

FOR IMMEDIATE RELEASE

5 January, 2011

**Toowoomba SES units respond to flood emergencies**

Toowoomba SES groups responded to more than 250 calls for assistance in December during the height of the heaviest flooding in the region for more than 30 years.

SES crews evacuated several isolated families near Cecil Plains and Millmerran and rescued people from vehicles trapped in flooded roads.

Extensive flooding along the Condamine River and associated creeks isolated Cecil Plains and Millmerran for a couple of days late last year and cut the Gore Highway linking Millmerran and Toowoomba.

Millmerran Showgrounds catered for up to 120 travellers who were forced to stay at temporary accommodation when the Gore Highway was shut. Most travellers were forced to halt trips on December 27 with others staying on December 28.

Flood water cut road access to Cambooya and Clifton and outlying areas across southern parts of the region.

The Toowoomba-Cecil Plains Road was closed at times, as was the Warrego Highway west of Jondaryan.

Toowoomba Regional Council (TRC) Strategic Services portfolio leader Cr Noel Strohfeld commended the work of all SES volunteers and countless citizens who pitched in to help all affected communities.

said Cr Strohfeld, who also is chair of TRC's Local Disaster Management Group.

Cr Strohfeld said Toowoomba Unit SES personnel responded to more than 253 callouts in December, which equated to 1068 hours' work. He said 50 SES personnel handled the calls for assistance over the holiday period.

The most notable responses included:

- Millmerran and Clifton SES units combined to transport eight people from properties by boat on the Condamine River at Lemontree on December 28.

**QFCI**

Date:

19/4/11

Exhibit Number:

92

JM

For more information visit [www.qag.qld.gov.au/21stcentury/kids](http://www.qag.qld.gov.au/21stcentury/kids)

ENDS

For further information about this release, please contact Angus Moffatt on [REDACTED] or  
email [REDACTED]

*Authorised by*  
Jenny Foxtton  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

5 January, 2011

## Summer Tunes kick off for 2011

The general message is the amount of action council is involved in either directly or through coordination. This needs to be done with some balance and due recognition of the SES as well s the fact that TRC coordinate it. A couple of photos with some Cr people or equipment would assist in getting this across. You would be welcome to quote Norm Fry as the TRC employed SES coordinator (you will need to check his title).

Over the past few weeks the Toowoomba Regional Council area has received a large amount of rain which has caused flooding in a number of locations for example such as Clifton, Pittsworth, Millmerran and Cecil Plains. The TRC SES Unit has been very active completing some 245 tasks and over 1000 hours.

This morning's rain has caused a number of areas (particularly in the city to flood for shorts periods with numerous requests for assistance from the SES and Council resources. No damage assessment has been received.

The TRC LDMG has not been activated at this stage.

The TRC DCC has been established in the HR Training Room, 2nd Floor Ruthven Street and is ready for activation. The current status for the DCC staff is Yellow (Standby).

It is anticipated that the rain will continue on and off over the next few days with similar type flash flooding occurring.

SES Groups from Yarraman, Oakey, Crows Nest and Goombungee have been deployed to Toowoomba to assist the SES Toowoomba Group with a large number of call outs. The QLD Fire Service are also assisting SES Toowoomba with some tasking. It is expected that roof tarping and sandbagging will continue as main tasks.

Currently there is an Australian Pathfinder Camporee being conducted at the Toowoomba Show grounds with 3000 young Australians participating. Had a call for 1000 blankets which is currently being followed through by Life Line. LDC of the TRC LDMG is currently discussing future of event with organisers.

**ENDS**

For further information about this release, please contact Jenny Foxtan on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

6 January, 2011

Media Release

## **Mayor Taylor welcomes flood assistance grant decision**

Toowoomba Region Mayor Peter Taylor today (January 6) welcomed the State Government's decision to extend flood assistance grants to primary producers and small business owners across the Toowoomba region.

Cr Taylor said he appreciated the government's decision late yesterday to include Toowoomba Regional Council on the list of 15 fully eligible local government areas.

"I am particularly grateful to primary producers and industry representatives who met with council and State Government officials at Pittsworth and Millmerran on Monday at short notice," Cr Taylor said.

"This first-hand information from the people directly affected provided important feedback to help with the assessment process which enabled the government to identify the need for assistance in our region.

"The Millmerran Chamber of Commerce and AgForce representatives were among other people who attended the meeting."

Cr Taylor said the Commonwealth-State funding assistance was available in two tiers.

Tier 1 is for grants up to \$5000 which are immediately available to help with recovery efforts.

Tier 2 provides grants up to \$20,000 on proof of expenditure. With Tier 1 grants included, assistance of up to \$25,000 is available.

Cr Taylor said the funds also would help with urgent fodder drops for stranded livestock, cleaning up debris and to repair damaged fences and infrastructure. For more information on this assistance, call **13 25 23**.

For more information on natural disaster assistance under the Natural Disaster Relief and Recovery Arrangements ((NDRRA) and financial counselling, enquiries can be directed to the Queensland Rural Adjustment Authority on **1800 623 946** or [www.qraa.qld.gov.au](http://www.qraa.qld.gov.au)

Residents seeking information about personal hardship assistance or concessional loans for small business and primary producers should call **1800 173 349**.

ENDS

For further information about this release, please contact Angus Moffatt on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxtton  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

6 January, 2011

**TRC checks public safety; assesses flood damage**

(179)

Toowoomba Regional Council is undertaking a region-wide assessment of flood damage to ensure public safety and to begin urgent road maintenance.

Toowoomba Region Mayor Peter Taylor said council officers were checking the extent and scale of infrastructure damage following some of the worst flooding along the Condamine River, particularly in southern and western floodplain areas, for more than 50 years.

"Our first priority is to ensure public safety in all circumstances," Mayor Taylor said.

"Initial checks indicate \$8 million to \$10 million would be the minimum roadwork repair bill for our region's council roads.

"This figure would be expected to rise given the potential for more storms and wet weather across summer.

"Council crews are performing maintenance where and when possible on the most urgent cases. The first priority is to ensure main highways are in a safe condition and open to traffic.

"Moving heavy machinery in these conditions is almost impossible, but we will perform emergency repair work as quickly as we can.

"Council crews have been performing work on the Gore Highway and the Oakey to Pittsworth road."

Mayor Taylor said more extensive repair and maintenance work would proceed once rain eased.

"In the meantime, I stress the need for all motorists to show extreme caution and obey all road closure signs," he said.

"Heavy vehicles also must comply with all load limits and apply commonsense to ensure their own safety and the safety of all other road users. This should also help to ensure road damage is kept to a minimum, given the extreme conditions."

Engineering Services portfolio leader Cr Carol Taylor also asked motorists to avoid driving in the worst affected areas if possible.

"Flooding of this scale will result in a massive repair and maintenance response from our crews," Cr Taylor said.

"I would ask the public to be patient while we deal with the most urgent cases.

"There will be potholes on roads for some time as work crews tackle the biggest problems first.

"Council welcomes input from residents with advice about roads that are dangerous and in need of immediate repair."

Cr Taylor said some council officers had worked through the Christmas break to monitor and maintain roads.

"These staff, SES personnel and all emergency services workers deserve particular thanks for opening roads cut by floods and ensuring roads were safe for the motoring public across the busy holiday season."

ENDS

Caption: Toowoomba Regional Council construction and maintenance officers repair damage around Mason's bridge on the Oakey-Pittsworth road for Main Roads.

For further information about this release, please contact Angus Moffatt on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxton  
Senior Communication Officer





FOR IMMEDIATE RELEASE

7 January, 2011

## Demand for SES help likely to continue

SES crews around the Toowoomba region are unlikely to get a reprieve from calls for help in coming days.

Toowoomba Regional Council's Disaster Management coordinator Norman Fry said the SES received over 100 call outs for assistance ranging from leaking roofs to flood water entering buildings as a result of yesterday's heavy rain.

"TRC SES elements were deployed from Yarraman, Oakey, Goombungee and Crows Nest SES groups to assist the SES Toowoomba group," Mr Fry said.

"The majority of tasks were completed, with a number of tasks being cancelled once the rain had stopped and flash flooding had subsided.

"The QLD Fire Service is also assisting SES Toowoomba with some tasking. It is expected that roof tarping and sandbagging will continue as main tasks.

"SES crews are out again this morning as the heavy rain is again causing flash flooding for some homes. This situation appears like it will continue for some time," Mr Fry said.

ENDS

For further information about this release, please contact Jenny Foxtan on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtan**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

7 January, 2011

**Perseverance Dam spills for first time in almost a decade**

Perseverance Dam flowed over the spillway at 2.05pm today for the first time in almost 10 years.

Significant rainfall in the area both yesterday and today pushed the level from 97 percent this morning to overflowing early in the afternoon. Perseverance Dam last spilled on February 21, 2001.

This water flows down Perseverance Creek directly into Lake Cressbrook which is currently at around 56 percent capacity.

Spillage from Perseverance Dam into Lake Cressbrook will accelerate the filling of Lake Cressbrook and it is anticipated that all storage dams will reach near full capacity in the near future.

Currently, the combined storage level of Toowoomba's three dams is sitting at around 70 percent. The last time dams were at this level was July 18, 2002. Cooby Dam is currently around 71 percent capacity.

The last time the combined dam level reached 100 percent was on March 21, 1999, with Cooby Dam spilling on February 5 and Cressbrook Dam on March 21 of that year.

Dam levels are expected to continue to rise due to runoff and forecast showery weather over the weekend.

ENDS

For further information about this release, please contact Jenny Foxtton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtton**  
**Senior Communication Officer**

10 January, 2011

## **Residents reminded of emergency numbers**

Toowoomba Regional Council residents and visitors needing assistance as a result of the region's flooding are asked to use the following numbers:

- In emergency life-threatening situations you must call 000
- For assistance on all other matters related to the flood event please call TRC's Disaster Control Centre on 1300 655 833
- For general council business, please call council's regular switch number of 4688 6611.

All of these numbers will be staffed throughout the night.

Council can confirm water services have been restored to the majority of homes in the Toowoomba area, however, those residents still without water are encouraged to call council on 4688 6611 so that we can keep track on continuing restoration activities.

Residents are also reminded to take heed of council's advice to boil water prior to drinking as an added precaution while full water services are restored.

While floodwaters have receded, council will continue to operate both the TRC Disaster Control Centre and general business operations and to receive and respond to community enquiries.

-ENDS-

For further information about this release, please contact Darren Burton on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxton  
Senior Communications Officer

FOR IMMEDIATE RELEASE

10 January, 2011

## City cleanup and road assessments start

Toowoomba Regional Council crews and SES personnel are working overtime to assess road damage and begin the cleanup after today's severe flash flooding in Toowoomba.

The main areas impacted were in the vicinity of East and West creeks which run through the centre of the city.

Due to the extremely heavy rainfall and huge volume of water flowing down those waterways, the area within 50 metres on either side of both East and West creeks were impacted.

Reports of road damage continue to come in but bridges over West Creek downstream of the city centre, to the north of and including Russell Street, are all closed. The flood inflicted serious damage on both North and Jellicoe Street bridges across Gowrie Creek.

However, Herries, James, Long, Stenner and Spring Street are open to traffic. South Street and Alderley Street crossings over West Creek are closed due to damage.

As a priority, road crews will be working overnight on Russell and Victoria Streets which will remain closed until trafficable.

Other road 'hotspots' include the intersections of West and Hill streets, and Wirraway and Barron streets. Sink holes, wash outs and potholes have occurred in several city streets including Cortess, Cossart, Miranda, Searle, Reithmuller and Gunn streets.

Landslips have also occurred in many areas of the city such as Sunset Drive, Mort Street, Gwynne Street, Prince Henry Drive, New England Highway at Mt Kynoch, Eymarde Street and Robertson Crescent.

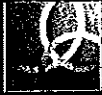
Motorists are advised to avoid these areas and the CBD where possible to allow emergency crews to get on with necessary repairs.

Anyone needing urgent SES help should call 1300 655 833. Those wishing to notify council of a service disruption or other council-related matter should call 4688 6611.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or  
email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**



TOOWOOMBA  
REGIONAL  
COUNCIL

# MEDIA RELEASE

FOR IMMEDIATE RELEASE

10 January, 2011

## Possible flooding in Oakey

Toowoomba Regional Council is advising Oakey residents to take precautions against possible flooding in the town.

Flooding may occur due to significant rises in Gowrie and Oakey creeks caused by heavy rain.

Residents should regularly check any water on their property to ensure that water levels are not rising.

Residents should report significant rises in water levels or incidents of flooding to the SES on 1300 655 833.

In life-threatening or emergency situations, residents should call triple zero.

ENDS

For further information about this release, please contact Darren Burtons on [REDACTED] or email [REDACTED]

*Authorised by*  
Darren Burton  
Media Relations Officer

FOR IMMEDIATE RELEASE

10 January 2011

## **Mayor pleads with residents to stay at home**

Toowoomba Regional Council Mayor Cr Peter Taylor is pleading for residents to stay at home unless it is absolutely necessary to drive in the city.

“Many people are driving to look at damage from flash flooding, particularly in the CBD.


“This is not only resulting in traffic congestion but is impeding the efforts of Emergency Services personnel and council workers trying to repair damage to roads and other infrastructure.

“With darkness approaching, it also endangers the lives of emergency personnel and repair crews.

“Drivers also put themselves at risk as there has been major damage to sections of roads and bridges.

“At less it is absolutely to venture out, I urge residents to stay at home,” Cr Taylor said.

- ENDS -

For further information about this release, please contact Angus Moffatt on 

 or

email 

*Authorised by*  
Jenny Foxtton  
Senior Communication Officer



FOR IMMEDIATE RELEASE

10 January, 2011

## Residents advised to boil water

Toowoomba Regional Council has no evidence of any contamination of Toowoomba's water supply but is advising residents to boil water prior to use.

Council is giving this advice as a precautionary measure. It is recommended residents on Toowoomba's bulk water supply boil their water for three minutes prior to drinking.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**





10 January, 2011

## Burst water main – Highfields

A burst water main has left approximately 30 homes without water in the Highfields area.

The burst main is located under flood waters and cannot be accessed at this time which is severely hampering maintenance efforts.

It is believed the earliest estimated time of repair will be tomorrow morning when creek waters subside.

Roads affected at Highfields include:

- Barber Road
- James Byrne Centre
- James Byrne Road
- Recreation Reserve Road
- Brady's Road
- Algar Road
- Toowoomba Christian College

-ENDS-

For further information about this release, please contact Darren Burton on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxton  
Senior Communications Officer

FOR IMMEDIATE RELEASE

10 January, 2011

Media Release

## Warrego Highway on Toowoomba Range closed

The Toowoomba Range section of the Warrego Highway has been closed due to landslides caused by torrential rain.

Both the up and down sections of the range have been closed to all traffic.

Cleanup crews are endeavouring to clear debris.

Council will advise residents when the range is re-opened to traffic.

ENDS

For further information about this release, please contact Doug Coates on [REDACTED] or email [REDACTED]

*Authorised by*

Doug Coates  
Manager Corporate Communication

FOR IMMEDIATE RELEASE

10 January, 2011

511 842 2222

## Cressbrook Creek residents warned of flooding

Toowoomba Regional Council has issued a warning to residents along Cressbrook Creek and in lower areas of Toogoolawah as Cressbrook Dam flows over the spillway.

