



# Central Queensland Bushfires Recovery Plan 2018-2021

April 2019  
*Updated August 2019*

Working to recover, reconnect and rebuild more resilient Queensland  
communities following the Central Queensland Bushfires





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## Message from the Premier and Minister for Trade

The challenge faced by our state during the Central Queensland Bushfires was unprecedented in scope and size.

In late November and early December 2018, there were 1250 fires across the state, with over 140 fires in Central Queensland causing disastrous consequences for residents, primary producers, agriculture and the environment.

More than 1.4 million hectares of Queensland were burned over the peak two weeks of the fires from 22 November to 6 December 2018 and thousands were evacuated from communities in the path of the widespread and unpredictable blaze.

This was a traumatic time for all of those involved and like all Queenslanders, I am very grateful for the hard work of our firefighters, supported by their colleagues from around Australia. For that, they have my gratitude. Still, the loss of one young man while clearing a fire-break on his family's property was a tragic reminder that the consequences of the fires remain with us long after the immediate danger has passed.

Homes have been lost and there has been considerable damage to crops, pasture, water infrastructure, sheds and machinery. The environmental impacts will be felt for decades to come with 140,000 hectares of national park devastated in the disaster declared areas with enormous impacts to fauna and flora.

With the danger of the fires behind us, my government turned its attention to the long-term recovery of our communities, with their health and well-being top of mind.

On 9 December 2018, I appointed Major General (Retired) Stuart Smith as State Recovery Coordinator to lead the recovery effort. He has visited the impacted areas multiple times over December and January and has been instrumental in developing the Central Queensland Bushfires Recovery Plan 2018-2021. Major General Smith is fully supported in his work by the Queensland Reconstruction Authority (QRA), Australia's only standalone agency responsible for coordinating disaster recovery and resilience building.

The Central Queensland Bushfires have been devastating for multiple communities, with long-term impacts yet to be fully realised. This plan focuses on locally-led initiatives that will help rebuild the health and emotional wellbeing of those impacted by the disaster, as well as infrastructure, local economies and the environment.

While bushfires on this scale are new to us, recovery from disaster is not. I have great faith in the resilience of Queenslanders and my government stands with these impacted communities as they recover over the months and years ahead.

A stylized black ink signature.

**Anastacia Palaszcuk MP**  
**Premier and Minister for Trade**





## Message from the Minister for State Development, Manufacturing, Infrastructure and Planning

Queensland experienced a devastating bushfire season last year, with more than 1.4 million hectares burned between 22 November and 6 December 2018.

At the peak of the fires, 4202 fire and emergency services personnel battled through catastrophic fire conditions, unlike anything ever experienced in Queensland before. Disaster situations were declared in Baffle Creek, Wartburg, Deepwater, Agnes Water, Round Hill, Miriam Vale and Bororen.

We saw homes, pets, livestock, grazing land, crops and machinery lost or damaged, and the sheer size and scope of the fires means we are yet to fully realise the long-term impacts of the disaster.

Sadly, many Queenslanders now find themselves living in a very different landscape than they did 12 months ago, and the months ahead will present a range of challenges for communities and government.

In the weeks following the fires, recovery was already underway with the activation of the jointly funded Commonwealth-State Disaster Recovery Funding Arrangements. This provided more than 10,000 people with hardship and other financial assistance.

During this time, QRA, the state's lead agency responsible for disaster recovery, resilience and mitigation policy, was on the ground in these communities, working with local governments and disaster management groups, and they continue to support impacted communities in recovery.

I have placed the resources of QRA at the disposal of State Recovery Coordinator Major General Stuart Smith (Retd) as he leads the implementation of the Central Queensland Bushfires Recovery Plan 2018-2021.

Our aim – to help impacted communities recover, rebuild and reconnect, through coordinated, locally-driven efforts that will result in a stronger, more resilient Queensland.

**Cameron Dick MP**  
**Minister for State Development, Manufacturing, Infrastructure and Planning**



## Message from the State Recovery Coordinator, Central Queensland Bushfires

Following my appointment as the State Recovery Coordinator on 9 December 2018, I visited Central Queensland to inspect those areas and meet those people most affected by the bushfires.

I was shocked by the extent of damage but highly impressed by the manner in which local communities and emergency services had responded to this disastrous event.

The purpose of this Recovery Plan is to recover and reconnect communities that have suffered the impact of bushfires. Our priority areas are the health and wellbeing of people, repair of property, and restoration of small business, primary producers and the environment.

This Recovery Plan is different to previous plans. It acknowledges that the breadth and intensity of these fires represented a unique threat to communities. It acknowledges that these fires have impacted communities still recovering from disaster events such as Severe Tropical Cyclone Debbie in early 2017, floods in late 2017, and drought in 2018. Therefore, this Recovery Plan is characterised by partnerships with local government and communities, with an emphasis on making Central Queensland communities more resilient against future disaster events.

I look forward to working with these communities on their recovery.

**Stuart Smith**  
**Major General AO, DSC (Retired)**  
**State Recovery Coordinator – Central Queensland Bushfires**





## The Queensland bushfires in numbers



**1250** fires statewide  
22 November to 6 December 2018

**135** fires attended at peak on 28 November 2018

**1.4 million** hectares of land burned statewide

## Response and Recovery

**571** community bushfire warning messages

**1,000,000** devices reached with over 50 emergency alerts 

**71** early childhood centres and schools closed



**8** LGAs activated for  
**Disaster Recovery Funding Assistance (DRFA):**  
Banana, Bundaberg, Central Highlands, Gladstone, Isaac,  
Livingstone, Mackay and Rockhampton

**4314** **Emergency Hardship Assistance**  
grants distributed under DRFA with a total **\$1,849,045**  
paid to assist 10,393 residents

**413** **community recovery workers**  
assisted bushfire impacted communities



**3500** visits and phone calls across all services, and  
1500+ referrals to community support services

**28** Emergency Housing Accommodation Requests 

**15,000+** Items delivered to impacted communities and  
over 4900 offers of goods and services received by GIVIT

## Operations



**59** aircraft utilised with 47 airborne  
at the peak of the disaster  
**12 million** litres of suppressant



**3000** firefighters

from Queensland and 1202 from interstate



**44** Fire Bans implemented in 44 out of  
Queensland's 77 LGAs



**Buildings** **479** initial damage assessments in  
35 impacted localities  
across **8** LGAs



**17** dwellings assessed as damaged

**9** dwellings destroyed



**72** sheds or other structures were damaged of which  
27 were destroyed

**28** vehicles and multiple machinery and equipment  
across **37** properties were damaged

## Agriculture



**149** assessments of primary producer properties capturing  
damage across **cropping, fisheries, horticulture and livestock**  
**industries** including burnt pasture, **livestock condition**  
damaged and destroyed fencing and crop losses and impacts

**700** hectares of **sugarcane** crop destroyed  
**40** hectares of **banana** crop destroyed

**Environment** **140,000** hectares of national parks and state forest  
burned in disaster declared areas



of **Deepwater National Park**  
**82%** impacted



# Section 1: Central Queensland Bushfires

22 November – 6 December 2018

## Introduction

In November and December 2018, the Central Queensland Bushfires devastated 35 communities across eight Queensland Local Government Areas (LGAs), burning 1.4 million hectares of land and impacting primary producers, agriculture and the environment.

The firefighting operation was the largest in Queensland history and the catastrophic conditions recorded during the peak of the wildfires were a first for our state.

The impact of these extraordinary bushfires on the health and wellbeing of local people is yet to be fully realised. Additionally, the true extent of damage to property, national parks and the natural environment may take months to be revealed.

More than 1.4 million hectares of land was burned with impacts to people, private property, primary producers, agriculture and the environment across eight LGAs.



## Response

The Central Queensland Bushfires represented an unprecedented event for the state.

Widespread and protracted heatwave conditions combined with gusty westerly winds created a catastrophic fire danger. In central Queensland, temperatures in excess of 40 degrees and wind gusts of up to 40 kilometres per hour made for dangerous and unpredictable conditions.

As an example on 28 November 2018, Rockhampton Airport recorded 'Catastrophic' conditions for approximately three-and-a-half hours; a first for that region and the most prolonged event since the implementation of the Fire Danger Rating System in 2010.

The fires caused significant social disruption with school, road and rail closures and 14,462 residents notified for evacuation across impacted areas.

The response to the Central Queensland Bushfires was an enormous coordinated effort to protect people, their homes, property and the environment.

The response operations during the Central Queensland Bushfires peak event from 22 November to 6 December 2018 included:

- 270 vehicles battling more than 135 fires at peak on 28 November 2018
- 3000 fire and emergency services personnel from Queensland and 1202 from interstate fought the fires
- 59 aircraft utilised, with 47 flying at the peak of the disaster including water bombers and helicopters, using 12 million litres of suppressant
- Fire Bans in 44 of Queensland's 77 local government areas.

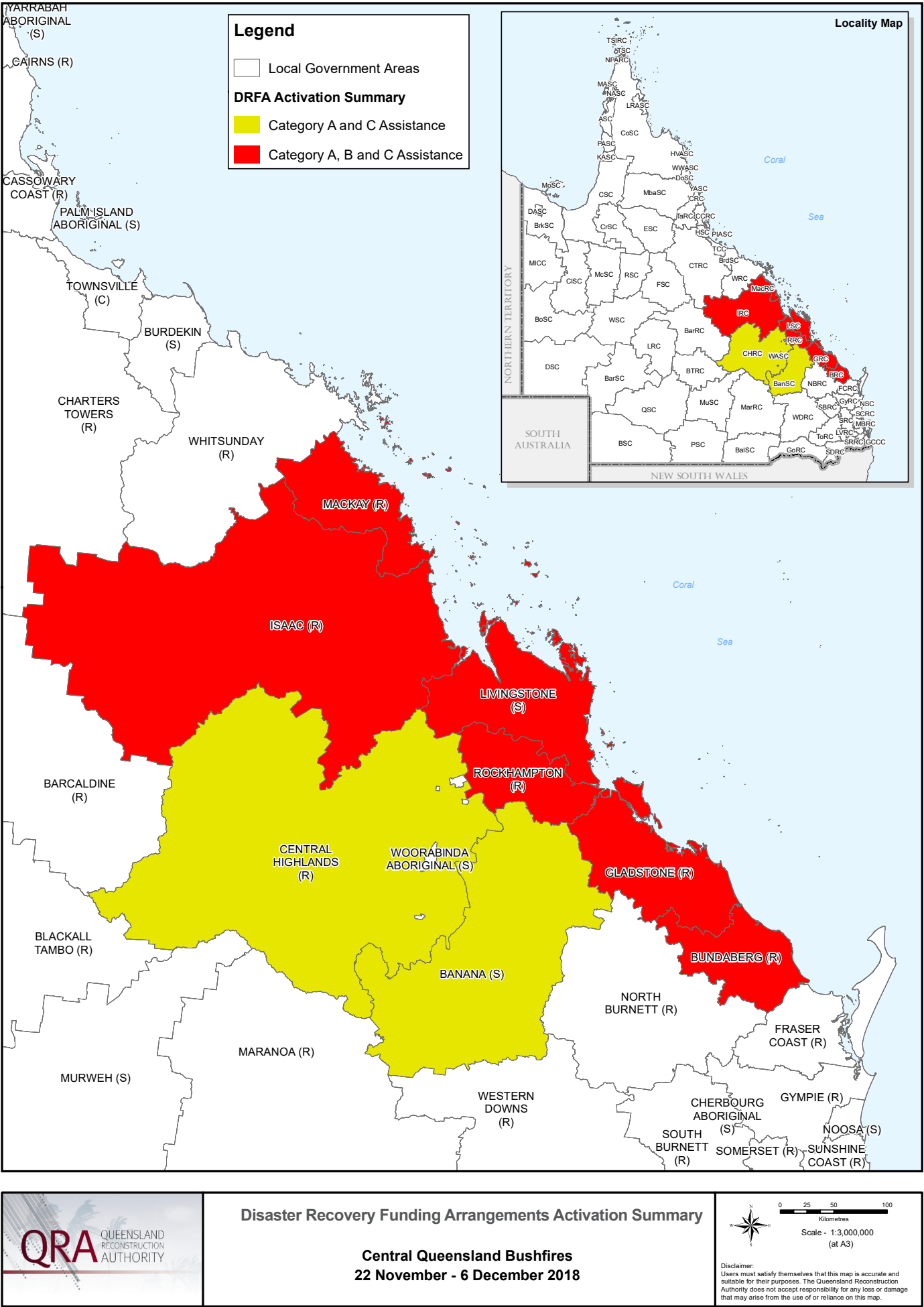






Map (right): Eight LGAs were activated for Disaster Recovery Funding Arrangements (DRFA) assistance, jointly funded by the Australian and Queensland Governments. For details refer to the DRFA activation summary (Annex B) or visit [www.qra.qld.gov.au/activations](http://www.qra.qld.gov.au/activations)

Smoke plumes from Central Queensland Bushfires on 29 November 2018  
(Bureau of Meteorology)





# Central Queensland – area profiles

Profiles of the LGAs activated for Disaster Recovery Funding Arrangements during the Central Queensland Bushfires

## Banana

The Banana Shire is a rich farming, grazing and mining region of Central Queensland. The main administration centre of Biloela is approximately 120 kilometres west of Gladstone and 150 kilometres south-west of Rockhampton. The Shire covers 28,577 square kilometres with a population of 15,209 people.

**Key industries:** Coal mining, beef production, power generation, dry land and irrigation cropping (mainly cotton and lucerne).

**Settlements:** The key settlements in the Banana region are Biloela, Moura, Taroom, Theodore, Banana, Baralaba, Dululu, Goovigen, Jambin, Thangool, Wowan and Cracow.

**Economy:** Key mining industry employers include Callide Power Stations, Callide and Boundary Hill coal mines, Dawson coal mine, Queensland Nitrates ammonium nitrate manufacturing plant, and other significant gas resources.

Key rural industry employers include Teys Meatworks, the second largest grain depot in Queensland, cotton growing and Queensland Cotton processing gin, and saw milling. Other employers include community and business facilities.

**Drought:** Partially drought-declared at February 2019.

**Historical disaster damage bill:** Disaster reconstruction costs in Banana since 2010 are \$87.9 million.

## Bundaberg

Bundaberg sits at the northern end of the Wide Bay region and the southern-most tip of the Great Barrier Reef. The City of Bundaberg is 15km inland from the coast and is a gateway to Bargara and Mon Repos. It covers an area of 6,444 square kilometres and has a population of 94,000 people.

**Key industries:** Bundaberg's main industries include health care as well as agriculture; specifically sugarcane, small crops and livestock. The region is well known for its namesake export, Bundaberg Rum, which is distilled in the city. Bundaberg also boasts a thriving eco-tourism industry include the unique turtle experience at Mon Repos beach.

**Settlements:** The key settlements in the Bundaberg region are Bundaberg, Bargara, Kolan, Isis, Childers, Gin Gin, Avondale, Bucca and Burnett Heads.

**Economy:** Bundaberg's \$4.1 billion economy supports more than 37,000 jobs.

**Historical disaster damage bill:** Disaster reconstruction costs in Bundaberg since 2010 are \$152.8 million.

## Central Highlands

The Central Highlands is a robust region that sits at the heart of Queensland's resources and agricultural sectors. Spanning almost 60,000 square kilometres, the region is just short of the size of Tasmania. It includes a significant portion of Australia's largest coal reserve, the Bowen Basin, and is strategically located to service Australia's newest mining province, the Galilee Basin. A population of just under 29,000 with a median age of 33 helps underpin Central Highlands' economic strength of a skilled, locally-based workforce.

**Key industries:** Coal mining is a staple ingredient in the region's economy. Sustained by irrigation sourced from water storage on the Nogoa and Comet rivers, the Central Highlands is also characterised by thriving farming industries, including beef, cotton, grapes and citrus, and other emerging horticultural enterprises.

**Settlements:** The key settlements in the Central Highlands region are Arcadia Valley, Bauhinia, Blackwater, Bluff, Capella, Comet, Dingo, Duaringa, Emerald, Rolleston, Sapphire Gemfields, Springsure and Tieri.

**Economy:** Central Highlands' Gross Regional Product is \$3.664 billion, supporting more than 17,000 jobs with an unemployment rate of less than five per cent.

**Drought:** Partially drought-declared at February 2019.

**Historical disaster damage bill:** Disaster reconstruction costs in Central Highlands since 2010 are \$169.7 million.

## Gladstone

The Gladstone region is approximately 550 kilometres north of Brisbane and 100 kilometres south-east of Rockhampton. It sits between the Calliope and Boyne Rivers and covers an area of 10,488 square kilometres with a population of 62,000 people.

**Key industries:** The Gladstone region's main industries are related to mining and manufacturing. The region is home to the fifth-largest multi-commodity port in Australia and the world's fourth-largest coal exporting terminal. Gladstone is also a popular tourism destination, providing quick and easy access to Boyne Island and Tannum Sands off the coast.

**Settlements:** The key settlements in the Gladstone region are Seventeen Seventy, Gladstone, Agnes Water, Miriam Vale, Calliope and Tannum Sands.

**Economy:** Gladstone's \$4.77 billion economy supports more than 30,000 jobs.

**Historical disaster damage bill:** Disaster reconstruction costs in Gladstone since 2010 are \$178 million.

## Isaac

The Isaac region in Central Queensland sits approximately 400 kilometres north-west of Rockhampton in the Bowen Basin. It covers an area of 58,862 square kilometres and has a population of 24,000 people.

**Key industries:** The Isaac region's main industries include mining, grain production, beef and a thriving service industry.

**Settlements:** The key settlements in the Isaac region are the towns of Clermont, Dysart, Middelmount, Moranbah and St Lawrence, and smaller communities such as Carmila, Mistake Creek and Valkyrie.

**Economy:** Isaac's Gross Regional Product is estimated at \$5.9 billion and supports more than 20,000 jobs.

**Drought:** Partially drought-declared at February 2019.

**Historical disaster damage bill:** Disaster reconstruction costs in Isaac since 2010 are \$148.2 million.

## Livingstone

The Shire of Livingstone in the Capricornia region of Central Queensland is to the immediate north and east of the regional city of Rockhampton. It covers an area of 11,776 square kilometres and has a population of 36,000 people.

