



Recovery narrative

**About our community**

Brisbane is the capital city of Queensland and the largest local government in Australia, with 26 wards and 27 councillor positions. Within one hour of Brisbane are world-class, and often Heritage-listed, national forest and marine parks. Brisbane is a green city with an enviable subtropical climate and diverse population. It is one of the fastest-growing cities in Australia and is known for its vibrant urban precincts, outdoor lifestyle and friendly locals.

Greater Brisbane is the largest of Australia's six capital cities, with a land area of 15,842km. As of 2020, Brisbane had a population of over 2.5 million, with a population density of 145 persons per square kilometre. Brisbane's 179.14 billion economy supports more than 1.2 million jobs, with the largest industries being Health Care and Social Assistance.

**About the disaster event**

The 'Brisbane River Catchment Heavy Rainfall and Flooding event 31 December 2021 – 10 January 2022' resulted in the strongest ever La Niña weather pattern, which brings wetter conditions to eastern Australia. Record or near record sea surface temperatures were recorded off the Queensland coast. Record-high rainfalls were recorded in multiple locations across the Brisbane River floodplain commencing on New Year's Eve 2021 and continuing for a week. On 7 January 2022 the Brisbane River broke its bank and inundated low-lying areas throughout the Brisbane River floodplain.

Thankfully there was no loss of life as a result of this event, however significant impacts occurred to low lying areas on housing, businesses, industries and infrastructure. At this point in time, mid-late January 2022, the flood waters have mostly receded and clean-up is well underway.

Damage assessments of residential and commercial/industrial properties have now been completed across the floodplain.

**Brisbane City Resilience Group**

The Brisbane City Resilience Group (BCRG) is established at the discretion of the Chair of the LDMG depending on the scale of the disaster, impacts and anticipated recovery operations.

The BCRG is to be chaired by the Local Recovery Coordinator (LRC), who is a member of Council or a local government officer, as appointed by the Chair LDMG

The role of the BCRG is to provide a focal point for coordination of recovery activities and provide oversight to any auxiliary functional recovery sub-groups that may be established to support the recovery operations.

**Key stakeholders**

Stakeholders include lead state government agencies, community groups, non-government organisations/non-government associations, local businesses and other invested parties.

Measures of success

**Human and social**

- Community members have returned home.
- Community members have returned to work.
- Coordinated outreach calls and/or visits to isolated individuals/communities have been completed, human and social impacts have been identified and referrals made to relevant partner agencies where required.
- Individual and family needs have been met through targeted matching of donations when required.
- Community have access to:
  - essential food and medical supplies and fuel;
  - alternate water supplies and power.
- When required, community have accessed:
  - emergency and/or temporary accommodation and homeless support services;
  - Lifeline and Uniting Care support services;
  - alternate support services;
  - support and information through established Recovery Hubs;
  - DRFA (ESSRS, PHAS) and AGDRP financial assistance; and
  - psychosocial support.
- Children have returned to school in-person.
- Community and visitors are:
  - participating in sporting and community meetings;
  - supporting and participating in sports and community events;
  - utilising sporting fields, council parks and public facilities and other amenities across the LGA;
  - accessing health services and participating in aged care and nursing home outings, programs and activities; and
  - accessing places of religious worship.
- Holistic community-led recovery and resilience-building initiatives have been identified, implemented and are being monitored.
- Community accessed to up-to-date information regarding the event including road closures and impacts to public transport.
- Strategy to promote the use of public transport where possible to reserve fuel supplies has been implemented and resulted in an increase in the utilisation of public transport and a decrease in the use of reserve fuel.
- Impacted community members utilising temporary free transport.

**Economic**

- Economic assessments have been completed, impacts have been identified and referrals were made to relevant state and local agencies where required.
- Community members have returned to work.
- Businesses have been restocked, have re-opened and are trading at full capacity.
- Primary producers have received emergency stockfeed/fodder for livestock.
- Economic impact on aquaculture, agriculture, tourism, retail and hospitality have been ascertained and opportunities to promote/drive economic recovery have been implemented.

- Holistic community-led recovery and resilience-building economic initiatives have been identified, implemented and are being monitored.
- Businesses and industry have access to information on funds, grants, and loans available from government and other entities.
- Tourism campaign has been implemented and resulted in an increase of visitors to the LGA.