Residents along Cressbrook Creek and areas of Toogoolawah adjacent to Cressbrook Creek are warned that water spilling from Cressbrook Dam is likely to exacerbate flooding along Cressbrook Creek and in low areas adjacent to Cressbrook Creek in Toogoolawah.

Persons likely to be affected should be aware of likely stream rises and should consider evacuation as soon as possible.

ENDS

For further information about this release, please contact Jenny Foxtton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

10 January, 2011

## **Aquatic Centre & Library out of action**

Milne Bay Aquatic Centre and the Toowoomba Library will be closed until further notice following flash flooding in the city today.

Water flooding down West Creek entered the bottom level of the library and the building was evacuated to the second level of the carpark next door. The library will therefore be closed until further notice, but for several days at least.

A Disaster Control Centre (DCC) has been set up at Toowoomba Regional Council and all enquiries should be directed to 4688 6992.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**

10 January, 2011

## **Burst water main – Toowoomba (western area) - update**

The cause of a burst water main, which resulted in water services being lost to the western areas of Toowoomba (Wilsonton, Harlaxton and parts of Newtown), has been identified.

A shipping container was washed down the swollen Gowrie Creek and had smashed into a trunk main.

Water service officers are currently redirecting water supplies and will resupply residents as quickly as possible.

As per the previous health warning from council, all Toowoomba residents are asked to conserve fresh water and to boil any water used in the home as a precautionary measure.

Further updates will come as available.

-ENDS-

For further information about this release, please contact Darren Burton on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxton  
**Senior Communications Officer**

FOR IMMEDIATE RELEASE

10 January, 2011

## Access to all Toowoomba dams restricted

Members of the general public can no longer access Toowoomba's three storage dams – Cressbrook, Cooby and Perseverance - due to deteriorating road conditions and safety concerns.

Access to Perseverance Dam has been closed due to the subsidence of a rock face above the access road.

Police have advised they will now be actively enforcing this road closure due to high numbers of sightseers ignoring the road closure signage.

Additionally, police have requested closure of the Cressbrook access road due to a recent subsidence of a cutting along this road.

Council staff will therefore be closing the gate at Mt Jockey, at the top of the Cressbrook road, thereby closing the dam to public access.

The public will be notified once the roads are re-opened.

ENDS

For further information about this release, please contact Jenny Foxtton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

10 January, 2011

## All access restricted as Cooby Dam overflows

Cooby Dam has become the second of Toowoomba's storage dams to flow over the spillway.

Because of safety concerns for sightseers and the boating fraternity, Toowoomba Regional Council has taken the precaution of closing Cooby Dam completely to public access.

Due to damage to internal roads at Loveday Cove and the significant number of sightseers attempting to access the dam wall, the decision was taken to completely close the dam to public access.

This precaution has been taken in addition to signage designed to deter members of the public from accessing the dam wall.

Due to existing restrictions on the use of outboard motors at Cooby Dam, there are dangers associated with the speed of flow over the wall and the resulting suction created.

The dam will be opened for boating when the volume of spill has reduced to acceptable levels.

Cooby Dam flows into Oakey Creek which in turn flows into the Condamine River.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**

10 January, 2011

## Waste transfer stations closed

Please be advised that due to current weather conditions the Oakey Transfer Station as well as the Jondaryan and Charlton facilities are closed from today until further notice.

-ENDS-

For further information about this release, please contact Darren Burton on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxton  
Senior Communications Officer



FOR IMMEDIATE RELEASE

10 January, 2011

## **Cockatoo Creek bridge (Quinalow-Peranga Rd) closed to all traffic**

Cockatoo Creek bridge on the Quinalow to Peranga Road north-west of Goombungee is closed to all traffic.

Motorists are advised to avoid the site as part of the wooden bridge has been washed away.

ENDS

For further information about this release, please contact Angus Moffatt on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxton  
Senior Communication Officer

FOR IMMEDIATE RELEASE

10 January, 2011

**Clifton area road damage (Monday, January 10)**

Toowoomba Regional Council is continuing repair work to flood-damaged roads when and where possible, following heavy weekend rain in some areas.

Engineering Services portfolio leader Cr Carol Taylor said wet weather was delaying repair and maintenance work.

Cr Taylor said construction and maintenance crews were doing emergency work and assessing damage to the road network, weather permitting.

Roads closed in the Clifton area at noon on Monday (January 10) included:

- Toowoomba to Karara Road,
- Clifton-Leyburn Road from twin bridges onwards,
- Willow Springs Road is closed due to a large washout at one of the crossings.

**Other damage reports and road warnings**

- Crews have repaired damage on the Clifton-Leyburn Road at Aides bridge. There is a 60k/ph limit at this site.
- Repair work has been done on Ryeford-Pratten Road and a 40k/ph limit is in place.
- The Pilton Valley Road is washed out in places.
- The Nobby-Felton Road is open with care, due to damage in numerous sites.
- Many local roads have suffered damage and motorists are urged to take extreme care.

Cr Taylor said given the extreme weather conditions and forecasts for more widespread rain, the situation would change very quickly.

“Our first priority is to ensure public safety and we advise motorists to drive with extreme caution,” Cr Taylor said.

Road enquiries can be directed to Transport and Main Roads (Toowoomba) on **4661 6428** or **13 19 40**. The RACQ website contains road information or enquiries can be directed to **1300 130 595**.

ENDS

For further information about this release, please contact Angus Moffatt on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxtan  
**Senior Communication Officer**

10 January, 2011

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## Burst water main – Toowoomba (western area)

A burst water main has resulted in water services being lost to the western areas of Toowoomba (Wilsonton, Harlaxton and parts of Newtown).

Emergency crews are aware of the problem and will have it rectified as soon as possible.

All Toowoomba residents are asked to conserve water in the meantime and not to use appliances such as washing machines and dishwashers.

Further updates will come as available.

-ENDS-

For further information about this release, please contact Darren Burton on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxton  
Senior Communications Officer

## Toowoomba flood emergency safety warning

(205)

**Mayor Peter Taylor: Monday, January 10, 2011.**

I strongly urge all Toowoomba residents to stay inside and avoid all unnecessary travel across the city.

It is imperative people avoid the city centre and the areas near East and West Creeks. Please do not cause unwanted traffic congestion in the city centre.

For your own safety, and the safety of all emergency services workers, please refrain from travelling around to view the damage.

Unprecedented torrential rainfall has created extremely dangerous road conditions.

The last thing emergency services personnel need is to have to divert their focus and energy away from unfolding emergencies.

Sections of roads and bridges are impassable or unsafe to use. Please do not drive or walk near flooded creeks or streams and do not drive into flood waters.

FOR IMMEDIATE RELEASE

11 January, 2011

**21 Cairns SES personnel to reinforce Toowoomba unit**

Twenty-one Cairns SES personnel are expected to arrive in Toowoomba from Brisbane tomorrow (Wednesday, January 12) to reinforce Toowoomba unit volunteers.

Toowoomba Regional Council Disaster Management Co-ordinator and local SES Controller Norman Fry said the Cairns contingent would work with Toowoomba SES group members on designated cleanup tasks.

"This is a most welcome respite for Toowoomba unit SES personnel, some of whom have been on call since the start of December," Mr Fry said.

"The 25-strong Toowoomba SES group has been ably supported by fellow Toowoomba unit members from Goombungee, Crows Nest, Oakey, Yarraman and Pittsworth.

"Together they have performed more than 2000 hours' work on all manner of assistance calls since the start of December.

"The fresh personnel are greatly appreciated. They will be put to work immediately helping with cleanup and recovery work in the city centre and to assist with any others calls for help.

"Council is pleased some of our personnel will at last have a chance to take a small break. Ordinarily we would be able to call on SES volunteers from Clifton, Cecil Plains and Millmerran, but they have been isolated by flood water in recent days and at other times in December."

- In emergency life-threatening situations you must call 000
- For emergency assistance please call our Disaster Control Centre on 1300 655 833 or 132 500
- For general council business please call our regular switch number of 4688 6611

ENDS

For further information about this release, please contact Angus Moffatt on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxtan  
Senior Communication Officer

FOR IMMEDIATE RELEASE

11 January, 2011

## Update on waste collection services

Toowoomba Regional Council is advising residents that domestic kerbside collection will carry on as normal with a few interruptions in the Toowoomba Service Centre Area.

Please note that your bin may not be collected at the normal time or, in some instances, on the normal day - so we ask that you please be patient.

Residents are asked to place their bins on the footpath if they are able to do so, but please **DO NOT** put your bin out if you are still in flood or if your bin is likely to get blown away or float away.

As at 4pm, January 11 this was the status of TRC waste facilities:

- Oakey Transfer Station - Closed
- Charlton Waste Management Centre - Closed
- Jondaryan Waste Management Centre - Closed
- Bowenville Waste Management Centre - Closed
- Crows Nest Transfer Station - Open
- Geham Landfill - Open
- Ravensbourne Transfer Station - Closed
- Emu Creek Tip - Open
- Haden Transfer Station - Open
- Kleinton Landfill - Closed
- Glencoe - Open
- Meringandan West - Closed
- Goombungee - Open
- Yarraman - Open
- Quinalow / Maclagan - Closed
- Brymaroo - Closed
- Acland - Closed
- Evergreen - Closed
- Cooyar - Open
- Clifton Town Refuse Disposal Site - Closed
- Ellangowan Refuse Disposal Site - Closed
- Pilton Refuse Disposal Site - Closed
- Pittsworth Waste Facility - Closed
- Brookstead Landfill - Open
- Irongate Transfer Station - Open

- Millmerran Refuse Facility - Open
- Cecil Plains Refuse Facility - Open
- Yandilla Transfer Station - Closed
- Grastree Transfer Station - Closed
- Rocky Creek Transfer Station - Closed
- Kooroongarra Transfer Station - Closed
- Bringalily Transfer Station - Closed
- Heckendorf Transfer Station - Closed
- Turallin Transfer Station - Closed
- Captain's Mountain Transfer Station - Open
- Rural Residential No.1 Transfer Station - Closed
- Rural Residential No.2 Transfer Station - Closed
- Mingimarny Transfer Station - Closed
- Greenmount Refuse Facility- Open
- Toowoomba Waste Management Centre - Open

Please be aware that facilities currently open may be closed if weather conditions warrant it. If you have any council enquiries then please call 4688 6611.

ENDS

For further information about this release, please contact Darren Burton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtton**  
**Senior Communication Officer**



FOR IMMEDIATE RELEASE

11 January, 2011

**TRC reviewing Toowoomba's east-west traffic routes**

Toowoomba Regional Council Engineering officers this afternoon closed Toowoomba's Bridge Street to eastbound traffic from Mort to Ruthven streets.

Director of Engineering Services Gerard Brennan said council officers have closed the Bridge Street road crossing eastbound over Gowrie Creek. The route remains open to westbound traffic and will be restored to two-way traffic as soon as possible.

Mr Brennan said the city's northern-most eastbound crossing of Gowrie and West Creeks presently was the Herries Street bridge.

He said Russell Street was expected to open to all east-west traffic, hopefully within 24 hours, with a load limit.

"Council is working to make as many roads in the CBD safe to travel as possible," he said.

"This only will be done in areas where the road surface is safe to use and where damaged buildings pose no threat.

"This also is the reason we ask people to avoid travelling through the city for no good reason."

**Gowrie Junction road bridge open to two-way traffic**

Gowrie Junction road bridge at Gowrie Creek is open to two-way traffic with a 40k/ph limit.

- In emergency life-threatening situations you must call 000
- For property related assistance (for example - sand bagging, emergency repairs to roofing, fallen trees) please call our Disaster Control Centre on 1300 655 833
- For general council business please call our regular switch number of 4688 6611

**ENDS**

For further information about this release, please contact Angus Moffatt on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxton  
Senior Communication Officer

FOR IMMEDIATE RELEASE

11 January, 2011

## **Condamine River alert for properties downstream of Tummaville**

Toowoomba Regional Council is warning residents on the Condamine River downstream of Tummaville should prepare for further flooding.

The Condamine River at Tummaville rose 2.5 metres over seven hours this morning and there is some concern that property owners or residents may be caught by surprise.

Property owners and residents along the Condamine River in and around Millmerran and Cecil Plains are advised to expect further rises in the river and are encouraged to monitor their local situation closely.

Anyone needing urgent SES help should call 1300 655 833. Those wishing to notify council of a service disruption or other council-related matter should call 4688 6611.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**



FOR IMMEDIATE RELEASE

11 January, 2011

11/01/2011

## TRC water infrastructure update

Toowoomba Regional Council is advising:

- All Toowoomba dams are currently releasing water downstream via the spillways
- Toowoomba's dams do not have floodgates which can be opened or closed - releases commence when water rises above the spillway level.
- All dams are structurally sound.
- The situation is stable. Levels in Cooby and Perseverance dams are currently falling while Cressbrook Dam is rising slowly, however, the status of individual dams may vary during the day depending on rainfall events in the relevant catchments.
- Residents of Toogoolawah and Cressbrook Creek district were advised yesterday afternoon that the release from Cressbrook Dam may contribute to rising water levels and were advised to consider evacuation as soon as possible.
- The release from Cooby Dam may contribute to increased water level in Oakey Creek but the contribution is minor compared to other inflows due to the extreme rainfall event.

ENDS

For further information about this release, please contact Darren Burton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

11 January, 2011

**Mayor Peter Taylor implores residents to stay away from water, off roads**

Toowoomba Region Mayor Peter Taylor today (Tuesday, Jan 11) implored residents to stay away from all water courses and creeks across the region.

Mayor Taylor said the likelihood of more intense storms across the city and the region meant people should stay indoors.

"I strongly advise all people to stay at home and off the roads," Mayor Taylor said.

"Forecasts for more heavy rain mean it is vital people heed all warnings to avoid going near any water courses, creeks or stormwater drains.

"I ask parents and adults to ensure children do not play in or near water.

"As we saw in yesterday's flash flooding, water can rise in an instant and sweep people and vehicles away.

"I also ask people not to enter the city centre nor tour around the city and region as it is simply too dangerous."

- In emergency life-threatening situations you must call 000
- For property related assistance (for example - sand bagging, emergency repairs to roofing, fallen trees) please call our Disaster Control Centre on 1300 655 833
- For general council business please call our regular switch number of 4688 6611

ENDS

For further information about this release, please contact Angus Moffatt on [REDACTED] or email [REDACTED]

*Authorised by*

Jenny Foxton  
Senior Communication Officer

FOR IMMEDIATE RELEASE

11 January, 2011

## Mayor Peter Taylor appreciates all offers of help

Toowoomba Region Mayor Peter Taylor today (Tuesday, Jan 11) thanked all people from southern Queensland and interstate who have offered assistance to Toowoomba and the wider region in the wake of Monday's flash flooding.

Mayor Taylor said while all offers were greatly appreciated, it was premature to accept further assistance at the moment.

"Council and emergency services officers are in the process of reviewing the full extent and severity of the damage," Mayor Taylor said.

"Given forecasts for more rain, it is too early to start assembling machinery from outside sources to help in the cleanup.

"It is heartening to know so many people are willing to lend a hand in a time of pressing need.

"While well intended, these offers of help are tying up our switchboard at a time when we need to be able to respond to calls for assistance.

"I would ask people to please wait for a few days before enquiring about how they might help in the recovery work."

