



North and Far North Queensland Monsoon Trough State Recovery Plan 2019-2021

Recovery Progress Report #1
To September 2019

Document details

Security classification	Not yet approved
Date of review of security classification	October 2019
Authority	Queensland Reconstruction Authority
Author	General Manager – Regional Liaison and Recovery Operations
Document status	Draft
Version	1.0
QRA reference	19/56217

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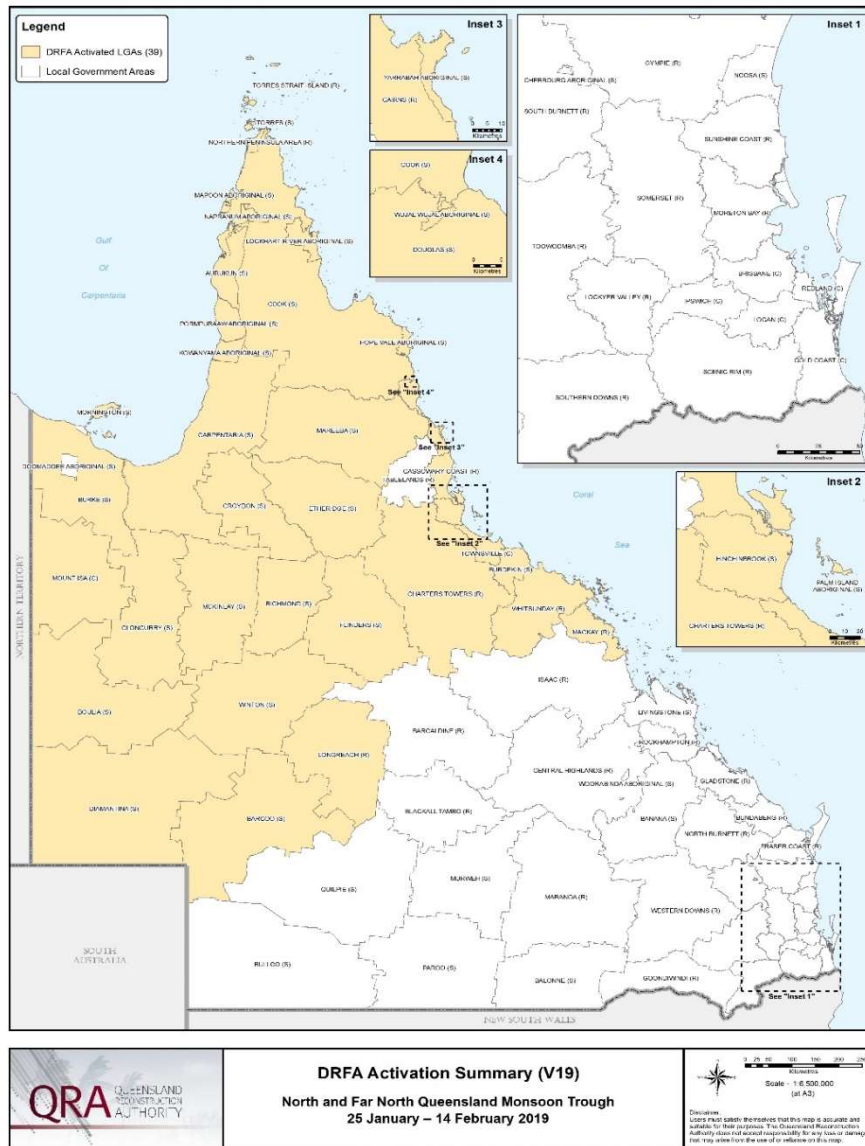
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Event summary

From 25 January 2019 – 14 February 2019, North and Far North Queensland experienced unprecedented heavy rainfall which resulted in major flooding in the Local Government Areas (LGAs) of Aurukun, Barcoo, Boulia, Burdekin, Burke, Cairns, Carpentaria, Cassowary Coast, Charters Towers, Cloncurry, Cook, Croydon, Diamantina, Douglas, Etheridge, Flinders, Hinchinbrook, Hope Vale, Kowanyama, Lockhart River, Longreach, Mackay, Mapoon, Mareeba, McKinlay, Mornington, Mount Isa, Napranum, Northern Peninsula Area, Palm Island, Pormpuraaw, Richmond, Torres, Torres Strait Island, Townsville, Whitsunday, Winton, Wujal Wujal and Yarrabah.

The North and Far North Queensland Monsoon Trough 25 January – 14 February 2019 (Monsoon Trough) resulted in 39 Queensland LGAs being activated for Category A and Category B financial assistance, with nine of these LGAs also activated for Category C assistance measures under the jointly funded Commonwealth-State Disaster Recovery Funding Arrangements (DRFA).



State Recovery Planning and Policy Coordinator Update

It gives me great pleasure to present the first quarterly report highlighting the progress towards recovery following the monsoon trough in the north of the State during January and February this year.

This report outlines progress against activities identified in the *North and Far North Queensland Monsoon Trough State Recovery Plan 2019 – 2021*. (the Plan) at both a local and state level. It focuses on the efforts of 14 councils who developed event specific recovery plans for the flooding, as well as the activities of five Functional Recovery Groups (FRGs).

It is evident that significant recovery progress has been made during the first quarter. Many people adversely impacted by the monsoon trough have been supported emotionally and financially. Over 63,000 instances of psychological first aid have been provided through various agencies and a total of 116,764 affected Queenslanders have been supported through more than \$33 million in grants such as the Emergency Hardship Assistance Grant.

More than \$100 million in financial assistance has been delivered to flood-affected primary producers, small business owners and non-profit organisations. Tourism data shows that outback Queensland has enjoyed record visitor spending despite the flooding event. All national parks and state forests affected by the monsoon have reopened.

A total of 3369 damage assessments of infrastructure across impacted areas were initially completed and further three, six and nine month damage assessment and Reconstruction Monitoring (DARMSys™) visits have also been completed. Results of DARMSys have been shared with councils and the FRGs to ensure long-term recovery planning could be effectively coordinated and quantified.


All emergency works on state owned roads were completed within approved timeframes and all impacted routes reopened.

Four road projects (two on the Flinders Highway, one on the Burke Developmental Road and one on the Richmond–Winton Road) have been approved for funding under the 2019 Betterment Program, with another six Department of Transport and Main Roads projects being considered. These projects are on track to be completed by 30 June 2021.

All 55 state schools affected by the event are now fully operational and ongoing support services continue to be available to students and staff.

The Sport and Recreation Disaster Recovery Program was activated in response to the disaster event. Over \$882,000 was approved to assist 189 sporting organisations with clean-up and recovery of sport and recreation clubs and facilities.

Many councils highlighted the role of community support and collaboration as a key success of recovery efforts, with a number of councils documenting the experiences of local communities during the monsoon trough. Case studies have been included in this report to demonstrate the efforts and resilience of affected communities.



Challenges relating to the additional financial burden and other resource constraints on normal council operations have also been identified.

In my role as State Recovery Planning and Policy Coordinator, I will continue to engage with local governments with regard to their recovery efforts.

I would like to thank the State Recovery Coordinator (SRC) for his engagement with the impacted councils and FRGs throughout the recovery process. I would also like to thank the local recovery coordinators for their oversight of local recovery initiatives.

Brendan Moon
State Recovery Planning and Policy Coordinator
Chief Executive Officer, Queensland Reconstruction Authority


State recovery progress


This section provides a summary of recovery progress across the functional lines of recovery, and identified resilience activities. It tracks the implementation of recovery activities against the metrics identified in the Plan.


Human and Social


This section of the report details recovery progress against recovery activities outlined in the plan on pages 33 – 35. All recovery initiatives are addressed in relation to the event time frame. Some activities were completed between March and April whilst others have a completion date of June 2021 or extend beyond the duration of the plan.


Recovery Activity/Outcome	Update
<p>Recovery activity</p> <ul style="list-style-type: none"> • Ensure school facilities are returned to pre-event status as soon as practicable to allow students to return to a normal school routine. • Identify school age children in evacuation centres and assist their parents/carers to reengage the students in schooling. • Provision of student counselling, support services and referral through Guidance Officers, School Chaplains and other relevant staff, as well as additional support and assistance to teachers and Principals in the affected areas. 	<p>Reopening of state schools</p> <p>With the exception of Oonoonba State School which was significantly impacted, all schools were reopened by 13 February 2019. With the assistance of Department of Housing and Public Works (DHPW), school operations at Oonoonba were relocated to two alternate school locations. The Australian Defence Force assisted with clean-up operations at Oonoonba and the school reopened on 5 April 2019.</p> <p>Counselling and support</p> <p>Ongoing counselling and support services are available to affected students and staff through both school-based and external support structures.</p>
<p>Projected outcome</p> <p>Community members have access to education services</p>	<div style="display: flex; align-items: center;">  <p>Status: Complete/ongoing</p> </div>
<p>Recovery activity</p> <p>Provide:</p> <ul style="list-style-type: none"> – Basic hygiene and cleaning kits to assist clean-up activities through the Community Recovery Hubs; – Awareness of residential wash out service through Queensland Fire and Emergency Service early response activities; – Information and advice for clean-up following a flood through Queensland Health fact sheets and publications. 	<p>Clean-up/hygiene information and advice</p> <p>Targeted public health information and advice continues to be provided through community events and outreach services as well as the Get Ready campaign. In particular, information on melioidosis (Whitmore's Disease) is distributed through Townsville Hospital and Health Service as well as local general practitioners.</p> <p>Affected businesses such as food outlets and pharmacies were supported by Townsville Environmental Health Officers to ensure they met public health requirements to safely reopen.</p> <p>Public Health Units liaised with councils in relation to managing deceased livestock around townships and water sources and provided education through social media on using Personal Protective Equipment (PPE). PPE (masks, gloves, antiseptic wipes/gel) were provided by Queensland Health for areas in North West Queensland.</p>


Recovery Activity/Outcome	Update											
	Tropical Public Health Service provided support to the Wujal Wujal Council with regards to water supply management through the 'Safe and Health Drinking Water in Indigenous Local Government Areas'. Council staff have also received training to manage the water supply in a safe and sustainable manner.											
<p>Projected outcome</p> <p>Households, families and individuals are supported to return safely to their residential dwelling.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>										
<p>Recovery activity</p> <ul style="list-style-type: none"> • Implement rent relief package to public housing tenants in affected areas. • Raise awareness and provide access to personal financial assistance through activation of Personal Hardship Assistance Scheme (PHAS) and Emergency Services Safety and Reconnection Scheme (ESSRS) through Department of Communities, Disability Services and Senior (DCDSS). • Provide awareness of: <ul style="list-style-type: none"> – Disaster assistance and income support available to impacted people through the Commonwealth Government; – Interest free loans to people in hardship through Good Shepherd Microfinance; – DRFA Category C grants and Category B concessional loans available to not-for-profit organisations through Queensland Rural and Industry Development Authority (QRIDA). • Coordinate the distribution of donated funds locally through charitable organisations. • Provide awareness of: <ul style="list-style-type: none"> – Energy Hardship Programs available through energy retailers; – Assistance available to fast track tax support through the ATO; – Insurance support available through the ICA; – Financial service provider issue resolution available through the Financial Ombudsmen; – Financial counselling services available. 	<p>Rent relief</p> <p>Public housing tenants who were impacted by the monsoon event were not charged rent from 17 February 2019 to 16 March 2019. Where tenants continued to experience hardship beyond this date, they were referred to the local Housing Service Centre for additional assistance.</p> <p>Queensland Health staff affected by floods were provided with emergency accommodation and support by the Hospital and Health Service.</p> <p>Financial assistance</p> <p>Grant information has been distributed via the various Community Recovery channels including the online grants portal, hotline service, hubs and outreach operations. Press releases, media alerts, newspaper adverts and social media were also used to raise awareness of assistance available.</p> <p>As at 10 October 2019, \$33,881,511 has been paid, benefitting 116,764 people.</p> <table border="1" data-bbox="794 1373 1321 1888"> <tbody> <tr> <td>Emergency Hardship Assistance (65,093 applications)</td> <td style="text-align: right;">\$20,717,310</td> </tr> <tr> <td>Essential Service Hardship Assistance</td> <td style="text-align: right;">\$1,947,570</td> </tr> <tr> <td>Essential Household Contents</td> <td style="text-align: right;">\$9,578,619</td> </tr> <tr> <td>Structural Assistance Grant</td> <td style="text-align: right;">\$1,439,097</td> </tr> <tr> <td>Essential Services Safety and Reconnection Scheme</td> <td style="text-align: right;">\$198,916</td> </tr> </tbody> </table> <p>Interest free loans were provided to those in need by Good Shepherd Microfinance for up to \$1,500 on essentials such as washing machines, fridges and medical procedures.</p> <p>QRIDA reports no concessional loans have been</p>		Emergency Hardship Assistance (65,093 applications)	\$20,717,310	Essential Service Hardship Assistance	\$1,947,570	Essential Household Contents	\$9,578,619	Structural Assistance Grant	\$1,439,097	Essential Services Safety and Reconnection Scheme	\$198,916
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Recovery Activity/Outcome	Update											
	<p>approved for non-profits at this point.</p> <p>The following Special Disaster Assistance Recovery Grants have been approved.</p> <table border="1" data-bbox="794 387 1321 808"> <tr> <td>Applications registered</td> <td>101</td> </tr> <tr> <td>Applications being processed</td> <td>2</td> </tr> <tr> <td>Applications ineligible or cancelled</td> <td>9</td> </tr> <tr> <td>Applications approved</td> <td>90</td> </tr> <tr> <td>Total funding approved</td> <td>\$1,136,288</td> </tr> </table> <p>Financial counselling</p> <p>Lifeline has provided psychological first aid to those in need and referrals made for subsequent support in the medium and long-term. Referrals for financial counselling were made to the National Debt Helpline (Financial First Aid) which is primarily supported by Uniting Care financial counsellors. Rural financial counsellors are also available. Townsville Community Legal Service have been funded under the joint Commonwealth/State DRFA to provide an advocacy service to support disaster affected community members with issues such insurance and other financial disputes.</p>		Applications registered	101	Applications being processed	2	Applications ineligible or cancelled	9	Applications approved	90	Total funding approved	\$1,136,288
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<p>Projected outcome</p> <p>Households, families and individuals are enabled to effect their own recovery through appropriate income sources.</p>		<p>Status: Complete/ongoing</p>										
<p>Recovery activity</p> <ul style="list-style-type: none"> • Provide Emergency Housing Assistance for displaced residents through DHPW of: <ul style="list-style-type: none"> – Temporary and short-term accommodation; – Medium to longer term accommodation as appropriate; – Information and advice to tenants and landlords through a Rental Recovery Hub established in Townsville; – Awareness of the Bond Loans and Rental grants available to assist individuals and families to enter the private accommodation market. 	<p>Housing</p> <p>More than 800 requests were registered for housing assistance, supporting over 1800 people. Requests were managed on a case-by-case basis, ensuring impacted people were allocated short, medium or long-term accommodation assistance or private rental assistance products.</p> <p>DHPW has leased 26 properties in Townsville to allocate to flood impacted residents.</p> <p>252 bond loans and rental grants were provided to flood affected families as a result of the flood event.</p> <p>492 residents accessed information and support through the Rental Recovery Hub. This hub was established in partnership with Residential Tenancies Authority, Real Estate Institute of Queensland and Tenants Queensland. A case management approach</p>											


