

SUBMISSIONS FOR STATE OF QUEENSLAND**11 MARCH 2011****Department of Employment, Economic Development and
Innovation
(DEEDI)****Ministers****To 20 February 2011**

The Honourable Andrew Fraser MP

Treasurer and Minister for Employment and Economic Development

The Honourable Stephen Robertson MP

Minister for Natural Resources, Mines and Energy and Minister for Trade

The Honourable Tim Mulherin MP

Minister for Primary Industries, Fisheries and Rural and Regional Queensland

The Honourable Peter Lawlor MP

Minister for Tourism and Fair Trading

From 21 February 2011

The Honourable Andrew Fraser MP

Treasurer and Minister for State Development and Trade

The Honourable Stephen Robertson MP

Minister for Energy and Water Utilities

The Honourable Craig Wallace MP

Minister for Main Roads, Fisheries and Marine Infrastructure

The Honourable Tim Mulherin MP

Minister for Agriculture, Food and Regional Economies

The Honourable Stirling Hinchcliffe MP

Minister for Employment, Skills and Mining

The Honourable Jan Jarratt MP

Minister for Tourism, Manufacturing and Small Business

Director-General

Mr Ian Fletcher

A. Key Functions and Role of the Department

The department's core role is to support a globally competitive, sustainable Queensland economy by:

- Creating the conditions for business success; and
- Helping businesses and individuals respond to the economic challenges they face.

In delivering on these, DEEDI strengthens Queensland's regions by working with local partners to shape our policies and services and laying the foundation for successful regionalisation strategies.

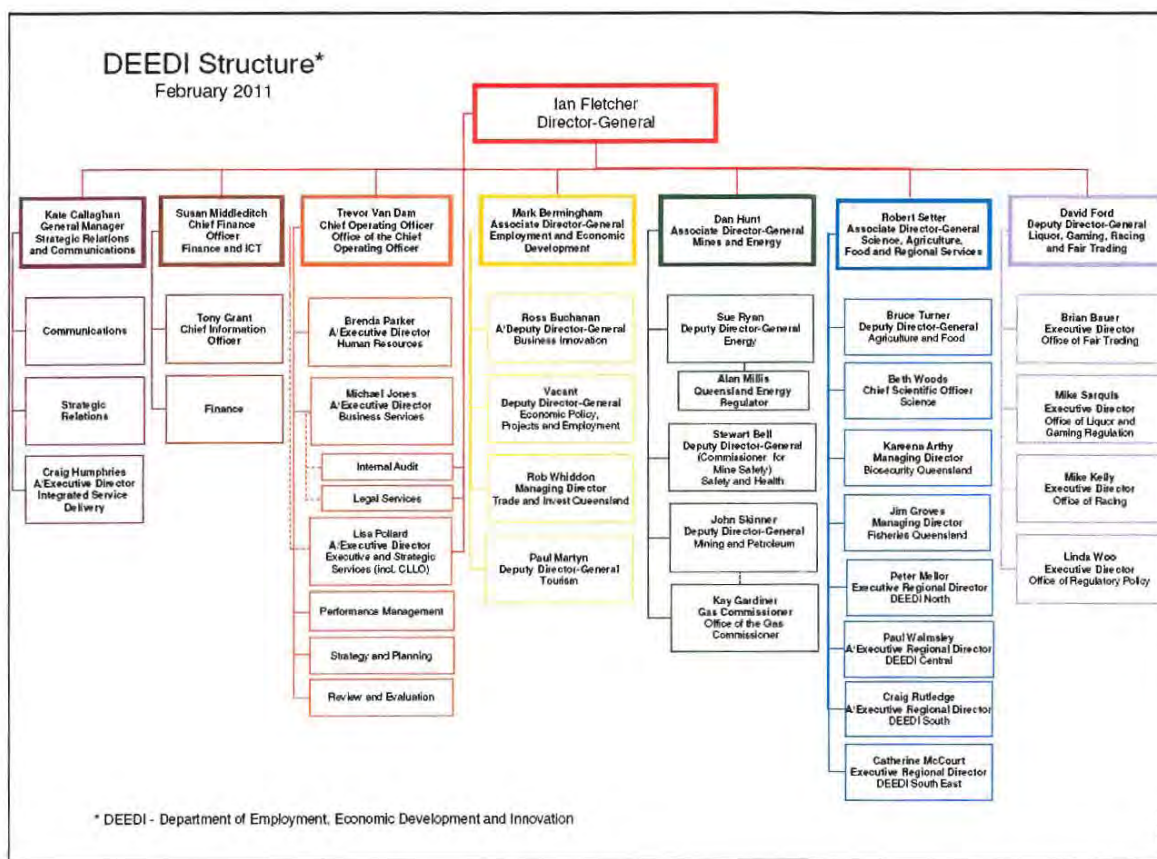
Our Core Services Areas were (at the material times):

- Employment and Economic Development;
- Mines, Energy and Manufacturing;
- Science, Agriculture, Food, Tourism and Regional Services; and
- Liquor, Gaming, Racing and Fair Trading.

B. Departmental Structure and Operation

DEEDI's organisation, at the material times, was structured around seven key business areas, namely:

- Employment and Economic Development;
- Mines and Energy;
- Science, Agriculture, Food and Regional Services;
- Liquor, Gaming, Racing and Fair Trading ;
- Strategic Relations and Communications;
- Finance and ICT; and
- Office of the Chief Operating Officer (Corporate services).

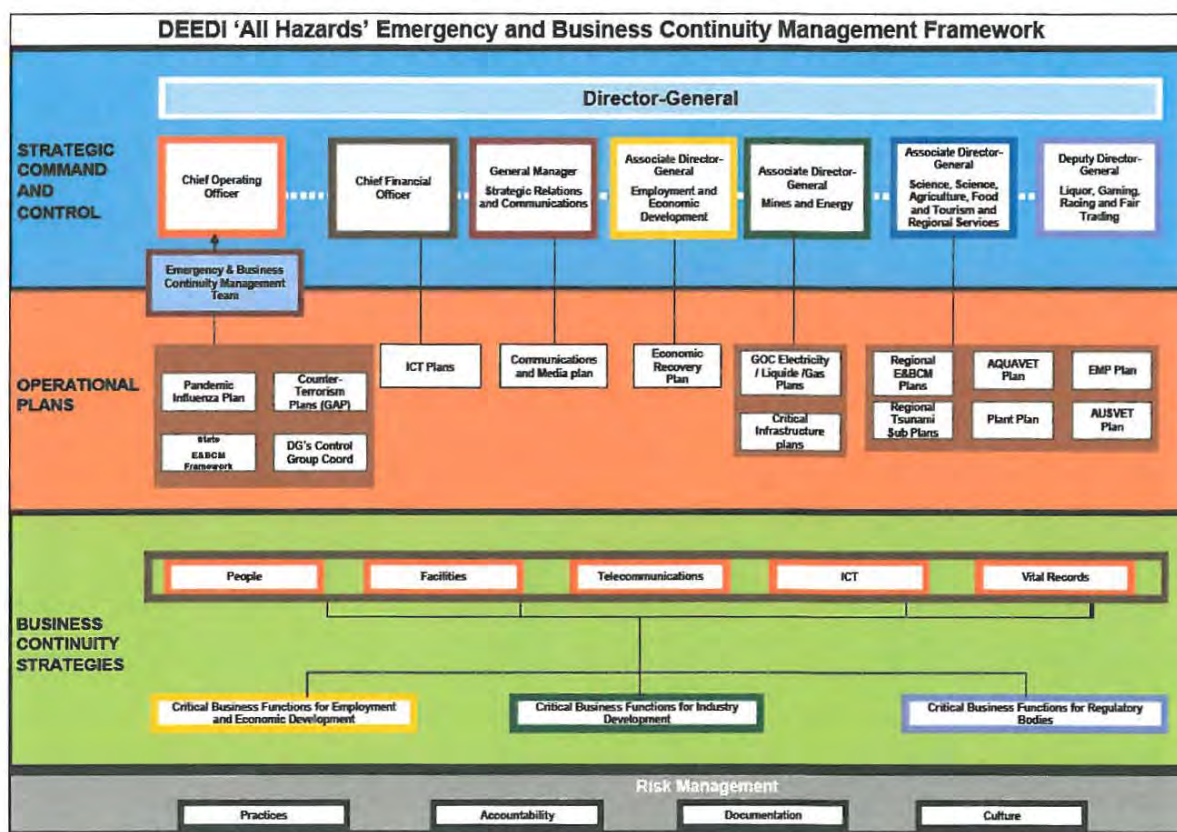


Executive Management Group

The Executive Management Group (EMG) provides the department's collective leadership. The EMG acts as a 'Board' for the department, bringing together the heads of major units of the department, along with the heads of the most significant functional areas, to drive the development and strategic direction of the department as a whole, and to resolve, set and endorse the most significant Departmental strategies, policies and management decisions.

Emergency and Business Continuity Management Framework

During an event the DEEDI Emergency and Business Continuity Management Framework (the framework) is activated which guides the Department's state and regional levels of decision making in emergencies and business continuity situations. The framework adopts a comprehensive all-hazards approach to prepare for, prevent, respond to and recover (PPRR) from an emergency event.



The framework allows DEEDI to take the role of State Disaster Coordinator or State Recovery Coordinator under the *Disaster Management Act 2003* for mining and biosecurity emergency events. DEEDI was not appointed as State Disaster Coordinator or State Recovery Coordinator for the Queensland Floods, however it is a member of the State Disaster Management Group (SDMG).

The framework includes a number of operational plans. Those plans can be provided upon request.

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

Disaster Management Act

DEEDI has designated responsibilities in disasters which reflect the legislative and technical capability and authority with respect to the following functions:

- Functional lead agency for economic recovery;
- Functional lead agency for regulating and administering policy and legislation relating to the electricity, fuel and gas supply industries; and
- Primary agency for the containment and eradication of exotic animal and plant diseases.

DEEDI is a member of the SDMG and provides input to the delivery of the specific functions of that group under the DM Act.

Communications

The Communications and Media Plan coordinates DEEDI's media and information response to emergency events as they relate to DEEDI's portfolio. DEEDI has an obligation as a member of the SDMG to prepare a communication strategy for the upcoming flood and storm season. DEEDI communicated with relevant industries and provided assistance in building business resilience in an emergency event by releasing the DEEDI Communications Strategy, Natural Disasters 2010-2011.

Mines and Energy

Mines and Energy has legislative responsibility in respect of exploration, management and extraction of mineral and energy (gas and petroleum) resource commodities, and the health and safety management performance of these operations, and the emergency management of the security of energy supply (electricity, liquid fuel and gas) throughout Queensland.

Under section 16 of the *Disaster Management Act 2003*, gas leaks must be reported to the Chief Inspector of Petroleum and Gas as a prescribed incident under Section 706 of the *Petroleum and Gas (Production and Safety) Act 2004*.

The *Mining and Quarrying Safety and Health Act 1999*, the *Coal Mining Safety and Health Act 1999* and the *Petroleum and Gas (Production and Safety) Act 2004* are regulated by Mines and Energy which, amongst other responsibilities, monitor safety and health performance at mines and provide advice and help during emergencies at mines that may affect the safety or health of persons. The Department was notified by mining operators in accordance with these provisions when they were triggered during the flood events.

Energy Sector Monitoring Division (ESM), DEEDI is responsible for the emergency management of three types of potential energy emergencies – electricity, gas and liquid fuel. These emergencies may not be directly related to wet season preparedness (i.e. cyclones or floods). However, in the case of extreme weather events, the likelihood of some of these events may increase and the management of these potential emergencies will be impacted by the type of event.

- Energy Supply Disruption - Electricity – See s125 *Electricity Act 1994*. A shortage of electricity generation capacity or failures in the electricity grid could result in a shortage of electricity supply for areas across Queensland. An *Emergency Rationing Procedure* will be implemented. ESM is responsible for the coordination of the issuing of electricity rationing orders, made by the Minister. ESM will further monitor the implementation of these rationing orders by the State's grid manager, Powerlink;
- Energy Supply Disruption - Gas Insufficiency - See s251 *Gas Supply Act 2003*. ESM is responsible for the *Contingency Plan – gas directions*, which establishes the necessary procedure should the Energy Minister declare an insufficiency of gas supply event. Actions may include restrictions on the supply or use of natural gas; and
- Energy Supply Disruption - Liquid Fuel – See s23 *Liquid Fuel Supply Act 1984*. ESM alerts the Minister and initiates action for the Governor-in-Council (if required) to declare a liquid fuel emergency and enactment of the liquid fuel *Emergency response plan - rationing orders*. Fuel rationing orders made by the Minister are then issued via

the media.

During the December and January floods events, ESM monitored and communicated the status of electricity generation and supply, natural gas supply and liquid fuel supply and distribution to the Minister and the emergency response area of DEEDI.

Science, Agriculture, Food, Tourism and Regional Services (SAFTRS)

Legislative and other responsibilities include the following:

- Coordinating efforts to prevent and respond to biosecurity threats posed by pests and diseases;
- Providing advice on stock and coordinate destruction of stock/animals as required under the *Stock Act 1915* and/or the *Exotic Diseases in Animals Act 1981*;
- Administering the *Land Protection (Pest and Stock Route Management) Act 2002* insofar as it relates to pests; and the *Plant Protection Act 1989*; which are concerned with the prevention, control or removal of pest infestations in Queensland;
- Administering the *Animal Care and Protection Act 2001* which contains provisions to ensure all animals are treated humanely in the lead up to and post any disaster event;
- Providing ongoing assistance to business and industry in business resilience and recovery strategies;
- DEEDI plays a role in the provision of assistance (that is available through the joint Commonwealth-State Natural Disaster Relief and Recovery Arrangements (NDRRA)) to disaster impacted primary producers and small business;
- DEEDI officers hold delegations from the Chief Executive of DERM which administers the *Environmental Protection Act 1994* (EP Act). Specific powers under sections 467 and 468 of the EP Act relating to intensive livestock industries are delegated to and administered by DEEDI Intensive Livestock Environmental Regulation Unit (ILERU) officers. Authorised officers may use emergency powers in certain circumstances, however such powers were not required to be exercised in the Queensland Floods; and
- DEEDI officers worked, during material times, to assist with fodder supply to affected areas, address supply chain issues relating to agricultural produce and advise on animal

welfare issues.

D. Preparedness for Flooding Events Generally

DEEDI is the lead agency for economic recovery and administers the DEEDI Regional Emergency and Business Continuity Management Plan. Coordination of initial response arranged for emergency events is carried out by DEEDI's Emergency and Business and Continuity Management (E&BCM) Unit through the four DEEDI Regions (DEEDI North, DEEDI Central, DEEDI South and DEEDI South East).

All research facilities have Business Continuity Plans that include specific contingency plans for facilities in flood/cyclone areas.

DEEDI met with Coles and Woolworths to discuss food supply continuity in the event of a natural disaster prior to the commencement of the wet season. DEEDI also participated in regular meetings with Retailers Industry Association of Australia, Coles, Woolworths, IGA discussing issues of supply throughout the Queensland Floods.

DEEDI has developed an array of materials and tools to support preparedness for a variety of events. These are available on the DEEDI website. To raise awareness of these tools, DEEDI initiated a communications campaign entitled 'Supporting Industries in their Preparation for Cyclones, Floods and Storm Season 2010' – Oct/Nov 2010. The campaign was designed to encourage business to develop plans for responding to emergency events, thus building business and industry resilience. Copies of the documents used in the campaign are attached and marked '**DEEDI-01**', '**DEEDI-02**', '**DEEDI-03**', '**DEEDI-04**', '**DEEDI-05**', '**DEEDI-06**', '**DEEDI-07**', '**DEEDI-08**', '**DEEDI-09**' and '**DEEDI-10**'.

The campaign included a VeMail to approximately 3000 small to medium businesses drawing attention to the www.business.qld.gov.au website and the range of online business continuity planning tools and checklists, the Building Business Resilience webinar, the Building Business Resilience workshops – these support materials use the Prepare, Plan, Respond, Recover framework. These VeMails were based on all hazards but were equally applicable to a flood situation.

E. Preparation and Response to 2010/2011 Flood Events

From early October 2010, DEEDI senior representatives were appointed by the Director-General to the 23 District Disaster Management Groups, in accordance with the framework.

Prior to Christmas 2010, preparation included:

- Re-briefing senior executives (including the Director-General), on business continuity and emergency response protocols and arranged clear lines of contact for key decision making personnel over the likely storm season;
- Internal meetings to review forecasts and plan staff availabilities for flood response;
- Reviewing Local Disaster Management Plans for all Local Disaster Management Groups;
- Participation by DEEDI senior and operational staff in Exercise Orko, a disaster management exercise designed around a hypothetical extreme weather event affecting the South West region, which included training for response to a major flooding event;
- Developing a roster of regional and senior staff available for contact by the DEEDI Call Centre;
- Regular convening of DEEDI EMG to assess situation and commence response efforts;
- establishing a high level Economic Recovery Control Group as key industry representation;
- *Central region*: conducted aerial assessments of extent and severity of impacts; staff visits to impacted areas; information dissemination; DEEDI representatives on the Economic Recovery Committees of the Banana, Barcaldine, Gladstone, Central Highlands and Rockhampton Regional Councils. A copy of a relevant report is attached and marked '**DEEDI-11**';
- *South region*: established regular communication with Mayors in affected LGAs; Local Government Liaison Officers nominated for 13 LGAs; 18 DEEDI staff trained to lead and coordinate on-ground flood response;
- Deployed four DEEDI mobile offices to support recovery. These supported the recovery centres and provided clear points of contact for affected people wishing to discuss and progress NDRRA assistance measures; and

- A key role in administering State and Commonwealth financial assistance: DEEDI obtained reliable information on impacts in different areas (from staff and industry), and assessed which of the NDRRA assistance measures were appropriate for each area. Recommendations were made accordingly to the then Minister for Primary Industries and Fisheries and Rural and Regional Queensland, who provided advice to the Premier and wrote to the Minister for Emergency Services recommending activation of NDRRA. DEEDI also ensured the appropriate regulatory guidelines were in place to enable QRAA (formerly known as the Queensland Rural Adjustment Authority) to administer the various schemes.

Communications

Corporate Communications prepared a Natural Disasters 2010-2011 Communication Strategy aimed at helping DEEDI's customers put in place plans for before, during and after an event. While this strategy refers to DEEDI-specific communication activities, the strategy links to the whole-of-government (WoG) emergency response plan for coordinated service and communication delivery by the Queensland Government.

This strategy also included an on-call list of contacts as it covered the holiday period. These contacts had remote access.

DEEDI Corporate Communications also assisted Queensland Police and Emergency Management Queensland with media staff to cover the overload on these areas.

SAFTRS

- Activating internal procedures to ensure staff safety, asset protection and business continuity;
- Establishing Agriculture and Food Control Groups. These Control Groups acted as first contact points with industry peak bodies (the Agriculture Control Group) or across the entire food supply chain (the Food Control Group) to hear first-hand of issues affecting these organisations and to identify and report back to industry what actions could be taken directly by DEEDI or facilitated by DEEDI so as to resolve issues raised. Examples of responses are included in other points below;

- Through Biosecurity Queensland, leading an Animal Welfare Flood Control Group, made up of the RSPCA, Local Government Association of Queensland (LGAQ), the Department of Environment and Resource Management (DERM), industry organisations and other government departments, to coordinate animal welfare related issues from the flood events in south east Queensland;
- Establishment of Bankers and Finance sector group. This group was instigated initially at industry's request, so government could ascertain the attitude from the finance sector to the impact of the floods and convey the impacts described by industry;
- In partnership with QRAA (formerly known as the Queensland Rural Adjustment Authority), provided support through local recovery centres/one stop shops/mobile offices/service teams and the Customer Service Centre, including confidential financial counselling services offered through DEEDI's Farm Financial Counselling Service;
- On-ground staff represented DEEDI on Local and District Disaster Management Groups, until these groups were disbanded;
- Regional DEEDI staff worked with industry on immediate disaster recovery including the coordination of fodder drops and support in community recovery centres providing access to support services and NDRRA assistance packages;
- Led a meeting of 22 key food industry businesses to consider the short and long-term supply of essential food stuffs;
- Supported Brisbane Markets to re-establish operations at Rocklea;
- Established an SMS service for transport and logistics providers, to provide up-to-date reports on road closures and openings to industry;
- Liaised with industry to identify supply-chain road access 'hot spots' and forwarded priority issues to Department of Transport and Main Roads; and
- Queensland Boating and Fisheries Patrol partnered with the Queensland Police Service to gather details of stranded vessels and navigational hazards.

February 2011: Ongoing recovery and preparedness planning included:

- Developing seven Industry Supply Chain Recovery plans with industry;
- Ongoing role in administration of State and Commonwealth financial assistance; and
- Ongoing oversight by Agriculture Flood Control Group.

Significant effort has been invested in managing the supply of essential services. The supply of food to both livestock and people was an essential service disrupted by the 2010/11 flood events. In the North Region, for example, transport operators found it almost impossible to obtain real-time updates on road conditions into and around the flooded areas. These operators control a fleet of over 500 refrigerated trucks transporting fresh produce out and foodstuffs into the region. Without access to real-time intelligence on road conditions and consideration for travelling on non-standard roads, trucks were trapped at road closings, produce perished and retail stores in the North emptied. The scale of damage to key infrastructure, including roads, rail, airports, ports and distribution points such as the Rocklea Markets made this a significant issue. DEEDI managed these supply chains and community food security concerns by:

- Appointing a Transport Coordinator as a central coordination point;
- Identifying major supply chain issues and alerting DTMR and local governments to hot spots for priority restoration;
- Providing up to date information to industry on infrastructure damage and closure, including an SMS service for transport and logistics providers;
- Contact was made with Google Australia, who developed a real-time map to try to highlight road conditions, but needed better intelligence to populate the maps;
- Coordinating the supply of key food chain inputs including fuel, grains and liquid nitrogen. This included fodder drops to affected primary producers;
- Negotiating the relaxation of trading hours to increase community access to food;
- Negotiating the movement of specific foods, including by barge; and
- Clarifying the application of NDRRA assistance to feed issues under animal welfare provisions.

Mines and Energy

- DEEDI participated in the Resources and Energy Recovery Control Group (RERCG, formerly Mines Recovery Control Group), formed under the Government's Flood Recovery Task Force structure, to monitor flooding events impacting the coal sector and as a forum for information sharing between participants DEEDI, DERM and DTMR, to facilitate preparedness and response strategies;

- Since its first meeting on 7 January 2011, the monitoring activity has continued and DEEDI maintains a spreadsheet to record changes in operational status of mines as new information comes to hand, which can be provided upon request;
- During the flood period, January 2011, DEEDI engaged with Government and privately owned power stations, the Australian Energy market Operator and relevant third parties such as fuel refinery owners and operators to monitor security of energy supply in Queensland. This monitoring included daily reports relating to fuel supplies, power station availability and potential environmental implications of flooding. Daily updates from Ergon Energy and ENERGEX were also received by DEEDI, advising on power outages and progress towards reconnecting electricity customers across Queensland; and
- Overall, the Government owned distribution and transmission network businesses sustained only relatively minor damage to their infrastructure assets as a result of the floods, however, the damage situation as a result of Cyclone Yasi was more severe. While some power stations temporarily reduced their generation levels due to fuel stockpile reductions, at no stage did Queensland experience a shortage of energy or fuel supplies requiring emergency rationing actions to be undertaken.

Employment and Economic Development

- DEEDI established a Business Advisory Group – Economic Recovery and Employment to develop a roadmap for economic recovery through working with partners (local government, chambers of commerce and industry peak bodies) to identify urgent and critical business and industry needs. Four sub-groups have been established:
 - Energy, Resource and Industry Recovery Group;
 - Agriculture Flood Control Group;
 - Business Advisory Group; and
 - Tourism Recovery Industry Group;
- DEEDI is working with Tourism Queensland in implementing a marketing campaign that provides positive messages about Queensland's economy and its major industries. A communication strategy (“Back in Business”) commenced on 17 January 2011 to promote Queensland as a business and investment destination and support key sectors

such as tourism, agriculture, education, export and mining. The outcome sought is to counter perceptions that Queensland is a disaster zone, reassure trading and business partners and build support for businesses and industry sectors;

- DEEDI has initiated a strategy (“Buy Local Campaign”) intended to encourage state, national and international consumers to seek out and purchase Queensland products to help aid in economic recovery;
- Immediate reconstruction priorities and longer term objectives for building prosperous and liveable regional communities also include a state-wide plan for infrastructure development;
- DEEDI is working with local governments to establish local recovery committees to ensure businesses have direct input to recovery programs. This includes reducing the burden on businesses by removing planning, regulatory or other obstacles that impact unnecessarily on business confidence and recovery, for example in waiving fees for reproducing destroyed documents or temporary premises approvals, where these directly relate to disaster recovery;
- DEEDI is working on Industry Supply Chain Recovery Plans across a range of industries such as dairy, horticulture, beef, grain, cotton and fishing/aquaculture, in conjunction with relevant industry peak bodies;
- DEEDI’s Flood Recovery Business Program supplements the support available through the NDRRA by providing assistance to Small to Medium Enterprises (SMEs) that have been affected by the floods. DEEDI’s Regional Centre staff are working with eligible businesses to engage a specialist to conduct a complete business assessment and develop an Action Plan addressing specific flood recovery issues facing the business;
- DEEDI has developed tailored packages of information specific to business needs, which include:
 - Business First Aid – providing information on what flooded businesses need to do immediately. See ‘DEEDI-01’;
 - 10 Steps to Recovery – providing general advice on the steps businesses should take to get back on their feet. These are a combination of practical, financial and employee related steps. See ‘DEEDI-02’;
 - Providing support to help business retain their employees and minimise closures through the Jobs Assist initiative;

- Developing and delivering workshops for businesses on disaster recovery; and
- Using on-line social networking tools to share information and build "self help" communities;
- DEEDI has published on the Business and Industry website a number of business disaster recovery guides, webinars and factsheets which provide practical information to help businesses recover and return to normal operations as soon as possible;
- DEEDI is working closely with industry support partners such as QMI Solutions and the Federal Government's Enterprise Connect to deliver a series of regional recovery clinics and one-on-one support projects throughout Queensland to assist manufacturing firms recover as quickly as possible:
 - These industry-specific clinics will deal with factory damage and equipment loss, data recovery and management, customer and supply chain disruption, staff retention and cashflow problems;
 - Seven clinics will be held around the state for businesses in and around Rockhampton, Gympie, Toowoomba, Ipswich and Brisbane Southside and Northside; and
 - These programs will be complemented by ongoing regional support through DEEDI's Regional Centres and Advanced Manufacturing Advisory Service.

