

**Recovery Progress Reports** 

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





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



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# State Recovery Planning and Policy Coordinator Update

It gives me great pleasure to present the second quarterly report highlighting the progress towards recovery following the monsoon trough in the north of the state during January and February 2019.

This report outlines progress against activities identified in the *North and Far North Queensland Monsoon Trough State Recovery Plan 2019 – 2021* (the Plan) at both a local and state level. It focuses on the efforts of 14 councils who developed event specific recovery plans for the flooding, as well as the activities of five Functional Recovery Groups (FRGs). The report focuses on activities achieved up to the 31<sup>st</sup> of December 2019.

It is evident that significant recovery progress has been made during the second quarter. More than 1800 people have been helped with emergency housing assistance and advice, and 64,834 instances of psychological first aid have been provided. Almost \$34 million has been paid to more than 116,000 impacted people, and over 2800 grants totalling more than \$115 million have been approved to help primary producers, small businesses and not-for-profit organisations to assist recovery efforts.

More than \$380 million in recovery and reconstruction works have been delivered through joint Commonwealth-State Disaster Recovery Funding Arrangements (DRFA), which includes reopening some 6420km of roads that were closed or had restricted access. Department of Transport and Main Roads fast-tracked major emergency works on critical transport routes, including re-opening the Flinders Highway two weeks after the event. Almost 22 kilometres of Flinders Highway were repaired by December 2019.

\$1.7 million was fast-tracked to Townsville Hockey Complex to restore playing fields ahead of the Queensland School Sport Tournament and the Queensland under-18s Men's State Championships was held there in June 2019. The rebuilding of the Townsville Hockey Complex is profiled as a case study in this report.

Forty of 41 impacted national parks and state forests have now been reopened. Further, \$2.2 million has been allocated to 16 projects in the northern region to address damage to Queensland beaches.

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

Congratulations to Flinders Shire Council who won the Best Destination Marketing Award at the Outback Queensland Tourism Association Awards in November 2019 as part of the Year of Outback Tourism for their 'Don't turn your back on the Outback' social media campaign that encouraged those on the east coast to look west and head outback when planning holidays. This campaign was a successful recovery initiative for the shire.

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

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

# State recovery progress

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

# **Human and Social**

This section of the report details recovery progress against recovery activities outlined in the plan on pages 33 - 35. All recovery initiatives are addressed in relation to the event time frame.

Recovery Activity/Outcome	Update		
<ul> <li>Recovery activity</li> <li>Ensure school facilities are returned to pre-event status as soon as practicable to allow students to return to a normal school routine.</li> <li>Identify school age children in evacuation centres and assist their parents/carers to reengage the students in schooling.</li> <li>Provision of student counselling, support services and referral through Guidance Officers, School Chaplains and other relevant staff, as well as additional support and assistance to teachers and Principals in the affected areas.</li> </ul>	Counselling and support services are available to affected students and staff through both school-based and external support structures.		
<b>Projected outcome</b> Community members have access to education services.		Status: Complete/ongoing	
<ul> <li>Recovery activity</li> <li>Implement rent relief package to public housing tenants in affected areas.</li> <li>Raise awareness and provide access to personal financial assistance through activation of Personal Hardship Assistance Scheme (PHAS) and Emergency Services Safety and Reconnection Scheme (ESSRS) through Department of Communities, Disability Services and Senior (DCDSS).</li> <li>Provide awareness of:</li> </ul>	charged rent from tenants continue were referred to assistance. 164 social hous the event. Depa ensure they cou- escalating repairs social housing of Queensland Hea	enants impacted by the monsoon event were not m 17 February 2019 to 16 March 2019. Where d to experience hardship beyond this date, they the local Housing Service Centre for additional ing dwellings were uninhabitable as a result of artment staff worked closely with tenants to ald access alternative accommodation while ir work. All tenants were returned to their dwelling or rehoused by 31 March 2019. alth staff affected by floods were provided with immodation and support by the Hospital and tance	
<ul> <li>disaster assistance and income support available to impacted people through the Commonwealth Government</li> <li>interest free loans to people in hardship through Good Shepherd Microfinance</li> </ul>	Recovery chann service, hubs an Press releases, media were also available.	n was distributed via the various Community els including the online grants portal, hotline d outreach operations. media alerts, newspaper adverts and social used to raise awareness of assistance ber 2019, \$33,928,026 has been paid, '64 people.	

## Recovery Activity/Outcome

- DRFA Category C grants and Category B concessional loans available to not-for-profit organisations through Queensland Rural and Industry Development Authority (QRIDA).
- Coordinate the distribution of donated funds locally through charitable organisations.
- Provide awareness of:
- Energy Hardship Programs available through energy retailers
- assistance available to fast track tax support through the ATO;
- insurance support available through the ICA
- financial service provider issue resolution available through the Financial Ombudsman
- financial counselling services available.

#### Update

Emergency Hardship Assistance (65,092 applications)	\$20,717,310
Essential Service Hardshi Assistance	ip \$1,947,570
Essential Household Contents	\$9,582,149
Structural Assistance Gra	nt \$1,472,082
Essential Services Safety and Reconnection Schem	

Interest free loans were provided to those in need by Good Shepherd Microfinance for up to \$1500 on essentials such as washing machines, fridges and medical procedures.

The following QRIDA concessional loans have been approved.

Applications registered	3
Applications being processed	0
Applications ineligible or cancelled	1
Applications approved	2
Total funding approved	\$145,000

The following QRIDA Special Disaster Assistance Recovery Grants have been approved.

Applications registered	126
Applications being processed	5
Applications ineligible or cancelled	10
Applications approved	111
Total funding approved	\$1,531,212.49

#### **Financial counselling**

Lifeline has provided psychological first aid to those in need and referrals made for subsequent support in the medium and longterm. Referrals for financial counselling were made to the National Debt Helpline (Financial First Aid) which is primarily supported by Uniting Care financial counsellors. Rural financial counsellors are also available. (UCQ are currently seeking updated data however this information was not available for this report).

Recovery Activity/Outcome	Update		
	<b>Donated Funds</b> As at 10 January 2020, \$4,276,455 in donated funds had been received by GIVIT. GIVIT is continuing to work with registered charities and DCDSS to procure items to address recovery needs as validated by these entities		
<b>Projected outcome</b> Households, families and individuals are enabled to affect their own recovery through appropriate income sources.		Status: Ongoing	
Recovery activity	Housing		
<ul> <li>Provide Emergency Housing Assistance for displaced residents through DHPW of:</li> <li>temporary and short-term accommodation</li> <li>medium to longer-term accommodation as appropriate</li> <li>information and advice to tenants and landlords through a Rental Recovery Hub established in Townsville</li> <li>awareness of the Bond Loans and Rental grants available to assist individuals and families to enter the private accommodation market.</li> </ul>	<ul> <li>Housing</li> <li>More than 800 requests were registered for housing assistance, supporting over 1800 people. Requests were managed on a case-by-case basis, ensuring impacted peopl were allocated short, medium or long-term accommodation assistance or private rental assistance products.</li> <li>DHPW funded Hotels and Motels to assist displaced residents during the flood event and accommodated 427 people.</li> <li>To assist with providing housing solutions, DHPW leased 26 properties in Townsville to allocate to flood impacted residents. Twenty-five of these leases have now ceased with the final lease ceasing in March 2020. Eleven tenants have now taken over their lease, six have obtained social housing and nine have sourced their own private arrangements.</li> <li>252 bond loans and rental grants were provided to flood affected families as a result of the flood event.</li> <li>492 residents accessed information and support through the Rental Recovery Hub which was established in partnership with Residential Tenancies Authority (RTA), Real Estate Institute of Queensland (REIQ) and Tenants Queensland. This approach focused on case-by-case assistance to obtain the best housing outcomes for residents and for local businesses. DHPW and DCDSS Community Recovery continued providing assistance to the public out of the Renta Recovery Hub until the doors closed on 27 September 2019.</li> <li>164 social housing dwellings were uninhabitable as a result of the event. Department staff worked closely with tenants to ensure they could access alternative accommodation while</li> </ul>		
<b>Projected outcome</b> Residents have access to safe and secure accommodation and are aware of the housing support available.		Status: Complete	

#### **Recovery Activity/Outcome**

## Update

#### Recovery activity

- Provide Essential Household Contents Grants (EHCGs) as a contribution towards replacing or repairing essential household contents through the PHAS administered by DCDSS.
- Coordinate the provision of donated goods to replace essential household contents through charitable organisations.

Community Recovery is continuing to administer the EHCG to approved applicants. As of 31 December 2019 the following had been provided:

	3 month October 2019	6 month January 2020 (accumulative total)
Applications received	7563	7617
Applications in progress	3	7
Applications declined	2476	2525
Applications paid	5084	5085
Total value paid	\$9,578,619	\$9,582,149

#### Donations

GIVIT is continuing to work with DCDSS, recovery agencies, charities and community groups who are supporting impacted residents and have been responsible for distributing donations.

\$4,276,455 has been received to date with details of the program summarised in the following table.

Measure	12 Oct 2019 – 10 Jan 2020	Since 01 Feb 2019
Number of items requested (goods and services)	50	142,209
Number of items received by affected communities	1651	227,104
Number of organisations requesting assistance	8	54
Percentage of organisations received assistance	100%	85%
Response time (days) from request to offer	7	13
Days from request to confirmation that offer is received	25	40

#### **Projected outcome**

Households, families and individuals are supported to return safely to their residential dwelling.

Status: Ongoing

#### **Recovery Activity/Outcome** Update **Recovery activity** Community recovery is continuing to administer the SAG to approved impacted applicants. As of 31 December 2019 the DCDSS to administer and provide: following had been provided: - Structural Assistance Grant (SAG) as a contribution towards 1136 Applications received replacing or repairing damaged dwellings through the PHAS Applications in progress 52 - financial assistance as a Applications declined 879 contribution towards safety inspections and repairs to residential essential services Applications paid 205 through ESSRS; \$1,472,082 Total value paid support through case management of vulnerable grant The ESSRS assistance provided to date is as follows: recipients. • Define scope of works and provide Applications received 1573 estimate of cost for SAG applications through DHPW. Applications in progress 16 Applications declined 1480 Applications paid 77 \$208,916 Total value paid Total Building and Asset Services estimate of damages is \$3,754,100. Please note: A proportion of the assessed BAS estimated damages gets paid under the ESSRS grant where eligible. In some instances the ESSRS component will be paid based off contractor invoices as opposed to a BAS estimate. These figures exclude assessments undertaken where the applicant was later deemed ineligible. Projected outcome Households, families and individuals Status: Ongoing are supported to return safely to their residential dwelling. Recovery activity **Psychosocial support** Ongoing counselling and psychosocial support has been • Coordinate the provision of psychosocial and practical supports provided to impacted communities. lead by DCDSS in conjunction with Feedback on Lifeline Corporate Training ASIST workshop non-government organisations. conducted December 2019. · Referrals to existing personal Number of attendees = 20 0 support and generalist counselling services. Participant feedback summarized Establishment of local case 0 How would you rate ASIST = 9.6 out of 10 coordination mechanisms (as Would you recommend ASIST to others = 9.6 out of 10 0 required). This workshop has practical use in my personal life = 0 9.4 out of 10 This workshop has practical use in my work life = 9.9 0 out of 10 "Knowledgeable and approachable trainers" 0

Recovery Activity/Outcome	Update
	<ul> <li>"Thank you and keep on encouraging &amp; spreading the strategy of destigmatising suicide."</li> </ul>
	The Salvation Army provides referrals to local service providers via disaster recovery case workers employed through jointly funded DRFA - Category A funding.
	The Red Cross commenced a two-year monsoon recovery program in July 2019 funded through Red Cross donations. Themes include:
	• building resilience of children (via Pillowcase Project)
	<ul> <li>432 children reached through Pillowcase Project</li> </ul>
	<ul> <li>working with Aboriginal and Torres Strait Islander communities</li> </ul>
	<ul> <li>19 Aboriginal and Torres Strait Islander community members engaged</li> </ul>
	<ul> <li>working with the homeless community around disaster resilience</li> </ul>
	<ul> <li>Nil Update</li> </ul>
	<ul> <li>engaging culturally and linguistically diverse communities in recovery and resilience building activities</li> </ul>
	<ul> <li>50 families attended a disaster preparedness session with Red Cross and the Open-Hands Service.</li> </ul>
	<ul> <li>community engagement sessions with specialists (eg. self-care, Dr. Rob Gordon)</li> </ul>
	<ul> <li>91 individuals attended five sessions which were held with Dr. Rob Gordon, who engaged in a conversation alongside Red Cross to look at where community is currently at and what direction to take in the next 18 months. The sessions were run with government, local service providers and community members.</li> </ul>
	volunteer capacity development
	<ul> <li>19 Psychological First Aid training sessions</li> </ul>
	<ul> <li>five Outreach training sessions</li> </ul>
	<ul> <li>four Train the Trainer: Pillowcase Project training sessions.</li> </ul>
	The following community organisations have been funded under Category A of the joint Commonwealth/State DRFA to provide the community with additional psychosocial support, generalist counselling, financial counselling and advocacy support:
	<ul> <li>Family Emergency Accommodation Townsville (FEAT) – generalist counselling.</li> </ul>
	o 63 new clients since July 2019.
	<ul> <li>Currently working with 14 families (15 Adults and 27 Children).</li> </ul>
	<ul> <li>Service have been extended until 2021.</li> </ul>
	<ul> <li>Financial Counsellors Foundation of Australian – financial counselling.</li> </ul>
	<ul> <li>North Townsville Community Hub (NOTCH) – generalist counselling.</li> </ul>
	<ul> <li>More than 1200 new clients since July 2019.</li> </ul>

Recovery Activity/Outcome	Update		
	<ul> <li>Currently working with 63 Community Recovery clients.</li> <li>Service have been extended until 2021.</li> <li>Salvation Army – generalist case worker.</li> <li>67 new clients since July 2019.</li> <li>Currently working with 6 new Community Recovery clients.</li> <li>Townsville Migrant Support Group – generalist counsellor.</li> <li>Townsville Women's Centre – generalist counsellor.</li> <li>More than 60 new clients since July 2019.</li> <li>Currently working with 24 Community Recovery clients.</li> <li>Townsville Community Legal Service was also funded \$150,000 for twelve months to provide financial and legal advocacy support.</li> <li>Service is contracted until 2021.</li> </ul>		
Projected outcome Community members have access to psychosocial support. Recovery activity	will be required.         Status: Ongoing         Mental health teams from Queensland Health are operational		
<ul> <li>Additional outpatient services; theatre lists and other services to ensure provision of services to those affected (in addition to services provided to meet acute needs following the disaster).</li> <li>Public Health Units working with local councils to manage public health risks to the community.</li> <li>Patients with existing chronic health conditions receiving regular care have their needs assessed and treatment plans modified accordingly.</li> <li>Implement mental health recovery programs to disaster-affected communities, including individuals, carers, families, and volunteers, with mental health services and emotional wellbeing support.</li> </ul>	in Townsville, Central West and North West Hospital and Health Services. Skills for psychological recovery and specialist psychological treatment have been provided across all activated LGAs in partnership with local community agencies. Teams are engaging with stakeholders, communities and also providing clinical treatment. Teams are ensuring that cultural needs for Aboriginal, Torres Strait Islander and culturally and linguistically diverse groups are being met. Queensland Health, through the Health Hospital Services, has seen an ongoing increase in demand for services and continues to liaise with impacted patients who were unable to attend outpatient appointments and elective surgeries. Outcomes of individuals receiving specialist treatment from the Townsville program have indicated highly significant improvements in function, mental state and reduction in flood related symptoms over a six week period. <b>Number of complex case referrals = 60</b> Outreach and partnership development with key community leaders and agencies in Richmond, Hughenden and Palm Island has been established, with targeted mental health program planning in place December 2019 for the anniversary period and into 2020. An ongoing seasonal preparedness program ensures that a pool of trained and response-ready clinicians are able to		

Recovery Activity/Outcome	Update	Update			
	Training deliveries:				
	<ul> <li>Training was delivered across component of the community hubs, health services are agencies. Focus of content was skipsychological recovery and educatid delivered by the mental health programmeters.</li> </ul>			d partner ls for on about services	
	recov LGAs	<ul> <li>Preparatory training of Birdie's Tree Education and recovery package has been delivered across 25 LGAs through local libraries, early childhood and neighborhood centres.</li> </ul>			
	Number of at	tendees = 46	2		
	Participant age	encies:			
	support set Community	vice, Commu	nunity Rebuild Pr nity Care Group, ing Care Financia ities	Upper Ross	
	<ul> <li>November: Operation Compass, Human and Social Recovery Group, Aboriginal and Torres Strait Islander recovery Group, Townsville Multicultural Support Group, Townsville Community Legal Service, UnitingCare, Townsville City Council, NQ Domestic Violence Resource Service, Community Information Centre</li> <li>December: TAIHS mental health team, Consultation and Liaison Resource Team, Ed-link position, Community Forensic Mental Health Service</li> <li>These training sessions provided the first of a series which will be scheduled though the anniversary period and into capability building activities of 2020.</li> <li>Initial feedback indicates the approach and pitch of content will meet recovery needs of community members and support agencies.</li> </ul>			ait Islander ıpport Group, ngCare,	
	As at 31 Dece	mber 2019, G	ueensland Healt	h has provided:	
	Region	Region New Community Brief Individual Engagement Intervention Clients and Screening			
	Townsville	35	7,125	2,046	
	Central West				
	North West	3	570	158	
	Total:	60	8,710	2220	
Projected outcome					
Community members have access and are able to meet health needs (including mental health) arising from the disaster.		Status: Ong	going		

Recovery Activity/Outcome	Update
Recovery activity	Community Recovery engagement has occurred through:
<ul> <li>Provision of information regarding availability of existing supports, services and additional community recovery services.</li> </ul>	<ul> <li>web, media, community radio, social media, local networks outreach, recovery hubs and pop-up hubs</li> </ul>
	newspaper adverts, community radio and website features
	social media posts:
	<ul> <li>Facebook reach – 1,401,654</li> </ul>
	<ul> <li>Twitter impressions – 154,000</li> </ul>
	• participation in Local and District Recovery and/or Human and Social Recovery Sub Groups and Local Disaster Management Groups (LDMGs) and District Disaster Management Groupls (DDMGs) where required
	strategic oversight and coordination at State Human and Social Recovery Group meetings
	• Executive Director, Community Recovery visit to North We communities to meet with a range of stakeholders including councils, health, education and community services to discuss recovery needs and support going forward
	community recovery hubs and outreach into impacted communities
	<ul> <li>targeted outreach at community locations and/or events, e nursing homes, schools, universities, emergency services, police and military personnel</li> </ul>
	<ul> <li>distribution of the Community Recovery Services Directorie in both Townsville and NW Queensland <u>www.gld.gov.au/communityrecovery</u></li> </ul>
	1800 Community Recovery Hotline
	online grants portal
	<ul> <li>communication packs and summary sheets provided to all MPs</li> </ul>
	<ul> <li>as requested by the State Recovery Coordinator, Major- General (retired) Stuart Smith, the department contributed to a multi-agency, coordinated communications approach for recovery in North West Queensland</li> </ul>
	<ul> <li>partner organisations including Salvation Army, GIVIT, UC and Lifeline.</li> </ul>
	Requests for the provision of new information has decreased with approximately one new enquiry a week. The remainder of interactions with the public are repeat enquiries from thos that either have a current application for assistance with the department, or circumstances have changed since their last contact and they are now requiring further assistance.
	As at 17 January 2020 there were 84 queries/follow ups outside of allocated case management work.
	DCDSS Community Recovery, Townsville continues to work closely with GIVIT to support the rebuilding of residential properties in the Townsville and North West areas where insufficient funds are available to repair houses to a habitabl standard.
	As at 10 January 2020, GIVIT has provided assistance to 16 rebuild projects referred by DCDSS to the value of \$223,302

Recovery Activity/Outcome	Update	Update		
	To date, GIVIT has committed to provide assistance to a further 10 referrals from DCDSS at an estimated value of \$178,352. DCDSS has identified a further 11 clients who are awaiting quotes and expect to have a shortfall in funds to affect their repairs. The total shortfall for these clients is estimated at \$193,692. Under the joint Commonwealth/State Category C – Flexible Funding Grants, the Salvation Army received a grant to coordinate and deliver the Townsville Community Rebuild Project. In 2019, in Stage 1 of the Townsville Community Rebuild Project, five home owners were assisted to return home for Christmas. Sixty-six volunteers donated 1300 hours, which is estimated to have saved around \$56,000 in labour costs. Phase Two of the rebuild project to commence in February. The project is managed by Oasis Townsville in partnership with the Salvation Army and the meetings are chaired by Combined Churches. The Salvation Army Recovery Support worker, funded through joint Commonwealth/State Cat A DRFA funding is lead case worker for individuals and families affected by the Monsoon who are participating in the Townsville Community Rebuild Project.			
	Phase One st	atistic	s:	
	Volunteer Property Owners Project Costs Labour savings			
	40 Vete	erans	\$55,853.83 in labour	\$18,336.64
	materials     Rebuild P       Total Hours =     \$7,0       1,339     Salvation			\$11,336.64 (FFG Rebuild Project)
				\$7,000.00 Salvation Army contribution
	Recovery and	l/or Hι r Man	inuing to participate in Lo uman and Social Recover agement Groups (LDMGs ent Groups.	y Sub Groups and
	A representative from Lifeline is generally in attendance at HSRG meetings either in person or by telelink. Lifeline representatives are also attending various community engagement events, such as Cyclone Sunday.			k. Lifeline mmunity
<b>Projected outcome</b> Community members have access to appropriate and coordinated social services.		0	ngoing	
<ul> <li>Recovery activity</li> <li>Provide: <ul> <li>information to other agencies regarding registered evacuees (RFR) and mapping data thereof</li> <li>PHAS and ESSRS grants information and mapping data thereof to Queensland Reconstruction Authority (QRA)</li> </ul> </li> </ul>	Red Cross engaged with community members and facilitated two-way dialogue with individuals and families in evacuation centres, recovery centres and during outreach. Through this engagement, Red Cross field teams promoted psychosocial wellbeing through the provision of psychological first aid, sharing information about the emergency situation, listening to community concerns and feedback and linking affected community members with available services and financial assistance.			

Recovery Activity/Outcome	Update		
<ul> <li>awareness of one-off grants and low-interest loans for not for profit organisations affected by the flooding (QRIDA).</li> </ul>	Community Recovery provides PHAS and ESSRS grants information directly to QRA throughout the short, medium and long-term recovery periods via FRG reports and ad-hoc requests. QRIDA has promoted grants and low-interest loans throug print media, social media, local radio and their website, as well as direct marketing within impacted areas and has an		
		e, in community recovery hubs and at	
Projected outcome			
Community members have access to appropriate and coordinated social services.		Status: Ongoing	
<ul> <li>Recovery activity</li> <li>Use current disaster management structures to inform and influence local planning on effective volunteer engagement and management – to result in shorter lag time between the response and the start of</li> </ul>	Volunteering Queensland has managed community enquiries from those offering their volunteer time and assistance, from both individuals and corporations. Volunteering Queensland liaises with local authorities regarding local partnerships to assist. To date there have been NIL requests from organisations requesting volunteers to support longer-term recovery		
<ul> <li>volunteer recovery activities.</li> <li>The community makes and benefits from effective use of the narrow window of volunteer interest for future disaster events – leading to improved community resilience and support in recovery.</li> </ul>	activities. Information and advice on planning for the use of spontaneous volunteers and capability of EV CREW was provided to Councils and Human and Social Recovery Committee representatives. EV CREW registration numbers continue to climb, however these increases can be attributed to other disaster events that		
<ul> <li>Volunteer organisations and groups have access to mechanisms for the recruitment of volunteers to assist in the provision of practical support and other immediate and longer- term recovery-based activities.</li> <li>Local government will work with its partners in the community and map the capabilities of their local volunteers.</li> </ul>	have since occu Messaging has lessons learnt in disasters. Contact has bee planning for futu		
<b>Projected outcome</b> The community has improved capacity and capability to respond to future disasters and strengthen resilience.		Status: Ongoing	
<ul> <li>Recovery activity</li> <li>The Registry of Births, Deaths and Marriages (RBDM) will provide free replacement life event certificates to those people who have had their certificates lost, damaged or destroyed in a declared disaster area.</li> <li>Provision of funds for Community Development Officers (CDOs) in most of the significantly impacted communities to support community-</li> </ul>	<ul> <li>Awareness of the RBDM free service to replace essential certificates was promoted via Community Recovery Hubs, Community Recovery Referral and Information Centers and outreach contact visits.</li> <li>Community Development Officers</li> <li>Community Development Program totaling \$5.25M - includes wages, operating and community engagement costs for nine CDO's across the following 11 LGAs:</li> <li>Carpentaria</li> <li>Cloncurry/ Burke</li> </ul>		
led initiatives, facilitate linkages, collaboration and partnerships	Cook/Douglas/Wujal Wujal		

ecovery Activity/Outcome	Update
between and across groups,	Flinders
support and enable recovery and resilience planning and focus on	• McKinlay
building upon the strengths and	Richmond
capabilities of the affected communities.	Townsville x 2
Flexible Funding Grants are	Winton
available for projects aimed at driving recovery, building awareness and resilience within the most disaster affected LGAs.	The second Quarter Reports have just been received and are currently being analysed. Category C Community Reference Groups have been formed to support and inform the work of CDO's and to ensure integration and coordination of efforts across all Cat C funded initiatives. Reference Groups at North West have met twice and Cook/Douglas/Wujal Wujal has met once.
	Flexible Funding Grants
	Flexible Funding Grants totaling \$15.5M over two years was approved to support community connectedness and enable recovery and resilience for future disasters in the impacted councils.
	• Round One - \$4.5M
	Round Two - \$11M
	57 Organisations were funded during round one of the Flexible Funding Grants.
	To view the successful Flexible Funding Grant Applicants for round one please follow this link: <u>https://www.communities.qld.gov.au/community/communi</u> <u>-recovery/category-c-fnq-nq-monsoon-trough-flexible-</u> <u>funding-grants</u>
	Round Two of the Flexible Funding Grants is scheduled for release in March 2020.
	FNQ & NQ Monsoon Trough FFG R1:
	<ul> <li>100% of the 'initial' 90% payments to funded organisations have been made.</li> </ul>
	<ul> <li>Of the 27 Project Plans due by 31/12/19, 17 have nov been received to date. Received reports are currently being collated and analysed, with 10 organisations se a follow up request.</li> </ul>
	<ul> <li>Of the 67 Q1 Milestone Reports due by 08/01/20, 47 have been received to date and are being collated and analysed. 20 Organisations have been sent a follow u request.</li> </ul>
	• Of the 27 Q1 General Ledgers due by 08/01/20, six were received. As at 22 January 2019, 9 have been received with 18 remaining outstanding.
	One agency was granted an extension to submit quarterly milestone report and GL by 28/01/20
	Three agencies have completed their projects during Q1 (Flyer Ball – Longreach; Mt Isa City Council- Monsoon Messaging; Boulia Shire Council – Weather through the Aeons) and have submitted their final reports which are currently being reviewed Audited Financial Statements are still to be submitted for these agencies which will trigger release of final payment.

Recovery Activity/Outcome	Update	
<b>Projected outcome</b> Communities can act autonomously to direct and contribute to their recovery process.		Status: These recovery activities are on track to achieve the projected outcome.

Funding to support the appointment of Community Development Officers to supplement existing community development roles where there are limited social services operating, while maintaining a post-disaster focus.

1337.5

Number of hours developing and delivering events

Number of participants in events	20,907 (Participants may be also be a Facebook post viewer or have received an email)
Number of Community Agencies participating in events	573
Number of hours developing resources and tools	148
Number of hours on training and learning	84.25
Number of Participants in training activities	297
Number of hours supporting FFG development	49
Number of hours on developing RR Plan	221.3

By the end of this quarter all Community Development Officers (CDO's) had commenced with the remaining CDO for Carpentaria commencing November 2019.

All CDO's have reported very strong relationships and collaborative projects with the Industry Recovery Officers and Mental Health Recovery Officers. All Officers participated in the NW Flood Recovery Forum and the NWQ Recovery Reference Group.

Each of the participating councils have formed the Strategic Community Reference Group to support and guide the CDO's. Each CDO has also formed a local community reference group to provide local direction, assistance and collaborative efforts.

Townsville City Council engaged the services of Anne Leadbeater to facilitate community conversation as well as organisational conversation on recovery and resilience.

Many of the north-western councils have reported the running of Rural Minds Workshops (Mental health awareness) across the communities for both community members and council/community staff members.

Some of the CDO's have also indicated some initial work in formulating projects involving volunteers.

As part of Recovery and Resilience planning, CDO's have indicated that work has involved many of the communities identifying vulnerable groups as well as Aboriginal and Torres Strait Islander representatives and CALD representatives.

# **Most Significant Change Story**

# FED UP – Flooded Evacuated Displaced United People

As a result of the monsoon, residents in heavily inundated suburbs such as Idalia, Railway Estate and Hermit Park began meeting at a park in Idalia to share flood stories and stories of recovery and obstacles encountered in the process. Due to the level of inundation in these suburbs, most of the individuals were displaced from their homes and were living in different suburbs, but word spread quickly around town of the support and advocacy provided in this group leading to more regular meetings, friendships and support for those that previously didn't have these supports in place. Prior to the monsoon, most of the affected individuals were not connected or known to each other. Each member of the group was severely affected by the monsoon and having the support and guidance of other affected individuals turned a suburb into a community. Each individual had their own unique challenges including insurance issues, no insurance, issues with builders, hygiene testing etc. and the collaboration and success stories being shared during the meet-ups and online assisted in the recovery process.

Members of the group took a lead and advocacy position for the more vulnerable in the community, educating them about available grants, visiting Community Recovery Hubs on their behalf or with them to ascertain what assistance was available. Links with the advocates where established with Townsville City Council, Community Recovery, local churches and organisations. These other organisations provided referrals to Community Recovery to assess needs and provide appropriate supports. Without the integration of the group and supporting organisations, many vulnerable people may not have been aware of the support available to them.

Through the advocacy support provided in this group, Community Recovery has connected with six different families that we were previously not aware of that needed assistance. Links were established with GIVIT, Salvation Army, Mental Health Disaster Management team and Townsville City Council who were able to support the impacted families and help them recover. All of these families have now returned to their monsoonal affected properties.

As many affected residents return home, the frequency of the meetings has reduced. It is now a monthly BBQ at the park, whilst those still displaced are still supported through the group. Members of the community have reported that the connectedness established through this group was a key contributor to their recovery, and the support helped them get through this difficult time. Residents have reported increased feelings of resilience for future disasters as they now feel part of a community, rather than just a suburb and they know that they are not on their own.

This story has been chosen as it does not demonstrate an individual recovery, but rather a community that has not only focused on physical recovery but has actually strengthened through social connectedness as a result of the disaster. The group met at the reopening of Fairfield shopping centre which is a major centre in the affected area. This was an exceptionally emotional meeting for many in the group as, at the time, they were still displaced but had come together in their 'neighbourhood' and could envisage the joy of being back in their homes. Members of the group reported that the connectedness in the community as a result of this is something that they never envisaged prior. They believe they will remain connected long after the recovery, and feel that they would not have gotten through the recovery without this support.

# Human and Social - Case Study

A 64-year-old man who lived and worked in Townsville for more than 25 years suffered a severe injury that rendered him unable to work. His wife, who works part-time, became the main income earner for their family, as well as other relatives that the family supports. The family devoted much of their spare time to volunteering for the local church in Townsville and have done so for more than 20 years.

The roof of their home had issues for some time, but the family did not have the resources to pay for a new one and had missed the deadline to apply for support through the church. Unfortunately, due to the roofing issue, water inundation occurred during the Monsoon. This impacted electrical circuits, hot water systems, the stairs and the internal walls/ceilings (which contained asbestos).

The Community Recovery case manager helped the man access the full suite of jointlyfunded Commonwealth/State financial assistance measures, and an additional \$50,000 in donated funds through GIVIT to have the roof repaired and stairs replaced. This enabled the man to have his home returned to a safe and habitable condition.

# **Flexible Funding Grants**

The flexible funding grants program is for non-government organisations, local governments, industry groups and community groups to implement projects aimed at driving recovery, and building awareness and resilience within the disaster impacted communities.

## Round 1

Flexible Funding Grants totalling \$4.464 million across 68 projects have been approved, and the majority of the projects have had their contracts finalised and the first financial instalment paid. The projects will continue to support and enable recovery, and contribute to building awareness and resilience.

- 100% of the initial 90% payments to funded recipients have been made.
- Three agencies have completed their projects (Flyers Ball Longreach, Mt Isa City Council- Monsoon Messaging and Boulia Shire Council – Weather through the Aeons) and have submitted their final reports which are currently being reviewed. None of the three have submitted their Audited Financial Statement, which will trigger release of final payment.

A summary of the successful grant recipients can be found here:

https://www.communities.qld.gov.au/community/community-recovery/category-c-fnq-nq-monsoon-trough-flexible-funding-grants

## Round 2

The second round of Flexible Funding Grants will open in March 2020.

# Building

This section of the report details recovery progress against recovery activities outlined in the plan on page 36. The BRG continues to meet to support recovery activities and identify coordinated solutions to any emerging issues on the ground. BRG members have been engaged in the LDMGS and provided data and information as available to support the development of recovery plans and rebuilding priorities.

Recovery Activity/Outcome	Update	
<b>Recovery activity</b> Finalise detailed building assessments on government building infrastructure.	All assessments and repairs for all Queensland Government assets are complete except for weather damage repairs to the Museum of Tropical Queensland in Townsville. DHPW have been working with the Queensland Museum since the damage was identified.	
<b>Projected outcome</b> Development of a Prioritisation plan to allow government services to recommence (from alternate locations if required).		Status: Complete
<b>Recovery activity</b> Facilitate community access to independent building repair advice.	To date QBCC has visited 302 sites, conducted over 510 interviews and held a further 200 on site discussions, with a minimum monthly target of 20 to be conducted. The value of work since the flood event as indicated by the Home Warranty Insurance premiums raised is \$12,7601,133. This indicates a significant number of homeowners who have accessed QBCC for assistance during the recovery process.	
<b>Projected outcome</b> Residents are able to make informed decisions when engaging contractors to undertake repair work.		Status: Complete/ongoing
Recovery activity • Establish and promote a register of licensed building contractors and tradespeople. On closure of the register, enquires are directed to the 'Find a Local Tradie' search on the QBCC website.	<ul> <li>Social Media: QBCC ran two targeted social media campaigns, both had very positive results:</li> <li>Campaign one, reached a total of 77,098 Facebook users, received 3637 post clicks, 244 link clicks and 2170 reactions, comments and shares.</li> <li>Campaign two, reached a total of 47,643 Facebook users, received 1626 post clicks, 293 links clicks and 1083 reactions, comments and shares.</li> <li>The QBCC's boosted Facebook posts were displayed to Facebook users 124,741 times, receiving a total of 5263 post clicks, 537 link clicks and 3253 reactions, comments and shares. The QBCC also shared a number of organic posts across all social media channels.</li> <li>QBCC Website: Time period 1 Feb 2019 – 14 January 2020</li> <li>Rebuilding after a disaster - number of page views: 3227 https://www.qbcc.qld.gov.au/home-maintenance/rebuilding-afternatural-disaster -</li> <li>Flood register – number of page views: 11,395 https://my.qbcc.qld.gov.au/s/assistance-search</li> </ul>	
<b>Projected outcome</b> Residents and insurance companies are confident repair	Status: Complete/ongoing	

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Recovery Activity/Outcome	Update	
work will be conducted by an appropriately licensed contractor.		
Residents and insurance companies can easily select local contractors to support economic recovery of the region.		
<ul> <li>Recovery activity</li> <li>Deployment of building inspectors and compliance</li> </ul>	QBCC have conducted a further 106 site visits since the last report (previously 196 visits). The total number of visits conducted is now 202. An average of 10 sites were visited per fortnight.	
officers to conduct compliance observations and provide	The Townsville office has experienced a 25% increase in the number of counter visits relating to flood.	
information to homeowners and licencees about rebuilding after a flood.	Currently, education efforts are focussing on Owner builder projects. With a significant number of insurance cash settlements being accepted by home owners, QBCC has identified an increase in owners' intending to undertake their own building works. As a result, QBCC has identified a need for an increase in engagement with this sector and has commenced planning a targeted education campaign.	
	Between 22 Nov 2019 and 14 January 2020, 131 calls were answered relating to flood affected areas.	
Projected outcome		
Residents and contractors are able to make informed decisions to ensure repair work undertaken meets compliance standards.	Status: Complete/ongoing	
Recovery activity	The BRG continues to meet to support recovery activities and identify	
• Support the development and implementation of local built infrastructure recovery plans.	coordinated solutions to any emerging issues on the ground. BRG members have been engaged in the LDMGS and provided data and information as available to support the development of recovery plans and rebuilding priorities. The LDMGs have capability and capacity to manage built infrastructure recovery through the robust local recovery group networks with very few issues requiring escalation.	
Projected outcome		
Recovery plans are underpinned by a strong evidence base and impact assessment data to establish regional rebuilding priorities and fast-track recovery.	Status: Ongoing	

#### **Recovery Activity/Outcome**

#### Update

#### **Recovery activity**

- Determine the repair/rebuild approach for community assets.
- Develop and implement a recreational assets and community facilities recovery program.

The Sport and Recreation Disaster Recovery Program was activated in response to the disaster events. To date, over \$905,461 in funding to 194 sporting organisations was approved to assist with immediate clean-up and recovery of sport and recreation clubs and facilities.

While the initial clean-up through the Sport and Recreation Disaster Recovery Program has been 100% achieved, the Category C DRFA package for community sport and recreation infrastructure is ongoing with three quarters of funds committed.

Reporting Period	Amount	Number of Sporting Organisations
3 months	\$882,000	189
6 months	\$23,461	5
Total	\$905,461	194

Clean-up and Repairs of Community Assets (not for profit sport and recreation organisations) – Department of Housing and Public Works (Sport and Recreation)

Grant applications received	43
Grant applications approved	27
Total value of approved grants	\$7,554,365
Total value of grant payments to date	\$3,971,296

#### Approved grant locations:

Townsville	18
Cloncurry Shire	2
McKinlay Shire	4
Richmond Shire	3

The Department is engaged with impacted not-for profit sport and recreation organisations to identify potential grant recipients that can be supported by this program. 68 projects have been identified for potential support for a total value of \$12.43M. The Townsville based project officer conducts regular community visits including engagement with remote western communities for one week out of every four. Two projects were completed to restore the Townsville Hockey Association fields and amenities totaling \$1.9M. This enabled the Association to host various state hockey championship events from mid-June 2019.

#### Projected outcome

Develop a repair/rebuild plan to allow for community access to recovery funds.

Clean-up and restoration of flood damaged community and recreational facilities to achieve social recovery outcomes by ensuring leisure, sport and artistic activities are part of the fabric of the community.



Status: Complete/ongoing

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Recovery Activity/Outcome	Update	
<ul> <li>Recovery activity</li> <li>Review identified Damage Assessments and Reconstruction Monitoring (DARMsys).</li> </ul>	QRA, in collaboration with DCDDS, completed monitoring activities in May, July and October 2019 to determine progress of recovery efforts. DARMsys is planned for Townsville for 10 – 14 February 2020	
<b>Projected outcome</b> Residents are able to access validated data reflecting the progress of infrastructure recovery.		Status: Ongoing
Recovery activity	The Building	g Recovery Group met on 21/11/2019:
• Provide advice to regulators on the recovery of built infrastructure as a result of learnings from the Monsoon Trough event.	<ul> <li>Recognition of the IGEM review recommendation for increased engagement with District and Local Disaster Management Groups.</li> <li>Mould on tiled surfaces – proposed a working group be formed to further research treating mould on tiled surfaces to ensure advice consistency.</li> <li>QBCC leveraged learnings from the Monsoon event to refine the development of 'Bushfire Rebuild Register'.</li> </ul>	
<b>Projected outcome</b> Any identified improvements from disaster events will be provided to the appropriate entities as part of the 2019-20 BRG preparedness activities.		Status: These recovery activities are on track to achieve the projected outcome
<ul> <li>Recovery activity</li> <li>Maintain consultation with built environment stakeholders, peak industry bodies and industry to support locally-led recovery.</li> </ul>	The BRG will continue to ensure collaboration and integration of communication and resolution activities when required. BRG members have continued to provide representation at local recovery groups, as appropriate.	
<b>Projected outcome</b> Information shared amongst relevant parties to allow informed actions to be taken.		Status: Ongoing

Recovery Activity/Outcome	Update		
<ul> <li>Recovery activity</li> <li>Investigate and address relevant insurance policy issues and ensure a compassionate response to affected businesses; working with the Insurance council of Australia and Economic Recovery Group.</li> </ul>	<ul> <li>The Insurance Council of Australia (ICA) has held a number of industry forums, insurance recovery hub events and round table discussions to provide up to date information and responses to emerging issues.</li> <li>The insurance recovery hubs allow policyholders to meet individually with senior claims managers from their insurer to discuss any issues with their claim.</li> <li>To date at least four insurance recovery hubs have been held with facilitated face to face meetings between over a dozen insurers and policyholders</li> <li>The next recovery hub event is scheduled to take place on 1 February 2020, this will be a further opportunity to bring the industry and community together with the intent of delivering positive outcomes.</li> <li>The ICA community engagement strategy was implemented with a community hotline and key messages delivered across various channels.</li> <li>As at 12 January 13,252 claims have been lodged with an average claim of \$59,077. Eighty-four per cent have been finalised.</li> <li>Works are continuing to get impacted customers back into their homes, in some instances, issues relating to the availability of materials and qualified trades people have continued to be inhibitors to more rapid progress.</li> </ul>		
<b>Projected outcome</b> Insurers are responding to customers experiencing hardship in a fair, timely and compassionate manner – providing residents with certainty to allow for their own recovery planning.	Status: Ongoing		
<ul> <li>Recovery activity</li> <li>Align infrastructure development programs and activities (where possible) to complement economic reconstruction priorities.</li> </ul>	237 contractors were engaged to return government assets to operational status. 99% are locally based. The North Queensland Flood register is currently active on QBCC website with 808 registrations of those 762 are registered in Townsville.		
<b>Projected outcome</b> Relevant infrastructure program and project owners investigate opportunities to support recovery priorities.	Status: Ongoing		

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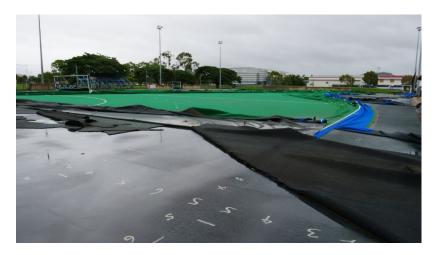
# **Case Study - Townsville Hockey Fields**

When 1.5m of flood water washed through the Townsville Hockey Complex during the height of the flooding the community were devastated. Not only were the expensive synthetic playing fields and the manicured grass fields damaged, but the fences, playing lights and irrigation system all needed extensive repairs.

The damage brought into doubt Townsville's ability to host the Queensland School Sport Tournament on 20 - 23 June 2019 and the Queensland under-18s Men's State Championships on 30 June to 2 July 2019. The loss of these competitions would have further devastated the Townsville hockey community, and left thousands of competitors, participants and families out-of-pocket for travel and accommodation arrangements which had already been made. An alternative host city would also have to be found in a short time frame.

Joint funding under the Commonwealth-Queensland Disaster Recovery Funding Arrangements (DRFA) was approved as an extraordinary funding assistance package for the Townsville Hockey Complex worth \$1.7 million, ensuring events could go ahead as planned. This funding package enabled the Townsville Hockey Association to immediately start reconstruction work, re-laying fields and repairing damaged infrastructure.

Before



After



North and Far North Queensland Monsoon Trough State Recovery Plan 2019-2021 Recovery Progress Report #2 To December 2019 - 24 -



# **Roads and Transport**

This section of the report details recovery progress against recovery activities outlined in the plan on page 41. Significant progress has been made in achieving recovery objectives. All recovery initiatives are addressed in relation to the event timeframe.

Recovery Activity/Outcome	Update	
<ul> <li>Recovery activity</li> <li>Review existing Queensland Transport and Roads Investment Program (QTRIP) capital works plans to accommodate the Natural Disaster Program.</li> <li>Scope reconstruction program of works.</li> <li>Develop project delivery plans to achieve key tasks.</li> <li>Undertake reconstruction works.</li> </ul>	<ul> <li>A majority of Phase 1 submissions have been developed.</li> <li>At 31 December 2019, a total of 59 Phase 1 submissions had been lodged with the QRA, nine of which had been assessed.</li> <li>Reconstruction works are underway.</li> <li>Reconstruction program is on track to be completed by 30 June 2021.</li> <li>Priority project sites include:         <ul> <li>Flinders Highway – works commenced in September 2019 to repair damaged sections of pavement in the Hughenden–Richmond and Richmond–Julia Creek sections, with work on other sections commencing in October 2019. All Flinders Highway works were completed in December 2019</li> <li>Richmond–Winton Road – pavement repairs commenced in early September 2019 and were completed in December 2019</li> <li>Alice River Bridge (Hervey Range Road) – bridge repaired and reopened two months ahead of schedule on 26 June 2019 and works completed in early July 2019</li> <li>Hervey Range Road (geotechnical) – emergency pavement repairs and slope stabilisation work completed in late February 2019. Further geotechnical treatments have been scoped and design work commenced in January 2020.</li> </ul> </li> </ul>	
<b>Projected outcome</b> Essential public assets restored.	Status: These recovery activities are on track to achieve the projected outcome.	
<b>Recovery activity</b> <ul> <li>Develop and implement a Betterment program.</li> </ul>	<ul> <li>TMR lodged detailed submissions and supporting documentation for all 10 shortlisted projects in the 2019 Betterment Program by 6 November 2019. An additional project on Richmond–Winton Road was submitted for consideration in December 2019, after the department identified savings on existing approved projects.</li> <li>As at 31 December 2019, four projects have been approved to proceed – two projects on the Flinders Highway, one on Burke Developmental Road and one on Richmond–Winton Road.</li> <li>Both projects on the Flinders Highway (from Hughenden–Richmond and at Nelia) were completed in December 2019. In situ stabilisation works on Richmond–Winton Road have been completed, with slope and margin works expected to be completed by June 2020.</li> <li>Betterment program on track to be completed by 30 June 2021.</li> </ul>	
<b>Projected outcome</b> Betterment program to improve the disaster resilience of flood damaged essential public assets.	Status: These recovery activities are on track to achieve the projected outcome.	

# Betterment

Program	How program is contributing		
Total Program			
Built (Infrastructure)			
Betterment	Delivered by: Queensland Reconstruction Authority		
Funding to restore and improve	Expressions of Interest (EOI) shortlisted	286	
the disaster resilience of flood damaged essential public assets.	Total value of EOIs	\$130,450,014	
5	Projects approved	13	
	Category D value of projects approved	\$43,422,516	
	Total value of projects approved	\$53,229,332	
	More than \$9.4 million has been approved for stabilising and sealing over 31km of Sedan Dip Road in Cloncurry that was severely damaged during the North and Fa North Queensland Monsoon Trough. Appropriate drainage will also be constructed to maximise the life of the improved asset and improve its resilience in wet conditions.		
Water and Sewerage	Delivered by: Queensland Reconstruction Authority		
Funding to support local	EOIs shortlisted	46	
governments' restoration costs for event damaged water and	Total value of EOIs	\$6,950,705	
sewerage infrastructure.	Projects approved	4	
	Category D value of projects approved	\$2,596,253	
	Approximately \$740,000 has been approved for repairing damaged manholes, a pump and an inlet screen at the Normanton Sewerage Treatment Plant that were damaged during the Monsoon Trough. Works will also include de-silting sewage lagoons and construction of drying beds to temporarily store the silt before final disposal.		
Clean-up and Repairs of Community Assets (local governments and state agencies)	Delivered by: Queensland Reconstruction Authority		
	EOIs shortlisted	104	
Funding to support local governments and state agencies	Total value of EOIs	\$10,740,776	
to clean-up and repair recreational	Projects approved	5	
assets and facilities damaged by the Monsoon Trough that are	Category D value of projects approved	\$1,730,577	
considered ineligible for DRFA Cat B restoration funding.	More than \$100,000 has been approved for installing three new floating pontoons and a walk way in Kelso, Rasmussen and Aitkenvale in Townsville, replacing previous structures that were completely destroyed during the Monsoon Trough.		
Clean-up and Repairs of Community Assets (not for profit sport and recreation organisations)	Delivered by: Department of Housing and Public Works (S	port and Recreation)	
Funding to support not-for-profit	Grant applications received	43	
sport and recreation organisations to repair facilities damaged by the Monsoon Trough and resume service delivery to the community.	Grant applications approved	27	
	Total value of approved grants	\$7,554,365	
	-		

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Program	How program is contributing	
	Approved grant locations:	
	Townsville	18
	Cloncurry	2
	McKinlay	4
	Richmond	3
	The Department is engaged with impacted not-for profit sport and recreat organisations to identify potential grant recipients that can be supported liprogram. Sixty-eight projects have been identified for potential support we value of \$12.43M. The Townsville based project officer conducts regular community visits including engagement with remote western communitie week out of every four. Two projects were completed to restore the Town Hockey Association fields and amenities totalling \$1.9M. This enabled th Association to host various state hockey championship events from mid- 2019.	by this /ith a total es for one nsville ie

# **Case Studies**

## **Coordinated approach restores vital North West transport connections**

A coordinated inter-agency approach has restored critical rail and road links between North West Queensland and the east coast.

After causing unprecedented flooding in the Townsville region in late January 2019, the Monsoon Trough tracked west, inundating vast areas of the state's north-west and severely damaging significant parts of the Mount Isa Rail Line and Flinders Highway.

On the Mount Isa Line, rail infrastructure was washed away and a stowed freight train at Nelia affected, with one locomotive and 80 wagons observed at varying angles and some on their sides.

Engineers and recovery crews identified damage across 307km of track on the Mount Isa Line, with extreme erosion identified at 204 sites. This included approximately 40km of major track washouts and 20km of track scouring.

The flooding of the rail line impacted the transportation of freight and resources, causing considerable flow-on impacts to the road network, itself damaged considerably and requiring significant repairs from the event.

The 150km stretch of the Flinders Highway from Richmond to Julia Creek was cut when flooding washed away entire sections of the road pavement. A temporary detour was established via the Landsborough Highway and Winton–Hughenden Road to facilitate access, including for heavy freight vehicles.

## Fast-tracking emergency repairs

The Department of Transport and Main Roads (TMR) worked closely with Queensland Rail (QR) and other agencies to understand impacts, respond quickly and keep the local community and industry stakeholders informed.

To progress the rail response, a dedicated taskforce was created to lead the recovery of flood-damaged track on the Mount Isa Line between Richmond and Oorindi. More than 400 Queensland Rail employees and contractors were mobilised to work on the repairs.

It was a dedicated team effort involving QR staff and contractors from across the state, in addition to TMR and the Department of Housing and Public Works who assisted QR to establish temporary worker camps at Richmond and Julia Creek.

Queensland Rail worked closely with Pacific National on a recovery plan for their flood impacted train at Nelia, including implementing an environmental action plan. Recovery started immediately once site access became available, including removing debris from tracks, re-energising lines, fixing scours and washouts, and positioning ballast trains and crews for track repairs, to reinstate network access.

This included constructing a 1.2km rail deviation around the impacted train to allow resumption of trains through the area, limiting the impact of an extended recovery timeframe at the Pacific National train site.



Photo: Julia Creek east (Source: QR Media Centre)



Photo: Nelia derailment (Source: QR Media Centre)



Photo: Mt Isa line recovery works (Source: QR Media Centre)

At the same time, fast-tracking emergency works to reopen the Flinders Highway enabled access for flood recovery works on the Mt Isa Rail Line, expediting repairs and reducing economic impacts to Queensland through rail freight closures.

Water receded on 14 February 2019, revealing major damage on the Flinders Highway at Nelia. The following day, TMR began damage assessment and discussions to engage local councils and private construction companies to undertake emergency works.

Richmond Shire Council commenced works from the Richmond end of the road section. BMD crews mobilised from Townsville to undertake major works at Nelia, starting on 21 February 2019 and enabling the highway to be reopened on 27 February 2019.

Road crews worked under hot and challenging conditions to get the Flinders Highway back on line. In addition to emergency road repairs, crews had to remove and dispose of 68 cattle carcasses from the road reserve along the Flinders Highway.



Photo: Flinders Highway (Richmond–Julia Creek) – damage from the Monsoon Trough event (Source: TMR)



Photo: Flinders Highway (Richmond–Julia Creek) – emergency works in progress (Source: TMR)

## **Building back better**

On the Mount Isa Line, more than 200 sites across 300km of track required repair, including 38 bridge abutments, the replacement of 47km of rail and 120,000 tonnes of ballast.

QR made the most of the line's closure to deliver large-scale rail maintenance activities such as rerailing and reconditioning works ahead of schedule while crews had unlimited access during the 11-week recovery operation.

This meant that when the line reopened to freight on 29 April 2019 QR could remove previous speed and axle load restrictions on upgraded sections, reducing freight travel times between Mount Isa and Townsville by up to 50 minutes.

The ambitious work schedule had been achieved ahead of time, with a total of 160,000 hours of labour going into restoring the line as quickly as possible.

The reopening of the entire rail corridor significantly reduced the number of truck movements on the Flinders Highway and increased the productivity and efficiency of the North West supply chain connecting industry to the Port of Townsville, supporting the Queensland economy.

TMR also took the opportunity to build for future resilience on the Flinders Highway.

Following detailed damage assessments, reconstruction works began in late September 2019 to repair flood-damaged pavement sections of the Flinders Highway in the Hughenden to Richmond and Richmond to Julia Creek sections. Further road rehabilitation then commenced on other sections in October 2019.

In addition to these disaster repairs, TMR also delivered two Flinders Highway betterment projects funded through the 2019 Betterment Program to improve flood resilience on this critical route. Works at key locations between Hughenden and Richmond, and at Nelia, involved stabilising damaged pavement and undertaking shoulder repairs and drainage works to reduce the risk of damage in future floods.

A total of almost 22km was reconstructed or improved, with all Flinders Highway works completed in December 2019, prior to the wet season.



Photo: Richmond-Winton Road - reconstruction works in progress (Source: TMR)



Photo: Flinders Highway (Hughenden-Richmond) - betterment works in progress (Source: TMR)

# Economic

This section of the report details recovery progress against recovery activities outlined in the plan on pages 43 - 44. The ERG continues to meet to support recovery activities and identify coordinated solutions to any emerging issues on the ground. All recovery initiatives are addressed in relation to the event time frames.

#### Recovery Activity/Outcome

#### Update

#### Recovery activity

- Support small businesses with tools and resources to facilitate economic recovery and resilience, including:
- establishing a small business recovery centre
- raising awareness of availability of counselling services
- establishing a rental recovery hub to assist real estate industry
- implementing Go Local campaign
- developing and implementing a Skilling Queenslanders for Work package to assist in the clean-up and rebuilding of Townsville and surrounding areas.
- Develop communications tools for businesses to ensure information is available to small businesses, including Aboriginal and Torres Strait Islanderowned businesses.

#### Small Business and Industry Support (DESBT)

The Small Business Recovery Advisory Council (SBRAC) was established in August 2019 to guide the design, development and delivery of the package and support services, ensuring it meets local needs. The SBRAC have met on five occasions since forming.

The Small Business Recovery and Resilience Champion commenced in November 2019. Total resources include six dedicated staff plus a marketing contractor (due to commence in February 2020).

#### **Small Business Recovery Centre**

The SBRC continues to provide tailored support impacting small business owners, five days a week from 143 Walker Street, Townsville.

As at 20 January 2020, the SBRC has made/received over 2700 phone calls and 1675 visits.

A revised date for the relocation of the SBRC to the Townsville Smart Precinct is due to be set in early 2020.

#### **Go Local Campaign**

Small Business owners can access Go Local resources including social media tools to help celebrate their contribution to their local community, showcase their local supply chains and encourage Queenslanders to shop local and support small business to rebuild resilient communities.

DESBT joined with a range of local stakeholders to undertake a Back on Track Roadshow from October to December 2019. The Roadshow visited communities hardest hit by the monsoon trough. 19 towns were visited with information given to over 165 small business owners on available grant funding, tailored digital marketing services, free mentoring and business support services.

Concepts for a refreshed Go Local campaign informed by a review of past Go Local campaigns in North and North West Queensland and locally led initiatives will be reviewed by the SBRAC in early 2020.

Forward schedule of events/engagements is being maintained. Proactive research and stakeholder feedback is constantly being gathered to identify opportunities to engage and support small business owners recover, boost resilience and use Go Local communications to grow the local economy and support community recovery.

Key events proposed for 2020 include:

- Small Business Recovery Event in Yeppoon 3 February
- Economic Recovery and Resilience Workshop in Yeppoon 10 February
- Douglas Business Expo 6 March
- Ingham Show 2 June

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Recovery Activity/Outcome	Update				
	Business Mentoring a				
		As at 20 January 2020, over 200 small business owners have accessed free mentoring under DESBT's Mentoring for Growth			
		-	the needs of the individual		
	The mentor recruitment process has commenced and is ongoing. Monthly Mentoring for Growth (M4G) sessions have been scheduled in Townsville and free mentoring was offered as part of N&NW Qld Roadshow conducted over Oct, Nov and Dec.				
	<b>Business Developme</b>	Business Development and Support			
	<ul> <li>An environmental scan outlining key mental health challenges facing small business owners over the next two years, and potential opportunities for collaborative support services is being undertaken. Investigations into the inclusion of legal service in grant program were successful – the grants can be used for this purpose. Exploration of a partnership with DES and CCIQ to help small businesses adapt to climate events and mitigate against major disaster impacts is progressing.</li> <li>The SBRAC is reviewing a range of small business support proposals to address key recovery challenges including: <ul> <li>mental health challenges facing small business owners over the next two years;</li> <li>collaborative support services</li> <li>partnering with DES and CCIQ to help small businesses adapt to climate events and mitigate against major disaster impacts.</li> </ul> </li> <li>Skilling Queenslanders for Work (SQW) contributed to the North Queensland recovery effort by providing the Townsville City Council with \$663,600 in additional funds under an existing Work Skills Traineeship project to employ an additional 35 trainees to undertake clean-up and recovery work. The Work Skills Trainees worked alongside council staff for a period of up to six months and assisted with the recovery and rebuild phase of the community.</li> </ul>				
	<b>QRIDA</b> (Administratio	on of Speci	al Assistance Recovery Grants)		
	Barcaldine Boulia Burdekin Burke Carpentaria Charters Towers Cloncurry Croydon	2 1 574 5 26 4 55 3	\$150,000.00 \$75,000.00 \$21,762,412.46 \$375,000.00 \$1,703,410.00 \$300,000.00 \$3,818,076.50 \$203,600.00		
	Douglas Etheridge Flinders	74 3 141	\$3,361,742.87 \$225,000.00 \$9,077,607.88		
	Hinchinbrook	514 1	\$22,069,990.89		
	Longreach McKinlay	1 168	\$75,000.00 \$12,391,988.46		
	Mount Isa	1	\$10,015.48		
	Richmond	129	\$9,328,445.75		
	Townsville Winton	104 137	\$5,311,740.45 \$8,921,995.88		

Recovery Activity/Outcome

#### Up<u>date</u>

This program incorporates a suite of initiatives that focus on getting business operational and supporting them to grow with a focus on resilience and includes one-on-one business mentoring, mental health support, targeted grants, community purchasing behaviour change campaigns as well as the provision of a dedicated support service for small businesses located in Townsville.

#### DESBT Administration - Small Business Disaster Recovery/Resilience Grants as at 15 January 2020

Over 75 per cent of the applications for Small Business Disaster Recovery Grants are for the resilience stream. Under this stream, small businesses can engage a business mentor, a digital specialist or a financial planner to assist in strengthening their market share now and into the future, so they are better positioned to grow and thrive.

Repair grants allow small businesses to attend to outstanding building or equipment repairs essential to resuming operations.

Grant applications received	179 (39 repairs and 140 resilience)
Grant applications approved	145 (34 repairs and 111 resilience)
Grant applications to be assessed	23
Total approved funding as at 15 January 2020	\$1,411,267

### Approved grants by location:

- Burdekin 4
- Charters Towers 6
- Douglas 5
- Flinders 3
- Richmond 1
- Townsville 125
- Hinchinbrook 1

### Applications by diversity Groups

- Woman in Business 61
- Culturally and linguistically diverse 7
- People with a disability in business 2
- Seniors in business 12
- Young people in business 10
- Indigenous ownership 7

### Approved applications by ANZIC Codes

- Manufacturing 4
- Construction 14
- Wholesale trade 2
- Retail trade 16
- Accommodation and food services 20
- Transport, postal and warehousing 8
- Information media and telecommunications 2
- Financial and insurance services 6
- Rental hiring and real estate services 5
- Professional, scientific and technical services 7

Recovery Activity/Outcome	Update	
	<ul> <li>Administrative and support services - 3</li> <li>Education and training - 3</li> <li>Health care and social assistance - 16</li> <li>Arts and recreation services - 15</li> <li>Other services - 24</li> <li>Over 75 per cent of the applications for Small Business Disaster Recovery Grants are for the resilience stream. Under this stream, small businesses can engage a business mentor, a digital specialist or a financial planner to assist the small business in strengthening their market share now and into the future, so they are better positioned to grow and thrive.</li> </ul>	
	Repair grants allow small businesses to attend to outstanding building or equipment repairs essential to resuming operations.	
	Small Bu	usiness Recovery Survey Outcomes
	business those, 26	nber 2019 DESBT conducted a follow-up survey of all small es in affected areas. Only 75 surveys were returned. Of b per cent of businesses indicated they had fully recovered, ent had not fully recovered and 3 per cent had closed.
	their busi	isinesses that had not closed, 54 per cent had reopened iness within two weeks and 85 per cent had reopened ee months.
	53 per cent of businesses indicated their trading had not yet returned to normal levels and 65 per cent stated that their turnover has been reduced. Despite this 60 per cent of businesses had returned to pre-flood staffing levels.	
<i>Projected outcome</i> Fast-tracked small business recovery is supported.		Status: Ongoing
<ul> <li>Recovery activity</li> <li>Disseminate information to local governments to provide options for approval processes (e.g. temporary local planning instruments).</li> </ul>	DESBT has invited local government representatives from the 15 hardest hit LGA's to participate in the development of the \$10 million Business and Industry Support Package via membership of the Small Business Recovery Advisory Council (SBRAC).	
Projected outcome Streamlined processes reduce red tape and boost local government recovery.		Status: Ongoing
<ul> <li>Recovery activity</li> <li>Work with insurance and banking sectors to ensure compassionate and fair dealings with affected businesses.</li> </ul>	The ACCC released their second interim report to the Northern Australia Insurance Inquiry on 20 December 2019. The interim report identifies four new focus areas for 2020 including strata insurance challenges, industry measures to support customers experiencing payment difficulties, and the impact of building specifications and land use planning on insurance premiums.	
	The report also examines the extent of non-insurance for small businesses in the affected areas of Townsville and the reasons for this. A third and final report is due on 30 November 2020.	
	The Queensland Small Business Champion will continue her advocacy work in this space, this will include liaising with insurance brokers to educate small businesses on types of insurance, how to make and escalate a claim. Advocacy work will also include progressing changes to business interruption/business continuity insurance for small business through the National Small Business Commissioners' group.	

Recovery Activity/Outcome	Update	
	The Australian Financial Complaints Authority (AFCA) activated its significant event response plan to the Townsville inundation, on 5 February 2019. The significant event response plan is activated for events that can potentially result in significant numbers of related complaints coming to AFCA. It provides for early communication with relevant stakeholders and a more streamlined, expedited process for the resolution of related complaints.	
	The Queensland Small Business Champion actively referred a number of Townsville small business insurance disputes to AFCA. While some small business insurance disputes have been satisfactorily settled with AFCA's assistance, the first of AFCA's determinations has yet to be made. It is expected that first determination will be made in early 2020.	
	The response from the Treasury on the ACCC Northern Australia Insurance Inquiry report and recommendations is still pending.	
	The outcome of the AFCA insurance dispute determination is still pending (expected in early 2020).	
Projected outcome		
Businesses are provided with certainty on banking and insurance matters and can plan for their own recovery.		Status: Ongoing
<ul> <li>Recovery activity</li> <li>Ensure councils and other agencies are provided relevant information – including legislative requirements – for tendering processes.</li> <li>Ensure local suppliers have relevant information and support to maximise their opportunities to gain government work/contracts.</li> </ul>	Extensive public campaigning encouraged local industry interested in supplying to the Townsville Flood Disaster Reconstruction Works to register their interest against the appropriate work packages.	
Projected outcome		
Local suppliers are afforded the opportunity to participate in and are engaged with the economic recovery process.		Status: These recovery activities are on track to achieve the projected outcome.
Build local skills and deliver jobs and revenue for local industry and businesses.		

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#### **Recovery activity**

- Support tourism recovery by:
- Tourism and Events Queensland (TEQ) to develop and implement a marketing campaign to promote the region to key domestic markets.
- developing and implementing resources to support tourism businesses.
- Support iconic events in impacted areas.

#### **DITID Report Key Outcomes of Activities**

*2019 DestinationQ Tourism Forum -* Delivered by TEQ, working in partnership DITID and QTIC:

**Event 1:** Attendees - 150 at DiQ19 Indigenous Conference 6 November 2019, Sunshine Coast

- International Keynote Speakers Keith Henry Indigenous Tourism Association of Canada , John Schofield – University of York
- Attended by The Hon. Kate Jones MP, The Hon. Shannon Fentiman MP, The Hon. Mark Bailey MP

**Event 2:** Attendees - 650 at DQ19 Tourism Forum 7/8 November 2019, Sunshine Coast

- 3 International Keynote speakers
- \$20,017.40 claimed from the travel bursary from both DiQ and DQ19 Tourism Forum
- 41 delegates claimed travel bursaries as at 31 December 2019

#### TAFE Queensland Training Program

- 23 applicants for scholarships
- 12 scholarships awarded
- 12 accepted scholarship offers
- 3 applications held as reserves in event of drop out

#### Scholarships were awarded in the following qualifications:

- Diploma of Event Management 4 x Online / 1 x Townsville (Pimlico campus)
- Diploma of Travel and Tourism Management 4 x Online
- Diploma of Community Development 2 x Online / 1 x Townsville (Aitkenvale campus)

#### **VETP Scholarships - Selected Recipients**

Diploma of Event Management	Mackay			
Diploma of Event Management	Diamantina			
Diploma of Event Management	Cloncurry			
Diploma of Event Management	Townsville			
Diploma of Event Management	Whitsunday			
Diploma of Travel and Tourism Management	Townsville (2)			
Diploma of Travel and Tourism Management	Cairns			
Diploma of Travel and Tourism Management	Barcoo			
Diploma of Community Development	Cooktown			
Diploma of Community Development	Townsville			
Diploma of Community Development	Flinders			
Tourism Crisis Communication Toolkit for RTOs and the tourism industry's program completed. 2 x one-day crisis communication mock exercise programs completed (Townsville and Cairns).				

Recovery Activity/Outcome	Update
	Project progress and contribution:
	<ul> <li>The toolkit provides a framework and one-stop-shop for RTOs and tourism organisations to prepare for, respond to and recover from crises by detailing the steps to take, who to contact and the messaging to use as well as examples of communication materials and best practice case studies.</li> <li>Based on RTO feedback the toolkit has already been put to use this season after it was forwarded to the Bundaberg Tourism CEO, who relied on it to handle recent shark attacks near Bundaberg.</li> </ul>
	<b>Outback Tourism Education Program Expansion</b>
	This program is currently delivered by TEQ in partnership with OQTA, DITID and DoE, with all four partners providing modest funding contributions. It is a subsidy-based initiative to encourage schools to take Queensland students in years 5 to 9 to outback Queensland. With this additional investment, increased targeted activity will be undertaken in impacted regions including measures to:
	<ul> <li>increase the maximum subsidy to \$150 per student</li> <li>identify new education opportunities associated with the impacts of significant natural events</li> <li>expand the subsidy to all primary and secondary school levels for those students travelling to flood-affected areas.</li> </ul>
	Marketing to accelerate program uptake and application submissions. Press release expected to go out in late January for program. Program to start in February 2020.
	Regional Queensland Tourism Product and Expanded Infrastructure Program (NB: <u>Working Title</u> : Regional Queensland Tourism Inventory and Infrastructure Resilience Platform)
	<b>Stage 1</b> - Identify regional tourism product, experience and infrastructure (including in the pipeline) which includes:
	<ul> <li>inventory of existing tourism product, experience and infrastructure across all impacted areas</li> <li>analysis of visitor and consumer market demand, trends and other market considerations with a medium to long term outlook</li> <li>establishment of a geospatial platform of tourism opportunities/gaps with a 'lens' of resilience to a range of disaster events and external shocks to inform and provide an analysis for government and industry investment and initiatives that supports tourism development in flood-affected areas</li> <li>development of a comprehensive summary outlining the current and future tourism product, experiences and infrastructure at the state, regional and local levels.</li> </ul>
	Expect to award successful supplier in late January 2020.
<b>Projected outcome</b> Increase in visitor numbers and generation of tourism spend.	Status: Ongoing
<ul><li><i>Recovery activity</i></li><li>Facilitate the identification and</li></ul>	A total of \$10,815,726 in Category B and D loans has been approved to date.
<ul> <li>Facilitate the identification and analysis of additional economic stimulus opportunities highlighted by local governments and other stakeholders.</li> </ul>	Category B: Small \$3,271,693 business loans DAL and EWC (32)
	Category B: Non \$145,000 Profits: DAL (1))

Recovery Activity/Outcome	Update	
		ry B Primary \$3,053,633.54 er Ioans: DAL
	Category D: Primary \$4,345,400 Producer Loans: EDAL (6) The Department of State Development, Manufacturing, Infrastructure and Planning (DSDMIP) has been working with other state agencies, councils in impacted areas and industry stakeholders to identify and fast-track a range of immediate an ongoing economic recovery activities.	
<i>Projected outcome</i> Economic recovery is fast-tracked.		Ongoing
<ul> <li>Recovery activity</li> <li>Work with industry to seek contributions and/or discounted materials/cumplies to support</li> </ul>	The North Queensland Restocking, Replanting and On-farm Infrastructure Grant to assist with further recovery will remain open until 30 June 2021 or until available funding is fully distributed.	
materials/supplies to support targeted recovery efforts.		151 grant applications with 131 approvals to the value million has been recorded.
	Drought conditions through much of the region have impacted the uptake of restocking and replanting loans. Beef enterprises contribute most applications, and the western LGAs of McKinlay and Richmond have the majority of applications.	
<i>Projected outcome</i> Business recovery is fast-tracked.		Status: Ongoing
<ul> <li>Recovery activity</li> <li>Establish key working groups to facilitate recovery, including:</li> </ul>	A North West Agriculture Fencing Committee was established in the aftermath of the monsoon trough event in consultation with key stakeholders. The North West rail line was significantly damaged and reopened late April, led by Queensland Rail. The Karumba Port has now been dredged following the flood event allowing for normal volumes of ore to be transshipped to the mothership in the Gulf.	
<ul> <li>a supply chain working group to facilitate a streamlined</li> </ul>		
framework for industry to access necessary transport permits		
<ul> <li>a fencing, restocking and agistment working group.</li> </ul>		
<ul> <li>Facilitate other key supply chain solutions, including dredging to address siltation issues at Karumba Port.</li> </ul>		
Projected outcome		Statue: These recovery activities are an track to achieve
Supply chains are re-established and business operations can return to normal.		Status: These recovery activities are on track to achieve the projected outcome.
<ul> <li>Recovery activity</li> <li>Queensland Government program and project owners to investigate opportunities to support recovery.</li> </ul>	An update on Grants and other activities funded by DRFA has been included in the DESBT report above.	

Recovery Activity/Outcome	Update		
<b>Projected outcome</b> Government programs and		Statuce Ongoing	
activities complement economic recovery priorities.		Status: Ongoing	
Recovery activity	The Special Disaster Assistance Recovery Grants are administere by the QRIDA and have been detailed above.		
<ul> <li>Implement small business grants program to assist with business plans, re-training and coaching, additional financial counselling and advisory services, and explore new options for sustainability and resilience – funded under DRFA.</li> </ul>	The region activation was increased late November to include Charter Towers Regional Council, and Etheridge Regional council, and extended through to 28 February 2020.		
Projected outcome			
Small business owners are provided a helping hand to provide a range of services to boost recovery and increase resilience.		Status: These recovery activities are the projected outcome.	e on track to achieve
<ul> <li>Recovery activity</li> <li>Implement a range of initiatives to boost tourism and support tourism operators in the</li> </ul>	A consolidated report in relation to Tourism initiatives has been provided above.		
impacted areas – funded under DRFA.			
Projected outcome			
Tourism numbers and money spent in impacted regions remain steady.		Status: These recovery activities are the projected outcome.	e on track to achieve
Recovery activity	Exceptio	onal Disaster Loans	
<ul> <li>Enhanced concessional loans – funded under DRFA.</li> </ul>	Concessional loans up to \$1M for primary producers are being administered by QRIDA.		
	-	ts to date:	
	DAF (Ru		\$405,574.4
	DAF (oth	er producers)	\$141,721.2
	Carpenta	iria	\$164,952.6
	Flinders		\$46,06
	McKinlay		\$157,610.5
	Richmon	d	\$747,550.0
	Winton		\$100,971.3
	fodder su	ibution of funds for the reimbursemen upply follows:	
	<ul> <li>DAF \$782,855.46 (\$405,574.40 reimbursed to Rural Aid and \$141,721.23 to 10 producers from McKinlay, Carpentaria and Richmond, balance available to meet producers needs in 2020 after the monsoon</li> <li>Carpentaria Shire Council \$164,952.60</li> <li>Flinders Shire Council \$46,060</li> </ul>		

Recovery Activity/Outcome	Update			
		mond Shire Council on Shire Council	\$747,550.05 \$100,971.36	
<b>Projected outcome</b> Primary producers can apply for loans of up to \$1 million, providing financial certainty and stability.		Status: These recover the projected outcome		ack to achieve
<ul> <li><i>Recovery activity</i></li> <li>Enhanced freight subsidies scheme – funded under DRFA.</li> </ul>	<ul> <li>Freight Subsidies (Provision of freight subsidies for restocking and agistment).</li> <li>Uptake has been slow from primary producers with anecdotal evidence suggesting that the majority of producers are waiting to see the effects of the Monsoon in the new year.</li> <li>Freight Subsidies:</li> </ul>			
	-	of approved restocking a	applicants	37
		approved restocking sul		\$368,694
		of approved agistment a		φ000,004 3
		approved agistment sub		\$29,287
		ese are cumulative tota		<i>\\\\\\\\\\\\\</i>
<b>Projected outcome</b> Primary producers can afford to restock their depleted herds.		Status: These recover the projected outcome		ack to achieve
Recovery activity	Industry	Recovery and Financi	al Counselling:	
<ul> <li>Industry Recovery Officers and Financial Counsellors – funded under DRFA.</li> </ul>		of direct engagements p of producers reached th		1400 422,321
	<ul> <li>Industry Recovery Officers and Financial Counsellors</li> <li>The North West Industry Recovery Officers, Coastal Recovery Officers and Rural Financial are fully engaged with primary producers within their respective areas.</li> <li>Financial councillors have been working with small businesses and producers providing advice around financial analysis, grant applications, supported negotiations with financial institutions, QRIDA and Centrelink, providing referrals for legal and accounting advice, welfare and social support and mental health and government, and they continue to provide information and other support.</li> <li>Western Queensland IROs (employed by DAF) have engaged with livestock owners across Flinders, Cloncurry, Winton, Carpentaria, Burke and McKinlay Shires. In the period Oct-Dec 2019 they have been in contact with a large proportion of landholders through approximately 730 phone calls, 400 emails and 70 face-to-face interactions. In the main, the IROs have ensured that landholders are aware of, and accessing, QRIDA grants (SDARG and RRIG) to rebuild their businesses towards the goal of industry and community recovery. IROs have supported many livestock owners to complete forms ready for submission to QRIDA, and assisted in appeals processes where livestock owners have been deemed ineligible. They have helped QRIDA and RFCS staff by streamlining the interactions, paperwork and processes between their staff and livestock owners.</li> </ul>			

Recovery Activity/Outcome	Update	
	<ul> <li>Local government have been supported in delivering their recovery plans through developing strong partnerships with the Shire CDOs, collaborating on planning for events that build social cohesion across the rural and town community. Local government have been kept up to date through IROs speaking at Council meetings, and by meeting with Mayors and CEOs to provide updates.</li> <li>Broader recovery efforts have been strengthened by collaborating with DAF beef extension officers in planning and delivering events, for example cattle production days within the Gulf. The Beef extension team have noted how valuable it is to have the IROs located across the north-west and accessible by graziers. The provision of the IRO service allows the extension staff to focus on delivering animal production, pasture recovery and business resilience outcomes to industry instead of extension staff also being asked by industry to help complete DRFA grants.</li> <li>Mental Health outcomes are supported by the IROs ensuring landholders are aware of the services available, and connecting people with providers such as the McKay Patrol and RFDS where appropriate.</li> <li>The Federal drought and flood agency and other service providers have found the IRO service to be invaluable in helping to plan and deliver effective consultation with industry across th north-west.</li> <li>Coastal IROs - the DAF contract with the Queensland Farmers Federation (QFF), which covers the employment of the Coastal IROs, has been active in providing support and referrals for grant applications and subsidies to aid their recovery. The coastal IROs have been active in providing support and referrals for grant applications and subsidies to aid their recovery. They and subsidies as well as meeting with clients in their respective offices. They have also been able to connect growers with the other Cat D</li> </ul>	
<b>Projected outcome</b> Primary producers are provided the support they need to boost resilience and sustainability.		Status: These recovery activities are on track to achieve the projected outcome.
<ul> <li>Recovery activity</li> <li>Provide assistance measures to mitigate river erosion impacts – funded under the DRFA.</li> </ul>	This is reported on in the environmental section of the report.	
<b>Projected outcome</b> Environment recovery will complement recovery and resilience of primary producers.		Status: Ongoing

## **Successes and Case Studies**

### No Boundaries Health and Osteopathy, Townsville

Townsville business owner, Louise Marry lost her two osteopathy businesses in Townsville in the 2019 floods in North Queensland.

Louise accessed the **Mentoring for Recovery program** after the floods and said the support and advice she received at the mentoring session had been invaluable.

"The mentors gave me advice for the present, such as keeping people informed, and long-term assistance with strategies to improve my business," Ms Marry said.

"Having one location offering information took the confusion and difficulty out of finding the support I needed at this time."

Louise recently moved to new premises and rebranded as No Boundaries Health and Osteopathy. Through the **Back to Work initiative**, Louise has been able to put on new services and staff and grow her business.

### Helping our small businesses to recover

More than 1675 small businesses received support from the **Small Business Recovery Centre** since it was established following the monsoonal trough in North and Far North Queensland in February 2019.

The centre was set up a few days after the disaster was declared. Bringing together all levels of government and the community, offering a one-stop shop to local small business operators to help them reopen as soon as possible.

Jeanie McIntosh, Customer Care Manager from the department's Townsville Regional Office, helped to establish the centre in the weeks after the floods.

"I have worked in the public sector for over 30 years and I can say this has been the most satisfying experience in my career," Jeanie said.

"The community has come together to support each other through the recovery. Businesses can access expert advice from the Queensland Rural and Industry Development Authority, volunteer small business mentors, financial counsellors as well as pro bono legal advice and insurance brokers."

"The collaboration across all levels of government and throughout the community has been extraordinary and will serve as an excellent model for other communities working through disaster recovery."

### Go Local, Grow Local

Townsville business owner, Karen Bennett of Bennett's Barbershop has become one of the faces of Townsville's Go Local campaign after her shop suffered water and electrical damage during the floods.

"When you support locally owned small businesses, you actually help create a community," Mrs Bennett said.

"As a small business owner, I know myself, that I make a conscious effort to shop local and use trades and services from within our own community.

"It creates a sense of support, belonging, A feeling of pride and also creates local jobs. The busier small business is, the more the local economy benefits.

"I think Townsville's long-term recovery from this unprecedented event, will see us grow as a community. North Queenslanders are the most positive and resilient people you'll ever meet and together, we are supporting each other more than ever before.

"Why Go Local? We get to know you, you get to know us, and more money is kept in the local economy."

The Queensland Government's **Go Local initiative** was launched in 2017 to support businesses and industries impacted by Severe Tropical Cyclone Debbie.

In late 2017, an expanded state-wide 'Go Local, Grow Local' campaign was launched highlighting the critical role small business plays in creating local jobs, supporting economic growth and developing local communities. The campaign has continued supporting small businesses, including those recently impacted by flooding in Townsville and includes an online hub, print, radio and digital advertising as well as support tools for small business owners to use.

# Environment

This section of the report details recovery progress against recovery activities outlined in the plan on pages 48 - 49. All recovery initiatives are addressed in relation to the event time frame.

Recovery Activity/Outcome	Update	
<ul> <li>Recovery activity</li> <li>Stakeholders effectively engaged, consulted and assisted, including land managers, local government and industry.</li> </ul>	<ul> <li>DES participated in the Townsville LRG that continued to meet and provide coordinated assessment and advice on environment issues including; water quality, sewage &amp; waste management, pollution management and clean-up operations. The LRG was involved in determining environmental permits, licenses and funding requirements in order to help facilitate rehabilitation of the natural environment, local habitats, rivers and coasts of the Townsville area. The final meeting of the LRG was held on 28 November 2019.</li> <li>Engagement on the clean-up progress with key stakeholders from the Nelia Train derailment is continuing, and includes Nelia residents, landholders and the McKinlay Shire Council.</li> </ul>	
<i>Projected outcome</i> Locally led environment recovery is supported.	Status: Complete	
<ul> <li>Recovery activity</li> <li>Work with mining and industrial operators to assess non-compliance, issue temporary emission licences and ensure recovery actions are environmentally safe.</li> </ul>	<ul> <li>The four penalty infringement notices that were issued have been paid and are now considered closed.</li> <li>A second Clean-up Notice was issued to ensure the removal and remediation of contaminants fro a watercourse impacted by discharge during the flooding in accordance with a submitted remediation action plan.</li> <li>The two Clean-up Notices and the environmenta protection order remain in-force with clients progressing towards compliance.</li> <li>Nelia Train Derailment</li> <li>The clean-up of the area impacted by the Nelia train derailment has significantly progressed with the bulk of the contaminated material identified for removal having left the site. Works, including rehabilitation of disturbed areas, are continuing and DES, DAF and QHealth continue to meet with the three parties to monitor progress.</li> </ul>	
<b>Projected outcome</b> Mining and industrial operations are back in operation and fully compliant with environmental approvals. Penalties incurred where appropriate.	Status: Complete/ongoing	

Recovery Activity/Outcome	Update		
<b>Recovery activity</b> <ul> <li>Assist local governments and operators to identify temporary landfill sites to support waste management activities, and environmentally safe operation of permanent water and sewage infrastructure and waste disposal facilities.</li> </ul>	through waste r Assiste identify commu At the r Manage staging manage event. Attende Asbeste	ed with local government authorities the Mt Isa DDMG to offer assistance with nanagement activities. d Charters Towers Regional Council to temporary landfill sites for Hervey Range nity. equest of TCC, reviewed its Environmental ement Plan as it related to temporary waste . Engaged with TCC regarding waste ement challenges associated with the ed a meeting of the Townsville LDMG ps Working Group to assist with the on of asbestos waste issues.	
Projected outcome			
Effective and rapid resolution of waste management issues, and the environmentally safe operation of municipal infrastructure.		Status: Complete	
Recovery activity		igator Creek camping area within Bowling	
• Ensure national parks and state forests are	Green Bay National Park will be reopened once a new sewerage treatment plant is constructed.		
assessed and re-opened as soon as it is safe to do so; in consultation with local tourism and business operators.	the wee are exp	staff will evaluate the tender quotes during ek commencing 20 January 2020. Works ected to commence in February 2020 and pleted by early April 2020.	
		igator Creek camping area is expected to ned for Easter 2020.	
Projected outcome			
National parks and state forests reopened to the public.		Status: Ongoing	
<ul><li><i>Recovery activity</i></li><li>Support the development and implementation</li></ul>		h the Townsville LRRG, DES has ted the development of local recovery	
of local environment recovery plans.	Commu	wnsville Local Disaster Management and unity Support Committee - Recovery Action as ongoing, longer-term actions and ments.	
Projected outcome			
Coordinated recovery planning, issues management and activities.		Status: Ongoing	
Recovery activity	In September 2019 the DES heritage team		
<ul> <li>Prioritisation of advice and environmental approvals or exemptions that support road rebuilding, port dredging, beach sand replenishment activities, and rebuilding and rectification of coastal infrastructure and</li> </ul>	develop Membe constru	d technical advice in support of a oment application that will refurbish the ers Stand and administration office, and ct a new jockey/stewards change room at Cluden Racecourse.	
heritage valued places.	Specific	cally, the development application covers:	
	• Ma °	in entrance gates Repairs and maintenance, replacement and repainting of significant features	
	• The	e grandstand (c1896)	

Pacovary Activity/Outcome	lindata	
Recovery Activity/Outcome	Update	
	<ul> <li>Refurbishment, with demolition of non- significant features of areas of the lower and upper levels.</li> </ul>	
	<ul> <li>The addition of AC plant to a lowered position to a front corner of the grandstand.</li> </ul>	
	<ul> <li>Replacement of elements of the roof and repainting of the exterior to match existing.</li> </ul>	
	Other works that will affect the broader site, include rearranging pathways, removal of trees and a new surfaced thoroughfare. These works do not affect the significant features of the site as documented.	
Projected outcome		
Rapid recovery actions are supported by local and state government agencies and individuals, while protecting environment and heritage values.	Status: These recovery activities are on track to achieve the projected outcome.	
Recovery activity	Queensland Rail, Pacific National, Glencore	
<ul> <li>Work with responsible parties for the Nelia Train Incident – to ensure recovery action carried out is environmentally safe and the community is well informed of impacts and</li> </ul>	(product owner), Queensland Health, Department of Agriculture and Fisheries (DAF), and DES are continuing to monitor clean-up progress at the site.	
response.	The bulk of contaminated material identified for removal from site has left the site and initial validation testing undertaken.	
	Rehabilitation of disturbed areas is continuing and assessment of the potential for impacts from residual contamination has been completed; monitoring is in place to detect if there are any off- site impacts.	
	In consultation with DAF, the landholders have reintroduced stock to a section of the impacted area. Monitoring is in place to gauge any residual impacts to stock.	
	Engagement with key stakeholders including the landholders, Nelia residents and McKinlay Shire Council is continuing.	
Projected outcome		
Salvage and clean-up operations are controlled, environmentally safe, and do not cause further unnecessary damage to the environment.	Status: These recovery activities are on track to achieve the projected outcome.	

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#### **Recovery Activity/Outcome**

### Update

#### **Recovery activity**

Projected outcome

habitats minimised.

Impacts to native wildlife and associated

 Conduct ecological assessment and recovery actions for impacted native wildlife; including monitoring and reporting for turtle and dugong strandings through the StrandNet database.

#### **Turtles and Dugong**

There have been no reports of any long-term detrimental impacts of the Monsoon Trough event on marine turtles or dugong.

#### **Flying-Foxes**

There has been no evidence of any detrimental impacts of the Monsoon Trough event on flyingfox populations. In fact, the populations of little red flying-foxes in particular have been very high at roosts in the impacted area (such as Charters Towers and Ingham) in early 2019,

In 2020, due to the 2019 monsoon event, larger flowering events have occurred meaning flying-foxes are staying in areas longer.

#### Macropods

The 2019 survey of commercial harvested macropod species in Queensland found a general decrease in these three species (eastern grey kangaroo, red kangaroo and common wallaroos) in the Central North Harvest Zone (from Blackall to Richmond), while the macropod survey lines in the Western Harvest Zone, near Cloncurry and Mt Isa, were not surveyed in 2019.

In the Central North Harvest Zone the eastern grey population estimates were found to be so low that this species may not be harvested in that region in 2020. In the Central North Harvest Zone the population estimates for common wallaroos were found to be low enough for the harvest quota allocation for this species to be halved in 2020.

The survey report noted that much of the commercial harvest zones have been drought declared for seven consecutive years and that the estimates for commercially harvested macropod species populations decreased in these regions "as a consequence". The report did not discuss the impacts of the 2019 Monsoon Trough.

It should be noted that the area from Townsville to near Croydon, and most of the Cape York Peninsula, are in the Non-Harvest Zone for commercial macropods and are therefore not surveyed.

Status: These recovery activities are on track to achieve the projected outcome.

Recovery activity
 Rebuild and/or repair remote damaged automated stream gauging and water quality stations and associated infrastructure via DRFA funding.
 Repairs to the Bonnie Doone water quality monitoring station were delayed due to the lack of availability of fixtures. A large steel pole was required that would mount sensitive electrical equipment well above predicted flood levels. That pole was installed during the week of 5 January 2020. Final installations will occur in the week of 19 January 2020 (weather permitting).

Recovery Activity/Outcome	Update
<b>Projected outcome</b> Critical state water management infrastructure	Status: These recovery activities are on track to achieve the projected outcome.
<ul> <li>Recovery activity</li> <li>Progress arrangements for the use and sharing of data and satellite imagery to assist with post-event response and recovery activities.</li> </ul>	This has transitioned to the responsibility of DNRME outside of the recovery process.
<b>Projected outcome</b> Effective and timely use and sharing of data and satellite imagery to support fit-for-purpose Queensland requirements (further to the International Charter for imagery provision during natural disasters).	Status: Complete
Recovery activity • Assessment, prioritisation and restoration of damaged infrastructure in national parks, state forests and protected marine areas via DRFA funding.	<ul> <li>Conway National Park – Kingfisher Walking Track         <ul> <li>Engineers engaged to undertake geotechnical survey and site stability report before a final decision can be made on the track entrance and bridge replacement program. Final QGIF approva- required once engineering report and recommendations are received. All other Conway National Park walking tracks have been opened.</li> <li>Still awaiting advice on NDRRA claims for Mount Roper Circuit and Conway Walking Track.</li> <li>Town Common Conservation Park – NDRRA Claims submitted for Smedley Hill Mountain Bike Track and Under the Radar Mountain Bike Track.</li> <li>Cape Pallarenda Conservation Park – QGIF Claim progressing to re-roof four damaged buildings. Engineers about to be engaged to prepare scope of works for QGIF approval, as QGIF will not accept a builders report.</li> </ul> </li> <li>Diamantina National Park – QGIF Claims work completed. Both camping areas wer opened for 2019 visitor season. Waracoota Circu re-opened. Boundary fences reinstated.</li> <li>Bladensburg National Park and Combo Conservation Park – QGIF Claims work completed. All boundary fences and flood fences repaired, toilets were pumped out and the camping area at Bladensburg National Park was open for 2019 visitor season.</li> <li>Northern Region (Cardwell): Works completed and paid for in June 2019 for th affected roads. Park is open to the public. A submission for the recovery of this funding to QR has been made.</li> <li>Works on island national parks, apart from Magnetic Island, have now been completed.</li> <li>Contract and design specifications are currently being developed to engage suitably skilled contractors to undertake the restoration of damaged walking track infrastructure on Magnetic Island.</li> </ul>

Recovery Activity/Outcome	Update
<b>Projected outcome</b> Critical protected area infrastructure restored.	Status: These recovery activities are on track to achieve the projected outcome.
<ul> <li>Recovery activity</li> <li>Survey impacts to Unallocated State Land</li> </ul>	Complete
(USL) access tracks, fire trails and fire breaks to prioritise and allocate maintaenance tasks.	
Projected outcome	
High priority access tracks, fire trails and fire breaks on USL are reinstated.	Status: Complete
Recovery activity	The Environment FRG has advised this recovery
<ul> <li>Assess impacts to privately managed conservation areas (nature refuges) and provide Queensland Government assistance measures where required.</li> </ul>	activity is ongoing.
<b>Projected outcome</b> Restoration of damage to nature refuges.	Status: These recovery activities are on track to achieve the projected outcome.
Recovery activity	The delivery of the Weeds and Pest Managemer
<ul> <li>Weeds and pest management programs via approved DRFA funding.</li> </ul>	<ul><li>program is being undertaken in two parts:</li><li>Part 1: Emergency Response Program for</li></ul>
<ul> <li>Part A: parthenium control program for</li> </ul>	Parthenium Weed.
Flinders is an urgent recovery activity to ensure weeds are addressed before seeding	Part 2: Regional Invasive Species Program.
<ul> <li>ensure weeds are addressed before seeding occurs.</li> <li>Part B: package of works implemented through relevant regional NRM organisations</li> </ul>	Part 1 commenced in the Shire of Flinders in May 2019 and is on track for completion by 1 May 2020. The program will minimise the risk of week seed spread, to be carried out in three phases:
for ongoing integrated control of pests and weeds.	<ol> <li>Investigation: to define the extent of Parthenium weed infestation through surveillance, mapping and reports from community members.</li> </ol>
	2- Alert: to raise awareness of the issue ar alert community to the urgency of managing the further spread of Parthernium.
	3- Operational: targeted control of high risl infestations to limit the weed seed spread.
	Phase 1 and 2 have been completed. The operational phase has started and will continue through to May 2020.
	Under Part 2, \$3,027,770 has been allocated across 22 projects in North West Queensland. Grant Deeds are in place with delivery organisations for works to be completed by June 2021. The activities delivered under the Weeds and Pest package include:
	<ul> <li>control of weeds such as athel pine, parthenium, prickly pear, coral cactus, and mesquite among others</li> </ul>
	<ul> <li>wild dog and feral pig control, through trapping, baiting and aerial shooting.</li> </ul>

Recovery Activity/Outcome	Update
	The program will help prevent the proliferation of weeds and pests, increasing the resilience of ecosystems and producers in the region.
<b>Projected outcome</b> Minimise the impact of pest and weed seed spread.	Status: These recovery activities are on track to achieve the projected outcome.
<ul> <li>Recovery activity</li> <li>Provide assistance measures through DRFA funding to: <ul> <li>work with local landholders to identify environmental impacts through improved mapping/data collection and implement urgent streambank and riparian works (Stage 1)</li> <li>address coastal erosion</li> <li>work with local landholders to address additional streambank and riparian works informed by mapping/data collection (Stage 2).</li> </ul> </li> </ul>	<ul> <li>The Riparian and Coastal Recovery Program is being delivered in three parts: <ul> <li>Part 1: Stage 1 Reconnaissance and Urgent Riparian Works.</li> <li>Part 2: Coastal Works.</li> <li>Part 3: Stage 2 Riparian Works.</li> </ul> </li> <li>Under Part 1, \$9,127,339 has been allocated to 42 projects across North and Far North Queensland. Of these: <ul> <li>17 are Reconnaissance projects aimed at collecting data and mapping information to support Stage 2 projects and were completed by December 2019</li> <li>25 are Urgent works designed to address urgent streambank and riparian works. On-ground works commenced in December 2019 and are expected to prevent 78,026 tonnes of sediment from reaching the coastal waters of the Great Barrier Reef every year, once completed by 30 June 2021.</li> </ul> Under Part 2, \$2,203,636 has been allocated to 17 projects across North and Far North Queensland to address damage to Queensland beaches. Contractual arrangements with local governments will be finalised by the end of January 2020, with projects across North and Far North Queensland to 38 projects across North and Far North Queensland waterways. These works will prevent 2,233,746 tonnes of sediment from reaching the coastal water completion by 30 June 2021. Under Part 3, \$21,154,346 has been allocated to 38 projects across North and Far North Queensland waterways. These works will prevent 2,233,746 tonnes of sediment from reaching the coastal waters of the Great Barrier Reef lagoon and the Gulf of Carpentaria every year. Contractual arrangement will be finalised by end of January 2020, with projects commencing shortly after, for completion by 30 June 2021.</li></ul>
<b>Projected outcome</b> Landscape, streambank and coastal erosion mitigated and further erosion risks minimised.	Status: These recovery activities are on track to achieve the projected outcome.
<ul> <li>Recovery activity</li> <li>Landscape remediation actions included as part of the Category D Exceptional Circumstances Package: North West Queensland Beef Recovery Package.</li> </ul>	The details of this recovery initiative are outlined under the economic section of the report.