**Key industries:** Tourism is a mainstay of the area, with Keppel Bay and the nearby islands a major drawcard. The Shoalwater Bay Military Training Area is also located within the shire. Timber is harvested from extensive pine plantations near Byfield in the north and pineapple production, as well as other agricultural crops, are plentiful within the Shire.

**Settlements:** The key settlements in the Livingstone Shire are Byfield, Marlborough, Yeppoon and Emu Park.

**Economy:** Livingstone's \$1.3 billion Gross Regional Product supports more than 5000 jobs.

**Historical disaster damage bill:** Disaster reconstruction costs in Livingstone since 2010 are \$39.4 million.

## Mackay

The Mackay region on the northern part of the central Queensland coast is next to the World Heritage-listed Great Barrier Reef Marine Park. It covers an area of 7622 square kilometres and has a population of 117,064 people.

**Key industries:** The Mackay region's main industries are sugar production, manufacturing, mining, construction, real estate, logistics and tourism.

**Settlements:** The key settlements in the Mackay region are Mackay, Sarina, Mirani, Marian and Walkerston.

**Economy:** Mackay's \$7.539 billion local economy supports more than 48,000 jobs.

**Historical disaster damage bill:** Disaster reconstruction costs in Mackay since 2010 are \$153 million.

## Rockhampton

Rockhampton is an industrial and agricultural centre approximately 600 kilometres north of Brisbane and is the regional capital of Central Queensland. It covers an area of 18,361 square kilometres and has a population of 80,000 people.

**Key industries:** The Rockhampton region's main industries are agriculture, forestry, fishing, tourism, construction and mining, with health care as the largest employer.

**Settlements:** The key settlements in the Rockhampton region are Rockhampton, Gracemere, Mount Morgan and Alton Downs.

**Economy:** Rockhampton's \$4.83 billion economy represents 1.5 per cent of Queensland's Gross State Product.

**Historical disaster damage bill:** Disaster reconstruction costs in Rockhampton since 2010 are \$101 million.



## Assessing the impact

The Central Queensland Bushfires have been, and continue to be, a devastating and traumatic event for the impacted communities.

Response efforts and the mass evacuations protected many lives and prevented property from destruction. However, despite this, one life was lost in addition to homes, property, pets, and livestock. There has been extensive destruction of the natural environment, with extensive clean-up operations required.

The consequences will have long-term effects on those impacted, both mentally and financially, and additional assistance is required to support recovery.

### Initial damage assessments for property

In the wake of the disaster, QFES and QRA completed 479 initial damage assessments in 35 impacted localities across the eight council areas of Banana, Bundaberg, Central Highlands, Gladstone, Isaac, Livingstone, Mackay and Rockhampton.

In total, 17 dwellings were assessed as damaged, with nine destroyed, while 72 sheds or other structures were damaged, of which 27 were destroyed. In addition, 28 vehicles and multiple machinery and equipment across 37 properties were damaged.

### Monitoring recovery and follow-up damage assessments

QRA is responsible for monitoring recovery across the impacted area. Further damage assessments were undertaken in January 2019, with follow-up inspections planned in the coming months.

### Human and social impacts including mental health

More than 160 community recovery workers assisted bushfire impacted communities in the aftermath of the event, while 2004 visits and phone calls took place and 1200 referrals were made to community support services.

In addition, 4314 Emergency Hardship Assistance grants were distributed under the DRFA, with a total of \$1,849,045 paid to residents as at 22 January 2019. 28 Emergency Housing Accommodation Requests (EHAR) were received.

On 4 December alone, 316 persons were supported with Psychological First Aid. Additional support was required for the 232 residents of the Baffle Creek area during repatriation. There will be long term effects in impacted areas and there is a clear need for a community mental health program to assist disaster-impacted individuals, carers, families, volunteers and communities with specialist mental health support and emotional wellbeing post disaster.

Refer to Human and Social impact summary on page 26.

### Impacts for primary producers, tourism and economies

The Department of Agriculture and Fisheries conducted 149 assessments of primary producer properties in the impacted council areas, capturing varying degrees of damage across cropping, fisheries, horticulture and livestock industries including burnt pasture, stock condition impacted and destroyed fencing as well as crop losses.

The Central Queensland Bushfires have had a considerable effect on local economies, with economic losses, not only in the farming sector but also the tourism industry, yet to be fully quantified.

Refer to Economic impact summary on page 30.

### Environmental destruction

The environmental impacts of these unprecedented fires will be felt for decades to come, with more than 1482 kilometres of fire trails damaged and 140,000 hectares of protected natural areas burned. The impacts to fauna and flora are expected to be felt for many years. The interstate Bushfire Rapid Risk Assessment Teams have completed assessments for Eurimbula and the Deepwater National Parks.

Refer to Environmental impact summary on page 32.

### Building, roads and transport infrastructure impacts

Structural damage to buildings and roads from the bushfires was minor, with support continuing to be provided to impacted local councils and disaster management groups.

The QRA is working with councils and state agencies, including the Department of Transport and Main Roads, to identify and fund projects that will increase resilience and mitigate the effect of natural disasters. This may include improvements to evacuation routes and the construction of fire trails.

Refer to Building, roads and transport impact summaries on pages 34-37.

### Bushfire impacts shape business case for a Community Recovery Package

To provide additional support to the disaster impacted communities and to address the impacts and the unprecedented nature of the bushfires, the Queensland Government has developed a Community Recovery Package, approved by the Prime Minister under joint Commonwealth-State funded DRFA (Category C).

Refer to Community Recovery Package on page 41.

### Resilience building – identifying the need for public information and education initiatives

The unprecedented nature of the Central Queensland Bushfires in November – December 2018 and their actual and potential impacts upon the communities have highlighted a need for targeted education initiatives in the area to help people understand how they can better prepare for and respond to future bushfires.

Refer to Resilience building - Public information and education initiatives on page 40.



QRA and QFES officers conducting damage assessments





## Section 2: Queensland's recovery



The challenge faced by our state during the Central Queensland Bushfires was unprecedented in scope and size.

### The Plan

Many of the communities impacted by the Central Queensland Bushfires are still recovering from earlier disaster events including STC Debbie, major storms and conversely, drought. Residents who were evacuated, lost property, livestock or business may now have additional emotional and financial challenges. The cumulative impact of these events means it is likely recovery from the bushfires will be long.

Disaster events experienced by Central Queensland communities include:

**2018:** Wide Bay Burnett storms

**2017:** Central Coast Severe Weather, October 2017

**2017:** Severe Tropical Cyclone Debbie and Associated Rainfall and Flooding, 28 March - 6 April 2017 (the area was activated for NDRRA Category B for primary producers)

**2016-17:** El Nino induced dry period leading to an almost complete absence of significant rain in Winter, Spring and Summer 2016-17 (the area was drought-declared for drought assistance)

**2015:** STC Marcia and South East Queensland Trough, 19 - 22 February 2015 (the area was activated for NDRRA Category C and D for primary producers)

**2013:** Central and Southern Queensland Low, 25 February – 5 March 2013

**2013:** Tropical Cyclone Oswald and Associated Rainfall and Flooding, 21 – 29 January 2013 (the area was activated for NDRRA Category C and D for primary producers).

To ensure a clear direction, on 9 December 2018, Major General (Retired) Stuart Smith was appointed as State Recovery Coordinator. His role is to lead the development and implementation of the Central Queensland Bushfires Recovery Plan 2018-2021 (CQ Recovery Plan) to assist local communities to recover, reconnect and rebuild to be stronger and more resilient.

The CQ Recovery Plan is aligned to the Queensland Recovery Plan (2017), which provides ongoing guidance for recovery activities across the state. The Queensland Recovery Plan acknowledges that successful recovery relies on a collaborative, coordinated, adaptable and scalable approach where the responsibility for disaster recovery is shared between all sectors of the community. This includes individuals, families, community groups, businesses and all levels of government.

Locally-led approaches to recovery support rapid restoration of services essential to human well-being and present an opportunity to build resilience and improve community circumstances and preparedness beyond their pre-disaster state.

The CQ Recovery Plan follows this framework and will be delivered across five recognised lines of disaster recovery – Human and Social (emotional, social and physical), Building, Roads and Transport, Economy and Environment.

The Plan recognises the lead responsibility of local governments in the recovery process and the need for them to develop Local Recovery Plans to help guide restoration and enhancement of infrastructure, support of vulnerable and isolated members of the community and increased disaster preparedness for the future.

### Aim

The aim of the CQ Recovery Plan is to outline state government support for local governments and communities impacted by bushfires to reach a state of 'recovered'.<sup>1</sup>

### Mission

The Queensland Government will work with councils and community organisations to facilitate the delivery of local recovery initiatives, focus on community connectedness and support community development in order to recover from the impacts of the Central Queensland Bushfires.

### Scope

State recovery and support will be provided to the eight council areas impacted by bushfires. Recovery activities will be delivered across three phases, with five lines of recovery operation effort.



The SRC meets with Gladstone Regional Council to discuss recovery

<sup>1</sup> Being 'recovered' is being able to lead a life that individuals and communities value living, even if it is different to the life they were leading before the disaster event. Source: Australian Institute for Disaster Resilience (AIDR) Community Recovery Handbook.



# Recovery phases

The three recovery phases are:

- **Phase one:** Post-impact relief and early recovery
- **Phase two:** Recovery and reconstruction
- **Phase three:** Transition

Each phase will involve human and social, economic, environmental, building, and roads and transport functional areas of recovery. These areas will be characterised by local recovery solutions and investment in activities that make the community more resilient.

## The three phases of recovery and their interrelatedness

### Phase one: Post-impact relief and early recovery

In Phase one, impact and damage assessments are undertaken and initial recovery activities, such as the provision of assistance to support immediate needs, are undertaken.

At the local and district levels, this includes the transition from immediate post-disaster response operations to short-term recovery operations, as well as development, planning, consultation and implementation of a recovery plan.

Activities in this phase should support the outcomes identified in the Standard for Disaster Management in Queensland (the Standard).

**Status – Phase one** has commenced and involves the establishment of community support networks, distribution of funding to reduce hardship, reconnection of essential services, and conducting of damage assessments.

In recognition of the cumulative traumatic impact of these bushfires on people already recovering from the effects of recent cyclone, storm and drought events, the focus line of recovery in this phase will be human and social. This phase is led by the Department of Communities, Disability Services and Seniors.

### Phase two: Recovery and reconstruction

Phase two includes medium-term recovery and sees the integrated execution of the deliberate, methodical recovery and reconstruction to achieve an enhancement in outcomes for disaster impacted individuals, communities, functions and infrastructure. It covers the delivery of recovery programs supported by relevant funding streams.

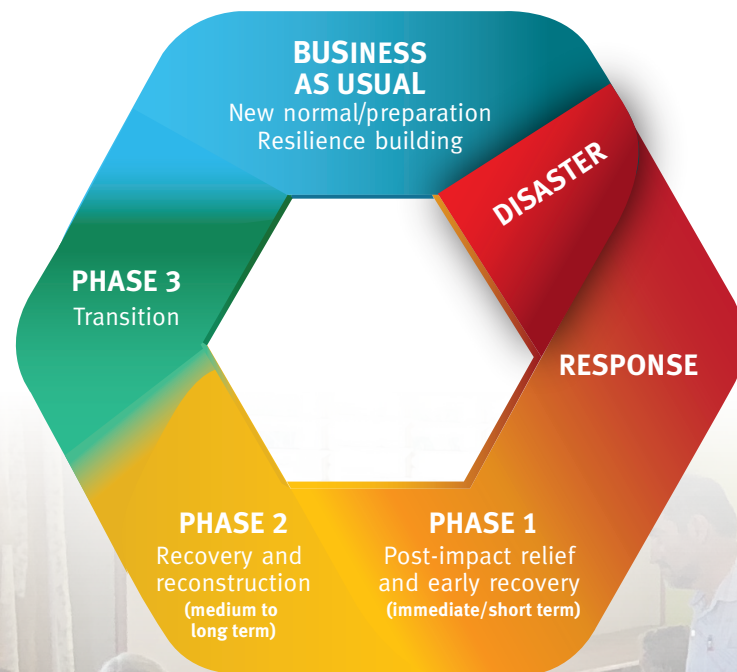
Activities in this phase should support the recovery outcomes across all five functional areas of recovery, and support the outcomes identified in the Standard.

**Status – Phase two** will involve the re-engagement of community, repair of property, restoration of the economy and environment, and the establishment of bushfire resilience projects. This stage involves implementation of the recovery activities funded under the DRFA Community Recovery Package: Community Development Program and employment of Community Development Officers, Community Mental Health Program, Flexible Grants Program, Community Information and Education Program, Targeted Community Funding to support clean-up and reinstatement of residential properties and support ‘lifestyle properties’ and small lot farms. Lead agencies for these recovery activities are outlined under their functional recovery lines.

### Phase three: Transition

Phase three sees a progressive handover of recovery and reconstruction responsibilities to agencies or organisations including government, local government, community-based or industry-led sectors.

**Status – Phase three** is still being planned and will involve the completion of bushfire resilience projects, and transition of recovery activities to normal council and community routine.



### Recovery reporting (all phases)

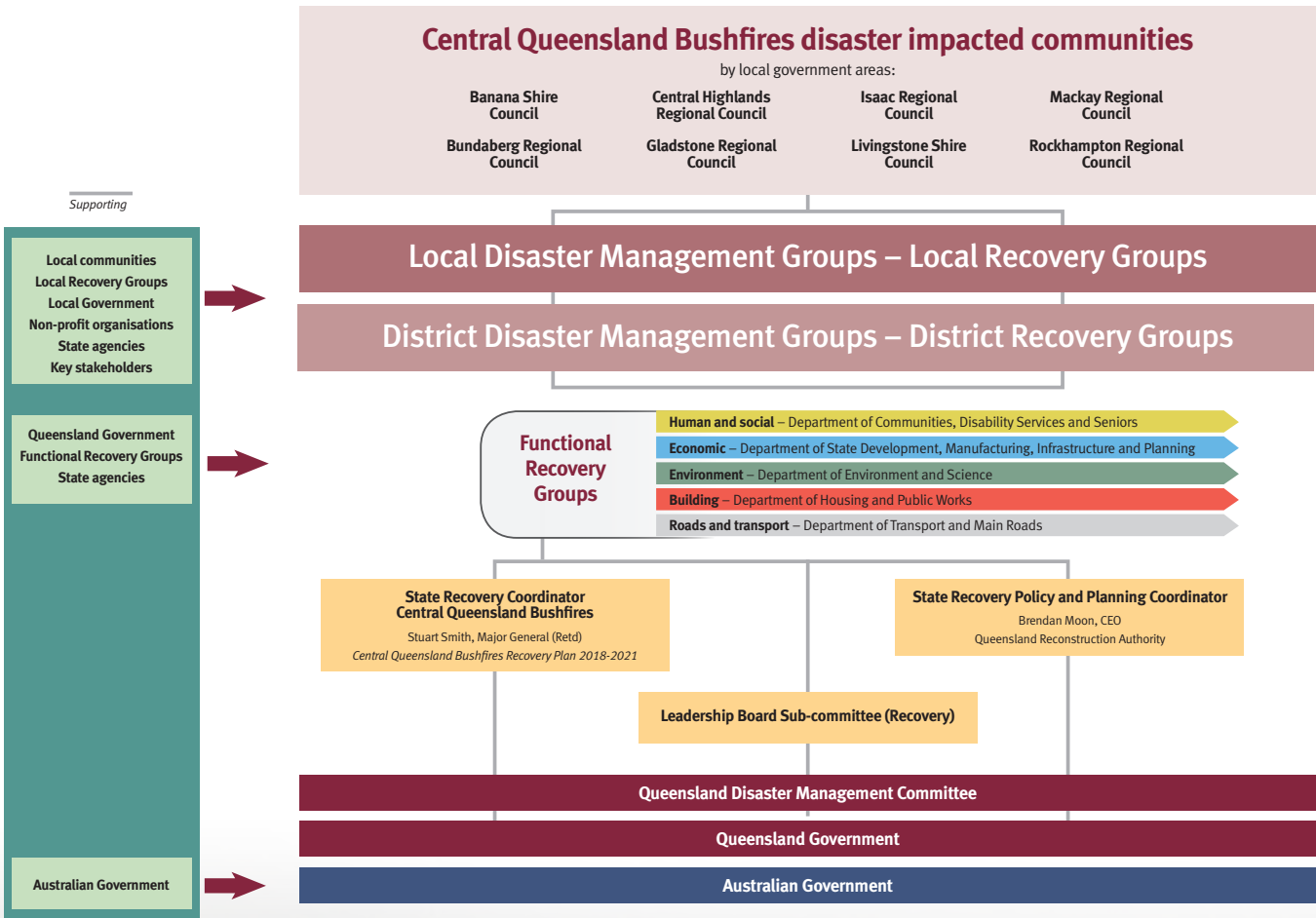
Recovery progress of state government agency key tasks will be monitored against key metrics nominated by the agencies through regular recovery status reporting to be undertaken at three, six, nine and 12 months from endorsement of the Central Queensland Bushfires Recovery Plan 2018-2021.

The Minister responsible for recovery and reconstruction will report to the Queensland Disaster Management Committee (QDMC) on recovery progress. These reports will be developed by QRA with input from Functional Recovery Groups (FRGs) and the State Recovery Coordinator and published on the QRA website along with public reporting requirements related to DRFA funding.



Roles and responsibilities

The image below outlines the reporting framework which informs roles and responsibilities across all levels of government in recovery.



Local government

The CQ Recovery Plan recognises that local governments have legislated responsibility through the Disaster Management Act 2003 for operation of local recovery planning and identification of key recovery objectives.

Queensland Reconstruction Authority (QRA)

QRA is the lead agency for coordination and development of disaster recovery, resilience and mitigation policy in Queensland.

QRA will support the delivery of recovery and reconstruction projects for communities impacted by the Central Queensland Bushfires from a state perspective by providing coordination and facilitation of communication across the five FRGs to achieve whole of community outcomes.

QRA also administers funding assistance on behalf of the Australian and Queensland Governments under the DRFA.

QRA will provide regular recovery reports outlining progress across local governments, as informed by the FRGs at a state level. QRA will also report regularly on the recovery process to the QDMC.

State Recovery Policy and Planning Coordinator (SRPPC)

The Chief Executive Officer of the QRA is the State Recovery Policy and Planning Coordinator (SRPPC).

The SRPPC works with the State Recovery Coordinator (SRC) to ensure a smooth transition between response and recovery and oversees recovery operations, including state level preparedness and recovery policy, planning and capability development.