F. Preparedness for Next Wet Season

The DEEDI Emergency and Business Continuity Management Framework is built on the following elements:

- Preparedness - review and update business continuity arrangements across DEEDI sites and ensure resources and services in all DEEDI regions are effectively mobilised and deployed as needed;
- Response - Review and update the DEEDI Emergency and Business Continuity Framework and accompanying plans include lessons learnt from this season;
- Recovery - DEEDI business continuity plans are currently being reviewed and updated to include the critical business functions for the department;
- Post Assess - This is the current stage of activity for DEEDI where it will be conducting a review / lessons learnt of its response to the floods and other large events;

- Disaster Research - also post event activities to allow for improvements to systems and procedures used during the flooding event 2010-2011;
- Policy and governance - incorporate learnings into policy and procedures which ensures DEEDI's response to the next wet season is timely and effective; and
- Risk assessing - prior to the next wet season the department will undertake a risk assessment of its emergency and business continuity risks.

This framework is premised on the cycle of review and improvement, and will contribute to preparations for the next wet season.

Communications

Another DEEDI communication campaign about preparation by business for storms, floods and cyclones is timed for Oct/Nov 2011.

Planning

- Ongoing roll-out of climate risk management programs, tools, strategies and seasonal forecasts; including through implementation of national drought reform agenda;
- The seven agricultural Industry Supply Chain Recovery Plans will include a 'preparedness' component; and
- DEEDI, in partnership with QMI Solutions Ltd, developed a program in February 2011 in response to local disasters, to specifically assist manufacturing firms rebuild their businesses. This will be rolled out over coming weeks, but can be resurrected from time-to-time dependent upon circumstance. A similar program was used for firms impacted by the Global Financial Crisis.

G. Indication of Relevant Documents Held by Department

Information available on flood recovery activities within DEEDI Mines (MAPO) includes:

- Documentation related to the RERCG – agenda for meetings, minutes of meetings, various materials distributed to attendees including maps compiled to show the locations and then-current status of mines affected by flooding and rainfall events;
- All emails exchanged between DEEDI (MAPO) head office and DEEDI and DERM regional offices; and

- Notes from enquiries to companies about operational status.

Plans

- Queensland Economic Recovery Roadmap.

Economic Recovery Coordination Group

- Economic Recovery Coordination Group Terms of Reference;
- Economic Recovery Coordination Group membership; and
- Economic Recovery Coordination Sub-Group documents (to be provided by individual secretariats).

Index of documents attached to
DEEDI

Exhibit	Description
DEEDI-01	Business First Aid – Recovery
DEEDI-02	Steps to Business Recovery - Medium term – Phase 2
DEEDI-03	Planning for Business Recovery (Flood) – Medium term – Phase 3
DEEDI-04	Cyclone and Storm Surge Recovery Checklist
DEEDI-05	Employment Support Services for Jobseekers
DEEDI-06	Office of Fair Trading Fact Sheet – beware of flood repair scammers
DEEDI-07	Energy at Home Help Sheet – Information for flood affected households about electricity, gas, solar and appliances
DEEDI-08	Management of flooded Turfgrass – Sportfield and recreational facilities, January 2011
DEEDI-09	Assistance for Small Business Fact Sheet
DEEDI-10	Assistance for primary producers Fact sheet
DEEDI-11	DEEDI Central Region December 2010/January 2011 Flood Impact and Recovery Plan

'DEEDI-01'

Business First Aid

Recovery

Once your premises are cleared of all hazards and have been declared safe by the relevant authorities, there are a number of things you need to do to get your business operating.

Safety and security

Ensure the safety of yourself, staff and customers. Call Workplace Health and Safety Queensland on 1800 177 717 or visit www.deir.qld.gov.au/workplace/subjects/floods

Ensure you call a **licensed electrical contractor** to inspect and carry out verification tests on your switchboard, wiring, equipment and appliances. Ask for a test certificate. For more information and to find a licensed contractor contact the Electrical Safety Office on 1300 889 198 or visit www.electricalsafety.qld.gov.au

Asbestos debris – if you encounter materials suspected of containing asbestos:

- wet the asbestos
- cover it as tightly as possible with plastic
- leave it inside the property (not on the kerbside) separate from other waste items.
- avoid excessive handling of the materials and arrange special collection by contacting your local council or Workplace Health and Safety Queensland on 1300 369 915 or visit

www.deir.qld.gov.au/workplace/subjects/asbestos

Ensure **undamaged stock is in a secure location** to minimise theft.

Protect yourself from scams related to the floods. Call the Office of Fair Trading on 1300 369 915 or visit www.fairtrading.qld.gov.au

Contact your local council for information on cleanup and kerbside pickup, and ask whether they will ease metered parking for a period of time. Visit www.dip.qld.gov.au/local-government-directory.html to find your local council.

If you are **looking for volunteers** to help with the clean-up, contact Volunteering Queensland on 1800 994 100 or visit

www.emergencyvolunteering.com.au

If you are a food outlet, contact your local council to determine whether you will require an **environmental health inspection** before recommencing trading.

People who are involved in the clean-up should be **adequately vaccinated**. Contact Queensland Health on 13HEALTH (13 43 25) or visit www.health.qld.gov.au/healthieryou/disaster for a comprehensive list of where vaccinations are available.

Flood affected businesses with a **gas connection** must not use gas appliances before safety checks are conducted. For more information call the APA Group on 1800 808 526 or visit

www.dme.digdnn.com/zone_files/petroleum_pdf/factsheet_gas_safety.pdf

Flooding increases the risk of pests and diseases. For more information call the Department of Employment, Economic Development and Innovation's Customer Service Centre on 13 25 23.

Grants, subsidies and loans

Special disaster flood assistance grants and concessional, low-interest loans are available through QRAA. Small businesses and primary producers may be eligible for assistance. Examples include low interest concessional loans, and in some cases, cash grants of up to \$25,000 for clean up and recovery. For further details call QRAA on 1800 623 946 or visit www.qraa.qld.gov.au

Primary industries may also be able to access up to **\$5000 in subsidies on freight** for the transport of water, building, fencing, equipment, machinery and fuel as well as other items. For

information on the guidelines and applications forms call 13 25 23 or visit www.business.qld.gov.au

Personal Hardship Grants of up to \$170 per person or \$850 for a family of five or more are available for food, clothing, medical supplies or accommodation needed as a result of the disaster. To apply call 1800 173 349.

The Australian Government Disaster Recovery Payment (AGDRP) is a one-off payment of \$1000 per adult and \$400 per child under 16 years. To find out more contact Centrelink on: 180 2266 or visit www.centrelink.gov.au

Telecommunications

Communication is critical to your business recovery. Contact your telecommunications provider to arrange call forwarding, diversions, and message bank services where possible.

Many of the major telecommunications providers are offering **flood recovery support packages** to impacted businesses. Contact your provider for further information.

It is recommended that you **place a message on your website** advising customers, suppliers and staff of your current business status.

Many businesses will have external IT support arrangements. It is important to **contact your IT support provider** to advise them of the flood impact and to determine your needs for email, application and data recovery.

Contact your Internet Service Provider to identify any network issues or outages and to determine your requirements for internet access. You can request to have your ISP suspend your internet service until you are operational again.

Re-establish email services - you can access externally hosted services such as webmail from your PC or laptop.

Identify IT equipment that was retrieved prior to the disaster and decide if this is suitable to re-establish your IT systems.

Damages and Premises Assessment

Call your landlord or real estate agent to discuss clean-up, insurance issues, recommencement of trading and payment of rent.

Before commencing repairs to damaged buildings **make sure you engage a licensed contractor**. For a list of licensed contractors who have registered to deliver flood recovery services, contact the Queensland Building Services Authority on 1300 272 272 or visit www.bsadisasterrecovery.qld.gov.au

Insurance

Were you adequately covered? Do not be concerned if your insurance documents have been lost or damaged. **Insurance companies keep records electronically** and only require the policyholder's name and address in order to locate a policy.

Be sure to **conduct and record a thorough analysis and damage assessment** of vehicles, stock, customer records and equipment.

If you are covered for flooding, **confirm what is covered**. Take photos of the damage and check if you need to keep any damaged stock, fixtures or equipment for insurance assessors.

If you are not covered for flooding, **determine what other types of insurance you have** that you can claim on, such as business interruption insurance or income protection insurance.

If you have questions about your insurance policy, **contact the Insurance Council of Australia's** 24-hour emergency hotline on 1300 728 228.

If you need **legal assistance** in getting an insurance claim paid or need legal clarification, contact Legal Aid on 1300 651 188 or visit www.legalaid.qld.gov.au/floods

Support and assistance

Community Recovery Centres provide a broad range of support and assistance. For a complete list of centres call 1800 173 349 or visit www.communityservices.qld.gov.au

Three **government mobile offices** are visiting flood areas to deliver support services. For a list of locations go to www.business.qld.gov.au

Contact your financial institution to discuss your current financial situation and options for renegotiating the terms and conditions of any loans and lines of credit. Ask if they are offering specialised business customer relief.

The **Australian Tax Office is granting extensions** to those businesses that have lost their business records. For more information call 1800 806 218 or visit www.ato.gov.au

Human resources

Keep staff well informed on business operations and requirements. **Be sensitive to the needs of your staff.** Check how have they been affected and how can you help them.

Be aware of your legal obligations and workplace rights. Contact the Workplace Rights Ombudsman on 1300 737 841 or visit www.workplacerights.qld.gov.au

Disasters can cause stress and anxiety, look after yourself and those around you. For more information contact Lifeline Australia on 13 11 14 or visit [www.health.qld.gov.au/floods/docs/MHFS7_StressAfter 2.pdf](http://www.health.qld.gov.au/floods/docs/MHFS7_StressAfter2.pdf)

'DEEDI-02'

Steps to business recovery

Medium term – phase 2

Once you have got your business operating, you can start the business recovery process, which will help you restore your income, the jobs of your employees and the goods and services you supply to your customers.

If your business is not operating yet, get a copy of the [Business First Aid](#).

Evaluate your finances

Once your business is past the critical response phase, you will need to work out the financial position of your business. A good start is to consider the following issues:

- Have you recovered and reconstructed the financial records of your business? Review the CPA's "Reconstructing financial records following a disaster" checklist at www.cpaaustralia.com.au to help you.
- If you can't fully reconstruct your accounts, do you have access to your historic financial statements or industry benchmarks? Visit www2.business.qld.gov.au/support/749.htm for further information on benchmarking.
- Have you prepared a cash flow forecast to show how much cash your business has available? Visit skills.business.qld.gov.au/running/cash-flow-forecast.htm for more information on preparing a cash flow forecast.
- Have you created a balance sheet and profit and loss statement from 1 July 2010 to the time of the disaster? Visit skills.business.qld.gov.au/planning/749.htm for more information.
- Use the information in your cash flow statement, profit and loss statement and balance sheet to analyse the financial health of your business.

- Review the sources of finance options within CPA's "Checklist for re-opening your business after a disaster" at www.cpaaustralia.com.au to obtain appropriate finance to reopen your business.

Business relationships

Effective communication is vital for maintaining business relationships. Once your business is past the critical response phase you will need to communicate with your key customers and suppliers. Consider the following:

- Make it a priority to communicate with your customers, suppliers, manufacturers and distributors to advise them when you anticipate resuming operations.
- If you have any concerns about paying debts due to flood issues, discuss the issue openly with suppliers as soon as possible.
- If you have placed any substantial orders with your suppliers you may want to contact them to negotiate reducing or cancelling these to conserve cash.
- When communicating with your key stakeholders, ask them how they've been impacted.
- Consider developing new relationships with alternative suppliers. Contact your industry association for assistance. Visit www2.business.qld.gov.au/tools-resources/568.htm for a list of industry associations.
- Consider if the impact of the disaster affects your ability to meet your legislative requirements. The Office of Fair Trading is providing some special considerations to licence holders, business name holders and incorporated associations that have been affected by the disaster. www.fairtrading.qld.gov.au/disaster-assistance.htm

Product or service supply

You find out if your suppliers can still provide the critical products and services for your business.

- Information to help you source suppliers can be found at www2.business.qld.gov.au/starting/198.htm
- Review your product mix according to the current supply and demand.

Information and communication technology (ICT)

Re-establishing any ICT systems quickly is essential to recovering normal business operations. Issues you should consider include:

- Locate your customer, supplier and staff contact details. Once your communications platform has been restored it is important to communicate your business status with them.
- Place a message on your website advising customers, suppliers and staff of your business status.
- For more considerations and information on hot desk facilities, data retrieval and cloud-based technologies visit www.aiia.com.au or search the ICT Capabilities Directory at ict.industry.qld.gov.au

Records recovery

Recovering essential business records as quickly as possible will help you re-establish business processes and operations.

You will need to consider how you will recover the following records for your business:

- financial records
- email correspondence
- water-damaged records – contact the Queensland State Library on 3840 7666 or visit www.slg.qld.gov.au
- business name certificate – contact SmartLicence on 1300 363 711 or visit www.business.qld.gov.au/smartlicence
- discuss licensing agreements with providers such as telephone and internet providers
- obtain copies of licences/permits by contacting relevant government authorities.

Understanding your market

As a business owner you need to be well aware of your market by understanding the needs and wants of your customers, the health of your industry and the activity of your competitors.

- Identify your market. Has it changed? Have they been impacted by the disaster event? Visit skills.business.qld.gov.au/planning/283.htm
- Analyse the industry. Contact your peak industry body to discuss the health and direction of the industry. For a list of industry associations visit www2.business.qld.gov.au/tools-resources/568.htm
- Conduct a competitor analysis. Visit skills.business.qld.gov.au/planning/600.htm

Evaluate how your business was run

Review your previous operations and identify areas of ineffectiveness and inefficiency. Ask yourself what activities and processes can be improved, enhanced or even removed.

- Conduct a SWOT analysis. Visit skills.business.qld.gov.au/planning/281.htm for more information. This management tool allows you to analyse the business strategies and environment.
- Review the key activities and critical success factors.
- Review your previous performance indicators and adjust to the current market situation.

Assess the viability of your business

It is important to assess the viability of restoring your business. Perhaps you may need to prepare for leaving or closing your business – this can be a lengthy process involving various financial, legal and operational obligations. You need to consider:

- Were you happy running the business before the disaster?
- Were you making the profit you wanted?
- Do you prefer being your own boss?
- Have you considered other opportunities?
- Are you prepared for the extra demands that recovering your business will place on you, both personally and financially?

If you decide that re-opening your business is not best for you, consider developing an exit strategy and consider the following options:

- sale
- closure
- liquidation/bankruptcy.

Complete a quiz to find out if you have considered all the issues and planned for a smooth exit from your business at www.business.qld.gov.au/exiting

'DEEDI-03'

Planning for business recovery (flood)

Medium term – phase 3

Before you recommence business, take the opportunity to evaluate your operations.

If your business is not operating yet, get a copy of the Business First Aid and Steps to business recovery.

Review of operations

Before you recommence business, take the opportunity to evaluate your operations. What are your current product and/or service offerings? Are there any areas that you could improve or develop? Can you adopt more innovative practices to improve overall business efficiency?

- Ensure you manage your staff professionally and effectively. Be aware of their situation as well as their pay and leave entitlements. For more information contact the Fair Work Ombudsman on 13 13 94 or visit www.workplacerights.qld.gov.au. Newstart Allowance income support is available for employees who lose income due to the floods. Contact Centrelink on 13 28 50 or visit www.centrelink.gov.au.
- Review your product and service offerings: Are alterations or diversification needed? Are your products and services appropriately priced? Conduct a break-even analysis at skills.business.qld.gov.au/planning/272.htm to find out whether your prices allow you to receive the profit you need.
- Does the business need to be relocated? If you are leasing premises consider the terms and conditions of your agreement and seek legal advice if you need to. For leasing information go to www.business.qld.gov.au/getting-moving/leasing-premises. If a retail dispute does arise, go to www.business.qld.gov.au/getting-moving/leasing-premises/retail-leasing-disputes.html or contact the Queensland Civil

and Administrative Tribunal on 1300 753 228 for guidance. If you do plan to relocate your business ensure you thoroughly research any proposed new locations. For more information go to www.business.qld.gov.au/getting-moving/choosing-a-location/Premises-checklist.html.

- Research possible new technologies and ways to become more innovative in your business. Do an online diagnostic to learn how innovation can benefit your business at www.business.qld.gov.au/brightideas
- Consider introducing new technologies to reduce costs and improve business efficiency. A list of Queensland providers of technologies and services can be found at ict.industry.qld.gov.au
- Do you have the necessary equipment required to deliver your product or service? Analyse your options and the advantages and disadvantages associated with repurchasing, hiring or leasing equipment.

Develop a new business plan or review your existing business plan

Business planning provides a road map for achieving business success and minimises the risk of business failure. It involves setting goals, selecting strategies, identifying what you need to do, doing it and checking results. The following tools will assist you with planning, research and building your business.

- The Easy Plan CD ROM is an excellent time-saving tool to help you prepare a comprehensive business plan. Go to www2.business.qld.gov.au/support/334.htm
- The Think. Plan. Grow. CD-ROM can help you develop a more comprehensive business plan and monitor your business's ongoing performance. Go to www2.business.qld.gov.au/support/330.htm

- The PlanSMART Kit will assist you during the business planning process by providing a wealth of research and market information tailored to your specific business type and location. Go to www2.business.qld.gov.au/support/328.htm
- For more information on the business planning templates, the planning process, or online business tools, contact the Business Resource Centre on 1300 363 711 or visit www2.business.qld.gov.au/support/221.htm

Develop a reopening strategy

An effective and targeted marketing plan and strategy is essential when you are planning the reopening of your business.

- Ensure the staff members you need are willing and able to resume work.
- Will you be operating at full capacity on the reopening? Can you meet the needs of your customers? Do you need to consider initially operating on reduced operational hours or with limited product/service offerings?
- Develop a marketing plan at skills.business.qld.gov.au/running/865.htm. This will document the steps you intend taking to market your products and/or services to your target market and should include:
 - a summary of your target market
 - marketing objectives and measures of achievement
 - marketing strategy and tactics
 - an action plan
 - your marketing budget.

Maintain and review

Business planning is a long-term commitment – not something you do once, and then forget about. Whatever the size of a business, you can maximise your chances of success by adopting continuous and regular planning cycles and reviews.

- Regularly review and update your business plan and be aware of key activities and goals.
- Regularly conduct a SWOT analysis: skills.business.qld.gov.au/planning/281.htm to make certain you are well aware of your business's internal and external environments.
- Ensure you develop a business continuity plan. This is a practical plan for how your business can recover or partially restore critical business activities after a crisis. For a comprehensive guide and template go to www2.business.qld.gov.au/managing/212.htm and for further information on disaster management go to: www2.business.qld.gov.au/managing/275.htm



'DEEDI-04'

Cyclone and storm surge recovery checklist

This checklist will assist you in the medium – long term recovery process for your business. If you have not passed the initial critical phase please visit the department's Business First Aid factsheet

This checklist can be use in conjunction with the Steps to business recovery (cyclone) factsheet.

	Yes	No	Actions	Person responsible
Recovery phase 2				
Evaluate your finances				
Have you recovered and reconstructed the financial records of your business?	<input type="checkbox"/>	<input type="checkbox"/>		
Do you have access to your historic financial statements or industry benchmarks?	<input type="checkbox"/>	<input type="checkbox"/>		
Have you prepared a cash flow forecast to indicate how much cash your business has available?	<input type="checkbox"/>	<input type="checkbox"/>		
Have you created a balance sheet and profit and loss statement from 1 July 2010 to the time of the disaster?	<input type="checkbox"/>	<input type="checkbox"/>		
Use the information in your cash flow statement, profit and loss statement and balance sheet to analyse the financial health of your business.	<input type="checkbox"/>	<input type="checkbox"/>		
Information and communication technology				
Restore your communications platform.	<input type="checkbox"/>	<input type="checkbox"/>		
Consider placing a message on your website to inform readers of your business status.	<input type="checkbox"/>	<input type="checkbox"/>		
Research technologies and facilities that will assist you with re-establishing your communications (i.e. Hot desks, cloud-based technologies etc.).	<input type="checkbox"/>	<input type="checkbox"/>		
Stakeholder management				
Ensure you communicate with your customers, suppliers, manufacturers and distributors to advise them when you anticipate resuming operations.	<input type="checkbox"/>	<input type="checkbox"/>		
If you have concerns in regards to outstanding bills, discuss the issues openly with the relevant parties.	<input type="checkbox"/>	<input type="checkbox"/>		
Review any orders that were placed prior to the disaster, if necessary reduce or cancel the order.	<input type="checkbox"/>	<input type="checkbox"/>		
Review the supply capacity of your current supplies, if necessary research alternative suppliers.	<input type="checkbox"/>	<input type="checkbox"/>		
Consider your ability to meet any legislative requirements and make contact with relevant organisations in required.	<input type="checkbox"/>	<input type="checkbox"/>		
Records recovery				
Consider how you will recover your business records (i.e. financial records, email correspondence etc).	<input type="checkbox"/>	<input type="checkbox"/>		

Obtain licensing agreements and permits from relevant government authorities.	<input type="checkbox"/>	<input type="checkbox"/>		
Obtain service agreements with providers such as phone and internet providers.	<input type="checkbox"/>	<input type="checkbox"/>		
Understanding your market				
Identify your market. Has it changed? Have they been impacted by the event?	<input type="checkbox"/>	<input type="checkbox"/>		
Conduct an analysis on your industry.	<input type="checkbox"/>	<input type="checkbox"/>		
Conduct a competitor analysis.	<input type="checkbox"/>	<input type="checkbox"/>		
Product or service supply				
Can your supplies still provide the products and services critical to your business operations?	<input type="checkbox"/>	<input type="checkbox"/>		
Review your product mix according to the current supply and demand.	<input type="checkbox"/>	<input type="checkbox"/>		
Evaluation – how was your business run?				
Review your previous operations and indentify areas of ineffectiveness and inefficiency.	<input type="checkbox"/>	<input type="checkbox"/>		
Conduct a SWOT analysis.	<input type="checkbox"/>	<input type="checkbox"/>		
Review the business's key activities and critical success factors.	<input type="checkbox"/>	<input type="checkbox"/>		
Review your previous performance indicators and adjust to the current market situation.	<input type="checkbox"/>	<input type="checkbox"/>		
Assess the viability of your business				
Is it viable to restore your business?	<input type="checkbox"/>	<input type="checkbox"/>		
Were you happy running the business before the disaster?	<input type="checkbox"/>	<input type="checkbox"/>		
Where you making the profit that you wanted?	<input type="checkbox"/>	<input type="checkbox"/>		
Do you prefer being your own boss?	<input type="checkbox"/>	<input type="checkbox"/>		
Have you considered other opportunities?	<input type="checkbox"/>	<input type="checkbox"/>		
Are you prepared for the extra demands that recovering your business will place on you, both personally and financially?	<input type="checkbox"/>	<input type="checkbox"/>		
Recovery phase 3				
Review of operations				
Ensure you manage your staff professionally and effectively. Are you aware of their situation as well as there pay and leave entitlements?	<input type="checkbox"/>	<input type="checkbox"/>		
Review you product and/or service offering. Are diversifications or alterations needed?	<input type="checkbox"/>	<input type="checkbox"/>		
Are you products and/or services appropriately priced? Conduct a break-even analysis.	<input type="checkbox"/>	<input type="checkbox"/>		

Does the business need to be re-located? If you are leasing, consider the terms and conditions of your agreement and seek legal advice if needed. If you do need to be re-located, ensure you thoroughly research any proposed new locations.	<input type="checkbox"/>	<input type="checkbox"/>		
Research possible new technologies and ways to become more innovative in your business.	<input type="checkbox"/>	<input type="checkbox"/>		
Do you have the necessary equipment required to deliver your product or service? Analyse your options (repurchasing, hiring or leasing equipment).	<input type="checkbox"/>	<input type="checkbox"/>		
Business Planning				
Do you have a business plan? If so review your current business plan and updated if required. If not, develop a business plan.	<input type="checkbox"/>	<input type="checkbox"/>		
Develop a re-opening strategy				
Ensure the staff members you need are willing and able to resume business.	<input type="checkbox"/>	<input type="checkbox"/>		
Will you be operating at a full capacity on the reopening?	<input type="checkbox"/>	<input type="checkbox"/>		
Can you meet the needs of your customers?	<input type="checkbox"/>	<input type="checkbox"/>		
Do you need to consider initially operating on reduced operational hours or with limited product/service offerings?	<input type="checkbox"/>	<input type="checkbox"/>		
Develop a marketing plan.	<input type="checkbox"/>	<input type="checkbox"/>		
Maintain and review				
Regularly review and update your business plan and be aware of key activities and goals.	<input type="checkbox"/>	<input type="checkbox"/>		
Regularly conduct a SWOT analysis.	<input type="checkbox"/>	<input type="checkbox"/>		

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'DEEDI-05'

Employment support services for jobseekers

If you have lost your job or are looking for employment there is assistance you can access.

Below are Federal Government, State Government and community services that may be of help to you.

For help in accessing the appropriate service call the worker assistance help line on **1800 035 749**.