**Environment**

- Damage assessments have been completed, environmental impacts have been identified and mitigation strategies developed and implemented
- Animal welfare issues have been identified and addressed.
- Environmental hazards have been mitigated through the provision of appropriate information (including hazardous waste and carcass disposal, biosecurity measures, safe vegetation clearing)
- Vector control measures to address insect infestations have been implemented and there is reduction of mosquitoes across the LGA.
- Mud, debris and green waste on properties across the LGA has been removed appropriately disposed of.
- Soil and water quality monitored and maintained in accordance with regulations.
- Essential services (water and power,) have been restored to affected areas across the LGA.

**Building**

- Damaged residential properties have been repaired/rebuilt.
- Damaged businesses have been repaired/rebuilt.
- Mount Crosby and Fairfield Wastewater Treatment Plants have been repaired and are fully operational.
- Rocklea, Sherwood and Jindalee State Schools have been repaired and are fully operational.
- Repair and/or replace damaged council owned assets.
- Damaged property including sheds, fences and machinery and equipment have been repaired and/or replaced.
- Goodna Train Station has reopened and is fully utilised.
- Council own assets have been repaired/replaced and are being fully utilised.

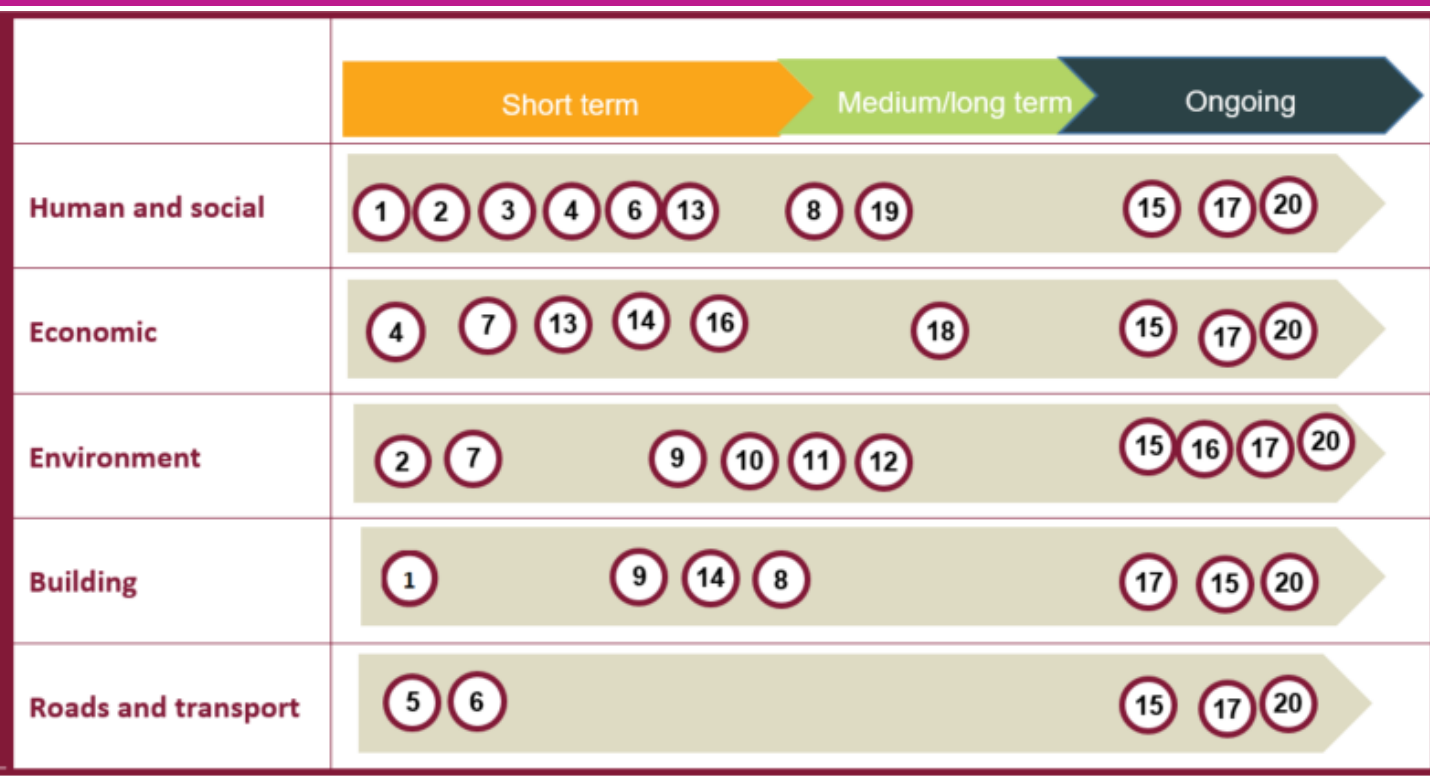
**Roads and transport**

- Local and state roads are open and operational after emergent works and full repairs have been completed.
- Damaged road furniture has been repaired and/or replaced. Impacted houses and sheds in Glen Morgan have been cleaned, repaired and are habitable/usable.
- Road pavement, culvert and drainage infrastructure across impacted areas have been repaired and/or replaced and are fully operational.
- Train line from Moorooka to Yeronga (Beenleigh line) and to the Corinda-Yeerongpilly railway line repaired and fully operational.
- City Cats recommenced and are running on schedule.
- Bus routes have returned normal schedules.

Recovery objectives

1	Immediate response & recovery activities ensure community has access to emergency and/or temporary accommodation and homeless support services when required.
2	Immediate response & recovery activities ensure community has access to essential services (water and power).
