; and

b) in natural hazard management areas for **flood**, to **building**[28] or other **work** that involves any physical alteration to a watercourse or floodway including vegetation clearing[29], or involves net filling exceeding 50 cubic metres[30]; and

c) in natural hazard management areas for **landslide**, to **building**[28] or other **work** on potentially unstable slopes that involves:
- earthworks exceeding 50 cubic metres[30] (other than the placement of topsoil); or
- vegetation clearing[29]; or
- redirecting the existing flow of surface or groundwater.

AND

A1.2 Throughout **Queensland**[31] to the following types of **community infrastructure** that provide services vital to the wellbeing of the community:
- police and emergency services facilities including emergency shelters;
- hospitals and associated institutions;
- facilities for the storage of valuable records or items of cultural or historic significance[32];
- State-controlled roads;
- railway lines, stations and associated facilities;
- aeronautical facilities;
- communication network facilities;
- works of an electricity entity under the *Electrical Safety Act 2002*; and
- water cycle management infrastructure.

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27 See Section 9, Glossary for a definition of hazardous materials in bulk.
28 Except where the building work is accessible only against the *Standard Building Regulation.*
29 See Section 9, Glossary.
30 This is the threshold for defining earthworks of State interest to which the SPP applies. Local governments may adopt lower thresholds to reflect the particular flooding or landslide hazard characteristics of different localities.
31 Except in relation to bushfire and landslide, those local government areas not included in Annex 2.
32 Including facilities for the storage of public records under the *Public Records Act 2002.*

ANNEX 2

Areas within which the SPP applies for Bushfire and Landslide

A2.1 For **bushfire** the SPP applies in the following local government areas as they were defined on 1 September 2002.

Atherton Shire Council
Banana Shire Council
Bauhinia Shire Council
Beaudesert Shire Council
Bendemere Shire Council
Biggenden Shire Council
Boonah Shire Council
Booringa Shire Council
Bowen Shire Council
Brisbane City Council
Broadsound Shire Council
Bungil Shire Council
Burdekin Shire Council
Burnett Shire Council
Caboolture Shire Council
Cairns City Council
Calliope Shire Council
Caloundra City Council
Cambooya Shire Council
Cardwell Shire Council
Chinchilla Shire Council
Clifton Shire Council
Cook Shire Council
Cooloola Shire Council
Crows Nest Shire Council
Dalrymple Shire Council
Douglas Shire Council
Duaringa Shire Council
Eacham Shire Council
Eidsvold Shire Council
Emerald Shire Council
Esk Shire Council
Etheridge Shire Council
Fitzroy Shire Council
Flinders Shire Council
Gatton Shire Council
Gayndah Shire Council
Gladstone City Council
Gold Coast City Council
Herberton Shire Council
Hervey Bay City Council
Hinchinbrook Shire Council
Inglewood Shire Council
Ipswich City Council
Isis Shire Council
Jericho Shire Council
Johnstone Shire Council
Jondaryan Shire Council
Kilcoy Shire Council
Kilkivan Shire Council
Kingaroy Shire Council
Kolan Shire Council
Laidley Shire Council
Livingstone Shire Council
Logan City Council
Mackay City Council
Mareeba Shire Council
Maroochy Shire Council
Maryborough City Council
Millmerran Shire Council
Mirani Shire Council
Miriam Vale Shire Council
Monto Shire Council
Mount Morgan Shire Council
Mundubbera Shire Council
Murgon Shire Council
Murilla Shire Council
Nanango Shire Council
Nebo Shire Council
Noosa Shire Council
Perry Shire Council
Pine Rivers Shire Council
Pittsworth Shire Council
Redcliffe City Council
Redland Shire Council
Rockhampton City Council
Rosalie Shire Council
Sarina Shire Council
Stanthorpe Shire Council
Tara Shire Council
Taroom Shire Council
Thuringowa City Council
Tiaro Shire Council
Toowoomba City Council
Townsville City Council
Waggamba Shire Council
Wambo Shire Council
Warwick Shire Council
Whitsunday Shire Council
Wondai Shire Council
Woocoo Shire Council

Cherbourg Aboriginal Council
Hope Vale Aboriginal Council
Lockhart River Aboriginal Council
Napranum Aboriginal Council
Palm Island Aboriginal Council
Woorabinda Aboriginal Council
Wujal Wujal Aboriginal Council
Yarrabah Aboriginal Council

A2.2 The areas subject to this SPP are not altered by administrative changes to local government boundaries or names.

A2.3 For **landslide** the SPP applies in the following local government areas as they were defined on 1 September 2002:

Atherton Shire Council
Banana Shire Council
Bauhinia Shire Council
Beaudesert Shire Council
Biggenden Shire Council
Boonah Shire Council
Bowen Shire Council
Brisbane City Council
Broadsound Shire Council
Burdekin Shire Council
Burnett Shire Council
Caboolture Shire Council
Cairns City Council
Calliope Shire Council
Caloundra City Council
Cambooya Shire Council
Cardwell Shire Council
Clifton Shire Council
Cooloola Shire Council
Cook Shire Council
Crows Nest Shire Council
Dalrymple Shire Council
Douglas Shire Council
Duaringa Shire Council
Eacham Shire Council
Emerald Shire Council
Esk Shire Council
Fitzroy Shire Council
Gatton Shire Council
Gayndah Shire Council
Gladstone City Council
Gold Coast City Council
Herberton Shire Council
Hervey Bay City Council
Hinchinbrook Shire Council
Ipswich City Council
Isis Shire Council
Johnstone Shire Council
Jondaryan Shire Council
Kilcoy Shire Council
Kilkivan Shire Council
Kingaroy Shire Council
Kolan Shire Council
Laidley Shire Council
Livingstone Shire Council
Logan City Council
Mackay City Council
Mareeba Shire Council
Maroochy Shire Council
Maryborough City Council
Mirani Shire Council
Miriam Vale Shire Council
Monto Shire Council
Mt Morgan Shire Council
Nanango Shire Council
Nebo Shire Council
Noosa Shire Council
Peak Downs Shire Council
Perry Shire Council
Pine Rivers Shire Council
Redland Shire Council
Rockhampton City Council
Rosalie Shire Council
Sarina Shire Council
Stanthorpe Shire Council
Taroom Shire Council
Thuringowa City Council
Tiaro Shire Council
Toowoomba City Council
Torres Shire Council
Townsville City Council
Wambo Shire Council
Warwick Shire Council
Whitsunday Shire Council
Woocoo Shire Council
Bamaga Island Council
Cherbourg Aboriginal Council
Hope Vale Aboriginal Council
Injinoo Aboriginal Council
Lockhart River Aboriginal Council
Mapoon Aboriginal Council
Napranum Aboriginal Council
New Mapoon Aboriginal Council
Palm Island Aboriginal Council
Umagico Aboriginal Council
Woorabinda Aboriginal Council
Wujal Wujal Aboriginal Council
Yarrabah Aboriginal Council

A2.4 The areas subject to this SPP are not altered by administrative changes to local government boundaries or names.

