

Flood Evacuation Centre

recovery news



Dedicated to a better Brisbane

13 January 2011

Issue 1

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

Current flood situation

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

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

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

Council clean-up activities have started

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

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

Leaving the Evacuation Centre

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

Helpful phone numbers

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

For latest information visit Council's website
www.brisbane.qld.gov.au

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

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

Street sweepers

Street sweepers are currently deployed across the city.

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

Sandbags

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

Road maintenance

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

Waste disposal

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

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

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

15 January 2011

Issue 2

Flood Evacuation Centre recovery news



Dedicated to a better Brisbane

This newsletter contains information about the flood recovery.

Current flood situation

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

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

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

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

Leaving the Evacuation Centre

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

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

Council clean-up activities have started

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

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

This information is also available at www.brisbane.qld.gov.au

Volunteer Clean-Up Taskforce

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

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

Council to provide financial relief for flood victims

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

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

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

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

**For latest information visit Council's website
www.brisbane.qld.gov.au**

Flood clean-up tips

Insurance

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

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

Your welfare

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

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

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

Personal hygiene

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

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

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

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

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

Internet

There is limited internet access available at the RNA and QE2 centres. For the latest information visit Council's website www.brisbane.qld.gov.au

Fire hydrants

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

Helpful phone numbers

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

Flood Fact Sheet

Bulk bins for spoiled foods and perishables



Dedicated to a better Brisbane

Brisbane City Council has commenced the rollout of bulk bins to flood-affected areas of Brisbane. More than 170 bins have been distributed, and more will be rolled out over the coming days. At the moment, the bins are to be used for foodstuffs and perishable goods only. The immediate priority is to dispose of these items to help reduce any health risk associated with rotten goods. Residents are asked not to block road access to the bins when disposing of waste.

Bulk bins are now in or will soon be installed in the following locations

- Anstead - Wirrabara Rd
- Bellbowrie - Bellbowrie Plaza, Sugarwood St
- Brookfield - Rafting Ground Reserve, Moggill Rd
- Camp Hill - Boongall Rd
- Camp Hill - Jackson St (Council carpark)
- Cannon Hill - Murarrie Recreation Reserve, Wynnum Rd
- Carole Park - Boundary Rd (carpark behind waste water treatment plant)
- Chapel Hill - Corner of Chapel Hill Rd and Russell Tce
- Chapel Hill - Cubberla Creek Reserve, Fig Tree Pocket Rd (behind bus stop)
- Chelmer - Queenscroft Rd (opposite number 42)
- Coorparoo - Corner of Main Ave and Tenth Ave (Council carpark)
- Corinda - Hall Ave
- Corinda - Hughes Lane (carpark at end of St)
- Darra - Leone St (border of Seventeen Mile Rocks)
- East Brisbane - Hilton St
- Fairfield - Hyde Rd (Fehlberg Park carpark next to playground)
- Fig Tree Pocket - Fig Tree Pocket Rd (Boat Ramp carpark)
- Graceville - Between Oxley Rd and Addison Rd
- Graceville - Corner of Nadine St and Graceville Ave (entrance on Nadine St)
- Greenslopes - Cornwall St (Council carpark opposite A.J. Jones Recreation Reserve)
- Indooroopilly - Corner of Indooroopilly Rd and Lambert Rd
- Indooroopilly - Moore Park, Russell Terrace
- Indooroopilly - Sir John Chandler Park, Meiers Rd
- Jamboree Heights - Beanland St
- Jindalee - Amazons Place
- Kenmore Hills - Bielby Rd (before Mukurta St)
- Kenmore Hills - Brookfield Rd (before Deerhurst Rd)
- Moorooka - Moorooka Lions Bicentennial Park, Albemarle St
- Morningside - Balmoral Park/Balmoral Bowls Club, Jean Howie Dr
- Morningside - Colmslie Recreational Reserve, Col Gardner Dr
- Morningside - Richmond Rd (Council carpark)
- Morningside - Thynne Rd (industrial end)
- Murarrie - Lytton Rd (opposite Penelope St)
- New Farm - Powerhouse carpark, Lamington St
- Newmarket - Alderson St (near pool)
- Norman Park - Norman Ave, into Scott St (Council Parkland)
- Oxley - Mabel St
- Paddington - Corner of Nash St and Baroona Rd
- Pinjarra Hills - Moggill Rd (before Farm Creek)
- QEII Evacuation Centre
- Riverhills - Riverhills West Bus Stop, Sumners Rd
- RNA Evacuation Centre
- Seven Hills - Porteus Dr
- Seventeen Mile Rocks - Rocks Riverside Park, Counihan Rd
- Sherwood - Jollimont St (opposite number 84)
- St Lucia - Macquarie St
- Tennyson - Corner of Verney Rd and Nadine St
- Tingalpa - Kianawah Park, Wynnum Rd (sports complex opposite Tenbar St)
- Willawong - Willawong Transfer Station, Sherbrooke Rd
- Wilston - Noble St (carpark at end of St) and Finsbury Park, Finsbury St
- Windsor - Green Terrace
- Yeronga - Fairfield Rd (in the Park n Ride carpark)

Council will continue to advise additional locations.

Free tipping

Residents can also dispose of waste for free at Council's transfer stations. All transfer stations are open from 6am-9pm until further notice.

Kerbside collections

Kerbside collections are starting in flood affected areas as soon as access allows. When disposing of furniture, cupboards, drawers etc damaged by floodwaters, please check for any valuable/personal contents that may still be inside before disposing of them. Please remember NOT to include food waste or perishables in kerbside collections if possible to avoid health hazard. These should be taken to the bulk bins.

If you find a dead animal in floodwater, phone Council on (07) 3403 8888 and it will be collected.

Materials containing asbestos

Avoid handling materials suspected to contain asbestos. If possible, keep the materials wet and covered in plastic. Do NOT put materials suspected to contain asbestos into bins or with items for kerbside collection. Please contact Council on (07) 3403 8888 to organise collection.

Hazardous Materials

When dealing with hazardous materials, safety comes first. Please avoid moving or handling hazardous materials if at all possible. Residents are advised NOT to put hazardous materials into bins or with other items for kerbside collection. Please contact Council on (07) 3403 8888 to organise collection. Examples of hazardous materials include:

- pesticides
- herbicides
- pool chemicals
- fuel cans
- gas cylinders
- solvents
- corrosives (acids/alkalis)
- other packages of chemicals or unknown materials

If you find a leaking container of chemicals, a leaking gas cylinder or some other chemical container that looks dangerous, do not handle it. Keep well clear and call Emergency Services on "000" as soon as possible.

For latest information call Council's contact centre on (07) 3403 8888

Helpful phone numbers

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

Community Fact Sheet

Restoring your swimming pool



Dedicated to a better Brisbane

18 January 2011

This fact sheet contains information about how you should restore your swimming pool if it has been inundated by flood water.

It is not essential that a swimming pool that has been inundated with flood water be restored to use immediately.

If you do start working on your pool, it is important to assess the condition of the swimming pool and make sure it's safe before starting any work.

Do not empty your pool while the ground is still wet. If the pools have been flooded this may mean that the backfill between the pool and the natural ground may have become saturated (full of water).

The water within the pool applies a vertical downward load. If the pool is emptied, this may cause the pool to act like a boat and float. The pool may only rise a small amount but this may be enough to damage pipe work and the pool shell itself.

An unused swimming pool is not likely to transmit, or become a source of diseases in the short term unless sewage has contaminated the pool.

If your swimming pool has been inundated with floodwaters, and you are in a position to restore it, use the following information as a guide.

Initial assessment

After the floodwaters have receded, assess the swimming pool fencing. If you need to replace it, refer to the Queensland Government's pool fencing information website;
www.dip.qld.gov.au/poolfencing

- Check any pump hose and other structures to ensure that snakes, spiders and other pests are not a threat
- Secure or restrict access to the area if possible, particularly if fences have been damaged or debris has made the area dangerous

Electrical safety

- After the floodwaters have receded have a licensed electrician check the circuits and electrical fittings of your pump, timer and any electrical equipment
- This may need to be done in consultation with the local pool shop in case electrical components need to be replaced

Helpful phone numbers

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

For latest information visit Council's website www.brisbane.qld.gov.au

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

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

Construction integrity

- If your pool area has been severely damaged you will need to secure the area, or make it safe until you can seek professional advice.
- Check the pool surrounds for wash outs, missing paving materials or deposited debris
- In the meantime do not pump out a swimming pool immediately as this may cause more structural damage than leaving the pool full. An empty pool, particularly a fibre glass pool, may pop out of the ground

Insects

- While the pool is full but not able to be restored it may provide perfect conditions for mosquito breeding and it should be checked daily
- If mosquitoes are detected, speak to your local swimming pool shop about the best ways to remove mosquitoes and mosquito larvae
- If the pool starts to turn green then an algal bloom is developing and a local swimming pool shop should be consulted

Water quality – soil, silt or debris

- If your pool has received silt or other soil material during the flood it may need to be pumped or bucketed out
- Any soil, silt or debris in your pool water can affect water quality
- Contact Council to determine where your pool water should be discharged as it may not be appropriate to pump pool water to the sewer

Water quality – no soil or large debris present

- Do not attempt to filter pool water that has been inundated because soil, silt and debris will clog your filter
- When you are able, consult a swimming pool shop on how to restore your water quality to safe levels
- The filter can only be turned back on once the water quality has been restored and an electrician has checked your filter.

For latest information visit Council's website www.brisbane.qld.gov.au

Flood Fact Sheet

Preparing for storms and the king tide

19 January 2011



Dedicated to a better Brisbane

This fact sheet contains information on preparing for thunderstorms and the king tide.

Advice for thunderstorms

Summer storms are normal for our subtropical climate and the Bureau of Meteorology predicts a few in the coming weeks. It is important that Brisbane residents are prepared before the storm, and take care during the storm. Below are some tips on how to prepare for summer storms.

Before the storm

- Have an emergency kit ready, with a torch, battery-operated radio, spare batteries, first-aid kit, and waterproof bags containing important documents such as insurance papers, wills and birth and marriage certificates.
- Clear gutters and drainpipes of leaf litter and debris. Blocked gutters and drainpipes can cause water to overflow into your roof cavity and leak through your ceiling.
- Trim overhanging tree branches. Do not attempt to trim trees near powerlines.
- Put away or secure loose items such as outdoor furniture, toys, tools and garden debris. These items can become airborne in a storm and damage your property.
- Move vehicles under cover or away from trees.
- Have access to a phone that doesn't require mains power.

During and after the storm

- Seek shelter, preferably indoors and never under trees.
- Secure pets or bring them inside in case they get scared by the storm.
- If power is lost, turn off and unplug any electrical items.
- Listen to your local radio station for updates on the storm and power restoration.
- Do not use wet or damp electrical items.
- Stay away from fallen powerlines.

Reporting emergencies and damage

For storm or flood emergencies inside your property, phone SES on 132 500. To report downed trees or blocked stormwater drains outside your property boundary, contact Council on (07) 3403 8888.

Advice for the king tide

With a Brisbane River king tide on Friday morning 21 January, below are some tips for residents.

- Avoid parking in areas that may be affected by the tidal waters.
- Stay away from river water on the roads. Do not drive through it or play in it.
- Stay away from stormwater drains. Do not allow children to play near them.
- Listen to your local radio station for news updates.
- Report any potholes or water damage to Council on (07) 3403 8888.

Energex

To report a fallen powerline, an electrical emergency or damage to the electricity network call 13 19 62.

Helpful phone numbers

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

REGISTER FOR BRISBANE'S EARLY WARNING NETWORK ALERT SERVICE

The early warning alert service provides severe weather event notification for your local area. Alerts can cover severe thunderstorms, hail, destructive winds, cyclones and flooding. Terms and conditions apply. Register to receive early warning alerts by email, sms or phone at www.brisbane.qld.gov.au

Flood Fact Sheet

Returning to school



This fact sheet contains information to assist residents in flood-affected areas to prepare their children for the beginning of the 2011 school year.

Some Brisbane school facilities, grounds and equipment, including classrooms, have been damaged by water inundation.

The Queensland Government is working to ensure that as many schools as possible will be open for the start of the school year on Monday 24 January. Alternative accommodation will be arranged for schools that are unable to open.

The following list details the readiness of schools in flood-affected areas:

Delayed openings

Somerville House

- open Thursday 27 January

Brisbane Boys College

- open Thursday 27 January

Clayfield College

- open Thursday 27 January

St Joseph's College, Gregory Terrace

- open Thursday 27 January

Nudgee Junior College

- open Monday 31 January

Closures and alternative arrangements

Milpera State High School

- students to attend the Yeronga TAFE campus (Cnr Villa Street & Park Road, Yeronga, QLD)

Milton State School

- students to attend Queensland Academy of Science, Mathematics and Technology (80 Bywong Street, Toowong, QLD)

Rocklea State School

- students to attend Moorooka State School (Shirley Street, Moorooka, QLD)

Safety for students and teachers

If your school is officially open, it has been determined that it is safe for all members of the school community.