Recovery Activity/Outcome	Update																										
	<p>was undertaken to obtain the best housing outcomes for residents and local businesses.</p> <p>164 social housing dwellings were uninhabitable as a result of the event. Department staff worked closely with tenants to ensure they could access alternative accommodation while escalating repair work. All tenants were returned to their social housing dwelling or rehoused by 31 March 2019.</p>																										
<p>Projected outcome</p> <p>Residents have access to safe and secure accommodation and are aware of the housing support available.</p>		<p>Status: Complete</p>																									
<p>Recovery activity</p> <ul style="list-style-type: none"> • Provide Essential Household Contents Grant (EHCGs) as a contribution towards replacing or repairing essential household contents through the PHAS administered by DCDSS. • Coordinate the provision of donated goods to replace essential household contents through charitable organisations. 	<p>Community Recovery is continuing to administer the EHCG to approved applicants. Applications status to date includes the following:</p> <table border="1" data-bbox="794 846 1297 1205"> <tbody> <tr> <td>Applications received</td> <td>7,563</td> </tr> <tr> <td>Applications in progress</td> <td>3</td> </tr> <tr> <td>Applications declined</td> <td>2,476</td> </tr> <tr> <td>Applications paid</td> <td>5,084</td> </tr> <tr> <td>Total value paid</td> <td>\$9,578,619</td> </tr> </tbody> </table> <p>Donations</p> <p>GIVIT is continuing to work with recovery agencies, charities and community groups who are supporting impacted residents and have been responsible for distributing donations.</p> <p>\$4,217,334 has been received to date with details of the program summarised in the following table.</p> <table border="1" data-bbox="794 1496 1385 2054"> <thead> <tr> <th>Measure</th> <th>1 July-11 Oct 2019</th> <th>Since 1 Feb 2019</th> </tr> </thead> <tbody> <tr> <td>Number of items requested (goods and services)</td> <td>844</td> <td>142,159</td> </tr> <tr> <td>Number of items received by affected communities</td> <td>853</td> <td>225,453</td> </tr> <tr> <td>Number organisations requesting assistance</td> <td>10</td> <td>53</td> </tr> <tr> <td>Percentage of organisations received</td> <td>90%</td> <td>87%</td> </tr> </tbody> </table>		Applications received	7,563	Applications in progress	3	Applications declined	2,476	Applications paid	5,084	Total value paid	\$9,578,619	Measure	1 July-11 Oct 2019	Since 1 Feb 2019	Number of items requested (goods and services)	844	142,159	Number of items received by affected communities	853	225,453	Number organisations requesting assistance	10	53	Percentage of organisations received	90%	87%
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<p>Projected outcome</p> <p>Households, families and individuals are supported to return safely to their residential dwelling</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>																				
<p>Recovery activity</p> <ul style="list-style-type: none"> • DCDSS to administer and provide: <ul style="list-style-type: none"> – Structural Assistance Grant (SAG) as a contribution towards replacing or repairing damaged dwellings through the PHAS; – Financial assistance as a contribution towards safety inspections and repairs to residential essential services through ESSRS; – Support through case management of vulnerable grant recipients. • Define scope of works and provide estimate of cost for SAG applications through DHPW. 	<p>Community recovery is continuing to administer the SAG to approved impacted applicants. As of 10 October 2019 the following had been provided:</p> <hr/> <table border="0"> <tr> <td>Applications received</td> <td>1,127</td> </tr> </table> <hr/> <table border="0"> <tr> <td>Applications in progress</td> <td>59</td> </tr> </table> <hr/> <table border="0"> <tr> <td>Applications declined</td> <td>866</td> </tr> </table> <hr/> <table border="0"> <tr> <td>Applications paid</td> <td>202</td> </tr> </table> <hr/> <table border="0"> <tr> <td>Total value paid</td> <td>\$1,439,097</td> </tr> </table> <hr/> <p>The ESSRS assistance provided to date is as follows:</p> <hr/> <table border="0"> <tr> <td>Applications received</td> <td>1,568</td> </tr> </table> <hr/> <table border="0"> <tr> <td>Applications in progress</td> <td>15</td> </tr> </table> <hr/> <table border="0"> <tr> <td>Applications declined</td> <td>1,479</td> </tr> </table> <hr/> <table border="0"> <tr> <td>Applications paid</td> <td>74</td> </tr> </table> <hr/> <table border="0"> <tr> <td>Total value paid</td> <td>\$198,916</td> </tr> </table> <hr/> <p>Total Building and Asset Services estimate of damages is \$3,554,728.</p> <p>Please note: A proportion of the assessed BAS estimated damages gets paid under the ESSRS grant where eligible. In some instances the ESSRS component will be paid based off contractor invoices as opposed to a BAS estimate. These figures exclude assessments undertaken where the applicant was later deemed ineligible.</p> <p>Case Coordination is also occurring to support the</p>		Applications received	1,127	Applications in progress	59	Applications declined	866	Applications paid	202	Total value paid	\$1,439,097	Applications received	1,568	Applications in progress	15	Applications declined	1,479	Applications paid	74	Total value paid	\$198,916
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Recovery Activity/Outcome	Update									
	<p>needs of more complex rebuilds and families who need additional intensive supports</p> <p>GIVIT is working closely with DCDSS Community Recovery, Townsville to support the rebuilding of residential properties in the Townsville area where insufficient funds are available to repair houses to a habitable standard. As at 11 October 2019, GIVIT has assisted the completion of repairs for four SAG clients. DCDSS has identified 10 SAG clients who have quotes and are ready to commence works, with a further 104 SAG clients who are awaiting quotes and expect to have a shortfall in funds to affect their rebuild.</p> <p>GIVIT has also been involved in the development of the Townsville Community Rebuild Project. This community-led recovery initiative aims to facilitate the coordination of assistance to Townsville residents who are unable to repair their flood-impacted properties to a safe, habitable and pre-disaster condition and build their resilience for future disasters. This project relies on the contribution of volunteers and donations to enable the rebuild of residential properties.</p>									
<p>Projected outcome</p> <p>Households, families and individuals are supported to return safely to their residential dwelling.</p>		<p>Status: Complete/ongoing</p>								
<p>Recovery activity</p> <ul style="list-style-type: none"> • Coordinate the provision of psychosocial and practical supports lead by DCDSS in conjunction with non-government organisations. • Referrals to existing personal support and generalist counselling services. • Establishment of local case coordination mechanisms (as required). 	<p>Psychosocial support</p> <p>A total of 64,834 instances of psychological first aid were provided.</p> <table border="1" data-bbox="794 1413 1289 1697"> <tbody> <tr> <td>Queensland Health</td> <td>1,373</td> </tr> <tr> <td>Centacare</td> <td>539</td> </tr> <tr> <td>Red Cross</td> <td>30,396</td> </tr> <tr> <td>UCQ Lifeline</td> <td>32,526</td> </tr> </tbody> </table> <p>UCQ Lifeline case management teams have received referrals for 566 clients and 50 complex cases. Complex cases were defined as requiring management of the integration of services provided by multiple agencies, working with the client for extended periods of time.</p> <p>Lifeline Corporate Training is scheduled to deliver suicide intervention skills training sessions in November and December 2019.</p> <p>The Salvation Army provides referrals to local</p>		Queensland Health	1,373	Centacare	539	Red Cross	30,396	UCQ Lifeline	32,526
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Recovery Activity/Outcome	Update
	<p>service providers via disaster recovery case workers employed through jointly funded DRFA - Category A funding.</p> <p>The Red Cross commenced a two-year monsoon recovery program in July 2019 funded through Red Cross donations. Themes include:</p> <ul style="list-style-type: none"> • Building resilience of children (via Pillowcase Project) • Working with Aboriginal and Torres Strait Islander communities • Working with the homeless community around disaster resilience • Engaging culturally and linguistically diverse communities in recovery and resilience building activities • Community engagement sessions with specialists (eg. self-care, Dr. Rob Gordon) • Volunteer capacity development. <p>The following community organisations have been funded under the joint Commonwealth/State DRFA to provide the community with additional psychosocial support, generalist counselling, financial counselling and advocacy support:</p> <ul style="list-style-type: none"> • Family Emergency Accommodation Townsville (FEAT) – generalist counselling • Financial Counsellors Foundation of Australian – financial counselling • North Townsville Community Hub (NOTCH) – generalist counselling • Salvation Army – generalist case worker • Townsville Migrant Support Group – generalist counsellor • Townsville Women’s Centre – generalist counsellor. <p>The additional funded services are currently engaged until end December 2019.</p> <p>Townsville Community Legal Service has also been funded \$150,000 for twelve months to provide financial and legal advocacy support.</p>
<p>Projected outcome</p> <p>Community members have access to psychosocial support.</p>	<div style="display: flex; align-items: center;">  <p>Status: These recovery activities are on track to achieve the projected outcome</p> </div>
<p>Recovery activity</p>	<p>Mental health teams from Queensland Health are operational in Townsville, Central West and North</p>

Recovery Activity/Outcome	Update								
<ul style="list-style-type: none"> • 	<p>West Hospital and Health Services.</p> <p>Teams are engaging with stakeholders, communities and also providing clinical treatment. Teams are ensuring that cultural needs for Aboriginal, Torres Strait Islander and culturally and linguistically diverse groups are being met.</p> <p>Queensland Health, through the Health Hospital Services, has seen an ongoing increase in demand for services and continues to liaise with impacted patients who were unable to attend outpatient appointments and elective surgeries.</p> <p>An ongoing seasonal preparedness program ensures that a pool of trained and response-ready clinicians are able to attend emergency events as required.</p> <hr/> <table border="0"> <tr> <td>Number of people screened</td> <td style="text-align: right;">1,412</td> </tr> <tr> <td>Number of people received clinical treatment</td> <td style="text-align: right;">5</td> </tr> <tr> <td>Number of hours of service provision</td> <td style="text-align: right;">296</td> </tr> <tr> <td>Number of community events attended</td> <td style="text-align: right;">14</td> </tr> </table>	Number of people screened	1,412	Number of people received clinical treatment	5	Number of hours of service provision	296	Number of community events attended	14
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<p>Projected outcome</p> <p>Community members have access and are able to meet health needs (including mental health) arising from the disaster.</p>	<div style="display: flex; align-items: center;">  <p>Status: Complete/ongoing</p> </div>								
<p>Recovery activity</p> <ul style="list-style-type: none"> • Additional outpatient services; theatre lists and other services to ensure provision of services to those affected (in addition to services provided to meet acute needs following the disaster). • Public Health Units working with local councils to manage public health risks to the community. • Patients with existing chronic health conditions receiving regular care have their needs assessed and treatment plans modified accordingly. • Implement mental health recovery programs to disaster-affected communities, including individuals, carers, families, and volunteers, with mental health services and emotional wellbeing support. 	<p>Mental health teams from Queensland Health are operational in Townsville, Central West and North West Hospital and Health Services.</p> <p>Teams are engaging with stakeholders, communities and also providing clinical treatment. Teams are ensuring that cultural needs for Aboriginal, Torres Strait Islander and culturally and linguistically diverse groups are being met.</p> <p>Queensland Health, through the Health Hospital Services, has seen an ongoing increase in demand for services and continues to liaise with impacted patients who were unable to attend outpatient appointments and elective surgeries.</p> <p>An ongoing seasonal preparedness program ensures that a pool of trained and response-ready clinicians are able to attend emergency events as required.</p> <hr/> <table border="0"> <tr> <td>Number of people</td> <td style="text-align: right;">1,412</td> </tr> </table>	Number of people	1,412						
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	<p>screened</p> <hr/> <p>Number of people received clinical treatment 5</p> <hr/> <p>Number of hours of service provision 296</p> <hr/> <p>Number of community events attended 14</p> <hr/> <p>.</p>	
<p>Projected outcome</p> <p>Community members have access to appropriate and coordinated social services.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> • Provide: <ul style="list-style-type: none"> – Provision of information regarding availability of existing supports, services and additional community recovery services. – Information to other agencies regarding registered evacuees (RFR) and mapping data thereof – PHAS and ESSRS grants information and mapping data thereof to Queensland Reconstruction Authority (QRA) – Awareness of one-off grants and low-interest loans for not for profit organisations affected by the flooding (QRIDA). 	<p>Department Communities, Disability Services and Seniors has worked collaboratively with disaster recovery partners to provide a one stop shop approach to accessing coordinated services including through Community Recovery Hubs, Townsville Rental Assistance Hub, multi-agency outreach teams, multi-agency case coordination group, target group specific counselling support services as well as the UCQ case managers who are assisting people to navigate and connect with a variety of services.</p> <p>Community Recovery engagement has occurred through:</p> <ul style="list-style-type: none"> • Web, media, community radio, social media, local networks, outreach, recovery hubs and pop-up hubs • Newspaper adverts, community radio and website features • Social media posting: <ul style="list-style-type: none"> – Facebook reach – 1,394,868; – Twitter impressions – 153,200 • Participation in Local and District Recovery and/or Human and Social Recovery Sub Groups and Local Disaster Management Groups (LDMGs) and District Disaster Management Groups (DDMGs) where required • Strategic oversight and coordination at State Human and Social Recovery Group meetings • Executive Director, Community Recovery visited the North West communities to meet with a range of stakeholders including councils, health, education and community services to discuss 	

Recovery Activity/Outcome	Update
	<p>recovery needs and support going forward</p> <ul style="list-style-type: none"> • Community recovery hubs and outreach into impacted communities • Targeted outreach at community locations and/or events, eg. nursing homes, schools, universities, emergency services, police and military personnel • Distribution of the Community Recovery Services Directories in both Townsville and NW Queensland www.qld.gov.au/communityrecovery • 1800 Community Recovery Hotline • Online grants portal • Communication packs and summary sheets provided to all MPs • As requested by the State Recovery Coordinator, Major-General (retired) Stuart Smith, the department contributed to a multi-agency, coordinated communications approach for recovery in North West Queensland. • Partner organisations included Salvation Army, GIVIT, UCQ and Lifeline. <p>QRIDA has promoted grants and low-interest loans through print media, social media, local radio and their website, as well as direct marketing within impacted areas and has an on-ground presence, in community recovery hubs and at stakeholder events.</p> <p>Red Cross engaged with community members and facilitated two-way dialogue with individuals and families in evacuation and recovery centres and during outreach. Through this engagement, Red Cross field teams promoted psychosocial wellbeing through the provision of psychological first aid, sharing information about the emergency situation, listening to community concerns and feedback and linking affected community members with available services and financial assistance.</p> <p>DCDSS in the initial to medium term recovery period established and operated Community Recovery Hubs to support families and individuals recovery needs. Hubs were a one stop shop where people could engage with and receive support from a range of agencies including housing, insurance companies, mental health support and personal and individual counselling.</p> <p>The Department of Housing and Public Works established the Townsville Rental Assistance Hub and in the initial stages personal and individual support counsellors were deployed their and later on a Community Recovery hub was collated with the Rental Hub.</p>

