

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

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

16-17 January 2011

Community news #1



Dedicated to a better Brisbane

Waste disposal

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

Council tipping stations are located at:

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

Collection services

- In flood-affected areas, please do NOT put your bins out. Kerbside collections have started in these areas and waste will be collected as soon as access allows. Please do NOT include food waste or perishables in kerbside collections if possible to avoid health hazard. These should be taken to bulk 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.
- Normal waste collection services in areas not affected by flooding are resuming Monday, 17 January.

Hazardous waste disposal

Council advises that residents wanting to dispose of hazardous material need to contact Council on 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.

Hazardous materials include:

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

When dealing with hazardous materials, safety comes first. If you believe it presents a danger keep well clear and call triple zero. Where it is safe to do so, containers of hazardous materials should only be picked up using gloves. 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.

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

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.

Brisbane residents are advised to stay away from unstable river and creek banks as flood waters recede.

Banks are unstable due to water saturation which can cause erosion and landslips.

Steep sandy soils are particularly dangerous and may collapse and cause injury.

Those residents who live along a river or creek bank who fear a slump are urged to contact their own geotechnical engineer who can provide expert advice.

Please report eroded creek or river banks to Council on (07) 3403 8888.

Leaving an evacuation centre

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

Electricity connection

Energex are asking residents to be patient if they are experiencing electricity interruptions while repairs are underway. To check on power restoration in your suburb, phone Energex's loss of supply number on 13 62 62 or visit www.energex.com.au

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

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 an 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.

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

Brisbane City Council
Information
GPO Box 1434
Brisbane Qld 4001



For more information
visit www.brisbane.qld.gov.au
or call (07) 3403 8888

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Public transport

Public Transport will be FREE across all TransLink services until the final service on Friday 21 January, to assist with flood recovery across South East Queensland.

Commuters are advised that buses around South East Queensland will run to a regular timetable as public transport services continue to return to normal.

Bus routes are now coming back on-line regularly with only a few routes, primarily in the western suburbs, remaining off-line due to flooding.

As the flood water continues to recede bus routes across the region are being restored, including NightLink services late Saturday night.

Currently, the following disruptions remain in place:

- The busway network between Woolloongabba and Cultural Centre stations
- The Ipswich/Rosewood train line between Darra and Ipswich/Rosewood
- CityGlider and CitySights services remain suspended
- Local diversions are in place on some bus routes across Brisbane
- CityCat and CityFerry services remain suspended.

Customers should visit www.translink.com.au or call 13 12 30 before travelling.

Support available to people experiencing personal hardship

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.

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 include financial assistance, personal support, counselling, information and referral to other services. 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:

RNA Ground Floor Auditorium Gregory Terrace Bowen Hills	East Brisbane Anglican Church of Australia 455 Main St Kangaroo Point	Yeronga Yeronga State High School Assembly Hall 122 Park Rd	Wacol The Park – Centre for Mental Health Corner of Boyce Rd and Ellerton Drive Wacol
Corinda St Aidens Anglican School 11 Ruthven St Corinda	Indooroopilly Indooroopilly Catholic Church 52 Fairley St (near Ward St) Indooroopilly	Jamboree Heights Jamboree Heights Primary School Beanland St Jamboree Heights	

Flood cleanup 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 floodwater inundation. Do not 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, peas, tomatoes, capsicum and zucchinis in water. Then soak in a weak chlorine solution of two tablespoons of chlorine bleach to four litres water. Peel and cook them thoroughly before eating. For root 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.



This newsletter contains information about the flood recovery.

Top things you need to know when cleaning up after a flood

- A licensed electrician must do a safety check of wiring, switchboards and electrical equipment before turning the power on.
- LPG cylinders and natural gas installations must be checked by a licensed gas fitter prior to use.
- Take photos of damaged furniture, furnishings, appliances, dishes, etc before removing from your property for insurance purposes.
- Bulk bins are for spoiled foods and perishables only. Only put general waste on the kerbside for pick-up.
- Contact Council to remove hazardous waste from your premises. Keep these separate from other waste - don't put on kerbside with other waste.
- Let your premises air for 30 minutes before starting the clean-up.
- Protect yourself from possible contaminants and bacteria - always wear rubber gloves, water resistant clothing, safety glasses and closed in footwear.
- Clean yourself after any clean-up activities. Wash well with anti-bacterial soap. Clothing should be washed separately in hot water and detergent.
- Thoroughly clean and disinfect all hard surfaces and cleanable items with hot water and detergent or a bleach solution (dilute 1 cup of laundry bleach in 4 litres of water).
- Clean out trapped water and mud in affected wall cavities, bathroom vanities, shower/bath bases, kitchen cabinets and floating floors.
- 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.
- Hose the silt in streets, drains and outside your property to keep it moist. This will prevent drain blockages and further flooding.

Health and safety advice

Protect yourself from possible contaminants and bacteria in residue floodwaters 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 floodwaters recede, empty any containers that are holding water.

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
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River banks unstable as flood waters subside

Brisbane residents are advised to stay away from unstable river and creek banks as flood waters recede. Banks are unstable due to water saturation which can cause erosion and landslips. Steep sandy soils are particularly dangerous and may collapse and cause injury.

Those residents who live along a river or creek bank who fear a slump are urged to contact their own geotechnical engineer who can provide expert advice.

Please report eroded creek or river banks to Council on 3403 8888.

5 tips for good back care when lifting heavy items

1. Get close to the load as if you're hugging the object. Having the object close to your body puts less force on your lower back.
2. Keep your back straight and in an upright position while squatting to pick the item up.
3. Tighten your stomach muscles. This will help support the spine. Don't hold your breath while tightening the muscles.
4. Lift with your legs. They are the strongest muscles in your body.
5. Pivot, don't twist. Turn with your feet, not your back. Your back isn't built for twisting from side to side.