State Recovery Coordinator (SRC)

The SRC will work in partnership with the SRPPC to coordinate recovery activities for the Central Queensland Bushfires, report regularly to the QDMC and provide strategic advice to government agencies undertaking disaster recovery work.

Other groups

Further information on the roles and responsibilities of the following entities and positions are detailed in the Queensland Recovery Plan and the State Recovery Coordinator Guide 2018:

- Local Recovery Groups
- Local Disaster Management Groups
- Functional Recovery Groups
- Queensland Disaster Management Committee
- The Minister responsible for reconstruction and recovery
- State Disaster Coordinator.

Recovery support and collaboration

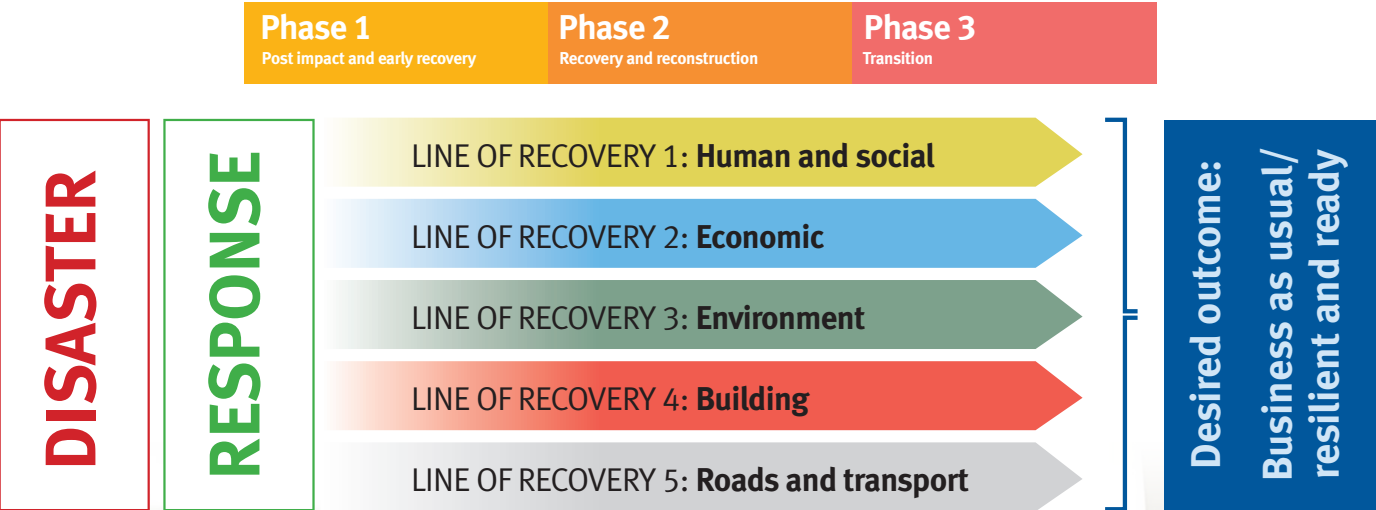
Effective recovery requires collaboration between local, state and federal governments, community and non-government agencies in consultation with impacted communities. Other agencies that play a part in assisting with the recovery of impacted communities are listed in Annex A including their purpose and contact details.



Lines of Recovery: Functional Recovery Groups (FRGs)

As outlined in the graphic below, FRGs coordinate and support the planning and implementation of Queensland’s whole-of-community recovery activities across the five lines of recovery of Human and Social, Economic, Environment, Building and Roads and Transport.

Recovery lines of operation



Support for Local Bushfire Recovery Plans

The impacts to communities have been assessed across the five functional areas of recovery. This information has been used to inform the development of locally-led community recovery plans, to achieve recovery outcomes.

Local Recovery Plans are the responsibility of local governments with support from the QRA, and these plans are generally only associated with one disaster event.

The Local Bushfire Recovery Plans developed following the Central Queensland Bushfires provide a snapshot of the impact a region has received, the lines of recovery undertaken and the objectives across recovery groups: human and social; economic; environment; and infrastructure (roads and transport and building).

Local Bushfire Recovery Plans developed following the Central Queensland Bushfires, that had been endorsed by their respective Local Disaster Management Groups at the time of publishing the CQ Recovery Plan, are available at Section 3 of this Plan and published on the relevant council’s website.

The QRA continues to support councils with their Local Bushfire Recovery Plans and recovery.



Premier Anastacia Palaszczuk and Commissioner Katarina Carroll visit Miriam Vale Community Centre



# Human and social recovery

## Impact summary

The human and social impacts from the Central Queensland Bushfires have been significant.

As at 22 January, 4314 Emergency Hardship Assistance grants had been distributed under the DRFA, with a total of \$1,849,045 paid to assist 10,393 residents.

Furthermore, 20 Essential Household Contents Grants have been distributed with a total value of \$23,850 and two Essential Services Safety and Reconnection Scheme Grants were distributed with a total value of \$2147. In total, \$1,875,041 had been distributed.

Bushfire impacted communities were assisted by 413 community recovery workers in the aftermath of the event, while more than 3500 visits and phone calls had taken place across all services and more than 1500 referrals have been made to community support services.

In addition, 28 Emergency Housing Accommodation Requests received by the Department of Housing and Public Works (HPW) were addressed and more than 14,000 items delivered to impacted communities by the Queensland Government's donation management partner, GIVIT.

At the height of the event, 40 State Schools, 25 Early Childhood Education Centres and six Catholic or independent schools were closed.

Staff from Queensland Health's Mental Health, Alcohol and Other Drugs services had 379 contacts with people from bushfire-impacted areas (up to 9 January 2019).

More than 2500 visitors attended the seven Community Recovery Hubs and eight Pop-Up Hubs that were established to support impacted communities.

More than 6000 people were provided with psychological first aid by Uniting Care (Lifeline) and the Red Cross at Community Recovery hubs, evacuation centres, community events and via outreach visits.

A range of communication channels were used, including web, social media, letter drops, radio, MP briefings and posters. The Department of Communities, Disability Services and Seniors Facebook page reached 539,000 people, promoting resilience and recovery messages.

The Community Recovery hotline received 1990 calls, providing advice, referrals, and assistance with grant applications.

Recovery workers heard many stories of fear and loss from people who were impacted by the fires. The quotes below from people assisted by the Department of Communities, Disability Services and Seniors help articulate the psychosocial impacts of the fires:

- 'The bushfires were very sudden, unexpected and frightening. I had to borrow money for food and fuel to get us thru [sic] the night, then I had to replace some food because of power outage and purchase additional fans for smoke pollution [...] around the Xmas period.'
- 'We thought that we were evacuating for a day or two but when it became over a week [...] there seemed no end in sight.'
- 'I was traumatised because of [being] isolated from my family, and not knowing whether I had a home to go back to.'

In the face of these impacts, the resilience of Central Queensland communities was apparent. Throughout the bushfire response and early recovery there was evidence of communities banding together to help each other out. Based on recent survey results (of EHA grant recipients), over 98 per cent of people who received the Emergency Hardship Assistance grant said that they were contacted by neighbours, family and friends within 48 hours of the event. 60 per cent of respondents said they helped people in their community and 58 per cent said they received help, with survey participants remarking that the community really came together.

## Recovery outcomes

High-level human and social recovery outcomes for the Central Queensland Bushfires 2018 are:

### Sustainability

- Adequate housing is available to community members at appropriate times in the recovery process.
- Community members have access and are able to meet health needs (including mental health) arising from the disaster.
- Community members have access to psychosocial support.
- Households, families and individuals can act autonomously to contribute to the recovery process.
- Community members have access to education services.
- Community members have access to appropriate and coordinated social services.
- Community members feel sufficiently safe and secure following a disaster to engage in social activities and interactions with other members of the community.

## Resilience

- The community has improved capacity and capability to respond to future disasters.
- Detailed human and social recovery outcome tasks, timing, comments, lead agencies, metrics and measures are provided on the following pages.

## Queensland's Bushfire Appeal

On 29 November 2018, Premier Palaszczuk encouraged Queenslanders to dig deep to help communities affected by the fires. Donations to Queensland's Bushfire Crisis can be made directly to GIVIT, the Australian Red Cross, the Salvation Army, St Vincent de Paul Society of Queensland and UnitingCare. The Premier kick-started the appeal with a Queensland Government donation of \$125,000.

# QUEENSLAND'S BUSHFIRE CRISIS

## DONATE NOW TO HELP



AUSTRALIAN RED CROSS SOCIETY  
[REDCROSS.ORG.AU/DISASTER](http://REDCROSS.ORG.AU/DISASTER)



THE SALVATION ARMY  
13 SALVOS (13 72 58)  
[SALVOS.ORG.AU](http://SALVOS.ORG.AU) (SELECT 'DISASTER RELIEF')



ST VINCENT DE PAUL SOCIETY OF QUEENSLAND  
(07) 3010 1002  
[VINNIES.ORG.AU/DONATE](http://VINNIES.ORG.AU/DONATE)



UNITINGCARE COMMUNITY  
1800 001 953  
[UCCOMMUNITY.ORG.AU/DISASTER-RELIEF](http://UCCOMMUNITY.ORG.AU/DISASTER-RELIEF)



[WWW.GIVIT.ORG.AU](http://WWW.GIVIT.ORG.AU)



## Human and social recovery tasks

**Chair:** Director-General, Department of Communities, Disability Services and Seniors

**Roles and responsibilities:** Lead and coordinate planning and implementation of the Human and Social recovery function in Queensland.

Note: This list of recovery tasks was accurate at January 2019, is not exhaustive, and other recovery tasks may occur.

Phase one: Post-impact relief and early recovery		
Task	Timing	Comment
Establishment of Community Recovery Hubs	November – December 2018	
Distribution of Category A and B DRFA Lead agency: DCDSS	Ongoing	EHA grants have now closed, all other grants remain available.
Timely advice of recovery activities Public health information, advice and assistance Consideration of community diversity Engage community members in recovery planning and implementation Participation in locally-led community meetings Lead: DCDSS (all agencies contribute)	Ongoing	
Minimise disruption of education and childcare services Lead: DE	November – December 2018	All schools had re-opened before school holidays commenced in December.
Minimise disruption of critical health services Lead: QH	November – December 2018	All health facilities operating BAU.
Connect displaced householders to housing assistance and support mechanisms Lead: DHPW	November – December 2018	All EHAR now closed.
Provide additional mental health services Lead: QH	November 2018 – March 2019	
Coordinate the matching of donated goods and services Lead: GIVIT	Ongoing	
Coordinate the provision of psychosocial and practical supports Lead: DCDSS (Red Cross, UCQ - Lifeline, Salvation Army, St Vincent de Paul)	November 2018 – Mar 2019	
Phase two: Recovery and reconstruction		
Task	Timing	Comment
Community Development Program – \$1.080 million – Funding distributed to employ three Community Development Officers to work across the eight impacted LGAs to understand recovery needs and develop community-led recovery and resilience plans. Lead agency: DCDSS will be delivered from regional centres to communities across all of the impacted LGAs.	Funding contracts executed in January – February 2019	NOTE: It is intended that these packages as presented in this summary will be delivered from regional centres to communities across all of the impacted LGAs.
Flexible Grants Program – for community-led recovery and resilience programs – \$6 million Grants to Non-Government Organisations (NGOs), community groups and LGAs (LGAs) to implement projects aimed at driving recovery, building awareness and resilience within the disaster impacted communities. Lead agency: Administrator QRA	Stage 1 opens in first quarter 2019  Stage 2 opens in 3rd quarter 2019	NOTE: It is intended that these packages as presented in this summary will be delivered from regional centres to communities across all of the impacted LGAs.
Community Information and Education Program – \$0.750 million – Funding to enhance the centralised Get Ready Queensland program with a public information and awareness campaign to help educate and prepare communities for future bushfires. Funding for Rural Fire Services to develop locally-led engagement activities to enhance bushfire preparedness. Funding for an insurance awareness campaign to ensure communities understand the need for appropriate insurance. Lead agencies: QRA/QFES.	March – December 2019	NOTE: It is intended that these packages as presented in this summary will be delivered from regional centres to communities across all of the impacted LGAs.

## Phase two: Recovery and reconstruction (continued)

Evaluation of the Community Recovery Fund – \$0.300 million – Evaluation is a Commonwealth requirement under Category C and would cover Phase One and Phase Two of the Category C Community Recovery Packages. Lead agencies: All agencies, QRA reporting	From July 2019	
Community Mental Health Program – \$2.412 million (Category C DRFA – Community Recovery Fund) – Program to assist disaster-impacted individuals, carers, families, volunteers and communities with specialist mental health support and emotional wellbeing post disaster (beyond that available under Category A of the DRFA). Conduct of Community Mental Health Programs with emphasis on Bloomsbury, Finch Hatton, Eungella, Sarina Beach, Baffle Creek and Deepwater. Lead agency: QH	From February 2019	
Resilience building – public information and education initiatives Lead agency: QRA/QFES RFS	March – November 2019	Refer to page 40 for details
Establish Cat C Human and Social Recovery district governance arrangements Lead agency: DCDSS	From February 2019	
UnitingCare Queensland (Lifeline) to continue supporting Baffle Creek community and other areas as required	To March 2019	

## Phase three: Transition

Task	Timing	Comment
Category C-funded projects (Phase Two) will be community-led to ensure improvements to preparedness and resilience are sustained locally when project funding ceases in 2021.	2021	
Community members are linked to existing community service providers.	Ongoing	
District and Local Human and Social Recovery Committees continue to support resilience and preparedness.	Ongoing	

Metric	Measure
Timely procurement of Community Development Officers	Contracts executed by end February 2019
Communities have access to flexible funds for recovery and resilience projects	Stage 1 Successful projects (valued at approx. \$1.8 million) announced in May 2019. Stage 2 Successful projects (valued at approximately \$4.2 million) announced in February 2020.
Communities are provided with Personal Hardship Assistance Scheme (PHAS) and Essential Services Safety and Reconnection Scheme within activated areas	Number, status and value of PHAS/ESSRS grants: <ul style="list-style-type: none"> <li>Emergency Hardship Assistance</li> <li>Essential Household Contents Grant</li> <li>Structural Assistance Grant</li> <li>Essential Services Safety and Reconnection Scheme Grant</li> </ul> Proportion of EHA grant recipients satisfied with the speed of EHA payment Proportion of EHA grant recipients that found it easy to apply for EHA
Communities are provided additional support services	Number of people receiving personal support/psychological first aid services as a direct result of the event Number of hours of service provision from funded personal support/psychological first aid services as a direct result of the event Number of new clients receiving support from funded counselling services as a direct result of the event Number of hours of service provision from funded counselling services as a direct result of the event Number new clients receiving financial aid and/or financial counselling from funded services Number of hours of service provision from funded financial aid/financial counselling services as a direct result of the event
Cat C Community Development, Mental Health and Grants Program (DCDSS and QH) 3 Mental Health Recovery Teams are operating in Wide Bay, Central Queensland and Mackay Hospital and Health Services.	Recovery and Resilience Plans developed for affected areas in all 8 LGAs Number of community engagement activities in each affected area to: identify the needs and aspirations of diverse groups within the affected area and the number of participants involved in each community and/or discuss the recovery process Number of service users provided with information about other recovery and resilience projects Number and type of activities undertaken under the Flexible Funding Program Gradual commencement of mental health recovery services from February 2019. Number of individuals screened for bushfire-related mental disorders Number of individuals treated for bushfire-related mental disorders



Economic recovery

Impact summary

The Central Queensland Bushfires have had a considerable effect on local economies, with economic losses, particularly in the farming and tourism sectors, yet to be fully quantified.

Risk assessments continue to be undertaken to identify issues. The Department of Agriculture and Fisheries (DAF) has quantified the economic loss to the agriculture sector and it was determined that DRFA Category B for primary producer assistance is appropriate given the nature and scale of the impacts to agriculture. DAF has completed its impact assessment of agriculture properties and whilst a small number of producers experienced major impacts, overall primary producers in the activated areas are recovering quickly especially after receiving rain following the fires.

The main impacts to primary producers were temporary loss of pasture and destruction of fencing from either the fires or fire control activity. Loss of water pipes, tanks and irrigation equipment also occurred at some locations.

With regard to agricultural production, while there are a small number of individual producers who have lost a significant amount of crop (e.g. sugarcane, dragon fruit, manuka honey), overall crop losses were minor. There were only isolated cases of livestock deaths and a few animal welfare cases.

This outcome is a result of good risk management by property owners, the timely actions of emergency services personnel, and the significant rainfall event across activated areas soon after the fires were put under control that resulted in pasture restoration.

In the impacted areas there are a lot of small property owners with small acreage blocks of land, particularly around the Deepwater/Baffle Creek area. The small acreage block owners often have a small number of animals and run their properties as ‘lifestyle properties’ and small lot farms. These small acreage owners do not meet the criteria of being a primary producer and are not eligible for DRFA primary producer assistance.

Category B assistance has been activated for small businesses and primary producers in affected areas, which provides access to concessional loans of up to \$250,000.

Economic recovery will be made more difficult if visitation to businesses in affected areas is reduced in the aftermath of the fires. Tourism and Events Queensland (TEQ) has provided financial support to assist with recovery marketing activity for Regional Tourism Organisations including the Mackay Tourism, Capricorn Enterprise and Gladstone Area Development and Promotion Ltd.

Recovery outcomes

The high-level economic recovery outcomes for the Central Queensland Bushfires 2018 are:

Sustainability

- Economy as a whole.
- Community members are able to meet their material and service needs and participate in the economy.
- Businesses and industries in the local economy are able to operate and trade in line with broader economic trends.

Resilience

- Business and not for profits have in place adequate mitigation practices for risks and threats.
- The economy is sufficiently flexible and adaptable to shocks.

Detailed economic recovery outcome tasks, timing, comments, lead agencies, metrics and measures are provided on the following page.

Economic recovery tasks

**Chair:** Director-General, Department of State Development, Manufacturing, Infrastructure and Planning  
**Roles and responsibilities:** Provide strategic advice to the Queensland Government and relevant stakeholders on the economic impacts of an event and the proposed response to advance economic recovery.

Note: This list of recovery tasks was accurate at January 2019, is not exhaustive, and other recovery tasks may occur.