ANNEX 3

Natural hazard management areas

Flood

A3.1 A natural hazard management area (flood) is land inundated by a Defined Flood Event (DFE)[33] and identified in a planning scheme.

A3.2 The Queensland Government's position is that, generally, the appropriate flood event for determining a natural hazard management area (flood) is the 1% Annual Exceedance Probability (AEP) flood. However, it may be appropriate to adopt a different DFE depending on the circumstances of individual localities. This is a matter that should be reviewed when preparing or undertaking relevant amendments to a planning scheme. Local governments proposing to adopt a lower DFE in their planning scheme to determine a natural hazard management area (flood) for a particular locality will be expected to demonstrate to the satisfaction of the Department of Emergency Services (DES) and the Department of Natural Resources and Mines (NR&M) that the proposed DFE is appropriate to the circumstances of the locality[34].

Bushfire

A3.3 A natural hazard management area (bushfire) is:

a) an area identified by a local government in its planning scheme consistent with the conclusions of a bushfire hazard assessment prepared in accordance with Appendix 3 of the SPP Guideline or other methodology approved by the Queensland Fire and Rescue Service (QFRS); or

b) where such a study has not been undertaken, an area identified by a local government in its planning scheme, reflecting the Medium and High hazard area of the Bushfire Risk Analysis maps produced by the QFRS, suitably modified following a visual assessment of the accuracy of the maps by the local government; or

c) where an area has not been identified by a local government, the Medium and High hazard areas on the Bushfire Risk Analysis maps produced by the QFRS.

Landslide

A3.4 A natural hazard management area (landslide) is:

a) an area identified by a local government in its planning scheme consistent with the conclusions of a landslide hazard assessment prepared in accordance with Appendix 4 of the SPP Guideline; or

b) where such a study has not been undertaken, an area identified by a local government in its planning scheme and including all land of 15% and greater slope and other land known or suspected by the local government as being geologically unstable, together with other areas that the local government considers may be adversely affected by a landslide event;[35] or

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33 See Section 9, Glossary.

34 Local Governments are encouraged to adopt a DFE and identify natural hazard management areas (flood) in a planning scheme as soon as possible to enable the application of the SPP to development in flood prone areas. Appendix 2 in the SPP Guideline gives examples of simple flood study alternatives that may be appropriate for interim use until comprehensive flood studies are completed, or for longer-term use by low-growth local governments with capacity and resource constraints. Appendix 2 also provides guidance on the key issues to be considered when determining an appropriate DFE.

35 For example, land below an area known or suspected as being geologically unstable that may be affected by debris flows.

c) where an area has not been identified by a local government, all land with a slope of 15% or greater.[36]

A3.5 The SPP Guideline provides information on methodologies for identifying natural hazard management areas in planning schemes and advice on sources of financial assistance available for such studies.

[36] Refer to the SPP Guideline for a suitable methodology to calculate slope.

ANNEX 4

Compatibility of development in natural hazard management areas with the nature of the hazard

A4.1 This Annex sets out the specific outcomes that should be achieved for development to be compatible with the nature of hazard as required under Outcome 1 of the SPP. Development proposals that demonstrate compliance with each of the specific outcomes that are applicable to the particular development achieve Outcome 1 of the SPP.

A4.2 The SPP Guideline provides advice on how to achieve these specific outcomes.

Natural hazard	Specific outcomes
FLOOD	**1.** Development maintains the safety of people on the development site from all floods up to and including the DFE. **2.** Development does not result in adverse impacts on people's safety or the capacity to use land within the floodplain. **3.** Development minimises the potential damage from flooding to property on the development site. **4.** Public safety and the environment are not adversely affected by the detrimental impacts of floodwater on hazardous materials manufactured or stored in bulk. **5.** Essential services infrastructure (e.g. on-site electricity, gas, water supply, sewerage and telecommunications) maintains its function during a DFE.
BUSHFIRE	**6.** Development maintains the safety of people and property by: **a)** avoiding areas of High or Medium bushfire hazard; or **b)** mitigating the risk through: • allotment design and the siting of buildings; and • including firebreaks that provide adequate: – setbacks between buildings/structures and hazardous vegetation, and – access for fire-fighting/other emergency vehicles; • providing adequate road access for fire-fighting/other emergency vehicles and safe evacuation; and • providing an adequate and accessible water supply for fire-fighting purposes. **7.** Public safety and the environment are not adversely affected by the detrimental impacts of bushfire on hazardous materials manufactured or stored in bulk.
LANDSLIDE	**8.** Development maintains the safety of people, property and hazardous materials manufactured or stored in bulk from the risk of landslide.

ANNEX 5

Determining unacceptable risk in accordance with Outcome 2

A5.1 Outcome 1 does not require development proposals that are either a development commitment[37], or satisfy an overriding need in the public interest to be compatible with the nature of the natural hazard. However, Outcome 2 requires such development proposals to achieve the specific outcomes for compliance with Outcome 1 as far as practicable, and not to result in an unacceptable risk to people and property.

A5.2 The following table sets out the minimum outcomes a development should achieve to avoid unacceptable risk. Appendix 5 of the SPP Guideline provides more information (including associated Probable Solutions) on how to achieve these outcomes.

Minimum requirements to satisfy the 'unacceptable risk' test:

Natural hazard	Minimum requirements
FLOOD	Achievement of specific outcomes 1, 2 and 4 in Annex 4.
BUSHFIRE	Achievement of the following elements from specific outcome 6 in Annex 4: • providing adequate road access for fire-fighting and other emergency vehicles and safe evacuation; and • providing an adequate and accessible water supply for fire-fighting purposes.
LANDSLIDE	Achievement of specific outcome 8 in Annex 4.

[37] See Section 9, Glossary.