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 include financial assistance, personal support, counselling, information and referral to other services. 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:

Yeronga

Yeronga State High School
Assembly Hall, 122 Park Rd

Jamboree Heights

Jamboree Heights Primary School
Beanland St, Jamboree Heights

East Brisbane

Anglican Church of Australia
455 Main St, Kangaroo Point

RNA Ground Floor Auditorium

Gregory Terrace, Bowen Hills

Indooroopilly

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

Corinda

St Aidan's Anglican Girls' School
11 Ruthven St, Corinda

Wacol

The Park – Centre for Mental Health
Corner of Boyce Rd and Ellerton Drive
Wacol



This newsletter contains information about the flood recovery.

Financial relief for flood-affected residents

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

Animal shelter fees: Council is waiving all fees and fines relating to the impounding of animals due to flood conditions.

Water rebate: All ratepayers in flood-affected homes will receive a \$100 rebate on their water bill. Council is currently identifying properties that are eligible and determining the best way of delivering the rebate.

Personalised public transport (PPT): Council has advised Black & White Cabs to waive fares for residents eligible for PPT from flood-affected areas.

Other service providers: Council advises affected residents to contact their service providers to investigate payment extensions on other bills.

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

Flood-affected areas without power

Energex is asking residents to be patient as they continue to repair and restore electricity to flood-affected areas.

Particular acknowledgement is given to residents of Graceville and Sherwood who Energex has advised are likely to be without power until COB Wednesday, 19 January.

To check on power restoration in your suburb, phone Energex's loss of supply number on 13 62 62 or visit www.energex.com.au

Free vaccinations

Brisbane City Council is offering flood victims and volunteers free vaccinations for tetanus at its recovery centres and infant clinics across Brisbane.

The vaccinations will be available free of charge to the following groups:

- Residents affected by the floods
- Registered volunteers
- Informal or unregistered volunteers helping out in their local neighbourhood or helping family or friends
- People who missed the opportunity at the volunteer assembly centres

Please call Council on (07) 3403 8888 to find out times that vaccination clinics are being held at your closest recovery centre or infant clinic.

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Waste disposal

The warm weather increases the need to correctly dispose of waste. In flood-affected areas, wheelie bins will be collected regularly but it is preferred for you to utilise bulk bins that have been distributed in your area. Please follow these directions:

Perishable waste: This waste should be put in bulk bins located in your area. Please do not park cars in front of these bins as Council will be emptying them regularly to avoid any possible health risks associated with rotting goods.

Dead animals: Residents should log jobs through the Contact Centre on (07) 3403 8888 and Council's dead animal contractor will remove the animal as soon as possible.

Businesses with large amounts of perishables: Businesses should call Council's Contact Centre on (07) 3403 8888 to discuss individual disposal needs.

Business and household hazardous waste: 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.

Hazardous materials include:

- Pesticides and herbicides
- Pool chemicals and other packages of chemicals or unknown materials
- Fuel cans, solvents, paint strippers and corrosives
- More than 10 cans of paint (less than 10 cans can be disposed of in general waste on the kerbside)

For hazardous waste collections, residents are advised to contact Council on (07) 3403 8888 to organise collection. Council has co-ordinated a designated contractor to collect and dispose of hazardous waste materials. The contractor is attending sites as they are identified.

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.

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.

Council will have conducted a "first pass" of all kerbside rubbish and skip bins by COB Sunday, 23 January and pick ups will continue throughout the week.

Normal waste collection services are resuming in flood-affected areas as soon as it is safe and practical to do so.

Restoring your swimming pool

If your pool has been inundated with flood water it is not essential to restore your pool to use immediately. If you do start working on your pool, it is important to assess the condition and ensure it is safe. It is important you don't empty your pool while the ground is still wet.

Heavily saturated soils as a result of the flooding have created additional pressure around in-ground pools. This could push the pool out of the ground if water is removed.

It is also critical to assess the integrity of 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

For more information on restoring your pool visit www.brisbane.qld.gov.au

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Be prepared for summer storms and king tides

Summer storms are normal for our subtropical climate and the Bureau of Meteorology predicts a few in the coming weeks.

Residents are encouraged to sign up for Early Warning Network (EWN) alerts. The EWN service provides severe weather event notification for your local area, **free of charge** via text message, email or phone. Visit www.brisbane.qld.gov.au for more information.

Be prepared for storms

- Have an emergency kit ready, with a torch, battery-operated radio, spare batteries, first-aid kit, and waterproof bags containing important documents.
- Clear gutters and drainpipes of leaf litter and debris.
- Put away or secure loose outdoor items such as furniture, toys and debris.
- Move vehicles under cover or away from trees.
- Have access to a phone that doesn't require mains power.

Take care during and after storms

- 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.

Advice for the Brisbane River king tide on Friday morning 21 January.

- Avoid parking in areas that may be affected by the tidal waters. Visit www.brisbane.qld.gov.au/floodwise to see the Flood Flag map for your suburb.
- 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.

Electricity and Natural Gas

Residents in flood affected properties are advised to take care with all LPG or natural gas installations and appliances until important safety checks are made.

Gas appliances immersed under flood water will need to be replaced. Gas installations, including appliances, meters and regulators, must be checked by a licensed gas fitter before being used.

As soon as it is safe to do so, gas networks operator APA Group will visit areas which were inundated to ensure that gas services are restored safely.

To have your gas reconnected after inspection, contact APA Group on 1800 808 526.

Gas cylinders may have been dislodged or washed away during the flood. Do not place gas cylinders on the kerbside for collection. Keep cylinders separate and contact your supplier to arrange collection.

Origin's call centre numbers are 13 24 61 for residential customers, and 1300 661 544 for small business customers. Visit www.originenergy.com.au for more information.

Storm contacts

For storm or flood emergencies inside your property, phone SES on 132 500.

To report fallen trees or blocked stormwater drains outside your property boundary, contact Council on (07) 3403 8888.

To report a fallen powerline call Energex on 13 19 62. To report power interruptions or for updates on power restorations call Energex on 13 62 62.

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Health and hygiene

The community is advised to take care with flood waters.

Residents shouldn't swim, play or fish in flood waters or the Brisbane River. This water could contain raw sewage, chemicals, and bacteria posing a risk to your health and safety.