- In emergency life-threatening situations you must call 000
- For property related assistance (for example - sand bagging, emergency repairs to roofing, fallen trees) please call our Disaster Control Centre on 1300 655 833
- For general council business please call our regular switch number of 4688 6611

ENDS

For further information about this release, please contact Angus Moffatt on [REDACTED] or email [REDACTED]

*Authorised by*

Jenny Foxton  
Senior Communication Officer

FOR IMMEDIATE RELEASE

11 January, 2011

## Messages that we ask to be repeated by media

- The TRC Disaster Control Centre (DCC) is requesting residents stay off the roads unless absolutely necessary
- Residents and sightseers are instructed to stay out of the CBD – there is extensive damage and broken infrastructure (sewers, roads, buildings). Environmental health investigators are on scene assessing conditions. Emergency services also require access to the area to restore infrastructure.
- Residents are encouraged to continue to boil water as a precautionary measure
- Stay away from the dams and surrounding recreation facilities - including access roads
- Stay out of creeks and storm water systems – rainfall is still impacting on the region and water levels are expected to rise
- In a life-threatening situation contact 000 immediately. Anyone needing urgent DCC help should call 1300 655 833. Those wishing to notify council of a service disruption or other council-related matter should call 4688 6611.
- Residents are asked to support the efforts of emergency service crews by adhering to directions and complying with access restriction signage
- We have been touched by the outpouring of support and offers of assistance from individuals and businesses across the region, the state and the nation. We appreciate their well wishes and efforts to help lessen the impact of this disaster

ENDS

For further information about this release, please contact Darren Burton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
Senior Communication Officer

FOR IMMEDIATE RELEASE

11 January, 2011

## **CBD detours in place while clean up continues**

Toowoomba Regional Council road maintenance crews are working around the clock to clean up and repair any damage caused by yesterday's freak storm.

An area bounded by Clifford, Mylne, Russell and Mort streets to the west, Bridge Street to the north, Ruthven to Campbell, Hume Street to Neil and Neil to Herries has been cordoned off to allow council crews to continue the cleanup uninterrupted.

Sightseers and pedestrians are encouraged to stay out of the CBD and drivers to stay off the roads to allow workers to do their job and business owners and operators to attend to their properties.

Extra council personnel and resources have been delegated to the clean up and will attempt to get the CBD ready to be reopened to the public as soon as possible.

Motorists and pedestrians are advised to exercise caution when allowed to re-enter the CBD as flood waters have damaged much of the road pavement and footpaths around the city.

Council urges that only those people doing business in the city centre come into the CBD today.

Anyone needing urgent SES help should call 1300 655 833. Those wishing to notify council of a service disruption or other council-related matter should call 4688 6611.

**ENDS**

For further information about this release, please contact Jenny Foxtton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtton**  
**Senior Communication Officer**



FOR IMMEDIATE RELEASE

11 January, 2011

207

## Homeowners urged to delay dumping flood damaged goods

Toowoomba Regional Council is urging residents to delay clearing their homes of flood damaged goods until the current wet weather has passed.

Council has received numerous enquiries from Toowoomba residents wanting to place flood-damaged goods on the footpath for council to collect.

The Disaster Control Centre is advising that it is premature to start domestic cleanup operations while further wet weather is forecast.

Domestic rubbish can further block stormwater drains or cause damage in fast flowing water conditions, should heavy rain or a storm again hit the city.

Meanwhile commercial cleanup operations have begun around the city. The commercial or business cleanup is being coordinated by the Disaster Control Centre.

Business operators should call the DCC on 1300 655 833 if they wish to arrange collection of flood damaged goods.

Anyone needing urgent SES help should call 1300 655 833. Those wishing to notify council of a service disruption or other council-related matter should call 4688 6611.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxton  
Senior Communication Officer



FOR IMMEDIATE RELEASE

11 January, 2011

Time of Release 4:30pm

225

## Media Statement – Mayor Peter Taylor

GOOD AFTERNOON LADIES AND GENTLEMEN, I'M SURE IT HAS BEEN A LONG DAY FOR YOU ALL AS WELL.

THIS AFTERNOON, THE TOOWOOMBA REGIONAL COUNCIL IS TAKING A MOMENT FROM THE ESSENTIAL, CRITICAL WORK OF RECOVERY AFTER THE TRAGIC EVENTS OF YESTERDAY AFTERNOON.

WE ARE TAKING A MOMENT TO RECOGNISE THE LOSS OF LIFE THAT HAS BEEN SUFFERED BY FAMILIES ACROSS THE REGION, AND THE TERRIBLE UNCERTAINTY THAT MANY PEOPLE STILL FACE AS THE FLOODWATERS CONTINUE ON THEIR DESTRUCTIVE PATH.

AS WELL AS THE DEATH TOLL, YESTERDAY'S FLASH FLOOD CAUSED INCREDIBLE DAMAGE TO INFRASTRUCTURE, AND TO PERSONAL AND COMMERCIAL PROPERTY.

TOOWOOMBA SUFFERED THE WASHING AWAY OF BRIDGES, AND OF ROADS. WE SAW PIPES CRACKED BEYOND REPAIR FROM THE FORCE OF THE FLOOD, AND WITNESSED THE LOSS OF POSSESSIONS.

MANY PEOPLE WERE STRANDED BY THE RISING WATERS, AND THE CLOSURE OF THE TOOWOOMBA RANGE CUT MANY PEOPLE OFF FROM LOVED ONES.

EVEN NOW, MORE THAN 24 HOURS LATER, WE STILL DON'T KNOW THE FULL EXTENT OF THE DAMAGE. THE TOOWOOMBA REGIONAL COUNCIL COVERS A VERY LARGE AREA, SO THERE REMAINS SCOPE FOR DISCOVERY AS WE CONTINUE WITH THE RECOVERY PROCESS.

BECAUSE OF THIS, I WANTED TO TAKE A MOMENT TO EXPLAIN HOW WE ARE GOING ABOUT THE BUSINESS OF RECOVERY.

THE TOOWOOMBA REGIONAL COUNCIL HAS ENGAGED, AND CONTINUES TO ACTIVATE THE DISASTER COORDINATION CENTRE, MADE UP OF REPRESENTATIVES OF THE EMERGENCY SERVICES, OF QUEENSLAND POLICE, FIRE AND AMBULANCE SERVICES AND FROM EMERGENCY MANAGEMENT QUEENSLAND ITSELF.

WITHIN THE DCC WE ARE UTILISING EXPERTS IN A WIDE RANGE OF FIELDS – ENGINEERS TESTING ROADS, PIPES, EVEN BUILDINGS FOR DAMAGE. WE HAVE PROFESSIONALS MODELING POSSIBLE FUTURE EVENTS AND HOW THEY MAY AFFECT THE REGION – INFORMATION THAT IS IMMEDIATELY PASSED TO THE OPERATIONAL SIDE OF THE DCC TO DETERMINE THE BEST COURSES OF ACTION TO MAINTAIN PUBLIC SAFETY.

THAT PHRASE IN ITSELF SUMS UP WHAT WE ARE CONCERNED WITH TODAY – OUR PRIORITY IS, AND MUST BE, PUBLIC SAFETY.

SECONDLY, WE FOCUS ON REINSTATING ESSENTIAL INFRASTRUCTURE IN A CONSIDERED AND PLANNED MANNER.

I SAY THIS KNOWING THAT THE TOOWOOMBA REGIONAL COUNCIL STILL HAS A MIGHTY JOB TO DO.

PEOPLE ARE SUFFERING HARDSHIP NOW, AND WILL CONTINUE TO DO SO FOR SOME TIME. WE DO NOT KNOW EXACTLY HOW LONG IT WILL TAKE TO BRING ALL THE ESSENTIAL SERVICES BACK ON LINE, BUT I WOULD SAY THIS TO THE COMMUNITY – OUR STAFF ARE WORKING THEIR HARDEST TO BRING THAT TIME FORWARD.

**BUT AS HARD AS THEY WORK, IT MUST BE UNDERSTOOD – WE CAN ONLY DO THIS TOGETHER, AS A COMMUNITY. EACH OF US HAS A ROLE TO PLAY – SOME WILL HAVE HANDS ON ROLES, OTHERS SUPPORT ROLES, MANY OF US WILL BE DOING OUR PART BY CONCENTRATING ON LOOKING AFTER OUR FAMILIES, OUR LOVED ONES, AND OUR PROPERTIES.**

**ALL OF US CAN PLAY AN ESSENTIAL ROLE BY OBSERVING THE DIRECTIONS PROVIDED TO US BY THE EMERGENCY EXPERTS – FOR EXAMPLE:**

- **STAY CLEAR OF THE TOOWOOMBA CBD – WE ARE STILL DISCOVERING WHAT DANGERS ARE POSED THERE.**
- **BOIL YOUR DRINKING WATER – PROTECT YOURSELVES AND YOUR FAMILIES.**
- **STAY WELL CLEAR OF FLOODED CREEKS AND RUNNING WATER – THESE PRESENT A VERY REAL SAFETY THREAT.**

**WE CAN'T CONTINUE OUR WORK TOWARDS RECOVERY WITHOUT TURNING OUR EYES TOWARDS OUR NEIGHBOURS, AND RECOGNISING WHAT THEY ARE GOING THROUGH, AND ARE PREPARING TO GO THROUGH. OUR THOUGHTS ARE WITH THEM, AS THEY HAVE BEEN WITH US DURING OUR TIME OF NEED.**

**I HAVE BEEN IN DISCUSSIONS AT THE HIGHEST POLITICAL LEVELS BOTH AT STATE AND FEDERAL LEVEL, AND HAVE RECEIVED NOTHING BUT SUPPORT FOR OUR ORDEAL.**

**WHILE MONEY IS NOT AND CAN NEVER BE THE PRIORITY AS WE GO ABOUT THE BUSINESS OF RESTORING LIVES AND COMMUNITIES, WE CANNOT IGNORE THE FINANCIAL COST OF THIS EVENT. FOR TOOWOOMBA AND ITS SURROUNDING REGIONS TO BOUNCE BACK FROM THIS DEVASTATION, WE WILL BE LOOKING TO ALL LEVELS OF GOVERNMENT FOR SUPPORT IN THE COMING WEEKS AND MONTHS.**

**WHILE THE OUTLOOK MUST BE KEPT IN THOSE TERMS – OF WEEKS AND MONTHS INSTEAD OF HOURS AND DAYS – WE MUST ALSO TAKE A MOMENT TO OFFER OUR SINCERE AND HEARTFELT THANKS TO THOSE EMERGENCY WORKERS, AND PARTICULARLY THOSE COMMUNITY VOLUNTEERS WHO RISK THEIR LIVES SAVING OURS.**

**AS WE APPROACH OUR SECOND NIGHT OF BACK BREAKING EFFORT, OF TEARS OF SORROW, AND OF JOY AS WE HEAR OF INCREDIBLE SURVIVAL, WE MUST REMEMBER THESE PEOPLE, AS WE REMEMBER THOSE WE HAVE LOST.**

**QUESTIONS?**

**ENDS**

**For further information about this release, please contact Arun Pratap on [REDACTED] or email [REDACTED]**

*Authorised by*  
**Arun Pratap**  
**Director Finance and Business Strategy**

FOR IMMEDIATE RELEASE

12 January, 2011

## **TRC Oakey office to facilitate flood damage assistance**

Oakey residents whose homes have been flooded can contact Oakey Service Centre of Toowoomba Regional Council to arrange clean up assistance.

Oakey council staff are referring requests for help to clean up flooded houses to the Queensland Fire and Rescue Service.

Any Oakey residents who experienced flood damage in their homes are asked to call the Oakey Service Centre on 4691 1388.

ENDS

For further information about this release, please contact Jenny Foxtton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtton**  
**Senior Communication Officer**



FOR IMMEDIATE RELEASE

12 January, 2011

## Rumours dispelled

Toowoomba Regional Council's Disaster Control Centre is keen to dispel a number of rumours circulating in the community since flooding began on Monday.

Strategic Services portfolio leader Cr Noel Strohfeld said there was absolutely no truth to rumours that there is another large flood coming within 24 hours or that large amounts of water are being released from Cooby Dam.

"On the contrary, the level of water spilling over Cooby Dam wall is now falling and the level of Oakey Creek at Oakey is also falling."

Cr Strohfeld said the rumour circulating that Oakey had run out of fuel was also not correct.

"BP Oakey has a truck coming in later today and fuel supplies in Oakey will be ok as long as there is no panic buying."

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
Senior Communication Officer

FOR IMMEDIATE RELEASE

12 January, 2011

## Road maintenance crews continue cleanup and repairs

Toowoomba Regional Council's road maintenance crews continue the long and arduous task of assessing road damage and making repairs.

Today's fine weather has been welcomed as crews focus on those areas most in need of urgent repairs.

Within Toowoomba, bridges over West Creek downstream of the city centre in Margaret, Russell, Jellicoe, North and Griffiths streets, remain closed.

However Bridge Street crossing of West Creek under the railway bridge is trafficable but with the eastbound lane closed.

Herries, James, Long, Stenner and Spring streets are open to traffic. Both South and Alderley streets are closed at West Creek crossings with South Street bridge closed indefinitely.

Other roads that are out of action include Griffith Street from Mort to Goombungee Rd, North Street from Mort to Davidson, Jellicoe Street from Kenilworth to Brooke, Alderley from Ruthven to Hoepper, South Street from Greenwattle to Alderley, South Street at West Creek and the CBD.

In Chalk Drive, one of the worst hit areas, cars are still to be removed from East Creek.

Murphy's Creek remains closed off due to flood damage. Other regional roads affected by the storm include Esk-Hampton Road at Perseverance where a guard rail was lifted across the road, Paulsens Road West at Gowrie Junction where the causeway is flooded, Old Goombungee Road at Highfields where water is over the culverts and Freyling Road at Hodgonsvale where water is over the road.

Main roads that have sustained serious pothole damage include Taylor, Tor and Greenwattle streets and intersections of Bridge and Boundary streets, Bridge and McDougall and Bridge and Erin streets. Also James Street between Helen and West, and West to Prescott are particularly bad, as are the intersections of James and Cohoe and James and Kitchener streets.

Footpaths have also been washed away in some areas of the CBD and pedestrians should exercise caution.

Traffic lights are out at the intersections of Bridge and Tor, Ruthven and Bridge, Stenner and Anzac and Chalk and Ruthven and motorists are asked to take particular care at these intersections.

Motorists need to also watch out for sink holes, wash outs and potholes that have occurred in several city streets.

Landslips have also occurred in many areas of the city, including at Heritage Oval in North Street, in Stevenson Street and Prince Henry Drive loop road and Mt Kynoch service road.

Anyone needing urgent SES help should call 1300 655 833. Those wishing to notify council of a service disruption or other council-related matter should call 4688 6611.

ENDS

For further information about this release, please contact Jenny Foxtton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

EMBARGOED TO THURSDAY, JANUARY 13

## Residents urged to dispose of waste at landfill

Toowoomba Regional Council is encouraging residents with storm or flood damaged materials in need of disposal to deposit them at council's landfill sites.

Residents who are able to transport storm or flood damaged goods or who can arrange for the removal of these materials, are urged to do so.

There will be no charge for depositing them at council's landfill sites.

Elderly or residents who have no means of removing their storm or flood damaged material, are asked to please contact council's Disaster Control Centre on 1300 655 833 for assistance in removing storm or flood damaged material.

The Toowoomba Waste Management Centre's opening times are 7am to 6pm daily.