Federal Government employment services

Job Services Australia

From 1 July 2009, Job Services Australia replaced the Job Network system. This service provides opportunities for one-on-one assistance and tailored employment services focused on increasing employment participation, addressing skills in demand and helping individual jobseekers, particularly disadvantaged jobseekers, find sustainable employment. For further information call **13 62 68** or visit www.deewr.gov.au/jobservicesaustralia

Financial assistance and income support

If you lose your job, financial assistance may be available to you through Centrelink. To enquire call **13 28 50**. Centrelink also offers a free financial information service (FIS) to help you make more informed decisions about your finances and options for Centrelink assistance. You don't need to be a Centrelink customer to speak to a FIS Officer. To make an appointment call **13 23 00**. For further information visit www.centrelink.gov.au

Assistance to claim redundancy entitlements

The General Employee Entitlements and Redundancy Scheme (GEERS) is an Australian Government assistance program for employees who lose their employment because their employer becomes bankrupt or insolvent and they are owed entitlements. For further information call **1300 135 040** or visit www.deewr.gov.au/geers

State Government employment services

Support for apprentices, trainees and their employers

Apprentices, trainees and their employers will be able to get support to enable them to continue with their employment and training. For further information call **1800 210 210** or visit www.apprenticeshipsinfo.qld.gov.au

Training and career information service

Skilling Solutions Queensland will expand its training and career information services by providing individual information to displaced workers and the unemployed. For further information call **1300 654 687** or visit www.skillingsolutions.qld.gov.au

Free training and employment assistance

The *Skilling Queenslanders for Work* initiative provides job related assistance and skills training to the most disadvantaged in the labour force. The Queensland Government initiative funds community-based organisations to help local people in local areas. To find out more about *Skilling Queenslanders for Work* call **1300 369 925** or visit www.employment.qld.gov.au

Redundancy and the law

There is state and federal legislation in place that determines eligibility for redundancy and other payments in the event of employment termination. For further information call **13 13 94** or visit www.fairwork.gov.au

Advice and information on unfair dismissal or work practices

If you lose your job and believe you have been unfairly dismissed or underpaid and are seeking advice or assistance, call the Queensland Workplace Rights Office on **13 13 94** or visit www.fairwork.gov.au

Community services and other useful information

Updating child support details

Separated parents who have income or care arrangement changes should contact the Child Support Agency (CSA) to ensure they are paying the correct amount of child support. Prompt advice is recommended as child support payments may not be able to be backdated. For information call **13 12 72** or to find a CSA office location visit www.csa.gov.au

Counselling

Lifeline offers a 24-hour confidential telephone counselling service on **13 11 14**.

Employment websites

Federal Government jobsearch.gov.au

Queensland Government jobs.qld.gov.au

'DEEDI-06'

Office of Fair Trading fact sheet

Beware of flood repair scammers

Residents and businesses should be on guard for dodgy traders' tricks following the floods.

- The majority of traders working on flood clean-up and repairs are honest and fair, but it is likely that some unscrupulous traders will be drawn to flood areas to prey on the desperation of householders and businesses.
- Unscrupulous traders offer everything from roof repairs and electrical work to resurfacing damaged driveways, but they're not always the godsend they appear to be.
- They may be unlicensed and unqualified, providing sub-standard work or failing to do what they say they will.
- Itinerant traders often offer guarantees of which could be extremely difficult to enforce after they leave the region.
- Rules that give consumers a 10 business day cooling-off period for work costing more than \$100 doesn't apply when emergency repairs are needed after natural disasters.
- Consumers must be even more vigilant at a time when they are probably feeling overwhelmed and vulnerable.
- Contact your insurer for information and advice before engaging anyone to perform emergency repairs.
- If you are approached by a company you don't know, go online to check their website. Call their head office to confirm their existence, or check with someone else in town if they've used the trader's services.
- Ask the trader for identification. If the job requires building work, ask for a Building Services Authority licence to demonstrate they are licensed to perform that work.
- Ask for a contract and ensure all paperwork including quotes, invoices, and receipts has the trader's name, Australian Business Number (ABN) and address on it.
- Don't feel pressured to take up an offer on the spot. Do some research, seek quotes and most importantly, give yourself time to think it through.
- Check quotes carefully to avoid being overcharged. Some unscrupulous traders add extra square metres or deliberately miscalculate the job.

For more information:

- To report any suspicious business activity to the Office of Fair Trading, visit www.fairtrading.qld.gov.au or call 13 QGOV (13 74 68).
- Consumers can contact the State Emergency Service (SES) for help following a storm or flood on 132 500.
- To check if a tradesman is licensed to perform the type of work you need, visit www.bsa.qld.gov.au.
- For information on how the SES can help in the event of a disaster visit www.emergency.qld.gov.au/ses.

'DEEDI-07'

Flood recovery

Energy at home help sheet

Information for flood affected households about electricity, gas, solar and appliances

Current as at 28 January 2011 – for updates check www.business.qld.gov.au or call 13 25 23

Licensed electrical contractors must inspect flooded homes before power can be restored

If your home has been flooded, you will need to get a licensed electrical contractor to inspect your switchboard, wiring, equipment and fixed appliances to ensure they are safe before electricity can be reconnected. On completion, ask for a certificate of test.

Once the electrical contractor has provided written advice to the electricity distributor for your area (e.g. ENERGEX, Ergon Energy or Country Energy) the distributor will reconnect electricity as soon as possible. More information is available on the ENERGEX website, www.energex.com.au or Ergon Energy website, www.ergon.com.au

To find a licensed electrical contractor in your area, check the Yellow Pages or visit www.ecaq.asn.au or call Master Electricians' hotline 1300 889 198.

Be sure to check the licenses of electrical contractors before allowing them to perform work on your home. You can verify their licence details online at www.deir.qld.gov.au/elis/

Get gas appliances and cylinders checked

If your home has been flooded, do not use LPG or natural gas appliances until they have been checked by a licensed gas fitter, to protect yourself against possible safety risks.

Gas supply to your home may have been disconnected by the gas network operators for safety reasons during the flood.

Where homes have been flooded and gas appliances, meters, regulators or cylinders have been covered by water, you need to get your property inspected by a licensed gas fitter and issued with a gas compliance certificate before gas supply will be restored.

To find licensed gas fitters in your area, contact your gas supplier or look in the Yellow Pages or Home Improvement Pages Directory – www.homeimprovementpages.com.au



More information is available in the *Safety Information for flood-affected gas consumers* fact sheet, visit www.business.qld.gov.au or call 13 25 23.

Grants available to reconnect electricity and gas

The Essential Services Safety and Reconnection Grant provides up to \$200 per service for safety inspections by accredited inspectors.

If repairs are deemed necessary, up to \$4200 is available to meet the cost of reinstating power, gas, plumbing and sewage/septic services to Australian Standards by qualified tradespeople, after the inundation of an uninsured home.

For more information or to apply, visit your local Community Recovery Centre or call 1800 173 349.

Solar safety

Even if the electricity supply from the network has been cut off to your property, your solar power panels (photovoltaic panels) will continue producing electricity during the day. Take every precaution and treat the solar power system as you would any other wiring in your home.

If your solar power panels have been affected by floodwaters do not attempt to turn off the system. Have your electrical contractor ensure the solar power system is electrically safe before work starts near the solar panels or associated electrical wiring.

Water-affected electrical equipment, i.e. the inverter, solar panels, electrical switches and wiring will need to be checked by a licensed electrical contractor.

Contact a licensed electrical contractor or visit the Clean Energy Council's website www.cleanenergycouncil.org.au to find an accredited solar power installer who can check your system to make sure it's safe.

Home Energy Emergency Assistance Scheme

This scheme provides one-off emergency assistance to customers experiencing a crisis or unforeseen emergency that limits their ability to pay their home energy bill.

The scheme can provide up to \$720 per eligible household per year. For more information or to apply, contact your electricity retailer.

Replace like-for-like hot water systems

The Department of Infrastructure and Planning has released amendments to the Queensland Plumbing and Wastewater Code to assist flood-affected Queenslanders to urgently replace damaged hot water systems and reduce the financial burden.

If your hot water system has been damaged by floods and requires replacing, you do not need to replace it with a greenhouse-friendly hot water system, even if you are located in a natural gas reticulated area.

However, you should still consider installing a greenhouse efficient hot water system if possible, to save money and energy in the longer term.

For more information, visit <http://www.dip.qld.gov.au> or call Building Codes Queensland on 3239 6369.

Consider rewiring appliances to Economy Tariffs (Off-peak Tariffs)

If your home's electrical circuits have been damaged by floodwater, your home may require significant rewiring of switchboards and electrical circuits.

You could save on your energy bills by re-connecting appliances that don't need to run continuously – like hot water systems and pool pumps – to Economy Tariffs.

Economy Tariffs, sometimes referred to as 'Off-peak tariffs', offer restricted electricity supply at discounted rates.

Appliances must be permanently connected to the electricity supply by a licensed electrical contractor, and not all appliances are suitable.

Talk to your electricity retailer about the tariff options available for your home. Consult your pool professional before connecting pool equipment to Economy Tariffs.

Think about energy star ratings when buying new whitegoods

If you need to replace whitegoods and appliances such as televisions, washing machines or air conditioners, think about energy star rating and water rating labels before you buy.

The more stars, the more you will save in the long run. Appliances with high energy star and water ratings will save electricity and water costs over the long term, plus they have a reduced impact on the environment.

Shopping at ClimateSmart Retail stores makes it easy to shop eco-efficiently.

For more information on energy star ratings or a list of ClimateSmart Retailer stores visit www.climatesmart.qld.gov.au.

'DEEDI-08'

Management of flooded turfgrass

Sport field and recreational facilities, January 2011

Concern over sporting surfaces

As the cleanup continues throughout homes and businesses across South East Queensland, it's now evident that sporting clubs and facilities will be facing tough times ahead.

Receding flood water has left sports fields awash with unsanitary water and unsuitable soil material. Contamination of this nature not only poses short-term health risks and field closures, but also immediate and long-term damage to the turfgrass because of the silt over the surface.

Effects

Flooding and the deposition of fine-graded silt or soil effects turfgrass in a number of ways:

- reduction of oxygen supply to the root system
- presence of toxic substances
- physical barriers to plant growth and photosynthesis after flood waters have receded
- reduces the rate of water infiltration increasing the risk of future field closures
- deteriorates the playing surface under wear
- erosion.

The extent of damage increases with:

- depth of submersion (complete submersion causes more damage than partial submersion)
- higher water temperatures
- repeat flooding.

Plants that are actively growing during the spring and summer (September to March) are more vulnerable to damage than dormant (winter) plants. Healthy, well-fertilised plants are more likely survive than plants which have already been weakened.

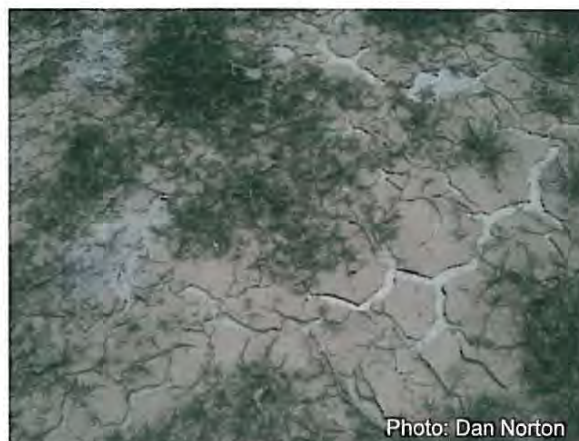


Photo: Dan Norton

Submerged grasses survive flowing water more readily than torpid water like that experienced during the recent floods.

Treatment

Deposited debris:

Remove heavy objects such as wood, metal and other material as soon as possible.

Deposits exceeding 5 cms or more should be removed quickly as turf needs sunlight to grow (photosynthesis).

Thin depositions of silt and sand can be irrigated off leaves. All deposits can cause serious injury at higher temperatures, so wash off as soon as possible.

Flood depositions can cause the formation of an undesirable soil layer, deteriorating soil structure and reducing infiltration. Flood effected soil will benefit from coring, spiking or verti-cutting to improve aeration. This along with raking is also useful where algal surface layer has formed.

Submersion and the resultant oxygen deprivation can also cause the build up of potentially toxic materials such as ferrous and sulphide ions, methane and carbon dioxide within the soil and toxic by-products within plant tissues.

Beard (1973ⁱ) suggests that 1.0–1.5 kg of calcium hydroxide (hydrated lime or builders lime) per 100 square meters is useful to neutralise accumulated toxic substances and check algal growth. Algae can form a scum barrier on the surface of a waterlogged area, smothering emerging new shoots.

Apply hydrated lime dry mixed with sand or sprayed on with water. Repeat applications may be needed for persistent problems. Check for excessively acid soil pH readings post-flood (optimum levels are between 6.5 and 7.0).

Turn off irrigation for a time after washing off silt deposits to allow the soil to dry out. Avoid over-irrigation. Match watering to soil infiltration rates (which will be low on a saturated profile).

Coastal areas may have salt content in the flood waters and may need testing for soil conductivity and treatment with gypsum.

In the longer term watch for:

Soil problems:

- depleted nutrients on sandy soils due to excessive leaching
- expect yellowing of turf due to iron deficiency
- problems with fertiliser utilisation on compacted clay soils. These will require decompaction by coring, verti-cutting or spiking.

Turf problems:

- reduced vigour and quality
- shallow root system
- increased disease activity
- excessive dead layer (thatch) after regrowth
- nutrient deficiencies due to death of parts of the root system.
- weeds e.g. chickweed, sedges (nutgrass, Mullimbimby couch)
- plant deaths e.g. wet wilt from anaerobic conditions.

It is recommended that a qualified turfgrass consultant be approached and advice sought prior to purchasing or applying any product.

Additional information

Should your facility require returfing, please visit the Turf Queensland website at www.qtpa.com.au to identify suppliers who are recognised by Queensland's peak industry body.

To make contact with other turf managers who have been flood affected in Queensland and to network with turf professionals who are involved in managing sports turf facilities, please visit the Sports Turf Association QLD web site at www.sportsturf.asn.au.

More information on turfgrass is available from:
Shane Holborn
Lifestyle Horticulture Team Leader
Agri-Science Queensland
Department of Employment, Economic
Development and Innovation
Ph: 13 25 23 or visit www.deedi.qld.gov.au

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ⁱ Beard, J. B. (1973) Turfgrass: Science and Culture, Prentice Hall, New Jersey pp.658.

'DEEDI-09'

Assistance for small business

This information is current as at Monday 24 January 2011.

Please refer to the Business and Industry website www.business.qld.gov.au or QRAA website www.qraa.qld.gov.au for the most up-to-date information.

Special disaster flood assistance grants

Special disaster flood assistance grants of up to \$25 000 are available to help Queensland small businesses who have been affected by flooding.

These grants are available under Natural Disaster Relief and Recovery Arrangements (NDRRA) and will help eligible applicants to pay for costs arising from flood damage.

To help recovery in communities affected by flooding, people receiving these grants are encouraged to, wherever possible, support local business. The grant scheme will run until 30 September 2011.

Small businesses in the following local government areas may be eligible for this assistance:

Balonne	Lockyer Valley
Banana	Maranoa*
Barcardine	Moreton Bay
Blackall Tambo (east of the Landsborough Highway)	Murweh (south along the Landsborough Highway from the Blackall Tambo Regional Council boundary to the Mt Tabor Road, then east along the Mt Tabor Road to the Maranoa Regional Council boundary at Hoganthulla)
Brisbane	North Burnett
Bundaberg	Rockhampton
Central Highlands	Scenic Rim
Cherbourg	Somerset
Fraser Coast	South Burnett
Gladstone	Southern Downs
Goondiwindi	Sunshine Coast
Gympie	Toowoomba
Ipswich	Western Downs
Isaac (west of Marlborough-Sarina Road, south of the Peak Downs Highway and east of the Gregory Developmental Road)	Woorabinda

*south of the Condamine-Roma Road and the Dunkeld Road to the Southern Road; east of the Southern Road to Woodburn Road; south of the Diliqi Road to the Balonne Shire boundary.

*eastern boundary on the Taroom Injune Road, west by this road to Injune, north on the Carnarvon Highway to the Womblebank Gap Road, west by this road to the Carnarvon National Park Road, south by this road to the Redford Forestvale Road, west by this road to the western Maranoa Regional Council boundary near Hoganthulla Creek.

Eligibility criteria

All applicants must be able to provide proof that they have suffered damage as a direct result of flooding – for example, photos.

A small business is defined as having an Australian Business Number and less than 20 employees.

Both primary producers and small businesses must derive the majority of their income from the business (QRAA will account for fluctuations in income) to be eligible.

Types of grants available

There are two types of grants which can be applied for:

- Tier one grants of up to \$5000 will be immediately available to assist with the early recovery effort.
- Tier two grants of up to \$20 000 will be provided on proof of expenditure.

Applying for a Tier one grant

Evidence of damage is all that is required for Tier one grants – for example photographs, quotes or tax invoices. Evidence of expenditure must be kept until 30 September 2012 as you may be subject to a subsequent audit by QRAA.

Applying for a Tier two grant

Before making your claim you must have already made the payments for your repairs.

QRAA will require:

- tax invoices showing the full details of the goods or services supplied (to be identifiable as flood-related damage on the invoice) including the initial claim up to \$5000, and
- an official receipt from the supplier or contractor – if this cannot be obtained, photocopies of cheque butts, bank transfers and bank statements will be required including the initial claim up to \$5000.

Eligible expenditure for small businesses

The assistance enables small businesses to cover the costs associated with cleaning and restoration activities including:

- purchasing, hiring or leasing plant, equipment or materials to clean or resume business activities (including stock replacement)
- clearing or disposing of debris and damaged goods
- repairing buildings or fittings in buildings other than houses
- leasing temporary premises for the purpose of resuming trading
- engaging a person to clean or conduct a safety inspection of premises
- paying additional wages to an employee to assist with the clean-up and restoration work.

For more information about eligible expenditure for small businesses contact **QRAA** on **1800 623 946** or visit **www.qraa.qld.gov.au**.

Items that cannot be claimed

The grants are not available for:

- loss of income
- the use of your own labour or equipment
- self-invoicing or 'dry hire rates' within an entity
- repairing houses or dwellings
- repairing or replacing household goods.

For more information about household assistance contact **Communities Services** on **1800 173 349** or visit **www.communities.qld.gov.au**.

Claiming for multiple businesses

If you have more than one business and each business is at a separate location and is able to operate as a viable entity in its own right, you may be able to make a separate claim for each entity.

For more information about multiple business applications contact **QRAA** on **1800 623 946** or visit **www.qraa.qld.gov.au**.

Financial hardship

Expenditure is not required prior to claiming a Tier one grant. For Tier two grants the requirement for prior expenditure for those in financial hardship will be waived.

Existing insurance policies

If your business is insured, you must lodge a claim against your insurance policy for any loss or damage you have suffered.

Any application for a Tier two grant will not be assessed until you produce written evidence from your insurance company regarding the result of your claim.

Tax payable on the grants

Tax must be paid on the grants but many of the expenditure items may be claimed as legitimate business expenses for tax purposes. You should talk to your financial adviser about this matter.

Unspent grant monies

You are expected to repay any unspent Tier one grants. QRAA may conduct an audit of the recovery grant scheme and you are required to keep proof of your expenditure until 30 September 2012.

False claims

Penalties can apply under the *Rural and Regional Adjustment Act 1994* or the Criminal Code for any false claims.

Applying for flood assistance grants

Applicants will be able to claim for individual expenditure items on separate forms or together on one form, but cannot claim more than \$25 000 for any one business.

Follow these steps:

1. Download an application form from the QRAA website www.qraa.qld.gov.au or phone 1800 623 946.
2. Complete the form and check the guidelines to ensure you have supplied all the necessary supporting materials.
3. Return the form via fax or email or visit a Community Recovery and Coordination Centre in your region.

Concessional loans

Small businesses may also be eligible for concessional (low interest) loans through QRAA of up to \$250 000.

Eligible local government areas for this assistance include:

Balonne	Longreach
Banana	Maranoa
Barcaldine	Moreton Bay
Blackall-Tambo	Murweh
Brisbane	North Burnett
Bundaberg	Rockhampton
Central Highlands	Scenic Rim
Cherbourg	Somerset
Fraser Coast	South Burnett
Gladstone	Southern Downs
Goondiwindi	Sunshine Coast
Gympie	Toowoomba
Isaac	Western Downs
Ipswich	Woorabinda
Lockyer Valley	

For more information about concessional loans contact **QRAA** on 1800 623 946 or visit www.qraa.qld.gov.au.

Transport assistance

The Queensland Government is offering transport-related assistance to affected businesses.

The assistance includes options to extend dormant seasonal vehicle registration periods up to two years and options for fodder transport.

For more information about transport-related assistance contact **your local Transport and Main Roads Customer Service Centre**.

Legal and financial obligations for businesses

As a business owner, you should:

- alert your bank that your business has been impacted by the flood
- inform the **Australian Taxation Office** on 13 28 66 or visit www.ato.gov.au if records have been destroyed
- contact your suppliers and customers to let them know when you might be operating again.
- understand your legal obligations to employees should retrenchments be necessary.

For more information about workplace rights and responsibilities contact the **Fair Work Ombudsman** on 13 13 94 or visit www.fairwork.gov.au.

Employment support and services

If you have lost your job or are looking for employment you can access assistance from the Federal Government, State Government and community services.

For help in accessing the appropriate service call the **worker assistance help line** on 1800 035 749.

Scams and legitimate charity collectors

Be alert to scams that take advantage of natural disasters to target homeowners and small businesses.

You may be approached to donate money to charities collecting on behalf of flood affected areas. Legitimate street and door-to-door charity collectors should:

- wear prominent identification
- issue receipts (unless a collection box is used, or the donation is given in exchange for a promotional item such as a badge or emblem)
- be able to produce a current written authority from the association for which they claim to be collecting

- be 15 years or older, or be accompanied by an adult
- door knock between 9am and 5pm.

If you don't think a collector is genuine, do not make a donation.

For more information about scams or charity collectors contact the **Office of Fair Trading** on **13 74 68** or visit **www.fairtrading.qld.gov.au**.

Flood repair trades people

The majority of traders working on flood clean-up and repairs are honest and fair, but it is likely that some unscrupulous traders will be drawn to flood areas to prey on the desperation of householders and businesses.

Before you engage a trader to assist in repairing your house or business, check their credentials and obtain a written quote and referees for their work. Always speak with your insurer before beginning any repairs.

Rules that give consumers a 10-day cooling off period for work costing more than \$100 do not apply when emergency repairs are needed after a natural disaster.

If you are a trader planning to travel to a flood affected area to assist in the recovery you should:

- bring your qualifications and licence to establish your credentials
- provide written quotes, invoices and receipts that include your trading name, ABN and address
- make arrangements and promote how you will guarantee your work after you have left the area
- provide referees to verify the quality of your work.

Reconnecting gas supply to homes and businesses

As soon as waters recede, residents and business owners must have any flood-affected LPG and natural gas appliances and equipment checked by a licensed gas fitter.

The owner of the gas appliances or equipment (including regulators and meters) and the gas supplier, will receive a gas system compliance certificate once it has been checked, after which supply will be restored.

Owners with gas appliances or equipment, supplied by their own cylinders or exchange cylinders, should have these checked. Gas suppliers will not connect or reconnect supply to customers where rising flood waters have threatened the safety of network equipment and if they consider the gas system is unsafe for continued use.

Contact your local gas fitter or gas supplier for further assistance.

Help with the cost of safe utilities reconnection

Uninsured home owners may be eligible for a joint state/federal government grant to refund the cost of safely reconnecting electricity, gas, water, sewage services and septic systems damaged by flooding.

The **Essential Services Safety and Reconnection Grant** provides up to \$200 per service for safety inspections by accredited inspectors, and if deemed necessary, up to \$4200 to meet the cost of reinstating services to Australian Standards by qualified tradespeople, after home inundation.

Safety inspection payments will be refunded to the homeowner and reinstatement costs will be paid directly by the department to the repairer.

The grant is income tested. For full details on the income and assets limits or to apply for an Essential Services Safety and Reconnection Grant visit your nearest Community Recovery Centre or call **1800 173 349**.

People who have already been assessed and granted an Essential Household Grant or Structural Assistance grant since 29 November 2010 are automatically eligible.

If you have already claimed or been assessed for an Essential Household Contents

Grant or Structural Assistance Grant simply send receipts or invoices for inspections, repairs and materials to Grants Processing, Community Recovery, GPO Box 806 Brisbane 4001.

Energy efficiency

If you need to replace your electrical appliances due to flood damage, you are encouraged to:

- consider the new item's energy rating
- take advantage of the Queensland Solar Hot Water Rebate to switch to solar heating
- use an electrical contractor to connect your appliances – for example hot water systems or pool pumps to Economy Tariffs.

Financial assistance for individuals and families

If you have been personally affected by the floods you may be eligible for financial assistance from the Queensland Government, such as:

- a personal hardship allowance
- an essential household contents grant
- a structural assistance grant.

For more information about State financial assistance contact **Communities Services** on **1800 173 349** or visit **www.communities.qld.gov.au**.

The Australian Government has also authorised certain payments and services for people affected by the flood.

For more information about federal financial assistance contact **Centrelink** on **180 22 66** or visit **www.centrelink.gov.au**.

Important contact information

You can discuss your situation with the **Australian Taxation Office** on their dedicated emergency support information line by calling **1800 806 218**.

Community Services

Residents who have been flooded and require assistance should phone the **Community Recovery Line** on **1800 173 349**.

Community Recovery and Coordination

Centres have been established to provide a broad range of support and assistance for people affected by the disaster at:

Brisbane

- **Brisbane North**, RNA Showgrounds, Gregory Terrace, Bowen Hills, open 8.30am to 5.00pm
- **East Brisbane**, St Mary's Anglican Church of Australia, 455 Main Street, Kangaroo Point, open 8.30am to 5.00pm
- **Corinda**, St Aidan's School, Corner Kathleen Street and Aidan's Way, Corinda, open 8.30am to 5.00pm
- **Indooroopilly**, Holy Family Parish Hall (rear of church), Ward Street, Indooroopilly, open 8.30am to 5.00pm
- **South Brisbane (covering West End area)**, 11 Sussex Street - Corner of Vulture Street, West End, open 8.30 am to 5.00pm
- **Yeronga**, Yeronga Primary School, 122 Park Rd, Yeronga, open 8.30am to 5.00pm
- **Jamboree Heights**, Jamboree Heights State School, 35 Beanland Street, Jamboree Heights, open 8.30am to 5.00pm
- **Wacol**, The Park – Centre for Mental Health - Recreation Hall, Corner of Boyce Rd and Ellerton Drive, Wacol, open 8.30am to 5pm

Other locations in Queensland

- **Bundamba**, Bundamba TAFE, Byrne Street, open 8.30am to 5.00pm
- **Chinchilla**, Cultural Centre, 80/86 Heeney Street, open 8.30am to 5.30pm
- **Dalby**, Dalby Myall Youth Community Centre, Corner of Drayton and Nicholson Streets, open 8.30am to 4.30pm
- **Emerald**, McIndoe Park, Opal Street, open 9.00am to 5.00pm
- **Fernvale**, Futures Complex, 1483 Brisbane Valley Road, open 9am to 4pm
- **Gatton**, Shire Hall, North Street, open 10.00am to 4.00pm
- **Goondiwindi**, Care Goondiwindi, 52 Marshall Street, open 9.00am to 4.00pm
- **Grantham**, address available locally
- **Ipswich**, Ipswich Showgrounds, 81 Warwick Road, open 8.30am to 5.00pm

- **Miles**, Murilla Community Centre, Dawson Road, open 8.30am to 4.00pm
- **Roma**, Department of Communities 95 Arthur Street, open 9am to 5.00pm
- **St George**, St George Cultural Centre, Carnarvon Highway, open 9.00am to 4.00pm
- **Texas**, address available locally
- **Theodore**, RSL Hall, The Boulevard, open 9.00am to 4.00pm.
- **Toowoomba**, Toowoomba Lifeline office, 17 Long St, open 8.30am to 5.00pm
- **Warwick**, Town Hall, Main Street, open 8.30am to 4.00pm.