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. And be sure to clean your hands thoroughly before handling any food or drink.

Check on your neighbours and take care of yourself

In the week since the flood waters peaked in Brisbane, residents and volunteers have been working hard to protect and clean their properties. For the most part, community spirit is strong, but there may be some flood affected residents who are still at risk.

At this time it is important that you take care of yourself, considering both physical and emotional fatigue.

Be mindful of your health. Make sure that you eat properly, drink plenty of water and get enough rest.

Check on your neighbours, particularly if they are elderly. Check in with people you haven't heard from or visit houses where there hasn't been any activity.

Use the support systems available to you. If you need help then please ask for it. There are many organisations and individuals willing to assist. You can contact beyondblue on 1300 22 4636, Lifeline on 13 11 14, Relationships Australia on 1300 364 277 or Kids Help Line on 1800 511 800.

Securing your property

Queensland Police have stepped up patrols in the flood affected areas of Brisbane, to keep homes and businesses safe from looters.

Residents are advised to protect their property as well as they can.

Damaged furniture and belongings should be put on the kerbside for collection, with salvaged items placed back in the property in the evening. This is to clearly separate what you do and don't want to keep.

Any items of value should be locked away, or stored with family or friends if your property is not secure.

If you see anyone stealing, please do not approach them. Contact the Crime Stoppers hotline on 1800 333 000.

Update on waste collection

Council is now regularly collecting wheelie bins in flood affected areas, so you should put your bins out on the kerb for collection. Please note that all rubbish, including green and recycling, is being collected as general waste.

Some households may have lost their wheelie bin in the floods. If this is the case, please call Council on (07) 3403 8888 to request a new bin.

Council's free transfer stations remain open from 6am to 9pm each day for residents who wish to transport their own waste. The transfer stations are located at 1402 Nudgee Road, Nudgee; 360 Sherbrook Road, Willawong; 101 Upper Kedron Road, Ferny Grove; and Tilley Road, Chandler.

Pets and animals

Many pets were affected by the recent flood and Council is working to reduce the stress on pet owners.

Release fees for impounded animals and sustenance fees will be waived. This does not include animals seized for public safety reasons. If a fine has been issued and an animal has been impounded, Council will waive the penalty if the animal is collected from the shelter before 5pm Friday 21 January 2011.

There have been media reports of pets lost due to the flooding being euthanised – these reports are false. Council will continue to help you find your lost pets.

Flood Evacuation and Recovery Centres

Flood Recovery Centres have been set up across the city as a one-stop-shop for flood affected residents. Services available at these Centres include the processing of Centrelink and State Government payments, insurance advice, onsite banking, counselling services, internet kiosks and mobile phone charging. So far more than 3000 people have visited the various centres.

The Recovery Centres are open from 8.30am to 5.00pm and are located at:

- QEII Sports Complex, Kessels Road, Mt Gravatt
- RNA Showgrounds, Gregory Terrace, Bowen Hills
- Indooroopilly Catholic Church Hall, corner of Ward Street and Central Avenue, Indooroopilly
- Yeronga State School, 122 Park Road, Yeronga
- St Aidan's Anglican Girls' School, Ruthven Street, Corinda
- St Mary's Anglican Church (next to St Vincent's Hospital), 455 Main Street, Kangaroo Point
- Jamboree Heights State School, 35 Beanland Street, Jamboree Heights
- TLC Building, 16 Peel Street, South Brisbane
- Centre for Mental Health, Recreation Hall, corner of Boyce Road and Ellerton Drive, Wacol

The QEII Evacuation Centre remains open, though the RNA Evacuation Centre has now closed.

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Sandbags

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, so please leave them on your footpath.

Brisbane City Council libraries

Council has 33 libraries across the suburbs, with 31 currently opened and two closed due to the flood – Fairfield and New Farm libraries.

A number of services are available at libraries for flood affected residents, including internet facilities and WiFi, televisions, mobile phone charging, toilets, drink stations, lounge areas and activities for children.

Residents who borrowed items from a Council library which have been lost or damaged in flood waters should contact their local library. They will not have to pay for these items. Residents in flood-affected areas also have an extra 30 days to return borrowed items without incurring any overdue fees.

Visit www.brisbane.qld.gov.au/libraries for a complete list of library locations, contact details and opening hours.

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

Helpful phone numbers

Brisbane City Council Contact Centre	(07) 3403 8888
State Emergency Services (SES)	132 500
Disaster Recovery Line, Department of Communities	1800 173 349
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Let Council know what needs to be done in your area

Council is constantly doing waste collections in flood affected areas, so as soon as your bins are full please put them on the kerb. Please continue to let Council know where services are needed, such as kerbside, general rubbish, hazardous materials and asbestos collections.

Also, help us identify issues in the community such as potholes, stormwater drain blockages or debris blocking roadways. We are logging all of these reports and getting to these requests as soon as we can.

There are a number of ways to report an issue to Council.

- Phone Council on (07) 3403 8888.
- Use your mobile phone and send an MMS (picture message) or SMS (text message) to 0429 2 FIX IT (0429 234 948). You should include the location, nature and description of the problem in your message.

Early Warning Network

Residents are encouraged to sign up for Early Warning Network (EWN) alerts. The EWN service provides severe weather event notification for your local area, via text message, email or phone. This is a free service that gives information ahead of time so you can prepare and protect you, your family and your property. Visit www.brisbane.qld.gov.au or more information.

More Information

You can access detailed and up-to-date information on Council services, community news, public transport and flood recovery advice on Brisbane City Council's website – www.brisbane.qld.gov.au

Put your hand up for help

There has been an overwhelming response from the community with offers to help flood affected residents.

Tens of thousands of volunteers have registered with Council, and are ready and willing to assist with clean-up, restoration and repair activities. If you have jobs that do not require any real expertise, just some enthusiasm, then please contact Council and we can match you with groups of volunteers.

Flood affected residents and businesses, with no or part insurance, can register with Council if you need tradespeople to assist with repairs to your properties.

Council will match you with certified tradespeople based on your needs. Tradespeople will be able to provide free advice and a free quote, but will not be able to do work for free.