All schools have been assessed to ensure health risks such as raw sewage, have been removed and an electrical safety check has been conducted.

Some cosmetic work may need to be undertaken after school resumes. This could include replacing floor coverings or replacing damaged or warped joinery and bookcases.

Transport access to schools

Some people may be cut off from their school because of flood waters or damaged roads. If your child is unable to attend school at the beginning of the school year, please call your school to let them know so that this can be recorded.

As much as possible, public transport services will be running to regular timetables by the start of school. Ferry services are likely to be disrupted for some time. Motorists should take extra care as some roads may be closed and some traffic signals may not be working.

For up to date information on public transport visit **translink.com.au**

Uniforms, books and equipment

Families in flood-affected areas who have lost school uniforms or books may be eligible for financial assistance. Talk to your school principal for advice on how to apply for this.

Some charities and non-government organisations, such as Lions Clubs International, are also providing school supplies to schools or families who have been affected by floods. Flood-affected residents are encouraged to contact these organisations directly.

Other education institutions

Some early childhood education and care facilities may be closed or moved to alternative premises. Please contact these facilities directly.

The Southbank Education and Training Precinct and several Brisbane North Institute of TAFE campuses are still being assessed to determine when they will open.

The University of Queensland, St Lucia is expected to reopen on Thursday 20 January.

The Queensland University of Technology's Gardens Point campus will reopen on Wednesday 19 January.

Griffith University South Bank Campus is closed until further notice.

For further information on school closures, alternative arrangements or delayed openings please visit **<http://deta.qld.gov.au>** or **www.privateschoolsguide.com** or telephone Queensland Government on 13 74 68 (13 QGOV).

A final decision will be made on all schools later this week, if you have any questions about your local school, please contact the school principal.

If your family was directly affected by the floods and lost school uniforms and equipment, contact your local school for advice and to be put in contact with support organisations.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
Queensland Government (for Department of Education and Training)	13 74 68 (13 QGOV)
Brisbane Catholic Education	3033 7000
Independent Schools Queensland	3228 1515
TransLink	13 12 30
Lions Clubs International	0400 337 500

Flood Fact Sheet

Sandbag tips for residents



This fact sheet contains advice for residents and businesses about sandbagging – including filling, stacking, disposal and safety.

Filling sandbags

- Sandbags should be roughly two-thirds full - do not overfill sandbags.
- There should be room left for the sand to shift about and allow the sandbags to lie flat and mould to fill in gaps.
- It is not necessary to tie the top of a sandbag once filled. Fold the top under the bag once you lay them down.

Stacking sandbags

- Stack sandbags as you would when stacking bricks – offset the rows so the placement of the joints is staggered.
- With sandbags, it's best to offset each row by half a bag.
- Make sure each row lies as flat as possible.
- If it is safe to do so, compress each row of sandbags by stepping across the row. This helps to fill voids and prevents slippage when the next row is placed on top.

Safety when filling and stacking sandbags

- Always wear proper safety gear when working with sandbags.
- Even when you're filling and positioning sandbags at home on a clear day, you should wear work gloves and goggles. The goggles are especially important to prevent sand from blowing into your eyes.

Sandbag disposal

Council is encouraging residents to hold on to unused sandbags and assist with the disposal of used sandbags.

- Brisbane's storm season is not over so you may like to keep unused bags until they show signs of deterioration. Sandbags are biodegradable so store undercover where possible.
- Once bags show signs of deterioration and if they have not come into contact with oil or other contaminants, bags can be opened and sand scattered on lawns, gardens and other external areas where it will not wash into stormwater drains.
- Sandbags that have come into contact with flood water should not be used on children's play areas.
- Contaminated sandbags that are NOT able to be emptied will be collected as part of kerbside collections. Leave them on your footpath.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Dept of Communities - Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

For latest information visit Council's website
www.brisbane.qld.gov.au

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

Brisbane City Council is coordinating the flood recovery in Brisbane.

Street sweepers

Street sweepers are currently deployed across the city.

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

Sandbags

Brisbane City Council will continue to keep supplies of sandbags well stocked. Sandbags may be needed if further rain falls over Brisbane and in the case of retaining walls failing. Due to the saturated ground, there is the potential for retaining walls and river banks to fail and caution is urged around these structures.

Road maintenance

Up to 10 crews will be working to repair road damage over coming days in accessible areas. To report potholes or other maintenance issues, including stormwater drain blockages or missing manhole covers, contact Council on (07) 3403 8888.

Waste disposal

All Council Transfer Stations are open for free tipping between 6am-9pm until further notice. Due to current flooding conditions Council urges residents to carefully consider their need to travel to a transfer station.

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

Residents in flood affected areas who can't get to a transfer station are advised to place all food scraps in rubbish bags and tie bags closed to contain odour as much as possible. Do not place food scraps on the footpath. Bulk bins are being placed in all affected suburbs for this purpose and locations advised through the media and www.brisbane.qld.gov.au.

Reminder to keep fire hydrants clear

Do not cover fire hydrants when you put waste on the kerb. These hydrants, which are covered with a cement tile, will need to be accessed quickly in the event of a fire.

Flood Fact Sheet

Cleaning up your premises after the flood



Dedicated to a better Brisbane

This fact sheet provides advice for residents and businesses about cleaning up premises damaged by flood waters.

The following precautions should be taken by occupiers of premises where flood waters have damaged property and may have caused contamination.

When you first return to your premises

- If you still have water in your premises and can turn off the main power from a dry location, turn off the power at your switchboard, even if it delays cleaning.
- If you must enter water to access the main switchboard, call an electrician to turn it off.
- Do not turn power on or off or use an electric tool or appliance while standing in water.
- Have an electrician check the building's electrical system before attempting to turn the power on again, even if power is available in your area.
- If the building has been closed up for several days, open all doors and windows to let the house air out for at least 30 minutes before you stay inside for any length of time.
- If your building has been flooded and closed up for several days, presume it has been contaminated with mould.
- If your premises has been flooded, it may also be contaminated with sewage.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Dept of Communities - Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

Cleaning and drying out the inside of your building

- If flood or storm water has entered your building, remove any remaining water, mud and debris and dry it out as soon as possible.
- Remove all food that has been contaminated by flood water, all refrigerated or frozen food that has warmed or defrosted, and any food that has an unusual odour or colour.
- Remove and discard all wet/damp furniture, fixtures, fittings and household items. These include mattresses, carpet, carpet underlay, rugs, upholstered furniture, cosmetics, stuffed animals, baby toys, pillows, foam/rubber items, books, wall coverings and paper products.
- Remove and discard any wet/damp wall sheeting and hollow doors.
- Check for trapped water and mud in all affected wall cavities, bathroom vanities, shower/bath bases, kitchen cabinets and floating floors. This may require partial or full removal of wall sheeting and floating floors. If wall sheeting contains asbestos you will need to engage a qualified contractor to remove this for you.
- Thoroughly clean all hard surfaces and cleanable items with hot water and detergent or a bleach solution (dilute a quarter of a cup of household bleach in four litres of water).
- If using a pressure cleaner, ensure areas are cleaned first to remove bulk waste, then pressure cleaned and mopped/wiped down with a hot water and detergent/bleach solution.
- Use fans, air conditioning units and dehumidifiers to help the drying process.
- If you do not have electricity or it is not safe to turn it on, you can use a portable generator to power equipment to remove water. Do not use a generator inside a building.
- Air conditioning systems should be checked and cleaned by a maintenance or service professional who is experienced in mould clean-up before you turn them on.

Outside the home/business

- Be wary of dangerous, sharp and hazardous items that may be hidden by mud or debris or may have floated onto your property.
- Check all fencing and pool fencing for damage and serviceability particularly if you have animals or children.
- Clean all mud away from the house by hosing onto grassed areas.
- Remove any flood-affected materials or broken vegetation.
- Drain any pooled water, pot plants or other containers to prevent mosquito breeding.

Waste disposal and collection

- Council will collect rubbish and flood waste from your street.
- Place all household items, flood waste and flood damaged materials onto the footpath in front of your property. Please do not block vehicle access to your property or neighbouring properties, do not place any items on the road and if possible maintain a reasonable walkway along the footpath.
- Call Council on (07) 3403 8888 to arrange collection of hazardous materials. These materials can NOT be taken to Council transfer stations, should not be placed on the kerbside for collection and should not be placed in any skips or bins.
- When dealing with hazardous materials, safety comes first. If you find a leaking container of chemicals, a leaking gas cylinder or some other chemical container that looks dangerous, do not handle it. Keep well clear and call Emergency Services on Triple Zero as soon as possible.
- Where it is safe to do so, containers of hazardous materials should only be picked up using gloves.
- If you find a punctured or damaged gas cylinder:
 - handle with care
 - ensure that the cylinder is upright to allow for venting
 - secure as much as possible to prevent movement or further damage
 - if you find more than one, handle carefully and do not allow them to fall upon one another.
- It is very important that these materials are kept separate from other wastes such as food waste and other general waste.
- Avoid handling materials suspected to contain asbestos. If possible, keep the materials wet and covered in plastic. Do NOT put materials suspected to contain asbestos into bins or with items for kerbside collection. Please contact Council on (07) 3403 8888 to organise collection.
- Council is currently attending to flood affected areas of the city to assist with the flood recovery and will collect hazardous materials as soon as possible.
- If you only have yard inundation and your building has not been affected, Council's transfer stations are open for free tipping between 6am-9pm until further notice.

Personal hygiene and safety

- Keep children and pets out of the affected area until clean-up has been completed.
- Wear enclosed shoes with a rubber sole or gumboots, rubber gloves, a mask and goggles during clean-up of affected areas.
- Wash hands thoroughly with anti-bacterial soap and warm running water or water that has been boiled for one minute after handling flood-affected items or participating in any flood clean-up activities.
- You may also use water that has been disinfected for personal hygiene use (solution of one teaspoon of household bleach in five litres of water). Let it stand for 30 minutes before using.
- Wash all clothes worn during clean-up activities separately from uncontaminated clothes and linens.
- Wash clothes contaminated with flood or sewage water in hot water and detergent. It is recommended that a laundromat be used for washing large quantities of clothes and linens until your onsite water and waste-water system has been professionally inspected and serviced.
- Seek immediate medical attention if you become injured or ill.
- Apply sunscreen and mosquito repellent, wear a hat when outdoors and drink plenty of water.

If there are any concerns about the health risks in your premises contact Council on (07) 3403 8888 to speak with an Environmental Health Officer. If you are concerned about the structural integrity of your building contact a private building certifier who can undertake an assessment of your property.

Council acknowledges the use of the resources of the Centres of Disease Control and Prevention.



For latest information visit Council's website
www.brisbane.qld.gov.au
or
phone (07) 3403 8888

Brisbane City Council Volunteering Fact Sheet for registered groups or individuals

20 January 2011



Dedicated to a better Brisbane

This fact sheet contains information for volunteers registered with Council and the requirements for each volunteer.

Thank you for your offering assistance during the clean-up after the Brisbane floods. Brisbane City Council requires each volunteer to be self-sufficient and advises the following items are required for each volunteer:

What to wear, to protect yourself from possible contaminants in the water:

- long sleeve shirts
- hat
- gloves
- sturdy boots (e.g. gumboots, workboots. NO JOGGERS)
- clothing should be sturdy and able to take "wear & tear"
- goggles or face mask
- cover any open wounds before you start cleaning.

What to bring:

- sunscreen
- insect repellent
- hand sanitiser (e.g. liquid soap or anti-bacterial gel)
- food for your group/individuals
- water for your group/individuals for the whole day - stay well hydrated
- equipment (if required): examples - shovels, spades, brooms, buckets, hoses, cleaning equipment, garbage bags.

**For latest information visit Brisbane City Council's website
www.brisbane.qld.gov.au or phone (07) 3403 8888**

Other useful information

Immunisation:

Brisbane City Council is offering flood victims and volunteers free vaccinations for tetanus at its recovery centres and infant clinics across Brisbane. These will be available free of charge for the following groups:

- residents affected by the floods
- registered volunteers
- informal or unregistered volunteers helping out in their local neighbourhood or family or friends
- people who missed the opportunity at the volunteer assembly centres.

Download the infant clinic timetable from the Brisbane City Council website (www.brisbane.qld.gov.au) for opening times and locations or call Council's contact centre on (07) 3403 8888.