Phase one: Post-impact relief and early recovery		
Task	Timing	Comment
Conduct damage assessments and reconstruction monitoring Lead agency: QRA/QFES	Complete	
Distribution of Category B DRFA Lead agency: DAF	Once declared	
Advice on various financial support arrangements available to primary producers including freight subsidies, disaster loans, essential working capital loans and leasehold rent relief. Advice on assistance for small businesses and non-profit organisations. Lead agency: DAF/QRIDA	Ongoing – as per guidelines	<a href="http://www.qrida.qld.gov.au/currentprograms/disaster-recovery">www.qrida.qld.gov.au/currentprograms/disaster-recovery</a>

Phase two: Recovery and reconstruction		
Task	Timing	Comment
Targeted Community Funding – to support clean-up and reinstatement of residential properties and support ‘lifestyle properties’ – \$1.500 million (Category C DRFA – Community Recovery Fund). Additional support for clean-up activities beyond what is available under Category A. It will provide financial support to assist with the extraordinary clean-up and reinstatement activities on residential properties, beyond the immediate vicinity of the residential house. Funding to provide support and access to clean water, feed and safe fenced properties. Targeted funding for residential and ‘lifestyle properties’ for extraordinary expenditure that is not covered by insurance and does not extend to primary producers or small businesses.	First quarter of 2019	
Tourism and Events Queensland (TEQ) has provided financial support to assist with recovery marketing activity in the form of total \$105,000 comprising \$35,000 per Regional Tourism Organisations for Mackay Tourism, Capricorn Enterprise and Gladstone Area Development and Promotion Ltd. Objective: 1) To ensure operators impacted by bushfires get back on their feet. 2) To promote good tourism news stories for the region.	December 2018 – May 2019	Activities: Mackay and Capricorn: social media, digital campaign, influencer hosting (familiarisation) programs. Gladstone: focusing on 400 km drive marketing with TV campaign and an influencer hosting (familiarisation) program.

Phase three: Transition		
Task	Timing	Comment
Disaster resilience and recovery advice published on the Business Queensland website at <a href="http://www.business.qld.gov.au/running-business/protecting-business/disaster-resilience">www.business.qld.gov.au/running-business/protecting-business/disaster-resilience</a>	Ongoing	Helpful information and support for small businesses and primary producers recovering after a natural disaster. Topics include: Preparing your business for natural disasters; What your business should do after a natural disaster; Rebuilding your business after a natural disaster; Rural disaster recovery.
Metric	Measure	
TEQ recovery marketing activity for Regional Tourism Organisations	Reporting: Each region will provide a report of activity outcomes as part of their normal funding acquittal reporting. This is not required until the beginning of 2019-20 financial year.	



Environment recovery

Impact summary

The full extent of damage to the environment is yet to be determined, however impacts have been identified in areas such as biodiversity, cultural heritage, flooding and erosion.

In relation to protected natural areas:

- 41 protected natural areas were impacted in the disaster declared areas
- specifically 140,000 hectares across these areas were impacted
- 63 protected natural areas were partially or fully closed to the public during all, or part of the event
- nine remain partially closed as at January 2019.

There had also been significant damage recorded to important cultural heritage sites, such as Aboriginal artefacts at Baloon Cave, within the Carnarvon National Park.

Eungella, Deepwater and Eurimbula National Parks also sustained damage to their ecosystems.

Recovery outcomes

The high-level environment recovery outcomes for the Central Queensland Bushfires 2018 are:

Sustainability

- The environment has returned to pre-disaster state, or to a state that is acceptable to the community.

Resilience

- The risk of adverse impacts of future disasters on the environment is minimised.

Detailed environmental recovery outcome tasks, timing, comments, lead agencies, metrics and measures are provided on the following page.

Environment recovery tasks

**Chair:** Director-General, Department of Environment and Science  
**Roles and responsibilities:** Provide strategic advice to the Queensland Government and relevant stakeholders on the environmental impacts of current disaster events, and coordinate the efficient and effective planning and implementation of environment recovery activities during these events.

Note: This list of recovery tasks was accurate at January 2019, is not exhaustive, and other recovery tasks may occur.

Phase one: Post-impact relief and early recovery		
Task	Timing	Comment
Ensure parks are assessed and re-opened as soon as it is safe to do so to minimise economic impacts.	Closed	
Undertake preliminary assessment of environmental impacts including through fire severity mapping.	Closed	A snapshot of the priority environmental risks have been identified following fire event.
Provided 'Rapidfire', DES's prototype burnt area mapping system, to stakeholders.	Closed	
Phase two: Recovery and reconstruction		
Task	Timing	Comment
Collaborate and undertake activities to protect cultural heritage values.	Ongoing – June 2021	Gather more information to prioritise risk treatments.
Provide control measures to minimise post-fire flooding and erosion.	Ongoing – June 2021	Remediation of fire management control and access methods during the bushfire response phase, such as the use of heavy plant to reopen firebreaks and widen existing roads and tracks.
Conduct programs to prevent further impacts to biodiversity.	Ongoing – June 2021	Includes activities to protect and assist threatened flora and fauna species (e.g. considerations include: large hollow bearing tree dependent fauna, threatened regional ecosystems and natural key values and threatened aquatic fauna).
Ensure communities, Aboriginal and Torres Strait Islander people, and local government are effectively engaged in the consultation and decision making processes.	Ongoing – June 2021	Relevant groups engaged as required.
Phase three: Transition		
Task	Timing	Comment
As part of Resilient Queensland, a pilot regional resilience strategy is being developed for the Fitzroy Catchment to develop a best practice flood warning infrastructure network for the region. This includes considerations for maintaining the integrity of critical flood warning assets such as protection from potential hazards including fire. Lead agency: QRA	Ongoing – December 2019	
Ongoing collaboration within the Area Fire Management Groups and the State Inter-Departmental Committee on bushfires.	Ongoing	
Evaluate Phase two tasks and identify activities that may build environmental resilience.	Ongoing	
Metric	Measure	
Number of national parks reopened to the public	forests (protected areas) impacted, broken down by: <ul style="list-style-type: none"><li>• Number closed</li><li>• Number partially open</li><li>• Number reopened</li><li>• Region.</li></ul>	



Building recovery

Impact summary

The State Building Recovery Group first met on 13 December 2018 to ensure all members were aware of and able to support the resolution of any issues raised by local recovery groups. No significant issues were outstanding or newly identified. This is a direct reflection of the resilience of the impacted communities, and the rapid engagement by member agencies immediately after the bushfires.

Although Queensland was lucky that structural damage from the bushfires was minor, support continues to be provided to impacted local councils and disaster management groups through the provision of information and factsheets to assist with the appropriate clean-up and repair of sites.

Noting the impact on those who lost sheds and houses will be ongoing, the magnitude of impact to the built infrastructure was relatively minor. The determination of residents and fire services to protect property resulted in only nine dwellings being destroyed and 17 houses sustaining minor or moderate damage.

The Queensland Building and Construction Commission (QBCC) deployed staff to provide advice and assistance at recovery hubs in the immediate aftermath of the fires and the insurance industry prioritised claims from these events, providing confidence and reassurance to the community.

All state government services are operational with the 13 damaged schools reopened for the beginning of the 2019 school year.

The Building Recovery Group will maintain a level of awareness and provide assistance if additional support is required.

Case study: Sharing GIS damage assessment data assists with asbestos clean-up and temporary accommodation

Unlike the usual wind and water events faced in Queensland, the Central Queensland Bushfires raised different issues from a building recovery perspective. Issues concerning the clean-up of asbestos were raised early. QRA worked closely with HPW to provide real time access to the GIS damage assessment platform, and this enabled HPW to rapidly understand the scale of the impact and the types of structures damaged. As a result, HPW was able to scale their recovery support preparations for both government and community infrastructure accordingly. HPW is also the agency responsible for temporary accommodation after the closure of the evacuation centres, and was able to use the direct access to damage assessments to effectively plan the accommodation model used for the bushfire event.

Recovery outcomes

The high-level building recovery outcomes for the Central Queensland Bushfires 2018 are:

Sustainability

- Infrastructure that relates to the provision of services to the community by infrastructure owners/operators including water, sewerage, electricity and gas, transport, telecommunications.
- Infrastructure that relates to education, health, justice, welfare and any other community infrastructure/ buildings that support the community (private or public owned assets).
- Private infrastructure including residential, commercial/ industrial and rural assets.

Resilience

- Infrastructure is rebuilt to reduce to a reasonable degree the impact of future disasters on communities.

Detailed building recovery outcome tasks, timing, comments, lead agencies, metrics and measures are provided on the following page.

Building recovery tasks

**Chair:** Director-General, Department of Housing and Public Works  
**Roles and responsibilities:** Coordinate efficient and effective information exchange, issues identification and resolution between state agencies, local government, building industry and insurance providers.

Note: This list of recovery tasks was accurate at January 2019, is not exhaustive, and other recovery tasks may occur.

Phase one: Post-impact relief and early recovery		
Task	Timing	Comment
Initiate immediate Rapid Damage Assessment of community infrastructure.	Complete	Assessments undertaken by QRA and QFES
Finalise detailed building assessments on government building infrastructure.	Complete	Assessments undertaken by BAS
Facilitate community access to independent building repair advice.	Complete	QBCC staff attended the recovery hubs to provide advice to impacted home owners.
Input into general communication strategy in relation to building and electrical health and safety messages.	Complete	Proactive communication regarding asbestos and electrical safety during clean-up and repair was provided to councils by DJAG, through LGAQ.
Phase two: Recovery and reconstruction		
Task	Timing	Comment
Targeted Community Funding to support clean-up of residential properties Bloomsbury, Finch Hatton, Eungella, Sarina Beach, Baffle Creek, Deepwater, Mount Larcom.	Ongoing	
Review of identified damage assessments and reconstruction monitoring.	Quarterly	QRA staff will return to impacted areas to ensure timely repairs or reconstruction activities are being undertaken.
Repair government owned building assets.	June 2019	Repair and rectification strategies are underway with asset owning agencies. No impact to frontline service delivery.
Determine repair/rebuild approach for community assets.	Ongoing	Repair/ rebuilding of community assets is coordinated by local recovery groups. To date, no requests for assistance have been elevated to the Building Recovery Group.
Facilitate community access to independent building repair advice.	Ongoing	Building Recovery Group members provided Local Recovery Groups, through the LGAQ, access to rebuilding and repair advice and factsheets.
Develop a Bushfire and Heat resistant building guideline specifically for Queensland Homes. Targeted at supporting Queenslanders located in fire prone areas to retrofit their homes and gardens to increase their resilience to bushfires. Lead agency: QRA	February 2019 – February 2020	
Phase three: Transition		
Task	Timing	Comment
Provide advice to regulators regarding learnings from the bushfire event related to the recovery of built infrastructure.	Dec 2019	As part of the 2019-20 BRG preparedness activities any identified improvements from bushfire, or other disaster event, will be provided to the appropriate entities.
Metric		Measure
Provision of assistance and advice to support the repair and restoration of State – owned public buildings		• Time taken for State-owned public buildings to return to operations
Provision of building advice and information to support the recovery of the impacted community		• Member agencies provide impacted LDMG with access to factsheets and advice relevant to repair and rebuilding after fire events • QBCC attendance at established community recovery hubs • Regular updates of identified issues to the BRG lead agency by industry associations.



Roads and transport recovery

Impact summary

The Department of Transport and Main Roads (TMR) and impacted councils continue to inspect road infrastructure to quantify the extent of the damage, which at this stage, appears to be limited to minor damage to road furniture.

TMR’s RoadTek support crews undertook inspections and debris clearing on state-controlled roads and assisted Gladstone Regional Council (GRC) clearing debris from local roads to restore access.

In total, 21 TMR employees were deployed as members of the Community Recovery Ready Reserves in response to the Central Queensland Bushfires.

More than 8000 residents evacuated the town of Gracemere as the unprecedented, catastrophic fire conditions of the Central Queensland Bushfires bore down on homes.

Roads were gridlocked as the residents left town and emergency vehicles required access to protect homes and contain the blaze.

As part of it mission to make Queensland the most disaster resilient state in Australia, the QRA is working with councils and state agencies, such as the Department of Transport and Main Roads, to identify and fund projects that will increase resilience and mitigate the effect of natural disasters.

This may include improvements to evacuation routes and the construction of fire trails.

Recovery outcomes

The high-level roads and transport recovery outcomes for the Central Queensland Bushfires 2018 are:

- Sustainability**
- Infrastructure – roads and transport – supports the delivery of essential services to the community.
- Resilience**
- Infrastructure is rebuilt to reduce to a reasonable degree the impact of future disasters on communities.

Detailed roads and transport recovery outcome tasks, timing, comments, lead agencies, metrics and measures are provided on the following page.

Roads and transport recovery tasks

**Chair:** Director-General, Department of Transport and Main Roads  
**Roles and responsibilities:** Coordinate the efficient and effective delivery of road transport recovery activities.

Note: This list of recovery tasks was accurate at January 2019, is not exhaustive, and other recovery tasks may occur.

Phase one: Post-impact relief and early recovery		
Task	Timing	Comment
Conduct inspections and clear debris from roads (state and local) after the fires to restore access.	Completed	There was no major damage to roads, minor issues remediated quickly.
Phase two: Recovery and reconstruction		
Task	Timing	Comment
As there was minimal damage to road and infrastructure, there are no anticipated recovery or reconstruction tasks identified as yet in this plan.		
Phase three: Transition		
Task	Timing	Comment
N/A		
Metric	Measure	
N/A	• N/A	



# Disaster recovery funding

## Disaster Recovery Funding Assistance

DRFA is a jointly funded program between the Australian, state and territory governments, through which the Australian Government provides financial assistance to support states with disaster recovery costs.

In response to the bushfires, assistance has been activated for the area formally defined as: Communities within Central Queensland impacted by bushfires, 22 November – 6 December 2018. Details of the following DRFA assistance measures as activated by the Queensland Government for this event are published at [www.qra.qld.gov.au/activations](http://www.qra.qld.gov.au/activations):

- Counter Disaster Operations
- Disaster Assistance (Small Business) Loans
- Disaster Assistance (Primary Producers) Loans
- Disaster Assistance (Essential Working Capital) Loans Scheme for Small Business
- Disaster Assistance (Essential Working Capital) Loans Scheme for Primary Producers
- Essential Services Safety and Reconnection Scheme
- Freight Subsidies for Primary Producers
- Personal Hardship Assistance Scheme

For further information on these DRFA assistance measures see Annex B.

## Extraordinary assistance packages

In alignment with the Australian Government's DRFA, Queensland requested additional exceptional circumstances (Category C) funding for relief and recovery measures for the unprecedented Central Queensland Bushfires.

Approval for this extraordinary assistance package is by agreement between the Prime Minister of Australia and the Premier and Minister for Trade. The funding split is also by agreement and is a 50:50 shared approach.

The Premier wrote to the Prime Minister on 21 December 2018 requesting a jointly funded \$12.042 million Category C exceptional circumstances funding package under the DRFA to assist in the region's recovery. The Prime Minister agreed to support the request on 24 December 2018.

The funding package has been developed in consultation with the Emergency Management Australia, and informed by national best practice as well as recovery activities that have been effectively utilised across Australia following similar events.

Each individual program within the package has been developed in consultation with key agencies to address and identify immediate needs within impacted communities.

The scope for longer-term recovery measures may be broadened and an approach for further joint assistance considered following community consultation and needs assessment as the CQ Recovery Plan is implemented.

Rolling out the assistance package in this way allows the government to provide immediate support and allows more time to analyse the broader impacts. This will ensure longer-term recovery activities are well-measured, coordinated and appropriate to need.

Programs will be community-led/focused and reinforce local leadership, build on the strengths and existing networks of local communities and focused on building community resilience to disasters in the long term.

## Community Recovery Fund (Category C DRFA) – Recovery programs and activities

### Community Development Program – \$1.080 million

The objective of the Community Development Program is to provide a best-practice and comprehensive response to support communities as they recover from the recent disaster, while minimising longer-term costs to the state. The program will support community-led recovery initiatives, while building on the strengths and capacities of an affected community.

This costing includes wages, associated program delivery, and community engagement activities for three Community Development Officers (CDOs) who will be based in Mackay, Rockhampton and Gladstone to work across the eight impacted LGAs to understand recovery needs and develop community-led action plans.

The CDOs will establish a local face-to-face presence in order to identify community needs, conduct community development and engagement activities, and prioritise projects that are clearly linked to human and social recovery, rebuilding and renewal objectives and will deliver a community benefit. CDOs will engage with other key workers involved in community recovery at a local level and establish links with workers funded under other components of the Community Recovery Package.

Priority will be given to delivery in smaller impacted communities where there is limited social services operating. It will support councils and community organisations to ensure they are able to effectively plan for the long-term sustainability of their communities and are best placed to build resilience and recovery capacity for future disaster events.

### Community Mental Health Program – \$2.412 million

Program to assist disaster-impacted individuals, carers, families, volunteers and communities with specialist mental health support and emotional wellbeing post disaster (beyond that available under Category A of the DRFA).

## Flexible Grants Program – for community-led recovery and resilience programs – \$6 million

Grants to Non-Government Organisations (NGOs), community groups and Local Governments to implement projects aimed at driving recovery, building awareness and resilience within the disaster impacted communities.

This program will support community-led engagement activities and be aligned with the objectives of human and social recovery and the principles in the National Community Recovery Handbook.

### Community Information and Education Program – \$0.750 million

Funding to enhance the centralised Get Ready Queensland program with a public information and awareness campaign to help educate and prepare communities for future bushfires. Funding for Rural Fire Services to develop locally-led engagement activities to enhance bushfire preparedness. Funding for an insurance awareness campaign to ensure communities understand the need for appropriate insurance.

### Targeted Community Funding – to support clean-up and reinstatement of residential properties and support 'lifestyle properties' – \$1.500 million

Additional support for clean-up activities beyond what is available under Category A.

The objective of this residential clean-up and support fund is to help alleviate the distress to residents, repair damage and reduce hazards/risks to properties not covered by insurance or eligible funding. Funding can be paid via reimbursement, enabling property owners additional resources to enact recovery.

### Evaluation of the Community Recovery Fund – \$0.300 million

Evaluation is a requirement of the Australian Government under Category C and would cover Phase one and Phase two (not yet approved) of the Category C Community Recovery Packages. NOTE: It is intended the package presented in this summary will be delivered from regional centres to communities across all of the impacted LGAs.