Please call Council on (07) 3403 8888 for more information, or to register for either volunteer or tradesperson assistance.

Be aware of scammers

Brisbane residents are warned to be aware of scammers following the recent floods. Unfortunately, some individuals will try to profit from the disaster and de-fraud residents.

Queensland Police are aware of a scheme where trade workers demand cash up-front for services and do not complete the job. In another scheme, a person offers to assist residents to access government financial assistance and asks for bank details. Residents should be alert to such scams and be careful not to hand over any money or details in these instances.

If you are unsure if an offer such as these are scams or legitimate, contact Crime Stoppers on 1800 333 000.

Returning to school

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.

Delayed openings

The following schools will open Thursday 27 January: Somerville House, Brisbane Boys College, Clayfield College, St Peter's Lutheran College and St Joseph's College Gregory Terrace.

Nudgee Junior College will open Monday 31 January.

Other schools may also have delayed opening. Please contact your school directly for more information.

Closures and alternative arrangements

Alternative accommodation has been arranged for schools that are unable to open.

Milpera State High School students to attend the Yeronga TAFE campus, corner Villa Street and Park Road, Yeronga.

Milton State School students to attend Queensland Academy of Science, Mathematics and Technology, 80 Bywong Street, Toowong.

Rocklea State School students to attend Moorooka State School, Shirley Street, Moorooka.

Corinda State School Year 7 students only to attend Corinda State High School, 46 Pratten Street, Corinda.

Jindalee State School Year 7 students only to attend Centenary State High School, 1 Moolanda Street, Jindalee.

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

Uniforms and books

If you have lost school uniforms or books you may be eligible for financial assistance. Speak to your school principal for more information. Some organisations, such as Lions Club International, are providing school supplies to families who have been affected by the floods. Contact these organisations directly for more information.

Check the Department of Education and Training's website www.deta.qld.gov.au for the latest information.

Wacol Recovery Centre has moved

Please note that the Wacol Recovery Centre has moved to Goodna. The Recovery Centre is now located at Max Employment Centre, 21 Queen Street, Goodna.

Grants and assistance available to residents and small businesses

Council and Queensland and Australian Governments are offering a range of assistance for residents and small businesses affected by the flood.

Council will grant residents and small businesses 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 to assist with the clean-up.

Legal Aid provides free legal information and preliminary advice to disadvantaged residents and small businesses affected by the floods. Visit www.legalaid.qld.gov.au or call 1300 65 11 88.

Residents and small businesses can access the Australian Government's Disaster Income Recovery Subsidy and Australian Government Disaster Recovery Payment. Visit www.centrelink.gov.au or call 180 22 66 for eligibility criteria and more information.

The Queensland Government offers flood affected residents the Personal Hardship Assistance Grant, Structural Assistance Grant and Essential Household Contents Grant. Visit www.communities.qld.gov.au or call 1800 173 349 for eligibility criteria and more information.

The Queensland Government offers small businesses a range of financial programs including Special Disaster Flood Assistance grants and Natural Disaster Relief and Recovery Arrangements low interest loans. Visit www.qraa.qld.gov.au or call 1800 623 946.

The Australian Taxation Office can assist businesses by fast-tracking refunds and allowing extra time to pay debts and meet activity statement or lodgement obligations. Visit www.ato.gov.au or call 1800 806 218.

Bikeways and pathways

Council cautions residents to take care across the city's bikeway and pathway network. Following the recent storms and flood event, bikeways and pathways have been affected by debris and silt, pavement or railing damage, and in some cases, sections have been destroyed.

Some bikeways and pathways are currently closed for assessment, cleaning and repair. Work to restore these services will begin as soon as safely possible. Council is asking residents to be patient with disruptions while it focuses on recovery efforts, to ensure residents can return to their homes and businesses can resume operation.

Cyclist and pedestrian safety is the number one priority. Residents should make themselves aware of bikeway and pathway closures and alternative routes.

A number of CityCycle bike stations around the Brisbane River and ferry terminals are closed because of flooding and severe weather. Visit www.citycycle.com.au for more information.

Visit Council's website www.brisbane.qld.gov.au or phone (07) 3403 8888 for updates on closures, alternative routes and safety messages.

Power restoration and safety

Residents and business owners still without power should call Energex on 13 62 62 if your neighbours have been reconnected and your property is safe for restoration.

For properties that have been inundated with flood waters, Energex advises residents to ensure all appliances are checked by a licensed electrician before plugging them in. If you are in doubt, throw them out.

Energex also encourages the community to be aware of damaged electricity infrastructure, particularly in public areas such as parks. Keep an eye out for exposed wires, broken pillar boxes and obvious damage to electrical equipment.

Visit www.energex.com.au or call 13 62 62.

Advice for backyards and gardens

Below are some tips on how to take care of gardens and lawns affected by the flood waters.

- Silt from flood waters may contain raw sewage, chemicals and bacteria, so wear closed shoes and protective clothing when gardening.
- Unblock all drains and pipes to prevent any further flooding.
- Mosquitoes breed in stagnant water, so check and empty bird baths, pot plant bases, and anywhere water might collect.
- Foliage and grass covered in silt can be cleaned with a garden hose. Be aware that hosing will add more water to your inundated lawn.
- If you are unable to use a hose then a mix of 50% milk and 50% water can be used to remove silt and prevent mould and mildew.
- If the grass has more than 5cm of silt then you should rake the lawn to break up the surface.
- Garden Lime can be used to help remove foul odours from your garden and improve the soil pH.
- Under no circumstances should disinfectants be sprayed over garden lawns or shrubs.
- Pets should be restricted to small, hosed lawn areas until rain dilutes and washes away any residual chemicals.
- Pots and tubs can be cleaned with high pressure hosing.

Many of Brisbane's public parks and gardens also sustained water damage to infrastructure, lawns and gardens. This is mainly in the form of debris, silt and water inundation. Council is working to remove heavy deposits of silt, remove debris and fallen trees, and mow parklands as per our normal schedule.