Thursday 20 January

Yeronga Primary School, Park Road, Yeronga, 8.30 to 10am

St Mary's Anglican Church, 455 Main Street, Kangaroo Point, 11.30am to 1pm

RNA Showgrounds, 2.30 to 4pm

Diggers Rest Park, Cnr Queens and Church St, Goodna (mobile vaccination clinic)

Our Lady of Succour Church, Cnr Victoria and Home St, Fairfield (mobile vaccination clinic)

Cnr Graceville Ave and Luke Street, Graceville (mobile vaccination clinic)

Friday 21 January

Jamboree Heights State School, Beanland Street, Jamboree Heights, 8.30 to 10am

St Aidan's Anglican Girls School, 11 Ruthven Street, Corinda, 11.30am to 1pm

Indooroopilly Catholic Church, Ward Street, Indooroopilly, 2.30 to 4pm

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Dept of Communities - Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

20 January 2011

Flood Fact Sheet

Restoring your lawn or garden



Dedicated to a better Brisbane

This fact sheet contains information to assist residents in flood-affected areas to restore their lawns and gardens to the best possible state.

Impact of floodwaters on gardens and lawns

Some residential gardens will have been affected by the flood in Brisbane.

In most cases, foliage in flood-affected gardens is a low priority for those people whose homes have been inundated but they will need to be cleaned eventually to help restoration and for personal health and safety. This fact sheet contains some steps to assist with cleaning a garden or lawn that has been affected by flood waters.

Please note: Floodwaters may contain raw sewage, chemicals or bacteria. For safety reasons, Council recommends residents wear closed-in shoes, long pants, long-sleeved shirts, hats and gloves while gardening in flood-affected areas.

Restoring your garden after a flood

If your garden has been affected by flood waters, you first need to ensure all open drains and pipes in the garden have been completely unblocked to prevent any further flooding from future storms.

Council recommends residents purchase garden lime to assist with restoring their lawn. Garden or hydrated lime will sweeten sodden soils and help to remove foul odours coming from the garden. Lime also increases the soil pH. If using hydrated lime, remember it is three times stronger than garden lime.

Garden lime is commonly sold as a powder but can be purchased as a liquid. If using the powder, thinly cover the ground and under shrub areas, preferably before the next rainfall. Garden lime is not poisonous and pets can be let out into the garden once the lime has dissolved.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Dept of Communities - Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

For latest information visit Council's website www.brisbane.qld.gov.au or call Brisbane City Council on (07) 3403 8888

Potted plants

If you have potted plants or hanging baskets that have been completely inundated with flood water, you should follow these steps:

- High pressure hose all potted plant foliage, restricting hose pressure on plants with fine foliage.
- Remove flood sludge from the top of the potted plant and then scrub the entire pot surface.
- Do not use any cleaning agents to scrub the outer surface of garden pots because pots are often porous and will absorb chemicals.
- Apply a light covering of garden lime over the soil surface area to further sweeten the soil and remove odours (except to plants that prefer acidic soils).
- Ensure that all drainage holes at the bottom of each of your potted plants have been freed so that any water within the soil drains away freely.

Trees

Many home garden trees can survive for up to a week with their roots submerged in water and should be left to recover on their own. Some trees will lose nearly all of their leaves only to shoot again, being sustained by the mineral rich sludge around their roots. Residents with large trees should follow the advice below:

- Do not apply fertiliser to trees at this time.
- Check sodden soil around large trees for signs of erosion and root damage. If you have any concerns, especially if trees overhang houses, contact an arborist for advice.
- Keep a close eye on all large garden trees for signs that they are dying – yellowing or wilting leaves and significant leaf drop. Again, if these trees overhang houses, contact an arborist.

Should I high pressure hose garden lawns and shrubs?

Each occurrence of rain in Brisbane over the next few months, will help cleanse affected garden shrubs and lawns of flood sludge.

High pressure hosing lawns and plants in the garden may only contribute to the excess amount of water already lying around the garden. This may encourage mosquito breeding in low areas of gardens.

If you choose to hose your garden, a standard garden hose with a pressure attachment is usually sufficient to remove sludge from shrubs and lawns.

Pets should be restricted to small, hosed lawn areas until summer thunder storms dilute and wash away any residual chemicals.

General plant watering

Any potted plants and hanging baskets that are left out in the open will be completely sodden and should not be watered. You can test the dryness of the soil by using your forefinger. The best time to apply more water is when the soil is "just damp". You should ensure stagnant water is emptied from pot plant saucers to avoid mosquito breeding.

If you suspect your potted plants have received a large chemical/sludge overload, it may be a good idea to firstly wash the soil with a large water application making sure that the drainage holes in the bottom of the pots are completely clear so that any chemicals can quickly pass through the soil.

Stay safe

When working outdoors it is highly recommended that residents:

- wear covered shoes, long pants, long-sleeved shirts and a hat at all times
- wear garden gloves, safety glasses and a face mask, if applicable
- carefully prioritise work and supervise family, friends and volunteers for the orderly restoration of their home garden.

Community Fact Sheet

Library services



Dedicated to a better Brisbane

This fact sheet contains information about the support available to flood-affected communities through Council libraries.

Services available at your local library

The impact of flood has left many homes inundated with flood water and without electricity. Brisbane City Council libraries are providing the following services to assist flood-affected residents.

- Access to televised coverage of the latest news at many libraries.
- Use of free WiFi and Internet facilities to access the latest news, contact family and friends, download and print insurance forms and other information.
- Recharge mobile phones, laptops or torch batteries.
- Use of amenities including toilets, drink stations, meeting rooms and lounge areas.
- Activities for children, including use of Xboxes and storytime sessions.

Library fee moratorium

Flood-affected residents who have borrowed items from a Council library have been granted a 30 day moratorium for any overdue fees.

- 30 day period, commencing Thursday 13 January 2011 until Friday 11 February 2011.
- Valid for library overdue fees only.
- Applies only to residents in flood-affected suburbs.

Library items which have been lost or damaged

Residents who have borrowed items from a Council library which have been lost or damaged in flood waters, should contact their local library.

Council will not require residents to pay for items lost or damaged due to the flood. Flood-affected residents are to present identification at the time of reporting a loss of library items.

Residents are asked to report losses by Friday 11 February 2011.

For latest information visit Council's website www.brisbane.qld.gov.au or phone (07) 3403 8888

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Dept of Communities - Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

Which libraries are open?

Brisbane City Council has 33 libraries across the suburbs of Brisbane, with 30 libraries currently open to residents. The following libraries are presently closed:

- **Fairfield Library**

Fairfield Library will remain closed for some time due to flood damage. The after hours return bin at Fairfield Library has also been closed. Residents are encouraged to visit Annerley Library as an alternative. Annerley Library's opening hours have been temporarily extended to:

Monday, Tuesday, Wednesday and Friday: 10am-5pm

Thursday: 10am-7pm

Saturday: 9am-1pm

- **New Farm Library** - now re-opened
- **Stones Corner Library** - re-opening Saturday 22 January, 9am.

Donate food to those in need

Residents can donate canned food to flood-affected families at any Brisbane City Council library (excluding Fairfield and Stones Corner Libraries) from Friday 21 January until Friday 18 February. Canned food donations can be made at Stones Corner Library from Saturday 22 January.

Other non-perishable, perishable, expired food or household items will not be accepted.

20 January 2011

Flood Fact Sheet

Pets in floods



Dedicated to a better Brisbane

Brisbane City Council is encouraging Brisbane dog and cat owners affected by recent flooding to monitor their pet's behaviour.

Pets can react differently when under stress. Pets that are normally friendly and calm may become defensive or aggressive after an emergency situation. Relocation may result in your pet feeling unsettled and cause them to run away.

It is a good time to make sure your dog or cat is registered. If your dog or cat is already registered, make sure the blue Council tag is attached to your pet's collar for easy identification in the event they are lost.

To register your dog or cat, or to update your contact details call Council on **(07) 3403 8888**.

Amnesty on fees and fines related to the impounding of animals

Council is working to reduce the stress on pet owners affected by recent flooding.

Amnesty on fees and fines related to the impounding of animals will be granted up to close of business (COB) 21 January 2011 as follows:

1. Release fees for impounded animals will be waived. This does not include animals seized for public safety reasons by Council.
2. Sustenance fees will be waived.
3. Fines will not be issued for animal management offences related to the general keeping of animals, e.g. inadequate fencing caused by the flood.
4. If a fine has been issued for this type of offence and the animal is currently impounded, Council will waive the penalty as long as the animal is picked up from the shelter prior to COB Friday 21 January 2011.
5. The amnesty applies to all animals regardless of when they were impounded.
6. This short term policy applies until COB Friday 21 January 2011 and is subject to review by Council.

If you require any further information please contact Council on (07) 3403 8888.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Dept of Communities - Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

For latest information visit Council's website www.brisbane.qld.gov.au or call Brisbane City Council on (07) 3403 8888

Community Fact Sheet

How to dry out flood affected items



This fact sheet contains advice for residents and business owners about drying out flood affected items.

Electricity

- Do not turn power on or off yourself or use an electric tool or appliance while standing in water.
- Have an electrician check the building's electrical system before attempting to turn the power on again, even if power is available in your area.

Drying out your house

It will take several weeks to completely dry out your house. The following tips may assist:

- on dry days, keep all doors and windows open
- on wet days leave windows slightly open
- have electrical appliances such as heaters and fans checked by a licensed electrician for safety before using
- if you have heaters, turn them on in as many rooms as possible, leaving the windows open
- forced ventilation, such as air conditioners or industrial fans can be used in areas where there is not sufficient cross-flow of air
- look for trapped water in less obvious places – under shower trays, benches, baths and bottom shelves.

Removing mould

It is highly likely that wet lining boards and some timbers will grow mould during the drying process. Remove it with hypochlorite bleach used in accordance with the manufacturer's recommendations.

Repeated applications may be necessary as the drying continues. Note that the bleach may affect the colour of some materials.

Permanent damage will not result to many building materials if wet for only a short period of time, but they should be dried out as quickly as possible. Check for hidden pockets of water and think of ways to accelerate the drying process.

In most cases, with masonry materials such as brick or stone, drying can take a long time, possibly months.

Draining under the house

Drain away water lying under the house. It may be necessary to dig a pit and pump out the water that collects. Where there is no access from outside to water pooling under the house, it might be necessary to cut a hole in the floor to pump the water out.

- Getting rid of excess water under wood or particleboard floors is especially important to avoid decay.
- When using electrical pumps, make sure you're not standing in water during use.

Clean up/salvage – household items

Wait until your home and belongings have been thoroughly cleaned and dried before deciding whether to throw them out. They may return to a good condition or at least be repairable. Much can be salvaged if immediate restoration steps are taken.

Drying out clothing, rugs and carpet

Allow clothing to dry slowly at room temperature, away from direct heat. Shake, brush or vacuum loose dirt from the articles before rinsing and then wash the items.

You will have to make a decision regarding cleaning your rugs and wall-to-wall carpeting. If you leave the carpet on the floor, you risk fostering wood decay, mildew, and warpage of the flooring. However, if you remove the carpeting, you risk shrinkage. Professional cleaners have methods for controlling shrinkage to some extent, contact your preferred supplier for more information.

Furniture

When weather permits, take all furniture outdoors, but keep it out of direct sunlight to prevent warping or fading. A garage or carport is a good place for this.

Remove as many drawers, slides, or other moving parts as possible. If the furniture is made of wood, these will probably be jammed in position. Do not force drawers with a screwdriver or chisel. If kitchen cabinet doors or drawers are stuck, do not force them open. Once they have dried out they should be easier to open.

To remove mildew from upholstered furniture, first remove loose mould from outer coverings by brushing with a broom. Dry the article as quickly as possible with an electric heater, fan, or any convenient method to carry away moist air. Sun and air the article to stop the mould growth.

Leather

Remove surface dirt from the leather by rinsing with cold water, then wipe with a dry cloth. Stuff purses and shoes with newspaper.

Photographs

Do not let your photographs dry out, as when they dry they will stick together and will be impossible to separate.

If you can not work on them, carefully stack the wet photographs between sheets of wax paper and seal them in a ziploc plastic bag. If possible, freeze the photographs to slow any damage. This way photos can be defrosted, separated and air dried later when you have time to do it properly.

Place wet (or frozen) photographs in a tub of cold, clear water and separate any that are stuck together. Do not allow water from the tap to run directly onto the photos, as this may further damage them.

Dislodge any dirt by gently moving the tub of water then lay the images face up on a tea towel. Never wipe the wet front of a photograph.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Department of Communities – Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

For latest information visit Council's website www.brisbane.qld.gov.au
or phone (07) 3403 8888

20 January 2011

Flood Fact Sheet

Impact of floods on parks and sports fields



Dedicated to a better Brisbane

This fact sheet contains information for residents on the safe use and restoration of local parks and community sports fields

Using your local park or sports field after floods

Many parks and sports fields in Brisbane have been affected by flood waters and have received some damage to infrastructure, lawns and gardens. In most cases, this is in the form of debris, silt, erosion and water inundation.