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

# **Resilience activities**

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

Resilience Activity	Update
Community information and education	Insurance awareness advertising campaign
Enhance disaster preparedness across the region to ensure communities are aware of their individual risks. Through targeted	Some households and businesses did not have adequate insurance to cover damage caused by the Monsoon, leaving them with many unforeseen and expensive recovery costs.
disaster preparedness awareness campaigns, communities will be equipped to respond and recover faster following natural disasters. Lead agency: QRA	The goal of the advertising campaign is to ensure communities are more prepared for disasters, know where to go for further information, and have adequate insurance. The following initiatives all share this common goal.
	<b>Key messages:</b> The Get Ready Queensland insurance awareness campaign will use radio, digital, social and potentially out-of-home advertising to promote key messages.
	<b>Target audiences:</b> Queensland families and household decision-makers in monsoon-affected councils.
	<b>Behaviour change expected:</b> Awareness that household insurance should be assessed and reviewer regularly. Check insurance coverage/get insurance coverage.
	<b>Status:</b> Started and ongoing. Expected to be in marke April 2020.
	Creative agency 'Engine' has received the creative brid to develop advertising materials.
	Media placement agency 'Mediacom' has been briefed and will provide a schedule in due course.
	Research quotes are yet to be ascertained.
	How communication impact is measured: Research will be undertaken post-campaign to assess if there was behaviour change.
	Disaster preparedness advertising campaign:
	<b>Key messages:</b> Get Ready Queensland messages using ambassador Johnathan Thurston.
	<b>Target audiences:</b> Queensland families and household decision-makers in monsoon-affected councils.
	<b>Behaviour change expected:</b> Advertising campaigns are developed to change behaviour and raise awareness – about the reality of natural disasters and the need to prepare their families and households.
	<b>Status:</b> Campaign complete. Research report due 4 February 2020.
	How communication impact is measured: Research to assess behaviour change.
	Web-based application:
	<b>Key messages:</b> Get Ready Queensland messages – flood, bushfires and storm (both GRQ and Monsoon

Resilience Activity	Update
	funding is being used so that we can cover all key disaster points and for longevity of the application).
	<b>Target audiences:</b> Queensland families and household decision-makers in monsoon-affected councils. Once the application is launched (aim for June 2020), a targeted digital campaign will be developed through media placement agency, 'Mediacom' following strategy sessions.
	The game will live on the GRQ website and be promoted more widely following the targeted digital campaign post application launch.
	<b>Behaviour change expected:</b> Awareness of local risks, preparedness strategies and insurance coverage.
	Status: Started and ongoing.
	How communication impact is measured: Research to assess behaviour change.
	Case studies:
	<b>Key messages:</b> Get Ready Queensland key messages (risk and preparedness focused), flood and monsoon key messages.
	<b>Target audiences:</b> Queensland families and household decision makers in monsoon affected communities.
	The case study resources will be posted to the GRQ YouTube channel and on the GRQ website. These resources will be promoted on digital channels after strategic meeting sessions with media placement agency, 'Mediacom'.
	<b>Behaviour change expected:</b> Awareness of local risks, preparedness strategies and insurance coverage.
	<b>Status:</b> Started and ongoing. Two case studies complete (including editing and approvals):
	- Planning for pet evacuations.
	<ul> <li>Aged care disaster planning and evacuations (Townsville).</li> </ul>
	How communication impact is measured: Research to assess behaviour change.
Flood mapping and flood warning	Initial engagement with Burdekin Council is complete.
programs Burdekin and Haughton Catchment	Procurement process currently underway to identify a suitable supplier to develop the resilience strategy.
Burdekin and Haughton Catchment Resilience Strategy The development of an integrated catchment plan and flood resilience strategy for the Burdekin catchment, including the adjacent smaller Haughton River catchment that impacted on the town of Giru.	Strategy will be developed in accordance with collective
	learnings gained during the development of similar work.
	Supplier will commence work Jan 2020 and complete the strategy by Dec 2020.

Resilience Activity	Update
Flood mapping and flood warning programs Townsville recalibrated flood modelling and mapping Update and recalibration of flood modelling and mapping (including the Ross River) following the recent record flooding event. Lead agency: QRA	Initial engagement with TCC completed. TCC has developed a robust project plan and project work will be completed by June 2021.
Flood mapping and flood warning programsFlood Warning Infrastructure Network ProjectThe Flood Warning Infrastructure Network Project will analyse existing flood warning infrastructure, working with the Bureau of Meteorology and councils to identify high priority locations requiring additional flood warning infrastructure capability including repairs of and/or installation of new infrastructure.Lead agency: QRA	Procurement process currently underway to identify a suitable supplier to conduct a network optimisation exercise (Jan-Mar 2020), once the analysis phase is complete. Network optimisation will result in a confirmed list of high-priority infrastructure improvements that will be funded through the \$2 million allocation. All infrastructure improvements will be completed by June 2021.
Get Ready Queensland The Queensland Government's Get Ready Queensland (GRQ) grants program is a state-wide, year-round, all hazards, resilience building initiative that assists local councils to better prepare their communities for sever weather and disaster events. GRQ funding helps 78 local government entities (including Weipa Town Authority) facilitate locally-driven events and initiatives that build individual and community preparedness and resilience. Council activities delivered with GRQ funding includes disaster management dashboards, community education videos, pop up events, training and information stalls.	Townsville: Get Ready Queensland team to Disaster Ready Day – information stall and education tools. October 2019. Cloncurry Shire Council: Get Ready Queensland team visit to council and school to deliver the schools awareness presentation. October 2019. Richmond Shire Council: Get Ready Queensland team visit to council and school to deliver the schools awareness presentation. October 2019. Get Ready Queensland activities for the 12 most affected councils attached – the activity spreadsheet outlines community engagement, resilience technology, marketing and advertising, education activities, minor equipment and community infrastructure, community engagement days, information sessions, social media strategy, and mock disaster events.

# Local recovery progress

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

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

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

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

# North Queensland

# **Palm Island Aboriginal Shire Council**

**Progress of recovery objectives** 

Recovery Objective	Update
Essential services repaired and restored.	Airport fencing has been repaired under the transport, infrastructure and development scheme (TIDS).
	Water supply and quality issues are ongoing due to the age of the water infrastructure. Testing of water quality is ongoing.
Roads and transport infrastructure and services repaired and restored.	All roads other than Mount Bentley and Lower Weir are accessible.
	Construction contract was established in December 2019. Construction due to commence in February 2020; with completion scheduled for June 2020.
	Some 2018 damage to road infrastructure is yet to be restored and will be delivered concurrently with the 2019 program.
Emergency funding (personal hardship etc) granted/approved.	Complete.

Recovery Objective	Update
Restoration of environment to pre- event status and future environmental risk reduction.	Funding has been provided for the reconnaissance component of riparian recovery program. No works completed to date. The reconnaissance component will identify the most cost effective restoration strategies.
	Cat C Riparian and Coastal Recovery Program application was approved by Department of Environment and Science.
Seawall – coordinated restoration and betterment planning for seawall.	Preliminary design for seawall project has been completed, a contractor is based on Palm Island and is overseeing the delivery of Betterment works including the seawall project.
	Tenders are to be awarded in February 2020.
Community health, wellbeing and safety restored to pre-event status and resilience improved.	Ongoing
Economic activity restored to pre- event status and resilience improved.	Reallocation of Council resources to resolve monsoon related impacts has had an impact on capacity to deliver works and projects and events. This is a continuing issue, extended due to a range of senior positions in the organisation being vacant and has had a negative impact on council reputation and community recovery.
	Unaware of any small businesses applying for recovery grants or participating in any other mentoring or continuity planning.

### Challenges

The water quality issues are ongoing due to the age of the water infrastructure. There is frustration with some of the administration terms and conditions applied to external funding. A lack of council staffing has impacted the council's ability to deliver works, projects and recovery events.

### **Successes**

The Council has identified the following three successes:

- All REPA works contracts have been awarded.
- Betterment contracts are due to be awarded in February 2020.
- Temporary repairs to pot holes in sealed roads have been completed.

### **Townsville City Council**

**Progress of recovery objectives** 

Recovery Objective	Update
Essential services – Power, water, waste, telecommunications – damage assessment – repaired and restored.	This task has been completed. Further work continues on road repairs outlined further in the report.
Displaced households – settled in suitable temporary accommodation.	<b>Data on displaced residents</b> Due to the constraints of differing systems, privacy regulations and the absence of a collaborative data strategy pre-event the Human and Social subgroup were unable to establish unique identifiers to enable single point of truth data collection regarding impacted households, so information regarding the degree of displacement at any point of time has been based on trends and general intelligence.

Recovery Objective	Update
	A Council project to assess the status of 132 randomly selected damaged buildings has assessed observable indicators of progress including the presence of a builder's sign/ vehicles, waste containers/ site fencing etc. up to signs that the property is occupied/operational e.g. washing on the line. Current indications (January 2020) are that at least 75 per cent of the cohort (132) showed signs of operation and less than 10 per cent show no signs of building activity or obvious operational return.
	Housing sub-committee
	This committee, which was formed as a sub-committee of the District Human and Social, met until late July. Members continued to engage and provide intelligence on the Housing situation via the LRRG and to participate in the Local H&S.
	Council's process for fast-tracking approvals for rebuilding
	The Townsville City Plan 2014 assessment process ensures that the rebuilding of structures is carried out without unnecessary red tape and delays. The majority of residential and commercial repairs and re-fitouts due to the floods have been carried out as building work, where private building certifiers carrying out the required assessment to ensure the building works comply with both council and building legislation standards. Accordingly, this is a streamlined system to ensure the community does not experience any delays with approvals.
	Early on after the floods, council's planning team met with insurance assessors and buildings certifiers to provide all relevant information in relation to the approval process for flood damaged properties.
	Community Rebuild project
	Council is currently working with a community-led initiative to rebuild homes of those within our community who do not have access to the resources to do this themselves. The project is being led by the Salvation Army and the Combined Churches and supported by a range of community groups. The first tranche of activity was undertaken in November-December using volunteer labour and largely donated materials.
	The Salvation Army received a Flexible Funding Grant to auspice this project.
Coordinate the provisions of basic needs (accommodation, financial assistance, personal requirements) to support community recovery.	The Community Recovery Referral and Information Centers provided the community with an effective mechanism for accessing government funding and for some referral to other support agencies. Greater integration of data from DCSSD would be an asset to the recovery process.
	Community groups continued to serve the community reducing/withdrawing as the demand for their service diminished. The complex case management service provided by Uniting Care ceased in November and remaining clients were to be handled by the DCDSS recovery team, which by this time had downsized to only a couple of officers. Local supports such as St Vincent DePaul, Red Cross etc. are addressing the recovery needs of community members as part of their business-as-usual.
	The focus is now moving to resilience building initiatives running parallel to supporting recovery needs.
	Donations
	Donations received and distributed by GIVIT and local partner agencies are included in the attached data report. There were no major donations or philanthropic partnerships established in the latter half of 2019.
	GIVIT used donated funds to provide support to DCSSD clients, particularly those receiving Structural Assistance Grants requiring more support than that program offers.

Pacovary Objective	
Recovery Objective	Update
	The collection and distribution of financial donations via the 'single door' of GIVIT had benefits, but also constraints, and this mechanism should be the subject of a comprehensive review.
	Support to individuals
	As mentioned above, the lack of a unique identifier precluded TCC from monitoring services to individuals. The attached data report provides information on instances of support provided by key partner agencies.
	The Red Cross is rolling out its long-term recovery program including education initiatives such as the Pillowcase project.
Support the health, safety and	Mental Health Recovery Advisory Task Group
wellbeing of community members including the provision of psychosocial condolence activities to aid recovery and build	The Mental Health Recovery Advisory Task Group has been actively engaged in ensuring this area is considered and supported in the broader recovery space.
resilience.	In early June 2019, Anne Leadbeater attended the Mental Health Task Group and provided in depth information and direction on managing a recovery response for Mental Health.
	A funding and potential project matrix was created to look at accessing grants to actualise projects. Several funding applications were submitted but were unsuccessful at this time. Avenues are being explored for alternative funding sources for the projects.
	The Mental Health Task Group recognised the need to address vicarious trauma for recovery workers. Regular Peer Support sessions were initiated monthly which allowed workers to come together and support each other.
	A 'Prepare for Disaster - Ready for Recovery' fridge flyer was created in December 2019 which asked people to think about their 3 – who were their 3 supports, what are the 3 things they need to know before the next event, 3 things that would aid in their recovery. These flyers have been disseminated at community events, through network meetings and agency groups. This was to get people to start thinking about their support systems, what they needed to know and provided contacts for mental health supports. Feedback to these flyers has been positive.
	Mental Health Recovery messaging was supplied to partnership agencies to ensure consistent messaging got out to the community. The messaging specifically highlighted the fact that supports are still available and where to go to get assistance.
	The Mental Health Recovery Advisory Task Group has had regular attendance at Team Townsville Pop Up Stalls including at events such as the Townsville Multicultural Support Group Community Learning Fun Day, Disaster Ready Day, Mentally Health City Expo and Hi Vis Challenge and Carols by Candlelight. Provision of Mental Health supports were given out and representatives were able to provide information and referral support to members of the community.
	The Disaster Recovery Project (Qld Health) information flyer has also been disseminated through the task group and is regularly supplied at community events by multiple other agencies/groups.
Emergency funding (personal hardship etc.) – granted/approved.	This content is provided in the Human and Social section of this report.
Community support – mechanisms implemented.	The People with Vulnerabilities task group remains active but has shifted its focus to resilience and preparedness especially in the Culturally and Linguistically Diverse (CALD) and People with Disabilities sectors.

Recovery Objective	Update
	The Aboriginal and Torres Strait Islander Task group is also focussing on resilience and preparedness, working with the local community to provide skill development and ensure that future response and recovery will see a greater direct involvement of Aboriginal and Torres Strait Islander community members.
	TCC continues to support local sporting and community groups and liaise with the state government regarding the reinstatement of social infrastructure. Community groups are being encouraged to apply for grants to support their recovery and resilience building including the Flexible Funding Grant, Machine Gaming Benefit Fund and other philanthropic sources.
	Community Development Plan
	A community development plan has been drafted by the Community Development Officers. This is currently the subject of consultation with internal and external stakeholders. The draft will be tabled with the Local Human and Social Recovery subgroup (Feb 4) who will act as the Reference Group for this project providing input, monitoring/accountability for the delivery of the plan.
	Community Development Officers
	The CDOs are actively working in the recovery space within the community.
	Facilitation of the people with vulnerabilities task group has led to several key projects, including disaster information project, which provides community led translation of disaster resources into key Townsville refugee and migrant languages.
	Projects undertaken to date include:
	<ul> <li>Team Townsville pop-up stalls: information and referral support is given at community events, such as Disaster Ready Day, Christmas Carols, Multicultural Community Family Learning Day, Quota Fun Day (Deaf and Hard of Hearing), Africafest, Mentally Healthy City Expo, Hi-Viz Challenge, Changing Lives Changing Communities Forum.</li> <li>Café Conversations: smaller, more targeted community-based events, designed to engage community champions, local businesses and flood-affected communities. Information and support is provided, with recovery agencies available to connect with communities if required.</li> <li>Task groups: four tasks groups have been established, with 3 currently operational, they are: Aboriginal and Torres Strait Islander, People with Vulnerabilities, Mental Health and Young People. Task groups are composed of key agencies and individuals providing advice and developing projects.</li> </ul>
	Community cohesion events
	TCC offers a comprehensive portfolio of community events that build community cohesion and connections, particularly around the Christmas/New Year period. This year featured a series of Council supported neighbourhood Christmas get-togethers across the city. The NFP and commercial sectors also offer a range of activities and events that bring the city together.
	Comprehensive demographic data on the Townsville community can be accessed through our community profile which is available on <a href="https://dashboards.townsville.qld.gov.au/">https://dashboards.townsville.qld.gov.au/</a>
	Collaboration on Round 1 Flexible Funding Grants
	Council is working with Townsville Multicultural Support Group (TMSG) to support their Community Champion project. Council is providing the link to the disaster preparedness resources that the Community Champions are providing the translation for. Council has also received expert advice from TMSG on how to ensure that the translated disaster resources are culturally appropriate and provide relevant messages for the CALD community.

Recovery Objective	Update
	TMSG also provided a letter of support for the Stage 2 & 3 Disaster Translation project funding application submitted by Council to Multicultural Affairs Queensland.
	CDO recovery is working with TCC libraries on the Flood Stories 2019 providing links to community members and groups while the H&S Recovery Coordinator is on the steering team for this project.
	The Townsville Intercultural Centre was also funded for a translation project which is purely a pictorial disaster preparedness resource. TLC is a member of the People with Vulnerabilities Task Group and will be working with us to ensure their resource is disseminated out to the community once the resource is completed.
	Tropical Mind and Body were also funded for their Mentally Healthy City project and Council is supporting this program within a broader context.
	CDO recovery has also met with NOTCH coordinator to discuss their round 1 application which was unsuccessful and look at ways to bolster the project funding application for round 2.
Green and hard waste – removed and adequately processed.	All plans were fully implemented throughout the process; environmental, safety, operational and traffic management.
Council damage impact assessments.	All asset classes have been inspected with submissions raised to QRA in most instances via the Mars Portal.
	Submissions include:
	<ul> <li>Cat B REPA – 18 Submission (3 Approved, 8 In Development &amp; 7 Lodged should all be lodged before the end of January 2020)</li> </ul>
	• Cat C – Pontoons, Weirs – 5 Submission (1 Approved & 4 Lodged)
	• Cat D Betterment – 21 Submissions (19 Lodged & 2 Approved)
	• Water & Wastewater – 3 Submissions (1 Approved)
	• Emergency Works – 16 Submission (1 Approved & 15 Lodged).
Road transport network – coordinated restoration and betterment planning for the extensive road transport network	Work is well advanced on Cat B for the unsealed Road network with a TCC crew undertaking works in close proximity to Townsville while other works in the more remote areas is being undertaken by Mendi Group following a Local Buy procurement process.
for state and local controlled roads.	Betterment submissions for Unsealed Roads are in the assessment phase.
	Sealed Road submissions are in the final stages of submission preparation.
	Wet weather may delay some of the unsealed road REPA works.
Betterment Reported Three Months.	Design of Mill Road is scheduled for preliminary review 24 January 2020 and Swensen street due for completion in early February 2020. Some concerns that some of the Betterment projects may need increase financial planning considerations to ensure value for money outcomes.
Key transport routes – priority restoration and improved resilience to the key transport routes for primary producers and resource sector.	All transport routes have been reinstated and while none relate to betterment in hindsight Council should have submitted a Betterment application for Cleveland Bay Road which is the most at risk transport asset.
	Should some of the other submissions that have been lodged for Betterment on the unsealed network be successful then there will be significant associated resilience opportunities.

Recovery Objective	Update
Environmental assessment, rehabilitation and restoration.	Coastal
	2 of 6 Coastal Restoration projects are near completion and all projects are on track:
	• Rowes Bay Esplanade Emergency Works – 95% complete.
	Horseshoe Bay Esplanade (Magnetic Island) Emergency Works – 95% complete.
	• Remaining projects – Various states of on-ground works (e.g. West Point and Nelly Bay) have commenced, further work required and project planning, design, approvals and permit conditions underway for remaining projects.
	Urgent Riparian Works
	• Bank Stabilisation Geomorphic Processes and Opportunities Report for Lower Ross River (below Aplin's Weir) completed (Dec 19) and Under Review (Jan 20).
	• Developing tropicalised and exemplar levels of service delivery for urban and peri-urban floodplain erosion managment, including banks stablisation, overland flow management (velocity & stormwater), revegetation and soil science/biomass reuse (bank battering), & applied machinery/earthworks specifications (bank/terrace reprofiling).
	Reconnaissance Program
	DES DRFA ERP eight week Reconnaissance was completed.
	Submitted to DES <b>Stage 2 Environmental Works and Proposed</b> <b>Additional Works</b> from DFRA ERP Funding for reducing Environmental Impact (EI) for Riverbank Restoration, Erosion/Stormwater Management and Revegetation as determined by Stage 1 Reconnaissance (8 weeks).
	<ol> <li>Stage 1 Reconnaissance Works – Environmental Impacts and Proposed Additional Works Report.</li> </ol>
	2. Stage 2 Additional Works Funding Submission XLS.
	The following funding amounts were submitted with associated projects:
	• El Wider Catchment Stage 2 >> \$5,614,590
	• EI Lower Ross River Stage 2 >> \$20,894,550
	• El Resilience and Recovery Stage 2 >> \$230,440
	This included assessment of Environmental Floodplain Considerations resulting in environmental impacts that needed identification and that arose from the Monsoon Flood Event, including:
	Environmental Floodplain Considerations >> Dec 2019
	Groundwater Report >> Dec 2019
	Annandale Wetlands Values and Status >> Mar 2019
	Assessments and projects submitted included community Landcare sites at Goondaloo Creek and at Ross/Bohle.
Clean up of Natural Environment – creeks and rivers.	Beyond TCC funded environmental response work completed by TCC staff, no funding was allocated from Stage 1 Urgent Works for Environmental Recovery Projects (ERP).
	Reconnaissance for Stage 2 Additional Works and Environmental Impact Report has been prepared and submitted to DES. This included consideration to debris clean up, ground water monitoring and wetlands for flood mitigation and groundwater management.
	Some of the flood debris otherwise remains in the catchments, and unless funded by Stage 2, no further opportunities may exist within Council funding capacity and resources, given other priorities.

Recovery Objective	Update
Restoration of Council infrastructure – roads, parks, buildings, sewer, waste and water.	At this stage due to delays in submissions being lodged and approved physical delivery utilised DRFA funding has been limited to Emergency Works and design/planning on Recreational and Waste Water infrastructure.
	Council was able to have a large portion of the recreational assets covered by insurance. QRA Submissions have been lodged for items that fall outside the insurance opportunities.
	Cat C Submission:
	- Aplins Weir 2 – Repairing concrete apron damage.
	- Blacks Weir - Repairs – Repairs to multiple damaged pontoons.
	TWW Submissions:
	<ul> <li>Cleveland Bay Waste Water treatment plant restoration works will commence after the wet season.</li> </ul>
	- Immediate repairs to water mains has been completed.
	Repair to Pumps stations, Switchboards and Pipework have been lodged.
Flood resilience – develop and implement strategies for greater flood resilience.	<ul> <li>Council commissioned AECOM to update the Townsville Floodplain Management Strategy project plan, and in doing so, has secured a series of high level scoping and business cases for projects under a draft '<i>Townsville Floodplain Resilience Program</i>'. This program is yet to be approved and scheduled/resourced, however some projects have already been approved and commenced:</li> <li><i>Townsville Recalibrated Flood Modelling and Mapping project</i> – This will deliver updated flood models and flood hazard mapping in the planning scheme, revised to reflect the latest Australian Rainfall and Runoff guidelines/methods, considerate of climate change, joint flood- storm-tide effects, recent development, earthworks, etc, and calibrated to the 2019 Monsoon event. It will also deliver more manageable flood models, using more timely and cost efficient software, and the training of staff in such software.</li> <li><i>Flood classification review</i> – this will deliver practically accessible and usable relationships between river/stream heights and damage to infrastructure/properties. BoM and TCC will use them for flood warnings, and the TLDMG will use them as 'ready references' for expedient damage forecasting and response planning. Public versions will raise awareness of flood risks (infrastructure &amp; property impacts).</li> </ul>
Restoration of community facilities to the Townsville communities.	A project: 'Amplifying Community-Business Sustainability and Resilience through Collaborative Learning, Innovation and Action' was prepared and submitted under DRFA Cat C Flexible Funding Grants for building community resilience (\$150,000).
	The application included:
	1. Building leverage from collaborative models and partnerships;
	2. Integrating tropical design, systems, solutions and cost effectiveness into 'Building Back Better';
	<ol> <li>Fostering flood resilience and local environmental products and services networks, traditional owners and indigenous groups for capacity building</li> </ol>
	4. Enhancing value-chain following floods.
	<ol> <li>Investigating low cost and equitable sensors, data collection and smart technology integration for supporting environmental flood response, recovery and resilience.</li> </ol>

Recovery Objective	Update
	This project was not successful - future opportunities for amplifying sustainability and climate adaptation with funding and resources will occur and the project is likely to be resubmitted.
	Note: Building resilience in sustainability and climate adaptation is and remains incorporated into TCC Business as Usual (BAU) annual operating plan for TCC Environmental Services Section working across TCC and the community.
Empower local businesses to	Special Disaster Recovery Disaster Assistance Grants
improve their resilience to disasters.	As at 16/01/2020, 733 Townsville Small Businesses received Special Disaster Recovery Assistance Grants totalling \$10,711,194.28. A further 104 Primary Producers received \$5,311,740.45 in Recovery Assistance Grants.
	Townsville Small Business Recovery Centre
	As at 20 January 2020, the SBRC has received over 2700 phone calls and 1675 visits.
	The SBRC is reviewing a range of small business support proposals to address key recovery challenges including:
	mental health challenges facing small business owners
	collaborative support services
	inclusion of legal service in grant program
	<ul> <li>partnering with DES and CCIQ to help small businesses adapt to climate events and mitigate against major disaster impacts.</li> </ul>
	Small Business Disaster Recovery Resilience/Repairs Grants as of the 22 January 2020:
	Submitted: 182 (39 Repairs and 143 Resilience)
	Approved: 148 (35 Repairs and 113 Resilience)
	• Total approved \$1,435,163
	Of the 148 approved, 129 were from the Townsville
	<ul> <li>25 applications are waiting assessment with further information to be provided.</li> </ul>
	Over 75 per cent of the applications for Small Business Disaster Recovery Grants are for the resilience stream. Under this stream, small businesses can engage a business mentor, a digital specialist or a financial planner to assist the small business in strengthening their market share now and into the future, so they are better positioned to grow and thrive.
	Business Mentoring & Coaching
	As at 20 January 2020, over 200 small business owners have accessed DESBT's Mentoring for Growth program.
	Total Mentoring for Growth appointments held at the SBRC is 163.
	<b>PVW Townsville Business Confidence Survey</b>
	The PVW Townsville Business Confidence Survey can be accessed at:
	http://www.pvwpartners.com/townsville-business-confidence-strengthens- in-2019-wex42n/
	Townsville Airport Passenger Traffic
	Townsville Airport passenger traffic statistics can be accessed at: <u>https://www.townsvilleairport.com.au/corporate/statistics</u>

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Recovery Objective	Update
	Other Economic recovery and Resilience Initiatives
	In November 2019 DESBT conducted a follow-up survey of all small businesses in affected areas. Only 75 surveys were returned. Of those, 26 per cent of businesses indicated they had fully recovered, 71 per cent had not fully recovered and 3 per cent had closed.
	Of the businesses that had not closed, 54 per cent had reopened their business within 2 weeks and 85 per cent had reopened within 3 months.
	53 per cent of businesses indicated their trading had not yet returned to normal levels and 65 per cent stated that their turnover has been reduced. Despite this 60 per cent of businesses had returned to pre-flood staffing levels.
	The Small Business Recovery Advisory Council (SBRAC) was established in August 2019 to guide the design, development and delivery of the package and support services – ensuring it meets local needs.
	The ACCC released its 2 <sup>nd</sup> Interim Report into the Inquiry into Northern Australian Insurance. This includes a sub-regional study on Townsville and the impact of under and non-insurance on Small Business. A copy of the report is available at: <u>https://www.accc.gov.au/focus-areas/inquiries-ongoing/northern-australia-insurance-inquiry</u>
Restore confidence in the tourism market.	This is an initiative of the DITID developed and implemented in partnership with Regional Tourism Organisations (RTO's). Local Government was not consulted & is not involved in its implementation.
Rebuild Council buildings – Civic	Civic Theatre
Theatre and Riverway Arts Centre.	In consultation with the Insurer and appointed builder, resultant damage repairs were staged to allow Australian Festival of Chamber music to proceed in August 2019 with the theatre returning to normal operation for the Russian Ballet held early October 2019. All resultant damage repairs are complete except for further stage surface repairs currently tentatively scheduled for January/February 2021 completion to coincide with upcoming annual maintenance period. Stage repairs completed to date are not expected to impact on scheduled events for the intervening period.
	Hot humid weather in January 2020 has triggered recurring mould which is being addressed by the Insurer and their appointed restoration contractor.
	Maintenance works identified to reduce risk of water ingress and improve resilience are ongoing. Major works included repainting of the building which was completed mid December 2019 and the installation of an emergency backup generator facility shall be complete by end March 2020. The emergency backup generator is sized to maintain conditions in the unoccupied building during a power outage.
	Riverway Arts Centre
	Resultant damage repairs to the facility are ongoing with works staged to allow reopening of the lagoons from late September 2019 and lower changerooms late December 2019, each coinciding with the commencement of a school holiday period.
	Internal building resultant damage repairs are now focused on reopening of the gallery, supporting areas and addressing BCA non-compliance's with the balance of the building to be returned as a shell only. These works are being completed in conjunction with maintenance works to repair leaks from the area of the turfed roof by replacing with metal roofing to improve the long-term resilience of the building. Target date for reopening gallery is end May 2020.

Recovery Objective	Update
Rebuild Council creeks, waterways, estuaries and coastal environments	Developing Response, Recovery and Resilience capacity for Townsville's environment in order to develop funding opportunities and packages outside of expected DRFA funding shortfalls:
	<ol> <li>Building a deeper understanding of natural systems including creeks waterways, estuaries and coastal environments and their interaction with urban impacts and environments including setting aside and restoring relevant environmental flow paths.</li> </ol>
	2. Workshops on environmental floodplain management and restoration have been conducted with relevant partners.
	Commenced designing a suite of projects and recovery works for reaches impacted by the flood and building landscape-scale recovery and resilience in order to enhance restoration of river processes, waterways and floodplain management in monsoonal tropics.

# Far North Queensland

# **Douglas Shire Council**

Six months' progress of recovery objectives

Recovery Objective	Update
Essential services – Power, water, waste, telecommunications – repaired and restored.	A three-phase 12KVA Kubota mobile generator has been procured. It is housed in an acoustic canopy with 3 x 15amp 240V RCD outlets and 1 x 32amp 415V RCD outlet. This generator has been procured to deploy to remote communities. This generator is compatible with the Telstra hardware. It has been added to Council's Fleet Register and is currently stored at the Wonga SES shed.
	Challenges identified for pre-deployment to the Daintree Village Telstra Tower to strengthen communications:
	• To meet Telstra security requirements Douglas Shire Council and Telstra are discussing access to keys or credentials to be held and managed by LDMG. Annual verification of the presence of the key (not lost) and primary holder is needed as part of minimum security protocols.
	• Additionally, from a HS&E perspective Telstra is seeking confirmation from Douglas Shire that only competent parties (licensed electricians) will be used to connect and operate the generator and electrical switching within the Telstra buildings (only one switch should be operated). This is being investigated by Douglas Shire Council, but given the remote location and creek access being jeopardised during disaster, this request seems unfeasible.
Displaced households – settled in	All households have recovered. No-one seeking support.
temporary accommodation.	Communities isolated north of the Daintree are being supported by the newly appointed CDO. Top five priorities identified by the Douglas Shire Council's Disaster Management Officer:
	<ol> <li>Compile survey to collect data on (A) their experiences of the 2019 monsoon trough, (B) their reliance on communication, (C) their sheltering- and (D) evacuation routes, (E) myths and cultural traditions they use to identify approaching weather (cyclones, floods, fires, drought), (F) ways they feel their preparedness could be strengthened (GAPS).</li> </ol>
	<ol> <li>Set up engagements with vulnerable communities. Potentially the WWASC committee can absorb some of the remote communities that are located close by to Wujal Wujal.</li> </ol>

Recovery Objective	Update
\	3. Collect data from affected communities (from survey in 1).
	4. Launch artwork competition.
	5. Turn data into visual stories/videos/music/t-shirts via an artwork competition.
Emergency funding (personal hardship etc.) – granted/approved.	The PHAS and ESSRS activation for Douglas is limited to the areas of Daintree, Upper Daintree, Lower Daintree, Stewart Creek Valley and Degarra.
	DCDSS has assisted 190 people (97 approved applications) via four grants to the value of \$94,245.
Community support – mechanisms implemented.	In December 2019 and on 15 January 2020 the CDO Reference Group (membership from Jabalbina, DCDSS, QFES, Wujal Wujal Aboriginal Shire Council, Cook Shire Council and Douglas Shire Council) met to determine the Terms of Reference (TOR). ToR due to be endorsed on 29 January 2020 by the CDO Reference Group.
	Douglas Shire Council compiled a template, to be populate by all councils, for the CDO to identify the top five objectives and the project management timeline. CDO contract expires June 2021.
	The CDO have followed up with some of the key stakeholders as to the best method for compiling a community survey and what may have been done previously and an action plan can be drawn up from this information.
	Update on Special Disaster Assistance Funding – Small Business, Primary Producers and Not for Profits – QRIDA.
	As of 16 January 2020 74 primary producers have been approved to receive Special Disaster Assistance Recovery Grants to the value of \$3,362,742.87
Flood waste – removed and processed.	Douglas Shire Council Website report 12 December 2019 on Parley Australia volunteer organisation and clean-up of Daintree coast.
	Douglas Shire Council recently supported the clean ups by allowing volunteers to travel on the Daintree Ferry for free. The group which includes volunteers from FNQ and tourists will be clearing debris at South Noah Beach on Saturday, December 15 2019. They have already completed 13 clean up events where they engaged 313 volunteers and removed 1948kg of rubbish from the region.
	Some locations on the Daintree Coast include: Emmagen Beach; Myall Creek mouth; Coconut Beach; North Noah Beach; South Noah Beach; and Cape Kimberley rocky headland.
Impact assessments – completed.	Preliminary damage assessments completed.
Road transport network – coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads.	Douglas Shire Council has awarded the construction tender for the landslip repairs at Ponzo Road, Shannonvale. The landslips, which are about 30 metres apart, occurred on the western side of Ponzo Road between the intersection of Chook's Ridge and Mountain View Road.
	Douglas Shire Council has awarded a \$2.6 million tender to repair the landslip on Murphy Street to GEO Design Pty Ltd. Mobilising equipment on site in January 2020, with construction due for completion in June 2020.

Recovery Objective	Update
Key transport routes – priority restoration to the key transport routes for communities, tourism and primary producers (Captain Cook Highway, Mossman- Daintree Road, Mossman-Mount Molloy Road, Daintree Ferry Service, Cape Tribulation Road, Upper Daintree Road, Baird's Crossing, Stewart's Creek Road, Bloomfield Track, China Camp Road, CREB Track).	Geotechnical investigations commenced on three major landslips. Rectification of Alexandra Range has been completed. Concept designs completed for all slips. Progressing to detailed design phase. Bairds Crossing repaired and opened in early August, allowing access to Bairds Alert River Gauge, Upper Daintree.
Environmental rehabilitation – river and creek bank restoration and rehabilitation, silt removal.	Revitalisation projects at Cow Bay Beach, Pretty Beach and Oak Beach have been given the green light as part of the Australian Government's Environmental Recovery Package. Ongoing - Douglas Shire Council is backing Great Barrier Reef Legacy's plans to build the world's first Living Coral Biobank Project. The state of the art holding facility would be based in Port Douglas to safeguard the biodiversity of all known hard coral species. In December 2019 Council held two public workshops tomorrow to muster ideas about how to build on Council's environmental initiatives.
Telecommunication infrastructure – long term repairs, improvements and improved resilience; weather/disaster critical infrastructure – repaired and operational (Baird's Alert, Barratt's Creek Flood camera).	As per Objective 1, in preparation for the upcoming season, Council has distributed a satellite phone to Daintree Village as a communication back- up and added a mobile generator to its fleet that can be deployed to remote communities if power goes out. Barrett's Ck: New Alert Station Number application provided by Douglas Shire Council to the BoM. Daintree manual gauge: Douglas Shire Council assisting the BoM to get to replace damaged manual gauge.
Flood resilience – develop and implement strategies for greater flood resilience (Bloomfield River, Lower Daintree River, Mossman River).	Via Vendor Panel flood mapping is being completed for the Daintree system by Jeremy Benn Pacific (JBP) and the variable stream flows make the modelling challenging.
Empower local businesses to improve their resilience to disasters.	Douglas Shire Council provided a platform in November 2019 for the DESBT: their Back on Track roadshow and the Mossman SES to engage with the community at the Port Douglas market. Information on this engagement was advertised widely and via the Chamber of commerce. The DESBT: Back on Track information and goodie bags are available to all interested and affected business owners via the Douglas Shire Council's Get Ready exhibition, in the Mossman Admin Building's foyer. The DESBT: Customer and Engagement Partnership Unit has been provided with dates – on 06 March 2020 the Douglas Shire Council and the Douglas Chamber of Commerce are holding a Douglas Business Expo at the Port
	Douglas Community Centre. Key government and industry representatives are visting Port Douglas to exchange their knowledge and ideas for your local business to specifically leverage future regional opportunities such as Wangetti Trail, new roads and infrastructure projects, There has been a definite softening of group bookings in the Douglas Shire Council, which can be attributed to the fact that the Douglas region is packaged with Kangaroo Island and Melbourne. In addition, there has been a softening of bookings from Western Countries such as the USA, UK, with December/January usually the booking period;

Recovery Objective	Update
	Year on year there has been a 50% decrease in bookings; and
	TPDD is planning on combatting it with regional TV campaigns, actively working with Tourism Australia and TTNQ.
	Douglas Shire Council established its Economic Strategic Review Committee, with members of the public and local businesses as committee members. The focus is to help the community discover new and innovative initiatives to support our community. Members will hold six sessions over two months with the aim of deploying a cross-shire approach to economic planning and improving sustainable economic outcomes in the region.
Restore confidence in the tourism market.	The Tourism Port Douglas Daintree (TPDD) Executive Officer, Tara Bennett, informed Jamie Kleinhans that she will engage with the local Disaster Manager in February 2020 for their input into this project.
	The following information has also been provided to the TPDD:
	<ul> <li>What to do when a natural disaster affects your tourism business</li> <li>What to do when visiting Queensland and a natural disaster strikes: <u>https://www.disaster.qld.gov.au/dmg/st/Documents/RG1281-</u> <u>Tourism-Disaster-Planner-Flyer-FOR-TOURISTS.pdf</u></li> </ul>
	In December 2019 the Port Douglas Daintree region was announced as the world's first destination to be awarded Ecotourism Australia's ECO Destination Certification. The award follows a rigorous auditing process by Ecotourism Australia based on the internationally accredited and recognised Green Destinations Standards.
Establishment of improved evacuation and response capabilities to communities at risk.	In November 2019 our Douglas Cyclone Shelter Management Team held a multi-agency functional exercise at the Port Douglas Storm Tide Cyclone Shelter. Classrooms were evacuated to the shelter and students acted as "evacuees". The aim was to:
	<ul> <li>test communications between the LDCC and shelter</li> <li>practice relevant plans and procedures</li> <li>practice the Lock Down process.</li> </ul>
	Practice multi-agency roles and capabilities in a supportive learning environment.

# **Pormpuraaw Aboriginal Shire Council**

### Progress of recovery objectives

Recovery Objective	Update
Essential services – Power, water, waste, telecommunications – repaired and restored.	All essential services were repaired and restored within three days of the impact of the event. This activity is complete.
Essential services – Ergon and Telstra to provide local police with keys to access telecommunications tower.	Keys to Telstra has been promised to be delivered to our Qld Police. ( re PLDMG Minutes meeting 24/01/20 ) The DNRME team will visit soon to support negotiations with Ergon.
Essential services – all future planning to consider Category 5 cyclones for housing.	Council is currently engaging with DHPW to further this initiative in an appropriate manner.
Telecommunication infrastructure – long term repairs and improvements.	Council is liaising with Telstra with regard to relocating the telecommunications tower away from the community and for the council office, hospital and airport to be placed on wireless communication.

Solar power weather station for sewerage – Installed and operational.	The solar power weather station has been installed and is fully operational. This unit is located at Pormpuraaw Airport.
Sourcing additional power supply.	Council own Gen Set on site. Council would like to encourage the Department of Education to obtain their own Gen Set to support the school.
Restore confidence in the tourism market.	Council is currently monitoring tourism trends to determine current visitation numbers for pre-event comparison purposes.
Funding to support recovery initiatives.	Funding to support the procurement of supplies for disaster management emergency kits is no longer required, as an audit established that Council had enough supplies to restock the kits. This activity is complete
Disaster management and resilience enhanced.	PLDGMG meets each Fortnight now that the Wet Season is upon us (last held 24/01/20). Council has decided not to pursue the development of a recovery sub plan at this time.
Emergency supplies accessed.	The Store (CEQ), Hospital and Club are well stocked.
Continuation of community events.	Business as usual, Youth Summit held on 13-17 Jan.
Effective management of rogue crocodiles.	This is no longer an issue and marked as complete.

# **Torres Shire Council**

## Progress of recovery objectives

The below progress report is based on the first quarterly report update received.

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

## Challenges

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

# **Torres Strait Island Regional Council**

## **Progress of recovery objectives**

Recovery Objective	Update
Warning systems placed on all islands.	Initial presentation from supplier regarding the mobile warning system has been undertaken. Assessment of suitability to be completed.
Increase in installation of fit for purpose jetties and berthing dolphins.	\$4 Million Federal Funding recently announced towards jetty/pontoon upgrades.
Better communication amongst islands through installation of additional telecommunication towers on designated islands.	Although Telstra are upgrading their towers (this is underway now), early indications are that they still will not be able to provide adequate, fit for purpose bandwidth once completed later this year. Satellite NBN – Warren Jenkins (TSIRC ICT Manager) liaising with several companies regarding the deployment of satellite NBN services. This was originally being investigated as a disaster recovery or Telstra outage solution, however with the introduction of business grade satellite NBN, bandwidth as high as 30/5Mb is to be made available. This has the potential to increase bandwidth by up to 30x times more than our island communities have now. Telstra will struggle to be able to provide 10Mb to the islands even after their tower upgrades. As this new satellite based NBN capacity is becoming available, Council has contacted all registered resellers of satellite NBN to assess their capability and capacity; based on their responses and background investigations, have reduced the number from twelve down to four providers. There is potential to replace current Telstra connectivity with permanent satellite NBN; which could deliver better communication and accessibility to data/internet services. However, extensive testing will be
	required, as a large investment will be needed. Council need to be certain that there will be minimal latency so telephones and video conferencing will not be affected. Work has been commenced on testing process and a trial of the NBN satellite services.
Advocacy for increased accessibility to various freight providers.	In progress, current contract with sole supplier is being re-negotiated to allow for market testing to increase accessibility in 2020.
Supporting immediate basic needs of impacted people.	This activity has been completed.
Essential services – power, water, waste restored.	This activity has been completed.
Clean up and restore coastal areas (erosion).	Preliminary design completed for coastal protection works for low lying communities.

# Wujal Wujal Aboriginal Shire Council

## Progress of "Keeping strong" (Recovery objectives) 6 months

Keeping Strong (Recovery Objective)	Update
Binalmalmal (Learning)	
Bureau of Metrology modelling improved to provide key data for community (short term).	RLO – 1 new BOM rainfall flood warning gauge has been installed and is operational.
Scoping of the Installation of Micro grids – solar to hydro (medium term).	Alternative source of power generation has been found.
Explore food security options through store leases (short term).	Awaiting contract to expire so WWASC can take the shop back and operate.
Flood infrastructure – river monitoring gauges (medium term).	Site location is still progressing to determine where the system won't be at risk of flooding. TMR is putting in flood camera at the bridge.
Ensure all future housing is raised (ongoing).	A 3D model is complete assisting to identify where building can take place.
Investigate opportunities for continued lessons while children cannot access school (ongoing).	Bus contract with the school requires flexibility around flooded causeway, when there is water on the causeway the rule with the Bus company is not to travel through water.
Complete a reviewed recovery sub-plan (ongoing).	In process currently.
Enhance disaster management arrangements with surrounding shires (ongoing).	This has commenced with Cook Shire/Douglas Shire and WWASC.
Access to enhanced/faster weather communications (ongoing).	This is ongoing with all stakeholders input, resulting in a community resilience plan and discussing with service providers on where we should have rainfall data from.
Reconstruction of the Arts Centre (medium term).	Complete awaiting funds to re-open café.
Implement an alert and geotagging system to track rogue crocodiles (ongoing).	This project will require further scoping.
Implement a Vignettes program in conjunction with the Library (ongoing).	Requesting assistance from QRA to implement this project. QRA is working with the CDO to support the project.
Install the Ngulkurrmanka, Binalmalmal and Kabanka footpath (ongoing).	There is approx. \$500k worth of footpaths to construct, funding will be the key to this project.
Investigate opportunities for tourism (ongoing).	A meeting was held with the chief entrepreneur's office discussing way forward with Tourism, looking at a walking track and platform at the waterfall.

Keeping Strong (Recovery Objective)	Update
Increase resilience in sewerage infrastructure (medium term).	Currently progressing on a refurbished sewer plant, also upgrading effluent release.
Increased resilience in water treatment and supply infrastructure (medium term).	Southside residents are now connected to treated potable water.
Build a community evacuation centre/shelter (ongoing).	Utilising 700k to upgrade the Community Kindergarten to use as a place of refuge.
Formalise the SES volunteer program (ongoing).	Ongoing

## Challenges

Majority of challenges are based on funding for ongoing support, when we do have these disasters, government procurement policy is not suitable for small remote communities which delays all projects. Also experience issues in relation to being landlocked when delivering new builds to cater for flooded areas, a boundary review required to minimise all these issues.

## Successes

We have learnt how to cope with the emotional well-being of all ages within the community, engineering is now taking on new flood level, other government agencies are now aware of where we require data and how we manage the evacuation process when required.

# North West Queensland

# **Burke Shire Council**

## **Progress of recovery objectives**

Recovery Objective	Update
Essential services – Power, water, waste, telecommunications – repaired and restored.	All essential services operating. Council has completed work to improve the effectiveness and resiliency of the Burketown Sewerage Treatment Plant.
	Council will complete work to improve telecommunication's resiliency in Burketown in the next quarter.
	Council has scoped work to improve the resiliency of waste infrastructure assets in Burketown.
Develop a resilience program to enhance Bureau of Meteorology assets and flood detection programs.	Council commissioned Telstra to complete a Feasibility Study into improving flood monitoring/detection infrastructure in relevant catchments. Telstra is responding to initial feedback received on this document, which will enable further circulation.
Develop a volunteer recruitment and retention program .	Council/SES will be opening the new SES Emergency Services Building in Burketown on 31 October 2019. Rural Fire, SES, Volunteer Marine Rescue will be making presentations, offering advice on how to be prepared in the event of a disaster and inviting new members to join.

Recovery Objective	Update
Enhance media capability with the LDMG	Council's Corporate Services Department has increased circulation of weather-event related content on its Facebook page.
Ensure children remain in education.	Burketown Kindergarten and Burketown State School open. This activity is considered complete.
Ensure community wellbeing and connectedness through betterment/resiliency initiatives.	Council has invested in infrastructure upgrade projects to key community assets at the Burketown and Gregory Showgrounds. These projects are designed to enhance the events hosted at these venues and to assist, validate and empower the community groups that host them. These events are crucial to maintaining strong community networks, which are crucial during disasters and during recovery.
	- Burketown Showgrounds: procurement underway
	- Gregory Showgrounds: improvements completed by 15 April
Develop an environmental management program to address issues of siltation, weeds and erosion.	Council has completed detailed design for raising and realigning the Leichhardt River Crossing. Council has secured a new Sales Permit (Nardoo Pit), which will provide Council with suitable material for erosion control works.
	Council cleared silt from the Leichhardt River in Oct-Dec 2019 as part of DRFA work (Feb monsoonal trough activation).
Develop resilience program for local infrastructure projects.	<ul> <li>The following projects are being scoped and delivered to improve community/infrastructure resilience:</li> <li>Upgrade to the Burketown Sewerage Treatment Plant (completed).</li> <li>Construction of a waste loading facility at the Burketown landfill (detailed design completed).</li> <li>Investment in community infrastructure (Burketown and Gregory Showgrounds), which is designed to ensure the maintenance of strong community networks that become so critical when going through and recovering from disasters.</li> <li>Additional water security at the Burketown Water Treatment Plant (tender documentation being prepared).</li> <li>Completion of a Flood Risk Management Study (due for completion in February 2020).</li> <li>Progression of phases 3-5 of a Coastal Hazard Adaptation Strategy (contract signed, will commence in February 2020).</li> </ul>

## Challenges

A high level of staff turnover poses a key challenge to Council.

## Successes

Council has completed an upgrade to the Burketown Sewerage Treatment Plant, which increases the capability/performance of the system and makes this facility more flood resilient.

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

- DRFA Flexible Funding: Burketown Showgrounds (procurement underway).
- DRFA Flexible Funding: Gregory Showgrounds (works commencing February 2020).
- QDRF: Burketown Flood Risk Management Study (due for completion in February 2020).

Coastal Hazard Adaptation Strategy (Qcoast): funding received from DES and LGAQ to complete phases 3-5 (due for completion in September 2020).

## **Carpentaria Shire Council**

## Six months' progress of recovery objectives

Recovery Objective	Update
Essential services – power and telecommunications - repaired and restored.	Completed – All essential assets, included but not limited to, power, telecommunications, water and sewerage have been repaired/restored to an operational state. Council have been awarded funding to undertake desilting of the Normanton sewerage lagoon, this project is scheduled to commence in September 2020 and will improve the current treatment process, reducing the risk of handling the treated water.
Improve resilience to telecommunications tower.	Ongoing – The Cultural Heritage Protection Agreement has been executed and on-site inspections were undertaken in November 2019. Construction will commence post the wet season (May 2020) with a scheduled completion in September 2020. Council has commenced with the construction of a telecommunication tower as Critters Camp, this project is scheduled to be completed by 24 January 2020.
Emergency funding (personal hardship etc) – granted/approved.	Completed – Council awarded a total of 10 Carcass Disposal Grants under the DRFA Flood Recovery Exceptional Assistance Grant. Council also incurred expenses of \$164,952.60 for the extraordinary fodder supply during the event, a final acquittal has been lodged in relation these expenses. Council has sought and been approved to undertake the following projects:
	Clean-up and removal of debris at barge ramp - \$20,000
	Normanton Resupply Barge Channel - \$900,000
	Fencing and guideposts - \$30,000
Carcass Disposal Plan for deceased livestock and feral animals developed.	Council are currently working alongside the Northern Gulf Resource Management Group to provide rural properties with assistance for deceased livestock and feral animals. Funding provided though DRFA to NGRM will assist rural properties with feral pest and weed management as a result of the monsoon flood event.
Fencing, sheds, pumps, irrigation equipment, water tanks and farming equipment repaired and/or replaced.	This matter in ongoing, Council Community Development Officer is working alongside rural properties to identify capacity building to provide assistance where possible to repair/ replace damaged equipment.
Road transport network – completed damage assessment, and developed coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads.	Ongoing – Council has identified key roads within the Shire to prioritise for restoration and betterment works, this focus is to ensure future resilience within the Shire from future disaster events.
	Council undertook an extensive construction season in 2019 in order to undertake emergency repairs to Shire and State roads. Council has also worked extensively to catalogue all damage sustained to Shire and State roads and undertake lodgments in order to commence restoration works. Council were also successful in receiving and delivering a range of betterment jobs throughout the shire, including \$2m in ATSI TIDS funding to improved access and safety at Scrutton River. Council have also been able to sound additional State funding to undertake betterment works on 89B which will provide greater access to rural residents throughout the wet season.

Recovery Objective	Update
Investigate options for local records management system, impact assessments and damage assessments.	Council has implemented Guardian IMS to assist the capturing and monitoring of disasters as they occur. Council has arranged for additional training to be undertaken in February 2020 with the intent of all future disaster events to be recoded within the program in order for information to be available for future reference and for review. Council are currently seeking external support for the delivery of preparing a Community Recovery Plan and Capturing Carpentaria's Oral and Pictorial History of Disaster Event and Impacts.
Funding to support recovery and resilience initiatives obtained.	The CDO position was filled and employment began with Council in Mid November 2019. To date, the CDO has initiated proposals to Council around Community planning and engagement. Community engagement has been ongoing, with information gathered being used to inform the CDO's Community Development Plan and ensure activities are Community Led. Engagement has been one on one with various Community Groups and Not For Profits to ensure comfortability with Information Sharing, as found to be best practice within our Shire.
	The CDO has initiated the Resilience Scorecard Project that will use a toolkit and surveys to gather information on current resilience to Disasters and identify any gaps for improvement. This will be used as a starting base to inform the CDO on outputs moving forward. Unfortunately, assuming it's due to the Christmas break, there has been some hesitation from Community to join the working group and numbers have not been met to begin discussions. The target for completion of the project is in February.
Assist small businesses with rebuilding, including developing future resilience strategies.	The CDO has initiated the Resilience Scorecard Project that will use a toolkit and surveys to gather information on current resilience to Disasters and identify any gaps for improvement. As part of this project, Council will also be visiting local businesses throughout January 2020 to gather information and provide assistance where available to assist with the recovery and preparation for future disasters. The culmination of this project will provide the community with a strategy to assist the community to rebuild from the Monsoon events and improve current resilient strategies for future events.
Community support – mechanisms implemented.	Council were able to distribute booklets to each household to provide in community with information during the time of a disaster. Council are also looking at having this reviewed as part of the CDO's role to evaluate if the current information provided is still up to date and provide value to the community.
Vector control implemented.	The Northern Gulf Resource Management Group were successful in receiving DRFA funding to deliver a number of project including aerial pig control, dog control program and a pest management program. Council and now working alongside NGRM and Carpentaria Land Council to have this implemented throughout the community.
Restore confidence in the tourism market.	Councils' General Manger of Tourism has commenced the establishment of a Tourism Strategy to assist the community in restoring and improving tourism throughout the Shire. Council have also invested additional funds for the Shire to attend additional tourism forums and conferences to promote the region.
Empower local businesses to improve their resilience to disasters.	As part of the Resilience Scorecard Project, Council will also be visiting local businesses throughout January 2020 to gather information and provide assistance where available to assist with the recovery and preparation for future disasters.
Enhance recovery governance through the development of a Local recovery Sub-Plan.	Council are currently seeking external support or the preparation of a Community Recovery Plan.

Recovery Objective	Update
Enhance capability of LDMG.	Council have adopted the revised Local Disaster Management Plans in late 2019. In line with this review, Council have reintroduced Guardian IMS to assist the LDMG throughout the disaster to track information (e.g. flood gauges, road reports etc) along with provide situational reports on the unfolding events as it occurs. Council have commenced the creation of a Carpentaria Shire Council Visitors Guide and is scheduled for distribution prior to the commencement of the tourist season (April). Council are currently seeking external support to deliver the remaining project awarded under the flexible funding agreement.
Develop an environmental management program to address issues of mosquitoes, siltation, weeds and seeds.	Council are in the process of finalising a Biosecurity Plan which will encompass the recommended actions to combat issues of mosquitoes, siltation, weeds and seeds. The Northern Gulf Resource Management Group were successful in receiving DRFA funding to deliver a number of project including aerial pig control, dog control program and a pest management program. Council have also commenced its annual mosquito control program to counteract and issues identified.

# **Cloncurry Shire Council**

# Six months' progress of recovery objectives

Recovery Objective	Update
Implementation of Carcass Disposal Plan for deceased livestock and wildlife.	A total of 57 carcass removal payments were made totalling \$285,000.
Supporting and assisting people to access emergency hardship grants and funding approvals.	Council staff and plant were used to assist in the unloading of donated goods at assembly point as part of the initial recovery efforts. Total cost of these activities was \$1,754.57 and was covered as part of the \$1Million Flood Recovery Exceptional Assistance Funding.
	Council provided concessions on property rates for property owners in the Cloncurry Shire to assist with the financial recovery of residents. Total cost of this support amounted to \$490,875.92. This cost was covered as part of the \$1Million Flood Recovery Exceptional Assistance Funding.
	The CDO was temporarily filled from July until end of September 2019 whilst recruitment was underway. The CDO appointed with a fulltime contract until 30 June 2021 in October 2019. A Cloncurry Shire Local Recovery Action Plan has been created by the CDO. CDO has been able to fill the gap left by the closing of the Recovery Hub. There have been no community members requiring assistance.
	Core CDO activities in the recovery process to date have included:
	<ul> <li>liaison with the community, community stakeholders, community organisations and various government department staff</li> <li>community engagement &amp; participation in identifying needs/strengths and project ideas</li> <li>the CDO co-ordinating the Cloncurry Community Recovery Group, which continues to meet on initially on a fortnightly basis and in November moved to monthly meetings to oversee the community recovery efforts in the Cloncurry Shire</li> <li>ongoing work with the community regarding their wellbeing and the planning and delivery of a range wellbeing events. These include weekends set aside for workshops scheduled for March, May and October. These weekend workshops will also have available stakeholders to discuss various mental health, health, relationships and children's mental health. The October workshop coincides with Mental Health Week.</li> </ul>

Recovery Objective	Update
	There haven't been many issues being presented to the CDO with regards to community members and their recovery. However, the community has been self-referring to the North West Hospital & Health Services (NWHHS) and the Royal Flying Doctor Service (RFDS). Private information and numbers of people have not been shared.
	In total 3021 people have attended the community wellbeing events from July to January.
	Vulnerable communities - have been catered for with Council and community stakeholders working together to see that community is being catered for. This was done by referral to appropriate support agencies.
Fencing requirements identified, graziers supported to utilise available assistance to restore fencing.	No further funds have been used for fencing requirements of the community.
Consult and engage with the local leaders, community members and service providers on long term community-led recovery	The Local Recovery Group (Cloncurry Community Recovery Group) is still operational initially meeting weekly, then moved to fortnightly and now meets on a monthly. These changes to meeting timeframes were made through consultation with the Community Recovery Group.
outcomes.	The meeting agenda includes an update from each organisation rep in attendance and input is gathered on the development of upcoming recovery activities.
	The group has also taken a collaborative and co-ordinated approach in planning community wellbeing events ensuring the various demographic population of the shire is catered for.
	By working as a team ensures co-ordination of all recovery activities and support is provided as needed for events and wellbeing workshops.
	A continual focus of the group is the mental health of the community. A program of community wellbeing activities was developed to create opportunities for graziers to come together, catch up and enabled local mental health services to connect with the flood affected people.
	The CDO maintains regular communication with the Industry Recovery Officers (DAF) to ensure appropriate responses as required.
	With the close working connections of the stakeholders within the Cloncurry Community Recovery Group, vulnerable and those needing assistance are referred to relevant providers for assistance. Communication with stakeholders is not limited to meetings. Communication is open via phone and email and is actioned as a priority should people require assistance.
Community support opportunities including outreach, adopting a community led approach when planning for long term support with a focus on mental health, community wellbeing, connectedness and leveraging off ongoing community events.	Several community wellbeing events have been held bringing the community together. These have been held with participation from the Royal Flying Doctor Service (RFDS) and the North West Hospital & Health Service (NWHHS). Events included: * Cloncurry & District Show * Working Dog School * Barefoot Bowls (3 events) * Beat the Heat Festival * Shine Bright Sisterhood Pamper Day * Burke & Wills Roadhouse Pool Competition and Kid's Games * Burke & Wills Roadhouse Pool Competition and Kid's Games * Burke & Wills Rodeo * Burke & Wills Rodeo * Burke & Wills Airstrip Reopening (RFDS) * Lost Art Leather Workshop * Tom Curtain & Katherine Outback Experience "We're Still Here Tour" * Cloncurry Christmas Celebration * Dajarra Christmas Celebration * Sausage Making Demonstration "Get Together" and BBQ * Gallery exhibition of locally taken photos – Cloncurry Landscapes and Wildlife * Australia Day Ceremony & Awards * Australia Day "Bush Cricket".

Recovery Objective	Update		
	events, we ask attende and ask for input as to like to take part in. In to	e counted at each of the events. For wellb ses to provide some feedback as to the wo other workshops and events the communi otal 3,021 people have attended Cloncurry rellbeing events from July to January.	
	Service (RFDS) and/or has been in attendance	eople of the community, the Royal Flying I North West Hospital & Health Service (N e. They have taken part in events by havin ion and being able to talk to those about is vice being provided.	
	and events, they have From having participat Western Hospital and has enabled a more so positive feedback and	ees at the events and feedback from the w had a positive impact on the residents of t ion of the Royal Flying Doctor Service and Health Service at our Community Wellbein fter engagement approach which has rece flood affected people have felt more comfo ing for advice and assistance.	
	attendance at the Tom over 100 people that v mental health informat particularly graziers. T Torres Strait people w A number of discussion	the feedback from the RFDS and NWHH Curtain "We're Still Here Tour". There wer sited the stall with around 25 USB's with lo on distributed. This was mainly given to ol here were also 15 teenage/early adult Abo no the team were able to speak to. Ins were held with parents of young children ed about the Birdie's Tree books which wa	
	of the community. How available and provided North West Hospital &	is provided through all stakeholders and ir rever, for clinical psychological support this through: Royal Flying Doctor Services (RI Health Service (NWHHS), North West Res and Outback Futures.	
	Council is using the reached health services.	covery messaging that is being provided b	
	health support provide	uests for mental health support directly to rs. It is then up to the person requesting a ed provider and support packages.	
	Participants have enjoy future workshops and form has been created	inity events and workshops has been posi yed the workshops offered and provided fe activities to be provided. A workshop/even with the aim of offering wellbeing worksho ne community would like to participate in.	
	opportunity to bring gra	The Community Wellbeing activities and events have created the opportunity to bring graziers and town people together. This has fac increased support for those affected by the floods.	
	In total 3021 people ha	In total 3021 people have attended Cloncurry Shire Council's comm wellbeing events from July to January.	
Road transport network –		PA submissions is provided below:	
Completed damage assessment, developed coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads		Submission Description	
		Flood damage to CSC roads from the North North Queensland Monsoon Trough 2019 Restoration works are 65% complete.	
	CISC.0003.1819E.REC	Flood damage to CSC roads from the North North Queensland Monsoon Trough 2019	

Recovery Objective	Update			
	DRAFT: 001010	Flood damage to CSC roads from the North & Far North Queensland Monsson Trough 2019. Submission to be lodged early February 2020.		
	CISC.0011.1819E.REC	Betterment - Detailed Submission - EOI 0484 - Upgrade 14.25km of gravel pavement on Sedan Dip between chainage 4.45 and 18.7.to 2 coat seal. Associated Repa works completed. Procurement being undertaken for Cat D works.		
	CISC.0012.1819E.REC	Betterment - EOI 0422 - Detailed Submission - Upgrade gravel section of Sedan Dip Road (between chainage 51.8 and 68.9) to with pavement treatment and 2 coat seal. Associated Repa work completed. Procurement being undertaken for Cat D works.		
Key transport routes – priority restoration and improved resilience to the key transport routes for Primary producers and resource sectors – completed surveys of primary producers and Cloncurry Shire mining.	Council's restoration program has prioritised shire roads which are utilised by primary producers and mining industry within the Shire. 32 EOI's for Betterment Funding were lodged with QRA to increase the resilience of many of these roads. No formal surveys have been undertaken.			
Flood resilience – develop and implement strategies for greater flood resilience – Cloncurry River and catchment areas.	A Big Map workshop was held in Cloncurry on 9 -10 September 2019, hosted by QRA. The workshop was attended by regional stakeholders including NWQROC councils, the Bureau of Meteorology, relevant state agencies (DNRME, TMR, Qld Rail, SunWater, DAF, QPS and QFES), pastoral companies and other individuals with a good working knowledge of the history of the region's flooding. The purpose of the workshop was to:			
	<ul> <li>work with local governments, key agencies business and people to understand the needs for improved flood warning infrastructure</li> </ul>			
	• understand the s Warning Infrastru	scope of the DRFA Cat D funding for the Flood ucture Project.		
	-	of the workshop were to:		
	confirm the locat	ion of vulnerable communities and infrastructure		
		ations to be upgraded and the identification of where gaps exist to better support early warning		
	<ul> <li>build partnerships amongst stakeholders who also have assets that can contribute data and information to the flood warning infrastructure.</li> </ul>			
	Over 50 people attended the workshop which provided an opportunity for participants to work together to determine the flood warning infrastructure requirements for the region. Issues relating to vulnerabilities within the communities were identified and impacted infrastructure and flood warning service performance during the recent flood event were reviewed.			
	Subsequently, a contract warning infrastructure for requiring additional floo apply principles consister Framework. Further cor	d by grouping participants per relevant river basins. ctor has been appointed to analyse existing flood or all areas and to identify high priority locations d warning infrastructure capability. QRA will then ent with the Qld Disaster Resilience and Mitigation insultation with the areas of operations will also e for completion by end of March 2020.		

Recovery Objective	Update
Work closely with local businesses to assist with	The Cloncurry Local Business Network has been regularly consulted with regards to any recovery needs.
rebuilding, including developing their resilience to future disasters.	Small businesses in Cloncurry were able to discuss issues when the Department Employment, Small Business and Training (DESBT) visited Cloncurry during their roadshow in October 2019. This was predominately around the lack of income due to the highway being closed. This had an impact with supplies not being able to get through and the lack of travellers not being able to travel.
Restore confidence in the tourism market.	Monitoring of tourism trends over the past 12 months has shown that there have been 16,629 visitors to the Cloncurry Unearthed with 13,718 being Australian and 956 Overseas. 5,003 visitors have been through John Flynn Place with 3,455 Australian, 171 Overseas and 665 Coach.
Regional collaboration plan completed with neighbouring Councils which were also impacted by the event.	Please see the information above for the Big Map workshop under Flood Resilience.

# **Flinders Shire Council**

## Six months' progress of recovery objectives

Recovery Objective	Update
Essential services – Power, water, waste, telecommunications –repaired and restored.	No major impacts, minor issues were resolved and services reinstated.
Emergency funding granted/approved.	GIVIT have advised that they have \$33,000 left in funding pool. Community Development Officer recovery advertised availability of grant at Australia stall, however, the there was no interest from public. Funding has been used on a community project to support community recovery.
Recovery Governance – appoint CDO role, coordinate recovery planning and communications for recovery.	<ul> <li>Erin Smith was appointed CDO recovery on 11 November 2020.</li> <li>Has a Community Development Plan been developed? – Currently working on Recovery and Resilience plan, will then tie in a recovery specific plan. The Shire already possesses a Community Plan.</li> <li>Overview of CDO activities in the recovery process to date – CDO recovery has attended the North West Flood recovery Summit in Cloncurry in 2019 and the North West Flood recovery Reference group in Cloncurry 2019. Also attended local Chamber of commerce meeting in Dec 2019, Participated in the small business 'Back on Track' November 2019. Royal Flying Doctor Service meeting December 2019, Rural Minds workshop Dec 2019 (with PHN). District Human and Social meeting in Dec 2019, CAN meeting in Dec 2019.</li> </ul>

Community support – recovery hubs and outreach support services coordination, events	All recovery hubs have now closed with support moving to an individual support model.		
and connectedness.	The Department of Agriculture and Fisheries (DAF) Industry Recovery Officer conducting outreach to rural sector. Activities have included:		
	<ul> <li>calling or attempting to call all property owners as listed in the Cameron Downs Flinders Shire phone book and NILS database postcode search</li> </ul>		
	<ul> <li>attending field days put on by DAF, Natural Resource Management groups in the capacity of IRO to connect with graziers, answer questions and encourage them to apply for assistance. Also attended social events such as Richmond Melbourne Cup races to connect with graziers</li> </ul>		
	<ul> <li>attending property visits at the invitation of property owners to discuss recovery process, complete paperwork and encourage uptake of Rural Financial Counsellors and DAF Farm Debt Restructure program if the landholder required it</li> </ul>		
	<ul> <li>connecting with graziers after third parties have raised concerns about welfare. In all cases was able to secure invitations to visit their property. In all cases, asked for and received permission to bring support staff (to date only McKay Patrol) to visit with me. Support staff could then offer extra mental health support referrals if they were needed</li> </ul>		
	<ul> <li>emailing shire landholders who have given consent giving updates on weather, changes to grant application process, events that are coming up such as field days, Let There Be Pease, Business/Breeding Edge workshops, encouraging connection between neighbours</li> </ul>		
	attending North West Flood recovery Summit in Cloncurry in 2019 and the North West Flood recovery Reference group in Cloncurry 2019 with CDO and the Southern Gulf Pest Management forum in Richmond with Flinders Shire Rural Lands Manager		
	• attending mental health training such as Rural Minds and Mental Health First Aid.		
<ul> <li>Complete impact assessments:</li> <li>Rural properties covering identified impacted areas including human health business impacts, despaced</li> </ul>	The IRO has been completing impact assessments as needed. Mental health has been identified as a concern and anecdotally support is being impacted by a lack of continuity of service and coordination of service providers.		
health, business impacts, deceased animals and property access.	In the rural sector there are concerns around road access, mental health support and access to finding.		
<ul> <li>Small business covering loss of trade, employment and future impacts.</li> </ul>	Small business are highlighting that they are focused on the need for local spending.		
<ul> <li>Non-profit and community organisations looking at assessing</li> </ul>	Not-for-profits are looking to access funding.		
continued viability.	It is believed the impact assessments are 60-70% complete as mental health support will be an ongoing issue and road accessibility has been quickly established.		
Road transport network – coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads.	Roads – emergent works completed and lodged the claim. Restoration works are in progress.		

Restore confidence in tourism – funding, communications, sponsorship, marketing and development of attractions.	<ul> <li>2019 tourism numbers up 13 per cent on 2018 figures (23,463 through the VIC) and the average length of stay increased along with the number of overnight visitors. There was an increase in family visitations to the area by 19 per cent.</li> <li>There was a longer tourist season than normal (early April to early October opposed to previous years when it has been May before we have seen a steady flow of tourists).</li> <li>Council increased their tourism marketing campaign targeting families in Cairns and Townsville which included: <ul> <li>weekday breakfast radio to increase audience and on Channel 7</li> <li>attending the Cairns Expo in May 19 where we were able to get positive feedback on our marketing campaign and intentions to travel</li> <li>attending the Victorian Camping and Caravan Show in late Feb 19 as part of the visit Queensland stand where we were able to accurately inform potential tourists of the extent of the damage and reassure them that the towns affected would be able to host them in the coming season</li> <li>running the 'Don't turn your back on the Outback' social media campaign those on the Best Destination Marketing Award at the OQTA Awards in November 2019 as part of the Year of Outback Tourism encouraging those on the East Coast to look west and head outback when planning their trips away.</li> </ul> High confidence for local tourism business' as they profited from increased turnover. For 14 out of 15 nights in early July, there was no available accommodation in Hughenden at any of the Hotel/Motels or sites at the caravan parks. This was helped by the lengthened season and assisted in aiding business' profits to give them more financial stability looking forward.</li></ul>
Empower local business to increase resilience in disasters – financial counselling and business mentoring.	CDO Recovery participated in the Small businesses 'Back on Track' Roadshow, a follow up email has been sent to the Department to obtain an update on how successful the Roadshow was, and any future plans.
Develop and implement community and resilience programs, engagement and business continuity.	<ul> <li>Flinders Shire is collaborating to develop a combined application for the Queensland Government's 2019 – 2020 Get Ready Queensland Program. The six member councils of the North West Queensland Regional Organisation of Councils (NWQROC) who are collaborating include Carpentaria, Cloncurry, Doomadgee, Flinders, Richmond, and McKinlay.</li> <li>The purpose of this project will be to deliver the communication and engagement activities as outlined by approved NWQROC Get Ready Queensland activity plan.</li> <li>Objectives include the delivery of communication and engagement activities, with a focus on North West Queensland (NWQ) and includes: <ul> <li>promoting the role and leadership of NWQ councils in preparing and responding to emergencies and disasters</li> </ul> </li> </ul>

	<ul> <li>increasing awareness of the role of councils, their partnerships, resources and activities that benefit the community and visitors</li> </ul>
	<ul> <li>supporting the objectives of the state-wide Get Ready Queensland campaign, levering opportunities for the region.</li> </ul>
	Filming for the Get ready Videos had been completed and are awaiting the final versions to be sent through for approval. The website is active: <u>https://www.nwqroc.com.au/get-ready-nwq</u>
	Links are provided to Council's Disaster dashboard and other resources: <u>https://www.nwqroc.com.au/get-ready-nwq/get-connected/flinders-shire-council/</u>
Commemorate Monsoon Trough event with anniversary celebrations.	Council is currently investigating the opportunity to install artwork to commemorate recovery efforts for the event.

# **McKinlay Shire Council**

# Six months' progress of recovery objectives

Recovery Objective	Update							
Emergency funding (personal hardship etc.) – granted/approved.	Mckinlay Emergency Hardship Assistance (EHA) Essential Household Contents Grant (EHCG) Structural Assistance Grant (SAG) Essential Services Safety and Reconnection Scheme Grant (ESSRS) TOTAL	17/01/2020 17/01/2020 17/01/2020 17/01/2020 17/01/2020	225 24 7 5 261	- 1 - 2 - 3 - 4 - 4 - 4 - 4 - 4 - 4 - 4 - 4 - 4 - 4	8 9 6 3 26	217 \$ 15 \$ 1 \$ 2 \$ 235 \$	79,920 20,530 10,995 9,000 120,445	450 23 1 7
Impact assessments – to be completed and driven by Council.	Impact assessments have at this sta assessments in coming months. Con undertake the assessments.							
Key transport routes – priority restoration and improved resilience to the key transport routes for Primary producers and resource sector – completed surveys of primary producers.	Emergent works were undertaken for DAF is completing a survey of the pr not been returned to council.		-		the results	of this s	urvey ha	ive
Fencing requirements identified and graziers supported to utilise available assistance to restore fencing.	Costs for repairing fences was prima with main road frontage were assiste Roads.	•						5

Recovery Objective	Update
Community	Community Events
support – nechanisms mplemented ncluding outreach and plan for long	There have been a number of community events to provide the community with mental health and wellbeing, small business resilience and primary producer information workshops offered. These events have bought the community together not only on a social level but also to help guide and inform them on the services, grants and funding available.
erm support	Participation at Community Events
prepared.	Attendance at different events has varied with some being well received and others not as well supported. This is largely due to different topics targeting different community groups for example small business or primary producers. The wider community sports or arts workshops have had good attendances and we have used these events to promote other events we feel they may be interested in participating in.
	Meeting the needs of people with vulnerabilities
	There are currently a wide range of service providers working with the community. With the number of professionals in McKinlay Shire their impact on the community has been well received with people seeking their help. Whilst limited demographic data is available for different vulnerable groups within the community, the range of service providers is well equipped to be able to meet the needs of all community members.
	Community members are encouraged to seek professional help from a number of providers working in the McKinlay Shire. These services are the RFDS, Centacare, Outback Futures, Julia Creek Medical Centre, McKinlay Community Nurse, North West Hospital and Health Services, North West Remote Health, Rural Financial Advisers and McKay Patrol. Representatives from these organisations meet on a monthly basis to discuss what is working and what is not, upcomin events and future plans.
Road transport network –	Work has commenced. Borrow pits are pegged and the water supply confirmed. Work should be complete by August 2020.
completed damage pickup, developed	The North East road is unsealed. Awaiting submission approval. Have had to delay start for some months.
coordinated restoration and betterment	The South West road is unsealed. Work will commence following the completion of Taldora Road in September 2020.
planning for the	Work on Taldora Road is well underway and expected to be complete by September 2020.
extensive road transport network	The South East road is unsealed and awaiting approval.
for state and local controlled roads.	Work on North West road commenced in 2019, with expected completion by October 2020.
Full impact assessment for local mining industry completed.	Awaiting comment from the local mining operation in the McKinlay Shire region.
Establishment of response infrastructure to at	The four existing flood cameras that McKinlay Shire has installed, are working on the Gillet Channels, Punchbowl, Sardine Creek and the Flinders/Lara Crossing. No extra flood cameras have been installed at this time.
risk communities.	Council is looking into funding for extra cameras for flood water monitoring.
Empower local businesses to improve their resilience to disasters.	<ul> <li>"Buy local" campaign was started.</li> <li>'Sisters of the North' charity established the Live Voucher system, which enabled monies to be gifted to effected community members to spend in their affected shires boosting small businesses.</li> <li>Grants or loans to businesses to assist with costs of recovery from the impacts of the disaster.</li> </ul>

Recovery Objective	Update
	Mentoring, coaching and advice on diversifying small business, workshops and roadshows have been provided to the shire. This was welcomed with most of the business either attending one-on-one mentoring sessions, or the mentors and facilitators actively walked from business to business.
Flood resilience – develop and implement	McKinlay Shire Council participated in the Big Map workshop held in Cloncurry on 9 -10 September 2019, hosted by QRA. The workshop was attended by a range of regional stakeholders. The purpose of the workshop was to:
strategies for greater flood resilience –	<ul> <li>work with local governments, key agencies business and people to understand the needs for improved flood warning infrastructure</li> </ul>
Cloncurry River.	<ul> <li>understand the scope of the DRFA Cat D funding for the Flood Warning Infrastructure Project.</li> </ul>
	The desired outcomes of the workshop were to:
	confirm the location of vulnerable communities and infrastructure
	<ul> <li>identify asset locations to be upgraded and the identification of priority locations where gaps exist to better support early warning</li> </ul>
	<ul> <li>build partnerships amongst stakeholders who also have assets that can contribute data and information to the flood warning infrastructure.</li> </ul>
	Over 50 people attended the workshop which provided an opportunity for participants to work together to determine the flood warning infrastructure requirements for the region. Issues relating to vulnerabilities within the communities were identified and impacted infrastructure and flood warning service performance during the recent flood event were reviewed. Feedback was gathered by grouping participants per relevant river basins. Subsequently, a contractor has been appointed to analyse existing flood warning infrastructure for all areas and to identify high priority locations requiring additional flood warning infrastructure capability. QRA will then apply principles consistent with the Qld Disaster Resilience and Mitigation Framework. Further consultation with the areas of operations will also occur. The review is due for completion by end of March 2020.
	From the Shire's perspective, the Big Map day, was considered a success as collaboration of all participating Shires was valuable. No action items have as yet been actioned but this is in process. Overall, this event proved to be valuable in understanding waterways to plan for specific shire needs. One of the outcomes was that McKinlay Shire should also source funding individually to install several flood cameras in various locations throughout the region.

# **Richmond Shire Council**

Progress of recovery objectives

Recovery Objective	Update
Immediate term	
Community Engagement Campaigns (ongoing).	Council practices good community engagement and participation on an informal basis which seems to be preferred by our community. Council is being led by the community and we have embraced a softly, softly approach. Council is engaging via social media polls and this seems to be popular. A recent poll indicating that 83 per cent of the people surveyed preferred to receive their information digitally. The trend from the community indicates they appreciate a chance to get together informally and blow off steam but this is not that often as they are just busy. Everyone was very busy right up until Christmas and we are really holding our breath waiting for the arrival or non-arrival of the wet season and so much hinges upon that.
A donations management strategy is developed.	Council does not have an update on donations at this time and have not been advised of issues in their community.

Recovery Objective	Update			
Short term				
Environmental clean-up strategy is utilised (carcass	Carcass disposal is completed with the following outcomes:			
disposal).	Carcass Disposal	• · · · · · · · · · · · · · · · · · · ·		
	Carcass Disposal on Road	Bury dead cattle on Ardbrin Lane	\$1280.00	
	Carcass Disposal on Road	Bury dead cattle from Riverdale Station on Flinders Highway	\$2330	
Bio-Security plans are current – On-farm and Council.	Council's Bio-Security Plan was adopted by Council in December 2019.			
Medium term				
Develop and grow farming in the shire.	months, dry la	est agriculture sector has changed dramatica nd cropping has been successful, and the focu rom Cloncurry to Hughenden has dramatically	us of growing cotton	
	MITEZ proposes a consultant undertake a study to address the following: best location for a cotton gin, considering likely harvest regions, workforce suitability, water, power, environmental issues and synergies for selling cotton seed by products as cattle feed.			
	As well as logistical options for cotton production, and long-term market influences.			
	It is proposed that as potential partners, mid-west Councils develop the scope for a report assessing potential demand and synergies, for developing a viable cotton industry in the MITEZ region.			
Diversification of resource	Biofuel trial for Prickly Acacia			
sector.	As a follow on to the 2019 MITEZ Biomass study carried out by GHD in 2019, Richmond Shire has had a discussion with a tree lopper (contractor) about running a trial to pelletize prickly acacia using existing mobile equipment.			
	machinery has	ia infested site near Richmond has been s been selected and transport has been quoted. pport of Richmond, McKinlay, Hughenden, and	. The aim is to run a	
	This project is in early stages and requires further negotiations with the various stakeholders.			
Long term				
Enhance	Identifying the Flinders Highway Black Spots			
Telecommunications.	Each year thousands of heavy-laden road trains, buses, grey nomads towing caravans, and all manner work vehicles travel the highway from Mount Isa to Townsville. People face dangers from trains, road trains, unknown road conditions, wandering stock, wildlife, narrow bridges, and blind spots.			
This report would focus on, and highlight, the worst and most dangerous p the highway, and look to possible measures and costing to fix these noted spot areas, as well as formulate a strategy to better educate road users dangers.				

Recovery Objective	Update
Increase tourism.	<ul> <li>27 per cent increase in our family market, we also noticed a lot of Grandparent/Kids travelling together.</li> </ul>
	<ul> <li>Visitors to the region – trends over past 12 months - 2018 – 10,790, 2019 – 12242 (13 per cent increase).</li> </ul>
	<ul> <li>Tourism marketing efforts and outcomes –Focused marketing in 2019 on social media targeting families/dig enthusiasts, saw a 14 per cent increase in Dig participation.</li> </ul>
	<ul> <li>Local tourism businesses – confidence levels – High – already receiving booking for 2020 school holidays.</li> </ul>
Fully sealed road connection to Winton and Croydon (3 years).	Transport and Main Roads will provide funding for a further 10km on this road in 2020.
Kronosaurus Korner Stage 3 (3-5 years).	Funding Application Submitted December 2019 for Stage 3.
Irrigation project (2 years).	Tender awarded to Cardno for design of bulk water system – Dec 2019.
New artesian bore (2 years).	Council is about to go to tender to drill the new bore based on funding secured in 2019.
Ongoing	
Enhance infrastructure; business as usual.	Richmond Shire Council participated in the Big Map workshop held in Cloncurry on 9 -10 September 2019, hosted by QRA. The workshop was attended by a range of regional stakeholders. The purpose of the workshop was to:
	<ul> <li>work with local governments, key agencies business and people to understand the needs for improved flood warning infrastructure</li> </ul>
	<ul> <li>understand the scope of the DRFA Cat D funding for the Flood Warning Infrastructure Project.</li> </ul>
	Outcome is for two new BOM radars. One in the Richmond shire and one north east of Hughenden. The radars come with 20 rainfall gauges. New gauge sites had been chosen for the Richmond Shire but we will wait until the BOM gauges are installed and then identify any gaps. The mapping day helped to identify watercourses that feed the Flinders River and have the potential to seriously impact downstream but have no reporting on them. Sites have been marked for future rainfall, river height and camera coverage.
Support small business	Richmond has been visited by a number of Small Business Support Services. Back on Track held a three day roadshow, but integrated both in the community and out on properties. This service was well received.
	The Department of Industry, Innovation and Science working with RDA Townsville & North West, ATO, Dept. of Employment, Small Business and Training, Department of State Development, and Intelligent Business Solutions NQ (ASBAS) organised a workshop, however would not accept feedback that static sessions were not well supported due to the small nature of our businesses, business owners cannot leave their businesses to attend workshops without either closing their business or employing staff – both cost money. It was found that roadshows that moved within the community provided a better service than those that were static within the Shire Hall.
Support continued education	Council provides a \$5000 tertiary bursary for school leavers attending university.
Caucation	Assistance for children to attend boarding school is available through Centrelink and Living away from home allowance.

#### Recovery Objective Update

Community events to maintain and enhance connectedness

Community Events have been well attended by the community, all of these have been free events. Council provided in-kind support to seven events during this quarter.

## Most Significant Change Story

#### Increase in Community Events Attendance

#### The situation:

Following the monsoonal event, three long standing events on the social calendar were cancelled for 2019. The Golf Club Open, Dirt Bike Enduro and Maxi Race Meet events were cancelled due to infrastructure damage to club assets, compounded by the fact that most committee members of these clubs also experienced personal loss as a result of the event.

#### The change

The Richmond Field Days and Race Meet was the first social event on our Calendar following the monsoonal event. The Committee were apprehensive as to the success of the popular event due to the losses sustained in the previous four months. Thankfully, there were record attendance numbers each day, with exhibitors also reporting them as their most successful field days ever. This set the trend for the entire year. The August, September and October Qld Racing Race Meets in Richmond, together with the Bush Races, saw large support from the community. The Melbourne Cup Race Meet saw a return to our social calendar after an absence of almost a decade with approx. 450 people through the gate for the mid-week event. The Combined Services Christmas Party also saw record numbers with flood funding providing entertainment for the kids.

The general vibe in Richmond is outstanding, after the initial shock and realisation of the devastation and impact, both immediate and into the future, our community just got on with it.

#### Analysis

Council believes events are at the heart of community engagement, with event attendance making people feel more connected to other people and their community. Added Support from Flood Donations via Sisters of the North, Rotary Rockhampton and QCWA combined to provide extra support to these events removing all barriers for attendance. Every event in 2019 had free admission and there was children entertainment and information stands for the adults – each event was interactive aiding in recovery.

#### Lessons and recommendations:

Be guided by your community, listen to general conversation at events and listen to feedback after events. People in the Richmond Community are determined to look forward, not dwell on the past.

## Challenges

Council has identified that navigating the myriad of support services who descended on the area post event is a challenge. Whilst the thought was appreciated, it was important for Richmond as a community that we supported the service providers that were a presence in our town before the monsoonal event – these are the providers that are recognised and trusted in our community. It was also difficult when service providers did not co-ordinate visits and all wanted a catch-up, which meant up to five hours a day was spent in meetings and teleconferences – compounding the piling work load.

### Successes

Richmond Shire found that services that were a presence in the community were better received than those that stayed static in the community hall. Services that walked the streets or went to people's home (including properties) were able to gain much better insight and received much more valuable data than those that chose to wait for people to come to them. The Back on Track Road Show listened to local feedback and embraced it, and their visit was a resounding success, ensuring they will be back. The community needed to feel their engagement rather than just be another tick and flick stop.

## Winton Shire Council

Recovery Objective	Update
Emergency funding granted/approved – see activations.	Emergency Hardship and Carcass Disposal Grants have been completed with all applications processed and approved. QRIDA Applications 140/166 completed so far.
	Council has also introduced the \$300 'Winton Card' which has been distributed to residents for use in Winton. This has helped to stimulate the local business economy and supports those businesses who were impacted during the flood event.
Impact assessments completed.	Telephone Outreach continues with one-on-one visits continuing with Winton's most vulnerable residents. When necessary, referrals to Mental Health services have occurred. A Service availability card is currently been completed for distribution to all Winton Shire residents to access.
Funding secured to develop a multi-purpose community facility to provide a disaster management and recovery coordination centre, film production/creative hub and multi-agency co-working space.	The outcome of the Flexible Funding Grant application is not yet known in relation to multipurpose/emergency response building. To further this project, Council has made an application through the 'Building Our Regions' funding program – Round 5 for detailed designs to be completed for the Multipurpose Community Facility.
Wellbeing services delivered.	Service providers within the Winton Shire Council continue to provide community members opportunities to engage with Wellbeing Services such as but not limited to:
	Mental Health First Aid Training
	Men's Shed Crawl
	International Women's Day.

## Six months' progress of recovery objectives

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Recovery Objective	Update
	<ul> <li>The following communication efforts have been conducted:</li> <li>Introduction of both the Recovery Community Development Officer and the Industry Recovery Officer advertised in the Winton Herald.</li> <li>One-on-one consultations with Community members.</li> <li>Community consultations as well as events promoted on the Winton Connect and What's on in Winton Facebook Pages.</li> <li>The following mental health support services and programs are available to community members:</li> <li>Mental Health and Wellbeing Service.</li> </ul>
	<ul> <li>Lives Lived Well.</li> <li>Outback Futures.</li> <li>Disaster Recovery Clinicians.</li> </ul>
Community connectedness enhanced.	<ul> <li>A range of Community events have been conducted including:</li> <li>community BBQ – Consultation with community members, Recovery services attended including the Mayor, CEO and the Winton Shire Council Councillors.</li> <li>the inaugural Winton Business and Tourism Association Awards night was very successful with a large crowd in attendance</li> <li>many festivals that were held during 2019 including the Winton Way out West Fest, Outback Film Festival, Opal Festival, Writers Festival, Outback Festival, late night shopping and street parties.</li> <li>Participation has been good and has allowed people to connect in a social setting.</li> </ul>
Vector Control implemented (flies and mosquitos).	Prior to the Winton Way Out West Fest held in April 2019, arrangements were made to control mosquitos at the Football Oval.
Support for rural properties including: access bio-security considerations restocking assistance and priority to stock routes as required replacement of infrastructure (water) carcass disposal.	<ul> <li>100 per cent of rural properties are fully accessible.</li> <li>Blazeaid had a presence in Winton after the flood event and assisted many property owners in reinstating fencing.</li> <li>A Biosecurity Management Plan has been adopted by Council in consultation with the community. 114 Properties have been contacted by the Bio-Security Officer. The following were identified: <ul> <li>3 properties had completed biosecurity plans that met the requirements of the Biosecurity Act/Regulations and the Winton Shire Council Biosecurity Management Plan.</li> <li>75 Properties had in their possession a biosecurity plan template they had received that was either partially completed or not completed at all.</li> <li>33 properties had no biosecurity plan. 3 properties did not wish to complete a bio security plan due to an impending sale.</li> </ul> </li> </ul>
Environmental restoration and protection (prevention of weeds, clean-up of silt).	Council has been contracted by Desert Channels to complete a \$170,000 program (\$50,000 for two supplementary baiting programs and \$120,000 for 2 aerial shooting programs for Wild Dog and Feral Pig Control). A further \$80,000 has been allocated to provide chemicals for the control of Weeds of National Significance (Excluding Prickly Acacia)

## Most Significant Change Story

## Winton Shire Council – Neighbourhood Centre 'Gems of the West'

The Far North Queensland Monsoon Event 2019 decimated Winton's Livestock industry. Thousands of cattle, sheep and goats perished during the weather event due to exposure and poor condition caused from the drought from previous years. The after effects were devastating. Farmers were barely holding on prior to the Monsoon, hand feeding livestock, praying for rain, then to lose everything from the wet, windy cold conditions that were very unseasonal.

Following the event, several consultations with community groups and allied health services, and a review of data collected through the Winton Neighbourhood Centre outreach program, it became clear that the Winton Community needed to pull together and assist each other with recovery and getting back on their feet. It was decided that an event to celebrate women and men would be created incorporating mental health and well-being, but programmed to address the needs of the women and men separately.

The Gems of the West was a full-day event held at the Winton Shire Hall where over 200 women attended a luncheon that identified and addressed all their needs. Mental health clinicians, medical check-ups, make-up artists, hairdressers and masseuses were all available for women to access free of charge. Guest speaker, Ms Libby Trickett, spoke about her experience with depression, stress and pressure whilst swimming and how she dealt with post partem after the birth of her first child. 'Laugh without Leaking' comedian Bev Killick had women in stitches as she spoke about how she handles challenges and the importance of having a laugh. Local business owners, artists and allied health services held stalls for people to see their wares and to access information packs and advice when needed.

Property owners were given ideas on how to make an extra income with their sewing, knitting and craft ideas. Guest speakers from Outback Futures also assisted by allowing people to openly discuss the monsoonal event and the immediate impact on their livelihoods and future. Many women were more stressed about their husband's well-being and their future in the industry.

Later in the afternoon, women were asked to invite their husbands and partners down for a BBQ dinner and to listen to guest speaker, Mr Billy Moore, who made talking about mental health and depression a humorous conversation. He encouraged men to look out for each other and touch base whenever they could, even asking are you ok whilst having a beer. The men could openly discuss how they were feeling and they were informed about services that were available within the local community if they were in need of any assistance including financial support services, medical clinicians etc. The men finished the night with a band, dancing, laughing and having fun.

Feedback from the event was very positive. Vulnerable people within the community that had expressed the need for assistance, and even people that had been identified by neighbours and friends as struggling, were followed up with regular check-ins and assistance. Twelve months after the monsoonal event regular check-ins and property visits are still very welcome.





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



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# **Event summary**

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

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



# State Recovery Planning and Policy Coordinator Update

It gives me great pleasure to be able to present the third quarterly report highlighting the progress towards recovery following the monsoon trough in the north of the State during January and February 2019.

This report outlines progress against activities identified in the *North and Far North Queensland Monsoon Trough State Recovery Plan 2019 – 2021* (the Plan) at both a local and state level. It focuses on the efforts of 14 councils who developed event specific recovery plans for the flooding, as well as the activities of five Functional Recovery Groups (FRGs). The report focuses on activities achieved up to the 31 March 2020.

Although the impact of COVID-19 on the capacity to deliver will have affected many Council's and agencies, it is still evident that significant recovery progress has still been made during the third quarter.

As at 31 March 2020, 42 Betterment projects have been approved at a combined total of \$74.63 million with payments to-date a total of \$22.39 million.

Disaster Recovery and Resilience Grants totalling \$1.9 million have been approved for small businesses in impacted areas. Over 83 per cent of the applications have been for the resilience grants which enables small businesses to access assistance with financial planning, business mentoring and digital specialist services.

Community Development Officers working within the Carpentaria, Cloncurry, Burke, Cook, Wujal Wujal, Douglas, Flinders, McKinlay, Richmond, Townsville and Winton local government areas, have achieved 2338.5 hours of combined effort in developing and delivery community events with 25,559 participants attending these community events.

Challenges relating to the additional financial burden and other resource and delivery constraints due to COVID-19 on normal council operations and delivery of services are also evident throughout this report.

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

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

# **State Recovery Progress**

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

## Human and Social

This section of the report details recovery progress against recovery activities outlined in the plan on pages 33 - 35. All recovery initiatives are addressed in relation to the event time frame.