The **Insurance Council of Australia** has established a 24 hour emergency hotline on **1300 728 228** for general insurance consumers who have a question in relation to their policy or require assistance in identifying their insurer. Visit their website for further information at **www.insurancecouncil.com.au**.

The **Insurance Ombudsman Service** is an independent national dispute resolution body which aims to resolve disputes between consumers and participating insurance companies. Their free service is available on **1300 780 808**.

Lifeline offers a 24-hour confidential telephone counselling service on **13 11 14**.

Contact **Workplace Health and Safety Queensland** on **1800 177 717** for advice on any workplace health or safety issues.

'DEEDI-10'

Assistance for primary producers

This information is current as at Tuesday 25 January 2011.

Please refer to the Business and Industry website www.business.qld.gov.au or QRAA website www.qraa.qld.gov.au for the most up-to-date information.

Special disaster flood assistance grants

Special disaster flood assistance grants of up to \$25,000 are available to help Queensland primary producers and small businesses who have been affected by the November-December 2010 floods (including those in January 2011).

These grants are available under Natural Disaster Relief and Recovery Arrangements (NDRRA) and will help eligible applicants to pay for costs arising from flood damage.

To help recovery in communities affected by flooding, people receiving these grants are encouraged to, wherever possible, support local business. The grant scheme will run until 30 September 2011.

Primary producers and small businesses in the following local government areas may be eligible for this assistance:

Balonne	Lockyer Valley
Banana	Maranoa*
Barcaldine	Moreton Bay
Blackall Tambo (east of the Landsborough Highway)	Murweh (south along the Landsborough Highway from the Blackall Tambo Regional Council boundary to the Mt Tabor Road, then east along the Mt Tabor Road to the Maranoa Regional Council boundary at Hoganthulla)
Brisbane	North Burnett
Bundaberg	Rockhampton
Central Highlands	Scenic Rim
Cherbourg	Somerset
Fraser Coast	South Burnett
Gladstone	Southern Downs
Goondiwindi	Sunshine Coast
Gympie	Toowoomba
Ipswich	Western Downs
Isaac (west of Marlborough-Sarina Road, south of the Peak Downs Highway and east of the Gregory Developmental Road)	Woorabinda

*south of the Condamine-Roma Road and the Dunkeld Road to the Southern Road; east of the Southern Road to Woodburn Road; south of the Diliqi Road to the Balonne Shire boundary.

*eastern boundary on the Taroom Injune Road, west by this road to Injune, north on the Carnarvon Highway to the Womblebank Gap Road, west by this road to the Carnarvon National Park Road, south by this road to the Redford Forestvale Road, west by this road to the western Maranoa Regional Council boundary near Hoganthulla Creek.

More areas may be added as this flooding event continues to develop.

Eligibility criteria

All applicants must be able to provide proof that they have suffered damage as a direct result of flooding – for example, photos.

A small business is defined as having an Australian Business Number and less than 20 employees.

Both primary producers and small businesses must derive the majority of their income from the business (QRAA will account for fluctuations in income) to be eligible.

Types of grants available

There are two types of grants which can be applied for:

- Tier one grants of up to \$5000 will be immediately available to assist with the early recovery effort.
- Tier two grants of up to \$20,000 will be provided on proof of expenditure.

Applying for a Tier one grant

Evidence of damage is all that is required for Tier one grants – for example photographs, quotes or tax invoices. Evidence of expenditure must be kept until 30 September 2012 as you may be subject to a subsequent audit by QRAA.

Applying for a Tier two grant

Before making your claim you must have already made the payments for your repairs.

QRAA will require:

- tax invoices showing the full details of the goods or services supplied (to be identifiable as flood-related damage on the invoice) including the initial claim up to \$5000, and
- an official receipt from the supplier or contractor – if this cannot be obtained, photocopies of cheque butts, bank transfers and bank statements will be required including the initial claim up to \$5000.

Eligible expenditure for primary producers

The assistance enables primary producers to cover the costs associated with cleaning and restoration activities including:

- purchasing, hiring or leasing plant, equipment or materials to clean or resume business activities
- clearing or disposing of debris, damaged goods or injured or dead livestock
- repairing buildings or fittings in buildings other than houses
- repairing or reconditioning essential plant or equipment
- repairing roads, fences and dams and other essential infrastructure
- leasing temporary premises
- repairing or restoring fields and purchasing fodder or saving crops or feed for livestock
- replacing lost or damaged stock (other than livestock)
- maintaining the health of livestock or poultry
- engaging a person to clean or conduct a safety inspection of premises
- paying additional wages to an employee to assist with the clean-up and restoration work.

For more information about eligible expenditure for primary producers and small businesses contact **QRAA** on **1800 623 946** or visit **www.qraa.qld.gov.au**.

Items that cannot be claimed

The grants are not available for:

- loss of income
- the purchase of livestock – QRAA provides concessional NDRRA loans of up to \$250 000 for this purpose
- the use of your own labour or equipment
- self-invoicing or 'dry hire rates' within an entity
- repairing houses or dwellings
- repairing or replacing household goods.

For more information about household assistance contact **Communities Services** on **1800 173 349** or visit **www.communities.qld.gov.au**.

Claiming for multiple businesses

If you have more than one business and each business is at a separate location and is able to operate as a viable entity in its own right, you may be able to make a separate claim for each entity.

For more information about multiple business applications contact **QRAA** on **1800 623 946** or visit **www.qraa.qld.gov.au**.

Financial hardship

Expenditure is not required prior to claiming a Tier one grant. For Tier two grants the requirement for prior expenditure for those in financial hardship will be waived.

Existing insurance policies

If your business is insured, you must lodge a claim against your insurance policy for any loss or damage you have suffered.

Any application for a Tier two grant will not be assessed until you produce written evidence from your insurance company regarding the result of your claim.

Tax payable on the grants

Tax must be paid on the grants but many of the expenditure items may be claimed as legitimate business expenses for tax purposes. You should talk to your financial adviser about this matter.

Unspent grant monies

You are expected to repay any unspent Tier one grants.

QRAA may conduct an audit of the recovery grant scheme and you are required to keep proof of your expenditure until 30 September 2012.

False claims

Penalties can apply under the *Rural and Regional Adjustment Act 1994* or the Criminal Code for any false claims.

Individual grants for collaborative effort

If two or more producers combine efforts – for example, paying for the bulk freight of fodder – each can make a claim for their individual share of the cost.

For more information about individual share applications contact **QRAA** on **1800 623 946** or visit **www.qraa.qld.gov.au**.

Applying for flood assistance grants

Applicants will be able to claim for individual expenditure items on separate forms or together on one form, but cannot claim more than \$25,000 for any one business.

Follow these steps:

1. Download an application form from the QRAA website **www.qraa.qld.gov.au** or phone **1800 623 946**.
2. Complete the form and check the guidelines to ensure you have supplied all the necessary supporting materials.
3. Return the form via fax or email or visit a Community Recovery and Coordination Centre in your region.

If you require assistance accessing or completing the application form contact **QRAA** on **1800 623 946** or the **DEEDI Customer Service Centre** on **13 25 23**.

Concessional loans, financial counselling and freight subsidies

Primary producers and small businesses may also be eligible for concessional (low interest) loans through QRAA of up to \$250,000. Primary producers can also access freight subsidies of up to \$5000 through DEEDI.

Eligible local government areas for this assistance include:

Balonne	Longreach
Banana	Maranoa
Barcaldine	Moreton Bay
Blackall-Tambo	Murweh
Brisbane	North Burnett
Bundaberg	Rockhampton
Central Highlands	Scenic Rim
Cherbourg	Somerset
Fraser Coast	South Burnett
Gladstone	Southern Downs
Goondiwindi	Sunshine Coast
Gympie	Toowoomba
Isaac	Western Downs
Ipswich	Woorabinda
Lockyer Valley	

More areas may be added as this flooding event continues to develop.

For more information about concessional loans contact **QRAA** on **1800 623 946** or visit **www.qraa.qld.gov.au**.

Primary producers outside of these shires who have been impacted by flooding and wish to access this assistance can apply for an Individually Disaster Stricken Property (IDSP) declaration.

To make an application for an Individually Disaster Stricken Property declaration contact the **DEEDI Customer Service Centre** on **13 25 23**.

Farm financial counselling service

The Queensland Government offers a free and confidential farm financial counselling service for primary producers.

A qualified financial counsellor will spend time with you exploring your issues to help you understand your current financial position and assess options for improvement.

Freight subsidies

The Queensland Government will pay primary producers up to 50 per cent of the freight cost, to a maximum of \$5000, for the movement of:

- foodstuffs
- building/fencing materials
- restocking of livestock
- fodder
- machinery/equipment
- fuel.

For more information about freight subsidies or to book an appointment with a farm financial counsellor contact the **DEEDI Customer Service Centre** on 13 25 23.

Fodder assistance

The Queensland Government and AgForce are assisting with the coordination of fodder drops for those primary producers in need of assistance.

Anyone who requires a fodder drop or wishes to donate fodder should contact:

- **AgForce Regional Manager, Danielle Hogarth** on 0427 021 370
- **DEEDI Senior Beef Extension Officer, Ken Murphy** on 0419 658 412.

Expenditure on fodder drops for stranded livestock is an eligible expense for special disaster flood assistance grants in the designated council areas.

Anyone donating fodder must ensure that appropriate declaration forms are completed when moving hay from fire ant restricted zones or where it is contaminated with Class 2 weeds.

For general information about fodder drops contact the **DEEDI Customer Service Centre** on 13 25 23.

Transport assistance

The Queensland Government is offering transport-related assistance to affected businesses and primary producers.

The assistance includes options to extend dormant seasonal vehicle registration periods up to two years and options for fodder transport.

For more information about transport-related assistance contact **your local Transport and Main Roads Customer Service Centre**.

Intensive livestock industries

Operators of intensive livestock businesses – for example cattle and sheep feedlotting, dairying and pig farming, must take all reasonable and practical measures to prevent contamination to land and water courses.

To discuss options and your general environmental responsibilities contact the **DEEDI Customer Service Centre** on 13 25 23.

Taking care of animals

Follow these simple steps to help animals in flood-affected areas:

- make sure your animal/s have clean water and food
- be careful when handling animals as they may be frightened or disorientated
- be aware of straying stock and wildlife and be careful on the roads.

For more information on animal welfare contact the **DEEDI Customer Service Centre** on 13 25 23.

For sick or injured animals contact your **local veterinarian**.

For lost and found animals contact the **RSPCA** on 1300 852 188 or 1300 ANIMAL (264 625) or visit www.rspcaqlld.org.au

Pests and diseases

Flooding increases the risk of pest and disease outbreaks and early intervention is critical to limit damage.

You can help by remaining vigilant. As you begin clearing debris be alert for any signs of diseases or pests – for example, sick animals or unusual pests or diseases on plants.

As part of your damage assessment, note the condition of plants and animals. Monitor any change to their condition over time and address any immediate animal welfare needs.

For advice on flooded pastures and crops, stranded animals or pest and disease outbreaks contact the **DEEDI Customer Service Centre** on 13 25 23 or visit www.deedi.qld.gov.au.

Legal and financial obligations for businesses

As a business owner, you should:

- alert your bank that your business has been impacted by the flood
- inform the **Australian Taxation Office** on 13 28 66 or visit www.ato.gov.au if records have been destroyed
- contact your suppliers and customers to let them know when you might be operating again.
- understand your legal obligations to employees should retrenchments be necessary.

For more information about workplace rights and responsibilities contact the **Fair Work Ombudsman** on 13 13 94 or visit www.fairwork.gov.au.

Flood repair trades people

The majority of traders working on flood clean-up and repairs are honest and fair, but it is likely that some unscrupulous traders will be drawn to flood areas to prey on the desperation of householders and businesses.

Before you engage a trader to assist in repairing your house or business, check their credentials and obtain a written quote and referees for their work. Always speak with your insurer before beginning any repairs.

Rules that give consumers a 10-day cooling off period for work costing more than \$100 do not apply when emergency repairs are needed after a natural disaster.

If you are a trader planning to travel to a flood affected area to assist in the recovery you should:

- bring your qualifications and licence to establish your credentials
- provide written quotes, invoices and receipts that include your trading name, ABN and address
- make arrangements and promote how you will guarantee your work after you have left the area
- provide referees to verify the quality of your work.

Reconnecting gas supply to homes and businesses

As soon as waters recede, residents and business owners must have any flood-affected LPG and natural gas appliances and equipment checked by a licensed gas fitter.

The owner of the gas appliances or equipment (including regulators and meters) and the gas supplier, will receive a gas system compliance certificate once it has been checked, after which supply will be restored.

Owners with gas appliances or equipment, supplied by their own cylinders or exchange cylinders, should have these checked.

Gas suppliers will not connect or reconnect supply to customers where rising flood waters have threatened the safety of network equipment and if they consider the gas system is unsafe for continued use.

Contact your local gas fitter or gas supplier for further assistance.

Help with the cost of safe utilities reconnection

Uninsured home owners may be eligible for a joint state/federal government grant to refund the cost of safely reconnecting electricity, gas, water, sewage services and septic systems damaged by flooding.

The **Essential Services Safety and Reconnection Grant** provides up to \$200 per service for safety inspections by accredited inspectors, and if deemed necessary, up to \$4200 to meet the cost of reinstating services to Australian Standards by qualified tradespeople, after home inundation.

Safety inspection payments will be refunded to the homeowner and reinstatement costs will be paid directly by the department to the repairer.

The grant is income tested. For full details on the income and asset limits or to apply for an Essential Services Safety and Reconnection Grant visit your nearest Community Recovery Centre or call **1800 173 349**.

People who have already been assessed and granted an Essential Household Grant or Structural Assistance grant since 29 November 2010 are automatically eligible.

If you have already claimed or been assessed for an Essential Household Contents Grant or Structural Assistance Grant simply send receipts or invoices for inspections, repairs and materials to Grants Processing, Community Recovery, GPO Box 806 Brisbane 4001.

Energy efficiency

If you need to replace your electrical appliances due to flood damage, you are encouraged to:

- consider the new item's energy rating
- take advantage of the Queensland Solar Hot Water Rebate to switch to solar heating
- use an electrical contractor to connect your appliances – for example hot water systems or pool pumps to Economy Tariffs.

Financial assistance for individuals and families

If you have been personally affected by the floods you may be eligible for financial assistance from the Queensland Government, such as:

- a personal hardship allowance
- an essential household contents grant
- a structural assistance grant.

For more information about State financial assistance contact **Communities Services** on **1800 173 349** or visit www.communities.qld.gov.au.

The Australian Government has also authorised certain payments and services for people affected by the flood.

For more information about federal financial assistance contact **Centrelink** on **180 22 66** or visit www.centrelink.gov.au.

Important contact information

You can discuss your situation with the **Australian Taxation Office** on their dedicated emergency support information line by calling **1800 806 218**.

Community Services

Residents who have been flooded and require assistance should phone the **Community Recovery Line** on **1800 173 349**.

Community Recovery and Coordination

Centres have been established to provide a broad range of support and assistance for people affected by the disaster at:

Brisbane

- **Brisbane North**, RNA Showgrounds, Gregory Terrace, Bowen Hills, open 8.30am to 5.00pm
- **East Brisbane**, St Mary's Anglican Church of Australia, 455 Main Street, Kangaroo Point, open 8.30am to 5.00pm
- **Corinda**, St Aidan's School, Corner Kathleen Street and Aidan's Way, Corinda, open 8.30am to 5.00pm
- **Indooroopilly**, Holy Family Parish Hall (rear of church), Ward Street, Indooroopilly, open 8.30am to 5.00pm
- **South Brisbane (covering West End area)**, 11 Sussex Street - Corner of Vulture Street, West End, open 8.30 am to 5.00pm
- **Yeronga**, Yeronga Primary School, 122 Park Rd, Yeronga, open 8.30am to 5.00pm

- **Jamboree Heights**, Jamboree Heights State School, 35 Beanland Street, Jamboree Heights, open 8.30am to 5.00pm
- **Wacol**, The Park – Centre for Mental Health - Recreation Hall, Corner of Boyce Rd and Ellerton Drive, Wacol, open 8.30am to 5pm

Other locations in Queensland

- **Bundamba**, Bundamba TAFE, Byrne Street, open 8.30am to 5.00pm
- **Chinchilla**, Cultural Centre, 80/86 Heeney Street, open 8.30am to 5.30pm
- **Dalby**, Dalby Myall Youth Community Centre, Corner of Drayton and Nicholson Streets, open 8.30am to 4.30pm
- **Emerald**, McIndoe Park, Opal Street, open 9.00am to 5.00pm
- **Fernvale**, Futures Complex, 1483 Brisbane Valley Road, open 9am to 4pm
- **Gatton**, Shire Hall, North Street, open 10.00am to 4.00pm
- **Goondiwindi**, Care Goondiwindi, 52 Marshall Street, open 9.00am to 4.00pm
- **Grantham**, address available locally
- **Ipswich**, Ipswich Showgrounds, 81 Warwick Road, open 8.30am to 5.00pm
- **Miles**, Murilla Community Centre, Dawson Road, open 8.30am to 4.00pm
- **Roma**, Department of Communities 95 Arthur Street, open 9am to 5.00pm
- **St George**, St George Cultural Centre, Carnarvon Highway, open 9.00am to 4.00pm
- **Texas**, address available locally
- **Theodore**, RSL Hall, The Boulevard, open 9.00am to 4.00pm.
- **Toowoomba**, Toowoomba Lifeline office, 17 Long St, open 8.30am to 5.00pm
- **Warwick**, Town Hall, Main Street, open 8.30am to 4.00pm.

The **Insurance Council of Australia** has established a 24 hour emergency hotline on **1300 728 228** for general insurance consumers who have a question in relation to their policy or require assistance in identifying their insurer. Visit their website for further information at www.insurancecouncil.com.au.

The **Insurance Ombudsman Service** is an independent national dispute resolution body which aims to resolve disputes between consumers and participating insurance companies. Their free service is available on **1300 780 808**.

Lifeline offers a 24-hour confidential telephone counselling service on **13 11 14**.

Contact **Workplace Health and Safety Queensland** on **1800 177 717** for advice on any workplace health or safety issues.

DEEDI-11

DEEDI Central Region December 2010/January 2011 Flood Impact and Recovery Plan



Junction of Dawson & Mackenzie Rivers, 7 Jan 2011

Document Control

Document Name: DEEDI Central Region
December 2010/January 2011 Flood Impact and Recovery Plan

Document Coordination: Linda Benson

Document Manager: Peter Long

Version	Date	Prepared	Reviewed
Initial Draft	7 Jan 2011	John Grimes	
Version 2	10 Jan 2011	Jennifer Lawrence	
Version 2.1	11 Jan 2011	John Grimes	
Version 2.2	12 Jan 2011	John Grimes	
Version 2.3	13 Jan 2011	John Grimes	
Version 2.4	14 Jan 2011	John Grimes	
Version 2.5	17 Jan 2011	John Grimes	
Version 2.6	24 Jan 2011	John Grimes	
Version 2.7	25 Jan 2011	Peter Long	
Version 2.8	28 Jan 2011	John Grimes	
Version 2.9	2 Feb 2011	Tamilyn Domain	

PLAN FRAMEWORK

A. Hot Issues

1. Key Issues and Actions
2. Schedule of Activities

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 - 1.2 Summary of Impacts
 - 1.2.1 Overall
 - 1.2.2 Mining
 - 1.2.3 Tourism
 - 1.2.4 Agribusiness
 - 1.2.5 Small Business
 - 1.3 Industry Engagement
 - 1.4 Recovery Planning
 - 1.4.1 Overall
 - 1.4.2 Mining
 - 1.4.3 Tourism
 - 1.4.4 Agribusiness
 - (a) Cotton Sector
 - (b) Beef Sector
 - (c) Grains Sector
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 - 4.2.2 Nogoia/Comet/Mackenzie
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Appendix

- AA Staff Roster
- BB DDMG Staff Debrief
- CC DEEDI FAQ Reference Sheet

Section A

Hot Issues

1. Key Issues and Actions

- Ensure welfare of staff at Emerald has been addressed

Action: Regional Coordination Officer to contact key contact officer at Emerald and information on each individual to be updated on HR sheet by COB 7 January 2011.

People
Infrastructure
Industry

2. Schedule of Immediate Response Activities

Advise Craig Turner, Manager - Customer Relations, QRAA on updates and changes so he can roster staff - [REDACTED]

Day	Date	Time	Engagement Action	Site / Event	Location	Event organiser	Phone	Event staff	Comments
Monday	10/1/11	9:00am – 5:00pm	Information officer	Council office	Gracemere	Phil Henry	[REDACTED]	Stacey Eccles [REDACTED]	
Monday	10/1/11	9:00am – 5:00pm		Recovery Centre	Rockhampton	Phil Henry		Eslyn Dooley	
Monday	10/1/11	9:00am – 5:00pm		Recovery Centre	Emerald	Rod Wilkinson		Tony Alderton [REDACTED]	
Tuesday	11/1/11	9:00am – 5:00pm	Information officer	Council office	Gracemere	Phil Henry		Candace Vea Vea	Ell Officer from Rton, unable to get to work
Tuesday	11/1/11	9:00am – 3:00	Information Officer	RSL	Theodore	Nancy Rowe		Nancy Rowe	Info to Bilo office
Tuesday	11/1/11	9:00am – 5:00pm		Recovery Centre	Emerald	Rod Wilkinson		Tony Alderton [REDACTED]	
Tuesday	11/1/11	9:00am – 4:45pm		Recovery Centre	Rockhampton	Phil Henry		Amy Savage Nola Pontifex [REDACTED]	
Wednesday	12/1/11	9:00 am – 12 noon	Information Desk	Wowan Hotel	Wowan	Peter Dougherty		Peter Dougherty Darren Aisthorpe, Jamie Sutton	Material sent to Gladstone office Peter Dougherty
Wednesday	12/1/11	1:30-4:30	Information Desk	Jambin Hotel	Jambin/Goovignen	Peter Dougherty		Peter Dougherty Darren Aisthorpe, Jamie Sutton	Material sent to Gladstone office Peter Dougherty Bill Fletcher will deliver QRAA info to MO1

Wednesday	12/1/11	9:00 am – 4:00 pm	Information Desk	Recovery Centre	Theodore	Peter Dougherty		Kev Wyatte, Nancy Rowe	Material sent to Gladstone office Peter Dougherty Bill Fletcher will deliver QRAA info to MO1
Wednesday	12/1/11	9:00am – 4:45pm		Recovery Centre	Rockhampton	Phil Henry		Thalep Ahmat	
Wednesday	12/1/11	9:00am – 5:00pm		Recovery Centre	Emerald	Rod Wilkinson		Tony Alderton	
Thursday	13/1/11	9:00 am – 12 noon	Information Desk	Banana Hall	Banana	Peter Dougherty		Amy Savage	
Thursday	13/1/11	9:00 am – 12 noon	Information Desk	Banana Hall	Banana	Peter Dougherty		Peter Dougherty, Darren Aisthorpe, Jamie Sutton	Material sent to Gladstone office Peter Dougherty. Bill Fletcher will deliver QRAA info to MO1
Thursday	13/1/11	1:30 pm - 4:30 pm	Information Desk	Landcare Office	Baralaba	Peter Dougherty		Peter Dougherty, Darren Aisthorpe, Jamie Sutton	Material sent to Gladstone office Peter Dougherty
Thursday	13/1/11	9:00am – 4:45pm		Recovery Centre	Rockhampton	Sue McCosker		Thalep Ahmat	
Thursday	13/1/11	9:00am – 4:45pm	Service Delivery Centre	149 Bolsover Street	Rockhampton	Sue McCosker		Eslyn Dooley plus other staff as required	Phoning potentially affected businesses
Thursday	13/1/11	9:00am – 5:00pm		Recovery Centre	Emerald	Rod Wilkinson		Tony Alderton	
Friday	14/1/11	9:00am-5:00 pm		Shire Hall	Springsure	Rod Wilkinson		Amy Savage	
								Outreach group and Centrelink	

								representatives	
Friday	14/1/11	9:00am – 4:45pm		Recovery Centre	Rockhampton	Phil Henry		Karen Grindlay [REDACTED]	
Friday	14/1/11	9:00am – 5:00pm		Recovery Centre	Emerald	Rod Wilkinson		Eslyn Dooley Amy Savage	
Friday	14/1/11	9:00 am – 4:00 pm	Information Desk	Theodore Recovery Centre	Theodore	Peter Dougherty		Peter Dougherty Kev Wyatt, Nancy Rowe	
Monday	17/1/11	9:00am – 5:00pm		Recovery Centre	Rockhampton	Phil Henry		Eslyn Dooley	
Monday	17/1/11	9:00 am – 4:00 pm	MO 1	Government Offices	Moura	Peter Dougherty		Peter Dougherty Kev Wyatt Nancy Rowe	
Monday	17/1/11		MO 2			Adrian Gilloway			
Tuesday	18/1/11		MO 1		Taroom	Fred McPhie Peter Doherty		Fred McPhie Bilo staff x2	
Tuesday	18/1/11		MO 2			Adrian Gilloway			
Wednesday	18/1/11	9:00am – 5:00pm		Recovery Centre	Rockhampton	Phil Henry		Karen Grindlay [REDACTED]	
Wednesday	19/1/11		MO 1		Rolleston	Fred McPhie Peter Doherty		Fred McPhie Bilo staff x2	

Italics to be confirmed

Section B – this could be recovery plan section and move data in a,b,c, & d below into section A

Regional Situation

1. Whole-of-Region Matters

1.1 Central Queensland Flood 2010/11 - Summary of Event and Recovery Processes

(a) Introduction

The Central Queensland flood event commenced on 24th December 2010 as a result of the monsoonal trough coming as far south as the Tropic of Capricorn and dumping heavy rainfall for over a week throughout all parts of the 142,000 square kilometre Fitzroy Basin. Coming on top of a smaller flood event in early December 2010 (which had caused significant flood damage to irrigated farmland in the Central Highlands and left most storages and streams already at full capacity), the recent event caused record flood levels to be reached in the Nogoa, Comet and Dawson River valleys and ultimately led to the third largest flood in recorded history (in volumetric terms) passing through Rockhampton.