Flood waters may also have contained contaminants such as raw sewage, chemicals and bacteria.

For residents' health and safety, all parks and sports fields affected by flood waters will remain closed until deemed safe. Most of these will be signed or gates will be closed.

Restoring flood-affected parks and sports fields

Infrastructure

Park infrastructure that has been damaged or inundated will be inspected, cleaned and made safe and useable where possible. Other significantly damaged park facilities such as barbecues and shelters will be repaired and replaced as part of rebuilding the city.

Silt

Silt less than 10mm deep will not be a problem for our parks and sports fields, as much of it is made up of nutrients that are good for the soil. Summer rain is expected to soften the silt allowing for natural growth of the underlying turf. Aerating and raking will also help break up minor silt cover and further encourage grass growth.

Large and deeper flows of silt will remain in parks and sports fields until Council is able to level off or remove with machinery.

Debris

Large debris across parks and sports fields will be removed as part of the clean-up process. Debris and deeper silt against tree trunks and across gardens will be removed as it holds moisture, which allows the spread of disease to plants.

Council is also inspecting trees to identify and remove safety hazards such as large debris hanging from the branches or erosion at their base. Residents can assist by advising Council of any concerns or particular trees they know have been severely affected by flood waters.

Call Council on 3403 8888.

Mowing

Where possible, Brisbane City Council will continue to mow parks and sports fields as per the normal schedule to assist with breaking up any minor silt and debris.

Park bookings

Some of our significant parks that have been affected by the flood, such as the City Botanic Gardens and Rocks Riverside Park, are often booked for events and weddings. If residents or organisations have booked specific park areas for use during the next month please contact Council to determine when that site may be available, restored, or to discuss alternative options.

Community-leased sports fields

Brisbane City Council is in the process of inspecting community sports fields that have been affected by flood waters. If your club currently leases fields or courts, contact Council's leasing unit for further advice specific to your grounds' needs.

Assistance for community groups

Assistance may be available to sport and recreation clubs and associations affected by the flood through the Queensland Government's Sport and Recreation Disaster Recovery Program. Contact the Department of Communities on 1300 656 191 for advice.

Stay safe

When working outdoors it is highly recommended that residents:

- wear covered shoes, long pants, long-sleeved shirts and a hat at all times
- wear garden gloves, safety glasses and a face mask, if applicable
- carefully prioritise work and supervise family, friends and volunteers for the orderly restoration of outdoor areas.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Dept of Communities - Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

**For latest information visit Council's website www.brisbane.qld.gov.au
or call Brisbane City Council on (07) 3403 8888**

FLOOD FACT SHEET

Advice for residents returning to their premises



As the flood clean-up task continues, Council advises residents returning to their homes to follow these safety tips:

Electricity/power safety

- If your home has been affected by flood waters, contact a licensed electrician to do a safety check of wiring and switchboards before turning on the power. All electrical equipment that may have come into contact with flood waters should also be checked by an electrician before using. **IF IN DOUBT – DON'T USE.**
- Make sure all gas and electricity is turned off while you clean up.

Rubbish collection for flood related debris

Council is now regularly collecting wheelie bins in flood-affected areas, so you should put your bins out on the kerb for collection.

When disposing of furniture, cupboards, drawers etc damaged by flood waters, please check for any valuable/personal contents that may still be inside before disposing of them.

Health and safety advice

- Protect yourself from possible contaminants and bacteria in residue flood waters by always wearing rubber gloves and water resistant clothing, including gumboots. You should also wear goggles or a face mask to protect your eyes from any splashing water and cover any open wounds before you start cleaning.
- Ensure you maintain hygiene standards after any clean-up activities, such as showering well with antiseptic soaps as flood waters are contaminated.
- Council will be monitoring mosquito numbers and treating areas as required. Protect yourself with repellent and clothing. As flood waters recede, empty any containers that are holding water.
- Avoid clean-up activities at night as this is when accidents can occur and medical assistance is difficult to access. Take the evening to rest and recover for daylight hours.

- Allow for adequate ventilation by opening windows and doors.
- Be aware that floors will be slippery, even after water has receded.
- Throw out any food that may have come into contact with flood waters or perishables that would have spoiled due to power outages BUT do not leave foodstuffs on footpaths. Skips and kerbside pick-ups are currently being scheduled and times and dates will be advised as soon as possible.
- Watch out for snakes that may have entered your house to escape flood waters.
- Keep children away from flood affected houses and areas for their safety.
- Be mindful of the amount of water you are using in the clean-up.

Insurance Issues

- If possible, take photos of damaged furniture, furnishings, appliances, dishes etc and then remove from your house.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Department of Communities Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

FLOODS FACT SHEET

Advice for business operators returning to their premises



As the flood clean-up task continues, Council advises business operators returning to their premises to follow these safety tips:

Electricity/power safety

- If your business has been affected by flood waters, contact a licensed electrician to do a safety check of wiring and switchboards before turning on the power. All electrical equipment that may have come into contact with flood waters should also be checked by an electrician before using. **IF IN DOUBT – DON'T USE.**
- Make sure all gas and electricity is turned off while you clean-up.

Rubbish collection for flood related debris

Council is now regularly collecting wheelie bins in flood affected areas, so you should put your bins out on the kerb for collection.

Health and safety advice

- Protect yourself from possible contaminants and bacteria in residue flood waters by always wearing rubber gloves and water resistant clothing, including gumboots. You should also wear goggles or a face mask to protect your eyes from any splashing water and cover any open wounds before you start cleaning.
- Ensure you maintain hygiene standards after any clean-up activities ie shower well with antiseptic soaps etc as flood waters are contaminated.
- Council will be arranging mosquito spraying as soon as possible.
- Avoid clean-up activities at night as this is when accidents can occur and medical assistance is difficult to access. Take the evening to rest and recover for daylight hours.
- Allow for adequate ventilation by opening windows and doors.
- Be aware that floors will be slippery, even after water has receded.
- Throw out any food that may have come into contact with flood waters or perishables that would have spoiled due to power outages BUT do not

leave foodstuffs on footpaths. Skips and kerbside continue for business operators to dispose of flood damaged material.

- Watch out for snakes that may have entered your premises to escape floodwaters.
- Keep children away from flood affected houses and areas for their safety.
- Be mindful of amount of water you are using in the clean-up.

Insurance Issues

- Take photos of damages including equipment, furniture, furnishings, floor covering, appliances etc before removing them from your business premises.
- Make contact with your insurance broker or insurance company as soon as possible to check on policy requirements.
- If you operate/own a food outlet which has been impacted by flood waters or power outages you need to advise Council by contacting the Contact Centre on (07) 3403 8888 prior to recommencing your operations.

An environmental health officer will visit your premises to assess and determine if your business is ready to recommence operations.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Department of Communities Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

Flood Fact Sheet

How to check if your house is habitable



Dedicated to a better Brisbane

This fact sheet provides information to help you decide whether your home is habitable, and steps required to make it habitable.

Returning home

Residents should only return home once basic needs (electricity, water, plumbing) are available, and the property has been cleared of any hazards and declared safe by the relevant government agency.

The State Emergency Service (SES), Fire Brigade and Police will attempt to eliminate obvious hazards. However, you are responsible for ensuring your property is safe before undertaking any activity in, or around buildings where flooding has occurred.

It is important to remember that everyone's situation is different. This information is intended as general advice only for those affected by a flood event.

1. Check with emergency services that it is safe to return to the area where your home is located.
2. No one should re-enter a home without having a licensed electrician confirm the property is safe to enter (**more information under electrical information**).
3. Notify someone that you are returning home, and the time you expect to be there.
4. Be vigilant of snakes, vermin and buried/submerged debris that can cause injury.
5. Take care when walking around your property - there may be areas which appear to be solid ground, but are holes filled with silt and debris.
6. Lodge a claim with your insurance company.
7. Check that all gas and water services (if there are broken water pipes) are switched off and disconnected (**more information under gas services**).

8. Inspect the building for structural damage and take note of any obvious areas that should not be entered when inside.
9. According to the BSA (Building Services Authority) you must get a builder or building consultant to assess the extent of your damage (**more information under structural requirements**).
10. Photograph and record the condition of the damaged building work before undertaking any repairs.
11. Start to rebuild (**more information under rebuilding**).

Helpful phone numbers

Brisbane City Council	(07) 3403 8888
State Emergency Services (SES)	132 500
Department of Communities - Community Recovery Line	1800 173 349
Energex	13 62 62
Master Electricians Association	1300 889 198
Optus	13 13 44
Queensland Government Petroleum and Gas Inspectorate	07 3238 3784
Telstra	13 22 03

Electrical information

Under Queensland law, home owners whose power has been disconnected must have an inspection by a licensed electrician before the power can be reconnected. Contact a licensed electrician to do a safety check of wiring and switchboards before turning on the power. All electrical equipment that may have come into contact with flood waters must also be checked by an electrician before using. **IF IN DOUBT – DON'T USE.**

When a licensed electrician has inspected and carried out verification tests on your switchboard, wiring, equipment and appliances, ask for a certificate of test.

Once the electrician has provided written advice to your local electrical distribution company (including Energex, Ergon Energy or Country Energy) that it is safe to do so, they will reconnect electricity as soon as possible.

Electrical appliances

Do not operate electrical appliances or switches while standing in water or when you have bare feet.

Unplug all electrical appliances affected by water. Even if affected appliances have dried out, do not use them. All affected appliances should be disposed or checked by a licensed electrician before use.

Dispose of water-affected appliances appropriately. Render them unusable by twisting off the pins from the plug top. Do not cut the plug top off, as this would present an unsafe situation if someone plugged it into a power point.

Electrical installation, switchboards and power points

Have a licensed electrician check or isolate any parts of your electrical installation that have been affected by water, especially if the switchboard has been submerged or if your safety switch has tripped.

Stay away from switchboards if they are damaged by water, fire or if lightning is close. If you are concerned about your switchboard's safety, stay clear and call a licensed electrician.

Be careful of power points and switches that may have collected mud and impurities. Call a licensed electrician to check these before reconnection.

Solar panels and PV cells

Stay away from solar panels. While flood-affected homes may have had their power disconnected, rooftop solar panels are powered by sun or light

and will continue to produce electricity. Contact your original installer before returning to your home as they are qualified to recommission the solar system, and ensure the appropriate safety measures are in place. If you cannot contact the original solar panel installer, contact a licensed electrician or solar technician.

Be aware of Photovoltaic (PV) cells for power or hot water systems. Even when the electrical networks are off, these PV cells will still generate electricity during daylight hours.

Generators

Residents should be extra cautious when using generators in flood-affected areas. Here are some helpful safety tips:

- Keep generators clear of water at all times to avoid electrical shock.
- Avoid using high pressure cleaners around generators.
- Pay attention to the maximum output written on the generator. Overloading circuits can increase the risk of electrocution.
- When refuelling generators, ensure the equipment has cooled down to prevent the risk of exposure or fire.
- Make sure the generators are located outdoors, or in the room furthest away to where people are located.
- If the generator is located indoors, the exhaust must be run outside to avoid the health risk caused by the discharge of carbon monoxide.

For more information contact Department of Community Safety on **1300 369 003**.

Powerlines

Keep clear of fallen, low or damaged powerlines. Report any fallen, low or damaged lines to the emergency services, or Energex, Ergon Energy or Country Energy.

Warn children not to play or swim in flood waters as there may be unseen 'live' and dangerous electrical wiring or fallen powerlines hidden by the debris in the water.

Keep clear of trailing electrical cables, foil insulation or other conductive material that may be lying around your house as they may be carrying an electrical current.

Be aware of electrical signs, street lights and other metal electrical items on the street as they may be damaged and carrying an electrical current.

Finding a licensed electrician

In Queensland, a business which provides electrical work services for others must have an electrical contractor licence.

Remember to make sure the electrician is licensed to perform the work. Electricians can be found in the Yellow Pages, local newspaper classifieds or by visiting the Master Electricians Association website <http://www.masterelectricians.com.au> or call **1300 889 198**.

It is important to know that not all electricians can perform all types of electrical work. Do not use the services of an electrician to perform work which is not covered by their licence. The type of electrical work the person is licensed to perform is printed on the front of their licence.

A business with a gold electrical contractor licence is licensed to perform all types of electrical work for the public, for example:

- installing a ceiling fan or power points
- installing or altering a switchboard or safety switches
- installing a split cycle air-conditioner
- repairing a washing machine
- maintaining a processing plant
- installing or altering wiring or fixed appliances in a building.

The holder of a silver electrical contractor licence is restricted to the testing, maintenance and repair of the type and voltage of electrical equipment printed on the reverse of the licence. This licence does not allow the person to install electrical equipment.

Gas services

Flood-affected residents with a gas connection must not use their gas appliances before important safety checks are made. Any gas installation in a property affected by flood waters must be checked by a licensed gas fitter before gas supply can be restored.