3	Immediate response and ongoing recovery activities ensure community has access to psychosocial support services.
4	Immediate response & recovery activities ensure community has access to financial support services.
5	Immediate response & recovery activities ensure road safety issues are addressed, damaged road furniture replaced and roads are re-opened.
6	Immediate response & recovery activities ensure community has access to essential food and medical supplies and fuel.
7	Implement effective & efficient process to enable animal welfare (marine and livestock) concerns are identified and addressed in line with protocols.
8	Implement effective & efficient process to enable community members to either return home or transition to longer-term accommodation if applicable and in line with protocols
9	Implement effective & efficient process to enable council owned facilities and recreational areas to be cleaned, repaired or replace in line with protocols.
10	Environmental restoration and protection (prevention of spread of weeds) program has been developed, implemented and progress monitored effectively.
11	Environmental restoration and protection (fish stocking) program has been developed, implemented and progress monitored.
12	Environmental restoration and protection (revegetation along washed out riverbanks and tributaries) program has been developed, implemented and progress monitored
13	Response and recovery activities ensure small businesses, fishing and aquaculture industries, primary producers, tourism, retail and food service providers have access to financial support services to restore/rebuild businesses.
14	Response and recovery activities ensure businesses have access to financial support services to restore/replace infrastructure.
15	Identify and promote funding opportunities to ensure holistic community-led recovery and resilience-building initiatives across all recovery pillars.
16	Identify and promote funding opportunities to implement and progressively monitor environmental restoration and protection (prevention of spread of weeds and sand pests) program.
17	Identify and promote funding opportunities to enhance riparian and riverbank rehabilitation.
18	Develop a strategy to attract tourists to the LGA.
19	Develop communication strategy to ensure community has access to accurate and up-to-date information regarding the event.
20	Holistic community-led and resilience initiatives have been identified, developed, implemented and progress monitored.