ENDS

For further information about this release, please contact Jenny Foxtton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

13 January 2011

## Dent St now open to traffic

Dent Street in Toowoomba's CBD is now open to motorists.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or  
email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
Senior Communication Officer



FOR IMMEDIATE RELEASE

13 January, 2011

## Old Goombungee Rd closed at Highfields

Motorists using Old Goombungee Road at Highfields are advised that both lanes from Woolmer Road to Teschner Road are now closed due to further subsidence at a culvert.

Both north and southbound motorists are advised to detour via Cawdor Drive and Woolmer Road.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

13 January, 2011

## Return recovered waste bins to JJ Richards & Son

A large number of council owned wheelie bins were displaced from the CBD as a result of the flash flood on Monday.

Toowoomba residents finding waste bins displaced by flood water are asked to return them to J J Richards & Sons office in North Street or alternatively report the location of the bins to J J Richards on 4642 2123 or 4634 1062 for collection.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

13 January, 2011

## Milne Bay Aquatic Centre pools remain closed

Swimming pools at Milne Bay Aquatic Centre (MBAC) will remain closed until further notice.

A decision about whether or not to reopen the small program pool at the centre will be made tomorrow and patrons of learn-to-swim classes notified individually.

However, the centre's gymnasium is open to the public. Aerobic classes such as yoga and Pilates will recommence next week.

MBAC was closed when flood waters from West Creek damaged filtration systems in the plant room on the north-western side of the centre on Monday afternoon.

These filtration systems were repaired on Tuesday but concern remains about access to supplies of chlorine which come from Brisbane.

In the meantime, other council owned swimming pools across the region remain open to the public.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
Senior Communication Officer

FOR IMMEDIATE RELEASE

13 January, 2011

## No further need to boil water

While there had been no evidence of any contamination of Toowoomba's water supply, Toowoomba Regional Council had previously advised residents to boil water prior to use as a precaution.

Queensland Health has now lifted the boiled water alert (effective immediately) allowing residents to use water from TRC's bulk water supply without need for concern.

ENDS

For further information about this release, please contact Darren Burton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

13 January, 2011

Page 1 of 1

## Volunteers can register with Volunteering Queensland

Volunteers wishing to lend a hand cleaning up across Toowoomba and the region are advised to register with Volunteering Australia or Volunteering Queensland.

Potential volunteers can leave their name, contact number and specific skills or access to equipment by contacting Volunteering Australia on telephone 30027600 or register by website at [www.volunteeringaustralia.org](http://www.volunteeringaustralia.org)

The website for Volunteering Queensland is [www.volunteeringqld.org.au](http://www.volunteeringqld.org.au)

ENDS

For further information about this release, please contact Corporate Communication on [REDACTED] or email [REDACTED]

*Authorised by*

Doug Coates  
Manager Corporate Communication

FOR IMMEDIATE RELEASE

13 January, 2011

## Residents urged to drop storm or flood-damaged items at landfill sites

Residents who have storm or flood damaged materials in need of disposal are urged to take them to council's landfill sites.

Toowoomba Regional Council is appealing to residents to not simply dump their storm damaged goods on the footpath as these can potentially impede traffic and pedestrian access or block drains if further heavy rain occurs.

Residents who are able to transport their own storm or flood damaged goods or who can arrange for the removal of these materials, are urged to do so.

There will be no charge for depositing them at council's landfill sites.

However, elderly or infirm residents who have no means of removing their storm or flood damaged material, are asked to please contact council's Disaster Control Centre on 1300 655 833 for assistance.

The Toowoomba Waste Management Centre's opening times are 7am to 6pm daily including weekends until further notice.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*

**Jenny Foxton**  
Senior Communication Officer



TOOWOOMBA  
REGIONAL  
COUNCIL

# MEDIA RELEASE

FOR IMMEDIATE RELEASE

13 January, 2011

## Opportunity for QFRS assistance

Toowoomba Regional Council is advising that the Queensland Fire and Rescue Service (QFRS) is providing, on request, assistance to residents by washing out their homes or commercial properties.

QFRS officers will unfortunately be unable to help move furniture, but will be able to hose out affected properties to remove mud and debris.

If you require assistance, once furniture has been removed, please contact the QFRS on 1300 655 833.

ENDS

For further information about this release, please contact Darren Burton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtton**  
**Senior Communication Officer**



FOR IMMEDIATE RELEASE

13 January, 2011

## Mayor Taylor appeals for patience during cleanup

Toowoomba Region Mayor Peter Taylor is appealing to residents to be patient as council and emergency services personnel continue clearing roads and cleaning up across Toowoomba in the wake of Monday's flood.

Mayor Taylor said ensuring public safety was the first priority in all cases.

"I would ask residents to please be patient and understand we are working methodically on a restoration program," he said.

"Public health and safety is our top consideration, followed closely by repairing damaged infrastructure such as roads and water assets.

"I acknowledge the work of council officers who are working closely with state agencies, community groups and volunteers.

"I also ask people to be tolerant and cooperate with these personnel to allow them to complete their work unhindered."

- In emergency life-threatening situations you must call 000
- For emergency assistance please call our Disaster Control Centre on 1300 655 833
- For general council business please call the regular switch number 4688 6611

ENDS

For further information about this release, please contact council's Corporate Communication branch on [REDACTED]

*Authorised by*

Jenny Foxton  
Senior Communication Officer



FOR IMMEDIATE RELEASE

13 January, 2011

## **Warning to stay away from TRC dams**

Toowoomba Regional Council mayor Peter Taylor has implored members of the public to keep away from TRC dams (Cressbrook, Cooby and Perseverance) during the current flood crisis.

Cr Taylor said it was irresponsible for residents and sightseers to be heading to the facilities as it created an issue of personal safety as well as clogging already hectic roadways.

"While I fully appreciate people would want to see the spectacle of our dams at 100% it is reckless for them to be on the roads and attempting to reach these facilities at this stage," he said.

"The entry roads to the dams have sustained significant damage and we currently need total access to service crews and council personnel, that can't happen when public vehicles are blocking entrances or getting bogged in the muddy conditions."

Cr Taylor said the recreation areas themselves are not in a condition to be opened to the public at this stage.

He said assessment of this damage will proceed over the next few days, but repair will be longer coming.

"At this stage our focus is on getting the region back on its feet and that means making it a priority to repair damage in our towns and communities."

Cr Taylor said dams will remain closed to public access and recreation until they are deemed safe.

"The dams are rock solid and are built to contain this massive amount of water so we are concentrating on inspecting and repairing the region's essential infrastructure - sewers, roads, water treatment. They're our focal point.

"I ask residents for their patience as we continue works throughout the region. If they have issues that need assistance then let me please repeat these numbers:

- In emergency life-threatening situations you must call 000
- For assistance on all other matters related to the flood event please call TRC's Disaster Control Centre on 1300 655 833

- For general council business, please call council's regular switch number of 4688 6611."

ENDS

For further information about this release, please contact Darren Burton on [REDACTED] or  
email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

13 January, 2011

## **Yarraman water supply alert**

Toowoomba Regional Council is alerting Yarraman residents to use as little water as possible.

Damage to a water main has limited supply to the township and its residents.

Existing storage levels are sufficient to meet needs for only one day.

Residents should immediately observe extreme water conservation measures.

This means using water only inside their homes and minimise its use as much as possible.

Council teams are working to repair damage and are confident that full supply will be restored by tomorrow.

Shorter showers, not leaving taps running when washing vegetables and turning off the tap while brushing your teeth help to minimise water use.

ENDS

For further information about this release, please contact Corporate Communication [REDACTED]  
[REDACTED] or email [REDACTED]

*Authorised by*

**Doug Coates  
Manager Corporate Communication**



FOR IMMEDIATE RELEASE

13 January 2011

## Gradual opening of Toowoomba city centre streets

Further Toowoomba CBD streets will be opened up from 1pm today as the flood cleanup and repairs continue.

From 1pm, both Ruthven Street and Chalk Drive will be opened right through the city centre.

One lane each way of Margaret Street will be open across West Creek bridge. Schofield Street will be open to local traffic only off Ruthven Street.

Victoria Street from Herries to Margaret street will also be open from 1pm.

However, the following streets will remain closed for ongoing repairs:

- Victoria Street from Margaret St to Russell St
- Russell Street from Station St to Ruthven St
- Hodgson Street from Bowen St to Ruthven St
- Dent Street from Herries St to Margaret St
- Grange and Hill Streets closed at Dent St
- Eastbound lane of Bridge Street closed at Gowrie Creek.

(A map outlining street closures within the CBD is available on council's website)

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**



FOR IMMEDIATE RELEASE

13 January, 2011

**Toowoomba CBD cleanup continues; TRC assessing damage**

Toowoomba Region Mayor Peter Taylor has called on State and Federal governments for financial support to underpin the region's long-term recovery.

Mayor Taylor and Strategic Services portfolio leader Cr Noel Strohfeld yesterday (Wednesday, January 12) toured Toowoomba CBD streets and businesses most affected in Monday's flash flood.

Scores of Toowoomba CBD business owners, council workers, state emergency agencies and volunteers are busily making the most of a break in the weather to drag out debris and clean premises.

Mayor Taylor said he was impressed by the community spirit on show as people pitched in to help return the city centre to normal.

He said it was too early to put a price tag on the damage and recovery bills.

"A lot of infrastructure across the region remains under water," Mayor Taylor said.

"Toowoomba Regional Council has more than \$3.5 billion in assets and we need to wait until a thorough examination and assessment of the extent of the damage is completed by engineering staff.

"I have spoken with the Premier and the Prime Minister about the level of support we, and so many other communities, will need.

"Three days ago a natural disaster of this force was unimaginable in our city. No one expects to see scenes of utter devastation. People are undoubtedly shocked.

"There is a long way to go, but people are going about the job of getting back in business.

"I have seen a spirit of optimism around the city centre.

"Communities in and around Millmerran, Jondaryan, Cecil Plains, Quinalow, Oakey, Crows Nest, Clifton, as well as many other rural and farming residents, have been, or are, cut off by flooding. The effects are being felt across the region.

"I have had numerous offers of support from local residents who want to help with the cleanup and make a contribution.

"Larger organisations are being registered on 1300 655 833.

"Can I suggest individuals or smaller groups offer to help neighbours, friends or a business in need of help."

Cr Strohfeld said he was impressed by the number of young people who were chipping in to help.

"It is wonderful to see the effort by so many young people in so many shops and businesses," Cr Strohfeld said.

"Many are covered in mud from head to toe, but they haven't lost their spirit or a smile."

Mayor Taylor said council fully supported the Toowoomba Chamber of Commerce and Industry's plan to host a fundraising breakfast at Picnic Point on Friday, January 28 from 6.45am.

Chamber president Geoff McDonald said Flight Centre founder and CEO Graham Turner was confirmed as guest speaker.

Mr McDonald said funds would be offered to the families of people who died in the flash flooding.

Tickets are \$30 and are available at the Empire Theatres booking office on 1300 655 299.

- In emergency life-threatening situations you must call 000
- For emergency assistance please call the Toowoomba Disaster Control Centre on 1300 655 833
- For general council business please call the regular switch on 4688 6611

ENDS

For further information about this release, please contact council's Corporate Communication branch on [REDACTED]

*Authorised by*

Jenny Foxton  
Senior Communication Officer

FOR IMMEDIATE RELEASE

13 January, 2011

Page 1 of 1

## Extended hours for quarry

Toowoomba Regional Council (TRC) is advising that the Department of Environment and Resource Management (DERM) has extended the operating hours of the Harlaxton quarry to assist with street repairs.

TRC is working closely with Roadtek branch of Main Roads to repair the region's roadways and is alerting nearby residents that quarry personnel are conducting a doorknock to personally inform them of the temporary time changes.

TRC is asking residents to be patient with the increase in operating hours, but it is necessary to ensure materials are available to Roadtek which is working 24/7 to re-establish access to the region's roads.

ENDS

For further information about this release, please contact Darren Burton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
Senior Communication Officer

FOR IMMEDIATE RELEASE

13 January, 2011

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## Yarraman water supply concerns

Toowoomba Mayor Councillor Peter Taylor is urging Yarraman residents to conserve as much water as possible.

"Yarraman has only one day's water supply remaining due to a damaged water pipe.

"I urge residents to observe extreme water conservation measures.

"This means using water only inside homes and then minimising its use wherever possible.

"Council teams are working to repair damage and Council is confident the problem will be rectified before supplies run dry" Cr Taylor said.

Taking shorter showers, not leaving taps running when washing vegetables, making sure you have a full load before using washing machines are all ways that help minimise water use.

ENDS

For further information about this release, please contact Corporate Communication [redacted] or email [redacted]

*Authorised by*

Doug Coates  
Manager Corporate Communication



FOR IMMEDIATE RELEASE

13 January 2011

221

## Gradual opening of Toowoomba city centre streets

Further Toowoomba CBD streets will be opened up from 1pm today as the flood cleanup and repairs continue.

From 1pm, both Ruthven Street and Chalk Drive will be opened right through the city centre.

One lane each way of Margaret Street will be open across West Creek bridge. Schofield Street will be open to local traffic only off Ruthven Street.

Victoria Street from Herries to Margaret street will also be open from 1pm.

However, the following streets will remain closed for ongoing repairs:

- Victoria Street from Margaret St to Russell St
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- Grange and Hill Streets closed at Dent St
- Eastbound lane of Bridge Street closed at Gowrie Creek.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

13 January, 2011

✓ (215)

## Warning to stay away from TRC dams

Toowoomba Regional Council mayor Peter Taylor has implored members of the public to keep away from TRC dams (Cressbrook, Cooby and Perseverance) during the current flood crisis.

Cr Taylor said it was irresponsible for residents and sightseers to be heading to the facilities as it created an issue of personal safety as well as clogging already hectic roadways.

"While I fully appreciate people would want to see the spectacle of our dams at 100% it is reckless for them to be on the roads and attempting to reach these facilities at this stage," he said.

"The entry roads to the dams have sustained significant damage and we currently need total access to service crews and council personnel, that can't happen when public vehicles are blocking entrances or getting bogged in the muddy conditions."

Cr Taylor said the recreation areas themselves are not in a condition to be opened to the public at this stage.

He said assessment of this damage will proceed over the next few days, but repair will be longer coming.

"At this stage our focus is on getting the region back on its feet and that means making it a priority to repair damage in our towns and communities."

Cr Taylor said dams will remain closed to public access and recreation until they are deemed safe.

"The dams are rock solid and are built to contain this massive amount of water so we are concentrating on inspecting and repairing the region's essential infrastructure - sewers, roads, water treatment. They're our focal point.

"I ask residents for their patience as we continue works throughout the region. If they have issues that need assistance then let me please repeat these numbers:

- In emergency life-threatening situations you must call 000
- For assistance on all other matters related to the flood event please call TRC's Disaster Control Centre on 1300 655 833

- For general council business, please call council's regular switch number of 4688 6611."

ENDS

For further information about this release, please contact Darren Burton on [REDACTED] or  
email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

14 January, 2011

## **Toowoomba water supply plentiful and safe**

A media report earlier today stating that Toowoomba has only one day's supply of water is completely false.

Toowoomba Mayor Councillor Peter Taylor said nothing could be further from the truth.

"This is a completely inaccurate report.

"With water flowing over the spillways of our three water storage dams, Toowoomba has plentiful supplies of healthy water.

"And independent verification by Queensland Health confirms our water supplies meet Australia Drinking Water Quality Standards.

"Toowoomba Regional Council's fleet of water trucks are assisting other devastated areas during this emergency by transporting supplies of water to the Dalby and Lockyer Valley communities.