Recovery Activity/Outcome	Update			
Recovery activity	<u>UCQ</u>			
<ul> <li>Provision of student counselling, support services and referral through Guidance Officers,</li> </ul>	Lifeline Corporate Training provided 'Peer Skills' training to students to provide them with skills and knowledge to support each other through difficult times.			
School Chaplains and other relevant staff, as well as	The Peer Skills Workshop			
additional support and assistance to teachers and Principals in the affected areas.	<ul> <li>The Peer Skills two-day workshop is led by two facilitators who have been trained in a two day Lifeline Peer Skills Facilitator Training. The training helps participants to more confidently and effectively empathise, listen, and resolve problems and access help for themselves, their friends and peers.</li> <li>The Peer Skills program is flexible and is used by schools to achieve a variety of goals including promoting a safe, supportive, inclusive school environment.</li> </ul>			
	Peer Skills Facilitator Training (two days)			
	<ul> <li>Uniting Care Community/Lifeline delivered facilitator training to support the implementation of Peer Skills for young people in Townsville and other flood affected communities.</li> <li>Content included: content and processes of the Peer Skills Workshop, young/person-centred practice and empowerment, effective peer work program implementation, roles and responsibilities of the Peer Skills facilitator, preparation and presentation of a Peer Skills activity.</li> </ul>			
	Workers trained included:			
	Including School Based Youth Health Nurses, Community Education Counsellors, Guidance Counsellors, Teachers, Engagement Support teachers, Youth Support Coordinators, Remote Support Workers.			
	<ul> <li>February 2020:         <ul> <li>Brisbane, Toombul (hosted by UCC Toombul)</li> <li>Trained Junior Secondary Wellbeing Co-ordinator Townsville SHS</li> </ul> </li> <li>June 27 and 28 - 2019: Nine Participants         <ul> <li>Townsville (hosted by Townsville SHS) staff from Townsville SHS, Thuringowa SHS and UnitingCare (9 participants)</li> </ul> </li> <li>September 2 and 3 - 2019: 16 Participants         <ul> <li>Catholic Education office Townsville, staff from Burdekin Catholic High School (Ayr), Gilroy Santa Maria College (Ingham), Good Shepherd Catholic College (Townsville), Suthern Cross Catholic College (Townsville), St Joseph's Catholic School (Cloncurry), St Margaret Mary's College</li> </ul> </li> </ul>			

Recovery Activity/Outcome	Update		
	(Townsville), Ryan Catholic College (Townsville) St Theresa's College (Abergowrie).		
	Peer Skills Workshop Activities – Supported by Lifeline/UCC		
	The Peer Skills Program provided facilitation support, member portal and coordinator support and/or provision of resources the following schools:		
	<ul> <li>Ignatius Park College         <ul> <li>January 2019 – two Peer Skills Workshops run be staff, one for Year 12 and one for Year 11- a tota of 26 students were trained. Ignatius Park College had a role as a Community Recovery Centre postfloods and the peer supporters trained were involved in helping to increase support to student</li> <li>January 2020 –one Peer Skills Workshop run for 14 Year 11 students. Resources provided.</li> </ul> </li> <li>Townsville SHS         <ul> <li>Lifeline worker (from Brisbane) assisted with facilitation of a Peer Skills Workshop post floods enable the school to train more students. Resources provided. Three workshops in total ru 30<sup>th</sup> April and 30<sup>th</sup> May for 48 students predominantly Year 8 students with some Year 7</li> </ul> </li> <li>St Joseph's Catholic School Cloncurry         <ul> <li>30 November and 1 December 2019– two workshops run by staff for Year 6-8 for a total of students. Resources provided.</li> </ul> </li> <li>St Teresa's Abergowrie         <ul> <li>17 and 18 January - staff delivered two workshop for a total of 30 Year 12 students.</li> </ul> </li> <li>Thuringowa SHS (Condon)         <ul> <li>Two workshops run by staff. The first on the 5 ar 6 December 2019 for a total of 36 Year 9 studen and the second Workshop on the 28 and 29</li> </ul> </li> </ul>		
	January 2020. Resources provided.		
	QLD Health Townsville Hospital Health Service: The development of a child and youth mental health program has mostly occurred this quarter, after the CYMHS HP4 commenced in December 2019. The program now includes individual and family clinical work an education and support to play groups, day care facilities and schools. The CYMHS clinician is taking a lead role in collaboration with the PHN in the delivery of Birdies Tree resources across the region.		
Projected outcome			
Community members have acces to education services	s Status: Ongoing		
Recovery activity	Rent Relief		
Implement rent relief package to     public boucing toponto in	Completed		
public housing tenants in affected areas.	Financial Assistance		
<ul> <li>Raise awareness and provide access to personal financial assistance through activation o Personal Hardship Assistance</li> </ul>	Completed - PHAS/ESSRS figures have not changed. Community Recovery conducted a survey of all EHA Grant Recipients during the event, with a response rate of 10%. Findings included:		

Recovery Activity/Outcome	Update			
Services Safety and Reconnection Scheme (ESSRS) through Department of Communities, Disability Services and Senior (DCDSS).	<ul> <li>87% of recipients stated it was easy to apply for the EHA grant</li> <li>94% of recipients were satisfied with the speed of payment.</li> </ul>			
<ul> <li>Provide awareness of:</li> <li>Disaster assistance and income support available to impacted people through the Commonwealth Government</li> </ul>	There were no concessional loans applications received by QRIDA from 1 January 2020 till 31 March 2020. The following QRIDA Special Disaster Assistance Recovery Grants have been approved from 1 January 2020 till 31 March 2020.			
<ul> <li>Interest free loans to people in hardship through Good Shepherd Microfinance</li> </ul>	Applications re	gistered	14	
<ul> <li>DRFA Category C grants and Category B concessional</li> </ul>	Applications be	ing processed	0	
loans available to not-for-profit organisations through	Applications in	eligible or cancelled	5	
Queensland Rural and Industry Development Authority (QRIDA).	Applications ap	proved	9	
Coordinate the distribution of donated funds locally through	Total funding a	pproved	\$198,825.32	
<ul> <li>charitable organisations.</li> <li>Provide awareness of:</li> <li>Energy Hardship Programs available through energy retailers</li> <li>Assistance available to fast track tax support through the ATO</li> <li>Insurance support available through the ICA</li> <li>Financial service provider issue resolution available through the Financial Ombudsmen</li> <li>Financial counselling services available.</li> </ul>	separately by the funding to provid Donated Funds As at 30 March 2 received by GIV charities and DC needs as validat	ailable. It is reported on program that obtained nated funds have been to work with registered to address recovery ing activities with 1.		
Projected outcome Households, families and individuals are enabled to affect their own recovery through appropriate income sources.	Status: Ongoing			
Recovery activity	DHPW			
<ul> <li>Provide Emergency Housing Assistance for displaced residents through DHPW of:</li> <li>Temporary and short-term accommodation</li> <li>Medium to longer term accommodation as appropriate</li> </ul>	<ul> <li>More than 800 requests were registered for housing assistance, supporting over 1800 people. Requests were managed on a case-by-case basis, ensuring impacted people were allocated short, medium or long-term accommodation assistance or private rental assistance products.</li> <li>DHPW funded hotels and motels to assist displaced residents during the flood event and accommodated 427 people.</li> <li>To assist with providing housing solutions, DHPW leased 26 properties in Townsville which were allocated to flood</li> </ul>			

Recovery Activity/Outcome	Update			
<ul> <li>Information and advice to tenants and landlords through a Rental Recovery Hub established in Townsville</li> <li>Awareness of the Bond Loans and Rental grants available to assist individuals and families to enter the private accommodation market.</li> </ul>	<ul> <li>Update</li> <li>impacted residents. All of these leases have now ceased with the final lease ceasing in March 2020 after the family had transferred to a social housing property. 10 tenants have now taken over their lease, 7 have obtained social housing and 9 have sourced their own private arrangements.</li> <li>252 bond loans and rental grants were provided to flood affected families as a result of the flood event.</li> <li>492 residents accessed information and support through the Rental Recovery Hub which was established in partnership with Residential Tenancies Authority (RTA), Real Estate Institute of Queensland (REIQ) and Tenants Queensland. This approach focused on case-by-case assistance to obtain the best housing outcomes for residents and for local businesses. DHPW and DCDSS Community Recovery continued providing assistance to the public out of the Rental Recovery Hub until the doors closed on 27 September 2019.</li> <li>164 social housing dwellings were uninhabitable as a result of the event. Department staff worked closely with tenants to ensure they could access alternative accommodation while escalating repair work. All tenants were returned to their social housing dwelling or rehoused by 31 March 2019.</li> <li><b>DLD Health</b></li> <li>Townsville Hospital Health Service: Access to affordable and emergency housing has been one of the refractory issues following the monsoon. Several housing services report that youth emergency accommodation is particularly problematic; landlords remain much stricter with eviction processes; rental prices remaining higher.</li> <li>Note: this activity will be closed out for next reporting round.</li> </ul>			
Projected outcome Residents have access to safe and secure accommodation and are aware of the housing support available.		Status: Complete		
Recovery activity	DCDSS			
<ul> <li>Provide Essential Household Contents Grant (EHCGs) as a contribution towards replacing or repairing essential household contents through the PHAS administered by DCDSS.</li> <li>Coordinate the provision of donated goods to replace essential household contents through charitable organisations.</li> </ul>	EHCG figures have been proving report.	ave not changed. support that were associated ded within the impacted area g closely with DCDSS to supp acted individuals and families. o date with details of the prog le.	since the last ort the long term \$4,327,543 has	
	Measure	01 Jan – 30 Mar 2020	Since 01 Feb 2019	

Recovery Activity/Outcome	covery Activity/Outcome Update				
	Number of items requested (goods and services)		94	142,9 35*	
	Number of items received by affected communities		192	227,2 89	
	Number of organisations requesting assistance		5	56	
	Percentage of received assist		100%	100%	
	Response time request to offer		4	13	
	Days from request to confirmation that offer is received		14	40	
	*Note that variat portal. This value		ansing and v	validation of	data in
Projected outcome Households, families and individuals are supported to return safely to their residential dwelling	Status: Ongoin		ng		
Recovery activity	DCDSS	1			
DCDSS to administer and	SAG and ESSR	S figures have r	ot changed.		
provide:	Total Building and Asset Services estimate of damages to date				
<ul> <li>Structural Assistance Grant (SAG) as a contribution towards replacing or repairing damaged dwellings through the PHAS</li> </ul>	is \$3,756,111. Please note: A p damages gets p some instances contractor invoir	aid under the ES the ESSRS con	SSRS grant	where eligib be paid base	le. In ed off
<ul> <li>Financial assistance as a</li> </ul>	contractor invoices as opposed to a BAS estimate. These figures exclude assessments undertaken where the applicant was later deemed ineligible.				
contribution towards safety inspections and repairs to residential essential services through ESSRS	Note: this activit		off for next r	ound of repo	orting.
<ul> <li>Support through case management of vulnerable grant recipients.</li> </ul>					
<ul> <li>Define scope of works and provide estimate of cost for SAG applications through DHPW.</li> </ul>					
Projected outcome					
Households, families and individuals are supported to return safely to their residential dwelling.		Status: Ongoin	ng		
Recovery activity	DCDSS				
<ul> <li>Coordinate the provision of psychosocial and practical</li> </ul>	PFA has not cha	anged, this can l	be closed ou	ıt.	

Recovery Activity/Outcome	Update				
supports lead by DCDSS in conjunction with non-	UCQ				
government organisations.	No instances of support that were associated with this event have been provided within the impacted area since the last				
Referrals to existing personal support and generalist	report. Salvation Army				
counselling services.	Nil changes				
<ul> <li>Establishment of local case coordination mechanisms (as</li> </ul>	Red Cross				
required).	Nil Changes				
	DCDSS				
	The following community organisations have been funded under Category A of the joint Commonwealth/State DRFA to provide the community with additional psychosocial support, generalist counselling, financial counselling and advocacy support:				
	Please note that due to ongoing and continuous requests for these services in the impacted communities, three of these funded services have been extended, demand is currently being reviewed for the remainder to determine if service continuation will be required.				
	<ul> <li>Family Emergency Accommodation Townsville (FEAT) – generalist counselling</li> </ul>				
	<ul> <li>Assisted more than 75 new families since July 2019</li> </ul>				
	• Service have been extended until 2021				
	<ul> <li>North Townsville Community Hub (NOTCH) – generalist counselling</li> </ul>				
	<ul> <li>As at 31<sup>st</sup> March, NOTCH was currently engaged with 53 monsoon affected families on an ongoing basis</li> </ul>				
	• Service have been extended until 2021				
	Salvation Army – generalist case worker				
	<ul> <li>As at 31<sup>st</sup> March, Salvation Army was currently engaged with 46 monsoon affected families on an ongoing basis</li> </ul>				
	• Service have been extended until 2021				
	Townsville Women's Centre – generalist counsellor.				
	<ul> <li>As at 30<sup>th</sup> April, The Women's Centre was actively engaging with 49 monsoon affected women and their families. Many of these women require intense case management on a daily basis</li> </ul>				
	• Service have been extended until 2021				
	<ul> <li>Townsville Community Legal Service was also funded \$150,000 for twelve months to provide financial and leg advocacy support.</li> </ul>				
	<ul> <li>Service Is contracted until 2021</li> </ul>				
Projected outcome					

#### **Recovery Activity/Outcome**

## Update

#### **Recovery activity**

- Additional outpatient services; theatre lists and other services to ensure provision of services to those affected (in addition to services provided to meet acute needs following the disaster).
- Public Health Units working with local councils to manage public health risks to the community.
- Patients with existing chronic health conditions receiving regular care have their needs assessed and treatment plans modified accordingly.
- Implement mental health recovery programs to disasteraffected communities, including individuals, carers, families, and volunteers, with mental health services and emotional wellbeing support.

#### Townsville report headline issues Q1 2020

The development of the Western Outreach program based on fortnightly visits to Hughenden and Richmond undertaken by a Demand Responsive Transport dedicated to that region. The service has been well received by the community and stakeholders. The services provided include; facilitation of a regular 'men's mental health group' in Hughenden, mental health training provided to the entire Flinders Shire Council workforce, direct clinical care to residents affected by the monsoon, and extensive regular stakeholder engagement.

The development of a child and youth mental health program has mostly occurred this quarter after the clinician was appointed in December 2019. The program now includes individual and family clinical work, plus education and support to play groups, day care facilities and schools. The CYMHS clinician is taking a lead role in collaboration with the PHN in the delivery of Birdies Tree resources across the region.

The development of the cultural practice program. This quarter, health workers have undertaken substantial consultation with stakeholders. They have identified Palm Island, Upper Ross and Garbutt communities as key areas of focus. The Health Workers have developed a six-week group designed for ATSI young people, and have engaged partners on Palm Island and mainland based community centres for group work delivery.

This quarter has seen the continued development of the psychological therapies provided by the Disaster Recovery Team. A range of therapeutic modalities have been adopted with outstanding results in DASS and PCL measures.

# Number of complex case referrals to Townsville DRT in Q1 2020 = 70

#### Townsville report referrals and service activity

- The first quarter of 2020 has seen increased activity and outcomes across the board compared with the last quarter of 2019.
- Referrals this quarter have increased to 70, up from 41 in the previous quarter.
- Service episodes this quarter have increased to 46, up from 20 in the previous quarter.
- Clinical activity this quarter (hours directly relating to consumer care) has increased to 753.95 hours, up from 436.45 hours in the previous quarter.
- Health Promotion / public engagement events this quarter have increased to 18, up from 10 in the previous quarter. 980 residents were engaged in the health promotion presences at these events, down from 2046 in the previous quarter. The reduction in this number from Q4 2019 despite the 80% increase in events is attributable to two mass participation events in Q4 2019 (Disaster Ready Day and Carols by Candlelight), where the health promotion events in Q1 2020 have been targeted at impacted areas.

#### Training deliveries:

For the purpose of this report, training delivery is defined as any event where we are invited by a group or agency to lead in the provision of information, professional education, supervision or reflective practice on issues relating to our team's work.

#### Training deliveries:

 Training was delivered across community events, community hubs, health services and partner

Recovery Activity/Outcome	Update
	agencies. Focus of content was skills for psychological recovery and education about services delivered by the mental health program.
	<ul> <li>Sessions fitting this definition have been provided to (among others) Mercy Community, the Primary Health Network, Yumba Meta, Townsville Aboriginal and Torres Strait Islandher Health Service, Red Cross, Tropical Brain and Mind Foundation, Drop-In-Centre, Women's Centre, NOTCH, Towsnville City Council, Uniting Care, Coast to Country, Selectability, Palm Island Community Company, Prospect Disability Service, Charters Towers Regional Council.</li> </ul>
	Number of attendees: 329
	Children's Health Queensland - report headline issues Q1 2020
	<ul> <li>Birdies Tree website highest engagement figures in January - 35,057 (Australia wide figures).</li> </ul>
	- Creation of ebooks of Birdie's Tree - progressing the strategy with Indigenous communities - working with Aboriginal and Torres Strait Islander artist re: look and feel of resources suitable for Aboriginal and Torres Strait Islander Council communities with acknowledgement by Traditional custodians.
	<ul> <li>Health promotion events highlight - Birdie's Tree resources disseminated at Julia Creek Community Recovery Day attended by 75 children with their families and supported North West MH Disaster Team. Up to one third of the children listened to the Birdie's Tree and Flood story and participated in the craft stall. A number of parents, carers and teachers spoke to the MH Disaster Team about the goal of the program. Up to 100 Birdie and Frog cutouts were used with children and the number of interactions exceeded the team's expectations.</li> </ul>
	<ul> <li>Distribution of Birdie's books and puppets to 39 flood affected LGAs (not Aboriginal and Torres Strait Islander Communities).</li> </ul>
	<ul> <li>Partnership meeting with Bushkids regarding family support messaging.</li> </ul>
	<ul> <li>Support provided to Townsville, Central West and North West MH Disaster teams for community engagement activities and child and youth responses).</li> </ul>
	<ul> <li>In March new technologies have being adapted to allow for COVID 19 restrictions.</li> </ul>
	Children's Health Queensland report referrals and service activity
	- Support to North West Disaster Team re: two families of concern (phone support provided to clinician re: two families, one with 4 children and one with 3 children and young people and parents and families (1 clinician) - <i>refer to North West MH</i> <i>Disaster reporting.</i>
	<ul> <li>Determine each Disaster Recovery Teams needs to provide support as required.</li> </ul>
	Support -1 clinician

Recovery Activity/Outcome	Update
	Training deliveries:
	<ul> <li>Training Townsville MH Disaster clinician (1 Child and Youth clinician) in Birdie's Tress resources including diagnostic interview and Birdie's Recovery.</li> </ul>
	<ul> <li>Birdies tree resources presentation to Early Intervention and Parenting Clinicians as part of Statewide training (3 from Townsville).</li> </ul>
	<ul> <li>Planned training sessions cancelled due to COVID restrictions.</li> </ul>
	Number of attendees: 4.
	North West Report headline issues Q1 2020
	<ul> <li>Recruitment and appointment of Mental Health Disaster Recovery community support staff.</li> </ul>
	<ul> <li>Collaboration with key community members about a TRAIC grant funded project to develop agile leader's forum (in flood affected communities) during a time of constant change.</li> </ul>
	<ul> <li>From a co-design meeting with community members each community raised different impacts although, financial pressures, tourism impacts, fatigue and alcohol and drug issues were common to all communities.</li> </ul>
	<ul> <li>Health promotion – The Julia Creek Community Recovery day with CHQ Birdie's Tree coordinator holding a craft stall and storytelling (75 families attended and one third engaged in the craft stall); attendance at the Cloncurry Community Event – Give it Back Bash youth event with a stall.</li> </ul>
	<ul> <li>Community engagement: attendance at Julia Creek and Cloncurry Shire Recovery Group meetings, Cloncurry, Normanton Service Provider Network meetings; developed a community service provider directory for McKinlay Shire; contribute monthly articles to Council newsletters.</li> </ul>
	<ul> <li>NGO networking: Council CDOs, RFDS, Mackay Patrols, Centacare, Sisters of the North, PHN Western Qld and local businesses.</li> </ul>
	<ul> <li>Forward focus on reaching communities during COVID restrictions using online approaches -trivia, and gratitude messaging.</li> </ul>
	- Examining data in from Julia Creek and Cloncurry post floods revealed a spike in presentations related to childhood trauma. This compounded trauma is evidence to expand community development activities beyond graziers.
	<ul> <li>Treatment trends – referrals to Community Mental Health Service and Julia Creek GP Service.</li> </ul>
	Training deliveries
	<ul> <li>Delivered Suicide Risk Assessment training to nursing staff in flood impacted communities.</li> </ul>
	- Number of attendees: 1518

Recovery Activity/Outcome	Update					
		Region	New Individual Clients	Community Engagement	Brief Intervention and Screening	
		Townsville	56	24	1000	
		Central West	0	0	0	
		North West	1	22	166	
		Total:	70	43	1166	
Projected outcome						
Community members have access and are able to meet health needs (including mental health) arising from the disaster.			Status: Ongoing			
Recovery activity	UCQ					
<ul> <li>Provision of information regarding availability of existing supports, services and additional community recovery services.</li> </ul>	Lifeline/UnitingCare participates in the Local and District Human and Social Recovery Sub Groups and Local and District Disaster Management Group meetings either in person or by telelink. Lifeline representatives attend various community engagement events, such as Cyclone Sunday.					
	<b>GIVIT</b> GIVIT is working closely with DCDSS to support the long term recovery of impacted individuals and families where insufficient funds are available to repairs their homes to a habitable standard. As at 30 March 2020, GIVIT has provided assistance to 22 rebuild projects referred by DCDSS to the value of \$333,260. GIVIT has committed to provide assistance to a further 13 referrals from DCDSS at an estimated value of \$302,642.					
	5	Salvation Army				
	٦	The Salvation Ar	my Community	Rebuild Project		
	F	hase 2 Statistic	•	31 March 2020		
	<ul> <li>Nine rebuild project clients:         <ul> <li>Three completed as of 31 March</li> <li>Project Costs = \$17,586</li> <li>Six in progress.</li> </ul> </li> </ul>					
	E	Red Cross				
	<ul> <li>Red Cross chaired the first Community Recovery &amp; Developmen Tele-conference with Carpentaria, Cloncurry, Cook, Flinders, McKinlay, Richmond, Townsville and Winton Shire Councils. Community Development Officers all provide introductions and NQPHN also provided updates.</li> <li>Attend the Peer Support Group Session with other Recovery workers. Clinical Psychologist provide session around Recovery Support workers.</li> <li>Provide Recovery information &amp; update at the Townsville Indigenous Community Network Forum.</li> </ul>					

Recovery Activity/Outcome	Update		
	<ul> <li>Participation in Local and District Recovery and/or Human and Social Recovery Sub Groups and Local Disaster Management Groups (LDMGs) and District Disaster Management Groups (DDMGs) where required.</li> <li>Represented at the ATSI Recovery Taskforce Group.</li> <li>Facilitated a discussion on psychosocial support with QLD Health Disaster Recovery Team members, Townsville City Council, Selectability Mental Health Agency, NQPHN to discuss 1 year monsoonal event Anniversary.</li> </ul>		
Projected outcome Community members have access to appropriate and coordinated social services.		Ongoing	
<ul> <li>Recovery activity</li> <li>Provide: <ul> <li>information to other agencies regarding registered evacuees (RFR) and mapping data thereof</li> <li>PHAS and ESSRS grants information and mapping data thereof to Queensland Reconstruction Authority (QRA)</li> <li>awareness of one-off grants and low-interest loans for not for profit organisations affected by the flooding (QRIDA).</li> </ul> </li> </ul>	Red Cross         No further update from Red Cross re: RFR- this can be closed off.         DCDSS         Nil change         This activity to be closed off for further reporting.		
<i>Projected outcome</i> Community members have access to appropriate and coordinated social services.		Status: Complete	
<ul> <li>Recovery activity</li> <li>Use current disaster management structures to inform and influence local planning on effective volunteer engagement and management – to result in shorter lag time between the response and the start of volunteer recovery activities.</li> <li>The community makes and benefits from effective use of the narrow window of volunteer interest for future disaster events – leading to improved community resilience and support in recovery.</li> <li>Volunteer organisations and groups have access to mechanisms for the recruitment of volunteers to assist in the provision of practical support</li> </ul>	Red Cross cont Townsville and training. These restrictions.	e closed off now with no further changes. inues to build local volunteer capacity across the region through recruitment drives and activities have been impacted by COVID-19 rainer – Pillowcase Project was held in inuary 2020.	

Recovery Activity/Outcome	Update				
and other immediate and longer- term recovery-based activities.					
<ul> <li>Local government will work with its partners in the community and map the capabilities of their local volunteers.</li> </ul>					
<i>Projected outcome</i> The community has improved capacity and capability to respond to future disasters and strengthen resilience.		Status: Ongoing			
<ul> <li>Recovery activity</li> <li>The Registry of Births, Deaths and Marriages (RBDM) will provide free replacement life event certificates to those people who have had their certificates lost, damaged or destroyed in a declared disaster area.</li> </ul>	certificates was Community Rec outreach contac data available a	e RBDM free service to replace essenti promoted via Community Recovery Huk overy Referral and Information Centers t visits. This service is ongoing with no f s business as usual, can be closed out. velopment Officers	os, and		
	-	s developing and delivering events	2338.5		
<ul> <li>Provision of funds for Community Development</li> </ul>	Number of participants in events (see note*)         25,559				
Officers (CDOs) in most of the	Number of Community Agencies participating in events 975				
significantly impacted communities to support	Number of hours developing resources and tools 512				
community-led initiatives, facilitate linkages, collaboration	Number of hours on training and learning         106.75				
and partnerships between and	Number of Participants in training activities 527				
across groups, support and enable recovery and resilience		s supporting FFG development	138.5		
planning and focus on building		cipants in FFG Activities	110		
upon the strengths and capabilities of the affected	Number of hours on developing RR Plan 283.3				
communities.		cipants in RR Plan development	7469		
• Flexible Funding Grants are available for projects aimed at driving recovery, building awareness and resilience within the most disaster affected LGAs.	<ul> <li>*figure includes participants who have engaged through Facebook or email.</li> <li>Many of the CDOs, conducted community profile</li> </ul>				
	<ul> <li>assessments and conducted discussions across the communities about potential initiatives for Community Recovery.</li> <li>All CDOs continued to report very strong relationships and collaborative projects with the Industry Recovery Officers and Mental Health Recovery Officers.</li> <li>Some of the Western Qld CDO's developed mail</li> </ul>				
	<ul> <li>Carper to esta commu toward develop also re consult</li> <li>Whilst Comm CDOs, referent</li> </ul>	ses and establish a presence on social naria is using a Resilience Scorecard ap blishing a baseline involving members of unity measuring the communities' resilient s hazards. Many of the CDOs are report poment of surveys to baseline however the porting a level of community tiredness to action and surveys. each of the Councils have formed the S unity Reference Group to support and g each of the CDOs have a local communi- ce group to provide local direction, assi- llaborative efforts.	pproach of the nce ting the ney are o trategic uide the nity		

Recovery Activity/Outcome	Update
	<ul> <li>Most CDOs have continued to post articles to Facebook and have used targeted mail outs with reasonable success.</li> <li>Townsville City Council is using previously identified community champions in affected suburbs to distribute information and convey recovery messages. They have also started to work with the CALD communities and Aboriginal and Torres Strait Islander community representatives.</li> <li>Many of the north-western councils have reported running Rural Minds Workshops (Mental health awareness) across the communities for both community members and council/community staff members.</li> <li>Richmond Shire Council has run a number of sessions from Zing Pin Me Workshop, to develop skills for Working With Children Who Have Experienced Trauma.</li> <li>As part of Recovery and Resilience planning, CDOs have indicated that work has involved many of the communities identified vulnerable groups as well as Aboriginal and Torres Strait Islander representatives and CALD representatives.</li> <li>All CDOs have been impacted by COVID-19 and report that many pre-organised activities and forums have been either cancelled or deferred. CDOs have further stated that many of the organisations within the communities have either temporarily closed or considering how they deliver services to the community into the future.</li> <li>Flexible Funding Grants - This is detailed below.</li> </ul>
Projected outcome Communities can act autonomously to direct and contribute to their recovery process.	Status: Ongoing

### **Flexible Funding Grants**

The Flexible Funding Grants Program is for non-government organisations, local governments, industry groups and community groups to implement projects aimed at driving recovery, and building awareness and resilience within the disaster impacted communities

### **First Round**

Number of applications received	135
Number of applications approved	68
Total value for round	\$4,460,000
Total paid to date	\$4,005,398
Second Round	
Number of applications received	TBA
Number of applications approved	TBA

### Total value for round TBA

### Round 1

Flexible Funding Grants totalling \$4.464 million across 68 projects have been approved and the majority of the projects have had their contracts finalised and the first financial instalment paid. The projects will continue to support and enable recovery, and contribute to building awareness and resilience.

To date:

- 100% of the initial 90% payments to funded recipients have been made
- 2 Projects have not progressed and returned all funding to the department
- 6 agencies have completed their projects. We are awaiting final project reports and Audited Financial Statement, which will trigger release of final payment
- 23 Projects have not submitted quarterly reports and these projects are being followed up
- 15 Projects have indicated being affected by COVID-19. The full impacts are still being assessed
- 22 Projects are indicating that the project is on track in accordance with project milestones.

### Round 2

Round 2 was due to close at the end of March 2020, however due to COVD-19, the close date has been amended to the Monday 4 May 2020

A summary of all successful grant recipients can be found at the following link: <u>https://www.communities.qld.gov.au/community/community-recovery/category-c-funding/category-c-far-north-gueensland-north-gueensland-monsoon-trough</u>

# Building

The Building Recovery Group (BRG) continues to meet to support recovery activities and identify coordinated solutions to any emerging issues on the ground. BRG members have been engaged in the LDMGS and provided data and information as available to support the development of recovery plans and rebuilding priorities.

Recovery Activity/Outcome	Update		
Recovery activity Finalise detailed building assessments on government building infrastructure.	weathe (MTQ) of Janu	QBuild continues successfully progressing with the monsoon weather damage repairs at the Museum of Tropical Queensland (MTQ) in Townsville towards a revised practical completion of 21st of January 2021 due to encountering of latent conditions.	
		al roofing works at present are at 65% completed and will % completed by 30th of June in line with the schedule.	
	QBuild is working closely with Museum of Tropical Queens and stakeholders regarding challenges associated with inter remediation works to progress for completion within timefra		
	These issues coupled with workplace health and safety restrictions on social distancing, as per DHPW guidelines has impacted production rates, resulting in a revised practical completion date of 21st January 2021. QBuild will continue progressing towards the successful delivery this project with practical completion set for 21 January 2021.		
Projected outcome			
Development of a Prioritisation plan to allow government services to recommence (from alternate locations if required).		Status: Ongoing	

Recovery Activity/Outcome	Update		
Recovery activity Facilitate community access to independent building repair advice.	To date QBCC has visited 322 sites. Due to the current COVID-19 pandemic, site visits have been limited, however, the QBCC Townsville regional service centre (RSC) has continued to undertake 20 site visits this quarter.		
<i>Projected outcome</i> Residents are able to make informed decisions when engaging contractors to undertake repair work.		Status: Ongoing	
Recovery activity	QBCC	has not had any social media campaigns this quarter.	
• Establish and promote a register of licensed building contractors and tradespeople. On closure of the register, enquires are directed to the 'Find a Local Tradie' search on the QBCC website.	The Flood registers remain active on QBCC website with 647 registered Trades and Contractors. QBCC has received feedback from other agencies such as, the Master Builders Association indicating that COVID -19 has effected works being undertaken and some instances of works slowing down due to reluctance to spend on these works (if a cas settlement).		
Projected outcome Residents and insurance companies are confident repair work will be conducted by an appropriately licensed contractor. Residents and insurance companies can easily select local contractors to support economic recovery of the region.		Status: Ongoing	
<ul> <li>Recovery activity</li> <li>Deployment of building inspectors and compliance officers to conduct compliance observations and provide information to homeowners and licences about rebuilding after a flood.</li> </ul>	QBCC has conducted 20 site visits since last reported, noting, COVID-19 has impacted the fortnightly target of 10. The Townsville RSC continues to undertake visits with a target of 2 visits per week.		
Projected outcome Residents and contractors are able to make informed decisions to ensure repair work undertaken meets compliance standards.		Status: Ongoing	
<ul> <li>Recovery activity</li> <li>Support the development and implementation of local built infrastructure recovery plans.</li> </ul>	BRG members have been engaged in the Local Disaster Recovery Groups and provided data and information as available to support the development of recovery plans and rebuilding priorities. The Local Disaster Management Groups have had capability and capacity to manage built infrastructure recovery through the robust local recovery group networks with very few issues requiring escalation.		
<i>Projected outcome</i> Recovery plans are underpinned		Status: Ongoing	

Recovery Activity/Outcome	Update	
by a strong evidence base and impact assessment data to establish regional rebuilding priorities and fast-track recovery.		
<ul> <li>Recovery activity</li> <li>Determine the repair/rebuild approach for community assets.</li> <li>Develop and implement a recreational assets and community facilities recovery program.</li> </ul>	Applications to the Sport and Recreation Disaster Recovery Program have been exhausted with \$905,461 funding provided to 194 organisations which assisted with immediate clean-up and recovery of sporting clubs and facilities and equipment to enable a return to normal activities. The Category C Disaster Recovery Funding Arrangements package, the \$20 million QRA Community Assets Program, \$10 million of which was allocated for administration by DHPW, is ongoing with 32 approved reconstruction projects underway. These projects are located across four Local Government Areas and support the activities of football, cricket, shooting, golf, lawn bowls, horse sports, tennis, motorsports, cycling, Australian football, rugby league, softball and netball. With full program funding allocated and additional projects to be funded, Queensland Reconstruction Authority has approved an additional allocation of funds to support these projects under this Program. Total Program funding being administered by DHPW is now \$13 million. Two projects were completed to restore the Townsville Hockey Association fields and amenities totaling \$1.9 million. This enabled the Association to host various state hockey championship events from mid-June 2019. A further three projects have been completed in Cloncurry (lawn bowls) and Townsville (football and golf) which have restored the facilities for use by the local communities. A further 6 projects are nearing completion. There has been limited disruptions to project activities and delivery of works due to COVID-19 restrictions however no normal club activities are taking place currently due to these same restrictions.	
<ul> <li>Projected outcome</li> <li>Develop a repair/rebuild plan to allow for community access to recovery funds.</li> <li>Clean-up and restoration of flood damaged community and recreational facilities to achieve social recovery outcomes by ensuring leisure, sport and artistic activities are part of the fabric of the community.</li> </ul>	Status: Ongoing	
Recovery activity • Review identified Damage Assessments and Reconstruction Monitoring (DARMsys).	Immediately after the North and Far North Queensland Monsoon Trough, Queensland Fire and Emergency Services (QFES), supported by Queensland Reconstruction Authority (QRA), completed 8400 damage assessments of properties in and around Townsville. During these, and subsequent assessments approximately 4000 properties were identified as damaged. QRA monitors the progress of reconstruction at three-monthly intervals through subsequent reconstruction monitoring audits. These assessments focus on damage and recovery progress of habited structures and dwellings.	

Recovery Activity/Outcome	Update		
	capture organis	e assessments are an important part of recovery and vital information that is shared with Councils, supporting ations and State agencies to improve their understanding eeds and priorities of impacted communities during and event.	
		uary 2020, QRA and partner agencies inspected 1827 es as part of the fourth reconstruction monitoring nent.	
	reportin	perties were identified as repaired, with many residents g that works were complete and they moved back in prior tmas 2019.	
		049 properties that remain damaged, work has nced on 609 of them.	
		60 properties that remain uninhabitable, work has nced on 331 of them.	
	Towns	ville Specific Data	
		043 properties in Townsville that remain damaged, work nmenced on 609 of them.	
		59 properties in Townsville that remain uninhabitable, is commenced on 331 of them.	
	The February 2020 assessment was the fourth and final reconstruction monitoring assessment noting the recovery progress and challenges with further on-site inspections as a result of COVID-19.		
Projected outcome Residents are able to access validated data reflecting the progress of infrastructure recovery.		Status: Ongoing	
<ul><li><i>Recovery activity</i></li><li>Provide advice to regulators on</li></ul>	Building Recovery Group (BRG) members remain vigilant to the needs of local and district groups and are available to provide support as required.		
the recovery of built infrastructure as a result of learnings from the Monsoon Trough event.	propose	atment of mold on tiled surfaces will be considered by a ed working group to further research treating mold on tiled s to ensure advice consistency.	
	QBCC continue to improve the event trade and contractor registers, with a project to have a state-wide disaster register i the pipeline. Due to COVID-19 the timeline to complete this project has been extended a further 3 months.		
Projected outcome			
Any identified improvements from disaster events will be provided to the appropriate entities as part of the 2019-20 BRG preparedness activities.		Status: These recovery activities are on track to achieve the projected outcome	
<ul> <li>Recovery activity</li> <li>Maintain consultation with built environment stakeholders, peak industry bodies and industry to support locally-led</li> </ul>	To date there have been no significant escalation of local issues to the State level group. The BRG will continue to ensure collaboration and integration of communication and resolution activities when required. BRG members have continued to provide representation at local recovery groups, as appropriate.		

Recovery Activity/Outcome	Update	
recovery.		
Projected outcome Information shared amongst relevant parties to allow informed actions to be taken.		Status: Ongoing
Recovery activity <ul> <li>Investigate and address relevant insurance policy issues and ensure a compassionate response to affected businesses; working with the Insurance council of Australia and Economic Recovery Group.</li> </ul>	<ul> <li>The Insurance Council of Australia (ICA) has held a number industry forums, insurance recovery hub events and round table discussions to provide up to date information and responses to emerging issues.</li> <li>The insurance recovery hubs allow policy holders to meet individually with senior claims managers from their insurer to discuss any issues with their claim.</li> <li>To date at least six insurance recovery hubs have been held with facilitated face to face meetings between over a dozen insurers and policyholders.</li> <li>The most recent recovery hub was held on 1 February 2020 There were fewer registrations than expected which indicate most claim issues have now been resolved. Insurers met wit about 15 claimants with outstanding claim issues. Feedback from attendees was very positive with most issues resolved the day.</li> <li>The ICA community engagement strategy was implemented with a community hotline and key messages delivered across various channels.</li> <li>The ICA ceased to collect data in relation to new claims associated with this event as at 12 January 2020. At this tim 13,252 claims had been lodged with an average claim of \$59,077. Of these claims, insurers are reporting well over 90 of claims have been finalised.</li> <li>Works are continuing to get impacted customers back into th homes, in some instances, issues relating to the availability materials and qualified trades people have continued to be inhibitors to more rapid progress.</li> </ul>	
		y has been actively working to ensure COVID-19 ions have minimal impact on ongoing repairs.
Projected outcome Insurers are responding to customers experiencing hardship in a fair, timely and compassionate manner – providing residents with certainty to allow for their own recovery planning.		Status: Ongoing
<ul> <li>Recovery activity</li> <li>Align infrastructure development programs and activities (where possible) to complement economic reconstruction priorities.</li> </ul>	237 contractors were engaged to return government assets to operational status; 99% were local. The North Queensland Flood register is still active on QBCC website with 647 registered Trades and Contractors.	
<i>Projected outcome</i> Relevant infrastructure program		Status: Ongoing

Update

and project owners investigate opportunities to support recovery priorities.

## **Roads and Transport**

This section of the report details recovery progress against recovery activities outlined in the plan on page 41. Significant progress has been made in achieving recovery objectives. All recovery initiatives are addressed in relation to the event time frame.

Recovery Activity/Outcome	Update			
<ul> <li>Review existing Queensland Transport and Roads Investment Program (QTRIP) capital works plans to accommodate the Natural Disaster Program.</li> <li>Scope reconstruction program of works.</li> <li>Develop project delivery plans to achieve key tasks.</li> <li>Undertake reconstruction works.</li> </ul>	<ul> <li>At 31 March 2020, a total of 159 emergency works, immediate reconstruction works and reconstruction works submissions had been lodged with the QRA.</li> <li>A majority of Phase 1 reconstruction works submissions have been lodged with the QRA. At 31 March 2020, a total of 111 Phase 1 submissions had been lodged with the QRA, of which 27 had been assessed.</li> <li>Reconstruction works are underway.</li> <li>The reconstruction program is on track to be completed by 30 June 2021.</li> <li>Priority project sites include:         <ul> <li>Flinders Highway – pavement repair works were completed in December 2019.</li> <li>Richmond–Winton Road – pavement repairs were completed in December 2019.</li> <li>Alice River Bridge (Hervey Range Road) – bridge repaired and reopened two months ahead of schedule on 26 June 2019 and works completed in early July 2019.</li> <li>Hervey Range Road (geotechnical) – emergency pavement repairs and slope stabilisation works completed in late Februar 2019. Investigations and survey for further geotechnical treatments were completed in February 2020, with detailed design expected to be completed in early May 2020.</li> </ul> </li> </ul>			
Projected outcome Essential public assets restored.	<ul> <li>Status: These recovery activities are on track to achieve the projected outcome</li> <li>TMR lodged detailed submissions and supporting documentation for all</li> </ul>			
Recovery activity <ul> <li>Develop and implement a Betterment program.</li> </ul>	<ul> <li>10 shortlisted projects in the 2019 Betterment Program by 6 November 2019. An additional project on Richmond–Winton Road was submitted for consideration in December 2019, after the department identified savings on existing approved projects. A project on Wills Developmental Road was withdrawn in February 2020 after further investigation found increased scope would exceed available funding.</li> <li>To 31 March 2020, nine of the 10 projects have been approved to proceed – two projects on the Flinders Highway, one on Burke Developmental Road, two on Richmond–Winton Road, two on Kennedy Developmental Road (Hughenden–Winton), one at Isabella Creek Bridge on Endeavour Valley Road and one on the Landsborough Highway.</li> <li>Both projects on the Flinders Highway (from Hughenden–Richmond and at Nelia) were completed in December 2019. In situ stabilisation works on Richmond–Winton Road have been completed, with slope and</li> </ul>			

Recovery Activity/Outcome	Update
	<ul> <li>margin works expected to be completed by June 2020. Concrete batter works on the Kennedy Developmental Road (Hughenden–Winton) have commenced. Bridge deck resurfacing works on Isabella Creek Bridge have commenced, but have now been impacted by road closures associated with COVID-19 pandemic restrictions to Indigenous communities.</li> <li>Betterment program is on track to be completed by 30 June 2021.</li> </ul>
Projected outcome Betterment program to improve the disaster resilience of flood damaged essential public assets.	Status: These recovery activities are on track to achieve the projected outcome

### **Betterment**

Program	How program is contributing				
Total Program					
Built (Infrastructure)					
Betterment	Delivered by: Queensland Reconstruction Authority				
Funding to restore and	Expressions of Interest (EOI) shortlisted	286			
improve the disaster resilience of flood damaged essential	Total value of EOIs	\$130,450,014			
public assets.	Projects approved	42			
	Category D value of projects approved	\$74,634,978			
	Total value of projects approved \$98,396,542				
	As at 31 March 2020, 42 projects have been approved at a combined total of \$74,634,000 with payments to-date a total of \$22,390,000.				
	Projects include close to \$12 million for two sections of the Flinders Highway between Hughenden and Richmond, as well as Richmond and Julia Creek that were severely damaged during the Monsoon Trough.				
	\$3.9 million has been approved for the construction of a new bridge at Dalkeith Road in Flinders Shire Council to replace the flood-damaged causeway.				
	More than \$2.6 million has been approved for stabilising and sealing for locations including Mill-Road, Bougainville, Ponderosa, Forestry Roads and Purono Parkway in Townsville that were severely damaged during the North and Far North Queensland Monsoon Trough. This will maximise the life of the improved asset(s) and improve their resilience in future weather events.				
	COVID-19 impact				
	Queensland Reconstruction Authority (QRA) is working with local councils to understand the impacts of COVID-19 on programs and any delays to schedules o works.				
Water and Sewerage	Delivered by: Queensland Reconstruction Authority				
Funding to support local	EOIs shortlisted	46			
governments' restoration costs for event damaged water and	Total value of EOIs	\$6,950,705			
sewerage infrastructure.	Projects approved	5			
	Category D value of projects approved \$2,978,365				
	As at 31 March 2020, 5 projects have been approved to the valu	e of \$2,978,365.			

	Approximately \$380,000 has been approved for the repair of the ex to its pre-existing condition by replacing rock protection and stone p including constructing new cut-off walls upstream and downstream structure(s) as well as concrete grouting all rock protections to build water security for the township of Windorah.	oitching, of the			
Clean-up and Repairs of Community Assets (local governments and state agencies)	Delivered by: Queensland Reconstruction Authority				
	EOIs shortlisted	104			
Funding to support local	Total value of EOIs	\$10,740,776			
governments and state agencies to clean-up and	Projects approved	9			
repair recreational assets and facilities damaged by the	Value of projects approved \$3,716,630				
Monsoon Trough that are	As at 31 March 2020, 5 projects have been approved to the value of	of \$2,978,365.			
considered ineligible for DRFA Cat B restoration funding.	More than \$900,000 has been approved for the restoration and reconstruction to the 4.4km long Grassy Hill to Cherry Tree Bay, Finch Bay to the Old Quarry and Botanic Gardens Walking Track in Cook Shire Council.				
Clean-up and Repairs of Community Assets (not for profit sport and recreation organisations)	Delivered by: Department of Housing and Public Works (Sport and	Recreation)			
Funding to support not-for-	Grant applications received	44			
profit sport and recreation organisations to repair facilities	Grant applications approved				
damaged by the Monsoon	Total value of approved grants	\$10,052,152			
Trough and resume service delivery to the community.	Total value of grant payments to date	\$6,084,365			
	Approved grant locations:				
	Townsville	21			
	Cloncurry	2			
	McKinlay	4			
	Richmond 5				
	The Department of Housing and Public Works (HPW) is engaged w not-for profit sport and recreation organisations to identify potential that can be supported by this program. Sixty-eight projects have be potential support with a total value of \$12.43M. The Townsville bas officer conducts regular community visits including engagement wit western communities for one week out of every four.	grant recipients en identified for ed project			
	Two projects were completed to restore the Townsville Hockey Ass and amenities totalling \$1.9M. This enabled the Association to host hockey championship events from mid-June 2019. A further three p been completed in Cloncurry and Townsville which have restored th use by the local communities. A further 6 projects are nearing comp have been some disruptions to project activities and no normal club taking place due to COVID-19 restrictions.	various state projects have he facilities for pletion. There			

### **Economic**

The ERG continues to meet to support recovery activities and identify coordinated solutions to any emerging issues on the ground. Given the current COVID-19 restrictions, on the ground impacts are being experienced by communities which are also impacting on the delivery of recovery programs. These are indicated where information was available.

#### Recovery activity

- Support small businesses with tools and resources to facilitate economic recovery and resilience, including:
- Establishing a small business recovery centre
- Raising awareness of availability of counselling services
- Establishing a rental recovery hub to assist real estate industry
- Implementing Go Local campaign
- Developing and implementing a Skilling Queenslanders for Work package to assist in the clean-up and rebuilding of Townsville and surrounding areas.
- Develop communications tools for businesses to ensure information is available to small businesses, including Aboriginal and Torres Strait Islander-owned businesses.

### Update

### Small Business and Industry Support (DESBT)

Outcomes of the Small Business Recovery Advisory Council (SBRAC) Meeting 9<sup>th</sup> March.

- The drafted operational plan addresses all 14 specified outcomes listed within the Emergency Management Australia endorsed business case.
- The plan has been endorsed by the QSBRAC on 9 March, and provides in-depth detail on the individual program budgets, lead partners and supporting stakeholders, timeframes, desired outcomes and measures for each program and sub-project.
- The plan is pending Ministerial endorsement at the time of preparing this report.

### Small Business Recovery and Resilience Champion update.

Two main focusses during the reporting program;

### **Business and Industry Support Package Operational Plan**

Development of the plan based on the proposals received and reviewed by the SBRAC, the learning from the 2019 Back on Track roadshow, secondary stakeholder feedback and individual consultation meetings to discuss the plan with members and observers of the SBRAC.

#### Outreach

SBRC team was in attendance at 8 Industry and Community events and conducted 7 days outreach to Burdekin, Hinchinbrook, Charters Towers, Townsville and Douglas Shires.

During a 3-day outreach program to the towns of Ayr, Ingham and Charters Towers in early March 2020, 56% of small businesses visited were impacted by the 2019 Monsoon Trough but had not yet sought support through the Small Business Recovery Centre (SBRC) were identified. Of these businesses, 37 have subsequently been supported. These businesses have referred an additional 24 small businesses to the SBRC for assistance.

Outreach and engagement activities during the reporting period resulted in 179 new clients for the SBRC and a total of 287 Back on Track information packs (including Go Local information) being distributed.

### Update

**The Small Business Recovery Centre (SBRC)** continues to provide tailored support impacting small business owners, five days a week from 143 Walker Street, Townsville. The team transitioned to working from home on 23<sup>rd</sup> March due to the impact of COVID-19.

	As	at	30	Marc	ch	2020
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Item	Total Period Ending 31 Decemb er 2019	Reporting Period	Total Period Ending 31 March 2020	Reporti ng Period Growth
Phone calls	2551	1221	3772	+ 47.86%
Clients	1498	236	1734	+ 15.75%
Unique Visits to SBRC	1441	135	1576	+ 9.37%
Mentoring Sessions	212	23	235	+ 10.85%
Outreach Engagement	324	486	810	+ 150.00 %

### Go Local

Engine Group were engaged to conduct regional feedback regarding the perception and understanding of the Go Local messaging during this reporting period.

A forward schedule of events/engagements is being maintained. Proactive research and stakeholder feedback is constantly being gathered to identify opportunities to engage and support small business owners to recover, boost resilience and use Go Local communications to grow the local economy and support community recovery.

### **Business Mentoring and Coaching**

As at 31 March 2020, 235 small business owners had accessed free mentoring under the Department of Small Business, Employment and Training (DESBT) Mentoring for Growth program. This service is tailored to the needs of the individual business owner.

The mentor recruitment process has commenced and is ongoing.

During the reporting period the management of the mentoring program was transitioned to be locally led by the SBRC team. The number of scheduled sessions in Townsville was increased to bimonthly.

### **COVID-19 Impact**

Late in the reporting period due to the impacts of COVID-19 and social distancing restrictions, mentoring moved from face to face to online delivery. This has proved difficult for some technically challenged small business owners and those in rural locations with poor connectivity.

COVID-19 restrictions also impacted on planned face to face training and capacity development events for Mentors planned late in the reporting period.

### Update

**Business Development and Support** 

An environmental scan outlining key mental health challenges facing small business owners over the next two years and potential opportunities for collaborative support services is being undertaken. Investigations into the inclusion of legal service in grant program were successful – the grants can be used for this purpose. Exploration of a partnership with Department of Environment and Science (DES) and the Chamber of Commerce and Industry Queensland (CCIQ) to help small businesses adapt to climate events and mitigate against major disaster impacts is progressing.

Simplicit, through the Thriving Community Partnership (TCP), a NGO cross sector collaboration with partners such as ASIC, ANZ, AGL, CB, ERGON and KPMG were engaged by TCP to conduct a research project and develop a journey map to help understand the experiences of the people living in North Queensland negatively impacted by the 2019 North and Far North Queensland Monsoon Trough.

This project aims to provide tangible, actionable and cross-industry improvements to help those people impacted by natural disasters in accessing tailored support and services and develop resilience toward future events.

With the support of the SBRAC, the SBRC team facilitated introductions to small business owners for the project.

Planning for 2020 Back on Track – Better Business roadshow was undertaken for a weeklong engagement exercise with regional Councils, Chambers and Peak Industry bodies. This third Roadshow was planned for late April but is now on hold due to COVID-19 restrictions.

# DESBT SMALL BUSINESS DISASTER RECOVERY RESILIENCE AND REPAIRS GRANTS UPDATE

Over 83 per cent of the applications for Small Business Disaster Recovery Grants are for the resilience stream. Under this stream, small businesses can engage a business mentor, a digital specialist or a financial planner to assist in strengthening their market share now and into the future, so they are better positioned to grow and thrive.

Repair grants allow small businesses to attend to outstanding building or equipment repairs essential to resuming operations.

### **Disaster Recovery/Resilience Grants**

Grant applications received (43 repairs/213 resilience)	256
Grant applications approved (38 repairs/165 resilience)	203
Grant applications to be assessed	44
Total approved funding	\$1,959,997

Update

### **Approved Grants by Location**

Burdekin	6
Carpentaria	2
Charters Towers	7
Douglas	7
Flinders	3
Hinchinbrook	3
Richmond	1
Townsville	227

### **Applications by Diversity Groups**

Women in Business	83
Culturally and Linguistically Diverse	9
People with a Disability in Business	4
Seniors in Business	15
Young People in Business	12
Indigenous Ownership	8

Of the 203 applications that have been approved, 31 applicants have successfully acquitted their projects, from these:

- 100% of the applicants agreeing that the Small Business Disaster Recovery Grant has assisted their business.
- 90% of the applicants were either satisfied or very satisfied that this grant funding had provided access to expertise and services to rebuild business confidence and increase resilience for the future.
- The top five areas where the applicant's confidence and capability has increased as a result of the project are:
- a) Business operational processes and systems

   b) Business management or corporate governance

   c) Understanding financial statements and forecasting

   d) General business related skills or knowledge

   e) Strategic or business planning

   e) A total of 49 additional employees are expected to be employed within 6-12 months as a result of the grant program.

   A review of the grants program took place in April to discuss options of increasing funding for the program.

   Projected outcome

   Fast-tracked small business recovery is supported.

Recovery Activity/Outcome	Update			
<ul> <li>Recovery activity</li> <li>Disseminate information to local governments to provide options for approval processes (e.g. temporary local planning instruments).</li> </ul>	LGA's are able to participate via membership of the Small Business Recovery Advisory Council (SBRAC).			
Projected outcome Streamlined processes reduce red tape and boost local government recovery.	Status: Ongoing			
<ul> <li>Recovery activity</li> <li>Work with insurance and banking sectors to ensure compassionate and fair dealings with affected businesses.</li> </ul>	The Queensland Small Business Champion actively referred a number of Townsville small business insurance disputes to Australian Financial Complaints Authority (AFCA). While some small business insurance disputes have been satisfactorily settled with AFCA's assistance, the first of AFCA's determinations has yet to be made. It is expected that first determination will be made in early 2020 The response from the Treasury on the ACCC Northern Australia Insurance Inquiry report and recommendations is still pending. The outcome of the AFCA insurance dispute determination is still pending (expected in early 2020).			
Projected outcome Businesses are provided with certainty on banking and insurance matters and can plan for their own recovery.	Status: Ongoing			
<ul> <li>Recovery activity</li> <li>Ensure councils and other agencies are provided relevant information – including legislative requirements – for tendering processes.</li> <li>Ensure local suppliers have relevant information and support to maximise their opportunities to gain government work/contracts.</li> </ul>	Extensive public campaigning encouraged local industry interested in supplying to the Townsville Flood Disaster Reconstruction Works to register their interest against the appropriate work packages. This has been ongoing and will be closed off as activity.			
Projected outcome Local suppliers are afforded the opportunity to participate in and are engaged with the economic recovery process. Build local skills and deliver jobs and revenue for local industry and businesses.		Status: Completed		
Recovery activity <ul> <li>Support tourism recovery by:</li> <li>Tourism and Events</li> </ul>	Marketing Campaign Update: More than \$7 million worth of holiday packages to North Queensland have been sold as part of the marketing campaign which has also raised more than \$20,000 for flood victims. The campaign was designed to tell			

Queensland (TEQ) to develop and implement a marketing campaign to promote the region to key domestic markets.

- Developing and implementing resources to support tourism businesses.
- Support iconic events in impacted areas.

### Update

Australians that North Queensland remained open for business and was the perfect next holiday destination.

The campaign involved TEQ working with regional tourism organisations in North Queensland (Tourism Tropical North Queensland, Townsville Enterprise Ltd and Tourism Whitsundays) to promote the region under the tagline 'there's never been a better time'. As part of the campaign, Queensland company Ignite Travel Group packaged and sold holidays and also raised more than \$20,000 through contributions from holiday packages and fundraising for the St Vincent de Paul Society North Queensland appeal, directly helping victims of the monsoon

Latest domestic visitation results (year ending December 2019):

Tropical North Queensland – Domestic overnight visitor expenditure increased by 6.7% to \$2.5 billion which reflects a 9.6% increase in visitation to 2.2 million visitors.

Whitsundays – Domestic overnight visitor expenditure increased by 2.7% to \$542.8 million, with a 10.8% increase in visitation to 631,000. Three-year trends are used due to small sample sizes.

Townsville – Domestic overnight visitor expenditure decreased by 8.6% to \$789.8 million, with overnight visitation decreasing by 2.9% to 1.3 million. The decrease in visitation was due to the interstate market. Total interstate visitation decreased by 17.7% to 233,000 while intrastate visitation grew by 1.1% to 1.1 million.

### **DestinationQ Events Conference**

This program was closed out in previous quarter. Wrap up activities have commenced including an evaluation to be undertaken on this program.

#### TAFE QId Status of Online Course

This program is progressing in line with all online training programs with students fully engaged with learning their respective courses.

### **Status Payments to Scholarship Winners**

1<sup>st</sup> of 3 payments made to each of the 12 scholarship winners following confirmation of participation in their respective courses.

### **COVID-19 Impact**

The first pilot face to face training session for the Julia Creek Dirt and Dust event was cancelled following the restrictions on public gatherings announced on Friday 13th March, 2020. The face to face training schedule for the remainder of the period April – October 2020 remains in doubt due to the uncertainty of how long the COVID measures will need to remain in place.

There are very few events in the target LGAs between November 2020 – March 2021 before the program is scheduled to be completed on 30 June 2021.

The majority of events in the 39 LGA's are scheduled to take place between April and October 2020 and that these events require face to face delivery. Should COVID-19 restrictions impact on the delivery of this element of the program and there may need to be an extension beyond the June 2021 completion date.

10 of the scholarship courses are already online with the remaining 2 courses being on campus. These 2 courses have transitioned their delivery to online delivery covering theory modules while access to onsite campus facilities is limited due to the virus and social distancing requirements. Potential issues could arise if restrictions persist and students are not able to complete practical/

Recovery Activity/Outcome	Update			
	hands on elements of their courses due to limitations around campus access and social distancing requirements.			
<i>Projected outcome</i> Increase in visitor numbers and generation of tourism spend.		Status: Ongoing		
Recovery activity	From 1	January 2020 till 31 March 2020		
<ul> <li>Facilitate the identification and analysis of additional economic stimulus opportunities highlighted by</li> </ul>		ory B: Small Nil ss Ioans DAL VC		
local governments and other stakeholders.	Catego Profits:	ory B: Non Nil : DAL		
		ory B Primary \$250,000 er Ioans: DAL (1)		
		ory D: Primary Nil cer Loans: EDAL		
<i>Projected outcome</i> Economic recovery is fast- tracked.		Ongoing		
<ul> <li>Recovery activity</li> <li>Work with industry to seek contributions and/or discounted materials/supplies to support targeted recovery efforts.</li> </ul>	Post the monsoon event, conditions in this region, have for the most part, been dry as has much of the rest of Queensland due to the drought. Restocking in the region has therefore been slower as it is difficult to get more stock to restock with. Many producers will be required to rebuild their herds organically which will take many years. QRIDA has approved 174 applications under this program valued at \$47.55 million. This represents a further 23 applications approved and valued at \$9.15 million since last quarter.			
<i>Projected outcome</i> Business recovery is fast- tracked.		Status: Ongoing		
<ul> <li>Recovery activity</li> <li>Establish key working groups to facilitate recovery, including: <ul> <li>a supply chain working group to facilitate a streamlined framework for industry to access necessary transport permits</li> <li>1 fencing, restocking and agintment working group</li> </ul> </li> </ul>	Supply chains had returned to normal, with infrastructure repairs on property (cattle yards and farm roads) and across the region (eg local roads and highways) facilitating the transport of livestock by road and rail to major selling centre, meat processing works, feedlots and ports. However, COVID-19 has introduced market uncertainty and instability, with cattle prices increasing rapidly in early March 2020 but dropping considerably by mid-April 2020. Live export to key markets such as Indonesia and Vietnam has been interrupted as port entry measures were implemented in Darwin and Townsville, and demand has declined as these countries implement COVID-19 containment strategies such as the closure of fresh meat markets, restaurants and street-side food vendors. Both the high end of cuts, such as premium Wagyu cuts usually			
<ul> <li>agistment working group.</li> <li>Facilitate other key supply chain solutions, including dredging to address siltation issues at Karumba Port.</li> </ul>	Both the high end of cuts, such as premium Wagyu cuts usually trading into the restaurant trade, and lower value products have been impacted. Business operations have not been able to return to normal.			

Recovery Activity/Outcome	Update				
Projected outcome Supply chains are re- established and business operations can return to normal.	Status: Was completed, has reemerged as an issue during COVID-19 at the time of reporting. This will be closed off and no longer reported on under Monsoon may be used to inform COVID-19 impact reporting.				
<ul> <li>Recovery activity</li> <li>Queensland Government program and project owners to investigate opportunities to support recovery.</li> </ul>	An update on Grants and other activities funded by DRFA has been included in the DESBT report above.				
Projected outcome Government programs and activities complement economic recovery priorities.	Status: Ongoing				
Recovery activity • Implement small business grants program to assist with business plans, re-training and coaching, additional financial counselling and advisory services, and explore new options for sustainability and resilience – funded under DRFA.	by the QI Entity Primat Small Non-P	RIDA and are de <b>type</b> ry Producers Business rofit	Approvals 2193 756 111	Approved amount \$111,656,270.41 \$12,278,711.30 \$1,730,037.81 til 30 June 2020.	
Projected outcome Small business owners are provided a helping hand to provide a range of services to boost recovery and increase resilience.	Status: These recovery activities are on track to achieve the projected outcome				
<ul> <li>Recovery activity</li> <li>Implement a range of initiatives to boost tourism and support tourism operators in the impacted areas – funded under DRFA.</li> </ul>	<ul> <li>Tourism Crisis Communication Toolkit SharePoint progress:</li> <li>The toolkit has been fully developed into an online SharePoint site - site was officially launched in mid-April</li> <li>Articulous has continued to update the toolkit in line with the recent Coronavirus pandemic as well as feedback from RTOs and crisis communication exercise participants:</li> <li>The online toolkit provides greater ease of use for stakeholders given its interactivity and carefully considered design and look and feel aimed at aiding access to information quickly and easily.</li> <li>The online toolkit was well received as easy to search and use when tested as part of the Bundaberg and Gold Coast online crisis communication exercise sessions.</li> <li>Feedback on the online SharePoint site includes: <ul> <li>Key messages are an excellent starting point. Online toolkit very easy to digest and search functionality very useful</li> </ul> </li> </ul>				

Recoverv	Activity/Outcome
110001019	7.001111y/0.0001110

- It's easy to use. It looks great and covers all the main crises
- o It takes the stress out of crisis situations
- We will use it for easy access to information and stakeholder contact details
- o It's very practical and accessible.

Crisis communication mock exercises progress:

- An additional four crisis communication workshop have been delivered. The initial two were held Airlie Beach and on the Sunshine Coast for:
  - $\circ$   $\quad$  Tourism Whitsundays and Mackay Tourism
  - Visit Sunshine Coast.
- However, given recent events surrounding Coronavirus the past two have been conducted online and adapted to include a coronavirus crisis scenario. These were held with the below RTOs:
  - Destination Gold Coast
  - Bundaberg Tourism and Fraser Coast Tourism and Events.
- Further details about each exercise are below:

DATE	RTO	PARTICIPANT NUMBERS	ORGANISATION NUMBERS
22 October 2019	Townsville Enterprise	10	8
29 November 2019	Tourism Tropical North Queensland	29	12
14 February 2020	Tourism Whitsundays and Mackay Tourism	18	13
2 March 2020	Visit Sunshine Coast	23	14
18 March 2020	Destination Gold Coast – online exercise	15	10
25 March 2020	Bundaberg Tourism and Fraser Coast Tourism and Events – online exercise	10	8

#### **Tourism Business Resilience Program**

Assist tourism businesses to increase their resilience and support longer-term disaster/crisis response and recovery.

#### **GIS Data Gathering and Analysis**

- Delivery remains ongoing. Key tasks completed include:
  - Meeting held between AECOM, DNRME and DITID to discuss data needs and accessibility 28-Feb-2020
  - LGA GIS data request letter drafted for issue to key Council contacts as advised by DITID
  - Ongoing liaison between AECOM and DNRME for QSpatial and other data
  - Various sources being explored for relevant tourism asset data including ATDW, Google and Trip Advisor.

AECOM GIS team data portal established, and all data being imported into the portal for consistency. The portal is enabling the

Recovery Activity/Outcome	Update			
	team to share information and analysis and will enable prototypin of ideas and activity prior to Platform development.			
	Market demand and economic analysis			
	Analysis of consumer market demand, trends and other market considerations in each of the 5 regions. Gathering relevant region economic data to generate economic analysis of tourism assets/ asset classes and viability.			
	Delivery ongoing. Key tasks underway and/or completed include:			
	- Scoping of market demand analysis			
	<ul> <li>Review of the five Regional Tourism Organisation</li> <li>Destination Management Plans to identify background tourism in the region, tourism priorities and 'hero' asse</li> </ul>			
	<ul> <li>Gathered socio-economic spatial data at SA2 level and allocated the share of GVA/jobs etc to tourism in the regions in question</li> </ul>			
	<ul> <li>Provided information for development of mapping to be included in project GIS portal</li> </ul>			
	<ul> <li>Investigation of the most efficient methods to obtain tourism asset data from Google.</li> </ul>			
	Resilience and vulnerability analysis			
	Delivery remains ongoing. Key tasks underway and/or completed include:			
	<ul> <li>Confirmation of data layers required to map climate hazards</li> </ul>			
	<ul> <li>QSpatial and Long Paddock GIS data sourced for spa climate variables</li> </ul>			
	<ul> <li>Compilation of climate projections across the region commenced.</li> </ul>			
	Consultation and engagement			
	<ul> <li>A roadshow including five Stakeholder engagement workshow with RTO's and LGA's and additional stakeholder meetings in &amp; NW Qld was planned. A revised stakeholder engagement approach and programme is now under development to respond to the impacts of COVID-19.</li> </ul>			
	Contact has been made via letter and phone with the 39 Councils north and north west Queensland who form the key stakeholders establish contact and explain the project as well as to request GI data and commence stakeholder engagement. The data collection from LGA's around existing tourism products, assets, experience and associated infrastructure, climate variables (ie bushfire haza flooding etc).			
	Tourism Opportunity identification and development			
	Identify tourism opportunities and prioritisation process.			
	This task will be directly informed by the engagement component the project and the unfolding economic climate and comes later in the program so as yet has not commenced.			
	Platform development			
	Preliminary activities have commenced to support platform development including participation in relevant set up and scopin meetings and ongoing liaison with GIS team to establish how the data collected will be represented in the Platform. Platform user			

Recovery Activity/Outcome	Update				
		II be gathered from DITID, LGA, other key stal omes of the desk-based analysis.	keholders and		
	• •	It will be co-designed with the traditional owner The funding for a business case is part of the recovery package in response to the devastat Far North Queensland Monsoon Trough earlie Trail will showcase the areas natural beauty a tourists Start we're announcing today will show ways to opportunities in the Paluma Range National P Wallaman Falls areas Stimulate the economy by creating local jobs community benefits while promoting environm cultural awareness.	tourism ing North and er this year nd attract to enhance ark and and		
Projected outcome					
Tourism numbers and money spent in impacted regions remain steady.		Status: Ongoing			
Recovery activity	Exceptio	onal Disaster Assistance Loans:			
Enhanced concessional loans	Number of approved applicants				
– funded under DRFA.	Value of	approved loans	\$4,345,400		
Projected outcome					
Primary producers can apply for loans of up to \$1 million, providing financial certainty and stability.		Status: These recovery activities are on trac the projected outcome	k to achieve		
	Freight \$	Subsidies:			
Recovery activity	Number of approved restocking applicants				
<ul> <li>Enhanced freight subsidies scheme – funded under DRFA</li> </ul>	Value of	approved restocking subsidies	\$430,080		
	Number	of approved agistment applicants	6		
	Value of	approved agistment subsidies	\$46,566		
	Note the	ese are cumulative totals to date			
Projected outcome					
Primary producers can afford to restock their depleted herds.		Status: These recovery activities are on trac the projected outcome	k to achieve		
Recovery activity	Industry	Recovery and Financial Counselling:			
Industry Recovery Officers	Number	of direct engagements producers	1650		
and Financial Counsellors –	Number of producers reached through media 478,000				
funded under DRFA	-	Recovery Officers and Financial Counsello			
	Officers a	h West Industry Recovery Officers, Coastal Re and Rural Financial have been fully engaged v s within their respective areas.			
	producer	l councillors are working with small businesses is and have: provided financial analysis, suppo ons and negotiations with financial institutions	ort with grant		

Recovery Activity/Outcome	Update			
	welfare a	k, provided referrals for legal and accounting advice, nd social support and mental health and government. They to provide information and other support.		
	<ul> <li>Western Queensland IROs (employed by DAF) have engag with livestock owners across Flinders, Cloncurry, Winton, Carpentaria, Burke and McKinlay Shires. In the period January March 2020, IROs made contact with a large proportion of landholders through phone calls, emails and face-to-face interactions. IROs have ensured that landholders are aware of accessing QRIDA grants to rebuild their businesses. They hav assisted livestock owners to complete QRIDA submission form and assisted in appeals processes where livestock owners hav been deemed ineligible. They have helped QRIDA and RFCS by streamlining the interactions, paperwork and processes bet their staff and livestock owners.</li> <li>Local government have been supported in delivering their record plans through developing strong partnerships with the Shire Cl collaborating on event planning that build social cohesion acror rural and town community. Local government have been kept date through IROs speaking at Council meetings, including mewith Mayors and CEOs to provide updates.</li> </ul>			
	IROs have strengthened recovery efforts by collaborating with D beef extension officers in planning and delivering events, for example <i>cattle production days</i> within the Gulf. The Beef extensi team have noted how valuable it is to have the IROs located acre the north-west and to be accessible by graziers. The provision of IRO service allows the extension staff to focus on delivering anin production, pasture recovery and business resilience outcomes to industry instead of helping to complete DRFA grants.			
	Mental Health outcomes are supported by the IROs ensuring landholders are aware of the services available, and connecting people with suitable providers.			
	COVID-19 Impact			
	All IROs are now also Agricultural Coordination Officers to assist local government and agricultural businesses with the impacts of COVID-19 pandemic. The IROs have received numerous enquir in regards to agricultural workforces, markets and travel restriction Business Edge Workshop was to be held in Winton in July, however, it is likely to be postponed due to COVID-19.			
	Federatio	<b>RO's -</b> the DAF contract with the Queensland Farmers on (QFF), which covered the employment of the Coastal led on 28 February 2020.		
Projected outcome Primary producers are provided the support they need to boost resilience and sustainability.	Status: These recovery activities are on track to ach the projected outcome			
<ul> <li>Recovery activity</li> <li>Provide assistance measures to mitigate river erosion impacts – funded under the DRFA.</li> </ul>	This is re	ported on in the environmental section of the report.		
Projected outcome Environment recovery will complement recovery and resilience of primary producers.		Status: Ongoing		

### **Case Studies**

### Case Study 1: Cloncurry Bowls Club

The Cloncurry Bowls Club experienced significant water damage to the green, which resulted in diseases throughout the playing surface. The lighting and electrical also experience significant water damage and as a result the Club had no working lighting towers and the entire external electrical required immediate replacement.

Club President Kevin Wehrman said the disaster funding was a significantly vital foot up for the Club.

"As the last not-for-profit premise in Cloncurry we continually rely on the generosity of our members to keep afloat and after experiencing such substantial damage to our Clubs essential infrastructure it was uncertain whether the Club could continue without funding to repair the damaged assets."

"The significance of completing this work is monumental for the Cloncurry Bowls Club."

"Two of our biggest assets were no longer operational; our green enabling us to pursue the love of our sport and the electrical infrastructure powering our Club and allowing us to beat the heat and facilitate evening activities."

"We were excited to have all these works finalised in time for our big community event, The Give it Back Bash with the Choirboys, Bulldust, Local Youth Band and the Deadly Dancers entertaining at our Street Party - an opportunity for our Club to give back to our Community."

These vital repairs have been made to the flood-damaged green and electrical after receiving \$153,173 in funding under the \$20 million Community and Recreational Assets program, which was approved as an extraordinary recovery measure jointly funded under the Commonwealth- Queensland Disaster Recovery Funding Arrangements (DRFA).

# Case Study 4 – Tourism Crisis Communication Toolkit Poster

# **Tourism Crisis Communication Toolkit and exercises**

**Economic resilience** 

Coastal, rural and regional communities

1	Understanding crisis risks/impacts on Queensland tourism businesses					
we understand our risk	From cyclones to bushfires and shark attacks to pandemics – Queensland's tourism industry and operators are highly vulnerable to disaster and crisis events. Key tourist destinations across the state have been heavily impacted by flooding, bushfires and shark attacks and most recently the Coronavirus resulting in millions of dollars in lost revenue and visitors. Tourism is a key economic driver for many Queensland communities and the tourism industry directly and indirectly employs 9% of employed Queenslanders and contributes \$12.8 billion to the state economy. It is therefore vital tourism operators can return to business as usual as soon as possible following a crisis or natural disaster.					
	Past crises have shown that a coordinated response across agencies enables greater resilience in local communities. Regional Tourism Organisations (RTOs) are responsible for providing leadership to the local tourism industry before, during and after crises. Engagement with RTOs demonstrated the need to share resources, knowledge and best practice, with RTO's benefiting from a toolkit resource that helps to streamline processes, coordinate messaging and guide decision making.					
we work together to better manage disaster risk	<ul> <li>Partnerships</li> <li>Queensland Government</li> <li>Tourism and Events Queensland</li> <li>Bundaberg Tourism</li> <li>Capricorn Enterprise</li> <li>Fraser Coast Tourism &amp; Events</li> <li>Gladstone Area Promotion and Development</li> <li>Destination Gold Coast</li> <li>Mackay Tourism</li> <li>Outback Queensland Tourism Association</li> <li>Tourism Tropical North Queensland</li> <li>Whitsundays Tourism</li> <li>Townsville Enterprise Limited</li> <li>Visit Sunshine Coast</li> <li>Local Government Association Queensland</li> <li>Queensland's emergency services agencies.</li> </ul>					
we seek new opportunities to reduce disaster risk	Planning for a resilient future A Tourism Crisis Communication Toolkit and crisis communication exercises were delivered to Queensland's RTOs to ensure tourism businesses and regions can return to business as soon as possible following a disaster or crisis. The toolkit and exercises help build RTOs' capacity and capabilities allowing the tourism industry to better prepare for, respond to and recover from disasters and crises quicker and more effectively. The toolkit and exercises provide a coordinated approach to messaging and planning between tourist bodies and emergency services ahead of a crisis. This supports tourism bodies and emergency services to evacuate tourists sooner, be better prepared ahead of a disaster, and help protect a region's reputation. Coordinated messaging can also counter false media perceptions of total devastation in tourist areas post disaster, encouraging visitors to return sooner and speeding up recovery and economic resilience.					
	<ul> <li>The toolkit and exercises are achieving the following objectives to:</li> <li>build capacity and capability to help Queensland's tourism industry return to business as soon as possible after a disaster or crisis.</li> <li>provide a one-stop shop for crisis scenario response steps, crisis tips, key messaging, communication templates and case studies to improve messaging to visitors and the media to reduce reputational and business impacts.</li> <li>build partnerships between emergency services, disaster management, local and state government and tourism representatives to better manage and coordinate messaging to visitors and the media before, during and after crises.</li> <li>share and enhance crisis communication best practice in the tourism industry.</li> </ul>					

we continually improve how we prepare, respond and recover from disasters

### **Next steps**

The toolkit has been developed into an interactive online platform, accessible via mobile, with plans to train RTOs and others to deliver crisis communication exercises with local tourism businesses and indigenous councils that heavily impacted by natural disasters and crises.

Find out more Whitsundays shark attack crisis communication case study video link

### **Environment**

This section of the report details recovery progress against recovery activities outlined in the plan on pages 48 - 49. All recovery initiatives are addressed in relation to the event time frame.

Recovery Activity/Outcome	Update
Recovery activity • Work with mining and industrial operators to assess non- compliance, issue temporary emission licences and ensure recovery actions are environmentally safe.	The two clean-up notices and the environmental protection order remain in place. All clients have substantially progressed the necessary actions in accordance with these requirements. <u>Nelia train derailment</u> The removal of contaminated material from site has ceased and equipment demobilized over the wet season. Stock have been reintroduced to the northern area of the impacted paddock and a blood testing regime has been developed and implemented by DAF and the landholders. Work including rehabilitation of disturbed areas, monitoring and validation sampling will continue and DES, DAF, QHealth and TMR continue to meet with the three parties to monitor progress. The Temporary Emissions License (TEL) issued to Mount Isa Mines in relation to the Monsoon event and train line outage, continues to be in effect until 31 July 2020. No other TELs issued to mining operators in response to the monsoon event and train line outage remain in effect. The Southern Cross Fertilizer (Incitec Pivot) operation for which a mobile and temporary Environmental Authority was issued to operate at Richmond in response to operational challenges associated with the train line outage, has now been surrendered. DAF continues to work with Queensland Rail, Pacific National, Glencore (product owner), Queensland Health, Department of Transport and DES to monitor clean-up progress at the site. DES is leading this process.
Projected outcome Mining and industrial operations are back in operation and fully compliant with environmental approvals. Penalties incurred where appropriate.	Status: Ongoing
<ul> <li>Recovery activity</li> <li>Ensure national parks and state forests are assessed and reopened as soon as it is safe to do so; in consultation with local tourism and business operators.</li> </ul>	The sewerage treatment plant is completed and the park is open. All parks that were closed due to the 2018 monsoon have since been reopened. This activity is now complete and will not be reported on any further.

Recovery Activity/Outcome	Update			
Projected outcome National parks and state forests reopened to the public.		Status: Complete		
<ul> <li>Recovery activity</li> <li>Support the development and implementation of local environment recovery plans.</li> </ul>	The Townsville LRRG had stood down and the DES role in this process is completed. This activity is now complete and will not be reported on any further.			
<i>Projected outcome</i> Coordinated recovery planning, issues management and activities.		Status: Complete		
<ul> <li>Recovery activity</li> <li>Prioritisation of advice and environmental approvals or exemptions that support road rebuilding, port dredging, beach sand replenishment activities, and rebuilding and rectification of coastal infrastructure and heritage valued places.</li> </ul>		No further action is required on this activity and can be closed off. This activity is now complete and will not be reported on any urther.		
Projected outcome Rapid recovery actions are supported by local and state government agencies and individuals, while protecting environment and heritage values.		Status: Complete		
<ul> <li>Recovery activity</li> <li>Work with responsible parties for the Nelia Train Incident – to ensure recovery action carried out is environmentally safe and the community is well informed of impacts and response.</li> </ul>	Queens (DAF), meet a The ren the equ Rehabi underta Monitou round t DAF ha re-intro been m the stoo lead lev	sland Rail, Pacific National, Glencore (product owner), sland Health, Department of Agriculture and Fisheries Transport and Main Roads and DES are continuing to nd monitor clean-up at the site. moval of contaminated material from site has ceased and hipment demobilised from site over the wet season. litation of disturbed areas is ongoing and works are being aken in consultation with the impacted landholders. ring and validation sampling is ongoing with the next o be undertaken in May 2020. ave continued to work with the impacted landholder to assis duction of stock to the impacted area. Some of this stock ha ioved to other areas in response to declining pasture levels ck being moved, DAF assisted with blood sampling to deter yels have increased because of grazing on the impacted area of the blood samples are expected soon.		
Projected outcome Salvage and clean-up operations are controlled, environmentally safe, and do not cause further unnecessary damage to the environment.		Status: Ongoing.		
Recovery activity	There h	has been no change in status for this activity in Q3.		

Recovery Activity/Outcome	Update		
<ul> <li>Conduct ecological assessment and recovery actions for impacted native wildlife; including monitoring and reporting for turtle and dugong strandings through the StrandNet database.</li> </ul>	Macropod population surveys, to be undertaken in mid-2020 may provide more up-to-date information about the recovery status of the three commercial macropod species, depending on which transects are surveyed this year. Survey results are generally available in August-September each year.		
Projected outcome			
Impacts to native wildlife and associated habitats minimised.		Status: Ongoing	
Recovery activity	The site	e has been re-installed, with mostly new equipment	
• Rebuild and/or repair of remote damaged automated stream gauging and water quality stations and associated infrastructure via DRFA funding.	Awaiting the purchase of some final items (automatic samplers) and are currently working with the supplier.		
Projected outcome			
Critical state water management infrastructure restored.		Status: Ongoing	
<ul> <li>Recovery activity</li> <li>Assessment, prioritisation and restoration of damaged infrastructure in national parks, state forests and protected marine areas via DRFA funding.</li> </ul>	Conway National Park – Kingfisher Walking Track Engineers have completed the inspection report, which is pending review and a decision to remove the bridge structu and realign the walking track. Still waiting advice for QRA/NDRRA submission for Conway Walking track. <u>Town Common Conservation Park</u> QRA approved Townsville CP Walking Tracks in Feb 2020 planning is currently underway, with engagement of a contr to develop the scope of works for the project. Planning to undertake a full Tender for identified objectives based on th Scope of Works report.		
	<u>Cape Pallarenda Conservation Park</u> Engineers are currently engaged to undertake assessment of roof damage for the four structures. The Engineer will assess the damaged based on inspections completed in January 2018 and provide a comparison report and scope of works for the damage caused by the 2019 flood event.		
		ntina NP ner action required.	
		sburg NP and Combo Conservation Park ner action required.	
	Magnet	tic Island NP	
	contract infrastruct contract any spectruct COVID and contract	ct and design specifications to engage a suitably skilled tor to undertake the restoration of damaged walking track ucture is progressing. The expectation is to have tts released early next financial year. However, release of ecialist walking track components may be affected by -19 travel restrictions as the local supply market is limited mpanies will often come from interstate to undertake rojects.	
		at Florence Bay have been completed.	
	immedi	king tracks on Magnetic Island were re-opened ately after the monsoon event. ell Forest Roads	
		her action required.	

Recovery Activity/Outcome	Update		
Projected outcome Critical protected area infrastructure restored.	Status: Ongoing		
Recovery activity • Assess impacts to privately managed conservation areas (nature refuges) and provide Queensland Government assistance measures where required.	Twelve Nature Refuges impacted by the monsoon received a one-off ecosystem recovery payment. All payments were completed by August 2019.		
<i>Projected outcome</i> Restoration of damage to nature refuges.	Status: Completed		
<ul> <li>Recovery activity</li> <li>Weeds and pest management programs via approved DRFA funding.</li> <li>Part A: parthenium control program for Flinders is an urgent recovery activity to ensure weeds are addressed before seeding occurs.</li> <li>Part B: package of works implemented through relevant regional NRM organisations for ongoing integrated control of pests and weeds.</li> </ul>	Under Part 1, the operational phase is continuing. Some delays due to recent government measures has limited progress and the operational phase will now extend to November 2020. Under Part 2, the Regional Invasive Species Program activities are ongoing. An overarching management strategy was submitted by delivery organisations on 31 January, with targeted priorities per region. An Annual Performance Review of the activities will occur in October 2020. <b>COVID-19 impact:</b> Access to some properties is restricted and for some of the larger works, may be delayed as the properties are remote and there is no accommodation available. Works at risk are in the shires of Winton, Carpentaria and Burke. Planned aerial pig shooting programs are impacted by COVID- 19 as a result of the social distancing requirements required (shooter and pilot in a small helicopter is less than 1.5m) The extent of impact will depend upon when restrictions are lifted.		

Recovery Activity/Outcome	Update				
	Delivery Agent	LGA	Comment		
	Desert Channels NRM	Winton Flinders	73 properties have been surveyed and 39 photo monitoring points have been established		
			Where possible, works are commencing		
			Larger projects requiring contractors are delayed due to COVID-19 restrictions		
	Southern Gulf NRM	Mount Isa Cloncurry	3 projects are in progress (more than 40% complete)		
		Carpentaria	4 projects have commenced, (less than 10% complete)		
			5 projects yet to commence		
			On-ground survey is difficult with current social distancing restrictions		
	Northern Gulf RMG	Carpentaria	Detailed project planning and landholder engagement completed.		
			On-ground treatment works commenced.		
	Emergency Respo	nse Program fo	r Parthenium Weed		
	and Fisheries in th	e Shire of Flinde tely following the	via Department of Agriculture ers, as an emergency e Monsoon Trough for		
	Phase 1 and 2	have been com	ength and started in May 2019 pleted and the Phase 3 e through to November 2020.		
	The program will n spread, to be carri		of Parthenium weed seed hases:		
		on through surv	efine the extent of Parthenium eillance, mapping and reports		
			reness of the issue and alert nanaging the further spread of		
		erational: targe limit the weed s	eted control of high risk seed spread.		
	Delivery Risk to due COVID-19 restrictions				
	measures, and the	programs oper y 2020, will now	eed with social distancing ational phase initially planned be extended to November		

Recovery Activity/Outcome	Update	Update			
<i>Projected outcome</i> Minimise the impact of pest and weed seed spread.	Status: These recovery activities are on track to achie the projected outcome				
<ul><li><i>Recovery activity</i></li><li>Provide assistance measures through DRFA funding to:</li></ul>	\$9,097 progra	Under Part 1, the revised total has reduced slightly to \$9,097,339, with a minor underspend on one reconnaissance program. Minimal progress of on-ground works for the Urgent Works programs due to wet season limitations.			
<ul> <li>work with local landholders to identify environmental impacts through improved mapping/data collection and implement urgent streambank and riparian works (Stage 1)</li> </ul>	Under recomr program arrange	Under Part 2, in March 2020 additional funding was recommended to enhance two existing beach nourishment programs, increasing the total value to \$2,403,634. Contractual arrangements are in place, works have commenced and will be completed over the coming months.			
- address coastal erosion		Under Part 3, a total of 36 projects to the value of \$20,620,01			
<ul> <li>work with local landholders to address additional streambank and riparian works informed by</li> </ul>	have been approved, with contractual arrangements completed in March. Detailed project designs have commenced. One additional project is being negotiated with Palm Island Aboriginal Council to the approximate value of \$300,000.				
mapping/data collection (Stage	Investments per NRM region include:				
2).	Cape	York	\$	1,337,079	
	Dese	rt Channels Qld	\$	656,500	
	North	ern Gulf	\$	2,292,789	
	NQ D	ry Tropics	\$	13,559,236	
	Reef	Catchments	\$	3,074,828	
	South	nern Gulf	\$	2,264,599	
	Terra	in	\$	8,935,955	
	COVID	-19 impacts:			
	Cape York Natural Resource Management and Townsville Council have not yet signed Stage 2 grant deeds due to the of unsuccessful completion by 30 June 2021 due to recent government measures from Covid-19. Combined value is \$ million.			ge 2 grant deeds due to the risk 80 June 2021 due to recent	
				ective from the Australian nd the June 30 2021 end date.	
	Terrain NRM is also seriously concerned about successful completion of Stage 2 programs by 30 June 2021, and has a requested an extension.				
	Work will be undertaken by regional Natural Resource Management (NRM) groups, local councils and River Improvement Trusts (RITs). Funding allocated by organisation is shown below:				

Recovery Activity/Outcome	Update Riparian Urgent Works		
	Delivery Org.	LGA	Comment
	Townsville City Council	Townsville	6 projects valued at \$3, 725,176
			5% progress achieved, planning approvals processing, pre-lodgement meetings completed however, further progress is delayed by covid-19 measures.
	Burdekin Shire RIT	Burdekin	3 projects valued at \$768,200
			Grant deed amendment to include these 3 urgent works programs signed 7 April. Progressing detailed design phase
	Reef Catchments	Mackay	7 projects valued at \$1,384,800
			<ul> <li>4 projects are &gt; 65% complete and most on- track</li> <li>3 projects have &lt;5% progress with minor issues flagged due to covid-19 impacting planning on-ground works.</li> </ul>
	Terrain NRM	Hinchinbrook Cassowary Coast Douglas	<ul> <li>9 projects valued at \$2,107,895</li> <li>1 project completed with ongoing monitoring</li> <li>1 project at 75% and completing construction</li> <li>7 projects are at 20% and progressing although concerns raised regarding potential</li> </ul>
	Riparian Stage	2 works (recon	covid-19 impacts nmended January 2020)

	Delivery	LGA	Comment
	Org.		
	Townsvill	Townsville	4 projects to the value of \$3,834,660
	e City Council		Not yet signed the grant deed. Serious concerns re: delivery due to restricted government measures. Requesting extension passed 30 June 2021.
			Pre-empting an extension, Council have begun planning approvals to limit further ongoing delays.
	Burdekin Shire RIT	Burdekin	3 projects valued at \$1,630,381
			Grant deed signed 7 April, progressing detailed design.
	NQ Dry Tropics	Charters	2 projects valued at \$1,310,000
		Towers Townsville	Grant deed signed 20 March, progressing detailed design.
Yor	Cape	Cook	2 projects valued at \$1,160,704
	York NRM		Not yet signed the grant deed. Serious concerns re: delivery due to restricted government measures. Requesting extension passed 30 June 2021
	Northern		4 projects valued at \$1,165,215
Gulf RM	Gulf RMG		Grant deed signed 12 March, progressing detailed design.
			Required change of engineer due to covid-19 travel restrictions which has impacted planning.
Desert Channe NRM		Winton	2 projects valued at \$534,600
	Channels NRM		Grant deed signed 11 March. Projects progressing slowly with covid-19 restrictions limiting travel in some shires.
C	Catchmen ts	Mackay	5 projects valued at \$1,638,496
		Whitsunda y	Grant deed signed 12 March, progressing detailed design phase but raised some concerns re: covid- 19 impacts to planning on-ground works.
Terrain NRM	Douglas	5 projects valued at \$3,243,910	
	NRM		Grant deed signed 1 April. Serious concerns raised re: covid-19 measures limiting successful completion of Stage 2 programs by June 30 2021. Program extension passed 30 June 2021 is requested.
	Herbert	Hinchinbro ok	4 projects valued at \$2,411,017
	RIT		Grant deed signed 11 March, progressing detailed design.
	Cassowar y Coast RIT	Cassowary Coast	1 project valued at \$342,377
			Grant deed signed 17 March, progressing detailed design.

Recovery Activity/Outcome	Update					
	Southern	Flinders	2 projects valued at \$2,195,053			
	Gulf NRM	McKinlay	Grant deed signed 12 March, progressing detailed design.			
	Coastal Recovery Program 17 of 27 projects have been recommended by the Assessmer Panel at a recommended value of \$2,203,634.					
	recommende has an exec	Note, Carpentaria Shire Councils revised application was recommended by the Assessment Panel in January 2020 and has an executed grant deed to the value of \$214,698. This project is included in the totals indicated above.				
		Grant Deeds have been finalised for all Coastal works, and planning is underway for works to be completed during the 2020 dry season.				
	\$100k fundir 2020 to enha Council and	projects each have had an additional d by the Assessment Panel in March nourishment projects (Cairns Regional Coast Regional Council). These grant drafted for execution, and are not yet e.				
	Delivery Org.	Comment				
	Townsvill	Townsv	6 projects valued at \$1,256,257			
	e City Council	ille Charter s Towers	<ul> <li>2 projects complete with ongoing monitoring</li> <li>2 projects 55-70% progressed</li> <li>2 projects 20-30% progressed with</li> </ul>			
			General minor concerns re covid-19 limited progress.			
	Cairns	Cairns	4 projects valued at \$329,250			
	Regional Council		Awaiting update			
	Cassowa ry Coast	Cassowa Coast	y 3 projects valued at \$361,341			
	Regional Council		Grant deed signed 20 Feb, progressing approvals with 2 projects, and 1 project 70% complete.			
	Douglas	Douglas	3 projects valued at \$42,088			
	Shire Council		Projects progressing with minor delays experienced in approvals. Likely completion by June.			
	Carpenta	Carpenta	ia 1 project valued at \$214,698			
	ria Shire Council		Grant deed signed 12 March, progressing detailed design.			
Projected outcome						
Landscape, streambank and coastal erosion mitigated and further erosion risks minimised.	al Status: Ongoing					

## **Resilience activities**

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

Resilience Activity	Update			
Community information and education	Delivery by: Queensland Reconstruction Authority			
Enhance disaster preparedness across the region to ensure communities are aware of their individual risks. Through targeted disaster preparedness awareness campaigns, communities will be equipped to respond and recover faster following natural disasters.	The Community Awareness Campaign comprise of the following components:			
	Insurance awareness advertising campaign:			
	The program was expected to be in market by April 2020, be is on hold due to COVID-19 following advice from the Department of the Premier and Cabinet (DPC) re: advertising in the current climate. Creative is developed and advertising will not progress until advised by DPC.			
Lead agency: QRA	Disaster Preparedness Campaign (\$230,000)			
	This campaign used ambassador Johnathan Thurston to help promote Get Ready Queensland messages to Queensland families and household decision-makers in monsoon affected councils. The advertising campaigns are developed to change behavior and raise awareness about the reality of natural disasters and the need to prepare their families and households.			
	The campaign was successfully delivered and the research report demonstrated that the campaign was highly effective in terms of promoting preparedness messages and ambassador effectiveness. Activity complete.			
	Web Based Application (\$70,000)			
	A Get Ready Queensland web based application is being developed to support key disaster readiness messaging to a broader audience and provide longevity for this messaging.			
	This application is designed to promote awareness of local risks, preparedness strategies and insurance coverage. The concept for this application has been developed and is awaiting final approval. It is expected to be developed by June 2020.			
	Case Studies (\$50,000)			
	The case study resources will be posted to the GRQ YouTube channel and on the GRQ website. These resource will be promoted on digital channels after strategic meeting sessions with media placement agency, 'Mediacom'.			
	Five case studies identified for initial development. Two hav been filmed and are now being edited. Three are yet to be filmed. The project will be completed by December 2020 (unless COVID-19 continues and we cannot access experts to film). The two filmed case studies deal with:			
	planning for pet evacuations, and			
	<ul> <li>aged care disaster planning and evacuations (Townsville).</li> </ul>			
	Burdekin and Haughton Flood Resilience Strategy			
Flood mapping and flood warning programs Burdekin and Haughton Catchment Resilience Strategy	QRA Resilience team are scheduled to run a webinar on Friday with the Councils listed below as part of the Burdekin and Haughton Flood Resilience Strategy, focusing on the			
The development of an integrated catchment plan and flood resilience	flood warning network and elements of the QERMF we will be completing. The webinar is focused on communicating to			

Resilience Activity	Update
strategy for the Burdekin catchment, including the adjacent smaller Haughton River catchment that impacted on the town of Giru.	the Councils the extent of background / desktop work we are doing over the next few months.
Lead agency: QRA	The Councils invited include: Burdekin, Charters Towers, Isaac, Barcaldine, Mackay & Whitsunday.
Flood mapping and flood warning programs Townsville recalibrated flood modelling	Initial engagement with Townsville City Council (TCC) completed.
and mapping Update and recalibration of flood modelling and mapping (including the Ross River) following the recent record flooding event.	TCC has developed a robust project plan and project work will be completed by June 2021.
Lead agency: QRA	
Flood mapping and flood warning programs Flood Warning Infrastructure Network Project	Flood Warning Infrastructure Network QRA Resilience team is scheduled to meet with McKinlay Shire on 5 May to seek council feedback and support on the proposed locations for flood warning infrastructure.
The Flood Warning Infrastructure Network Project will analyse existing flood warning infrastructure, working with the Bureau of Meteorology and councils to identify high priority locations requiring additional flood warning infrastructure capability including repairs of and/or installation of new infrastructure. Lead agency: QRA	<b>Brisbane River Strategic Floodplain Management Plan</b> BRSFMP Management Group meeting is scheduled for early May. The purpose of the Management Group (MG) is to support the coordinated delivery of implementation recommendations from the Brisbane River Strategic Floodplain Management Plan (SFMP). This will include meeting with several state agencies (including DTMR, DSDMIP, DRNME) and Brisbane City Council.
Get Ready Queensland The Queensland Government's Get Ready Queensland (GRQ) grants program is a state- wide, year round, all hazards, resilience building initiative that assists local councils to better prepare their communities for sever weather and disaster events. GRQ funding helps 78 local government entities (including Weipa Town Authority) facilitate locally-driven events and initiatives that build individual and community preparedness and resilience. Council activities delivered with GRQ funding includes disaster management dashboards, community education videos, pop up events, training and information stalls.	The Get Ready Team have had to adjust their services due to the impact of COVID-19. The team heavily relies on face- to-face community engagement but they are utilising new ways to inform and educate communities. Unfortunately, a lot of councils' community engagement plans have been cancelled due to COVID-19, and the team has stepped in to help them develop pandemic messaging for their local communities. COVID-19 has given the team a unique opportunity to rethink how Get Ready Queensland engages with Queenslanders. The team is currently working on a suite of online educational tools including an all-hazards educational toolkit and a website application where kids will become natural disaster preparedness wizards by completing a series of challenges without having to leave the house. Even though the team is stuck at home, councils can still educate the community on disaster preparedness with a new presentation on the program's website. The team is also currently looking at virtual options for Get Ready Week in response to social distancing restrictions, which could mean a live broadcast of the media launch.

# Local recovery progress

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

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

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

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

# North Queensland

## **Palm Island Aboriginal Shire Council**

Recovery Objective	Update
Essential services repaired and restored	Airport fencing has been repaired under the transport, infrastructure and development scheme (TIDS).
	Water supply and quality issues are ongoing due to the age of the water infrastructure. Testing of water quality is ongoing
Roads and transport infrastructure and services repaired and restored	Progress on road reconstruction approx. 30% completed. Progress on unsealed road represents the majority of the work completed to date. Completion of temporary repairs to sealed road have been completed but reconstruction and reseal of event damage sections is yet to be finalizes
	Procurement of the Wallaby Point road upgrade works has been finalised. Delivery has not yet commenced but is expected to be finished prior to the end of November 2020.
Emergency funding (personal hardship etc.) granted/approved	Complete.

Recovery Objective	Update
Restoration of environment to pre-event status and future environmental risk reduction	Ongoing - Reconnaissance works have been completed and a schedule of works to restore the Palm Valley Creek tributaries has been agreed for funding. Project plans are underway and works planned for completion by 2021.
Seawall – coordinated restoration and betterment planning for seawall	Procurement for the seawall has been finalised. Works are yet to commence but are expected to be completed by 30 December 2020.
Community health, wellbeing and safety restored to pre-event status and resilience improved	March 2020 update from Townsville HHS - Palm Island is an important community for the Disaster Recovery Team to engage, but also offers some specific challenges. The impacts on Palm Island were different to other areas of North Queensland. The Disaster Recovery Team met with a large number of local leaders over two consultation trips. We heard that it is important to have a regular presence, and important to offer a trauma- informed or trauma-focused service to children, and to do so in partnership with an existing trusted community service.
	With this in mind, Health Worker Ailsa Walsh designed an arts and crafts group. An open group run across six sessions, it can be adapted to suit any age group. The activities include walking through bushland areas to collect materials used in artwork, and arts/crafts activities which form the basis for conversations about climate, weather events, trauma, healing and community resilience.
	Several Palm Island community services have committed to hosting DRT to run these groups with their clients, including a child and family service community health service, and a substance use rehabilitation service. The groups will also be run out of Townsville-based community centres which are trusted places for Aboriginal and Torres Strait Islander children to gather.
	All travel to DRT Palm is currently on hold due to COVID-19, and the mainland community centres are closed.
Economic activity restored to pre-event status and resilience improved	Economic activity had essentially restored to pre-monsoon conditions until COVID-19 restrictions impacted the economy. Restricted travel to the island and closure of a number of businesses due to biosecurity and other restrictions will again have impacts for the Palm Island economy.

# **Townsville City Council**

Recovery Objective	Update
Displaced households – settled in suitable temporary	Data provided by the Insurance Council of Australia in February indicated that 81% of domestic property claims had been closed.
accommodation	TCC building repair survey of 132 impacted homes indicated in early March that:
	<ul> <li>Approx. 80% show signs of operation</li> <li>Approx. 10% show no signs of building activity or obvious operational return.</li> <li>Since January there was limited signs of change of activity</li> </ul>
	This assumption that approx. 80% of displaced persons have returned to their homes is further reinforced by the decline in builder and trades registrations on the QBCC NQ Flood Register and movement in the rental market.

Recovery Objective	Update
	There are however still some owners who have not been able to settle their insurance claims or for financial or personal reasons unable to return to their homes. Their angst was exacerbated by the 12 month anniversary.
	The Department of Housing and Public Works continues to engage with the Human and Social Recovery Subgroup and provide intelligence regarding the Housing situation in the city. Most indicators are trending close to pre event.
	Community Rebuild project
	The Community Rebuild project continues to provide support for minor repairs for homeowners who have exhausted all other resources through its Flexible Funding Grants project.
	The attached data report was tabled at the Human and Social Recovery Subgroup meeting on 4 Feb 2020. This meeting was the 46th meeting of the Subgroup and held on the 1 year anniversary of its first meeting.
Coordinate the provisions of basic needs (accommodation, financial	Donations received and distributed by GIVIT and local partner agencies are included on the attached data report. As at February 2020 this exceeded cash and gift card distribution of nearly \$9 million.
assistance, personal requirements) to support community recovery	Community groups providing assistance with basic needs noted a second wave of support requirements around Christmas/ New Year attributed to the end of personal resources and resilience and the additional pressures of that time of year.
	Resilience and long term recovery programs through TCC (via Cat C funding via DCDSS), Qld health Mental Health Recovery team, Red Cross and QPHN continued in the early part of 2020.
Support the health, safety and wellbeing of community members including the provision of psychosocial condolence activities to aid recovery and build	Mental Health Recovery task group continues to meet and progress activities, although January was a quiet time for all task groups. They provided support and messaging for various agencies and activities around the time of the 12-month anniversary. A key focus has been support for workers in the recovery space and they have been leading a series of Peer Support sessions.
resilience	As with all Task groups during March they began to review their activities and adjust engagement to ensure compliance with COVID_19 restrictions. The COVID-19 event will impact both how they deliver Recovery and Resilience services and the demand for those services.
Community support – mechanisms implemented	The People with Vulnerabilities Task Group continues to work on preparedness and resilience projects particularly with People with a Disability and those from Culturally and Linguistically Diverse Communities. For example, The Townsville Multicultural Support Group is leading a project to provide disaster preparedness materials in the languages of the local refugee community and to empower community champions.
	Working with the University of Sydney the Disaster Risk reduction project is facilitating individual planning for people with a disability.
	The Aboriginal and Torres Strait Islander Task Group is currently focusing on the up skilling of local indigenous people to provide leadership and support in future events.
	Flexible Funding Round 2
	The TCC Community Development Officers have provided information sessions and one on one support to community groups planning to lodge an application for FFG round 2. Several applications will also be submitted by TCC.