Volunteers are also being called on to assist with park clean-up across Brisbane this weekend (22-23 January).

Stay safe when using generators

Residents should be extra cautious when using generators in flood affected areas.

- 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 the Department of Community Safety on 1300 369 003.

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

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

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

27 January 2011

Community news #6



Dedicated to a better Brisbane

Council venues open for business

Council is working to ensure venues affected by the flood are repaired and reopened as soon as possible. However, the focus remains on cleaning up local streets.

Venues now open include the Sir Thomas Brisbane Planetarium, Hibiscus Sports Complex, Acacia Ridge Leisure Centre, Brisbane Botanic Gardens Mt Coot-tha, City Botanic Gardens and Victoria Park Golf Complex.

Facilities still closed include Jindalee and Bellbowrie pools and St Lucia Golf Links.

For venue locations and opening times, visit 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
Disaster Recovery Line, Department of Communities	1800 173 349
Australian Government Emergency Information Line	180 22 66
Energex	13 62 62
Optus	13 13 44
Telstra	13 22 03

This newsletter contains information about the flood recovery.

Community groups and small businesses urged to ask for help

Community groups and small businesses that need volunteer assistance are urged to contact Council as soon as possible. We will continue to task volunteer groups with requests for assistance from community groups and businesses in the short-term, so please let us know what help you need by phoning (07) 3403 8888.

Volunteers 'Adopt a Park' in time for Australia Day celebrations

Thanks to volunteers, more than 30 parks and community areas across Brisbane were tidied up on Saturday 22 January.

Efforts were focused on flood affected suburbs, including Bellbowrie, Kangaroo Point, Jindalee, Seventeen Mile Rocks, Graceville, Fig Tree Pocket, St Lucia and Fairfield. Visit www.brisbane.qld.gov.au/parks-cleanup for a full list of parks that have been cleaned.

Volunteers helped clear and clean community assets such as bikeways, playgrounds, shade shelters and barbeques. This work means parks are now at a stage where Council can re-commence normal maintenance schedules.

Council would like to thank the 650 volunteers who took part in the 'Adopt a Park' initiative.

Free legal advice

Residents and businesses affected by the flood can access free legal information and preliminary advice from Legal Aid Queensland. Phone 1300 65 11 88 or visit www.legalaid.qld.gov.au

Bikeways and pathways

Council has been working hard to clean, repair and restore bikeways and pathways across Brisbane.

The Bicentennial Bikeway has now reopened. Bikeway users are advised to take care around the Drift Restaurant as it undergoes repairs. Also, please take care along this shared pathway after dark as lighting has not yet been restored. Lighting will be restored as soon as possible.

The floating Riverwalk at New Farm has been extensively damaged, with some sections of the walkway washed away. This facility will be closed for a significant period. Alternative routes are along Moray Street, Bowen Terrace, Ivory Lane and Boundary Street.

A number of bikeways and shared pathways around Brisbane remain closed for repair. Council is asking residents to be patient with disruptions while we focus on recovery efforts, to ensure residents can return to their homes and businesses can resume operation.

Visit Council's website www.brisbane.qld.gov.au or call (07) 3403 8888 for updates on closures, alternative routes and safety messages.

More information

You can access detailed and up-to-date information on Council services, community news, public transport and flood recovery advice on Brisbane City Council's website www.brisbane.qld.gov.au

Brisbane City Council
Information
GPO Box 1434
Brisbane Qld 4001



For more information
visit www.brisbane.qld.gov.au
or call (07) 3403 8888

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

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

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

Waste collection update

Wheelie bin collections

General, recycling and green waste services have now returned to normal across Brisbane. Residents should sort rubbish, and place it in the correct bins for proper disposal. Additional wheelie bin collections are still occurring in flood affected areas. Please place full bins at the kerb and they will be collected as soon as possible.

Hazardous waste and asbestos

Hazardous waste should NOT be put in wheelie bins or on the kerb for collection. Materials such as pesticides, pool chemicals, fuel cans, corrosives, asbestos and more than 10 tins of paint should be reported to Council for collection on (07) 3403 8888. Residents who find leaking chemicals or gas cylinders should stay clear and call '000'.

Disposing of large items

Residents in flood affected areas are asked not to put mud, building rubble, sandbags and similar heavy items in wheelie bins. Please leave these items on the kerbside for collection. Kerbside collections in flood affected suburbs will continue until Sunday 30 January 2011.

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

Council transfer stations are located at:

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

Food waste skip bins

Food waste skip bins have been placed in locations across Brisbane for the disposal of perishable goods. Visit Council's website www.brisbane.qld.gov.au/bulk-bin-locations.html or call (07) 3403 8888 for a full list of locations.

Tipping of bulk mud and sludge

The following sites are temporarily open for tipping bulk mud and sludge:

- Roghan Road, Fitzgibbon. Please contact Greg McPherson on (07) 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 collections and safely cleaning up after severe weather.

Sandbag disposal

Council is encouraging residents to assist with the disposal of used sandbags.

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. Please leave them on your kerb.

Building Fire Safety

Queensland Fire and Rescue Service (QFRS) has set up a taskforce to assess key building fire safety issues in non-residential properties that were affected by the flood.

While understanding the need for people to move back into these buildings, QFRS recommends a full risk analysis of the property to ensure the safety of occupants.

Buildings that do not have a working fire detection system will need to install stand-alone smoke alarms. QFRS should be advised when systems are again fully functional.

Phone QFRS on (07) 3362 9932 for assistance, advice and more information.

Free tetanus vaccinations

Council is offering free tetanus vaccinations for flood affected residents and volunteers. Vaccinations are available at Recovery Centres and infant clinics across Brisbane. Please call Council on (07) 3403 8888 to find out times that vaccination clinics are being held at your closest recovery centre or infant clinic.

Mosquitoes

Flood waters attract increased activity from mosquitoes, especially around dusk. Health risks related to mosquito bites can be avoided by following a few simple steps.