For natural gas and reticulated installations the gas network operator is APA Group. For cylinder/tank installations the major LPG gas suppliers are Elgas, Kleenheat Gas or Origin Gas.

Gas network operators and suppliers have commenced visiting areas which were inundated

to ensure the gas services are restored safely. Any damage on meters, regulators and cylinders that form part of the gas network will be replaced by operator or supplier.

If the network operator or supplier considers gas installation on the property has sustained damage, then the gas meter may be 'tagged off' and gas supply isolated. The property owner then needs to engage a licensed gas fitter to test the gas installation and appliances before supply will be reconnected. The charge of the gas fitter to do this inspection will need to be paid by the property owner.

Once the gas installation is compliant the gas fitter will issue a Gas System Compliance Certificate declaring that the gas installation and associated appliances are safe to operate.

Finding a gas fitter can be done in the Yellow Pages, in local paper classifieds or visiting Master Plumbers Association of Queensland on www.mpaq.com.au or call **1300 557 311**

Other useful contacts:

APA Group	1800 808 526
Elgas	13 11 61
Kleenheat Gas	13 21 80
Origin Gas	13 24 62

You can also phone Queensland Government Petroleum and Gas Inspectorate for advice in relation to safety of gas work and gas installation on **(07) 3238 3784**.

Plumbing requirements

It is recommended you get a licensed plumber to check all external pipe-work and appliances prior to use. You can check whether your water supply pipe-work is leaking, by turning off all the taps and checking your water meter. If the dial is turning then you may have a broken pipe. With regards to your toilets, it is recommended you flush and clean the cistern prior to use. Electrical appliances, such as a water pump, should be checked by a licensed electrician.

Structural requirements

Hazard assessment experts may be required to determine the stability of walls, roofs and the safety of services. If you are covered by insurance, your policy will outline conditions which specify what you can or cannot do until the loss assessor visits.

Get a builder or building consultant to assess the extent of your damage. You can find a builder or

building consultant through recommendations from friends or family, the Yellow Pages or the local paper, or industry associations such as the HIA (Housing Industry Association) or Queensland Master Builders Association (QMBA). Contact BSA or visit BSA's website to obtain a list of licensed builders and contractors.

Ask for a written damage report that will enable you to get quotes for repairing your home.

The BSA Disaster Recovery website <http://www.bsa.qld.gov.au/Pages/BuildingServicesAuthority.aspx> outlines temporary and long term measures for repairing and restoring homes after a flood.

For more information, please refer to the Home Owner Guide to Rebuilding after a Flood, or call BSA on **1300 272 272**.

Entering the home

Once you have confirmed that it is safe to enter the home, the damage will vary based on the level that the water reached within the building.

Be mindful that entering a damaged building is a risk, and anything you move, or remove from the home may cause something to become unsafe.

Key areas that should be checked and where necessary removed from the home include:

Foundations

- Check there has been no undermining or movement.
- Termite protection systems may need to be re-installed.
- If the stumps are leaning, before entering the building, it is recommended that specialist advice from an engineer or other competent person is obtained.

Floors

- Remove any carpets, loose vinyl or other unattached damaged floor coverings.
- Weeks or even months may be required for materials to thoroughly dry out. A moisture meter may be required to establish the moisture content.
- Premature installation of floor coverings can lead to mould development if not fully dry.

Walls

- Check for alignment and structural integrity plus cracks, or loose render on masonry walls.

- With cavity walls, internal wall linings may need to be removed to flush out mud which if left unattended can leave an enduring odour.

Doors, skirtings, architraves and cupboards

- Often these components need replacement due to water damage which will have caused swelling, shrinking (when dried out), cracking and warping.
- Door, cupboard and cabinet hardware may need replacement if mud has affected the mechanism.

Ceilings

- Check the top surface for mud or sodden insulation and discard.
- The effect of water damage will determine if the ceiling is able to be kept or replaced.

Roofs

- Check tiles or metal roofing for damage and replace components as required.
- Check roofing structural members, rafters/trusses, for damage and replace as required.
- Check gutters, downpipes, flashings for damage and replace as required

Swimming pools

- Use a licensed electrician to check circuits and electrical fittings of your pump, timer and any electrical equipment. Consultation with the local pool shop for replacement components may be required.
- Do not attempt to pump out the swimming pool immediately as this may cause more structural damage. An empty pool may pop out of the ground.
- When able, consult a swimming pool shop on how to restore water to safe levels.

Asbestos

Asbestos can be fatal. It was only used in the community from the 1940s to late 1980s. It may be found in fibro roofs, walls and soffits. It could also be found internally for wet areas such as kitchens, bathrooms and laundries. Asbestos cement can be found in flat, profiled, corrugated and compressed sheets, shingles, rigid board insulation and building products such as pipes and guttering.

Only people that are suitably qualified and licensed can remove asbestos contaminated material. If you think there is asbestos in your home, call Workplace Health and Safety on **1300 744 636** for advice. Do not attempt to remove it yourself, and

do not disturb or break it as asbestos fibres may be released.

If possible keep materials wet and covered in plastic. DO NOT put materials suspected to contain asbestos into bins or kerbside collection. Please call Council on **(07) 3403 8888** to organise collection.

Rebuilding

Floors

Do not attempt to straighten warped or buckled wood floors until they have dried out. Wood and plywood expand when wet, then return to near original dimensions when dry. Flooring may require replacing, refastening or refinishing, but if there is any uncertainty, wait until after drying is complete to make the decision.

Brickwork

Do not rush into brickwork repairs. Wait until there is a fair chance that all movement has ceased before patching any cracks. Some cracks may actually close up as the foundations dry out. Minor cracks are not serious in brick veneer structures as there is usually a large margin of structural safety.

Contracts

You should not perform any work until a written contract is in place that accurately reflects the scope of work to be completed.

BSA has developed a specific disaster recovery website to provide information to contractors and consumers in flood-affected areas.

Visit **www.bsadisasterrecovery.qld.gov.au**

Finding a builder or contractor

It is important to note that a BSA licence is required for any occupational building work being carried out such as gas fitting, plumbing, draining, chemical termite management etc.

Contact BSA to obtain a list of builders and contractors who are able to work in your area. You can find local builders in your area from the local press, trade directories, Yellow Pages and industry associations such as the Housing Industry Association (HIA) or the Queensland Master Builders Association (QMBA).

Remember to ask a builder or trade contractor if they are licensed in Queensland to perform the type of work they are quoting on. Ask them to produce their BSA licence. Take note of their name, licence number, expiry date and class of licence. Details of their licence are available online on the BSA website **www.bsa.qld.gov.au** where you can also perform a licence search.

**For latest information visit Council's website
www.brisbane.qld.gov.au or call (07) 3403 8888**



Dedicated to a better Brisbane

21 January 2011

FLOODS FACT SHEET

Volunteering - how you can help the recovery

This fact sheet contains information about how you can help other people in the flood recovery effort and how to be most effective. By following these steps you will be helping to support the work of Brisbane City Council and other authorities during the clean-up.

How you can help

The best way to assist is to help your local community.

Assist your neighbours, friends and family first, the people in your local neighbourhood and streets next to you and your closest suburbs after that.

Council appreciates the efforts of the community in helping each other. People who volunteer must accept responsibility for all risk of danger in the participation in the flood clean-up. Volunteers must obtain consent from private property owners before conducting any clean-up on private property.

Heavy equipment owners

If you have heavy equipment which you are able to provide for recovery efforts please email lordmayor@brisbane.qld.gov.au

Tradespeople

If you are a plumber, electrician, gasfitter or carpenter who can volunteer to assist flood-affected residents, please register with Council on (07) 3403 8888. Council will match you with requests for assistance.

Residents

Council is calling on residents and businesses to form volunteer groups of 10-20 people to register with Council on (07) 3403 8888. Groups will be assigned tasks once we can process and match all requests for help.

Residents can also register with Volunteering Queensland on 1800 994 100 or email www.volunteerqld.org.au

Another way to help is to clean flood-affected parks by cleaning play equipment, sweeping toilet blocks and pathways.

What to wear, to protect yourself from possible contaminants in the water:

- long-sleeve shirts, hats, gloves, goggles or face mask
- sturdy boots (e.g. gumboots, workboots. NO JOGGERS)
- clothing should be sturdy and able to take 'wear and tear'
- cover any open wounds before you start cleaning.

What to bring:

- sunscreen, insect repellent, hand sanitiser
- food and water for your group/individuals for the whole day-stay well hydrated
- equipment (if required): examples - shovels, spades, brooms, buckets, hoses, cleaning equipment, garbage bags.

Vaccinations

Council is offering flood victims and volunteers free tetanus vaccinations at its recovery centres and infant clinics. Visit www.brisbane.qld.gov.au or call (07) 3403 8888 for details.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Department of Communities - Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

For latest information visit Council's website www.brisbane.qld.gov.au or phone (07) 3403 8888

Flood Fact Sheet

Emptying your bins



Dedicated to a better Brisbane

This fact sheet contains information about emptying your bins. By following these steps you will be helping Council and other authorities during the clean-up.

All Brisbane City Council Transfer Stations are open for FREE tipping between 6am-9pm until further notice.

Council tipping stations

- 1402 Nudgee Road, Nudgee
- 360 Sherbrook Road, Willawong
- 101 Upper Kedron Road, Ferny Grove
- Tilley Road, Chandler (opposite the Sleeman Sports Complex)

Collection services

- Additional domestic wheelie bin collections are occurring in flood-affected areas. Please place full bins at the kerb, and they will be collected as soon as possible.
- Food waste or perishables should not be placed in kerbside piles. These should be placed in general waste wheelie bins or skip bins which have been placed throughout flood-affected areas. Details of locations can be found on Council's website or by phoning (07) 3403 8888.
- For residents in unaffected areas, please put bins out on normal day of collection and bins will be collected as soon as possible. Please do not put bins on the kerb outside the normal collection schedule.
- Please do not park cars in front of the skip bins as it restricts bin access and disrupts bin collection.
- If it is not your normal waste collection day, please do not put your bin out.
- From Monday 24 January general, recycling and green waste services will return to normal. Until then, all bins placed on the kerbside will be collected as general waste.

- Collections of hazardous items like asbestos, chemicals or gas cylinders, dead animals or large quantities of perishable items should be reported to Council on (07) 3403 8888.
- Avoid handling material suspected of containing asbestos. Keep wet and cover in plastic. Do not place in bins or on the kerbside. Call Council on (07) 3403 8888.

Visit Council's website www.brisbane.qld.gov.au for more information about waste collections and safely cleaning up after severe weather.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Department of Communities - Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

**For latest information visit
Council's website
www.brisbane.qld.gov.au or phone
(07) 3403 8888**

Community Fact Sheet

Mosquitoes and snakes



Dedicated to a better Brisbane

This fact sheet contains information about how to prevent health risks posed by the presence of mosquitoes and snakes around flood waters.

Flood waters attract increased activity from various wildlife, including mosquitoes and snakes. However, the related health risks can be avoided by following a few simple steps.

Mosquitoes spread human disease and the chance of being bitten by mosquitoes at this time is high. It is important that you cover up and take care to reduce the risk of picking up a serious mosquito-borne infection.

The key time to take special care against mosquito bites is just prior to, and for two hours after dusk.

- Use effective repellent on exposed skin areas. Re-apply within a few hours as protection wears off from perspiration, particularly on hot nights.
- Best mosquito repellents contain Diethyl Toluamide (DEET less than 20%), so check the label.
- Please note, prolonged or excessive use of repellents can be dangerous, particularly on babies and young children. Avoid putting near eyes and mouth, spread sparingly over skin, and rinse off once you are indoors.
- Cover up as much as possible with loose fitting clothing and sensible footwear.
- Cover your clothes with repellent as mosquitoes can bite through material, but be careful, some repellents stain clothes.
- Use light mosquito coils or vapourising mats. Please note devices that use light to attract and electrocute insects have not been proven to be effective in reducing mosquito numbers.

Flood waters and increased rain also lead to increased activity of venomous snakes – it is important that you do not attempt to handle or go near these reptiles.

In the event of a snake bite, please follow these first aid measures.

- Seek medical help immediately by calling 000 or going to hospital.
- Apply a bandage over the affected limb to include the bite site.
- Limit activity of that limb by lying quietly until help arrives.
- DO NOT wash the bite, cut the bite site, or apply a tourniquet to the affected limb. All of these have been found to make treatment more difficult, and a tourniquet increases the danger of envenomation.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Department of Communities - Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

27 January 2011

Flood Fact Sheet

Advice for food safety and vegetable gardens



Dedicated to a better Brisbane

As the task of cleaning up following flood water inundation continues, Council advises residents returning to their homes to follow these safety tips.