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Planning Services
Department of Local Government and Planning
PO Box 31 Brisbane Albert Street
Queensland 4002
Telephone: (07) 3235 4566
Facsimile: (07) 3235 4563

Diaster Mitigation Unit
Counter Disaster and Rescue Services
Department of Emergency Services
GPO Box 1425 Brisbane
Queensland 4001
Telephone: (07) 3247 8481
Facsimile: (07) 3247 8480

Copies of the State Planning Policy 1/03: *Mitigating the Adverse Impacts of Flood, Bushfire and Landslide* are available on the Department of Local Government and Planning's website at www.dlgp.qld.gov.au as well as Department of Emergency Services website at www.emergency.qld.gov.au

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Increasing Queensland's resilience to inland flooding in a changing climate:

Final report on the Inland Flooding Study

A joint project of:
Department of Environment and Resource Management
Department of Infrastructure and Planning
Local Government Association of Queensland

Tomorrow's Queensland: strong, green, smart, healthy and fair

Toward Tomorrow's Queensland | Queensland Government

Prepared by:

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Local Government Association of Queensland

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Executive summary

Flooding causes significant impacts on Queensland communities and the economy—and with our changing climate, flooding events are likely to become more frequent and more intense. Effective land use planning will ensure our communities are ready for the impacts of climate change.

The Local Government Association of Queensland (LGAQ) approached the Queensland Government to provide a benchmark figure for taking climate change into account when assessing inland flooding risk.

An Inland Flooding Study project was established by the Minister for Climate Change and Sustainability and the Minister for Infrastructure and Planning in partnership with LGAQ to deliver:

1. An improved methodology for assessing inland flooding risk while accounting for climate change.
2. Specific policy options for improved flood risk management in the case study area—Gayndah in the North Burnett Regional Council.
3. General policy options for consideration as part of the review of State Planning Policy 1/03 Mitigating the Adverse Impacts of Flood, Bushfire and Landslide (SPP 1/03).

As a result, this Inland Flooding Study combines the best available science and planning options to provide clear guidance and practical tools to enhance flood risk management by local governments.

This study provides Queensland local governments with a climate change factor for increased rainfall intensity for incorporation into flood studies. It proposes a 5 per cent increase in rainfall intensity per degree of global warming.

This 5 per cent increase in rainfall intensity per degree of global warming can be incorporated into the 1 per cent (Q100), 0.5 per cent (Q200) and 0.2 per cent (Q500) Annual Exceedance Probability (AEP)[1] flood events recommended in SPP 1/03. For the purpose of applying this climate change factor local governments should use the following temperature increases and planning horizons: 2°C by 2050, 3°C by 2070 and 4°C by 2100.

This climate change factor will be reviewed and updated when a national position on how to factor climate change into flood studies is finalised as part of the current review of Australian Rainfall and Runoff Engineers Australia Publication (AR&R). The outcomes of this review are not expected to be available before 2014.

In the interim, local governments can use the recommended climate change factor from this project to better identify flood risks. Further technical information on how this climate change factor was derived can be found at ‹www.derm.qld.gov.au›.

Using this climate change factor, the Inland Flooding Study developed recommended policy options to incorporate climate change into the flood risk management framework for Gayndah. These options are included in a draft flood constraint code for assessing development applications, which defines four flood hazard areas linked to the 1 per cent (Q100), 0.5 per cent (Q200) and 0.2 per cent (Q500) AEP flood levels. The draft flood constraint code outlines the appropriate land uses for each of these hazard areas. This is a major step forward in shifting the focus from the 1 per cent AEP (Q100) as the only relevant flood level for residential development to the reality that there are varying levels of flood risk that local governments need to consider.

The recommendations also include two implementation options for addressing the increased flood intensity risk from climate change. These two options allow the North Burnett Regional Council to choose how best to represent this risk in its planning scheme.

The first option uses three new flood maps that include the climate change factor:

- Map 1: 1 per cent (Q100), 0.5 per cent (Q200) and 0.2 per cent (Q500) AEP flood extents projected for 2050.
- Map 2. 1 per cent (Q100), 0.5 per cent (Q200) and 0.2 per cent (Q500) AEP flood extents projected for 2070.
- Map 3: 1 per cent (Q100), 0.5 per cent (Q200) and 0.2 per cent (Q500) AEP flood extents projected for 2100.

These maps are used to apply development constraints based on the asset life and location of a development proposal in relation to the revised flood maps.

1 The Annual Exceedence Probability (AEP) refers to the likelihood of occurrence of a flood of a given size (or larger) in any one year. The 1 per cent AEP flood event is also known as the 1-in-100 year Average Recurrence Interval (ARI) or Q100 event, the 0.5 per cent AEP is also known as the 1-in-200 year ARI or Q200 event, and the 0.2 per cent AEP is also known as the 1-in-500 year (ARI) or Q500 event.

The second option uses Gayndah's existing flood maps and increases the level of constraint on development proposals to account for the climate change factor. In effect this extends the area subject to current 1 per cent AEP (Q100) development constraints to:

- an area equivalent to the present day 0.5 per cent AEP (Q200) flood level for areas subject to a development commitment
- an area equivalent to the present day 0.2 per cent AEP (Q500) flood level for new urban development.

This approach is based on the current 0.5 per cent AEP (Q200) approximating the 1 per cent AEP (Q100) level by 2050 and the current 0.2 per cent AEP (Q500) approximating the 1 per cent AEP (Q100) level by 2100.

The two implementation options apply the same climate change factor of a 5 per cent increase in rainfall intensity per degree Celsius of global warming.

The recommended policy options provide the North Burnett Regional Council with interim guidance on how to better manage flood risk for the Gayndah township area in advance of the review of SPP 1/03. While these options are specific to the issues identified by this project for the Gayndah township, the policy approach underpinning the draft flood constraint code will be of interest to other local governments as an example of how the impact of climate change on flood risk can be addressed in planning schemes. A copy of the recommended policy options paper prepared for Gayndah can be found at ‹www.derm.qld.gov.au›.

The Inland Flooding Study raised issues that will be considered by the Queensland Government as part of the review of SPP1/03, including:

- the benefits of requiring a standard hydrological methodology for flood studies
- identifying how frequently flood studies should be reviewed and/or updated
- investigating the circumstances in which local governments should be able to have a Defined Flood Event (DFE)[2] that is higher or lower than the 1 per cent AEP (Q100)
- clarifying which components of the SPP, as they relate to flood risk management, are optional or mandatory
- identifying how to better integrate land use planning and disaster management planning, for example making sure there are sufficient evacuation routes to get people to a safe and secure area in an extreme event (e.g. storm, flood or fire).