Recovery Objective	Update
	Community Development Plan
	The Community Development Plan has been endorsed by the Human and Social Recovery subgroup which has also accepted the role of Reference Group for this project and amended its Terms of Reference accordingly It includes a strategic overview document and the complete plan.
	TCC's two CDOs have been working with impacted communities on recovery and resilience building activities and reporting these through the DCDSS in accordance with contractual obligations. The preparation of the Community Development Plan and engaging with partners to ensure its relevance was a large body of work in the last quarter.
	The Pop-up stalls and Café Conversation initiatives previously mentioned have continued with great success. Preliminary work on place -based initiatives in highly impacted areas has commenced in partnership with TCC Emergency Management.
	Regular collaboration occurs with other Recovery programs including the Qld Health Mental Health group.
	CDO's are planning the transition of their services to a model that complies with the Federal Government COVID-19 risk management strategies.
Council damage impact assessments	<ul> <li>Cat B REPA – 50 lodged &amp; 32 approved – includes 11 CDO and 16 Emergency Works which have been approved</li> </ul>
	<ul> <li>Cat C – Pontoons, Weirs and Recreational assets. (7 lodged &amp; 1 approved)</li> </ul>
	<ul> <li>Cat D Betterment – 30 submissions lodged, 6 approved</li> </ul>
	• Water and Sewerage Program 12 submissions lodged, 1 approved
Road transport network – coordinated restoration and betterment planning for the	Work is well advanced on Cat B for the unsealed Road network with a TCC crew undertaking works in close proximity to Townsville while other works in the more remote areas is being undertaken by Mendi Group following a Local Buy procurement process.
extensive road transport network for state and local controlled roads	Betterment submissions for Unsealed Roads are in the assessment phase.
	Sealed Road submissions are in the final stages of submission preparation.
	Wet weather may delay some of the unsealed road REPA works.
Betterment	Mill and Swensen designed – delivery deferred due to COVID 19. Reviewing delivery options to enable packaging of works with other Betterment submissions.
	Detailed design of Apjohn St on Magnetic Island underway to improve the flood immunity levels. Betterment submission is in final stages of assessment and will form approximately 40% of the required funding to protect private and public infrastructure
Key transport routes – priority	Cleveland Bay Road restorations works undertaken in February & March 2020 using REPA and TCC funding.
restoration and improved resilience to the key transport routes for primary producers and resource sector	Approved Betterment funding to roads with high primary industry productivity will improve immunity, reduce dust and bruising to crops and allow for cattle to be transported to market when in peak condition.
Environmental assessment,	Stage 1 Coastal and Riparian are proceeding (see notes below).
rehabilitation and restoration	Stage 2 Riparian works were assessed and approved by DES mid-March and 4 sites were funded:
	1) Upper Ross River
	2) Black River Mouth
	3) Black River Middle

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V	Recovery Objective	Update
		Due to uncertainty of effective project delivery and availability of contractors, suppliers and project staff a request for extension of project completion milestone for additional dry season 20-21 was submitted to Department of Environment & Science on 27 March 2020.
		ERP Coastal (Stage 1)
		2 of 6 Coastal Restoration projects are completed, one project is nearly complete and all projects are on track, though there is uncertainty around impact of Covid 19 illness and workflows/products and services.
		Rowes Bay Esplanade Emergency Works (Completed)
		<ul> <li>Horseshoe Bay Esplanade (Magnetic Island) Emergency Works – Completed</li> </ul>
		<ul> <li>Rowes Bay Urgent Restorative Works including Sand Extraction from Ross River (20% completed) Sand Profiles completed; Approval for Ross River sand extraction obtained (15,000 cm3). Works are planned to proceed in June.</li> </ul>
		<ul> <li>Cungulla Beach (South) Restoration Works (30% completed). On ground site preparation has been completed – machinery access; 35 fallen trees broken up, buried at based of erosion scarp on beach, and buried with adjacent sand. Marine Park permitted now approved.</li> </ul>
		<ul> <li>Nelly Bay Esplanade and Beach Restoration (70% completed) – 3000m<sup>3</sup> sand from Gustav Creek transferred to beach and dune system reinstated. Dune Revegetation commenced (150 native plants and fencing installed in March by CVA).</li> </ul>
		Horseshoe Bay Esplanade (Complete).
		<ul> <li>West Point Esplanade (55% Completed). Design, approvals and permit conditions completed – scheduled for Oct/Nov 20.</li> </ul>
		ERP Riparian Works (Stage 1) – Lower Ross River & Landcare
		<ul> <li>Design, planning and approvals for Lower Ross River and Landcare (Goondaloo) projects have been proceeding, including Pre-lodgement SARA meeting; site visits and development of implementation plans.</li> </ul>
		<ul> <li>Proposed methodologies, planned disturbance areas and tabled preliminary concept designs.</li> </ul>
		<ul> <li>Attended a pre-lodgement meeting held on 12 March and response on 24 March detailing state planning interests and potential triggers with appropriate State Government Departments:</li> </ul>
		<ul> <li>Review of Bank Stabilisation Geomorphic Processes and Opportunities Report was completed and further design works are being assessed for</li> </ul>
		<ul> <li>A detailed review of Planning Act has been undertaken in regards to restoring instream environments and riverbanks. This is the Head of Power in order to ensure we can reduce and/or group Planning Application costs, to amplify and articulate the exact nature of our environment restoration process and to obtain appropriate exemptions for this type of activity - not normally conducted and for which development approvals are not intended. This will involve determining relevant Exemption Certificates for our applied Environmental Restoration of riverbanks and flow paths. This is intended to be for everything except what is covered under Riverine Protection Permits and associated exemptions (i.e. fit within relevant state guidelines, including Local Government).</li> </ul>
		<ul> <li>Have engaged a national expert in natural channel design and in- stream erosion control to review existing design concepts, including site visits to multiple and complex locations. The contractor is a Certified Professional in Erosion and Sediment</li> </ul>

Recovery Objective	Update		
	Control (CPESC), NChDesign and as well is Board Member (x- President of IECA Australia.		
	<ul> <li>This included provision of more detailed advice on design concepts and incorporate international best practice in-stream re- directive techniques.</li> </ul>		
	These concepts are to be used to develop a set of standard drawings and assist with:		
	1) Obtaining approvals, and		
	2) Detailed designs and contract specifications		
	<ul> <li>Work otherwise continued on developing tropicalized, exemplar levels of service delivery for urban and peri-urban floodplain erosion management, including banks stablisation, overland flow management (velocity &amp; stormwater), revegetation and soil science/biomass reuse (bank battering), &amp; applied machinery/earthworks specifications (bank/terrace reprofiling).</li> </ul>		
	<ul> <li>Engaged a fish ecologist and specialist in fish passage in order to refine designs and to ensure compliance with any planning approvals.</li> </ul>		
	• Post wet season RPA flight assessment planning and documentation finalised and awaiting flight authorisation from Air Traffic Control for all previously flown locations (RPA = Remotely Piloted Aircraft). Imagery will provide updated digital terrain, digital elevation, orthomosaic, plant health, point cloud, and 3 d modelling of flood impacted zones.		
	ERP Riparian (Stage 2) Townsville Wider Catchments		
	<ul> <li>Preliminary design commenced with a national expert in natural channel design and in-stream erosion control engaged to consider design concepts, including site visits to all four approved Stage 2 sites. The contractor is a Certified Professional in Erosion and Sediment Control</li> </ul>		
	<ul> <li>(CPESC), NChDesign and as well is Board Member (x-President of IECA Australia.</li> </ul>		
	<ul> <li>This included provision of more detailed advice on design concepts and incorporate international best practice in-stream re- directive techniques.</li> </ul>		
	<ul> <li>Included site visit with property owners of two key sites (Crystal Creek and Lower Black River Mouth).</li> </ul>		
	ERP Unfunded Erosion Projects		
	Funding opportunities will be sought for all projects that were not funded by ERP Riparian Stage 2 DES allocation.		
	DES reported that there was at least \$ 100 million in submitted projects and total funding available of only \$ 33 million for entire North Queensland region.		
	ERP Unfunded Environmental Impact on Floodplain		
	No funding was allocated for addressing wider environmental impacts, restoration and resilience of the Townsville floodplain.		
	Opportunities for submitting these environmental flood restoration projects will be sought when and if available.		
	These projects may be ideal and adapted for Resilience Projects.		
Restoration of Council	Tenders for Pontoon replacement have closed and in assessment stage. Anticipate tender award in May 2020.		
infrastructure – roads, parks, buildings, sewer, waste and water	Aplins and Blacks Weirs tenders close early May 2020.		
	Design for Cleveland Bay Waste Water discharge infrastructure is complete with tendering scheduled for May 2020.		

Recovery Objective	Update				
	Cluden Switchboard replacement design complete to be tendered in May 2020.				
	Replacement wa	ter main betwee	en Condon an	d Douglas in	design.
	Switchboards get Progressing to te coverage.				
	Submissions to restore damage to Water and Waste Water road assets is in final stages of assessment. This include heavy vehicle access to Ross River Dam which was washed away during the flood event.				
Flood resilience – develop and implement strategies for greater flood resilience	Townsville Recall complete, with five rebuilds and recall having been delive next FY).	ve flood model c alibrations effect	ontracts being ed, and most	g awarded, i draft 2019 fl	nitial flood model ood extent maps
	<i>Flood classification review</i> – ongoing contract, preliminary flood classifications for Aplins Weir delivered. Method undergoing refinement before applying to other gauges. Prototype 'ready references' have been drafted and are undergoing stakeholder reviews.				
	<i>Townsville Floodplain resilience program</i> – business cases and strategies for other projects were delivered in January. These are now being expanded and prioritised for programming subject to funding.				
Restoration of community	TCC UPDATE:				
facilities to the Townsville communities	This Environmen for submission in				
Empower local businesses to	Townsville Small Business Recovery Centre.				
disasters	The Small Business Recovery Centre (SBRC) continues to provide tailored support impacting small business owners, five days a week from 143 Walker Street, Townsville. The team transitioned to working from home on 23rd March due to the impact of COVID-19.				
	As at 30 March 2020: Item	Total Period Ending 31 December 2019	Reporting Period	Total Period Ending 31 March 2020	Reporting Period Growth
	Phone calls	2551	1221	3772	+ 47.86%
	Clients	1498	236	1734	+ 15.75%
	Unique Visits to SBRC	1441	135	1576	+ 9.37%
	Mentoring Sessions	212	23	235	+ 10.85%
	Outreach Engagement	324	486	810	+ 150.00%
Restore confidence in the tourism market	This is an initiative of the DITID developed and implemented in partnersh with Regional Tourism Organisations (RTO's). Local Government was no consulted & is not involved in its implementation.				
Rebuild Council buildings –	Civic Theatre				
Civic Theatre and Riverway Arts Centre	In consultation with the Insurer and appointed builder, resultant damage repairs were staged to allow Australian Festival of Chamber music to proceed in August 2019 with the theatre returning to normal operation for the Russian Ballet held early October 2019. All resultant damage repairs				

Recovery Objective	Update
	are complete except for further stage surface repairs currently tentatively scheduled for January / February 2021 completion to coincide with upcoming annual maintenance period. Stage repairs completed to date are not expected to impact on scheduled events for the intervening period.
	Hot humid weather in January 2020 has triggered recurring mould which is being addressed by the Insurer and their appointed restoration contractor.
	Maintenance works identified to reduce risk of water ingress and improve resilience are ongoing. Major works included repainting of the building which was completed mid December 2019 and the installation of an emergency backup generator facility shall be complete by end March 2020. The emergency backup generator is sized to maintain conditions in the unoccupied building during a power outage.
	Riverway Arts Centre
	Resultant damage repairs to the facility are ongoing with works staged to allow reopening of the lagoons from late September 2019 and lower change rooms late December 2019, each coinciding with the commencement of a school holiday period.
	Internal building resultant damage repairs are now focused on reopening of the gallery, supporting areas and addressing BCA non-compliance's with the balance of the building to be returned as a shell only. These works are being completed in conjunction with maintenance works to repair leaks from the area of the turfed roof by replacing with metal roofing to improve the long-term resilience of the building. Target date for reopening gallery is end May 2020.
Rebuild Council creeks, waterways, estuaries and coastal environments	Developing Response, Recovery and Resilience capacity for Townsville's environment in order to develop funding opportunities and packages outside of expected DRFA funding shortfalls:
	<ol> <li>Building a deeper understanding of natural systems including creeks waterways, estuaries and coastal environments and their interaction with urban impacts and environments including setting aside and restoring relevant environmental flow paths</li> </ol>
	2. Workshops on environmental floodplain management and restoration have been conducted with relevant partners
	Commenced designing a suite of projects and recovery works for reaches impacted by the flood and building landscape-scale recovery and resilience in order to enhance restoration of river processes, waterways and floodplain management in monsoonal tropics.

# Far North Queensland

## **Douglas Shire Council**

Recovery Objective	Update
Essential services – Power, water, waste, telecommunications –repaired and restored	Completed: In March 2020 training facilitated by the DMO (Jamie Kleinhans) to three (3) RFS volunteers (Daintree Village) regarding installation/ health and safety requirements to maintain and use the mobile generator in line with Telstra's requirements.
Displaced households – settled in temporary accommodation	Incomplete. The CDO role remains vacant. The DMO (Jamie Kleinhans) to be on the interview panel in early May 2020.

Recovery Objective	Update
Community support – mechanisms implemented	The CDO Reference Group meeting was held on 11 March 2020. At this meeting the three shires agreed that CDO will focus on three core objectives:
	<ol> <li>Data capturing/Surveys for at risk communities/communities impacted by monsoonal event;</li> <li>Development of Art Project as identified by Community and the Reference Group; and</li> <li>Education and Awareness.</li> </ol>
	The status quo is that the CDO role remains vacant and the recruitment process is currently being managed by the Cook Shire Council.
	FNQ Monsoon Trough Grants: The final round of FNQ Monsoon Trough grants opened in March 2020 – flexible funding grants are available up to \$150k to promote longer term resilience and recovery. Douglas Shire Council actively preparing applications.
Road transport network – coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads	Construction activities are well progressed on the Ponzo Road landslip project, with the affected area now being fully stabilised with a soil nails solution. Works to return the road back to its original width have commenced.
	Contractors are approximately 70% complete in road restoration package with the majority of roads being returned to their pre event condition.
	Due to COVID-19 restrictions into indigenous areas such as Wujal Wujal, approximately 25% of the remaining work cannot be accessed and delays to completion of this roads package are expected. DMO (Jamie Kleinhans) assisting crews in gaining access to WWASC, in biosecurity zone.
Key transport routes – priority restoration to the key transport routes for communities, tourism and primary producers (Captain Cook Highway, Mossman-Daintree Road, Mossman- Mount Molloy Road, Daintree Ferry Service, Cape Tribulation Road, Upper Daintree Road, Baird's Crossing, Stewart's Creek Road, Bloomfield Track, China Camp Road, CREB Track).	All road infrastructure repair works packages have been designed, procured and in many instances completed (eg Alexandra Range landslip, Cape Tribulation Bloomfield Rd landslip) or being worked on (Ponzo Rd landslip, Road repairs package).
	Works are scheduled to commence in August 2020 on the only rectification package not yet commenced, Upper Daintree Rd landslip.
Environmental rehabilitation – river and creek bank restoration and rehabilitation, silt removal	Council continues to liaise with environmental approval authorities to obtain the relevant permits to commence beach revitalisation projects.
Telecommunication infrastructure – long term repairs, improvements and improved resilience; weather/disaster critical infrastructure – repaired and operational (Baird's Alert, Barratt's Creek Flood camera)	<ul> <li>Complete:</li> <li>Telecommunication: Douglas Shire Council has requested quotes and procured a mobile pelican case (Pelicase).</li> <li>Barratt's Ck: BoM approved an alert station number for Barratt's Creek. The contractor (Prospect's engineer) is working with their technology provider to prepare and forward the BOM scripts.</li> <li>Anich's CK and Barratt's CK: flood cameras upgraded to the FLIR camera and it picture quality and PTZ.</li> <li>Rain gauges (also called raintrees): have successfully been installed in Craiglie and at the WWTP.</li> </ul>

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Recovery Objective	Update
	<ul> <li>Installation of additional rain/river hardware scheduled for April to June 2020.</li> </ul>
	<ul> <li>Douglas Shire Council provided quotes to BoM for the Daintree manual gauge board project, which has been postponed due to COVID-19.</li> </ul>
Flood resilience – develop and implement strategies for greater flood resilience (Bloomfield River, Lower Daintree River, Mossman River)	JBP appointed to upgrade existing flood forecasting system.
Empower local businesses to improve their resilience to disasters	In February 2020 DMO (Jamie Kleinhans) liaised with Department Communities regarding CSIA hosting BCP workshops in May/June 2020.
	Due to COVID-19 these workshops won't be available as the CSIA funding is no longer available.
Restore confidence in the tourism market	The TPDD has been awarded a grant, which allowed them to tailor an Operator Response and Recovery Strategy. Without duplicating efforts, the consultant is utilising the newly developed 2019 Tourism Crisis Communications Toolkit for Regional Tourism Organisations. This will be launched for the members by end of March 2020 and will be a strong tool tailored to the Douglas Shire region.
	DMO provided input to TPDD in tailoring the toolkit.
	On 06 March the Douglas Shire Council held the Douglas Business Expo is a collaborative event organised by Douglas Chamber and Douglas Shire Council, bringing key government & industry representatives to exchange knowledge & ideas for regional business plans.

Council provided feedback in terms of progress per lines of Recovery and Resilience as following:

#### Outcome

Human & Social - Community supported including mental and health wellbeing – No communities isolated

**Economic -** Agriculture, mining and small business returned to positions of strength.

**Environment** - Restoration of flood impacted areas to a more resilient landscape. Inland and coastal erosion mitigated. Green, hard and animal waste removed

**Building** - Essential services and critical infrastructure made more resilient. Key access to routes enhanced to reduce flood impacts.

**Roads and Transport -** All transportation corridors repaired and accessible

Update

For the past three months, nothing to comment on in terms of mental and health wellbeing. See CDO comments above.

The training of Daintree Village volunteers, clearing of storage building and providing duties has instilled a sense of ownership and confidence in them

Douglas Shire Council as a regional economy has a high reliance on capital intensive sectors like resources, agriculture, and tourism, which are sectors vulnerable to the recent flooding and monsoon trough. Recovery is ongoing

#### Projects ongoing.

As part of the DSC Resilient Coast program, the existing mapping for Erosion Prone Areas and predicted storm tide inundation zones have been updated for the full Douglas Shire coastline. These updates have been based on the best available technical data

If the Douglas Shire communities are to become stronger, smarter, and more resilient in the face of disasters, they cannot be forced to choose between building back quickly and building back better. Infrastructure projects are ongoing

Ongoing

#### **Pormpuraaw Aboriginal Shire Council**

#### **Progress of recovery objectives**

Recovery Objective	Update
Essential services – all future planning to consider Category 5 cyclones for housing	Ongoing
Telecommunication infrastructure – long term repairs and improvements	Council is liaising with Telstra with regard to relocating the telecommunications tower away from the community and for the council office, hospital and airport to be placed on wireless communication.
Solar power weather station for sewerage – Installed and operational	The solar power weather station has been installed and is fully operational. This unit is located at Pormpuraaw Airport.
Restore confidence in the tourism market	Council is currently monitoring tourism trends to determine current visitation numbers for pre-event comparison purposes.

#### **Reflecting on Progress per Lines of Recovery & Resilience**

Council provided feedback in terms of progress per lines of Recovery and Resilience as following:

#### Outcome

Human & Social - Community supported including mental and health wellbeing – No communities isolated

**Economic -** Agriculture, mining and small business returned to positions of strength.

**Environment -** Restoration of flood impacted areas to a more resilient landscape. Inland and coastal erosion mitigated. Green, hard and animal waste removed

**Building** - Essential services and critical infrastructure made more resilient. Key access to routes enhanced to reduce flood impacts.

**Roads and Transport -** All transportation corridors repaired and accessible

#### Update

Community is working with COVID-19 constraints.

Community is working with COVID-19 constraints

Community is working with COVID-19 constraints

Not applicable

All roads and transport issues should be resolved by April 2020.

	Recovery Objective	Update			
	Essential services – re-establish and upgrade electricity, gas, and	Location/Task	Horn Island	Thursday Island	Prince of Wales Island
water supplies and restore and upgrade waste management infrastructure on Horn, Thursday and Prince of Wales Islands	Electricity	Ergon operates a Diesel Generator at the Horn Island (Wasaga) Ergon Energy Depo. Power is distributed via the isolated distribution network.	Ergon operates a 9.55MW Diesel Generator – the generator has multiple redundancies form other co-located generators found at the Thursday island Ergon Energy Depo. 2x 0.25MW Wind Turbines are also located on Thursday island and supplement the diesel supply. Power is distributed via the isolated distribution network.	Not applicable – no council supplied infrastructure. Homeowners are responsible for the establishment and restoration of essential services.	
		Gas	Not applicable – I council supplied infrastructure.	no Not applicable - supplied infrastr	
	Water	completed in 201 most residents wi Creek Dam on He Wasaga Village, a provides water to Thursday Island. approximately 60 Shire Council cor	council water infrastr 8/2019. The water su ithin the Shire is from orn Island. It provides and via a submarine the Millman Hill Rese At present the water 0L per day per perso nsiders this amount to ts are encouraged to ge.	pplied to the Loggy water to pipeline, evoir on usage is n. Torres b be too	
		Waste Management	Properties on Thursday Island are connected to the Sewerage Treatment Plant (STP), located or Loban Road and operated under very strict EPA Guidelines. The STP is manned b 2 full time trained operators during standard operatin times Monday - Friday. The STP a fully automatic system and any problems that occur triggers the alarm, which ther notifies the operators.	way and hopefu proceed in the r y is	e a septic t connected nning for cheme for vell under Illy will
	Restore, repair and upgrade airport services and infrastructure	landside infrastruct Assessment of Ser The study incorpor	ure. Torres Shire C vice Requirements ates the previously	ajor upgrade of both Council has completed (SASR) study in Dec completed Horn Isla all necessary infrastru	d a Strategic cember 2019. nd Airport 2036

	requirements identified in the Master Plan, a funding support package valued at over \$15.7m (ex GST) is required. Torres Shire Council recently obtained a \$300,000 in planning funding to complete the next stage of a Business Case for the Horn Island Airport as part of the Building Our Regions fund. Due to COVID-19 impacts on BAU the Council has not yet had the opportunity to commence this recent funding event.
Clean-up oil spillage and/or hazardous chemical spills on land or sea and take mitigation measures against future incidents	Council has conducted an audit of both the affected areas (land and sea), as well as areas where there could be potential adverse implications. In relation to potential oil spills at sea, Council has a preparedness plan in place, in conjunction with other government agencies including the Great Barrier Reef Marine Park Authority, such that in the event of an incident, the emergency response can be effectively implemented.
Impact assessments – to be completed on all islands	Council has sourced funding for coastal hazard adaption and impact assessment. The preliminary survey has been completed and a project plan for the implementation of adaption measures and impact response will be completed by mid-December 2019.

Please Note: This will be final quarterly report for Pormpuraaw Aboriginal Shire Council as they have essentially completed recovery activities specified in the Local Event Specific Recovery Plan.

### **Torres Shire Council**

#### **Progress of recovery objectives**

Torres Shire Council have not been able to provide a progress report due to COVID-19 requirements. Progress below is from the previous reporting period.

Outcome	Update
<b>Human and Social-</b> Community supported including mental and health wellbeing. No communities isolated.	Given the current and extraordinary events associated with the global pandemic of Coronavirus (COVID-19), it is unlikely the events associated with the January/February 2019 Monsoon floods are impacting community mental health or wellbeing.
	It is noted the Torres Shire Coucnil is current subject to a Commonwealth Direction restricting access to the areas a result of the Coronavirus (COVID-19) Pandemic.
<b>Economic -</b> Agriculture, mining and small business returned to positions of strength.	Ongoing – impacted by COVID-19. Beef cattle, mining and small business recovered well during 2019. COVID-19 has impacted on New Century Resources operations at Century Mine. COVID-19 will also have a significant impact on tourism during 2020.
<b>Environment -</b> Restoration of flood impacted areas to a more resilient landscape. Inland and coastal erosion mitigated. Green, hard and animal waste removed	A more detailed response to this section will be available during the next reporting period once the Coastal Hazard Adaptation Strategy Project has completed more detailed assessments and commentary.
<b>Building -</b> Essential services and critical infrastructure made more resilient. Key access to routes enhanced to reduce flood impacts.	With the exception of some upgrades of essential services (see 'essential service' section above) there have been limited infrastructure works this reporting period.
<b>Roads and Transport</b> - All transportation corridors repaired and accessible	Some minor works have been completed at Horn Island associated with resurfacing of unsealed roads, minor rectification works have also been performed to potholes and water damaged areas across Thursday island. No other major reportable works have occurred.

# **Torres Strait Island Regional Council**

Recovery Objective	Update
Warning systems placed on all islands	Mobile warning system has been procured however currently not in use.
Increase in installation of fit for purpose jetties and berthing dolphins	\$4 Million Federal Funding recently announced towards jetty/pontoon upgrades. Currently awaiting the funding agreement.
Better communication amongst islands through installation of additional telecommunication towers on designated islands	Telstra has commenced upgrades on Telstra towers in Torres Straits, mobile network now available at 2 further communities. Still assessing effectiveness of new networks. Satelite NBN – Progress is on hold due to COVID-19. Telstra is the preferred provided as it will be easier to get the NBN Co to Telstra InterConnect setup, which means joining the NBN satellite internet connection to our network. Telstra have also agreed to provide us with a free pilot system for three months once travel restrictions have been lifted.

Recovery Objective	Update
Advocacy for increased accessibility to various freight providers	In progress this has been put on hold due to COVID-19.
Clean up and restore coastal areas (erosion)	Boigu Seawalls Project – Tender awarded – awaiting COVID-19 restrictions to be listed.
	Poruma Seawalls Stage 2 – design completed; procurement underway.
	Warraber, Iama and Masig – concept design underway.

## **Wujal Wujal Aboriginal Shire Council**

### **Progress of "Keeping strong" (Recovery objectives)**

Keeping Strong (Recovery Objective)	Update
Binalmalmal (Learning)	
Explore food security options through store leases (short term)	Ongoing
Flood infrastructure – river monitoring gauges (medium term)	Ongoing
Ensure all future housing is raised (ongoing)	All design and future builds are now based around the 3D mapping and suitability of minimising overcrowding are now to be utilised with existing stock.
Investigate opportunities for continued lessons while children cannot access school (ongoing)	With COVID-19 restrictions in place, the starting of the new term will be a test to see if kids are attending school or able to study from home. The Education department has arranged that in Bloomfield, kids will be working from home, the bus issue can be fixed by raising one causeway, within Cook Shire boundary.
Complete a reviewed recovery sub-plan (ongoing)	Development of the recovery sub plan is ongoing as some delays have been experienced, QRA will continue to work with Council to finalise.
Enhance disaster management arrangements with surrounding shires (ongoing)	Due to the COVID-19, the relationship with neighboring shire have been excellent, and there are now approximately 20 members on LDMG.
Access to enhanced/faster weather communications (ongoing)	With the three levels of disaster management group established, WWASC issues in relation to data are being raised.
Reconstruction of the Arts Centre (medium term)	This is complete however due to COVID-19, awaiting the opening of borders and other restrictions before opening.
Implement an alert and geotagging system to track rogue crocodiles (ongoing)	Ongoing
Implement a Vignettes program in	Library is currently closed due to COVID-19.

Keeping Strong (Recovery Objective)	Update
conjunction with the Library (ongoing)	
Install the Ngulkurrmanka, Binalmalmal and Kabanka footpath (ongoing)	Due to change of Council and the caretaker period, no funding has been sourced. This will be raised at the next FNQROC to access TMR funds.
Investigate opportunities for tourism (ongoing)	Awaiting on approvals from the CE office to proceed with design
Increase resilience in sewerage infrastructure (medium term)	Water and Sewage infrastructure program Kobota Plant is in transit from Japan, all electrical components have been raised out of the flood plain.
Increased resilience in water treatment and supply infrastructure (medium term)	This is complete, still in discussion with DSC to access their property to remove all tanks.
Build a community evacuation centre/shelter (ongoing)	All materials on site, temporary facilities ready to go, waiting on contractors to get approvals for their travel into community, COVID-19 approvals.
Formalise the SES volunteer program (ongoing)	Ongoing

# North West Queensland

### **Burke Shire Council**

Recovery Objective	Update	
Essential services – Power, water, waste, telecommunications –repaired and restored	Ongoing. COVID-19 has delayed installation of telecommunications resiliency infrastructure. This work is contracted and will be delivered in Q4. COVID-19 has delayed removal of waste tyre stockpiles in Burketown and Gregory. This work is scheduled to commence in Q4.	
Develop a resilience program to enhance Bureau of Meteorology assets and flood detection programs	Completed. Council anticipates that the North West Queensland Regional Organisation of Councils will progress advocacy for this project.	
Develop a volunteer recruitment and retention program	Ongoing. Membership numbers remain steady.	
Enhance media capability with the LDMG	Ongoing. Council's social media site being used as primary site for weather updates as well as notifying residents, ratepayers and others on COVID-19 items: travel restrictions, permitting requirements, social distancing requirements etc.	
Ensure community wellbeing and connectedness through betterment / resiliency initiatives	<ul> <li>Ongoing         <ul> <li>Burketown Showgrounds: improvements scheduled for completion in Q4.</li> <li>Gregory Showgrounds: improvements scheduled for completion in</li> </ul> </li> </ul>	

Recovery Objective	Update
	Q4.
Develop an environmental management program to address issues of siltation, weeds and erosion	Ongoing. Council cleared silt from the Leichhardt River through REPA funding in Q3. Coastal Hazard Adaptation Strategy (Qcoast): funding received from DES and LGAQ to complete phases 3-5 (due for completion in September 2020) – provide update Progression of phases 3-5 of a Coastal Hazard Adaptation Strategy
	(contract signed, will commence in February 2020) – provide update.
Develop resilience program for local infrastructure projects	<ul> <li>Complete and ongoing, on track to achieve outcome:</li> <li>DETAILED DESIGN: <ul> <li>Burketown Water Security Project: detailed design commenced in Q3</li> <li>Waste loading ramp: initial design completed. Cost profile is prohibitively high.</li> </ul> </li> <li>CONSTRUCTION: <ul> <li>DRFA Flexible Funding: Burketown Showgrounds. Scheduled for completion in Q4.</li> <li>DRFA Flexible Funding: Gregory Showgrounds. Scheduled for completion in Q4.</li> </ul> </li> <li>COMPLETED: <ul> <li>QDRF: Burketown Flood Risk Management Study</li> <li>LGGSP: Burketown STP upgrade</li> </ul> </li> </ul>

Outcome	Update
Human & Social - Community supported including mental and health wellbeing – No communities isolated	Council and key community groups have partnered in a range of initiatives during 2019 and 2020 that are positively contributing to mental health and well-being by mapping out a future for clubs and events. This has primarily been through consultation/stakeholder input into infrastructure projects at the Burketown and Gregory Showgrounds and the Phillip Yanner Memorial Oval. Unfortunately, the majority of events that these infrastructure projects were geared toward will be cancelled this year due to COVID-19 restrictions.
<b>Economic -</b> Agriculture, mining and small business returned to positions of strength.	Ongoing – impacted by COVID-19. Beef cattle, mining and small business recovered well during 2019. COVID-19 has impacted on New Century Resources operations at Century Mine. COVID-19 will also have a significant impact on tourism during 2020.
<b>Environment -</b> Restoration of flood impacted areas to a more resilient landscape. Inland and coastal erosion mitigated. Green, hard and animal waste removed	Completed and ongoing. Flood Risk Management Study completed. Coastal Hazard Adaptation Strategy underway. These studies/strategies will ensure all future planning and development is informed by risks associated with flood, storm-tide inundation, erosion etc.
<b>Building -</b> Essential services and critical infrastructure made more resilient. Key access to routes enhanced to reduce flood impacts.	Completed and ongoing. STP Lagoons upgraded to make this facility flood resilient. Removal of waste tyre stockpiles scheduled for completion in Q4 2019-20 and Q1 2020-21.
<b>Roads and Transport</b> - All transportation corridors repaired and accessible	Ongoing and on track. Council is now rolling out the balance of its 2019 DRFA work, having completed some REPA work during 2019. The balance of this work is scheduled for completion by 30 November 2020.

## **Carpentaria Shire Council**

Recovery Objective	Update
Improve resilience to telecommunications tower	Ongoing – Telstra has commenced onsite inspections for the construction of a fibre optic line from Normanton to Karumba, Construction will commence in May 2020 with completion scheduled for September 2020. The telecommunication tower at Critters Camp has been completed and additional funding is being sought under the Flexible Funding Program for additional telecommunication sites.
Carcass Disposal Plan for deceased livestock and feral animals developed	Northern Gulf Resource Management Group have engaged and environmental officer for a period of 2 years to assist with weed management as a result of the Monsoon event. Council are also assisting with the implementation of an aerial pig shooting program and baiting program through funding sourced from NGRM.
Fencing, sheds, pumps, irrigation equipment, water tanks and farming equipment repaired and/or replaced	Completed. There were 28 applications approved within Carpentaria Shire for the Special Disaster Assistance Grants up to the value of \$75,000 for clean-up and reinstatement activities.
Road transport network – completed	Ongoing – Council have recommenced its roads program in April

Recovery Objective	Update
damage assessment, and developed coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads	2020 with restoration works to continue for damaged roads.
Investigate options for local records management system, impact assessments and damage assessments	No change - Council has implemented Guardian IMS to assist the capturing and monitoring of disasters as they occur. Council has arranged for additional training to be undertaken in February 2020 with the intent of all future disaster events to be recoded within the program in order for information to be available for future reference and for review. Council are currently seeking external support for the delivery of preparing a Community Recovery Plan and Capturing Carpentaria's Oral and Pictorial History of Disaster Event and Impacts.
Funding to support recovery and resilience initiatives obtained	Completed. The Community Development Officer completed the Resilience Scorecard Project in March 2020. There were delays and changes of delivery due to COVID-19, however it was a quality process. The engagement with a divergent community base provided valuable information to how the Shire's Resiliency is perceived by everyday community members. All low scoring components are planned to be targeted in upcoming projects.
Assist small businesses with rebuilding, including developing future resilience strategies	Ongoing. The Community Development Officer has had intensive contact with businesses throughout the Shire to discuss their recovery to date. Businesses have had an opportunity to have one on one conversations with the Community Development Officer regarding their recovery and an opportunity to complete a recovery assessment detailing impacts and potential mitigation plans. The Community Development Officer is currently implementing a website development plan which will feature a buy local campaign to support local business.
Community support – mechanisms implemented	Ongoing. Community Recovery Assessments have been created for feedback from our local NFP's and organisations to ascertain their recovery to date, organizational goals over the next five years as well as initiatives that require funding. Information gathered from the assessments will be shared with Council's Grants Officer to assist the community with their grant applications. The Community Development Officer is also developing a web-series which will use emergency supply cooking recipes submitted from community to be prepared by the Mayor and or Community Members/Council Staff. It is planned that the recipes will then be converted to a recipe book and sold at Local VIC's with proceeds going to localized disaster recovery initiatives. The emergency supplies recipe book will provide recipes using ingredients that for the most part are non-perishable or can be kept without electricity for a couple of days. The cookbook will also explore using indigenous traditional cooking methods - kupmurri, cooking on coals etc and other cooking methods that do not need electricity - gas stove/camp oven etc. This will improve the community's resilience by learning recipes and cooking techniques that will be useful when it comes to emergency events and where there may be shortage in food supplies and no electricity. Additionally, the abovementioned website will also act as a "hub" of information for community. It will promote community groups, upcoming events and link into Councils webpage, disaster dashboard and other resources so that community are connected during times of disaster.
Vector control implemented	The Northern Gulf Resource Management Group have engaged an environmental officer and these works have commenced.

Recovery Objective	Update
Restore confidence in the tourism market	Councils' General Manger of Tourism has commenced the establishment of a Tourism Strategy to assist the community in restoring and improving tourism throughout the Shire. Council have also invested additional funds for the Shire to attend additional tourism forums and conferences to promote the region. As per previous update – Council are now combining this with a COVID-19 Recovery Plan.
Empower local businesses to improve their resilience to disasters	Ongoing. Once the Business Recovery Assessments have been completed and assessed, The Community Development Officer will work with local businesses' to identify and prioritise trending issues which will form part of the Community Development Plan.
Enhance recovery governance through the development of a Local recovery Sub-Plan	Ongoing – In development.
Enhance capability of LDMG	Council have adopted the revised Local Disaster Management Plans in late 2019. In line with this review, Council have reintroduced Guardian IMS to assist the LDMG throughout the disaster to track information (e.g. flood gauges, road reports etc) along with provide situational reports on the unfolding events as it occurs. Council have commenced the creation of a Carpentaria Shire Council Visitors Guide and is scheduled for distribution prior to the commencement of the tourist season (April). Council are currently seeking external support to deliver the remaining project awarded under the flexible funding agreement.
Develop an environmental management program to address issues of mosquitoes, siltation, weeds and seeds	Biosecurity Plan has been updated and works have commenced with NGRM to manage some of these issues.

# **Cloncurry Shire Council**

Recovery Objective	Update
Supporting and assisting people to access emergency hardship grants and funding approvals	The Community Development Officer resigned and left Council on 7 February 2020. The CDO role was then advertised, with the successful candidate commencing work on 23 March 2020. Throughout this period other staff in Council's Community Development Team progressed key projects, to ensure the recovery work did not lose momentum. During this period no community members have required assistance to access emergency hardship grants and funding.
	Community members have also continued to self-refer themselves to the North West Hospital & Health Services (NWHSS) and the Royal Flying Doctor Service (RFDS). Private information and numbers accessing these services have not been shared.
	The Core CDO activities in the recovery process to date include:
	<ul> <li>Communicating with community members to effectively distribute key updates, useful resources and gain feedback.</li> <li>Inform community members of the support and assistance available.</li> <li>Liaison with community, community stakeholders, community organisations and various government department staff.</li> <li>Community engagement &amp; participation in identifying needs/strengths and project ideas.</li> </ul>

Recovery Objective	Update		
		e Cloncurry Community Recovery Group's monthly rersee the community recovery efforts in the e.	
	Focus on planning and promote community we	delivery a range of events that directly aim to llbeing.	
Consult and engage with the local leaders, community members and service providers on long term community-led recovery outcomes	The Local Recovery Group (Cloncurry Community Recovery Group) has continued to hold monthly meetings. The meeting agenda includes updates from each organisation representative in attendance and input is obtained on the development of upcoming recovery activities. As a result of the Government COVID-19 restrictions, online meetings have become paramount, with the continuation of phone and email correspondence.		
	A continual focus of the group has been mental health, overall wellbeing and community engagement. By working collaboratively with the stakeholders, it ensures support is provided as needed at the wellbeing events and workshops. Additionally, these close working connections with key stakeholders in the Cloncurry Shire has enabled the CDO to easily access vital community information. Allowing vulnerable and those needin assistance in the Shire to be quickly referred to relevant and suitable providers for assistance.		
Community support opportunities including outreach, adopting a community led approach when planning for long term support with a focus on mental health, community wellbeing,	Community wellbeing events have been held bringing the community together. However less events have been held in this quarter due to the weather, no CDO for two months of this quarter and then the COVID-19 pandemic. The activities that have been delivered include: *Gallery exhibition of locally taken photos – Cloncurry Landscapes and Wildlife *Support for the Australia Day Ceremony & Awards *Australia Day "Bush Cricket		
connectedness and leveraging off ongoing community events	*Millinery Workshops		
	As a result of the unprecedented COVID-19 pandemic, all events have been postponed or cancelled. This is to ensure the safety of all community members in the rural and remote Shire. To support the community's wellbeing during these difficult times, virtual and non-contact events are being planned and delivered. This includes competitions for the kids, virtual Mother's Day events and virtual fitness classes.		
	Participant numbers are counted at each of the events. For wellbeing events, we ask attendees to provide some feedback as to the workshop and ask for input as to other workshops and events the community would like to take part in. In total 3,188 people have attended Cloncurry Shire Council's community wellbeing events from July 2019 to March 2020.		
Road transport network –	Update on current REP	A submissions is provided below:	
Completed damage assessment, developed	Submission Number	Submission Description	
coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads	CISC.0002.1819E.REC	Flood damage to CSC roads from the North & Far North Queensland Monsoon Trough 2019 Restoration works are 76.85% complete.	
	CISC.0003.1819E.REC	Flood damage to CSC roads from the North & Far North Queensland Monsoon Trough 2019 Restoration works are 53.86% complete.	
	DRAFT: 001010	Flood damage to CSC roads from the North & Far North Queensland Monsson Trough 2019. Infield Assessment of Submission is being undertaken by QRA.	
	CISC.0011.1819E.REC	Betterment - Detailed Submission - EOI 0484 - Upgrade 14.25km of gravel pavement on Sedan Dip between chainage 4.45 and 18.7.to 2 coat seal. Associated REPA works completed. Procurement being is being finalised for the works undertaken for Cat D. Works have commenced and are overall 70% complete.	

Recovery Objective	Update	
	CISC.0012.1819E.REC	Betterment - EOI 0422 - Detailed Submission - Upgrade gravel section of Sedan Dip Road (between chainage 51.8 and 68.9) to with pavement treatment and 2 coat seal. Procurement being is being finalised for the works undertaken for Cat D. Works have commenced and are overall 70% complete.
Key transport routes – priority restoration and improved resilience to the key transport routes for Primary producers and resource sectors – completed surveys of primary producers and Cloncurry Shire mining	by primary producers an Betterment Funding we many of these roads. Two projects were appr	ogram has prioritised shire roads which are utilised nd mining industry within the Shire. 32 EOI's for re lodged with QRA to increase the resilience to oved for Betterment (CISC.0012.1819 and eys and Designs have been completed and 70% of leted to date.
Flood resilience – develop and implement strategies for greater flood resilience – Cloncurry River and catchment areas	<ul> <li>Plug on the dam wall.</li> <li>Building a new river well in the Cloncurry River. This is being built further up the river bank and is being designed to go under water when the river floods. Design work is completed. Waiting on the river level to drop before works can commence.</li> <li>Currently sealing 30 kms of Sedan Dip Road, this will ensure transport routes are accessible into the future.</li> <li>Additionally, a comprehensive contact register has been developed for all</li> </ul>	
Work closely with local businesses to assist with rebuilding, including developing their resilience to	beneficially in future dis be readily contacted. The Cloncurry Local Bu consulted and supporte distributed to all local bu and assistance available	he Cloncurry Shire. This register will be highly asters and enables station owners and managers to siness Network (LBN) has continued to be regularly d. Regular email updates and newsletters are usinesses featuring key information about grants e through various programs.
future disasters	have significantly finance businesses being forced supported the LBN to de booklet that was deliver Post. This initiative feate with the aim of increasing Local businesses are re- closures and now no too	ented COVID-19 pandemic, the new restrictions sially impacted Local Business's, due to many d to temporarily close. As a result, the Council evelop and distribute a Local Takeaway Menu ed to each household in Cloncurry by Australia ured the takeaway menus of local hotels and cafes, ng support from local community members. eally suffering, as a result of the COVID-19 forced urism season. All these impacts, on the back of the and Floods, has caused uncertainty in some
Postoro confidence in the	businesses. As they are reopen once social dista	e unsure if they will be in a financial position to ancing requirements are relaxed
Restore confidence in the tourism market	however as per normal period. Additionally, the COVID-19 restrictions. John Flynn Place had a 2020 (as the shop then number of visitors for th	ends have continued over the previous quarter, numbers have steadied throughout the 'wet season' local tourism market has been impacted by the total of 209 visitors from 1 January to 23 March closed due to the COVID-19 restrictions). The is period was the same as the 2019 figures. Of ere Australian, 133 were Locals and 12 were from
	Centre between 1 Janu	curry Unearthed Museum and Visitor Information ary and 23 March 2020. Cloncurry Unearthed and re closed on 24 March 2020 due to the COVID-19

Recovery Objective	Update
	government restrictions. Of the visitors during this period, 697 were Australian and 41 were from Overseas. Compared to 2019, visitors were down by 114 people for the same period.
	COVID-19 restrictions is having a significant impact on the tourism season for Cloncurry. There are wide spread concerns across the community that there may not be a tourism season for 2020 due to COVID-19. This is and will have a significant impact on local businesses and result in major financial losses.
Regional collaboration plan completed with neighboring Councils which were also impacted by the event	Cloncurry Shire Council has taken the lead with a collaborative project partnering with Carpentaria, Burke and McKinlay Shire Council's to apply for Dept of Health TRAIC funding to deliver a 2 day Changing Times Conference to be held in Cloncurry in March 2021. This conference is a change management skill development initiative aiming to empower local leaders across North Western Queensland to come together, share knowledge and learn new skills focusing on mental health and wellbeing in times of significant change. Since submitting this funding application Council has been advised that the TRAIC funding is now on hold due to COVID-19.

Outcome	Update
Human & Social - Community supported including mental and health wellbeing – No communities isolated	Progressing well as per activities outlined in report
Economic - Agriculture, mining and small business returned to positions of strength.	There is a long road for recovery for businesses in Cloncurry. Work needs to be done to understand the impacts of the compounding effect of the floods and now a pandemic. Strategies then need to be developed, for a way forward in light of the most recent disaster, COVID-19. Economic recovery has been significantly impacted by COVID-19. The floods saw businesses suffer significantly and now local businesses are experiencing unprecedented negative impacts due to COVID-19. Local businesses rely on the Tourism season. The 2019-20 tourism season was impacted by the floods and now there is wide spread concerns that there may not be a tourism season for 2020; due to COVID-19. Some businesses have stated that they may not be able to open once COVID-19 restrictions are lifted.
<b>Environment -</b> Restoration of flood impacted areas to a more resilient landscape. Inland and coastal erosion mitigated. Green, hard and animal waste removed	All animal waste has been removed, with a total of 57 carcass removal payments being made. The 2019- 2020 'wet season' was beneficial to the environment's rehabilitation and recovery, as rainfall in the Shire was above average, slow and steady for the period. However, there is a possibility of drought conditions developing throughout the year due to the lack of significant rain. The Biosecurity Plan was also communicated to the relevant stakeholders throughout the Cloncurry Shire.
<b>Building -</b> Essential services and critical infrastructure made more resilient. Key access to routes enhanced to reduce flood impacts.	Minimal infrastructure damage was experienced in Cloncurry. All damage has been repaired. Work have been undertaken on some of Council's key facilities to improve guttering to reduce internal water leakage problems.

## **Flinders Shire Council**

Recovery Objective	Update
Recovery Governance – appoint CDO role, coordinate recovery planning and communications for recovery	CDO has attended the North West Reference Group and CDO Recovery group meetings in Jan 2020. Also attended FSC Delivery & Recovery Meeting, Western Mental Health forum and Community Recovery & Development Meeting in Hughenden in Feb 2020 and Teleconference with Small Business Recovery Centre & Disaster Recovery Meeting in Hughenden in March 2020.
Community support – recovery hubs and outreach support services coordination, events and connectedness	CDO & IRO have been working together to remain connected with the community via property visits and phone calls, linking support services where required.

Complete impact assessments: Rural properties covering identified impacted areas including human health, business impacts, deceased animals and property access small business covering loss of trade, employment and future impacts non-profit and community organisations looking at assessing continued viability	CDO & IRO have been working together to remain connected with the community via property visits and phone calls, linking support services where required.
Road transport network – coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads.	Roads – All Emergent works are completed. Restoration works are 30% completed. In progress works are 40% completed. Council reports to QRA on a monthly basis via the MARS portal.
Restore confidence in tourism – funding, communications, sponsorship, marketing and development of attractions.	Hughenden Recreational Lake is now open. Restoring confidence in tourism has been affected by COVID-19. This area will be addressed in the COVID-19 recovery Plan.
Empower local business to increase resilience in disasters – financial counselling and business mentoring.	Feedback from Small Business 'Back on Track' Roadshow sourced from local businesses and followed up with Small Business Champion Leader Ben Verning.
Develop and implement community and resilience programs, engagement and business continuity.	CDO Recovery has implemented various engagement activities. Focused on mental health and resilience some projects completed are Men's Cowboys Trip in March 2020 and the introduction of Big Life Journals into our schools to help raise self-awareness and building resilience within our younger generation. COVID-19 has provided many challenges with ongoing community engagement, online platforms to assist with the continuity is currently being worked on.
Commemorate Monsoon Trough event with anniversary celebrations.	Application for funding currently in process for Commemorative Art Project.

Outcome	Update
Human & Social - Community supported including mental and health wellbeing – No communities isolated	Mental Health Wellness is an ongoing concern in Flinders Shire. We are very conscious of having the right balance of services providing assistance. The stigma around the words 'Mental Health' is something we are working consistently to subside. Overall, we are making progress on these issues
<b>Economic -</b> Agriculture, mining and small business returned to positions of strength.	Ongoing
<b>Environment -</b> Restoration of flood impacted areas to a more resilient landscape. Inland and coastal erosion mitigated. Green, hard and animal waste removed	Ongoing
<b>Infrastructure and Transport -</b> Essential services and critical infrastructure made more resilient. All transportation corridors repaired and accessible	Council has received positive feedback from the community and from the elected members on the completed works so far. All roads are accessible to the community.

## **McKinlay Shire Council**

Recovery Objective	Update					
Emergency funding (personal hardship etc.) – granted/approved	Mckinlay Emergency Hardship Assistance (EHA) Essential Household Contents Grant (EHCG) Structural Assistance Grant (SAG) Essential Services Safety and Reconnection Scheme Grant (ESSR5) TOTAL	24/02/2020 24/02/2020 34/02/2020 34/02/2020 24/02/2020	225 24 7 5 261		8 9 6 1 26	21 1 23
Impact assessments – to be completed and driven by Council		structure of	how to re	ceive the		
Key transport routes – priority restoration and improved resilience to the key transport routes for Primary producers and resource sector – completed surveys of primary producers	January and 9th February 2019. The weather caused the death of an es- sheep, 710 horses and over 3,000 Approximately 22,000 km of fencin were destroyed or damaged in con- erosion. Further damage to infrastr 1,350 tanks and troughs destroyed such as motorbikes and graders, e stock and domestic dams, livestoch Primary producers have been acce Recovery Grants (SDARG), and fir Some survey respondents indicate they did not qualify as primary producers	Currently working on changing the structure of how to receive the data and will send out via email and mail for community members to return. DAF Report has been completed. Executive Summary: January and 9th February 2019. This flooding, wet conditions and cold weather caused the death of an estimated 457,000 head of cattle, 43,000 sheep, 710 horses and over 3,000 goats across 11.4 million ha. Approximately 22,000 km of fencing and 29,000 km of farm roads and track were destroyed or damaged in conjunction with riverine and landscape erosion. Further damage to infrastructure included 2,320 km of poly pipe ar 1,350 tanks and troughs destroyed or damaged, the loss of farm machinery such as motorbikes and graders, equipment such as tools and generators, stock and domestic dams, livestock handling facilities, sheds and houses. Primary producers have been accessing Special Disaster Assistance Recovery Grants (SDARG), and find these simple to access and very useful Some survey respondents indicated they were not able to access grants as they did not qualify as primary producers, despite owning livestock. Survey respondents identified a lack of pasture growth following the flooding as a key issue, and a limitation to their ability to restock. Most had replaced and the pace of the structure but herd extent means dent act at the structure but herd extent were addent of the structure but herd extent and a dimitation to their ability to restock. Most had replaced and the structure but herd extent and a dimitation to their ability to restock. Most had replaced and the structure but herd extent and a dimitation to their ability to restock.		43,000 and track cape y pipe an nachinery nerators, nouses. nee ery usefu grants as e flooding replaced re. Nearly nd of	ıd II.	

Recovery Objective	Update
	horses (3%) and no goats had been replaced. The majority of restocking and repairs had been conducted by respondents who had already received a grant.
	Respondents were interested in receiving more information on pasture recovery, erosion control, technology and general businesses information. They also identified concern over the spread and increase of weeds such as prickly acacia, parthenium, noogoora burr and rubber vine. Their strong preference was to receive information by email, whilst websites, small groups and property visits were also preferred. They would prefer to be provided this information by the Department of Agriculture and Fisheries (DAF), Queensland Rural and Industry Development Authority (QRIDA), AgForce, Local Government, Natural Resource Management (NRM) groups and the North Queensland Livestock Industry Recovery Agency (NQLIRA).
Fencing requirements identified and graziers supported to utilise available assistance to restore fencing	Costs for repairing fences was primarily funded from the station and land holders. The stations with main road frontage were assisted, in the cost of fencing through the Department of Main Roads
Community support – mechanisms implemented including outreach and plan for long term support prepared	Covid-19 has had a dramatic impact on how we deliver and connect with the community. With events either being cancelled or postponed community groups, organisations and services have had to look at digital means of delivery.
Road transport network – completed damage pickup, developed coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads	The roads that are undertaking works at the moment. Old Normanton 2, Etta Plains, Dalgonally Millungera, Gilliat Mckinlay, Taldora. Etta plains will be finished (7/5/20) and they will be moving to Julia Creek Yorkshire on the 12/05/2020.
Full impact assessment for local mining industry completed	Please see below for Cannington Mine Report.
Establishment of response infrastructure to at risk communities	Due to the change with McKinlay Shire Council CEO, Mayor and Councillors there has been no further discussion around funding for the extra cameras for floodwater. CDO will bring this to the attention of the new Council moving forward.
Empower local businesses to improve their resilience to disasters	Same campaigns continue to provide support for the McKinlay community. COVID-19 has had a large impact on small business in the region in the inability to obtain supplies or remain open as result of government regulations. Currently, local business are now feeling the pressures of the pandemic along with the flow on effects of the monsoon event.
	Though the help and resilience training previously provided has helped these business again diversify and grow ever more resilient.
Flood resilience – develop and implement strategies for greater flood resilience – Cloncurry River	QRA have funding for rain gauges, cameras etc which were identified out of the flood mapping exercise. This has been discussed recently with QRA who showed Council the plan in place for where gauges are to be installed. There are three priority classes being funded and class one priorities have already been funded.

#### Impact of 2019 flood event on Cannington Mine.

#### **Business impact**

During the 2019 flood event road and rail transport to and from Cannington Mine was suspended for 14 weeks. This had no impact on production as additional trucking capacity was accessed once the roads were open to offset the loss of rail availability however, this did incur significant additional logistics costs including take-or-pay commitments.

The logistics chain was changed from a mainly bulk rail operation (utilising South32's port operation and deliveries to Sun Metals refinery) to a mainly containerised trucking operation utilising another port stevedore in addition to Cannington's modified port operation, and modifications to some of the bulk delivery methods to Sun Metals refinery.

Cannington Mine widely communicated truck movements across the Council areas between site and Townsville and provided the Cannington complaints hotline throughout local councils.

Wet season planning also minimised the impact on production. Lessons learnt from the rail outage were captured and a Cannington business continuity plan has been developed to assist in any future rail outages.

Collaboration between local and state governments and other proponents resulted in pragmatic solutions to getting roads and rail repaired. South32's observations were that repairs were completed in a timely manner given the quantity of work and conditions faced. However, given another rail outage earlier this calendar year, further flood resistant work is required for the Mt Isa line. Work on the line to improve speed restrictions would also assist in recovering more quickly from rail flood events.

#### Community recovery effort and in-kind support to locals

Cannington Mine offered support to local communities through:

- Fuel vouchers to neighbours.
- In-kind support through the provision of containers to some landholders to fill with molasses and truck to paddocks were cattle were stranded/too weak.
- Access to the Cannington's airstrip to allow hay drops to hungry cattle stranded by floods and provision of fuel for helicopters.
- Assistance provided to neighbouring landholders with burring cattle and other tasks that allowed them to free up their earth moving equipment to grade access tracks and feed stock.
- Donations provided throughout north Queensland including:
  - \$1 million to St Vincent de Paul North Queensland Flood Appeal
  - \$100,000 to the Red Cross's disaster relief and recovery fund
  - \$100,000 each to Cloncurry Shire Council and McKinlay Shire Council to assist with repairing local infrastructure
  - \$25,000 each to Blaze Aid and QCWA Cloncurry to work with local pastoral families to provide mental health support and assistance on the land to replace damaged farming infrastructure.

Outcome	Update
Human & Social - Community supported including mental and health wellbeing – No communities isolated	The McKinlay community have been well serviced with professional mental health providers. There has been numerous service providers holding yoga sessions in each community township with great attendance numbers. This has lead to the weekly yoga sessions being offered on a Thursday afternoon with each alternating Friday morning session at the Early Childhood Centre and Aged Care Facility. Unfortunately this program has had to be put on hold due to COVID- 19 with no date set as of yet. The option for an online yoga session was a possibility but due to the amount of online activities the community have to undertake would not be beneficial to provide at this stage.
<b>Economic -</b> Agriculture, mining and small business returned to positions of strength.	Businesses have endured some definite highs and lows in the past 12 months. The loss of the tourist industry due to COVID-19 and government regulations it has really put another strain on small business in McKinlay Shire.
<b>Environment -</b> Restoration of flood impacted areas to a more resilient landscape. Inland and coastal erosion mitigated. Green, hard and animal waste removed	Animal carcasses from the flood event have all but decomposed what was left after the mass burials that was undertaken. The land has not seen the pasture response that was expected and there is now an identified issue arising with the weed infestation.
Infrastructure and Transport - Essential services and critical infrastructure made more resilient. All transportation corridors repaired and accessible	Works are still being undertaken on several building due to the location and COVID-19 this has drawn out the reconstruction on some builds

## **Richmond Shire Council**

Recovery Objective	Update
Immediate-term	
Community Engagement Campaigns (ongoing)	Unfortunately due to COVID-19 there have been no physical engagement activities. Lots of community engagement around the COVID-19 crisis however all events have been indefinitely cancelled.
Medium-term	
Develop and grow farming in the shire	This project has stalled due to the State Government failing to allocate water licenses.
Diversification of resource sector	Ongoing
Long-term	
Enhance Telecommunications	Ongoing
Increase Tourism	COVID-19 has resulted in a considerable downturn in business. Museum is closed, Visitor information Centre and Café are trading on reduced hours and no dine in. 5 staff have been impacted and deployed to another area (Lakeview Caravan Park) to salvage employment after Caravan Park Managers terminated contract early due to COVID-19 fears.

Recovery Objective	Update
Fully sealed road connection to Winton and Croydon (3 years)	Ongoing
Kronosaurus Korner Stage 3 (3-5 years)	Funding achieved to obtain detailed construction plans and a quantity surveyors estimate. Grant Acquitted
Irrigation project (2 years)	Tender was awarded to Cardno Pty Ltd and as of April 2020 all documentation and design has been finished. This project has now stalled due to the State Government not allocating water licenses
New artesian bore (2 years)	Bore is scheduled to be drilled in May 2020.
Ongoing	
Enhance infrastructure; business as usual	Awaiting further information from BOM on location.
Support small business	No visits due to COVID-19 in 2020
Support continued education	Ongoing
Community events to maintain and enhance connectedness	No events in 2020 so far due to COVID-19

Council provided feedback in terms of progress per lines of Recovery and Resilience as following:

Outcome	Update
Human & Social - Community supported including mental and health wellbeing – No communities isolated	COVID-19 has prevented social events, wellness and lifestyle programs continuing. Some instructors have branched into the digital realm to continue to provide support to the community in terms of health and fitness engagements
<b>Economic</b> – Agriculture, mining and small business returned to positions of strength.	Economically the impacts of COVID-19 have had a greater impact on the entire community compared to that of the Floods. Those in the tourism sector have experienced a significant downturn in revenue and staff employment. Coupled with localised hysteria regarding external contractors to town, there is much community angst regarding the virus.
<b>Environment -</b> Restoration of flood impacted areas to a more resilient landscape. Inland and coastal erosion mitigated. Green, hard and animal waste removed	Ongoing
<b>Building -</b> Essential services and critical infrastructure made more resilient. Key access to routes enhanced to reduce flood impacts.	Ongoing
<b>Roads and Transport -</b> All transportation corridors repaired and accessible	Ongoing

# Winton Shire Council

#### Six months' progress of recovery objectives

Recovery Objective	Update
Emergency funding granted/approved – see activations	Emergency Hardship and Carcass Disposal Grants have been completed with all applications processed and approved. QRIDA Applications 140/166 completed so far.
	Council has also introduced the \$300 "Winton Card" which has been distributed to residents for use in Winton. This has helped to stimulate the local business economy and supports those businesses who were impacted during the flood event.
Impact assessments completed	Telephone Outreach continues with one on one visits continuing with Winton's most vulnerable. When necessary, referrals to Mental Health services have occurred. A Service availability card is currently been completed for distribution to all Winton Shire residents to access.
Funding secured to develop a multi-purpose community facility to provide a disaster management and recovery coordination centre, film production/creative hub and multi-agency co-working space	The outcome of the Flexible Funding Grant application is not yet known in relation to multipurpose/ emergency response building. To further this project, Council has made application through the 'Building Our Regions' funding programme – Round 5 for detailed designs to be completed for the Multipurpose Community Facility.
Wellbeing services delivered	Service providers within the Winton Shire Council continue to provide community members opportunities to engage with Wellbeing Services such as but not limited to:
	Mental Health First Aid Training
	Men's Shed Crawl
	International Women's Day
	The following communication efforts have been conducted:
	<ul> <li>Introduction of both the Recovery Community Development Officer and the Industry Recovery Officer advertised in the Winton Herald.</li> </ul>
	One on One consultations with Community members
	<ul> <li>Community Consultations as well as events promoted on the Winton Connect and What's on in Winton Facebook Pages.</li> </ul>
	The following mental health support services and programs are available to community members:
	Mental Health and Wellbeing Service
	Lives Lived Well
	Outback Futures
	Disaster Recovery Clinicians
Community connectedness	A range of Community events have been conducted including:
enhanced	<ul> <li>Community BBQ – Consultation with community members, Recovery services attended including the Mayor, CEO and the Winton Shire Council Councillors.</li> <li>The inaugural Winton Business and Tourism Association Awards</li> </ul>
	night was very successful with a large crowd in attendance.

Recovery Objective	Update
	<ul> <li>Many festivals were held during 2019 including the Winton Way out West Fest, Outback Film Festival, Opal Festival, Writers Festival, Outback Festival, late night shopping and street parties.</li> </ul>
	Participation has been good and has allowed people to connect in a social setting.
Vector Control implemented (flies and mosquitos)	Prior to the Winton Way Out West Fest held in April 2019, arrangements were made to control mosquitos at the Football Oval.
Support for rural properties including: Access Bio-security considerations Restocking assistance and priority to stock routes as required Replacement of infrastructure (water) Carcass disposal	<ul> <li>100% of rural properties are fully accessible</li> <li>Blazeaid had a presence in Winton after the flood event and assisted many property owners in reinstating fencing</li> <li>A Biosecurity Management Plan has been adopted by Council in consultation with the community. 114 Properties have been contacted by the Bio-Security Officer. The following were identified: <ul> <li>3 properties had completed biosecurity plans that met the requirements of the Biosecurity Act/Regulations and the Winton Shire Council Biosecurity Management Plan.</li> <li>75 Properties had in their possession a biosecurity plan template they had received that was either partially completed or not completed at all.</li> <li>33 properties had no biosecurity plan. 3 properties did not wish to complete a bio security plan due to an impending sale.</li> </ul> </li> </ul>
Environmental restoration and protection (prevention of weeds, clean-up of silt)	Council has been contracted by Desert Channels to complete a \$170,000 program (\$50,000 for two supplementary baiting programs and \$120,000 for 2 aerial shooting programs for Wild Dog and Feral Pig Control). A further \$80,000 has been allocated to provide chemicals for the control of Weeds of National Significance (Excluding Prickly Acacia)



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



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# **Event Summary**

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

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



# State Recovery Planning and Policy Coordinator Update

Despite the challenging times with COVID-19 consuming much of our focus, it gives me great pleasure to be able to present the fourth quarterly report highlighting the progress towards recovery following the monsoon trough in the north of the state during January and February 2019.

This report outlines progress against activities identified in the *North and Far North Queensland Monsoon Trough State Recovery Plan 2019 – 2021* (the Plan) at both a local and state level. It focuses on the efforts of 14 councils who developed event specific recovery plans for the flooding, as well as the activities of five Functional Recovery Groups (FRGs). The report focuses on activities achieved up to 30 June 2020.

Although the impact of COVID-19 on recovery progress is evident, Queensland has been incredibly fortunate to have staved off the spread of the virus within the state and as such, many recovery activities recommenced during June and July 2020. It is therefore evident that significant recovery progress has been made this quarter. Several LGAs have completed over 50 per cent of their planed recovery activities and ongoing projects are well in hand with only a few activities left to report on going forward.

As at 30 June 2020, 94 infrastructure betterment projects have been approved at a combined Category D value total of \$93.2 million with payments to-date a total of \$38.5 million. Disaster Recovery and Resilience Grants totalling \$2.8 million have been approved for 295 small businesses in impacted areas. Over 86 per cent of the applications for these grants are for the resilience stream which provide small businesses the opportunity to engage a business mentor, a digital specialist or a financial planner to assist in strengthening their market share now and into the future, so they are better positioned to grow and thrive.

Despite significant issues caused by the COVID-19 impact, particularly in relation to families and communities, there has been continued developmental work across all of the LGAs. The Department of Communities reports that Flexible Funding Grants totalling \$4.464 million across 68 projects have been approved in Round 1 of which 90% have been paid to recipients. In addition, 119 applications have been approved for Round 2 and disbursement of the initial 90 per cent of funding of \$9.136 million is imminent. It is expected that funds will be distributed in August 2020. These projects will continue to support and enable recovery, and contribute to building disaster preparedness awareness and resilience.

Another successful aspect of the recovery process has been the collaboration between all key stakeholders in the recovery process such as government agencies, councils, community support services amongst others, which is particularly evident in the connections and shared projects with the Industry Recovery Officers, Community Development Officers and Health and Hospital (HHS's) Mental Health Services staff in the various regions.

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

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

# **State Recovery Progress**

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

## **Human and Social**

This section of the report details recovery progress against recovery activities outlined in the plan on pages 33 - 35. All recovery initiatives are addressed in relation to the event time frame.

Recovery Activity/Outcome	Update			
<ul> <li>Recovery activity</li> <li>Provision of student counselling, support services and referral through Guidance Officers, School Chaplains and other relevant staff, as well as additional support and assistance to teachers and Principals in the affected areas.</li> </ul>	<ul> <li>UCQ: Due to COVID-19, no face-to-face training has been permitted. A Peer Skills Facilitator workshop was originally planned for end of June 2020 to be hosted by Townsville State High School. UCQ are conducting ongoing conversations with them regarding proposed new dates. The Peer Skill workshop and Peer Skills Facilitator Training are presently being converted to webinars as much as the workshops allow.</li> <li>QLD Health: The Senior CYMHS Clinician has been maintaining contact with various stakeholders via email and Microsoft Teams due to COVID-19. THHS has been strengthening ties with the Townsville City Council Community Development Officers by assisting with the packaging and distribution of the Birdies Tree resources to GPs in the local community as well as in the Western Corridor. With the gradual lessening in COVID-19 restrictions, CYMHS Clinician is meeting with stakeholders to discuss restarting services to local community centers and playgroups to promote resilience through a variety of activities.</li> </ul>			
Projected outcome				
Community members have access to education services	Status: Ongoing			
Recovery activity	Financial Assistance			
<ul> <li>Raise awareness and provide access to personal financial assistance through activation of Personal Hardship Assistance Scheme (PHAS) and Emergency Services Safety and</li> </ul>	PHAS/ESSRS - figures have not changed. <u>QRIDA</u> Note: Special Disaster Assistance Recovery Grants closed 30 June 2020. There were Nil (0) concessional loan applications received by QRIDA from 31 March 2020 to 30 June 2020.			al Ioan
Reconnection Scheme (ESSRS) through Department of Communities, Disability Services and Senior (DCDSS).	The following QRIDA Special Disaster Assistance Recovery Grants have been approved from 31 March 2020 to 30 June 2020.			
Provide awareness of:	Applications registered		3	
<ul> <li>disaster assistance and income support available to impacted people through the Commonwealth Government</li> </ul>	Applications being processed		0	
<ul> <li>interest free loans to people in hardship through Good Shepherd Microfinance</li> </ul>	Applications ineligible 0 or cancelled		0	
<ul> <li>DRFA Category C grants and Category B concessional loans available to not-for-profit</li> </ul>	Applications approved 3			
organisations through Queensland Rural and	Total funding approved   \$53,937.05			

Recovery Activity/Outcome	Update	
Industry Development Authority (QRIDA).		selling: completed in Q3 as handled by Uniting
<ul> <li>Coordinate the distribution of donated funds locally through charitable organisations.</li> <li>Provide awareness of:</li> <li>Energy Hardship Programs available through energy</li> </ul>	Donated funds funds have been now closed). Gl	As at 30 June 2020, \$4,327,543 in donated n received by GIVIT (dedicated appeal channel VIT is continuing to work with registered charitie procure items to address recovery needs as se entities.
retailers	Two claims hav	e been processed:
<ul> <li>assistance available to fast track tax support through the</li> </ul>		0 on 10 March
ΑΤΟ	- \$5,000	on 19 March
<ul> <li>insurance support available through the ICA</li> </ul>	requested from	of \$3,300 from the <i>Always There</i> fund has been the next allocation available in August 2020 for
<ul> <li>financial service provider</li> <li>issue resolution available</li> </ul>		use repairs on behalf of an elderly gentleman as damaged during the monsoon event.
through the Financial Ombudsmen	forum hosted by	of the Townsville Emergency Relief provider's Nella Gibson, Assistance Director, Community S. The group has continued to meet bi-monthly
<ul> <li>financial counselling services available.</li> </ul>	since May 2019	
Projected outcome		
Households, families and individuals are enabled to affect their own recovery through appropriate income sources.		Status: Ongoing
Recovery activity	DCDSS: Psycho and is complete	blogical First Aid commentary has not changed
<ul> <li>Coordinate the provision of psychosocial and practical supports lead by DCDSS in conjunction with non-</li> </ul>	UCQ: No instan	ces of support that were associated with this n provided within the impacted area since the
<ul> <li>government organisations.</li> <li>Referrals to existing personal support and generalist counselling services.</li> </ul>	<b>Salvation Army:</b> During this quarter The Salvation Army's generalist case workers have engaged with 37 monsoon affected families on an ongoing basis. This service have be extended until 2021.	
<ul> <li>Establishment of local case</li> </ul>	Red Cross: Nil	Changes
coordination mechanisms (as required).	DCDSS: Categ	
	DRFA Category Commonwealth psychosocial su	ommunity organisations have been funded under A, which is jointly funded by the /State to provide the community with additional pport, generalist counselling, financial advocacy support.
		ergency Accommodation Townsville (FEAT) at counselling:
		ovided support to 13 new service users betwee April and 30 June 2020
		ve of these new service users identified as rSI
	• <b>O</b> r	ne of these new service users identified as CAL
		ue to declining numbers FEAT have declined Intinued funding as of 30 June 2020. Funding

Recovery Activity/Outcome	Update
	<ul> <li>North Townsville Community Hub (NOTCH) – generalis counselling:</li> </ul>
	<ul> <li>Provided support to 76 new service users betwee 1 April and 30 June 2020</li> </ul>
	<ul> <li>32 of these new service users identified as Aboriginal and Torres Strait Islanders people</li> </ul>
	<ul> <li>Two of these new service users identified as members of a culturally and linguistically diverse (CALD) community</li> </ul>
	• Funding continues until 2021
	Salvation Army - generalist case worker:
	<ul> <li>Provided support to 47 new service users betwee 1 April and 30 June 2020</li> </ul>
	<ul> <li>Funding continues until 2021</li> </ul>
	Townsville Women's Centre – generalist counsellor:
	<ul> <li>Provided support to 39 new service users between 1 April and 30 June 2020</li> </ul>
	<ul> <li>Providing ongoing case support to 27 individuals</li> </ul>
	<ul> <li>Funding continues until 2021</li> </ul>
	<ul> <li>Townsville Community Legal Service – financial counselling:</li> </ul>
	<ul> <li>Provided support to 45 new service users betwee 1 April and 30 June 2020.</li> </ul>
	<ul> <li>Three of these new service users identified as CALD</li> </ul>
	<ul> <li>Funding continues until 2021</li> </ul>
Projected outcome	
Community members have access to psychosocial support.	Status: Ongoing
Recovery activity	QLD Health's clinical service delivery and community engagement have at times been challenging due to COVID-19
<ul> <li>Additional outpatient services; theatre lists and other services to ensure provision of services to those affected (in addition to services provided to meet acute needs following the disaster).</li> </ul>	restrictions, with both clinical service delivery and community engagement taking the format of telehealth, predominantly in the Townsville area. Community engagement and clinical service delivery remaining relatively unchanged in the Western corrido (Hughenden/Richmond) with appropriate COVID-19 restriction being observed.
Public Health Units working with local councils to manage public health risks to the community.	<ul> <li>Flexible telehealth options are being provided to consumers, which has meant the development and learning of new ways to deliver counselling/therapy</li> </ul>
<ul> <li>Patients with existing chronic health conditions receiving regular care have their needs assessed and treatment plans modified accordingly.</li> <li>Implement mental health</li> </ul>	<ul> <li>With restrictions easing in the final part of the quarter, the team focused on re-connecting with stakeholders and the forward planning of community events for the second half of 2020, with a focus on NAIDOC week in November and Disaster Ready events across the</li> </ul>
recovery programs to disaster- affected communities, including individuals, carers, families, and volunteers, with mental health services and emotional	<ul> <li>Clinical outcomes continue to demonstrate improvements in the reduction of mental health symptoms and improvement in the consumer's function, subsequently reducing the number of sessions' required and the positive experience of the</li> </ul>

Recovery Activity/Outcome	Update
wellbeing support.	services provided by the team.
	• Through the team's unique establishment of both Child and Youth and Adult Clinicians together, the team has been able to provide systemic interventions and support to both families and individuals.
	• The entire QLD Health team have been accredited in Triple P Level 3: Primary Care with Children and Teens with a view to providing seminars across the THHS catchment area.
	<ul> <li>Support provided to Townsville, North West and Central West Disaster MH teams for child and youth mental health response, in context of COVID-19 restrictions and biosecurity measures.</li> </ul>
	<ul> <li>QCPIMH has contributed to health communications for parents of infants and young children across the state in the context of COVID-19 with the aim of reducing mental health impacts on parents and children and encouraging help-seeking.</li> </ul>
	<ul> <li>QLD Health Workers in conjunction with the Senior Child and Youth Clinician have been collaborating and developing culturally appropriate children's resources based on the Birdies Tree characters:</li> </ul>
	<ul> <li>Promotion of Birdie Tree material was provided to schools prior to the school holidays and COVID-19 closures, as well as the libraries in Hughenden and Richmond. Though the Hughenden library is not up and running again with appropriate measures in place as per COVID-19 guidelines</li> </ul>
	<ul> <li>Distribution of Birdies books complete in all LGAs apart from Aboriginal and Torres Strait Islander Councils.</li> </ul>
	<ul> <li>Promotional materials for Birdie's Tree universal resources updated to include pandemic-specific information.</li> </ul>
	<ul> <li>Birdie's Tree training program expanded and delivered to all Disaster MH and TRAIC teams across Queensland (one session remaining, scheduled for 13 August).</li> </ul>
	The impact of COVID-19 has not been as significant as first anticipated. Although, COVID-19 elevated the anxiety in different towns on the individual perception for each person.
	<ul> <li>Late June resignation of the Snr MH Clinician. A Snr MH Clinician is soon to relocate in Cloncurry and will cover the area including Julia Creek to support DRT service delivery.</li> </ul>
	<ul> <li>Continued attendance at Cloncurry, McKinlay and Carpentaria utilizing video technology where possible, focusing on 'staying connectedness" as theme of service delivery.</li> </ul>
	<ul> <li>Community events in Normanton tend to focus on the Indigenous community members (town based).</li> </ul>
	There have been no new referrals relating to the 2019 flood event for this reporting period. One referral from the previous quarter is still being actioned.

Recovery Activity/Outcome	Update			
Projected outcome				
Community members have access and are able to meet health needs (including mental health) arising from the disaster.		Status: Ongoing		
Recovery activity	UCQ:			
<ul> <li>Provision of information regarding availability of existing supports, services and additional community recovery services.</li> </ul>	Due to COVID-19, all training and face-to-face engagement h ceased for this quarter. We continue to participate in Local an District Human and Social Recovery Sub Groups and Local a District Disaster Management Group meetings via telelink/virt meetings.			
	<u>GIVIT:</u>			
	Is continuing to work closely with DCDSS to support the long- term recovery of impacted individuals and families where insufficient funds are available to repairs their homes to a habitable standard. As at 30 June 2020, GIVIT has provided assistance to 31 rebuild projects referred by DCDSS to the value of \$465,843. GIVIT has committed to provide assistance to a further 17 referrals from DCDSS at an estimated value of \$305,030.			
	Salvation Army	<u>r</u>		
	The Salvation Army Community Rebuild Project, Phase 2 Statistics as at 30 June 2020 • Twelve families (32 people) • Nine completed • Project Costs = \$84,469 • Three in progress <u>Red Cross:</u>			
	Successful bid for Category C funding to bring expert recover advice (Dr Rob Gordon and Associates) to north western Queensland communities, following success from a similar model in Townsville in 2019. Progress will depend on COV restrictions.			
		ment with Community Development Officers in ommunities to build relationships and ascertain nity needs.		
	Islander Taskfor	nues to chair Aboriginal and Torres Strait ce (sub H&S Committee). Taskforce has sues with COVID-19 and ATSI community.		
	Continued partic H&S sub-commi	ipation and reporting with LDMG, DDMG and ittees:		
	o To o To o Bu o Hin	wnsville DDMG (4) wnsville DDMG H&S (1) wnsville H&S (4) wnsville ATSI Taskforce (5) Irdekin LDMG (1) nchinbrook LDMG (2)) nchinbrook H&S (2)		
		9 restrictions, the Townsville Red Cross ram deliverables have slowed down.		
		Paul: Member of the Townsville Community led by Salvation Army and chaired by Bruce CC.		

Recovery Activity/Outcome	Up	date				
Projected outcome Community members have access			Ongoing			
to appropriate and coordinated social services.						
Recovery activity			ig Grants Program – see summary be	low.		
<ul> <li>Provision of funds for</li> </ul>		-	velopment Program:			
Community Development Officers (CDOs) in most of the			1 0 0	2,694.25		
significantly impacted		-	cipants in events (see note*)	31,233		
communities to support community-led initiatives,			munity Agencies participating in events	1,712		
facilitate linkages, collaboration		Number of hours developing resources and tools 1,062.5				
and partnerships between and across groups, support and		Number of hours on training and learning 172.75				
enable recovery and resilience	Nu	mber of Parti	cipants in training activities	794		
planning and focus on building upon the strengths and	Nu	mber of hours	s supporting FFG development	349.		
capabilities of the affected	Nu	mber of Parti	cipants in FFG Activities	18		
communities.	Nu	mber of hours	s on developing RR Plan	526.		
Flexible Funding Grants are available for projects aimed at	Nu	mber of Parti	cipants in RR Plan development	7,799		
driving recovery, building awareness and resilience within		jure includes cebook or em	participants who have engaged through ail.			
the most disaster affected LGAs.	•	and the con	nificant issues caused by the COVID-19 sequential impacts on families and com een continued developmental work acro	munities		
	•		and CHO Directives significantly curtai e communities and LGAs.	led trave		
	•		reported strong resilience within common of COVID-19.	unities to		
	•	projects to b	reported that they have had to rework so be delivered online rather than face-to-fa become virtual projects.			
	•	mentor 'The	ch, Flinders LGA engaged the services o Unbreakable Farmer - Warren Davies' n's farm business.			
	•	involving the as well as the	ocial media has been used very succes e production of an online home business ne local FM Radio station being used to d resilience content.	s video		
	•	to be noted mention is r	ration between agencies and councils or as highly successful and ongoing. Partie nade of the connections and shared pro ustry Recovery Officers.	cular		
	•		arly June has seen the reporting of more ivities and the resumption of some plann			
	•	COVID-19 o limiting grou	continues to have social distancing impa up activities.	icts		
	•	COVID-19 r reference g Plan – Reco	tone planned activities have not been m estrictions. The CDOs, (supported by th roups) are revising the Community Deve overy, in light of changeable restrictions nsure delivery of recovery support contir	e elopment and		

Recovery Activity/Outcome	Update	
	delivery of t Some LGAs re r	ts are being developed which will support the he intended outcomes. eporting that communities are starting to discuss and what this means to the community.
<i>Projected outcome</i> Communities can act autonomously to direct and contribute to their recovery process.		Status: Ongoing

## **Flexible Funding Grants**

The flexible funding grants program is for non-government organisations, local governments, industry groups and community groups to implement projects aimed at driving recovery, and building awareness and resilience within the disaster impacted communities.

First Round	
Number of applications received	135
Number of applications approved	68
Total value for round	\$4.46 million
Second Round	
Number of applications received	125
Number of applications approved	119
Total value for round	\$11.13 million

## Round 1

Flexible Funding Grants totalling \$4.464 million across 68 projects have been approved. The projects will continue to support and enable recovery, and contribute to building awareness and resilience.

- 100 per cent of the initial 90 per cent of payments to funded recipients have been made (10 per cent is kept in reserve).
- Two projects did not progress, all funding was returned to the department.
- Eight agencies have completed their projects. We are awaiting final project reports and Audited Financial Statements, which will trigger release of final payment.
- Eight agencies have completed their projects and submitted their final reports Final payment has been paid (1x Apr) (7x July 2020).
- Six projects have not submitted quarterly reports and these projects are being followed up.
- 31 projects have indicated that they have been affected by COVID-19. The full impacts are still being assessed – with Variation Agreements to extend project completion date.
- 16 projects are indicating that the project is on track in accordance with project milestones.

## Round 2

The second round closed on 4 May 2020. 119 applications have been approved and contracts are currently being finalised for disbursement of the initial 90 per cent of funding of \$9,136,058. It is expected that funds will be distributed in August as planned.

A summary of all successful grant recipients can be found at the following link: <u>https://www.communities.qld.gov.au/community/community-recovery/category-c-funding/category-c-far-north-queensland-north-queensland-monsoon-trough</u>

# **Building**

The Building Recovery Group (BRG) continues to meet to support recovery activities and identify coordinated solutions to any emerging issues on the ground. BRG members have been engaged in the LDMGS and provided data and information as available to support the development of recovery plans and rebuilding priorities.

Recovery Activity/Outcome	Update		
Recovery activity Finalise detailed building	Museum of Tropical Queensland project continues to progress toward practical completion by 21 January 2021.		
assessments on government building infrastructure.	External works are practically complete as of 30 June 2020. The site has been inspected and the project team is currently closing external defects.		
	In relation to internal works, scaffolding required for the first two of seven bays has been erected and works include the concurrent replacement of internal linings.		
	QBuild will continue progressing towards the successful delivery of this project with practical completion set for 21 January 2021		
	Phases		
	<ul> <li>P1 – Investigations (completed)</li> </ul>		
	• P2 – External Works (completed)		
	• P3 – Internal works (current)		
Projected outcome			
Development of a Prioritisation plan to allow government services to recommence (from alternate locations if required).	Status: These recovery activities are on track to achieve the projected outcome		
Recovery activity	Queensland Building and Construction Commission (QBCC) has provided residents with the tools and information they		
Facilitate community access to independent building repair	need to rebuild with confidence through services provided by QBCC, such as:		
advice.	<ul> <li>site visits, interviews and discussion</li> <li>frontline service including QBCC's call Centre</li> </ul>		
	<ul> <li>targeted social media campaigns</li> </ul>		
	the North Queensland Flood register		
	<ul> <li>specific flood related information 'How to rebuild after a natural disaster available on the QBCC website</li> <li>continued visits to sites in line with business as usual practices.</li> </ul>		
	To date QBCC have reached 375 sites which represents 53 visits since the previous report.		
	QBCC continues to engage as business as usual with Jobsites to ensure issues and concerns are discussed with appropriate advice is given.		

Recovery Activity/Outcome	Update	
Projected outcome Residents are able to make informed decisions when engaging contractors to undertake repair work.		Status: Completed. This activity will be closed off and no longer reported on.
Recovery activity		but the year QBCC have organised several social media
• Establish and promote a register of licensed building contractors and tradespeople. On closure of the register, enquires are directed to the 'Find a Local Tradie' search on the QBCC website.	<ul> <li>campaigns targeting homeowners such as: <ul> <li>how to engage a licensed contractor</li> <li>how to rebuild after a natural disaster</li> <li>how to spot a dodgy contractor.</li> </ul> </li> <li>QBCC held a Trade Road show in Townsville educating licens contractors.</li> <li>Through social media campaigns and promoting the North Queensland Flood register. This engagement has provided residents with the tools and information they need to find a QBCC vetted and licensed contractor. The North Queensland Flood register is still active on QBCC website with registered Trades and Contractors available, this initiative will remain open to the public. During the period 1 April to 30 June 202 there were 152 views. QBCC will continue to support residen as business as usual.</li> </ul>	
Projected outcome Residents and insurance companies are confident repair work will be conducted by an appropriately licensed contractor. Residents and insurance companies can easily select local contractors to support economic recovery of the region.		Status: Completed. This activity will be closed off and no longer reported on
<ul> <li>Recovery activity</li> <li>Deployment of building inspectors and compliance officers to conduct compliance observations and provide information to homeowners and licences about rebuilding after a flood.</li> </ul>	Through QBCC site inspections in combination with the North Queensland Flood register, social media presence and specific information on 'How to rebuild after a disaster' on QBCC's websites have provided residents and contractors direct access to information on how to undertake flood repair work that is compliant with regulations. This work will continue as part of the business as usual work program.	
Projected outcome Residents and contractors are able to make informed decisions to ensure repair work undertaken meets compliance standards.		Status: Completed. This activity will be closed off and no longer reported on.
<ul> <li>Recovery activity</li> <li>Support the development and implementation of local built infrastructure recovery plans.</li> </ul>	Building Recovery Group members have been engaged in the Local Disaster Recovery Groups and provided data and information as available to support the development of recovery plans and rebuilding priorities. The Local Disaster Management Groups have capability and capacity to manage built infrastructure recovery through the robust local networks with very few issues requiring escalation.	

Recovery Activity/Outcome	Update	
		s have ensured that information to support both and contractors is available to guide the rebuild
Projected outcome Recovery plans are underpinned by a strong evidence base and impact assessment data to establish regional rebuilding priorities and fast-track recovery.		Status: Completed. This activity will be closed off and no longer reported on.
<ul> <li>Recovery activity</li> <li>Determine the repair/rebuild approach for community assets.</li> <li>Develop and implement a recreational assets and community facilities recovery program.</li> </ul>	<ul> <li>Applications to the Sport and Recreation Disaster Recovery Program have been exhausted with \$905,461 funding provided to 194 organisations which assisted with immediate clean-up and recovery of sporting clubs and facilities and equipment to enable a return to normal activities.</li> <li>The Category C Disaster Recovery Funding Arrangements package, the \$20 million QRA Community Assets Program, \$13 million of which has been allocated for administration by DHPW, is ongoing with 39 approved reconstruction projects with a total value of \$12,331,542. These projects are located across six Local Government Areas and support the activities of football, cricket, shooting, golf, lawn bowls, horse sports, tennis, motorsports, cycling, Australian football, rugby league, softball and netball.</li> <li>A total of eleven projects have been completed in Richmond (tennis), Cloncurry (lawn bowls, shooting) and Townsville (hockey, football, PCYC, rowing, shooting, lawn bowls, tennis and golf) which have restored the facilities for use by the local communities. A further four projects are nearing completion.</li> <li>There has been limited disruption to project activities and delivery of works due to COVID-19 restrictions and club training activities recommenced following commencement of Stage 2 of the Roadmap to easing restrictions from 12 noon 1 June 2020. Full club activities resume upon commencement of Stage 3 of the Roadmap from 12 noon 3 July 2020.</li> </ul>	
Projected outcome Develop a repair/rebuild plan to allow for community access to recovery funds. Clean-up and restoration of flood damaged community and recreational facilities to achieve social recovery outcomes by ensuring leisure, sport and artistic activities are part of the fabric of the community.	The Febr	Status: These recovery activities are on track to achieve the projected outcome.
<ul> <li>Recovery activity</li> <li>Review identified Damage Assessments and Reconstruction Monitoring (DARMsys).</li> </ul>	Init if obtaining the recovery progress and challenges with further on-site inspections as a result of COVID-19. This activity can be closed off as completed.         Status: Completed. This activity will be closed off and no longer reported on.	
Projected outcome Residents are able to access validated data reflecting the progress of infrastructure		

Recovery Activity/Outcome	Update		
recovery.			
Recovery activity • Provide advice to regulators on the recovery of built infrastructure as a result of learnings from the Monsoon Trough event.	<ul> <li>Building Recovery Group (BRG) members remain vigilant to the needs of local and district groups and are available to provide support as required.</li> <li>1. Research has been conducted in relation to available information on the treatment of mould on tiled surfaces, with a particular focus on grout lines. This research has not uncovered any authoritative guidelines that will support the development of new factsheets for Queensland. Work is progressing on this matter.</li> <li>2. QBCC will maintain and continue to evolve the current process for deployment of event specific registers to support impacted communities. Experience gained from both the monsoon and bushfire events has helped to refine both deployment and communication processes to ensure effective local support to residents and contractors in impacted Local Government Areas.</li> </ul>		
Projected outcome Any identified improvements from disaster events will be provided to the appropriate entities as part of the 2019-20 BRG preparedness activities.		<ul><li>Q4 Status:</li><li>1. Recovery activities are on track to achieve the projected outcome.</li><li>2. Complete.</li></ul>	
<ul> <li>Recovery activity</li> <li>Maintain consultation with built environment stakeholders, peak industry bodies and industry to support locally-led recovery.</li> </ul>	To date there have been no significant escalation of local issues to the State level group. The BRG will continue to ensure collaboration and integration of communication and resolution activities when required. BRG members have continued to provide representation at local recovery groups, as appropriate.		
Projected outcome Information shared amongst relevant parties to allow informed actions to be taken.	Status: Ongoing		
Recovery activity • Investigate and address relevant insurance policy issues and ensure a compassionate response to affected businesses; working with the Insurance council of Australia and Economic Recovery Group.	The Insurance Council of Australia (ICA) are no longer collecting data for this event because the claims closure rate is nearly at 100 per cent. ICA understand a small number of claims may remain open as they are in dispute or awaiting finalisation of repairs. The ICA has not received any complaints or escalations since we provided the last update. Our focus has now turned to preparation for the upcoming summer, including providing support to Local Government and QRA in respect to disaster preparedness communications.		
Projected outcome Insurers are responding to customers experiencing hardship in a fair, timely and compassionate manner – providing residents with certainty to allow for their own recovery planning.		Status: Completed. This activity will be closed off and no longer reported on.	
<ul><li>Recovery activity</li><li>Align infrastructure development programs and activities (where</li></ul>	<ol> <li>242 contractors were engaged to return government assets to operational status; 99 per cent were local. The final reconstruction priority is associated with the Museum of</li> </ol>		

Recovery Activity/Outcome	Update		
possible) to complement economic reconstruction priorities.	<ul> <li>Tropical Queensland project.</li> <li>2) The North Queensland Flood register is still active on QBCC website with registered Trades and Contractors available, the register will remain open to the public.</li> </ul>		
Projected outcome Relevant infrastructure program and project owners investigate opportunities to support recovery priorities.		<ol> <li>Status: Q4:</li> <li>Use of local contractors in relation to these recovery activities are on track to achieve the projected outcome</li> <li>Complete</li> </ol>	

# **Roads and Transport**

This section of the report details recovery progress against recovery activities outlined in the plan on page 41. Significant progress has been made in achieving recovery objectives. All recovery initiatives are addressed in relation to the event time frame.

Recovery Activity/Outcome	Update
<ul> <li>Recovery activity</li> <li>Review existing Queensland Transport and Roads Investment Program (QTRIP) capital works plans to accommodate the Natural Disaster Program.</li> <li>Scope reconstruction program of works.</li> <li>Develop project delivery plans to achieve key tasks.</li> <li>Undertake reconstruction works.</li> </ul>	<ul> <li>At 30 June 2020, a total of 167 emergency works, immediate reconstruction works and reconstruction works submissions had been lodged with the QRA.</li> <li>A majority of Phase 2 (tender) reconstruction works submissions have been lodged with the QRA. At 30 June 2020, a total of 102 Phase 2 submissions had been lodged with the QRA, of which 51 had been assessed.</li> <li>Reconstruction works are underway. Following the lifting of COVID-19 travel restrictions in Cook Shire Council, delivery of impacted 2019 event repairs in Far North District has resumed.</li> <li>The reconstruction program is on track to be completed by 30 June 2021.</li> <li>Priority project sites include:         <ul> <li>Flinders Highway – pavement repair works were completed in December 2019</li> <li>Richmond–Winton Road – pavement repairs were completed in December 2019</li> <li>Alice River Bridge (Hervey Range Road) – bridge repaired and reopened two months ahead of schedule on 26 June 2019 and works completed in early July 2019</li> <li>Hervey Range Road (geotechnical) – emergency pavement repairs and slope stabilisation works are expected to commence in late August 2020</li> <li>Mount Spec Road (Paluma Range) – landslip repairs at nine sites completed in late July 2019. Tenders for further gotechnical treatments have been released to market and works are expected to commence in late August 2020</li> <li>Landsborough Highway (Winton–Kynuna) – pavement repairs commenced in early July 2020, with completion expected in late 2020</li> <li>Kennedy Developmental Road (Winton–Boulia) – pavement repairs commenced in early July 2020, with completion expected in late 2020.</li> </ul> </li> </ul>
<i>Projected outcome</i> Essential public assets restored.	Status: These recovery activities are on track to achieve the projected outcome.

Recovery Activity/Outcome	Update
Recovery activity <ul> <li>Develop and implement a Betterment program.</li> </ul>	<ul> <li>All 10 TMR betterment projects have been approved to proceed.</li> <li>Most works are underway or completed:         <ul> <li>Flinders Highway (Hughenden–Richmond and at Nelia) – both pavement resilience projects completed in December 2019</li> <li>Richmond–Winton Road – in situ stabilisation works completed in December 2019, with slope and margin works completed in June 2020. Works to seal a previously unsealed 10km section are expected to be completed in late 2020.</li> <li>Kennedy Developmental Road (Hughenden–Winton) – concrete batter works completed in June 2020, with pavement resilience works continuing on the southern section until late 2020</li> <li>Isabella Creek Bridge (Endeavour Valley Road) – bridge deck resurfacing works expected to be completed in late 2020</li> <li>Burke Developmental Road – pavement sealing and resilience works expected to be completed in September 2020</li> <li>Landsborough Highway (Winton–Kynuna) – foam bitumen stabilisation and drainage upgrades expected to be completed in September 2020.</li> </ul> </li> </ul>
Projected outcome Betterment program to improve the disaster resilience of flood damaged essential public assets.	Status: These recovery activities are on track to achieve the projected outcome.

## **Betterment**

Program	How program is contributing
Betterment	Administered by: Queensland Reconstruction Authority
Funding to restore and improve the disaster resilience of flood damaged essential public assets.	As at 30 June 2020, 94 projects have been approved at a combined Category D value total of \$93.2 million with payments to-date a total of \$38.5 million.
	Projects include close to \$12 million for two sections of the Flinders Highway between Hughenden and Richmond, as well as Richmond and Julia Creek that were severely damaged during the Monsoon Trough.
	\$3.9 million has been approved for the construction of a new bridge at Dalkeith Road in Flinders Shire Council to replace the flood-damaged causeway.
	More than \$2.6 million has been approved for stabilising and sealing for locations including Mill-Road, Bougainville, Ponderosa, Forestry Roads and Purono Parkway in Townsville that were severely damaged during the North and Far North Queensland Monsoon Trough. This will maximise the life of the improved asset(s) and improve their resilience in future weather events.
	Approximately \$4.9 million has been approved within McKinlay Shire Council for the sealing of sections of Gilliat-McKinlay Road and \$3.2 million approved within Douglas Shire Council for concreting of severely damaged section of Cape Tribulation-Bloomfield Road.
	COVID-19 impact
	Queensland Reconstruction Authority (QRA) is working with local councils to understand the impacts of COVID-19 on programs and any delays to schedules of works.
Water and Sewerage	Administered by: Queensland Reconstruction Authority

6 9	Funding to support local governments' restoration costs for event damaged water and sewerage infrastructure.	As at 30 June 2020, 11 projects have been approved to the value of \$5.8 million. Approximately \$4.5 million has been approved for the repair of water mains, valves, switchboards, pump stations and pipes in the Townsville area.
	Clean-up and Repairs of Community Assets (local governments and state agencies)	Administered by: Queensland Reconstruction Authority
	Funding to support local governments and state agencies to clean-up and repair recreational assets and facilities damaged by the Monsoon Trough that are considered ineligible for DRFA Cat B restoration funding.	As at 30 June 2020, 22 projects have been approved to the value of \$5.2 million. More than \$1.6 million of fund has been approved for walking trails and tracks within National Parks areas across four Local Government areas. More than \$2.1 million of funding has been approved for pontoons, pathways and parks within the Townsville area.