Flood water may have contaminated your vegetable or herb garden. Some garden produce may be salvaged and sanitising, peeling and cooking is recommended to prevent food borne illness.

- Your garden will take about a month to become clean after flood water inundation. Don't eat or preserve food during this time.
- Discard leafy greens such as lettuce, spinach, cabbage and broccoli, as well as soft berries and herbs. These are highly susceptible to bacterial contaminations.
- Wash beans, tomatoes, capsicum and zucchinis in water. Then soak in a weak chlorine solution of two tablespoons chlorine bleach to four litres water. Peel and cook them thoroughly before eating.
- For underground vegetables such as carrots and potatoes, wash in water and sanitise as above. Peel and cook thoroughly before eating.
- Produce with a protected fruit or impervious outer skin, such as peas, melons, corn or oranges, should be washed and disinfected before the outer shell, skin or husk is removed. Then shell, peel or husk the produce and cook if possible.
- If in doubt throw it out.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Department of Communities - Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

**For the latest information visit Council's website www.brisbane.qld.gov.au
or phone (07) 3403 8888**

25 January 2011

Flood Fact Sheet

Pets, animals and wildlife



Dedicated to a better Brisbane

This fact sheet provides information for pet owners, residents who have lost or found pets, and residents who have found injured native wildlife

Taking care of your pets after the flood

Brisbane City Council is encouraging Brisbane pet owners affected by recent flooding to monitor your pet's behaviour. Pets can react differently when under stress. Pets that are normally friendly and calm may become defensive or aggressive after an emergency situation. Relocation of your pet may result in your pet feeling unsettled and cause them to run away.

Registration

It is a good time to make sure your dog or cat is registered. If your dog or cat is already registered, make sure the blue Council tag is attached to your pet's collar for easy identification in the event they are lost. To register your dog or cat, or to update your contact details call Council on **(07) 3403 8888**.

Amnesty

To help reduce the stress on pet owners, Council offered a blanket amnesty on fees and fines related to the impounding of animals. This ended on Friday 21 January 2011. Animal shelter release fees will now be reviewed on a case by case basis. Please contact Council for more information.

Lost pets and animals

There are a number of steps to take if you have lost a pet or animal during the flood.

1. Make a note of all relevant information about the animal, including breed, sex, colour, registration details and microchip details (if microchipped).
2. Do an initial online animal search to see if your dog, cat or livestock is at a Council animal shelter. However Council recommends you physically attend its Animal Shelters to search for your pet as soon as possible.
3. If your animal is on the list, claim it as soon as possible. If your lost animal is not listed online or located at one of Council's Animal Shelter call Council on **(07) 3403 8888** to register your details.
4. Register the animal on the RSPCA's lost and found website **<http://lostfound.rspcaqld.org.au>**
5. Check out Council's Facebook site **www.facebook.com/BrisbaneCityCouncil**
6. Search locally for the animal as it may return.

For latest information visit Council's website www.brisbane.qld.gov.au or phone (07) 3403 8888

Found pets

If you have found a pet there are a number of ways to return it to its owner.

- Check for a tag on its collar with owner's address or phone number.
- Take it to the vet to check for a microchip.
- Phone Council on **(07) 3403 8888** to find the location of your closest pound and take the animal there.
- Register the animal on the RSPCA's lost and found website <http://lostfound.rspcaqld.org.au>

Wildlife

Some native wildlife have been injured or lost their habitat as a result of the flood. Call Council on **(07) 3403 8888** or the RSPCA on **1300 852 188** to report an injured or distressed native animal. You may be able to transport it to a care facility, depending on the animal, its size and condition. Take care with injured wildlife, as stressed animals can be dangerous. Do not approach the animal if in doubt.

Removal of animals

Some animals will have unfortunately died due to the flood. If you find a dead animal it is important for health and safety reasons that it is removed and disposed of safely. Council provides this service, and should be called on **(07) 3403 8888**.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Department of Communities - Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03
RSPCA	1300 852 188 or 1300 264 625

25 January 2011

Flood Fact Sheet

Waste Update



Dedicated to a better Brisbane

Wheelie bin collections

Normal waste bin collections resumed on Monday 24 January.

Please only place recyclable materials in your yellow lid bin, general waste in your black bin and green waste in the green lid bin.

If you put your bins out on your usual normal collection day and they don't get picked up, please leave them on the kerb and they will be picked up as soon as possible.

After the scheduled collections are completed, the trucks will continue to provide extra collection services in flood affected areas.

Disposing of large items

Residents in flood affected areas are requested not to put mud, building rubble, sandbags and similar heavy items in wheelie bins as the maximum lift load of the garbage truck is 70kg. Please leave sandbags and heavy items on the footpath for the kerbside collection service. Kerbside collection services for flood affected areas will continue until Sunday 20 January 2011.

The annual kerbside collection for all suburbs in Brisbane also resumed on Monday 24 January. Check the Council website for when your suburb is due for its annual collection.

All Council transfer stations are still accepting general and green waste free of charge. Transfer stations will also operate extended hours of 6am to 9pm seven days per week until Sunday 6 February 2011.

Council transfer stations are located at:

- 1402 Nudgee Road, Nudgee
- 360 Sherbrook Road, Willawong
- 101 Upper Kedron Road, Ferny Grove
- Tilley Road, Chandler

Hazardous waste and asbestos

Hazardous waste should NOT be put in wheelie bins or on the kerb for collection and should be reported to Council on (07) 3403 8888. Please provide a contact number, material location, type, quantity and description.

Examples of hazardous materials include:

- pesticides
- herbicides
- pool chemicals
- fuel cans
- gas cylinders
- solvents
- corrosives (acids/alkalis)
- other packages of chemicals or unknown materials

Leaking hazardous material

Residents who find leaking chemicals or gas cylinders should stay clear and call '000'.

Paint

As a guide, 10 tins or less of paint can be put in general waste bins. More than 10 tins or a combination of potentially hazardous chemicals should be reported through to Council for collection.

Avoid handling materials suspected to contain asbestos. If possible, keep the materials wet and covered in plastic. Do NOT put materials suspected to contain asbestos into bins or with items for kerbside collection. Please call Council on (07) 3403 8888 to organise collection.

Food waste skip bins

Food waste skip bins have been placed in locations across Brisbane for the disposal perishable goods, and Bins are clearly signed with the types of material that can be placed in them. Please do not place hazardous materials in these bins. Visit Council's website www.brisbane.qld.gov.au/bulk-bin-locations.html or call **(07) 3403 8888**.

The following sites are temporarily open for tipping bulk mud/sludge

- **Roghan Road, Fitzgibbon** – on the right (north), past the bridge over Cabbage Tree Creek, travelling west. If you wish to use this site, please contact Greg McPherson on **3027 4724** or Garry Stanley on **0414 623 102**.
- **Rochedale Landfill**, 174 Gardner Road, Rochedale (limited amounts).
- **Swanbank Landfill**, Swanbank Road, Swanbank.

Visit Council's website www.brisbane.qld.gov.au for more information about waste collection and safety cleaning up after severe weather.

Helpful phone numbers

Brisbane City Council Contact	(07) 3403 8888
State Emergency Services (SES)	132 500
Department of Communities - Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

For latest information visit Council's website www.brisbane.qld.gov.au or phone **(07) 3403 8888**

25 January 2011

Flood Fact Sheet

Advice for handling and disposing of hazardous materials



Dedicated to a better Brisbane

This fact sheet provides advice for residents and businesses about handling and disposing of hazardous materials during flood clean-up.

Examples of hazardous materials

During clean-up you may come across damaged/unknown containers of hazardous materials and chemicals that require disposal. Examples of hazardous materials include:

- pesticides
- herbicides
- pool chemicals
- fuel cans
- gas cylinders
- solvents
- corrosives (acids/alkalis)
- other packages of chemicals or unknown materials.
- motor and waste oil
- paints
- Thinners, kerosene, turpentine and metholated spirits

Call Council to collect hazardous materials

Residents wanting to dispose of hazardous materials need to contact Council on (07) 3403 8888 to arrange collection.

This material can NOT be taken to Council transfer stations, should not be placed on the kerbside for collection and should not be placed in any skips or bins.

When dealing with hazardous materials, safety comes first. If you find a leaking container of chemicals, a leaking gas cylinder or some other chemical container that looks dangerous, do not handle it. Keep well clear and call Emergency Services on "000" as soon as possible.

Where it is safe to do so, containers of hazardous materials should only be picked up using gloves.

If you find a punctured or damaged gas cylinder:

- handle with care
- ensure that the cylinder is upright to allow for venting
- secure as much as possible to prevent movement or further damage
- if you find more than one, handle carefully and do not allow them to fall upon one another

If you find large or heavy drums or containers, leave them where they are and contact Council to have them removed.

It is very important that these materials are kept separate from other wastes such as food waste and other general waste.

Council is currently attending to flood affected areas of the city to assist with the flood recovery and will collect these hazardous materials as soon as possible.

Handling and disposing of materials containing asbestos

Avoid handling materials suspected to contain asbestos. If possible, keep the materials wet and covered in plastic. Do NOT put materials suspected to contain asbestos into bins or with items for kerbside collection. Please contact Council on (07) 3403 8888 to organise collection.

For the latest information visit Council's website www.brisbane.qld.gov.au or phone (07) 3403 8888

This fact sheet contains information about the support available to people experiencing personal hardship due to flooding.

The impact of flood can affect people financially, physically and emotionally.

There are a number of services available to those who have been personally affected by the floods.

Financial assistance is available to flood victims, including government grants and financial counselling. Visit www.qld.gov.au/floods for a list of available grants and services.

Free legal advice is available through Legal Aid Queensland. Visit www.legalaid.qld.gov.au or call 1300 65 11 88.

Centrelink has a range of payments and services to support you in an emergency or crisis that you may be eligible for, whether or not you are a Centrelink customer. Visit www.centrelink.gov.au for more information.

For practical health advice during and after floods go to www.health.qld.gov.au or call 13 43 25 84.

Lifeline provides a range of services and advice on coping with the aftermath of the floods. Visit www.lifeline.org.au or call 13 11 14 for 24 hour access to support services.

Queensland Rural Adjustment Authority (QRAA) provides grants up to \$25,000 and low interest loans up to \$250,000 on behalf of the Commonwealth and State Governments to assist small businesses with clean up and recovery costs. Visit www.qraa.qld.gov.au or call Freecall 1800 623 946 for further information.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Department of Communities - Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

For latest information visit Council's website
www.brisbane.qld.gov.au or phone (07) 3403 8888

Community Recovery Centres

The Queensland Government Department of Communities has set up Community Recovery Centres to help people affected by the flood return to normal life as quickly as possible.

The Community Recovery Centres offer a range of services and advice in one location for people affected by the flood. Services available at these centres include the processing of Centrelink and State Government payments, insurance advice, legal advice, onsite banking, counselling services, internet banking and mobile phone charging. The type of advice people can access may include advice on insurance, removal of debris, the type and availability of temporary accommodation and rebuilding a home.

Community Recovery Centres are open 8.30am-5pm. These are located at:

Brisbane North

RNA Showgrounds
Gregory Terrace
Bowen Hills

Indooroopilly

Indooroopilly Catholic Church
52 Fairley St (near Ward St)
Indooroopilly

East Brisbane

St Mary's Anglican Church of Australia
455 Main St
Kangaroo Point

Yeronga

Yeronga Primary School
122 Park Rd
Yeronga

Corinda

St Aidan's School
11 Ruthven St
Corinda

Jamboree Heights

Jamboree Heights State School
35 Beanland St
Jamboree Heights

Goodna

Max Employment Centre
Queen St
Goodna

**For further information, please contact the Department of
Communities - Community Recovery Line on 1800 173 349.**

This fact sheet contains information about cleaning your premises in the most hygienic way.

Food and kitchen items

Discard all foods exposed to flood water except those in sealed (airtight) metal cans. Permanently mark the cans to keep their contents identifiable, remove paper labels, and wash the cans in soapy warm water. Then immerse items in a solution of three quarters of a cup of household laundry bleach per five (5) litres of water for two (2) minutes to disinfect the outside of the cans. Rinse immediately in clean water. Do not treat aluminum cans with bleach solution.

If power has failed for more than a few hours, the food in your fridge may be unsafe to eat. Please note the following:

- Do not open your fridge or freezer door unnecessarily.
- Refrigerated food will spoil sooner than frozen food, so eat any unspoiled perishable foods – such as dairy products and meat – in your fridge first.
- If your power is off for more than 24 hours and you have not kept your freezer stocked with ice, food will start to spoil. This food should be eaten immediately. What can't be eaten should be thrown out.
- Throw out food that has started to spoil, especially if it smells bad, tastes strange, or is slimy.
- You can refreeze partially defrosted food. However, shelf-life and quality will be reduced.
- Thawed food should not be refrozen.
- Freeze extra water or buy ice to keep food cool in your fridge, freezer or esky, in case power fails.