The key recommendations from the study are:

- **Recommendation 1**—Local governments should factor a 5 per cent increase in rainfall intensity per degree of global warming into the 1 per cent (Q100), 0.5 per cent (Q200) and 0.2 per cent (Q500) AEP flood events recommended in SPP 1/03 for the location and design of new development.
- **Recommendation 2**—The following temperatures and timeframes should be used for the purposes of applying the climate change factor in Recommendation 1:
  - 2°C by 2050
  - 3°C by 2070
  - 4°C by 2100.
- **Recommendation 3**—The Queensland Government will review and update this climate change factor when a national position on how to factor climate change into flood studies is finalised as part of the current review of AR&R.
- **Recommendation 4**—That North Burnett Regional Council consider the two implementation options identified in the paper *Recommended Policy Options for Incorporating Climate Change into the Flood Risk Management Framework in Gayndah* and implement its preferred approach in its planning scheme.
- **Recommendation 5**—The review of SPP 1/03 should consider the benefits of requiring a standard method for undertaking a flood study and determining a DFE.
- **Recommendation 6**—The review of SPP 1/03 should consider whether there is a need to specify how frequently a flood study should be reviewed or updated.
- **Recommendation 7**—The review of SPP 1/03 should develop criteria that outline the circumstances where a DFE higher or lower than the 1 per cent AEP (Q100) is appropriate for residential land use planning.

2 The DFE is the flood event adopted for the management of development in a particular locality. The 1 per cent AEP is the recommended DFE under SPP1/03.

- **Recommendation 8**—The review of SPP 1/03 should clarify what components of the SPP are compulsory and clarify what additional guidance local governments may need to meet those obligations.
- **Recommendation 9**—The review of SPP 1/03 should consider the applicability of the recommended planning response for Gayndah (as per recommendation 4) to other parts of Queensland.
- **Recommendation 10**—The review of SPP 1/03 should consider how to improve the integration of land use planning and disaster management planning.
- **Recommendation 11**—The review of SPP 1/03 should consider issues concerning coincident flooding including: the results of any research into the potential impacts; the extent to which coincident flooding is already covered in flood studies conducted by local governments; and the most appropriate planning instrument to address coincident flooding in the future.
- **Recommendation 12**—Working through the national Building Ministers' Forum (BMF) and the Australian Building Codes Board (ABCB), support the development of a national code for the design and construction of new building work in areas designated as flood prone in local planning schemes.

The Inland Flooding Study has been a joint project of the Queensland Government and the LGAQ. Further information on the project outcomes, including specific recommendations, are set out in the remainder of this report.

Methodology and project governance

Project methodology

The Inland Flooding Study comprised two components:

1. a climate change science component to incorporate climate change into flood studies
2. a planning policy component to recommend policy options for Gayndah and to carry forward to the review of SPP 1/03.

Both components included an analysis of approaches in national and international jurisdictions with a similar propensity for flooding and comparable planning frameworks and governance models.

Various scientific methodologies were examined to identify benchmark figures for planning to take account of the projected impacts of climate change on flood risks. These methods were based on the theory that precipitable water in the atmosphere will increase as global temperature increases. Analysis was undertaken to determine the extent of evidence in the Queensland historical record for this physical relationship. This analysis included both land surface temperatures and sea surface temperatures.

The recent work of Rafter and Abbs (2010)[3] was also considered, which uses extreme value analyses to calculate the percentage increases of intense rainfall from a suite of Global Climate Models. The project also took into account the recently released report from the US National Academy of Sciences (2010) which concludes that: "Extreme precipitation is likely to increase as the atmospheric moisture content increases in a warming climate. Typical magnitudes are 3-10 per cent per degree C warming, with potentially larger values in the tropics, and in the most extreme events globally."

A desktop assessment of relevant planning policy responses in selected national and international jurisdictions identified a number of promising practices to improve Queensland's land use planning response to flood risk management. The most effective practices have informed the planning policy recommendations included in this report.

Gayndah case study

A case study was undertaken in Gayndah in North Burnett Regional Council to trial the increased rainfall intensity climate change factor and consider policy options for improved flood risk management. This was in addition to desktop analyses of relevant science and policy.

3 Rafter T. and Abbs D. (2010). Calculation of Australian extreme rainfall within GCM simulations using Extreme Value Analyses. Unpublished.

In 2008, the former Gayndah Shire Council undertook a flood study to inform its planning and development assessment. The consultant's report recommended that the Council adopt a climate change impact allowance of 20 per cent (i.e. increase river peak flow discharges from the Gayndah catchment by 20 per cent). This increased the area of Gayndah township that would be considered at flood risk for land use planning and development assessment purposes, effectively moving the current 1 per cent AEP (Q100) event up to the current 0.5 per cent AEP (Q200) event.

In January 2009, LGAQ approached the Queensland Government for verification of the advice given to Gayndah Shire Council and to obtain clearer guidance on how to factor climate change into flood studies and land use planning.

As a result, the Queensland Government, in collaboration with LGAQ, undertook this project to deliver a more definitive approach to managing inland flooding risks in a changing climate, based on the best available science and implemented via the Queensland land use planning framework.

Gayndah provides a useful case study area for Queensland on the basis that:

- It is an inland catchment that is not influenced by coastal inundation or sea level rise (therefore the impacts associated with potential changes in rainfall intensity can be clearly measured).
- A recent, calibrated flood study had been completed to current standards including consideration of climate change as a basis for assessment.
- Flood conditions in the area are sensitive to changes in peak discharge (with a secondary flow path opening up at a particular threshold) and therefore the potential impacts of climate change are significant.
- It is within a representative inland catchment being medium-large in size (23 350 km^2).

Project governance

A Project Board was established to oversee both components of the project. The Project Board was chaired by the Office of Climate Change (OCC) and comprised senior representatives from:

- LGAQ
- CSIRO Climate Adaptation Flagship
- the National Climate Change Adaptation Research Facility
- Griffith University
- Department of Infrastructure and Planning
- Department of Community Safety
- Department of Environment and Resource Management.

The science component of the project was led by the Queensland Climate Change Centre of Excellence (QCCCE) within the Department of Environment and Resource Management. The science deliverables for the project were reviewed and endorsed by a Scientific Advisory Group (SAG), comprising scientists and flood specialists from leading scientific institutions and stakeholder organisations. Members of the SAG are listed in Appendix 1.

The recommended climate change factor derived through this project was also discussed and reviewed at an end user workshop on 27 September 2010. Organisations represented at the workshop are listed in Appendix 2.