ENDS

For further information about this release, please contact Corporate Communication on [REDACTED] or email [REDACTED]

*Authorised by*

Doug Coates  
Manager Corporate Communication

FOR IMMEDIATE RELEASE

14 January 2011

## DCC to operate over weekend

The Toowoomba Disaster Control Centre (DCC) will continue to operate over the weekend between the hours of 6am and 7pm.

The DCC phone number of 1300 655 833 will operate between 6am and 7pm for all flood related calls.

For any flood-related enquiries or calls for council assistance outside of those hours, please call council's afterhours emergency number on 1800 626 198.

Elderly or infirm residents who have storm or flood damaged goods with no means of transporting them to landfill, are asked to please contact council's Disaster Control Centre on 1300 655 833 for assistance.

This assistance is available over the weekend.

The Toowoomba Waste Management Centre's opening times are 7am to 6pm daily including weekends until further notice.

There will be no council charge for depositing flood damaged goods at landfill.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
Senior Communication Officer

FOR IMMEDIATE RELEASE

14 January 2011

## **Toowoomba Library remains closed**

Toowoomba Library will remain closed until further notice.

The library sustained flooding during Monday's heavy rain.

In addition to damage to library stock, carpet tiles on the ground floor were immersed in water and have required removal, cleaning and relaying.

The public will be notified as soon as Toowoomba Library doors are reopened.

ENDS

For further information about this release, please contact Jenny Foxtton on [REDACTED] or  
email [REDACTED]

*Authorised by*  
**Jenny Foxtton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

14 January, 2011

## Milne Bay Aquatic Centre partially opened

Partial operation of Milne Bay Aquatic Centre (MBAC) will continue until further notice.

The centre's gymnasium and crèche are open to the public.

Aerobic classes such as yoga and Pilates will recommence on Monday, January 17.

However, all swimming pools and pool-related programs at MBAC will remain closed until further notice, due to limited chlorine supplies.

In the meantime, other council owned swimming pools across the region remain open to the public.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
Senior Communication Officer



FOR IMMEDIATE RELEASE

14 January 2011

## Dams closed to sightseers and fishermen

Toowoomba Regional Council is instructing sightseers and fishermen to stay away from Toowoomba's three storage dams because of safety concerns.

There have been incidents of the general public parking outside Cooby Dam and walking in, past locked gates and restricted access signage.

Members of the public and fishing fraternity who continue to ignore signage and warnings are putting their personal safety at risk at a time when emergency services and police are already fully stretched.

Dams are likely to remain closed for some time due to the scale of flooding and road damage.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**





FOR IMMEDIATE RELEASE

14 January, 2011

Page 1 of 1

## Discoloured water notice

As a consequence of recent flooding rain, Toowoomba's dams currently contain high levels of naturally occurring minerals which alter the appearance of the water.

Some residents in the northern areas between Highfields and Crows Nest may experience water discolouration for a period of time while the effects of significant rainfall events continue.

Residents in these areas should be aware of the potential for this water to cause staining during clothes washing.

As previously advised, Queensland Health has independently confirmed Toowoomba's water supply meets Australian Drinking Water Quality Guidelines.

ENDS

For further information about this release, please contact council's Corporate Communication branch on [REDACTED]

*Authorised by*

Jenny Foxtton  
Senior Communication Officer



FOR IMMEDIATE RELEASE

14 January, 2011

## Motorists urged to watch for stray stock

Motorists are advised to watch for stray stock on regional roads.

Flooding has damaged or destroyed fences in many areas across the Toowoomba region.

Anyone travelling in northern areas around Crows Nest, Goombungee and west to Oakey should pay particular attention for stray stock on and around roads.

As flood water recedes, further damage will be revealed in other parts of the region.

Stray stock can be reported to service centres or call council's after hours emergency number on 1800 626 198.

Motorists are asked to obey all road signs and take extreme caution when travelling.

Council advises residents to avoid all unnecessary trips.

ENDS

For further information about this release, please contact council's Corporate Communication branch on [REDACTED]

*Authorised by*

Jenny Foxton  
Senior Communication Officer



FOR IMMEDIATE RELEASE

14 January 2011

## Residents urged to destroy mozzie breeding grounds

Following weeks of rain in the region, mosquitoes are on the march.

Toowoomba Regional Council is encouraging residents to halt their advance by taking some defensive action.

Residents are asked to take appropriate precautions to minimise both the emergence of mosquitoes and their impact on the home environment.

The following action is recommended:

- Inspect yards and houses for any pooling of water, ensuring that all drainage points are clear, including gutters, so that water is able to drain away. Also bear in mind that mosquitoes are able to breed in potplants that may hold water.
- Regularly empty all containers such as bird baths, plant dishes and tyres, and wipe them clean to ensure removal of mosquito eggs.
- Ensure that all mosquito screening on tanks is intact and in good condition.
- Ensure that mosquito screens are in place to prevent the entry of mosquitoes into homes. Mosquito nets may help if you do not have screens in place at your home.
- Avoid being outside at dawn and dusk, as this is when mosquitoes are most active.
- Make use of personal insect repellents if you are going outside. Loose-fitting and long-sleeved clothing will also help to protect you from mosquito bites.

For further information, please visit council's website at [www.toowoombaRC.qld.gov.au](http://www.toowoombaRC.qld.gov.au), or contact council's Environmental Health Services Branch on 4688 6824.

ENDS

For further information about this release, please contact Jenny Foxtton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtton**  
Senior Communication Officer

FOR IMMEDIATE RELEASE

16 January 2011

## Yarraman water supplies fully restored

Water supplies to Yarraman have been fully restored.

A damaged water main meant that only one day's water supply was available to the town late last week.

Council maintenance teams completed repairs late on Friday to ensure water supplies to Yarraman were fully restored.

ENDS

For further information about this release, please contact Corporate Communication on [REDACTED] or email [REDACTED]

**Doug Coates**  
Manager Corporate Communication

FOR IMMEDIATE RELEASE

16 January, 2011

**Mayor praises and thanks volunteers across the region**

Toowoomba Mayor Councillor Peter Taylor has praised the co-ordinated response and efforts of all agencies during the flood crisis in the Toowoomba region.

“While the focus has been on the efforts of volunteers and agencies in Brisbane and Ipswich, let’s not forget the efforts of the many agencies and volunteers in the Toowoomba region during the past week.

“Emergency Services and a host of agencies have worked closely together and this co-ordinated response has delivered maximum assistance in minimum time to all those who needed help.

“Special thanks must go to all volunteers who have come forward to assist in a myriad of tasks as part of the cleanup and other disaster relief operations.

“Groups such as the SES who have moved damaged furniture, Queensland Fire and rescue personnel who have cleaned homes, prisoners who have assisted with the clean up of Toowoomba’s CBD and Toowoomba Regional Council’s many maintenance and repair teams across the region who have maintained access to isolated rural areas.

“And entire communities such as Oakey have banded together to assist neighbours and be involved in cleanup operations.

“While so many groups have been involved in the physical aspect of the cleanup, other groups have provided emotional support and accommodation.

“Department of Communities personnel have provided outstanding support to Oakey residents while the Red Cross provided day-to-day living necessities and emotional support to people housed in the evacuation centre at Toowoomba Grammar School.

“Another group which deserves praise are the people who established the Toowoomba Region Flood Information website on Facebook.

“This group of people have been regularly posting information to their website which has served to link people together while also squashing any spam or misleading rumours,” Cr Taylor said.

Cr Taylor, along with other Councillors and council CEO Ken Gouldthorp, will continue their tour of inspections and discussions with local residents tomorrow when they visit Cecil Plains.

This follows last week’s visits to Oakey, Jondaryan, Cooyar and Yarraman.

- ENDS -

For further information about this release, please contact Corporate Communication on [REDACTED] or email [REDACTED]

*Authorised by*

Doug Coates  
**Manager Corporate Communication**



FOR IMMEDIATE RELEASE

16 February, 2011

39

## Toowoomba learning centre donates to flood appeal

A local community group has made an exceptionally generous donation to the Toowoomba flood appeal.

Toowoomba Region Mayor Peter Taylor accepted a cheque for \$100,000 from Pure Land Learning College in Toowoomba at a dinner he attended with his wife Rosemary on Saturday.

"They were most distressed by the flood events of January 10 in Toowoomba and wanted to assist," the Mayor said.

"The Venerable Master Chin Kung presented me with the cheque.

"This is a very, very generous donation from a local community group that will be used to assist individuals or families who are struggling to recover from this exceptional event," Cr Taylor said.

*Caption:*

*Mayor Taylor accepts the cheque for \$100,000 from Venerable Master Chin Kung of the Pure Land Learning College.*

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
Senior Communication Officer

FOR IMMEDIATE RELEASE

17 January, 2011

## Deputy Premier inspects flood damage

Queensland Deputy Premier Paul Lucas paid a fleeting visit to Toowoomba last week to inspect first hand the widespread damage to the CBD.

He was joined by Toowoomba Regional Council's District Services Portfolio Leader Cr Anne Glasheen, Water Services Director Kev Flanagan, Assistant Police Commissioner Tony Hughes and Member for Toowoomba North Kerry Shine.

Together, the group undertook a tour of Toowoomba's city centre allowing the Minister to be given an overview of the event and to speak to business owners affected by flooding.

"It's vital that our state and federal politicians get the opportunity to see just how devastating the water surge was," Cr Glasheen said. "We've all watched the dramatic footage on TV and the internet, but it's important to see the aftermath as well. It puts it in perspective when you see the damage and hear from storeowners just how frightening all this must have been."

Cr Glasheen said the Minister was amazed at the destruction and she invited him to return to our region to tour the rural areas that have also been impacted by flooding.

"There is a massive amount of infrastructure damage outside Toowoomba and the CBD as well and we need to look at rebuilding works for these regional centres also," she said.

"The country areas have been battling heavy rain since Boxing Day and we need to acknowledge that there are farmers who have already lost one crop because of flooding and they may not be able to plant the next crop due to the saturated ground.

"We have to make sure they are not forgotten," Cr Glasheen said.

ENDS

For further information about this release, please contact Darren Burton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtton**  
Senior Communication Officer





FOR IMMEDIATE RELEASE

17 January, 2011

## **Take storm or flood-damaged items to landfill sites but Council assistance is available**

Residents who have storm or flood damaged materials in need of disposal are urged to take them to council's landfill sites.

Toowoomba Regional Council is appealing to residents to not simply dump their storm damaged goods on the footpath as these can potentially impede traffic and pedestrian access or block drains if further heavy rain occurs.

Residents who are able to transport their own storm or flood damaged goods or who can arrange for the removal of these materials, are urged to do so.

There will be no charge for depositing them at council's landfill sites.

However, elderly or infirm residents or residents who have no means of removing their storm or flood damaged material, are asked to please contact council's Disaster Control Centre on 1300 655 833 for assistance.

The Toowoomba Waste Management Centre's opening times are 7am to 6pm daily including weekends until further notice.

ENDS

For further information about this release, please contact Corporate Communication on [REDACTED]  
[REDACTED] or email [REDACTED]

*Authorised by*

**Doug Coates**  
**Manager Corporate Communication**

FOR IMMEDIATE RELEASE

17 January, 2011

## Public warned to keep away from TRC dams

The message is simple – STAY AWAY FROM TRC DAMS.

Despite repeated warnings, residents and visitors continue to ignore emergency directions and are attempting to access TRC dams (Cressbrook, Cooby and Perseverance) – this must stop.

Toowoomba Regional Council mayor Peter Taylor said the message wasn't getting through.

"While I fully appreciate people would want to see the spectacle of our dams at 100%, it is reckless and irresponsible for them to be on the roads and attempting to reach these facilities at this stage. Even on foot," he said.

He said members of the public are warned if they ignore road-closed signage they will be prosecuted by authorities because trying to visit the dams creates an issue of personal safety as well as clogging roadways essential for operational crews.

"The entry roads to the dams have sustained significant damage and TRC needs total access for service crews and council personnel - that can't happen when public vehicles are blocking entrances or getting bogged in the muddy conditions," he said.

Cr Taylor said the recreation areas themselves are not in a condition to be opened to the public at this stage.

He said assessment of this damage will proceed over the next few days, but repair will be longer coming.

"At this stage our focus is on getting the region back on its feet and that means making it a priority to repair damage in our towns and communities."

Cr Taylor said dams will remain closed to public access and recreation until they are deemed safe.

"The dams are rock solid and are built to contain this massive amount of water so we are concentrating on inspecting and repairing the region's essential infrastructure - sewers, roads, water treatment. They're our focal point.

"I ask residents for their patience as we continue works throughout the region."

ENDS

For further information about this release, please contact Darren Burton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

17 January, 2011

## Roads closed around the region

There are literally hundreds of roads across the Toowoomba region that are closed or seriously impacted by recent widespread flooding.

Toowoomba Regional Council has produced a map of the region identifying the status of both main roads and council roads (open, closed, open with caution or open with conditions).

The map can be accessed on the disaster website at [www.disaster.toowoombaRC.qld.gov.au](http://www.disaster.toowoombaRC.qld.gov.au)

Council engineers and construction and maintenance staff continue to assess damage and undertake repairs in many areas.

While numerous roads are open, motorists are still urged to exercise caution when travelling on any roads throughout the region.

For all disaster related news, please refer to council's disaster website at [www.disaster.toowoombaRC.qld.gov.au](http://www.disaster.toowoombaRC.qld.gov.au)

ENDS

For further information about this release, please contact Jenny Foxtton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtton**  
Senior Communication Officer

FOR IMMEDIATE RELEASE

18 January, 2011

## **Personal hygiene after a flood**

In the wake of the recent flood event, Toowoomba Regional Council is reminding residents to take care when cleaning up affected areas.

### **HYGIENE**

It is important to treat all floodwater as if it is potentially contaminated with sewage. This means you should always wash your hands thoroughly with soap and clean water, or with an alcohol gel:

- after handling flood-affected items;
- when participating in flood clean-up activities;
- immediately after going to the toilet; and
- always before handling or eating food.

Children should be kept away from flood-affected areas and avoid all unnecessary contact with mud and floodwaters. If they are likely to come into contact with mud they should wear shoes and gloves, particularly if handling flood-affected items.

### **MEDICAL SYMPTOMS**

If you notice any cuts and abrasions make sure they are cleaned, treated with antiseptic and covered immediately. However, if you have puncture or deep wounds, or develop redness or swelling, seek medical attention. You may also have to check that your tetanus shot is up to date.

You should seek medical assistance if you have severe vomiting or diarrhoea. If you have these symptoms you will require extra fluids containing a mixture of electrolytes and sugars, such as Gastrolyte, which can be purchased from a chemist.

### **MOSQUITOS**

To avoid being bitten by mosquitoes, use an insect repellent on exposed skin areas and then reapply every two hours. Cover up as much as possible with loose fitting clothing.

For more information please visit council's website [www.toowoombaRC.qld.gov.au](http://www.toowoombaRC.qld.gov.au) or contact the Environmental Health Services Branch on 4688 6824.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or  
email [REDACTED]

*Authorised by*  
Jenny Foxton  
**Senior Media Relations Officer**

2011-09-20 10:10:10

18 January 2011

## **Yarraman complaints re communication from TRC – South Burnett Times**

### **Enquiry from Lucinda Ross**

- Some Yarraman residents have complained of a lack of communication between TRC and residents when told they had only one day's water supply left.
- Residents are also complaining that they have been largely ignored in council's cleanup efforts.