Throw out porous items e.g. wooden spoons and chopping boards, plastic and rubber items that have been immersed in flood waters. Wash any dishes and glassware using a disinfectant. Air-dry the disinfected dishes and do not use a tea towel.

The dishwasher should be used only after you know that your water is safe to drink and your sewer lines work. Clean and disinfect it first. Then use a hot setting to wash your pots, pans, dishes and utensils. If you have an energy saving setting, do not use it until you have thoroughly cleaned all your dishes.

Clean refrigerators and freezers thoroughly and disinfect inside. Do not turn them on until they are completely dried out and have been checked by licensed electrician.

Food contact surfaces and equipment can be cleaned with 4% chlorine (household bleach) at a ratio of 25 ml per five (5) litres of water.

Water

Council's drinking water supply has not been affected by the flood. However if there is any chance of flood contamination of your drinking water, drink only boiled or bottled water until the normal water supply is safe.

Rainwater tank water quality

Check rainwater tanks, particularly inground tanks. If they have been inundated with flood waters, the water may have been contaminated and should be discarded. The rainwater tank should be appropriately disinfected using enough chlorine to give an initial chlorine dose of 5mg/L. The amounts required will depend on the type of available chlorine used.

Read the labels, however as a general rule:

- Household bleach (4% concentration) – 125ml or 125g / 1000 litres.
- Liquid swimming pool chlorine (12.5%) – 40ml or 40g / 1000 litres.
- Granular swimming pool chlorine (70%) – 7ml or 7g / 1000 litres.

After adding, allow to stand for at least one hour. You will need to calculate the amount of water in your tank to determine the appropriate amount of chlorine to put in.

Bore water

If you use bore water for domestic purposes, and that bore has been inundated with flood water, Council recommends you use an alternative source (e.g. bottled water or rainwater) or bring the water to a rolling boil (at least 5 minutes) before use.

If you have continued concerns about the quality of your bore water, please have your water tested by a suitably qualified laboratory. Water testing laboratories/companies can be found under Analysts or Environmental and/or Pollution Consultants in the Yellow Pages.

Risk of disease

Flooding always raises concerns about the transmission of infectious diseases. Past experiences show that disease outbreaks are not common following floods. This may be because of the clean up measures undertaken or the absence of exotic diseases such as cholera and typhoid in our communities.

There is an increased risk of wound infections, dermatitis, conjunctivitis and ear, nose and throat infections if people come into direct contact with polluted waters. People with diabetes should take extra care to protect themselves against wound infections.

Until flood waters start to recede, there is little that can be done, other than to avoid areas under water containing sewage, garbage and mud. The following precautions should be taken:

- Avoid all unnecessary contact with mud and moist soil.
 - Do not enter areas where there is mud or moist soil, unless feet are covered.
 - Wear gloves when handling moist soil or mud.
- All cuts and abrasions should be cleaned, treated with an antiseptic and covered immediately.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Department of Communities – Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

Wash your hands

Make sure that you take care of yourself during clean-up activities. When cleaning up, always wear rubber gloves, long pants, long-sleeved shirts, and closed-in footwear. After the clean-up, you should wash well with anti-bacterial soap, and wash clothes separately in hot water and detergent. Be sure to clean your hands thoroughly before handling any food or drink.

For latest information visit Council's website www.brisbane.qld.gov.au or phone (07) 3403 8888

27 January 2011

Flood Fact Sheet

Support for small businesses



Dedicated to a better Brisbane

This fact sheet contains information on support that is available for small businesses affected by the recent floods.

Brisbane City Council

Council will grant residents experiencing financial hardship due to flood inundation an extra 30 days to pay rates bills.

All ratepayers in flood affected homes and businesses will receive a \$100 rebate on their water bill. This equates to about 50,000 litres of free water to assist with the clean-up.

Parking meters, bays and timed parking zones will not be operated or enforced for 30 days in flood affected areas.

Visit www.brisbane.qld.gov.au or phone (07) 3403 8888.

Government

www.business.gov.au

This whole-of-government service offers simple and convenient access to all government information, forms and services. Specific help is available for businesses affected by the flood. The website provides a comprehensive list of state and federal emergency relief and assistance programs available to small businesses.

Queensland Government

The Queensland Government provides financial assistance, advice, support and information to help rebuild small businesses (less than 20 employees) directly affected by the floods. Visit www.qld.gov.au/floods for a list of available grants and services.

Queensland Rural Adjustment Authority (QRAA)

The QRAA offers a range of financial programs to assist small businesses and primary producers to increase their productivity and sustainability.

QRAA provides Special Disaster Flood Assistance grants to assist small businesses pay for the cost of damage caused by the recent floods. Small businesses can make an initial claim of up to \$5000 to assist with immediate early recovery. Businesses can make a subsequent claim of up to \$20,000 to recover costs paid to repair direct flood damage.

QRAA also provides Natural Disaster Relief and Recovery Arrangements, with low interest loans of up to \$250,000 to small businesses affected by the floods. Finance can be obtained for repair/replacement of damaged plant, equipment, and buildings, and up to one month's supply of lost stock. Visit www.qraa.qld.gov.au

Legal Aid Queensland

Legal Aid can provide free legal information and preliminary advice to disadvantaged residents affected by the floods. Visit www.legalaid.qld.gov.au

Building Services Authority (BSA)

BSA assists Queensland communities to recover from natural disasters by providing technical and general advice on a wide range of rebuilding issues. Visit www.bsadisasterrecovery.qld.gov.au

Commonwealth Government

Centrelink

Small business owners can apply for the Disaster Income Recovery Subsidy. Claims must be lodged before 28 February 2011.

The Australian Government Disaster Recovery Payment provides individuals with short-term financial assistance following the floods. The one off payment allows \$1000 per eligible adult and \$400 per eligible child to Brisbane residents affected by the floods. Claims must be lodged before 4 July 2011.

Visit www.centrelink.gov.au or phone **180 22 66** for eligibility criteria and more information.

Australian Taxation Office (ATO)

The ATO can assist businesses affected by natural disaster. Assistance may include fast-tracking refunds, extra time to pay debts, and more time to meet activity statement and other lodgement obligations. Visit www.ato.gov.au

Small Business Support Line

SBSL provides small business owners with initial advice and puts them in contact with specialist advisors for a variety of business matters. Visit www.ausindustry.gov.au/SmallBusiness/SBSL

Non-Government

Chamber of Commerce & Industry Queensland (CCIQ)

CCIQ is offering a complimentary 30 day membership for anyone affected by the floods. This will provide businesses with access to CCIQ's Employer Assistance Line and information on employer obligations during this period. CCIQ has set up a directory where businesses can list discounts or free services that they are offering to help flood-affected businesses get back up and running. Visit www.cciq.com.au/recovery to access the directory.

Insurance Council of Australia (ICA)

The ICA can help with questions about insurance policies and provide a list of things to do if you have been affected by the floods. Visit www.insurancecouncil.com.au

Brisbane Marketing

Brisbane's Economic Development Agency is working with industry partners and Forward Planning Groups of both local and state government disaster co-ordination units to develop economic recovery strategies. These strategies will include the message that Brisbane is back to the business of being Australia's new world city.

Businesses are encouraged to provide status updates and input to these strategies by contacting Brisbane Marketing.

Visit www.brisbanemarketing.com.au or call (07) 3006 6200.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Dept of Communities – Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03
Queensland Rural Adjustment Authority	1800 623 946
Australian Government Emergency Information Line	180 22 66
Australian Tax Office	1800 806 218
Legal Aid Queensland	1300 65 11 88
Chamber of Commerce & Industry Queensland	1300 548 044
Small Business Support Line	1800 777 275
Insurance Council of Australia	1300 728 228
Brisbane Marketing	(07) 3006 6200

For latest information visit Council's website
www.brisbane.qld.gov.au
or phone (07) 3403 8888

FLOODS FACT SHEET

ADVICE FOR RESIDENTS

Approvals for repairing, renovating or rebuilding flood-affected houses



Dedicated to a better Brisbane

This fact sheet provides advice for residents about Council approvals for repair or to rebuild a house after a flood, including renovations, plumbing and pool fences.

Will I need Council approval?

This will depend on the extent, type of repairs and renovations proposed and whether your house:

- complies with the Acceptable Solutions in the House Code
- is a Heritage House
- is located in a Demolition Control Precinct (DCP)
- is on a Small Lot
- is located in a non-residential area.

Before you begin work, you need to check what approval, if any, is required. Some work will be minor but may require a building approval from a private building certifier, particularly if it is structural in nature. Other buildings may need more major work and some home owners may be considering more renovations, such as raising the house to improve flood immunity.

If you need an approval, there are two types:

1. Planning approvals (known as a Development Application or DA) provided by Brisbane City Council. Where DA approval is required, a BA is also required.
2. Building approvals (BA) provided by private building certifiers.

Planning approvals/DA:

- houses which are over 8.5m in height or located in a DCP or on a Small Lot
- heritage houses
- pontoons.

Building approvals:

- houses
- retaining walls, swimming pools and pool fences
- fire safety systems.

What if I'm rebuilding my house to exactly as it was pre-flood?

If you intend rebuilding or repairing your house 'like-for-like' because your house was damaged by the flood, you do not need a DA, providing the previous building was lawful. If you want to rebuild it differently from the original approval, you will need a BA and you may need a DA.

How do I obtain a copy of previously approved plans so I can build 'like-for-like'?

Council does have some building plans for houses, house alterations and extensions approved since 1987. Contact Council on (07) 3403 8888 to check if Council has a copy of your approved building plans.

If you decide to rebuild 'like-for-like' you should be aware that the original house may not have flood immunity to Council's current standards. You may want to consider raising your house to achieve higher flood immunity. If the intended height of the house exceeds 8.5m above the ground level then a DA will be required.

How can I make my house more flood resilient?

You could consider raising your house (see next page) and use building products that have higher water resistance ratings. The Queensland Government has produced a fact sheet regarding water resilient products and building techniques. See "Other Useful Information" for details.

My house has been flooded but does not need repairs. Do I need an approval to move back in?

There are no Council approvals required. See the Building Services Authority (BSA) fact sheet "Guide to rebuilding after a flood" at www.bsa.qld.gov.au

How will I know if my house is in a DCP, on a small lot or in a non-residential area?

To check if this applies to your house, contact Council or do a property enquiry through PD Online on Council's website (www.brisbane.qld.gov.au)

Can I raise the height of my house?

Yes, Council will consider applications to lift houses above the current limit of 8.5m to achieve higher flood immunity. When determining a new height, you must consider Council's current standard for minimum habitable floor level is the Defined Flood Level (DFL) for the Brisbane River plus 500mm freeboard. You may also wish to consider the actual flood level recently reached on your site. You will need to engage a surveyor to determine this height. If the intended height of the house exceeds 8.5m above the ground level then a DA is required.

If I need a DA from Council, what will it cost?

Council will be providing free prelodgement advice for flood-affected properties where their proposals are to improve flood immunity, for at least the next two years. This will allow time for property owners to consider options and plan financially. Discounts on application fees for flood-inundated properties may be applicable.

How long will it take for my application to be approved?

Council will fast-track flood-related applications. Approval times will depend on the complexity and type of application. Advice about timeframes can be provided as part of the prelodgement advice.

If I need to lodge a DA, how do I do this and what forms do I need to complete?

For information on the application process and forms, visit Council's website www.brisbane.qld.gov.au or email dafloodenquiries@brisbane.qld.gov.au or phone Council on (07) 3403 8888.

When will a Council plumbing inspector attend my property to conduct an inspection on the work performed by my licensed plumbing contractor?

A Council plumbing inspector will attend a property to conduct an inspection when a plumbing application is lodged with Council.

For domestic properties in most cases an application fee of \$117.00 (2010/11 financial year) will apply to a plumbing application to replace existing piping and existing plumbing fixtures.

For commercial properties please contact Council's Plumbing Services Group for a quote on the application fees and for advice on the requirements of lodging a commercial plumbing application with Council. Phone Council on (07) 3403 8888.

What if I lodged a development application with Council prior to the flood?

If you have already lodged a development application for a house and you want to change your design to increase flood immunity, contact Council's assessment manager for the application to discuss your options.

Who do I contact for further information regarding development applications?

If your building works are not covered in the information below or you have questions, email dafloodenquiries@brisbane.qld.gov.au or phone Council on (07) 3403 8888.

If I need a BA, how do I contact a private building certifier?

To contact a building certifier, look in the Yellow Pages under "building surveyors". Contact the Building Services Authority on 1300 272 272 to check if your building certifier has the correct licenses.

Where can I find more information about planning and building in Brisbane?

For general information about planning and building in Brisbane, visit www.brisbane.qld.gov.au/planningandbuilding

What does emergency plumbing work cover?