Recovery Activity/Outcome	Update	
	Personal and Individual Counsellors were also deployed to the Small Business Recovery Hub as well to ensure that owner /operators received support and access to a coordinated range of social services	
<p>Projected outcome</p> <p>Community members have access to appropriate and coordinated social services.</p>		<p>Status: Complete/ongoing</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> • Use current disaster management structures to inform and influence local planning on effective volunteer engagement and management – to result in shorter lag time between the response and the start of volunteer recovery activities. • The community makes and benefits from effective use of the narrow window of volunteer interest for future disaster events – leading to improved community resilience and support in recovery. • Volunteer organisations and groups have access to mechanisms for the recruitment of volunteers to assist in the provision of practical support and other immediate and longer-term recovery-based activities. • Local government will work with its partners in the community and map the capabilities of their local volunteers. 	<p>Volunteer Queensland (VQ) has used social media to communicate approved messaging from local authorities including status of volunteers required and registration requirements on the EVCREW platform.</p> <p>VQ has managed community enquiries from those offering their volunteer time and assistance, from both individuals and corporations. VQ liaises with local authorities regarding local partnerships to assist.</p> <p>VQ is exploring ways to improve councils' preparedness to use volunteers at times of disasters. In the interim, information of the use of EVCREW has been provided via QPS XOs, QFES EMC and IGEM DMO networks.</p> <p>VQ continues to identify strategies to maintain the interest and commitment of volunteers.</p> <p>Planning for effective use of volunteers was considered by Senior Recovery Advisors, Executive Director Community Recovery and Director Community Recovery Operations from DCDSS and local councils, LDMGs and QRA.</p> <p>Funding through DRFA Cat C Community Recovery Fund for the employment of 9 Community Development Officers has been provided to 11 most affected Local Government Areas. The Community Development Officers will work with the Community and organisations of those communities to assist in the recovery process as well as develop resilience building activities to assist in future disaster preparedness.</p>	
<p>Projected outcome</p> <p>The community has improved capacity and capability to respond to future disasters and strengthen resilience.</p>		<p>Status: Complete/ongoing</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> • The Registry of Births, Deaths and Marriages (RBDM) will provide free replacement life event certificates to those people who have had their certificates lost, damaged or destroyed in a declared disaster area. • Provision of funds for Community 	<p>Awareness of the RBDM free service to replace essential certificates was promoted via Community Recovery Hubs, Community Recovery Referral and Information Centres and outreach contact visits.</p> <p>Funding has been provided to employ CDOs to engage community members in the recovery process and to</p>	

Recovery Activity/Outcome	Update	
<p>Development Officers (CDOs) in most of the significantly impacted communities to support community-led initiatives, facilitate linkages, collaboration and partnerships between and across groups, support and enable recovery and resilience planning and focus on building upon the strengths and capabilities of the affected communities.</p> <ul style="list-style-type: none"> Flexible Funding Grants are available for projects aimed at driving recovery, building awareness and resilience within the most disaster affected LGAs. 	<p>develop recovery and resilience action plans that will support longer term recovery efforts.</p> <p>CDOs have been recruited to work within the following Local Government areas:</p> <ul style="list-style-type: none"> Cloncurry/ Burke* Cook/Wujal Wujal/ Douglas Flinders McKinlay Richmond Townsville x 2 Winton <p>A ninth CDO has recently been allocated to the Carpentaria LGA and it is anticipated this position will be filled in the near future.</p> <p>Flexible Funding Grants</p> <p>Details of the Flexible Funding Grants are in the following table.</p>	
<p>Projected outcome</p> <p>Communities can act autonomously to direct and contribute to their recovery process.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>

Flexible Funding Grants

The Category C North and Far North Queensland Flexible Funding Grants – Round One 2019 program has provided \$4.5 million to 57 Queensland-based community groups, non-government agencies, industry groups, and local governments for 68 projects across 39 disaster-impacted local government areas. Successful recipients of the one-off grants will run events, deliver projects and purchase equipment to promote longer-term disaster recovery and resilience in the wake of the 2019 monsoon trough.

The list of successful applications is outlined in the following table.

Organisation	Project Title	Grant Amount
Ang-Gnarra Aboriginal Corporation of Laura	Laura Community Recovery Weather Disaster Initiative	\$49,200
Barcoo Shire Council	Mobile Disaster LED Road Signage	\$48,000
Boulia Shire Council	Weather through the Aeons	\$8,250
Burdekin Shire Council	Mobile Generators to Build Disaster Resilience	\$108,830
Burke Shire Council	Burketown Showgrounds Shade Structures	\$124,296
Burke Shire Council	Gregory Showgrounds Judges Box and Cold Room	\$141,827

Organisation	Project Title	Grant Amount
Bynoe Community Advancement Co-Operative Society Ltd	Community Connection and Meeting Places	\$49,502
Cairns Regional Council	Protective Capabilities of Local Ecosystems	\$45,000
Cairns Regional Council	Building Community Economic Capacity-Cairns Region	\$37,000
Cairns Regional Council	Disaster Resilience and Recovery-Cairns Business Sector	\$45,000
Cape York Natural Resource Management Ltd.	2020 Cape York Grazing Forum	\$32,030
Carpentaria Shire Council	Carpentaria Shire Council Visitors Guide	\$42,986
Carpentaria Shire Council	Capturing Carpentaria Oral/Pictorial History of Disaster Event and Impacts	\$30,730
Carpentaria Shire Council	Preparation of a Community Recovery Plan	\$44,790
Carpentaria Shire Council	Karumba Levee Scoping Study	\$46,000
Charters Towers Regional Council	Get Ready Workshops - Charters Towers	\$11,140
Cloncurry Shire Council	Back to the 40s Event and Cloncurry Military History Trail	\$38,100
Cloncurry Shire Council	Cloncurry Commemorative Art Installation	\$143,320
Community Information Centre Townsville Inc	Community Information Digital Engagement Project	\$136,500
Australian Trust for Conservation Volunteers	Community Nurseries - Growing resilience and connectedness	\$33,000
Cook Shire Council	Cook Shire Community Resiliency Days	\$39,918
Central Queensland Helicopter Rescue Service Ltd	Emergency Services Day - Mackay	\$15,000
Diamantina Rodeo & Campdraft Association Inc	Winton Showgrounds Arena Lighting	\$47,531
Far North Community College Ltd	First Aid for Volunteers	\$11,872
Flyers Ball Committee	Flyers Ball	\$15,000
Foodbank Queensland Limited	North and Far North Queensland Regional Food Relief Model Assessment	\$26,480
Good Shepherd Microfinance	Building financial resilience in times of disasters	\$148,000
Queensland Fruit & Vegetable Growers Ltd	Collaborative Learning Approach to Rural Resilience	\$115,389


Organisation	Project Title	Grant Amount
Hinchinbrook Shire Council	Hinchinbrook Multilingual Emergency Action Guide Project	\$27,143
Hope Vale Aboriginal Shire Council	Community awareness and information digital signage	\$122,500
Innisfail & District Men's Shed Inc	Improvement to Mens Shed - Concrete driveway and drop-off/pick-up pad	\$78,271
Central West Hospital and Health Service	Isisford Community Garden	\$9,700
Isolated Children's Parents Association - Queensland Inc.	Fit 4 Rural Futures Camp 2019	\$38,565
Julia Creek Dirt and Dust Festival Inc	Julia Creek's Dirty Dusty Recovery	\$15,316
La Luna Youth Arts Assn Inc	RefleXions & ConneXions	\$48,836
Lockhart River Aboriginal Shire Council	Lockhart River Iterra IP Satellite Solution and Generator	\$87,705
Mackay Regional Council	Mackay FSMS: Flood Intelligence Plan	\$120,340
Mackay Tourism Ltd	Mackay Resilient Tourism Leadership Program	\$40,000
Mareeba Shire Council	Irvinebank McDonald Bridge Flood Monitoring	\$16,927
McKinlay Shire Council	Monsoon Trough Memories: Historic Videos	\$14,428
McKinlay Shire Council	JC Water Tower Changeable Lighting Project	\$69,223
McKinlay Shire Council	Disaster Preparedness Enhancement Project - Aviation Fuel Pod	\$119,984
Mount Isa City Council	Monsoon Messages	\$20,000
North Queensland Combined Womens Services Incorporated	Disaster Recovery - Safety for Women and Children pre and post disasters	\$40,897
Northern Gulf Resource Management Group Ltd	Bloom and Prosper	\$40,635
Northern Gulf Resource Management Group Ltd	Building Connectivity and Disaster Management Readiness - Northern Gulf	\$122,013
Outback Futures Limited	Recovering Well	\$100,000
Port Douglas Daintree Tourism Limited	Douglas Tourism Disaster Resilience Building Project	\$34,500
Queensland Families and Communities Association Inc.	Neighbourhood Centre Monsoon Response Strategy	\$95,000





Organisation	Project Title	Grant Amount
The Queensland Music Festival Pty Ltd	Lizard Tail North Queensland	\$80,000
Queensland Tourism Industry Council Limited	CrisisReady	\$128,000
Red Ridge (Interior Queensland) Limited	Matilda Way and Savannah Way Art Trails	\$150,000
Southern Gulf NRM Ltd	Resilience through recovery - Southern Gulf beef industry	\$111,650
St Vincent de Paul Society Queensland	Connecting Communities for Disaster Relief	\$27,000
The Oasis Townsville Limited	The Oasis Townsville Volunteer Army	\$49,081
Pryce Centre for Culture & Arts Pty Ltd	Langos: Communicating resilience/preparedness to Aboriginal and Torres Strait Islander communities	\$133,000
The Salvation Army (Qld) Property Trust	Making a House a Home Again	\$150,000
The Uniting Church in Australia Property Trust (Q)	Strengthening Connections and Pastoral Care	\$89,627
The Youth Network NQ Inc	Flood Recovery for The Youth Network	\$20,000
Tourism Whitsundays Limited	Whitsundays Resilient Tourism Leadership Program	\$40,000
Townsville City Council	Flood Stories 2019	\$49,213
Townsville Fire Limited	Flood Anniversary Round	\$25,000
Townsville Intercultural Centre Ltd	Illustrated Disaster Management Guide	\$48,500
Townsville Multicultural Support Group Inc	Cultural Community Champions	\$37,382
Tropical Brain and Mind Foundation Inc	Mentally Healthy City Townsville	\$140,975
Winton Pastoral and Agricultural Show Society Incorporated	Winton Show Information Tent	\$10,000
Yarrabah Aboriginal Shire Council	Crisis Dashboard	\$150,000
Yarrabah Aboriginal Shire Council	Yarrabah Flood/Tide Sensors	\$127,899




Round Two of the North and Far North Queensland Monsoon Trough Flexible Funding Grants is scheduled for release in March 2020.





Building


This section of the report details recovery progress against recovery activities outlined in the plan on pages 37 – 38. All recovery initiatives are addressed in relation to the event timeframe. Some activities were completed between March and June whilst others have a completion date of June 2021 or extend beyond the duration of the plan.

Recovery Activity/Outcome	Update
<p>Recovery activity</p> <ul style="list-style-type: none"> Initiate immediate coordinated Damage Assessment of community infrastructure. 	<p>Queensland Fire and Emergency Services completed damage assessments of 3369 assets. These assessments provided an initial indication of the inundation levels to determine the scope of the recovery. This resulted in a proactive and engaged Building Recovery Group (BRG) who needed to engage more frequently than for any previous event.</p> <p>Damage assessments were shared with councils and FRGs to ensure effective recovery was coordinated and quantified.</p>
<p>Projected outcome</p> <p>Recovery planners across all five pillars are able to understand magnitude of built infrastructure impacts and develop appropriate support plans.</p>	<p> Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Finalise detailed building assessments on government building infrastructure. 	<p>DHPW worked closely with frontline agencies to prioritise and allocate resources to ensure government services were able to be delivered rapidly.</p> <p>Access to government services during and after the event was not materially impacted with all students able to attend a school location within two weeks.</p> <p>Damage to social housing assets was rectified by 31 March 2019.</p>
<p>Projected outcome</p> <p>Development of a Prioritisation plan to allow government services to recommence (from alternate locations if required).</p>	<p> Status: Complete</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Develop communication strategy for building and electrical health and safety messages. 	<p>The BRG coordinated the distribution of safety messages through social media, key government messaging and printed flyers. The social media campaign leveraged key messages from the Office of Electrical Safety, Workplace Health and Safety Queensland and Queensland Health to share across local government, functional recovery group and state agency platforms. The printed, 'stay safe' flyers were distributed at the Barbie in the Burbs council events and available at Community Recovery Hubs, Rental Recovery Hubs and council libraries. This diverse and widespread strategy enabled informed choices within</p>

Recovery Activity/Outcome	Update	
	the community.	
<p>Projected outcome</p> <p>Residents and contractors make informed workplace health and safety decisions when undertaking repair work.</p>		<p>Status: Complete</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Facilitate community access to independent safety, cleaning and building repair advice. 	<p>As part of the Queensland Building and Construction Commission's (QBCC) flood recovery strategy, the QBCC Townsville Regional Office continues to undertake compliance and engagement inspections in the flood impacted suburbs fortnightly. The aim is to provide education and information to consumers and contractors, to check licensee and to monitor ongoing work within the community.</p>	
<p>Projected outcome</p> <p>Residents are able to make informed decisions when preparing their homes for repair work or occupation.</p>		<p>Status: Complete</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Facilitate community access to independent building repair advice. 	<p>As part of QBCC's flood recovery strategy, the QBCC Townsville Regional office continues to undertake compliance and engagement inspections in the flood impacted suburbs fortnightly, with a view to providing education and information to consumers and contractors, checking licensees and monitoring the level of work ongoing within the community.</p>	
<p>Projected outcome</p> <p>Residents are able to make informed decisions when engaging contractors to undertake repair work.</p>		<p>Status: Complete/ongoing</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Establish and promote a register of licensed building contractors and tradespeople. On closure of the register, enquires are directed to the 'Find a Local Tradie' search on the QBCC website. 	<p>To support the community's access to licenced, qualified building and trade professionals, the BRG established the North Queensland Flood Register. This is the first coordinated platform to allow licenced contractors, asbestos removalists and electrical tradespeople to register their availability to support to repair and reconstruction of damaged assets. To date, 920 registrations have been made of which 501 are locally-based.</p> <p>The register was extensively promoted through targeted social media campaigns and print advertising, to ensure homeowners and insurers were aware of it.</p>	
<p>Projected outcome</p> <p>Residents and insurance companies are confident repair work will be conducted by an appropriately licensed contractor.</p> <p>Residents and insurance companies can easily select local contractors to support economic</p>		<p>Status: Complete/ongoing</p>