Resilience building – public information and education initiatives

The severity of the extreme weather event and catastrophic fires caught many communities unprepared and highlighted the need for community awareness and educationally based resilience projects in impacted communities. On 24 December 2018, the Commonwealth agreed to jointly fund a Community Information and Education Program (DRFA Category C funding \$0.750 million). It comprises the following activities:

Program objectives

The objective of the Community Information and Education Program is to enhance preparedness across the entire region via targeted awareness campaigns, specifically developed to meet the communities’ needs.

The Community Information and Education Program has been approved and packaged activities include:

Enhancing the Get Ready Queensland program with a public information and awareness campaign:

- The funds will allow for the development of a tailored creative campaign that looks at bushfire preparedness in the specific disaster impacted regions.
- To ensure all demographics of the disaster impacted region are covered, there would be the requirement to disseminate messaging through both traditional and social media platforms.

A locally-led public engagement program to increase the understanding of the rural fire service role and fire preparedness:

- This funding is over and above what is currently available through the normal rural fire operating budget. This project will enhance the affected communities’ resilience in the future.

- Community education for natural disasters in the areas concerned has previously focused on cyclones, storms and floods, as bushfires have historically had less impact. In light of the 2018 fires, a targeted education program to build bushfire awareness and resilience is a priority.

Engagement activities to tackle low levels of insurance literacy within impacted communities:

- This funding is to address the low levels of awareness of fire-related insurance issues and the need to insure private roads and bridges. This is consistent with findings recently identified through independent analysis of insurance issues during the STC Debbie recovery.
- Limited community awareness of fire prone areas, risks, and a lack of community emergency planning and resilience in significantly impacted communities.
- This funding would be used to supplement the current Get Ready Queensland program targeting disaster season readiness and related messaging for ‘What’s your what-if plan?’. These engagement activities would target insurance awareness and messaging for consumers.

Task	Timing	Comment
Enhance the centralised Get Ready Queensland program with a public information and awareness campaign to help educate and prepare communities for future bushfires. Lead agency: QRA (with QFES)	July – November 2019	\$250,000 (DRFA Category C)
Queensland Rural Fire Services to develop locally-led engagement activities to enhance bushfire preparedness. Lead agency: QFES RFS	March – December 2019	\$250,000 (DRFA Category C)
Insurance Awareness campaign to ensure communities understand the need for appropriate insurance. Lead agency: QRA	July – November 2019	\$250,000 (DRFA Category C)







## Section 3: Local Bushfire Recovery Plans



### Developing Local Bushfire Recovery Plans

Following the Central Queensland Bushfires, Local Bushfire Recovery Plans have been developed by the Local Recovery Groups.

The development of the Local Bushfire Recovery Plans is the responsibility of local governments, led by the Local Recovery Coordinators, with support from the Queensland Government via the QRA.

State Recovery Coordinator, Major General (Retired) Stuart Smith said, 'A disaster will have different impacts on each council area and the communities within each council area. Councils identify and develop strategies to overcome such impacts through a local recovery plan and provide support to their communities to assist with recovery.'

'While a Local Bushfire Recovery Plan will not negate an individual's responsibility for their own recovery, it does draw on the natural resilience and capability of a community. These Local Bushfire Recovery Plans demonstrate the community engagement of councils ensuring their recovery narrative is reflective of their recovery group, council, and the broader community.'

QRA provided support to Mackay, Rockhampton and Gladstone councils to assist in their Local Bushfire Recovery Plan development by providing Bushfire Recovery Plan templates and information sessions or workshops with key members of the respective recovery groups.

Mackay Regional Council Mayor Greg Williamson said, 'The QRA workshop process involved sessions on understanding the impact, impact assessments, problem identification and solution generation. Our group was encouraged to consider what 'recovered' means for our communities. We focused on moving forward through Recovery as opposed to 'bouncing back' or returning to a pre-disaster state, and were able to create a 'recovery narrative' for our Local Bushfire Recovery Plan.'

'We identified existing strengths within community to help facilitate our recovery journey. Where the service delivery capability was not available we tapped into support that can be provided by other state agencies using membership on the local Functional Recovery Groups,' he said.

A reliance on engagement and partnerships, and the willingness to focus on recovery planning has enabled a sense of ownership of the Local Bushfire Recovery Plans by each group and their respective communities. Ongoing engagement with these communities, and transparency with recovery reporting, will continue to support the recovery journey of each community.

The Local Bushfire Plans on the following pages had been endorsed by their respective Local Disaster Management Groups at the time of publishing the CQ Recovery Plan. The QRA continues to support all impacted councils in finalising their Local Bushfire Recovery Plans.

The Central Highlands Local Bushfire Recovery Plan was developed after the CQ Recovery Plan was published. This version of the CQ Recovery Plan has been updated to include the Central Highlands plan.



The Mackay Local Recovery Group planning recovery actions following the Central Queensland Bushfires.



# Central Highlands Regional Council Local Recovery Plan



Mayor  
Kerry Hayes



CEO  
Scott Mason

## Recovery narrative

### Recovery Introduction

Central Highlands Regional Council a progressive region creating opportunities for all. The Central Highlands will recover building a community more resilient to future disasters. Our recovery will be based on a community lead approach building resilience through the re-establishment of community linkages.

### Overview of Central Highlands

The area administered by Central Highlands Regional Council (CHRC) extends over approximately 59,884km<sup>2</sup>, west of Rockhampton. The Council area is surrounded by Banana and Murweh Shires and the regional councils of Barcaldine, Blackall/Tambo, Isaac, Rockhampton, and Maranoa. The area administered by the Woorabinda Aboriginal Shire Council lies within the boundaries of the Central Highlands Regional Council. The topography is dominated on three sides by mountains – along the western side by the Drummond Ranges, in the south by the Great Dividing Range- Carnarvon Range and in the north by the Peak Range. Elevations in excess of 1000m are reached along the edge of the Carnarvon Range, with Mt Moffatt (1097m) and Mt Lambert (1029m) the highest peaks. Mt Pissgah (811m) is the highest peak of the Drummond range and Scott's Peak (854m) the highest of the Peak Range. Elsewhere elevations range from 300m to 600m across rolling hills and floodplains. The area is drained by the Comet, Nogoa, Mackenzie and Dawson Rivers and their tributaries which form part of the greater Fitzroy River basin.

### Council values

#### Respect and integrity

- Building trust, teamwork, communication and a shared understanding.
- Actively listening to our communities.

#### Accountability and transparency

- Equal opportunities, fair and open consultation and communication.
- Accepting responsibility for our actions.

#### Providing value

- Best value for money outcomes for our community.
- Collaboration, managing expectations and working towards common goals.
- Deliver efficiency and effectiveness in all that we do.

#### Commitment and teamwork

- Continually improve on our achievements and drive innovative solutions.
- Lead change and continuous improvement in delivering for our community.
- Promote a positive health and safety culture.

### Lines of Recovery

Human and Social, Economic, Environment, Infrastructure.

### Key stakeholders

Central Highlands Regional Council, Queensland Police Service, Queensland Fire and Emergency Services, State Emergency Service, Rural Fire Service, Queensland Parks and Wildlife Service, Department of Environment and Science (Heritage Branch), Queensland Rural and Industry Development Authority, Queensland Health, Department of Transport and Main Roads, Department of Aboriginal and Torres Strait Islander Partnerships, Department of Natural Resources, Mines and Energy, community members within the region, community volunteers, mental health service providers, Non-Government Organisations, other invested parties.

### Recovery themes

1. Response: ensure community safety
2. Rebuilding: bring the community forward to a new normal
3. Restoration: working together to repair and re-establish community linkages across the lines of recovery
4. Resilience: embed the principle in all activities to mitigate, improve and build betterment for the community

### Overview of Event

Central Highlands Regional Council LDMG stood up and the Local Disaster Coordination Centre (LDCC) activated and was manned in response to unprecedented fire weather conditions on Wednesday, 28 November 2018.

Significant impacts were sustained around Carnarvon Gorge, Arcadia Valley and surrounding primary producers. Property at Takarakka and the Wilderness Lodge were damaged as were Indigenous artworks. Access to power and gas infrastructure was lost. Tragically, there was one loss of life.

Blackdown National Park and surrounding primary producers sustained significant damage. Key areas of concern include: Blackdown Tablelands and surrounding properties, Expedition Range Area, Carnarvon Gorge, Acadia Valley, Rolleston, Deepdale and Albinia.

### Disaster Recovery Objectives

Identification and management of personal hardship cases. Assess human, health, and social impacts. Impact assessments –completed, information shared to understand the true impact. In partnership with the relevant agencies, provide access to psychosocial support services if required. Assess economic impact on key assets, e.g. tourism, small business and agriculture, and promote opportunities to drive economic recovery. Lobby for better mobile phone communication for the affected area. Assess resilience of critical infrastructure. Environmental assessment and rehabilitation –mechanisms implemented. Forest rehabilitation - focus on long term rehabilitation project involving communities. Seek funding for any Cat C opportunities to support recovery and resilience across Human Social with particular attention to accumulative effects of disasters. Continue to implement long term resilience strategies.

### Definition of Disaster Recovery

Disaster recovery is the coordinated process of supporting disaster-affected communities' psychosocial (emotional and social), and physical well-being; reconstruction of physical infrastructure; and economic and environmental restoration (including regeneration of the natural environment, associated infrastructure and heritage sites and structures, and the management of pollution and contamination).

## Activation summary

## Activations for Disaster Recovery Funding Assistance

For details of activations and assistance measures visit [www.qra.qld.gov.au/activations](http://www.qra.qld.gov.au/activations)

### Disaster relief measure

- Counter Disaster Operations

### Activation date

30/11/2018

## Damage and impacts

### Human and Social

- Community wellbeing and connectedness
  - Community wellbeing and connectedness impacted.
  - Psychosocial impacts to individuals, families and communities as a result of a feeling of isolation, helplessness, lack of support networks and not understanding the severity of the situation (most people have not experienced this level of severity).
  - Feeling of disconnectedness from community due to cancellation of local events such as the camp draft and cutting events.
  - Feeling of disconnectedness from community due to individuals withdrawing from community groups such as the Rolleston P&C.
  - Expectation of local people being available 24/7.
  - Loss of community traditions.
  - Potential impact on children's continuing education.
  - Loss of enjoyment and recreation opportunities at the gorge - lack of trust.
- Mental health
  - Mental health services beyond capacity – not understanding jurisdiction boundaries.
  - Increased need for mental health services to support family, friends and colleagues dealing with the loss of the volunteer firefighter.
  - Increased need for mental health services to support individuals, families and communities dealing with loss of property and possessions.
  - Requirement for qualified support to enable community to debrief
  - Individual's capacity to listen is diminished as a result of mental fatigue.
  - Mental fatigue - impaired decision making, diminished resilience, changes in routines, substance abuse and disconnectedness from family, friends and community.
  - Agency fatigue.
  - Landholder fatigue.
  - Anxiety towards fires – people not knowing when the event would end, compounded by drought– still on 'alert' in their minds.
  - Family disruption and friction as a result of ongoing stress and financial pressure due to loss of income, jobs and stock.
  - Event compounding on existing issues such as drought.
- Impact on volunteers
  - Fatigue due to a lack of support.
  - Loss of the volunteer base due to fatigue.
  - Withdrawal from volunteering leads to withdrawal from community.
- Lack of communication and cohesiveness from Government and community services.
- Risk perception / assessment of risk – increased anxiety for the future of disaster management.
- Risk perception / assessment of risk - increase in people accessing financial assistance.

### Economic

- Agriculture industry - loss of cropping, fodder, machinery, fencing and water infrastructure.
- Agriculture industry - extended disruptions to transport routes for product freight to saleyards/market, particularly the cattle producers facing long term delays in repairs to roads to allow heavy vehicle access.
- Tourism industry - loss of income/profits due to temporary closure of National Park and lack of communication in letting tourists know that the region is 'open for business'.
- Loss of income/profits to small businesses – cancellation of community events, reduced number of tourists due to temporary closure of National Park and school closures.
- No fund raising opportunities for community groups due to cancellation of community events.
- Raise in insurance premiums.
- Financial costs associated with the fire response.
- Financial costs associated with school closures.

### Environment

- Basin and river catchment erosion.
- Erosion impacts to drainage/culverts and seed banks.
- Loss of top soil and cover crops.
- Water quality– concerns regarding animal and human consumption of water due to silting up of waterways and dams.
- Biosecurity concerns within the aquaculture industry - loss of habitat and breeding grounds for wildlife and water quality.
- Biosecurity risk - loss and disposal of wildlife and livestock.
- Biosecurity risk - outbreak of weeds on burnt fire ground due to:
  - Lack of competition;
  - Spread by fire vehicles; and
  - Loss of productivity.
- Public health concerns including mosquitoes, water quality and air quality.
- Public health concerns including impact to air quality resulting in more dust in the air.
- Vegetation changes including:
  - Community topes;
  - Transition from forests to grasslands;
  - Loss of cover crops resulting in erosion;
  - Loss of seed bank (pastures and legumes);
  - Loss of refuge areas (where animals retreat to);
  - Grasslands burn hotter and faster;
  - Creates a mono-culture;
  - Buffering layer between grassland and forests gets smaller;
  - Loss of soil microbes (harder to grow things); and
  - Loss of carbon sequestration.
- Pest management
  - Predation – stock, native species have nowhere to hide.
- Feral animal dispersal
  - Dogs, cats, horses, cattle, pigs and foxes eat native animals and threaten domestic animals and spread disease.
- Fire Management Implications
  - Increased fuel loads due to mono-cultures.
  - Reduced management opportunities for planned burns.
  - Selling the need to burn very shortly after a wildfire.
  - Greater understanding of fire science needed.
  - Wattles breaking up the country (little feed opportunities in the wattle).
- Increase of safety concerns around trees falling.

### Infrastructure

- Communications
  - Mobile telecommunication impacts resulting in communities and recovery agencies unable to communicate.
  - UHF radio network impacted resulting in being unable to connect with rural landholders.
  - Fire Breaks – to protect infrastructure.
  - Reduction in business as usual services by responders.
- Roads
  - Damage to road network and four wheel drive tracks (national parks).
- Building
  - Assets within national parks damaged such as amenities blocks, walking tracks and signage.
  - Commercial buildings damaged.
  - Power poles and lines damaged.
  - Property fences.
- Water Infrastructure.
  - Water tanks.
  - Water pumps.
  - Solar panels.
  - Windmills.
  - Damage to rain/river gauges.



Recovery objectives

Human and Social

- 1. Disaster management event de-briefing and consultation
  - Development of action plans so that they are in place for future events.
  - A minimum of three communication methods used to inform community of outcomes debrief.
  - Return of confidence in Disaster Management to the community.
  - Follow up projects to reflect community needs and expectation.
- 2. Building community resilience
  - Increase sustained community through active/positive involvement in community groups.
  - Develop partnerships with Council, NGOs and other stakeholders.
  - Utilise the "My Resilient Community" Project.
  - Attract & retain volunteers & develop skills.
  - Rural Fire fighters training.
  - Personal Development & Leadership Training.
  - Sponsored community events – to host with external support.
  - Develop networks/ communication plans – community support.
  - Community & Education funding for safe and reliable equipment.
  - First aid and chainsaw training.
  - Public information about Disaster Management processes delivered by CRS etc. and go to sub-communities, resilience programs.
  - School programs
    - Kids matter
    - Mind matters
    - School guidance officer
    - Red cross-pillow slip project.
  - Annual community events for volunteers recognition.
  - Workshop with volunteers include council & services – volunteer retention – make their life easier.
  - DM plan communications strategy for outlying areas.
  - Keep knowledge of the plan active even after people leave town.
  - Fun activities, events to bring connection opportunities.

Human and Social Cont.

- 3. Psychosocial and Wellbeing and Preventative Mental Health
  - Decreased demand on mental health services.
  - Prevention Yoga/ distressing skill building – Toolkits.
  - Regular individual health visits.
  - Fun activities, events to bring connection opportunities.
  - Regular sustainable sufficient services.
  - Mental health, physical health – education.
  - DM Event debriefing – 2 days workshop – accessible for families, child care.
  - Staged approach into the future.
  - Have a plan for 6 – 18 – 24 months after event to respond.
  - 3 year therapeutic approach.
  - Creation of safe spaces for example - meditation spaces.

Economic

- 4. Key transport routes – priority restoration and improved resilience to the key transport routes for primary producers and resource sector.
- 5. Empower local businesses to improve their resilience to disasters that addresses business continuity plan development, financial planning, record keeping and insurance.
- 6. Restore confidence in the tourism market.
- 7. Development of a community tourism plan.
- 8. Local clubs have liability insurance.

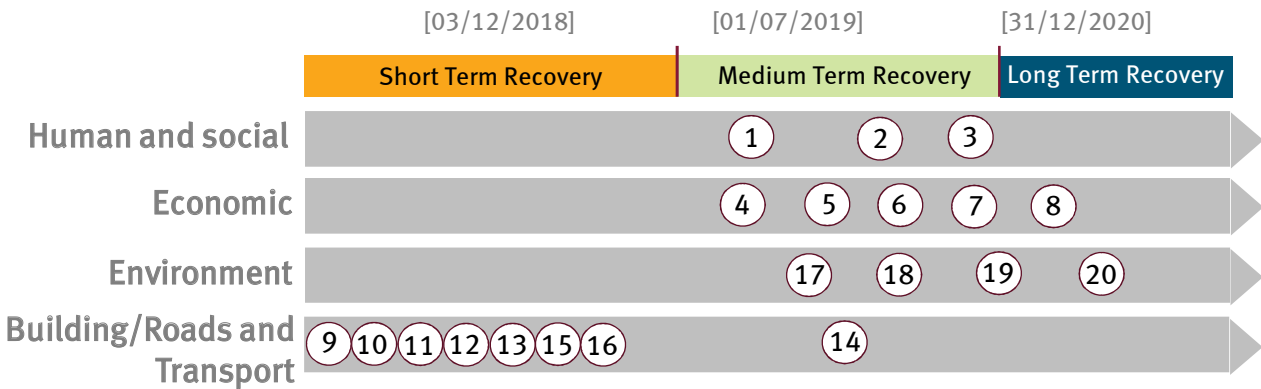
Building/Roads and Transport

- 9. Road transport network – coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads.
- 10. Telecommunication infrastructure – long term repairs and improvements.
- 11. Energy supply – infrastructure improved resilience.
- 12. Restoration of community facilities.
- 13. Establishment of evacuation and response infrastructure to at risk communities.
- 14. Review of stock route infrastructure access and connections. Enhance water availability for fire fighting resources.
- 15. Water bores – confirm if these bores can be used to fill water tanks for fire fighting.
- 16. Roads – develop an understanding of road ownership.