### **Response – please quote TRC spokesperson.**

#### **Water supply issues**

Toowoomba Regional Council's Water Services officers reacted quickly and professionally to the water supply issue immediately they were made aware of it. Every effort was made to rectify the problem as soon as possible, within the constraints of the weather. TRC's immediate response averted a more serious issue and restored full supply promptly and staff should be commended for this. This is supported by the detailed sequence of events outlined below:

- On Monday January 10, TRC became aware of the raw water main break (raw water main pumps from Ted Pukallis Weir to the water treatment plant). The main was washed out at creek crossing adjacent to D'Aguillar Hwy between the weir and water treatment plant. Initial break width approx 10m. However, experienced a further 100 mm+ of rain on the evening of 10/1, meaning that Yarraman could not be accessed on Tuesday 11/1 to commence repairs. Break width increased to 20m. At this time, Yarraman's reservoirs were holding at least 3 days supply of treated water at normal consumption rates.
- Tuesday 11/1- materials/equipment to allow main repair were collected at Goombungee to allow commencement repairs as soon as access available. Still holding 3 days treated water supply.
- Wednesday 12/1 - First opportunity to access Ted Pukallis weir - electrician made minor repairs and confirmed pumps operable. First repair attempt failed due to increased width of creek crossing. Identified alternative repair method and arranged materials for further repair attempt Thursday 13/1. Holding 1.5 days treated water storage.

- Thursday 13/1 - Treated water storage reduced to approximately 1 day's consumption. Arranged media advice requesting minimisation of water usage. Arranged for treated water to be trucked from Crows Nest to supplement supply - commenced Thursday afternoon and continued for 12 hours. 2nd repair attempt successful - commenced operation approx 4.30 pm and water treatment plant commenced operation, operated continuously until approximately 2.30 am at which time we had 2 days of treated water supply available. Manager Water Operations and Coordinator Water Operations on-site.
- Friday 14/1 - Yarraman WTP commenced normal operation and operated to achieve full treated water storage by Monday 17/1.
- Goombungee Service Centre water operations and maintenance staff put in an exceptional effort to ensure Yarraman residents did not lose treated water supply. These officers were in continuous communication with Water Operations Branch senior management. Valuable assistance was also provided by the Yarraman based maintenance team.
- Earlier media advice was not considered necessary given that adequate water supplies were being held. Decision to request reduced water usage of 13/1 was made as a contingency to cater for the possible failure of the 2nd event and reduced storage.
- When TRC Water Operations Manager Alan Kleinschmidt visited Yarraman on 13 January, it was clear that local residents were aware of the main break and the efforts being made to repair as quickly as possible.

### **General cleanup efforts**

Toowoomba Regional Mayor Peter Taylor and CEO Ken Gouldthorp visited Yarraman late on Friday afternoon, January 14, to assess damage and speak with local staff and residents.

In addition, District Services portfolio leader Cr Anne Glasheen and District Services Director Jason Bradshaw visited Yarraman to assess flood damage and talk to essential services personnel and some property owners who were impacted by the flood.

Additional council maintenance crews have been sent to Yarraman from Goombungee to assist existing maintenance staff in Yarraman. Council staff are actively involved in the cleanup along with overwhelming community support.

Council has brought in external assistance to repair and reinstate access to Yarraman IGA.

In some instances, damage to roads is so severe that council will have to undertake restoration work rather than bandaid repairs. Priority will be given to school bus routes so that where possible, children can access their schools when the school year commences.

Council also advised the State Department of Communities of the need for them to have a presence in Yarraman and that should happen by early next week.



Department of Communities staff will work with local agencies to visit affected residents and coordinate assistance.

TRC is aware of the issues at Yarraman. Due to the extent and severity of damage across the region, it will take months to address all the infrastructure needs. TRC requests everyone's patience and understanding as these issues are dealt with.

-ENDS-

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxton  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

19 January, 2011

## **Tips for tackling the big clean-up**

Residents whose homes have been affected by floodwater have a big job ahead of them.

Toowoomba Regional Council is offering some timely advice that may help to lessen the load.

Environmental and Community Services portfolio leader Cr Bill Cahill is urging residents to exercise some common sense while they clean or discard flood-affected items.

Council's Environmental Health Branch is offering the following advice:

- Wear suitable protective clothing while cleaning, including boots and gloves.
- Use a systematic approach to ensure your cleaning is as effective as possible.
- Begin by washing mud, dirt and debris from the house with a hose, starting at the highest point and working down to ground level.
- Where possible, remove all wet items such as floor coverings, rugs, mats, furniture, bedding, linen and clothing. If floor coverings are removed, thoroughly clean and dry the floor underneath before new material is laid.
- Be on the alert for snakes, spiders and rats that may have taken refuge inside during the flood.
- Check for trapped water and mud in wall or floor cavities, and ensure any water still sitting around or under the house is drained away.
- Each area affected by floodwater within the house needs to be cleaned, including empty refrigerators and inside cupboards and drawers.
- As well as hot, soapy water, people should use disinfectant or a chlorine bleach solution.

- Mould or mildew may develop if items are not completely dried so use household bleach in these areas but wear a mask when dealing with heavy mould. Please note that the strength of the bleach may ruin some household items.
- Linen, blankets and clothing should be washed in hot water (if instructions allow) or dry-cleaned.
- Flood-affected mattresses are difficult to treat and may need to be discarded. However, some foam rubber mattresses and other items of furniture may be able to be cleaned and reused.

For more information, please visit council's website [www.toowoombaRC.qld.gov.au](http://www.toowoombaRC.qld.gov.au) or contact the Environmental Health Services Branch on 4688 6824.

ENDS

For further information about this release, please contact Jenny Foxtton on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxtton  
**Senior Media Relations Officer**

FOR IMMEDIATE RELEASE

19 January 2011

## **Oakey Service Centre continues to coordinate flood recovery**

Toowoomba Regional Council's Oakey Service Centre is continuing to manage a flood recovery response for the people of Oakey.

Any resident seeking assistance with the cleanup should contact the service centre on 4691 1388.

Strategic Services portfolio leader Cr Noel Strohfeld visited Oakey on Monday and said he was 'quite horrified' to see the devastation.

He said over 90 homes were inundated when Oakey Creek broke its banks last week.

"Most of these homes have been cleaned out by rural fire brigades, Queensland Fire and Rescue and bands of volunteers from various organisations.

"Some cleanouts are still being done by volunteers who have contacted the Oakey Service Centre," Cr Strohfeld said.

"Department of Communities and Lifeline community recovery teams did house-to-house visits from Thursday last week until Monday to help people access immediate financial relief and other longer term financial assistance, but they have now moved on to other places.

"For those who did not make contact, the phone number is 1800 173 349."

A community website - [www.oakey.qld.au](http://www.oakey.qld.au) - is posting flood recovery information for Oakey residents and a booth with flood recovery information has been set up by TRC at the Oakey Supa IGA.

Cr Strohfeld said many donations of household goods, linen and clothing had been received from many sources and were being distributed by the Lifeline Shop in Cherry Street, St Vincent DePaul in Bell Street and St Monica's Church in Lorrimer Street.

"Red Cross will have outreach and recovery teams in Oakey from today, Thursday January 19 to Sunday January 22, based in the council office.

"Although food and petrol supplies are back to normal at local suppliers, there are some limits on bread and milk."

Cr Strohfeld said at least 12 families were in alternative accommodation awaiting repairs before they could return to their homes.

"Alternative accommodation will be an emerging need in the medium term as people find out what repairs are needed and how long these may take, while in the short term, accommodation arrangements they have made come to an end."

Cr Strohfeld said rubbish collection was continuing on a daily basis until flood affected items were disposed of, and would continue at least until Friday.

"The two primary schools in town are keen to support the families of students affected by the flood as they prepare to return to school next week.

"Although the Oakey Pre-school and Kindergarten was flooded, it will be ready to take children on Monday, January 31.

"The Oakey Art Group was flooded, but is recovering," Cr Strohfeld said.

ENDS

For further information about this release, please contact Jenny Foxtton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtton**  
**Senior Communication Officer**



FOR IMMEDIATE RELEASE

19 January, 2011

## Milne Bay Aquatic Centre pools open

Milne Bay Aquatic Centre (MBAC) will be fully operational from tomorrow, Thursday January 20.

Chlorine deliveries to all aquatic facilities in the region have been affected by recent flooding in South East Queensland.

MBAC will resume full operations tomorrow, Thursday, following a delivery of chlorine from Brisbane today.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

19 January, 2011

## **Council assists elderly with storm damaged goods collection**

Elderly or disabled residents who have storm or flood damaged household goods for disposal should contact Toowoomba Regional Council for assistance as soon as possible.

Council is encouraging those residents such as the elderly who have no means of disposing of storm damaged materials, to contact the Disaster Control Centre (DCC) on 1300 655 833 before Sunday, January 23, if they need help in disposing of the goods.

The DCC is operating between 7am and 6pm each day. Council is planning to have all pickups completed by Tuesday, January 25.

Residents who are able to transport their own waste or who can arrange for their removal, are urged to do so and there will be no charge for depositing them at council's landfill sites.

Council is again appealing to residents not to dump their storm damaged goods on the footpath as these can obstruct traffic and pedestrian access or block drains if further heavy rain occurs.

There have been incidents of non-storm related items being left on footpaths for collection. Council resources, combined with volunteer help, are not adequate to collect this extra waste for disposal.

The Toowoomba Waste Management Centre's opening times are 7am to 6pm daily including weekends until further notice.

**ENDS**

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*

**Jenny Foxton  
Senior Communication Officer**

FOR IMMEDIATE RELEASE

19 January 2011

## **Toowoomba Library remains closed**

Toowoomba Library will remain closed until further notice while the clean-up from last week's flooding continues.

The library lift is not operating at present and the carpet tiles, removed for cleaning, are being re-laid this week.

Library stock sustained only minimal damage as the flood level was beneath the bottom shelves.

Libraries outside Toowoomba are now operating as per usual and reciprocal lending rights allow library members to borrow from any council library across the region.

Toowoomba Library's service to homebound customers is fully operational.

While Goombungee mobile library is operational, access to certain areas is restricted due to road conditions.

The public will be notified as soon as Toowoomba Library doors are reopened.

ENDS

For further information about this release, please contact Jenny Foxtton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtton**  
**Senior Communication Officer**



FOR IMMEDIATE RELEASE

20 January, 2011

## **No public access to storage dams continues**

Toowoomba's three storage dams remain off limits to the public, following an inspection by engineering experts today.

An inspection by dam safety engineers and an experienced geologist today revealed that road conditions at Cressbrook and Perseverance dams still present a serious safety risk.

Landslips on Perseverance Dam Road and Cressbrook Dam access road were assessed and permanent road closure implemented on a section of Perseverance Dam Road.

The closure will be implemented just east of the access road to the Perseverance Dam pump station and on the eastern side of the Perseverance Dam spillway, restricting access to all vehicles and pedestrians between these two locations.

It is expected the closure will be in effect for an extended period, until permanent repairs are undertaken. Access to Perseverance Dam or spillway by council officers for operational reasons will be on foot only.

Other than for essential staff, the three dams and recreation park areas remain closed to all public entry.

Road access to Cooby Dam beyond the locked gate on Pipeline Road is restricted to authorised council officers undertaking dam safety operations or restoration works.

Road access to Cressbrook Dam beyond the locked gate at Mount Jockey is restricted to authorised council officers only.

The use of water craft on Cressbrook, Perseverance and Cooby dams is restricted to authorised activities only until further notice due to the large volume of debris and navigation equipment that needs to be replaced or repositioned.

**ENDS**

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*

**Jenny Foxton**

**Senior Communication Officer**

FOR IMMEDIATE RELEASE

21 January, 2011

## Milne Bay Aquatic Centre fully operational

Milne Bay Aquatic Centre (MBAC) is back in full operation following Wednesday's delivery of chlorine from Brisbane.

Chlorine deliveries to all aquatic facilities in the region were affected by recent flooding in South East Queensland.

The full schedule of aquatic and fitness programs has now resumed at the centre. Please direct all enquiries to 4688 6330.

ENDS

For further information about this release, please contact Jenny Foxtton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

24 January, 2011

## Road access for Ravensbourne residents

Toowoomba Regional Council has put in place a detour for residents in areas between Esk and Hampton who have been isolated by recent flooding events.

Heavy rainfall two weeks ago closed Esk Hampton Road, east of Shearer Road in Ravensbourne and further east at Redbank Creek, near Esk. The road to Perseverance Dam has also been closed due to landslip and will remain closed until stabilisation works are completed.

As a result of these closures, Mt Jockey Road and Perseverance Dam Road cannot be used as access between Ravensbourne and Crows Nest.

A detour is now in place via Post Office Road and Blanck Road for motorists previously using the Esk Hampton Road, east of Shearer Road.

Motorists should note that this detour includes a section of unsealed road. Residents living between the two closures on Esk Hampton Road can access the New England Highway at Hampton and Toowoomba or Crows Nest via this detour.

Drivers should exercise caution when travelling the Esk Hampton Road including detour roads due to the current road conditions.

Any enquiries can be directed to the Toowoomba Regional Council Crows Nest Service Centre on 4698 1155.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

24 January, 2011

**Toowoomba library reopens doors**

Toowoomba city library reopened its doors today two weeks after flood waters inundated the ground floor and library carpark.

Loyal library customers were lined up at the entrance when doors opened at 9.30am.

The closure was necessary while carpet tiles were cleaned and relaid and library materials assessed.

The two week closure represents the longest closure in the Victoria Street library's 21 years.

Library staff have put together a display of photos of flood inundation of the library along with a list of those who assisted with the cleanup.

Toowoomba Regional Council tradespeople and staff in Asset Management, Parks and Gardens and Fleet Branch earned special mention and thanks for their assistance.

*Caption:*

*First through the Toowoomba library doors this morning was Toowoomba resident Ivy Hudson.*

*Welcoming the first Toowoomba library customers since the January 10 flood was senior librarian Carmel Stuart (right) and Ivy Hudson of Toowoomba.*

*Pleased to be able to access the library after its two week closure were Toowoomba residents Inara Lukashenok and Ruth Kratzmann.*

**ENDS**

For further information about this release, please contact Jenny Foxtan on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtan**  
Senior Communication Officer

FOR IMMEDIATE RELEASE

24 January, 2011

## Local Disaster Control Centre contact number

The Local Disaster Control Centre has been in operation full-time since being activated following the severe storm and subsequent flooding which hit the region on Monday, January 10.

From 6pm Tuesday (January 25), telephone enquiries to the LDCC will be supported by Toowoomba Regional Council's general switchboard or emergency after-hours telephone number:

Toowoomba Regional Council: Phone 4688 6611  
After hours: Phone 1800 626 198.

Any further flood-related enquiries will be responded to by council staff as council continues to allocate significant resources to the flood recovery effort.

ENDS

For further information about this release, please contact Jenny Foxtan on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtan**  
Senior Communication Officer

27 January, 2011

Page 1 of 1

## Local Disaster Control Centre completes its emergency role

With the immediate threat to lives and property from recent floodwaters now passed, the Local Disaster Control Centre (LDCC) that was operating from the TRC Ruthven Street building has been de-activated.

While the day-to-day coordination of emergency teams and the monitoring of the disaster are no longer needed, residents are assured clean-up crews and infrastructure teams are still working across the region to repair roads and to get services back to normal.