- Use repellent on exposed skin and re-apply every few hours.
- Use repellent on clothes as mosquitoes can bite through, but take care as some repellents stain.
- Best mosquito repellents contain Diethyl Toluamide (DEET less than 20%).
- Avoid prolonged or excessive use of repellent, and avoid putting near eyes and mouth.
- Use mosquito coils or vaporising mats.



This newsletter contains information about the flood recovery.

Parks clean-up

Council has inspected all parks in flood-affected areas and is prioritising work to ensure sport and recreation spaces are safe and enjoyable for local residents as soon as possible.

With the assistance of community volunteers, many parks across the city were cleaned up in time to host Australia Day picnics and celebrations.

In Brisbane's south and west, however, many parks still have damaged grounds or facilities including barbecues, playgrounds, sporting facilities and toilet blocks and are either fully or partially closed. These parks are barricaded or signed and Council asks residents to follow warning signs and keep out of closed areas for their own safety.

For up to date information on park closures, phone Council on (07) 3403 8888.

New buses to replace ferries

TransLink is introducing two new bus services to temporarily replace CityCat and CityFerry services.

Route 234

Operates from Baildon Street, Kangaroo Point (near the Story Bridge Hotel) to Eagle Street. Services run every 15 minutes during peak, and 30 minutes off-peak, Monday to Sunday.

Route 233

Operates from Apollo Road ferry terminal to Alice Street, via the Bulimba, Hawthorne and Mowbray Park ferry terminals. Services run every 10 minutes Monday to Friday, between 6–9am and 4–7pm. Customers can use route 232 all other times.

For timetables and more information visit translink.com.au or call 13 12 30 anytime.

Bikeways and pathways update

Council is pleased to advise that the majority of bikeways and shared pathways affected by the flood have been repaired and are now open for use.

Cyclists and pedestrians should take care, however, as localised sections of some pathways may still require minor cleaning or repairs.

Pathway lighting damaged during the floods has not been restored at all locations, so pathway users should take extra care at night.

The City Reach Boardwalk, Cultural Centre Boardwalk, Southbank Promenade and Riverside Drive at West End are temporarily closed for repairs.

Sections of the Kedron Brook, Edenbrooke and Jindalee/Rocks Riverside bikeways are also closed for repairs with alternate routes along local streets.

The floating Riverwalk at New Farm was extensively damaged and will remain closed for a significant period. Alternate routes are via Moray Street, Bowen Terrace, Ivory Lane and Boundary Street, and Council will be signposting these routes as soon as possible.

Visit Council's website www.brisbane.qld.gov.au or phone (07) 3403 8888 for updates on closures, alternative routes and safety messages.

Early Warning Network

Residents are encouraged to sign up for Early Warning Network (EWN) alerts. The EWN service provides severe weather event notification for your local area, via text message, email or phone. This is a free service that gives information ahead of time so you can prepare and protect yourself, your family and your property. For more information and to register visit www.brisbane.qld.gov.au

Health and wellbeing

Take care of yourself when in flood-affected areas and during clean-up, considering both physical and emotional fatigue. The main health risks while in flood-affected areas include injuries such as falls, skin lacerations or snake and spider bites, skin infections, sunburn and mosquito-borne infections.

Health tips to consider during the flood recovery:

- continue to practise high levels of personal hygiene, washing or sanitising hands regularly after handling any flood-affected equipment/surroundings (especially prior to eating, drinking or smoking)
- if you have an open wound, cut or abrasion make sure it is covered with a bandaid/dressing and change daily to check for cleanliness of the wound
- if you are concerned about a wound that is not healing or appears infected, consult with a medical practitioner as soon as possible – do not delay
- consider avoiding all flood water and mud if you have exposed wounds, especially if you have diabetes or other chronic diseases. Wounds heal most quickly if the limbs are rested and elevated
- always wear appropriate clothing and personal protective equipment for the task at hand. When cleaning up, always wear rubber gloves, long trousers, long-sleeved shirts and closed-in footwear
- when removing mould, wear gloves and protective eyewear and try to obtain a disposable respirator if the mould is extensive (see below for more information on safely removing mould)
- make sure that you eat properly, drink plenty of water and get enough rest
- check on your neighbours, particularly if they are elderly or if you haven't heard from them.

Emotional wellbeing

If you or someone you know is distressed and finding it difficult to cope, then seek assistance. Support is available through organisations such as Lifeline and the Red Cross.

- Lifeline centres maintain a telephone counselling service in addition to providing information, referral and associated services. Phone 13 11 14.
- The Australian Red Cross has free information on recovering from a disaster and cleaning up after a flood available on their website www.redcross.org.au or by phoning 1800 733 111.
- Help may also be obtained from your general practitioner, local Community Health Centre or local Mental Health Service. Please refer to the White Pages.

Dealing with mould after a flood

Many flood-affected residents would be experiencing problems with mould. For individuals such as asthmatics or those with allergies, exposure to moulds may cause an adverse reaction or health problems. Exposure to moulds can be through inhalation, skin contact or by ingestion. Reduce the risk of mould-related health problems by taking the following precautions:

Eliminate key mould growth environments

- When returning to a flood-affected house or building, dry it out as quickly as possible by opening all the doors and windows. If possible use fans to speed up the process.
- Porous items that can't be easily cleaned and have been wet for more than two days should be discarded. This includes items such as mattresses, carpet, food, leather goods and ceiling insulation.
- Air conditioning and other ventilation units are excellent environments for the growth of moulds and other bacteria. Using the unit without having had it properly cleaned first may result in mould spores becoming airborne and being inhaled or distributed to other parts of the building. It is advisable to have these units serviced by a qualified technician after a flood.

Removing mould

- The most effective way of cleaning mould on walls, floors and other hard surfaces is with a chlorine bleach solution (approximately one cup of bleach in four litres of water).
- Items that can be washed such as stuffed toys and linen should be washed as usual.
- Non-porous items such as glass-ware and some plastics can be washed in hot water with a bleach solution or with a good quality disinfectant and air dried.

Protect yourself

- Wear good quality rubber gloves to protect the hands and nails from coming into contact with mould.
- Protect your eyes by using safety goggles with closed-in sides.
- If your clean-up is extensive or you have sensitivities, try to obtain an N95/P2 disposable respirator. Unlike conventional dust masks, these masks protect against microscopic spores and bacteria.