Environment.

- 17. Environmental rehabilitation and collaborative approach to enhance environmental management.
- 18. Development of additional firebreaks along state/council owned roads.
- 19. Support research and science to improve fire management and ecosystem resilience.
- 20. Practical implementation of fire management and education program.

Recovery Timeline



Key Recovery Tasks

Human and Social

- Increase reliance on council to keep the community moving forward.
- Explain the role of the preparedness, prevention, response and recovery in wild fire event.
- Conduct disaster education sessions in schools.
- Develop community education material about fire management that addresses fire landscape, government policy, workplace health and safety and fatigue management.
- Conduct fact finding sessions

Building/Roads and Transport

- Review current telecommunications communications availabilities and current radio communications practices
- Develop appropriate mitigation options and seek clarification on ability to develop fire breaks for reserves that run parallel to roads.

Economic

- Implement education program on pasture management and financial management.
- Council to collaborate with the community to develop a community tourism plan and design a media marketing plan.
- Identify resource deficiencies – staff, equipment, fire lines and funding for ongoing maintenance.
- Conduct school visits to educate students on the preparing for disasters.

Environment

- Implement fire management practices, policies and strategies including a planned burn program, mapping of vegetation groups across landscape, fire scars and fuel loads.
- Engage with fire response agencies to implement post-fire monitoring to understand impacts and priorities for future fire management to inform fire strategy reviews and develop an understanding of fire science.
- Queensland Parks and Wildlife Service to continue to support innovation in fire management as well as develop a fire behaviour app. QPWS will also use drones to patrol fire grounds for intelligence gathering as well as mapping fire scars.
- Work with the community to build resilience against stream bank erosion.





## Measures of Success

### Human and Social

- All parks and public spaces have been reopened.
- Community wellbeing is addressed in the long term with mental health services made available.
- Support made available for families who were heavily impacted.
- The community is better placed and prepared for the next event.
- Recognition and support for fire volunteers
  - A program is developed to ensure fire volunteers feel valued and appreciated

- Partnerships with Non-Governmental Organisations have been established for streambank erosion control.
- A coordinated approach to pest management has been implemented
- Pasture science is utilised and has built resilience in agricultural setting

### Economic

- Mining and resource sectors have improved their resilience to reduce future economic impact.
- Increase in tourists numbers to the region
- Community events are held as planned.
- Primary producers and landowners fences and structures have been rebuilt.
- Small business have business continuity plan developed.

### Environment

- Collaborative Approach to Environmental Management
  - Stakeholders and relevant agency roles are understood.
  - Identified resource deficiencies and risk.
- Practical Implementation of Fire Management that addresses:
  - Implementation / review fire management strategies with collaborative input.
  - All agencies understand their responsibilities including lessees.
  - Identified resource deficiencies.
- Education Program on Fire Management and Response program addresses:
  - Community education of fire management and response implemented.
  - Faster risk analysis and self-sufficiency of risk management occurs.
  - Education on other values – forestry, production and tourism implemented.
  - Increased awareness and proactive media engagement on policies.
  - Mitigation activities for example planned burns, fire lines and community education are promoted.
  - Utilised non-traditional forms of advertising for example the airport.
  - Cultural heritage register has been updated and shared with relevant agencies.
  - Post-fire monitoring activities have informed the fire strategy review.
  - Fire management innovation has been supported.

### Building/Roads and Transport

#### Communications

- Enhanced telecommunications communications availabilities
- Enhanced Radio communications availabilities

#### Fire Breaks

- Measured reduced risk impact from fires
- Mitigation works carried out on state/council roads that run along reserves.

#### Water Infrastructure

##### Stock Routes

- Access to infrastructure does not impede access to stock connections.
- Enhanced water availability and existing stand pipes for fire fighting operations have been made compatible.

#### Water bores

- Bores that are fully equipped, not connected to town water supplies are reviewed.
- Feasibility of using existing equipment to fill fire tanks study completed.

#### CHRC Roads

##### Financial

- Grant applications submitted.
- Grant applications for resilience projects for asset management protection undertaken have been completed.
- Confirmation of ownership & roles and responsibilities completed.

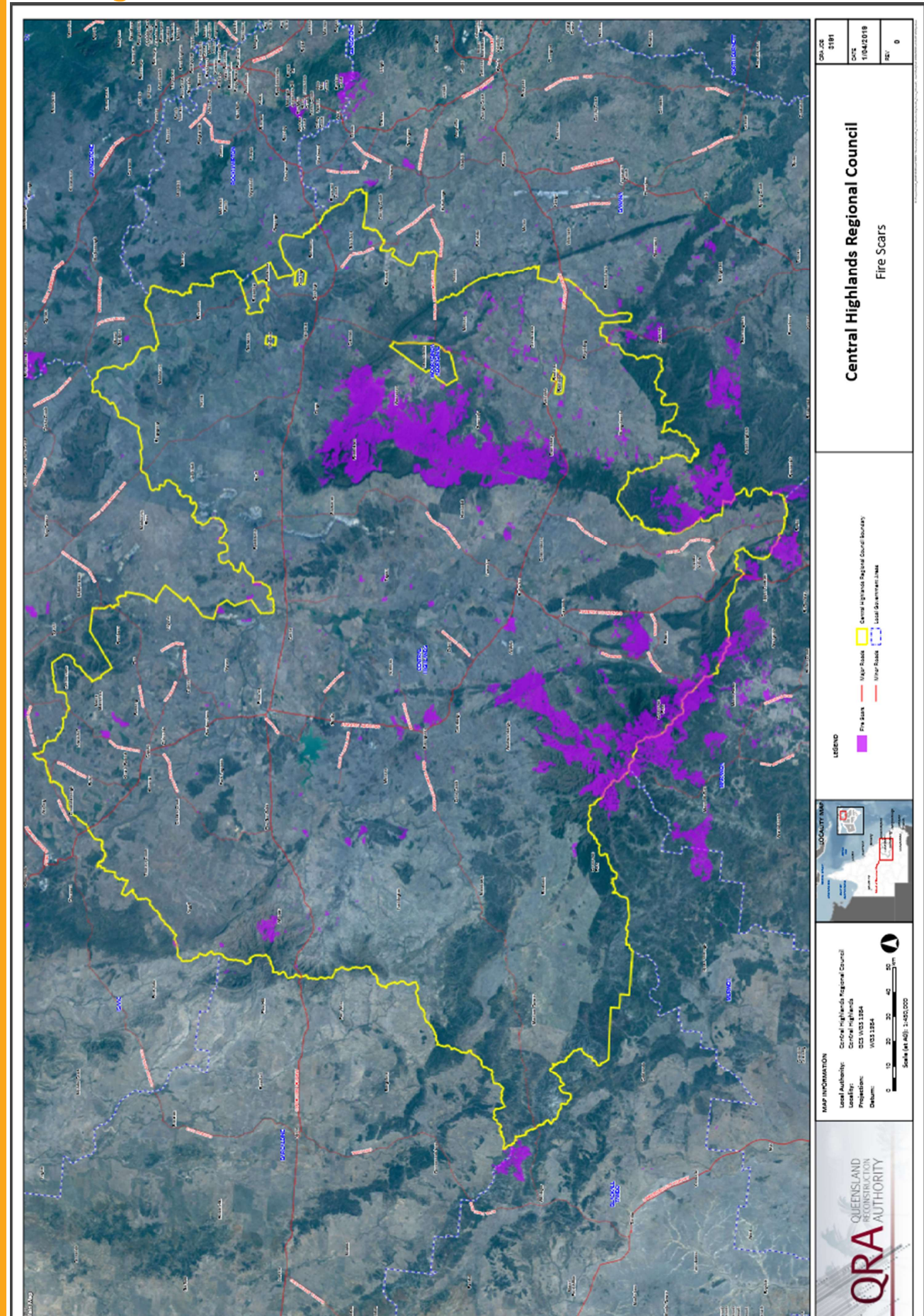
##### State controlled Roads

- Program of road verge maintenance completed.

##### Business Continuity Planning

- Plans for emergency access/egress in place.

## Damage – locations



Damage - locations



# Gladstone Regional Council Local Recovery Plan



Mayor  
Matt Burnett



CEO  
Leisa Dowling

## Recovery narrative

### Recovery narrative

#### Council vision statement

The Gladstone Region is back in business and will rapidly rebuild as a stronger, more resilient community.

#### Council values

- Safe – We are uncompromising in our commitment to safety, which is reflected in our attitude, our decisions and our actions.
- Ethical – We operate with transparency, openness and accountability at the fore.
- Responsive – We respond by being present, proactive and solutions-focused, and we deliver on our commitments.
- Visionary – We plan as futures-thinkers and opportunity seekers and we have the courage to shape a better future for our community.
- Inclusive – We create and value diversity and we actively demonstrate our commitment to equality and inclusivity.
- Community – We care about each other and our environment and we recognise that community is the core of our business.
- Efficient – We deliver; we challenge the status quo and we continually find better ways to reduce cost and improve services.

#### Local Recovery Group

Established 2 December 2018  
Chaired by Mayor, Cr Matt Burnett  
Three sub groups: Community, Environment, Infrastructure

#### Lines of Recovery

Community (including Economic), Environment (including Building), Infrastructure (including Roads and Transport)

#### Key stakeholders

Lead State government agencies and community groups

### Recovery objectives

1. Habitable environment for all affected residents via existing or temporary structures.
2. Clean tank water for all residents.
3. Refuse management for affected residences including increased service availability.
4. Animal welfare and control in lieu of structures and assistance personnel.
5. Wildlife management and welfare.
6. Building structure safety assessment.
7. Health and Wellbeing preparation of residents returning to homes.
8. Road transport network – coordinated restoration of road furniture and removal of debris and hazards on state and local controlled roads to assist in road user safety.
9. Restoration of irrigation plots at Agnes Water WWTP and improved resilience to future fires.
10. Installation of firebreaks on Council owned land.
11. Alternative evacuation road link between Baffle Creek and Agnes Water established.
12. Empower local businesses and residents to improve their resilience to disasters.
13. Identify community needs and develop localised community recovery plans.
14. Engage with agencies and organisations to implement flexible and adaptable programs and services to meet the needs of the affected communities.
15. Identify and communicate financial assistance options.
16. Provide timely and easily accessible public information to encourage two way conversations.

## Damage and impacts

## Lines of recovery

### Damage and impacts

#### Community

- The November 2018 Bushfires impacted many communities, including but not limited to Deepwater, Baffle Creek, Rules Beach, Oyster Creek, Round Hill, Mount Larcom, Ambrose and Captain Creek.
- 3 dwellings were destroyed/uninhabitable
- 35 other structures (sheds/vehicles) destroyed or damaged
- 64 properties impacted.
- Increased risk to public health through potential contamination of household water tanks
- Community wellbeing: stress of forced evacuations, in particular leaving animals behind.

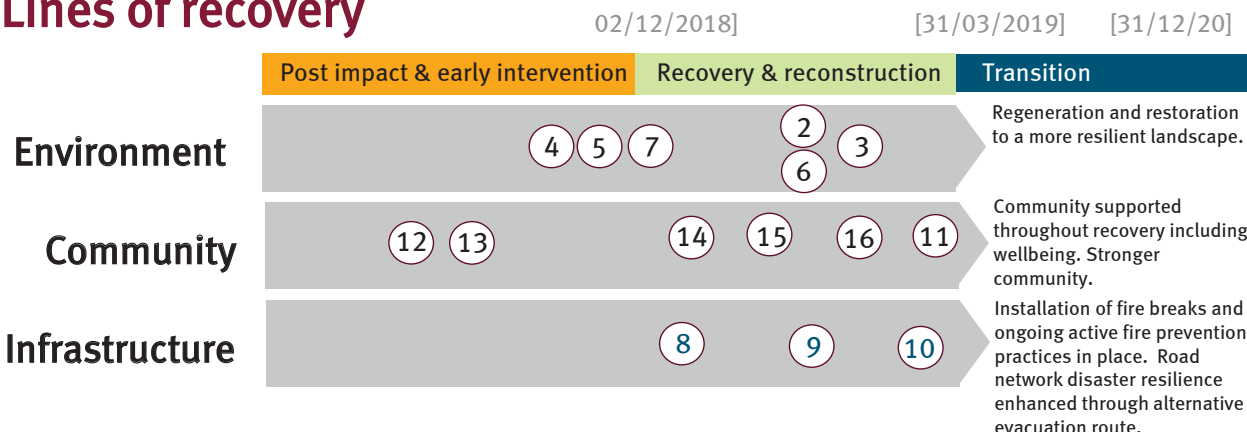
#### Environment

- Impacts to land utilized by primary producers, such as fencing and stock welfare
- Concern regarding condition of building materials impacted by fire e.g. asbestos
- Possible impact to domestic animal welfare of inaccessible properties, in lieu of usual care
- Forecasted impact of animal based nuisance as a result of property damage e.g. roaming stock, dogs
- Vastly increased waste created, requiring timely disposal.
- Sewerage treatment plant structure impacted by fire, but remained 100% operational.

#### Infrastructure

- A number of roads were closed by QPS due to fire threat during the event.
- All roads were reopened post event once fallen and at risk vegetation had been removed.
- Vegetation requiring removal:
  - 3 on Ambrose-Bracewell Road
  - 3 on Capricorn Drive
  - 3 on Deepwater Road
  - 1 on King George Street
  - 1 on Matchbox Road
  - 1 on Maude Hill Road
  - 1 on Norton Road
  - 1 on Oceania Court
  - 1 on Pacific Drive
  - 2 on Wreck Rock Road
- Road signage requiring replacement:
  - 24 guideposts Ambrose-Bracewell Rd
  - 1 guidepost on Coast Road
  - 19 items on Deepwater Road
  - 1 guidepost on Emery Road
  - 3 items on Fernfield Road
  - 31 items on Gentle Annie Road
  - 1 sign on John Clifford Way
  - 1 sign on Kate Avenue
  - 5 guideposts on King George Street
  - 1 depth gauge on Matchbox Road
  - 11 items on Maude Hill Road
  - 1 guidepost on Taylor Lane
- Minor damage to effluent irrigation plots at Agnes Water WWTP.

### Lines of recovery





# Livingstone Shire Council Local Recovery and Resilience Plan



Mayor  
Bill Ludwig



CEO  
Chris Murdoch

## Recovery narrative

### Recovery narrative

#### Council vision statement

Livingstone will recover rapidly and build a community more resilient to future disasters and with greater capacity to grow and prosper. Our recovery will be founded on a community led approach, enabled by inclusive communication. The Central Queensland Recovery and Resilience Plan was endorsed by Livingstone Shire Council on the 5 February 2019

#### Council values

- Accountability
- Teamwork
- Community
- Potential
- Positivity

#### Recovery and Resilience

Established: 6 December 2018

Chaired by: Cr Bill Ludwig, Mayor Livingstone Shire Council

#### Recovery and Resilience Taskforces

Human Social (Community Development), Economic, Environment, Infrastructure.

#### Key stakeholders

Lead state government agencies, community groups, non-government organisations/non-government associations, local businesses and trader associations, service providers and other invested parties.

#### Recovery and Resilience themes

1. Response: ensure community safety
2. Rebuilding: bring the community forward to a new normal
3. Restoration: working together to repair and re-establish community linkages across the lines of recovery
4. Resilience: embed the principle in all activities to mitigate, improve and build betterment for the community.

## Recovery objectives

### Recovery objectives

- 1 Essential services - Power, water, waste, telecommunications – repaired and restored
- 2 Community Recovery Hub established The Caves
- 3 Inspection and removal of burnt trees as required
- 4 Identification and management of personal hardship cases.
- 5 Community messaging that “we are open for business”.
- 6 Assess human, health, and social impacts
- 7 Attend Caves Rural Fire debrief to capture learnings
- 8 In partnership with the relevant agencies, provide access to psychosocial support services if required
- 9 Facilitate support to Caves Tourist Park support of staff and tourism
- 10 Assess economic impact on key assets, e.g. tourism, small business and agriculture, and promote opportunities to drive economic recovery.
- 11 Lobby for better mobile phone communication for the affected area.
- 12 Assess resilience of critical infrastructure
- 13 Environmental assessment across The Caves area.
- 14 Seek funding for any Cat C opportunities to support recovery and resilience across Human Social with particular attention to accumulative effects of disasters.
- 15 Continue to implement long term resilience strategies.

## Damage and impacts

### Damage and impacts

#### Human and Social

- Community still recovering (financially and psychological wellbeing) from TC Marcia, STC Debbie and the associated Fitzroy Flood event.
- Short term evacuations of The Caves were conducted and loss of power to the community of The Caves
- Community unable to work in local employment due to evacuations.

#### Economic

- Loss of income/profits to small businesses – power outages, damage, staff isolation.
- Perception that visitors were unable to attend local tourist attractions causing loss of income.

#### Environment

- Large pockets of Mt Etna National Park destroyed, native bushland around and inside The Caves Tourist Park affected.
- Threat to unique Fern only growing in the Cave area in Australia
- Canopy destroyed causing sunlight to penetrate the Caves.

#### Building

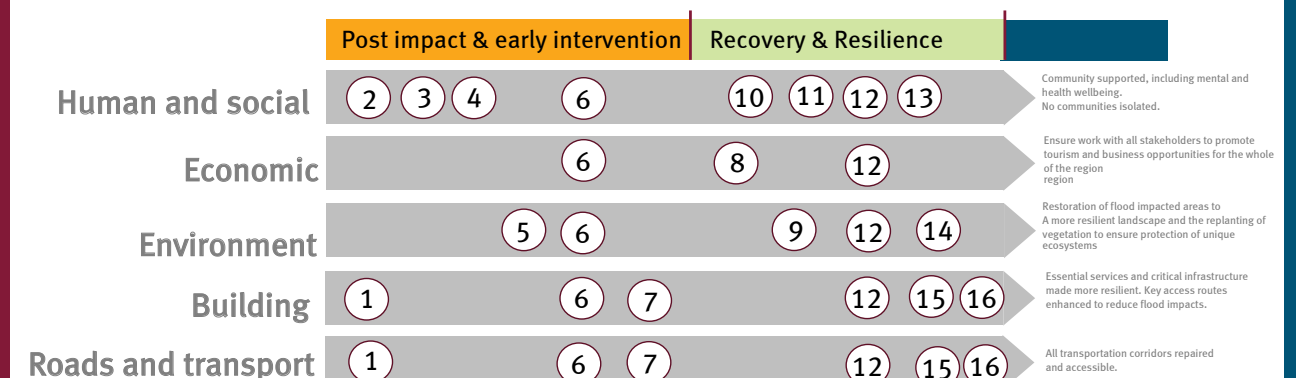
- Damage to Energy Queensland Infrastructure
- Burnt trees at risk of falling onto roads.