Emergency plumbing work is work reasonably necessary for repairing plumbing and drainage. This may include repairing or replacing a toilet cistern or hot water heater e.g. electric hot water storage system.

All work must be performed by a licensed plumbing contractor and a Form 4 must be submitted to Council within 40 business days of the works being completed by the licensed contractor.

Please note a Form 4 is not lodgement of a plumbing application, it is only a document to notify Council that plumbing and drainage repairs were performed by a licensed plumbing contractor.

When should a plumbing application be lodged with Council?

Council advises that an application be lodged for works that involve replacing an existing toilet pedestal or more than 3m of sanitary drainage. A Council plumbing inspector will attend the property if an application is lodged to ensure all works installed by the licensed plumbing contractor comply with legislative requirements.

The following tables are attached as a guide to types of approvals you may require.

PLANNING APPROVALS

Activity	Permit required If yes, type of permit	Requirements	Comments
DEMOLITION			
Demolition or partial demolition of a pre-1946 buildings in DCP.	Yes DA	Unless minor demolition works.	Contact Council.
REBUILDING TO EXISTING			
Rebuild in whole or part to lawful pre-flood condition.	Maybe DA		Contact Council. If all or part of the house is destroyed (not just damaged) by flooding, then it can be rebuilt as it was without a DA. A BA would be required.
REBUILDING DIFFERENTLY			
Rebuild with new design, changed location, alternate materials, altered height or addition.	Likely DA	Contact Council.	Contact Council.
Raising an existing house higher.	Maybe DA		Contact Council. If the house is raised to under the 8.5m limit and is not on a small lot, a DA is not required.
REPAIRS - INTERNAL			
Internal repairs, e.g. wall & ceiling linings, cabinetry, floors, carpets.	No		See BSA fact sheet "Guide to rebuilding after a flood".
REPAIRS - EXTERNAL			
External repairs with same materials, e.g. windows.	No		See BSA fact sheet "Guide to rebuilding after a flood".
External repairs with different materials and fittings, e.g. windows.	Maybe DA		Contact Council. If the house is not in a DCP or a heritage place, then a DA is not required.

Heritage buildings

Activity	Permit required If yes, type of permit	Requirements	Comments
DEMOLITION			
Any demolition (including removal or replacement of any part of the building)	Yes DA	Plumbing application is required to seal off existing sewerage and water supply connections prior to dwelling or building removal from property.	Contact Council.
BUILDING AND OTHER WORKS			
Minor work	Maybe DA		Contact Council.
Other works	Yes DA		Contact Council.

Pontoons

Activity	Permit required If yes, type of permit	Requirements	Comments
Pontoons	Yes DA (no BA required)		Contact Council. Suggest waiting for the results of a current review of design and safety standards by Council and the Queensland Government.

BUILDING OPTIONS AND APPROVALS (Source: Queensland Building Services Authority)

For work not requiring a planning approval.

Activity	Permit required If yes, type of permit	Requirements	Comments
BUILDING – DEMOLITION			
Building to be totally demolished and rebuilt 'like-for-like'.	Yes BA	Demolition and building work must comply with current standards and any other Council approvals such as town planning or built-over-sewer approvals. Plumbing application is required to seal off existing sewerage and water supply connections prior to dwelling or building removal from property.	A pre-1946 house in a DCP will require a DA.
BUILDING – INTERNAL			
Part or total replacement of internal linings (no structural damage).	No	Internal linings must be fitted to current manufacturers requirements.	Not considered structural work and therefore does not need an approval. However, you may need approval if the internal lining is contributing to the structural bracing and tie down or if the lining is impacting on wet areas such as laundry and toilet.
Minor repairs to structural elements, e.g. framing less than 20% of elements.	No	Repairs must comply with existing standards.	If less than 20% of structural framing members needs repairing, the work can be considered minor. Contact your builder or certifier who can calculate this and recommend which building standards the repairs should comply with.
Minor repairs to non-structural internal walls.	No	Repairs must comply with existing building standards or published tie-down guidelines.	If less than 20% of structural framing members needs repairing, the work can be considered minor. Contact your builder or certifier who can calculate this and recommend which building standards the repairs should comply with.
Substantial repairs to structural and non-structural framing members (more than 20% to structural and non-structural framing members).	Yes BA	Repairs can comply with current standards or to building certifier's conditions.	Apply current standards where possible. Seek advice from your builder, building certifier or even an engineer if the repair work is extensive.
Repairs to fire rated walls and ceilings.	Yes BA	Refer to building certifier.	All work must comply with current standards.
BUILDING – EXTERNAL			
Minor repairs to non-structural external cladding.	No	Repairs must comply with existing building standards.	
Retaining walls (rebuild).	Maybe BA	Refer to building certifier.	Building approval will be required if: <ul style="list-style-type: none"> • over 1m in height or • less than 1m in height and supporting a surcharge loading, e.g. other structures near the wall that may affect the stability of the soil. Engineering design may be required.

Retaining walls, pools and pool fences

Activity	Permit required If yes, type of permit	Requirements	Comments
Retaining walls (repair).	No, if no loss of structural integrity	Refer to building certifier.	Wall can be rebuilt to standards from when wall was originally constructed. Seek advice from your building certifier or registered structural engineer.
Substantial repairs to damaged pool fencing.	Yes BA	Pool fencing must comply with current standards.	If substantial repair work is required, the Building Act 1975 requires it to be replaced with a new one that complies with current standards.
Minor repairs to damaged pool fencing.	No	All repairs to comply with current safety standards.	Formal approval is not required if: a) the part of pool fencing being repaired or replaced is no longer than a total of 2.4m and includes no more than two posts, or b) if a pool safety inspector issues a pool safety certificate for the minor repairs and the part repaired is no longer than 5m and includes no more than six posts.
Flooded swimming pool.	No	Pool is full of debris.	Do not empty pool until ground surrounding the pool has dried out otherwise this may cause the pool structure to rise out of the ground.

Fire safety systems

Activity	Permit required If yes, type of permit	Requirements	Comments
Fire safety systems - replacement or repair other than minor components, such as a single smoke alarm or sprinkler head.	Yes BA	Plumbing Application for repair to fire system is required if more than 6m of piping is to be replaced. Hydraulic services design plans and a Form 1 plumbing application must be obtained prior to commencement of any repair works.	Where regulation specifies, you can repair or replace components of fire safety systems with a comparable system without a building approval, provided: a) you advise Council in writing as soon as practicable after starting the work b) you advise the local QFRS community safety office of the work and provide a certificate from the installer stating the work conforms to the relevant Australian / New Zealand Standard as soon as practicable after completing the work. c) contact Council's Plumbing Services Group for advice if a plumbing application is required on (07) 3403 8888.

Plumbing

Activity	Permit required If yes, type of permit	Requirements	Comments
PLUMBING			
Plumbing (rebuild). Plumbing (repair).	Yes Contact plumber Contact Council's Plumbing Services Group (07 3403 8888) prior to commencement of any works for advice on what emergency work may cover.	Contact Council. Repair work may be undertaken as 'emergency work' under "Notifiable Minor Work"	Lodge either a Form 1 (Application for compliance assessment) prior to starting work or a Form 4 (Notifiable Minor Work) with Council within 40 business days after completing the work.
Stormwater drainage.	No	Refer to building certifier.	If repair only, then discharge to existing drainage is permitted. A complete rebuild may need to comply with current standards.
Hot water system being replaced.	Yes Contact plumber Contact Council's Plumbing Services Group (07 3403 8888) for advice on new legislation requirements that allow for the replacement of electric hot water systems in flood-affected areas.	Contact Council - repair work, and solar and heat pump hot water system replacement may be undertaken as 'emergency work' under "Notifiable Minor Work".	Contact a plumber. Either a plumbing approval from Council is required (Form 1) or the plumber lodges a Form 4 (Notifiable Minor Work) within 40 business days after the work.
Hot water system being repaired.	Maybe Contact plumber	May require a permit.	Contact a plumber who will notify Council by lodging a Form 4.
Toilet system malfunctioning.	Maybe Contact plumber	Contact a plumber.	If sewage is malfunctioning, contact a plumber who will advise whether it is a homeowner responsibility or a Council issue.
Trade waste system malfunctioning.	Maybe	Contact Council. Contact Queensland Urban Utilities (QUU) 13 23 64 for details on trade waste permits. Contact Council's Plumbing Services Group for advice on replacement or repair of existing trade waste system	Council will give priority.

OTHER USEFUL INFORMATION

Brisbane City Council **www.brisbane.qld.gov.au**

- Fact Sheets
 - How to check the house is habitable
 - Restoring your swimming pool
 - How to dry out flood-affected items
 - Advice for handling and disposing of hazardous materials

BSA (Building Services Authority) **www.bsa.qld.gov.au**

- Finding a contractor, supplier or services for building work
- Guide to repairing flood-damaged timber houses
- Guide to rebuilding after a flood

Growth Management Queensland

<http://www.dip.qld.gov.au/resources/guideline/building/floods/repair-your-home-after-a-flood.pdf>

- Repairing your home after a flood, water resilient products and building techniques

Queensland Health

<http://www.health.qld.gov.au/asbestos/>

- Asbestos information booklet

HELPFUL CONTACT INFORMATION

Brisbane City Council Contact Centre	(07) 3403 8888
Brisbane City Council DA Flood Enquiries email	dafloodenquiries@brisbane.qld.gov.au
Master Builders Queensland	(07) 3225 6444

Flood Fact Sheet

Restoring or replacing private pontoons following a flood events



This fact sheet provides advice for private pontoon owners about Council approvals to repair, restore or replace a pontoon after the flood.

1. Will I need Council approval to repair or replace my pontoon?

If your pontoon can be repaired, and you have a previous prescribed tidal works (PTW) approval or Section 86 Harbours Act (S86) approval, you may repair your pontoon without any additional approvals. This includes reinstating gangplanks and similar structures along with replacing/repairing damaged pylons.

If you are replacing a pontoon to be consistent with an existing PTW or S86 approval, within the same site area, then you do not need an approval to commence the work. You will be required to provide Council with certification from a RPEQ qualified engineer once you have completed the works.

2. Can I have a temporary pontoon?

Council will allow temporary moorings and fixings of pontoons for up to a period of 2 years. The pontoon and associated structures must meet the design, construction and safety criteria of the IDAS code for development applications for prescribed tidal works found in Schedule 4A of the Coastal Protection and Management Regulation 2003). The temporary mooring must be located within the approved pontoon site area (water allocation granted by Maritime Safety Queensland) and an RPEQ qualified engineer must provide certification regarding the structure and the moorings. A PTW approval is not required, however, you need to advise Council of your intention to construct a temporary mooring. This can be done by emailing daffloodenquiries@brisbane.qld.gov.au or telephoning (07) 3403 8888.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Department of Communities - Community Recovery Line	1800 173 349
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

3. The riverbank is unstable and I need to move my pontoon.

If you need to move the location of your pontoon on a temporary basis, a PTW application will be required. Council will fast-track these applications. The code requirements above for temporary pontoons will apply, and Council will discount the applicable fee.

If you want to rebuild a permanent pontoon structure in a different location, a PTW application will be required. Council will offer a free pre-lodgement service for people wanting to upgrade pontoon facilities to discuss what permits are required. Council will fast-track these applications.

4. I would like to upgrade my pontoon facility

If you are not replacing your pontoon 'like for like' then a PTW approval will be required. Council will fast-track these applications.

5. I need a copy of my previous approval

To obtain a copy of your previous PTW or S86 approval, contact Council by emailing **dafloodenquiries@brisbane.qld.gov.au** or telephone (07) 3403 8888. You will need to provide the property address and, if known, the real property description eg lot 12 RP 345678. Approvals given from 2004 may be available on PD Online on Council's website at **www.brisbane.qld.gov.au**

6. Will the standards for pontoon construction change in the future?

The State Government is responsible for the design and construction standards of pontoons under the IDAS code for development applications for prescribed tidal work. It is likely that standards will change following a review of this flooding event. Council will liaise with the State Government and the industry regarding any changes to the code.

IMPORTANT INFORMATION

- Many of the banks of the river are damaged or unstable following the flood event. This may prevent safe moorings of pontoons until river banks are stable. It is important to seek the advice of an engineer regarding your own situation.
- Maritime Safety Queensland provide advice on the safe use of the river due to debris and other obstacles. Information can be obtained from **www.msq.qld.gov.au**
- Queensland Health provide information and advice regarding the safe use of the river due to water quality. Information can be obtained from **www.health.qld.gov.au**
- A copy of the IDAS code for development applications for prescribed tidal works can be obtained at: **www.legislation.qld.gov.au/LEGISLTN/CURRENT/C/CoastalProtR03.pdf**

For latest information visit Council's
website **www.brisbane.qld.gov.au**
or phone (07) 3403 8888