## Economic

The ERG continues to meet to support recovery activities and identify coordinated solutions to any emerging issues on the ground. Given the current COVID-19 restrictions, on the ground impacts are being experienced by communities which are also impacting on the delivery of recovery programs. These are indicated where information was available.

Recovery Activity/Outcome	Update				
<ul> <li>Recovery activity</li> <li>Support small businesses with tools and resources to</li> </ul>	The Queensland Small Business Recovery Centre (QSBRC) continues to provide tailored support for impacted small business owners, five days a week. The team transitioned to working remotely on 23 March 2020 due to the impact of COVID-19 and this continued throughout this reporting period.				
facilitate economic recovery	COVID-19 Impact				
and resilience, including: – establishing a small business recovery centre	Emergency Management Australia (EMA) has advised that it supports the delivery of COVID-19 assistance advice to any business affected by the 2019 Monsoon Trough through initiatives established under the joint Commonwealth - State Disaster Recovery Funding Arrangements.				
<ul> <li>raising awareness of availability of counselling services</li> </ul>	At a practical lev and mental healt Monsoon Trough	h services work	king to help bu	sinesses recove	r from the
<ul> <li>establishing a rental recovery hub to assist real estate industry</li> </ul>	Monsoon Trough and bushfires will now incorporate support and advice for COVID-19-related issues. Between 1 March and 30 June 2020, all 1877 QSBRC Clients were contacted by phone to provide guidance and support on the assistance available for Monsoon Trough impacted small businesses who were now suffering the impacts of COVID-19.			were contacted by	
<ul> <li>implementing Go Local campaign</li> </ul>					
<ul> <li>developing and implementing a Skilling Queenslanders for Work package to assist in the</li> </ul>	The QSBRC was Resilience Austra		inate for the Q	ueensland Cha	oter of the
clean-up and rebuilding of Townsville and		Total		Total	Reporting
surrounding areas.		1 Feb 2020	Reporting Period	1 Feb 2020	Period Increase
<ul> <li>Develop communications tools for businesses to</li> </ul>	Item	30 Mar 2020	Total	30 June 2020	Increase
ensure information is available to small businesses,	Phone calls	3772	2929	6701	77.65%
including Aboriginal and Torres Strait Islander-owned businesses.	Clients	1734	143	1877	8.25%
	Unique Visits to SBRC	1576	0	1576	0.00%
	Mentoring Sessions	232	13	245	4.26%

Recovery	Activity	y/Outcome
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•				
Outreach Engagement*	810	0	810	0.00%
Engagement	010	•	0.0	0.0070

#### Go Local

Engine Group were engaged to conduct regional feedback regarding the perception and understanding of the Go Local messaging during this March 2020. The Consultation report has been received and will be presented to the QSBRAC for consideration during discussion of proposals for the Go Local program at the July meeting.

Subject to Ministerial endorsement, the BISP Operational Plan includes a \$1 million budget allowance to establish a LGA based grant program for lifting existing and implementing locally led initiatives, targeting/leveraging local and regional supply chains, celebrating local businesses, encouraging consumers to purchase locally through behavioral change and the delivery of networking and community events.

Three proposals for this program have been received and are to be considered by the Queensland Small Business Recovery Advisory Committee (QSBRAC) for endorsement from Townsville Chamber of Commerce, Hinchinbrook Chamber of Commerce and McKinlay Shire Council totalling \$340,000.

A forward schedule of events/engagements is being maintained where opportunities to promote and raise awareness of the Go Local brand are presented. Proactive research and stakeholder feedback are constantly being gathered to identify opportunities to engage and support small business owners to recover, boost resilience and use Go Local communications to grow the local economy and support community recovery.

Correspondence requesting an extension of the DRFA Business and Industry Support Package through until 31 December 2021 due to the impacts of COVID-19 upon delivery has been drafted and approved by the Director-General.

#### **Business Mentoring and Coaching**

As at 30 June 2020, 245 small business owners had accessed free mentoring under the Department of Small Business, Employment and Training (DESBT) Mentoring for Growth program. This service is tailored to the needs of the individual business owner.

The QSBRC Team continue to support mentees and manage the mentoring program with support from the Central Mentoring for Growth team if required.

The mentor recruitment drive has commenced and will be ongoing through the lifecycle of the program with six mentor registrations or reactivations in this reporting period.

Due to COVID-19 social distancing restrictions, mentoring moved from face to face to online delivery. This has proved difficult for some technically challenged small business owners and those in rural locations with poor connectivity.

The QSBRC recently facilitated psychological first aid training and was open to all registered mentors and staff within the Townsville region.

The course was delivered in two sessions via webinar through Lifeline Corporate Training. Training incorporated modules covering:

- Accidental Counselling focusing on development of 0 interpersonal and communications skills and building confidence utilising these skills
- Handling Challenging Calls and Behaviours focusing on how 0 to respond appropriately to a range of emotive scenarios in either face to face or telephone contexts
- Mental Health Chat focusing on developing increased 0 awareness and skills on how to recognise, response and refer when supporting someone who is experiencing mental health challenges.

Recovery Activity/Outcome	Update
	There were 34 registrations for the training with 31 completions. Further psychological first aid training and capacity development training for mentors will be delivered in the latter half of 2020.
	Correspondence requesting an extension of the DRFA Business and Industry Support Package through until 31 December 2021 due to the impacts of COVID 19 upon delivery has been prepared for Director-General approval. It is anticipated that that programs under this funding stream will continue through until 31 December 2021.
	Business Development and Support
	The communications plan for the Business and Industry Support Package has been developed and will be presented to the QSBRAC Members for review at the August 2020 meeting.
	The plan has been developed by the QSBRC Team in conjunction with DESBT Communications and Media team and has been developed from consultation and feedback:
	QSBRAC Members and Observers
	<ul> <li>2019 Back on Track Better Business Roadshow communications review and learnings</li> </ul>
	• The Engine Group Consultation Report from the findings of the research project into the Go Local branding, the opportunities and themes arising from the PVW report in the DESBT response to the Monsoon Trough
	<ul> <li>Thriving Communities Partnership research project into the 2019 North and Far North Qld Monsoon Trough event and associated recovery response</li> </ul>
	Planning for 2020 Back on Track – Better Business roadshow has commenced with a weeklong engagement exercise with regional Councils, Chambers and Peak Industry bodies now planned for August 2020.
	The planning roadshow will allow open discussion with key stakeholders in each town to review the outcomes and findings of the 2019 Back on Track roadshow relevant to their town and to ensure the successful locally-led approach continues through town-centric placed based delivery addressing the specific needs of their communities' businesses.
	The full 2020 Back on Track Better Business roadshow is planned to commence in mid-October and continue through until early December 2020.
	Simplicit, a research company was engaged through the Thriving Community Partnership to conduct a research project and develop a journey map to help understand the experiences of the people living in North Queensland negatively impacted by the 2019 North and Far North Queensland Monsoon Trough
	This project aims to provide tangible, actionable and cross-industry improvements to help those people impacted by natural disasters in accessing tailored support and services and develop resilience toward future events.
	With the support of the QSBRAC, the QSBRC team facilitated introductions to small business owners for the project. The final report has now been released and identifies the crucial role the QSBRC played in the response period.
	The report also identifies several key opportunities for effective, immediate and enduring recovery of business following a disaster to support local economy and whole-of-community recovery.
	These include:
	<ul> <li>Explore opportunities to provide small business financial mentoring and services to assist with the development of disaster action plans pre- disaster.</li> </ul>

Recovery Activity/Outcome	Update		
	networking to knowledge sł Continue to e businesses a Explore how business owr (i.e. a relucta off and there Explore oppo financial assi The Business and Ind Ministerial approval, d address a number of t Correspondence requi	<ul> <li>increase resilience naring etc.</li> <li>explore ways to imp nd streamline the a we might better resident to accept that nce to accept that fore more deservin intunities to provide stance (including con- ustry Support Pack eveloped in collaboon hese opportunities.</li> <li>esting an extension ugh until 31 Decem</li> </ul>	support in identifying and access ompletion of grant applications). age (BISP) Operational Plan, sul oration with the QSBRAC propose
	DESBT SMALL BUSI REPAIRS GRANTS U		RECOVERY RESILIENCE AND
	Grants are for the resi engage a business me strengthening their ma positioned to grow and	lience stream. Und entor, a digital spec irket share now and d thrive. Repair grai r equipment repairs	mall Business Disaster Recovery er this stream, small businesses ialist or a financial planner to ass d into the future, so they are bette nts allow small businesses to atte s essential to resuming operation
	Grant applications rec		
	Grant applications app Grant applications to b		
	Total approved funding	g	\$2,8
	Approved Grants by	Location	
	Burdekin	7	
	Carpentaria	2	
	Charters Towers	7	
	Douglas	8	
	Flinders	2	
	Hinchinbrook	3	
	Richmond	2	
	McKinlay	1	
	Townsville	263	
	Applications by Dive		
	Women in Business		124
	Culturally and Lingu	-	19
	People with a Disat	-	6
	Seniors in Business		22
	Young People in Bu		30
	Indigenous Owners	nıp	11

**Recovery Activity/Outcome** 

## Update

#### **COVID-19 impact**

Due to the impact of COVID-19 there has been notable increase in uptake of Small Business Disaster Recovery resilience and repairs grants resulting in a shortfall of allocated funding to meet the current and future demand under the original funding allocation of \$3 million.

A review of the program expenditure in May 2020 identified that due to several programs in the Business and Industry Support Package Operational Plan (BISP–OP) being impacted by COVID-19 restrictions there was underspend in the following funding tranches:

- o Business Mentoring and Coaching
- Business Development and Recovery Support
- o Go Local
- Small Business Recovery Centre.

Following consultation with several QSBRAC members, QRA and approval from Emergency Management Australia, to address the demand for grants the Deputy Director-General, Engagement approved the re-allocation of \$250,000 from the following DRFA funding streams to increase the funding for the resilience and repairs grants stream by \$1,000,000.

- o Business Mentoring and Coaching
- o Business Development and Recovery Support
- Go Local
- o Small Business Recovery Centre

The funding re-allocation has been included within 2020-2021 Department budget.

There is expected to be no challenges in the successful completion of this program by 30 June 2021 due to COVID-19.

#### Resourcing

The current resourcing structure is as follows:

Townsville - reporting Director, Customer Partnerships

- 1 X FTE A08 Small Business Recovery and Resilience Champion
- 1 X FTE A06 Customer Care Manager
- 1 X FTE A05 Senior Project Officer

0.6 x TE A05 Senior Project Officer

Brisbane - reporting to Director, Delivery, Investment

1 X FTE A06 Grants Officer - currently engaged until 30 June 2020

1 X FTE A04 Grants Officer - currently engaged until 30 June 2020

A contingent labour resource – DRFA Senior Communications commenced 22 April 2020 tasked with the development and initial delivery of the DRFA BISP Communications Plan.

DESBT has partnered with DITID to develop a suite of business resilience resources and diagnostic tool. It will have a strong tourism focus but will also cover resilience and preparedness information for all Queensland small businesses. The project is being funded by the Australian Government to support recovery and resilience following the 2019 Monsoon event.

The focus of the support will include flood preparedness. The procurement solution for the business resilience tool was finalised in the Jan-March quarter with Earthcheck appointed to develop the content and business logic for the tool.

Recovery Activity/Outcome	Update	Update			
	The first offering is scheduled for delivery in the following Apr-Jun quarter.				
<i>Projected outcome</i> Fast-tracked small business recovery is supported.		Status: Ongoing			
<ul> <li>Recovery activity</li> <li>Disseminate information to local governments to provide options for approval processes (e.g. temporary local planning instruments).</li> </ul>	LGAs are able to participate via membership of the Small Business Recovery Advisory Council (SBRAC).				
Projected outcome Streamlined processes reduce red tape and boost local government recovery.	Status: Ongoing				
<ul> <li>Recovery activity</li> <li>Work with insurance and banking sectors to ensure compassionate and fair dealings with affected businesses.</li> </ul>	The Queensland Small Business Champion actively referred a number of Townsville small business insurance disputes to Australian Financial Complaints Authority (AFCA). While some small business insurance disputes have been satisfactorily settled with AFCA's assistance, the first of AFCA's determinations has yet to be made. The response from the Treasury on the ACCC Northern Australia Insurance Inquiry report and recommendations is still pending. The outcome of the AFCA insurance dispute determination is still pending.				
Projected outcome Businesses are provided with certainty on banking and insurance matters and can plan for their own recovery.	Status: Ongoing				
<ul> <li>Recovery activity</li> <li>Ensure councils and other agencies are provided relevant information – including legislative requirements – for tendering processes.</li> </ul>	Extensive public campaigning encouraged local industry interested in supplying to the Townsville Flood Disaster Reconstruction Works to register their interest against the appropriate work packages. This has been ongoing and will be closed off as an activity.				
• Ensure local suppliers have relevant information and support to maximise their opportunities to gain government work/contracts.					
Projected outcome Local suppliers are afforded the opportunity to participate in and are engaged with the economic recovery process. Build local skills and deliver		Status: Completed			

Recovery Activity/Outcome	Update				
jobs and revenue for local industry and businesses.					
Recovery activity	<b>DestinationQ Events Conference</b> This program is complete for FY 2 2019/20 and close out status was reported on				
<ul> <li>Support tourism recovery by:</li> </ul>	in previous quarterly report. Currently commencing wrap up activities including a evaluation still to be undertaken on this program. Other aspects are complete. Planning is underway for a planned DestinationQ event for September 2020. Other tourism activities are provided below under the Activity 'Implement a				
<ul> <li>Tourism and Events</li> <li>Queensland (TEQ) to</li> <li>developing and</li> </ul>					
implementing a marketing campaign to promote the region to key domestic markets.	range of initiatives to boost tourism and support tourism operators in the impacted areas – funded under DRFA.'				
<ul> <li>developing and implementing resources to support tourism businesses.</li> </ul>					
<ul> <li>supporting iconic events in impacted areas.</li> </ul>					
Projected outcome					
Increase in visitor numbers and generation of tourism spend.		Status: Ongoing			
Recovery activity	Exceptional Disaster Assistance Loans:				
<ul> <li>Facilitate the identification and analysis of additional</li> </ul>	Number of approved applicants: 6 Value of approved loans: \$4,345,400				
economic stimulus opportunities highlighted by local governments and other stakeholders.					
Projected outcome					
Economic recovery is fast- tracked.		Ongoing			
Recovery activity		monsoon event, conditions in this region, have for the most part, been is much of the rest of Queensland due to the drought. Restocking in the			
Work with industry to seek contributions and/or discounted materials/supplies to compare to co	region ha	as therefore been slower as it is difficult to get more stock to restock my producers will be required to rebuild their herds organically which will			
to support targeted recovery efforts.	QRIDA has approved 174 applications under this program valued at \$47.55 million. This represents a further 23 applications approved and valued at \$9.15 million since last quarter.				
Projected outcome					
Business recovery is fast- tracked.		Status: Ongoing			
Recovery activity	(cattle ya	nains had returned to normal, with infrastructure repairs on property rds and farm roads) and across the region (e.g. local roads and			
<ul> <li>Establish key working groups to facilitate recovery, including:</li> </ul>	highways) facilitating the transport of livestock by road and rail to major selling centre, meat processing works, feedlots and ports. However, COVID-19 has introduced market uncertainty and instability, with cattle prices increasing rapidly in early March 2020 but dropping considerably by mid-April 2020. Live export to key markets such as Indonesia and Vietnam has been interrupted as port entry measures were implemented in Darwin and Townsville, and demand has declined as these countries implement COVID-19 containment strategies such				
<ul> <li>a supply chain working group to facilitate a</li> </ul>					

and the second s

Recovery Activity/Outcome	Update				
streamlined framework for industry to access necessary transport permits	as the closure of fresh meat markets, restaurants and street-side food vendors. Both the high-end of cuts, such as premium Wagyu cuts usually trading into the restaurant trade, and lower-value products have been impacted. Business operations have not been able to return to normal.				
<ul> <li>a fencing, restocking and agistment working group.</li> </ul>					
<ul> <li>Facilitate other key supply chain solutions, including dredging to address siltation issues at Karumba Port.</li> </ul>					
Projected outcome		Status: Mac o	completed bas	reamand as an issue during COVID 10	
Supply chains are re- established and business operations can return to normal.	Status: Was completed, has reemerged as an issue during COVID-1 at the time of reporting. This will be closed off and no longer reported on under Monsoon but may be used to inform COVID-19 impact reporting.				
<ul> <li>Recovery activity</li> <li>Queensland Government program and project owners to investigate opportunities to support recovery.</li> </ul>	An update on Grants and other activities funded by DRFA has been included in the DESBT report above.				
Projected outcome					
Government programs and activities complement economic recovery priorities.	Status: Ongoing				
Recovery activity		The Special Disaster Assistance Recovery Grants are administered by the QRIDA and are detailed below.			
<ul> <li>Implement small business grants program to assist with business plans, re-training and coaching, additional</li> </ul>	Entity	type	Approvals	Approved amount	
financial counselling and advisory services, and	Prima	ry Producers	2193	\$111,656,270.41	
explore new options for sustainability and resilience – funded under DRFA.	Small	Business	756	\$12,278,711.30	
	Non-F	Profit	111	\$1,730,037.81	
	Category	<sup>v</sup> C grants exten	ded through u	ntil 30 June 2020.	
Projected outcome					
Small business owners are provided a helping hand to provide a range of services to boost recovery and increase resilience.	Status: These recovery activities are on track to achieve the projection outcome.			vities are on track to achieve the projected	
Recovery activity		Crisis Commu ations- RTOs:	inication Too	lkit for Regional Tourism	
<ul> <li>Implement a range of initiatives to boost tourism and support tourism operators in the impacted</li> </ul>	This activity is essentially completed as the final phase under the funding relate to making the resource available through an online platform, in this instance SharePoint. This is now completed too and now provides a highly accessible ar easy-to-use online version of the toolkit to improve useability and accessibility.				

Recovery Activity/Outcome	Update			
	<ul> <li>Project start-up activities, including scoping, development of Project Plan and Stakeholder engagement strategy have commenced. Formal engagement with the 39 LGA's in north and North West Queensland has commenced.</li> <li>Project management and delivery activity has commenced and will be ongoing</li> <li>Collate tourism inventory GIS data including existing tourism products, experiences and infrastructure, climate variables, and economic data for analysis from state government, local government and other sources.</li> </ul>			
	Market demand and economic analysis			
	Analysis of consumer market demand, trends and other market considerations in each of the five Key tasks is underway and/or completed include:			
	<ul> <li>scoping of market demand analysis</li> <li>reviewing the five Regional Tourism Organisation Destination Management Plans to identify background to tourism in the region, tourism priorities and 'hero' assets</li> <li>gathering socio-economic spatial data at SA2 level and allocated the share of GVA/jobs etc to tourism in the regions in question</li> <li>providing information for development of mapping to be included in project GIS portal</li> <li>investigating the most efficient methods to obtain tourism asset data from Google</li> <li>analysing consumer market demand, trends and other market considerations</li> <li>conducting economic analysis of tourism assets/asset classes</li> <li>analysing climate impact on tourism asset classes</li> <li>conducting five stakeholder engagement workshops with RTOs and LGAs and additional stakeholder meetings in North &amp; North-West Queensland.</li> <li>developing and confirming user stories for platform development</li> <li>identifying tourism opportunities and prioritisation process</li> <li>developing a platform to analyse tourism resilience opportunities and information gaps</li> <li>confirming the platform specification with DSDTI - No expend to 30 June 2020.</li> </ul>			
	Platform development			
	Finalise Platform development and reporting - No expenditure to 30 June 2020.			
<i>Projected outcome</i> Tourism numbers and money spent in impacted regions remain steady.	Status: Ongoing - project has an extension until June 2022.			
Recovery activity	Preparation of agreed project and engagement plan.			
Tourism Business Resilience Program	<ul><li>Desktop review of existing business resilience resources.</li><li>Preparation of pre-storm season tourism checklists.</li></ul>			
Part 1 - Assist tourism businesses to increase their resilience and support longer- term disaster/crisis response and recovery	Mapping and gapping report on current risk, resilience and diagnostic resources.			
The elements of this program include:	<ul> <li>Development of a draft question set as the basis for the diagnostic tool.</li> </ul>			
<ul> <li>resilience audits for businesses in impacted regions</li> </ul>	Preparing for 'soft launch' in August 2020, with 'hard' launch for September 2020.			

Recovery Activity/Outcome	Update				
- online tools and resources.					
Projected outcome		Status: These recovery activities are on track to achieve the projected outcome.			
Tourism Business Resilience online tool on Business Queensland website to assist tourism sector operators with business continuity and support through referral pathways.					
	Exceptio	al Disaster Assistance Loans: No change since Quarter 3			
Recovery activity	Number	approved applicants			
<ul> <li>Enhanced concessional loans         <ul> <li>funded under DRFA.</li> </ul> </li> </ul>	Value of	pproved loans \$4,345,400			
Projected outcome					
Primary producers can apply for loans of up to \$1 million, providing financial certainty and stability.	Status: These recovery activities are on track to achieve the poutcome.				
Recovery activity	Freight S	ıbsidies:			
	Number of	approved restocking applications 55			
<ul> <li>Enhanced freight subsidies scheme – funded under</li> </ul>	Value of	oproved restocking subsidies \$529,47			
DRFA.	Number of approved agistment applications 6				
	Value of approved agistment subsidies \$46,566				
	Note these are cumulative totals to date				
	Uptake has been slow from primary producers as pasture response has not been favourable due to the drought. Given this, the program will most likely to be underspent considerably. As the Western IRO program has been well received by local government and communities funding from the freight subsidies has been approved to be used to extend the IROs.				
<i>Projected outcome</i> Primary producers can afford to restock their depleted herds.		Status: These recovery activities are on track to achieve the projected outcome.			
Recovery activity	Industry	Recovery and Financial Counselling:			
<ul> <li>Industry Recovery Officers</li> </ul>	Number	direct engagements producers 1850			
and Financial Counsellors –	Number	producers reached through media 478,000			
funded under DRFA.	Industry Recovery Officers and Financial Counsellors				
	The North West Industry Recovery Officers, Coastal Recovery Officers and Rural Financial have been fully engaged with primary producers within their respective areas.				
	Financial councillors are working with small businesses and producers and have provided				
	financial analysis				
	<ul> <li>support with grant applications and negotiations with financial institutions QRIDA and Centrelink</li> </ul>				
	<ul> <li>referrals for legal and accounting advice, welfare and social support and mental health and government.</li> </ul>				
	They continue to provide information and other support. 256 primary producers have accessed the service. 188 small business have received small business financial counselling.				

**Recovery Activity/Outcome** Update Western Queensland IROs (employed by DAF) have engaged with livestock owners across Flinders, Cloncurry, Winton, Carpentaria, Burke and McKinlay Shires. The IROs continue to make contact with a large proportion of landholders through phone calls, emails, web interfacing and face-to-face interactions where social distancing can be maintained. IROs have ensured that landholders are aware of, and accessing, QRIDA grants to rebuild their businesses. They have assisted livestock owners to complete QRIDA submission forms and assisted in appeals processes where livestock owners have been deemed ineligible. They have helped QRIDA and RFCS staff by streamlining the interactions, paperwork and processes between their staff and livestock owners. Local government have been supported in delivering their recovery plans through developing strong partnerships with the Shire CDOs, collaborating on event planning that build social cohesion across the rural and town community. Local government have been kept up to date through IROs speaking at Council meetings, including meeting with Mayors and CEOs to provide updates. IROs have strengthened recovery efforts by collaborating with DAF beef extension officers in planning and delivering events, for example cattle production days within the Gulf. The Beef extension team have noted how valuable it is to have the IROs located across the north-west and accessible by graziers. The provision of the IRO service allows the extension staff to focus on delivering animal production, pasture recovery and business resilience outcomes to industry instead of helping to complete DRFA grants. Mental Health outcomes are supported by the IROs ensuring landholders are aware of the services available, and connecting people with suitable providers. The North Queensland Drought and Flood Recovery Agency and other service providers have found the IRO service to be invaluable in helping to plan and deliver effective consultation with industry across the north-west. The Western IRO program has been well received and has been extended until 30 June 2021. **COVID-19 Impact** All IROs are now also Agricultural Coordination Officers to assist local government and agricultural businesses with the impacts of the COVID-19 pandemic. The IROs have received numerous enquiries in regards to agricultural workforces, markets and travel restrictions. **Coastal IROs** The DAF contract with the Queensland Farmers Federation (QFF), which covered the employment of the Coastal IROs ended on 28 February 2020. Projected outcome Status: These recovery activities are on track to achieve the projected outcome. Primary producers are provided the support they need to boost resilience and sustainability.

# Environment

This section of the report details recovery progress against recovery activities outlined in the plan on pages 48 - 49. All recovery initiatives are addressed in relation to the event time frame.

Recovery Activity/Outcome	Update	e	
Recovery activity • Work with mining and industrial operators to assess non-compliance, issue temporary emission licences and ensure recovery actions are environmentally safe.	<ul> <li>Post 19/20 wet season site monitoring and assessment has been undertaken by the three parties and the report from this should be received by DES in the near future.</li> <li>Site rehabilitation, monitoring and validation of remediation works will continue to be a focus for the 20/21 financial year.</li> <li>DAF worked with the landholder on the reintroduction of stock to the impacted paddock. Stock had blood samples taken when they were introduced to the paddock and the same stock were sampled when they were removed 94 days later. All of the stock returned blood lead levels less than 0.24 umol/l, the trigger value for meat contamination in the food standards code.</li> </ul>		
Projected outcome Mining and industrial operations are back in operation and fully compliant with environmental approvals. Penalties incurred where appropriate.		Status: Ongoing.	
Recovery activity • Work with responsible parties for the Nelia Train Incident – to ensure recovery action carried out is environmentally safe and the community is well informed of impacts and response.	Post 19/20 wet season site monitoring and assessment has been undertaken by the three parties and the report from this should be received by DES in the near future. Site rehabilitation, monitoring and validation of remediation works will continu focus for the 20/21 financial year.		
Projected outcome Salvage and clean-up operations are controlled, environmentally safe, and do not cause further unnecessary damage to the environment.		Status: Ongoing.	
Recovery activity • Conduct ecological assessment and recovery actions for impacted native wildlife; including monitoring and reporting for turtle and dugong strandings through the StrandNet database.	Due to the COVID-19 pandemic the annual macropod population surveys were not completed. No significant increase in marine stranding numbers observed or reported. This component of the recovery action has now concluded.		
<i>Projected outcome</i> Impacts to native wildlife and associated habitats minimised.		Status: Ongoing.	

Recovery Activity/Outcome	Update The site is fully operational. This activity is completed and will no longereported on.			
<ul> <li>Recovery activity</li> <li>Rebuild and/or repair of remote damaged automated stream gauging and water quality stations and associated infrastructure via DRFA funding.</li> </ul>				
Projected outcome Critical state water management infrastructure restored.		Status: Ongoing.		
Papavary activity	<u>Conwa</u>	y National Park – Kingfisher Walking Track		
<ul> <li>Recovery activity</li> <li>Assessment, prioritisation and restoration of damaged infrastructure in</li> </ul>	end of interna	al of bridge structures by contractor expected to be completed by August 2020. Realignment of walking track has been reviewed Ily within the region with works to be undertaken as per nendations.		
national parks, state forests and protected	Conwa	y National Park walking tracks and Mountain bike trail		
marine areas via DRFA funding.	QRA approved submission to value of \$356,400. Works expected to be completed by 30th June 2021. Procurement process for contractors to deliver works is currently underway with works to occur in first half of 20/21 financial year and is expected to be finalised after the wet season.			
	Town Common Conservation Park			
	QRA approved submission to value of \$364,520. Works expected to be completed by 30th June 2021. Procurement process for contractors to deliver works is currently underway with works to occur in first half of 20/21 financial year and expected to be finalised after the wet season.			
	Cape Pallarendra Conservation Park			
	Engineers report recommended replacement and repairs to rooves were required; however, damage wasn't attributed to the 2019 flood event and is not claimable under QGIF claim. The region will submit a minor capital bid for funding to cover repair works. Internal water damage to ceilings, walls, painting and carpet replacements is covered by QGIF claim. Procurement for internal repairs will progress in due course.			
	Magne	tic Island NP		
	Anticip	specifications nearing completion. Tender documentation in draft. ated release to market in next two months. On-ground works ated to commence in Q4 2020.		
Projected outcome Critical protected area		Status: Ongoing.		
infrastructure restored.				
<ul> <li>Recovery activity</li> <li>Weeds and pest management programs via approved DRFA funding.</li> <li>Part A: parthenium control</li> </ul>	<ul> <li>Progress is continuing for Part B: Regional Invasive Species Prog COVID-19 restrictions to remote areas minimized and works now On-site inspections are planned with each of the delivery agents in and September.</li> <li>The Regional Invasive Species Program was provided an extension</li> </ul>			
program for Flinders is an urgent recovery activity to ensure weeds are addressed before seeding occurs.				

## Recovery Activity/Outcome

#### Part B: package of works implemented through relevant regional NRM organisations for ongoing integrated control of pests and weeds.

Update

delivery agents have accepted this extension (Southern Gulf and Northern Gulf).

The Environmental Recovery Program received an additional \$10 million in reallocated funds in July 2020 and the working group is in the process of contacting delivery partners and conducting site inspections to determine additional works. An Assessment Panel meeting is scheduled for 20 August 2020.

Delivery Agent	LGA	Comment
Desert	Winton	50% of works completed to date
Channels NRM	Flinders	Flinders Council and landholders have distributed 10.74 T of baits ov 65 properties, and Winton Council distributed 2.3 T of baits. 1 aerial shooting event completed over 5 days; and the dogger is now targeti properties who didn't participate in aerial baiting.
		Over \$100k in chemicals have bee delivered to properties, with follow site visits to manage activities.
		A total of 40 photo monitoring sites established.
Southern Gulf NRM	Mount Isa Cloncurry	4 projects are >50% complete for Mesquite and Prickly Pear control programs
	Carpentaria	5 projects >10% progressed for Mesquite, Rubber Vine, Parkinsonia and Bellyache bush.
		3 projects still require agreements with landholders to be finalised that had been halted due to COVID-19 restrictions. Works are now progressing.
		1 project is following on from Flinde SC Emergency Response Program for Parthenium Weed which is due begin early 2021.
		Integrated aerial baiting for feral pig occurred in early June with over 10,000kg of bait applied across the regions. The dogger has visited 17 properties since January and trappe 60 dogs to date.
Northern Gulf RMG	Carpentaria	Carpentaria Shire Weeds program 45% complete, with landholder education, awareness and surveillance programs finalised. On ground bark treatments have now commenced.
		Two rounds of dog baiting have occurred to date, and aerial pig culling program is set to begin this financial year.

Minimise the impact of pest

Projected outcome

Status: These recovery activities are on track to achieve the projected outcome.

Recovery Activity/Outcome	Update			
and weed seed spread.				
<ul> <li>Recovery activity</li> <li>Provide assistance measures through DRFA funding to:</li> <li>work with local landholders to identify environmental impacts through improved mapping/data collection and implement urgent streambank and riparian works (Stage 1);</li> <li>address coastal erosion;</li> <li>work with local landholders to address additional streambank</li> </ul>	<ul> <li>The Environmental Recovery Program was provided an extension of t due to delivery risks from Covid-19 impacts. A 12 month extension was provided to the Stage 1 Riparian Urgent Works and Stage 2 Riparian Works programs, with the activity end date now 30 June 2022 (as required); and Coastal Works programs were provided a 6 month extension of t o 31 December 2021 (as required).</li> <li>Stage 1 (reconnaissance and Riparian Urgent Works Program):</li> <li>Riparian Reconnaissance: 16 projects were recommended by the Assessment Panel at a value of \$989,320. All projects completed December 2019, and close out is now being prepared. Note, the previously outstanding LiDAR project has been moved to the Stage program.</li> <li>Stage 1 Urgent Riparian Works: 25 projects were recommended Assessment Panel for \$7,986,072. On-ground works began in November 2019. Townsville City Council and Terrain NRM have</li> </ul>			
and riparian works informed by	requested to use the extension of time to 30 June 2022 for their Stage 1 Urgent Works program.			
mapping/data collection (Stage 2).	Stage 2 Riparia	n Works Progra	im:	
(Olage 2).	<ul> <li>39 projects recommended by Assessment Panel to a value of \$21,045,593.</li> </ul>			
	<ul> <li>An additional project with Palm Island Aboriginal Council has been recommended and a Grant Deed is with Council awaiting final signatures to value of \$321,080k. Townsville City Council, NQ Dry Tropics, Cape York NRM and Palm Island Aboriginal Council have requested to use the extension of time to 30 June 2022 for their Stage 2 Works Programs.</li> </ul>			
	The above works are set to achieve sediment savings of more than 529,000 tonnes to the reef and significant sediment savings to the gulf.			
	Coastal Works Program:			
	<ul> <li>17 projects recommended by the Assessment Panel at a recommended value of \$2,403,634.</li> </ul>			
	<ul> <li>Most works are expected to be completed during the 2020 dry seasor however, Townsville City Council have requested to use the extension of time to 31 December 2021.</li> </ul>			
	Riparian Urger	nt Works – prog	gress to date	
	Delivery Agent	LGA	Comment	
	Townsville City Council	Townsville	6 projects valued at \$3,725,176 <10% progress achieved to date, extended time for planning approvals and concept design finalisation. Independent review of concept designs completed for sites as a condition of the grant deed. Assessment Panel reviewed and	

ctivity/Outcome	Update		
	Burdekin	Burdekin	3 projects valued at \$768,200
Shire RIT		Completed detailed design for all project sites and have received submissions for on-ground works. Anticipating contractors to be in place for works to be completed during dry season.	
	Reef Catchments	Mackay	7 projects valued at \$1,384,800. Good progress including
			<ul> <li>4 projects are &gt; 85% complete and on-track</li> <li>3 projects have &gt;15% progress with 1 flagged as minor delays due to a combination of covid-19 restrictions and wet weather impacts.</li> </ul>
	Terrain NRM	Hinchinbrook Cassowary Coast Douglas	<ul> <li>9 projects valued at \$2,107,895</li> <li>3 projects completed with ongoing monitoring</li> <li>1 project at 40% with on-ground works to begin in Aug</li> <li>5 projects are at &gt;20% and progressing with landholder engagement and designs completed</li> </ul>

Recovery

## Riparian Stage 2 works – progress to date

Delivery Agent	LGA	Comment
Townsville City Council	Townsville	4 projects to the value of \$3,834,660 5% progress achieved to date, extended time for planning approvals and concept design finalisation.
NQ Dry Tropics	Charters Towers Townsville Whitsunday	<ul> <li>4 projects valued at \$1,986,000</li> <li>3 projects at 7-14% progress with surveys, detailed design and permits completed to date, and EOI's out for the on-ground works.</li> <li>1 project at 0% as recently transferred from Reef Catchments NRM to manage, occurred late May.</li> </ul>
Cape York NRM	Cook	3 projects valued at \$1,265,204 Lidar program 80% complete with data captured and processing of data anticipated to be supplied in coming months. Two riparian projects at 15% progress with planning and logistics in place, although anticipating only one projects on-ground works will be completed within this dry season. Extension of time has been granted.
Southern Gulf NRM	Flinders McKinlay	2 projects valued at \$2,195,053 Both projects on track with detailed designs complete. Pile field tests completed at one site to establish validity of design. Tendering process prepared for on-ground works to begin during dry season.

Recovery Activity/Outcome U	pdate				
	Northern Gulf	Etheridge	6 projects valued at \$1,958,815		
	RMG		All projects are progressed at 25% with detailed engineering design and preconstruction investigations now complete, tenders out for on-ground works contracts. Anticipate works to begin late August.		
	Desert	Winton	2 projects valued at \$534,600		
	Channels NRM		Projects are on track at 10% and 30% progress. Planning to have fencing works in place by October before summer rains.		
	Reef	Mackay	4 projects valued at \$1,322,496.		
	Catchments	Whitsunday	Transfer of Molongle Creek project to NQDT, no longer supported by Whitsundays Regional Council and site is within NQDT's region. Remaining projects are 5-25% progressed slower than planned due to covid-19 restrictions, concept designs still being finalised.		
	Terrain NRM	Douglas	5 projects valued at \$3,243,910		
			<ul> <li>2 projects at 50% and 70% respectively, with most on-ground works completed</li> <li>3 projects at 25% with landholder engagement and design works completed.</li> </ul>		
	Herbert RIT	Hinchinbrook	4 projects valued at \$2,411,017		
			As of 23 July 2020, an updated has not been received		
	Burdekin Shire RIT	Burdekin	3 projects valued at \$1,630,381 All 3 projects are 10-15% progressed, tender documents and concept designs have been completed ready for tender process and on-ground works during dry season.		
	Cassowary Coast RIT	Cassowary Coast	1 project valued at \$342,377		
			10% progress to date with Fluvio- geomorphologist report received and Surveyors report to come to enable concept designs to be finalised. Anticipate works to be completed during this dry season.		
c	Coastal Works – progress to date				
	Delivery Agent	LGA	Comment		
	Townsville City Council	Townsville	6 projects valued at \$1,256,257		
		Charters Towers	<ul> <li>2 projects complete with ongoing monitoring</li> <li>3 projects 55-70% progressed ahead of schedule</li> </ul>		

Recovery Activity/Outcome

Jpdate		
		<ul> <li>1 project at 30% progress, with majority of works scheduled for July-Aug period</li> </ul>
Cairns Regional Council	Cairns	4 projects valued at \$429,250
		Clifton Beach at 96% complete with monitoring ongoing
		Trinity and Ellis Beach's at 40 and 49% respectively with monitoring ongoing.
		Holloways Beach not yet started, anticipate August for nourishment works to commence.
Cassowary Coast Regional Council		3 projects valued at \$461,341
	All projects at 98% complete with ongoing monitoring only	
Douglas Do Shire Council	Douglas	3 projects valued at \$42,088
		All projects at 95% complete with ongoing monitoring only
Carpentaria Shire Council	Carpentaria	1 project valued at \$214,698
		Grant deed signed 12 March, progressing detailed design with works planned for end July/early August.

## Investment per NRM region:

The Environmental Recovery Program received an additional \$10 million in reallocated funds in July 2020 and the working group is in the process of contacting delivery partners and conducting site inspections to determine additional works. An Assessment Panel meeting is scheduled for 20 August 2020.

#### Projected outcome

Landscape, streambank and coastal erosion mitigated and further erosion risks minimised.



Status: Ongoing

## **Resilience activities**

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

#### **Resilience Activity**

#### **Community information and education**

Enhance disaster preparedness across the region to ensure communities are aware of their individual risks. Through targeted disaster preparedness awareness campaigns, communities will be equipped to respond and recover faster following natural disasters.

#### Lead agency: QRA

#### Update

#### Delivery by: Queensland Reconstruction Authority

The Community Awareness Campaign comprise of the following components:

#### Disaster Preparedness Campaign (\$230,000)

#### COMPLETE.

This campaign used ambassador Johnathan Thurston to help promote Get Ready Queensland messages to Queensland families and household decision-makers in monsoon affected councils. The advertising campaigns are developed to change behavior and raise awareness about the reality of natural disasters and the need to prepare their families and households.

The campaign was successfully delivered and the research report demonstrated that the campaign was highly effective in terms of promoting preparedness messages and ambassador effectiveness.

#### Web Based Application (\$70,000)

#### COMPLETE

A Get Ready Queensland web based application is being developed to support key disaster readiness messaging to a broader audience and provide longevity for this messaging.

Development of application (game) is now complete.

Supplier Fotomedia has invoiced the following:

- Development of art: \$12,540
- Development of application: \$46,494
- Advertising of the game has commenced (June 2020) and invoices will be progressed from supplier Mediacom in due course.
- Advertising spend: \$12,500

#### TOTAL invoiced amount so far: \$71,534

OVERSPEND of \$1,534 to be offset from below case studies.

#### Case studies (\$50,000)

Two series of case studies are now complete:

- Preparedness animated case studies x 3: \$26,275.20
- Real life experience case studies x 2 (Cairns and Townsville): \$4,935.72

#### TOTAL invoiced amount so far: \$31,210.92

The case study resources will be posted to the GRQ YouTube channel and on the GRQ website. These resources will be promoted on digital channels after strategic meeting sessions with media placement agency, 'Mediacom'.

Five case studies identified for initial development. Two have been filmed and are now being edited. Three are yet to be filmed. The project will be completed by December 2020 (unless COVID-19 continues and we cannot access experts to film). The two filmed case studies deal with:

- planning for pet evacuations
- aged care disaster planning and evacuations (Townsville).

#### Insurance awareness advertising campaign:

Resilience Activity	Update			
	Creative assets developed. Cost: \$4,136 (invoiced).			
	Advertising schedule to be organised – tentative in-market timeframe of December – January 2020/21.			
	This campaign will use radio, digital, social and potentially out-of-home advertising to promote key messages. The campaign is focused on promoting awareness that household insurance should be assessed and reviewed regularly. Check insurance coverage/get insurance coverage.			
	Creative agency 'Engine' has received the creative brief to develop advertising materials and media placement agency 'Mediacom' has been briefed and will provide a schedule in due course.			
	The program was expected to be in market by April 2020, but is on hold due to COVID-19 following advice from the Department of the Premier and Cabinet (DPC) re: advertising in the current climate. Creative is developed and advertising will not progress until advised by DPC.			
Flood mapping and flood warning programs	Burdekin and Haughton Flood Resilience Strategy			
Burdekin and Haughton Catchment Resilience Strategy	<ul> <li>Project plan endorsed by QRA Projects Board</li> <li>Project delivery commenced 06 Jan 2020</li> <li>Multiple rounds of direct regional engagement occurred</li> </ul>			
The development of an integrated catchment plan and flood resilience	<ul> <li>prior to COVID-19 restrictions</li> <li>Steering committee (all Councils within region)</li> </ul>			
strategy for the Burdekin catchment,	established			
including the adjacent smaller Haughton River catchment that impacted on the	<ul> <li>Terms of Reference (confirming project scope, outcomes and timeframes) endorsed by steering</li> </ul>			
town of Giru.	<ul> <li>committee</li> <li>Co-design of resilience strategy underway</li> </ul>			
Lead agency: QRA				
	<b>COVID-19 impacts</b> Rescheduling of regional workshops that are critical to develop project outputs/deliverables. Project schedule currently being updated with a new completion date of April 2021. Initial engagement with Burdekin Mayor complete and she is			
	supportive of QRAs plan. Procurement process finalised and a suitable supplier has been identified to work with QRA to develop the resilience strategy.			
	The strategy will be developed in accordance with collective learnings QRA has gained during the development of similar work in the past (e.g. Burnett Catchment Resilience Strategy/Resilient Queensland Resilience Pilot projects). Supplier commenced work Jan 2020 and will complete the strategy by Dec 2020. Inception meeting occurred Dec 2019 with the project's steering committee (all eight Councils that reside within region). Individual engagement with steering committee members to occur over the coming months to finalise Terms of Reference for project delivery. Co-design of resilience strategy currently underway and regional analysis to commence during quarter 1 of 2020. Conduct of several key workshops via online platforms have occurred, ensuring project work is still being completed, albeit at a slower pace than originally intended. Regional engagement has recommenced recently and project tempo will now increase for the remainder of the calendar year.			
	Due to COVID impacts, and steering committee preference for face-to-face engagement for workshops critical to complete project outputs/deliverables, update of project			

Resilience Activity	Update			
	schedule currently being finalised. New project completion date for April 2021.			
Flood mapping and flood warning programs	Initial engagement with Townsville City Council (TCC) completed.			
and mapping Update and recalibration of flood modelling and mapping (including the Ross River) following the recent record flooding event. Lead agency: QRA	TCC has developed a robust project plan and project work will be completed by June 2021.			
	<i>Flood Classification</i> - the approach and methodology have been finalised and accepted by BoM. The final analysis including report is yet to be completed.			
	Flood models calibrated to 2019 monsoon and associated flood extent map- Developed draft flood extent map for Townsville area except Balgal Beach and Magnetic Island (partly). The internal & external stakeholder consultation plan in progress.			
	Updated flood models (ARR 2019 compliant):			
	<ul> <li>Contract-1 (Bohle River Catchment)- physical progress 100%</li> <li>Contract-2 (Black River Extended Model)- physical progress 100%</li> <li>Contract-3 (Ross River &amp; Surrounds)- physical progress 100%</li> <li>Contract-4 (Alligator Creek)- physical progress 100%</li> <li>Contract-5 (Magnetic Island and Balgal Beach)- physical progress 30%</li> <li>Peer review of updated flood models and maps- 80%</li> </ul>			
	<i>Planning scheme amendment-</i> yet to be commenced; public consultation on hold.			
	Website posting of flood maps and reports & files transfer to QRA- currently underway estimated 30% complete.			
	Townsville Recalibrated Flood Modelling and Mapping Project (\$500,000):			
	Initial engagement with Townsville City Council (TCC) has been completed. TCC has developed a robust project plan detailing how they will spend a \$500,000 allocated budget, QRA has confirmed this spend is in accordance with EMA- endorsed Program Guidelines. QRA has processed a DRFA submission on behalf of TCC to facilitate payment of allocated budget to TCC. DRFA submission approved and a 30% Project Funding Schedule has been signed by both parties as of 08 Jan 2020.			
	Development of flood classification review report underway, as well as the calibration of flood models. MARS information forwarded to TCC to secure access for monthly updating of project progress.			
	Flood classification review has \$15,000 of funding yet to be delivered.			
	24 Gauges of those 2 still need to be recalibrated.			
	All models have been rebuilt except for MI and Balgal			
	Flood extent map being drafted at the moment.			
	Public consultation on hold due to COVID-19.			

Resilience Activity	Update
Flood mapping and flood warning programs Flood Warning Infrastructure Network Project The Flood Warning Infrastructure Network Project will analyse existing flood warning infrastructure, working with the Bureau of Meteorology and councils to identify high priority locations requiring additional flood warning infrastructure capability including repairs of and/or installation of new infrastructure. Lead agency: QRA	<ul> <li>The Prime Minister's Office has approved the request fo EMA to reallocate savings between packages in the \$242 million grant funding. As such, this project has received an additional \$6,000,000 in funding, which is a total \$8,000,000.</li> <li>Tranche 1 funding submissions (which comprised the initial \$2,000,000 for high-priority assets) have been lodged, assessed, and approved by QRA on behalf of the LGAs. These LGAs have been advised of their submissions and funding, and LGAs have been paid their initial 30% payment.</li> <li>Funding submissions for the additional \$6,000,000 has commenced by QRA on behalf of impacted LGAs.</li> <li>\$255,000 approved for Townsville through DOCS FFG and DRFA (Cat D).</li> </ul>
	COVID-19 impacts
	<ul> <li>No significant impact, and project delivery is still underway. Potential restructure of project schedule required if situation deteriorates through next quarter, specifically if an LGA cannot undertake infrastructure enhancements.</li> <li>EMA has advised a 12 month EOT will be approved where evidence can be shown where COVID-19 has effected council delivery.</li> </ul>
	Flood Warning Infrastructure Network Project (\$8,000,000):
	Thirty-nine impacted LGAs have been structured into four areas of operation (AO): Central West, Far North, North West and Townsville/Surrounds. Stakeholder engagement and network analysis workshops have now been completed for a four AOs. A prioritised list of infrastructure improvements and costings for each LGA has been completed.
	LGAs will receive support via QRA during the DRFA submission process to receive funding for the identified improvements within their respective areas.
Get Ready Queensland	Disaster Preparedness Campaign (\$230,000)
The Queensland Government's Get Ready Queensland (GRQ) grants program is a state- wide, year round, all hazards, resilience building initiative that assists local councils to better prepare their communities for sever weather and disaster events.	This campaign used ambassador Johnathan Thurston to help promote Get Ready Queensland messages to Queensland families and household decision-makers in monsoon affected councils. The advertising campaigns are developed to change behavior and raise awareness about the reality of natural disasters and the need to prepare their families and households.
GRQ funding helps 78 local government entities (including Weipa Town Authority) facilitate locally-driven events and initiatives that build individual and community	The campaign was successfully delivered and the research report demonstrated that the campaign was highly effective in terms of promoting preparedness messages and ambassador effectiveness.
preparedness and resilience. Council activities delivered with GRQ funding includes	Web Based Application (\$70,000)
disaster management dashboards, community education videos, pop up events, training and information stalls.	A Get Ready Queensland web based application is being developed to support key disaster readiness messaging to a broader audience and provide longevity for this messaging.
	This application is designed to promote awareness of local risks, preparedness strategies and insurance coverage. The concept for this application has been developed and is awaiting final approval. It is expected to be developed by June 2020.

## **Local Recovery Progress**

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

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

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

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

# North Queensland

### Palm Island Aboriginal Shire Council

Recovery Objective	Update
Essential services repaired and restored	Ongoing - Water supply and quality issues are ongoing due to the age of the water infrastructure. Testing of water quality is ongoing.
Roads and transport infrastructure and services repaired and restored	Ongoing - Progress on road reconstruction approx. 30% completed. Unsealed road represents much of the work completed to date. Reconciliation of the projects is being carried out with the QRA reporting portal and when completed will allow for further project works.
	Upgrade of Wallaby Point road has commenced with completion scheduled for September 2020.
	Roads are accessible with some 2018 event damage to road infrastructure to be delivered concurrently with the 2019 program.
Restoration of environment to pre-event status and future	Ongoing - Project Planning Phase for restoration of Palm Valley Creek tributaries currently underway with works planned for completion by 2021.
environmental risk reduction	Funding application for other works identified by reconnaissance study, at Frances Creek and Clump Point Road locations, submitted to QRA Resilience and Risk Reduction program for consideration.

Recovery Objective	Update
Seawall – coordinated restoration and betterment planning for seawall	Progress on the seawall works is being reviewed.
Community health, wellbeing and safety restored to pre-event status and resilience improved	Ongoing - Feedback from the Townsville HHS indicates that despite COVID-19 restrictions, the HHS staff are still engaging with Palm Island and are able to get updates, essential services are still being provided. There are a number of changes in the community in terms of community leaders so the HHS team are working to build new relationships. The team leader at the HHS indicates that Palm Island community remains very vulnerable and needs support, currently the HHS are only able to address short term gaps. (Note: this feedback is from Recovery team member attendance at Mental Health Advisory Group).
Economic activity restored to pre-event status and resilience improved	Complete - Economic activity had essentially restored to pre-monsoon conditions until COVID-19 travel restrictions impacted the economy. Travel restrictions have currently been lifted and the situation is being monitored. This activity will be closed off and no longer reported on. This activity will be closed off and no longer reported on.

### **Townsville City Council**

Recovery Objective	Update			
Displaced households – settled in suitable temporary accommodation	The TCC building survey has not been undertaken since the last report at which time it was thought that over 80% of damaged homes were reoccupied.			
	No further data has been received from the Insurance Council of Australia.			
	The Community Rebuild Project and GIVIT continue to support local residents who have been unable to access resources (personal or insurance) to repair their homes, this support is largely supplementary to that provided to Structural Assistance Grants (SAG) recipients or to those who were not eligible for this support. Most of these families are living in their damaged homes.			
Coordinate the provisions of basic needs (accommodation, financial assistance, personal requirements) to support community recovery	Agencies continue to provide the community with provision of basic needs, but the clientele are largely Business as Usual or impacted by COVID-19. The Qld Heath Mental Health Recovery team continue to take on new clients but note the multi-event nature of the issues experienced by clients.			
Support the health, safety and wellbeing of community members including the provision of psychosocial condolence activities to aid recovery and build resilience	The Disaster Recovery Team is continuing to provide counselling to those impacted by the Monsoonal Event throughout the COVID-19 period via means such as telehealth services. Although the number of referrals decreased later in the quarter for Townsville, referrals in our Western Corridor increased. The Team have continued to maintain contact with stakeholders also via phone, email and Microsoft Teams throughout this period. With the recent lessening of restrictions, meetings are now taking place to discuss the format in which services will resume to the community as well as planning possible events as we move into another Monsoon season.			
Community support – mechanisms	CDO Programme & COVID-19 Impact			
implemented	COVID-19 restrictions resulted in a refocussing of the CDO programme of work to ensure health requirements were adhered to. External, face- to-face meetings were replaced with phone calls, online meetings, and email. This time was utilised by the CDOs to plan of a number of new programmes that would meet the outcomes of the CDO plan, under new COVID-19 restrictions.			

Recovery Objective

### Update

Key projects initiated, and/or progressed during the reporting period include:

#### **Translation Projects**

Five translation projects are currently nearing completion. These projects are:

- Emergency services ward communication tool
- Preparedness factsheets
- Disaster preparedness translated videos making information accessible for CALD, Aboriginal, Torres Strait, and Deaf communities.
- Translation of the Birdie's Trees series into the six most widely spoken languages by Townsville's CALD communities.
- CALD Community Champions project

#### **Individual Recovery Plans**

The CDOs are supporting a partnership with the People with Vulnerabilities Task Group and the University of Sydney to roll out the DIDRR program, which includes the development of Person-Centred Emergency Preparedness Plans. These plans will contribute to individual recovery. Phase One has been completed (Individual Level), with Phase Two (Service Provider Level) to commence soon.

#### **Street Library Project**

The Street Library project will see the distribution of 100 Street Libraries to residents throughout the Townsville LGA. This project will be rolled out prior to December 2020, helping to facilitate community connections and cohesion.

#### **Task Groups**

Despite COVID-19 restrictions, the 4 Human and Social Recovery Task Groups continued to meet via teleconferencing and online meeting platforms. The CDOs continued to facilitate the Task Groups and provide administrative support where needed. As restrictions lift, meetings have started to resume with various community organisations to reconnect in person.

#### Flood Recovery Street Art Project

The Flood Recovery Street Art project is designed to engage champions in in the Idalia/Rosslea and Bluewater communities to support the recovery and resilience of their neighbourhood through the activation of community spaces through art.

#### Flexible Funding Round 2

TCC CDOs provided support to the following organisations in preparing FFG Round 2 applications:

- Townsville Community Law
- NOTCH
- Rollingstone and District Community Centre
- Bluewater Community Centre
- Townsville Pistol Club
- James Cook University
- Magnetic Island Community Development Association
- South Pacific Taekwondo
- Mentally Healthy City

Recovery Objective	Update
	Townsville City Council (Events)
	Toomulla Beach Community Association Inc
	Tai Chi for Health Association
	Support consisted of application advice, through to letters of support.
	Of the 12 applicants supported, only one did not proceed with submitting their application (JCU), and 10 of the remaining 11 applications were successful, resulting in more than \$900k investment in the Townsville LGA.
	Community Development Plan – Recovery
	The Community Development Plan – Recovery was endorsed by the Human and Social Recovery Sub-Group and finalised in March 2020. The Plan outlines the following strategic priority areas:
	<ol> <li>Informed Community: people can access disaster and recovery information when needed.</li> </ol>
	<ol> <li>Support/Foster Self-Efficacy: people have the capacity and capability to be self-reliant.</li> </ol>
	Empowered Community: the community has the ability to affect positive change.
	Promote Advocacy: avenues are provided to overcome challenges.
	Facilitate Collaboration: agencies and community working together to have positive outcomes; and
	Monitoring and Evaluation: systems are in place to facilitate best practice.
	While COVID-19 has necessitated a change in methods, the CDOs have implemented new projects and practices designed to achieve the outcomes and intent of the plan (such as the projects mentioned previously). The Plan remains on track to be delivered within the upcoming financial year.
	Regular reporting on the Plan occurs at the Reference Group meeting (consisting of the Human and Social Recovery Sub-Group members), ensure priorities and actions are meeting community need and continu- to reflect the changing recovery and resilience context.
Council damage impact assessments	Submissions approved
	Counter Disaster Operations 11
	Emergency Works 31
	Flood Modelling Program 1
	Flood Warning Infrastructure 1
	Reconstruction of Essential Public Assets 29
	Recreation and Community Assets - LG and SD 7
	Water and Sewerage Program 6
	Grand Total 86
	6 REPA submissions under assessment (nearing final approval)
	Cat B REPA – 37 lodged & 32 approved – includes 16 Emergency Works which have been approved
	Cat C – Pontoons, Weirs and Recreational assets. 7 approved
	Cat D - Betterment – 30 submissions lodged, 13 approved

Recovery Objective	Update			
	Water and Sewerage Program 12 submissions lodged, 6 approved			
	Total submissions \$129,674,313			
	Approved submissions \$45,491,035			
	Ineligible submissions \$82,232,381			
Road transport network – coordinated	Unsealed roads submissions approx. 76% complete complicated by additional betterment works to be undertaken.			
restoration and betterment planning for the extensive road transport network for state and local controlled	Sealed roads submission make up the 6 submissions under assessment above.			
roads	All betterment and sealed road submissions have been approved and TCC are currently programing these works for completion by internal work force to the extent that they have capacity. Identified overflow will be tendered			
	Cat B for the unsealed Road network due for completion July 2020. Excluded REPA component of Betterment submissions			
	Sealed Road submissions approval anticipated on July 2020.			
	All betterment and sealed road submissions have been approved and TCC are currently programing these works for completion by internal work force to the extent that they have capacity. Identified overflow will be tendered			
Betterment	Apjohn concept completed and funding approved. Council currently pulling together a more detailed design for tender / delivery			
	Mill and Swenson (subs31 and 32 as per table 1) - works not yet undertaken			
	Please see Table 1 for Betterment submissions			
Key transport routes – priority	Works on Cleveland bay road approx. 80% complete contractor has to return to conduct final work.			
restoration and improved resilience to the key transport routes for primary producers and resource sector	Cleveland Bay Road restorations works undertaken in February & March 2020 using REPA and TCC funding.			
	Approved Betterment funding to roads with high primary industry productivity will improve immunity, reduce dust and bruising to crops and allow for cattle to be transported to market when in peak condition.			
Environmental assessment,	TCC Update			
rehabilitation and restoration	Stage 1 Coastal and Riparian are proceeding (see detailed notes below).			
	Stage 2 Riparian works have commenced (see notes below):			
	1. Upper Ross River			
	2. Black River Mouth			
	3. Black River Middle			
	4. Crystal Creek			
	Note: a twelve month extension to the project has been granted to 31 June 2022, due to uncertainty of effective project delivery and availability of contractors, suppliers and project. Updated schedules and programs have been completed and submitted to DES for approval.			
	ERP Coastal (Stage 1)			
	4 of 6 Coastal Restoration projects are completed, one project is nearly complete and all projects are on track, though there is uncertainty around impact of COVID-19 illness and workflows/products and services.			

Recovery Objective	Update
	Horseshoe Bay Esplanade (Magnetic Island) Emergency     Works – Completed
	<ul> <li>Rowes Bay Urgent Restorative Works including Sand Extraction from Ross River with works transferring sand from Ross River to Rowes Bay coastline commenced and now 60% completed;</li> </ul>
	1. Phase 1 - Task 2 On-ground works - sand transfer from Ross River to Rowes Bay commenced 2 June 2020 and completed 3 July 2020.
	2. Phase 1 - Task 3 Ross River-bank remediation and stabilisation commenced with material placed and surface revegetation scheduled to occur in July 2020. Rowes Bay revegetation commenced this quarter after sand renourishment completed.
	3. NOTE: As the works completed on 3 July 2020 a significant percentage of the expenditure for on ground works completed this quarter will appear in the first two weeks of the next quarter.
	4. Approval for Ross River sand extraction obtained (15,000 cm3). Works are planned to proceed in June.
	<ul> <li>Cungulla Beach (South) Restoration Works (30% completed). On-ground works to complete the majority of this project have been scheduled for 20 July to 14 August 2020.</li> </ul>
	Nelly Bay Esplanade and Beach Restoration (95% completed).
	<ul> <li>On ground works completed as per tasks and timeframes specified in approved project plans and schedule. Completion of project subject to further monitoring, evaluation and reporting of outcomes.</li> </ul>
	Horseshoe Bay Esplanade (Complete).
	• West Point Esplanade (55% Completed).
	1. Project planning, design, approvals and permit conditions completed.
	2. First scheduled on ground works phase completed Oct/Nov.
	ERP Riparian Works (Stage 1) – Lower Ross River & Landcare
	Design, planning and approvals for Lower Ross River and Landcare (Goondaloo) projects have been proceeding – all sites are 5-10% completed.
	1. Gondaloo Creek over the period has included digital surface model from drone flight and LIDAR data has been integrated into a concept plan; an onsite meeting conducted with expert in natural channel design and instream erosion control; commenced concept design and mapping; approvals for in-stream works.
	2. Ross River sites including RM2S1 Ross River south bank upstream of Rooney's Bridge Developed concept plans for all sites.
	Completed 3rd party review of preliminary concept plans including fine- scale TURFLOW Model for the relevant reach and simulation – included evaluation of bank stabilisation concept designs and provision of guidance where appropriate (hydraulic, morphologic and geotechnical). Provided advice on actual and predicated future fluvial geomorphological behaviour of Ross River and identified any data gaps.
	3. Hydrographic survey of lower Ross River riverbed for use with existing contours, LiDAR and drone information in development of local resilience mapping and modelling for the river projects.
	4. Preparation of documentation for application of Exemption Certificate (under Section 46 of the <i>Planning Act 2016</i> ).

Recovery Objective	Update
	ERP Riparian (Stage 2) Townsville Wider Catchments
	Planning for all sites has commenced, including meetings with residents.
	Active progression of these projects was delayed over the reporting period due to COVID-19.
	1. Developed Request for Quotation (RFQ) to engage suitably qualified and experienced professionals to review bank stabilisation concept designs, including hydrological analysis and modelling to inform detailed designs.
	2. At Upper Ross – discussions commenced with TCC Defence Liaison Officer for developing access opportunities to East Bank River via Defence Land for removal of fallen timber and debris.
	ERP Unfunded Erosion Projects
	Funding opportunities are being sought for all projects that were not funded by ERP Riparian Stage 2 DES allocation.
	DES reported that there was at least \$ 100 million in submitted projects and total funding available of only \$ 33 million for entire North Queensland region.
	ERP Unfunded Environmental Impact on Floodplain
	Council funding has been allocated in 2020-21 Financial Year for assisting and progressing with unfunded environmental impact on floodplain – which has been poorly understood positively or negatively. Note: no funding was allocated by QRFA (DES) for understanding and addressing wider environmental impacts, restoration and resilience of the Townsville floodplain. Opportunities for submitting these environmental flood restoration projects will be sought when and if available.
	These projects may be ideal and adapted for Resilience Projects.
	Note: in future this area will be reported on in other environmental section below
Restoration of Council infrastructure –	Please see above for all infrastructure submissions and progress updates.
roads, parks, buildings, sewer, waste and water	TCC Update
	Pontoon replacement has commenced and is due for completion August 2020.
	Aplins Weir complete, Blacks Weirs tender closed with negotiations underway with tenderers for a reduced scope due to insufficient funding.
	Design for Cleveland Bay Waste Water discharge infrastructure is complete with tendering scheduled for July 2020.
	Cluden Switchboard replacement design complete to be tendered in July 2020.
	Replacement water main between Condon and Douglas in design.
	Switchboards generators and pipes in final stages of assessment. TCC arranging in house procurement and installation.
	Submissions to restore damage to Water and Waste Water road assets is being programmed for a mixture of TCC and contract delivery. This include heavy vehicle access to Ross River Dam which was washed away during the flood event.
Flood resilience – develop and implement strategies for greater flood	Townsville Recalibrated Flood Modelling and Mapping - is about 51% complete. One of the five contracts under this project has been completed in June 2020. The model calibration and the development of

Recovery Objective	Update				
resilience	<ul> <li>draft 2019 monsoon flood extent maps have been completed for all contracts except Picnic Bay and Arcadia areas under Contract-5.</li> <li>Flood classification review – ongoing contract, draft flood classification for Mt Bohle and Aplins Weir have been delivered.</li> </ul>				
					classifications
Restoration of community facilities to the Townsville communities	The Collaborative Community Capacity Building Workshops project was successful in the Cat C Flexible Funding Round 2.				
Empower local businesses to improve their resilience to disasters	The Small Busine tailored support for	or impacted s	mall business	owners, five	days a week.
	The team transition impact of COVID-				
		Total		Total	
		1 Feb 2020	Reporting	1 Feb 2020	Reporting Period
	ltem	30 Mar 2020	Period Total	30 June 2020	Increase (Decrease)
	Phone calls	3772	2929	6701	77.65%
	Clients	1734	143	1877	8.25%
	Unique Visits to SBRC	1576	0	1576	0.00%
	Mentoring Sessions	232	13	245	4.26%
	Outreach Engagement*	810	0	810	0.00%
Rebuild Council buildings Civia	Works at the Civic Theatre are complete.				
Rebuild Council buildings – Civic Theatre and Riverway Arts Centre	Riverway roof modification works are on-going with structural steel being installed.				
	Gallery works expected to be complete by September.				
	All mould removal has been complete.				
Rebuild Council creeks, waterways, estuaries and coastal environments	Continuing to provide response, recovery and resilience capacity for Townsville's environment and developing funding opportunities.				
	As per environmental project above.				
	Council has allocated BAU funding (\$90,000) to support wider understanding and implementation of environmental resilience in landscape and communities, as well as seeking further funding.				
	Cat C Flexible Grant was successful for our project:				
	Collaborative Community Capacity Building Workshops (FNQNQMTR2L 65) to help build resilience in community for flooding				
	We will receive non-recurrent funds of \$130,000 to assist in the delivery of this project.				

# Far North Queensland

## **Douglas Shire Council**

Recovery Objective	Update	
Community support – mechanisms implemented	<b>Community Development Officer (CDO)</b> – a new CDO was appointed in May 2020 as the successful applicant and will continue in this role until 30 June 2021.	
	Flexible Funding Grants (FFG) - amended project plans has been submitted for the Douglas Disaster Digital Noticeboards and Douglas Shire Multi-Purpose Disaster and Training Coordination Centre Feasibility Study. Phase 1 for these projects have been launched with procurement commencing in July. See below for the FFG summary.	
	Community Recovery Reference Group	
	The CDO Reference Group met again in June 2020 and the core objectives remains unchanged:	
	<ol> <li>Data capturing/Surveys for at risk communities/communities impacted by monsoonal event (currently being rolled out via monkey survey and one- on-one engagements)</li> <li>Development of Art Project as identified by Community and the Reference Group.</li> <li>Education and Awareness.</li> </ol>	
	COVID-19	
	The Douglas Local Disaster Management Group has actively been providing support to the Mossman Gorge Community to reduce the health risk during the COVID-19 pandemic.	
	A QPS Police Cell Discussion Exercise was successfully held on 4 June 2020 with relevant stakeholders. The aim was to review the response specific to our community should a Tier 4 or 5 health planning response be activated relating to suspected and confirmed COVID-19 outbreak. It provided the opportunity to Douglas LDMG's Short-term self-isolation guideline for Aboriginal & Torres Strait Islander Communities.	
	The Douglas LDMG has been providing support to the Mossman Hospital, the Mossman Gorge Community (issuing entry permits and assisting Voyages with their planned soft re-opening for 20 July 2020). To date 110 entry permits have been approved and other relevant stakeholders. QPS Mossman, LLO and EHO manned the Mossman Gorge boomgate until 19 July 2020.	
	Douglas Shire Council completed a Pandemic Sub-Plan for the Mossman Gorge Community, a Short-term self-isolation guideline for First Nations Communities and a Douglas LDMG Pandemic sub-plan as well as a Corporate BCP Framework. Douglas Shire Council is improving its Business Continuity approach. DSC now has a BCM Framework and service level plans for every business unit. The COVID-19 pandemic working group also participate in a pandemic exercise.	
	The COVID-19 Human & Social recovery group actively launched a COVID-19 survey and a 40 Days in 40 Ways campaign to coincide with the school holidays. 40 Ways in 40 Days kicked off on Good Friday and offered a full calendar of free, family-friendly activities and competitions, whilst supporting local businesses. A survey was also launched as part of this campaign. This Recovery Group has been actively liaising with suitable accommodation- and food premises for inclusion in Douglas LDMG's short-term self-isolation guideline for Aboriginal & Torres Strait Islander Communities.	
	The COVID-19 Economic Recovery group has been active since March. Launching the Buy Douglas: Build Douglas –campaign (a community partnership designed to encourage people to spend their money with local businesses) and the website (https://buydouglasbuilddouglas.com.au/).	

Recovery Objective	Update	
	Douglas Shire Council has fully funded the recovery program, scheduled to start on Wednesday 17 June, to help the local business sector persevere through COVID-19. Procurement/Vendor panel update: 149 businesses invited to join DSC's Managed Lists and 129 have registered. Wet & Dry (hiring of equipment with and without operators) is a good example: 37 businesses originally invited but now 50 businesses have registered. This group is now transitioning into finalising their Recovery plan and	
	focusing on long-term strategies.	
Road transport network – coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads	Ponzo Road landslip project construction activities concluded in June 2020. Concrete road barriers on coastal road, obstructing access north of Emmagen Ck and south of Wujal Wujal Aboriginal Shire Council has been removed.	
Key transport routes – priority restoration to the key transport routes for communities, tourism and primary producers (Captain Cook Highway, Mossman- Daintree Road, Mossman-Mount Molloy Road, Daintree Ferry Service, Cape Tribulation Road, Upper Daintree Road, Baird's Crossing, Stewart's Creek Road, Bloomfield Track, China Camp Road, CREB Track).	All road infrastructure repair works packages have been designed, procured and in many instances completed (eg Alexandra Range landslip, Cape Tribulation Bloomfield Rd landslip) or being worked on (Road repairs package). Works are scheduled to commence in August 2020 on the only rectification package not yet commenced, Upper Daintree Rd landslip.	
Environmental rehabilitation – river and creek bank restoration and rehabilitation, silt removal	A contractor completed coastal recovery works at Cow Bay, Oak Beach and Pretty beach in June 2020. The contractor was on site on the following dates to perform beach re- profiling as part of the disaster recovery works.	
	<ul> <li>Cow Bay- 2 days – starting Monday, 8 June 2020</li> <li>Oak Beach. 2 days – starting Monday, 15 June 2020</li> </ul>	
	<ul> <li>Pretty Beach – 1 Day – starting Wednesday, 17 June 2020</li> </ul>	
	Council obtained the necessary permit approvals to undertake the disaster recovery works.	
Telecommunication infrastructure – long term repairs, improvements	A quote for an Iridium Satellite Phone bundle (Hardware and installation) has been requested. This will strengthen telecommunication connectivity during heavy rainfall events.	
and improved resilience; weather/disaster critical infrastructure – repaired and operational (Baird's Alert, Barratt's Creek Flood camera)	Complete: Daintree Ferry Flood Early Warning System: Installation of two flood cameras and additional rain/river hardware scheduled for April to June 2020. Tree maintenance was conducted on the north- and south bank to strengthen the solar system.	
	The DMO is working closely with civils team/IT in managing and maintaining asset (flood cameras, gauges, comms, UAVs) and updating the Dashboard with Douglas specific data (e.g. drop down lists for flood cameras and bridge load limits).	
Flood resilience – develop and implement strategies for greater flood resilience (Bloomfield River, Lower Daintree River, Mossman River)	JBP awarded enhancing flood mapping for Daintree basin. Monthly progress reports are provided, with the Australian Rainfall and Runoff (ARR) has recently been updated and this update is being applied to the Daintree basin's flood mapping.	
	The current JBP Flood Early Warning System mapping has been uploaded to the Guardian Incident Management System and can be activated to be published to the public-facing Douglas Dashboard.	
Empower local businesses to improve their resilience to	The Douglas COVID-19 Economic Recovery Group is helping local businesses get back on track through COVID-19. Local businesses in	

Recovery Objective	Update
disasters	Mossman can get free business advice from Human Resource Dynamics' Director Phoebe Kitto.
	In May 2020 the position for an Economic Development Officer was advertised and in June the successful applicant was appointed. This officer will be steering the Economic Recovery group with four key moves are setting the scene for the development of an economic strategy to help recover from the Covid-19 pandemic and stimulate the economy:
	<ul> <li>Developing new revenue streams</li> <li>Destination marketing</li> <li>Attracting investment</li> <li>Building the capacity of local businesses</li> </ul>
	The Buy Douglas: Build Douglas campaign is a community partnership designed to encourage people to spend their money with local businesses. If the shire's 12,000 people make a conscious decision to source goods and services locally, this will make an enormous difference on the road to recovery and rebuilding our economy. Visit the website here: <a href="https://buydouglasbuilddouglas.com.au/">https://buydouglasbuilddouglas.com.au/</a> .
	Council's Environmental Health Officers and Local Laws Officers are actively working with businesses to help them meet the COVID-19 compliance requirements for operating safely.
Restore confidence in the tourism market	Progress has been made with the Douglas crisis recovery support documents developed for the tourism industry.
manor	The DMO is currently providing regional disaster management feedback on the documents before a joint launch for the local industry will be made.
	COVID-19 messaging is being maintained through the Disaster Dashboard and via Social Media.

### **Pormpuraaw Aboriginal Shire Council**

### **Progress of Recovery Objectives**

**Please Note:** Pormpuraaw Aboriginal Shire Council had completed all their progress reporting in Quarter 3 as they have essentially completed recovery activities specified in the Local Event Specific Recovery Plan.

### **Torres Shire Council**

### **Progress of Recovery Objectives**

Due to COVID-19 restrictions, Torres Shire Council have not been able provide much progress reporting. Progress below is from the previous reporting period. Travel restrictions to the region were only lifted on 10 July 2020.

Recovery Objective Update				
Essential services – re- establish and upgrade electricity, gas, and water	Location/Task	Horn Island	Thursday Island	Prince of Wales Island
supplies and restore and upgrade waste management infrastructure on Horn, Thursday and Prince of Wales Islands	Electricity	Ergon operates a Diesel Generator at the Horn Island (Wasaga) Ergon Energy Depo. Power is distributed via the isolated	Ergon operates a 9.55MW Diesel Generator – the generator has multiple redundancies form other co-located generators found at the Thursday island Ergon	Not applicable – no council supplied infrastructure. Homeowners are responsible

		distribution network.	Energy Depo. 2x 0.25MW Wind Turbines are also located on Thursday island and supplement the diesel supply. Power is distributed via the isolated distribution network.	for the establishment and restoration of essential services.
	Gas	Not applicable – no council supplied infrastructure.	Not applicable – no coun infrastructure.	cil supplied
	Water	2018/2019. The water Shire is from the Log water to Wasaga Vill provides water to the Island. At present the day per person. Torr be too high, and resi	uncil water infrastructure co er supplied to most residen ggy Creek Dam on Horn Isl lage, and via a submarine p e Millman Hill Reservoir on e water usage is approxima res Shire Council considers idents are encouraged to b 8 water restrictions have be	ts within the and. It provides bipeline, Thursday ately 600L per this amount to e aware of their
	Waste Management	Properties on Thursday Island are connected to the Sewerage Treatment Plant (STP), located on Loban Road and operated under very strict EPA Guidelines. The STP is manned by 2 full time trained operators during standard operating times Monday - Friday. The STP is a fully automatic system and any problems that occur triggers the alarm, which then notifies the operators.	Currently, properties on H have a septic tank and ar connected to the STP. Pl sewerage scheme for Ho under way and hopefully the near future.	e not anning for the rn Island is well
Restore, repair and upgrade airport services and infrastructure	No change since Quarter 2 - The Horn Island Airport is due for a major upgrade of both airside and landside infrastructure. Torres Shire Council has completed a Strategic Assessment of Service Requirements (SASR) study in December 2019. The study incorporates the previously completed Horn Island Airport 2036 Master Plan (Aeronautical). To meet all necessary infrastructure requirements identified in the Master Plan, a funding support package valued at over \$15.7m (ex GST) is required. Torres Shire Council recently obtained a \$300,000 in planning funding to complete the next stage of a Business Case for the Horn Island Airport as part of the Building Our Regions fund. Due to COVID-19 impacts on BAU the Council has not yet had the opportunity to commence this recent funding event.			
Impact assessments – to be completed on all islands	Council has sourced funding for coastal hazard adaption and impact assessment. Coastal Hazard Adaptions Strategy – BMT Commercial Australia was engaged in April 2020 for the Council's Coastal Hazard Adaption Strategy Project.			

## **Torres Strait Island Regional Council**

### **Progress of Recovery Objectives**

Recovery Objective	Update	
Warning systems placed on all islands	Mobile warning system is currently in testing phase. Has taken longer than anticipated due to COVID-19 response. Currently in discussions with supplier about development of a coastal forecasting early warning system.	
Increase in installation of fit for purpose jetties and berthing dolphins	\$4,000,000 Federal Funding recently announced towards jetty/pontoon upgrades. Still awaiting finalization of Funding Agreement.	
Better communication amongst islands through installation of additional telecommunication towers on designated islands	Telstra continuing with upgrades of Telstra Towers and expansion of service areas. 1 extra community gained mobile service during Q4. Works currently occurring on 2 communities Satellite NBN – this has been on hold due to COVID-19, equipment from NBN is currently in transit to Cairns, waiting for equipment that is being provided by Telstra. Once all items are in Cairns it will be sent to the Torres Straits. AS previously advised 3-month testing period, however, need to assess suitability during the wet season.	
Advocacy for increased accessibility to various freight providers	In progress this has been put on hold due to COVID-19.	
Clean up and restore coastal areas (erosion)	<ul> <li>Boigu Seawalls Project – Tender awarded – awaiting COVID-19 restrictions to be listed.</li> <li>Poruma Seawalls Stage 2 – design completed; procurement underway.</li> <li>Warraber, Iama and Masig – concept design underway.</li> </ul>	

### **Wujal Wujal Aboriginal Shire Council**

Progress of 'Keeping strong' (Recovery Objectives)

Keeping Strong (Recovery Objective)	Update
Binalmalmal (Learning)	
Explore food security options through store leases (short term)	Through Cape York Partnership, a group called Mayi Markets are on board to assist community with fresh produce delivered to Wujal, purchases are done online, deliveries are fortnight, local stores Cooktown and Ayton are still the same. WWASC are looking at the option of Community Enterprise Queensland to take over the WWASC store.
Flood infrastructure – river monitoring gauges (medium term)	At design stage, visit from the QRA RLO to look at locations 30/7/20 is scheduled.
Ensure all future housing is raised (ongoing)	This is now finalised with DATSIP Masterplan. As this activity is completed and will no longer reported on.
Investigate opportunities for continued lessons while children cannot access school (ongoing)	WWASC have provided the library space for this learning, due to the distancing we can only support minimum students. Bloomfield School now has an interim Principal on board, who seems very pro-active in getting involved with these concerns. The issues of flooding concerns for buses is an Education

Keeping Strong (Recovery Objective)	Update
	Department issue and is to be raised by Cook Shire.
Complete a reviewed recovery sub-plan (ongoing)	Awaiting visit from QRA so sub plan can be finalised, delays due to travel restriction (COVID-19).
Enhance disaster management arrangements with surrounding shires (ongoing)	Cook Shire has a new CDO employed, discussions are ongoing with three shires, WWASC have organised a meeting with DSC to have a MOU in place.
Access to enhanced/faster weather communications (ongoing)	With the support from TCICA, BOM is now providing extra support in their forecast, TMR is looking at installing flood cameras, ongoing support from QRA to install pre disaster warning system.
Reconstruction of the Arts Centre (medium term)	Art Centre has re-opened, expression of interest for suitable caterers to run the Café. Hopefully by the next reporting this will be operating.
Implement an alert and geotagging system to track rogue crocodiles (ongoing)	Ongoing, awaiting visit from NP&WS.
Implement a Vignettes program in conjunction with the Library (ongoing)	Library Manager is incorporating seniors and children programs in line with the funding. (Tech Savvy senior and first five forever funding).
Install the Ngulkurrmanka, Binalmalmal and Kabanka footpath (ongoing)	Currently in design phase.
Investigate opportunities for tourism (ongoing)	Concept design of the waterfall boardwalk is currently underway, funding required to construct is 1.6M, other area's footpaths design to connect with existing for a continuity in progress.
Increase resilience in sewerage infrastructure (medium term)	Site Base Management Plan is complete with measures in place for any situations, contractors for the wastewater upgrade are locked in Victoria (COVID-19).
Build a community evacuation centre/shelter (ongoing)	The resilience centre is complete in the process of capitalisation and acquit the project.
Formalise the SES volunteer program (ongoing)	The CEO is looking at commencing this program again.

# North West Queensland

### **Burke Shire Council**

Recovery Objective	Update	
Essential services – Power,	COMPLETED - All essential services operating.	
water, waste, telecommunications –repaired	Telecommunications: 2 x recently completed projects have extended mobile connectivity within the Burke Shire LGA	
and restored	<ul> <li>4G small cell service operating at Hells Gate Roadhouse.</li> </ul>	
	o 4G small cell service operating at Leichhardt River Crossing	

Recovery Objective	Update	
Develop a volunteer recruitment and retention program	Membership numbers remain steady. The next scheduled recruitment drive will coincide with November training sessions and Council's Get Ready Queensland event.	
Enhance media capability with the LDMG	Ongoing. No change. Council's social media site being used as primary site for weather updates as well as notifying residents, ratepayers and others on COVID-19 items: travel restrictions, permitting requirements, social distancing requirements etc. Number of Facebook followers has increased.	
	COMPLETED	
Ensure community wellbeing and connectedness through betterment / resiliency	Council has completed work associated with DRFA Flexible Funding Round 1 at the Gregory Showgrounds.	
initiatives	IN PROGRESS	
	Council is currently delivering the final DRFA FF R1 project, the installation of shade/shelter structures at the Burketown Rodeo Grounds.	
	Council is currently moving through the tender evaluation stage for a DRFA Betterment Project to upgrade a segment of the Lawn Hill National Park Road	
	TO COMMENCE	
	Council secured 2 x grants under Round 2 of the DRFA Flexible Funding Round:	
	- Phillip Yanner Memorial Oval - Facilities Renewal and Resiliency	
	<ul> <li>Gregory Showgrounds - replacement of male and female change rooms</li> </ul>	
Develop an environmental	COMPLETED	
management program to address issues of siltation, weeds and erosion	<ul> <li>QDRF Flood Risk Management Strategy (<u>https://www.burke.qld.gov.au/flood-risk-management</u>)</li> <li>Phase 3 of Burke's Coastal Hazard Adaptation Strategy</li> </ul>	
	IN PROGRESS	
	Phases 4-5 of Burke's Coastal Hazard Adaptation Strategy.	
	COMPLETED	
Develop resilience program for local infrastructure projects	<ul> <li>QDRF Flood Risk Management Strategy</li> <li>LGGSP: Burketown STP Upgrade</li> <li>DRFA FF R1: Gregory Showgrounds – installation of Cold Room &amp; Freezer + design and construction of Judge's Tower (final acquittal underway).</li> </ul>	
	ON TRACK / IN PROGRESS	
	<ul> <li>DRFA FF R1: Burketown Rodeo Grounds – construction of shade/shelter structures is underway and scheduled for completion in August 2020.</li> </ul>	
	<ul> <li>Burke has a tender out for the design and construction of 1ML clear water storage in Burketown, the aim of which is to provide additional water security to Burketown.</li> </ul>	

### **Carpentaria Shire Council**

Recovery Objective	Update
Improve resilience to telecommunications tower	Completed – additional funding sourced for further upgrades \$85,000.

Recovery Objective	Update
Road transport network – completed damage assessment, and developed coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads	Ongoing – works have started council is seeking funding for additional funding as done each year for works to continue.
Investigate options for local records management system, impact assessments and damage assessments	Ongoing – a consultant has been engaged to review the Oral and Pictorial History and works are due to be completed in September.
Funding to support recovery and resilience initiatives obtained	Completed. The Community Development Officer completed the Resilience Scorecard Project in March 2020. There were delays and changes of delivery due to COVID-19, however it was a quality process. The engagement with a divergent community base provided valuable information to how the Shire's Resiliency is perceived by everyday community members. All low scoring components are planned to be targeted in upcoming projects.
Assist small businesses with rebuilding, including developing future resilience strategies	Ongoing – information around funding and workshops are regularly shared with community.
Community support – mechanisms implemented	Ongoing: The CDO officer has started the cooking with Council with Council program and has recently had All Four Adventure visit the shire as the Ambassadors for this program.
	Continues to work with Council grant officer in sharing information and assisting local groups to apply for funding.
	Have had discussion around running grant written workshops to assist making clubs more resilient in the future.
Vector control implemented	Northern Gulf Resource Management Group have engaged and environmental officer for a period of 2 years to assist with environmental recovery, the role has been filled by Scott Middleton and works have commenced.
Restore confidence in the tourism market	A Carpentaria Shire Tourism Strategy has been developed.
Empower local businesses to improve their resilience to disasters	Ongoing.
Enhance recovery governance through the development of a Local recovery Sub-Plan	Completed. After further review it has been decided that it is not relevant. This activity will be closed off for next reporting.
Enhance capability of LDMG	Ongoing – Consultant has been engaged to deliver projects.
Develop an environmental management program to address issues of mosquitoes, siltation, weeds and seeds	Biosecurity Plan has been updated and works have commenced with NGRM to manage some of these issues. Newly appointed Environmental person, Scott Middleton advises works have commenced.

## **Cloncurry Shire Council**

Recovery Objective	Update
Supporting and assisting people to access emergency hardship grants and funding approvals	Community members have continued to self-refer themselves to the North West Hospital & Health Services (NWHSS) and the Royal Flying Doctor Service (RFDS). Private information and numbers accessing these services have not been shared. Outback Futures have also been supporting rural children and family members by providing mental and developmental support to those attending Mount Isa School of the Air.
	The Core CDO activities in the recovery process to date include:
	<ul> <li>communicating with community members to effectively distribute key updates, useful resources and gain feedback through a weekly enewsletter, "Cloncurry Rural Updates". Key information is also distributed effectively to the community through Facebook</li> <li>face-to-face liaison with community, community stakeholders, community organisations and various government department staff has commenced as COVID-19 restrictions began to ease throughout the Quarter</li> <li>co-ordinating the Cloncurry Community Recovery Group's monthly meetings to oversee the community for various Stakeholders to share information and form a collaborative approach on delivering events that directly aim to promote community wellbeing. Both the North West Hospital &amp; Health Services (NWHSS) and the Royal Flying Doctor Service (RFDS) are key stakeholders in the Cloncurry Recovery Group.</li> </ul>
	CDO details key items and activities to Council via the Community Development Department's monthly report.
Consult and engage with the local leaders, community members and service providers on long term community-led recovery outcomes	Meetings with local business network has continued in the last quarter. CDO has facilitated a needs analysis survey that was sent to primary producers, which focused on wellbeing, community development and community recovery. The results of this survey will be used for future long-term resilience planning as well as assessing the community needs at this point in time. The survey also investigated what the COVID-19 impacts are on the agricultural sector in Cloncurry. The CDO also contacted other council's including McKinlay, Winton, Flinders and Richmond who adopted the survey and forwarded it onto their rural community members in their LGAs. This will form a response for the north west region. Recovery group meetings are being held virtually due to COVID-19. The local recovery group are currently meeting monthly. The CDO is coordinating a weekly E-newsletter ('Cloncurry Rural Updates') that is being sent to the community with updates on various events, industry specific information and funding support available for small businesses. McKinlay/Cloncurry have teamed to host a men's mental health weekend in McKinlay called 'Get Back in the Saddle'. The weekend will feature 'Are You Bogged Mate?' speaker Mary O'Brien. This event will be held during Queensland's Mental Health week in October 2020.
Community support opportunities including outreach, adopting a community led approach when planning for long term support with a focus on mental health, community wellbeing, connectedness and leveraging off ongoing community events	<ul> <li>COVID-19 has impacted face to face engagement. All previously planned workshops have now been cancelled or postponed due to restrictions as well as the community being concerned about COVID-19 spread.</li> <li>The CDO has coordinated a number of virtual events including: <ul> <li>Virtual Mother's Day morning tea (31 participants);</li> <li>Children's short story competition (39 participants);</li> <li>Virtual dance classes for six weeks (18 participants);</li> <li>Photography competition held on Facebook (84 participants);</li> <li>Compiling Cloncurry cookbook (15 participants so far); and</li> </ul> </li> <li>Virtual morning tea for Queensland Day (12 participated).</li> </ul>

Road transport network –	Updated REPA submissions are as follows:	
Completed damage	Submission Number	Submission Description
assessment, developed coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads	CISC.0002.1819E.REC	Flood damage to CSC roads from the North & Far North Queensland Monsoon Trough 2019 Restoration works are 100% complete.
	CISC.0003.1819E.REC	Flood damage to CSC roads from the North & Far North Queensland Monsoon Trough 2019 Restoration works are 86.4% complete.
	CISC.0013.1819	Flood damage to CSC roads from the North & Far North Queensland Monsson Trough 2019.
		Restoration woks re 8% complete – procurement action being finalised for remaining works.
	CISC.0011.1819E.REC	Betterment - Detailed Submission - EOI 0484 - Upgrade 14.25km of gravel pavement on Sedan Dip between chainage 4.45 and 18.7.to 2 coat seal. Works are 95% completed.
	CISC.0012.1819E.REC	Betterment - EOI 0422 - Detailed Submission - Upgrade gravel section of Sedan Dip Road (between chainage 51.8 and 68.9) to with pavement treatment and 2 coat seal. Procurement being is being finalised for the works undertaken for Cat D. Works have commenced and are overall 79% complete.
Key transport routes – priority restoration and improved resilience to the key transport routes for Primary producers and resource sectors – completed surveys of primary producers and Cloncurry Shire mining	well – refer to comment CISC.0012.1819.	being funded under the Betterment funding are progressing s above for submissions CISC.0011.1819 and ck to be completed prior to 30 August 2020.
Flood resilience – develop and implement strategies for greater flood resilience – Cloncurry River and catchment areas	Council has purchased survival/recovery kits under the Resilience funding. These kits will be used by employees when accessing remote sections of the shire (especially during and after disaster events). Sedan Dip Road – Betterment Funding – Refer to comments in section above.	
Work closely with local businesses to assist with rebuilding, including developing their resilience to future disasters	Cloncurry Shire Council is continuing to provide communication to local businesses of the available grants to support local businesses through the form of an e-newsletter. Usually these newsletters are sent weekly however grants programs that are time sensitive a separate communication is sent to the local business network.	
	Businesses in Cloncurry have adapted to COVID-19 restrictions, however, have suffered significant financial losses. The hospitality sector moved to a takeaway model during the restrictions. Council co-ordinated the development of a hardcopy and virtual takeaway menu that was distributed to the Community via Australia Post and online media.	
	The local business netw	vork continues to meet monthly.
Restore confidence in the tourism market	COVID-19 restrictions h season for Cloncurry.	nave continued to cause significant impacts on the tourism
	Unearthed Museum and to COVID-19 restriction	and May and part of June, John Flynn Place and Cloncurry d the Visitor Information Centre continued to be closed due s. This has impacted Council as these two sites are owned e revenue. Below are the visitor numbers for each site.
	John Flynn Place: 138	visitors (down from 1,670 the same quarter in the 2019).
	Cloncurry Unearthed: 1	91 visitors (down from 5,259 the same quarter in 2019).

	Tourism/visitor numbers may not increase at an adequate rate to sustain local businesses. Local accommodation providers and the hospitality sectors in particular have been hit hard by the floods in 2019 and now are further impacted by COVID-19.
Regional collaboration plan	TRAIC is now on hold due to COVID-19.
completed with neighboring Councils which were also impacted by the event	Bend Your Elbow Campaign – McKinlay, Winton and Cloncurry residents were given free access to tourist attraction during a 30 day period (June) to encourage people to travel their own region. There was low number of people who took up this opportunity.
	Actively participated in NW Regional Recovery CDO meetings to share information and identify collaborative opportunities.
	McKinlay/Cloncurry are working together to host a men's mental health weekend in McKinlay called 'Get Back in the Saddle'. This event will be held during Queensland's Mental Health week in October 2020.
	Cloncurry CDO has worked with McKinlay, Winton, Flinders and Richmond CDOs to develop a survey and that has been distributed to the agricultural producers in respective LGAs. This information will identify unmet needs and provided direction for the recovery efforts for the north west. This initiative also involved working with the Department of Agriculture and Fisheries (DAF) and Queensland Agriculture Workforce Network (QAWN).

### **Flinders Shire Council**

Recovery Objective	Update
Recovery Governance – appoint CDO role, coordinate recovery planning and communications for recovery	COVID-19 has had a major impact of the delivery of Events and Activities planned to meet the Flinders Shire Council Local Monsoon Trough Recovery Plan Objectives. All prior events were cancelled. Creating engagement within the community semi-post COVID-19 has been challenging in itself.
	Flood Assistance Cards Distribution Program continuing
	Slow flow of tourists, Council remains vigilant in remaining COVID free.
	Big Life Journals and video program for school children, along with the journals themselves, have been distributed to the schools. The rollout of the entire program is scheduled for next term.
	'The Blue Tree Project' competition, inviting residents to create a Blue Tree out of any weather resistant material, encourages creativity, positive engagement of families, friend groups. Well Man app promoted.
Community support – recovery hubs and outreach support services coordination, events and connectedness	IRO position has ceased as at 31 July. CDO will continue to communicate with the community.
Complete impact assessments: rural properties covering identified impacted areas including human health, business impacts, deceased animals and property access small business covering loss of trade, employment and future impacts non-profit and community organisations looking at assessing continued viability	Completed, will no longer be reported on.

Road transport network – coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads	Roads – All Emergent works are completed. Restoration works are 70% completed. Council reports to QRA on a monthly basis via the MARS portal.
Restore confidence in tourism – funding, communications, sponsorship, marketing and development of attractions	Flinders Discovery Centre Stage 1 expansion Approved (Works for QLD COVID Funding). Porcupine Gorge Infrastructure project progressing. Visitor numbers (QLD) up 50% during June/July School holidays.
Empower local business to increase resilience in disasters – financial counselling and business mentoring	Ben Verning has now finished in his position with Small Business (DESBT). Community feedback was sort on the 'Back on Track' roadshow with mixed results. Overall, it was received well and the need for a further roadshow has been indicated by the townsfolk.
Develop and implement community and resilience programs, engagement and business continuity.	As per CDO Report above.
Commemorate Monsoon Trough event with anniversary celebrations	Discussions for placement of Pillars of Recovery are currently underway. Further progress reports will be available by end of September 2020.

## **McKinlay Shire Council**

Recovery Objective	Update	
Impact assessments – to be completed and driven by Council		e Cloncurry CDO and supported by mpleted by community members in
	Burke Shire Council	5.26%
	Carpentaria Shire Council	11.58%
	Cloncurry Shire Council	47.37%
	McKinlay Shire Council	16.84%
	Richmond Shire Council	15.79%
	Flinders Shire Council	3.16%
	The purpose of the survey was to community were interested in to he workshops and community connect	elp build their resilience though
	A total of 175 responses were received with 64% being employees and 36% employers. An overwhelming 91% of employers indicated they would be interested in training and workshops either for themselves or their employees. In terms of industry specific training, 63% indicated First Aid training would be of most interest, followed by Cattle Pregnancy testing (53%) and Chemical Accreditation (49%). Employees also indicated a high degree of interest in training and development. Employees rated cattle pregnancy testing (53%), First Aid Training (49%) and Beef and Horse Genetics (48%).	
	In terms of professional development that Bookkeeping training would be Professional Development (53%) a (68%) were rated second and third half day or full day of training with face to face training. 89% of emplo	e of interest, whilst Overall and Agribusiness Management d highest. Respondents preferred a 63% indicating a preference for

Recovery Objective	Update
	Bookkeeping training with Overall Professional Development (76%) and Agribusiness Management (73%) also rated highly.
	Of the small business owners, 90% indicated that their businesses were impacted by the Monsoon event with 58% indicating that their business had recovered since the event. Reasons for delay in recovery included the length of time it requires to restock cattle and rebuild infrastructure as well as financial constraints.
	Respondents were also asked if they believed there were steps that could be taken to mitigate risks from future disasters. 58% said they didn't believe that any steps could be taken to mitigate risks. Feedback in terms of what steps could be taken to mitigate risks included early weather warning systems, keeping more cattle feed in stock, physical infrastructure improvements to help during floods and financial preparedness for natural disasters. 72% indicated an interest in attending a virtual session outlining key workplace health and safety issues affecting farms. Less interest was recorded (30%) in a partial fee for service on farm workplace assessment by a qualified company. In terms of wellness and wellbeing workshops, respondents indicated interest in Leather making, attending a formal ball or interstation sporting events.
Key transport routes – priority restoration and improved resilience to the key transport routes for Primary producers and resource sector – completed surveys of primary producers	Southern Gulf NRM jointly held workshops addressing herd and business recovery and resilience. Two property mapping workshops and one revision Zoom session were also undertaken to enable producers to map new or map changes in fencing and water infrastructure as a result of the flood.
	The upcoming activities will be addressing many issues across the Southern Gulf region, with more focus on the McKinlay shires are the following:
	3 erosion control workshops
	Up to 18 property visits for erosion control
	<ul> <li>Herd rebuilding and profitability (Pregnancy testing) workshops</li> </ul>
	Up to one-on-one stockflow to cashflow workshops
	<ul> <li>Pasture field days with a focus on lack of Mitchell Grass response</li> </ul>
	Up to 6 one-on-one property visits for to address pasture
	<ul> <li>Two more property mapping workshops to cater for the high demand after the floods</li> </ul>
	<ul> <li>Will be followed up by some revision mapping workshops to address individual mapping difficulties</li> </ul>
	Southern Gulf NRM are currently providing grant assistance to address the issue of weed infestation after the floods. With additional funding to address two riparian restoration projects with the possibility of more funds being available. Sedan Dip is one of the sites being remediated.
Community support – mechanisms implemented including outreach and plan for long term support prepared	With the COVID-19 pandemic continuing to have a drastic impact on the community online delivery of services are still being offered.
Road transport network – completed	The roads that are undertaking work at the moment.
damage pickup, developed coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads	Gilliat/Mckinlay Road, Coolreagh Road, Malpas Trenton Road and Old Normanton 2 Road.