The policy component of the project was led by the Planning Policy and Legislation Branch in the Department of Infrastructure and Planning (DIP). A Planning Policy Advisory Group (PPAG) reviewed and endorsed the deliverables for the policy component of the project. Members of the PPAG are listed in Appendix 3. Consultations with senior officers from North Burnett Regional Council also occurred on 5 August 2010 and 13 October 2010 to seek their feedback and endorsement of the recommended policy options.

Key findings and recommendations

Context

Flooding is number one in the hierarchy of risks from natural hazards in Queensland, and has significant economic impacts on Queensland communities.

In March 2009 floods occurred across North West Queensland and in Mackay, costing state and local governments approximately $234 million in damage to infrastructure. This event saw one million square kilometres, or 62 per cent of the State underwater. In March 2010, serious flooding occurred across large areas of the State including south-west Queensland.

Although flooding is a natural occurrence, climate change science is indicating that despite a projected decrease in rainfall across most of Queensland, a projected increase in rainfall intensity could result in more flooding events[4].

Effective land use planning can help reduce the impact of flood events by ensuring dwellings, critical infrastructure (such as hospitals) and sensitive land uses (such as storage of fuel) are located where there is a lower risk of flooding or are built to withstand the impacts of flood events (for example, building houses on stumps). This report looks at how the planning framework can assist and how it can be better integrated with disaster management.

By combining the best available science and planning options on climate change and flood risk, the Inland Flooding Study has provided clearer guidance and practical tools for local governments to better understand and manage flood risk in a changing climate when conducting flood risk assessments and developing or reviewing local planning schemes.

Scientific recommendations

Recommendation 1—Local governments should factor a 5 per cent increase in rainfall intensity per degree of global warming into the 1 per cent (Q100), 0.5 per cent (Q200) and 0.2 per cent (Q500) AEP flood events recommended in SPP 1/03 for the location and design of new development.

Recommendation 2—The following temperatures and timeframes should be used for the purposes of applying the climate change factor in Recommendation 1:

- 2°C by 2050
- 3°C by 2070
- 4°C by 2100.

Recommendation 3—The Queensland Government will review and update this climate change factor when a national position on how to factor climate change into flood studies is finalised as part of the current review of AR&R.

More detailed information on the rationale for deriving the climate change factor can be found at ‹www.derm.qld.gov.au›.

In summary, the climate change factor is based on the proposition that as the lower atmosphere warms, the atmospheric water vapour also increases, which increases the risk of more intense rainfall events.

The rate of atmospheric warming over time is derived from the Intergovernmental Panel on Climate Change (IPCC) Fourth Assessment Report A1FI (high) greenhouse gas emissions scenario. The A1FI scenario assumes continued dependence on fossil fuels. Global temperatures for the past decade have been the warmest on record and are currently tracking at the upper limits of the A1FI scenario.

Using the A1FI emissions scenario, the best estimate of projected changes in annual global mean temperatures is outlined in Table 1.

4 Climate Change in Queensland: What the Science is Telling Us 2010 p.27

Table 1: Global warming best estimate and representative ranges relative to 1990 for relevant planning horizons for the A1F1 scenario

	2050		2070		2100	
	Best estimate	Representative range	Best estimate	Representative range	Best estimate	Representative range
A1F1	1.8°C	1.08–2.88°C	2.9°C	1.74–4.64°C	4.0°C	2.4–6.4°C

Local governments should use the temperatures and timeframes outlined in Recommendation 2 when producing new flood maps. However, local governments may be able to use their existing flood maps to approximate future flood levels that incorporate the recommended climate change factor for example, in the Gayndah case study area the following approximations were used[5].

Table 2: Approximate change to flood level with climate change

Existing flood level	Temperature change scenario	Changes to a future flood level
0.5 per cent AEP (Q200)	2°c warming by 2050	1 per cent AEP (Q100) by 2050
0.2 per cent AEP (Q500)	2°c warming by 2050	0.5 per cent AEP (Q200) by 2050
0.2 per cent AEP (Q500)	4°c warming by 2100	1 per cent AEP (Q100) by 2100

This project acknowledges that the AR&R publication provides the nationally accepted methodologies for undertaking flood studies. However, the publication has not been updated for 23 years and does not consider the impacts of climate change.

While the Australian Government is supporting a review of the AR&R publication, the outcomes of this review are not expected to be available before 2014. This project was therefore undertaken to meet the needs of local governments on how to consider climate change and better identify flood risks.

In that context, the climate change factor identified by this project for incorporation into flood studies will be reviewed and updated when a national position on how to factor climate change into flood studies is finalised as part of the current review of the AR&R publication.

Issues not explicitly addressed by this project will also be considered by the the AR&R publication review. For example, how antecedent conditions (the wetness or dryness of the catchment) may impact on hydrological models with climate change. For the purposes of this project, the current evidence suggests that maintaining the existing antecedent characteristics of the catchment is reasonable and warranted.

Similarly, the review will consider the implications of revised global emissions scenarios provided in the IPCC's Fifth Assessment Report (AR5) on rainfall intensity and flooding. The AR5 is scheduled for release in 2014.

Advice on how to use the climate change factor in flood studies

To account for the impacts of climate change, the nationally accepted methodologies for undertaking flood studies outlined in the AR&R publication should be followed, with the only change being that design rainfall depths are increased by a climate change factor of 5 per cent per degree Celsius of global warming.

Design rainfall depths should be determined through an appropriate method such as the method in the AR&R publication or CRC-FORGE. Given that the climate change factor of 5 per cent is per degree Celsius of global warming, the actual percentage increase used will depend on the timeframe and temperature outlined in Recommendation 2. For example, there will be a 10 per cent increase in rainfall depth for a timeframe of 2050 (i.e. a 2°C increase in global warming by 2050), a 15 per cent increase for 2070 (i.e. a 3°C increase in global warming by 2070), and a 20 per cent increase for 2100 (i.e. a 4°C increase in global warming by 2100).

5 This is general guidance only and local governments need to check with flood hydrologists whether this is a valid approach for their existing flood studies and particular catchments.

The climate change factor of 5 per cent per degree of global warming should be applied to rainfall depths and not directly to hydrographs (i.e. the quantity of water flowing in the river). The scaled rainfall depths should then be applied to the hydrological model in the same way as the current event-based methods to produce design flood hydrographs for climate change scenarios.

There is currently no requirement to adjust the remaining data inputs (temporal patterns, loss models) or modify the hydrological model parameters. The determined climate change hydrographs should, in turn, be applied to the hydraulic model to calculate the flood level, depth and extents for climate change design events.