#### Roads and Transport

- Road closures occurred when evacuation orders were issued.
- Road corridors of concern due to burnt trees threatening to fall on road.

## Lines of recovery

### Lines of recovery and resilience





# Mackay Regional Council Local Recovery Plan



Mayor  
Greg Williamson



CEO  
Craig Doyle

## Recovery narrative

### Recovery narrative

#### Communities recovering from multiple disasters

Four of the five communities in the Mackay region most impacted by the bushfire emergency were also some of the most severely affected by Severe Tropical Cyclone Debbie in March 2017. Their resilience has been tested by the worse bushfires the region has ever seen.

#### Council vision statement

Working as one team to achieve for our clients and community.

#### Council values

- Health and Safety – of residents and staff in fire-impacted environments is paramount
- Client Satisfaction – the recovery needs of impacted residents and appropriate service provided
- Respect – for local knowledge and local community leadership
- Teamwork – working across Council, with external recovery partners, and local community leaders
- Accountability – to our communities to do what we said we would do to assist their recovery
- Performance – ensure appropriate resources are allocated to achieve the planned outcomes

#### Local Recovery Group

Established: 5 December 2018

Chaired by: Mayor Greg Williamson

#### Lines of Recovery

Human and Social, Economic, Environment, Infrastructure.

#### Key stakeholders

Fire-impacted residents, lead state government agencies, community groups, non-government organisations, local businesses and trade associations, service providers and other invested parties.

#### Recovery themes – National Principles for Disaster Recovery

1. Understand the CONTEXT – communities recovering from multiple disasters, with compounding impacts
2. Recognise COMPLEXITY – differing identities and social infrastructures across fire-impacted communities; varying levels of disaster resilience
3. Use COMMUNITY-LED approaches – be guided by communities' priorities; flexibility in responding to emerging issues
4. COMMUNICATE effectively – two-way communication with impacted communities, using multiple formats
5. Recognise and build CAPACITY – develop local leadership, skills, and community resources focused on disaster resilience
6. COORDINATE all activities – Council takes the lead in coordinating recovery efforts

### Recovery objectives

- ① Displaced households – settled in temporary accommodation, supported to rebuild
- ② Emergency funding (personal hardship etc.) – granted/approved
- ③ Community support – mechanisms implemented
- ④ Impact assessments – completed and data collated
- ⑤ Mental health support – mechanisms implemented
- ⑥ Fencing – rebuild boundary fences of rural properties
- ⑦ Rural sheds – rebuilding farm structures and replacing lost equipment
- ⑧ Economic recovery of primary producers – minimising impacts
- ⑨ Rainforest rehabilitation – focus on long term rehabilitation project involving communities
- ⑩ Empower local businesses to improve their resilience to disasters
- ⑪ Restore confidence in the tourism market
- ⑫ Assist evacuation and response planning in at risk communities
- ⑬ Community resilience – increasing resilience through community development and education strategies
- ⑭ Weed management – in rainforest areas

## Damage and impacts

### Damage and impacts

As at 1 January 2018

#### Human and Social

- 3 x households destroyed/uninhabitable (1 x Netherdale/Finch Hatton, 2 x Dalrymple Heights)
- 3458Ha of parkland and 13km of walking tracks within fire scar
- 16 x properties with household contents damaged or destroyed
- Psychological and emotional trauma/distress due to evacuations, fear for life and property, loss of property, family separation, firefighting effort, having to recover again from another disaster, compounded trauma from STC Debbie
- Community wellbeing – feelings of isolation, loss, anxiety, and fear.
- Community cohesion – lack of trust among neighbours re land management

#### Economic

- 46 primary production properties impacted
- Agriculture industry – loss of livestock and agistment replenishment approximately \$970,000
- Agriculture industry – cropping, forestry and mining land lost– 101,339Ha, including 370Ha of sugar cane
- Agriculture industry – fencing 1440km approximately \$5,183,522 to rebuild
- Agriculture industry – sheds, pumps, irrigation equipment, water tanks and farming equipment lost
- Tourism industry – damage to camping grounds
- Loss of income to small businesses – temporary closures, loss of tourism

#### Environment

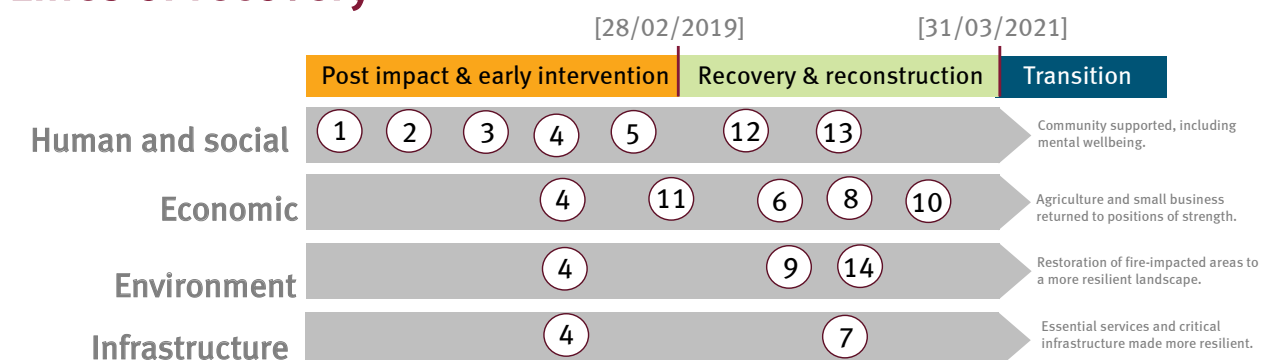
- 63,194Ha bush reserve and State national park area lost
- 13km of damaged walking tracks
- Biosecurity concerns within agriculture industries
- Public health concerns, including rainwater tanks and waterways
- Loss and disposal of wildlife and livestock

#### Infrastructure

- Power disconnected to approximately 1460 homes across the affected areas – full power restored within 1 – 3 days
- Telecommunications disrupted and offline for approximately 1 day.
- Nil water and sewerage treatment plants effected
- Nil river height monitoring stations damaged
- Mackay-Eungella Road (range ascent) slopes unstable, landslips in heavy rains
- 13 large or small property sheds damaged or destroyed
- Machinery, vehicles, boats, water tanks damaged or destroyed at 13 properties

## Lines of recovery

### Lines of recovery





# Rockhampton Regional Council Local Recovery Plan



Mayor  
Margaret Strelow



CEO  
Evan Pardon

## Recovery narrative

### Recovery narrative

#### Council vision statement

To effectively respond to the immediate needs of the community, with the aim to return our community to normal functioning. While at the same time, create awareness and preparedness for any future disaster events.

#### Council values

- Accountable – We are proactive and take personal responsibility.
- Customer Focused – We are timely and responsive to our customers and community.
- People Development – We support and develop our people to ensure they can reach their full potential.
- One Team – Communication and engagement are priorities at all levels.
- Continuous Improvement – We will be open to change, have an open mind and maintain a positive attitude.

#### Local Recovery Group

Established: 07 December 2018  
Chaired by: Mayor, Councillor Margaret Strelow  
Coordinator: Colleen Worthy, General Manager Community Services

#### Lines of Recovery

Human and Social, Economic, Environment, Building, Roads and Transport.

#### Key stakeholders

Lead state government agencies, community groups, non-government organisations/non-government associations, local businesses, service providers and other invested parties.

#### Recovery themes

1. Response: ensure community safety
2. Rebuilding: bring the community forward to a new normal
3. Restoration: working together to repair and re-establish community linkages across the lines of recovery
4. Resilience: embed the principle in all activities to mitigate, improve and build betterment for the community

## Recovery objectives

### Recovery objectives

- ① Essential services - power, telecommunications – repaired and restored
- ② Displaced household – settled in temporary accommodation, connected to services to rebuild
- ③ Emergency funding (personal hardship etc.) – granted/approved, community able to access
- ④ Community support – mechanisms implemented
- ⑤ Green and hard waste – removed and adequately processed
- ⑥ Impact assessments – completed, information shared to understand the true impact
- ⑦ Environmental rehabilitation – mechanisms implemented
- ⑧ Empower local businesses and communities to improve their resilience to disasters

## Damage and impacts

### Damage and impacts

#### Human and Social

- Evacuation orders were issued for the Gracemere community (28/11/2018) and the Kabra community (29/11/2018).
- 28/11/2018 414 evacuees registered at the showgrounds
- 28/11/2018 111 stayed overnight at the showgrounds
- 28/11/2018 157 residents were decanted to stay overnight at CQUni student (vacant) accommodation
- Others visited the showgrounds, for relief (food) and information, then moved on to other temporary overnight accommodation
- 29/11/2018 17 residents registered and stayed overnight at the showgrounds.
- [1] households destroyed/uninhabitable in Kabra.
- [4] sheds destroyed.
- Community wellbeing: The community followed evacuation orders, and returned to their residences the following day, when orders lifted.

#### Economic

- Department of Agriculture and Fisheries reported that they had completed their assessments on the estimated economic impact. In the impacted area, though GIS data analysis and some ground truthing, it is estimated that 80% of fences, over 25 properties were damaged.
- Agistment costs have also been considered.
- The total damage estimate is currently \$1013461.47.

#### Environment

- With recent rain it is expected stock feed will return in two-three months, however without fences, stock will not be able to back into these areas

#### Building

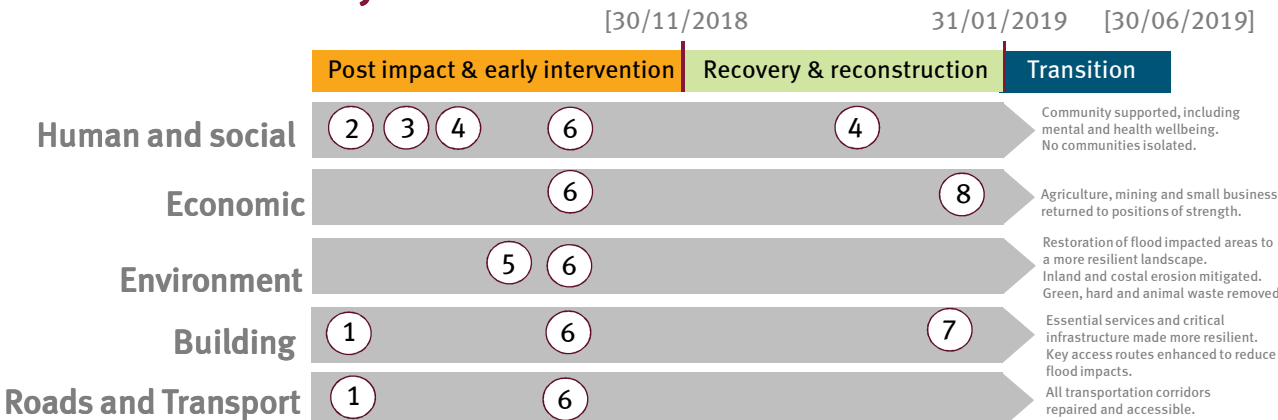
- Power disconnected to [600] homes – full power restored in [1] days
- Telecommunications disrupted and offline for [1] days
- [0] No disruptions to water and sewerage treatment plants as pumps ran to continue to meet demand

#### Roads and Transport

- Road closures occurred when evacuation orders were issued. Roads reopened as the evacuation orders were lifted (5:30am 29 November, 5:00am 30 November).

## Lines of recovery

### Lines of recovery







## Section 4: Annexures

# Annex A

## Recovery support and collaboration

Effective recovery requires collaboration between local, state and federal governments, community and non-government agencies in consultation with impacted communities. Agencies that play a part in assisting with the recovery of impacted communities include, but are not limited to the following:

## Queensland Government

### Queensland Reconstruction Authority (QRA)

QRA is charged with managing and coordinating the Queensland Government's program of infrastructure renewal and recovery within disaster affected communities, with a focus on working with our state and local government partners to deliver best practice expenditure of public reconstruction funds.

In line with QRA's vision to build a more disaster resilient Queensland, QRA is the state's lead agency responsible for disaster recovery, resilience and mitigation policy. In this role, QRA works collaboratively with other agencies and key stakeholders to improve risk reduction and disaster preparedness.

**www.qra.qld.gov.au**  
**Ph: 1800 110 841**

### Department of Communities, Disability Services and Seniors (DCDSS)

The Department of Communities, Disability Services and Seniors has lead responsibility for the delivery of human and social recovery support services following a disaster event.

Human and social recovery is the emotional, social, physical and psychological health and wellbeing of individuals, families and communities following a disaster. Human and social recovery generally aims to address a range of needs including:

- access to timely information
- assistance to reconnect with families, friends and community networks
- enabling people to manage their own recovery through access to information and a range of services and/or practical assistance
- access to financial assistance for those individuals and households who are most vulnerable and do not have the means to finance their own recovery
- engagement and access to emotional, psychological and mental health support at individual, family and community levels (psychosocial support) and
- assistance to maintain a sense of equilibrium in their life, come to terms with their reality and move forward into a new and possibly changed reality.

**App: Self Recovery**  
**www.communities.qld.gov.au**  
**Ph: Community Recovery Hotline 1800 173 349**

### Queensland Rural and Industry Development Authority (QRIDA)

QRIDA administers financial assistance to disaster affected primary producers, small businesses and non-profit organisations under the Disaster Recovery Funding Arrangements (DRFA) and disaster loans.

**www.qrida.qld.gov.au**  
**Ph: 1800 623 946**

### Department of State Development, Manufacturing, Infrastructure and Planning (DSDMIP)

DSDMIP exists to deliver Queensland's economic prosperity by championing the interests of business and industry. DSDMIP seeks to identify and address issues and risks that affect ongoing economic impacts and rate of recovery.

**www.statedevelopment.qld.gov.au**  
**Ph: 07 3452 7100 or 13 QGOV (13 74 68)**

### Department of Environment and Science (DES)

DES has an important role as stewards of Queensland's natural environment and cultural and built heritage, to ensure these unique assets are protected and sustainably managed for future generations to enjoy. In responding to natural disasters and threats to the environment, DES seeks to identify environmental impacts and will assist in prioritising environmental recovery actions, in addition to protecting urban and natural areas through fire management in parks and forests.

**www.des.qld.gov.au**  
**Ph: 1300 130 372**

### Department of Housing and Public Works (DHPW)

DHPW delivers a range of services to ensure in-need Queenslanders have access to housing and homelessness assistance. After a disaster, DHPW will assist by facilitating immediate and longer-term temporary accommodation solutions, and will coordinate building damage assessments across impacted areas.

**www.hpw.qld.gov.au**  
**Ph: 13 QGOV (13 74 68)**

### Queensland Health (QH)

QH is at the forefront of the Queensland Government's responsibilities for planning and managing public health emergencies and disaster events. During a disaster, QH provides pre-hospital response, aero-medical transport to support the Queensland Ambulance Service, and the provision of information, advice and services to the community and partner agencies.

**www.health.qld.gov.au**  
**Emergency: 000**  
**Ph: 13HEALTH (13 43 25 84)**



### Department of Transport and Main Roads (DTMR)

DTMR is responsible for the delivery and maintenance of the integrated transport network across Queensland. DTMR will continue to provide the latest information regarding disruptions and closures across the road, rail, aviation and maritime networks.

[www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

[www.qldtraffic.qld.gov.au](http://www.qldtraffic.qld.gov.au)

Ph: 13 QGOV (13 74 68)

### Department of Innovation, Tourism Industry Development and the Commonwealth Games (DITID)

DITID is focused on leading the Advance Queensland initiative, the success of the 2018 Gold Coast Commonwealth Games (GC2018) and growing tourism in the state. DITID is responsible for identifying the impact on small business post disaster, and assists in the development and implementation of recovery activities.

[www.ditid.qld.gov.au](http://www.ditid.qld.gov.au)

Ph: 13 QGOV (13 74 68)

### Queensland Fire and Emergency Services (QFES)

QFES is the primary provider of fire and emergency services in Queensland. QFES aims to protect people, property and the environment through the delivery of emergency services; awareness programs; response capability and capacity; and, incident response and recovery for a safer Queensland.

[www.qfes.qld.gov.au](http://www.qfes.qld.gov.au)

Emergency: 000

Non-Emergency: 13 GOV (13 74 68)

### Department of Agriculture and Fisheries (DAF)

DAF can provide a range of extension and advice to primary producers affected by the bushfires, including agriculture recovery and animal welfare advice. DAF can also assist in identifying owner of misplaced livestock. DAF provides freight subsidy financial support to primary producers.

[www.daf.qld.gov.au](http://www.daf.qld.gov.au)

Ph: 13 25 23

## Australian Government

### Emergency Management Australia (EMA)

EMA is a division of the department of Home Affairs and delivers programs, policies and services that strengthen Australia's national security and emergency management capability. EMA is also the Commonwealth administrator of the DRFA.

### Department of Human Services (DHS)

DHS provides assistance to those adversely affected by natural disasters through the provision of Disaster Recovery Payments (DRP) or Disaster Recovery Allowance (DRA).

[www.humanservices.gov.au](http://www.humanservices.gov.au)

[www.disasterassist.gov.au](http://www.disasterassist.gov.au)

Ph: 132 850

## Local Government

### Local Government Association of Queensland (LGAQ)

LGAQ is the peak body for local government in Queensland and is responsible for advising, supporting and representing councils. LGAQ provides direct advice and support to councils following any major event at the political, strategic and/or operational levels. This support is provided through the expertise of the LGAQ, subsidiary companies and the facilitation of 'Council-to-Council' (C2C) support. LGAQ recognises the range of needs of councils and their LDMGs and seeks to provide specific support based on the capability of each council.