Recovery Activity/Outcome	Update	
recovery of the region.		
<p>Recovery activity</p> <ul style="list-style-type: none"> • Deployment of building inspectors and compliance officers to conduct compliance observations and provide information to homeowners and licences about rebuilding after a flood. 	<p>The QBCC deployed teams of inspectors and compliance officers into flood affected areas to provide information to tradespeople and residents. Ongoing compliance inspections will ensure that building work is being carried out correctly and by licensed tradespeople. A total of 196 sites have been visited and over 510 interviews conducted to date.</p> <p>Planning is currently underway for the next education/compliance program to be initiated by QBCC. This program, in conjunction with council advice, will be scheduled to occur at the optimum time to meet the needs of the community and to achieve maximum impact, to account for some of the delays to recovery reconstruction.</p>	
<p>Projected outcome</p> <p>Residents and contractors are able to make informed decisions to ensure repair work undertaken meets compliance standards.</p>		<p>Status: Complete/ongoing</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> • Support the development and implementation of local built infrastructure recovery plans. 	<p>The BRG met 11 times to support recovery activities and identify coordinated solutions to any emerging issues on the ground. BRG members have been engaged in the LDMGS and provided data and information as available to support the development of recovery plans and rebuilding priorities. The LDMGs have capability and capacity to manage built infrastructure recovery through the robust local recovery group networks with very few issues requiring escalation.</p>	
<p>Projected outcome</p> <p>Recovery plans are underpinned by a strong evidence base and impact assessment data to establish regional rebuilding priorities and fast-track recovery.</p>		<p>Status: Complete</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> • Determine the repair/rebuild approach for community assets. • Develop and implement a recreational assets and community facilities recovery program. 	<p>The Sport and Recreation Disaster Recovery Program was activated in response to the disaster events. Over \$882,000 of funding to 189 sporting organisations was approved to assist with immediate clean-up and recovery of sport and recreation clubs and facilities.</p>	
<p>Projected outcome</p> <p>Develop a repair/rebuild plan to allow for community access to recovery funds.</p> <p>Clean-up and restoration of flood damaged community and recreational facilities to achieve social recovery outcomes by ensuring leisure, sport and artistic activities are part of the fabric of the community.</p>		<p>Status: Complete/ongoing</p>




Recovery Activity/Outcome	Update	
<p>Recovery activity</p> <ul style="list-style-type: none"> Review identified Damage Assessments and Reconstruction Monitoring (DARMSys). 	<p>QRA, in collaboration with DCDDS, completed monitoring activities in May, July and October 2019 to determine progress of recovery efforts.</p>	
<p>Projected outcome</p> <p>Residents are able to access validated data reflecting the progress of infrastructure recovery.</p>		<p>Status: Complete/ongoing</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Provide advice to regulators on the recovery of built infrastructure as a result of learnings from the Monsoon Trough event. 	<p>The BRG preseason awareness meeting is scheduled for November 2019. Members will update and discuss lessons identified and improvements implemented as a result of the 2018-19 season.</p>	
<p>Projected outcome</p> <p>Any identified improvements from disaster events will be provided to the appropriate entities as part of the 2019-20 BRG preparedness activities.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Maintain consultation with built environment stakeholders, peak industry bodies and industry to support locally-led recovery. 	<p>The BRG has been in monthly contact to ensure emerging issues are identified and coordinated solutions progressed. To date there has been no significant escalation of local issues to the state-level group. The BRG will continue to ensure collaboration and integration of communication and resolution activities when required. BRG members have continued to provide representation at local recovery groups, as appropriate.</p>	
<p>Projected outcome</p> <p>Information shared amongst relevant parties to allow informed actions to be taken.</p>		<p>Status: Complete/ongoing</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Investigate and address relevant insurance policy issues and ensure a compassionate response to affected businesses; working with the Insurance Council of Australia and Economic Recovery Group. 	<p>The Insurance Council of Australia (ICA) has held a number of industry forums, insurance recovery hub events and round table discussions to provide up-to-date information and responses to emerging issues. The insurance recovery hubs allow policyholders to meet individually with senior claims managers from their insurer to discuss any issues with their claim. To date at least four insurance recovery hubs have been held with facilitated meetings between over a dozen insurers and policyholders. The ICA community engagement strategy was implemented with a community hotline and key messages delivered across various channels.</p>	
<p>Projected outcome</p> <p>Insurers are responding to customers experiencing hardship in a fair, timely and compassionate manner – providing residents with certainty to allow for their own recovery planning.</p>		<p>Status: Complete/ongoing</p>


Recovery Activity/Outcome	Update
<p>Recovery activity</p> <ul style="list-style-type: none"> Align infrastructure development programs and activities (where possible) to complement economic reconstruction priorities. 	<p>The BRG has prioritised the use of local trades and contractors. Insurance companies, state government asset owners and homeowners have been able to identify locally-based companies through the North Queensland Flood Register.</p>
<p>Projected outcome</p> <p>Relevant infrastructure program and project owners investigate opportunities to support recovery priorities.</p>	 Status: Complete/ongoing

Roads and Transport

This section of the report details recovery progress against recovery activities outlined in the plan on page 41. All recovery initiatives are addressed in relation to the event time frame. Some activities were completed between March and June whilst others have a completion date of June 2021 or extend beyond the duration of the plan.

Recovery Activity/Outcome	Update
<p>Recovery activity</p> <ul style="list-style-type: none"> Undertake emergency works to reinstate access for the community, local economies, agriculture and the resource sector. 	<p>Emergency works completed within approved timeframes and all impacted routes reopened.</p>
<p>Projected outcome</p> <p>Essential transport routes reopened.</p>	 Status: Complete
<p>Recovery activity</p> <ul style="list-style-type: none"> Flinders Highway emergency works. 	<p>Emergency works completed within approved timeframes. Flinders Highway reopened 13 days after major flooding receded.</p>
<p>Projected outcome</p> <p>Critical transport route reopened.</p>	 Status: Complete
<p>Recovery activity</p> <ul style="list-style-type: none"> Mount Isa – Townsville rail line reconstruction works. Flinders Highway reconstruction works. 	<p>The Mount Isa to Townsville rail line was reopened 29 April 2019.</p> <p>The Flinders Highway reconstruction works projects are in progress.</p>
<p>Projected outcome</p> <p>Critical transport route reopened.</p>	 Status: Complete
<p>Recovery activity</p> <ul style="list-style-type: none"> Flinders Highway betterment works. 	<p>Two projects approved to proceed to improve pavement resilience:</p> <ul style="list-style-type: none"> Hughenden to Richmond – tender awarded

Recovery Activity/Outcome	Update
	<ul style="list-style-type: none"> Richmond to Julia Creek – tender issued.
<p>Projected outcome</p> <p>Critical transport route resilience improved.</p>	 Status: These recovery activities are on track to achieve the projected outcome
<p>Recovery activity</p> <ul style="list-style-type: none"> Remove carcasses from state-controlled road corridors. 	<p>Numbers of removed carcasses from state-controlled road corridors following the monsoon event remains unchanged from last report – no additional carcasses have been found or buried.</p>
<p>Projected outcome</p> <p>Safety and health issues for road users resolved.</p>	 Status: Complete
<p>Recovery activity</p> <ul style="list-style-type: none"> Review existing Queensland Transport and Roads Investment Program (QTRIP) capital works plans to accommodate the Natural Disaster Program. Scope reconstruction program of works. Develop project delivery plans to achieve key tasks. Undertake reconstruction works. 	<p>Following detailed damage assessments, Phase 1 submissions are being developed.</p> <p>Reconstruction works are underway.</p> <p>Reconstruction program on track to be completed by 30 June 2021. Key project sites include:</p> <ul style="list-style-type: none"> Flinders Highway – works commenced in September 2019 to repair damaged sections of pavement in the Hughenden to Richmond and Richmond to Julia Creek sections in the Richmond Shire Council area. Further road rehabilitation commenced on other sections in October 2019. Alice River Bridge (Hervey Range Road) repaired and reopened two months ahead of schedule on 26 June 2019. Works completed in early July 2019. Hervey Range Road (geotechnical works) pavement repairs and slope stabilisation works completed. Further reconstruction works being scoped and designed. Mount Spec Road (Paluma Range) landslip repairs at nine sites completed in late July 2019. Further reconstruction works being scoped and designed.
<p>Projected outcome</p> <p>Essential public assets restored.</p>	 Status: These recovery activities are on track to achieve the projected outcome
<p>Recovery activity</p> <ul style="list-style-type: none"> Develop and implement a Betterment program. 	<p>Ten Department of Transport and Main Roads (DTMR) projects have been shortlisted in the 2019 Betterment Program.</p> <p>To date, four have been approved to proceed – two projects on the Flinders Highway, one on Burke Developmental Road and one on Richmond–Winton Road.</p> <p>One Flinders Highway project tender awarded and</p>

Recovery Activity/Outcome	Update	
	one Flinders Highway project tender issued. Betterment Program projects on track to be completed by 30 June 2021.	
Projected outcome Betterment program to improve the disaster resilience of flood damaged essential public assets.		Status: These recovery activities are on track to achieve the projected outcome

Betterment



Betterment initiatives are well underway and the following have received Ministerial endorsement:



Department of Transport and Main Roads	<ol style="list-style-type: none"> 1. Cement stabilisation and reseal a seven kilometre section of the Flinders Highway between Richmond and Julia Creek. 2. Cement stabilisation and reseal an eight kilometre section of Flinders Highway between Hughenden and Richmond. 3. Constructing reinforced concrete batter protection to areas along Richmond to Winton Road. 4. Stabilising and sealing a section of Burke Development Road – this will improve overall resilience of the road that links Cloncurry and Normanton.
Townsville City Council	<ol style="list-style-type: none"> 1. Upgrading drainage infrastructure along Swensen Street to capture overland flow and reduce the risk and severity of future asset failures resulting from flooding events. This is a critical access road for a waste water treatment facility on Magnetic Island, providing essential services to the community. 2. Upgrading an almost two and a half kilometer stretch of Mill Road from a gravel surface to a sealed road to protect the asset from further scouring, allowing communities to stay connected during future weather events. 3. Repairing a section of discharge pipework of the Cleveland Bay Purification Plant, which had decreased capacity during the disaster due to the ongoing upgrade project, placing excessive pressure on the main. The discharge pipework and manifold from the four secondary screens had to be replaced immediately and resulted in an environmental overflow. 4. Restoring pump station switchboards damaged by flood waters. Emergency works were required to bring the site back online however permanent restoration works are required due to the corrosive nature of the flood water. 5. Replacing several water mains and services that failed during the monsoon trough due to ground saturation and movement.
Carpentaria Shire Council	<ol style="list-style-type: none"> 1. Repair scouring along road, import gravel to site and reshape road formation. Import rock for scour protection in low lying areas. This road is a popular tourist access to see the historic Burke and Wills camp 119 and monument.
Department of	<ol style="list-style-type: none"> 1. Key sections of impacted track will be targeted for restoration, focusing on




Environment and Science	priority access routes across the island and the main tourist attractions. Emergency works to address immediate safety concerns on priority tracks have already been undertaken, but much more work is required to repair the track network from the impact of the monsoon event.
Burdekin Shire Council	<ol style="list-style-type: none"> 1. Restoring and reconstructing internal roads in Plantation Park damaged due to flooding from the Burdekin River. 2. Repairing the Mt Inkerman Walking Trail which suffered significant damage during the monsoon trough.




Economic






This section of the report details recovery progress against recovery activities outlined in the plan on pages 43 - 44. All recovery initiatives are addressed in relation to the event time frame. Some activities have been completed during the first quarter whilst others have a completion date of June 2021 or extend beyond the duration of the plan.

Recovery Activity/Outcome	Update
<p>Recovery activity</p> <ul style="list-style-type: none"> • Support small businesses with tools and resources to facilitate economic recovery and resilience, including: <ul style="list-style-type: none"> – Establishing a small business recovery centre; – Raising awareness of availability of counselling services; – Establishing a rental recovery hub to assist real estate industry; – Implementing Go Local campaign; – Developing and implementing a Skilling Queenslanders for Work package to assist in the clean-up and rebuilding of Townsville and surrounding areas. • Develop communications tools for businesses to ensure information is available to small businesses, including Aboriginal and Torres Strait Islander-owned businesses. 	<p>The Small Business Recovery Centre opened in Townsville on 11 February 2019 as a one-stop-shop for local businesses. The Centre operates between 9 am and 5 pm, seven days a week at 143 Walker Street, Townsville and offers expertise and support for small business owners who are facing a range of issues following the natural disaster. The Centre works to ensure the services offered continue to help turn recovery into long-term growth.</p> <p>QRIDA has representatives in the North West and Townsville who attend the Centre every second week. This will continue until Special Disaster Assistance Recovery Grants (SDARGs) finish on 28 November 2019.</p> <p>The Go Local campaign was designed to encourage Queenslanders to use local businesses that reopened after the floods.</p>
<p>Projected outcome</p> <p>Fast-tracked small business recovery is supported.</p>	 Status: Complete
<p>Recovery activity</p> <ul style="list-style-type: none"> • Disseminate information to local governments to provide options for approval processes (e.g. temporary local planning instruments). 	<p>QRA engaged Deloitte Access Economics to analyse the social and economic costs of the monsoon trough, with the intent of using the report to evaluate existing disaster recovery measures and improve disaster resilience planning.</p>
<p>Projected outcome</p> <p>Streamlined processes reduce red tape and</p>	 Status: These recovery activities are on

Recovery Activity/Outcome	Update	
boost local government recovery.		track to achieve the projected outcome
<p>Recovery activity</p> <ul style="list-style-type: none"> • Work with insurance and banking sectors to ensure compassionate and fair dealings with affected businesses. 	<p>In May 2019, Townsville City Council (TCC) provided a submission to the Australian Competition and Consumer Commission's (ACCC's) Northern Australia Insurance Inquiry to support the focus on undertaking detailed case studies on the insurance industry.</p> <p>As a result of the monsoon, TCC is now acting as a case study on affordability, claims management experience, levels of non-insurance and how governments and industry can work together to improve damage mitigation and reduce prices for consumers, via the ACCC and the Townsville Council Economist.</p>	
<p>Projected outcome</p> <p>Businesses are provided with certainty on banking and insurance matters and can plan for their own recovery.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> • Ensure councils and other agencies are provided relevant information – including legislative requirements – for tendering processes. • Ensure local suppliers have relevant information and support to maximise their opportunities to gain government work/contracts. 	<p>The Queensland Government has tools, resources and relief available to businesses affected by natural disasters.</p> <p>Extensive public campaigning encouraged local industry interested in supplying to the Townsville Flood Disaster Reconstruction Works to register their interest against the appropriate work packages.</p> <p>There were five LGAs activated for Category C assistance for small businesses: Cloncurry, Flinders, McKinlay, Richmond and Townsville. Of the 12,383 small businesses in these regions, an estimated 52% (6,481) were affected.</p>	
<p>Projected outcome</p> <p>Local suppliers are afforded the opportunity to participate in and are engaged with the economic recovery process.</p> <p>Build local skills and deliver jobs and revenue for local industry and businesses.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> • Support tourism recovery by: <ul style="list-style-type: none"> – Tourism and Events Queensland (TEQ) to develop and implement a marketing campaign to promote the region to key domestic markets. – Develop and implement resources to support tourism businesses. • Support iconic events in impacted areas. 	<p>An estimated 1067 tourism-dependent small businesses were impacted by the monsoon event and received assistance via the activated LGAs' Category C assistance measures.</p> <p>Townsville Enterprise Ltd, in collaboration with local tourism-based operators and hoteliers, has undertaken a series of direct and online campaigns as well as delivery of strategies to attract visitor numbers.</p> <p>The DestinationQ Conference was held on 6 August 2019 which included a number of</p>	