The public will still be able to access the LDCC's number on 1300 655 833 or, for an after hours emergency, on 1800 626 198. For normal council business, the number is 4688 6611.

-ENDS-

For further information about this release, please contact Darren Burton on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxtan  
Senior Communications Officer

27 January 2011

## Government News enquiry - Flood recovery in Twba region

Enquiry from reporter Lilia Guan:

Q 1. What has the recovery been like?

Q 2. What are long term impacts on infrastructure backlogs, demands on councils, the community and local business.

### RESPONSE: MAYOR PETER TAYLOR

Q 1. What has the recovery been like?

The storm and flood recovery continues, and will for some time to come. The storm that dumped in excess of 150mm in just over 30 minutes over much of the region was a freak weather event. Many, many residents and business operators across this region will be in recovery mode for months, if not years.

Many Toowoomba CBD business operators whose premises were flooded have reopened for trade but for some that sustained serious structural damage and stock losses, it will take much longer. Council road crews put in an intensive effort around the clock to repair inner city roads so that the CBD could be operational within 48 hours of the event.

Hundreds of houses in Toowoomba were flooded due to the torrential rains and local flooding. Over 100 Oakey homes were inundated when Oakey Creek broke its banks. These residents have been assisted by local fire brigades and QFRS with cleanup efforts. A smaller number of homes were flooded in Yarraman. Affected residents will continue to be assisted by government and welfare agencies as they work through the recovery phase.

Hundreds of property owners along the Condamine River network have suffered huge stock, plant and crop losses and recovery will take many years.

Council's extensive 10,000km road network has sustained significant damage as has our water and sewerage infrastructure.

Maintenance and repair crews are working extended hours to reinstate road access for residents and repair essential water and sewerage infrastructure. Priority has been given to returning services to the community. For example, repairs to school

bus routes have been given priority or at the least, detours provided to enable children to get to school.

Council road maintenance crews are focusing on initial recovery works and stabilising damaged infrastructure to get at least a basic level of repairs in place. A more formal road restoration program will begin in some months and will take a couple of years to complete so that the region's roads can be restored to their former operational level.

Page 1 of 1

**Q 2. What are long term impacts on infrastructure backlogs, demands on councils, the community and local business.**

Council is working through the demands on services, prioritising those areas most in need. There are huge demands on council services, particularly in the area of road repairs and council will be working to rectify roads and water and sewerage infrastructure as soon as humanly possible.

-ENDS-

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxton  
**Senior Communication Officer**



FOR IMMEDIATE RELEASE

28 January, 2011

## Council clarifies Cooby Dam function

Toowoomba Regional Council has moved to clarify the function of Cooby Dam in the recent flooding of Oakey township.

Water Services portfolio leader Cr Paul Antonio said there had been some confusion in the community about the role of Cooby Dam and the impact the spilling over the dam wall had had on downstream flooding.

“In actual fact, Cooby Dam lessened the flood peak that was experienced in Oakey.

“Cooby Dam held back the flows from at least one third of the catchment, thus lessening the peak flood in Oakey.

“Also we know it takes approximately 18 hours for water from Cooby Dam to reach Oakey.

“The peak flow over the Cooby spillway was at 7.45am on Tuesday, January 11.

“The influence of this peak flow would have arrived in Oakey at around 2am on Wednesday, January 12 but I understand the actual peak of flooding in Oakey occurred around midday on Tuesday, January 11.

Cr Antonio said this tended to indicate that the extreme rainfall that occurred on January 9 to 11 over the whole catchment was the cause of the flooding in Oakey.

According to Water Services director Kevin Flanagan, the catchment upstream of Oakey covers about 530 square kilometres, a third of which – 171 square kilometres – flows into Cooby Dam.

“The flow into Cooby Dam from the rainfall events prior to and after January 10 was captured behind the dam wall, the bulk of which passed over the spillway over the next four days.

“In fact, Cooby Dam is still spilling today. If the dam had not been there the resultant peak in Oakey would have been higher,” Mr Flanagan said.

Mr Flanagan refuted a claim in local media about a tunnel at Cooby Dam, “the door of which has been blocked for years with debris”.

"There is no blockage with debris. The tunnel referred to is an access tunnel which contains a 600mm cast iron pipe which delivers water from the intake tower to the pump station.

"A branch in the pipe is used to scour the pipeline, discharging on the downstream side.

"Further, the scour line is not used to, nor is it capable of, regulating discharge from the dam," Mr Flanagan said.

"Also in reference to claims that Oakey does not get runoff from Toowoomba's East and West creeks, the additional 455 square kilometre of catchment that is the Gowrie Creek catchment can influence flood peaks when both the Oakey and Gowrie catchment meet just downstream of Oakey."

Mr Flanagan refuted public confusion with the Wivenhoe catchment.

"Wivenhoe Dam has no impact on Cooby Dam. Wivenhoe is on the eastern side of the range."

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

28 January, 2011

## Oakey flood recovery information session

Residents and local agencies impacted by the recent floods are invited to an information session at the Oakey Cultural Centre on Sunday, January 30 between 2pm and 4pm.

The session will include the sharing of flood recovery information and the establishment of a donations and needs register.

While numerous donations and offers of assistance have been received, it is important to ensure these generous offers are distributed to those who most need them.

It is therefore proposed that a register be established and administered jointly by Oakey Lifeline Shop, Oakey St Vincent De Paul Shop and Aussie Helpers Oakey.

People will be given the opportunity to register their needs for household items, their insurance details and any items they can donate.

In addition, information about relief agencies and how to access funding and other assistance will be available. Residents will also be invited to share their flood stories.

A sausage sizzle, afternoon tea and cold drinks will be provided. This event is supported by Toowoomba Regional Council, Lifeline, St Vincent De Paul and Aussie Helpers.

**ENDS**

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

28 January, 2011

## Storm damaged goods collection ceases

Toowoomba residents are advised that Toowoomba Regional Council's additional kerbside collection service for storm damaged household goods has now ceased.

However, residents can still deposit their storm damaged materials at landfill free-of-charge until close of business Monday, January 31.

Council thanks those community organisations that assisted with the pick up of storm damaged items for their generous support.

Council also thanks the community for their patience and cooperation during this difficult time.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
Senior Communication Officer

FOR IMMEDIATE RELEASE

1 February, 2011

## Walk bridge at Lake Annand closed

The arched walk bridge at Lake Annand has been closed to public access due to flood damage.

Toowoomba Regional Council's engineers report revealed concerns about the structural integrity of the bridge.

Tenders have been called for the replacement of this bridge which should be completed in approximately three months.

ENDS

For further information about this release, please contact Jenny Foxtton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxtton**  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

3 February, 2011

## Yarraman water supply is secure

Yarraman's water supply is secure.

Toowoomba Regional Council Water Services portfolio leader Cr Paul Antonio said he wished to assure residents Yarraman had plenty of water for normal household consumption.

Cr Antonio said the Ted Pukallus weir was damaged during the January 10 storm.

"The rainfall event reduced the height of the weir by 1.2m and the full storage volume was reduced from 260ML to an estimated 140ML," he said.

"Residents can be sure this reduced supply will last between 15 and 18 months at normal consumption rates.

"Council has engaged specialist dam engineers from GHD who are on standby to perform an on-site assessment as soon as the weir stops spilling.

"It is anticipated the site visit will occur within a week at the latest. It most likely could be done by the end of this week.

"The engineers will prepare a report on the assessment results and the work needed to reinstate the weir.

"Reinstatement work will be accelerated and should be completed within nine months at the latest.

"I wish to stress Yarraman is in no danger of running out of water."

- ENDS -

For further information about this release, please contact Angus Moffatt on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxton  
Senior Communication Officer

FOR IMMEDIATE RELEASE

7 February, 2011

## **Tube stock donations add to Toowoomba Disaster Fund**

Flowers and plants symbolise renewal.

This sentiment inspired former Laidley Chamber of Commerce member Margaret Wildsmith to start a simple fundraising project to aid Toowoomba's Disaster Fund.

Donated tube stock plants (Gardenia, Tibouchina and Codiaeum or Croton) are available at the Toowoomba Visitor Information Centre at 86 James Street (Warrego Highway) for a suitable donation.

The Flooding Memories project was launched in memory of the people who died in the Toowoomba and Lockyer Valley floods in January.

Money raised will be presented to Toowoomba Region Mayor Peter Taylor to be added to the Toowoomba Disaster Fund.

The Flooding Memories project is operating in the Lockyer Valley.

- ENDS -

For further information about this release, please contact Angus Moffatt on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxtton  
Senior Communication Officer

8 February 2011

## **City roadworks flood damage repairs – The Chronicle (Alyssa Welke)**

I am chasing completion dates for the road works on Jellicoe St, Bridge St (between Mort and Ruthven streets) and South St. Also want to know exactly what needs fixing, particularly on Bridge St as it is only the West to East lane which is closed.

I also noticed Scholefield Street has reopened. I just wanted to check when it reopened and if there are any traffic restrictions on it.

**Response – please quote TRC spokesperson.**

### **Jellicoe St bridge**

This structure experienced severe damage to both its road surface and support structures. Assessment of the structure will evaluate whether the bridge can be repaired or replaced.

From that decision it could be 4-6 months if the repair option is taken or it may be 8-12 months if replacement is required. Council is considering options to accelerate the delivery.

### **Bridge St bridge works**

Flood damage mostly to the downstream side. Scouring and erosion to the road embankment. The erosion exposed 8-10m of pipes and damaged road stormwater infrastructure. Council crews are working on reinstatement now. Expect Bridge St to be reopened in 4-5 weeks.

### **South St**

Works have been deferred to higher priority repairs. Alternate crossings East to West are Long and Alderley St.

Damage to downstream embankment. The erosion exposed South Street stormwater infrastructure which has been partially repaired. The structure has been undermined reducing the road surface available. Council has planned for the repairs to the road to commence next week. Expect the repairs to take 2-3 weeks.

### **Scholefield St**

Opened on Monday 7/2/11. No load restrictions. Will close again for a short period for contractors to install guard rails.

-ENDS-



For further information about this release, please contact Jenny Foxton on [REDACTED] or  
email [REDACTED]

*Authorised by*  
Jenny Foxton  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

9 February, 2011

## **Cooby Dam's Loveday Cove area re-opening February 11**

Fishing and boating at a full dam around Toowoomba turns from a wish to reality at Cooby Dam starting early Friday morning (February 11).

The region's eager fishing fraternity will enjoy the recent rare sight of a full Cooby Dam when the Loveday Cove area re-opens to the public from 7am Friday.

Cooby's dam wall area and the other major dams – Perseverance and Cressbrook – remain closed to the public until further notice following January's heavy rain and flooding.

Toowoomba Regional Council Tourism, Events and Parks portfolio leader Cr Joe Ramia said officers were working to fix facilities and roads before the public could return to the popular recreation areas.

Cr Ramia said the first area to re-open to the public would be Loveday Cove picnic area at Cooby Dam.

"Council appreciates people are eager to see the dams at capacity, but we need to be sure all facilities are safe before people can enjoy them again," he said.

"Cooby Dam wall area will remain closed. Perseverance and Cressbrook dams will be off limits until further notice.

"I thank people for their patience while these areas are cleared and made safe for use.

"People eager to wet a line can at last enjoy Cooby Dam along with the picnic facilities at Loveday Cove.

"I would ask people to obey all signs and be careful on the roads leading to Loveday Cove as repair and maintenance work is continuing or about to start in some areas."

Loveday Cove's summer opening hours are 7am to 8pm. For further information, please call 4688 6542.

Department of Employment, Economic Development and Innovation Fisheries officers last week recovered fish trapped in waterholes below Cooby Dam's wall.

In association with council and Toowoomba Fishstocking Association, officers used an electrofisher to catch fish before releasing them back in the dam.

Toowoomba Fishstocking Association president Peter Taylor said the fish would run out of oxygen when the water stopped running in the pools below the dam wall.

He said the association planned its first fish stocking project at Cooby dam in three years later this month.

"We plan to release golden perch, silver perch and Murray cod in the dam."

- ENDS -

For further information about this release, please contact Angus Moffatt on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxton  
**Senior Communication Officer**

11 February, 2011

## Minor disruption to library services

The Toowoomba Library will be operating at reduced hours this weekend due to repairs being done to the air-conditioning unit.

Cultural, Heritage and Facilities Services portfolio leader Cr Ros Scotney said the library would be closed from noon on Saturday, February 12 until 1pm Sunday, February 13.

“So, effectively the library will be open from 9.30am to noon on Saturday and 1pm to 4pm Sunday,” Cr Scotney said.

“The minor disruption will allow workmen to have the air-conditioning working effectively again and, given some of the hot days we’ve had of late, I’m sure patrons will welcome the cooler surroundings.”

-ENDS-

For further information about this release, please contact Darren Burton on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxtton  
Senior Communications Officer

FOR IMMEDIATE RELEASE

14 February 2011

## **Cooby Dam pontoon – The Chronicle (John Farmer)**

While most anglers were happy to see Cooby reopen we've been sent concerns by some regarding the pontoon at the dam. This morning we've received two photos from different senders wanting to know why the pontoon hasn't been repaired.

I was wondering if council knew when the pontoon would be reopened.  
I have attached one of the photographs sent our way.

### **Response – please quote Tourism, Events and Parks Services portfolio leader Cr Joe Ramia**

The pontoon is currently attached at its lowest possible attachment point - this would ideally have been changed to a higher point as the dam filled but the rapid overnight filling of Cooby did not allow this to occur.

The pontoon needs to be unbolted from its mooring in order for repairs to be undertaken - this is currently underwater and is likely to remain so for some time.

Council will be attending to this once the water has cleared sufficiently for our workers to see what they are doing - the water is currently too dirty to see the attachment points and to work safely on these.

In addition, council would like the general public using Cooby Dam to respect the following rules to ensure the safe recreational use of the dam:

1. Anglers have been observed ignoring the barricades on this pontoon - Council requests visitors to respect such barricades and to refrain from entering the closed areas.
2. On Saturday (February 12), Rangers discovered an unattended boat anchored in the middle of Lake Cooby with its fish finder still running. This caused concern as to what had happened to the boat's owner and the fear that someone had fallen in and potentially drowned. A search and rescue operation was avoided when Rangers located the owner fishing with a mate from another boat in another area of the Dam. Please do not leave boats unattended other than if moored on the shore of the dam - Police and council resources may be wasted if boats are found unattended on the water.

-ENDS-

For further information about this release, please contact Jenny Foxton on [REDACTED] or  
email [REDACTED]

*Authorised by*  
Jenny Foxton  
**Senior Communication Officer**

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16 February 2011

## Lake Annand walk bridge – The Chronicle (John Farmer)

As for Annand Street bridge, the story is running tomorrow. I just need some basic details and was hoping Carol could help me. However, the things I would like to know are:

1. Why is the bridge being replaced?
2. What is the cost of replacing the bridge?
3. When will it be demolished?
4. Will the community get a say in the new bridge or will it be similar to the damaged one?
5. When is it expected to be completed?

### Response – please quote Tourism, Events and Parks Services portfolio leader Cr Joe Ramia

1. The bridge is being replaced due to structural damage. It is 40+ years of age and was earmarked for replacement before the floods even though they have contributed to its demise.
2. The cost will be approx \$75,000.
3. It will be demolished on 1 March 2011.
4. Design drawings have been completed, awaiting building approval, if any members of the public are interested in looking at the plans they can contact Ingrid on 4688 6545 (she may consider minor changes). The original bridge was constructed by Toowoomba South Rotary Club and council has been liaising with the Rotary Club in relation to replacement of the bridge. The Rotary Club hopes to be involved in some of the ancillary works such as landscaping, pathways and bridge approaches. The new bridge has been designed to respect the aesthetic of the original and will be steel construction with timber decking. The arched design will continue to provide photo opportunities.
5. Expected completion date is June 2011.