(b) Impacts

The flood damage throughout the Fitzroy Basin was widespread and severe affecting almost all Central Queensland industry either directly or indirectly and destroying crops, farmland, houses, shops, plant, equipment as well as road, rail and airport infrastructure. The major short term economic impacts are summarised below:

- loss of crops, stock, infrastructure and livelihood on rural properties;
- a halt to coal extraction on most Bowen Basin mines because of water in mine pits, damage to infrastructure/equipment and limited access for workers;
- cessation to coal rail transport for an extended period from the southern Bowen Basin due to inundation of rail bridges and damage to rail lines and subsequent impacts on the coal handling facilities at Dalrymple Bay, Abbot Point and Gladstone and shipping operations to overseas ports;
- inundation of businesses (SMEs) in Emerald, Rockhampton, Theodore and other localities with loss of stock and equipment, forced cessation of operations and costs of restoring premises and recommencing trade;
- marked drop in tourism as a result of inclement weather and loss of transport networks (road, rail and air);
- marked drop in commerce as a result of inability to travel by road, rail or air, reduced to access businesses and reduced supplies to retail;
- impacts on normal building activity (homes, offices and factories) as a result of inclement weather and then the need for tradespersons to address flood affected homes and businesses as their priority;
- diversion of Federal, State and Local Government personnel and resources plus community organisations and businesses and individuals to provide emergency and recovery services (rather than their normal and/or planned activities);
- impacts on the fisheries in the Fitzroy River, the estuaries and the ocean including the offshore areas to the Great Barrier Reef.

It is not possible at present to put a figure on the total cost to the Central Queensland economy but as reported in the media coal mining impacts are estimated to be in the order of \$2.3B and an early estimate of primary industry losses (crops/infrastructure) is at least \$150M. Local Governments have estimated that impacts on road infrastructure will amount to many \$10Ms and will take months if not years to restore.

(c) Event Highlights

- The region's biggest industry, coal mining, was totally shut down for over a week and was forced to invoke *force majeure* clauses with customers. Full production by all 42 coal mines will not resume for months with one mine (Peabody's Cockatoo Mine at Baralaba) fully inundated.
- The main north/south and east/west transport routes were disrupted for extensive periods with the Bruce Highway and adjacent railway cut at Rockhampton for 2 weeks. Alternative supply routes as far west as Charleville and Barcaldine were used for both Central and North Queensland causing considerably higher costs and extra time.
- The region's second biggest industry, agribusiness, suffered significantly with as much as 75% of the 20,000ha cotton crop destroyed along with many other summer crops such as sorghum, mungbeans and corn. This came on top of the severe impacts that heavy rain in September 2010 had on the winter crop harvest reducing one of the best ever crops to a pittance. It is also noteworthy that many of these same properties suffered severely in January 2008 or in the case of Theodore, in March 2010.
- Tourism has also been badly affected with travellers unable to reach their destinations and bookings/visits falling to 50% of average at the busiest time of year. It has been predicted that a number of small businesses will close permanently as a result of this event.
- Theodore on the Dawson River had the dubious honour of becoming the first town in Queensland's history to be totally evacuated. Most of the estimated 400 inhabitants were moved to an evacuation centre located at Moura and were only able to return late last week.
- Emerald township suffered its worst ever flood with 80% of the town inundated to some degree, 1,200 residents needing to be evacuated and 95% of businesses including both major supermarkets impacted. The town was totally isolated and cut in two for several days. It has barely recovered from the flood of 2008.

(d) Recovery Processes is this perhaps better described as DEEDI-C's immediate response actions rather than recovery process?

- Central Region quickly activated its Emergency and Business Continuity Management Plan, people were assigned to the roles outlined in the Plan and planning and implementation commenced.
- First priority for DEEDI was the welfare of its staff at Emerald with a number of people directly impacted by flooding of their homes and water through the office complex. Compounding the impact was the fact that many staff were on Christmas holidays in other locations and unable to return to Emerald for several weeks.
- Excellent support to the Emerald officers came from other centres including Longreach, Mackay, Rockhampton and Mt Isa and the recovery out there is now well underway.
- Second priority was attending to the needs of DEEDI clients and staff were quickly positioned at whole-of-government recovery centres at Emerald, Moura and Rockhampton.

As soon as access was restored, staff also made visits to other centres such as Alpha, Jericho, Springsure, Gemfields, Wowan, Dululu, Jambin, Goovigen, Baralaba and Theodore.

- It is realised that the full recovery process will take many weeks and months but the first 3 weeks of activity have shown that the region is capable of handling emergencies of this type and responding in an efficient, effective and timely manner. It has forged some excellent working relationships across the wider DEEDI 'family' in Central Region with the Central Leadership Team responding well to the needs of the situation.

Map of Fitzroy Basin



1.1.2 Mining headings from here on in could be reflected in dedicated Recovery section (B?) as per your vision for such a plan, while info below would be in section A

Impacts on the Bowen Basin mining industry have been huge with preliminary estimates by the Queensland Resources Council of a \$2.3 billion cost in lost production and damage to infrastructure. As at 11 January, 7 mines are fully operational, 28 partially operational and heading to full whilst 6 mines are non operational. The Goonyella rail line servicing the northern Bowen Basin into Dalrymple Bay has been back in operation since late December but the Blackwater line servicing the southern Bowen Basin into Gladstone is likely to be out of action until the end of January. Callide and Dawson Mines are now getting coal through to Gladstone via Moura line.

A detailed report on individual mines follows:

COAL MINES				
Baralaba	Cockatoo Coal Ltd	www.cockatoocoal.com.au	<p>Baralaba Coal: Cockatoo Coal has advised that an on-site levee has overtopped at the Baralaba coal mine due to flooding in the Dawson River. Mine pits are inundated with water. Aerial observations only, no details as to volumes in pits or infrastructure losses. Baralaba Coal representatives have been sent TEP documentation by the department to complete in an effort to begin dewatering as soon as possible when site access is regained.</p> <p>06 Jan: Cockatoo Coal has advised that an on-site levee has overtopped at the Baralaba coal mine due to flooding in the Dawson River. Mine pits are inundated with water. Aerial observations only, no details as to volumes in pits or infrastructure losses. Baralaba Coal representatives have been sent TEP documentation by the department to complete in an effort to begin dewatering as soon as possible when site access is regained.</p>	<p>30 Dec: Directors reported that the severe weather conditions resulted in a breach of the bund wall at the Baralaba Mine. The exact cause of the pit flooding is not fully understood as access has been impossible; full impact yet to be determined; management making appropriate plans to bring the mine into production as soon as possible; all offices, workshop and coal process equipment remain undamaged and on high ground</p>
Blackwater	BHP Billiton Mitsubishi Alliance	www.bhpbilliton.com	<p>06 Jan: DERM has been in communication with Blackwater throughout the wet season in relation to an application to amend their current TEP which deals with water management on site.</p>	<p>30 Dec: force majeure declared.</p> <p>4 Jan: () advised that she would respond. - Call made: 10:05am 04/01/11</p> <p>4 Jan: • Blackwater Mine is partially operational (draglines).</p> <ul style="list-style-type: none"> • Access cut off to Emerald and Rockhampton has impacted staff availability for site operations. • Staff required for critical operations are being flown in via helicopter. • QR operations continue to be suspended. • Staff remains focused on recovery and normal operations will recommence when it is safe to do so and when staff can safely access the site.
Blair Athol	Rio Tinto Coal Ltd	www.riotintocoal.com		<p>29 Dec: Rio Tinto Coal declared force majeure.</p> <p>4 Jan: Mining operations have restarted on an intermittent basis at less than full capacity</p>

Broadlea		-		Mines has been on care & maintenance ??
Broadmeadow	BHP Billiton Mitsubishi Alliance	www.bhpbilliton.com	06 Jan: Broadmeadow forms part of the Goonyella Riverside Mine. DERM is currently assessing an application for a TEP from Goonyella Riverside.	30 Dec: force majeure declared. 4 Jan: Manager advised that the weather has resulted in a fall on the long wall face. They are currently cleaning up but are unsure as to time frames due to being short manned as many staff are cut off due to the flooding. There is currently a lot of water in the pit and they are only operating at about 75% due the staffing issues.
German Creek - Bundoora Pit	Anglo American Metallurgical Coal Ltd	www.anglocoal.com.au	06 Jan: DERM is currently assessing an application for a TEP from German Creek Mine. DERM has provided comments on the Draft TEP supplied, currently awaiting information from the mine.	30 Dec: force majeure declared. 4 Jan: No Comment from company 6 Jan: Bundoora Pit - assessing situation; about to restart operations
Burton	Peabody Pacific Ltd	www.peabodyenergy.com.au	06 Jan: Peabody contacted the department on 03 January 2011. The site is currently closed due to access issues and flooding. An aerial assessment was undertaken over the new year period and this has revealed a number of storages and drains on site have failed. There is no data to indicate whether or not a release has occurred as a result of these failures, Peabody has indicated that data will be supplied once the site can be accessed and an on-ground assessment can be undertaken. On 31 Dec 2010 DERM authorised Burton to discharge water from their western lease dam without the requirement for downstream monitoring as the downstream point had been inundated by the waters of the Burton Gorge dam. This allows Burton to discharge good quality water on-site to ensure there is sufficient capacity for the remaining wet season. An additional release through a TEP is currently being assessed.	30 Dec: force majeure declared. 4 Jan: SSE advised currently in recovery mode. There are minor bulk earthworks under way. There are currently lots of issues with on site water infrastructure and road infrastructure. There is a concern with DERM's water management restrictions, particularly with allowing water to go off the minesite. The lack of flexibility is crippling and is becoming a concern.
Callide - Boundary Hill	Anglo American Metallurgical Coal Ltd	www.anglocoal.com.au	6 Jan: TEP issued on 24/12/2010.	30 Dec: force majeure declared. 4 Jan: Unable to find a suitable contact 6 Jan: Coal being railed to Gladstone Power Station (and QAL?)
Carborough Downs	Vale Australia Ltd	www.vale.com	6 Jan: TEP issued 24/12/2010	4 Jan: Unable to find a suitable contact
Clermont	Rio Tinto Coal Ltd	www.riotintocoal.com		29 Dec: Rio Tinto Coal declared force majeure. 4 Jan: Mining operations have restarted on an intermittent basis at less than full capacity.
Collinsville	Xstrata Coal Queensland Ltd	www.xstrata.com		4 Jan: Desk phone rang out. Mobile Phone to message bank.
Cook	Caledon Resources	www.caledonresources.com	6 Jan: TEP issued on 24/12/2010.	Jan 4: SSE Contact number went through to message bank. 6 Jan: no significant damage sustained but production for 2010 downgraded
Coppabella	Macarthur Coal Ltd	www.macarthurcoal.com.au	6 Jan: Program Notice has been submitted. Application to amend EA has been lodged with DERM, this application deals with aspects of the on site water management system. The application is currently being	30 Dec: force majeure declared

			assessed	
Crinum	BHP Billiton Mitsubishi Alliance	www.bhpbilliton.com		<p>30 Dec: force majeure declared.</p> <p>4 Jan: • Gregory Crinum Mine is not operational, with very limited site access.</p> <p>• The Mine's workforce are focused on providing assistance with the flood recovery efforts in Emerald.</p> <p>• A return to normal operations will remain dependent on the relief assistance required in Emerald.</p> <p>• Gregory Crinum Mine is working with the Council and Local Disaster Management Group to return employees houses and the town to a safe and stable condition.</p>
Curragh	WesFarmer's Resources Ltd	www.wesresources.com.au	6 Jan: DERM has been in constant communication with Curragh regarding the recent flood events in the Nogoa/Mackenzie River. Curragh were well prepared.	<p>Dec: force majeure declared.</p> <p>3 Jan: A minor levee breach with water entering East Pit (not an operational area). Mine has been operating and washing coal, staff flown in from Hedlow Airfield near Yeppoon, river level dropping;</p>
Dawson	Anglo American Metallurgical Coal Ltd	www.anglocoal.com.au	<p>4 Jan: Anglo has advised flooding on site due to both local runoff and impact from the Dawson River, mine staff have advised that dams are likely to be discharging in an uncontrolled manner including a dam which contained water with elevated EC (1900uS/cm). This cannot be confirmed due to site access issues. Over the Christmas period an authority to discharge was conveyed via text message and verbally.</p> <p>6 Jan: Dawson have submitted an application for a TEP to allow discharge at lower flow rates in Kiangra Creek.</p>	<p>16 Dec: force majeure declared;</p> <p>30 Dec: The Acting Chief Executive Officer of Anglo American's Metallurgical Coal business, [REDACTED], today announced some 328 people evacuated from Theodore were being sheltered in the company's Dawson Mine camp, motels and other accommodation facilities at Moura; Company has capacity at Dawson and Kotti Doon camps to house more evacuees should that be required in the coming days</p> <p>6 Jan: Assessing impacts; pumping out open cuts; issues with rail access</p>
Eaglefield	Peabody Pacific Ptd	www.peabodyenergy.com.au		<p>30 Dec: force majeure declared.</p> <p>4 Jan: Mine is currently running at half capacity, looking to start extra capacity the evening of 4th January. All water from the main pit has been pumped out into a sump currently holding roughly 300 megalitres of water. The water isn't currently impacting production, but may in the near future. There are staffing issues with some staff stuck around the Rockhampton area, however the mine is receiving freight and fuel through to the mine after being cut off last week.</p>
Ensham	Enshan Resources Ltd	www.ensham.com.au	4 Jan: Ensham Resources have contacted the department in an effort to commence the release of water stored in mining pits on-site, outside of the current release, authorised by a TEP issued in December 2010. A large volume of this water remains from the 2008 flood event, with additional water from the more recent rain events. There has been no formal contact made with the mine as yet, however the department met with Ensham on Tuesday 4 January 2011 to discuss options for possible discharge during current high flows in the Nogoa River and greater Fitzroy Basin. It is expected that Ensham will formally lodge an application for a	<p>6 Dec: force majeure declared.</p> <p>3 Jan: water slowly receding, commenced walking draglines back into working areas, coal mining likely to resume in 2-3 days;</p>

			TEP on 5 January 2011, and this will be assessed immediately. 6 Jan: TEP approved on 05 Jan 2011, authorising additional discharge of water into Nogoa River.	
Foxleigh	Anglo American Metallurgical Coal Ltd	www.anglocoal.com.au	6 Jan: BMA has advised that a sediment dam (Cockatoo Creek No 3 Dam) has failed due to flooding and discharged to Cockatoo Creek. The water in this dam was clean overland flow water however it is likely the discharge resulted in a breach of EA conditions due to turbidity or total suspended solids. This cannot be confirmed as the site cannot be accessed at this time.	30 Dec: force majeure declared. 4 Jan: message left for either Mine Manager or SSE to ring back. Left voice message on mobile as well. 6 Jan: assessing impacts; pumping out open cuts; issues with rail access
Goonyella-Riverside	BHP Billiton Mitsubishi Alliance	www.bhpbilliton.com	06 Jan: DERM are currently assessing an application for a TEP.	30 Dec: force majeure declared. 4 Jan: Jason MCCALLUM, Acting SSE - not hauling out of any pits due to water. Expect to be mining 2 pits 10/01/11 and expect to be okay to run for 3 weeks. Currently pumping out of ramps 25 and 14. Expect full production in approx 6 weeks. Impacts/impediments - running out of water storage. Goonyella Riverside is operational, with limited pre-strip. December coal production was well down.
Grasstree	Anglo American Metallurgical Coal Ltd	www.anglocoal.com.au	This is part of the German Creek mine operations.	30 Dec: force majeure declared. 4 Jan: message left for SSE to contact RD CQ. 6 Jan: operational at reduced output but rail access issues
Gregory	BHP Billiton Mitsubishi Alliance	www.bhpbilliton.com	This is part of the Crinum Operations (Open Cut)	30 Dec: force majeure declared. 4 Jan: SSE [REDACTED] - Major concern is the community with 80% of workforce living in Emerald. Currently in review stage with no date to restart, but perhaps end of this week. Will ramp up over time. Major issues are community and manning.
Hail Creek	Rio Tinto Coal Ltd	www.riotintocoal.com	DERM will assess any application from Hail Creek immediately. There has been no application received to date.	29 Dec: Rio Tinto Coal declared force majeure. 4 Jan: SSE [REDACTED] - is a daily assessment. If rains again have to shut down. Currently operating at 80%. Main issue is water on site and getting approval from DERM to release water. If gain approval from DERM to release water will be back in full production very soon; otherwise no approval from DERM then would be 3-6 months before back in full production.
Isaac Plains	Vale Australia Ltd	www.vale.com	6 Jan: TEP issued on 18/12/2010. Monitoring indicates that discharge is continuing and water quality continues to be good.	3 Dec: force majeure declared. 4 Jan: contacted contractor [REDACTED] and subsequently emailed him for either Mine Manager or SSE to contact Dept. Was reluctant to give such information without verifying identity of enquirer.

Jellinbah East	Jellinbah Mining Ltd	www.jellinbah.com.au		4 Jan: Most of workforce is trapped in Gracemere, but has made alternative sea/fly arrangements to get staff back on site. Expressed disappointment of failure of all infrastructure, e.g. rail, roads etc. Operating at reduced capacity of 40% and is pumping water.
Kestrel	Rio Tinto Coal Ltd	www.riotintocoal.com	6 Jan: TEP issued 24/12/2010.	29 Dec: Rio Tinto Coal declared force majeure. 4 Jan: SSE [REDACTED] - mine stable during flood event. Mine effort directed to community. Ceased mine operation on Tuesday 28/12/2010 with care and maintenance crew only on site. To start longwall operations tomorrow Wednesday 05/01/2011. Return to full production on Friday 07/01/2011. Major impact/impediment is rail haulage of product, otherwise everything on site good to go. The Blackwater rail network is closed until at least 8 January; however railings could possibly be delayed beyond this start up date if there is substantial track damage.
Lake Lindsay	Anglo American Metallurgical Coal Ltd	www.anglocoal.com.au		4 Jan: SSE & Mine Manager trapped in Biloela. A/Mine Manager [REDACTED] - Major issue is manning - have made arrangements to fly staff in. Major damage to roads, but they are in the process of fixing same and water ingress. Are pumping, but within regulations. Are back in production, but at 60% and if fine weather for 1 week expect to be 100% full production then.
Lake Vermont	Lake Vermont Coal Resources	www.lakevermont.com.au		4 Jan: SSE [REDACTED] - Mine has had 332mm rain in December. In December only achieved 60% of production over 14 days with 25% of staff on site. Had major issues with Police closing roads on three separate occasions after incidents but has been liaising with Dept and Police regarding this and have made arrangements to close roads so access can still be made to mine. Has not yet inspected site. 1-2mm of rain will see loss of shifts, just too much water on ground. 25% of workforce is trapped in Rockhampton. Due to loss of production in December ships have been postponed due to being unable to supply. No retrenchments at this stage, but have staff taking leave. Releasing 7megalitre of water per day. Expects full production 30 January 2011.
Middlemount	Macarthur Coal Ltd	www.macarthurcoal.com.au	6 Jan: DERM contacted Middlemount Mine on 4 January 2011. They have indicated that some site access issues but otherwise operational. Pumping of water on site to manage water levels in storages.	22 Dec: Delays to rail spur construction schedule; flood erosion of haul road crossing of Roper Creek between pit and CHPP; containment of impacted water an issue and would like ability to discharge some; have been road hauling 50,000 t of product coal per month to rail loader at Carborough Downs but this is likely to be affected. 4 Jan: Message left for SSE Kylee DOBOSE to contact RD CQ.
Millenium	Peabody Pacific Ptd	www.peabodyenergy.com.au		30 Dec: force majeure declared. 4 Jan: ACE [REDACTED] - back in full production. Had rain impact, no water impact. Staffing down by 10 on 2 crews. All areas, including washplant in full production.

Minerva	Yancoal Australia Ltd	www.yancoalaustralia.com.au	6 Jan: TEP issued on 24/12/2010.	4 Jan: [REDACTED] - General Manager - is operating at less than 50% capacity and has water in pits. Main issue is with DERM and release of water. Has no safety issues, roads are in good condition. Will be back operating at 100% capacity within two weeks, if able to get hold of explosives. Has been told that will have to wait three weeks for explosives and if cannot get explosives by end of this week, will have to close mine down.
Moorvale	Macarthur Coal Ltd	www.macarthurcoal.com.au	6 Jan: Program Notice has been submitted. Program notice did not meet content requirements under EP Act. Application to amend EA has been lodged with DERM. This is currently being processed.	3 Dec: force majeure declared. 4 Jan: SSE Advised - Currently operating 4 out of 4 excavators to move overburden. Coal mining has been significantly impeded by water. They are doing their best to pump all the water out and their dams have been discharged in line with the Environmental Requirements. There are issues with safety for access for people off site and for getting people off site. They are currently continually monitoring conditions to ensure staff safety e.g - weather forecasts, river bottlenecks, road closures. Roads are causing significant problems for staff getting in and out of the mine site.
Moranbah North	Anglo American Metallurgical Coal Ltd	www.anglocoal.com.au	6 Jan: Anglo have contacted the department and have indicated that they will be seeking to relax the receiving water flow rate in the Isaac River to allow for continued discharge of mine affected water as flows start to recede in the system. A meeting with Anglo representatives is likely to be held during the week to discuss options for continued discharge. TEP issued on 24/12/2010.	30 Dec: force majeure declared. 4 Jan: email sent to verify identity of enquirer (RD CQ). 6 Jan: assessing impacts
Newlands Underground	Xstrata Coal Queensland Ltd	www.xstrata.com	6 Jan: DERM have approved a TEP for Newlands to allow discharge of Mine Affected water.	4 Jan: [REDACTED] advises no significant impacts, at full production, putting in additional pumps to cope with water, some staff unable to get to/from site.
North Goonyella	Peabody Pacific Ptd	www.peabodyenergy.com.au		30 Dec: force majeure declared. 4 Jan: Message left for General Manager to contact RD CQ.
Norwich Park	BHP Billiton Mitsubishi Alliance	www.bhpbilliton.com		4 Jan: Norwich Park is operational, with 3 of 6 draglines operating, limited pre-strip, coal production to commence in 36 hours.
Oak Park	Anglo American Metallurgical Coal Ltd	www.anglocoal.com.au	This is part of the German Creek mine operations.	
Oaky Creek	Xstrata Coal Queensland Ltd	www.xstrata.com	4 Jan: Xstrata will meet with the department in Emerald on 5 January 2011 for a pre-lodgement meeting; the department has been advised that the mine anticipates lodging a TEP during the week. 6 Jan: Oaky Creek submitted TEP application on 5 Jan 2011. No pre lodgement meeting due to flooding in Emerald.	4 Jan: email sent as requested.
Peak Downs	BHP Billiton Mitsubishi Alliance	www.bhpbilliton.com	6 Jan: DERM are currently assessing an application for TEP.	30 Dec: force majeure declared. 4 Jan: Peak Downs is operational, access and coal processing is currently limited but expected to ramp up later in the week.