[www.lgaq.asn.au](http://www.lgaq.asn.au)

Ph: 1300 542 700

## Non-profit organisations

### State Emergency Service (SES)

For assistance of the SES in non-life threatening emergency situations during floods and storms. SES can provide temporary emergency assistance to help people protect themselves and their property from further damage in circumstances such as: damaged walls, windows or roofs, trees down blocking access, rising flood water, and any storm damage that may be a threat to life or property.

Ph: 132 500

App: SES Assistance QLD

### Volunteering Queensland (VQ)

VQ is the state peak body solely dedicated to advancing and promoting volunteering. VQ links people who want to volunteer before and after disasters with organisations across the community who need valuable assistance. People with the required skills and availability are referred into areas of the community that require assistance the most.

[www.volunteeringqld.org.au](http://www.volunteeringqld.org.au)

Ph: 07 3002 7600

## Non-Government Organisations (NGOs)

A number of NGOs are now actively committed to the strengthening and extending of emergency aid services throughout Queensland communities affected by natural disasters.

### Australian Red Cross

[www.redcross.org.au](http://www.redcross.org.au)

Ph: 1800 811 700

### St Vincent de Paul Society

[www.vinnies.org.au](http://www.vinnies.org.au)

Ph: 07 3010 1002 or 1300 vinnies (1300 131 812)

### Salvation Army

[www.salvos.org.au](http://www.salvos.org.au)

Ph: 13 SALVOS (13 72 58)

### GIVIT

[www.givit.org.au](http://www.givit.org.au)

### Lifeline

[www.lifeline.org.au](http://www.lifeline.org.au)

13 11 14

### RSPCA QLD

[www.rspcaqld.org.au](http://www.rspcaqld.org.au)

1300 Animal (1300 264 625)

### UnitingCare

[www.unitingcareqld.com.au](http://www.unitingcareqld.com.au)

07 3253 4000

## Insurance

### Insurance Council of Australia (ICA)

ICA is the representative body of the general insurance industry in Australia. It aims to promote insurance protection and security to the community and provides a range of practical information to support consumers.

[www.insurancecouncil.com.au](http://www.insurancecouncil.com.au)

Ph: 1300 728 228

### Financial Ombudsman Service (FOS)

FOS provides accessible, fair and independent dispute resolution for consumers and financial services providers. FOS offers free and accessible dispute resolution services to all Australian residents. FOS assists people who encounter difficulties relating to insurance claims which are unable to be resolved directly with the insurer.

[www.fos.org.au](http://www.fos.org.au)

Ph: 1800 367 287

## Agriculture

### AgForce Queensland

AgForce is a non-government organisation that seeks to secure the productivity, profitability and sustainability of the agribusiness sector. AgForce provides direction and solutions to overcome challenges and build on opportunities within Queensland's farming and agriculture businesses.

[www.agforceqld.org.au](http://www.agforceqld.org.au)

Ph: 07 3236 3100

### Queensland Farmers' Federation (QFF)

QFF engages in a broad range of economic, social, environmental and regional issues of strategic importance to the productivity, sustainability and growth of Queensland's agricultural sector.

[www.qff.org.au](http://www.qff.org.au)

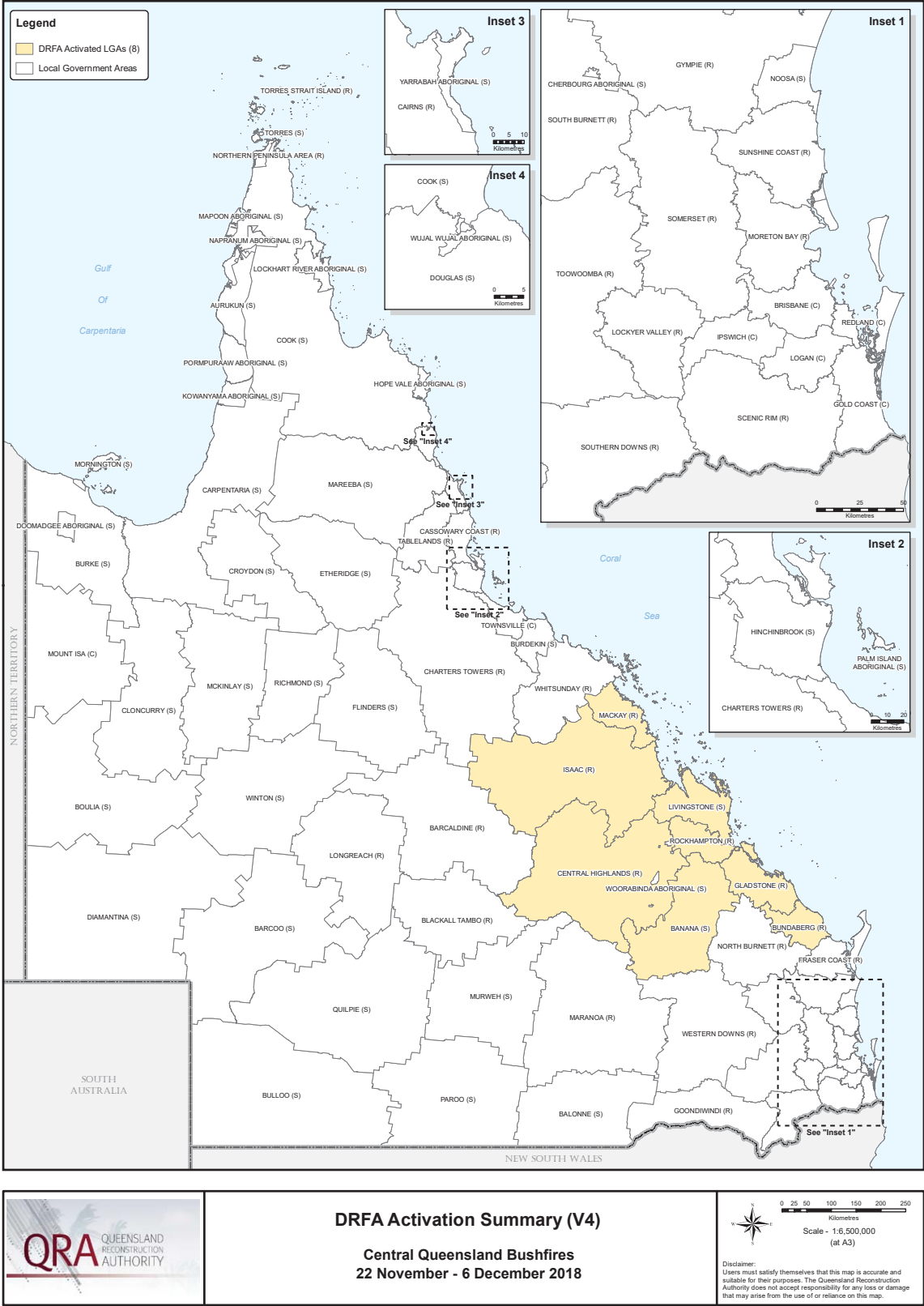
[www.farmerdisastersupport.org.au](http://www.farmerdisastersupport.org.au)

Ph: 07 3837 4720



# Annex B

## Disaster Recovery Funding Arrangements activation summary: Central Queensland Bushfires, 22 November – 6 December 2018\*



\*This is a true copy of the activation summary published at [www.qra.qld.gov.au/activations](http://www.qra.qld.gov.au/activations)

## Disaster Recovery Funding Arrangements event Central Queensland Bushfires, 22 November – 6 December 2018

The Disaster Recovery Funding Arrangements (DRFA) is a jointly funded program between the Australian Government and state and territory (state) governments, through which the Australian Government provides financial assistance to support state governments with disaster recovery costs.

In response to the bushfires, assistance has been activated for the area formally defined as: “Communities within Central Queensland affected by bushfires, 22 November – 6 December 2018”

### DRFA assistance measures (as activated by the Queensland Government)

- Counter Disaster Operations
- Disaster Assistance (Small Business) Loans
- Disaster Assistance (Primary Producers) Loans
- Disaster Assistance (Essential Working Capital) Loans Scheme for Small Business
- Disaster Assistance (Essential Working Capital) Loans Scheme for Primary Producers
- Essential Services Safety and Reconnection Scheme
- Freight Subsidies for Primary Producers
- Personal Hardship Assistance Scheme



Local Government Area	Counter Disaster Operations	Disaster Assistance (Small Business) Loans	Disaster Assistance (Essential Working Capital) Loans Scheme for Small Business	Disaster Assistance (Primary Producers) Loans	Disaster Assistance (Essential Working Capital) Loans Scheme for Primary Producers	Freight Subsidies for Primary Producers	Essential Services Safety and Reconnection Scheme	Personal Hardship Assistance Scheme
Banana Shire Council	✓ 05/12/2018							
Bundaberg Regional Council	✓ 30/11/2018						✓ <sup>4</sup> 30/11/2018	✓ <sup>4</sup> 30/11/2018
Central Highlands Regional Council	✓ 30/11/2018							
Gladstone Regional Council	✓ 27/11/2018	✓ 05/12/2018	✓ 05/12/2018	✓ 30/11/2018	✓ 30/11/2018	✓ 30/11/2018	✓ <sup>1</sup> 27/11/2018	✓ <sup>1</sup> 27/11/2018
Isaac Regional Council	✓ 30/11/2018						✓ <sup>5</sup> 05/12/2018	✓ <sup>5</sup> 05/12/2018
Livingstone Shire Council	✓ 29/11/2018						✓ <sup>6</sup> 05/12/2018	✓ <sup>6</sup> 05/12/2018
Mackay Regional Council	✓ 29/11/2018	✓ 05/12/2018	✓ 05/12/2018	✓ 30/11/2018	✓ 30/11/2018	✓ 30/11/2018	✓ <sup>2</sup> 29/11/2018	✓ <sup>2</sup> 29/11/2018
Rockhampton Regional Council	✓ 29/11/2018	✓ 05/12/2018	✓ 05/12/2018	✓ 30/11/2018	✓ 30/11/2018	✓ 30/11/2018	✓ <sup>3</sup> 29/11/2018	✓ <sup>3</sup> 29/11/2018

1 The Personal Hardship Assistance Scheme (PHAS) and Essential Services Safety and Reconnection Scheme activations for **Gladstone** is limited to the suburbs of:

- o Baffle Creek, Deepwater, Oyster Creek, Rules Beach and Taunton - for these suburbs the Emergency Hardship Assistance component of the PHAS commences on 28 November 2018 and the Essential Services Hardship Assistance component commences on 1 December 2018 (if required), and
- o Ambrose and Mount Larcom - for these suburbs the Emergency Hardship Assistance component of the PHAS commences on 29 November 2018 and the Essential Services Hardship Assistance component commences on 4 December 2018 (if required), and
- o Captain's Creek - for this suburb the Emergency Hardship Assistance component of the PHAS commences on 30 November 2018 and the Essential Services Hardship Assistance component commences on 5 December 2018 (if required)
- o Bracewell and Machine Creek - for these suburbs the Emergency Hardship Assistance component of the PHAS commences on 7 December 2018

2 The Personal Hardship Assistance Scheme (PHAS) and Essential Services Safety and Reconnection Scheme activation for **Mackay** is limited to the suburbs of:

- o Campwin Beach, Crediton, Eungella, Dalrymple Heights, Finch Hatton, Netherdale and Sarina Beach - for these suburbs the Emergency Hardship Assistance component of the PHAS commences on 29 November 2018 and the Essential Services Hardship Assistance component commences on 4 December 2018 (if required).
- o Bloomsbury, Broken River - for this suburb the Emergency Hardship Assistance component of the PHAS commences on 5 December 2018 and the Essential Services Hardship Assistance component commences on 10 December 2018 (if required)

3 The Personal Hardship Assistance Scheme (PHAS) and Essential Services Safety and Reconnection Scheme activation for **Rockhampton** is limited to the suburbs of:

- o Gracemere, Kabra and Stanwell - for these suburbs the Emergency Hardship Assistance component of the PHAS commences on 29 November 2018 and the Essential Services Hardship Assistance component commences on 4 December 2018 (if required).
- o Alton Downs and Nine Mile – for these suburbs the Emergency Hardship Assistance component of the PHAS commences on 30 November 2018 and the Essential Services Hardship Assistance component commences on 5 December 2018 (if required).

4 The Personal Hardship Assistance Scheme (PHAS) and Essential Services Safety and Reconnection Scheme activation for **Bundaberg** is limited to the suburb of:

- o Winfield - for this suburb the Emergency Hardship Assistance component of the PHAS commences on 30 November 2018 and the Essential Services Hardship Assistance component commences on 5 December 2018 (if required).

5 The Personal Hardship Assistance Scheme (PHAS) and Essential Services Safety and Reconnection Scheme activation for **Isaac** is limited to the suburbs of:

- o Blue Mountain, Carmila - for this suburb the Emergency Hardship Assistance component of the PHAS commences on 5 December 2018 and the Essential Services Hardship Assistance component commences on 10 December 2018 (if required).

6 The Personal Hardship Assistance Scheme (PHAS) and Essential Services Safety and Reconnection Scheme activation for **Livingstone** is limited to the suburb of:

- o The Caves - for this suburb the Emergency Hardship Assistance component of the PHAS commences on 5 December 2018 and the Essential Services Hardship Assistance component commences on 10 December 2018 (if required).



## **DRFA ASSISTANCE MEASURES ACTIVATED**

### **Assistance for individuals:**

#### Personal Hardship Assistance Scheme

To alleviate personal hardship and distress.

- Emergency Hardship Assistance Grant – provides assistance as a contribution to support people directly impacted by an eligible disaster to meet their immediate essential needs for food, clothing, medical supplies or temporary accommodation.
- Essential Services Hardship Assistance – provides assistance for people directly impacted by an eligible disaster to meet their immediate needs where they have experienced the loss of 1 or more essential services for more than 5 days.
- Essential Household Contents Grant – provides a contribution towards replacing or repairing essential household contents, such as beds, linen and whitegoods that have been lost or damaged by an eligible disaster.
- Structural Assistance Grant – provides a contribution towards repairs or replacement of a dwelling damaged by an eligible disaster, to return it to a safe, habitable and secure condition.

Contact Department of Communities, Disability Services and Seniors on 1800 173 349 or [www.communities.qld.gov.au](http://www.communities.qld.gov.au)

#### Essential Services Safety and Reconnection Scheme

To assist residents with the inspection and reconnection of essential services that have been damaged by an eligible disaster. The scheme provides financial assistance to individuals and families as a contribution towards safety inspections of and repairs to residential essential services (i.e. electricity, gas, water and sewerage) damaged by an eligible disaster.

Contact Department of Communities, Disability Services and Seniors on 1800 173 349 or [www.communities.qld.gov.au](http://www.communities.qld.gov.au)

### **Assistance for primary producers**

#### Disaster Assistance (Primary Producers) Loans

Concessional interest rate loans to assist primary producers whose assets have been significantly damaged by an eligible disaster, to recover and return to viable operations

Contact Queensland Rural and Industry Development Authority on 1800 623 946 or [www.qrida.qld.gov.au](http://www.qrida.qld.gov.au)

#### Disaster Assistance (Essential Working Capital) Loans Scheme for Primary Producers

Concessional interest rate loans to primary producers who have suffered a significant loss of income as a result of an eligible disaster by providing the essential working capital required to continue business operations.

Contact Queensland Rural and Industry Development Authority on 1800 623 946 or [www.qrida.qld.gov.au](http://www.qrida.qld.gov.au)

#### Freight Subsidies for Primary Producers

To assist primary producers impacted by an eligible disaster with the transport of livestock, fodder or water for livestock, building, fencing equipment or machinery to the primary producer's home property.

Contact Department of Agriculture and Fisheries on 3224 8832 or [www.daf.qld.gov.au](http://www.daf.qld.gov.au)

### **Assistance for small business**

#### Disaster Assistance (Small Business) Loans

Concessional interest rate loans to assist small business operators whose assets have been significantly damaged by an eligible disaster, to recover and return to viable operations

Contact Queensland Rural and Industry Development Authority on 1800 623 946 or [www.qrida.qld.gov.au](http://www.qrida.qld.gov.au)

#### Disaster Assistance (Essential Working Capital) Loans Scheme for Small Business

Concessional interest rate loans to small businesses who have suffered a significant loss of income as a result of an eligible disaster by providing the essential working capital required to continue business operations.

Contact Queensland Rural and Industry Development Authority on 1800 623 946 or [www.qrida.qld.gov.au](http://www.qrida.qld.gov.au)

### **Assistance for state and local governments:**

#### Counter Disaster Operations

To assist local governments and state agencies to undertake activities that alleviate personal hardship and distress, address the immediate needs of individuals and protect the general public, immediately prior to, during or immediately after an eligible disaster.

Contact Queensland Reconstruction Authority on 1800 110 841 or [www.qra.qld.gov.au](http://www.qra.qld.gov.au)



# Annex C

## Glossary

CEO	Chief Executive Officer
DAF	Department of Agriculture and Fisheries
DCDSS	Department of Communities, Disability Services and Seniors
DDMG	District Disaster Management Group
DES	Department of Environment and Science
DESBT	Department of Employment, Small Business and Training
DHPW	Department of Housing and Public Works
DHS	Department of Human Services
DITID	Department of Innovation, Tourism, Industry Development and the Commonwealth Games
DRFA	Disaster Recovery Funding Arrangments
DSDMIP	Department of State Development, Manufacturing, Infrastructure and Planning
DTMR	Department of Transport and Main Roads
EHA	Emergency Hardship Assistance
EHCG	Essential Household Contents Grants
FRG	Functional Recovery Group
GVP	Gross Value of Production
HHS	Hospital and Health Services
LDMG	Local Disaster Management Group
LRG	Local Recovery Group
NGO	Non-Government Organisation
PHAS	Personal Hardship Assistance Scheme
QBCC	Queensland Building and Construction Commission
QFES	Queensland Fire and Emergency Services
QFF	Queensland Farmers' Federation
QH	Queensland Health

QPS	Queensland Police Service
QRA	Queensland Reconstruction Authority
QRIDA	Queensland Rural and Industry Development Authority
RDA	Rapid Damage Assessment
REPA	Reconstruction of Essential Public Assets
RO	Recovery Officer
SDCC	State Disaster Coordination Centre
SEQ	South East Queensland
SES	State Emergency Service
SRPPC	State Recovery Policy and Planning Coordinator
TEQ	Tourism and Events Queensland
VQ	Volunteering Queensland





# Central Queensland Bushfires Recovery Plan 2018-2021

April 2019

*Updated August 2019*

[www.qra.qld.gov.au](http://www.qra.qld.gov.au)