Note: This climate change factor is limited to flood risk management for planning purposes as described by the SPP 1/03 and does not extend to more frequent events (i.e. >2 per cent AEP or Q50) or more extreme events (i.e. probable maximum flood). The climate change factor applies to floods arising from rainfall events of at least one hour or more.

Policy recommendations

Recommendation 4—That North Burnett Regional Council consider the two implementation options identified in the paper *Recommended Policy Options for Incorporating Climate Change into the Flood Risk Management Framework in Gayndah* and implement its preferred approach in its planning scheme.

The Inland Flooding Study has identified two policy options for the North Burnett Regional Council to incorporate the effect of climate change on flooding into its planning scheme.

Both options comprise three components:

1. A policy that incorporates different approaches depending on a development commitment being in place or not

For proposals already subject to a development commitment, conditions will ensure that development is subject to stringent design and evacuation standards. To achieve this, development either has to be consistent with appropriate land uses for specific flood hazard areas or development must be designed and constructed to appropriate flood level and height of habitable rooms. In addition, evacuation routes must be maintained to specific flood levels.

For land that is not already subject to a development commitment, the policy directs development to areas of lowest flood hazard based on the proposed land use by requiring that new development is built above specific flood levels and that evacuation routes must also be maintained to specific flood levels.

2. A draft flood constraint code to address development in flood affected areas

A flood constraint code is a requirement within local planning schemes for flood affected areas. The draft flood constraint code developed through this project for Gayndah defines four flood hazard areas based on the three relevant flood levels described in the SPP1/03—the 1 per cent (Q100), 0.5 per cent (Q200) and 0.2 per cent (Q500) AEPs.

A land use table included in the draft flood constraint code outlines the appropriate land uses for each of these hazard areas. This is a major step in shifting the focus from the 1 per cent AEP (Q100) as the most important flood level for residential development to the reality that there are many flood hazard levels and associated risks that local governments need to consider.

3. A choice of flood overlay maps based on different planning horizons

Using the new climate change factor outlined in recommendations 1 and 2, flood overlay maps for different planning horizons were developed for the Gayndah township. These maps will allow North Burnett Regional Council to identify the geographic areas affected by flooding risks over time and will inform application of the draft flood constraint code.

The policy approach proposed for Gayndah is intended to minimise the risk to life and property in flood affected areas, including the accentuated risk from climate change, by:

- reducing the adverse impacts of flooding by encouraging, for example, flood resilient design and layout
- facilitating development in lower probability flooding areas
- maintaining local floodplain processes (water storage and flows; river discharge and capacity; banks of river, streams and water bodies protected from erosion)

- maintaining a network of evacuation routes
- maintaining critical emergency infrastructure and services during flood events
- maintaining functionality of community infrastructure during and immediately following flood events.

These policy options have been developed specifically for the Gayndah township and in response to a request by the North Burnett Regional Council and LGAQ for advice and guidance. While the outcomes of the study have been developed for Gayndah, the findings will be of interest to other local governments in Queensland. Further information can be found in the publication *Recommended Policy Options for Incorporating Climate Change into the Flood Risk Management Framework in Gayndah* available at ‹www.derm.qld.gov.au›.

The policy options provided for Gayndah are transitionary arrangements in advance of the current review of SPP 1/03 (due for completion in 2013). The review of SPP 1/03 will provide all Queensland local governments with definitive policy requirements on how to address flood, bushfire and landslide hazards in their planning schemes. Until this review is complete, any council seeking to amend their planning schemes must continue to reflect the current policy requirements in SPP 1/03.

General recommendations for consideration as part of the review of SPP 1/03

In the context of this review, planners, consultants, engineers and council representatives were consulted on the practical issues associated with implementation of the current SPP 1/03. The Project Board has had regard to all of the issues that were identified during those discussions in formulating the following recommendations for consideration as part of the broader review of SPP 1/03.

Recommendation 5—The review of SPP 1/03 should consider the benefits of requiring a standard method for undertaking a flood study and determining a DFE.

There is currently no requirement on local governments to use a standard calibrated engineering method for undertaking flood studies. Under the current SPP, local governments may elect instead to use, for example, historical flood data (including the lack of data) to determine their DFE. This discretion in how local governments assess their flood risk results in varying degrees of accuracy and predictive value of current and future flood hazards.

Development of a standard method for flood studies which includes advice on the Queensland Government's endorsed climate change factors and takes account of different catchment characteristics (e.g. large rural catchments and highly developed urban catchments) would improve the consistency and accuracy of flood studies in Queensland. On this issue, the Project Board and advisory group members identified that New South Wales appears to have overcome issues of accuracy in the assessment of flood hazards by requiring uniform state-wide application of a standard method for flood studies.

Recommendation 6—The review of SPP 1/03 should consider whether there is a need to specify how frequently a flood study should be reviewed or updated.

While SPP 1/03 requires that a flood study be undertaken for natural hazard management areas, there is currently no guidance on when local governments should review or update those studies. In practice, this means that local governments may be using flood studies that do not reflect recent development in the area and the impact of that development on potential flood risks.

Therefore it is recommended that the review of SPP 1/03 identify appropriate triggers to guide when local governments need to review and/or update their flood studies, taking into consideration the likely cost impacts on local governments of increasing the frequency of undertaking flood studies. Triggers could include undertaking a planning scheme review (review hydraulic components) and updated AR&R advice (update hydrological components).

Recommendation 7—The review of SPP 1/03 should develop criteria that outline the circumstances where a DFE higher or lower than the 1 per cent AEP (Q100) is appropriate for residential land use planning.

SPP 1/03 currently requires local governments to determine a DFE to set limits for land use and development in any floodplain area. SPP 1/03 specifies the 1 per cent AEP (Q100) as the preferred DFE for residential land use planning. SPP 1/03 guidelines indicate that the residual risk (the risk of a flood exceeding the DFE) should be addressed in local government counter disaster plans and emergency procedures.

However, there are currently no criteria to determine when it may be appropriate for a council to use another DFE (i.e. above or below the 1 per cent AEP or Q100). In practice this has led to local governments adopting varying flood levels to constrain development without reference to any consistent criteria. The review of SPP 1/03 should develop clear and transparent criteria for use by local governments and referral agencies on the circumstances where a DFE above or below the 1 per cent AEP (Q100) is appropriate.

Recommendation 8—The review of SPP 1/03 should clarify what components of the SPP are compulsory and clarify what additional guidance local governments may need to meet those obligations.