Recovery Activity/Outcome	Update						
	international keynote speakers. Delegates came from areas throughout Queensland, the conference was also attended by Assistant Minister Meaghan Scanlon MP.						
<p>Projected outcome</p> <p>Increase in visitor numbers and generation of tourism spend.</p>	 Status: These recovery activities are on track to achieve the projected outcome						
<p>Recovery activity</p> <ul style="list-style-type: none"> Facilitate the identification and analysis of additional economic stimulus opportunities highlighted by local governments and other stakeholders. 	<p>A total of \$6,151,693 in Category B loans has been approved to date.</p> <table border="1" data-bbox="831 645 1326 981"> <tr> <td>Small business loans (14)</td> <td>\$1,988,920</td> </tr> <tr> <td>Essential Working Capital loans for small business (18)</td> <td>\$1,282,773</td> </tr> <tr> <td>Primary producer loans (14)</td> <td>\$2,880,000</td> </tr> </table> <p>The Department of State Development, Manufacturing, Infrastructure and Planning (DSDMIP) has been working with other state agencies, councils in impacted areas and industry stakeholders to identify and fast-track a range of immediate and ongoing economic recovery activities.</p>	Small business loans (14)	\$1,988,920	Essential Working Capital loans for small business (18)	\$1,282,773	Primary producer loans (14)	\$2,880,000
Small business loans (14)	\$1,988,920						
Essential Working Capital loans for small business (18)	\$1,282,773						
Primary producer loans (14)	\$2,880,000						
<p>Projected outcome</p> <p>Economic recovery is fast-tracked.</p>	 Status: These recovery activities are on track to achieve the projected outcome						
<p>Recovery activity</p> <ul style="list-style-type: none"> Work with industry to seek contributions and/or discounted materials/supplies to support targeted recovery efforts. 	<p>The North Queensland Restocking, Replanting and On-farm Infrastructure Grant to assist with further recovery will remain open until 30 June 2021 or until available funding is fully distributed.</p>						
<p>Projected outcome</p> <p>Business recovery is fast-tracked.</p>	 Status: These recovery activities are on track to achieve the projected outcome						
<p>Recovery activity</p> <ul style="list-style-type: none"> Establish key working groups to facilitate recovery, including: <ul style="list-style-type: none"> a supply chain working group to facilitate a streamlined framework for industry to access necessary transport permits; a fencing, restocking and agistment working group. Facilitate other key supply chain solutions, including dredging to address siltation issues at Karumba Port. 	<p>A North-West Agriculture Fencing Committee was established in the aftermath of the monsoon trough event in consultation with key stakeholders.</p> <p>The North West rail line was significantly damaged and reopened late April, led by Queensland Rail.</p> <p>The Karumba Port has now been dredged following the flood event allowing for normal volumes of ore to be transhipped to the mothership in the Gulf.</p>						




Recovery Activity/Outcome	Update	
<p>Projected outcome</p> <p>Supply chains are re-established and business operations can return to normal.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Queensland Government program and project owners to investigate opportunities to support recovery. 	<p>Grants of up to \$10,000 to assist businesses to plan for the future and increase resilience with assistance such as vital flood proofing measures, cloud-based software and data solutions, business growth strategies, and building, plant and equipment repairs.</p> <p>The Department of Employment, Small Business and Training (DESBT) undertook a Recovery Roadshow, including Townsville, Charters Towers, Hughenden, Ayr, Julia Creek, Cloncurry, Mount Isa and Winton. Staff from DSDMIP supported DESBT on the roadshow.</p> <p>Small business owners impacted by the monsoon disaster event were invited to attend the Roadshow, commencing 11 March 2019.</p> <p>The Roadshow included flood recovery support, advice and information to business owners, including disaster recovery grants, loans and assistance, finance and insurance, human resource management, mental health and mentoring support, 'Go Local' promotional tools to engage local communities to help small businesses lead economic recovery.</p>	
<p>Projected outcome</p> <p>Government programs and activities complement economic recovery priorities.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Implement small business grants program to assist with business plans, re-training and coaching, additional financial counselling and advisory services, and explore new options for sustainability and resilience – funded under DRFA. 	<p>The Special Disaster Assistance Recovery Grants are administered by the QRIDA.</p>	
<p>Projected outcome</p> <p>Small business owners are provided a helping hand to provide a range of services to boost recovery and increase resilience.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Implement a range of initiatives to boost tourism and support tourism operators in the impacted areas – funded under DRFA. 	<p>Townsville Enterprise Ltd, in collaboration with local tourism-based operators and hoteliers, has undertaken a series of direct and online campaigns and delivery of strategies to attract visitor numbers.</p> <p>Federal Tourism data shows outback Queensland enjoyed record visitor spending.</p>	



Recovery Activity/Outcome	Update	
<p>Projected outcome</p> <p>Tourism numbers and money spent in impacted regions remain steady.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Enhanced concessional loans – funded under DRFA. 	<p>QRIDA is administering a range of disaster recovery assistance for the monsoon trough event on behalf of the Queensland and Australian Governments.</p> <p>Program setup is complete to enable primary producers to apply for loans of up to \$1 million, providing financial certainty and stability.</p>	
<p>Projected outcome</p> <p>Primary producers can apply for loans of up to \$1 million, providing financial certainty and stability.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Enhanced freight subsidies scheme – funded under DRFA 	<p>Program setup is complete to enable primary producers to apply for freight subsidies to assist the transportation costs of animals purchased for restocking. Primary producers in drought areas can also apply for freight subsidy assistance to move livestock to agistment in the impacted areas in North West Queensland.</p> <p>\$10 million has been assigned to the enhanced freight subsidies. To date approximately \$176,000 has been paid to primary producers.</p>	
<p>Projected outcome</p> <p>Primary producers can afford to restock their depleted herds.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Industry Recovery Officers and Financial Counsellors – funded under DRFA 	<p>There are five Industry Recovery Officers (IROs) for the North West, four part time coastal IROs and three financial counsellors available to assist primary producers and small business owners. \$2 million has been allocated to fund the IROs and financial counsellors.</p>	
<p>Projected outcome</p> <p>Primary producers are provided the support they need to boost resilience and sustainability.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Provide assistance measures to mitigate river erosion impacts – funded under the DRFA. 	<p>Councils are continuing with its regular water quality testing program to monitor and respond to the situation.</p>	
<p>Projected outcome</p> <p>Environment recovery will complement recovery and resilience of primary producers.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>




Environment




This section of the report details recovery progress against recovery activities outlined in the plan on pages 48 - 49. All recovery initiatives are addressed in relation to the event time frame. Some activities were completed between March and June whilst others have a completion date of June 2021 or extend beyond the duration of the plan.



Recovery Activity/Outcome	Update	
<p>Recovery activity</p> <ul style="list-style-type: none"> Stakeholders effectively engaged, consulted and assisted, including land managers, local government and industry. 	Participated in the Townsville Local Recovery and Resilience Group, and sub-group for natural environment, to support local recovery actions.	
<p>Projected outcome</p> <p>Locally led environment recovery is supported.</p>		Status: Complete
<p>Recovery activity</p> <ul style="list-style-type: none"> Work with mining and industrial operators to assess non-compliance, issue temporary emission licences and ensure recovery actions are environmentally safe. 	<p>All sites have returned to normal operations.</p> <p>Four Temporary Emissions Licences were issued and one Clean Up Notice was issued to ensure response and recovery actions were environmentally safe.</p> <p>Issued four penalty infringement notices and one environmental protection order.</p> <p>The compliance response for some matters is ongoing.</p>	
<p>Projected outcome</p> <p>Mining and industrial operations are back in operation and fully compliant with environmental approvals. Penalties incurred where appropriate.</p>		Status: Complete/ongoing
<p>Recovery activity</p> <ul style="list-style-type: none"> Relocation of high risk animals (e.g. estuarine crocodiles) if required and safe to do so. 	Animals were relocated as required.	
<p>Projected outcome</p> <p>Reduce risk to the community from displaced animals.</p>		Status: Complete
<p>Recovery activity</p> <ul style="list-style-type: none"> Carcass Disposal Strategic Management Plan developed and released by Defence. Implementation of carcass disposal activities for deceased livestock and wildlife; led by local governments and overseen by DAF through the State Coordination Centre. 	Completed in accordance with the Carcass Disposal Strategic Management Plan.	
<p>Projected outcome</p> <p>Carcass Disposal Strategic Management Plan</p>		Status: Complete


Recovery Activity/Outcome	Update	
adopted to address environmental and health risks.		
<p>Recovery activity</p> <ul style="list-style-type: none"> Assist local governments and operators to identify temporary landfill sites to support waste management activities, and environmentally safe operation of permanent water and sewage infrastructure and waste disposal facilities. 	<p>Engaged with local government authorities through the Mt Isa DDMG to offer assistance with waste management activities.</p> <p>Assisted Charters Towers Regional Council to identify temporary landfill sites for Hervey Range community.</p> <p>At the request of TCC, reviewed its Environmental Management Plan as it related to temporary waste staging. Engaged with TCC regarding waste management challenges associated with the event.</p> <p>Attended a meeting of the Townsville LDMG Asbestos Working Group to assist with the resolution of asbestos waste issues.</p>	
<p>Projected outcome</p> <p>Effective and rapid resolution of waste management issues, and the environmentally safe operation of municipal infrastructure.</p>		<p>Status: Complete</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Ensure national parks and state forests are assessed and re-opened as soon as it is safe to do so; in consultation with local tourism and business operators. 	<p>All parks affected by the monsoon have reopened, with the exception of the camping area at Alligator Creek within Bowling Green Bay National Park. This remains closed due to damage to the waste water treatment system which is being repaired through the capital program.</p>	
<p>Projected outcome</p> <p>National parks and state forests reopened to the public.</p>		<p>Status: Complete</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Support the development and implementation of local environment recovery plans. 	<p>Participation in the Townsville Local Recovery and Resilience Group meetings to support local recovery actions. Meetings are scheduled every two months, commencing in July 2019.</p>	
<p>Projected outcome</p> <p>Coordinated recovery planning, issues management and activities.</p>		<p>Status: Complete/ongoing</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Prioritisation of advice and environmental approvals or exemptions that support road rebuilding, port dredging, beach sand replenishment activities, and rebuilding and rectification of coastal infrastructure and heritage valued places. 	<p>Completed a prioritised inspection program of heritage listed places.</p> <p>Provided specific rectification and remediation advice relating impacted heritage buildings.</p> <p>In August 2019 Department of Environment and Science (DES) heritage team provided technical advice in support of the partial demolition of the administration office building, members' stand, day stall and demolition of swab/wash down areas</p>	

Recovery Activity/Outcome	Update	
	<p>of Cluden Racecourse, all affected by the flood event.</p> <p>The DES heritage assessment team is currently assessing a development application for proposed refurbishment works to the members' stand and administration office, and construction of a new jockey/stewards change room facility at Cluden Racecourse.</p>	
<p>Projected outcome</p> <p>Rapid recovery actions are supported by local and state government agencies and individuals, while protecting environment and heritage values.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> • Work with responsible parties for the Nelia Train Incident – to ensure recovery action carried out is environmentally safe and the community is well informed of impacts and response. 	<p>Queensland Rail, Pacific National, Glencore (product owner), Queensland Health, Department of Agriculture and Fisheries (DAF), DTMR and DES are continuing to work together to respond to this incident.</p> <p>Remediation actions to recover the spilt material, the wagon and locomotive and removal of contaminated soil and ballast within the rail corridor has been completed.</p> <p>Extensive sampling of the receiving environment has been undertaken to determine the nature and extent of the impact. Sampling is ongoing, with each round of results guiding what further sampling is required.</p> <p>Remediation Action Plans have been developed for areas outside of the rail corridor with remediation activities progressing well.</p> <p>DES has engaged a local community member to act as a liaison and local single point of contact from the community. Their most recent site visit was on 14 October 2019.</p> <p>Long-term sediment and surface water monitoring plans are currently being reviewed.</p> <p>DES officers have undertaken multiple sampling rounds in the Township of Nelia and the results show that lead and zinc levels are a low public health risk.</p>	
<p>Projected outcome</p> <p>Salvage and clean-up operations are controlled, environmentally safe, and do not cause further unnecessary damage to the environment.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome.</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> • Conduct ecological assessment and recovery actions for impacted native wildlife; including monitoring and reporting for turtle and dugong 	<p>Analysis of marine animal Strandnet data is ongoing. Monitoring of index sites in Upstart Bay found deposits of up to three centimetres of sediment in some seagrass beds, due to flooding</p>	

Recovery Activity/Outcome	Update	
strandings through the StrandNet database.	<p>arising from the monsoon trough, which killed seagrass in some areas but not in others. During monitoring in September 2019, there was evidence of extensive seagrass grazing by marine turtles. Overall it was concluded that the Upstart Bay turtle populations had come through the flooding event without obvious adverse impacts.</p> <p>Flying-fox roost monitoring data collected since the event has not produced conclusive evidence of the impact of the event on flying-foxes.</p> <p>Reports were received of substantial macropod deaths, but these were not quantified. The results from the DES annual aerial macropod monitoring program, which will be released shortly, will give an indication of how regional populations of the three commercially harvested macropod species compare with other years, in areas impacted by the Monsoon Trough.</p>	
<p>Projected outcome</p> <p>Impacts to native wildlife and associated habitats minimised.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Rebuild and/or repair of remote damaged automated stream gauging and water quality stations and associated infrastructure via DRFA funding. 	<p>Bonnie Doone water quality monitoring station is being repaired/rebuilt as an insurance claim. New equipment has mostly been purchased and is awaiting installation for the Bonnie Doone station. Waiting on a few final peripheral pieces to arrive. Estimated completion date is late November depending on weather and final equipment supplier timeframes.</p> <p>Department of Natural Resources, Mines and Energy (DNRME) has completed all gauging station repairs via internal funding. Queensland Government Insurance Fund (QGIF) insurance claim in progress.</p>	
<p>Projected outcome</p> <p>Critical state water management infrastructure restored.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Progress arrangements for the use and sharing of data and satellite imagery to assist with post-event response and recovery activities. 	<p>DNRME's Land and Spatial Information group activates a team that procures and publishes high-resolution spatial imagery as web services from satellite and aerial platforms (including capture by drones). Depending on any data licensing restrictions, the data is also available more broadly through the Queensland Globe.</p>	
<p>Projected outcome</p> <p>Effective and timely use and sharing of data and satellite imagery to support fit for purpose Queensland requirements (further to the International Charter for imagery provision</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>