Poitrel	BHP Mitsui Coal Ltd	www.bhpbilliton.com	6 Jan: TEP approved on 15/12/2010.	30 Dec: force majeure declared. 4 Jan: Poitrel and South Walker Creek Mines are operational and focusing on recovery efforts. Wet site conditions are impacting mining and recovery efforts.
Rolleston	Xstrata Coal Queensland Ltd	www.xstrata.com	6 Jan: TEP approved on 28/12/2010.	16 Dec: force majeure declared 6 Jan: Issues with rail line
Saraji	BHP Billiton Mitsubishi Alliance	www.bhpbilliton.com	6 Jan: Both Saraji mine (BMA) and South Walker Creek mine (BHP) have advised the department that storages on site have exceeded their Mandatory Reporting Levels (MRLs). Both sites are closely monitoring the situation. South Walker Creek has advised that the storage is currently overflowing to a larger clean water storage on site. Saraji are actively pumping water to another storage to ensure no unauthorised discharge occurs.	30 Dec: force majeure declared. 4 Jan: [REDACTED] to coordinate a whole of BMA/BHP response. Saraji is almost entirely operational.
Sonoma	QCoal Pty Ltd	www.qcoal.com.au	06 Jan: QCoal contacted the department on 1 January 2011 and requested an emergency direction notice to allow for the discharge of water from a number of active pits onsite. Discussions with the mine resulted in the submission of a TEP that seeks to authorise this release. Negotiations are continuing with the mine, currently DERMs environment and resources sciences (ERS) unit is reviewing data supplied by Sonoma, following receipt of comments from ERS it is likely that a TEP can be issued during the week.	4 Jan: no answer
South Walker Creek	BHP Mitsui Coal Ltd	www.bhpbilliton.com	3Jan: Both Saraji mine (BMA) and South Walker Creek mine (BHP) have advised the department that storages on site have exceeded their Mandatory Reporting Levels (MRLs). Both sites are closely monitoring the situation. South Walker Creek has advised that the storage is currently overflowing to a larger clean water storage on site. Saraji are actively pumping water to another storage to ensure no unauthorised discharge occurs. South Walker Creek: BMC have contacted the department in relation to the submission of a second TEP to release water from water storages on site, not listed in the current TEP. The TEP is likely to be submitted during the week. 6 Jan: TEP Submitted 03 January.	30 Dec: force majeure declared. 4 Jan: [REDACTED] to coordinate a whole of BMA/BHP response. South Walker Creek Mine is operational and focusing on recovery efforts. Wet site conditions are impacting mining and recovery efforts
Suttor Creek & Wollombi	Xstrata Coal Queensland Ltd	www.xstrata.com		

Yarrabee	Yancoal Australia Ltd	www.yancoalaustralia.com.au		<p>4 Jan: Ashley Souvan (SSE) [REDACTED] Not as badly affected as some other mines. Limited diesel being conserved for pumps, generators and road haulage - no diesel supplies coming due to roads cut off. Had hired-in four pumps before floods. Many staff on leave with only essential staff being flown in by chopper - also using chopper for monitoring. Pumps are dewatering in compliance with EA conditions. Access to half of mine cut off by floodwater. Have some coal stockpiled ready to rail but QR cannot supply trains due to flood and wash-outs. Staff are in rented accommodation so do not have large stocks of food. BMA have opened Blackwater Airport for food drops for camps. Chopper fuel may run low. Haul roads impacted by on-going rain. Expansion of Boonal Coal loading facility delayed by wet weather. Concerned by lower level bridges cutting basic transport and about delays in bridge and washout repairs - suggested specific bridge / road repair crews and material stockpiled where needed.</p>
MINERAL MINES				
Cracow Gold Mine	Newcrest Mining Ltd			<p>4 Jan: [REDACTED] Have not missed production. Restocked on supplies before Christmas. Have been using helicopter to fly staff to / from Theodore, then Mundubbera. Supplies getting through from Eidsvold now. North Burnett river was flooded at Eidsvold Station. Some supply trucks bogged on 15 km dirt section of Eidsvold Road. Helping community / landholders with chopper. Offering to accommodate Theodore hospital staff at mine camp when Theodore town re-opens - this offer was passed on to Banana Disaster relief coordination [REDACTED].</p>
East End Limestone	Cement Australia Ltd			<p>4 Jan: [REDACTED] ([REDACTED]) Water in pit covers lower benches and impacting crushing. Still producing on target OK and rail OK to Fisherman's Landing. Cement production not affected. Continuing to pump out water but pump is small for the task and more rain last night.</p>
Kunwarara Magnesite	Queensland Magnesia Ltd			<p>4 Jan: [REDACTED] ([REDACTED]) No issues at Kunwarara and Yaamba mine sites. Levees held back local water. Watching Fitzroy for cutting Bruce Highway at Yaamba access but bus took workers north OK this morning.</p>
Mount Rawdon Gold	Lihir Gold Ltd			<p>4 Jan: [REDACTED] (tel: [REDACTED]) ceased production 5 pm 24 Dec10 due to approaching Mandatory Reporting Level on tailings dam due to 580 mm rain to 24 Dec. Dam have been raised by 1 m and approved by DERM Maryborough to resume production at 5 pm 3 January 2011. Labour and reagents transport are OK through Gin Gin.</p>

Taragoola Limestone	Unimin Australia Ltd			4 Jan: Currently fixing access road. Local flooding but believe that bunds have held back Awoonga Dam. To be confirmed by [REDACTED] [REDACTED].
CSG OPERATIONS				
Moranbah Gas	Arrow Energy Ltd	www.arrowenergy.com.au	6 Jan: Arrow Energy (Moranbah) coal seam gas project, are continuing to discharge produced water in order to prevent pond overtopping and potential dam failure. The discharge is into the Isaacs River and has a low potential for environmental harm due to high levels of dilution. A TEP is currently being negotiated.	4 Jan: [REDACTED] ([REDACTED]) Still supplying gas to Townsville Power Station but have been throttling back on production from wells producing more water to comply with Mandatory Reporting Levels (MRL) in storages. Collection ponds are being pumped to main central water storage. New EA has no provisions for discharging to Isaac River so they have applied for TEP and given a Program Notice to DERM. DERM and Qld Health have been helpful with sampling water to be released.
ABANDONED MINES				
DEEDI Mount Morgan Abandoned Mine Site	DEEDI Mines Rockhampton		DEEDI Mines under the Abandoned Mine Lands Program has responsibility for managing the onsite environmental and safety risks at this abandoned mine site. Safety and environmental risks associated with potential failure of the open cut pit wall and the uncontrolled release of contaminated pit water are managed under the provisions of an Emergency Action Plan. Overspill of contaminated open cut pit water by controlled or uncontrolled release is managed under the provisions of a Contingency Plan and the operation of a lime dosing water treatment plant. The downstream impacts of acid flows into the Dee River from overland flow due to rainfall, are managed under the provisions of a Contingency Plan and by a system of seepage interception sumps. There are no mandatory DERM reporting requirements for site water management however, DERM are an advisory agency in the management of the Emergency Action Plan and the Contingency Plan.	28 Dec: • An alert under the Emergency Action Plan provisions was initiated on Tuesday 28th December. Police and the District Disaster Co-ordinator were notified of a rapid increase in water level in sumps below the pit wall that has the potential to place stress on a sump retaining wall and lead to instability in the wall of the open cut pit. • Automatic water quality monitoring stations in the Dee River detected a low level acid flow incursion coming from the mine site. Downstream landowners were notified under the protocols of the Contingency Plan. • Exceptional surface water inflow into the open cut pit has led to a rapid increase in open cut pit water level that has the potential to necessitate a controlled release from the open cut pit if significant additional rainfall is experienced in the coming weeks. 3 Jan: Increasing concerns about the possibility of a release from the Mt Morgan pit in the coming weeks. Efforts being made to get additional pumping capacity operating. 4 Jan: Water level in Open Cut Pit 272.89m AHD (1.01m from critical decision point for controlled release from Open Cut Pit as per Contingency Plan). Water level in the OCP has risen 0.74m since Boxing Day (9 days). Mundic Gully water level to fall 0.365m before the Emergency Action Plan is cancelled. Without rainfall, this may take a further two weeks.
RAIL				

Goonyella Line	QR National	www.qrnational.com.au		The Goonyella coal rail system closed 24 December due to infrastructure damage caused by the derailment of a Pacific National train. The rail system links mines in the central Bowen Basin with Dalrymple Bay and Hay Point terminals near Mackay. Coal haulage resumed 30 December.
Blackwater-Moura Line	QR National	www.qrnational.com.au		The Blackwater and Moura rail systems remain closed due to floodwaters caused by the widespread monsoonal rain across Queensland. Rivers remain in flood and damage and recovery estimates are still being assessed. Both rail systems are not expected to reopen until the second week of January.
PORT				
Gladstone				Port functioning as normal with no restrictions

1.1.3 Tourism

The tourism industry has been badly impacted with the heavy rains and floods arriving during the peak visitor period for the year. Capricorn Tourism and Economic Development Ltd has reported after surveying all its member organisations that tourist numbers have been 50% below average and many businesses have had to lay off staff or put them on reduced hours. Some businesses have even been forced to close temporarily and there is concern that a number of these will not reopen. The picture looking forward is just as gloomy because just as road, rail and air services are about to be restored, the Christmas holiday period is ending and the next peak period of Easter is 3 months away.

1.1.4 Agribusiness

Gathering information about the impacts on agriculture and agribusiness generally will take some time as many producers are only just getting access back to their properties. The most severe impacts will be felt by the irrigators because not only has there been very high losses of the cotton crop (perhaps as high as 70% or 15,000 ha) but also huge devastation of infrastructure including dams/ring tanks, levee banks, laser-levelled fields, pumps, irrigation machinery, roads. The cotton crop loss is in the order of \$70M with infrastructure costs likely to be around \$30M.

This comes on top of severe loss experienced around Emerald in 2008 from which many businesses have not yet recovered and significant floods around Theodore in March 2010 which devastated last year's cotton crop in that district.

Impacts on dryland cropping areas are also severe with significant losses of summer crops like sorghum, mungbeans and corn coming on top of losses of the winter crop (wheat & chickpea) which could not be harvested after the September rains and consistently wet weather ever since then. The full extent of these impacts is yet to be fully assessed.

Fortunately impacts on cattle production have been comparatively low with producers having some warning of the impending floods and able to move animals to higher ground. The exception to this picture is for feedlotters with the largest cattle feedlot in the region, AACo's Goonoo feedlot, reporting losses in the order of \$3M with this mainly being to its crop production and associated infrastructure adjacent to the Comet River. However the lack of access to many properties has impacted on movements of feed supplies and cattle.

1.1.5 Small Business

Office Liquor Gaming and Racing

Over 330 licensed premises in the flood affected areas identified. This includes over 2400 operational gaming machines. Majority of OLGR's response is being co-ordinated by Brisbane Head Office dealing directly with effected licensed premises to address issues such as (a) deferment of gaming tax payments and licence fee's and/or repayment options given the now financial hardship and short/long time loss of income faced by these premises; and (b) rebuilding process through streamlined applications and waiving of approvals in some areas of procedure in circumstances approved/communicated by OLGR. Rockhampton OLGR has commenced receiving some basic inquiries from licensed premises regarding rebuilding processes and required approvals. Rockhampton OLGR are planning to travel out via vehicle and visit the flood effected especially Theodore and Emerald once waters have retreated in Rockhampton.

Office of Fair Trading

Special consideration is being provided to licence holders, business name holders and incorporated association that have been affected by the flooding disaster.

OFT Licences and Registered business Names: late fees will be waived for renewal for the months of December 2010, January and February 2011. Renew applications due in December 2010, January and February 2011 will be accepted as renewal application or restoration applications for a period of three months after the expiry date. Licence Certificates, Identification Cards and Business Name Certificates destroyed or list in the floods will be replaced free of charge.

Incorporated Associations and Cooperatives: Extension will be granted on application for the holding of AGMs and the lodgement of annual returns and financial statements. Copies of association rules will be supplied if requested at no cost if records have been damaged, lost or destroyed. Certificates of Registration will be replaced free of charge is destroyed or lost.

Information relating to people who try to exploit disasters for their own gain has also been prepared.

This information has been provided to DEEDI staff for distribution/discussion at community meetings being held in Central region.

1.3 Industry Engagement

Industry engagement with major sectors is occurring through a range of activities including interviews and discussion forums with industry groups and individual operators initiated by DEEDI Central staff. Where there are industry strategies in place for the region, these are being referred to and if necessary reviewed (in consultation with authors) in the recovery context.

Whilst some needs have been identified via initial one on one interviews at recovery centres, the recovery team will progress engagement with stakeholder groups, and follow up on initial interviews as data from the interviews is reviewed and assessed.

1.4 Recovery Planning

Recovery planning is focussing on four industry sectors identified as major contributors to the regional economy. Summary statistical data is presented for each industry sector treated as a pre-flood baseline.

Impact and recovery activities for other industry sectors and enterprises will be addressed on a case by case basis as they present and are assessed by the recovery team and others with relevant expertise within DEEDI ?. This expertise will be drawn from Central region in the first instance.

Actions could take the form of referral to existing DEEDI products including the recently developed Flood Recovery Business program, a customised blend of existing products and services or specifically developed recovery projects in partnership with industry.

1.4.2 Mining

1.4.3 Tourism

Tourism contributes \$ per annum to the regional economy in Central Queensland. It is estimated to account for approximately % of total employment in the region (ABS Census 2006, Persons employed in Accom & Food Services industries).

1.4.4 Agribusiness

Agricultural and pastoral industries made up % of employment in Central region based on 2006 Census data. [Proportionate change from then to June 2010? If relevant] June 2010 data indicated the sector employed % of regional labour force (# people). \$ value contribution to regional economy?

- (a) Cotton Sector
- (b) Beef Sector
- (c) Grains Sector

1.4.5 Small and Medium Enterprises

2. Nogoa/Comet/Mackenzie Catchment Matters (Central Highlands and Isaac Regional Councils)

2.1 Communities Impacted

- Rolleston
 - Has been effectively isolated since early December due to flooding of many streams including Brown/Comet River, Panorama Creek and Meteor Creek making it one of the most isolated locations from floods in the State.
- Springsure
 - Impacts have been relatively low apart from isolation and lack of supplies.
- Golden Triangle
 - Huge impacts commencing back in September when unseasonal rain prevented harvest of winter crops and saw yields and quality slashed after some of the best growing conditions ever experienced.
 - Properties along Comet River were badly impacted by early December floods but that was just the curtain raiser to the almost total annihilation of irrigated crops later in the month.
- Emerald
 - Highest flood ever recorded peaking at 16.05m and inundating 80% of the township. Fairbairn Dam had in excess of 5.0 metres of water over its spillway and the storage was at 170% of its capacity of 1.3M megalitres.
 - 1,200 people evacuated their homes, many businesses were swamped (as many as 95%) and there was no access possible north south east or west with even the rail bridge going under at the peak of the flood.
 - What needs to be remembered is that the community is only just recovering from the devastation of the January 2008 flood and that there is a cumulative impact from events of this sort so close together.
- Comet
 - Was isolated for many days as road and rail access was flooded in all directions.
 - Not a significant service centre but all local businesses were impacted with no traffic able to get in or out.
- Blackwater
 - Important service and residential centre for several mines.
 - Isolated for many days with minimal resupplying of supermarkets, shops, garages
 - Mining halted and many workers (on annual leave over Christmas or absent because of FIFO arrangements) were unable to return to the town.
- Bluff
 - Was isolated for many days as road and rail access was flooded in all directions.
 - Important centre for rail crews but trains shut down and Blackwater line unlikely to be reopened due to extensive flooding and damage until late January.
- Dingo
 - Was isolated for many days as road and rail access was flooded in all directions and minimal resupplying of shops and garages.
 - Important centre for farming community and road transport industry
- Capella
 - Isolated for some time, particularly from its main service centre of Emerald.
 - Other impacts were less severe compared to other communities
- Clermont

- Isolated for some time, particularly from its main service centre of Emerald.
- Other impacts were less severe compared to other communities
- Duaringa
 - Was isolated for many days as road and rail access was flooded in all directions and minimal resupplying of shops and garages.
 - Important centre for farming community and road transport industry

2.2 Industries Impacted

- Agribusiness including grazing, dryland cropping, cotton, horticulture, consultancy services, suppliers
- Mining
- Tourism including Carnarvon Gorge, Gemfields
- SMEs
- Local Government
- QR National/QR
- State Government

2.3 Engagement/Linkages

- Central Highlands Regional Council – Peter Maguire
- Isaac Regional Council – Cedric Marshall
- AgForce – Ian Burnett
- Central Highlands Regional Development Corporation
- Capricorn Tourism and Economic Development Ltd
- Cotton Australia

2.4 Recovery Actions

(a) Central Highlands

17 January

- DEEDI recovery management commenced on the 4th January 2011 with an initial 35 enquiries on that day. These grew to 80 on the 6th January and slowly decreased to 2 on the 17th January.
- Total enquiries to 17th January 2011 are 370, of which 36 were primary producers and 235 were small business enquiries.
- Enquiries were spread right across Central Highlands totalling 325 and 45 for the Central West Region Council going as far west as Barcaldine, South to Blackall and North to Murrumbidgee.

14 January

- Advice from Centrelink Manager – CRC dwindling demand for services may result in closure Wednesday or Thursday.
- DEEDI and QRAA officers will be travelling to various areas week commencing 17 January 2011.

(b) Emerald**17 January**

- Field day held in Emerald on 14 January 2011 with cotton growers.

14 January

- Regional visits undertaken to Comet, Capella and Blackwater. Information left with Council and Centrelink.
- An increase in primary sector inquiries as regional roads dry out and become passable.
- Outreach visits organised for the weekend to the Gemfields.
- Follow up visits to Alpha and Jericho week commencing 17 January 2011.
- 15 new enquiries seen at the Emerald Recovery Centre.
- Total inquiries to date 355.

13 January**Disaster recovery centre:**

- Lenards Chicken have had to close due to stock running out. Not sure when they will be able to get stock from Brisbane.
- Highlands Funeral Services who had issues last week with a chemical spill have been assisted by EPA to clean up and get their business up and running again. However the manager has now been diagnosed with blood poisoning as a result and faces a long road ahead.
- Food outlet centres are suffering obvious lack of supply with one outlet closing its doors on 12 January 2011. A survey will be carried out later this evening and a more substantial information update provided.
- There have been a total of 36 enquiries through the DEEDI desk today with a total of 339 to date.

Earlier

- NDRRA endorsed and other support to small businesses commenced 5 January 2011.
- The industrial area of Emerald is in the process of clean up and increasing SME enquiry expected over the coming days.
- A recovery committee to be headed by Lyle Harman (CHRC) is being established.
- The Emerald LDMG met for the last time on 5 January 2011.
- The road to Blackwater re-opened to cars and 4WDs on 6 January 2011 after emergency repairs. Supply issues to Comet, Blackwater, Bluff, Dingo and Duaringa will remain until road is cleared for heavy vehicle traffic.
- There are several businesses that have closed with until further notice signs on them. Two shopping centres in town, both owned by Centro. Arrangements are being made to liaise with Centro to ascertain their policy on rent for shop owners in these flood affected areas.
- Three staff were at the Disaster Recovery Centre (5 January) to answer enquiries for small business. Over the last two days there have been 78 enquiries from Barcaldine, Jericho, Alpha and Emerald. Some of these enquiries have been from people obviously suffering from stress.

- Out of the ordinary enquiries have been:
 - Some rental property owners who were seeking assistance to get rental properties habitable again. At this stage do not qualify for assistance as the guidelines do not cover this component. In an area that is very tight for accommodation this issue potentially impacts on the support to industry in the area. In a different twist this was mentioned at the LDMG meeting where tenants were being asked to pay rent while they are in evacuation centres.
 - Some employees who are required to supply their own tools had their tools damaged in the flooding and there is no option within the grant money for this group of people. Employees talked about tool losses in the order of \$5,000 to \$7,000. This loss of tools will make it very difficult for them to supply trade skills.
- There is continuing comment on the impact of loss of income and trade and the need to maintain staff in an area where they are competing with mines for labour.
- On 6 January, DEEDI will have a presence at the Disaster Recovery Centre as well as doing some outreach in the flood affected industrial and business centres. In discussion with Centrelink regarding their request to have someone placed in their office, it was agreed to refer business to the recovery centre where waiting periods have been less than 15 minutes to date.
- Paul Walmsley undertook assessment flights along the Nogoia and Mackenzie Rivers by helicopter 6 January.
- *Report from Tom Mullins, Farm Financial Counsellor (7/1/11)*
 - Talked to 20 Emerald small business operators in regard to how they were going and whether they require assistance or advice with application to the schemes of assistance re flooding. See attached spreadsheet – those contacted painted in yellow.
 - In regards to the two grants components, only two had spent any time looking at them. As a group they are more concerned with getting the doors open and customers in.
 - With the Concessional Loan, no one showed any interest at all in making application.
 - Some recurring themes are as follows:
 - **Main Issues**
 - Lack of Trade
 - Concern about employees. Laying people off and cutting back hours. Worried about losing staff to the mining sector.
 - Weeks of no cash flow
 - **Insurance**
 - Those who have had a reply from the insurance company, its usually not good news.
 - Those who have not yet heard or had a visit by an assessor are living in the belief that all will be good.. Unfortunately many are going to be disappointed.
 - **The Ineligible and sometimes angry**
 - As always there are those who have the same issues as raised above, much reduced or no cash flow for weeks leading up to and during and post flooding, but have not been inundated (direct damage) and are deemed ineligible. Examples include a corner store, Cinema, coffee shop.
 - There are also those people who have rental properties which have been inundated but are deemed ineligible as they are not "commercial" properties.
 - **Concessional Loan NDRRA**
 - No interest in these at all.

DEEDI

- Feedback in terms of the perception of state govt departments support is excellent. DEEDI itself doesn't have a lot of brand recognition (yet) but many of the people called were very complimentary about the level of support from the various govt bodies in Emerald. Lots of positive comments of how the local small business was being assisted and supported with information, etc. Sometimes very surprised but happily so that someone followed up their enquiry.

Summary

In summary it would be a waste of time for FFC to travel to Emerald next week. Not a single person has made an appointment.

In regard to primary producers [REDACTED] GM of RAPAD has advised that they are capable of meeting demand. Assistance offered if that view changes and DEEDI has the resources available. Given, that the RFC staff are greater in number and more geographically concentrated than FFC they are probably best situated to deal with the CWQ producers.



Flood recovery
list2.xls (87 K...

(c) Springsure**14 January**

- Team of DEEDI officers travelling to Springsure for planned community meeting.

13 January

Meeting organised with locals and a total of 24 businesses represented. Although people were not inundated in Springsure, they are suffering due to lack of supply and no business. A follow up meeting has been organised with Department of Communities and Centrelink for Friday 14 January 2011 to address their concerns.

Feedback from community meeting at Springsure, the most practical thing the government can do to assist recovery and manage the prolonged effects of this flood situation is the following:

- Repair and flood proof our roads, highways and supply routes.
- Give communities extra time if they need it to pay the quarterly GST. Sometimes it helps cash flow to have a bit of extra time to pay when we need it. Some months are poorer trade-wise than others and it takes us longer to meet all our commitments.
- Tax relief is always welcome. Being able to write things off/depreciate items more quickly always helps.
- Low interest loans that can be used to pay out higher interest loans with banks substantially or in full. It is difficult to take on more loans, but lower interest over the long term assists.

(d) Gemfields

- DEEDI officers visited Anakie, Sapphire, Rubyvale and Capella over the weekend and held several discussions with clients and passed on necessary information on flood recovery assistance.

3. Dawson Catchment Matters (Banana Shire Council)

3.1 Communities Impacted

- Taroom
 - Leichhardt highway between Wandoan and Taroom severely damaged.
 - Several other areas of road damage also of concern. Road to north of Taroom under water for so long it is likely to have maximum load limits imposed by Main Roads for some months. Previously this was 20 tonne gvm.
 - Resupply to town has been limited to Blackhawk limits so supplies are scarce in town.

- Theodore
 - Major damage to Leichhardt Highway between Banana and Theodore. All roads are cut to Theodore.
 - DEEDI staff (Peter Dougherty, Kev Wyatt and Nancy Rowe) attended Dawson River Towns Disaster Community Meeting at Kianga Hall Moura.
 - Communication established with business owners remaining at Alair Heights near Theodore.
 - Organised an afternoon tea meeting at Karinya Restaurant Moura for Theodore businesses – 19 participants representing 17 businesses and 3 DEEDI staff (Peter Dougherty, Kev Wyatt and Nancy Rowe). Special Disaster Flood Assistance and Natural Disaster Relief and Recovery Assistance for small business and primary producers reviewed and application forms distributed. Participants shared experiences of flood impacts on businesses and identified specific issues of concern eg. identification of missing cattle and return to owners. Other DEEDI business services also outlined. Very positive response from businesses.
 - High level of concern within community regarding mental health and well being, especially in relation to rural men.
 - [REDACTED], Farm Financial Counsellor was in Moura assisting with flood recovery efforts.
 - Callide/Dawson SME service delivery planning in progress – Peter Dougherty and Nancy Rowe, DEEDI BIS Central organising.
 - Centrelink services visited at Kianga Hall to commence processing needs of Theodore residents.
 - To date consultations with 12 SMEs – information gathered on current position – contact details, business type, employment, impact of flooding; overview provided of range of assistance that
 - Communication with regional QRAA officer – consultation information being collated and sent to regional QRAA officer
 - Process identified with Theodore Chamber of Commerce Project Officer and Moura Chamber of Commerce to ensure all businesses are aware of available services and to coordinate a process for service delivery
 - Anticipate further business enquiries due to announcement of additional Commonwealth-State disaster assistance.
 - Contact established with local Agforce reps re business needs

DEEDI presence being maintained at Kianga Hall with Red Cross and Department of Communities. Consultations continuing with affected businesses.

- **Banana**
 - Jamie Sutton, BQ Inspector undertook an aerial inspection of the Dawson River downstream from Theodore on 7 January 2011 to assess the condition of livestock and report on any identified animal welfare concerns. No significant issues revealed.
 - Major flooding from Taroom to Knebworth including the towns of Theodore, Moura and Baralaba.
 - On the upper Dawson River at Taroom, fast river rises continued to 10.06 metres, exceeding the 1956 flood by nearly a metre. Fast river rises to levels above the 1956 flood levels extended along the Dawson River to the Theodore area.
- **Moura**
 - Livestock issues - liaison with Ken Murphy (DEEDI) re livestock issues in the Moura area; contact established with local Agforce contacts re business needs.
 - Loss of income for mine workers and contractors due to flooding impacting individually on mining families and on the broader local economy.
- **Baralaba**

Baralaba Community meeting organised with Ray Becker, Manager, Baralaba Landcare and Community Centre on 5 January 2011.

 - 40 participants including 7 small business, 13 primary production businesses and representatives from Banana Shire Council and local emergency services including Police, Ambulance and Health. The purpose of the meeting was to update community members regarding assistance for flood affected small businesses and primary producers.
 - Ray Becker has compiled a draft list and contact details of 49 businesses affected by flooding along the Dawson River in the Baralaba locality.
 - Also facilitated concerns of the community regarding the flood situation – key needs relate to communication (lack of battery back up for exchange), power supply (critical), supply of fuel (avgas as helicopters have been main support), cashflow of businesses (some businesses adversely affected although not inundated) and employment (mining impact will be felt heavily for the local workforce).
 - Community and individuals made a huge commitment to attend the meeting with some travelling by helicopter crossing the Dawson River by boat – essential that government maintains contact with the community – opportunity of mobile service commencing next week.
 - Properties along the Dawson heavily impacted with loss of livestock, crops and equipment – essential to have efficient systems in place and communicated regarding return of any property and animals to owners.

Positive media coverage of the meeting and outcomes including DEEDI role – Ray Becker has completed two interviews with ABC Radio pre- and post the meeting.

- **Callide Valley**
 - Liaison with Department of Communities regarding small businesses impacted in Wowan, Dululu, Jambin, Goovigen as they have made visits to these communities.
 - At this stage only two small businesses identified as impacted and eligible for funding assistance – these businesses will be contacted.

3.2 Industries Impacted

3.3 Engagement/Linkages

3.4 Recovery Actions

Callide/Dawson

- Total small business and primary producer consultations and provision of flood assistance/recovery information to 13 January 2011 is 124.

17 January

- DEEDI and QRRA officers will be in Theodore, Moura and Taroom across the week.
- A Flood Assistance Information Day planned for Taroom 16th Jan with officers from DEEDI, QRRA, Rural Financial Counselling Services, Agforce, Dept of Communities, Centrelink.
- DEEDI with the support of local industry is hosting a breakfast at Theodore on 17th January. The focus will be with small businesses and primary producers. It will be an opportunity to be together and reflect and support as well as provision of additional information about support. A QRRA officer will be present.
- The Theodore recovery centre will be supported by DEEDI and QRRA until the end of the week (21 Jan). A watching brief will be maintained by DEEDI on servicing needs beyond this timeframe.
- A DEEDI officer will participate on the Banana Shire Economic Recovery Committee.

14 January

Theodore Disaster Recovery Centre:

- Consultations with 4 small businesses and 11 primary producers.
- Mental health issues for business owners continue to be evident.
- Theodore Recovery Committee advised that a QRRA officer will be present in the district as of Monday 17 January 2011.
- BBQ for small businesses and flood affected primary producers planned for Tuesday 18 January at Theodore Golf Club.
- 2 DEEDI officers working at the Recovery Centre.