The review provides a useful opportunity to clarify the core components of what local governments must do to assess and manage their flood risk, as well as provide more detailed guidance on how local governments should meet those obligations (as per recommendations 1 and 2). This would help to address current inconsistencies in how local governments interpret and implement the SPP. More generally, the review provides an opportunity to provide clearer guidance to local governments on core requirements and standards, as well as those matters on which they continue to have discretion. This could include guidance on how the revised SPP should be reflected in statutory regional plans.

Recommendation 9—The review of SPP 1/03 should consider the applicability of the recommended planning response for Gayndah (as per Recommendation 4) to other parts of Queensland.

The recommended planning responses for Gayndah township should be considered for applicability in other local government areas and to establish if the policy options provide an appropriate planning response to direct new development to areas with lower levels of flood risk now and in the future under climate change.

This should include consideration of the utility of incorporating draft flood overlay codes (modelled on the draft flood constraint code developed for Gayndah) in the Queensland Planning Provisions (QPPs).

An assessment of the useability of the draft flood constraint code developed for Gayndah should form part of this broader consideration of state-wide applicability.

Recommendation 10—The review of SPP 1/03 should consider how to improve the integration of land use planning and disaster management planning.

The SPP 1/03 guidelines currently outline how residual risk can be addressed in disaster management plans and emergency procedures developed by local governments.

The review provides an opportunity to consider what changes need to be made to improve the integration of land use planning and disaster management planning, including whether any additional guidance is required and what, if any, elements of that guidance should become mandatory provisions under a revised SPP (for example, ensuring land use planning takes account of population growth and its impact on the efficient evacuation of people to a safe and secure area in an extreme event).

Recommendation 11—The review of SPP 1/03 should consider issues concerning coincident flooding including: the results of any research into the potential impacts; the extent to which coincident flooding is already covered in flood studies conducted by local governments; and the most appropriate planning instrument to address coincident flooding in the future.

The AR&R publication provides national guidance for undertaking flood studies. The publication is currently being reviewed to include consideration of climate change and incorporate new data and technological advances in rainfall/runoff assessment. This review is due for completion in 2014.

One component of the AR&R review includes examining the interaction of coastal processes and severe weather events and should result in guidelines for incorporating the joint effects of flood flows from storm rainfall and elevated ocean levels into flooding predictions (coincident flooding). Elevated ocean levels caused by the storm (storm surge) as well as those caused by climate change (sea level rise) will be considered.

The Department of Environment and Resource Management has been allocated National Disaster Resilience Program funding to examine the impacts of coincident flooding in Queensland.

The results of this research should be considered as part of the review of SPP 1/03 to determine how this issue should be addressed in Queensland's land use and disaster planning frameworks.

National guidance on coincident flooding is expected to be provided from the AR&R review in 2014.

Recommendation 12—Working through the national Building Ministers' Forum (BMF) and the Australian Building Codes Board (ABCB) to support the development of a national code for the design and construction of new building work in areas designated as flood prone in local planning schemes

Queensland is represented at the BMF by the Minister for Infrastructure and Planning. In 2009, the Minister sought recognition at the forum of the significant impact of flooding on buildings in Australia, the current lack of national building codes to address this issue, and for the ABCB to develop a national code for building in flood prone areas for regulatory adoption by individual States and Territories.

Subsequently, the ABCB has drafted a proposal to develop national design and construction requirements under the Building Code of Australia for new building work in designated areas vulnerable to flooding. Minimum requirements under the Building Code of Australia would include performance requirements and deemed-to-satisfy provisions to minimise damage to buildings and building materials from flooding.

The ABCB is expected to develop this new code by the end of 2012. This code would be referenced in Queensland under the *Building Act 1975* and, once developed, will specify the design and construction requirements that apply in Queensland for new building work in designated flood prone areas.

Conclusion

The outcomes from this project provide guidance to local governments on how to better manage their flood risks and land use planning responses in a changing climate. This has been done by providing a climate change factor for incorporation into flood studies, developing specific land use policy options to improve the flood risk management framework in Gayndah, and identifying a series of recommendations for consideration in the SPP 1/03 review.

The project provides all Queensland local governments with a climate change factor for incorporation into the 1 per cent (Q100), 0.5 per cent (Q200) and 0.2 per cent (Q500) AEP flood events recommended in SPP 1/03 for the location of new development. This approach will be reviewed and updated when a national position on how to factor climate change into flood studies is finalised as part of the current review of the AR&R publication. In the interim, Queensland local governments can use the approach from this project to better identify flood risks.

A progressive policy approach for the Gayndah township has also been developed that incorporates multiple flood hazard zones and reduces reliance on one flood level in local government planning. The broader applicability of this approach will be considered as part of the review of SPP 1/03.

The project also makes recommendations to address challenges in the planning framework and its consistent implementation through the review of SPP 1/03. These recommendations are designed to address challenges and gaps in the current planning framework and improve the connectivity between disaster management and land use planning.

By integrating the best available science and innovative planning options through multiple flood hazard zones and reducing reliance on one flood level in local government planning, this joint project between the Queensland Government and the LGAQ has delivered clearer guidance and practical tools for local governments so they are better positioned to manage flood risk for Queensland communities.

Appendix 1: Membership of the Inland Flooding Study Scientific Advisory Group

Name	Organisation
Prof Colin Apelt	University of Queensland (retired)
Prof Nigel Arnell	Director, Walker Institute for Climate System Research
Peter Baddiley	Queensland Hydrology Manager, Bureau of Meteorology
Helen Fairweather	Chief Scientist, Coastal Impacts Unit, Queensland Climate Change Centre of Excellence
Dr Ryan McAllister	Research Scientist, CSIRO
Ken Morris	Principal Engineer, Water and Environment, Brisbane City Council
Prof Jean Palutikof	Director, NCCARF (National Climate Change Adaptation Research Facility)
Jeff Perkins	Hydrologist, Bureau of Meteorology
Richard Priman	Director, Regional Water Supplies, Department of Environment and Resource Management
David Robinson	Director, Coastal Impacts Unit, Queensland Climate Change Centre of Excellence
John Ruffini	Director, Water Science, Department of Environment and Resource Management
Dr Bill Weeks	Director (Hydraulics), Department of Transport and Main Roads

Appendix 2: Organisations represented at the Inland Flooding Study Workshop

The following organisations were represented at the Inland Flooding Study Workshop held in Brisbane on 27 September 2010:

- Department of Environment and Resource Management
- Department of Infrastructure and Planning
- Office of Climate Change
- Queensland Climate Change Centre of Excellence
- Bureau of Meteorology
- Local Government Association of Queensland
- SEQ Water
- Brisbane City Council
- Ipswich City Council
- Redland City Council
- Moreton Bay Regional Council
- Cardno Associates
- BMT WBM
- Sinclair Knight Merz
- Kellogg Brown and Root.