Recovery Activity/Outcome	Update	
during natural disasters).		
<p>Recovery activity</p> <ul style="list-style-type: none"> Assessment, prioritisation and restoration of damaged infrastructure in national parks, state forests and protected marine areas via DRFA funding. 	<p>Assessment and prioritisation of damaged infrastructure in national parks and state forests of Central Region Queensland Parks and Wildlife Services (QPWS) has been completed. QGIF tasks have been approved and are underway.</p> <p>Assessment and prioritisation of damaged infrastructure in National Parks and State Forests of Northern Region QPWS has been completed. With the exception of Cardwell, all other affected areas have completed minor works to repair damage to a safe standard.</p> <p>Assessment and prioritisation of damaged infrastructure in island national parks has been completed.</p> <p>Funding has been received for restoration of damaged infrastructure on Magnetic Island.</p> <p>Track diversions around landslips and toilet pump outs have occurred on Hinchinbrook Island.</p>	
<p>Projected outcome</p> <p>Critical protected area infrastructure restored.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Survey impacts to Unallocated State Land (USL) access tracks, fire trails and fire breaks to prioritise and allocate maintenance tasks. 	<p>Complete</p>	
<p>Projected outcome</p> <p>High priority access tracks, fire trails and fire breaks on USL are reinstated.</p>		<p>Status: Complete</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Assess impacts to privately managed conservation areas (nature refuges) and provide Queensland Government assistance measures where required. 	<p>The Environment FRG has advised this recovery activity is ongoing.</p>	
<p>Projected outcome</p> <p>Restoration of damage to nature refuges.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> Weeds and pest management programs via approved DRFA funding. Part A: parthenium control program for Flinders is an urgent recovery activity to ensure weeds are addressed before seeding occurs. Part B: package of works implemented through relevant regional NRM organisations for ongoing integrated control of pests and 	<p>The delivery of the Weeds and Pest Management program is being undertaken in two parts:</p> <ol style="list-style-type: none"> Emergency Response Program for Parthenium Weed Regional Invasive Species Program. <p>Part 1 commenced in the Shire of Flinders in May 2019. The identification and control of parthenium is underway to minimise the risk of weed seed</p>	

Recovery Activity/Outcome	Update	
weeds.	<p>spread. The program is on track for completion 1 May 2020.</p> <p>Part 2 applications closed 15 July 2019. An interagency assessment panel determined successful projects that will minimise the impact of pest and weed seed spread. Regional natural resource management (NRM) bodies will commence approved projects in October 2019, for completion by 30 June 2021.</p>	
<p>Projected outcome</p> <p>Minimise the impact of pest and weed seed spread.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> • Provide assistance measures through DRFA funding to: <ul style="list-style-type: none"> – work with local landholders to identify environmental impacts through improved mapping/data collection and implement urgent streambank and riparian works (Stage 1); – address coastal erosion; – work with local landholders to address additional streambank and riparian works informed by mapping/data collection (Stage 2). 	<p>The Riparian and Coastal Recovery Program is being delivered in three parts:</p> <ol style="list-style-type: none"> 1. Stage 1 Reconnaissance and Urgent Riparian Works 2. Coastal Works 3. Stage 2 Riparian Works <p>Part 1 applications closed 15 July 2019 and were assessed by an interagency assessment panel. Stage 1 Urgent Riparian Works will be implemented by regional NRM bodies, local governments and river improvement trusts as soon as possible at high priority sites. Reconnaissance projects, including mapping and data collection, are due for completion by these organisations in December 2019. Reconnaissance projects will inform Stage 2 Riparian Works.</p> <p>Part 2 applications closed 15 July 2019. An interagency assessment panel determined successful projects that will stabilise and restore healthy ecosystems in areas that have suffered widespread damage to natural coastal environments. Local governments will commence approved projects in late 2019 for completion by 30 June 2021.</p> <p>Part 3 assessment will occur following the completion of Stage 1 Reconnaissance projects in December 2019.</p>	
<p>Projected outcome</p> <p>Landscape, streambank and coastal erosion mitigated and further erosion risks minimised.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>
<p>Recovery activity</p> <ul style="list-style-type: none"> • Landscape remediation actions included as part of the Category D Exceptional Circumstances Package: North West Queensland Beef Recovery Package. 	<p>The details of this recovery initiative are outlined under the economic section of the report.</p>	

Recovery Activity/Outcome	Update	
<p>Projected outcome</p> <p>Damage to grazing land remediated.</p>		<p>Status: These recovery activities are on track to achieve the projected outcome</p>

Resilience activities

This section of the report details resilience activities outlined in the Plan on page 53.

Resilience Activity	Update	
<p>Community information and education</p> <p>Enhance disaster preparedness across the region to ensure communities are aware of their individual risks. Through targeted disaster preparedness awareness campaigns, communities will be equipped to respond and recover faster following natural disasters.</p> <p>Lead agency: QRA</p>	<p>Community information and education:</p> <ul style="list-style-type: none"> • \$130,000 allocated for insurance awareness campaign. • \$230,000 for disaster preparedness – creative completed, currently in advertising. Research and evaluation to be done December 2019 to January 2020. • \$70,000 for web-based application – concept developed and waiting approval. To be developed by June 2020. • \$50,000 for case studies – five case studies identified for initial development. Two filmed and now being edited. Three yet to be filmed. Project will be completed by June 2020. 	
<p>Flood mapping and flood warning programs</p> <p><i>Burdekin and Haughton Catchment Resilience Strategy</i></p> <p>The development of an integrated catchment plan and flood resilience strategy for the Burdekin catchment, including the adjacent smaller Haughton River catchment that impacted on the town of Giru.</p> <p>Lead agency: QRA</p>	<p>Initial engagement with Burdekin Council is complete.</p> <p>Procurement process currently underway to identify a suitable supplier to develop the resilience strategy.</p> <p>Strategy will be developed in accordance with collective learnings gained during the development of similar work.</p> <p>Supplier will commence work Jan 2020 and complete the strategy by Dec 2020.</p>	
<p>Flood mapping and flood warning programs</p> <p><i>Townsville recalibrated flood modelling and mapping</i></p> <p>Update and recalibration of flood modelling and mapping (including the Ross River) following the recent record flooding event.</p> <p>Lead agency: QRA</p>	<p>Initial engagement with TCC completed.</p> <p>TCC has developed a robust project plan and project work will be completed by June 2021.</p>	
<p>Flood mapping and flood warning programs</p> <p><i>Flood Warning Infrastructure Network Project</i></p> <p>The Flood Warning Infrastructure Network</p>	<p>Procurement process currently underway to identify a suitable supplier to conduct a network optimisation exercise (Jan-Mar 2020), once the analysis phase is complete.</p>	

Resilience Activity	Update
<p>Project will analyse existing flood warning infrastructure, working with the Bureau of Meteorology and councils to identify high priority locations requiring additional flood warning infrastructure capability including repairs of and/or installation of new infrastructure.</p> <p>Lead agency: QRA</p>	<p>Network optimisation will result in a confirmed list of high-priority infrastructure improvements that will be funded through the \$2 million allocation.</p> <p>All infrastructure improvements will be completed by June 2021.</p>

Local recovery progress

This section provides a summary of councils' progress against their local recovery plans, three months on from the endorsement of the Plan.

Councils have provided an update on progress against their recovery objectives, any challenges that may have been encountered, and success stories for their recovery to date. Once recovery objectives have been met they will no longer be reported against.

This report focuses on the 14 councils that completed event-specific recovery plans.

North Queensland	Palm Island Aboriginal Shire Council Townsville City Council
Far North Queensland	Douglas Shire Council Pormpuraaw Aboriginal Shire Council Torres Shire Council Torres Strait Island Regional Council Wujal Wujal Aboriginal Shire Council
North West Queensland	Burke Shire Council Carpentaria Shire Council Cloncurry Shire Council Flinders Shire Council McKinlay Shire Council Richmond Shire Council Winton Shire Council

North Queensland

Palm Island Aboriginal Shire Council

Progress of recovery objectives

Recovery Objective	Update
Essential services repaired and restored	Essential services impacted by the monsoon trough have been repaired and restored.
Emergency funding (personal hardship etc) granted/approved	Complete. All impacted residents received emergency funding.
Restoration of environment to pre-event status and future environmental risk reduction	Ongoing. Environmental impact assessments are currently being undertaken and the most cost effective betterment strategies are being investigated, particularly with regard to creek systems across the island.

Recovery Objective	Update
Community health, wellbeing and safety restored to pre-event status and resilience improved	Ongoing
Economic activity restored to pre-event status and resilience improved	Ongoing

Challenges

Water supply: water quality is currently being investigated. A boil water alert, which has been in place since May 2019, was lifted on 23 October 2019.

Successes

The repatriation of deceased people from Townsville to Palm Island has occurred and funerals have been conducted.

Townsville City Council

Progress of recovery objectives

Recovery Objective	Update			
Essential services – Power, water, waste, telecommunications – damage assessment – repaired and restored	Power was restored within two weeks to all residents.			
	Water and wastewater services were impacted and reduced during the event. Full services were reinstated within 1 week.			
	CCTV and telecoms were reinstated within 1 week.			
	Asset class	Number of defects identified	Emergent works total	Emergent works completed
	<i>Essential Public Assets (DRFA eligible)</i>			
	Transport	3137	2214	1975
	Stormwater	497	263	185
	<i>Not classed as Essential Public Assets (DRFA ineligible)</i>			
Water and wastewater	2602	2563	1016	
Property	128	128	109	
Open space	243	243	180	

Recovery Objective

Update

Displaced households – settled in suitable temporary accommodation

All residents in evacuation centres during the event were transitioned to alternative accommodation prior to the closing of evacuation centres.

DHPW established a Housing Recovery Committee as a subcommittee of the District Human and Social Recovery Group to provide leadership for accommodation issues. Additional staff were deployed to support, as required.

TCC and other Local Human and Social Recovery Subgroup partners supported the marketing and promotional initiatives of the DHPW via social media, printed and digital collateral and public signage. DHPW established and operated a Rental Recovery Hub for several months.

In early response, an initiative was established to offer in-home accommodation through the Airbnb platform.

The Local Human and Social Recovery Subgroup linked with Insurance Council of Australia, Real Estate Institute of Queensland and other partners to ensure rich information was available on accommodation needs and trends.

Coordinate the provisions of basic needs (accommodation, financial assistance, personal requirements) to support community recovery

Community Recovery Hubs were established very early by DCDSS and operated at a range of sites from Bluewater to Idalia. Hubs included DHPW, Centrelink, banks, psychosocial support (Red Cross) and provided a one stop shop for recovery. They were then transitioned to Community Recovery Information Centres (CRICs) located at Domain and Idalia and with the Rental Recovery Hub at Rising Sun. These hubs were well promoted across a range of mediums and attended by many impacted community members.

Outreach services were also used to support the hubs and the distribution of community recovery grants. This included stalls at the Barbie in the Burbs events.

Tzu-Chi Foundation distributed \$800 gift cards and blankets to 150 families (439 people) in need, nominated by DHPW, DCDSS and Uniting Care at a ceremony at Townsville Stadium.

Uniting Care provided case management for families with complex needs. Up to 9 September 2019, Uniting Care received more than 566 cases and have worked with 50 complex cases.

Partner agencies including St Vincent de Paul, Red Cross, Uniting Care/Lifeline, Combined Churches and Lions Club have provided basic needs including food, clothing and furniture in 27,249 instances. Some of this has been supported through cash donated to GIVIT and used to purchase items.

Orange Sky provided laundry facilities for residents.

Samaritans Purse, Team Rubicon and Lions supported residents by undertaking heavy lifting and property clean up.

GIVIT, with the support of DCDSS, has allocated additional administrative resources to facilitate the distribution of support. To date they have received \$9,468,945 in donations, current expenditure has used all funds donated specifically for Townsville (\$8,567,815) and is now utilising general Queensland Floods allocation (\$3,239,513). They have recently adopted a policy whereby they are only providing requests from agencies undertaking case management as funding is running low.

Recovery Objective	Update								
	<p>Body Shop donated 50 pamper packages distributed to those in need.</p> <p>RACQ Foundation volunteers provided labour to assist 10 community groups in their recovery and property restoration.</p>								
<p>Support the health, safety and wellbeing of community members including the provision of psychosocial condolence activities to aid recovery and build resilience</p>	<p>The Mental Health Recovery Advisory Task Group was established on 14 February 2019 met regularly with active participation of approximately 20 members. Key priorities include:</p> <ul style="list-style-type: none"> • Provide recommendations for short, medium and longer-term integration and collaboration of psychological support for Townsville • Support the creation of, and make recommendations into, the recovery 'messaging' around mental health • Contribute to a program of mental health activities for the 2019 and 2020 calendar years • Guidance towards information provision and personal support • Inform the provision of psychological and counselling services. <p>This Task Group supports the Local Human and Social Recovery Subgroup with planning and implementing recovery in the area of psychological health and social recovery and resilience. The Task Group facilitated engagement with the sector and advised the Subgroup of emerging needs and trends and identify any gaps in service delivery.</p> <p>Two phases of the Team Townsville Social Sweep have been conducted to check in on community members and demonstrate that the broader community cares; provide referral to appropriate support agencies; and collect intelligence on event impact and community needs</p> <p>Phase 1: 13 – 23 February</p> <ul style="list-style-type: none"> • 12,852 homes visited • 2133 residents engaged • 582 referrals made <p>Phase 2: 23 March – 14 April</p> <ul style="list-style-type: none"> • 4654 homes visited • 534 residents engaged • 42 referrals made 								
<p>Emergency funding (personal hardship etc.) – granted/approved</p>	<p>DCDSS has paid \$30,560,869 in 60,481 applications for financial assistance (as at 10th September 2019).</p> <table border="1" data-bbox="638 1724 1380 2049"> <tbody> <tr> <td>Emergency Hardship Assistance applications</td> <td>50,567</td> </tr> <tr> <td>Essential Household Contents Grant applications</td> <td>6891</td> </tr> <tr> <td>Essential Services Hardship Assistance applications</td> <td>6829</td> </tr> <tr> <td>Essential Services Safety and Reconnection Scheme Grant applications</td> <td>1481</td> </tr> </tbody> </table>	Emergency Hardship Assistance applications	50,567	Essential Household Contents Grant applications	6891	Essential Services Hardship Assistance applications	6829	Essential Services Safety and Reconnection Scheme Grant applications	1481
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Recovery Objective	Update
<p>Community support – mechanisms implemented</p>	<p>Human and Social Recovery Task Groups were established very quickly to enable focused response to specific groups. These are still active increasing the number of partners working in the recovery space and addressing issues related to:</p> <ul style="list-style-type: none"> • Mental health • Young people • People with vulnerabilities (seniors, non-English speakers, migrants, people with a disability) • Aboriginal and Torres Strait Islanders. <p>TCC sport and recreation team worked with impacted sports clubs and Queensland Government to identify resources required to rebuild damaged infrastructure and support applications for Queensland Government, Gambling Community Benefit and other philanthropic funding.</p> <p>Supported the relocation and resupply of the Townsville Toy Library.</p> <p>People with Vulnerabilities Recovery Task Group has been working with University of Sydney and Queenslanders with a Disability Network on disaster risk reduction strategies for people with a disability. The project offers a framework for personal preparedness plans and is exploring the establishment of a register for people with a disability as a risk reduction strategy.</p> <p>Working with local groups re disaster preparedness information in languages other than English.</p> <p>Resilience building initiatives were identified through sport and community group check-in and offered by TCC sport and recreation team, peak sporting bodies and Queensland Government sport and recreation.</p> <p>Worked with the organisers of NAFA and Supercars to provide thank you and celebratory events.</p> <p>Round One of the Flexible Funding Grants (Category C) has been announced supporting community partners to deliver recovery and resilience building initiatives.</p> <p>Working closely with those agencies who have long term recovery resources (Townsville Hospital and Health Service, PHN and Red Cross) to deliver wrap around services with single point of entry.</p> <p>Category C funding to support the employment of two CDOs at TCC secured – one officer in place with the second commences on 21 October 2019.</p> <p>Working on the preparation of a Community Development Plan.</p>
<p>Green and hard waste – removed and adequately processed</p>	<p>Following the event, two temporary transfer stations were set up to assist with the collection of flood related waste. The facilities were open for over a month following the event with all waste eventually transferred to landfill or recycled. Self-haul residents were encouraged to use these facilities, however a kerbside collection was also organised to assist in the waste collection.</p> <p>Over 20,000 lots were collected during a 20 day period with a volume of 46,364 cubic metres. Over 20,000 person-hours were required for this operation (this does not include person-hours from the Australian Defence</p>