Theodore operating environment:

- Evacuation shelter in Moura will officially close on Saturday 15 January 2011.
- 65 Theodore homes assessed as uninhabitable by insurance companies.
- Ongoing planning to organise temporary accommodation for affected residents.
- Community BBQ will commence in Theodore on Sundays and Wednesdays.
- Psycho-social issues identified as a long term issue for the community.
- Operating businesses limited to three outlets.

13 January

Theodore Disaster Recovery Centre:

- Consultation with 7 small businesses and 4 primary producers
- Mental health issues for business owners, continue to be evident.

Wowan and Jambin Recovery Centres:

- Provided flood recovery information to 11 primary producers and small business persons in both Wowan and Jambin.
- Jambin – 10 primary producers and 1 small business.
- Wowan – 8 primary producers and 3 small businesses.
- All were appreciative of the fact that we were there.

14 January**Banana and Baralaba Information sessions:**

- Met with six primary producers at Banana and 16 primary producers at Baralaba. No new issues raised, discussions concentrated on clarification of what could be considered as eligible expenses.

4. Fitzroy Catchment Matters (Rockhampton Regional Council)

4.1 Communities Impacted

Yeppen roundabout open to heavy transport from 4pm 14 January 2011.

4.2 Industries Impacted

Airport

The airport has suffered major damage from the floods, and useable runway length is likely to be restricted to 1900m for takeoff and 1790m for landing (note full length is 2628m).

Tourism

30% or 1,200 full time equivalent workers of 4,100 people in tourism/hospitality alone are currently not receiving work in Central Queensland. Jobseeker information has been distributed to 2000 contacts on the CTEDL e-newsletter.

4.3 Engagement/Linkages

4.4 Recovery Actions

17 January

Supply Chain

With the opening of the Bruce Highway to the south road transport is open for commodities to the south (eg pineapples, lycees, milk, livestock) and supplies north (eg pig and aquaculture feed, lettuce seedlings etc).

Groceries and fuel have now been restocked in all of the larger centres however shortages still exist in the smaller centres (eg Theodore and Rolleston) due to limited access and businesses under flood recovery.

Many small businesses (fast food and restaurants) were impacted across the region although not flood inundated.

Rockhampton's airport is forecast to remain closed until the end of January. Rail lines are under repair and coal transport to the port of Gladstone is limited.

Meatworks

- The meatworks at Lakes Creek are scheduled to reopen 31 January 2011 and Swift Rockhampton 19 January 2011. Advice provided that Biloela will reopen on 17 January 2011 and Beenleigh on 24 January 2011.

Rockhampton Recovery Centre:

- DEEDI officers working with a QRRA officer and an officer from the Business Enterprise Centre in staffing the Rockhampton Recovery Centre. The weekend was very quiet for small business inquiries.
- A strategy has been implemented where DEEDI officers visit businesses as flood waters recede in Rockhampton. The first contact is anticipated to be completed by the end of the week.

Fisheries

- Aquaculture: it is to be confirmed that aquaculture feed supply issues are actually resolved, however it is anticipated this may occur soon with the reopening of the Bruce Highway.\
- Processes/supply chain issues: Rosslyn Bay reported increase in local consumption from retail outlet believed due to low or perceived low food supplies at commercial grocery stores. Gladstone area has not yet been contacted.
- Queensland Boating and Fisheries Patrol has assisted in giving access to barges and the pineapple growers. It is doubted that the barge will be required from now. The pineapples sent their least (by barge) on Thursday 13 January 2011 as the product was getting to Gladstone and sitting there due to further highway closures south.

14 January

As waters recede staff have commenced door knocking small businesses in affected areas of Rockhampton that can be reached safely. Some 80 potentially eligible businesses in those areas, of which contact has been made with over 20.

Rockhampton Recovery Centre:

- To date, 62 potentially eligible small businesses seen at Rockhampton Recovery Centre.

Gracemere Community Recovery Centre:

- The Recovery Centre has been set up through the local council and has had Centrelink officers since Sunday.
- DEEDI staff have been present since Monday and provided small business and primary producers with information. Approximately 7 businesses in Gracemere with details of support through our Department. In addition to this support has been offered to Centrelink in allocating numbers for people wanting to see Centrelink. The Centre will continue to operate until Friday 14 January 2011 unless otherwise advised.

13 January

The Rockhampton Regional Council airport and economic development recovery subcommittee met for the first time on 12 January 2011, chaired by Councillor Graeme Brady. No terms of reference were tabled but in draft they are to return the region to its pre-flood level of economic activity.

Much of the discussion centred on the need for the construction of the bypass including planned third river crossing arising from the recently completed Fitzroy River Floodplain and Road Planning Study.

DEEDI briefed on current immediate business recovery activity and foreshadowed that longer term, both Statewide programs and local initiatives needed to ensure that programs meet needs emerging from the floods as well as keep a focus on future opportunities. In support of this approach, DEEDI advised that to date 63 registrations had already been received for the Hancock Opportunity Seminars being conducted jointly with CTEDL on 1 February 2011.

Section C

Internal Situation

1. General Matters

1.1 ERD's Directive on Working Arrangements During Emergency Response Period

The Department of Employment, Economic Development and Innovation recognises that many DEEDI staff have been working long hours over the Christmas/New Year period to assist communities, businesses and individuals during the severe flooding across much of Queensland (and particularly in Central Region) and in assisting with a number of biosecurity incidents. Some staff or their families are also facing damage to their own homes and properties or assisting other family members in dealing with the impacts of flooding. Weather forecasts and other known impact information make it clear that the emergency and recovery responses may continue well beyond the next few weeks and may be required for some months.

The Director-General, Ian Fletcher has tasked the Executive Regional Directors as the coordinators for managing stand downs and breaks for all DEEDI regional staff, recognising each region's specific local operational needs and staffing impacts. Executive Regional Directors will be consulting with relevant Associate Directors-General. For example, the arrangements for Mines and Biosecurity staff will need to be managed in consultation with Dan Hunt and Kareena Arthy respectively to ensure that particular operational issues are addressed.

It is critical to ensure that staff have appropriate rest breaks between finishing work and starting again the next day (12 hours is highly recommended), and have adequate stand down periods after working consecutive (48 hours off after a maximum of 6 consecutive days' as a minimum). DEEDI Central is planning workloads and monitoring fatigue levels for DEEDI staff involved in emergency and recovery phases. Our first concern is our staff.

DEEDI Central has prepared a staffing schedule that will ensure that we have staff in place to adequately respond to communities and businesses affected by the flooding, but also to ensure that adequate rest breaks are taken by DEEDI staff. However, it is also important that we all look after one another where possible to ensure the wellbeing of staff.

Langmont Advantage (our Employee Assistance Provider) is available to provide counselling and support to staff and family members who may be affected by the emergency. They can be contacted 24 hours a day on 1300 667 791.

It is important to read Directive 03/08 Critical Incidents Entitlements and Conditions which outlines the whole of government employment policy on hours of work, overtime and travelling expenses during emergency responses. Executive Regional Directors will utilise their discretion in applying this policy.

Please note individual supervisors are responsible for ensuring that staff under their control are complying with these arrangements.

Paul Walmsley
A/Executive Regional Director (Central)
Department of Employment, Economic Development and Innovation

1.2 HR Support

A HR support team has been pulled together to provide any additional assistance in developing staffing rosters or providing information and support. They are also available to assist in identifying staff to provide relief from other areas of the department.

- HR Support Team
 - Central - Oreon Dimitrios, [REDACTED]
 - South East - Damien Parker, [REDACTED]
 - South - Colin Warnick, [REDACTED]
 - North – Chris Marshall, [REDACTED]
 - Susanne Flaherty, [REDACTED] will provide support and advice on Fatigue management and other Health and Safety issues
- A HR Intranet information page will provide advice on employment conditions applying during the emergency response and recovery - this should be up later today or Monday morning. A summary follows:

Condition	Entitlement
Rest breaks	Minimum of 12 hours break between finishing and recommencing duty. Regular meal breaks and rest pauses during shift.
Stand down	2 days off after working 6 days
Paid Overtime/TOIL	All staff up to AO8(04) and equivalent – applicable after ordinary working hours (eg 7.25 or 7.30 hours)
Unused TOIL	After 6 months, paid out at time and a-half
SO/SES time	DG has approved that SO/SES staff who worked public holidays, weekends, close down period, will have an equivalent period where their working hours will be zero – eg time off.
Higher Duties	No minimum period for positions up to AO8(04)
Travelling and relieving expenses	Where less than 3 star accommodation is available, additional hardship allowance of \$47.05 per night
Staff unable to attend work because of flooding/property damage	Does not apply to casual staff Up to 5 days special leave full-pay. Additional special leave full-pay on case-by-case basis – email to Chris Marshall who will seek DG approval.

1.3 Contacts for Flood Media and Communication

- SAFTRS-related Media—Kirsten Phillips
- SAFTRS-related Communication ie factsheets, web, etc—Sacha Kitson
- For other flood-related media and communication requests - Vanessa Sandhu (Rebecca Willets will assist with Rockhampton-related flood media and comms work.
- Rose Trapnell will assist with EED-related media and will work through Vanessa.

1.4 Emergency Response Roles and Responsibilities

Regional Coordination Officer Roles and Responsibilities - Response and Recovery

- In conjunction with the Site Controller, arrange for a Rapid Impact Assessment to be carried out as soon as is safe and practicable, to give an immediate overview of the initial impact and forward to Executive Regional Director (ERD) and Emergency and Business Continuity Team (E&BCM) Brisbane.
- Coordinate the response and recovery with the Regional Emergency and Business Continuity Management Team (RE&BCM team)
- Provide updates to the Executive Regional Director in relation to DEEDI staff, infrastructure
- Provide updates of the impact across all of DEEDI areas of responsibility
- Liaise with DDMG member to get update re whole of region impacts
- Attend meetings as directed by ERD
- Notifies urgent or contentious issues to ERD
- Identifies short and longer term priorities
- Provides progress reports as required.
- Identify where further and continuing needs are required

Regional Emergency and Business Continuity Management Team – Central

Regional Planning Role

Implements the response and recovery arrangements and oversees the communications and data collections roles.

- Reports initial impact to the RCO
- Attends any meetings as directed by RCO
- Liaises with HR and IT units
- Liaises with nominated DDMG and LDMG representatives
- Makes contact with local Tourism Queensland representatives
- If NDRRA is activated, assesses the need to apply for assistance measures to be activated for small businesses and primary industries.
- Assesses impact on remote and indigenous communities
- Identifies where further and continuing needs are required
- Provides reports as required
- Notifies urgent or contentious issues to RCO

Logistics Role

Responsible for obtaining and maintaining human and physical resources, facilities, services and materials.

- Identifies key risks
- Attends any meetings as directed by RCO
- Obtains and maintains human and physical resources – utilising departmental staff from other local areas not impacted by the event
- Provides reports as required
- Staff travel – organises staff travel and accommodation requirements
- Staff Personal Emergency Plans – requests staff activate plans if applicable and agreed by staff member
- Records costs incurred – invoices/receipts of any incidental costs incurrent during response and recovery activities

- Obtains and maintains facilities, services and materials
- Implements welfare procedures for staff – HR – special leave; emotional and psychological assistance for affected staff; contact details are shown on contacts list
- Staff hours and expenses – remind staff to record all hours worked, time spent in disaster activities, gain authorisation for additional expenses
- Identify where further and continuing needs are required in consultation with RCO
- Notifies urgent or contentious issues to RPO

Operations Role

Manages activities undertaken and the resources assigned to resolve the incident/or event.

Oversees the Internal Business Continuity Officer and Economic Recovery Officer roles.

- Manages event – supervises operations at the incident and monitor progress
- Establishes an operational structure – liaison and cooperation arrangements; process for briefing personnel prior to deployment; personnel are qualified and equipped to undertake tasks; process in place to debrief personnel following incident; clear communications with personnel dealing with incident; process for monitoring effective staff safety and welfare checks
- Identifies new and emerging risks – including political, economic, social, public safety or environmental and that the managed effectively and passed to appropriate officer
- Determines resources required – determine need, request additional, determine need for logistics support
- Coordinate operational activity – coordinate activity across impacted region
- Liaise with local communities representative

Internal Business Continuity Role

Oversees the resumption of the Region's critical business functions.

- Attends any meetings as directed by Operations Officer
- Assesses the impact on significant DEEDI or State investments in the impact zone.
- Liaises with DEEDI priority industry sector units.
- Identifies opportunities for recovery
- Notifies urgent or contentious issues to Operations Officer as they occur.

Economic Recovery Roles by Major Sector

Assesses and reports information relating to the economic impact of event.

- Attends meetings as directed by Operations Officer
- Investigates and records details of any significant DEEDI or State Investments in the impact zone (Investments could be grant and major projects or strategic regional initiative activities supported by DEEDI)
- Liaises with local officers regarding the impact of the event – small businesses, rural and primary industries, mining operations and energy supplies, business and industry supply chains
- Provides reports as directed.
- Assesses potential impact on the tourism industry
- Considers what departmental assistance is available or potentially available to assist recovery of small-businesses and industries
- Notifies urgent or contentious issues to the Operations Officer

Communications and Information Role

Responsible for development and implementation of a threat specific stakeholder engagement plan:

- Provides advice on engagement matters
- Works closely with communications to develop and maintain up to date fact sheets, scripts and information for distribution during implementation of plan
- Works closely with other QG agencies, local government and police to maximise delivery of messages and integrate into existing processes
- Identifies and organises correspondence, materials, fact sheets, information, displays, events and other communications required to engage business, industries, communities etc.
- Schedules, coordinates and manages engagement activities and materials
- Notifies urgent or contentious issues to the Regional Planning Officer
- Attends any meetings as directed by the RCO
- Provides reports as required
- Reviews local media activity to inform engagement activity
- Assists with media events and VIP visits organised by Corporate Communications

14 January

- Russ Boadle expected to return to Rockhampton office Monday 17 January 2011. Gillian Lee to provide background information and support on Monday 17 January and Tuesday 18 January 2011.

13 January

- Press release sent to local media for alerting community to locations and times they can obtain information.
- Global email addresses established for Rural Transaction Centres across Queensland – available for use by DEEDI regions. Information circulated to all Rural Transaction Centres in Central, South and South East regions.
- New fact sheet ready for distribution which contains more information for primary producers and small to medium businesses.
- Arrangements made with Greg Fawcett to distribute information to people getting nitrogen fills (packs will be attached to their cans or handed to them personally).
- Arrangements developing with Susan Godden, Beef Breeding Services to send our information in the envelopes with their invoices commencing end January.
- Fact sheets sent to Tropical Pines for distribution to the pineapple industry.
- Query from Queensland Country Life regarding damage to the Central Highlands cotton industry.
- Preparation for possible Minister Mulherin's visit Sunday-Monday underway.
- Review of Communications and Information role regarding replacement requirement to be undertaken Thursday am.

2. Staff Impacts

2.1 Emerald

Name and mobile number	Current Location	Directly Impacted	Contact Person	Other comments	Date Last Contacted
Biosecurity Queensland					
Benham, Michael (████████)	Emerald	Yes - water to front door. Uncontactable but believed to be not impacted. Home is ok - has been working on carpet removal and cleaning at the office.	Vikki Osten/Graeme Funch	Very appreciative of ongoing contact and support.	10/01/2011
Swan, Duncan (████████)	Emerald	Yes - water to front door. OK Some water in yard but no impact on house.	Vikki Osten/Graeme Funch		3/01/2011
SAFTRS					
Cattell, Aeron (NA)	Emerald	Yes - water to front door	Vikki Osten		31/12/2010
Conway, Maurice (████████)	Emerald	House inundated - water through government house. Able to access and begin clean-up on Saturday House has been cleaned up and inspected by Qbuild. Are able to live in the house and Qbuild have checked circuit board and noted that all was fine in this regard. Will have to move from the premises at a later date to allow for renovations eg replacement of all kitchen cupboards, vanity etc. Maurice is back at work.	Vikki Osten		10/1/2011
Daniels, Byrony	USA	House appears to be okay	Vikki Osten		31/12/2010
Erbacher, Andrew (████████)	Emerald	Yes - water to front door	Vikki Osten		31/12/2010
Farrell, Yvonne (NA)	Emerald	Yes - water to front door	Vikki Osten		31/12/2010
Garrett, Susan (████████)	On holidays	Yes - okay. Back from leave today (10/1/11) Spoke to Florence Walker - Laundry underneath building is damaged and neighbour will assist with clean-up today.	Vikki Osten/Greg Bell		10/01/2011
Hawke, Anthony (████████)	On holidays	House appears to be okay	Vikki Osten		31/12/2010

Jones, Paul (████████)	On holidays	Unsure - probably got up to 3 feet of water, but house is highset and precautions were taken for potential flooding. Damage still unknown as at 3/01/11 12cm of water went through downstairs area of home. Minimal damage caused.	Vikki Osten	Concerned re housing of new employee - Technical Officer - Florence Walker is aware of the situation and is attending to.	3/01/2011
Maas, Susan (████████)	Emerald	House inundated - evacuated. Requests alternative accommodation in Emerald. House inspected 3/1/11 and clean-up started. Susan Maas has been offered (and she has accepted) a 3 bedroom fully furnished home to reside in until her house is made liveable. Therefore, Susan no longer requires the govt accommodation previously requested and she sincerely thanks management for chasing this up. Moved into Flat on Friday and Saturday. Has collected her children and is pleased that her family have a "roof over their heads" allowing some positive attitude and stability for her family. Insurance assessors will be arriving this afternoon.	Vikki Osten		10/01/2011
McDonald, Janet (████████)			Vikki Osten		31/12/2010
Nation, Jenni (████████)	On holidays	Unit/flat appear to be dry. Currently on leave in Bunya Mountains until mid January. Possible water in yard affecting shed contents and laundry. No major impact on highset dwelling. Spoke to Florence Walker - as far as she is aware Jenni's home is ok. Probably water through downstairs laundry.	Vikki Osten		10/01/2011
Osten, Vikki	Emerald	No - water only to end of street	Vikki Osten		31/12/2010

Pendergast, Lance ()	On holidays	Unsure - may have gotten some water through lower level of house - he is not overly concerned. <i>Spoke to Florence Walker - no water inundation at all.</i>	Vikki Osten		10/01/2011
Quinlivan, Maxwell ()	On holidays	Unit/flat appear to be dry.	Vikki Osten	<i>Susan Maas and her family have moved into this unit and Maxwell is staying in shared private accommodation.</i>	10/01/2011
Rohan, Peggy ()	On holidays	Unit/flat appear to be dry.	Vikki Osten		31/12/2010
Schimke, Melissa (NA)	On holidays	Unit/flat appear to be dry.	Vikki Osten		31/12/2010
Sequeira, Richard ()	On holidays	Unsure - government house may have some minor water through it. Richard is in India and will not be back until 17/1/2011. Vikki Osten managed to inspect house and reports he only received water damage in carport and some damage sustained to spare mattresses in storage.	Vikki Osten		3/01/2011
Walker, Florence (NA)	Emerald	No - water only to end of street	Vikki Osten		31/12/2010
QME					
Corkill, Ariara			Deborah Wood		31/12/2010
Fife, Ann			Deborah Wood		31/12/2010
Johnson, Yvonne			Deborah Wood		31/12/2010
Markowski, Fran			Deborah Wood		31/12/2010
Pokarier, Kev			Deborah Wood		31/12/2010
Wood, Deborah			Deborah Wood		31/12/2010
Government Office Centres					

Emerald office (Hospital Road)	<p>Water inundation Several inches of water through the office. Inspected yesterday and report that most damage in the building has occurred on the DEEDI and EPA side (southern and lab wings). 75% of DEEDI's carpet has had water and mud flow across it. While the air-conditioner was working, it was not cooling and the small air con unit in the data room is not working either. The server appears to be unaffected. At least a dozen laminated chipboard work stations and cupboards have been sitting in 2-3 inches of water for more than a day - it is likely these will start rotting from the bases upwards. Materials left on the floor in several offices have also been damaged. Temperatures, humidity and smell within the office were quite intolerable and moulds have started to grow on the walls in the back wing from previous water (rain) seepage in mid-December. the shifting of gear to enable furniture to be moved in order to pull up damaged carpets presents an issue we hope to sort out tomorrow - insufficient dry areas within the office to accommodate all the gear and desk/cupboard/cabinet contents that need to be moved. The business/office continuity plan will be consulted tomorrow and appropriate actions will be performed. As yet I have not been contacted by local QBuild staff regarding the office safety inspection. While all DEEDI vehicles were moved to what was considered higher ground, only one QG</p>	Vikki Osten	10/01/2011
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		vehicle received several inches of water inside - the Farming Systems Holden Epica sedan. Kim Murray advised that as of 7/01/2011 the irreparable carpet was removed and the rest was steam cleaned. The shed was guerneyed out. The office is operational today 10/1/2011. Computers and Phones were not affected by the floodwaters.			
Emerald district Mining Registrars office		Records and equipment not damaged. Office will be operational soon.			31/12/2010

2.2 Taroom

2.3 Rockhampton

Name and mobile number	Current Location	Directly Impacted	Contact Person	Date Last Contacted
Mines				
Review of staff based on known residential address has not identified anyone whose property is at risk of serious flooding inundation. This will be further checked once the scheduled holiday period closes. A number of staff are known to be holidaying out of the region. When the DEEDI Mines Regional office in Rockhampton reopens on Tuesday 4 January 2011, it will be staffed only by essential staff because of expected restricted city access.				
OLGR				
Johnson, Sarah	On leave	till 11 January 2011. Not currently effected or in the potentially affected flood areas.	Rodney Page	31/12/2010
Tyson Doneley, Peter	Rockhampton	Not currently effected or in the potentially affected flood areas. Will be working from home at this stage.	Rodney Page	31/12/2010
Biosecurity Queensland				
Burroughs, Amy	Rockhampton	Not currently effected or in the potentially affected flood areas.	Graeme Funch	
Funch, Graeme	Rockhampton	Not currently effected or in the potentially affected flood areas.	Graeme Funch	31/12/2010
O'Hara, Donna	Rockhampton	Inundated expected underneath house. Well prepared and supplied and expected to take time off work.	Graeme Funch	31/12/2010
Raeburn, Olivia	On Holidays	Currently in SE Queensland without the ability to return.	Graeme Funch	31/12/2010
Reeve, John	Cut off by road	Not impacted by flood, but cut off from Rockhampton due to road closure at Pink Lilly.	Graeme Funch	31/12/2010

Whitte, Rick	No impact on house	In Nerimbera via Rockhampton. Would require travel via coast to return to work - cut off at Lakes Creek.	Graeme Funch	31/12/2010
BIS Service Delivery staff				
Castaneda, Cesar	No impact on house	Lives at Gracemere and is isolated.	Phil Henry	31/12/2010
Fawcett, Greg	No impact on house	Lives at Gracemere and is isolated.	Phil Henry	31/12/2010
Godden, Susan	Isolated at Stanage Bay	Not expected to be at work	Phil Henry	
Higham, Bill	No impact on house	Isolated at Pink Lilly. Lands and shed will probably be inundated.	Phil Henry	

2.4 Other

Name and mobile number	Current Location	Directly Impacted	Contact Person	Date Last Contacted
Biosecurity Queensland - Mackay				
Jane, Michelle	Mackay	No known impacts	Graeme Funch	31/12/2010
Robinson, Barry	Mackay	No known impacts	Graeme Funch	
Smith, Michelle	Mackay	No known impacts	Graeme Funch	31/12/2010
Biosecurity Queensland - Clermont				
Howard, Les	Currently in SE Queensland	Not impacted locally	Graeme Funch	31/12/2010
Biosecurity Queensland - Biloela				
Bode, Jason	Not contactable	Unknown impact on residence at Theodore	Graeme Funch	31/12/2010
Sutton, Jamie	Sydney	Currently in Sydney, however needs to return via Mooney to pick up vehicle which may delay return to work.	Graeme Funch	31/12/2010
Biosecurity Queensland - Blackall				
Burton, Dan	On leave	Okay	Graeme Funch	31/12/2010
Lehmann, Warren		Okay	Graeme Funch	31/12/2010
Swan, Geoff	Not contacted		Graeme Funch	
Biosecurity Queensland - Longreach				
Reynolds, Dale		Okay	Graeme Funch	31/12/2010
Wilson, Stacey	On leave	Okay	Graeme Funch	31/12/2010

Office of Liquor, Gaming and Racing**13 January**

Health and Welfare of Staff: All three OLGR staff in Rockhampton have not been directly affected by the current flood situation. OLGR staff are currently working as per normal conditions from 209 Bolsover Street Rockhampton. Staffing level is currently at two with the third returning on 17/1/2011. There are no current flood related staffing concerns for the Rockhampton OLGR office.

3. Facilities Impacts

3.1 Emerald

7 January

- Office functional and phones and counter operations in place.
- Staff on 6 January 2011 continued cleaning and getting the office operational. This effort will continue today. Many hours of heavy work have already been required by centre staff in the clean up effort.
- Longreach based officers are returning home today with Kim Murray returning next week after a break
- Biosecurity Officer standing down on Friday as office will be closed over the weekend. Situation will be assessed on Monday morning. Officer contactable on mobile.

6 January

- The Emerald LDMG met for the last time on 5 January 2011. Key issues for DEEDI are the chemical emergency at the DEEDI office on Tuesday 4 January highlights the need for our chemical use and storage policies at the site to be better managed to reduce the drain on emergency resources in the future.
- Emerald Office was rendered inoperable by rain water damage and flood waters in sheds.
- The carpet cleaner arrived and advised that the front reception and offices up to the men's toilet needed to be replaced but the back of the office could be steam cleaned on Thursday 6 January.
- DEEDI officers have removed all the carpet, replaced the furniture and disinfected 90 percent of the front area.
- The back sheds have had some rubbish removed. DERM has ordered a 15 metre skip for tomorrow for the rest of the rubbish.
- Apart from some window dressing in the front office we will be open for business as usual at 8 am 6 January 2011. The odour in the building has improved and staff should not have any concerns regarding mould, etc, at this point.
- Most of the office furniture in the wet area has some swelling at the base and will need to be monitored over time with some possible replacement down the track.
- The air conditioner for the server room will be replaced. The split system was inundated with water and is not working. Motor to be mounted on the wall and not the ground to avoid this happening again. Should be replaced 6 January 2011. Fans are currently running in the room.
- DERM handled the chemical spill in the back shed and the fire brigade and ambulance were called. They have contained the chemical and DERM is arranging disposal through the correct channels.