Recovery Objective	Update
X	
Establishment of response infrastructure to at risk communities	COVID-19 has restricted planning around this objective.
Empower local businesses to improve their resilience to disasters	DESBT have continued their support through the COVID-19 pandemic via offering all their services online via Zoom, Facetime etc. platforms. Assistance grants are still being noted to the small businesses with support offered again from DESBT and Council.
Flood resilience – develop and implement strategies for greater flood resilience – Cloncurry River	Infrastructure funding has been approved for McKinlay under the Flood Water Infrastructure Network Resilience Program administered by QRA, total of \$205,000.00 to cover:
	Camera/ Signage = 1
	Rain = 2
	Rain/ River/ Camera = 1

## **Richmond Shire Council**

Recovery Objective	Update
Immediate term	
Community Engagement Campaigns (ongoing)	One initiative utilised to bring families together was through DIY macramé kits and projects which was well received by the community. An expression of interest (EOI) was sent out to the community with 281 orders for the kits being placed. These were purchased at a small business located in Townsville and it was heartening to see one flood impacted community supporting another flood impacted business.
	On the back of the success of the above and with the further lifting of some COVID-19 restrictions, an EIO was circulated for a 'Paint and Sip' evening to encourage community connectedness. This proposal too, has also seen in excess of 100 people register to attend.
	A Tea tasting morning tea coupled with a talk on the Art of Bonsai was also well attended with approx. 22 people in attendance. These projects were aimed at drawing people together when possible. A broad demographic as accessing these activities from children to the elderly and including both men and women.
Medium term	
Develop and grow farming in the shire	No further update.
Diversification of resource sector	No further update.
Long term	
Enhance Telecommunications	Ongoing
Increase Tourism	Council has been successful in receiving funding through the Flexible Funding Grant to host the "Richmond Rocks' event in August 2020. See detail below.
	A boom in visitors has been experienced in the last month or so with the Caravan Park fully booked for the school holidays.
Fully sealed road connection to Winton and Croydon (3 years)	A further \$25,000,000 in funding has been achieved for the Richmond – Winton Road and \$2,000,000 for Richmond- Croydon road.

Recovery Objective	Update
Kronosaurus Korner Stage 3 (3-5 years)	No further update.
Irrigation project (2 years)	No further update.
New artesian bore (2 years)	Bore drilled – project completed.
Ongoing	
Enhance infrastructure; business as usual	No further update.
Support small business	No further update.
Support continued education	Council Tertiary Bursary is currently supporting 2 local children attend university.
Community events to maintain and enhance connectedness	Council has been successful in receiving funding through the Flexible Funding Grant to host the 'Richmond Rocks' event in August 2020. See detail below

### Winton Shire Council

Recovery Objective	Update
Emergency funding granted/approved – see	The Emergency Hardship and Carcass Disposal Grants have been completed.
activations	Graziers still have access to QRIDA funding until June 2021.
	Council has completed delivering the 'Winton Community Card' to all community members. Left over and unclaimed cards have now been offered as 'Winton Community Micro Grants'.
	The Winton Cards for Community Micro Grants Program provides small micro-grants valued from \$300 to \$3,000 in 'Buy Local' gift cards for community projects that contribute to Council's strategic objectives and provide benefit and value to the community. Applications are open to incorporate not for profit community groups based in the Winton Shire. Community groups may submit multiple applications or auspice applications on behalf of individuals or businesses. Projects providing personal or commercial gain are not eligible. All Projects will be assessed on community benefit.
	Applications have now closed. With several community groups completing submissions for community projects within the local community.
Funding secured to develop a multi-purpose community facility to provide a disaster management and recovery coordination center, film production/creative hub and multi-agency co-working space	A multi-agency questionnaire has been collated by the Winton Shire Council and the Winton Police Service. The Questionnaire will be sent to all property owners within the shire to complete. The questionnaire contains questions to aid with emergency response including but not limited to GPS coordinates, Machinery and fuel stored on the property as well as airstrip locations. The database will be continually updated throughout the year.
Wellbeing services delivered	The Funding submission for the multi-purpose building in Winton was not successful. However, Winton has been successful in Round 2 of the Flexible Funding (see below for further detail):
	Diamantina Rodeo and Camp draft \$47,450
	Winton Shire Council 'Keeping Connected' \$25,133

Recovery Objective	Update
	Winton Shire Council 'Promoting Recovery' \$119,324
Community connectedness enhanced	Winton Shire Council has begun to deliver community events. Outback Futures sponsored the recent Community Car Scavenger Hunt. Resources and merchandise including contact details and referral options were delivered to all participants.
	The Community Development Recovery Officer is currently working with the Royal Flying Doctors Mental Health Clinician delivering:
	Gentle Yoga and Wellbeing Sessions
	Sausage Making Workshops
	Women's Mental Health Toolbox
	<ul> <li>All Community Consultations as well as events promoted on the Winton Connect and What's on in Winton Facebook Pages.</li> </ul>
	The following mental health support services and programs are available to community members:
	Mental Health and Wellbeing Service
	Lives Lived Well
	Outback Futures
	Disaster Recovery Clinicians
Support for rural properties including:	Access to properties has been completed and maintained by property owners.
<ul><li>Access</li><li>Bio-security</li></ul>	<ul> <li>Bio Security plans are still being competed and updated regularly by the Winton Shire Council Security officer.</li> </ul>
considerations <ul> <li>Restocking <ul> <li>assistance and</li> <li>priority to stock</li> <li>routes as required</li> </ul> </li> <li>Replacement of</li> </ul>	<ul> <li>Assistance through QRIDA is still being offered vie way of the \$400,000 grants. Winton Shire Council and the Industry Recovery Officer are assisting local's graziers to access the grant in readiness for restocking and decent rainfall in the future.</li> </ul>
infrastructure (water)	• The replacement and repair of infrastructure including access to water infrastructure has now been completed.
Carcass disposal	Carcass disposal has been completed.
Environmental restoration and protection (prevention of weeds, clean-up of silt)	The Winton Shire Council Wild Dog Baiting and Feral Pig control shooting program began on 27 April 2020.
	A second chemical spray program to Control of Weeds has been added to the schedule.



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



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September 2020 Recovery Progress Report North and Far North Queensland Monsoon Trough January – February 2019

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### **Event summary**

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

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



# State Recovery Planning and Policy Coordinator Update

It is encouraging to observe the sound progress evident throughout the recovery process following the impact of the 2019 Monsoon Trough despite the challenges that COVID-19 has presented during 2020.

This report outlines progress against activities identified in the *North and Far North Queensland Monsoon Trough State Recovery Plan 2019 – 2021* (the Plan) at both a local and state level. It focuses on the efforts of the councils who developed event specific recovery plans following the flooding, as well as the activities of five Functional Recovery Groups (FRGs) and government agencies responsible for the FRGs. The report focuses on activities achieved up to the 30 September 2020.

Significant progress can be seen in the number of activities that are now completed or are in the final stages of implementation.

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

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

## **State Recovery Progress**

This section provides a summary of recovery progress across the functional lines of recovery, and identified resilience activities. It tracks the implementation of recovery activities against the metrics identified in the Plan. The following table provides the status of recovery progress across the FRG's.

Functional Recovery Groups	Recovery Progress Status Q4	Recovery Progress Status Q5
Human & Social FRG	64%	64% (no change as remaining activities are ongoing for full duration of program)
Building FRG	15%	77%
Economic FRG	27%	67%
Roads & Transport FRG	71%	71% (no change due to longer term nature of infrastructure projects)
Environment FRG	74%	74% (no change due to longer term nature of environmental repair projects)

### Human and Social

This section of the report details recovery progress against recovery activities outlined in the plan on pages 33 - 35. All recovery initiatives are addressed in relation to the event time frame.

Recovery Activity/Outcome	Up	late	
Recovery activity	1.	PHAS/ESSRS – no change since Q3 (Pleas	
<ol> <li>Personal Hardship Assistance Scheme (PHAS) and Emergency</li> </ol>		Means Tested Grants remain open for two- current reporting will remain until end of two-	
Services Safety and Reconnection Scheme (ESSRS)	2.	<b>QRIDA – SDARG Non-Profit Grants –</b> closed (o) concessional loans applications rece	-
<ol> <li>SDARG - DRFA Category C grants and Category B concessional loans available to not-for-profit organisations through Queensland Rural and Industry</li> </ol>		The following QRIDA Special Disaster As Grants have been approved from 1 July 2 September 2020.	-
Development Authority (QRIDA).		Applications registered	7
3. <b>Donated funds</b> locally through charitable organisations.		Applications being processed	0
4. Financial counselling services available.		Applications ineligible or cancelled	1
		Applications approved	6
		Total funding approved	\$67,910.40

Recovery Activity/Outcome	<ul> <li>Update</li> <li>3. Donated funds: As at 30 September 2020, \$4,377,543 in donated funds have been received by GIVIT (dedicated appear channel now closed). GIVIT is continuing to work with registered charities and DCDSS to procure items to address recovery needs as validated by these entities.</li> <li>St. Vincent De Paul (SVDP) – awaiting response.</li> <li>4. Financial Counselling: Completed, will no longer be reported on.</li> </ul>	
<b>Projected outcome</b> Households, families and individuals are enabled to affect their own recovery through appropriate income sources.	Status: Ongoing	
<ul> <li><i>Recovery activity</i></li> <li>Coordinate the provision of psychosocial and practical supports lead by DCDSS in conjunction with non-government organisations.</li> <li>Referrals to existing personal support and generalist counselling services.</li> <li>Establishment of local case coordination mechanisms (as required).</li> <li><i>Partners include:</i></li> <li>UCQ, Salvation Army, Red Cross</li> <li>CAT A Funding Admin by DCDSS – Notch in TSV, Salvation Army, TSV Women's Centre , TSV Community Legal Service</li> </ul>	<ul> <li>UCQ - As with Q4, there were no further instances of support required that were associated with this event during Q5.</li> <li>Salvation Army - Generalist Case Worker made contact with 33 new community members in addition to case managing existing load of 11 community member clients. All 11 clients have made positive progress this quarter.</li> <li>Red Cross – In October 2019, Red Cross contracted Dr Rob Gordoo to support a number of agencies and community groups in Townville to understand the longer term impacts of recovery, the impacts of prolonged stress, how to undertake a community anniversary acknowledgement, and the provision of community messaging that gets listened to and enacted.</li> <li>In October 2019, participants in these sessions were at varying stages of their recovery e.g. it was observed that some local government personnel were still in a response mode (demands from community regarding getting roads repaired; blame about community messaging). Others were moving forward and acknowledging anniversaries.</li> <li>DCDSS: Category A Funding:</li> <li>Date Period: July 1 2020 to 30 September 2020</li> <li>North Townsville Community Hub (NOTCH) – generalist counsellor</li> <li>Provided support to 64 new service users. 17 of these new service users identified as Aboriginal and Torres Strait Islander</li> <li>383 hours of direct service delivery</li> <li>90 referrals for service users to other support services</li> <li>Funding continues until 2021.</li> </ul>	
	<ul> <li>Salvation Army – generalist case worker</li> <li>Provided support to 33 new service users</li> <li>172.5 hours of direct service delivery</li> </ul>	

Recovery Activity/Outcome	Update		
	<ul> <li>SIx referrals for service users to other support services</li> <li>Funding continues until 2021.</li> </ul>		
	Townsville Women	<b>'s Centre</b> – generalist counsellor	
	<ul> <li>Provided support to 74 new service users. 11 of these new service users identified as Aboriginal and Torres Strait Islander</li> <li>408 hours of direct service delivery</li> <li>49 referrals for service users to other support services</li> <li>Funding continues until 2021.</li> </ul> Townsville Community Legal Service – financial counselling		
	service users (CALD) 202 hours of c Four referrals	port to 18 new service users. Two of these new identified as culturally and linguistically diverse direct service delivery for service users to other support services nues until 2021.	
Projected outcome			
Community members have access to psychosocial support.		Status: Ongoing	
<ul> <li>Recovery activity</li> <li>Additional outpatient services; theatre lists and other services to ensure provision of services to those affected (in addition to services provided to meet acute needs following the disaster).</li> </ul>	Queensland Health's (QH) clinical service delivery and commu engagement has been challenging due to COVID-19 restriction Both clinical service delivery and community engagement wer being delivered via online options but as restrictions have eas services are transitioning to more face-to-face engagement. <b>Townsville HHS</b>		
• Public Health Units working with	Referrals for Q5	26 (average 15 per month)	
local councils to manage public	Accepted	18	
health risks to the community.	Declined	8	
• Patients with existing chronic health conditions receiving regular care	Existing <b>Total Q5</b>	40 <b>58</b>	
have their needs assessed and treatment plans modified accordingly.	Trend - increase in GP referrals and a self-referral in Julia Creek and Cloncurry shows positive response to extensive promotion campaign.		
<ul> <li>Implement mental health recovery programs to disaster-affected</li> </ul>	North West HHS		
communities, including individuals,	Handful of new ref	errals.	
carers, families, and volunteers, with mental health services and	Central West HHS		
emotional wellbeing support.	down the capacity	ons related to drought and flood are wearing of people being able to cope, a small triggering in a substantial collapse in mental health.	
	Accumulative impa	act of long-term drought and COVID-19 are sinesses. Border closures resulted in less	

Recovery Activity/Outcome	Update
	travellers also impacted on local trade (accommodation, retail and hospitality).
	The Mayor and CEO of Flinders Shire Council requested brief intervention/support after the sudden loss of a Council employee due to an undiagnosed illness. This individual had been with the Hughenden Council for 48 years. There was concern about the impact on the community given cumulative impacts from COVID- 19, the drought and the Monsoon event. Brief intervention and support were provided for three individuals, these individuals were also linked into additional supports.
	With restrictions easing, teams have focused on reconnecting with stakeholders, focusing on vulnerable communities and carers. Townsville has promoted the service and disaster preparedness in Bluewater, Northern Beaches and Rollingstone areas by attending community events, conducting letter box drops and engaging with local stakeholders working with vulnerable communities.
	Since easing of COVID-19 restrictions North West communities expressed the need for face-to-face engagement, particularly in Cloncurry Shire. Activities include a Women's Health Week High Tea, Horseshoeing Clinic, R U OK events, race days and an upcoming gala where resilience and 'stress down' sessions were delivered. The strong focus on events is supporting women's wellbeing with future events planned for 2021 in McKinlay and are also open to all shires.
	<ul> <li>The teams have been promoting the Small Talk Big Difference events including the monthly tea break sessions, the Brew with a View photography session</li> <li>An increase in requests for mental health and suicide prevention training in the North West with the upcoming wet season. Burke Shire Council has requested all council staff are trained in Rural Minds. A new CDO commenced in Carpentaria Shire Recovery Group and the membership will inform DRT needs.</li> <li>45% of McKinlay Shire participated in the Gratitude Jar Project where most submissions were around gratitude toward family. In response to increased concerns around alcohol consumption a Dry July campaign was launched in McKinlay and Cloncurry in collaboration with the CDOs</li> </ul>
	<ul> <li>Through the team's unique establishment of both child and youth, and adult clinicians together, the team has been able to provide systemic interventions and support to both families and individuals.</li> <li>In Central West non-essential travel requirements limited planned community engagement.</li> </ul>
	<ul> <li>QH workers, in conjunction with the senior child and youth clinician, have been collaborating and developing culturally appropriate children's resources based on the Birdie's Tree characters.</li> <li>Moving forward, all North West shire schools will participate in Birdie's Tree curriculum development with</li> </ul>

Recovery Activity/Outcome	Update	
	will be prograr	Ed-linq, DRT and QCPIMH. Community libraries involved in the development of the Birdie's Tree n. Suicide prevention, alcohol reduction, and a ice cook-book project are planned for the next
	Birdie's tree:	
	LGAs Continu Torres S Statewi for Palr Comple training teams a Recruit continu Team L appoin The o.6 offered recruit	Senior Mental Health Clinician position was to a candidate who then declined, and nent is currently occurring. ipate in Wheel of Wellbeing train the trainer
Projected outcome		
Community members have access and are able to meet health needs (including mental health) arising from the disaster.		Status: Ongoing
Recovery activity	UCQ: Nothing fu	rther to update regarding this item.
<ul> <li>Provision of information regarding availability of existing supports, services and additional community recovery services.</li> </ul>	term recovery of insufficient fund standard. As at a projects referred committed to aid estimated value	
		y is ongoing until end of program. This work is vith a further four rebuilds underway, DCDSS is uotes.
		The Salvation Army Community Rebuild Project under the current funding on 30 September 2020.
	structure and pa	oject continues to function under the same rticipants with further donated funding acquired te donors to The Salvation Army for Townsville

Recovery Activity/Outcome	Update
	Total Assistance 1 July – 30 Sept:
	<ul> <li>Four families assisted with a total of \$24,524.95 in project costs</li> <li>73 individuals assisted by the project</li> <li>\$141,791.68 in total project costs</li> </ul>
	<b>Red Cross:</b> There has been little progress with the Category C funding as Victoria's borders are closed due to COVID-19 restrictions. Dr Rob Gordon and associates are unable to leave Victoria. The timeline is now projected for 2021.
	Collaboration with western communities' CDOs has recommence in September 2020, to identify and determine community needs more detail.
	In September 2020, Red Cross assisted a family requiring an essential household item.
	Red Cross continues to chair Aboriginal and Torres Strait Islander Taskforce (sub Human and Social Committee). Taskforce has encompassed issues with COVID-19 and Aboriginal and Torres Strait Islander community.
	Continued participation and reporting with LDMG, DDMG and H& sub-committees:
	<ul> <li>Townsville DDMG (20)</li> <li>Townsville DDMG H&amp;S (5)</li> <li>Townsville H&amp;S (20)</li> <li>Townsville Aboriginal and Torres Strait Islander Taskford (25)</li> <li>Burdekin LDMG (5)</li> <li>Hinchinbrook LDMG (10)</li> <li>Hinchinbrook H&amp;S (10)</li> </ul>
	St. Vincent De Paul: awaiting response.
<b>Projected outcome</b> Community members have access to appropriate and coordinated social services.	Ongoing
Recovery activity	Community Development Program:
<ul> <li>Provision of funds for Community Development Officers (CDOs) in most of the significantly impacted communities to support community- led initiatives, facilitate linkages, collaboration and partnerships between and across groups, support and enable recovery and resilience planning and focus on building upon the strengths and capabilities of the affected communities.</li> <li>Flexible Funding Grants are</li> </ul>	Number of hours developing and delivering events5715.3Number of participants in events (see note*)38,48Number of community agencies participating in events412Number of hours developing resources and tools1450.7Number of hours on training and learning274.7Number of participants in training activities177Number of hours supporting FFG development593Number of participants in FFG activities46Number of hours on developing RR plan92Number of participants in RR plan development802*figure includes participants who have engaged through Faceboor602

Recovery Activity/O	outcome	Update
available for proj driving recovery, and resilience wi disaster affected	building awareness ithin the most	<ul> <li>COVID-19 still presented some uncertainty in the first part of the quarter. Overall, DCDSS reports that communities are starting to get back into a new normal and display optimism.</li> <li>Staffing Resources - Carpentaria CDO resigned effective 10 July, the new CDO commenced on 19 August 2020.</li> <li>Progress evident in Winton - "Say G'day the Outback Way" Roadshow, includes public consultations starting at Coffield and then working through the shire every three to four weeks. At each consultation Community Development will encourag a community led response when addressing the needs of the community. The roadshow will identify and give a scale of how far Winton has to go in regards to recovery.</li> <li>The Cloncurry CDO is completing the comprehensive needs analysis (Community Development, Recovery and Wellbeing survey) to determine suitable events and workshops for the upcoming quarter. Planning has commenced for these future events and workshops in the Cloncurry Shire, which will adhere to the Queensland Government COVID-19 restrictions.</li> <li>The projected amended Milestone Plan of activities to be undertaken in the upcoming quarter include:         <ul> <li>30 September &amp; 1 October Horse Shoeing Clinic</li> <li>16 October Family Movie Night for Mental Health Week</li> <li>17 October &amp; 18 October Men's Horsemanship Clini and Mental Health Weeklong initiatives an providing capacity building opportunities. As identified in th need's analysis survey, community development is highly desirable by individuals throughout the LGA to ensure the overall progression and growth of individuals in the shire.</li> <li>In Cloncurry Shire. This will assist the overall development, recovery and wellbeing of the community.</li> <li>In Townsville the following projects will continue or commence delivery during this quarter: the Street Library Project, the Recovery Workshops for Practitioners, the Recovery and wellbeing of the community.</li> <li< td=""></li<></ul></li></ul>

Recovery Activity/Outcome	Update	
	<ul> <li>the community with new engagement activities. This will include the "The Blue Tree Project". It will be presented as a competition, inviting residents to create a Blue Tree out of any weather resistant material. This encourages creativity and an anticipated burst of positive thinking, engagement of whole families and friend groups.</li> <li>Across all local government areas (LGAs), mental health issues and projects relating to mental health are being initiated. Some</li> </ul>	
	projects involve <b>FFG -</b> This is deta	the Royal Flying Doctor Service. iiled below.
<i>Projected outcome</i> Communities can act autonomously to direct and contribute to their recovery process.		Status: Ongoing

## Flexible Funding Grants

The flexible funding grants (FFG) program is for non-government organisations, local governments, industry groups and community groups to implement

FIRST ROUND	
Number of applications received	135
Number of applications approved	68
Total value for round	\$4.46M
Total paid to date	\$4,109,137
Second Round	
Number of applications received	125
Number of applications approved	119
Total value for all applications	\$11,133,810
Total value for APPROVED applications	\$9,136,058
Total paid to date	\$8,222,455

#### Round 1

First Dound

FFG totalling \$4.464 million across 68 projects. The projects support and enable recovery and contribute to building awareness and resilience.

- 100% of the initial 90% payments to funded recipients have been made.
- Two projects have not progressed and returned all funding to the department.t
- 15 projects have been completed and submitted Project End reports.
- 18 agencies have completed their project and we are awaiting final project reports and Audited Financial Statement, which will trigger release of final payment.
- 27 projects report they are on track in accordance with original project plans or amended project plans.
- Six projects have not submitted quarterly reports and these projects are being followed up.

#### Round 2

Round 2 closed 4 May 2020. 119 applications have been approved and contracts are currently being finalised

for disbursement of the initial 90% funding of \$9,136,058.

- 100% of the initial 90% payments to funded recipients have been made.
- No projects have been completed and submitted project end reports.
- Three agencies have completed their projects and we are awaiting final project reports and Audited Financial Statement, which will trigger release of final payment.
- 95 projects report they are on track in accordance with original project plans or amended project plans.
- 21 projects have not submitted quarterly reports and these projects are being followed up.

A summary of all successful grant recipients can be found at the following link: <u>https://www.communities.qld.gov.au/community/community-recovery/category-c-funding/category-c-far-north-queensland-north-queensland-monsoon-trough</u>

## Building

The Building Recovery Group (BRG) continues to meet to support recovery activities and identify coordinated solutions to any emerging issues on the ground. BRG members have been engaged in the LDMGS and provided data and information as available to support the development of recovery plans and rebuilding priorities.

Recovery Activity/Outcome	Update	
<i>Recovery activity</i> Finalise detailed building assessments on government building infrastructure.	MTQ project continues progressing to achieve practical completion by 21 January 2021. External works practically complete as of 30 June 2020. Internal works, internal lining replacement is finalized. Internal scaffolding being removed from the building. Progress is in line with target date of 18 December 2020.	
	QBuild will co	ontinue progressing towards the successful delivery of this practical completion set for 21 January 2021.
<b>Projected outcome</b> Development of a Prioritisation plan to allow government services to recommence (from alternate locations if required).		Status: Ongoing
<i>Recovery activity</i> Facilitate community access to independent building repair advice.	QBCC continuities and c	bleted. No change since previous report. ues business as usual engagement with Jobsites to ensure oncerns are discussed and appropriate advice is given. This o longer be reported on.
<b>Projected outcome</b> Residents are able to make informed decisions when engaging contractors to undertake repair work.		Status: Completed. QBCC will continue to support residents through business as usual.

	-	
Recovery Activity/Outcome	Update	
Recovery activity	Status: Comp	pleted.
• Establish and promote a register of licensed building contractors and tradespeople. On closure of the register, enquires are directed to the 'Find a Local Tradie' search on the QBCC website.	registered Tra	eensland Flood Register is still active on QBCC website with ades and Contractors available, the register will remain open This activity will no longer be reported on.
Projected outcome		
Residents and insurance companies are		Status: Completed
confident repair work will be conducted by an appropriately licensed contractor.		Through social media campaigns and promoting the North Queensland Flood Register - This engagement has provided
Residents and insurance companies can easily select local contractors to support economic recovery of the region.		residents with the tools and information they need find a QBCC vetted and licensed contractor.
Recovery activity	Status: Comp	oleted. No change since previous report.
• Deployment of building inspectors and compliance officers to conduct compliance observations and provide information to homeowners and licences about rebuilding after a flood.	issues and co	ues business as usual engagement with Jobsites to ensure oncerns are discussed and appropriate advice is given. This o longer be reported on.
Projected outcome		Status: Completed
Residents and contractors are able to make informed decisions to ensure repair work undertaken meets compliance standards.		Through QBCC site inspections in combination with the North Queensland Flood Register, social media presence and specific information on 'How to rebuild after a disaster' on QBCC's websites, all have provided residents and contractors direct access to information on how to undertake flood repair work that is compliant with regulations. This work will continue as part of BAU.
Recovery activity	Status: Comp	pleted
• Support the development and implementation of local built infrastructure recovery plans.	have provide development Management built infrastru	s remain available to the Local Disaster Recovery Groups and d data and information as available to support the of recovery plans and rebuilding priorities. The Local Disaster Groups (LDMGs) have had capability and capacity to manage acture recovery through the robust local recovery group h very few issues requiring escalation. This activity will no orted on.
Projected outcome		
Recovery plans are underpinned by a strong evidence base and impact assessment data to establish regional rebuilding priorities and fast-track recovery.		Status: Completed

Recovery activity <ul> <li>Determine the repair/rebuild approach for community assets.</li> <li>Develop and implement a recreational assets and community facilities recovery program.</li> </ul> Develop and implement a recreational assets and community facilities and equipment to enable a return to normal activities.           The Category CDRFA package, the \$20 million Community Assets Program accovery program.           With assisted with immediate clean-up and recovery of sporting clubs a facilities and equipment to enable a return to normal activities.           The Category CDRFA package, the \$20 million Community Assets Program \$20 million of which was allocated for administration by DFPW, is ongoin \$20 million of which was allocated for administration by DFPW, is ongoin \$20 million of which was allocated by ARA total program funding being administered by DHPW is now \$12,7 million. All funds have been allocate to projects.           Twee very excitation of fundation and the aspect of by the local communities. A further five projects are nearing completion. <ul> <li>Twee very excitation of industry safe plans. There is potential for some delay to expression of the community access to recovery funds.</li> <li>Clean-up and restoration of flood damaged community and recording wet season.</li> </ul> Projected outcome <ul> <li>Develop a repair/rebuild plan to allow for community access to recovery funds.</li> <li>Clean-up and restoration of flood damaged community and recording wet season.</li> </ul> Recovery outking <ul> <li>Nuring October 2020, the sth</li></ul>	Recovery Activity/Outcome	Update	
assets and community facilities recovery program.The Category CDRFA package, the \$20 million Community Assets Program \$10 million of which was allocated for administration by DHPW, is ongoin with 42 approved reconstruction projects. These projects are located across six LGAs and support the activities of football, cricket, shooting, golf, lawn bowls, horse sports, tennis, motorsports, cycling, Australian football, rugby league, softball and netball.With additional funds approved by QRA total program funding being administered by DHPW is now \$12.7 million. All funds have been allocate to projects.Twelve projects have been completed in Cloncurry (lawn bowls, shooting, Richmond (tennis) and Townsville LGAs (football, lawn bowls, shooting, rowing, tennis, golf, hockey and multi-sports) which have restored the facilities for use by the local communities. A further five projects are nearing completion.Projected outcome Develop a repair/rebuild plan to allow for community access to recovery funds.Status: OngoingClean-up and restoration of fload damaged community access to recovery funds.Status: OngoingClean-up and restoration of fload that community.Status: OngoingRecovery activity • Review identified Damage Assessments and Reconstruction Monitoring (DARMsys).During October 2020, the 5th and final DARMsys operation took place in Townsville. Outcome the community.Projected outcome Residents are able to access validated data reflecting the progress ofStatus: CompletedProjected outcome Residents are able to access validated data reflecting the progress ofStatus: Completed	• Determine the repair/rebuild approach for community assets.	been exhaust which assiste	ed with \$905,461 funding provided to 194 organisations d with immediate clean-up and recovery of sporting clubs an
administered by DHPW is now \$12.7 million. All funds have been allocate to projects.         Twelve projects have been completed in Cloncurry (lawn bowls, shooting; Richmond (tennis) and Townsville LGAs (football, lawn bowls, shooting; rowing, tennis, golf, hockey and multi-sports) which have restored the facilities for use by the local communities. A further five projects are nearing completion.         There has been limited disruption to project activities and delivery of word due to COVID-19 restrictions however normal club and community activities were impacted by these restrictions. These activities have now returned to normal with the application of industry safe plans. There is potential for some delays to completion to projects due to the expected severity of the upcoming wet season.         Projected outcome       Status: Ongoing         Develop a repair/rebuild plan to allow for community access to recovery funds.       Status: Ongoing         Clean-up and restoration of flood damaged community access to recovery funds.       Status: Ongoing         Recovery activity       Ouring October 2020, the 5th and final DARMsys operation took place in Townsville. Outcomes showed that of the properties still identified as damaged in February 2020, 80% have now been fixed. 1060 assessment completed.         Projected outcome       Recovery activity         • Review identified Damage Assessments and Reconstruction Monitoring (DARMsys).       Status: Completed on.         Projected outcome       Residents are able to access validated data reflecting the progress of       Status: Completed	assets and community facilities recovery program.	\$10 million of with 42 appro across six LG, golf, lawn boy	which was allocated for administration by DHPW, is ongoing oved reconstruction projects. These projects are located As and support the activities of football, cricket, shooting, wls, horse sports, tennis, motorsports, cycling, Australian
Richmond (tennis) and Townsville LGAs (football, lawn bowls, shooting, rowing, tennis, golf, hockey and multi-sports) which have restored the facilities for use by the local communities. A further five projects are nearing completion.There has been limited disruption to project activities and delivery of wor due to COVID-19 restrictions however normal club and community activiti were impacted by these restrictions. These activities have now returned to normal with the application of industry safe plans. There is potential for some delays to completion to projects due to the expected severity of the upcoming wet season.Projected outcome Develop a repair/rebuild plan to allow for community access to recovery funds.Status: OngoingClean-up and restoration of flood damaged community and recreational facilities to achieve social recovery outcomes by ensuring leisure, sport and artistic activities are part of the fabric of the community.During October 2020, the 5th and final DARMsys operation took place in Townsville. Outcomes showed that of the properties still identified as damaged in February 2020, 80% have now been fixed. 1060 assessment: completed. The activity will no longer be reported on.Projected outcome Residents are able to access validated data reflecting the progress ofStatus: Completed		administered	
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Develop a repair/rebuild plan to allow for community access to recovery funds.Status: OngoingClean-up and restoration of flood damaged community and recreational facilities to achieve social recovery outcomes by ensuring leisure, sport and artistic activities are part of the fabric of the community.Status: OngoingRecovery activity • Review identified Damage Assessments and Reconstruction Monitoring (DARMsys).During October 2020, the 5th and final DARMsys operation took place in Townsville. Outcomes showed that of the properties still identified as damaged in February 2020, 80% have now been fixed. 1060 assessment: completed. 		due to COVID were impacte normal with t some delays	-19 restrictions however normal club and community activitie d by these restrictions. These activities have now returned to he application of industry safe plans. There is potential for to completion to projects due to the expected severity of the
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<ul> <li>Review identified Damage Assessments and Reconstruction Monitoring (DARMsys).</li> <li>Townsville. Outcomes showed that of the properties still identified as damaged in February 2020, 80% have now been fixed. 1060 assessments completed.</li> <li>The activity will no longer be reported on.</li> <li>Projected outcome Residents are able to access validated data reflecting the progress of</li> <li>Status: Completed</li> </ul>	for community access to recovery funds. Clean-up and restoration of flood damaged community and recreational facilities to achieve social recovery outcomes by ensuring leisure, sport and artistic activities are part of the fabric of		Status: Ongoing
Residents are able to access validated data reflecting the progress of Status: Completed	• Review identified Damage Assessments and Reconstruction Monitoring (DARMsys).	Townsville. C damaged in F completed.	outcomes showed that of the properties still identified as ebruary 2020, 80% have now been fixed. 1060 assessments
data reflecting the progress of	Projected outcome		
	Residents are able to access validated data reflecting the progress of		Status: Completed

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Recovery Activity/Outcome	Update	
• Provide advice to regulators on the recovery of built infrastructure as a result of learnings from the Monsoon Trough event.	deployment of Experience ga to refine both	intain and continue to evolve the current process for of event specific registers to support impacted communities. ained from both the monsoon and bushfire events has helped n deployment and communication processes to ensure al support to residents and contractors in impacted LGAs.
Projected outcome		
Any identified improvements from disaster events will be provided to the appropriate entities as part of the 2019- 20 BRG preparedness activities.		Status: Ongoing
<ul> <li>Recovery activity</li> <li>Maintain consultation with built environment stakeholders, peak industry bodies and industry to support locally-led recovery.</li> </ul>	level group. T of communica have continu appropriate.	has been no significant escalation of local issues to the state The BRG will continue to ensure collaboration and integration ation and resolution activities when required. BRG members ed to provide representation at local recovery groups, as As this will be monitored as part of BAU, this activity will no
	longer be rep	orted on.
<i>Projected outcome</i> Information shared amongst relevant parties to allow informed actions to be taken.		Status: Completed. This work will continue as part of BAU.
<b>Recovery activity</b> • Investigate and address relevant insurance policy issues and ensure a compassionate response to affected businesses; working with the Insurance council of Australia and Economic Recovery Group.		that this activity will no longer be reported on as ICA matters d and their role is ongoing in terms of oversight and
<b>Projected outcome</b> Insurers are responding to customers experiencing hardship in a fair, timely and compassionate manner – providing residents with certainty to allow for their own recovery planning.		Status: Completed
Recovery activity	The North Qu	eensland Flood register is still active on QBCC website with
• Align infrastructure development programs and activities (where possible) to complement economic reconstruction priorities.	622 registere	ed trades and contractors. As this is part of ongoing BAU, this o longer be reported on.
Projected outcome		
Relevant infrastructure program and project owners investigate opportunities to support recovery priorities.		Status: Completed. This work will continue as part of BAU.

# **Roads and Transport**

This section of the report details recovery progress against recovery activities outlined in the plan on page 41. Significant progress has been made in achieving recovery objectives. All recovery initiatives are addressed in relation to the event time frame.

Recovery Activity/Outcome	Update
<ul> <li>Recovery activity</li> <li>Review existing Queensland Transport and Roads Investment Program (QTRIP) capital works plans to accommodate the Natural Disaster Program.</li> <li>Scope reconstruction program of works.</li> <li>Develop project delivery plans to achieve key tasks.</li> <li>Undertake reconstruction works.</li> </ul>	<ul> <li>At 30 September 2020, a total of 58 emergency works/counter disaster operations submissions, 12 immediate reconstruction works submissions, 141 Phase 1 submissions, 142 Phase 2 submissions and 19 Phase 4 submissions, 10 immediate reconstruction works submissions, 132 Phase 1 submissions, 120 Phase 2 submissions and one Phase 4 submission have been assessed.</li> <li>Reconstruction works are underway and the program is on track to be completed by 30 June 2021.</li> <li>Priority project sites include: <ul> <li>Flinders Highway – pavement repair works were completed in December 2019.</li> <li>Richmond–Winton Road – pavement repairs were completed in December 2019.</li> <li>Alice River Bridge (Hervey Range Road) – bridge repaired and reopened two months ahead of schedule on 26 June 2019. Works completed in early July 2019.</li> <li>Hervey Range Road (geotech) – emergency pavement repairs and slope stabilisation works completed in Iate February 2019. Further geotechnical works completed in September 2020 and are expected to be completed in Iate July 2019.</li> <li>Mount Spec Road (Paluma Range) – landslip repairs at nine sites completed in late July 2019. Further slope stabilisation works commenced in September 2020 and are expected in late December 2020.</li> <li>Landsborough Highway (Winton–Kynuna) – pavement repairs commenced in early July 2020, with completion expected in mid-December 2020.</li> <li>Kennedy Developmental Road (Winton–Boulia) – pavement and batter repairs commenced in early July 2020, with completion expected in mid-December 2020.</li> </ul></li></ul>
<i>Projected outcome</i> Essential public assets restored.	2020. Final seal and line-marking will occur in early 2021. Status: These recovery activities are on track to achieve the projected

Recovery Activity/Outcome	Update
Recovery activity • Develop and implement a Betterment program.	<ul> <li>All 10 DTMR betterment projects are underway or completed on the following roads:</li> <li>Flinders Highway (Hughenden–Richmond and at Nelia) – both pavement resilience projects completed in December 2019.</li> <li>Richmond–Winton Road – in situ stabilisation works completed in December 2019, with slope and margin works completed in June 2020. Works to seal a previously unsealed 10km section are expected to be completed in mid-2021.</li> <li>Kennedy Developmental Road (Hughenden–Winton) – concrete batt works completed in June 2020, with pavement resilience works continuing on the southern section until late April 2021.</li> <li>Isabella Creek Bridge (Endeavour Valley Road) – bridge deck resurfacing works expected to be completed in early 2021.</li> <li>Burke Developmental Road – pavement sealing and resilience works expected to be completed in late 2020.</li> <li>Landsborough Highway (Winton–Kynuna) – foam bitumen stabilisation and drainage upgrades expected to be completed in mid-2021.</li> <li>DTMR's 2019 Betterment Program is on track to be completed by 30 June 2023.</li> </ul>
<b>Projected outcome</b> Betterment program to improve the disaster resilience of flood damage	

### **Betterment**

essential public assets.

Program	How program is contributing	
Betterment	Administered by: Queensland Reconstruction Authority	
Funding to restore and improve the disaster resilience of flood damaged essential public assets.	Expressions of Interest (EOI) shortlisted Total value of EOIs Projects approved Category D value of projects approved Total value of projects approved	286 \$130,450,014 104 \$103,205,761 \$140,607,963
	As at 30 August 2020, 104 projects have been approved at a c Category D value total of \$103.2M with payments to-date a to Projects include close to \$12M for two sections of the Flinders between Hughenden and Richmond, as well as Richmond and were severely damaged during the Monsoon Trough.	tal of \$38.5M. s Highway
	\$3.9M has been approved for the construction of a new bridge at Dalkeit Road in Flinders LGA to replace the flood-damaged causeway. More than \$2.6M has been approved for stabilising and sealing for locat including Mill-Road, Bougainville, Ponderosa, Forestry Roads and Purono	

	Parkway in Townsville that were severely damaged during the Monsoon Trough. This will maximise the life of the improved asset(s) and improve their resilience in future weather events.
	Approximately \$4.9M has been approved within McKinlay LGA for the sealing of sections of Gilliat-McKinlay Road and \$3.2M approved within Douglas LGA for concreting of severely damaged section of Cape Tribulation-Bloomfield Road.
	COVID-19 impact
	QRA is working with local councils to understand the impacts of COVID-19 on programs and any delays to schedules of works.
Water and Sewerage	Administered by: Queensland Reconstruction Authority
Funding to support local governm restoration costs for event damag water and sewerage infrastructure	ed
	EOIs shortlisted46Total value of EOIs\$6,950,705Projects approved13Category D value of projects approved\$5,759,949
Clean-up and Repairs of Commun Assets (local governments and state age	ity Administered by: Queensland Reconstruction Authority
Funding to support local governm and state agencies to clean-up an repair recreational assets and fac	
damaged by the Monsoon Trough are considered ineligible for DRFA restoration funding.	that
	More than \$2.1M of funding has been approved for pontoons, pathways and parks within the Townsville area.

## Economic

The ERG continues to meet to support recovery activities and identify coordinated solutions to any emerging issues on the ground. Given the current COVID-19 restrictions, on the ground impacts are being experienced by communities which are also impacting on the delivery of recovery programs. These are indicated where information was available.

Recovery Activity/Outcome	Update
Recovery activity	SBRAC
Governance – Small Business Recovery Advisory Council ( <b>SBRAC</b> )	The SBRAC met on 3 August 2020 as scheduled with the newly appointed Chair, Verena Coombe. During the reporting period, the SBRAC has met on a
• Resources available to assist SB	fortnightly basis with progress being made with re-consideration and
<ul> <li>Support small businesses with tools and resources to facilitate economic recovery and</li> </ul>	endorsement of the BISP considered in March 2020 and the endorsement of three Go Local projects located in McKinlay, Townsville and Hinchinbrook

Recovery Activity/Outcome	Update			
resilience, including:	shires.			
Develop communications tools for businesses to ensure	DRFA Resourcing			
information is available to small businesses, including Aboriginal and Torres Strait Islander-owned businesses.	During the reporting period, a functional realignment of the Small Business Recovery Centre (SBRC) resulted in the SBRC now reporting to the NQ Regiona Office with broader alignment and an increase in local on the ground support by the DESBT NQ Regional Office.			
	The current resourcing structure is as follows:			
	Townsville – reporting to Regional Director, DESBT NQ Regional Office			
	1 x FTE AO8 Small Business Recovery and Resilience Champion			
	1 x FTE AO6 Customer Care Manager			
	1 x FTE AO5 Senior Project Officer (Vacant)			
	o.6 x FTE AO5 Senior Project Officer			
	Brisbane – reporting to Director, Delivery, Investment			
	1 x FTE AO6 Grants Officer			
	During the reporting period, recruitment for the AO8 Champion position commenced and it is expected the process will be finalised by the end of November 2020. A temporary appointment was made to the Recovery and Resilience Champion position, Tish Andrews from the DESBT NQ Regional Office. Ms Andrews will remain in the role until the recruitment process has been finalised.			
	In addition, the AO5 Senior Project Officer position has now closed with final interviews currently in progress. It is expected the process will be finalised by the end of October 2020.			
	Queensland Small Business Recovery and Resilience Champion Update			
	A temporary appointment was made to the Recovery and Resilience Champio position, Tish Andrews from the DESBT NQ Regional Office. Ms Andrews will remain in the role until the recruitment process has been finalised expected be completed by the end of November 2020.			
	BISP Update			
	Due to the impacts of COVID-19 the SBRAC reviewed the BISP on the 14 September 2020 and identified the key priority programs, these programs ali with the BISP initiatives endorsed by the SBRAC in March 2020.			
	Local Connections - Business to Business and Business to Consumer (B2C) Communication (supported by original DRFA business case)			
	The first round of promotion by the SBRC as identified in the B2B and 132C communication plan, commenced in mid-September and will continue throug to the commencement of the caretaker period in early October 2020. The communication plan is being progressed by the SBRC. The SBRC has commenced face-to-face engagement activities across the LGAs with particul focus on Townsville. This includes leveraging opportunities and working in collaboration with all councils and chambers.			

Recovery Activity/Outcome	Update				
	<b>Small Business Crisis Communication Tool Kit</b> (Proposal -Small Business Disaster Management Communication Toolkit)				
	The SBRAC has approved the SBRC to approach the developers of the Tourism Toolkit for early discussions around support in the development of the Small Business Toolkit. This project is currently in progress.				
	Disaster Preparedness (Proposal - Disaster Recovery Plan Template)				
	The disaster preparedness checklist will also be progressed by the SBRC, it is envisaged that the checklist can be included in the Small Business Disaster Toolkit concept. This project is currently in progress.				
	Healthy Minds, Healthy Businesses (Proposals - Mental Health Support and Wellness and Mental Health Online Portal)				
	The Health Minds, Healthy Business project has commenced with the SBRC engaging with Sunshine Coast Regional Council to discuss the online portal concept and opportunities to leverage off current resources.				
	The SBRAC supports the SBRC to continue to work with QH and the HHS Recovery Team to identify current support for small business and identify gap in order to develop appropriate support services.				
	<b>Small Business Concierge Service Program</b> (Proposal - Investing in long-term resilience & capability)				
	The Small Business Concierge project has been prioritised by the SBRAC. The SBRC is currently working on the framework of the program and an EOI has been submitted to potential delivery partners to develop the concierge concept. The concierge program will look at a client management model whereby small business will have one point of contact that will complete a needs analysis and connect the small business to the support services required to support the recovery journey with a focus on resilience. This project is currently in progress.				
	<b>Greater Townsville Region Outreach</b> (continuing outreach to ensure all impacted small businesses are supported)				
	This has progressed with the successful September Back on Track road trip across the Gulf of Carpentaria and the North West Corridor.				
	The SBRC aims to conduct regular outreach programs throughout Townsville and the remaining LGAs within the next two months, actively seeking those small businesses who have not yet engaged with the SBRC.				
	All the projects outside of the Concierge Service will be delivered by the SBR				
– Establishing a small business	Queensland Small Business Recovery Centre				
recovery centre;	The SBRC continues to provide tailored support for impacted small business owners, five days a week.				
	With COVID-19 restrictions lifted in August 2020 the SBRC team recommence face-to-face meetings with those small businesses requesting contact. The SBRC team continues to work from the DESBT NQ Regional Office.				

Recovery Activity/Outcome	Update	Update				
	Item	Total 01 July to 30 September 2020	Program to date total 01 February 2019 to 30 September 2020			
	Phone calls	537	7852			
	Clients	6	1883			
	Unique visits to SBRC	0	1576			
	Mentoring sessions	8	252			
	Outreach	24	225			
	QSBRC relocation	engagement 24 335 OSBRC relocation				
	former Townsville Transi proceeding. SBRC will instead be loc City Council has comple negotiations are in their	<ul> <li>The proposed relocation to be co-located within Smart Precinct NQ at the former Townsville Transit Centre, scheduled for May 2020 is no longer proceeding.</li> <li>SBRC will instead be located at its original site in Walker Street. Townsville City Council has completed refurbishment works of the site and lease negotiations are in their final stages. It is expected the re-opening of the SBR at 143 Walker Street Townsville will occur in November 2020.</li> </ul>				
– Implementing Go Local	Go Local					
campaign	<ul> <li>This SBRAC endorsed project continues to be centrally managed with sup from the SBRC and regional offices. It targets local and regional supply ch celebrating local businesses, encouraging consumers to purchase locally through behavioural change, networking and community events. In addit provides opportunities for local councils, chambers and business support networks across the LGAs to support the small business community by wa key economic development key initiatives.</li> <li>The SBRC is committed to understanding the needs of the small business community across all 14 LGAS therefore we have strengthened our workin partnership with key stakeholders e.g. Community Development Officers (CDOs) across the LGAs to source opportunities that support small busines under the Go Local funding package.</li> <li>The SBRC conducted formal meetings with all local council representative around the Go Local funding opportunity, which has seen an increase in G Local project submissions.</li> </ul>					
	The SBRAC endorsed three Go Local project submissions which have now progressed to funding agreements with DESBT:					
	Hinchinbrook (	• Hinchinbrook Chamber of Commerce and Tourism - \$16,500				
	McKinlay Shire	McKinlay Shire Council - \$25,000				
	• Townsville Chamber of Commerce - \$300,000					
	A number of project submissions are currently being finalised:					
	Cloncurry Local Business Network					
	Winton Shire C	Winton Shire Council				

tailored to the needs of the individual business owner. uring the reporting period, COVID-19 restrictions lifted which allowed the ce-to-face mentoring sessions to re-open. The SBRC is seeing a positive sponse from small business in using the virtual method of engaging with entors and embracing the technology. The SBRC team continues to support mentees and manage the mentoring rogram with support from the Central Mentoring for Growth team. Uring the reporting period, the SBRC has strengthened the working artnership with the mentors and commenced monthly mentor meetings to rovide updates around the SBRC activities and support services for small usiness. This platform provides an opportunity for the mentors to share the ground intel and what small business is saying in terms of current needs hich has informed our activities moving forward. As a result a project
<ul> <li>Burdekin Shire Council</li> <li>Port Douglas Chamber</li> <li>Port Douglas Tourism</li> </ul> <b>usiness Mentoring and Coaching s</b> at 30 September 2020, 252 small business owners had accessed the omplimentary mentoring under the Department of Small Business, mployment and Training (DESBT) Mentoring for Growth program. This servitailored to the needs of the individual business owner. uring the reporting period, COVID-19 restrictions lifted which allowed the ce-to-face mentoring sessions to re-open. The SBRC is seeing a positive sponse from small business in using the virtual method of engaging with entors and embracing the technology. The SBRC team continues to support mentees and manage the mentoring ogram with support from the Central Mentoring for Growth team. uring the reporting period, the SBRC has strengthened the working artnership with the mentors and commenced monthly mentor meetings to ovide updates around the SBRC activities and support services for small usiness. This platform provides an opportunity for the mentors to share the ground intel and what small business is saying in terms of current needs hich has informed our activities moving forward. As a result a project oposal has been submitted to the SBRAC for endorsement, recommending to the semantary for th
<ul> <li>Port Douglas Chamber</li> <li>Port Douglas Tourism</li> </ul> Usiness Mentoring and Coaching as at 30 September 2020, 252 small business owners had accessed the omplimentary mentoring under the Department of Small Business, inployment and Training (DESBT) Mentoring for Growth program. This servitailored to the needs of the individual business owner. uring the reporting period, COVID-19 restrictions lifted which allowed the ce-to-face mentoring sessions to re-open. The SBRC is seeing a positive sponse from small business in using the virtual method of engaging with entors and embracing the technology. the SBRC team continues to support mentees and manage the mentoring ogram with support from the Central Mentoring for Growth team. uring the reporting period, the SBRC has strengthened the working artnership with the mentors and commenced monthly mentor meetings to ovide updates around the SBRC activities and support services for small usiness. This platform provides an opportunity for the mentors to share the ground intel and what small business is saying in terms of current needs hich has informed our activities moving forward. As a result a project oposal has been submitted to the SBRAC for endorsement, recommending the services and the services for services for services and provides an opport for endorsement, recommending the services and services for
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ne project proposal is a value add to the current mentoring program with sinded mentoring sessions for those small businesses who have identified beeds after completing their complimentary M4G session. It is proposed the rogram to be funded under the DRFA funding package through the Busines entoring and Coaching funding tranche. In addition, QRA has endorsed the rogram.
ne SBRAC has endorsed the Small Business Concierge Program as a priorit ogram under this funding tranche The SBRAC has requested the SBRC to ork with identified delivery partners to develop the program framework for nal approval.
usiness Development and Support
ne communications and engagement plan for the Business and Industry apport Package has been endorsed by the SBRAC. During the reporting eriod, the SBRC initiated a two-month awareness campaign in promoting t saster grants across all 14 LGAs. As a result, to date the SBRC has seen an crease in the uptake of grants across the regions.

Recovery Activity/Outcome	Update				
	councils, chambers and strengthening working partnerships with CDOs.				
	In addition, the SBRC has commenced formal monthly meetings with the CDOs which is a great opportunity to provide updates on the support services available for small business under the BISP and for the CDOs to provide valuable intel in terms of what small business is requiring in the respective LGAs.				
	The Back on Track road trips have commenced:				
	• Week commencing 7 to 12 September 2020 – Gulf of Carpentaria				
	• Week commencing 14 to 18 September 202 – NW Corridor				
	The road trips provided the opportunity for the SBRC team to connect with the local Councils and chambers to better understand the current economic position and key priorities for small business. The SBRC was able to promote the current support services around mentoring and available disaster grants.				
	Further Back on Track road trips have now been planned:				
	• Burdekin – October				
	• Winton and Charters Towers – October/November				
	• Port Douglas and Etheridge – November/December				
	The SBRC is currently working on a library of business specialist services, which includes the mentors currently supporting our small businesses. The business specialist library will provide a valuable resource for the SBRC when looking to engage and fund specialist services across the LGAs locally source and for out of region providers. This resource is a result of feedback from the CDOs and having access to the specialist services for their small businesses through the SBRC and DRFA funded program.				
	The library is currently being developed with an expected completion by the end of October 2020. The SBRAC has endorsed the development of the library with a view that local business specialists across the LGAs are being considered in the first instance when supporting the small business communities.				
Small Business Disaster Recovery	Small Business Disaster Recovery Resilience and Repairs Grants				
Resilience & Repair Grants	Over 86 per cent of the applications for Small Business Disaster Recovery Grants are for the resilience stream. Under this stream, small businesses can engage a business mentor, a digital specialist or a financial planner to assist i strengthening their market share now and into the future, so they are better positioned to grow and thrive.				
	Repair grants allow small businesses to attend to outstanding building or equipment repairs essential to resuming operations.				
	Disaster Recovery/Resilience Grants as at 30 September 2020				
	Grant applications received 4				
	(63 repairs/383 resilience)Grant applications approved3(50 repairs/325 resilience)Grant applications to be assessed				

Recovery Activity/Outcome	Update	
	Total approved funding	\$3,612,36
	Approved Grants by Location	
	Burdekin8Carpentaria3Charters Towers9Douglas12Flinders3Hinchinbrook10McKinlay2Richmond2Townsville393Applications by Diversity Groups	
	Women in Business150Culturally and19Linguistically DiversePeople with a Disability inBusiness30Young People in Business35Indigenous Ownership13	
<i>Projected outcome</i> Fast-tracked small business recovery is supported.	Status: Ongoing	
<ul> <li>Recovery activity</li> <li>Disseminate information to local governments to provide options for approval processes (e.g. temporary local planning instruments).</li> </ul>	LGAs are able to participate via membership o complete and ongoing and will no longer be re	
<b>Projected outcome</b> Streamlined processes reduce red tape and boost local government recovery.	Status: Ongoing	
<ul><li><i>Recovery activity</i></li><li>Facilitate the identification and analysis of additional economic</li></ul>	Note: Special Disaster Assistance Recovery gra QRIDA has approved a total of 3,226 Special E	
stimulus opportunities highlighted by local governments and other stakeholders.	Grant applications for \$128,000,413.87. QRIDA has approved 55 Disaster Assistance Lo \$7,361,524.73.	oans (DAL) totalling
	QRIDA has also approved six (6) Exceptional E (Category D) for \$4,345,400.	)isaster Assistance Loan

	Recovery Activity/Outcome	Update				
	<b>Recovery activity</b> <ul> <li>Implement small business grants</li> </ul>		al Disaster Assi l are detailed b		y Grants are administered by the	
	program to assist with business plans, re-training and coaching, additional financial counselling	Entity ty	/pe	Approvals	Approved amount	
	and advisory services, and explore new options for	Primary	Producers	2193	\$114,003,324.76	
	sustainability and resilience – funded under DRFA.	Small B	lusiness	879	\$12,968,511.76	
		Non-Pro	ofit	129	\$1,851,885.29	
	now closed	d and we have		n until 30 June 2020. These grants are ne system so these will be the final be reported on.		
	Projected outcome					
	Small business owners are provided a helping hand to provide a range of services to boost recovery and increase resilience.		Status: These projected out		ties are on track to achieve the	
	<ul> <li>Recovery activity</li> <li>Implement a range of initiatives to boost tourism and support tourism operators in the impacted areas – funded under DRFA.</li> </ul>	<b>RTOs:</b> Crisis com workshop Longreach	munications to – one outstand //Cloncurry.	oolkit for RTOs co ding workshop to	or Regional Tourism Organisations- ompleted, including scenario o be completed in Outback eg. Ikit now has a section specific to	
			OVID-19.			
		ir	mpact was bec	oming more obv	delivered just as the Coronavirus vious in Queensland. It was therefore ormat and scenarios to cater for this.	
					es ahead of most businesses being also important in leading by example.	
		b	eneficial givin	g stakeholders t	s lock down scenario was also highly the opportunity to consider head of having to do it.	
		c a d	onsider Corona communicatio liscussions pos	avirus impacts a on perspective, v	ery appreciative of the opportunity to and how they should handle them fron with many appreciating the frank senior communication professionals t ons.	
		0	online Crisis Co	mmunication Ki	to RTOs about the availability of the t on the Sharepoint site prior to the ting in October 2020.	

Recovery Activity/Outcome	Update
	RTOs and councils that DITID has decided to roll out this resource further to RTOs beyond those included in this funded program. DSDTI is utilising other funding to achieve this. To date, a further four crisis communication workshops have been delivered ir
	Queensland outside of the funded program including Whitsundays, Mackay and the Sunshine Coast. This can be seen as an unintended yet positive outcome of the program.
Projected outcome	
Tourism numbers and money spent in impacted regions remain steady.	Status: Ongoing - project has an extension until June 2022
Recovery activity	• EarthCheck is delivering this project with an oversight from both
Tourism Business Resilience Program	<ul><li>DSDTI and DESBT.</li><li>Preparation of agreed project and engagement plan.</li></ul>
Part 1 - Assist tourism businesses to	<ul> <li>Desktop review of existing business resilience resources.</li> </ul>
increase their resilience and support longer-term disaster/crisis response	Preparation of pre-storm season tourism checklists.
and recovery The elements of this program include:	• Mapping and gapping report on current risk, resilience and diagnost resources.
<ul> <li>Resilience audits for businesses in impacted regions</li> <li>Online tools and resources</li> </ul>	<ul> <li>Development of a preferred diagnostic tool design and supporting business resilience rubric to inform navigation of content and decision making as part of the audit tool.</li> </ul>
	• Development of a draft question set as the basis for the diagnostic tool.
	• Consultation undertaken with peak tourism groups such as QTIC and TEQ.
	• Finalised content for rapid appraisal section of tool following feedback from DESBT and DSDTI, for migration by Squiz to Business Queensland website.
	• Preparation of full question set content for consultation with DESBT and DSDTI.
	• Beta testing of rapid appraisal with RTOs and tourism SMEs.
	Progress to date includes:
	<ul> <li>Desktop review of existing business resilience resources commence - tools, techniques, programs, roles and responsibilities of agencies (state government and its agencies, tourism sector agencies, local government, Commonwealth government and its agencies). Resources would be reviewed in term of usage, accessibility, conten and impact.</li> </ul>
	<ul> <li>Tourism-specific business resilience and disaster management resources along with generic business resilience and disaster management business resources have been created.</li> </ul>
	• Development and distribution of a series of all-hazards pre-storm

Recovery Activity/Outcome	Update
	season checklists tailored to the needs of the tourism industry. The factsheets were published on 18 December 2020 as part of the Get Ready Queensland program: https://www.business.qld.gov.au/getreadytourism
	<ul> <li>Review of existing resilience tools and techniques (desktop review and stakeholder consultation), along with a review of international best practice on diagnostic and resilience tools.</li> </ul>
	<ul> <li>Mapping and gapping report presented to client group. While there are a range of specialist tourism resources and a good range of physical risk support tools at local level, the majority of business resilience tools are based on existing Business Queensland resources.</li> </ul>
	<ul> <li>Presentation and agreement of preferred diagnostic tool and supporting logic. The preferred option for the tool is based on a 20 question rapid appraisal, supporting by a more detailed set of up to 200 questions. The rationale behind this design is that the rapid appraisal acts as an initial health check, with tool logic then directing the business to further detailed questions based on their initial answers.</li> </ul>
	• The detailed question set for the rapid appraisal has been develope in final form, after internal review and approval.
	• The rapid appraisal question has been programmed in digital form, within an online version of the tool available for beta testing with tourism SMEs.
	• Beta testing of the rapid appraisal tool is ongoing and due to complete 23 October 2020. Beta testing is taking place during the Queensland Government's election caretaker period.
	• The full detailed question set has been completed in draft form, and is currently subject to internal review by DSDTI and DESBT.
	<ul> <li>Communications planning for launch of the tool is being developed considering business motivations for using the tool. Initial beta testing feedback suggests that businesses are seeking the ability 't choose their own journey' in terms of the subject matter of diagnost questions i.e. marketing, digital, risk preparedness etc, rather than following the complete question set logic.</li> </ul>
	COVID-19 Impact
	COVID-19 has had a number of impacts:
	<ul> <li>The intended consultation and engagement program has been restricted - businesses and tourism intermediary organisations have been focused on survival. Use of a panel of stakeholders will be us to validate the latter stages of diagnostic tool development.</li> </ul>
	<ul> <li>The original intent of the tool (to aid business resilience) remains entirely relevant, but has been amplified by the severe impact of COVID-19. Tool design is suitable to address the business fundamentals which COVID-19 has raised; however we are conscious</li> </ul>

Recovery Activity/Outcome	date	
	that the tool will overtly need to challenges - presentation and de centivising tourism SMEs to take up bus nsideration from the outset – the challe VID-19 provides a very clear motivation silience. The issue will be reflected in n	esign is factoring in these issues. siness support issues was a enges are well understood. However, to seek support which builds
<b>Projected outcome</b> Tourism Business Resilience online tool on Business Qld website to assist tourism sector operators with business continuity and support through referral pathways	Status: These recovery a projected outcome.	ctivities are on track to achieve the
Recovery activity - Part 2 - Deliver a crisis communications toolkit for RTOs, including scenario workshop.	<ul> <li>vitally important to adjust the fo</li> <li>Transitioning to online exercises forced to work from home was al</li> <li>The addition of the Coronavirus beneficial giving stakeholders th communication requirements al</li> <li>As a result, participants were ve consider Coronavirus impacts ar a communication perspective, w</li> </ul>	kit now has a section specific to elivered just as the Coronavirus ous in Queensland. It was therefore rmat and scenarios to cater for this. a head of most businesses being lso important in leading by example. lock down scenario was also highly ne opportunity to consider nead of having to do it. ry appreciative of the opportunity to nd how they should handle them from rith many appreciating the frank enior communication professionals to ns. bout the availability of the online nt site prior to the Cyclone and storm uurism Crisis Communication Toolkit ion phase has been so positive from ed to roll out this resource further to ed program. DSDTI is utilising other

Recovery Activity/Outcome	Update				
Projected outcome		Status: These recovery a projected outcome.	ctivities are on	track to achieve the	
Recovery activity	Operational Pla	in is in place to deliver the	following:		
- Outback Tourism Education Program Expansion	based Attend	n-region workshops with to l excursions and build new dance: 40 Workshop partic opment grants.	product offerir	ngs: Target	
	• Eight new highly educational and valuable experiences/itineraries with strong alignment to the National Curriculum through grants delivered to participating operators.				
	<ul> <li>Development of software that allows these itineraries to be loaded into the program by operators that have completed the workshops. Key learning outcome for students in target years 10 – 12, is focused on significant natural events and the effects they have on the Outbac environment.</li> </ul>				
	• Social media campaign targeting teachers and parents of Queenslar schools advising the new increased subsidy options and increased school year levels. Target: 1000 Queensland teachers reached.				
	New software and program delivery mechanics developed to capture excursion feedback and reporting as per metrics.				
	COVID-19 Impact				
	the ongoing thr DSDTI the DRFA facing a huge ri	significantly impacted on eat of COVID-19, Tourism a Funding for the Outback E sk of not being able to hit ol's currently travelling.	nd Events Que ducation Expe	ensland has informe rience Program is	
	DSDTI has gain (EMA) for an ex	ed approval through QRA a tension of this program un DVID-19 restrictions.		-	
	booked, TEQ ha	y, however COVID-19 affec ad four continuing with the sides to schools attending ns.	ir plans. To dat	e TEQ have spent	
	School	Number of Students Attending	Subsidy Amount	COVID-19 Affected	
	AB Paterson College	107 students. Year 6	\$16,050	Cancelled	
	Barcaldine Stat School	e 24. Year 4 and 5	\$1,320	Confirmed	
	Bulimba State School	95. Year 8	\$14,250	Cancelled	

Recovery Activity/Outcome	Update				
	Good Co	unsel	42. Year 6	\$6,300	Confirmed
	Primary S		'		
	Pacific Lu College	utheran	81. Year 6	\$12,150	Confirmed
	St Andre Anglican		35. Year 6	\$5,250	Cancelled
	St Luke's Anglican		66. Year 6	\$9,900	Cancelled
	St Micha College	iel's	46. Year 6	\$6,900	Confirmed
	The Rockham Gramma		74. Year 6	\$8,510	Cancelled
	TOTAL PO	OTENTIAL	SPEND	\$80,630	
		CTUAL SPE	-ND	\$26,670	_
	TOTAL LO			\$53,960	_
Projected outcome			tatus: These recov rojected outcome	ery activities are or	n track to achieve the
Recovery activity				ns: No change since	e Quarter 3
• Enhanced concessional loans – funded under DRFA. Category D	Number of a		ed applicants loans		\$4,345,40
Projected outcome					
Primary producers can apply for loans of up to \$1 million, providing financial certainty and stability.		Status:	Completed – this	will no longer be re	ported on
Recovery activity	Freight S			ications	6
• Enhanced freight subsidies	Number of approved restocking applications62Value of approved restocking subsidies\$497,261.42(please note error in previous figures)\$497,261.42				
scheme – funded under DRFA	Number of a	of approve approved	ed agistment appli agistment subsidi	cations es	\$47,265.4
			nulative totals to d		tooking and anister -
	Uptake h	as been s	slow from primary p	producers as pastu	tocking and agistmen
			-	Given this is progra Western IRO progra	am will most likely to m has been well
				mmunities funding Ised to extend the I	
Projected outcome		Statuce	These recovery ac	tivities are on track	to achieve the

Recovery Activity/Outcome	Update		
Recovery activity		Recovery and Financial Counselling: f direct engagements producers	2.202
<ul> <li>Industry Recovery Officers and</li> </ul>		f producers reached through media	2,200 478,000
Financial Counsellors – funded under DRFA	Industry F	Recovery Officers and Financial Counsellors	
		West Industry Recovery Officers (IRO), Coastal Recov ncial have been fully engaged with primary producers e areas.	-
	have prov negotiatic referrals f	councillors are working with small businesses and pr ided financial analysis, support with grant applicatio ons with financial institutions QRIDA and Centrelink, p or legal and accounting advice, welfare and social su alth and government. They continue to provide inforr	ns and provided pport and
	owners ac shires. Th landholde interactio that landh businesse submissio have been streamlin	Queensland IROs (employed by DAF) have engaged wi pross Flinders, Cloncurry, Winton, Carpentaria, Burke e IROs continue to make contact with a large proporti ers through phone calls, emails, web interfacing and f ns where social distancing can be maintained. IROs h holders are aware of and accessing QRIDA grants to re- es. They have assisted livestock owners to complete on forms, and assisted in appeals processes where live a deemed ineligible. They have helped QRIDA and RFC ing the interactions, paperwork and processes betwe ock owners.	and McKinlay on of face-to-face ave ensured abuild their QRIDA vestock owners CS staff by
	through d planning Local gov	ernments have been supported in delivering their rec eveloping strong partnerships with the CDOs, collabo that build social cohesion across the rural and town o ernment have been kept up to date through IROs spea including meeting with mayors and CEOs to provide	orating on event ommunity. aking at council
	aware of t The North providers	alth outcomes are supported by the IROs ensuring la he services available, and connecting people with su Queensland Drought and Flood Recovery Agency and have found the IRO service to be invaluable in helpin fective consultation with industry across the north-we	itable providers other service g to plan and
	COVID-19	Impact	
	governme pandemic	re now also Agricultural Coordination Officers to assis nt and agricultural businesses with the impacts of th . The IROs have received numerous enquiries in rega al workforces, markets and travel restrictions.	e COVID-19
	The Weste 30 June 20	ern IRO program has been well received and has been 021.	extended until
<b>Projected outcome</b> Primary producers are provided the support they need to boost		Status: These recovery activities are on track to ach projected outcome.	ieve the

## Environment

This section of the report details recovery progress against recovery activities outlined in the plan on pages 48 - 49. All recovery initiatives are addressed in relation to the event time frame.

Recovery Activity/Outcome	Update	
1. Recovery activity Work with mining and industrial operators to assess non-compliance, issue temporary emission licences and ensure recovery actions are environmentally safe.	Site revegetation, monitoring and validation are the ongoing focus areas. Stakeholders are currently engaging with the landholders to get an agreed revegetation plan in place in advance of the coming wet season.	
<b>Projected outcome</b> Mining and industrial operations are back in operation and fully compliant with environmental approvals. Penalties incurred where appropriate.	Status: Ongoing	
2. Recovery activity Work with responsible parties for the Nelia Train Incident – to ensure recovery action carried out is environmentally safe and the community is well informed of impacts and response.	Site revegetation, monitoring and validation are the ongoing focus areas. Stakeholders are currently engaging with the landholders to get an agreed revegetation plan in place in advance of the coming wet season. Salvage and clean-up largely progressed with any requirement for further activity informed by the ongoing monitoring and validation work.	
<b>Projected outcome</b> Salvage and clean-up operations are controlled, environmentally safe, and do not cause further unnecessary damage to the environment.	Status: Ongoing.	
3. Recovery activity	Conway National Park – Kingfisher walking track	
Assessment, prioritisation and restoration of damaged infrastructure in national parks, state forests and protected marine areas via DRFA funding.	The two damaged bridges have been removed under the approved QGIF claim. There is a plan in place to remove the current access track/steps, given the instability in the area. Engineering advice has recommended realignment of the first 1000m of the track.	
	Conway National Park walking tracks and mountain bike trail	
	This is out to offer and closes at the end of October. The closing date of the tender was extended due to contractor concerns about time to conduct suitable site inspections.	
	Town Common Conservation Park	
	The tender closed on 9 October 2020 with two offers received. The panel is currently working through the evaluation, with the current contract award date on or around 12 November 2020.	
	Cape Pallarendra Conservation Park	

Recovery Activity/Outcome	Update
	<ul> <li>The assets ranger is in the process of completing works as part of a current SOA and is currently finalising approvals through the heritage team on what works can be approved and health and safety around asbestos. There are no expected concerns to delivery.</li> <li>Magnetic Island NP</li> <li>Tender documentation for major component is working through the approval process for release to market. On-ground works anticipated to commence Q3 2020-21.</li> </ul>
<i>Projected outcome</i> Critical protected area infrastructure restored.	Status: Ongoing
<ul> <li><i>4. Recovery activity</i></li> <li>Weeds and pest management program via approved DRFA funding.</li> <li>Part A: parthenium control program for Flinders is an urgent recovery activity tensure weeds are addressed before seeding occurs.</li> <li>Part B: package of works implemented through relevant regional NRM organisations for ongoing integrated control of pests and weeds.</li> </ul>	Progress is continuing for Part B: Regional Invasive Species Program, with COVID-19 restrictions to remote areas minimised and works now

Delivery Agent	LGA	Comment
Desert Channels NRM	Winton Flinders	Two coordinated weed control programs in the upper Diamantina and upper Thomson catchments, and one pest animal program in Flinders and Winton shires to the value of \$1,038,000. 50-75% of works completed to date and on track.
Southern Gulf NRM	Mount Isa Cloncurry Carpentaria	14 weed projects and two pest animal projects to the value of \$1,190,196. Works progressing with projects on track to tackle mesquite, rubber vine, parkinsonia, bellyache, athel pine, prickly pear and coral cactus. Wild dogs and feral pigs are also targeted through a combination of aerial and on-ground baiting programs, plus the efforts of a dog trapper.
Northern Gulf RMG	Carpentaria	One coordinated weed program and two pest animal programs with Carpentaria Shire Council to the value of \$799,574. Education awareness programs to increase surveillance of weeds and greater coordination amongst landholders in flood affected properties. Pest management will also include 2 x annual aerial dog baiting programs, and aerial pig shooting program.

#### **Recovery Activity/Outcome**

#### Update

#### **Projected** outcome

Minimise the impact of pest and weed seed spread.

#### 5. Recovery activity

Provide assistance measures through DRFA funding to:

- work with local landholders to identify environmental impacts through improved mapping/data collection and implement urgent streambank and riparian works (Stage 1);
- address coastal erosion;
- work with local landholders to address additional streambank and riparian works informed by mapping/data collection (Stage 2).

Status: These recovery activities are on track to achieve the projected outcome

The Environmental Recovery Program was provided a 12-month extension of time to the Stage 1 Riparian Urgent Works and Stage 2 Riparian Works programs, with the activity end date now 30 June 2022 (as required); and Coastal Works programs were provided a six-month extension to 31 December 2021 (as required).

**Riparian Recovery Program:** 

- Riparian Reconnaissance: \$989,320 of works now complete and final audit documentation provided to QRA.
- Stage 1 Urgent Riparian Works: 25 projects to the value of \$7,986,072. On-ground works began in November 2019. Townsville City Council and Terrain NRM have requested to use the extension of time to 30 June 2022 for their Stage 1 Urgent Works program.
- Stage 2 Riparian Works Program: 39 projects to a value of \$21,045,593. Townsville City Council, NQ Dry Tropics, Cape York NRM and Palm Island Aboriginal Council have requested to use the extension of time to 30 June 2022.

The above works are set to achieve sediment savings of more than 529,000 tonnes to the reef and significant sediment savings to the gulf.

Coastal Recovery Program:

- 17 projects recommended by the assessment Panel at a recommended value of \$2,403,634.
- Most works are expected to be completed during the 2020 dry season however, Townsville City Council has requested to use the extension of time to 31 December 2021.

The Environmental Recovery Program received an additional \$10m in reallocated funds in July 2020. Through new applications for works under the Coastal Recovery Programs, the working group and assessment panel recommended \$500k of these funds to projects. The remaining funding (\$8.5m) was recommended to projects not yet funded from the original applications (submitted in August 2019) for the Riparian Recovery Program. Grant deeds for these additional funds will be in place in October and reported on in next quarter.

To date, investment per NRM region:

Cape York NRM	\$ 1,331,538.50
Desert Channels Queensland	\$ 656,500.00
Northern Gulf	\$ 2,292,789.00
NQ Dry Tropics	\$ 14,194,519.00
Reef Catchments	\$ 2,748,718.00
Southern Gulf	\$ 2,264,599.00

Recovery Activity/Outcome	Update	3		
	Terrai	'n	\$ 8,935,956.00	
	TOTA	L	\$32,424,619.50	
<i>Projected outcome</i> Landscape, streambank and coastal erosion mitigated and further erosion risks minimised.		Status: Ongoing		

## **Resilience activities**

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

Resilience Activity	Update
Community information and education	Insurance awareness advertising campaign:
<ul> <li>Enhance disaster preparedness across the region to ensure communities are aware of their individual risks. Through targeted disaster preparedness awareness campaigns, communities will be equipped to respond and recover faster following natural disasters.</li> <li>Delivery by Lead Agency: Queensland Reconstruction Authority (QRA)</li> <li>The Community Awareness Campaign comprises the following components: <ol> <li>Insurance awareness advertising campaign.</li> <li>Disaster Preparedness Campaign – Get Ready (with Jonathan Thurston) completed (reported on Q4).</li> <li>Web Based Application – completed (reported on Q4)</li> </ol> </li> <li>Get Ready Video Resource Development</li> </ul>	<ul> <li>Creative assets developed. Cost: \$4,136 (invoiced).</li> <li>Advertising schedule to be organised – tentative in-market timeframe of December – January 2020-21.</li> <li>This campaign will use radio, digital, social and potentially out-of-home advertising to promote key messages. The campaign is focused on promoting awareness that household insurance should be assessed and reviewed regularly. Check insurance coverage/get insurance coverage.</li> <li>Creative agency 'Engine' has received the creative brief to develop advertising materials and media placement agency 'Mediacom' has been briefed and will provide a schedule in due course.</li> <li>Get Ready Video Resource Development – 2 x Case Studies (\$50,000)</li> <li>Two series of case studies are now complete: <ul> <li>Preparedness animated case studies x 3: \$26,275.20</li> <li>Real life experience case studies x 2 (Cairns and Townsville): \$4,935.72</li> </ul> </li> <li>TOTAL invoiced amount so far: \$31,210.92</li> <li>The case study resources will be posted to the GRQ YouTube channel and on the GRQ website. These resources will be promoted on digital channels after strategic meeting sessions with media placement agency, 'Mediacom'.</li> <li>Five case studies identified for initial development. Two have been filmed and are now being edited. Three are yet to be filmed. The project will be completed by December 2020 (unless COVID-19 continues and we cannot access experts to film). The two filmed case studies deal with:</li> </ul>

• planning for pet evacuations

Resilience Activity	Update
	• aged care disaster planning and evacuations (Townsville
Flood mapping and flood warning programs	Burdekin and Haughton Flood Resilience Strategy
Burdekin and Haughton Catchment Resilience Strategy	Project spend to date (as at Sep 2020) \$412,064 (exc. GST) of allocated \$1,000,000 budget.
The development of an integrated catchment plan and flood resilience strategy for the	Advancement of Queensland Emergency Risk Management Framework (QERMF) Process 1 analysis.
Burdekin catchment, including the adjacent smaller Haughton River catchment that impacted on the town of Giru.	Transition flood warning infrastructure analysis to focus on a strategic whole-of-catchment review of flood classifications.
Lead agency: QRA	Big map workshops conducted in Charters Towers, Ayr and Clermont.
	GRQ strategic messaging workshop with Barcaldine (face-to- face), and online with Whitsunday, Mackay and Isaac council
	Recovery to resilience discussions with Townsville City Council's disaster recovery officers.
	Meetings with NQ Dry Tropics, Sunwater, Energy Queensland, NBN Co, Optus, Telstra, National Drought and North Queensland Flood Response and Recovery Agency.
	Continued state agency liaison with QFES, Queensland Treasury (Planning Group), DES and Department of Transport and Main Roads (DTMR).
	Regional strategic issues and actions synthesis including a review of existing flood resilience-related documents, plans and strategies.
Flood mapping and flood warning programs Townsville recalibrated flood modelling	Flood Classification- the approach and methodology have been finalised and accepted by BoM. The final analysis including report is yet to be completed.
and mapping Update and recalibration of flood modelling and mapping (including the Ross River) following the recent record flooding event.	Flood models calibrated to 2019 monsoon and associated flood extent map- Developed draft flood extent map for Townsville area except Balgal Beach and Magnetic Island (partly). The internal and external stakeholder consultation plan in progress.
Lead agency: QRA	Updated flood models (ARR 2019 compliant):
	Contract-1 (Bohle River Catchment)- physical progress 100%
	Contract-2 (Black River Extended Model)- physical progress 100%
	Contract-3 (Ross River & Surrounds)- physical progress 100%
	Contract-4 (Alligator Creek)- physical progress 100%
	Contract-5 (Magnetic Island and Balgal Beach)- physical progress 30%

		AND ADDRESS OF THE OWNER OWNER OF THE OWNER
	Resilience Activity	Update
5		Peer review of updated flood models and maps- 80%
		Planning scheme amendment- yet to be commenced; public consultation on hold.
		Website posting of flood maps and reports and files transfer to QRA- currently underway estimated 30% complete.
		Townsville Recalibrated Flood Modelling and Mapping Project (\$500,000):
		Initial engagement with Townsville City Council (TCC) has been completed. TCC has developed a robust project plan detailing how they will spend a \$500,000 allocated budget, QRA has confirmed this spend is in accordance with EMA-endorsed program guidelines. QRA has processed a DRFA submission on behalf of TCC to facilitate payment of allocated budget to TCC. DRFA submission approved and a 30% Project Funding Schedule has been signed by both parties as of 8 January 2020.
		Development of flood classification review report underway, as well as the calibration of flood models. MARS information forwarded to TCC to secure access for monthly updating of project progress.
		Flood classification review has \$15,000 of funding yet to be delivered.
		24 gauges – of those two still need to be recalibrated.
		All models have been rebuilt except for Magnetic Island and Balgal.
		Flood extent map being drafted at the moment.
		Public consultation on hold due to COVID-19.
	Flood mapping and flood warning programs	Flood Warning Infrastructure Network - July-Sept 2020
	Flood Warning Infrastructure Network	• Expenditure to 30 September 2020: \$2,308,825
	Project	• Expenditure to 31 March 2020: \$63,300
	The Flood Warning Infrastructure Network Project will analyse existing flood warning	• Project plan endorsed by QRA Projects Board.
	infrastructure, working with the Bureau of Meteorology and councils to identify high priority locations requiring additional flood warning infrastructure capability including repairs of and/or installation of new infrastructure.	• A network optimisation exercise has been completed and has produced a report (including maps) with a prioritised list of infrastructure improvements and costings for each impacted LGA, which will be paid for via the \$2M allocated budget.
	Lead agency: QRA	• DTMR has been consulted for the purposes of data sharing.
		<ul> <li>The project has identified a total demand of some \$7M. There is the potential to use unused funds from the \$242 M package – based on approval from the Prime</li> </ul>

<ul> <li>schedule required if situation deteriorates through next quarter, specifically if an LGA cannot undertake infrastructure enhancements.</li> <li>Network investment plans updated to identify priority locations for flood warning infrastructure.</li> <li>In July 2020, EMA endorsed Queensland's request to reallocate savings in the \$242 million program, increasi the funding for this program from \$2 million to \$8 millio</li> <li>In August 2020, QRA approved 188 projects across 28 LGAs, and paid 30% of approved funding as an advance</li> <li>QRA has facilitated agreement for a joint regional procurement methodology, with three coordinated Area of Operation (AO) established to deliver time and cost efficiencies for the procurement and delivery of assets.</li> <li>Each AO has been consulted on appointing a project manager to oversee the procurement and delivery of assets. AO3 (TSV/Surrounds) has appointed a project manager, due to be appointed in Nov-2020.</li> <li>All three AOs have been provided with a 'Project Manag Guideline' that outlines the delivery workflow processer roles and responsibilities, the necessary technical specifications and standards for asset installation, and the administrative and reporting requirements for the project.</li> <li>Consultation continues with the Bureau of Meteorology, DTMR, and Queensland Rail for the purposes of data</li> </ul>	Resilience Activity	Update
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DTMR, and Queensland Rail for the purposes of data		Guideline' that outlines the delivery workflow processes, roles and responsibilities, the necessary technical specifications and standards for asset installation, and the administrative and reporting requirements for the
sharing.		

# Local Recovery Progress

This section provides a summary of councils' progress against their local recovery plans.

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

Region	Councils	Recovery Progress Status Q4	Recovery Progress Status Q5
North Queensland	Palm Island Aboriginal Shire Council Townsville City Council	28%	71%
Far North Queensland	Douglas Shire Council Pormpuraaw Aboriginal Shire Council Torres Shire Council Torres Strait Island Regional Council Wujal Wujal Aboriginal Shire Council	60% 100% 70% 55% 21%	73% 100% 70% 55% 26%
North West Queensland	Burke Shire Council Carpentaria Shire Council Cloncurry Shire Council Flinders Shire Council McKinlay Shire Council Richmond Shire Council Winton Shire Council	30% 50% 47% 27% 53% 19%	70% 60% 33% 60% 29%

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

# North Queensland

# Palm Island Aboriginal Shire Council

## **Progress of Recovery Objectives**

Recovery Objective	Update
Essential services repaired and restored	No current restriction on drinking water usage. This objective is considered completed and will no longer be reported on.
Roads and transport infrastructure	Unsealed road works are now substantially complete. Pothole repairs and patch repairs to some of the sealed town streets have been undertaken but

Recovery Objective	Update
and services repaired and restored	much work remains to be delivered. The 2020 event has caused additional damage and procurement is underway for these repairs.
	Upgrade works to Wallaby Point Road under the Betterment program are no substantially complete. This objective will no longer be reported on.
Restoration of environment to pre- event status and future environmental risk reduction	Palm Valley Creek funding has been approved through QRA. Project has no yet commenced.
	Funding for Frances Creek and Clump Point Road locations has been approved under the Reef Assist Program. Project plans for both projects are currently being developed for approval.
Seawall – coordinated restoration and betterment planning for seawall	Works have not yet started. A design has been undertaken but requires modification to protect the sewer line.
Community health, wellbeing and safety restored to pre-event status and resilience improved	With the further lifting of COVID-19 restrictions and in conjunction with the Birdie's Tree puppet show/health promotion activities, DRT will start liaisin with relevant schools and community programs to arrange suitable times ar dates to visit Palm Island. The team aims to try and arrange a visit prior to

# Townsville City Council

## **Progress of Recovery Objectives**

Recovery Objective	Update
Displaced households – settled in suitable temporary accommodation	During October 2020, the fifth and final DARMsys operation took place in Townsville. Outcomes showed that of the properties still identified as damaged in February 2020, 80% have now been fixed. 1060 assessments completed.
	QBCC continues business as usual engagement with Jobsites to ensure issues and concerns are discussed and appropriate advice is given. The North Queensland Flood register is still active on QBCC website with registered trades and contractors available, the register will remain open to the public.
	LDMGs have had capability and capacity to manage built infrastructure recovery through the robust local recovery group networks with very few issues requiring escalation. This activity will no longer be reported on. The activity will no longer be reported on.
Coordinate the provisions of basic needs (accommodation, financial assistance, personal requirements) to support community recovery	Services continue to be provided via a range of service providers in Townsville. Please see the update provided under Human and Social FRG. This will no longer be reported on.

Recovery Objective	Update
Support the health, safety and wellbeing of community members including the provision of psychosocial condolence activities to aid recovery and build resilience	The QH mental health recovery team continue to take on new clients but not the multi-event nature of the issues experienced by clients. As the detail on their services is reported on under the Human and Social FRG reporting, this activity will no longer be reported.
Community support – mechanisms implemented	In Townsville the following projects will continue or commence delivery during this quarter: the Street Library Project, the Recovery Workshops for Practitioners, the Recovery Review and Evaluation Project, and the Translation Project. These projects are intended to increase community connection and increase recovery capability.
	Translation Projects
	Preparedness factsheets – have been translated and are now at community review stage. Also awaiting a photoshoot to allow some of the images to be localised.
	Disaster preparedness translated videos – making information accessible for CALD, Aboriginal, Torres Strait, and deaf communities. Five of the six languages have been filmed, reviewed, and are now in post-production. Currently scheduling a time when the remaining talent, and venue is available for filming the final four videos.
	Translation of the Birdie's Trees series into the six most widely spoken languages by Townsville's CALD communities. All of the books have been translated, and three of the six languages have been community reviewed, and currently being typeset. Now working with the community members to get the remaining three languages reviewed.
	CALD Community Champions project – Have been working with the community champions for the above projects.
	Individual Recovery Plans
	The CDOs are supporting a partnership with the People with Vulnerabilities Task Group (now the People with Vulnerabilities Resilience Network) and th University of Sydney to roll out the DIDRR program, which includes the development of Person-Centred Emergency Preparedness Plans. These plan will contribute to individual recovery. Phase One has been completed (Individual Level), with Phase Two (Service Provider Level) underway.
	Street Library Project
	The Street Library project has seen the distribution of 100 street libraries to resident 'street librarians' throughout the Townsville LGA. The libraries are currently at various stages of being decorated and launched across the city
	Task Groups
	The Task Groups have now been transitioned into ongoing community-led resilience networks.
	Recovery and Resilience Workshops
	Hummingly Recovery Workshops being organised in Nov/Dec:

Recovery Objective	Update	
	Cards for Calamity Facilitating Community Recovery Conversations     Workshop, two sessions	
	• Doing Well Working Under Pressure Workshop, three sessions	
	Recovery Workshop, two sessions	
	Flood Recovery Street Art Project	
	The Flood Recovery Street Art project is designed to engage champions in ir the Idalia/Rosslea and Bluewater communities to support the recovery and resilience of their neighbourhood through the activation of community spaces through art.	
Council damage impact	Submissions approved	
assessments	Counter Disaster Operations 11	
	Emergency Works 31	
	Flood Modelling Program 1	
	Flood Warning Infrastructure 2	
	Reconstruction of Essential Public Assets 36	
	Recreation and Community Assets - LG and SD 7	
	Water and Sewerage Program 6	
	Grand Total 86	
	SIx REPA submissions under assessment (nearing final approval)	
	Cat B REPA – 36 approved – includes 16 Emergency Works which have been approved.	
	Cat C – Pontoons, weirs and recreational assets. Seven approved.	
	Cat D - Betterment – 30 submissions lodged, 13 approved.	
	Water and Sewerage Program 12 submissions lodged, six approved.	
	Total submissions \$129,674,313	
	Approved submissions \$45,491,035	
	Ineligible submissions \$82,232,381	
Road transport network –	Unsealed Roads REPA complete.	
coordinated restoration and betterment planning for the extensive road transport	work has commenced with internal delivery on sealed roads REPA on	

Recovery Objective	Update
network for state and local	completion early November 2020.
controlled roads	Cape Cleveland Road – commenced.
	Quinn Street – commenced.
	Craftsman – commenced.
	Paluma Dam Road - contract commenced.
	Paluma Dam Road Land slips varied into Paluma Dam Road. Works are on track for delivery.
Betterment	Pace Road and Purono Parkway sealed and complete
	Mountview Road – commenced
	Swensen Street – commenced
	Mill Road, Heath Road, Ponderosa Road, Woodlands Road, Forestry Road, Coast Road, Bougainville Street and Central Creek Road scheduled for internal delivery.
Key transport routes – priority restoration and improved resilience to the key transport routes for primary producers and resource sector	Works to complete the Betterment on Cleveland Bat Road are scheduled fo November 2020.
Environmental assessment, rehabilitation and restoration	DRFA Environmental Recovery Program – ERPP project planning, design, modelling is continuing and all projects to be complete by 30 June 2022.
	Stage 1 Coastal and Riparian.
	Stage 2 Riparian planning and design works underway:
	Upper Ross River
	Black River Mouth
	Black River Middle
	Crystal Creek
	Detailed project planning and cost structures are being developed to assist implementation within a COVID-19 Planning and Contingency Framework which includes project resilience and structure. COVID-19 continues to provide some uncertainty over project delivery and availability of contractor suppliers and project. All projects will be completed by the due date of 31 June 2022.
	ERP Coastal (Stage 1)
	Four of six coastal restoration projects are completed, one project is nearly complete (Nelly Bay) and all projects are on track.
	60% Rowes Bay urgent restorative works including sand extraction from Re River with works transferring sand from Ross River to Rowes Bay coastline

Recovery Objective	Update
	has been completed. A further 40% is scheduled for post wet season 2020-2 and an additional \$ 150k allocation of DRFA DES Coastal funding has been applied for due to impact of recent high tides and wind.
	Cungulla Beach (South) Restoration Works (80% completed). On-ground works to were completed July through August 2020.
	Nelly Bay Esplanade and Beach Restoration (95% completed) – further funding has been applied for to extract sand from Gustav Creek post wet season 2020-21 and improve beach resilience and reduce impact of coastal erosion (\$99k).
	Horseshoe Bay Esplanade (95% complete).
	West Point Esplanade (55% complete).
	ERP Riparian Works (Stage 1) – Lower Ross River and Landcare
	Design, planning and approvals for Lower Ross River and Landcare (Goondaloo) projects have been proceeding – all sites are 10-15% complete.
	Gondaloo Creek
	Ross River sites design, modelling and approvals have progressed over reporting period.
	Application for Exemption Certificate has been developed and submitted to NQ SARA (under Section 46 of the Planning Act 2016).
	ERP Riparian (Stage 2) Townsville Wider Catchments
	Planning for these sites has not progressed over period due to other prioritie and 12 month extension being granted, whilst other projects associated with Riparian recovery have progressed.
	Defence liaison meetings to access of upper Ross River for recovery and restoration works.
	ERP Unfunded Erosion and River Recovery Projects
	30 riparian recovery sites were reprioritised and re-submitted to DES. Furthe assessment was completed for one of the sites (Upper Black River).
	Total value of this resubmission was c. \$22.8 million.
	An estimated further \$100 million is required to restore and reduce environmental flooding impact in the lower Ross River. Flood modelling will assist in allocation of future priorities for improving climate resilience and adaption.
Restoration of Council	Pontoons at Rossiter Park, Apex Park 1 and 2 complete.
infrastructure – roads, parks, buildings, sewer, waste and water	Work at Framara ongoing.
	Aplins Weir complete.

Recovery Objective	Update
	Black Weir in progress.
	Vincent Bushy Parker Park complete.
	Horseshoe Bay Road Park drainage - yet to commence.
	Contracts awarded for Cleveland Bay Waste water discharge line and Cluden Pump Station switchboard.
	Tenders open for switchboard and generator replacement.
	Sewer valves replacement complete.
	Ross River Dam access road in design with ongoing discussions with QRA on preferred treatments.
Flood resilience – develop and implement strategies for greater flood resilience	Townsville Recalibrated Flood Modelling and Mapping – the physical progress is 53%. One of the five contracts under this project has been completed in June 2020. The model calibration and the development of draft 2019 monsoon flood extent maps have been completed for all of the contracts. Ross River and Surrounds Model – calibration issues were evident at Rooney's Bridge, initiating a resurvey of that reach of river, re-processing of adjacent 2016 LIDAR data and further model recalibration.
	Flood classification review –the draft flood classifications for all of the stream gauges have been delivered.
Restoration of community facilities	Cat C Flexible Grant successful:
to the Townsville communities	Collaborative Community Capacity Building Workshops (FNQNQMTR2L 65) to help build resilience in community for flooding. Non-recurrent funds of \$130,000 under Cat C. to assist in the delivery of this project. Development o project plan was completed and submitted.
	Amplifying Sustainability and Resilience Workshop planned for October.
Empower local businesses to improve their resilience to disasters	Update in relation to the SRBC is reported on under Economic FRG. This activity under Townsville will be no longer be included under this reporting as it is duplicated.
Rebuild Council creeks, waterways, estuaries and coastal environments	The TCC 2020-21 Financial Budget under Environmental Services includes a small component (\$90k) of funding to progress and build a deeper understanding of natural systems across Townsville and how they respond to environmental flooding (including creeks waterways, estuaries and coastal environments) and their interaction with urban impacts and environments including setting aside and restoring relevant environmental flow paths:
	<ul> <li>Investigating pathways to environmental floodplain resilience and response.</li> </ul>
	• Developing and implementing River Hydrologic system solutions.
	• Fostering integrative waterway and wetlands restoration systems.
	• Developing local riparian recovery and rehabilitation plans and frameworks.

Recovery Objective	Update
N. Contraction of the second s	Integrate sustainability-resilience plan into council operations and city-wide processes.
	• Developing and articulating a landscape-scale restoration plan.
	DES requested support for a reassessment of environmental sites originally submitted under Stage 2 funding proposal. A total of 30 sites valued between \$60k and \$5 million were reprioritised and resubmitted for assessment by DES assessment panel (total value resubmitted \$22.5 million) and further c. \$100 million required in future to increase floodplain resilience from environmental monsoon and intensive cyclone impacts.
	A Reef Assist funding application was prepared and submitted for supporting Riparian and Coastal Recovery (\$2 million) and supporting COVID-19 response and recovery. This project is designed to create and employ at least 25 local job opportunities, as well as engage local contractors to supply materials and carry-out minor works. The project will:
	Enhance riparian buffers and habitat
	Increase water infiltration and flood resilience
	Improve soil and water quality
	Reduce erosion and sediment run-off into catchments
	Support critical revegetation projects.
	The sites are targeted for catchment and creek areas which have not received Disaster Recovery funding from DRFA and designed to support key ecosystems and environments fully recover from impacts of the monsoon flood event. The project was submitted in accord with Townsville's Natural Environmental Recovery Years 1-2 and as per Plan on a Page Recovery Objectives for Environment, and supports our COVID-19 response for community job activation and recovery.
	Continuing to provide response, recovery and resilience capacity for

# Far North Queensland

## **Douglas Shire Council**

Recovery Objective	Update
Community support – mechanisms implemented	Community Development Officer (CDO) - Kathrina Southwell has met with community members of Degarra and Daintree Village (affected by the Monsoon Trough). Project underway to collect photos and exhibit photos. FFG – projects on track for installation of Douglas Disaster Digital Noticeboards and completing the Douglas Shire Multi-Purpose Disaster and

### Update

Training Coordination Centre Feasibility Study.

#### **Community Recovery Reference Group**

The core objectives remains unchanged.

#### DOUGLAS LDMG COVID-19

The Douglas LDMG is still activated for COVID-19 at the Lean Forward level. COVID-19 messaging is being maintained through the Disaster Dashboard, the Douglas Disaster Information Facebook page and the website. The Douglas LDMG receive daily COVID-19 updates. A number of meetings and discussion exercises have been facilitated over this quarter with the result that the available COVID-19 First Nations and LDMG plans have been reviewed.