Recovery Objective	Update
	<p>Force). Throughout the operation hazardous waste was separated and dealt with in accordance with the guidelines.</p> <p>Waste was separated into streams:</p> <ul style="list-style-type: none"> • Recycling diversion – steel, mattresses, hazardous chemicals, tyres and green waste were segregated at the Townsville Waster Facility and diverted from landfill. Multiple excavators were used to sort through the waste into piles for further processing or removal offside by recyclers • Hazardous chemical facility – waste pain, oils, chemical and other materials were segregated at the TWF and disposed of appropriated by specialist contractors • Resource recovery – some items such as lawn mowers, garden equipment were separated and recovered. • Mattress processing was undertaken by a shredder to separate the steel and cushioning materials. This recovered around 153 tonnes of scrap steel. <p>Environmental management plans were developed to address key risks e.g. environment, traffic, public safety, occupational health and safety and community impacts including dust/odours/vermin/fire/mould/noise.</p>

Far North Queensland

Douglas Shire Council

Progress of recovery objectives

Recovery Objective	Update
Essential services – Power, water, waste, telecommunications – repaired and restored	<p>Specifications have been obtained to purchase a 3-phase mobile generator to deploy to remote communities. This generator will be compatible with the Telstra hardware. It will be added to Council's fleet register.</p> <p>Critical sites within the Douglas region have been updated and are in line with the Queensland Emergency Risk Management Framework.</p>
Displaced households – settled in temporary accommodation	<p>No displaced households.</p> <p>All parks and public spaces open.</p>
Emergency funding (personal hardship etc.) – granted/approved	<p>The PHAS and ESSRS activation for Douglas is limited to the areas of Daintree, Upper Daintree, Lower Daintree, Stewart Creek Valley and Degarra.</p> <p>DCDSS has assisted 190 people (97 approved applications) via four grants to the value of \$94,245.</p>
Community support – mechanisms implemented	<p>Actively advertised and interviewed for a CDO position for Cook, Wujal Wujal and Douglas. The CDO to commence in role in mid-November 2019. The focus is to build and improve community engagement capability and streamline engagement processes including disaster recovery and planning</p>

Recovery Objective	Update
	<p>processes within the communities.</p> <p>In Douglas, 20 short-term financial assistance grants (via Red Cross/CWA) were facilitated.</p> <p>At 27 September 2019, QRIDA has assisted 65 primary producers in Douglas with SDARG funding of \$3,048,585.</p> <p>Remediation works underway on significant (Raintree) tree at Daintree Village River Precinct.</p>
Flood waste – removed and processed	<p>15 tonnes household waste removed, including debris from the floods.</p> <p>Clean-up of Daintree Boat Ramp area and Ferry precinct is ongoing.</p>
Impact assessments - completed	<p>Preliminary damage assessments completed. Only saturation damage submission outstanding.</p>
Key transport routes – priority restoration to the key transport routes for communities, tourism and primary producers (Captain Cook Highway, Mossman-Daintree Road, Mossman-Mount Molloy Road, Daintree Ferry Service, Cape Tribulation Road, Upper Daintree Road, Baird's Crossing, Stewart's Creek Road, Bloomfield Track, China Camp Road, CREB Track)	<p>Geotechnical investigations commenced on three major landslips. Rectification of Alexandra Range has been completed. Concept designs completed for all slips. Progressing to detailed design phase.</p> <p>Bairds Crossing repaired and opened in early August, allowing access to Bairds Alert River Gauge, Upper Daintree.</p>
Environmental rehabilitation – river and creek bank restoration and rehabilitation, silt removal	<p>Temporary river height monitoring station in place (Bairds Alert Upper Daintree). Re-installation of permanent gauge is dependent on riverbank repairs.</p> <p>The CREB Track was reopened in August 2019.</p> <p>Five inundated bridges have been reopened.</p> <p>Upper Daintree preliminary works complete. Geotechnical investigations commenced.</p> <p>Funding applications approved for additional rain gauges, road closure signage and two-way portable radio base.</p> <p>The current Daintree ferry contract is due to expire 30 June 2021. Douglas Shire Council released a tender to market on 10 July 2019 for the next Daintree River Ferry Contract.</p>
Telecommunication infrastructure – long term repairs, improvements and improved resilience; weather/disaster critical infrastructure – repaired and operational (Baird's Alert, Barratt's Creek Flood camera)	<p>The mobile generator will be compatible with the Telstra hardware and will strengthen communications and Emergency Alert (EA) messaging. This mobile generator will be pre-deployed to remote (high risk) communities such as Daintree Village.</p>
Flood resilience – develop and implement strategies for greater	<p>Process commenced to procure a consultant via the Vendor Panel for Daintree Flood Forecasting. The objectives include performing catchment</p>

Recovery Objective	Update
flood resilience (Bloomfield River, Lower Daintree River, Mossman River)	delineation, developing an Unified River Basin Simulator hydrology model – adopting standard parameters from the Mossman calibration, and undertaking performance testing for recent events, using Bureau of Meteorology rainfall forecasts.
Empower local businesses to improve their resilience to disasters	North Queensland Livestock Industry Recovery Taskforce visited the Mayor and Councillors in May.
Restore confidence in the tourism market	A grant application has been submitted with support from Douglas Shire Council for a Disaster Recovery Resilience program for \$25,000. This Category C Flexible Funding Grant will strengthen the resilience of Tourism Port Douglas Daintree in the development of a regional Disaster Tourism Management Response Plan. As the Douglas region is dependent on tourism this plan will incorporate communications and marketing activities for relevant bodies and individuals in the Douglas region.

Challenges

Council is carrying \$3.37 million in emergent recovery costs, which impacts on day to day spending.

Successes

Two projects (bore water standby and rooftop catchment) in the process of being licensed to address Daintree Intake blockages.

A 100-page narrative is currently being finalised. It tells of the stories and experiences of local communities during the monsoon trough in their own words and with relevant photographs.

The Alexandra Range, on the Cape Tribulation road, experienced severe damage during the monsoon trough. The photos depict the stages of recovery.



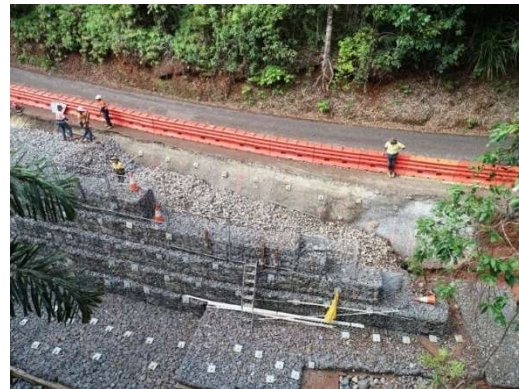
Damage to Alexandra Range, Cape Tribulation Road



First stage of repairs saw large soil nails drilled into the hard rock underneath



Contractors have been drilling specialised soil nails and spraying it with concrete to keep the area secure



Once strengthening works have been finished, restoration of the missing road lane could be completed. The Douglas Shire Council, consultants and contractors worked hard to repair the road, however the poor soil conditions have hampered progress and significantly increased the scope of work beyond what was initially expected



The Alexandra Range Landslip has been rehabilitated and the Cape Tribulation Road reopened to normal conditions 11 September 2019

Pormpuraaw Aboriginal Shire Council

Progress of recovery objectives

Recovery Objective	Update
Essential services – Power, water, waste, telecommunications – repaired and restored	All essential services were repaired and restored within three days of the impact of the event.
Essential services – Ergon and Telstra to provide local police with keys to access telecommunications tower	Currently in progress. Delays experienced due to not being able to obtain the appropriate support from Ergon.
Essential services – all future planning to consider Category 5 cyclones for housing	Council is incorporating consideration of Category 5 cyclone impacts on future housing within the community. All future housing is to be constructed in line with insurance requirements ie. beams in rooves need to be closer together.
Telecommunication infrastructure – long term repairs and improvements	Council is liaising with Telstra with regard to relocating the telecommunications tower away from the community and for the council office, hospital and airport to be placed on wireless communication.
Solar power weather station for sewerage – Installed and operational	The solar power weather station has been installed and is fully operational.
Sourcing additional power supply	Council has purchased two extra generators. Government agencies within community are to procure their own generators.
Restore confidence in the tourism market	Council is currently monitoring tourism trends to determine current visitation numbers for pre-event comparison purposes.
Funding to support recovery initiatives	Funding to support the procurement of supplies for disaster management emergency kits is no longer required, as an audit established that Council had enough supplies to restock the kits.
Continuation of community events	Community events are continuing. A youth summit is being held on 3 December 2019.
Effective management of rogue crocodiles	Procedures to effectively manage rogue crocodiles has been put in place.

Challenges

Struggling to obtain the appropriate support from Telstra and Ergon to access keys for their essential assets. This issue has been raised with the relevant state agencies to provide support.

Torres Shire Council

Progress of recovery objectives

Recovery Objective	Update
Essential services – re-establish and upgrade electricity, gas, and water supplies and restore and upgrade waste management infrastructure on Horn, Thursday and Prince of Wales Islands	<p>Repairs and upgrades to all essential services on Horn Island are scheduled to be completed by 1 November 2019.</p> <p>Repairs and upgrades to all essential services on Thursday Island are currently underway and are scheduled for completion prior to the coming monsoon season.</p> <p>There are significant Native Title issues associated with undertaking essential services repairs and upgrades on Prince of Wales Island. Council has issued a major works notice under the Indigenous Land Use Agreement for Prince of Wales Island, such that the works may commence. The prescribed body corporate for the island has requested consultation with the Traditional Owners, which will occur over the coming months. Given this, works are not expected to commence prior to the upcoming monsoon season.</p>
Restore, repair and upgrade airport services and infrastructure	Required repairs to the airport apron are underway. All other necessary upgrades are subject to submissions for funding.
Clean-up oil spillage and/or hazardous chemical spills on land or sea and take mitigation measures against future incidents	<p>Council has conducted an audit of both the affected areas (land and sea), as well as areas where there could be potential adverse implications.</p> <p>In relation to potential oil spills at sea, Council has a preparedness plan in place, in conjunction with other government agencies including the Great Barrier Reef Marine Park Authority, such that in the event of an incident, the emergency response can be effectively implemented.</p>
Impact assessments – to be completed on all islands	Council has sourced funding for coastal hazard adaption and impact assessment. The preliminary survey has been completed and a project plan for the implementation of adaption measures and impact response will be completed by mid-December 2019.

Challenges

Managing obligations under Cultural Heritage Legislation (Indigenous and non-Indigenous) Guidelines and being able to respond appropriately to the needs of Traditional Owners.

Torres Strait Island Regional Council

Progress of recovery objectives

Recovery Objective	Update
Warning systems placed on all islands	<p>Currently in discussions with potential suppliers regarding:</p> <ul style="list-style-type: none"> A mobile warning system - presentation on a warning system will be held within the next 3-4 weeks Early warning notification and announcement (siren) systems.

Recovery Objective	Update
Better communication amongst islands through installation of additional telecommunication towers on designated islands	<p>Telstra is currently undertaking upgrades on existing towers.</p> <p>Installation of new towers has not yet commenced.</p> <p>Council is researching potential funding sources for the installation of new the towers.</p> <p>Council currently investigating satellite communications infrastructure for each divisional office (as a recovery solution).</p>
Advocacy for increased accessibility to various freight providers	In progress.
Supporting immediate basic needs of impacted people	Immediate basic needs were provided to impacted community members within seven days of the event occurring.
Essential services – power, water, waste restored	All essential services were restored by 1 March 2019.

Wujal Wujal Aboriginal Shire Council

Progress of recovery objectives

Keeping Strong (Recovery Objective)	Update
Binalmalma (Learning)	
Bureau of Metrology modelling improved to provide key data for community (short term)	Bureau of Meteorology representatives were made aware of the data Council requires when experiencing an event - monitoring systems to be positioned in areas identified by Council and rainfall, tides and wind data required to give pre-warning prior to event.
Explore food security options through store leases (short term)	The contract with the current lessee requires urgent review, to enable Council to ensure enough supplies are stocked for the wet season. Emergency packs to be catered for to assist community.

Challenges

The challenges apply to most disasters: food security, isolation, water and sewerage infrastructure, access to community people residing in neighbouring shires and evacuation of vulnerable community people.

Successes

Pre-cyclone meetings to be held with all stakeholders and residents on identifying numbers of persons within the area, ensure critical stores are met, critical infrastructure are raised for continuous operation and early evacuation of vulnerable people.

North West Queensland

Burke Shire Council

Progress of recovery objectives

Recovery Objective	Update
Essential services – Power, water, waste, telecommunications – repaired and restored	All essential services in operation. Council is completing additional work to improve the resilience of the Burketown Landfill, the Burketown Sewerage Treatment Plant and telecommunications in Burketown.
Develop a resilience program to enhance Bureau of Meteorology assets and flood detection programs	Council has commissioned Telstra to complete a feasibility study / design report into enhancing and improving flood monitoring capabilities in Burke and surrounds.
Develop a volunteer recruitment and retention program	Council/SES will be opening the new SES Emergency Services Building in Burketown on 31 October 2019. Rural Fire, SES, Volunteer Marine Rescue will be making presentations, offering advice on how to be prepared in the event of a disaster and inviting new members to join.
Enhance media capability with the LDMG	Scheduled for this quarter (November 2019) in the lead up to disaster season.
Ensure children remain in education	Burketown Kindergarten and Burketown State School open.
Ensure community wellbeing and connectedness through betterment / resiliency initiatives	Council has invested in infrastructure upgrade projects to key community assets at the Burketown and Gregory Showgrounds. These projects are designed to enhance the events hosted at these venues and to assist, validate and empower the community groups that host them. These events are essential in maintaining strong community networks, which are crucial during disasters and during recovery.
Develop resilience program for local infrastructure projects	The following projects are being scoped and delivered to improve community/infrastructure resilience: <ul style="list-style-type: none">• Upgrade to the Burketown sewerage treatment plant• Construction of a waste loading facility at the Burketown landfill• Investment in community infrastructure (Burketown and Gregory Showgrounds), which is designed to ensure the maintenance of strong community networks that are essential when going through and recovering from disasters• Upgrade to the Burketown water treatment plant to ensure Council is able to maintain quality treated water services in Burketown• Completion of a Flood Risk Management Study• Progression of phases 3-5 of a Coastal Hazard Adaptation Strategy

Successes

Council has secured funding to progress projects and initiatives that will build resiliency and strengthen community networks including:

- DRFA Flexible Funding: Burketown Showgrounds
- DRFA Flexible Funding: Gregory Showgrounds
- QDRF: Burketown Flood Risk Management Study.