Appendix 3: Membership of the Inland Flooding Study Policy and Planning Advisory Group

Name	Organisation
Michael Allen	Project Manager, Industry Projects Facilitation, Department of Infrastructure and Planning
Megan Bayntun	Director, Planning Policy and Legislation, Growth Management Queensland
Helen Fairweather	Chief Scientist, Coastal Impacts Unit, Queensland Climate Change Centre of Excellence
Christophe Manchon	Senior Project Officer, Office of Climate Change
Tracy Haynes	Senior Advisor, Local Government Association of Queensland
Deborah Mangu	Principal Planner, Planning Services, Department of Infrastructure and Planning
Amy Marsden	Director, Planning Services, Department of Infrastructure and Planning
Shane O'Brien	Principal Advisor, Building Codes Queensland
Tom Orr	Principal Advisor, Planning Policy and Major Development, Department of Transport and Main Roads
Mark Piorkowski	Manager, Environment and Planning, Local Government Association of Queensland
Robert Preston	Manager, Climate Change, Planning Policy and Legislation, Growth Management Queensland
Christina Sinnemann	Senior Project Officer, Climate Change, Planning Policy and Legislation, Growth Management Queensland
Carol Wall	Principal Policy Officer, Office of Climate Change
Graham Wiltshire	Director, Strategic Policy, Department of Community Safety

'DLGP-12'

Partnership on Inland Flooding Study

What is the Inland Flooding Study about?

The Inland Flooding Study was undertaken as a partnership between the State Government and the Local Government Association of Queensland (LGAQ) to improve Queensland's resilience to extreme flood events caused by climate change.

Flooding causes significant impacts on Queensland communities and the economy—and with our changing climate, extreme flooding events are likely to become more intense.

Effective land use planning will ensure our communities are ready for the impacts of climate change by ensuring dwellings, critical infrastructure (such as hospitals) and sensitive land uses (such as storage of fuel) are located where there is a lower risk of flooding, or are built to withstand the impacts of extreme flood events.

The Inland Flooding Study recommends options to increase community resilience to extreme flood events by providing:

1. a recommended climate change factor for incorporation into flood studies
2. specific policy options for improved flood risk management in the Gayndah case study area
3. recommendations for the review of State Planning Policy 1/03 *Mitigating the Adverse Impacts of Flood, Bushfire and Landslide*.

The Inland Flooding Study produced two companion reports describing the scientific approach recommended and the policy options for the Gayndah case study area. They are available at ‹www.derm.qld.gov.au›.

Key outcomes from the study

1. Climate change factors for flood studies

The study provides Queensland's local governments with a recommended climate change factor for increased rainfall intensity for incorporation into their flood studies. It proposes a 5 per cent increase in rainfall intensity per degree of global warming.

This 5 per cent increase in rainfall intensity per degree of global warming can be incorporated into the 1-in-100, 1-in-200 and 1-in-500 year flood levels for the location and design of new development in the State Planning Policy 1/03. Local governments are advised to use the following temperature increases and planning timeframes: 2°C by 2050; 3°C by 2070; and 4°C by 2100.

This climate change factor is limited to flood risk management for planning purposes as described by the State Planning Policy 1/03 and does not extend to more frequent events such as a 1-in-50 year flood or more extreme events than a 1-in-500 year flood. The climate change factor applies to floods arising from rainfall events of at least one hour or more. This climate change factor will be reviewed and updated when a national position on how to factor climate change into flood studies is finalised. The outcomes of this national review are not expected to be available before 2014.

1 The Annual Exceedence Probability (AEP) refers to the likelihood of occurrence of a flood of a given size or larger in any one year. The 1 per cent AEP flood event is also known as the 1-in-100 year flood, the 0.5 per cent AEP as the 1-in-200 year flood and the 0.2 per cent AEP as the 1-in-500 year flood.

The State Government acknowledges the scientific uncertainty associated with projecting climate change and rainfall intensity. However, for the purpose of incorporating climate change impacts into planning regimes, the study also recognises the need for a clear benchmark to provide local councils with the best estimate within an acceptable range of uncertainty. The climate change factors derived for this study fall within the 3-10 per cent range per degree of global warming recognised in the best available scientific literature.

2. Policy options for Gayndah township case study

The Gayndah township in North Burnett Regional Council was selected as a case study area for the Inland Flooding Study following a request from the LGAQ for a benchmark figure from the State Government for taking climate change into account when assessing inland flooding risk.

Policy option 1 uses new flood maps showing revised extreme event flood levels for 2050, 2070 and 2100 that include the climate change factor. Policy option 2 uses the Council's recent flood study to approximate future extreme event flood levels under climate change. For the Gayndah township, the current 1-in-200 flood level will approximate to the 1-in-100 year flood event by 2050, and the current 1-in-500 year flood level will approximate to the 1-in-100 year flood level by 2100.

The two options recommended apply the same climate change factor, but offer two implementation approaches developed in consultation with the North Burnett Regional Council. While the recommended policy options are specific to the Gayndah township, the policy approach underpinning the code will be of interest to other local governments in Queensland.

3. Recommendations for the State Planning Policy 1/03 review

The Inland Flooding Study makes a number of recommendations that relate to the review of the State Planning Policy 1/03. These include identifying how frequently flood studies should be reviewed and/or updated, and investigating the circumstances in which councils should be able to have a 'Defined Flood Event' that is higher or lower than the 1-in-100 year flood.

What does this mean for local governments?

As a result of this study, local governments are now better equipped with clearer guidance on how to factor climate change into flood studies, and have been provided with practical examples of how the effects of climate change can be incorporated into planning schemes. Further guidance will be provided to local governments resulting from the review of the State Planning Policy 1/03 scheduled for completion in 2013.

What does the study mean for Gayndah residents?

Property owners who are proposing development on their property will refer to the flood constraint maps endorsed by Council to determine if they are in a flood prone area. If the property is in a flood prone area, the development application is assessed against the flood constraint code included in the planning scheme. The North Burnett Regional Council is currently considering the recommended policy options and will decide how it will reflect this advice in its planning scheme.

More information

Background about the partnership on the Inland Flooding Study and companion reports can be found at ‹www.derm.qld.gov.au›.

A joint project of:

Department of Environment and Resource Management

Department of Infrastructure and Planning

Local Government Association of Queensland