There may be mould where you can't see it

If water has affected walls and entered wall cavities, it is important to remove the walls all the way to the studs. Otherwise mould may grow in the cavities, causing mould spores to spread and risk of sickness and respiratory problems. (Concrete and brick walls do not need to be removed). If not dealt with properly, on hot, humid days the smell of floodwaters may return. Refer to the *Restoring your home after a flood* fact sheet on Council's website www.brisbane.qld.gov.au

For further information, contact your nearest Queensland Health public health unit:

Brisbane North – Phone (07) 3624 1111

Brisbane South – Phone (07) 3000 9148

Waste disposal update

Free tipping

Council transfer stations are still accepting general and green waste free of charge and are open from 6am to 9pm seven days per week until Sunday 6 February. Council transfer stations are located at:

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

Kerbside collections

Council's regular kerbside collections in flood-affected suburbs finished on Sunday 30 January. If for some reason you were genuinely unable to place your rubbish on the kerb by Sunday, please phone Council on (07) 3403 8888 and other arrangements will be made for collection.

Wheelie bin collections

General, recycling and green waste services have now returned to normal across Brisbane. Residents should sort rubbish and place it in the correct bins for proper disposal. Additional wheelie bin collections are still occurring in flood-affected areas. Please place full bins at the kerb and they will be collected as soon as possible.

Residents in flood-affected areas are asked not to put mud, building rubble, sandbags and similar heavy items in wheelie bins. These should be taken to transfer stations listed above.

Tipping of bulk mud and sludge

The following sites are temporarily open for tipping bulk mud and sludge:

- Willawong Landfill, Sherbrook Road, Willawong. Please contact Greg McPherson on (07) 3027 4724
- Rochedale Landfill, 174 Gardner Road, Rochedale (limited amounts)
- Swanbank Landfill, Swanbank Road, Swanbank.

Hazardous waste and asbestos

Hazardous waste should NOT be put in wheelie bins. Materials such as pesticides, pool chemicals, fuel cans, corrosives, asbestos and more than 10 tins of paint should be reported to Council for collection on (07) 3403 8888. Residents who find leaking chemicals or gas cylinders should stay clear and call '000'.

Avoid handling materials that may contain asbestos. If possible, keep the materials wet and covered in plastic. Do not put materials suspected of containing asbestos into rubbish bins. Only a licensed contractor should remove or break materials that could possibly contain asbestos fibres. If you suspect an area has asbestos dust, do not disturb it. Contact a licensed contractor; they are listed in the Yellow Pages under 'asbestos removal and treatment'. For more information about health risks or safe handling and disposal of asbestos, contact Queensland Health on 1300 744 636 or Workplace Health and Safety Queensland on 1300 369 915.

Development assessment for flood-affected properties

Council is providing advice and assistance to help residents restore flood-affected properties.

This will include free expert advice and options to try and protect properties from future flooding. Council will offer free pre-lodgement advice for anyone who had been undertaking a building project that was affected by flooding. Discounts for development applications for flood-affected properties may also apply depending on individual circumstances. Council will also consider proposals and provide free advice in relation to raising building heights above 8.5 metres in flood-affected areas to provide greater protection from future flooding.

Council's Development Assessment team is also available to provide expert advice regarding any development permits that are required and will work to fast-track any flood-related applications. Final approval times will depend on the complexity and type of application.

Enquiries can be made to dafloodenquiries@brisbane.qld.gov.au or by phoning Council on (07) 3403 8888.

Noise restrictions

Residents are asked to be respectful of neighbours and mindful of noise regulations when carrying out rebuilding work.

Under the Environmental Protection Act 1994, builders and contractors must not carry out building work in a way that makes an audible noise:

- before 6.30am or after 6.30pm Monday through Saturday
- at any time on Sunday or public holidays.

There are also noise regulations for the use of devices such as generators, compressors, grass-cutters, leaf-blowers and power tools. These devices cannot be operated in a way that makes an audible noise:

- before 7.00am or after 7.00pm Monday through Saturday
- before 8.00am or after 7.00pm on Sunday or public holidays.

Visit the Office of Queensland Parliamentary Counsel website www.legislation.qld.gov.au for more information.

Insurance Council

Following major flooding through Queensland, the Insurance Council and its members have activated general insurance industry arrangements for the coordination of the recovery effort for insured residents.

The insurance hotline is continuing to operate for consumers who have lost insurance papers or have general inquiries and is available 24hrs on 1300 728 228.



This newsletter contains information about the flood recovery.

Early Warning Network

Don't forget to register for Council's FREE Early Warning Alert service. The service provides notification via email, SMS and/or landline of potential severe weather in your local area. For more information and to register visit www.brisbane.qld.gov.au or contact Council on (07) 3403 8888.

Restoring flood-affected properties

Council is providing assistance and advice about restoring flood-affected properties so residents can return to their homes as quickly as possible.

If you are rebuilding your house to its original state then you are able to proceed without Council approval.

However, if you are seeking to make improvements to your house which change its original state, you may require a development approval from Council. This could particularly apply to heritage-listed properties, houses within a Demolition Control Precinct, or houses on a Small Lot.

Discounts are available on application fees for some flood-affected properties so check with Council to see if you're eligible. Council will also endeavour to fast-track any flood-related applications.

Council is also offering free advice for the next two years for flood-affected property owners who want to make changes to protect their homes from flooding.

Building approvals may be required for works such as retaining walls, swimming pools and pool fences. Visit www.bsa.qld.gov.au for more information and advice on building approvals.

A range of fact sheets to assist residents and businesses is available at www.brisbane.qld.gov.au

Enquiries can be made to dafloodenquiries@brisbane.qld.gov.au or by contacting Council on (07) 3403 8888.

Taking care of yourself and your family

Even if you have not been directly affected by the floods, many of you will know someone who has. In the coming weeks and months, it will be especially important for people to take care of their own emotional wellbeing, and look out for those around them.