Carpentaria Shire Council

Progress of recovery objectives

Recovery Objective	Update
Essential services – power and telecommunications - repaired and restored	Complete – all known power and telecommunications disruptions have been restored.
Improve resilience to telecommunications tower	Ongoing – funding has been sourced to provide a fibre optic link from Normanton to Karumba due for completion in September 2020. Funding has also been provided for a small cell tower to assist Council during disaster events. This project is scheduled for completion by June 2020.
Emergency funding (personal hardship etc) – granted / approved	Complete – Council has awarded and paid all Carcass Disposal Funding applications. Council has also hosted several workshops by various organisations (QRIDA, Community Recovery) to assist in the application for Emergency Funding applications.
Carcass Disposal Plan for deceased livestock and feral animals developed	Council will be liaising with rural properties in regards to the disposal of deceased livestock and feral animals as part of Council's updated Biosecurity Plan. Publications issued by DES and Queensland Health have been circulated to assist with the handling of deceased livestock.
Fencing, sheds, pumps, irrigation equipment, water tanks and farming equipment repaired and/or replaced	Ongoing
Road transport network – completed damage assessment, and developed coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads	Emergent works undertaken on state-controlled roads. Damage assessments have been undertaken and lodged with DTMR.
Impact assessments	Complete
Investigate options for local records management system, impact assessments and damage assessments	Guardian training has taken place with relevant staff and should be implemented by the end of the year. Council has also been successful in obtaining funding for the following projects: <ul style="list-style-type: none"> • Preparation of a Community Recovery Plan

Recovery Objective	Update
	<ul style="list-style-type: none"> Capturing Carpentaria's Oral and Pictorial History of Disaster Event and Impacts.
Funding to support recovery and resilience initiatives obtained	Funding has been approved for a CDO, with the interview process currently underway. CDO should commence in November 2019.
Assist small businesses with rebuilding, including developing future resilience strategies	This objective will be supported with the commencement of the CDO\ Council is also working alongside DSDMIP to develop an Economic Development Strategy and to hold workshops in December 2019.
Community support – mechanisms implemented	Get Ready funding used to provide information booklets and updates to the community during the time of a disaster.
Vector control implemented	Council works with Carpentaria Land Council and contractors around Vector control. Council is also working alongside the Northern Gulf Resource Management Group to source funding to support additional initiatives.
Restore confidence in the tourism market	Tourism manager has activity been marketing and attending working groups to restore confidence and attract tourists.
Empower local businesses to improve their resilience to disasters	The CDO will work alongside businesses to enact Council's Community Recovery Plan and educate businesses on Council's Local Disaster Management Plans.
Enhance recovery governance through the development of a Local recovery Sub-Plan	Council has sourced funding for the preparation of a Community Recovery Plan.
Enhance capability of LDMG	Council's Local Disaster Management Plans have been reviewed and updated following the 2019 monsoon event.
Develop an environmental management program to address issues of mosquitoes, siltation, weeds and seeds	Council is in the process of finalising a Biosecurity Plan which will encompass the recommended actions to combat issues of mosquitoes, siltation, weeds and seeds.

Challenges

Seeking support for environmental management issues such as mosquitoes, siltation, weeds and seeds. Council is seeking funding to assist in this area.

Successes

Obtaining funding to capture historical disaster events and impacts, along with developing a Community Recovery Plan.

Cloncurry Shire Council

Progress of recovery objectives

Recovery Objective	Update
Essential services – Power, water, waste, telecommunications – repaired and restored	Fully restored.
Implementation of Carcass Disposal Plan for deceased livestock and wildlife	Council provided a Carcass Removal Grant of \$5,000 to eligible flood-affected graziers. 57 graziers received the funding with a total \$285,000 provided to support the disposal of livestock and wildlife.
Supporting and assisting people to access emergency hardship grants and funding approvals	DCDSS Community Recovery Hub provided assistance and facilitated access to appropriate grants. The Community Recovery Hub in Cloncurry closed on 2 August 2019. Council continues to provide information, support and referral for those affected by the floods, through the CDO recovery position that has been jointly funded by Commonwealth and state governments.
Support primary producers with the disposal of deceased wildlife and livestock	Council provided a Carcass Removal Grant to flood affected graziers to assist with the disposal of livestock and wildlife.
Fencing requirements identified, graziers supported to utilise available assistance to restore fencing	Blaze Aid provided valuable support, including fencing, to graziers. Blaze Aid left Cloncurry at the end of August 2019.
Consult and engage with the local leaders, community members and service providers on long term community-led recovery outcomes	Council convenes the Local Recovery Group that has a diverse range of stakeholders and facilitates a co-ordinated approach to recovery across the Cloncurry Shire. This Group regularly meets on a fortnightly basis.
Community support opportunities including outreach, adopting a community led approach when planning for long term support with a focus on mental health, community wellbeing, connectedness and leveraging off ongoing community events	Council has been actively engaging the community by having a presence at key events and facilitating numerous wellbeing events within the region: <ul style="list-style-type: none"> • Information stand the annual Cloncurry and District Show • Beat the Heat Festival • Barefoot Bowls • Shine Bright Sisterhood Pamper Day • Working Dog School • Lost Art Leather Workshop • Burke and Wills Roadhouse Pool Competition and Kid's Games • Burke and Wills Rodeo. <p>Council also supported local organisation's by providing additional funding for their events:</p> <ul style="list-style-type: none"> • Cloncurry and District Show • Curry Merry Muster

Recovery Objective	Update
	<ul style="list-style-type: none"> Cloncurry Stockman's Challenge. <p>Community support has also included having information available at events and workshops from key stakeholders involved in the Local Recovery Group meeting.</p> <p>During these events, where possible key stakeholders have attended to provide advice on mental health and wellbeing to attendees.</p>
<p>Road transport network – Completed damage assessment, developed coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads</p>	<p>Council has completed road network inspections following the two declared events in 2019. Three submissions under the DRFA funding have been approved, allowing Council to undertake restoration works to 37 roads on its rural road network. These works have commenced with four roads currently completed with seven crews currently mobilised to other sites.</p> <p>Council submitted EOIs for 32 betterment projects. 13 of these have been shortlisted with detail proposals lodged awaiting further approval.</p>
<p>Impact assessments – to be completed and understood by Council</p>	<p>Council has assessed its essential public assets and scoped restoration works where eligible.</p>

Challenges

The community recovery work in Cloncurry Shire has been challenging due to vast distances, lack of connectivity and the remote locations of people directly affected by the floods. It has been essential to work collaboratively. Making contact with graziers is not easy and has to be done out of hours, as people are out working on their properties during the day. It is often not until after 7 pm that phone contact can be made. Email communication works for some however not for all.

Successes

A collaborative approach to community recovery – this can be seen through the active membership of the Cloncurry Local Recovery Group. The group membership includes North West Hospital and Health Service, Sisters of the North, Department of Agriculture and Fisheries, North West Regional Health, Royal Flying Doctor Service, Western Queensland PHN, Lions Club and the Country Women's Association. The following organisations also participated prior to their services being withdrawn from the region – Blazeaid, DCDSS and Lifeline.

Story of Impact

A large cattle station of 2,525 square kilometres between the Saxby and Flinders River systems in Gulf Country runs approximately 30,000 head of cattle on flat open downs country. The station produces beef for both export and domestic consumption and it is estimated it feeds more than a million people across the world on a daily basis.

Sitting between the Saxby and Flinders rivers, the property is susceptible to flooding. The cattle on the station usually graze on the floodplain grasses that flourish after a wet season. During the monsoon, 500 millimetres of rain fell in this area resulting in flooding. Following the Flinders River breaking its banks, water inundated the station with water reaching as high as the eaves on buildings.

Unfortunately, due to the large amount of cattle affected, it was impossible to move them to higher ground as other stations in the area were in the same situation.

Before staff were evacuated from the property, working horses, dogs and other farm animals were euthanized to ensure they didn't suffer and drown. Workers were evacuated and were able to drive out before the water rose too quickly. Those left remaining were evacuated by helicopter once it was deemed unsafe for them to remain on the property.

The station suffered a substantial loss of cattle and working animals as well as infrastructure, housing, machinery and vehicles. Once the flood waters subsided, owners and workers were able to access the property to keep the remaining cattle alive and begin the clean-up of deceased cattle carcasses. Workers from neighbouring stations came to lend a hand in the clean up as was occurring on many of the stations suffering loss due to the flood. The community support for each other and for those in need was evident throughout this difficult time.

As part of the government's Community Recovery response to the disaster, many affected residents received the Emergency Hardship Assistance Grant offered by DCDSS.

Flinders Shire Council

Progress of recovery objectives

Recovery Objective	Update
Essential services – Power, water, waste, telecommunications –repaired and restored	No major impacts, minor issues were resolved and services reinstated.
Emergency funding granted/approved	22 applicants through GIVIT.
Recovery Governance – appoint CDO role, coordinate recovery planning and communications for recovery	CDO recovery interviews completed and the successful candidate will start mid-November 2019.

Community support – recovery hubs and outreach support services coordination, events and connectedness	DAF Industry Recovery Officer conducting outreach to rural sector. New CDO position will be responsible for coordination of community events.
Complete impact assessments: rural properties covering identified impacted areas including human health, business impacts, deceased animals and property access small business covering loss of trade, employment and future impacts non-profit and community organisations looking at assessing continued viability	In the process of finalising impact assessments.
Road transport network – coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads.	Roads – emergent works completed and lodged the claim. Restoration works are in progress.

Challenges

It took some time to appoint a CDO. Council staff are also busy with their normal roles. However, the CDO has now been appointed.

McKinlay Shire Council

Progress of recovery objectives

Recovery Objective	Update												
Essential services – Power, water, waste, telecommunications in Nelia and homesteads –restored	All services have been restored to the residents and homesteads of Neila.												
Implementation of Carcass Disposal Plan for Deceased livestock and wildlife	<p>The full implementation of the Carcass Disposal Plan has concluded with the Carcass Disposal Grant receiving the following:</p> <table border="1"> <tr> <td>Applications approved</td> <td>166</td> </tr> <tr> <td>Grants paid</td> <td>151</td> </tr> <tr> <td>Grants waiting to be paid</td> <td>0</td> </tr> <tr> <td>Grants declined</td> <td>15</td> </tr> <tr> <td>Grants at arbitration</td> <td>0</td> </tr> <tr> <td>Value of grants paid</td> <td>\$755,000</td> </tr> </table>	Applications approved	166	Grants paid	151	Grants waiting to be paid	0	Grants declined	15	Grants at arbitration	0	Value of grants paid	\$755,000
Applications approved	166												
Grants paid	151												
Grants waiting to be paid	0												
Grants declined	15												
Grants at arbitration	0												
Value of grants paid	\$755,000												
Emergency funding (personal hardship etc.) – granted/approved	Council is sourcing this data from the DCDSS.												

Recovery Objective	Update
Impact assessments – to be completed and driven by Council	Impact assessments have at this stage have not been undertaken - CDO to undertake assessments in coming months.
Key transport routes – priority restoration and improved resilience to the key transport routes for Primary producers and resource sector – completed surveys of primary producers	Emergent works were undertaken for all property access roads. DAF is completing a survey of the primary producers.
Disposal of deceased wildlife and livestock	Producers have disposed of deceased wildlife and livestock to the best of their capability. Council has removed all deceased livestock and wildlife from road corridors.
Fencing requirements identified and graziers supported to utilise available assistance to restore fencing	Local fencing contractors have been busy restoring boundary fencing as a whole for most effected properties, gradually working their way to internal fencing as required.
Community support – mechanisms implemented including outreach and plan for long term support prepared	Council has offered and assisted in obtaining grants to local community events to ensure that continued within the shire. Past events have included: McKinlay Races - 22 June Saxby Round Up - 27-30 June Julia Creek Turf Races - 27 July Julia Creek Rugby League - 3 August Sedan Dip – 16-18 August Julia Creek Turf Races - 31 August Sedan Dip Pony Camp - 21-22 September Town vs Country - 4 October Julia Creek Swim Club Ball - 5 October

Successes

The CDO was appointed in October and is able to provide support to community.

Richmond Shire Council

Progress of recovery objectives

Recovery Objective	Update
Immediate term	
Community Engagement Campaigns (ongoing)	Council has distributed 148 community notices through our email broadcast system ranging from community events, visiting health services, positions vacant and community engagement opportunities.

Recovery Objective	Update
A donations management strategy is developed	Council has resolved that all donation requests and pledges are referred to the charities listed on our website: GIVIT, Red Cross, Salvation Army, St Vincent de Paul and Uniting Care. Council does not accept donations for re-distribution.
Short term	
Environmental clean-up strategy is utilised (carcass disposal)	Carcass disposal is complete as at end of March 2019 with 114 claims approved. Two claims were ineligible due to being outside flood zone. Three claims were denied: one claimant was an agistee, one under the homestead rule for properties straddling shires and one was received outside of closing date.
Bio-Security plans are current – On-farm and Council	Council's Bio-Security Plan is currently with stakeholders for approval prior to adoption by Council.
Long term	
Irrigation project (2 years)	Tenders closed on 23 September 2019 for the Flinders River Agricultural Project – Engineering Design of the Bulk Water System.
New artesian bore (2 years)	Funding has been secured for the new bore.
Ongoing	
Support small business	Ongoing – Council has reviewed the procurement policy to reflect a 12% preference to local suppliers.
Community events to maintain and enhance connectedness	Council has provided in-kind support to five clubs in this reporting period.

Winton Shire Council

Progress of recovery objectives

Recovery Objective	Update
Essential services – Power, water, waste repaired and restored	All essential services have been restored.
Emergency funding granted/approved – see activations	The following grants have been provided in community: <ul style="list-style-type: none"> • Emergency Hardship • Carcass Disposal • QRIDA (\$75,000) • Federal Government Disaster Payment (\$1000)
Telecommunications restored	All telecommunications have been restored and are operational.
Impact assessments completed	Completed telephone outreach to local community including follow up calls

Recovery Objective	Update
	and mental health checks.
Rural First Aid support provided to isolated members of the community	Royal Flying Doctor Service first aid kits have been replenished and ordered if required.
Funding secured to develop a multi-purpose community facility to provide a disaster management and recovery coordination centre, film production/creative hub and multi-agency co-working space	Funding application has been completed for Flexible Funding Grant in relation to multipurpose/ emergency response building in Winton.
Wellbeing services delivered	The following wellbeing services have been delivered: <ul style="list-style-type: none"> • Mental Health Week • Oktober West Street Party • R U OK breakfast • Mental health morning tea with keynote speakers
Community connectedness enhanced	Colour Battle delivered to local community. Attended by more than 80 people in the community from three years old. Local Business Awards Night – recognising customer service and delivery.

Successes

Despite a change in staff without a hand-over, recovery has progressed and the CDO is furthering recovery in consultation with the Council.

Case Study - Community Colour Battle

The Winton Colour Battle was held on the 13 October 2019. Over 80 people attended with ages ranging from three years to seniors. Tokens were placed all over the local football field with each token worth different points. A golden token was worth the most with only two placed on the oval to find. The winning team all shared \$250 prize money with a perpetual trophy purchased and marked in readiness for next year's battle. Community feedback was positive with all locals and visitors enjoying a few laughs and a BBQ afterwards. The local Fire Brigade were on hand to wet everyone down before and after the event. The event enhanced community connectedness.



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