-ENDS-

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

Authorised by

Jenny Foxton  
**Senior Communication Officer**



16 February 2011

## **Access to houses via East Creek Park – Chronicle (John Farmer)**

We've been contacted by two residents in Horton St whose homes back on to East Creek Park, Kitchener Street. Their homes were badly damaged during the floods. They are attempting to repair damage to their homes but claim to have been delayed by council red-tape. Would I be able to get a few questions answered regarding their claims? Answers by 2pm would be appreciated.

1. The residents have been told any contractors they get to work on their homes will require a bond as they have to access the properties by the East Creek Park. How much is the bond and why is it necessary?
2. They have also been told any contractor needs public liability insurance. Why is this the case?
3. An access fee has also been requested by council. Why do contractors need to pay an access fee just to enter council land to access private property?

## **Response – please quote**

To clarify, this issue surrounds a commercial contractor doing paid work for a resident or residents adjacent to East Creek Park.

Contractors and residents who need to access parkland to carry out works on private land are required to obtain a permit from council. This is to ensure, on behalf of ratepayers, that civic assets such as parks and open spaces are protected for the use and enjoyment of the broader community and that necessary public liability insurance is in place.

It is prudent for council to require public liability insurance, otherwise council (and therefore ratepayers and the community) will be left to carry liabilities associated with any unforeseen injury to people or damage to property.

In this particular case, council is being very reasonable by waiving the permit fee as a goodwill gesture to assist the community recovery from the recent floods.

However, council believes it is in the community's best interests to still insist that the fully refundable bond is deposited to ensure contractors respect the parkland and adopt reasonable work practices to minimise any damage to the park.

Council wishes it to be clear that in this case the contractor will not be paying anything to council subject to the park being left in a reasonable condition and any damage being repaired.

Council is offering to fast-track these permit applications to further assist the residents affected by the recent floods.

ENDS

3/10/2022

18 February, 2011

## **New footbridge offers valuable pedestrian access**

While the Jellicoe Street bridge will be out of action for a number of months following flood damage, pedestrians at least will now be able to cross West Creek thanks to a temporary footbridge.

TRC Engineering Services portfolio leader Cr Carol Taylor said council has erected a short-term pedestrian walk bridge across West Creek which has provided a vital link to businesses in the area.

"It really is a credit to council's Construction and Maintenance and Technical Services staff that this footbridge has been able to be erected in just three days and we also gratefully acknowledge the contribution of Wagners to the project," Cr Taylor said.

The bridge was erected at short notice to allow access for local residents and business people until the bridge across West Creek can be repaired or replaced.

"There are still some minor adjustments needed, including providing wheelchair access, but I'm sure residents will welcome the opportunity to safely cross West Creek again," Cr Taylor said.

-ENDS-

***Caption: The temporary footbridge will provide a vital link for Jellicoe Street residents and businesses.***

For further information about this release, please contact Darren Burton on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxtton  
Senior Communication Officer

eb

18 February 2011

## Handover of Vanderfield tractor to TRC

**WHAT:** Handover of Vanderfield tractor to Toowoomba Regional Council as donation to flood recovery effort

**WHERE:** Village Green, behind City Hall, Toowoomba

**WHEN:** 3:30pm, Monday February 21

**WHO:** Mayor Peter Taylor, Vanderfield Toowoomba manager Jason Jones, council officers.

### BACKGROUND:

Toowoomba office of farm equipment retailer Vanderfield Pty Ltd is donating a new John Deere tractor with loader and bucket to Toowoomba Regional Council to assist with the continuing flood recovery efforts.

The tractor keys will be handed over on Monday and the tractor will be used by Parks and Gardens. Vanderfield Pty Ltd has supported council for a number of years and has operated in Toowoomba for over 45 years.

On completion of the use of the tractor for the clean-up, the tractor will remain the property of the TRC for redeployment where most appropriate.

**Interview & photo opportunities**

-ENDS-

For further information about this alert, please contact Jenny Foxtton on [redacted] or email [redacted]

*Authorised by*  
Jenny Foxtton  
Senior Communication Officer

FOR IMMEDIATE RELEASE

21 February, 2011

**Vanderfield donates new tractor for flood recovery work**

Toowoomba Regional Council today (Monday, February 21) added a lot more horsepower to flood recovery work thanks to a generous donation from machinery distributor Vanderfield.

Toowoomba Region Mayor Peter Taylor accepted the keys to a new John Deere tractor and loader from Vanderfield Toowoomba manager Jason Jones.

Mayor Taylor said council was overwhelmed by the offer.

"This is an outstanding contribution by one of our leading machinery dealers to the ongoing flood recovery work," Mayor Taylor said.

"Initially, the tractor will be used to clear rubbish and debris which was washed into Toowoomba's creeks during the January 10 flooding.

"There are rocks, branches and other items that need to be removed from the creeks and surrounding areas.

"This tractor's low profile means it is suited to bucket work along the creeks.

"It can be used to pick up branches and for general maintenance in city and regional parks. A slasher can be added for mowing when needed."

Mayor Taylor said council was working to restore parks and gardens as quickly as possible to allow residents to resume recreation activities.

"Vanderfield's generosity shows the determination of businesses to pitch in and help wherever they can in the recovery work. This support is greatly appreciated."

The tractor and loader normally would sell for around \$45,000.

- ENDS -

Toowoomba Region Mayor Peter Taylor accepts the keys to a new John Deere tractor and loader from Vanderfield Toowoomba manager Jason Jones.

For further information about this release, please contact Angus Moffatt on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxtton  
Senior Communication Officer



21 February 2011



## Highfields water quality issues – The Chronicle (John Farmer)

I have spoken with four Highfields residents who aren't happy with the quality of water in the town and haven't been for two years. Below are some questions I would like answered by 3pm if possible? If not, give me a ring.

1. What is the issue with Highfields water at the moment? Residents report the water is very dirty at the moment?
2. The last time there was a problem with the water in Highfields it was blamed on the low level of the dams. Now they are full why hasn't this fixed the problem?
3. Considering it has been going on for two years, what is council's long term plan to solve the problem?
4. What actual actions have been carried out to fix the water problem?
5. What is budgeted to fix the water problem?
6. Why is council offering 'soaker' to residents who complain about water quality? Why is this deemed an appropriate solution?

### Response – please quote Director Water Services Kevin Flanagan

1. The Highfields water is very high in iron and manganese as well as being very discoloured. This is because the raw water coming from the dams contains high levels of iron, manganese and suspended particles due to the rapid inflows and high runoff into the dams during the recent floods.
2. The problem relates to the Highfields Water Treatment Plant's inability to treat these high levels of iron, manganese and turbidity in raw water.
3. Council is faced with having to upgrade the Highfields Water Treatment Plant or to connect Highfields to the Mt Kynoch Water Treatment Plant. Both options are high cost and will require budgetary consideration.
4. Water quality issues in Highfields last year related to water mains so council undertook a program of air-scouring of the mains plus some changes to filter media at the Highfields treatment plant which helped alleviate the problem at that time. The issue that Highfields residents are facing now, in addition to this, is the vastly reduced quality of the raw water from the dams.
5. Because Highfields Water Treatment Plant has limited capability of removing iron, virtually no capability of removing manganese, and only limited capability of

removing extreme levels of suspended particles from the raw water, there is not much council can do without significant and costly changes to the water treatment process or connecting to a source of good quality treated water.

6. The soaker is a chemical which is available from Highfields and Crows Nest service centres to assist in the removal of any stains.

-ENDS-

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxton  
**Senior Communication Officer**

FOR IMMEDIATE RELEASE

21 February, 2011



## Council explains Highfields water quality issues

Toowoomba Regional Council is doing all within its current capacity to address the Highfields water quality issues.

Water Services portfolio leader Cr Paul Antonio said while council had been fully aware of the Highfields water quality problems for some time, there was no 'simple fix' presently available.

"The Highfields Water Treatment Plant simply does not have the capability to adequately remove the very high levels of iron and manganese currently in the raw water from the dams.

"The water coming from the dams contains high levels of iron, manganese and suspended particles due to the rapid inflows during the recent floods."

Cr Antonio said council was faced with having to upgrade the Highfields Water Treatment Plant or to connect Highfields to the Mt Kynoch Water Treatment Plant.

"Both options are high cost and will have to be considered during budget discussions. Council will be endeavouring to rectify these problems.

"Highfields Water Treatment Plant has limited capability of removing iron, virtually no capability of removing manganese, and only limited capability of removing the extreme levels of suspended particles presently being found in water coming from the dams.

"There is not much council can do without significant and costly changes to the water treatment process or connecting to a source of good quality treated water."

Last year, water quality issues at Highfields related to a build-up of iron and manganese in the water mains. At that time, council undertook a program of air-scouring of the mains plus some changes to filter media at the Highfields Water Treatment Plant which helped alleviate the problem.

"The issue that Highfields residents are facing now, in addition to this, is the vastly reduced quality of the raw water from the dams," Cr Antonio said.



Highfields residents can access supplies of a soaker chemical from council service centres in Highfields and Crows Nest that assists in the removal of any stains.

ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

*Authorised by*  
**Jenny Foxton**  
**Senior Communication Officer**



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22 February, 2011

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## Storm damage forces temporary closure of Oakey library

A severe storm which passed through the Oakey district last night has caused damage to the Oakey Library.

Patrons are advised that due to ceiling damage and flooding to the building, the library will unfortunately need to be closed while repair assessments are made.

While a time frame for repairs is not available at the moment, library users are assured they will be a priority and will take place as soon as possible.

In the meantime, patrons can still return books as library staff will be on site to assist with any queries.

If you need to contact the library, please call 4692 0154.

-ENDS-

For further information about this release, please contact Darren Burton on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxton  
Senior Communications Officer

FOR IMMEDIATE RELEASE

25 February, 2011

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## Oakey Library to reopen

Oakey Library will reopen late Monday morning, February 28, following repairs to its storm damaged ceiling.

Flood damage caused by a storm earlier this week had forced the facility to close.

Library staff said they are looking forward to the return of their valued patrons on Monday.

Sections of the ceiling fell to the ground after the storm when the roof leaked and the ceiling became waterlogged.

Water damage has previously occurred during very heavy rain and council is considering options to solve the roofing problem.

Council thanks Oakey library users for their patience.

From late Monday morning, it will be business-as-usual with the library reverting to its regular operating hours.

- ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

FOR IMMEDIATE RELEASE

28 February, 2011

## South Street reopens at West Creek

Toowoomba motorists can now use South Street when crossing West Creek.

The crossing was reopened last Saturday, February 26, following completion of the necessary repairs from the January 10 flood damage.

However, although the road repairs are complete, the northern side of the footpath will form part of restoration works scheduled to commence in six to nine months.

- ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]



FOR IMMEDIATE RELEASE

1 March, 2011

## Waiving of flood waste tipping fees to cease soon

Over 3,000 tonnes of flood damaged goods have been dumped at Toowoomba Regional Council's waste management centres since flood rains hit the region on January 10.

Council has waived tipping fees for the region's residents since the flood. However, the waiving of fees at the waste management centres across the region will cease from close-of-business this Sunday, March 6.

Council is encouraging residents who are still undergoing flood insurance assessments to check with their insurance assessor that tipping fees are covered in their claim.

When dropping flood damaged materials at a waste facility, residents are to tell the weighbridge staff that they have flood damaged goods on board, in order to be eligible for free tipping.

For further information, please call 4688 6611.

- ENDS

For further information about this release, please contact Jenny Foxton on [REDACTED] or email [REDACTED]

FOR IMMEDIATE RELEASE

3 March 2011

## Lake Annand walk bridge – The Chronicle (Jim Campbell)

Work to revitalise the popular Toowoomba tourist and recreation attraction Lake Annand stepped up a gear today. (March 3)

Toowoomba Regional Council Tourism, Events and Parks Services portfolio leader Cr Joe Ramia said the damaged 40-year-old arched pedestrian bridge was dismantled and removed this morning.

Cr Ramia said the lake was drained a week ago to allow officers to inspect bridge abutments and for de-silting.

He said soil tests revealed new abutments would be needed to anchor the new bridge, which had been designed to last well into the future.

"This work was necessary to calculate the design and strength of the new abutments," Cr Ramia said.

"The lake will be filled and emptied at least two more times in the coming three months to allow necessary work to be completed. The lake will be emptied in readiness to pour concrete for the new abutments.

"We then plan to refill the lake, using natural inflows, and then drain it again before fitting the new bridge structure."

Cr Ramia said bridge design work was finished and fabrication work was expected to take 10 to 12 weeks.

He said the bridge was earmarked for replacement before January's flooding caused further damage. The project is expected to be finished by June this year.

**Please also note:** The original bridge was constructed by Toowoomba South Rotary Club and council has been liaising with the Rotary Club about the replacement work.

The Rotary Club hopes to be involved in some of the ancillary works such as landscaping, pathways and bridge approaches. The new bridge has been designed to respect the aesthetic of the original and will be steel construction with timber decking. The arched design will continue to provide photo opportunities.

-ENDS-

For further information about this release, please contact Angus Moffatt on [REDACTED] or email [REDACTED]

*Authorised by*  
Jenny Foxton  
Senior Communication Officer

## City road assessments + council services impacted (notes for Ken)

206

- Council crews have been working overtime to assess road damage and begin the cleanup and repairs.
- Crews have done a fantastic job in clearing up so far and have been hampered by ongoing wet weather.
- The main areas impacted were in the vicinity of East and West creeks which run through the centre of the city within 50 metres on either side of the creeks most subject to flood damage.
- Bridges over West Ck downstream of the city centre, to the north of and including Russell Street, are all closed. The flood inflicted serious damage on both North and Jellicoe Street bridges across Gowrie Creek.
- However Bridge St crossing of West Ck under the railway bridge is trafficable.
- Herries, James, Long, Stenner and Spring Street are open to traffic. South Street and Alderley Street crossings over West Creek are closed due to damage.
- Other roads that are closed include Griffith St from Mort to Goombungee Rd, North St from Mort to Davidson, Jellicoe St from Kenilworth to Brooke, Alderley from Ruthven to Hoepper, South St from Greenwattle to Alderley, South Street at West Creek and the CBD.
- Main Roads that have sustained serious pothole damage include Taylor, Tor and Greenwattle streets and intersections of Bridge and Boundary sts, Bridge & McDougall and Bridge and Erin sts. Also James Street between Helen and West, and West to Prescott are particularly bad as are James Cohoe intersection and James Kitchener sts intersection.
- Footpaths have also been washed away in some areas of the CBD and pedestrians should exercise caution.
- Traffic lights are out on intersections of Bridge & Tor, Ruthven & Bridge, Stenner & Anzac and Chalk & Ruthven and motorists are asked to take care at these intersections.
- Motorists must watch out for sink holes, wash outs and potholes that have occurred in several city streets.

- Landslips have also occurred in many areas of the city.

- Anyone needing urgent SES help should call 1300 655 833. Those wishing to notify council of a service disruption or other council-related matter should call 4688 6611.

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- Library update – how much damage was done, what inundation, when will it reopen?

- MBAC update