The Douglas LDMG and Douglas Shire Council have successfully assisted the Mossman Hospital in providing a Traffic Management Plan and resources, to operate a COVID-19 Drive-Through Testing Clinic at the Mossman Showgrounds. The clinic is testing on average 15 people per day. The Douglas LDMG has been providing support to the Mossman Gorge Community (issuing entry permits – 132 permits issues to date) and other relevant stakeholders.

#### **DOUGLAS SHIRE COUNCIL: COVID-19**

During the past quarter, Council has successfully moved through three stages of easing of restrictions. In August Council established a COVID-19 Working Group, which is now led by Team Lead: Environmental Health Officers. Workplace Health and Safety, Environmental Health Officers and the Disaster Management Unit forms part of this group and provide strategic advice to support the health and well-being of our workforce ranging from hard hats to hand sanitiser. This Working Group will alleviate a lot of pressure on the Management Team and they are in the process of formalising a Workplace Pandemic Plan and a council-specific COVID-Safe plan.

Stage three of the Roadmap to easing restrictions was brought forward and implemented on 03 July 2020. Continuing conditions include social distancing, 1.5 metres and hygiene, stay at home if you're sick, tracking, tracing, rapid response, frequent cleaning and disinfection.

#### **DOUGLAS DASHBOARD**

Two new flood cameras at the Daintree River Ferry crossing are frequently streaming images to the Douglas Dashboard, giving the community a better ability to keep a close eye on river levels this cyclone season.

#### **FACEBOOK PAGE**

	Douglas Disaster Information Facebook page being compiled to coincide with QRA Get Ready Week.
Key transport routes – priority restoration to the key transport	Disaster recovery projects generally wrapped up with the following accomplished:
routes for communities, tourism and primary producers (Captain	Completion of the 2019 road repair package.

Cook Highway, Mossman-Daintree Completion of installation of flood warning projects (refer to Recovery

Recovery Objective	Update
Road, Mossman-Mount Molloy Road, Daintree Ferry Service, Cape Tribulation Road, Upper Daintree Road, Baird's Crossing, Stewart's Creek Road, Bloomfield Track, China Camp Road, CREB Track).	Objective 4). This activity is completed and will no longer be reported on.
Telecommunication infrastructure – long term repairs, improvements and improved resilience;	COVID-19 has increased the import costs of telecommunication hardware. As a result a new quote has been requested for an iridium satellite phone bundle (hardware and installation).
weather/disaster critical infrastructure – repaired and operational (Baird's Alert, Barratt's Creek Flood camera)	Two new flood cameras at the Daintree River Ferry crossing are frequently streaming images to the Douglas Dashboard, giving the community a better ability to keep a close eye on river levels this wet season. After multiple ferry closures through the 2017-18 and 2018-19 wet seasons, Douglas Shire Council installed the new cameras at the northern and southern banks to better inform the public about the status of the ferry crossing. Furthermore, interested parties can opt in for real-time warnings to be delivered via SMS or email via the Douglas Dashboard. This activity is considered complete and will no longer be reported on.
Flood resilience – develop and implement strategies for greater flood resilience (Bloomfield River, Lower Daintree River, Mossman	JBP awarded enhancing flood mapping for Daintree basin. Monthly progress reports are provided, with the Australian Rainfall and Runoff (ARR) has recently been updated and this update is being applied to the Daintree basin's flood mapping.
River)	In August 2020 QRA RLO provides recommendation to delivering Alexandra Range automated rain gauge and automated signage under QDRF.0005 in lieu of unfeasible Upper Daintree and Bloomfield gauges (location/etc. issues).
Empower local businesses to improve their resilience to disasters	The 4oDays in 4oWays campaign was presented to Douglas Shire Councillors and circulated via the Queensland Reconstruction Authority's (QRA) newsletter. Council received overwhelmingly positive feedback on the campaign and we think the team has done an incredible job of promoting the importance of staying safe while having fun and being part of a community.
	A QRA recovery workshop has been scheduled with Douglas Shire Council to occur in Q6.
Restore confidence in the tourism market	Tourism Port Douglas Daintree (TPDD), with the support from the DMO, made changes and applied photos of localised incidents to the final draft Tourism Recovery Strategy.

# Pormpuraaw Aboriginal Shire Council

### **Progress of Recovery Objectives**

Please Note: Pormpuraaw Aboriginal Shire Council completed progress reporting in Quarter 3 as they have essentially completed recovery activities specified in the Local Event Specific Recovery Plan.

# **Torres Shire Council**

### **Progress of Recovery Objectives**

During the early part of 2020 and due to the impact of COVID-19, Torres Shire Council was unable to provide much progress reporting. Progress below is for Quarter 5.

Recovery Objective	Update			
Essential services – re- establish and upgrade electricity, gas, and water supplies and restore and upgrade waste management infrastructure on Horn, Thursday and Prince of Wales Islands	Location/Task	Horn Island	Thursday Island	Prince of Wales Island
	Electricity	Ergon operates a Diesel Generator at the Horn Island (Wasaga) Ergon Energy Depo. Power is distributed via the isolated distribution network.	Ergon operates a 9.55MW Diesel Generator – the generator has multiple redundancies form other co-located generators found at the Thursday island Ergon Energy Depo. 2x 0.25MW Wind Turbines are also located on Thursday island and supplement the diesel supply. Power is distributed via the isolated distribution network.	Not applicable – no council supplied infrastructure. Homeowners are responsible for the establishment and restoration of essential services.
	Gas	Not applicable – no council supplied infrastructure.	Not applicable – no counc infrastructure.	il supplied
	Water	2018-19. The water su is from the Loggy Cre Wasaga Village, and the Millman Hill Rese water usage is appro Shire Council consider residents are encours	Incil water infrastructure cor upplied to most residents wi ek Dam on Horn Island. It p via a submarine pipeline, pr ervoir on Thursday Island. At ximately 600L per day per p ers this amount to be too hig aged to be aware of their wa ave been applied across the	thin the Shire rovides water to present the erson. Torres gh, and ter usage. Level
	Waste Management	Properties on Thursday Island are connected to the Sewerage Treatment Plant	Currently, properties on He a septic tank and are not o STP. Planning for the sewe for Horn Island is well und hopefully will proceed in t	onnected to the erage scheme er way and

	(STP), located on Loban Road and operated under very strict EPA Guidelines. The STP is manned by 2 full time trained operators during standard operating times Monday- Friday. The STP is a fully automatic system and any problems that occur triggers the alarm, which then	
	notifies the operators.	
Restore, repair and upgrade airport services and infrastructure	No change from last reporting period. Repairs are being undertaken on an 'as required'/ when grant funding enable work to be completed.	
Impact assessments – to be completed on all islands	No change from last reporting period – Q4: Council has sourced funding for coastal hazard adaption and impact assessment. Coastal Hazard Adaptions Strategy – BMT Commercial Australia was engaged in April 2020 for the Council's Coastal Hazard Adaption Strategy Project.	

# **Torres Strait Island Regional Council**

Recovery Objective	Update
Warning systems placed on all islands	Mobile warning system still in trial, wasn't successful in obtaining funding for development of coastal forecasting early warning system.
Increase in installation of fit for purpose jetties and berthing dolphins	Still trying seeking funding for fit for purpose jetties and berthing dolphins.
Better communication amongst islands through installation of additional telecommunication towers on designated islands	Telstra has continued with upgrade of network round the Torres Straits with most communities now having access to mobile network. Installation of satellite NBN is currently occurring at one community for trial. This is expected to be operational on 27 October 2020.
Advocacy for increased accessibility to various freight providers	Still in progress, Council has recently gone out to tender for Freight Services currently being reviewed. Started using alternate barge company when and where available.
Clean up and restore coastal areas	Boigu Seawalls – contractor has mobilised to site and commenced works.

Recovery Objective	Update
(erosion)	Poruma Stage 2 – design completed; procurement of geotextile bags has occurred awaiting delivery prior to commencing works.
	Warraber, Iama and Masig – concept design still underway.

# Wujal Wujal Aboriginal Shire Council

**Progress of "Keeping strong" (Recovery Objectives)** 

Keeping Strong (Recovery Objective)	Update
Binalmalmal (Learning)	
Explore food security options through store leases (short term)	Unfortunately, CEQ could not get involved at this time as the current lease was extended by Mr Gormley (existing lessee), Council will keep working with current lessee to ensure store is stocked up and available during the wet season.
Flood infrastructure – river monitoring gauges (medium term)	FNQROC is administering and project managing this works for Wujal and neighboring shires.
Investigate opportunities for continued lessons while children cannot access school (ongoing)	Internet upgrades are being sourced to ensure we can continue with our kids learning in a centre in Wujal, until flood prone areas can be fixed by CSC.
Complete a reviewed recovery sub- plan (ongoing)	In progress.
Enhance disaster management arrangements with surrounding shires (ongoing)	Meeting is organised in Wujal for a sign-up day to recruit volunteers for the SES.
Access to enhanced/faster weather communications (ongoing)	Ongoing – offsite IT consultants have organised to be in Wujal, to test the current set up and upgrade where required, funding permits.
Reconstruction of the Arts Centre (medium term)	Still no interest to manage Café, the centre is fully operational.
Implement an alert and geotagging system to track rogue crocodiles (ongoing)	Ongoing.
Implement a Vignettes program in conjunction with the Library (ongoing)	Ongoing, with very positive outcomes with the elders.
Install the Ngulkurrmanka,	Awaiting more funds to complete and design will be forwarded to DSC for

Keeping Strong (Recovery Objective)	Update
Binalmalmal and Kabanka footpath (ongoing)	approval through their town planning.
Investigate opportunities for tourism (ongoing)	Ongoing and on hold due to Queensland Government care taker period.
Increase resilience in sewerage infrastructure (medium term)	Contractors for the WTP will be onsite first week in November to complete upgrade, Briody Plumbing currently on site checking and upgrading as we go all services.
Build a community evacuation centre/shelter (ongoing)	Resilience Centre is complete and ready for any evacuations when required. This activity is now complete and will removed from future reporting.
Formalise the SES volunteer program (ongoing)	See above – in progress.

# North West Queensland

# **Burke Shire Council**

Recovery Objective	Update	
Develop a volunteer recruitment and retention program	<b>Completed</b> - This objective requires perennial attention but is embedded as BAU. As in the past, Council will continue to use Get Ready Queensland events as well as desktop and live disaster exercises to increase information and to encourage volunteering in the emergency services. This objective will no longer be reported on.	
Enhance media capability with the LDMG	<b>Completed</b> - This recovery objective requires perennial attention but is embedded as BAU with a particular focus in the lead up to the wet season. Council has also engaged a media and communications support resource on retainer. This objective will no longer be reported on.	
Determine a methodology to utilise funding to support local recovery	<b>Completed</b> - Council's methodology informs corporate and operational plans and recognises the following:	

projects/initiatives without external assistance.• Delivery of the priority projects/initiatives will be dependent terms of available funding programs at any given time.• Council must have access to resources capable of writing fu submissions/grant applications in order to increase its char securing this external investment.• Example 1: funding through the DRFA FFG has been used to secure as: upgrades that will assist clubs and the events they host to consolidat grow social networks so crucial in disaster preparation, response and recovery.Example 2: QRA Betterment Funding is being used to upgrade a 6km si of the Lawn Hill National Park Road, which will increase continuity of between two of the region's key tourism assets. This objective is completed and will no longer be reported on.Ensure community wellbeing and connectedness through betterment / resiliency initiativesCompleted • Gregory Showgrounds: Judge's Tower and Cold Room • Burketown Showgrounds: Shade Structure In progress • Upgrade to the Lawn Hill National Park Road between Adels and Boodjamulta National Park • Gregory Showgrounds: replacement of change rooms • Burketown Showgrounds: replacement of change rooms • Burketown Showgrounds: facilities renewal and resiliency pDevelop a tourism campaign to support an increase in visitors toCompleted - Council and the region's focus has now turned toward CC recovery. In this context, Council is now relying on work already being recovery. In this context, Council is now relying on work already being		
<ul> <li>Council does not have the own source revenue to deliver the projects/initiatives without external assistance.</li> <li>Delivery of the priority projects/initiatives will be dependent terms of available funding programs at any given time.</li> <li>Council must have access to resources capable of writing fu submissions/grant applications in order to increase its char securing this external investment.</li> <li>Example 1: funding through the DRFAFG has been used to secure as upgrades that will assist clubs and the events they host to consolidat grow social networks so crucial in disaster preparation, response and recovery.</li> <li>Example 2: QRA Betterment Funding is being used to upgrade a 6km so of the Lawn Hill National Park Road, which will increase continuity of between two of the region's key tourism assets. This objective is completed and will no longer be reported on.</li> <li>Ensure community wellbeing and connectedness through betterment / resiliency initiatives</li> <li>Gregory Showgrounds: Judge's Tower and Cold Room - Burketown Showgrounds: Shade Structure</li> <li>In progress</li> <li>Upgrade to the Lawn Hill National Park Road between Adels and Boodjamulta National Park</li> <li>To commence</li> <li>Gregory Showgrounds: replacement of change-rooms</li> <li>Burketown Showgrounds: facilities renewal and resiliency previous frequency in this context, Council is now relying on work already being completed in this space by Savannah Way Ltd, TINQ, OQTA and TEQ. objective will no longer be reported on.</li> <li>Develop a environmental management program to address issues of siltation, weeds and</li> <li>QDRF Flood Risk Management Study</li> </ul>	Recovery Objective	Update
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management program to address issues of siltation, weeds and • QDRF Flood Risk Management Study	support an increase in visitors to the Burke Shire Develop an environmental	<b>Completed</b> - Council and the region's focus has now turned toward COVID-19 recovery. In this context, Council is now relying on work already being completed in this space by Savannah Way Ltd, TTNQ, OQTA and TEQ. This objective will no longer be reported on.
• QDRF Flood Risk Management Study		Completed
Phases 1-4 Coastal Hazard Adaptation Strategy	issues of siltation, weeds and	
	erosion	
In progress		
<ul> <li>Phases 5-8 Coastal Hazard Adaptation Strategy</li> <li>Burke Shire Council Biosecurity Plan</li> </ul>		

Recovery Objective	Update
Develop resilience program for	Completed
local infrastructure projects	QDRF Flood Risk Management Strategy
	LGGSP: Burketown STP Upgrade
	<ul> <li>DRFA FF R1: Gregory Showgrounds – installation of cold room and freezer, design and construction of Judge's Tower (final acquittal underway).</li> </ul>
	• Council has also put in place a program for future infrastructure resilience projects, a number of which are already in progress:
	<ul> <li>Water security in Burketown: D&amp;C contract awarded for increasing clear water storage in Burketown.</li> </ul>
	• Drainage upgrade to the Phillip Yanner Memorial Oval. This objective will no longer be reported on.

# **Carpentaria Shire Council**

Recovery Objective	Update
Road transport network – completed damage assessment, and developed coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads	Finalised emergency repairs after the event. We have commenced the majority of restoration work scheduled to be done 30 June 2021. Obtained funding for Betterment works and upgrade for the Normanton to Burketown Road.
Investigate options for local records management system, impact assessments and damage assessments	<b>Ongoing</b> - a consultant has been engaged to review the oral and pictorial history and works are due to be completed in April/May. The Coastal Hazard Adaption Survey in currently in its sixth phase and Council is seeking funding for the final two phases. Council is contracting a consultant to assist writing a recovery plan which is about to commence. A feasibility study is underway for the Karumba Levee bank.
Assist small businesses with rebuilding, including developing future resilience strategies	Council, in consultation with LGAQ, is designing a Buy Local website to showcase their businesses in a web-based form, expanding their potential audiences. Council is seeking assistance from the Department of Employment, Small Business and Training for small business training session in conjunction with Mt Isa TAFE (they own the TAFE building in Normanton).
Community support – mechanisms implemented	<b>Ongoing</b> – The new CDO officer has adopted previous projects "Cooking with Council" and "Buy Local website" both of which are progressing well and ongoing. A range of community activities include the following: "Community Engagement pop-up tent" kit which has a branded Marquee (council, state and federal) outdoor tables, brochure holders, supplies kit for

Recovery Objective	Update
	engagement, multiple brochures obtained from QRIDA, QFES, JCU Cyclone Testing Station, mental health and other brochures supporting small business and agriculture.
	Development and printing of A6 fridge magnet with information for the local disaster dashboard and all official emergency radio station frequencies to be handed out.
	The CDO is working with the LDMG to update and alter the Local Disaster Booklet for reprint, as there are none left, and some of the information is unreadable, out of date or too small.
	The CDO has engaged with Council management and the Mayor on the layout of the Buy Local website, which will become more than just for local business, but will give a full scope of the shire and all it has to offer.
	The All 4 Adventure program run by the previous CDO is scheduled to air Dec/Jan 2020-21.
	The CDO is facilitating outside organisations and encouraging local providers to become involved such as Mt Isa Mental Health and the Red Cross's "Pillow Talk" program which has generated interest with the schools.
	The CDO is currently organizing a Disaster Ready Family Fun Day in several locations to draw in families to talk and engage with Council, Ergon, SES, Mental Health with a sausage sizzle and soft drinks give away, and attempting to show the justification on a purchase of a bouncy castle which is predicted to draw in three times the amount of families to these events. These events will be run in Normanton, Karumba, and 2-3 station on the north and south side of the shire.
	The CDO has obtained quotes and putting out an expression of interest to all residents for anyone who would like to do a first aid and CPR course.
	The CDO will be targeting grant writing workshops for small business and NGOs.
	The CDO will be putting together a 30-60 second film with messages from different parts of the community on disaster readiness, small clips from each relevant provider eg QPS "If it's flooded forget it", Cootharinga "Check on your elderly neighbors, do they need help?" etc.
Vector control implemented	NGRM has been successful in obtaining funding for a full-time officer targeting pest and weed management as a result of the Monsoon Trough. This is an ongoing 18-month program.
Restore confidence in the tourism market	The All 4 Adventure program run by the previous CDO is scheduled to air Dec/Jan 2020-21.
	The Buy Local website will take the most from each business in the shire it can, photos logos, slogans, history, information and empower them as a showcase on the website.

Recovery Objective	Update
disasters	online access to this.
	CDO is considering asking for funding to assist in using the current training room at the Normanton shire hall to be set up 100% Telelink ready and maintained by Council for classes, tuition and other community driven purposes, on the back of the newly improved technology as a result of COVID- 19 crisis.
Enhance capability of LDMG	Completed - Council has introduced "Guardian" to help support Council during disasters and has updated the Local Disaster Management Plan. Council has contracted a consultant to renew the recovery plan, which will be underway shortly. This activity will no longer be reported on.
Develop an environmental management program to address issues of mosquitoes, siltation, weeds and seeds	NGRM support, and Council has updated its biosecurity plan this year aligned with the impacts of the NQ Monsoon event.

# **Cloncurry Shire Council**

Recovery Objective	Update
Consult and engage with the local leaders, community members and service providers on long term community-led recovery outcomes	Monthly meetings with Local Business Network and the Cloncurry Local Recovery Group have continued to occur in the last quarter. Through the comprehensive need's analysis being completed (Community Development, Recovery and Wellbeing survey) suitable events and workshops were able to be considered for the previous and upcoming quarter. Events and workshops were delivered throughout the quarter based on the responses received from the community, and planning has commenced for future events and workshops in the Cloncurry Shire. These events and workshops adhere to the Queensland Government COVID-19 compliance parameters. Additionally, it can be identified that community groups and individuals have taken measures to initiate community-led recovery efforts throughout the past month. Various community-led events and activities have been planned and progressed which conform to the current COVID- 19 compliance parameters. Finally, the CDO has continued to coordinate a weekly e-newsletter ("Cloncurry Rural Updates") that is being sent to the community with updates on various events, industry specific information and funding support available for small businesses.
Community support opportunities including outreach, adopting a community led approach when	<ul><li>The CDO has coordinated several events including:</li><li>Soil Erosion Field Day (26 attendees)</li></ul>

Recovery Objective	Update
planning for long term support with a focus on mental health, community wellbeing, connectedness and leveraging off ongoing community events	<ul> <li>First Aid and CPR Training (45 attendees)</li> <li>Workplace Health and Safety Assistance Virtual Webinar (six attendees)</li> <li>Bronc Riding School (14 attendees)</li> <li>Ladies High Tea for Women's Health Week (46 attendees)</li> <li>Free Community BBQ at Burke and Wills (300 attendees)</li> <li>Horse Shoeing Clinic (11 attendees).</li> </ul>
Road transport network – Completed damage assessment, developed coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads	<ul> <li>Submission CISC.0002.1819.REC has been completed.</li> <li>All REPA submissions are on track for completion prior to 18 December 2020. Progress to date: <ul> <li>Submission CISC.0003.1819.REC is 92%</li> <li>Submission CISC.0004.1819 REC is 83%</li> <li>CISC 0013.1819 REC – tender for works in submission awarded.</li> </ul> </li> <li>Betterment Submissions (CISC 0011.1819 and 0012.1819) are now complete.</li> </ul>
Key transport routes – priority restoration and improved resilience to the key transport routes for Primary producers and resource sectors – completed surveys of primary producers and Cloncurry Shire mining	Betterment submissions (CISC 0011.1819 and 0012.1819) are now complete and open to all traffic. This activity is now complete and will no longer be reported on.
Flood resilience – develop and implement strategies for greater flood resilience – Cloncurry River and catchment areas	The survival kits are 90% complete - COVID-19 has caused supply shortages as well as major delays to delivery of the satellite phones.
Work closely with local businesses to assist with rebuilding, including developing their resilience to future disasters	Cloncurry Shire Council continue to communicate with local businesses through e-newsletters and Local Business Network monthly meetings. The following grant / training / support payment opportunities have bee communicated to the Local Business Network Committee and relevant/ eligible businesses in Cloncurry during the quarter:
	<ul> <li>DESBT:</li> <li>Back to Work support payments and Apprenticeship and Traine Boost</li> <li>Skilling Queenslanders for Work – Work Start</li> </ul>
	<ul> <li>Free TAFE for Year 12 (2019) Graduates</li> <li>Apprentice and Trainee Funding (User Choice)</li> <li>Apprentice and Trainee Funding (Free Apprenticeships):</li> </ul>

Recovery Objective	Update	
N .	Australian Apprenticeships Incentives Program	
	Certificate 3 Guarantee	
	Small Business COVID-19 Adaptation Grant	
	• Mentoring For Growth (M4G)	
	• Free Online Training via Small Business Skills Hub	
	• Queensland Rural and Industry Development Authority:	
	Round 3 of Rural Economic Development Grants	
	Australian Government Regional Arts Australia:	
	• Regional Arts Fund Recovery Boost.	
Restore confidence in the tourism market	Cloncurry Unearthed Visitor Information Centre and Museum as well as John Flynn Place were closed from April to mid-June due to COVID-19. 409 Queenslanders visited the Visitor Information Centre in July 2020 compared to 354 in July 2019, representing an increase of 55. However, there were only 64 visitors from states other than Queensland compared to 549 last year.	
	There were only five international visitors throughout July. Souvenir sales were also significantly impacted in July with visitors only buying small and useful items such as postcards and stubby coolers. For John Flynn Place, COVID-19 had an enormous impact on sales and visitor numbers in July. All bus companies cancelled for the rest of the year.	
	In August, visitation to John Flynn Place were still well down on August 2019 (-27%) as were sales (also -27% down) however visitors were up approximately 40% on the prior month. Visitation to Cloncurry Unearthed were also expectedly down on August 2019 due to COVID-19 and border restrictions however it was up 26% on the prior month.	
	At John Flynn Place only 176 visitors were from other states and only three visitors were from overseas and 481 visitors from Queensland. Visitor figures at Cloncurry Unearthed were likewise down in August compared to August 2019, being -53% year-on-year. Sales were down -37% year-on-year. Visitors in August were up 26% on July.	
	Visitation rebounded strongly in September at John Flynn Place, being +44% up on September 2019, driven mainly by intrastate travellers. Sales were up on last year too (+44%). Visitation to Cloncurry Unearthed was down around -10% on September 2019.	
Regional collaboration plan completed with neighboring Councils which were	TRAIC Funding has been approved, however awaiting on funding agreement to be sent to Council.	
also impacted by the event	Actively participated in NW Regional Recovery CDO meetings to share information and identify collaborative opportunities. Continue to communicate with stakeholders to organise collaborative community events and programs throughout Cloncurry Shire and surrounding local governments.	

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Recovery Objective	Update
	Currently working with McKinlay Shire Council CDO to deliver a men's mental health weekend at Sedan Dip. The event will be held during Queensland's Mental Health week in October 2020. Guest Speaker Mary O'Brien will attend the event from 'Are you bogged mate?' to discuss the negative stigma around rural men's mental health.

# **Flinders Shire Council**

Recovery Objective	Update
Medium Term - Key transport routes priority restoration and improved resilience to the key transport routes for primary producers and resource sector	90% complete.
Medium Term - Community information and ongoing public and mental health support services, events and engagement plan	Community Engagement Plan is slowly increasing – Small COVID-19 compliant events have commenced successfully. Flood Assistance Cards still continuing. "The Blue Tree Project" competition was a successful engagement activity within the community, and has since concluded with a winning entry selected by the public.
Medium Term - Restore confidence in tourism – funding, communications, sponsorship, marketing and development of attractions	Visitor numbers for September greater than last year. Infrastructure projects progressing. Development of old Grand site, local marketing brochure has been distributed. Promotion of local small businesses via social media marketing.
Medium Term - Flood resilience develop and implement strategies for greater flood resilience Flinders River Catchment	Completed. This objective will no longer be reported on.
Medium Term - Empower local business to increase resilience in disasters – financial counselling and business mentoring.	Feedback was requested and received in regards to the original "Back on Track" Roadshow from Small Business. Community feedback evident further follows up and additional Roadshows needed. Limited follow ups with small business to date
Medium Term - Support the re-establishment of the grazing industry ready for business financial counselling and access to services	QRIDA initially offered the \$75,000 grants followed by the \$400,000 co-contribution. Low Interest loans have also been made available. Rural Financial Counselling has been meeting with affected graziers. DAF contracted an IRO, stationed in the Flinders Shire Council office.

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		Distribution of industry relevant literature in the Cooee, email and Social media.
		Active participation in the NWAIR.
	Medium Term - Environmental management assessed including weed, erosion and silting impacts	Funding was successful with Flinders/Richmond receiving \$100,000 for parthenium project. Funding is reaching maturation on 30 November 2020. SGNRM were successful with funding for projects in
		Flinders including parthenium, athel pine, mesquite and cactus, they are currently working with Council to deliver these projects.
		DCQ secured \$100,000 for Flinders to fund a second dogger and undertake feral pig baiting. A dog trapper has been engaged and feral baiting has been quite successful. Feral pig baiting will increase over the wet season.
	Long Term - Develop and implement community and resilience programs, engagement and business continuity	Included in CDO report.
	Long Term - Re-establish the grazing industry and	Per Item above – Environmental Management
	small business back to new normal, working with regional networks, State and Commonwealth governments	CDO recovery has been liaising with the Chamber of Commerce.
	Medium Term - Environmental management assessed including weed, erosion and silting impacts	Funding was successful with Flinders/Richmond receiving \$100,000 for parthenium project. Funding is reaching maturation on 30 November 2020.
		SGNRM were successful with funding for projects in Flinders including parthenium, athel pine, mesquite and cactus, they are currently working with Council to deliver these projects.
		DCQ secured \$100,000 for Flinders to fund a second dogger and undertake feral pig baiting. A dog trapper has been engaged and feral baiting has been quite successful. Feral pig baiting will increase over the wet season.
	Long Term - Develop and implement community and resilience programs, engagement and business continuity.	As above – Environmental Management. CDO recovery has been liaising with the Chamber of Commerce.
	Commemorate Monsoon Trough event with anniversary celebrations	Pillars of Recovery project has been altered and a change of direction implemented. Discussion is currently underway for a new project to successfully achieve a community-led anniversary commemoration. Further progress updates to follow.

Long Term - Development of tourist attractions and Queensland destination funding events	Development of Porcupine Gorge infrastructure project progressing.
Long Term - Continue lobbying with the relevant stakeholders on the funding required for betterment projects on both state and local controlled roads	Ongoing.

# **McKinlay Shire Council**

Recovery Objective	Update
Key transport routes – priority restoration and improved resilience to the key transport routes for Primary producers and resource sector – completed surveys of primary producers	The temporary rectification of key transport routes have been complete within the shire for all primary producers and the resource sector to access. This objective is completed and will no longer be reported on.
Community support – mechanisms implemented including outreach and plan for long term support prepared	Revision of the Local Service Providers Guide is being undertaken. Once complete, a mail out to all community members will occur. This guide will include all support services and what each organisation offers, how to access the service in a handy A5 booklet.
Road transport network – completed damage pickup, developed coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads	Project outline was provided indicating significant progress made this quarter.
Empower local businesses to improve their resilience to disasters	Planning has been undertaken with DESBT and Council to resume the Small Business Roadshow taking into account the limitations of small businesses within the shire. Council have outlined the issues surrounding funding and grant writing skills and how to better support the business though specialised mentors and grant writers. The intention is to go door to door and work with local businesses during times that are available to them, as most businesses are owner operated and struggle to walk away for a period of time.
Restore confidence in the tourism market	There is evidence of restored confidence in tourism market with the local caravan park recording record figure with the park reaching capacity on most nights throughout July, August and September even with the uncertainty of COVID-19. This objective is completed and will no longer reported on.
Flood resilience – develop and implement strategies for greater flood resilience – Cloncurry River	McKinlay has received initial payment for the assets. NWROC is currently appointing a Project Manager who will be reasonable for procurement and delivery of all four assets for MSC and who will also be responsible for all 12 councils.

Recovery Objective	Update
Regional collaboration plan completed with nearby affected councils	Joint community connecting and upskilling events have been offered to the community.
	Cloncurry and McKinlay councils have engaged Ag Force to provide a Chemical Accreditation Course over two days, unfortunately this was postponed due to COVID-19 and rescheduled for November.
	Planning for a Men's Horsemanship Clinic in Sedan Dip has been finalised with joint funding from both Cloncurry and McKinlay councils. This will take place in October 2020.

# **Richmond Shire Council**

Recovery Objective	Update
Immediate term	
Community Engagement Campaigns (ongoing)	<ul> <li>During this Quarter the CDO has embarked on many engagement activities to provide cohesion to the community and build community capacity by utilizing local facilitators where possible to uncover and showcase local talent and if not sourced locally then facilitators from other flood affected communities.</li> <li>Our more popular engagement activities are below:</li> <li>Five Paint and Sip Sessions were conducted with over 100 participants.</li> <li>The Bush Races say almost 900 people attend the first outback event since the lifting of COVID-19 restrictions.</li> <li>Bonsai gardening club formed with 16 participants.</li> <li>Distribution of self-care envelopes which contained vouchers for coffee and cake at the two local cafes to promote getting together with friends.</li> </ul>
Medium term	
Road transport network restoration and betterment	<ul> <li>Completion of restoration works on three rural roads. Remaining three roads to be completed by 30 November 2020. All other roads completed prior to 30 June 2020.</li> <li>Ongoing works for restoration of the bitumen on Richmond Croydon, Maxwelton Kynuna and Maxwelton Frontage roads (will be completed by 31 October 2020).</li> <li>Completion of two floodways on Maxwelton Kynuna Road under Betterment funding.</li> </ul>
Develop and grow farming in the shire	Water allocation is required. Council continues to lobby.
Diversification of resource sector	Meetings with Strategic Minerals continue.

Recovery Objective	Update
Long term	
Develop Richmond into a freight transport hub (road and rail)	No further action on this.
Enhance Telecommunications	No further action on this.
Increase Tourism	Approx. 900 people attended the Richmond Rocks event. All accommodation houses booked out for August/September.
Fully sealed road connection to Winton and Croydon (3 years)	Fully sealed road connection to Winton – commenced widening and resealing works from ch2-6, commenced sealing works ch68-79, commenced replacement of 2 culverts. All currently in progress, with further works planned to 30/6/2021.
New crossing for the Top Crossing of the Flinders River	New Crossing for Top Crossing – bridge commenced construction on 28 September 2020 with expected completion by March 2021.
Cambridge Crossing on the Stawelton River raised	This project is no longer a priority as it is not feasible. This will not be reported on in future.
Kronosaurus Korner Stage 3 (3-5 years)	Concept plans have been approved in anticipation of funding applications.
Irrigation project (2 years)	Continue to lobby government for water allocation.
Mining and processing plant (3-5 years)	No further action on this.
Ongoing	
Enhance infrastructure; business as usual	No further update as BAU, this activity will no longer be reported on.
Support small business	Distribution of \$110,000 Local Buy Vouchers through the Flexible Financial Hardship Scheme.
Support continued education	No further applications received. Still advertising.
Community events to maintain and enhance connectedness	900 attendees at the Richmond Rocks event in August 2020.

# Winton Shire Council

Recovery Objective	Update
Emergency funding	The Emergency Hardship and Carcass Disposal Grants have been completed.
granted/approved – see activations	Graziers have access to QRIDA funding until June 2021.
	Council has completed delivering the Winton Community Card to all community members. Left over and unclaimed cards have now been offered as Winton Community Micro Grants.
	The Winton Cards for Community Micro Grants Program provides small micro- grants valued from \$300 to \$3,000 in Buy Local Gift Cards for community projects that contribute to Council's strategic objectives and provide benefit and value to the community. Applications are open to incorporated not for profit community groups based in the Winton shire. Community groups may submit multiple applications or auspice applications on behalf of individuals or businesses. Projects providing personal or commercial gain are not eligible. All projects will be assessed on community benefit.
	Applications have now closed. With several community groups completing submissions for community projects within the local community.
Funding secured to develop a multi-purpose community facility to provide a disaster management and recovery coordination center, film production/creative hub and multi-agency co-working space	A multi-agency questionnaire has been collated by the Winton Shire Council and the Winton Police Service and will be sent to all property owners within the shire to complete. The questionnaire contains questions to aid with emergency response including but not limited to GPS coordinates, machinery and fuel stored on the property as well as airstrip locations. The database will be continually updated throughout the year.
Wellbeing services delivered	The funding submission for the multi-purpose building in Winton was not successful. However, Winton has been successful in Round 2 of the FFG: • Diamantina Rodeo and Camp draft \$47,450
	<ul> <li>Winton Shire Council Keeping Connected \$ 25,133</li> </ul>
	• Winton Shire Council Promoting Recovery \$ 119,324
Community connectedness enhanced	Winton Shire Council has begun to deliver community events. Outback Futures sponsored the recent Community Car Scavenger Hunt. Resources and merchandise including contact details and referral options were delivered to all participants.
	The CDO is currently working with the Royal Flying Doctors mental health clinician delivering:
	• Gentle Yoga and Wellbeing Sessions
	Sausage Making Workshops
	Women's Mental Health Toolbox
	• All community consultations as well as events promoted on the Winton Connect and What's on in Winton Facebook pages.
	The following mental health support services and programs are available to

Recovery Objective	Update
	<ul> <li>community members:</li> <li>Mental Health and Wellbeing Service</li> <li>Lives Lived Well</li> <li>Outback Futures</li> <li>Disaster Recovery Clinicians.</li> </ul>
Support for rural properties including: Access Bio-security considerations Restocking assistance and priority to stock routes as required Replacement of infrastructure (water) Carcass disposal	<ul> <li>Access to properties has been completed and maintained by property owners.</li> <li>Bio security plans are still being competed and updated regularly by the Winton Shire Council security officer.</li> <li>Assistance through QRIDA is still being offered by way of the \$400,000 grants. Winton Shire Council and the IRO are assisting local graziers to access the grant in readiness for restocking and decent rainfall in the future.</li> <li>The replacement and repair of infrastructure including access to water infrastructure has now been completed.</li> <li>Carcass disposal has been completed.</li> </ul>
Environmental restoration and protection (prevention of weeds, clean-up of silt)	<ul> <li>The Winton Shire Council wild dog baiting and feral pig control shooting program began on 27 April 2020.</li> <li>A second chemical spray program to control of weeds has been added to the schedule.</li> </ul>



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



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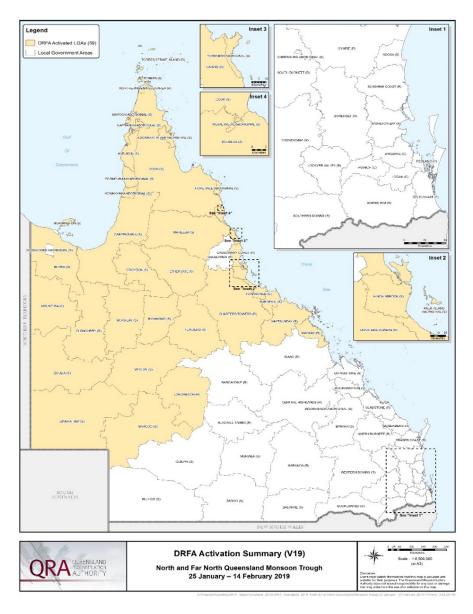
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### **Event summary**

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

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



# State Recovery Planning and Policy Coordinator Update

It is encouraging to observe the sound progress evident throughout the recovery process following the impact of the 2019 Monsoon Trough despite the challenges that COVID-19 has presented during 2020.

This report outlines progress against activities identified in the *North and Far North Queensland Monsoon Trough State Recovery Plan 2019 – 2021* (the Plan) at both a local and state level. It focuses on the efforts of the councils who developed event specific recovery plans following the flooding, as well as the activities of the five Functional Recovery Groups (FRGs) and the government agencies responsible for them. The report focuses on activities completed up to 31 December 2020.

Significant progress is demonstrated with a number of activities completed or in the final stages of implementation.

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

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

# **State Recovery Progress**

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

### **Human and Social**

This section of the report details recovery progress against recovery activities outlined in the Plan on pages 33 - 35. All recovery initiatives are addressed in relation to the event time frame.

Recovery Activity/Outcome	Update	
<ol> <li>Recovery activity</li> <li>Personal Hardship Assistance Scheme (PHAS) and Emergency Services Safety and Reconnection Scheme (ESSRS)</li> <li>SDARG - DRFA Category C grants and Category B concessional loans available to not-for-profit organisations through Queensland Rural and Industry Development Authority (QRIDA).</li> <li>Donated funds locally through charitable organisations.</li> <li>Financial counselling services available.</li> </ol>	<ul> <li>PHAS/ESSRS – No change to PHAS/ESSRS figures (Please note that as Means Tested Grants remain open for 2 years therefore current reporting will remain until end of 2-year period).</li> <li>QRIDA – SDARG Non-Profit Grants – There were Nil (o) concessional loans applications received by QRIDA during this reporting period.</li> <li>Donated funds:</li> <li>As at 31 December 2020, \$4,417,543 in donated funds were received by GIVIT (dedicated appeal channel now closed). GIVIT is continuing to work with registered charities, DCHDE and the Townsville Community Rebuild Project, as referred by Community Recovery, Northern Operations – Townsville, to procure items to address recovery needs as validated by these entities.</li> <li>St. Vincent De Paul (SVDP)</li> <li>Two claims have been processed: <ul> <li>\$3,300 provided in August</li> <li>\$2,800 in November</li> </ul> </li> <li>A further claim of \$1,906 from the "Always There fund" is currently awaiting availability of a contractor to complete the works.</li> </ul>	
<b>Projected outcome</b> Households, families and individuals are enabled to affect their own recovery through appropriate income sources.	Status: Ongoing	
<ul> <li>Recovery activity</li> <li>Coordinate the provision of psychosocial and practical supports lead by DCDSS in conjunction with non-government organisations.</li> <li>Referrals to existing personal support and generalist counselling services.</li> </ul>	UCO: No further instances of support associated with this event have been provided within the impacted area since the last report. Salvation Army:	

### **Recovery Activity/Outcome**

• Establishment of local case coordination mechanisms (as required).

Partners include:

UCQ, Salvation Army, Red Cross

CAT A Funding Admin by DCDSS – Notch in TSV, Salvation Army, TSV Women's Centre, TSV Community Legal Service

#### Update

During the three months the Generalist Case worker connected with 20 new community members whilst also providing ongoing support through case management of nine community members.

Slow but positive progress is being made.

Funding continues until June 2021.

#### Red Cross:

In October and November 2020, the Red Cross Community Recovery and Development Officer began delivery of the Pillowcase Project in several schools and after school care facilities in the following locations: Charters Towers, Homestead, Pentland, Winton, Richmond and Hughenden.

Many students expressed that their pets having adequate supplies would make them feel safe.

At the end of November 2020, the Community Recovery and Development Officer attended the North West Flood Recovery and Resilience Summit 2020 hosted by the Western Alliance for Mental Health in Julia Creek.

#### DCDSS: Category A Funding:

Data Period: 1 October 2020 to 31 December 2020

#### North Townsville Community Hub (NOTCH) - generalist counsellor

- Provided support to 93 new service users
  - 34 identified as Aboriginal and Torres Strait Islander
- 316 hours of direct service delivery
- 199 referrals to other support services
- Funding continues until 2021

#### Salvation Army – generalist case worker

- Provided support to 34 new service users
- 172.5 hours of direct service delivery
- 10 referrals to other support services
- Funding continues until 2021

#### Townsville Women's Centre – generalist counsellor

- Provided support to 59 new service users
  - 21 identified as Aboriginal and Torres Strait Islander
- 408 hours of direct service delivery
- 43 referrals to other support services
- Funding continues until 2021

#### Townsville Community Legal Service – financial counselling

- Provided support to 11 new service users
- 85 hours of direct service delivery
- 5 referrals to other support services
- Funding continues until 2021

Projected outcome	
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Community members have access to psychosocial support.	Status: Ongoing
Recovery activity	<u>QLD Health:</u>
<ul> <li>Additional outpatient services; theatre lists and other services to ensure provision of services to those affected (in addition to services provided to meet acute needs following the disaster).</li> <li>Public Health Units working with local councils to manage public health risks to the community.</li> <li>Patients with existing chronic health conditions receiving regular care have their needs assessed and treatment plans modified accordingly.</li> <li>Implement mental health recovery programs to disaster-affected communities, including individuals, carers, families, and volunteers, with mental health services and emotional wellbeing support.</li> </ul>	<ul> <li>Townsville Hospital and Health Service (HHS)</li> <li>Referrals have substantially decreased in the Townsville area but are still steady in the Western Corridor, averaging three to four referrals per month. Several cases have completed their treatment. Open clients have decreased from 58 to 20. The Team currently has no children or young people as clients.</li> <li>With the decline in referrals, the focus is on community preparedness and resilience in the remaining months of the program. Community events have steadily increased over the period.</li> <li>Challenge in staffing and recruitment experienced over the period.</li> <li>Central West HHS</li> <li>A lot of success in contacting individuals impacted by the 2019 monsoonal flood. There is a belief people who need the service are still reluctant to provide their details.</li> <li>North West HHS</li> <li>Two podcasts for Small Talk Big Difference were developed and recorded in collaboration with the Royal Flying Doctor Service (RFDS).</li> <li>The Mental Health recovery program contributes to restoring social networks and improving community resilience and capacity building. Activities include: <ul> <li>Community members in Burke Shire received Rural Minds training.</li> <li>Birdies Tree program delivered to 135 young people and 14 teaching staff across three schools in Carpentaria Shire.</li> <li>Yoga and Wellbeing session and community Health BBQ events held in Cloncurry Shire; Birdie's Tree delivered over three sessions.</li> <li>Birdies Tree program delivered in McKinlay shire.</li> </ul> </li> <li>Co-facilitated the Drug and Alcohol 'Back in Control' six week program with Alcohol, Tobacco and Other Drugs (ATODS) program.</li> <li>Several trainings have been delivered including Suicide Risk Assessment, Rural Minds, SafeTALK and a couple of podcasts on the topics of Drug and Alcohol Harm Minimisation and Healthy Intimate Relationships.</li> <li>Staffing issues continue to be a program obstacle – mitigated by working closely with MH and ATODS staff&lt;</li></ul>

Recovery Activity/Outcome	<ul> <li>Update</li> <li>Birdie's Tree Early Schooling Program in NWHHS and THHS reached over 500 students.</li> <li>Support provided for Townsville City Council to translate all Birdie books into the languages of the CALD community in Far North Qld.</li> <li>'Relaxing with Birdie' resource being disseminated via eBook, print book and animation.</li> </ul>			
Projected outcome				
Community members have access and are able to meet health needs (including mental health) arising from the disaster.		Status: Ongoing		
<ul> <li><i>Recovery activity</i></li> <li>Provision of information regarding availability of existing supports, services and additional community recovery services.</li> </ul>	<b>UCO:</b> Lifeline Community Recovery continues to participate in and report to the various Human and Social Recovery and disaster management groups.			
	A Peer Skills Connect information session was held on 1 December 2020 for new/existing students in the Townsville region for Catholic Education Schools.			
	Support was provided for the Townsville State High School in adapting Peer Skills to pilot a shorter session over a longer period.			
	<b><u>GIVIT:</u></b> GIVIT continues to work closely with DCHDE to support the long term recovery of impacted individuals and families where there are insufficient funds available to repair their homes to a habitable standard.			
	-	ber 2020, GIVIT has provided assistance to 45 to the value of \$725,483.		
	GIVIT has committed to provide assistance to a further seven referrals at an estimated value of \$89,761.			
	Note: This activity is unable to be finalised for GIVIT as there are a further two rebuilds for which the DCHDE/Townsville Community Rebuild Project is still waiting for quotes.			
	Salvation Army: The Salvation Army continues to work under the Community Rebuild Project Group. The Group continues to meet, discuss and provide assistance for Community Members still impacted by the Monsoon. The group continues to work with referrals from Community Recovery and other organisations.			
	The Salvation Army has provided funding to support recovery assistance and repairs to households as outlined below:			
	Rebuild projects - 2 homes to a total value of \$13,895.72.			
		gift vouchers for Rebuild Community Members 21 l value of \$5,620.00.		

Recovery Activity/Outcome	Update		
Projected outcome			
Community members have access to appropriate and coordinated social services.		Ongoing	
Recovery activity	Community Development Program:		
<ul> <li>Provision of funds for Community Development Officers (CDOs) in significantly impacted communities to support community-led initiatives, facilitate linkages, collaboration and partnerships between and across groups, support and enable recovery and resilience planning and focus on building upon the strengths and capabilities of the affected communities.</li> <li>Flexible Funding Grants are available for projects aimed at driving recovery, building awareness and resilience within the most disaster affected LGAs.</li> </ul>	Number of hours Number of partic Number of comm Number of hours Number of hours Number of hours Number of Partic Number of Partic Number of Partic *figure includes or email. - The Cook SH residents an participated October) in V - Engagement challenging require sup COVID-19. - The CDOS restrictions, and progres - In Townsville resilience, w initiatives engagement - All CDOS ha for their pro the councils - The distribu Flinders SH commemora - The delivery BE Ready C household i weather eve predicted w	developing and delivering events8305.7ipants in events (see note*)48,17nunity Agencies participating in events6,00developing resources and tools2,182.2on training and learning584.7ipants in training activities4,25supporting FFG development8,200ipants in FFG Activities1,74on developing RR Plan1,56ipants in RR Plan development8,84participants who have engaged through Faceboodnire CDO is progressing with activities for Degarmnd school visits been undertaken. The CDO alsin the State Emergency Services sign-on day (2Wujal Wujal.t with the Carpentaria community has beeas the community has indicated they do notport at this time due to their concerns linked theall report that with the easing of COVID-1activities and workshops are being re-plannesed.e, community recovery is more engaged in buildinwhile referrals and support are still offered. As nerare developed and rolled out, communityt and involvement continues.ve indicated they have developed exit strategiejects, and it is planned that DCHDE will meet witto ensure that exit plans are appropriate.tion of the Flood Assistance Cards continues in thnire.The community is investigatingtive art piece for each area of the shire.of the Emergency Response Kit Bags including thentral West Flipbook is being delivered to evenn the Winton Shire in readiness for any possibil<	
Projected outcome			
Communities can act autonomously to direct and contribute to their recovery		Status: Ongoing	

process.

### **Flexible Funding Grants**

The flexible funding grants (FFG) program is for non-government organisations, local governments, industry groups and community groups to implement

135
68
\$4.46M
\$4,114,613
125
119
\$11,1M
\$9M
\$8.2M

### Round 1

Flexible Funding Grants totalling \$4.464 million across 68 projects. The projects support and enable recovery and contribute to building awareness and resilience.

- 100% of the initial 90% payments to funded recipients have been made.
- 2 Projects have not progressed and returned all funding to the department.
- 32 projects have been completed and have submitted Project End reports.
- 5 agencies have completed their projects and we are awaiting final project reports and Audited Financial
   Statement, which will trigger release of final payment.
- 28 Projects report that they are on track in accordance with original project plans or amended project plans.
- 1 Project has not submitted quarterly reports and this project is being followed up.

#### Round 2

Round 2 closed 4 May 2020. 119 applications have been approved and contracts are currently being finalised for disbursement of the initial 90% funding of \$9,136,058.

- 100% of the initial 90% payments to funded recipients have been made.
- 6 projects have been completed and have submitted Project End reports
- agency has completed their project and we are awaiting final project reports and Audited Financial Statement, which will trigger release of final payment.
- Projects report that they are on track in accordance with original project plans or amended project plans.
- 7 Projects have not submitted quarterly reports and these projects are being followed up.

A summary of all successful grant recipients can be found at the following link: <u>https://www.communities.qld.gov.au/community/community-recovery/category-c-funding/category-c-far-north-queensland-north-queensland-monsoon-trough</u>

### Building

The Building Recovery Group (BRG) continues to meet to support recovery activities and identify coordinated solutions to any emerging issues on the ground. BRG members have been engaged in the LDMGs and provided data and information as available to support the development of recovery plans and rebuilding priorities.

Recovery Activity/Outcome	Update
<i>Recovery activity</i>	QBuild has finalised reparation works for the Museum of Tropical
Finalise detailed building assessments	Queensland as of 18 December 2020 in line with the target date and four
on government building infrastructure.	weeks ahead of schedule.

Recovery Activity/Outcome	Update		
	Operation and maintenance manuals and relevant documentation and will be issued dated 21 January 2021 as requested by the client. This was the final item for completion under this recovery activity.		
Projected outcome			
Development of a Prioritisation plan to allow government services to recommence (from alternate locations if required).		Status: Complete	
<ul> <li>Recovery activity</li> <li>Determine the repair/rebuild approach for community assets.</li> <li>Develop and implement a recreational assets and community facilities recovery program.</li> </ul>	Applications to the Sport and Recreation Disaster Recovery Program have been exhausted with \$905,461 in funding provided to 194 organisations. These funds assisted with immediate clean-up and recovery of sporting clubs and facilities and equipment to enable a return to normal activities. The Category C DRFA package, the \$20 million Community Assets Program, \$10 million of which was allocated for administration by DHPW, is ongoing with 42 approved reconstruction projects. These projects are located across six LGAs and support the activities of football, cricket, shooting, golf, lawn bowls, horse sports, tennis, motorsports, cycling, Australian football, rugby league, softball and netball. An additional \$2.7 million in funds were made available which have all been allocated to projects. 26 projects have been completed including Cloncurry (lawn bowls, shooting), Richmond (tennis, dirt bike, pistol), Hinchinbrook (bowls), McKinlay Shire (tennis) and Townsville LGAs (football, AFL, lawn bowls, shooting, rowing, tennis, table tennis, golf, hockey, netball, basketball, cricket and multi-sports) which have restored the facilities for use by the local communities. A further four projects are nearing completion. There has been limited disruption to project activities and delivery of works due to COVID-19 restrictions, however club and community activities were impacted by these restrictions. These activities have now returned to normal with the application of industry safe plans. There is potential for some delays to completion to projects due to the expected severity of the upcoming wet season.		
<b>Projected outcome</b> Develop a repair/rebuild plan to allow			
for community access to recovery funds. Clean-up and restoration of flood damaged community and recreational facilities to achieve social recovery outcomes by ensuring leisure, sport and artistic activities are part of the fabric of the community.		Status: Ongoing	

# **Roads and Transport**

This section of the report details recovery progress against recovery activities outlined in the Plan on page 41. Significant progress has been made in achieving recovery objectives.

Recovery Activity/Outcome	Update
<ul> <li>Recovery activity</li> <li>Review existing Queensland Transport and Roads Investment Program (QTRIP) capital works plans to accommodate the Natural Disaster Program.</li> <li>Scope reconstruction program of works.</li> <li>Develop project delivery plans to achieve key tasks.</li> <li>Undertake reconstruction works.</li> </ul>	<ul> <li>At 31 December 2020, a total of 58 emergency works/counter disaster operations (CDO) submissions, 12 immediate reconstruction works (IRW) submissions, 137 Phase 1 submissions, 146 Phase 2 submissions and 35 Phase 4 submissions have been lodged to the QRA, of which all emergency works/CDO submissions, all IRW submissions, 128 Phase 1 submissions, 138 Phase 2 submissions and one Phase 4 submission have been assessed.</li> <li>Reconstruction works are underway and the program is on track to be completed by 30 June 2021.</li> <li>Priority project sites include:         <ul> <li>Flinders Highway – pavement repair works completed in December 2019.</li> <li>Richmond–Winton Road – pavement repairs completed in December 2019.</li> <li>Alice River Bridge (Hervey Range Road) – bridge repaired and reopened two months ahead of schedule on 26 June 2019. Work completed in early July 2019.</li> <li>Hervey Range Road (geotech) – emergency pavement repairs an slope stabilisation works completed in September 2020 and are expected to be completed by February 2021.</li> <li>Mount Spec Road (Paluma Range) – landslip repairs at nine site completed in July 2019. Further slope stabilisation works commenced in December 2020.</li> <li>Landsborough Highway (Winton–Kynuna) – pavement repairs commenced in July 2020, with completed in December 2020.</li> <li>Kennedy Developmental Road (Winton–Boulia) – pavement repairs commenced in July 2020, with completion expected by mid-2021.</li> <li>Bruce Highway (Townsville–Ingham) – pavement repairs commenced in August 2020 and were completed in November 2020.</li> </ul> </li> </ul>
<b>Projected outcome</b> Essential public assets restored.	Status: These recovery activities are on track to achieve the projected outcome
<i>Recovery activity</i> <ul> <li>Develop and implement a Betterment program.</li> </ul>	<ul> <li>All 10 DTMR betterment projects are underway or completed on the following roads:</li> <li>Richmond–Winton Road –works to seal a previously unsealed 10km section are expected to be completed in mid-2021.</li> <li>Kennedy Developmental Road (Hughenden–Winton) – concrete batter works completed in June 2020, with pavement resilience works continuing on the southern section until mid-2021.</li> <li>Isabella Creek Bridge (Endeavour Valley Road) – bridge deck resurfacing works expected to be completed in early 2021.</li> <li>Burke Developmental Road – pavement sealing and resilience works were completed in November 2020.</li> </ul>

Recovery Activity/Outcome

### Update

**Landsborough Highway (Winton–Kynuna)** – foam bitumen stabilisation and drainage upgrades expected to be completed in mid-2021. DTMR's 2019 Betterment Program is on track to be completed by 30 June 2021.

#### **Projected** outcome

Betterment program to improve the disaster resilience of flood damaged essential public assets.

Status: These recovery activities are on track to achieve the projected outcome

## **Economic**

The ERG continues to meet to support recovery activities and identify coordinated solutions to any emerging issues. Given the current COVID-19 restrictions, on the ground impacts are being experienced by communities which are also impacting the delivery of recovery programs. These are indicated where information was available.

Recovery Activity/Outcome	Update		
Recovery activity	Queensland Small Busin	ess Recovery Centre	
Governance – Small Business Recovery Advisory Council ( <b>SBRAC</b> )	The SBRC continues to provide tailored support for impacted small business owners, five days a week.		
• Resources available to assist SB			
<ul> <li>Support small businesses with tools and resources to facilitate economic recovery and resilience, including:</li> </ul>	Item	Total 01 October to 31 December 2020	Program to date total 01 February 2019 to 31 December 2020
_	Phone calls	614	8466
<ul> <li>Develop communications tools for businesses to ensure</li> </ul>	Clients	3	1886
information is available to small businesses, including Aboriginal	Unique visits to SBRC	1	1577
and Torres Strait Islander-owned	Mentoring sessions	4	256
businesses.	Outreach engagement	81	416
<ul> <li>Implementing Go Local campaign</li> </ul>	around the Go Local fund submissions. The SBRAC endorsed one progressed to funding ag • Ayr Chamber of period) There are three previous • Hinchinbrook C • McKinlay Shire	ding opportunity, which e Go Local project submi greements with DESBT: Commerce - \$30, 356 (a ly endorsed Go Local Pro Chamber of Commerce an Council - \$25,000 mber of Commerce - \$30	opproved in the reporting ojects: nd Tourism - \$16,500

Recovery Activity/Outcome	Update
	<ul> <li>Charters Towers Chamber of Commerce</li> <li>Cloncurry Local Business Network</li> <li>Winton Shire Council</li> <li>Carpentaria Shire Council</li> <li>Burke Shire Council</li> <li>Burdekin Shire Council</li> <li>Port Douglas Chamber</li> <li>Port Douglas Tourism</li> </ul>
– Business Mentoring & Coaching	Business Mentoring and Coaching As at 31 December 2020, 256 small business owners had accessed the complimentary mentoring under the Department of Small Business, Employment and Training (DESBT) Mentoring for Growth program. This service is tailored to the needs of the individual business owner. On 8 October 2020, a mentoring morning was held and 20 mentors attended
	either in person or virtually. The Small Business Recovery Advisory Council has endorsed the Small Business Concierge Program as a priority program under this funding tranche. The QSBRAC has requested the QSBRC work with potential delivery partners to develop the program framework for final recommendation and procurement.
Business Development and Support	<ul> <li>Business Development and Support</li> <li>The SBRC has commenced face-to-face engagement activities across the LGAs with particular focus on Townsville. This includes leveraging opportunities with councils and chambers, and strengthening working partnerships with CDOs.</li> <li>The Back on Track road trips have commenced: <ul> <li>13-14 October 2020 – Burdekin</li> <li>27 October 2020 – Charters Towers Connecting Community Day</li> <li>12 to 13 November 2020 – Charters Towers and attended Charters Towers Chamber of Commerce AGM</li> <li>17 to 19 November 2020 – Winton</li> <li>30 November to 03 December 2020 – Port Douglas</li> </ul> </li> <li>The SBRC is continuing to build a library of business specialist services including mentors which support small businesses. The business specialist library will provide a valuable resource for the SBRC to engage and fund specialist services from locally sourced and for out of region providers.</li> </ul>
Small Business Disaster Recovery Resilience & Repair Grants	Small Business Disaster Recovery Resilience and Repairs Grants Over 86 per cent of the applications for Small Business Disaster Recovery Grants are for the resilience stream. Under this stream, small businesses can engage a business mentor, a digital specialist or a financial planner to assist in

Recovery Activity/Outcome	Update				
	strengthe thrive.	ening their marke	t share so they	are better positioned to	grow and
		Repair grants allow small businesses to make outstanding buil equipment repairs essential to resuming operations.			ng or
	equipme	ni repairs essenti	at to resuming	operations.	
	Disaster	Disaster Recovery/Resilience Grants as at 30 Septembe			
		plications receive irs/409 resilience			477
	Grant ap	plications approv	ed		404
		<i>rs/352 resilience)</i> plications to be a			-
		proved funding		:	\$3,897,134.94
	Approve	d Grants by Locat	ion		
	Burde		8		
	Carpe		2		
	Charte	ers Towers	9 1		
	Dougl		12		
	Flinde		2		
		inbrook	6		
	McKin Richm		2 1		
	Towns		361		
	Applicati	ons by Diversity	Groups		
		Women in Business			
		ally and stically Diverse	20		
	-	e with a Disability	20 7 in		
	Busin	ess	8		
		rs in Business	35		
		People in Busine nous Ownership	2SS 41 14		
Projected outcome					
Fast-tracked small business		Status: Ongoir	g		
recovery is supported.					
Recovery activity	The Spec	ial Disaster Assis	tance Recover	/ Grants are administered	d by the
<ul> <li>Implement small business grad</li> </ul>	QRIDA ar	nd are detailed be	low. There has	been no change since Q	5.
program to assist with business					
plans, re-training and coaching	-	type	Approvals	Approved amount	
additional financial counsellin and advisory services, and	-	ry Draducarc	2402	¢111 000 001 76	
explore new options for	Fiiila	ry Producers	2193	\$114,003,324.76	
sustainability and resilience — funded under DRFA.	Small	Business	879	\$12,968,511.76	
	Non-P	rofit	129	\$1,851,885.29	
	Categorv	Category C grants were extended through until 30 June 2020. These grants are			
		now closed and we have no appeals in the system. This activity item will no			
		e reported on.			

Recovery Activity/Outcome	Update		
Projected outcome			
Small business owners are provided a helping hand to provide a range of services to boost recovery and increase resilience.		Status: These recovery activities are on track to achieve the projected outcome	
Recovery activity	Business Resilience Program		
<ul> <li>Implement a range of initiatives to boost tourism and support tourism operators in the impacted areas – funded under DRFA.</li> <li><i>Recovery activity</i></li> <li>Tourism Business Resilience Program</li> <li><i>Part 1 - Assist tourism businesses to increase their resilience and support longer-term disaster/crisis response and recovery</i></li> <li><i>The elements of this program include:</i> <ul> <li><i>Resilience audits for businesses in impacted regions - Online tools and resources</i></li> </ul> </li> </ul>	resilience The diagr	ueensland Government has launched a new online tourism business ence tool to support tourism businesses' risk and resilience planning fagnostic tool will be a new resource which: Enables businesses to assess their level of risk awareness, resilie and ability to respond to emergency events. Identifies areas where further development in business resilience required. Signposts businesses to resources where further support is avail ew tool can be found at <u>https://www.business.qld.gov.au/tourism-te</u>	
<b>Projected outcome</b> Tourism Business Resilience online tool on Business Qld website to assist tourism sector operators with business continuity and support through referral pathways		Status: These recovery activities are on track to achieve to projected outcome.	
Recovery activity - Part 2 - Deliver a crisis communications toolkit for RTOs, including scenario workshop.	Crisis communication toolkit for RTOs completed and now includes COVID-19 guidance. The final project workshop occurred on 8 December 2020. This activity is now complete.		final project workshop occurred on 8 December 2020. This
Projected outcome			Status: Complete.
Recovery activity	Operation	nal Pla	an is in place to deliver the following:
- Outback Tourism Education Program Expansion	<ul> <li>Two in-region workshops with tourism operators on the planning of school-based excursions and building new product offerings: Targe Attendance: 40 workshop participants will be eligible to apply for development grants.</li> <li>Eight new educational and valuable experiences/itineraries with strong alignment to the National Curriculum through grants delivery to participating operators.</li> </ul>		

Recovery Activity/Outcome	Update		
	pro lea sig en • So sch	velopment of software that allows itineraries ogram by operators that have completed the v arning outcome for students in target years 10 mificant natural events and the effects they have vironment. cial media campaign targeting teachers and p nools advising the new increased subsidy opt nool year levels. Target: 1000 Queensland tea	vorkshops. Key – 12 is focused on ave on the Outback parents of Queensland ions and increased
Projected outcome		Status: These recovery activities are on t projected outcome	rack to achieve the
<ul> <li>Recovery activity</li> <li>Enhanced freight subsidies scheme – funded under DRFA</li> </ul>	Value of app (please note Number of a Value of app <i>Note these a</i>	sidies: approved restocking applications proved restocking subsidies e error in previous figures) approved agistment applications proved agistment subsidies are cumulative totals to date sidies (Provision of freight subsidies for resto	75 \$539,676.20 7 \$47,265.47 ocking and agistment)
		rimary producer grants continues to be slow a o vary, despite some reasonable rainfall in pa	
<i>Projected outcome</i> Primary producers can afford to restock their depleted herds.		status: These recovery activities are on track t projected outcome	o achieve the
<ul> <li>Recovery activity</li> <li>Industry Recovery Officers and Financial Counsellors – funded under DRFA</li> </ul>	Number of d Number of p	covery and Financial Counselling: lirect engagements producers producers reached through media covery Officers and Financial Counsellors	2,811 561,000
	have engage Financial co Employment small busine Western Que on-one supp	lest Industry Recovery Officers (IRO) and Rural ed with primary producers within their respect uncillors have been assisting the Queensland t, Small Business and Training by providing fin ess webinars. eensland IROs (employed by DAF) have contin port for primary produces as well as supportin eing rolled out in the North West. These initia	tive areas. I Department of nancial advice via ued to provide one- g a number of
	<ul><li>Delivery</li><li>Attenda</li></ul>	y of forums and arranging Small Business Gra ance at the DAF Grazing Futures Workshop ting the Bush Agribusiness – Business Edge V	nts workshops
<b>Projected outcome</b> Primary producers are provided the support they need to boost resilience and sustainability.		Status: These recovery activities are on track t projected outcome.	o achieve the

## **Environment**

This section of the report details recovery progress against recovery activities outlined in the Plan on pages 48 - 49. All recovery initiatives are addressed in relation to the event time frame.

Recovery Activity/Outcome	Update
<ol> <li>Recovery activity</li> <li>Work with mining and industrial operators to assess non-compliance, issue temporary emission licenses and ensure recovery actions are environmentally safe.</li> <li>Projected outcome</li> <li>Mining and industrial operations are back in operation and fully compliant with environmental approvals. Penalties incurred where appropriate.</li> </ol>	Mining and industrial operations are back in operation and compliant with environmental approvals. Penalties were incurred where appropriate. Status: Complete
<ul> <li>2. Recovery activity</li> <li>Work with responsible parties for the Nelia Train Incident – to ensure recovery action carried out is environmentally safe and the community is well informed of impacts and response.</li> <li>Projected outcome</li> <li>Salvage and clean-up operations are controlled, environmentally safe, and do not cause further unnecessary damage to the environment.</li> </ul>	Site revegetation, monitoring and validation are ongoing focus areas. Additional revegetation activities were undertaken in advance of the wet season. Salvage and clean-up largely progressed with any requirement for further activity informed by the ongoing monitoring and validation work. This issue is led by Department of Environment and Science (DES) and engagement between DES, the three parties and the landholders regarding site remediation is ongoing. The Department of Agriculture and Fisheries maintains an interest in this incident until the risk to livestock and the subsequent food chain are more understood post remediation. Status: Ongoing.

### **Recovery Activity/Outcome**

#### Update

### 3. Recovery activity

Assessment, prioritisation and restoration of damaged infrastructure in national parks, state forests and protected marine areas via DRFA funding.

#### **Projected** outcome

Critical protected area infrastructure restored.

### Conway National Park – Kingfisher walking track

Removal of steps scheduled for completion by end of January was delayed due to wet environment. Claim will be finalised as soon as this item is completed and paid.

### Conway National Park walking tracks and mountain bike trail

Tenders to complete the work closed 23/10/2020. Three tenders were received. The procurement process is pending finalisation.

### **Town Common Conservation Park**

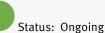
Contracts worth \$313.2K were awarded in December 2020. Works were estimated to commence in early 2021, with completion expected 6 weeks after the commencement date (pending weather conditions).

### **Cape Pallarendra Conservation Park**

Procurement activity is progressing. Asbestos inspection has been completed.

### **Magnetic Island NP**

Finalising procurement process and preparing to award contracts. Anticipated commencement of works in February (pending weather conditions).



### 4. Recovery activity

- Weeds and pest management programs via approved DRFA funding.
- Part A: parthenium control program for Flinders is an urgent recovery activity to ensure weeds are addressed before seeding occurs.
- Part B: package of works implemented through relevant regional NRM organisations for ongoing integrated control of pests and weeds.

### Projected outcome

Minimise the impact of pest and weed seed spread.

The parthenium control program is now complete. The initial investigation phase identified the extent of the issue, and the operational phase treated high priority areas and delivered public awareness programs. A combination of chemical and biological treatments were planned, however COVID-19 measures limited the program to application of chemicals only.

Progress is continuing for Part B of the program: The Regional Invasive Species Program totals \$4 million, with 21% of funding targeted to pest animal projects and 79% of funding focused on weed species projects across the Northern Gulf (NGRMG), Southern Gulf (SGNRM) and Desert Channels (DCQ) regions.

With COVID-19 restrictions to remote areas lifted, works are now ongoing. On-site inspections and discussions occurred in 2020 with DCQ (August), SGNRM (October) and NGRMG (November). The Regional Invasive Species Program was granted a 6 month extension of time due to delivery risks from COVID-19 impacts. The activity end date is now 31 December 2021.

The Regional Invasive Species Program is approximately 13% complete as of 30 December 2020 with ongoing commitments through 2021.

The investment per local government region is:

Burke Shire Council	\$ 39,855.50
Carpentaria Shire Council	\$ 995,424.50

Recovery Activity/Outcome	Update		
	Cloncurry Shire Council	\$	253,849.00
	Croydon Shire Council	\$	92,352.00
	Etheridge Shire Council	\$	69,120.00
	Flinders Shire Council	\$	1,280,680.76
	McKinlay Shire Council	\$	531,565.67
	Richmond Shire Council	\$	258,173.67
	Winton Shire Council	\$	594,000.00
	Total	\$	4,115,021.09
	Status: These recovery activities outcome	are	on track to achieve the projected
<ul> <li><i>f. Recovery activity</i></li> <li>Provide assistance measures through DRFA funding to: <ul> <li>work with local landholders to identify environmental impacts through improved mapping/data collection and implement urgent streambank and riparian works (Stage 1);</li> <li>address coastal erosion;</li> <li>work with local landholders to address additional streambank and riparian works informed by mapping/data collection (Stage 2).</li> </ul> </li> </ul>	approximately 50% complete as	of 3	
	A 12 month extension of time to the Stage 1 Riparian Urgent Works and Stage 2 Riparian Works programs, with the activity end date now 30 Jun 2022 (as required); and Coastal Works programs were provided a 6 month extension to 31 December 2021 (as required). Riparian Recovery Program:		
	• Riparian Reconnaissance: \$989,320 of works now complete and final audit documentation provided to Queensland Reconstruction Authority.		
	projects are now complete v sites are planned for comple	ks b vith etior ve re	egan in November 2019, and 14 ongoing monitoring. A total of 17 1 by 30 June 2021. Townsville City equested an extension of time to 30
	Grant Deeds are in place for to be finalised early 2021 to funding that was made avai	sme mos incl lable he re	nt Panel to a value of \$29,224,726 st recipients, with four amendment ude projects from the additional e in late 2020. A total of 18 project emaining planned for on ground
	The above works are set to achie 621,000 tonnes to the reef and g		ediment savings of more than
	Coastal Recovery Program:		
	• 22 projects recommended b recommended value of \$2,9		
			completed to date. Townsville City s utilizing the extension of time to

Recovery Activity/Outcome	Update	
	31 December 2021.	
	The investment per NRM region	:
	Cape York NRM	\$ 1,943,373.50
	Desert Channels QLD	\$ 656,500.00
	Northern Gulf RMG	\$ 2,589,867.00
	NQ Dry Tropics	\$ 18,672,735.00
	Reef Catchments	\$ 2,748,718.00
	Southern Gulf NRM	\$ 3,504,985.00
	Terrain NRM	\$ 11,076,520.00
	TOTAL	\$ 41,192,698.50
Projected outcome		
Landscape, streambank and coastal erosion mitigated and further erosion risks minimised.	Status: Ongoing	

# **Resilience activities**

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

Resilience Activity	Update
Community information and education	Insurance awareness advertising campaign:
Enhance disaster preparedness across the region to ensure	Creative assets developed. Cost: \$4,136 (invoiced).
communities are aware of their individual risks. Through targeted	Advertising schedule to be organised – tentative in-market timeframe of December 2020 – January 2021.
disaster preparedness awareness campaigns, communities will be equipped to respond and recover faster following natural disasters. <b>Delivery by Lead Agency: Queensland</b>	This campaign will use radio, digital, social and potentially out-of-home advertising to promote key messages. The campaign is focused on promoting awareness that household insurance should be assessed and reviewed regularly. Check
Reconstruction Authority (QRA)	insurance coverage/get insurance coverage. Creative agency 'Engine' has received the creative brief to
The Community Awareness Campaign comprises the following components:	develop advertising materials and media placement agency 'Mediacom' has been briefed and will provide a schedule.
<ol> <li>Insurance awareness advertising campaign.</li> </ol>	<b>Get Ready Video Resource Development</b> – 2 x Case Studies (\$50,000)
<ol> <li>Disaster Preparedness Campaign – Get Ready (with Jonathan Thurston)</li> </ol>	Two series of case studies are now complete:
completed (reported on Q4).	• Preparedness animated case studies x 3: \$26,275.20
<ol> <li>Web Based Application – completed (reported on Q4)</li> </ol>	• Real life experience case studies x 2 (Cairns and Townsville): \$4,935.72
<ol> <li>Get Ready Video Resource Development</li> </ol>	TOTAL invoiced amount so far: \$31,210.92
	The case study resources will be posted to the GRQ YouTube channel and on the GRQ website. These resources will be promoted on digital channels after strategic meeting sessions

Resilience Activity	Update
	with media placement agency, 'Mediacom'.
	Five case studies identified for initial development. Two have been filmed and are now being edited. Three are yet to be filmed. The project will be completed by December 2020 (unless COVID-19 continues and we cannot access experts to film). The two filmed case studies deal with:
	• planning for pet evacuations
	• aged care disaster planning and evacuations (Townsville)
Flood mapping and flood warning programs	Burdekin and Haughton Flood Resilience Strategy
Burdekin and Haughton Catchment Resilience Strategy	Project spend to date (as at Sep 2020) \$412,064 (exc. GST) of allocated \$1,000,000 budget.
The development of an integrated catchment plan and flood resilience strategy for the Burdekin catchment, including the adjacent smaller Haughton River catchment that impacted on the town of Giru.	Advancement of Queensland Emergency Risk Management Framework (QERMF) Process 1 analysis.
	Transition flood warning infrastructure analysis to focus on a strategic whole-of-catchment review of flood classifications.
Lead agency: QRA	Big map workshops conducted in Charters Towers, Ayr and Clermont.
	GRQ strategic messaging workshop with Barcaldine (face-to- face), and online with Whitsunday, Mackay and Isaac council
	Recovery to resilience discussions with Townsville City Council's disaster recovery officers.
	Meetings with NQ Dry Tropics, Sunwater, Energy Queensland, NBN Co, Optus, Telstra, National Drought and North Queensland Flood Response and Recovery Agency.
	Continued state agency liaison with QFES, Queensland Treasury (Planning Group), DES and Department of Transport and Main Roads (DTMR).
	Regional strategic issues and actions synthesis including a review of existing flood resilience-related documents, plans and strategies.
Flood mapping and flood warning programs Townsville recalibrated flood modelling and mapping	Flood Classification - the approach and methodology have been finalised and accepted by BoM. The final analysis and report is yet to be completed.
Update and recalibration of flood modelling and mapping	Flood models calibrated to 2019 monsoon and associated flood extent map.
(including the Ross River) following the recent record flooding event.	Developed draft flood extent map for Townsville area except Balgal Beach and Magnetic Island (partly). The internal and external stakeholder consultation plan in progress.
Lead agency: QRA	Updated flood models (ARR 2019 compliant):
	Contract -1 (Bohle River Catchment) - physical progress 100%

Resilience Activity	Update
	Contract -2 (Black River Extended Model) - physical progress 100%
	Contract -3 (Ross River & Surrounds) - physical progress 100%
	Contract -4 (Alligator Creek) - physical progress 100%
	Contract -5 (Magnetic Island and Balgal Beach) - physical progress 30%
	Peer review of updated flood models and maps - 80%
	Planning scheme amendment - yet to be commenced; public consultation on hold.
	Website posting of flood maps and reports and files transfer t QRA - currently underway and estimated 30% complete.
	Townsville Recalibrated Flood Modelling and Mapping Project (\$500,000):
	Initial engagement with Townsville City Council (TCC) has been completed. TCC has developed a robust project plan detailing how they will spend a \$500,000 allocated budget. QRA has confirmed this spend is in accordance with EMA-endorsed program guidelines. QRA has processed a DRFA submission of behalf of TCC to facilitate payment of allocated budget to TCC DRFA submission approved and a 30% Project Funding Schedule has been signed by both parties as of 8 January 2020.
	Development of flood classification review report underway, a well as the calibration of flood models. MARS information forwarded to TCC to secure access for monthly updating of project progress.
	Flood classification review has \$15,000 of funding yet to be delivered.
	24 gauges – two still need to be recalibrated.
	All models have been rebuilt except for Magnetic Island and Balgal.
	Flood extent map being drafted at the moment.
	Public consultation on hold due to COVID-19.
Flood mapping and flood warning programs	Flood Warning Infrastructure Network - July-Sept 2020
Flood Warning Infrastructure Network Project The Flood Warning Infrastructure Network Project will analyse existing flood warning infrastructure, working with the Bureau of Meteorology and councils to identify high priority locations requiring additional flood	<ul> <li>Expenditure to 30 September 2020: \$2,308,825</li> <li>Project plan endorsed by QRA Projects Board.</li> <li>A network optimisation exercise has been completed and has produced a report (including maps) with a prioritised list of infrastructure improvements and costings for each impacted LGA, which will be paid via the \$2M allocated budget.</li> </ul>

Resilience Activity	Update
repairs of and/or installation of new infrastructure.	• DTMR has been consulted for the purposes of data sharing.
Lead agency: QRA	• The project has identified a total demand of \$7M. There is the potential to use unused funds from the \$242M package based on approval from the Prime Minister as per a letter relating to the broader administration of the Cat C/D program.
	• COVID-19 impacts: no significant impact and project delivery is still underway. Potential restructure of project schedule required if situation deteriorates through next quarter, specifically if an LGA cannot undertake infrastructure enhancements.
	• Network investment plans updated to identify priority locations for flood warning infrastructure.
	• In July 2020, EMA endorsed Queensland's request to reallocate savings in the \$242 million program, increasing the funding for this program from \$2 million to \$8 million.
	• In August 2020, QRA approved 188 projects across 28 LGAs and paid 30% of approved funding as an advance.
	• QRA has facilitated agreement for a joint regional procurement methodology with three coordinated Areas of Operation (AO) established to deliver time and cost efficiencies for the procurement and delivery of assets.
	• Each AO has been consulted on appointing a project manager to oversee the procurement and delivery of assets. AO3 (TSV/Surrounds) has appointed a project manager who will operate from Townsville. AO1 (North West) and AO2 (Far North) have commenced their procurement process to each appoint a delivery project manager, due to be appointed in Nov-2020.
	• All three AOs have been provided with a 'Project Manager Guideline' that outlines the delivery workflow processes, roles and responsibilities, the necessary technical specifications and standards for asset installation, and the administrative and reporting requirements for the project.
	• Consultation continues with the Bureau of Meteorology, DTMR, and Queensland Rail for the purposes of data sharing.
Get Ready Queensland	As per report above

# **Local Recovery Progress**

This section provides a summary of councils' progress against their local recovery plans.

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

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

# North Queensland

# Palm Island Aboriginal Shire Council

### **Progress of Recovery Objectives**

Recovery Objective	Update
Restoration of environment to pre- event status and future environmental risk reduction	Survey of Palms Creek is scheduled for February 2021. Design and construction will take place thereafter in the first half of 2021.
Seawall – coordinated restoration and betterment planning for seawall	Survey of Palms Creek is scheduled for February 2021. Design and construction will take place in the first half of 2021.
Community health, wellbeing and safety restored to pre-event status and resilience improved	With the further lifting of COVID-19 restrictions and in conjunction with the Birdie's Tree puppet show/health promotion activities, DRT will start liaising with relevant schools and community programs to arrange suitable times and dates to visit Palm Island. The team aims to try and arrange a visit prior to the end of the school term if possible.

# **Townsville City Council**

### **Progress of Recovery Objectives**

An updated report was not received this quarter, content refers to quarter five responses.

Recovery Objective	Update
Displaced households – settled in suitable temporary accommodation	During October 2020, the fifth and final DARM operation took place in Townsville. Outcomes showed that of the properties still identified as damaged in February 2020, 80% have now been fixed. 1060 assessments completed.
	QBCC continues business as usual engagement with Jobsites to ensure issues and concerns are discussed and appropriate advice is given. The North Queensland Flood register is still active on QBCC website with registered trades and contractors available, the register will remain open to the public. LDMGs have had capability and capacity to manage built infrastructure

Recovery Objective	Update
	recovery through the robust local recovery group networks, with very few issues requiring escalation. This activity will no longer be reported on.
Coordinate the provisions of basic needs (accommodation, financial assistance, personal requirements) to support community recovery	Services continue to be provided via a range of service providers in Townsville. Please see the update provided under Human and Social FRG. This will no longer be reported on.
Support the health, safety and wellbeing of community members including the provision of psychosocial condolence activities to aid recovery and build resilience	The QH mental health recovery team continue to take on new clients but note the multi-event nature of the issues experienced by clients. As the detail on their services is reported on under the Human and Social FRG reporting, this activity will no longer be reported.
Community support – mechanisms implemented	In Townsville the following projects will continue or commence delivery during this period: the Street Library Project, the Recovery Workshops for Practitioners, the Recovery Review and Evaluation Project, and the Translation Project. These projects are intended to increase community connection and increase recovery capability.
	Translation Projects
	Preparedness factsheets – have been translated and are now at community- review stage. Awaiting a photoshoot to allow some of the images to be localised.
	Disaster preparedness translated videos – making information accessible for CALD, Aboriginal, Torres Strait, and deaf communities. Five of the six languages have been filmed, reviewed, and are now in post-production. Currently scheduling a time when the remaining talent and venue is available for filming the final four videos.
	Translation of the Birdie's Trees series into the six most widely spoken languages by Townsville's CALD communities. All of the books have been translated and three of the six languages have been community reviewed and currently being typeset. Now working with the community members to get the remaining three languages reviewed.
	CALD Community Champions project – Have been working with the community champions for the above projects.
	Individual Recovery Plans
	The CDOs are supporting a partnership with the People with Vulnerabilities Task Group (now the People with Vulnerabilities Resilience Network) and the University of Sydney to roll out the DIDRR program which includes the development of Person-Centred Emergency Preparedness Plans. These plans will contribute to individual recovery. Phase One has been completed (Individual Level), with Phase Two (Service Provider Level) underway.
	Street Library Project
	The Street Library Project has seen the distribution of 100 street libraries to resident 'street librarians' throughout the Townsville LGA. The libraries are currently at various stages of being decorated and launched across the city.

Recovery Objective	Update	
Ň.	Task Groups	
	The Task Groups have now been tran resilience networks.	nsitioned into ongoing community-led
	<b>Recovery and Resilience Workshop</b>	S
	Hummingly Recovery Workshops be	ing organised in Nov/Dec:
	Cards for Calamity Facilitating C     Workshop – two sessions	Community Recovery Conversations
	• Doing Well Working Under Pres	sure Workshop – three sessions
	• Recovery Workshop – two sessi	ions
	Flood Recovery Street Art Project	
	The Flood Recovery Street Art Projec Idalia/Rosslea and Bluewater comm resilience of their neighbourhood th spaces through art.	
Council damage impact	Submissions approved	
assessments	Counter Disaster Operations	11
	Emergency Works	31
	Flood Modelling Program	1
	Flood Warning Infrastructure	2
	Reconstruction of Essential Public Assets	36
	Recreation and Community Assets LG and SD	- 7
	Water and Sewerage Program	6
	Grand Total	96
	SIx REPA submissions under assess	sment (nearing final approval)
	Cat B REPA – 36 approved – include approved.	s 16 Emergency Works which have been
	Cat C – Pontoons, weirs and recreat	ional assets. Seven approved.
	Cat D - Betterment – 30 submission	s lodged, 13 approved.
	Water and Sewerage Program 12 sub	omissions lodged, six approved.
	Total submissions	\$129,674,313
	Approved submissions	\$45,491,035

Recovery Objective	Update
	Ineligible submissions \$82,232,381
Road transport network – coordinated restoration and betterment planning for the extensive road transport	Unsealed Roads REPA complete.
	Work has commenced with internal delivery on sealed roads REPA on mainland while contract delivery of Magnetic Island REPA is due for completion early November 2020.
network for state and local controlled roads	Cape Cleveland Road – commenced.
	Quinn Street – commenced.
	Craftsman – commenced.
	Paluma Dam Road - contract commenced.
	Paluma Dam Road Land slips varied into Paluma Dam Road. Works are on track for delivery.
Betterment	Pace Road and Purono Parkway sealed and complete
	Mountview Road – commenced
	Swensen Street – commenced
	Mill Road, Heath Road, Ponderosa Road, Woodlands Road, Forestry Road, Coast Road, Bougainville Street and Central Creek Road scheduled for internal delivery.
Key transport routes – priority restoration and improved resilience to the key transport routes for primary producers and resource sector	Works to complete the Betterment on Cleveland Bat Road are scheduled for November 2020.
Environmental assessment, rehabilitation and restoration	DRFA Environmental Recovery Program – ERPP project planning, design, modelling is continuing and all projects to be complete by 30 June 2022.
	Stage 1 Coastal and Riparian.
	Stage 2 Riparian planning and design works underway:
	• Upper Ross River
	Black River Mouth
	Black River Middle
	Crystal Creek
	Detailed project planning and cost structures are being developed to assist implementation within a COVID-19 Planning and Contingency Framework which includes project resilience and structure. COVID-19 continues to provide some uncertainty over project delivery and availability of contractors, suppliers and project. All projects will be completed by the due date of 31 June 2022.

Recovery Objective	Update
	ERP Coastal (Stage 1)
	Four of six coastal restoration projects are completed, one project is nearly complete (Nelly Bay) and all projects are on track.
	60% Rowes Bay urgent restorative works including sand extraction from Ross River with works transferring sand from Ross River to Rowes Bay coastline has been completed. A further 40% is scheduled for post wet season 2020-2 and an additional \$150k allocation of DRFA DES coastal funding has been applied for due to impact of recent high tides and wind.
	Cungulla Beach (South) Restoration Works (80% completed). On-ground works to were completed July through August 2020.
	Nelly Bay Esplanade and Beach Restoration (95% completed) – further funding has been applied for to extract sand from Gustav Creek post wet season 2020-21 and improve beach resilience and reduce impact of coastal erosion (\$99k).
	Horseshoe Bay Esplanade (95% complete).
	West Point Esplanade (55% complete).
	ERP Riparian Works (Stage 1) – Lower Ross River and Landcare
	Design, planning and approvals for Lower Ross River and Landcare (Goondaloo) projects have been proceeding – all sites are 10-15% complete.
	Gondaloo Creek
	Ross River sites design, modelling and approvals have progressed over reporting period.
	Application for Exemption Certificate has been developed and submitted to NQ SARA (under Section 46 of the Planning Act 2016).
	ERP Riparian (Stage 2) Townsville Wider Catchments
	Planning for these sites has not progressed over period due to other priorities and 12 month extension being granted, whilst other projects associated with Riparian recovery have progressed.
	Defence liaison meetings to access of upper Ross River for recovery and restoration works.
	ERP Unfunded Erosion and River Recovery Projects
	30 riparian recovery sites were reprioritised and re-submitted to DES. Further assessment was completed for one of the sites (Upper Black River).
	Total value of this resubmission was \$22.8 million.
	An estimated further \$100 million is required to restore and reduce environmental flooding impact in the lower Ross River. Flood modelling will assist in allocation of future priorities for improving climate resilience and adaption.
Restoration of Council	Pontoons at Rossiter Park, Apex Park 1 and 2 complete.
infrastructure – roads, parks,	Work at Framara ongoing.

Recovery Objective	Update
buildings, sewer, waste and water	Aplins Weir complete.
	Black Weir in progress.
	Vincent Bushy Parker Park complete.
	Horseshoe Bay Road Park drainage - yet to commence.
	Contracts awarded for Cleveland Bay Waste water discharge line and Cluden Pump Station switchboard.
	Tenders open for switchboard and generator replacement.
	Sewer valves replacement complete.
	Ross River Dam access road in design with ongoing discussions with QRA on preferred treatments.
Flood resilience – develop and implement strategies for greater flood resilience	Townsville Recalibrated Flood Modelling and Mapping – the physical progress is 53%. One of the five contracts under this project has been completed in June 2020. The model calibration and the development of draft 2019 monsoon flood extent maps have been completed for all of the contracts. Ross River and Surrounds Model – calibration issues were evident at Rooney's Bridge, initiating a resurvey of that reach of river, re-processing of adjacent 2016 LIDAR data and further model recalibration.
	Flood classification review –the draft flood classifications for all of the stream gauges have been delivered.
Restoration of community facilities to the Townsville communities	Cat C Flexible Grant successful: Collaborative Community Capacity Building Workshops (FNQNQMTR2L 65) to help build resilience in community for flooding. Non-recurrent funds of \$130,000 under Cat C. to assist in the delivery of this project. Development of project plan was completed and submitted.
	Amplifying Sustainability and Resilience Workshop planned for October.
Empower local businesses to improve their resilience to disasters	Update in relation to the SRBC is reported on under Economic FRG. This activity under Townsville will be no longer be included under this reporting as it is duplicated.
Rebuild Council creeks, waterways, estuaries and coastal environments	The TCC 2020-21 Financial Budget under Environmental Services includes a small component (\$90k) of funding to progress and build a deeper understanding of natural systems across Townsville and how they respond to environmental flooding (including creeks waterways, estuaries and coastal environments) and their interaction with urban impacts and environments including setting aside and restoring relevant environmental flow paths:
	• Investigating pathways to environmental floodplain resilience and response.
	• Developing and implementing river hydrologic system solutions.
	• Fostering integrative waterway and wetlands restoration systems.
	• Developing local riparian recovery and rehabilitation plans and

Recovery Objective	Update
N. Contraction of the second s	frameworks.
	• Integrate sustainability-resilience plan into council operations and city-wide processes.
	• Developing and articulating a landscape-scale restoration plan.
	DES requested support for a reassessment of environmental sites originally submitted under Stage 2 funding proposal. A total of 30 sites valued between \$60k and \$5 million were reprioritised and resubmitted for assessment by DES assessment panel (total value resubmitted \$22.5 million) and further c. \$100 million required in future to increase floodplain resilience from environmental monsoon and intensive cyclone impacts.
	A Reef Assist funding application was prepared and submitted for supporting Riparian and Coastal Recovery (\$2 million) and supporting COVID-19 response and recovery. This project is designed to create and employ at least 25 local job opportunities, as well as engage local contractors to supply materials and carry-out minor works. The project will:
	• Enhance riparian buffers and habitat
	Increase water infiltration and flood resilience
	Improve soil and water quality
	Reduce erosion and sediment run-off into catchments
	Support critical revegetation projects.
	The sites are targeted for catchment and creek areas which have not received disaster recovery funding from DRFA and designed to support key ecosystems and environments fully recover from impacts of the monsoon flood event. The project was submitted in accord with Townsville's Natural Environmental Recovery Years 1-2 and as per Plan on a Page Recovery Objectives for Environment, and supports our COVID-19 response for community job activation and recovery.
	Continuing to provide response, recovery and resilience capacity for Townsville's environment and developing funding opportunities.

# Far North Queensland

# **Douglas Shire Council**

Recovery Objective	Update
Community support – mechanisms implemented	Community Development Officer <u>FNQ Flood Photo Exhibition</u> The FNQ Flood Photo exhibition was launched on 19 November 2020 at Port Douglas Community Hall. Residents and photo exhibitors were invited to

Recovery Objective	Update
	attend as well as staff and Douglas Shire Councillors. Scott Hahne attended as Acting CEO. Pam Willis-Burden was the guest speaker and spoke of floods throughout Douglas Shire's history. The stories that Pam has collected from locals from the 2019 Monsoon Trough were displayed in a slideshow throughout the exhibition. Pam's stories will be developed into a podcast and/or be uploaded to a website. The exhibition then moved to Daintree Village for two weeks with over 400 people visiting the exhibition.
	Visits to Douglas Shire Schools to deliver Get Ready Get Ready packs will be delivered to some of the schools in Douglas Shire when students return in 2021.
	Tourism Port Douglas Daintree Response and Recovery Guides During December 2020 the CDO visited various business owners, in the 2012 19 monsoon trough area, to distribute this resource. These include: Solar Whisper; Crocodile Express; Daintree Peaks Eco Stays; Daintree Rainforest; Daintree Entomology Museum; Mason's Swimming Hole Café; Turtle Rock Café; Ocean Safari Tours; Cape Trib Friendly Grocer; PK's Jungle Village; Cap Trib Campground; Thornton Beach bungalows; Thornton Beach Café; Genera Store; Daintree Tea; Daintree Ice Cream; Big Croc Café; Daintree Village Hotel; Daintree Fishing
	<b>Douglas LDMG</b> During this period one LDMG meeting was held in November 2020. From 2-6 November 2020 the Douglas LDMG participated in the Cairns DDMG annual functional exercise Semper Paratus 2020. This exercise involved completing requests for assistance, establishing resupply training needs, satellite telephony, testing critical power sites and emergency alerts.
	Two new advisors have been appointed to the Douglas LDMG, namely Michel Lyons (Principal Mossman State High School) and Rebecca Hayes (Ozcare Po Douglas).
	Several official documents have been compiled and signed off for the provision of services in relation to preparing for, responding to, and recovering from emergency events. These include a Memorandum of Understanding (MoU) between Douglas Shire Council and the Australian Red Cross, a Mou between Douglas Shire Council and QFES to support the SES, a MoU between Douglas Shire Council and DTRM Far North District to allow for road operation image sharing and a Memorandum of Agreement (MoA) between the Douglas LDMG and the State of Queensland (Department of Education) to provide temporary access to the Port Douglas Cyclone Shelter.
	The Douglas LDMG continued to receive daily COVID-19 updates. Meeting have been initiated with Douglas Shire Aged Care and Ozcare Port Douglar regarding their preparedness and emergency planning for COVID-19.
	During November 2020, several departments (Civils, Open Space Mechanical Workshop, Local Laws, Disaster Management) were involved assisting the Mossman Hospital and Queensland Health with setting up mobile rapid COVID-19 testing clinic in Port Douglas. Council's Pandem Working Group is continuing with fortnightly meetings. DSC has also bee included in weekly wastewater sampling at Port Douglas STP that will be analysed for SARS-CoV-2 (COVID-19) RNA fragments at CSIRO. Analyse typically takes 2 working days. Currently, results are being used with Queensland Health to inform public health efforts.

Recovery Objective	Update
	Awareness raising
	During this period several awareness raising activities were undertaken by Alexandra Earl, Georgia Graham, Lisa Golding and Jamie Kleinhans at the CWA Mossman, Internal staff meetings (Toolbox Talks with Civils/ Open Spaces), Port Douglas Neighbourhood Centre, BBNAC and interviews with the LDMG chairperson and DMO at Fab FM.
	Dashboard and Facebook Page
	The Douglas Disaster Information page has actively been updating its followers on local weather warnings, road closures & emergency advice and advertising the subscription service on the Douglas Dashboard.
	<b>Flexible Funding Grants (FFG)</b> As part of the Monsoon Trough Recovery Grant four screens have been rolled out at council locations with another three being planned for remote communities in 2021; and Phase 2 of the feasibility study for the Douglas Shire Multi-Purpose Disaster and Training Coordination Centre has been advertised on Vendor Panel and awarded to GHD Pty Ltd.
	+LIBRARY
	Image: Douglas Disaster Digital Noticeboard at Port Douglas Library JBP provides monthly progress updates on flood mapping for the Daintree
Flood resilience – develop and implement strategies for greater	catchment.
flood resilience (Bloomfield River, Lower Daintree River, Mossman River)	Discussions has been ongoing with Department of Environment and Science (DES) and Telstra to obtain approval in the Telstra compound for installation of a rain gauge.
	Douglas Shire Council is an active member of the Far North Queensland Regional Organisation of Councils Regional Procurement program for the implementation of Queensland Reconstruction Authority's (QRA) Flood Warning Infrastructure Network Project. Wayne Kristalyn from the PMO will continue to administer and implement this project.
Empower local businesses to improve their resilience to disasters	During this period the QRA have assisted Douglas Shire Council in the compilation of COVID-19 Recovery Reports for the Douglas LDMG. The Douglas Recovery Group pivoted successfully and over a relatively short period of time The campaign's success was that it was launched during school holidays promoted supporting local businesses; included several competitions; that a small team was collaborating on innovative messaging and that there was access to the Queensland Reconstruction Authority's Get Ready funding.
	The Buy Douglas: Build Douglas (supporting local businesses from mid-Mar 2020) has been actively implemented during this period. It was created in partnership with the Douglas Shire Council and Douglas Chamber o Commerce in response to COVID-19. To date the Buy Douglas: Build Douglas

Recovery Objective	Update
	platform has operated mostly through campaign activity with bursts of content at key times.
	The value comes from its visibility in the community – it is about keeping the concept of supporting local business top of mind. The most recent activity – the Christmas campaign – achieved reach of 20,000 and 54,445 impressions (eyeballs), through an organic and paid social campaign over a three-week period. In addition, the campaign was picked up by mainstream local media including 7 Local News Cairns and Cairns Post, and Newsport and Fab FM locally. This campaign featured 19 local businesses across four video studies.
Restore confidence in the tourism market	On 13 November 2021 Tourism Port Douglas Daintree launched their Tourism Operator Strategy. These user-friendly guides have been developed to provide guidance and support for tourism operators across the Douglas Region who may experience the consequence of major incidents, disasters or crisis upon their operators. The DMO was actively involved in the compilation and peer review of the documents. This will assist tourism operators to recover sooner and increase confidence for our visitors. The document can be downloaded from: <u>https://www.visitportdouglasdaintree.com/</u>
	This project was jointly funded under the Commonwealth and Queensland State DRFAwith the support of Douglas Shire Council.
	Image FLTR: SES Area Controller Peter Rinaudo, Emergency Services Co- ordinator Nadine Oosen, Tourism Port Douglas Daintree CEO Tara Bennett, Douglas Shire Mayor Michael Kerr and QFES Inspector Stephen Tognolini

# Pormpuraaw Aboriginal Shire Council

### **Progress of Recovery Objectives**

Please Note: Pormpuraaw Aboriginal Shire Council completed progress reporting in Quarter 3 as they have essentially completed recovery activities specified in the Local Event Specific Recovery Plan.