Listed below are some support services that may be able to help:

- Lifeline: 13 11 14
- 13 HEALTH (13 43 25 84)
- Kids Help Line: 1800 55 1800
- Parentline: 1300 30 1300

Options for flood-affected businesses

Council is committed to assisting flood-affected businesses to get back on their feet as quickly as possible.

Some businesses damaged during the floods may require repairs or plumbing work before they can once again open their doors.

Some of this work, such as substantial repairs to the structure of a building or fire-rated walls, will require approval from private building certifiers.

Other work, such as replacement of a hot water system or toilet, may require a plumbing approval.

For all building advice and building approvals contact a private building certifier. Visit www.bsa.qld.gov.au

For all plumbing advice and plumbing approvals contact Council's Plumbing Services Group on (07) 3403 8888.

Where businesses are unable to operate due to flood damage, operation from a temporary building or as a home business may be an option, while damaged buildings are being repaired.

Small-scale, low-impact businesses may be able to operate on a short-term basis as a home business provided issues such as the number of employees, signage, car parking and hours of operation are limited, to minimise impacts on neighbours.

Other businesses may be able to operate from a temporary building on the flood-affected site or from other premises, while larger-scale businesses may have no alternative but to find another location from which to operate.

These options may require a development approval from Council. To obtain advice about your particular situation and the options available email dafloodenquiries@brisbane.qld.gov.au or contact Council on (07) 3403 8888.

A range of fact sheets to assist residents and businesses is available at www.brisbane.qld.gov.au

Raising the height of your house to protect against future flooding

Brisbane City Council will consider applications to raise houses above the current limit of 8.5m in flood-affected areas, to provide greater protection from future flooding events.

A development application will need to be lodged with Council to gain approval to raise a house above the current 8.5m height limit.

Council's experts are standing by to discuss flood levels for your house, and whether raising it could work for you.

A licensed surveyor could also assist in determining any appropriate change in height for your property.

To obtain advice from Council about your particular situation email dafloodenquiries@brisbane.qld.gov.au or contact Council 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

Restoring or replacing a private pontoon

In many places, the banks of the river are damaged or unstable following the flood. This may prevent safe moorings of pontoons until river banks are stabilised. It is important to seek the advice of an engineer regarding your own situation, because standards may change as a result of the flood.

Residents with pontoons that have been damaged during the flood may need Council approval to repair or replace their pontoon. Generally, if your pontoon can be repaired and you have a previous prescribed tidal works (PTW) approval or Section 86 Harbours Act (S86) approval, you can repair your pontoon consistent with these and within the same site area without any additional approvals. You will be required to provide Council with certification from an RPEQ qualified engineer once you have completed the works.

A PTW approval WILL be required if:

- you are not replacing your pontoon 'like-for-like'
- you need to move the location of your pontoon on a temporary basis
- you want to rebuild a permanent pontoon structure in a different location.

Council will provide free pre-lodgement advice for people wanting to upgrade pontoon facilities. Council will endeavour to fast-track these applications.

For more information on restoring or replacing pontoons following the flood event, view the fact sheet on Council's website www.brisbane.qld.gov.au, email daflloodenquiries@brisbane.qld.gov.au or phone (07) 3403 8888.

Insurance Council of Australia - community information meetings

Over the next two weeks, the Insurance Council of Australia (ICA) is providing community information meetings in areas affected by the recent Queensland floods.

The ICA has joined with the Financial Ombudsman Service and Queensland Legal Aid in hosting the meetings at Ipswich, Goodna, Karalee, Oxley, Yeronga and Indooroopilly. The meetings will provide both a forum for policy holders to raise insurance issues directly with the industry and for the ICA to provide a brief on the recovery process.

Find out more and register at www.insurancecouncil.com.au

The Insurance Council is also continuing to operate the insurance hotline for consumers who have lost insurance papers or have general enquiries. Phone 1300 728 228.

Waste disposal update

Residents are reminded that kerbside collections of flood-damaged items finished on Sunday, January 30. If you still have items which were damaged during the flood and need to be collected, please phone Council on (07) 3403 8888. Normal waste collection services have resumed in all areas of Brisbane.

CityCat and ferries update

Brisbane's CityCat Ferries and CityFerries will take to the water from Monday February 14, two weeks earlier than predicted.

Just one month after floodwaters inundated terminals along the Brisbane River, Council will reopen 15 of the 23 terminals.

CityCat services are on track to run approximately every 12 to 13 minutes for most of the day.

Customers from downstream terminals will have services every six to seven minutes during the morning peak. Off-peak services will run every 25 minutes.

Cross-river services will operate between Bulimba and Teneriffe, Norman Park and New Farm Park and between Thornton Street and Eagle Street Pier.

A partial Inner City Service will operate between South Bank 3, Eagle Street Pier, Dockside and Mowbray Park.

The University of Queensland, QUT (Gardens Point), North Quay, Sydney Street, West End, Holman Street and Regatta terminals remain closed until further notice.

Council will continue working to repair and restore the remaining terminals to ensure we have a full service up and running as quickly as possible.

For timetables and more information visit www.translink.com.au or call 13 12 30.

Bikeways and pathways update

The majority of flood-affected bikeways and shared pathways have reopened but cyclists and pedestrians are still reminded to take care, particularly at night, as not all pathway lighting is operating and some pathways may still require minor cleaning or repairs.

The City Reach Boardwalk, Cultural Centre Boardwalk, Southbank Promenade and Riverside Drive at West End are temporarily closed for repairs or to allow access to repair nearby sites. Bikeways in South Bank are the responsibility of South Bank Corporation.

Sections of Kedron Brook, Edenbrooke and Jindalee/Rocks Riverside bikeways are also closed for repairs with alternate routes along local streets.

The floating Riverwalk at New Farm will remain closed for a significant period following extensive flood damage. Alternate routes are via Moray Street, Bowen Terrace, Ivory Lane and Boundary Street.

Visit Council's website www.brisbane.qld.gov.au or phone (07) 3403 8888 for updates on closures, alternate routes and safety messages.