5 January

- DEEDI Mines' officers were operating as usual out of the Emerald office however the majority of the office was not habitable yesterday due to rain water flooding.

4 January

- Dale Reynolds (BQ), Geoff Kerr (QRAA), Lew Markey (Rural Risk), Kim Murray (WH&S) and Meaghan Carroll (Senior Administration Officer) will arrive at Emerald late 4 January 2011 ... Dale will also take some equipment – guerneys, etc, if it is required to assist with the clean up at Emerald office. The staff will be able to operate independent of the office through wireless access until such time as the office is back on line.
- Most damage to the Government Office has occurred on the DEEDI and EPA side (southern and lab wings). Seventy-five percent of DEEDI's carpet has had water and mud flow across it. While the air conditioner was working, it was not cooling and the small air conditioning unit in the data room is not working either. Luckily the server appears to be unaffected. At least a dozen laminated chipboard work stations and cupboards have been sitting in two to three inches of water for more than a day – it is likely these will start rotting from the bases upwards. Materials left on the floor in several offices have also been damaged. Temperatures, humidity and smell within the office were quite intolerable and moulds have started to grow on walls in the back wing from previous water (rain) seepage in mid-December. Moving gear to enable furniture to be moved in order to pull up damaged carpets presents an issue. There are insufficient dry areas within the office to accommodate all the gear and desk/cupboard/cabinet contents that need to be moved. The business/office continuity plan will be consulted tomorrow and appropriate actions will be performed. As yet I have not been contacted by local QBuild staff regarding the office safety inspection. While all DEEDI vehicles were moved to what was considered higher ground, only one QG received several inches of water inside – the Farming Systems Holden Epica sedan.

3 January

- QBuild priorities are that Government office accommodation assessments ... be assessed. QBuild electricians are to fly in on Tuesday. The air conditioning units at Government offices are at ground level and are likely to be impacted by flooding. These may mean several days before the office is assessed and it is safe to use power within the building. As a result it is highly likely that the office 'Business Continuity Plan' will need to be implemented.
- Department of Public Works to inspect and certify office at 99 Hospital Road for occupation.

2 January

- Emerald District Mining Registrar's office did not suffer damage to either records or equipment during the recent flooding. It will be operating again at the earliest opportunity.

1 January

- Emerald office has received a couple of inches through part of the office. A big habitat tent is being organised with ration packs – public servants will be able to use.

3.2 Taroom

- DEEDI office is unaffected and open for business.

3.3 Rockhampton

- When the DEEDI Mines Regional Office in Rockhampton reopens next Tuesday, it will be manned only by essential staff because of expected restricted city access.
- The Mines office location is above predicted flood height, however there may be restricted access in to the City Centre. Chris Skelding and Russell Dann are of the view that they won't be expecting staff to present at the office when it reopens next Tuesday. If access allows, there will be a skeleton crew there. Russell Dann will provide advice on the status of staffing at our office on 4 January 2011.

3.4 AACC Emerald Campus/Farm

- Campus was used as one of Emerald's Evacuation Centres.

3.5 Mt Morgan Abandoned Mine Site

13 January 2011

Current level in the Open Cut Pit is 273.47m AHD, an increase of 25mm since yesterday. The water level is now 0.225m from half way up the discharge valves and 1.955m from the top of the spillway.

Water levels in Dam 8 have fallen 600mm since the operation of hire pump began. This should start to relieve pressure and we should start seeing a reduction in the seep through to the OCP soon.

Water levels in Mundic Gully also continue to fall despite 14mm rainfall recorded on site overnight. It is estimated that the Emergency Action Plan may remain current for a further fortnight (without more rainfall).

Our access to hourly river water quality data appears to have been restored, so we can resume remote monitoring of the Dee River. If ongoing problems are experienced, we will seek daily updates from DERM - Hydrographics. An alert was issued this morning for low pH at Wura (~20km downstream), the current pH at Wura is pH 4.9.

Sending samples for lab analysis is temporarily on hold as the lab was inaccessible for couriers due to flooding in SEQ.

Ongoing monitoring of the site and downstream environment will continue.

We are continuing work on a TEP application to DERM for prior approval for a controlled discharge if required.

12 January 2011

Water level in the Open Cut Pit (OCP) continues to rise, current level is 273.445m AHD, an increase of 25mm since yesterday. The water level is now 0.280m from half way up the discharge valves and 1.980m from the top of the spillway. There has been no rainfall recorded on site in the past 24 hours.

We are currently preparing an application for a Transitional Environmental Program (TEP) for a controlled release from the OCP, as a precautionary measure. We do not anticipate needing to do a controlled release in the next week.

Water levels in Dam 8 continue to fall and we should start seeing a reduction in the seep through to the OCP soon.

Water levels in Mundic Gully also continue to fall. It is estimated that the Emergency Action Plan may remain current for a further fortnight (without more rainfall).

Due to flooding in the south-east, our access to hourly river monitoring data has been interrupted. We are now working closely with DERM-Hydrographics for water quality and streamflow updates at key downstream sites, including Wura (~20km downstream). These updates will enable ongoing alert notifications to downstream water users and stakeholders as required.

Ongoing monitoring of the site and downstream environment will continue.

Earlier

- DEEDI Mines under the Abandoned Mine Lands Program has responsibility for managing the onsite environmental and safety risks at this abandoned mine site. Safety and environmental risks associated with potential failure of the open cut pit wall and the uncontrolled release of contaminated pit water are managed under the provisions of an Emergency Action Plan. Overspill of contaminated open cut pit water by controlled or uncontrolled release is managed under the provisions of a Contingency Plan and the operation of a lime dosing water treatment plant. The downstream impacts of acid flows into the Dee River from overland flow due to rainfall, are managed under the provisions of a Contingency Plan and by a system of seepage interception sumps.

Critical Issues:

- An alert under the Emergency Action Plan provisions was initiated on Tuesday 28th December. Police and the District Disaster Co-ordinator were notified of a rapid increase in water level in sumps below the pit wall that has the potential to place stress on a sump retaining wall and lead to instability in the wall of the open cut pit.
- Automatic water quality monitoring stations in the Dee River detected a low level acid flow incursion coming from the mine site. Downstream landowners were notified under the protocols of the Contingency Plan.
- Exceptional surface water inflow into the open cut pit has led to a rapid increase in open cut pit water level that has the potential to necessitate a controlled release from the open cut pit if significant additional rainfall is experienced in the coming weeks.

Key actions

- The Emergency Action Plan will remain active until water level in the critical sump falls to below the trigger point level. Emergency backup pumping has been initiated with another backup pump located in Cairns and in transit to the mine site.
- Water treatment is continuing at maximum plant availability to lower water level in the open cut pit.
- Pit wall stability is being monitored including at the location of a new seepage area in the northern end of the pit.

- Daily river water quality advice is being sent to downstream landowners and will continue until the acid incursion ceases. Seepage interception pumps have been activated where able.

3.6 Brigalow Research Station

Brigalow Research Station was inspected 15 -17 January 2011, to assess damage caused by excessive summer rains during December 2010.

Brigalow Research Station recorded 366 mm for the month of December and 1415 mm for the calendar year, the long term average being 730mm approx. The bulk of the December rain fell between 10 – 30 December.

Mathew O'Connor was on site during the Christmas closure and reported that the rain in most cases was constant without major cloud bursts. This is supported by what is seen on the ground, with there being no evidence of soil movement or gully erosion. The site has a good body of pasture from previous rain during September – November. What is evident is that the two major water courses (Fish Creek at the east end and Roundstone Creek in the centre) have run very high and for a long period of time. This is also supported by the hydrological gauging station 20 km down stream of Brigalow Research Station on Roundstone Creek.

There were 225 head of cattle on site during this period. Livestock are still secure post rain events. All cattle have had access to areas that were not inundated and pasture has been abundant. All livestock are currently up to date with bovine ephemeral fever vaccinations, however the annual booster will need to be administered in February.

During the Christmas closure daily reporting was maintained, whereby Mathew O'Connor would call Tony Barnes daily and make daily reporting with SPOT satellite GPS messenger. There has been some issues with the SPOT, in that it has yet to be successfully configured to send messages to mobile phones, the e-mail messaging facility is working. Steve O'Connor made contact with SPOT in USA and has his unit sending SMS to mobile phones.

Damage to Infrastructure

Fencing has sustained damage at all crossings of Fisk and Roundstone Creeks.

- Fish Creek/Glenmorale Road, 200 m of flood gates + general fencing + anchor points.
- Fish Creek/Highworth (boundary), 80 m of flood gates + anchor points.
- Roundstone Creek/Baryugal (boundary), 100 m of flood gates + anchor points.
- Roundstone Creek/Highworth (boundary), 100 m of flood gates + anchor points.
- Roundstone Creek (V2) 800 m of general fencing + anchor points + corner posts. This fence is adjacent to the creek to keep stock out of the creek.
- Roundstone Creek/Rhyddings (boundary), 80 m of flood gates + anchor points.

Roads and creek crossings have some damage. The main road way linking the administration area and Ryddings yards will need to be re formed and have some gravel carted to several areas. Approximately 100 m³ of gravel and 20 km of road grading/reforming.

Water pumps at the Main Dam were under water for a period. This has resulted in the failure of the pump that pumps water to the administration and housing area.

A 22000l water storage tank has burst at the administration area. I think this is coincidental as the tank is 18 years old, was of lightweight fibreglass construction and had some previous signs of rot.

Recommendations

Fencing

That a contractor be engaged to make fencing repairs after the end of March. As the site is not heavily stocked the paddocks with fence damage will not need to be grazed urgently and I am not convinced that the summer rain has ended.

As the fencing is in creek crossings and very wet adjacent areas I recommend that contractors be engaged on a daily rate including labour and plant and that materials are purchased as required as per departmental purchasing guidelines.

Roads and Crossings

That a contractor be engaged to make road repairs in March. The major crossing of Roundstone Creek is currently impassable to vehicles due to silt and sand deposits on both sides (2 m + deep with sheer drops). The creek is passable on an ATV currently, this could change overnight. A local contractor will be engaged to clear the silt and sand (approx 1500 - 2000 m³)

Water Pump

The pump has been removed and inspected by a service agent in Biloela. Dealer recommendation is to replace pump as parts plus labour to repair will be approx the same price.

Water Tank

Unfortunate event. Given that the site is to be disposed of the tank will not need to be replaced.

SPOT Satellite GPS Messenger

Liaise with dealer, obtain correct entry sequencing for SMS and advise other departmental users.

Earlier

As at 10 January, an officer is based on the Station and is attending to animal needs. Full assessment of the Station will take place later in the week (per Tony Barnes) when access improves.

3.7 Beef Breeding Services

Beef Breeding Services, Yeerongpilly

Five staff members from the Ecosciences Precinct assisted in the relocation of stored semen from the ARI site on 12 January 2011. Given the time available and cognisant of staff safety in both the handling of liquid nitrogen and the ability to exit the facility, all dewars were relocated to a higher level and are located on:

- Ground and 1st floors of B and F block
- Main BBS storage facility on stacked pallets
- A Block Conference Room.

All staff are confirmed as having vacated the site.

4. Human Resource Matters

4.1 Key DEEDI Contacts and Relief Resources

- 4.1.1 Regional
- 4.1.2 Emerald
- 4.1.3 Dawson Valley
- 4.1.4 Rockhampton
- 4.1.5 Mount Morgan

4.2 Technical Advice

- 4.2.1 Regional
- 4.2.2 Nogoa/Comet/Mackenzie
- 4.2.3 Dawson (Including Dee River)
- 4.2.4 Fitzroy

5. Recovery Planning

5.1 Immediate Needs

- 5.1.1 Regional
- 5.1.2 Emerald
- 5.1.3 Dawson Valley

Taroom - DEEDI office is unaffected and open for business.

- 5.1.4 Rockhampton
- 5.1.5 Mount Morgan

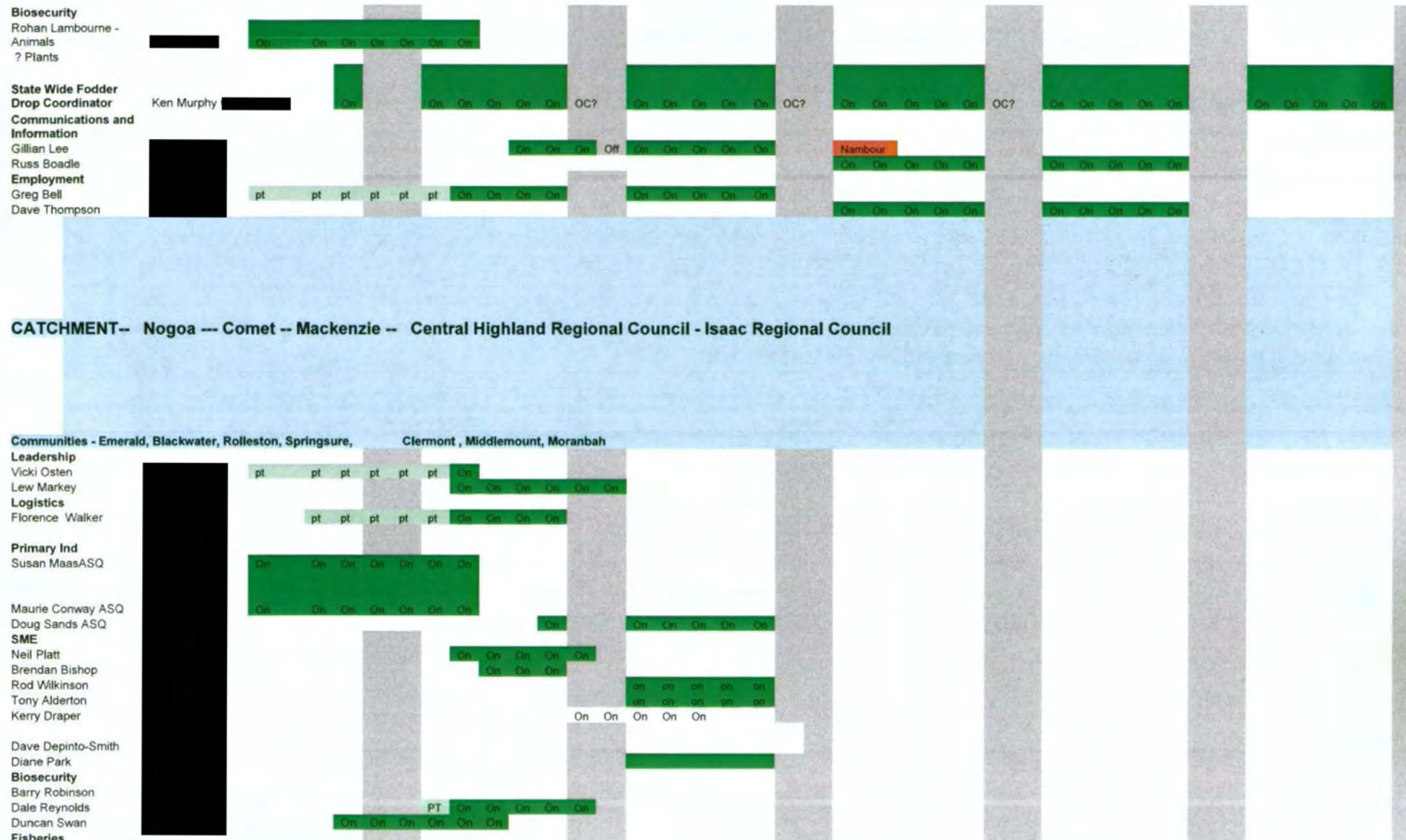
5.2 Longer Term Needs

- 5.2.1 Regional
- 5.2.2 Emerald
- 5.2.3 Dawson Valley
- 5.2.4 Rockhampton
- 5.2.5 Mount Morgan

APPENDICES

- AA Staff Roster
- BB DDMG Debrief
- CC DEEDI FAQ Reference Sheet

Role	Contact	Estab	30-Dec	31-Dec	1-Jan	2-Jan	3-Jan	4-Jan	5-Jan	6-Jan	7-Jan	8-Jan	9-Jan	10-Jan	11-Jan	12-Jan	13-Jan	14-Jan	15-Jan	16-Jan	17-Jan	18-Jan	19-Jan	20-Jan	21-Jan	22-Jan	23-Jan	24-Jan	25-Jan	26-Jan	27-Jan	28-Jan	29-Jan	30-Jan	31-Jan	1-Feb	2-Feb	3-Feb	4-Feb	5-Feb	
Officer	Phase	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S		
ERD		On	On	On	On	On	On	On	On	On			On	On	On	On	On	On			L	L	L	L	L			On	On	On	On	On									
Paul Walmsley		On	On	On	On	On	On	On	On	On			On	On	On	On	On	On			L	L	L	L	L			On	On	On	On	On									
Malcolm Letts										On	On	On	On	On	On						On	On	On	On	On																
Tony Rayner																					On	On	On	On	On																
Coordinating RD																					On	On	On	On	On																
Peter Long							On	On	On	On	On	On	On	On		On					On	On	On	On	On																
Greg Bell																On	On	On	On	On																					
HQ Nominee																On	On	On	On	On								L	L	L	L	L									
Exec Support																					L	L	L	L	L																
Linda Benson		On	On	On	On	On	On	On						On	On	On	On	On			On	On	On	On	On				On	On	On	On	On								
Jennifer Lawrence										On	On	On	On	On	On						On	On	On	On	On				On	On	On	On	On								
Susan Fox																					On	On	On	On	On				On	On	On	On	On								
Plannning																					On	On	On	On	On				On	On	On	On	On								
John Grimes			On			On	On	On	On	On				On	On	On	On	On			On	On	On	On	On				On	On	On	On	On								
Logistics																																									
Kim Murray							On	On	On	On	On			On	On	On	On	On																							
Graeme Whittaker										On	On	On	On	On	On	On	On	On	On																						
Nikki Gay																					On	On	On	On	On				On	On	On	On	On								
Primary Ind																					On	On	On	On	On				On	On	On	On	On								
Peter Long							On	On	On	On	On			On	On	On	On	On			On	On	On	On	On				On	On	On	On	On								
SME																																									
Phil Henry		On	On	On	On	On	On	On	On	On				On	On	L	On	On			On	On	On	On	On				L	On	On	On	On	On		On	On	On	On	On	
Eslyn Dooley													pm	pm				Rec	Rec																						
Karen Grindlay													am	am																											
Trudy McCaul																																									
Brendan Hamilton																																									
Lorraine White										on	on	on	on	on	on																										
Lavenia James										pt	pt				pt	pt	pt	pt	pt																						
Thalep Ahmat																																									
DDMG																																									
Phil Henry	(stood down 5 Jan)	On	On	On	On	On	On	On	On	On																															
Recovery committee																																									
Greg Bell																																									
Phil Henry																																									



Gary Muhling
Employment
 Bronwyn Jones
 Dave Thompson

CATCHMENT -- Dawson-- Banana Regional Council

Communities- Baralaba, Moura, Theodore, Banana, Biloela, Taroom

Leadership

Nancy Rowe
 Peter Dougherty

Logistics

Brian Duffy
Primary Ind
 Stuart Buck ASQ

SME

Peter Dougherty
 Stacey Eccles

Financial Counselling

Kev Wyatt

Biosecurity

Jason Bode

Fisheries

Steve Platt

Employment

Bronwyn Jones
 Dave Thompson

Catchment-- Fitzroy-- Rockhampton Regional Council

Communities - Rockhampton, Gracemere

Leadership
Please refer REBCM
Team

Other West

Communities - Alpha, Baraldine Jericho.. Barcaldine Regional Council, Longreach Regional Council
Leadership
Please refer REBCM
Team

APPENDIX BB

DDMG Debrief

The attached document provides a detailed account of the flood and then outlines the process to be followed on 1st February to evaluate the performance of various organisations and their procedures.



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RegionalDel\Central\I

APPENDIX CC

DEEDI FAQ Reference Sheet

Topic	Organisation	Contact number	Website
Animal welfare, pets and livestock			
Animal emergencies	RSPCA	1300 852 188	www.rspcaqld.org.au
Livestock industries and animal welfare issues such as access to feed and water, displaced animals and sick or injured animals	Biosecurity Queensland	13 25 23	www.biosecurity.qld.gov.au
Lost animals	RSPCA	1300 852 188	www.donate.rspcaqld.org.au/lostanimal
Native wildlife which are sick, injured or in distress	Department of Environment and Resource Management	1300 130 372	www.derm.qld.gov.au
Assistance for individuals and families			
<i>Information on eligibility for <u>financial assistance</u> such as the personal hardship allowance, essential household contents grant or structural assistance grant. Location details of the Community Recovery Centres.</i>	Department of Community Services	Community Recovery Line 1800 173 349	www.communityservices.qld.gov.au
<i>Australian Government Disaster Recovery Payment of \$1000 per adult and \$400 per child.</i>	Centrelink	180 22 66	www.centrelink.gov.au
<i>Evacuation centres in flood-affected areas</i>	Red Cross	Disaster Recovery Hotline on 1800 173 349.	www.redcross.org.au
<i>Counselling</i>	Lifeline	24-hour confidential telephone counselling service 13 11 14	www.lifeline.org.au
Businesses			

Assistance available to business and industries including special grants, concessional loans, financial counselling and freight subsidies.	DEEDI – refer to DEEDI specific fact sheets	13 25 23	www.business.qld.gov.au
Calling on volunteers to assist in cleaning-up their local business area	Chamber of Commerce and Industry Qld	1300 548 044	www.cciq.com.au/floods
Electricity safety			
Flooding can have major impacts on the electricity network and your home. Electricity can kill, so it is essential that everyone takes all necessary precautions.	Master Electricians	1300 889 198 – they will find the nearest electrician	www.masterelectricians.com.au
Emergency alerts			
Emergency alerts that may affect local areas.	State Disaster Management Group	1300 369 003	www.disaster.qld.gov.au
Employment and support services			
Assistance from the Federal Government, State Government and community services is available for persons who have lost their job or are looking for employment.	DEEDI	Worker Assistance Helpline 1800 035 749	
Flood repair scammers and scams and price increases			
Key advice to help the community recognise scams relating to the floods and to make a complaint if they think a price increase is unfair.	Office of Fair Trading	13 74 68	www.fairtrading.qld.gov.au
Freight Subsidies	DEEDI – refer to DEEDI specific fact sheets	13 25 23	www.business.qld.gov.au
Fodder assistance	DEEDI – refer to DEEDI specific fact sheets	AgForce Regional Manager, Danielle Hogarth, 0427 021 370. DEEDI Senior Beef Extension Officer, Ken Murphy, 0419 658 412.	www.business.qld.gov.au
Gas safety			
Queenslanders returning to homes or businesses inundated by flood waters must ensure all LPG or natural gas installations — including, appliances, meters or regulators — are first checked by a licensed gas fitter before being used or before gas supply is restored.	APA Group - reconnection of natural gas Elgas Kleenheat Gas Origin Energy Qld Govt Petroleum and Gas Inspectorate –	1800 808 526 13 11 61 13 21 80 13 24 62 3238 3784	

	Southern region Qld Govt Petroleum and Gas Inspectorate – Central region	4938 4682	
Grants - Special disaster flood assistance grants	DEEDI – refer to DEEDI specific fact sheets	13 25 23	www.business.qld.gov.au
Health			
Information about staying safe during flooding and clean-up activities and vaccinations.	Department of Health	13HEALTH - 13 43 25 84	www.health.qld.gov.au
Insurance			
General insurance consumers who have a question in relation to their policy or require assistance in identifying their insurer.	Insurance Council of Australia	24 hour emergency hotline on 1300 728 228	www.insurancecouncil.com.au
LNG/CSG			
The flooding and major rain events over the past 2 weeks have resulted in virtually no off-road vehicle movement for drilling, pipeline activities and exploration as at 17 January 2011.			
Brine dams - controlled discharge has occurred from 3 dams	DEEDI	CSG/LNG Hotline – 13 25 23	www.deedi.qld.gov.au
Infrastructure - Government is responsible for road repairs and will liaise with councils and industry to work out assistance as necessary.	DEEDI	CSG/LNG Hotline – 13 25 23	www.deedi.qld.gov.au
Landholders rights - Landholders are recommended to seek legal and accounting advice, before you sign anything	DEEDI	CSG/LNG Hotline – 13 25 23	www.deedi.qld.gov.au
Pipelines - If you have seen a minor incident, record clients name, address and contact number	DEEDI	CSG/LNG Hotline – 13 25 23	www.deedi.qld.gov.au
Mines and Mining			
Affected mine workers – see Assistance for individuals and families and Employment support and services			
General enquiries on mines and mining	DEEDI	CSG/LNG Hotline – 13 25 23	www.deedi.qld.gov.au
Pests and diseases			
Advice on flooded pastures and crops, stranded animals or pest and disease outbreaks.	DEEDI	13 25 23	www.deedi.qld.gov.au
Premier's Flood Relief Appeal			
Help the families and communities devastated by the floods by donating to the Premier's Flood Relief Appeal.	Department of Premier and Cabinet	1800 219 028	www.qld.gov.au/floods

Rebuilding and repairing homes			
<i>Assistance available to communities to recover from natural disasters with technical and general advice on a wide range of rebuilding issues.</i>	The Building Services Authority (BSA)	1300 272 272	www.bsadisasterrecovery.qld.gov.au/
<i>For BSA licensees or suppliers wanting to register your services to assist the clean up and rebuilding after the floods please register in the Contractor and Supplier register.</i>	The Building Services Authority (BSA)	1300 272 272	www.bsadisasterrecovery.qld.gov.au/
Schools, childcare, TAFE and other educational facilities			
<i>Some childcare centres, schools and higher education campuses have been affected by flood damage and may be closed or operating on a reduced schedule.</i>	Department of Education	13 QGOV (13 74 68)	www.deta.qld.gov.au
Special disaster flood assistance grants	DEEDI – refer to DEEDI specific fact sheets	13 25 23	www.business.qld.gov.au
Taxation			
<i>Discuss your personal or business situation with the Australian Taxation Office.</i>	ATO	1800 806 218	www.ato.gov.au
Traffic and travel information			
<i>Find out about danger zones, road closures and re-openings and view flood maps before you travel.</i>	Department of Transport and Main Roads	Travel and traffic information 13 19 40 or	www.131940.qld.gov.au
Workplace health and safety			
<i>Workplace health or safety issues.</i>	Workplace Health and Safety Queensland	1300 369 915	http://www.deir.qld.gov.au/workplace/