# **Torres Shire Council**

## **Progress of Recovery Objectives**

Recovery Objective	Update
Essential services – re- establish and upgrade electricity, gas, and water supplies and restore and upgrade waste management infrastructure on Horn, Thursday and Prince of Wales Islands	Council has advised practical completion of activities.
Restore, repair and upgrade airport services and infrastructure	Council has advised practical completion of activities.
Impact assessments – to be completed on all islands	Council has advised practical completion of activities.

# **Torres Strait Island Regional Council**

Recovery Objective	Update
Warning systems placed on all islands	Mobile warning system still in trial. Council was not successful in obtaining funding for development of coastal forecasting early warning system. This activity will transition to business as usual and will no longer be reported on.
Increase in installation of fit for purpose jetties and berthing dolphins	Still trying to seek funding for fit for purpose jetties and berthing dolphins. Meeting with Maritime Safety Queensland to discuss options. This activity will transition to business as usual and will no longer be reported on.
Better communication amongst islands through installation of additional telecommunication towers on designated islands	Telstra has completed 80% of the network upgrade around the Torres Straits. However, the network is not very stable at the moment. Satellite NBN installed as a trail for Warraber became operational in December 2020.
Advocacy for increased accessibility to various freight providers	Tender process for Freight Services has closed and submissions are currently being reviewed. Continuing to use alternate barge company when and where available. This activity will transition to business as usual and will no longer be reported on.
Clean up and restore coastal areas	Works on Boigu Seawalls are currently in progress.

Recovery Objective	Update
(erosion)	Poruma Stage 2 – works due to commence March 2021.
	Warraber, Iama and Masig – concept design has been completed and is currently under review.

# Wujal Wujal Aboriginal Shire Council

## **Progress of "Keeping strong" (Recovery Objectives)**

Keeping Strong (Recovery Objective)	Update
Binalmalmal (Learning)	
Explore food security options through store leases (short term)	The ongoing engagement activities will transition to business as usual. This activity is now complete.
Flood infrastructure – river monitoring gauges (medium term)	This activity will transition to business as usual and will no longer be reported on.
Investigate opportunities for continued lessons while children cannot access school (ongoing)	Internet upgrades are being sourced to ensure learning can continue a centre in Wujal Wujal if access to the school is not available. This activity will no longer be reported on.
Complete a reviewed recovery sub- plan (ongoing)	This activity will be complete by mid-2021. This activity no longer needs to be reported on.
Enhance disaster management arrangements with surrounding shires (ongoing)	Looking to obtain more volunteers ongoing. Have been involved with the CDO and working with both adjacent shires on disaster management. This activity has been closed off.
Access to enhanced/faster weather communications (ongoing)	Offsite Information Technology consultants have organised to be in Wujal Wujal to test the current set up and upgrade where required and if funding permits. This activity will no longer be reported on.
Reconstruction of the Arts Centre (medium term)	The centre is fully operational, this activity is considered complete and does not need to be reported against info the future.
Implement an alert and geotagging system to track rogue crocodiles (ongoing)	This activity is complete.
Implement a Vignettes program in conjunction with the Library (ongoing)	This activity is complete.

Keeping Strong (Recovery Objective)	Update
Install the Ngulkurrmanka, Binalmalmal and Kabanka footpath (ongoing)	This item to be completed and acquitted by end of May 2021.
Investigate opportunities for tourism (ongoing)	Funding submission sourced under the QRRRF for the final design and construction of the boardwalk.
Increase resilience in sewerage infrastructure (medium term)	Contractors for the WTP will be onsite first week in November to complete upgrade, Briody Plumbing currently on site checking and upgrading. This activity will no longer be reported on.

# North West Queensland

# **Burke Shire Council**

## **Progress of Recovery Objectives**

Recovery Objective	Update
Ensure community wellbeing and connectedness through betterment / resiliency initiatives	<ul> <li>IN PROGRESS</li> <li>Upgrade to the Lawn Hill National Park Road between Adels Grove and Boodjamulla National Park</li> <li>TO COMMENCE <ul> <li>Gregory Showgrounds: replacement of change-rooms</li> <li>Burketown Showgrounds: facilities renewal and resiliency project</li> </ul> </li> </ul>
Develop an environmental management program to address issues of siltation, weeds and erosion	<ul> <li>IN PROGRESS</li> <li>Phases 5-8 Coastal Hazard Adaptation Strategy</li> <li>Burke Shire Council Biosecurity Plan</li> </ul>

## **Carpentaria Shire Council**

### **Progress of Recovery Objectives**

An updated report was not received this quarter, content refers to quarter five responses.

Recovery Objective	Update
Road transport network – completed damage assessment, and developed coordinated restoration and betterment planning for the extensive road	Finalised emergency repairs after the event. We have commenced the majority of restoration work scheduled to be done 30 June 2021. Obtained funding for Betterment works and upgrade for the Normanton to Burketown Road.

Recovery Objective	Update
transport network for state and local controlled roads	
Investigate options for local records management system, impact assessments and damage assessments	Ongoing - a consultant has been engaged to review the oral and pictorial history and works are due to be completed in April/May. The Coastal Hazard Adaption Survey in currently in its sixth phase and Council is seeking funding for the final two phases. Council is contracting a consultant to assist writing a recovery plan which is about to commence. A feasibility study is underway for the Karumba Levee bank.
Assist small businesses with rebuilding, including developing future resilience strategies	Council, in consultation with LGAQ, is designing a Buy Local website to showcase their businesses in a web-based form, expanding their potential audiences. Council is seeking assistance from the Department of Employment, Small Business and Training for small business training session in conjunction with Mt Isa TAFE (they own the TAFE building in Normanton).
Community support – mechanisms implemented	Ongoing – The new CDO officer has adopted previous projects "Cooking with Council" and "Buy Local website" both of which are progressing well and ongoing. A range of community activities include the following:
	"Community Engagement pop-up tent" kit which has a branded Marquee (council, state and federal) outdoor tables, brochure holders, supplies kit for engagement, multiple brochures obtained from QRIDA, QFES, JCU Cyclone Testing Station, mental health and other brochures supporting small business and agriculture.
	Development and printing of A6 fridge magnet with information for the local disaster dashboard and all official emergency radio station frequencies to be handed out.
	The CDO is working with the LDMG to update and alter the Local Disaster Booklet for reprint, as there are none left, and some of the information is unreadable, out of date or too small.
	The CDO has engaged with Council management and the Mayor on the layout of the Buy Local website, which will become more than just for local business, but will give a full scope of the shire and all it has to offer.
	The All 4 Adventure program run by the previous CDO is scheduled to air Dec/Jan 2020-21.
	The CDO is facilitating outside organisations and encouraging local providers to become involved such as Mt Isa Mental Health and the Red Cross's "Pillow Talk" program which has generated interest with the schools.
	The CDO is currently organizing a Disaster Ready Family Fun Day in several locations to draw in families to talk and engage with Council, Ergon, SES, Mental Health with a sausage sizzle and soft drinks give away, and attempting to show the justification on a purchase of a bouncy castle which is predicted to draw in three times the amount of families to these events. These events will be run in Normanton, Karumba, and 2-3 station on the north and south side of the shire.
	The CDO has obtained quotes and putting out an expression of interest to all

Recovery Objective	Update
X	residents for anyone who would like to do a first aid and CPR course.
	The CDO will be targeting grant writing workshops for small business and NGOs.
	The CDO will be putting together a 30-60 second film with messages from different parts of the community on disaster readiness, small clips from each relevant provider eg QPS "If it's flooded forget it", Cootharinga "Check on your elderly neighbours, do they need help?" etc.
Vector control implemented	NGRM has been successful in obtaining funding for a full-time officer targeting pest and weed management as a result of the Monsoon Trough. This is an ongoing 18-month program.
Restore confidence in the tourism market	The All 4 Adventure program run by the previous CDO is scheduled to air Dec/Jan 2020-21.
	The Buy Local website will take the most from each business in the shire it can, photos logos, slogans, history, information and empower them as a showcase on the website.
Empower local businesses to improve their resilience to disasters	The CDO is obtaining assistance from DESBT for small business training, possible start up business training and looking at both face-to-face and online access to this.
	CDO is considering asking for funding to assist in using the current training room at the Normanton shire hall to be set up 100% Telelink ready and maintained by Council for classes, tuition and other community driven purposes, on the back of the newly improved technology as a result of COVID- 19 crisis.
Enhance capability of LDMG	Completed - Council has introduced "Guardian" to help support Council during disasters and has updated the Local Disaster Management Plan. Council has contracted a consultant to renew the recovery plan, which will be underway shortly. This activity will no longer be reported on.
Develop an environmental management program to address issues of mosquitoes, siltation, weeds and seeds	NGRM support, and Council has updated its biosecurity plan this year aligned with the impacts of the NQ Monsoon event.

# **Cloncurry Shire Council**

Recovery Objective	Update
Consult and engage with the local leaders, community members and service providers on long term	Monthly meetings were continued in the period, delivered by the CDO until their resignation, and by the Director of Community Services for the November & December meetings.

Recovery Objective	Update
community-led recovery outcomes	The CDO role was vacant for approximately 6 weeks, so the weekly E- newsletter "Cloncurry Rural Updates" temporarily ceased.
	In the middle of July 2020, 177 responses were received from the survey. The results were shared amongst the key stakeholders and fellow CDOs. After analysis of the responses, it was identified that this needs analysis survey will greatly assist with determining what the community truly requires to ensure their long-term recovery and future planning.
	Key responses are as follows:
	<ul> <li>80.23% of responses were received from individuals directly involved with the Agricultural Sector.</li> <li>59.46% of responses were received from individuals working or living in the Cloncurry Shire; followed by McKinlay Shire 20.27%.</li> <li>Employers Top Industry Specific Community Development Workshops: <ol> <li>First Aid Training (65.85%)</li> <li>Cattle Preg-Testing (56.10%)</li> <li>Chemical Accreditation (51.22%)</li> <li>Firearm Safety Course (46.34%)</li> </ol> </li> <li>Employees Top Industry Specific Community Development Workshops: <ol> <li>Cattle Preg-Testing (53.85%)</li> <li>First Aid Training (50.00%)</li> <li>Beef and Horse Genetics (48.72%)</li> <li>Horsemanship (47.44%)</li> </ol> </li> <li>Employers and Employees Top Professional Development Workshops: <ol> <li>Marketing</li> <li>Boardroom Skills</li> <li>Overall Professional Development</li> <li>Leadership</li> </ol> </li> <li>Top Community Wellbeing Events and Workshops <ol> <li>Interstation Sporting Event (41.12%)</li> <li>Photography and Framing (40.19%)</li> </ol> </li> <li>Employers Community Recovery Responses: <ol> <li>89.74% of responses agreed that their business was impacted by 2019 Monsoonal Floods.</li> <li>58.33% of the responses believe there are no other steps that can be taken to mitigate risks of future disaster events.</li> </ol> </li> </ul>
	Through analysing the responses, community events and workshops were planned for the remainder of the Cat C funding.
	The following events were delivered in the Oct – Dec Quarter based off
	<ul> <li>responses from the survey:</li> <li>Firearms Safety Course</li> <li>QLD Mental Health Week Men's Horsemanship Clinic</li> <li>Cloncurry Gala Evening</li> </ul>
	The needs analysis survey has become a valuable tool to assist the planning and delivery of long-term recovery outcomes through providing the necessary insight and understanding of community needs. Future events will be continued to be planned based on responses received from

Recovery Objective	Update
	the need's analysis survey.
Community support opportunities including outreach, adopting a community led approach when planning for long term support with a focus on mental health, community wellbeing, connectedness and leveraging off ongoing community events	<ul> <li>The CDO has coordinated several events including:</li> <li>Firearms Safety Course (30 attendees)</li> <li>Horse Shoeing Clinic (10 attendees)</li> <li>QLD Mental Health Week Men's Horsemanship Clinic (16 attendees)</li> <li>Family Movie Night (371 attendees)</li> <li>Cloncurry Gala Evening (131 attendees)</li> </ul>
Road transport network – Completed damage assessment, developed coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads	<ul> <li>All REPA submissions are still tracking well, with an overall 2019 program delivery percentage of 82% with all works forecasting to be complete by 30 April 2021.</li> <li>Submission CISC.0003.1819.REC is 92%</li> <li>Submission CISC.0004.1819 REC is 91%</li> <li>CISC 0013.1819 REC is 7%</li> </ul>
Work closely with local businesses to assist with rebuilding, including developing their resilience to future disasters	<ul> <li>Cloncurry Shire Council continues to communicate with local businesses through e-newsletters and Local Business Network monthly meetings.</li> <li>The following grant and/or training and/or support payment opportunities have been communicated to the Local Business Network Committee and relevant/ eligible businesses in Cloncurry: <ul> <li>Queensland Government Department of Employment, Small Business and Training:</li> </ul> </li> </ul>
	<ul> <li>Back to Work support payments and Apprenticeship and Trainee Boost</li> <li>Skilling Queenslanders for Work – Work Start</li> <li>Free TAFE for Year 12 (2019) Graduates</li> <li>Apprentice and Trainee Funding (User Choice)</li> <li>Apprentice and Trainee Funding (Free Apprenticeships)</li> <li>Australian Apprenticeships Incentives Program</li> <li>Certificate 3 Guarantee</li> <li>Small Business COVID-19 Adaptation Grant</li> <li>Mentoring For Growth (M4G)</li> <li>Free Online Training via Small Business Skills Hub</li> <li>Queensland Rural and Industry Development Authority:</li> <li>Round 3 of Rural Economic Development Grants</li> </ul>
	Australian Government Regional Arts Australia – Regional Arts Fund Recovery Boost
Restore confidence in the tourism market	With the instability of the border closures the majority of visitors to John Flynn Place came from Queensland. There were 475 Queensland compared to 149 from the rest of Australia and no overseas travelers. There were 2 coach tours through in October and Mt Isa St Joseph's year students came for a visit.

Recovery Objective	Update
	October to December 2019 saw 395 visitors compared to 624 in 2020 ( <b>+58%</b> ) and an increase of <b>114%</b> in sales (\$7,914.65) compared to \$3,704.30 in 2019.
	For the entire 2020 sales were down <b>31%</b> (\$36,826.25) compared to 2019 (\$53,458.70). Visitor numbers were also down <b>37%</b> with 5,003 in 2019 and 3,160 in 2020. Cloncurry Passes were popular with 34% of visitors taking advantage of the discount.
	Due to COVID-19 the 90-year anniversary of Qantas and the 60-year celebration of School of the Air in Qld were both cancelled.
	Cloncurry Unearthed Visitor Information Centre and Museum - October 2020 - 983 Queenslanders visited the Visitor Information Centre and 446 in October 2019, However, there were 150 visitors from other states compared to 264 in 2019.
	17 international visitors for October 2020 and 70 for 2019.
	November 2020 – 419 Queenslanders visited the Visitor Information Centre compared to 247 in November 2019, there were only 68 visitors from other states compared to 82 in 2019.
	10 international visitors for November 2020 and 51 for 2019.
	December 2020 – 166 Queenslanders visited the Visitor Information Centre compared to 218 in December 2019, there were only 20 visitors from other states compared to 41 in 2019.
	2 international visitors for December 2020 and 28 for 2019.
	With the borders opening and closing has made a huge impact to the travelling visitors with the majority coming from Qld, thought we have had an increase of Northern Territory residences visiting.
	In October the Mount Isa St Joseph's year 5 students came for their yearly visit and went through the museum.
	October – December 2020 total visitors – 1,843
	October – December 2019 total visitors – 1,447
	Full 2020 Year visitors – 7,027
	Full 2019 Year visitors – 16,561
	Decrease in visitor numbers by 57.7%
	Cloncurry Combined Museum Passes were popular as usual, taking advantage of the discount to both museums.
	Souvenir sales were up 47.9 % for October – December 2020.
Regional collaboration plan completed with neighboring Councils which were	The TRAIC Funding agreement was received & signed. No further actions have been taken for this funding project so far.
also impacted by the event	Actively participated in NW Regional Recovery CDO meetings to share information and identify collaborative opportunities. Continue to communicate with stakeholders to organise collaborative community events and programs throughout Cloncurry shire and surrounding local governments.

Recovery Objective	Update
	Worked with McKinlay Shire Council CDO to deliver the QLD Mental Health Week Men's Horsemanship Clinic. Mary O'Brien's "Are You Bogged Mate" presentation was delivered to attendees, which aimed to boost awareness & start a conversation with the broader community about the rising issue of depression & suicide rates among men in rural areas. 16 men attended the Men's Horsemanship Clinic. Positive feedback was received after the event, with interest and support noted for future similar events.

# **Flinders Shire Council**

## **Progress of Recovery Objectives**

Where additional content has not been provided, reporting from quarter five remains.

Recovery Objective	Update
Medium Term - Key transport routes priority restoration and improved resilience to the key transport routes for primary producers and resource sector	90% complete.
Medium Term - Community information and ongoing public and mental health support services, events and engagement plan	Flood Assistance Cards still continuing Street Christmas Party preparations in partnership with Flinders Shire Council. CDO contribution was Community Christmas Tree, Entertainment and Christmas Photo Booth. Flood Recovery & Resilience Conference attendance in Julia Creek end of November.
Medium Term - Restore confidence in tourism – funding, communications, sponsorship, marketing and development of attractions	Visitor numbers for September greater than last year. Infrastructure projects progressing. Development of old Grand site, local marketing brochure has been distributed. Promotion of local small businesses via social media marketing.
Medium Term - Empower local business to increase resilience in disasters – financial counselling and business mentoring.	Feedback was requested and received in regards to the original "Back on Track" Roadshow from Small Business. Community feedback evident further follows up and additional Roadshows needed. Limited follow ups with small business to date
Medium Term - Support the re-establishment of the grazing industry ready for business financial counselling and access to services	QRIDA initially offered the \$75,000 grants followed by the \$400,000 co-contribution. Low Interest loans have also been made available. Rural Financial Counselling has been meeting with affected graziers. DAF contracted an IRO, stationed in the Flinders Shire Council office. Distribution of industry relevant literature in the Cooee,

	email and Social media. Active participation in the NWAIR.
Medium Term - Environmental management assessed including weed, erosion and silting impacts	<ul> <li>Funding was successful with Flinders/Richmond receiving \$100,000 for parthenium project. Funding is reaching maturation on 30 November 2020.</li> <li>SGNRM were successful with funding for projects in Flinders including parthenium, athel pine, mesquite and cactus, they are currently working with Council to deliver these projects.</li> <li>DCQ secured \$100,000 for Flinders to fund a second dogger and undertake feral pig baiting. A dog trapper has been engaged and feral baiting has been quite successful. Feral pig baiting will increase over the wet season.</li> </ul>
Long Term - Develop and implement community and resilience programs, engagement and business continuity	Final 6 month plan has been tailored as per exit plan and approved after several meetings with Department of Communities. Main focus will be on Mental Health & Wellbeing, with final engagement and resilience activities currently being scheduled.
Commemorate Monsoon Trough event with anniversary celebrations	Currently surveys have been put out in five areas of the shire (Hughenden, Prairie, Torrens Creek, Stamford & Cameron Downs) to create and implement Commemorative Art Pieces. Completion of all five pieces is planned by late May 2021.
Long Term - Development of tourist attractions and Queensland destination funding events	Development of Porcupine Gorge infrastructure project progressing.
Long Term - Continue lobbying with the relevant stakeholders on the funding required for betterment projects on both state and local controlled roads	Ongoing.

# **McKinlay Shire Council**

Recovery Objective	Update
Community support – mechanisms implemented including outreach and plan for long term support prepared	The North West Flood Recovery Summit held in Julia Creek attracted service providers who have been and who will be continuing to support the community come together to develop a strategy for the long term.
Road transport network – completed damage pickup, developed coordinated restoration and betterment planning for	Project outline was provided indicating progress made this period.

Recovery Objective	Update
the extensive road transport network for state and local controlled roads	
Empower local businesses to improve their resilience to disasters	Continued workshops have been offered to small businesses and the development of resources that would be most useful for small businesses in the region. Articulous have been engaged to develop resources which may include checklists around preparation, response and recovering, communication tips, key messaging and other tools such as videos
Flood resilience – develop and implement strategies for greater flood resilience – Cloncurry River	Cloncurry PM has been engaged to manage and oversee the flood camera installation project.
Regional collaboration plan completed with nearby affected councils	Unfortunately the Chemical Accreditation Course was cancelled due to COVID-19 and a new date is yet to be set. The Men's Horsemanship Clinic co -hosted by McKinlay and Cloncurry Shire Council provided a space for the local men to connect with their friends whilst enjoying the sport of horse riding. This event also hosted Mary O'Brien from 'Are you Bogged Mate' attend. Mary spoke of men's mental health in a direct and factual manner that has proven to be well accepted and understood.

# **Richmond Shire Council**

Recovery Objective	Update
Immediate term	
Community Engagement Campaigns (ongoing)	A race meeting held in late October was a popular event, with tickets capped at 500 attendees.
	Annual Combined Services Christmas Fete cancelled due to COVID-19 requirements.
	The CDO continues to hold community events. Community events will continue in line with any COVID -19 restrictions in place.
Medium term	
Road transport network restoration and betterment	This activity is now complete.
Develop and grow farming in the shire	As council will continue to lobby for water allocations, this activity will be considered business as usual and will no longer need to be reported on.
Diversification of resource sector	As meetings continue with strategic minerals this activity will be considered business as usual and will no longer need to be reported on.
Long term	
Increase Tourism	Tourist season ended during October with the Van Park reaching maximum capacity. In addition, due to the positive increase in tourism numbers this activity is considered complete.

Recovery Objective	Update
Fully sealed road connection to Winton and Croydon (3 years)	Works are continuing
New crossing for the Top Crossing of the Flinders River	New Bridge Constructed – awaiting to lay bitumen after the wet season.
Kronosaurus Korner Stage 3 (3-5 years)	As plans have been approved and seeking funding will be an ongoing activity, this project has been moved to business as usual and will no longer be reported against.
Irrigation project (2 years)	As this will be an ongoing activity, this project has been moved to business as usual and will no longer be reported against.
Ongoing	
Support small business	Fifteen local businesses were supported by the Council's Flexible Financial Hardship Scheme. It was the most successful year for the program achieving a 92.93% redemption rate. This initiative has now closed.
Support continued education	Tertiary Bursary Program - Council supports local children who will be entering University with a \$5000 bursary upon the completion of their degree – this will be an ongoing initiative and would be considered business as usual.
Community events to maintain and enhance connectedness	Community events will continue in line with any COVID -19 restrictions in place. This activity will be considered business as usual and can now be closed off.

# Winton Shire Council

Recovery Objective	Update
Funding secured to develop a multi-purpose community facility to provide a disaster management and recovery coordination center, film production/creative hub and multi-agency co-working space	Activities have returned to normal. Funding is still being sourced.
Wellbeing services delivered	The Royal Flying Doctors and the Longreach Mental Health Team continue to participate in community events with the Winton Neighbourhood Centre team. Most events delivered in the community now have a health and wellbeing component. All community events are now alcohol-free. Outback Futures will work with the Human and Social Services Group to deliver the Local Drug and Alcohol Team community Action Plan to create a Peer Support Group for local youth.
Community connectedness	Community events such as the Christmas Street Party and Australia Day continue to be delivered. All events are broadcasted live across the local

Recovery Objective	Update
enhanced	radio station 88FM.
	Emergency Response Kits have been created and will be delivered to every household in the Winton Shire. Each kit contains torches, battery packs, USBs, first aid kits and the BE READY CENTRAL WEST flipbook. An outreach program to all properties has been offered to assist with the creation of Emergency plans.
Environmental restoration and protection (prevention of weeds, clean-up of silt)	Stock route officers continue spraying weeds along all stock routes/commons; however, further funding is required to continue this program and continues to be sourced.
	Members of the shire hand in wild dog scalps, stock route + wild dog committee hold two 1080 baiting weeks throughout the year, the WSC supply the bait meat. Funding through DCQ late last year saw a total of 1274 feral pigs shot within the Winton Shire over a week. As per landholders biosecurity plans, they are responsible for decreasing the wild dog/feral animals within their property/shire.
Rural and Small Business Financial	Local Area Community Support Activities
Counselling Support.	<ul> <li>Two-day Roadshow (Nov 17-19, 2020) – Better Business Outreach in collaboration with the Small Business Recovery Centre Townsville.</li> <li>Drought Recovery Council Meeting Winton (Oct 29, 2020)</li> <li>Local Area Networking – Phil and Jenny Lynch (Disaster Mental Health Recovery, Central West Hospital and Health Service) and various Winton Shire council representatives.</li> <li>Monthly emailed letter offering business support/training concepts to whole of Winton business database.</li> </ul>
	Small business financial counselling tasks for the period
	<ul> <li>2 successful applications for the QLD Government Adaption Grants (round 2) - \$20,000</li> <li>1 accountant supported adaption grant application - \$10,000</li> <li>1 federal funding assistance approved for small business turnaround - \$5500 for specialist services</li> <li>2 initial entry and engagement of case managed clients (ongoing support and business planning with implementation and monitoring of goals)</li> <li>1 client file closed and exited from service</li> <li>Remote informal support – Fielding of multiple general enquiries (phone calls, emails)</li> <li>Face to face informal support – Meeting with multiple business owners in Winton – initial eligibility discussed, support information given for grants and service access if required.</li> </ul>
Support for small business.	The Small Business Recovery Centre has delivered the Back on Track Better Business Roadshow to Winton to help small businesses recover, rebuild and prosper from the 2019 Monsoon Trough. The team were in Winton for over three days. With them were two business mentors that met with business owners to assist local small business owners. The team was very well received.
Implementation of Exclusion Fencing.	Funding for the cluster exclusion fencing is still ongoing – An extension for funding has been applied for April 2021for due to 4 landholders unfinished. Winton Shire Council is still waiting to receive a response.

Recovery Objective	Update
	Business as usual activities.
Support and continuation of key community events.	The official launch of the "Safe at Home Never Alone" campaign is scheduled to be delivered in February. Distinguished guests will be invited, and all public members will be able to attend the event.
	The Human and Social Services group has successfully provided funding to deliver a Peer Support Program to local youth to address anti-social behaviour including but not limited to Alcohol, Drugs and Domestic Violence.
	The Longreach Mental Health Team and the Royal Flying Doctors continue to work with the HSSG to deliver Mental Health Services at key community events.
	An Events Calendar for 2021 is currently being completed with COVID-19 considerations and restrictions considered.
Shire-wide review of biosecurity plans for rural properties.	One hundred eight biosecurity plans have been completed within the Winton shire. Have had no other interest so far.



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



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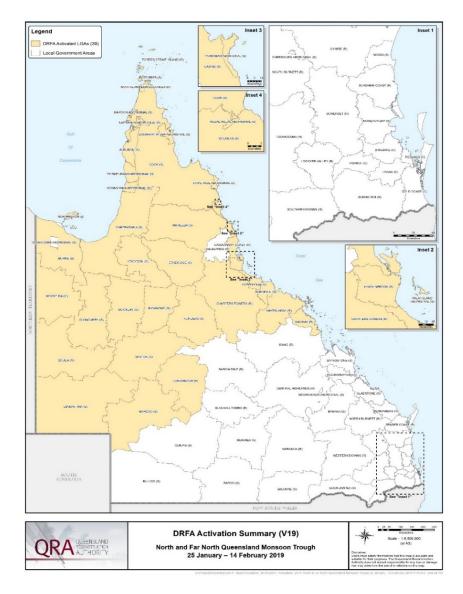
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# **Event summary**

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

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



# State Recovery Planning and Policy Coordinator Update

It is encouraging to observe the progress evident throughout the recovery process following the impact of the 2019 Monsoon Trough despite the challenges that COVID-19 has presented.

This report outlines progress against activities identified in the *North and Far North Queensland Monsoon Trough State Recovery Plan 2019 – 2021* (the Plan) at both local and state level. It focuses on the efforts of the councils who developed event specific recovery plans following the flooding, as well as the activities of the five Functional Recovery Groups (FRGs) and the government agencies responsible for the FRGs. The report focuses on activities achieved up to 31 March 2021.

Significant progress can be seen in the number of activities that are now completed or are in the final stages of implementation.

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

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

# **State Recovery Progress**

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

## **Human and Social**

This section of the report details recovery progress against recovery activities outlined in the Plan on pages 33 - 35. All recovery initiatives are addressed in relation to the event time frame.

Recovery Activity/Outcome	Update		
Recovery activity	PHAS/ESSRS –		
<ol> <li>Personal Hardship Assistance Scheme (PHAS) and Emergency Services Safety and Reconnection</li> </ol>	As at 31 March 2021, people.	\$34,095,852 has been distribute	d benefitting 116,764
Scheme (ESSRS) 2. SDARG - DRFA Category C grants	Emergency Hardship	p Assistance	\$20,717,310
and Category B concessional loans available to not-for-profit	Essential Service Ha	ardship Assistance	\$1,947,570
organisations through Queensland Rural and Industry Development Authority (QRIDA).	Essential Household	d Contents	\$9,586,364
3. <b>Donated funds</b> locally through charitable organisations.	Structural Assistanc	e Grant	\$1,620,542
<ol> <li>Financial counselling services available.</li> </ol>	Essential Services S Scheme	afety and Reconnection	\$224,067
	QRIDA – Non-Profit:		
	There were Nil (o) concessional loans applications received by QRIDA durin reporting period. Donated funds:		eived by QRIDA during this
	As at 31 March 2021, \$4,417,543 in donated funds have been received by GIVIT (dedicated appeal channel is now closed for donations).		
	Community Rebuild Operations – Towns	work with registered charities, I Project, as referred by Commu ville, to utilize the funds dona ds as validated by these entities	unity Recovery, Northern ated to procure items to
<b>Projected outcome</b> Households, families and individuals are enabled to affect their own recovery through appropriate income sources.	Sta	atus: Ongoing	

#### **Recovery Activity/Outcome**

#### Recovery activity

- Coordinate the provision of psychosocial and practical supports lead by DCDSS in conjunction with non-government organisations.
- Referrals to existing personal support and generalist counselling services.
- Establishment of local case coordination mechanisms (as required).

#### Partners include:

#### UCQ, Salvation Army, Red Cross

CAT A Funding Admin by DCDSS – Notch in TSV, Salvation Army, TSV Women's Centre, TSV Community Legal Service

## Update

#### Salvation Army:

During this period the generalist case worker connected with 35 new community members and provided ongoing support through case management of 8 community members.

Funding ceases June 2021.

#### Red Cross:

- Attended monthly meetings (3) with the Townsville Indigenous Community Network to share information about the Red Cross monsoonal recovery program. The support has a focus on the local recovery process and the impacts on Aboriginal and Torres Strait Islander peoples.
- Continued to liaise with local governments, community service providers, regional state government agencies, individual community members, community groups, and external organisations (e.g. The Disaster Planning and Recovery Collaborative Research Project, which focuses on the NQ Monsoonal Trough).
- Delivered RediPlan; preparedness and enhancing resilience workshops in north western communities (Hughenden) in aged care settings.
- Delivered disaster preparedness sessions (Pillowcase Project) in 5 schools involving 21 sessions, reaching a total of 508 students.
- Sought an extension for Cat C funding to support the Psychosocial Disaster Recovery and Coordination in NWQld Project due to COVID-19 travel restrictions. Red Cross is liaising with LGAQ to complete the project in the second half of the year, on the basis that the COVID-19 vaccine program is well underway.
- The North Qld Community Engagement and Development Officer currently leads the Red Cross First Nations Recovery Group.
- In North Qld, the specified flood recovery program will conclude at the end of this financial year. However, the broader Emergency Services position will continue to support northern communities by enhancing resilience, response and recovery activities.

#### DCHDE (formerly DCDSS): Category A Funding:

Data Period: 1 January 2021 to 31 March 2021

#### Salvation Army – generalist case worker

- Provided support to 35 new service users
- 148.5 hours of direct service delivery
- 2 referrals to other support services
- Funding ceases June 2021

### Townsville Women's Centre – generalist counsellor

- Provided support to 63 new service users:
  - o 23 identified as Aboriginal and Torres Strait Islander
- 408 hours of direct service delivery
- 44 referrals to other support services
- Funding continues in 2021

Recovery Activity/Outcome	Update	
	<ul> <li>Townsville Community Legal Service – financial counselling</li> <li>Provided support to 14 new service users</li> <li>143 hours of direct service delivery</li> <li>10 referrals to other support services</li> <li>Funding continues in 2021</li> </ul>	
Projected outcome		
Community members have access to psychosocial support.	Status: Ongoing	
<ul> <li>Recovery activity</li> <li>Additional outpatient services; theatre lists and other services to ensure provision of services to those affected (in addition to services provided to meet acute needs following the disaster).</li> <li>Public Health Units working with local councils to manage public health risks to the community.</li> <li>Patients with existing chronic health conditions receiving regular care have their needs assessed and treatment plans modified accordingly.</li> <li>Implement mental health recovery programs to disaster-affected communities, including individuals, carers, families, and volunteers, with mental health services and emotional wellbeing support.</li> </ul>	<ul> <li>QLD Health:</li> <li>Townsville Hospital and Health Service (HHS)</li> <li>Referrals for individuals have continued to decrease in the Townsvill catchment with 10 new referrals received in this quarter. Closures and transfers to longer term care pathways continue.</li> <li>Community events continued for the last quarter:         <ul> <li>Second anniversary of Flood Café Conversion events held in a areas;</li> <li>ABC interview and Townsville Bulletin article provided informatio on community psychoeducation and accessing mental healt support for recovery and resilience;</li> <li>Fortnightly visits and events in Hughenden/Richmond; and</li> <li>Delivery of the Person-Centred Emergency Plan (P-CEP) workboo sessions with QFES to disability support agencies.</li> </ul> </li> <li>The Disaster Recovery Team will roll-out Birdie's Tree resources in earl learning centres in Townsville, Ingham, Ayr, Palm Island and the Wester Corridor.</li> <li>A vacancy for the Indigenous Support Worker role was advertised but din not yield any suitable applicants. It's unlikely that the role will be filler given the timing of the program.</li> <li>Central West HHS</li> <li>Kevin Campion tour of the Western Corridor on 21-28 March 2021. Thi brings people from rural and remote areas together to boost morale in th Diamantina Shire.</li> <li>Toolbox talks and events held in Winton, Boulia, Bedourie and Birdsvill with over 300 people in attendance. Topics discussed and presenter focused on Ice and Mental Health, RU OK, Small Talk Big Difference.</li> <li>Two Senior Mental Health Clinicians were on sick leave during the whole of 2nd quarter prompting CW to employ another resource (0.5 FTE) to delive the program. The 2 clinicians resigned in March 2021.</li> <li>North West HHS</li> <li>Commencement of in-person event attendance (post-COVID restriction and wet season) to deliver wellbeing/resilience messaging &amp; brie intervention</li></ul>	

Recovery Activity/Outcome	Update	
	<ul> <li>Company in the Lower Gulf of Carpentaria; Suicide Risk Assessment &amp; Management (SRAM-ED) with Rural &amp; Remote and Emergency Department staff.</li> <li>Approvals &amp; purchase of Dr Leah Giarratano's Trauma Treatment Education for 40x MH clinicians working in and around the monsoonal flood impacted areas of THHS, CWHHS and NWHHS to be delivered in Mt Isa on 25 to 29 May 2021.</li> <li>Delivered Suicide Risk Assessment &amp; Management Training to Qld Health Rural and Remote relief and Emergency Department nursing staff.</li> <li>Conducted a Mental Wellbeing Impact Assessment on the implementation of The Way Back Support Service (TWBSS) with NW service providers and consumers.</li> <li>Completed the Wheel of Wellbeing (WoW) train-the-trainer with THHS Mental Health and Ergon Energy.</li> <li>In collaboration with Centacare, provided a back-to-school pop-up shop to provide families with donated back-to-school items.</li> <li>Planning of Birdie's Tree Resource Roadshow in collaboration with CHQ in different schools and childcare centres.</li> <li>1x Community Support Worker and 1x Snr Clinician positions are currently vacant.</li> <li>Children's Health Queensland HHS</li> <li>Queensland Centre for Perinatal and Infant Mental Health awarded Premiers Award for Excellence in the category 'Give all our children a great start.'</li> <li>'Disaster Resilience Challenge' was presented via Education Queensland's videoconferencing platform, to 23 students and 6 teachers from 5 Townsville schools on the role of Birdie stories in building disaster resilience.</li> <li>Contribution to disaster resilience resources created by QCPIMH and partner organisations, particularly Emerging Minds: National Workforce Centre for Child Mental Health.</li> <li>'Fun with Birdie' activity book hosted on Birdie's Tree website with print copies available from April.</li> <li>Planning underway for travel in Townsville, Central West and North West</li> </ul>	
<b>Projected outcome</b> Community members have access and are able to meet health needs (including mental health) arising from the disaster.	Status: Ongoing	
<b>Recovery activity</b> <ul> <li>Provision of information regarding availability of existing supports, services and additional community recovery services.</li> </ul>	GIVIT:GIVIT continues to work closely with DCHDE to support the long term recovery ofimpacted individuals and families where there is insufficient funding to repairtheir homes to a habitable standard.As at 31 March 2021, GIVIT has provided assistance to 50 rebuild projectsreferred by DCHDE to the value of \$793,757.GIVIT has committed to provide assistance to a further three referrals fromDCHDE at an estimated value of \$17,022.Salvation Army:The Salvation Army continues to work under the Community Rebuild ProjectGroup. The Group continues to meet, discuss and provide assistance for	

Recovery Activity/Outcome	Update		
	community members still impacted by the monsoon. The group continues to work with referrals from Community Recovery and other organisations.		
	The Salvation Army has provided funding to support recovery assistance and repairs to households as outlined below:		
	Rebuild projects - 3 homes to a total value of \$19,283.05.		
	The Community Rebuild Project will continue to assist community members affected by the monsoon with funding acquired through corporate donors to The Salvation Army for the Townsville Monsoon Floods until June 2021.		
	Red Cross:		
	Red Cross is delivering the Pillowcase Project in Schools across the North West		he North West.
Projected outcome			
Community members have access to appropriate and coordinated social services.		Ongoing	
Recovery activity	Community Deve	elopment Program:	
			8754.75
<ul> <li>Provision of funds for Community Development Officers (CDOs) in</li> </ul>			50,178
most of the significantly impacted			6,056
communities to support community-		developing resources and tools	3,887.25
led initiatives, facilitate linkages,		on training and learning	718.75
collaboration and partnerships between and across groups, support		ipants in training activities	4,947
and enable recovery and resilience		supporting FFG development	8,321.5
planning and focus on building upon		ipants in FFG Activities	3,772
the strengths and capabilities of the		on developing RR Plan	1,797
affected communities.	Number of Participants in RR Plan development8,92*figure includes participants who have engaged through Facebook or email.		
• Flexible Funding Grants are	ligure includes		ok of email.
available for projects aimed at	<ul> <li>Significant e</li> </ul>	effort has occurred with all three CDOs to transi	tion continuing
driving recovery, building awareness and resilience within the most		d programs to other significant stakeholders in	
disaster affected LGAs.	communitie	s. In some locations, workshops have occur	red to discuss
	finalizing pr	ojects and intended outcomes.	
		partners have been continuing the capacity deve	elopment of the
	<ul> <li>communities.</li> <li>CDOs are identifying ongoing pre-existing issues such as income support Drug and Alcohol and DV.</li> <li>Some local courses, such as Pillowcase Project are winding up.</li> <li>In some locations the CDOs have been supporting the finalization of community FFG projects.</li> </ul>		
			icome support,
			-
		he final exit work plan is well underway. Preparat	
	Rural Minds workshops, Drone Beginners Presentation and other planned activities are all scheduled. It is anticipated all upcoming events/activities will be welcomed and provide strengthening of community resilience capacity moving forward.		
			muy resilience
		e, the outcomes of the school and community re	siliency events
		e resiliency for all ages while assisting with soci	
	residents who have not had the opportunity to socialise due to COVID-19		
		The resiliency events will also give the opportuni	-

Recovery Activity/Outcome	Update	
	from Degarra and Daintree Village to compare disaster plans and recovery options. <b>FFG -</b> This is detailed below.	
<i>Projected outcome</i> Communities can act autonomously to direct and contribute to their recovery process.		Status: Ongoing

## **Flexible Funding Grants**

The flexible funding grants (FFG) program is for non-government organisations, local governments, industry groups and community groups to implement

First Round	
Number of applications received	135
Number of applications approved	68
Total value for round	\$4.46M
Total paid to date	\$4.11M
Second Round	
Number of applications received	125
Number of applications approved	119
Total value for all applications	\$11.1M
Total value for APPROVED applications	\$9M
Total paid to date	\$8.3M

### Round 1

Flexible Funding Grants totalling \$4.464 million across 68 projects. The projects support and enable recovery and contribute to building awareness and resilience.

- 100% of the initial 90% payments to funded recipients have been made.
- 2 projects have not progressed and returned all funding to the department.
- 39 projects have been completed and submitted Project End reports.
- o agencies have completed their projects, and we are awaiting final project reports and Audited Financial Statement which will trigger release of final payment.
- 18 projects report that they are on track in accordance with original project plans or amended project plans.
- 9 projects have not submitted quarterly reports and are being followed up.

### Round 2

Round 2 closed 4 May 2020. 119 applications have been approved and contracts are currently being finalised for disbursement of the initial 90% funding totalling \$9,136,058.

- 100% of the initial 90% payments to funded recipients have been made.
- 6 projects have been completed and submitted Project End reports.
- agency has completed their project and we are awaiting final project reports and Audited Financial Statement, which will trigger release of final payment.
- 105 projects report that they are on track in accordance with project plans.
- 7 projects have not submitted quarterly reports and are being followed up.

A summary of all successful grant recipients can be found at the following link: <u>https://www.communities.qld.gov.au/community/community-recovery/category-c-funding/category-c-far-north-queensland-north-queensland-monsoon-trough</u>

## Flinders Shire Council – The Pillowcase Project – Case Study

## **Community Background:**

Flinders Shire covers 41,632 km<sup>2</sup> with a population of 1,569 residents. The shire encompasses the communities of Hughenden, Prairie, Torrens Creek and Stamford. Hughenden, the main centre, is situated on the Flinders River, 386 km west of Townsville and 519 km east of Mount Isa in north western Queensland.

An opportunity arose in partnering with Sam Savage of the Australian Red Cross to support the local youth within these impacted communities. Whilst there is still a small part of the community in the recovery process from the 2019 monsoonal floods, COVID-19 had a significant impact on the community's younger residents. The initial mandatory isolation period triggered an alarming response with some of the community's youth, and their mental health and well-being was impacted negatively as they encountered the flow on effect from the adults in their households.

This provided an opportunity for an event which not only engaged the community's youth with a fun activity, but also as an opportunity to learn and recognise their own individual importance within the community. This event also provided direction for the youth on the best ways to prepare themselves and take specific actions to further support the community during an emerging weather disaster/event.

The factors identified and taken into consideration when preparing for and delivering this event to the community's youth included:

- Impacts of above conditions on the younger generation
- Limited understanding and resilience thought processes
- Creating a fun and educational activity
- Opportunities to expand their knowledge and build resilience skills further

## Actions:

Research was undertaken to determine how beneficial this activity would be for the young members of the community in conjunction with building stronger engagement amongst the youth, whilst broadening their knowledge on what to do in the event of an emergency. Sam was able to interact with them on their level and held their attention throughout the whole presentation.

### **Outcomes:**

- Great reception from the Shire schools
- Positive feedback from all who attended
- Sam Savage was impressed with the youth's enthusiasm and attention span throughout the presentation
- The community's youth's feedback was positive
- The teachers were impressed with resources Sam left with them to continue talking about the activities.

The event was a success and has had a positive impact on the youth, enabling them to think more seriously about their role in preparing for a disaster event and contributing to their community's disaster planning.

## Lessons learned:

Programs or events involving community participation to achieve engagement and discussion are a vital element in building stronger resilience within the community. Further possibilities to facilitate these types of activities to be sourced.

# Building

The Building Recovery Group (BRG) continues to meet to support recovery activities and identify coordinated solutions to emerging issues on the ground. BRG members have been engaged in the LDMGs and provide data and information as available to support the development of recovery plans and rebuilding priorities.

Recovery Activity/Outcome	Update
<ul> <li>Recovery activity</li> <li>Determine the repair/rebuild approach for community assets.</li> <li>Develop and implement a recreational assets and community facilities recovery program.</li> <li>Projected outcome</li> <li>Develop a repair/rebuild plan to allow for community access to recovery funds.</li> <li>Clean-up and restoration of flood damaged community and recreational facilities to achieve social recovery outcomes by ensuring leisure, sport and artistic activities are part of the fabric of the community.</li> </ul>	Applications to the Sport and Recreation Disaster Recovery Program have been exhausted with \$905,461 funding provided to 194 organisations to assist with immediate clean-up and recovery of sporting clubs, facilities and equipment to enable a return to normal activities. The \$20M Category C DRFAQRA Community Assets Program; \$10M of which was allocated for administration by the former DHPW and now DTIS, is ongoing with 45 approved reconstruction projects. These projects are located across six Local Government Areas and support the activities of football, cricket, shooting, golf, lawn bowls, horse sports, tennis, motorsports, cycling, Australian football, rugby league, softball and netball. With additional funds approved by QRA, the total Program funding being administered by DTIS is now \$13.4M. All funds have been allocated to projects. 30 projects have been completed in Cloncurry (lawn bowls, shooting), Richmond (tennis, dirt bike, pistol), Hinchinbrook (bowls), McKinlay Shire (tennis) and Townsville LGAs (football, AFL, lawn bowls, shooting, rowing, tennis, table tennis, golf, hockey, netball, basketball, cricket and multi- sports), which have restored the facilities for use by the local communities. A further three projects are nearing completion. There have been limited disruptions to project activities and delivery of works due to COVID-19 restrictions however normal club and community activities were impacted by these restrictions. The anticipated potential for delays to completion of projects due to contractor and supplies/materials availability and the expected severity of the current wet season was realised. There are five impacted projects and approval has been sought and received from QRA/EMA for extension of the end date of the program for those projects to 30 September 2021.

# **Roads and Transport**

This section of the report details recovery progress against recovery activities outlined in the Plan on page 41. Significant progress has been made in achieving recovery objectives.

Recovery Activity/Outcome	Update	
<ul> <li>Recovery activity</li> <li>Review existing Queensland Transport and Roads Investment Program (QTRIP) capital works plans to accommodate the Natural Disaster Program.</li> <li>Scope reconstruction program of works.</li> </ul>	At 31 March 2021, a total of 39 emergency works/counter disaster operations (CDO) submissions, 11 immediate reconstruction works (IRW) submissions, 1 Phase 1 submissions, 120 Phase 2 submissions and 42 Phase 4 submissions have been lodged to the QRA. All emergency works/CDO submissions, all IRV submissions, 104 Phase 1 submissions, 117 Phase 2 submissions and 14 Pha 4 submissions have been assessed. (Note: previous reports included some non-Monsoon Trough 2018–19 event funding submissions) Reconstruction works are nearing completion and the program is on track to completed by 30 June 2021.	
<ul> <li>Develop project delivery plans to achieve key tasks.</li> <li>Undertake reconstruction works.</li> <li><i>Projected outcome</i></li> <li>Essential public assets restored.</li> </ul>	<ul> <li>Priority project sites include:</li> <li>Flinders Highway – pavement repair works were completed in December 2019.</li> <li>Richmond–Winton Road – pavement repairs were completed in December 2019.</li> <li>Alice River Bridge (Hervey Range Road) – bridge repaired and reopened two months ahead of schedule on 26 June 2019. Works completed in early July 2019.</li> <li>Hervey Range Road (geotech) – emergency pavement repairs and slope stabilisation works completed in late February 2019. Further geotechnical works commenced in mid-September 2020 and were completed in late March 2021.</li> <li>Mount Spec Road (Paluma Range) – landslip repairs at nine sites completed in late July 2019. Further slope stabilisation works commenced in mid-December 2020.</li> <li>Landsborough Highway (Winton–Kynuna) – pavement repairs commenced in early July 2020, with completion expected in April 2021.</li> <li>Kennedy Developmental Road (Winton–Boulia) – pavement and batter repairs commenced in early July 2020 and were completed in March 2021.</li> <li>Bruce Highway (Townsville–Ingham) – pavement repairs commenced in mid-August 2020 and were completed in late November 2020.</li> </ul>	
	These recovery activities are on track to achieve the projected outcome	

Recovery Activity/Outcome	Update
<ul> <li>Recovery activity</li> <li>Develop and implement a Betterment program.</li> <li>Projected outcome</li> <li>Betterment program to improve the disaster resilience of flood damaged essential public assets.</li> </ul>	<ul> <li>All 10 TMR betterment projects are underway or completed on the following roads:</li> <li>Flinders Highway (Hughenden–Richmond and at Nelia) – both pavement resilience projects completed in December 2019</li> <li>Richmond–Winton Road – in situ stabilisation works completed in December 2019, with slope and margin works completed in June 2020. Works to seal a previously unsealed 10km section are expected to be completed in late May 2021.</li> <li>Kennedy Developmental Road (Hughenden–Winton) – concrete batter works completed in June 2020, with pavement resilience works on the southern section completed in mid-March 2021</li> <li>Isabella Creek Bridge (Endeavour Valley Road) – bridge deck resurfacing works were completed in early December 2020</li> <li>Burke Developmental Road – pavement sealing and resilience works completed in mid-November 2020</li> <li>Landsborough Highway (Winton–Kynuna) – foam bitumen stabilisation and drainage upgrades expected to be completed in late May 2021.</li> </ul>
	These recovery activities are on track to achieve the projected outcome

# Economic

The ERG continues to meet to support recovery activities and identify coordinated solutions to any emerging issues. Given COVID-19 restrictions, communities are experiencing on the ground impacts in addition to impacts on the delivery of recovery programs. These are indicated where information was available.

## Recovery Activity/Outcome

## Recovery activity

Update

### Governance – Small Business Recovery Advisory Council (**SBRAC**)

- Resources available to assist SB
- Support small businesses with tools and resources to facilitate economic recovery and resilience, including:
- Develop communications tools for businesses to ensure information is available to small businesses, including Aboriginal and Torres Strait Islander-owned businesses.

Implementing Go Local

campaign

## Queensland Small Business Recovery Centre

The SBRC continues to provide tailored support for impacted small business owners five days a week.

ltem	Total 01 January 2021 to 31 March 2021	Program to date total 01 February 2019 to 31 September 2021
Phone calls	274	8740
Clients	0	1886
Unique visits to SBRC	0	1577
Mentoring sessions	1	257
Outreach		
engagement	11	926

### Go Local

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The QSBRAC endorsed three Go Local project submissions which have now progressed to funding agreements with DESBT:

Burke Shire Council (\$125,000 - reintroduce the Burke Shire Passport

Recovery Activity/Outcome	Update
	to promote and provide information on local businesses and shire attractions).
	• Cloncurry Shire Council (\$6875: engagement of a keynote speaker supporting women in rural business).
	<ul> <li>Port Douglas Tourism (\$4500: professional development workshops targeting tourism small business owners to assist with increasing digital online presence and marketing).</li> </ul>
	There are three previously endorsed Go Local Projects:
	• Ayr Chamber of Commerce - \$30, 356 (approved in the reporting period)
	• Hinchinbrook Chamber of Commerce and Tourism - \$16,500
	McKinlay Shire Council - \$25,000
	Townsville Chamber of Commerce - \$300,000
	A number of project submissions have been received and are being assessed:
	<ul> <li>Hinchinbrook Shire Council - \$38,785: A series of business development workshops and opportunities to all local small businesses within the region.</li> </ul>
	<ul> <li>Douglas Shire Council - \$75,000: Buy Douglas; Build Douglas – The Local Business Hub.</li> </ul>
	<ul> <li>Mentally Healthy Cities Townsville - \$453,000: Series of Mentally Healthy Workplace Workshops, Mental Health First Aid Workshops and Wheel of Well-Being Workplace Training.</li> </ul>
	• Community Information Centre Townsville - \$114,900: Recovery and resilience podcast and video series to highlight the stories of the people behind small businesses who have faced adversity, challenges and changes, and the journey to build resilience in the wake of the 2019 monsoon trough and COVID-19.
	• Townsville Business Development Centre - \$340,000: Like a Local App to connect small businesses in the Townsville, Hinchinbrook, Burdekin and Charters Towers regions.
	• Hinchinbrook Chamber of Commerce, Industry and Tourism - \$50,390: attract events and increase visitation to the Hinchinbrook Shire.
Business Mentoring & Coaching	Business Mentoring and Coaching
	As at 31 March 2021, 257 small business owners had accessed the complimentary mentoring under the DESBT Mentoring for Growth program. This service is tailored to the needs of the individual business owner.
	On 4 March 2021, the Queensland Small Business Recovery Centre (QSBRC) team held a mentoring information session where mentors were provided with an update on the DRFA program, key initiatives and available support services for small businesses. In addition, a survey was conducted allowing mentors an opportunity to provide input on their experiences and challenges faced by small businesses, better ways to stay connected with small businesses, support mechanisms and professional development opportunities for mentors.

Recovery Activity/Outcome	Update
	This feedback continues to be invaluable for the QSBRC to ensure current and new projects meet the needs of small business owners.
Business Development and Support	Business Development and Support
	On 11 March 2021, the QSBRC team held a CDO session to provide CDOs with an update on the DRFA program, upcoming outreach activities, endorsed Go Local and business development submissions and the status of the Small Business Disaster Recovery Grants. Additionally, CDOs were able to provide feedback on the current issues and themes that small businesses are facing in their region.
	The Queensland Small Business Advisory Council endorsed a locally led Business Development and Support project which has now progressed to a funding agreement with DESBT. This project is with Carpentaria Shire Council - \$5000, focusing on the delivery of digital literacy workshops and face to face sessions with small business owners.
	The scheduled Back on Track road trips include:
	<ul> <li>16 April 2021 – Hinchinbrook Shire</li> <li>22 April 2021 – Charters Towers Shire</li> </ul>
	<ul> <li>27 – 30 April 2021 – Cloncurry, Richmond, McKinlay Shires</li> <li>29 April 2021 – Burdekin Shire.</li> </ul>
Small Business Disaster Recovery	SMALL BUSINESS DISASTER RECOVERY RESILIENCE AND REPAIRS GRANTS
Resilience & Repair Grants	Over 87% of the applications for Small Business Disaster Recovery Grants are for the resilience stream. Under this stream, small businesses can engage a business mentor, a digital specialist or a financial planner to assist in strengthening their market share so they are better positioned to grow and thrive.
	Repair grants allow small businesses to attend to outstanding building or equipment repairs that are essential to resuming operations.
	Disaster Recovery/Resilience Grants as at 31 March 2021
	Grant applications received 504
	(71 repairs/433 resilience)Grant applications approved(57 repairs/370 resilience)
	Grant applications to be assessed 5
	Total approved funding\$4,125,504Approved Grants by Location
	Burdekin 9 Carpentaria 2
	Charters Towers 11
	Cloncurry 1 Douglas 12
	Flinders 2
	Hinchinbrook 6 McKinlay 2
	Richmond 1
	Townsville 381
	Applications by Diversity Groups

Recovery Activity/Outcome	Update	
	Women in Business174Culturally and20Linguistically Diverse20People with a Disability in8Business8Seniors in Business37Young People in Business44Indigenous Ownership14	
<i>Projected outcome</i> Fast-tracked small business recovery is supported.	Status: Ongoing	
<ul> <li>Recovery activity</li> <li>Implement a range of initiatives to boost tourism and support tourism operators in the impacted areas – funded under DRFA.</li> <li>Recovery activity</li> <li>Tourism Business Resilience Program</li> <li>Part 1 - Assist tourism businesses to increase their resilience and support longer-term disaster/crisis response and recovery</li> <li>The elements of this program include: <ul> <li>Resilience audits for businesses in impacted regions</li> <li>Online tools and resources</li> </ul> </li> </ul>	<ul> <li>EarthCheck is delivering this project with oversight from both Department of Tourism, Innovation and Sport and Department of Employment, Small Business and Training. The project team has: <ul> <li>Prepared agreed project and engagement plan.</li> <li>Completed a desktop review of existing business resilience resources.</li> <li>Prepared pre-storm season tourism checklists.</li> <li>Mapped and provided a gap report on current risk, resilience, and diagnostic resources.</li> <li>Developed a diagnostic tool and supporting business resilience rubric that informs navigation of content and decision making as part of the audit tool.</li> <li>Developed a draft question set as the basis for the diagnostic tool.</li> <li>Consulted with peak tourism groups such as QTIC and TEQ.</li> <li>Finalised content for rapid appraisal section of the tool following feedback from DESBT and DSDI, for migration by Squiz to Business Queensland website.</li> <li>Completed Stage 1-rapid appraisal health check tool live in-market, on the Business Queensland website.</li> <li>Prepared a full question set content for consultation with DESBT and DSDI.</li> <li>Completed a detailed health check tool live in-market on the Business Queensland website.</li> <li>Prepared a full question set content for consultation with DESBT and DSDI.</li> <li>Completed a detailed health check tool live in-market on the Business Queensland website.</li> <li>Developed a communications plan for the health check tool.</li> <li>Stage 1- rapid appraisal approved by DITID and DESBT, with the tool being live from 17th December. The tool was formally launched at the beginning of January 2021: https://www.business.old.gov.au/industries/hospitality-tourism-sport/tourism/running/health-check</li> </ul> </li> <li>Although not originally planned as a standalone tool, given the uncertainty created by COVID for many tourism SMEs, it was determined that this tool would be valuable for the sector.</li> </ul>	
<b>Projected outcome</b> Tourism Business Resilience online tool on Business Qld website to assist tourism sector operators with business continuity and support through referral pathways	Status: Complete	
Recovery activity - Outback Tourism Education Program Expansion	<ul> <li>Operational Plan is in place with the following initiatives to be delivered:</li> <li>Three in-region workshops with tourism operators on planning school-based excursions and building new product offerings.</li> </ul>	

Industry Recovery activity       Industry Recovery Officers and financial Counsellors – funded       Industry Recovery officers and financial Counsellors – funded	are has been developed for schools to apply & capture ion feedback – completed. media campaign targeting teachers and parents of Queensland is advising the new increased subsidy options and increased it year levels. Aim is to target 1000 teachers and parents. et - Extension of Time Approved via QRA and EMA - until June These recovery activities are on track to achieve the projected outcome based on the new timeframe. es: oved restocking applications 64 ed restocking subsidies \$512,875 or in previous figures) oved agistment applications 7 ed agistment subsidies \$47,265 cumulative totals to date es (Provision of freight subsidies for restocking and agistment)
Recovery activity       Freight Subsidies         • Enhanced freight subsidies       Scheme – funded under DRFA         • Enhanced freight subsidies       Value of approving (please note endown)         scheme – funded under DRFA       Number of app (Value of approving (Please note endown))         Value of approving (Please note endown)       Value of approving (Please note endown)         Value of approving (Please note endown)       Value of approving (Please note endown)         Value of approving (Please note endown)       Value of approving (Please note endown)         Value of approving (Please note endown)       Value of approving (Please note endown)         Value of approving (Please note endown)       Value of approving (Please note endown)         Value of approving (Please note endown)       Value of approving (Please note endown)         Value of approving (Please note endown)       Value of approving (Please note endown)         Value of approving (Please note endown)       Value of approving (Please note endown)         Projected outcome       Uptake of the glease of the glease contion of the region.         Projected outcome       Stat         Primary producers can afford to restock their depleted herds.       Industry Recovery Officers and Financial Counsellors – funded         Industry Recovery Officers and Financial Counsellors – funded       Industry Recovery Please P	outcome based on the new timeframe. es: oved restocking applications 64 red restocking subsidies \$512,875 or in previous figures) oved agistment applications 7 red agistment subsidies 7 red agistment subsidies \$47,265 cumulative totals to date es (Provision of freight subsidies for restocking and agistment)
Recovery activity       Number of approvidue o	oved restocking applications64red restocking subsidies\$512,875or in previous figures)7oved agistment applications7red agistment subsidies\$47,265cumulative totals to date\$es (Provision of freight subsidies for restocking and agistment)
Primary producers can afford to restock their depleted herds.       Stat         Recovery activity       Industry Recovery Officers and Financial Counsellors – funded	rants by primary producers continues to be slow as pasture nues to vary, notwithstanding some reasonable rainfall in parts
<ul> <li>Recovery activity</li> <li>Industry Recovery Officers and Financial Counsellors – funded</li> <li>Industry Recovery Officers and Financial Counsellors – funded</li> </ul>	us: This activity has closed for new applications.
are fully engag <b>Financial Coun</b> and have provi negotiations w and accounting The financial co Industry Counc impacts to tour have experience	ery and Financial Counselling:         et engagements producers       2,340         ucers reached through media       561,000         ery Officers and Financial Counsellors       561,000         Industry Recovery Officers (IRO) and Rural Financial counsellors       561,000         ed with primary producers within their respective areas.       561,000         sellors continue to work with small businesses and producers       561,000         ded financial analysis, support with grant applications,       561,000         th financial institutions QRIDA and Centrelink, referrals for legal       advice, welfare and social support, and mental health advice.         uncillors have recently been working with Queensland Tourism       1 and the Department of Tourism, Innovation and Sport on the         sm business especially in the Townsville region where they       500,000,000,000,000,000,000,000,000,000

Recovery Activity/Outcome	Update
	<ul> <li>On-going contribution to planning local events and training needs with LGAs, NRM groups, DAF extension officers, and economic development groups.</li> <li>On-going contribution of critical on-ground intelligence to DAF (e.g. industry destocking activities, lack of pasture response, grasshopper impacts) for reporting to D&amp;FRRA staff, committees and broader networks.</li> <li>On-going referral of clients (both grazing and agribusiness) to technical and extension staff for advice, and to grants programs and other relevant services.</li> <li>On-going meetings &amp; discussions with Mayors (Cloncurry, McKinlay, Richmond, Flinders, Winton).</li> <li>On-going participation in LDMG meetings.</li> <li>Contribution to highlighting emerging and on-going local issues and seeking resolutions.</li> <li>10 participants attended an organised tour at the QinetiQ drone complex in Cloncurry. The IRO liaised with ground staff regarding commercial applications.</li> <li>The IROs participated and assisted in organising D&amp;FRRA Roadshows at Cloncurry, Julia Creek, Hughenden and Winton where over 140 people attended.</li> <li>The IROs participated in the Cloncurry Building Resilient Supply Chain workshops for graziers and small business owners. There was 10 attendees at this workshop.</li> <li>The IROs attended the ABBA &amp; SOTN Beef Genetics Muster where over 150 people attended.</li> <li>The IROs attended and participated in the Mental Health Flood Forum with 35 attendees present.</li> <li>The loss of the IROs at the end of June will challenge our ability to connect local issues and enquiries to relevant services.</li> </ul>
<b>Projected outcome</b> Primary producers are provided the support they need to boost resilience and sustainability.	Status: This program will conclude 30 June 2021.

# **Environment**

This section of the report details recovery progress against recovery activities outlined in the Plan on pages 48 - 49. All recovery initiatives are addressed in relation to the event time frame.

Recovery Activity/Outcome	Update
<ol> <li>Recovery activity</li> <li>Work with responsible parties for the Nelia Train Incident – to ensure recovery</li> </ol>	Site revegetation, monitoring and validation are ongoing focus areas. Additional revegetation activities were undertaken in advance of the wet season.
action carried out is environmentally safe and the community is well informed of impacts and response.	Salvage and clean-up progressed with any requirement for further activity informed by the ongoing monitoring and validation work.
<b>Projected outcome</b> Salvage and clean-up operations are controlled, environmentally safe, and do not cause further unnecessary damage to the environment.	This issue is led by Department of Environment and Science (DES) and engagement between DES, the three parties and the landholders regarding site remediation is ongoing. The Department of Agriculture and Fisheries maintains an interest in this incident until the risk to livestock and the subsequent food chain are more understood post remediation.
	Status: Ongoing.
2. Recovery activity	Conway National Park – Kingfisher walking track
Assessment, prioritisation and restoration of damaged infrastructure in national parks, state forests and	Project completed. Removal of steps has been completed and claim has been finalised.
protected marine areas via DRFA funding.	Conway National Park walking tracks and mountain bike trail
<i>Projected outcome</i> Critical protected area infrastructure restored.	The Contract has been signed & returned. Purchase Order commitment is \$227.4K. Contractor has advised works will commence mid-May and be finalised mid to end June. Wet weather has caused delays to commencement; however the contractor has indicated they intend to complete the works by end June 2021.
	Town Common Conservation Park
	30% of Stage 1 (Under the Radar Mountain Bike Trail) completed at \$40K. Works on Stage 2 (Smedley's Mountain Bike Trail) to commence mid-May. Both stages are on track for completion by end of June, with wet weather having caused some delays.
	Cape Pallarendra Conservation Park
	Procurement activity near completion with contract and purchase order commitments to be finalised by end of April. Project works to commence first week of May with completion likely to be mid-June 2021.
	Magnetic Island NP
	Florence Bay Day Use Area and Telstra Tracks works near complete. Forts Walk, Searchlight Tower Track and Nelly to Arcadia Track works are underway. Hawking's Point Track, Henry Lawson Walking Track and

Recovery Activity/Outcome	Update	
	Junction Track works to commence in May. All works expected to be complete by the end of June 2021.	
	Goldsborough NP - Goldsfield Track	
	Project completed and claim has been finalised.	
	Clemant SF – Clemant & Toumulla Rd	
	Stage 1 works have been completed. Contract has been signed for completion of stage 2 (final) works. Materials have been delivered; contractor will be completing works when ground dries out to enable access. Works will be completed by June 2021.	
	Status: Ongoing	
<ul> <li><i>Recovery activity</i></li> <li>Weeds and pest management programs via approved DRFA funding.</li> <li>Part A: parthenium control program for Flinders is an urgent recovery activity to ensure weeds are addressed before</li> </ul>	No change to Part A: An investment of \$91k was provided for an Emergency Response Program for Parthenium Weed. The program consists of an initial investigation phase (completed in 2019) and operational phase for treatment of high priority areas and public awareness programs. The operational phase was extended another 6 months to 30 June 2021 to enable further operational works to occur within the existing budget.	
<ul> <li>Part B: package of works implemented through relevant regional NRM organisations for ongoing integrated control of pests and weeds.</li> </ul>	Progress is continuing for Part B: The Regional Invasive Species Program totals \$4.1 million, with 21% targeted to pest animal projects and 79% on weed species projects across the Northern Gulf (NGRMG), Southern Gulf (SGNRM) and Desert Channels (DCQ) regions.	
<i>Projected outcome</i> Minimise the impact of pest and weed seed spread.	On-site inspections with all recipients is planned for mid-2021. The Regional Invasive Species Program is approximately 16% complete as o 31 March 2021, with ongoing commitments on most projects through to end 2021.	
	The investment per local government region is:	
	Burke Shire Council\$ 39,855.50Carpentaria Shire Council\$ 995,424.50Cloncurry Shire Council\$ 253,849.00Croydon Shire Council\$ 92,352.00Etheridge Shire Council\$ 69,120.00Flinders Shire Council\$ 1,280,680.76McKinlay Shire Council\$ 531,565.67Richmond Shire Council\$ 258,173.67Winton Shire Council\$ 594,000.00Total\$ 4,115,021.09	

### **Recovery Activity/Outcome**

#### Update

#### 4. Recovery activity

Provide assistance measures through DRFA funding to:

- work with local landholders to identify environmental impacts through improved mapping/data collection and implement urgent streambank and riparian works (Stage 1);
- address coastal erosion;
- work with local landholders to address additional streambank and riparian works informed by mapping/data collection (Stage 2).

#### **Projected outcome**

Landscape, streambank and coastal erosion mitigated and further erosion risks minimised.

The Riparian and Coastal Recovery Programs total \$41.9 million and are approximately 65% complete as of 31 March 2021. The total funding value includes DES administration costs for the program.

Riparian Recovery Program:

- Riparian Reconnaissance: \$986,319 of works now complete and closed.
- Stage 1 Urgent Riparian Works: 25 projects to the value of \$7,986,072. Works began in November 2019, with many projects completed prior to the 2020/21 wet season. A total of 17 projects are planned for completion by June 2021, with 8 projects requiring an extension of time to June 2022.
- Stage 2 Riparian Recovery Works: 53 projects were recommended by the Assessment Panel to a value of \$29,207,153. Works began in April 2020 and approximately 50% of projects are planned for completion by June 2021, with the remaining requiring an extension of time to June 2022. One project was cancelled by the recipient in January 2021, and funds reallocated to the next priority project by the Assessment Panel in March 2021.

The above works are set to achieve sediment savings of more than 621,000 tonnes to the reef and significant sediment savings to the gulf.

Coastal Recovery Program:

- 20 projects recommended by the Assessment Panel at a recommended value of \$2,992,580.
- A total of 14 projects have been completed to date. Townsville City Council (managing 6 projects) has requested to use an extension of time to 31 December 2021.

The investment per NRM region:

Cape York NRM		\$ 1,331,538.50
Desert Channels QLD	)	\$ 653,508.54
Northern Gulf RMG		\$ 2,589,867.00
NQ Dry Tropics		\$ 18,782,735.00
Reef Catchments		\$ 2,748,708.00
Southern Gulf NRM		\$ 3,989,247.00
Terrain NRM		\$ 11,076,519.97
	TOTAL	\$ 41,172,124.01
Status: Ongoir	Ig	

# **Local Recovery Progress**

This section provides a summary of councils' progress against their local recovery plans.

Councils have provided an update on progress against their recovery objectives, challenges they may have encountered and recovery success stories to date. Once recovery objectives have been met they will no longer be reported against and are removed from the report.

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

# North Queensland

# Palm Island Aboriginal Shire Council

Recovery Objective	Update
Restoration of environment to pre- event status and future environmental risk reduction	Survey was completed in April 2021. Design is currently underway. Construction is forecast to commence in late 2021. Works associated with this activity have been transitioned to business as usual and will no longer be reported on.
Seawall – coordinated restoration and betterment planning for seawall	Construction of the seawall commenced in April 2021 and is ongoing as at mid-June 2021. Construction is forecast for completion by 30 June 2021. Works associated with this activity have been transitioned to business as usual and will no longer be reported on.
Community health, wellbeing and safety restored to pre-event status and resilience improved	The referrals/provision of access to mental health and domestic services have been transitioned to local service providers and will no longer be reported on.

**Progress of Recovery Objectives** 

# **Townsville City Council**

## **Progress of Recovery Objectives**

An updated report was not received this quarter and content refers to the previous quarter's report.

Recovery Objective	Update	
Community support – mechanisms implemented	Community Development Officers (2) (funded under continue to provide community support until the en Recovery Funded Program on 30 June 2021. The Street Library Initiative was successfully launch workshops hosted in Townsville. CDOs continue to work on various projects, and act planned to finish by June 30th. Transitioning and e with sufficient support partnerships established.	nd of the Community hed, and recovery tivities, with all activities
Council damage impact	Submissions approved Counter Disaster Operations	11

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Recovery Objective	Update	
assessments	Emergency Works	16
	Flood Modelling Program	1
	Flood Warning Infrastructure	2
	Reconstruction of Essential Public Assets	18
	REPA with Betterment	14
	Recreation and Community Assets - LG and SD	7
	Water and Sewerage Program	6
	Grand Total	75
	Cat B REPA – 48 approved – includes 16 Emergency We Submissions Cat C – Pontoons, Weirs and Recreational assets. 7 app Cat D - Betterment – 30 submissions lodged, 14 approv Water and Sewerage Program 12 submissions lodged, 6 Total submissions \$ 48.71M Approved submissions \$36,74M Ineligible submissions \$11.97M	proved ved
	Unsealed Roads REPA complete	
Road transport network – coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads	Sealed Roads REPA is complete with exception of aroun Echlin Street drain has drain cover being fitted the third work is at 98% complete	
Betterment	<ul> <li>Pace Road and Purono Parkway sealed and complete</li> <li>Mountview Road – Complete</li> <li>Swensen Street – Complete</li> <li>Ponderosa Road – Complete</li> <li>Woodlands Road – Complete</li> <li>Forestry Road – Complete</li> <li>Swensen Street - Complete</li> <li>Bougainville Street - Complete</li> <li>Mill Road, Heath Road &amp; Coast Road complete</li> <li>Second coat remaining scheduled 14 – 17 Jun</li> <li>Central Creek Road sealing scheduled for 5 Ju</li> <li>14 – 17 June 2021.</li> </ul>	e with exception of e 2021. ne with final coat the
Environmental assessment, rehabilitation and restoration	<ul> <li>ERP Riparian (Stage 1 and Stage 2) Following completed</li> <li>All hydraulic and hydrological modelling -completed</li> <li>90% designs completed</li> <li>Contract specifications for project delivery underw</li> <li>Developed community engagement strategy</li> <li>Completed stakeholder liaison for some sites</li> <li>Awarded contracts for: <ol> <li>Project Management Services (four);</li> <li>Seed collection &amp; propagation; and</li> <li>Flow restoration of RM8.</li> </ol> </li> </ul>	ed
	<ul> <li>Stage 2b (three additional sites) - Ministerial Signoff of</li> <li>Bohle River - bank restoration</li> <li>Bluewater Creek – bank restoration, and</li> </ul>	f Sites - awaited

Recovery Objective	Update
	3. Upper Black River (Plumeria) – hydraulics and design commenced
	<ul> <li>ERP Coastal (Stage 1)</li> <li>Planning for remaining works to be completed is underway over the wet season</li> <li>Preparation of remaining 4 of 6 Coastal Restoration projects are completed, one project is nearly complete (Nelly Bay) and all projects are on track.</li> <li>1. 40% Rowes Bay Urgent Restorative Works including Sand Extraction from Ross River with works transferring sand from Ross River to Rowes Bay coastline to be completed in May-June 2021.</li> <li>2. 20% Cungulla Beach (South) Restoration Works remain and has been scheduled.</li> <li>3. 5% plus further funding received for Nelly Bay Esplanade and Beach Restoration (further \$ 99k on top of 95% completed) – improve beach resilience and reduce impact of coastal erosion.</li> <li>4. Horseshoe Bay Esplanade (Complete).</li> <li>5. West Point Esplanade (Complete).</li> </ul>
Restoration of Council infrastructure – roads, parks,	Commenced planning for further city-wide restoration and environmental impact of flood reduction environmental in the lower Ross River (see below). TCC Flood modelling will assist in allocation of future priorities for improving climate resilience and adaption – funding application submitted (QRRRF). Remaining works schedule for completion in June include: - Black Weir - 2 days' work - Switchboards, Cluden and Cleveland Bay Waste Water Discharge Line
buildings, sewer, waste and water	scheduled for completion 19 – 25th June.
Flood resilience – develop and implement strategies for greater flood resilience	Half of the flood models/studies have been updated. Ross River and Bohle River models are due for completion later this year. Peer reviews are underway.
Rebuild Council creeks, waterways, estuaries and coastal environments	<ul> <li>Commenced preparation of three QRRRF funding submissions:</li> <li>1. Ross River (environmental flow paths and flood risk reduction to be married up with city (TCC) flood modelling – utilising various scenarios to quantify effectiveness of options to reduce severity and risk for future climate related flood events).</li> <li>2. Louisa Creek (on-ground resilience works) - undertake hydraulic modelling, geomorphic design and construction for erosion remediation and flood resilience.</li> <li>3. Sleeper Log Creek - lies outside areas covered by existing TCC Flood Studies, yet has emerging landholder disputes and challenges associated with legacy land use decisions from historical Thuringowa Council times (1970-80's). A flood study is required to expand coverage and evaluate options including stream naturalisation and river restoration in order to minimise impacts on the airport, community and surrounding lands regularly flooded by Sleeper Log Creek from surrounding steep wet tropics mountain slopes and truncated water catchments.</li> </ul>
	<ul> <li>Implementation of Reef Assist – Business Activation and Environmental Restoration project commences Dec 2020 (\$ 2 m – 12 month project).</li> <li>Five environmental business (3) or Not for Profit (2) groups engaged and activated.</li> <li>Employment of equivalent of 25 trainees and staff</li> <li>Supporting contractors activated</li> <li>Site plans and training completed</li> <li>Following approved project work commenced on ground - Weed to Soil (humification via groundswell process); seed propagation; biosecurity</li> </ul>

Recovery Objective	Update
Z	releases of Siam gall fly; erosion and riparian revegetation river and creek restoration
	<ul> <li>Implementation of Cat C Community Capacity Building Workshops</li> <li>(FNQNQMTR2L) commenced</li> <li>1. Three workshops conducted – general, Magnetic Island and Electrical Infrastructure Resilience</li> <li>2. Write ups and Case Studies developed</li> <li>3. Resilience Networks established.</li> </ul>

# Far North Queensland

# **Douglas Shire Council**

# **Progress of Recovery Objectives**

Recovery Objective	Update
Community support –	Community Development Officer
mechanisms implemented	<u>Visits to Douglas Shire Schools to deliver Get Ready</u> Grab n Go Emergency Packs – Delivery to schools in affected areas of Douglas Shire: Alexandra Bay State School and the Daintree Village State School. A total of 50 packs for Douglas Shire has been delivered.
	The Bloomfield resiliency weekend held on 17 – 18 April 2021 was considered a success with positive feedback despite the small number of people in attendance.
	Flexible Funding Grants (FFG)
	FFG projects on track for installation of Douglas Disaster Digital Noticeboards. Eight digital disaster noticeboards have been installed at critical and remote locations.
	Image: Douglas Disaster Digital Noticeboard at Daintree Village
	The Douglas Shire Multi-Purpose Disaster and Training Coordination Centre Feasibility Study is in the process of being completed.

Recovery Objective	Update
Recovery Objective	Update         Image: Proposed Site Plan for Douglas Shire Multi-Purpose Disaster and Training Coordination Centre         Training and Awareness raising         The Douglas Disaster Information Facebook page has been actively updating its followers on local weather warnings, road closures & emergency advice, and advertising the subscription service on the Douglas Dashboard. King tide messaging has also been updated on the Facebook page and the DSC website.         Douglas Shire Council supported Lifeline Training QLD with a workshop focusing on preparing community members to respond to emotional, psychological and pastoral needs following a critical incident or disaster. The intent of this training was to increase community resilience and improve disaster response.         Douglas LDMG is activated for COVID-19 at Lean Forward level.            • COVID-19 messaging is being maintained through the Disaster Dashboard and via Social Media.            • All COVID-19 testing can be booked online and completed at the Mossman Hospital.
	<ul> <li>Douglas Shire Council</li> <li>The Pandemic Working Group has monthly meetings regarding COVID- 19 and the recent vaccine roll-out campaign. Current information is being distributed to all staff.</li> </ul>
Flood resilience – develop and	Flood mapping for Daintree
implement strategies for greater flood resilience (Bloomfield River, Lower Daintree River, Mossman River)	Hydraulic modelling and maps, including catchment delineation, completed as part of Douglas's Flash Flood Early Warning System.

Recovery Objective

## Update

## Image: Daintree River Mapping

#### Participated in QRA Regional Resilience Strategy:

Far North Coast Wet Tropics Regional Resilient Strategy and a Local Resilience Action Plan



Image: CEO and Mayors at Far North Wet Tropics Regional Resilient Strategy

### Exercise Zulu 2021:

Exercise Zulu was conducted on 14 January 2021 during day light hours and in real time. Participation was limited to disaster management personnel operating in a simulated environment within the Local Disaster Coordination Centre (LDCC) and Port Douglas Storm Tide Cyclone Shelter (PDSTCS). It involved the Port Douglas Open Spaces Team, Technical Officer Building Facilities, Shelter Management Team, the Incident Management Team, Ozcare Port Douglas, Mossman SES, Mossman QAS, Port Douglas QFES, QFES Emergency Management Coordinators and the State Disaster Coordination Centre's Watch Desk.

The exercise was designed using a hypothetical but realistic severe weather event affecting the Douglas Shire. The scenario worked through the response and immediate recovery activities.

Recovery Objective	Update
	Image:Exercise Zulu Post-Evaluation ReportImage:Exercise Zulu
Empower local businesses to improve their resilience to disasters	On 27 – 28 January 2021, TAFE Qld facilitated a free Volunteers and Events Training Program as part of the Queensland Government's Tourism Recovery Package. The response has been positive. Douglas Shire Council partnered with the National Drought and North Queensland Flood Response and Recovery Agency to host a grant writing workshop for community groups and small businesses.

Recovery Objective	Update
	Image: 2021 Grant writing workshop
	In March 2021, the Incident Management Team received refresher training on the Guardian Incident Management System.
Restore confidence in the tourism market	A collaboration between Douglas Chamber of Commerce and Douglas Shire Council; the 2021 Douglas Business Expo connected businesses with Government and industry experts to share knowledge and discuss ideas for the future of business in the Shire.
	Guest speakers and key industry players participated in the Business Expo and brochures and postcards of the TPDD Tourism Operator Strategy were handed out to attendees.

# **Pormpuraaw Aboriginal Shire Council**

## **Progress of Recovery Objectives**

Please Note: Pormpuraaw Aboriginal Shire Council completed progress reporting in Quarter 3 as they have completed recovery activities specified in the Local Event Specific Recovery Plan.

# **Torres Shire Council**

## **Progress of Recovery Objectives**

Please Note: Torres Shire Aboriginal Shire Council completed progress reporting in Quarter 6 as they have completed recovery activities specified in the Local Event Specific Recovery Plan.

# **Torres Strait Island Regional Council**

## **Progress of Recovery Objectives**

Please Note: Due to the impacts of COVID-19, Torres Strait Island Regional Council has not completed a progress report for Quarter 7. Data below is from the previous quarter's report.

Recovery Objective	Update
Better communication amongst islands through installation of additional telecommunication towers on designated islands	Telstra has completed 80% of the network upgrade around the Torres Straits. However, the network is not very stable at the moment. Satellite NBN installed as a trail for Warraber became operational in December 2020.
Clean up and restore coastal areas (erosion)	Works on Boigu Seawalls are currently in progress. Poruma Stage 2 – works due to commence March 2021. Warraber, Iama and Masig – concept design has been completed and is currently under review.

# **Wujal Wujal Aboriginal Shire Council**

## **Progress of "Keeping strong" (Recovery Objectives)**

Keeping Strong (Recovery Objective)	Update
Binalmalmal (Learning)	
Investigate opportunities for tourism (ongoing)	The boardwalk design has been scoped and priced. Installation funding still to be sought.

# North West Queensland

# **Burke Shire Council**

## **Progress of Recovery Objectives**

Recovery Objective	Update
Ensure community wellbeing and	Lawn Hill National Park road project to be completed by the end of June 2021.
connectedness through betterment	Due to impending wet season installation of culverts are planned to occur in
/ resiliency initiatives	May/June 2021.
	The Jockey Change-rooms are 90% complete and were operational for the recent Gregory race carnival with finalisation of the project by mid-June 2021. Change room upgrades are a significant improvement from the previous facilities with compliments received from the users during the race carnival.
Develop an environmental	Coastal Hazard Adaptation Strategy final draft report is currently under review
management program to address	by council and due for release for public comment by mid – May.
issues of siltation, weeds and	Bio-security plan is currently under development and will be incorporated
erosion	into council's operational plan.

# **Carpentaria Shire Council**

## **Progress of Recovery Objectives**

An updated report was not received this quarter and content refers to previous quarter's report.

Recovery Objective	Update
Road transport network – completed damage assessment, and developed coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads	These works are 89% complete. Betterment works are due to be completed by September 2021 and will get underway at the end of this financial year.

Recovery Objective	Update
Investigate options for local records management system, impact assessments and damage assessments	Oral & Pictorial History project is underway, and Council has been able to source a video of the 1974 floods in the main street. Survey is finalised and in the review stage. The feasibility study of the Karumba Levee bank is 90% complete
Assist small businesses with rebuilding, including developing future resilience strategies	The Buy Local website has been developed and is now the 'Discover Carpentaria' website, and it is currently being developed with all the local business information, as well as events, school, clubs and important shire information.
Community support – mechanisms implemented	Ongoing. The CDO role has been implementing various engagement and training opportunities.
	The Discovery Carpentaria Website and Disaster Management Booklets are well underway and in the process of delivery to community. These projects include vital disaster information.
	Delivery of trainings such as Chainsaw Tickets, Forklift Tickets, First Aid, White Card Training, Boat Licence Courses, Chemical Accreditation Course and a Farrier School. These trainings are all important parts of the recovery from a disaster. They will also allow the community to fall back on in times of need and unemployment.
	The Disaster Management Film project has been completed and delivered to the community with key disaster response and recovery messages.
Vector control implemented	A full-time officer targeting pest and weed management has been employed in this role and the role has been extended until December 2021.
Restore confidence in the tourism market	The Buy Local website has been developed and is now the 'Discover Carpentaria' website. It is currently being updated with all the local business information, as well as information on the shire, events, school and clubs.
Empower local businesses to improve their resilience to	CDO has delivered Small Business Grant Workshops to the community, as well as providing their staff with various training opportunities to upskill.
disasters	The proposal to set up the Normanton Shire Hall with Telelink was declined by the Dept. of Communities.
Develop an environmental management program to address issues of mosquitoes, siltation, weeds and seeds	Council's Biosecurity plan updated and implemented.

# **Cloncurry Shire Council**

# **Progress of Recovery Objectives**

Recovery Objective	Update
Consult and engage with the local	Meetings with the Local Business Network and the Cloncurry Local
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Recovery Objective	Update
leaders, community members and service providers on long term community-led recovery outcomes	Recovery Group have been occurring less frequently, as it was decided by the group that the recovery process has slowed to the point that there is not much to discuss. Only 2 meetings occurred in the period, however more frequent meetings have been scheduled for the upcoming quarter as many of the members close out at 30 June 2021.
	Events and workshops were delivered throughout the period based on the responses received from the community, with several future events to still be delivered in the future period. These events and workshops adhere to the Queensland Government COVID-19 compliance parameters.
	Community groups are well and truly back in action, taking their own lead to plan and deliver the usual annual community events.
	The weekly E-newsletter ("Cloncurry Rural Updates") has begun again, providing the rural community members with information about various events, grants and workshops that will aid in their recovery/building preparedness.
Community support opportunities including outreach, adopting a	The CDO has delivered several events that were based off the responses of the Needs Analysis Survey, including:
community led approach when planning for long term support with a focus on mental health, community wellbeing, connectedness and leveraging off ongoing community events	<ul> <li>Photography Workshop (20 attendees)</li> <li>International Women's Day Picnic (120 attendees)</li> <li>Brahman Breeders Genetics Conference (130 attendees)</li> <li>Grant Writing Workshops (30 attendees)</li> <li>Community Cricket Competition (200 attendees)</li> <li>Breeder Management Workshop (20 attendees)</li> </ul>
	All of these events had a mental health and wellbeing approach, with various health professionals and mental health advocates attending to talk to the participants about what they can do to support themselves and their peers.
	There has also been several other events the CDO has attended to connect with the community and get an idea of how they are going with planning for the long term and what they would like to see in terms of support from the Council in the last stage of the contract.
Road transport network – Completed damage assessment, developed coordinated restoration and betterment planning for the extensive	All REPA submissions are still tracking well: CISC.0003.1819 is 95% complete CISC.0004.1819 is 100% complete CISC.0013.1819 REC is 100% complete
road transport network for state and local controlled roads	
Flood resilience – develop and implement strategies for greater flood resilience – Cloncurry River and catchment areas	The "Building Resilient Logistics Chains" Project has begun, with several visits from the contractor completing the project to meet community members and council employees to identify what is to be achieved with this project, where the Shire's weak spots are, and what is needed to improve the resilience of the infrastructure, logistics and day-to-day life of the community. The project is now well underway, with several strategies and tools in process to be provided to the Council and general public by the end of May 2021.

Recovery Objective	Update
Work closely with local businesses to assist with rebuilding, including developing their resilience to future disasters	Cloncurry Shire Council continues to communicate with local businesses through e-newsletters and Local Business Network monthly meetings. Businesses have received information on grants available, as well as been offered the opportunity to attend several grant writing workshops in the last quarter to help them successfully apply for grants.
Restore confidence in the tourism market	As internal borders have slowly and sporadically reopened domestic tourism has started to reassert itself; especially as we have moved into the cooler seasonal months. We have continued to market Cloncurry as a tourism destination in our recurring publications and have restarted our "Experience Cloncurry" Instagram account to upgrade our Social Media Presence. While the Greater Brisbane lockdown (earlier this year) forced us to postpone some events we have managed to liaise with our sponsors to roll over funding for some of these events into the next financial year. We also were in a position to execute some events that had been previously deferred due to 2020 COVID-19 restrictions. Council has also supported the Arthur Beetson Rugby League Tournament (volunteer operated). The filming of Survivor Australia has been facilitated by Council creating a great amount of both Domestic and International exposure for the Shire. The Cloncurry Show is set to go ahead, with Council taking its traditional role as one of the major sponsors, albeit at COVID-19 imposed reduced numbers. The figures for John Flynn Place Museum and Cloncurry Unearthed Visitor Centre for both visitor numbers and revenue for (July-March) the FY ending 2019-21 show a marked increase in year-on-year figures, not just over 2020, but over (pre-COVID) 2019; intra-state and inter-state visitors more than compensate for the lack of overseas visitors.
Regional collaboration plan completed with neighboring Councils which were also impacted by the event	Actively participated in the North West Regional Recovery CDO meetings to share information and identify collaborative opportunities. Continue to communicate with stakeholders to organise collaborative community events and programs throughout Cloncurry shire and surrounding local governments. Worked with Carpentaria & McKinlay Shire Council CDOs to deliver the Burke and Wills Meet & Greet Community Cricket Competition. This aimed to bring together members from the Cloncurry, McKinlay, Carpentaria and Burke Shires to boost team spirit, awareness of physical and mental health and a fun day of social sport, which is something the rural members seldom get a chance to participate in. A local mental health advocate attended to talk to the participants about the importance of physical health and its direct link to mental health, as well as looking out for your mates and making sure to be a "team player" on and off the field. Queensland Health also attended to give out free snowcones to keep players hydrated and have conversations about the "Small Talk Big Difference" campaign. Overall, over 200 people attended the event (both cricket players and spectators) with a huge amount of positive feedback received, and the suggestion to make this an annual event.

# **Flinders Shire Council**

# **Progress of Recovery Objectives**

Where additional content has not been provided, reporting from quarter five remains.

Recovery Objective	Update
Medium Term - Key transport routes priority restoration and improved resilience to the key transport routes for primary producers and resource sector	90% complete.
Medium Term - Community information and ongoing public and mental health support services, events and engagement plan	Various community engagement activities took place including a series of morning sessions tailored completely for our senior citizens. Rural Minds Workshops are scheduled for May 2021 in several locations to accommodate the entire shire.
Medium Term - Restore confidence in tourism – funding, communications, sponsorship, marketing and development of attractions	Ongoing engagement and participation in strategic partnerships with Overlanders Way, ADT and OQTA - supporting regional marketing and promotion Ongoing local marketing and promotion through social media, radio, billboards and printed collateral.
Medium Term - Empower local business to increase resilience in disasters – financial counselling and business mentoring.	Our newly appointed Economic & Tourism Advisor has been working with the business community to build on forward planning and potential additional income avenues to further build their resilience. "Surviving & Thriving in the Grazing Game" Workshop was also presented and attended well.
Medium Term - Support the re-establishment of the grazing industry ready for business financial counselling and access to services	QRIDA initially offered the \$75,000 grants followed by the \$400,000 co-contribution. Low Interest loans have also been made available. Rural Financial Counselling has been meeting with affected graziers. Distribution of industry relevant literature in the Cooee, email and Social media. Active participation in the NWAIR.
Medium Term - Environmental management assessed including weed, erosion and silting impacts	Update has not been provided.
Long Term - Develop and implement community and resilience programs, engagement and business continuity	Key focus has been on resilience programs and engagement continuity through activities and workshops. Work has continued also with small businesses and graziers to strengthen their resilience and maximising tools to secure better financial position for future weather/disaster events.

Recovery Objective	Update
Commemorate Monsoon Trough event with anniversary celebrations	Several projects are underway to commemorate the 2019 Monsoonal Trough event in the four main areas of the shire. Community has been encouraged to contribute as to what they would like to mark the occasion. Work will continue on these projects until completed – potentially by end of contract date.
Long Term - Development of tourist attractions and Queensland destination funding events	Development of Porcupine Gorge Infrastructure Project progressing. Porcupine Challenge (endurance event) is going ahead this year.
Long Term - Continue lobbying with the relevant stakeholders on the funding required for betterment projects on both state and local controlled roads	Ongoing.

# **McKinlay Shire Council**

# **Progress of Recovery Objectives**

Recovery Objective	Update
Community support – mechanisms implemented including outreach and plan for long term support prepared	Continued community outreach events and community lead events have still been provided via the CDO position. Information about support services eg. National Drought and Flood Agency is being promoted to the community to ensure they will be supported after the CDO role ends on 30 June 2021. Exit strategy planning has begun to provide Council and support agencies with in the McKinlay Shire a clear understand who is remaining and what support each agency will be providing the community.
Road transport network – completed damage pickup, developed coordinated restoration and betterment planning for the extensive road transport network for state and local controlled roads	All impacted infrastructure assets have been completed as per approved scope of works. Council is also undertaking a digital review of all essential public assets – road infrastructure to enhance the accuracy of further claims in the event of a natural disaster.
Empower local businesses to improve their resilience to disasters	Support from Department of Employment Small Business and Training and Articulous are still being provided to our small business. There have been a number of external agencies work with local businesses to develop better management plans to improve their resilience to disasters. This has also included the local Chamber of Commerce, were training is in place for the executive members to further assist the local businesses.
Flood resilience – develop and implement strategies for greater flood resilience – Cloncurry River	Current scheduling for the Flood Warning Infrastructure Network project indicate assets will be installed between mid-September 2021 and mid-May 2022. There are four assets being installed, two with camera functionality.
Regional collaboration plan completed with nearby affected councils	Continued collaboration of shared resources with impacted shires has shown great value for each region. This has strengthen the relationships between the shires and has built connections with departments to continue to work together for the whole of communities across the region.

# **Richmond Shire Council**

# **Progress of Recovery Objectives**

Recovery Objective	Update
Immediate term	
Community Engagement Campaigns (ongoing)	Richmond is expecting the return of a full social calendar.
Long term	
Fully sealed road connection to Winton and Croydon (3 years)	Works are continuing as funding permits.
New crossing for the Top Crossing of the Flinders River	Bridge officially opened on 2 February 2021.

# Winton Shire Council

# **Progress of Recovery Objectives**

Recovery Objective	Update
Wellbeing services delivered	The Winton Shire Council has now met with various wellbeing service providers and discussed what the Winton Community would require for future delivery.
	Outback Futures will continue their usual service delivery and create custom programs that are well suited to community need at most of the community events held throughout the shire.
Community connectedness enhanced	A program of events continues to be delivered. Programs and events are specifically designed to attract all age groups. Encourage social connectedness and wellbeing and welcome new people and families to town. Winton Shire Council has scheduled the annual Meet and Greet, held every February. This ensures new community members receive information regarding emergency response, the events calendar for the year, and an introduction to all the community groups and sporting clubs.
Environmental restoration and protection (prevention of weeds, clean-up of silt)	<ul> <li>This event has been a great success and very well received.</li> <li>Spraying ongoing – funding would help for extra chemical to hand out to landholders. (I keep searching but having trouble finding any funding).</li> <li>Scalps are still being handed in to council. Will find out if Council can keep paying for scalps in next budget meeting.</li> <li>Ongoing baiting 2 rounds a year.</li> <li>Desert Channels Queensland pig baiting – complete</li> <li>Landholders biosecurity plans – ongoing for pest animal and plant decreasing.</li> </ul>

Recovery Objective	Update
Rural and Small Business Financial Counselling Support.	Last 3 months activities:
	• 2 x adaption grants
	• 2 x new clients – initial engagement forms provided
	• 1 x meeting with small business/ local producer and assistance with initial EOI for plant and equipment funding
	• 4 x town visits – local area networking and visits with existing clients
	• Attended the Winton Meet and Greet
	<ul> <li>2 x \$25k Energy uplift support with successful application – 1 successful, yet to hear on the other</li> </ul>
	• 1 x arts grant discussion and information provided
	• 1 x discussion and referral to grant writer
	• Regular emails to Winton database – Learning topics including – stress management in busy times / working in and on your business
	<ul> <li>General business and business owner support and guidance – phone calls and emails.</li> </ul>
Support for small business.	The Department of Small Business and Training Recovery Team has scheduled a visit to Winton in May.
	All local businesses have now received the Go Local Grow Local campaign pack and have listed their names for a visit from the team when they visit. The team will outreach to all businesses whilst here in the community to ensure everyone remains on track.
Support and continuation of key community events.	A calendar of events has been created and will continue annually to deliver key community events.
Shire-wide review of biosecurity plans for rural properties.	One hundred and nine biosecurity plans have been completed including a plan for the Winton Showgrounds.

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