Recovery timeframes



## Human and social

- Cumulative psychosocial impacts on the community as result of COVID-19, exacerbated by flooding, leading to increased financial stress due to flood related job losses and reduction in income and/or work hours.
- Psychosocial impacts on community as a result of evacuations and requirement for temporary accommodation due to inundation of flood waters above floor level. 5,490 residential properties across Rocklea, Tennyson, Graceville, Fairfield, Yeronga, St Lucia, Fig Tree Pocket, Oxley, Hemmant, Norman Park, West End, Auchenflower and Milton impacted.
- Other psychosocial impacts on the community include:
  - parents having to apply for leave and/or work from home to look after children as a result of school closures;
  - community members unable to travel to work or personal commitments due to road closures and disruptions to public transport infrastructure as a result of flooding;
  - increased stress as a result of witnessing dead livestock;
  - impacts to water supply for Brisbane residents as a result of the closure of Mount Crosby Wastewater Treatment plant;
  - lack of access to essential food and medical supplies and fuel to due to business and road closures as a result of flooding;
  - resupply issues for essential food and medical supplies and fuel as a result of road and business closures;
  - approximately 2,400 business owners unable to operate as a result of inundation and/or damage to businesses as a result of flooding and road closures;
  - increased stress as a result of misinformation in media regarding flooding;
  - floodwater damage to Butterfield Street, Herston has resulted in limited access to Royal Brisbane and Women’s Hospital which in-turn has caused delays to critical medical assistance;
  - loss of essential food and medical supplies as a result of experiencing loss of power;
  - feeling of isolation as a result of experiencing loss of power;
  - flood impacts exacerbated existing disadvantage in community resulting in increased need for psychosocial support services;
  - vulnerable community members isolated from basic needs such as medical treatment and groceries as a result of not being able to travel on public transport as a result of flood damage to roads, and railway lines and the closure of train stations; and
  - disruption to provision of in-home and centre-based services and support as a result of business and road closures.
- Psychosocial impacts on children:
  - isolation from school and friends as a result of not being able to attend school for four weeks (Rocklea, Sherwood and Jindalee State Schools) due to infrastructure damage and road closures as a result of flooding;
  - school children unable to attend school as a result of not being able to travel on public transport as a result of flood damage to roads, and railway lines and the closure of train stations; and
  - compounding impacts from prolonged online learning as a result of COVID-19.
- Loss of community connectedness due to the cancellation / postponement of:
  - sports and community meetings;
  - sports and recreation events;
  - community events;
  - health services, aged care and nursing home outings, programs and activities; and
  - gatherings for religious worship.
- Closure and/or restrictions to:
  - council and public facilities such as bike paths, parks and other public amenities across the LGA;
  - sporting, community and recreation clubs; and
  - sporting fields including the AFL and soccer playing fields at Fairfield.
- Public safety and health concerns as a result of accidents from debris and snake bites and mud/debris on bike paths and in public amenities.
- Increased burden on support service capacity due to increased need for psychosocial support services.
- Potential for reduced tourist numbers at community events due to road closures and media’s portrayal of impact.

## Economic

- Loss of income/profits for small businesses, fishing and aquaculture industries, primary producers, tourism, retail and food service providers as a result of business closures and/or inundation of floodwaters:
  - hotel owners in the CBD are reporting an estimated 80% drop in bookings since the event;
  - reduction local fishing tours as a result of fishing bans on the Brisbane River and Moreton Island;
  - eight primary producer businesses have been impacted by flood waters including two horticultural farms and six livestock farms, resulting in the loss of 80 livestock;
  - Rocklea markets has reported an estimated 80% loss of produce;
  - primary producers as a result of livestock losses and loss of production; and
- freight/transportation companies as a result of road and business closures.
- Increased financial burden for:
  - parents having to apply for leave and/or work from home to look after children as a result of school closures;
  - community members due to delays with repairs/reconstruction works as a result trade and material supply shortages and increased costs of building and other materials;
  - community members as some properties not insured or under-insured;
  - small businesses, fishing and aquaculture industries, primary producers, tourism, retail and food service providers due to delays with repairs/reconstruction works as a result trade and material supply shortages and increased costs of building and other materials;
  - primary producers due to costs associated with disposal of 80 carcasses;
  - primary producers due to damage to/loss of feed, farm equipment, fencing, machinery and sheds.
  - pockets of acute disadvantaged individuals and family members due to increased cost of living due to the requirement for temporary accommodation; and
  - council due to damage and/or loss of public infrastructure.

## Environment

- Public health concerns for the community as a result of:
  - exposed asbestos to several flood damaged homes; and
  - contaminated wastewater spillage from Fairfield Wastewater Treatment Plant onto AFL and soccer playing fields on Cansdale Street, Fairfield.
- Potential environmental damage to ecosystems within the Brisbane River as a result of contaminated wastewater spillage into the River from the Fairfield Wastewater Treatment Plant.
- Damage to/loss of native animal habitats along the Brisbane River due to significant erosion, pollution and mangrove loss as a result of floodwater run-off.
- Significant erosion, pollution and mangrove loss in the Brisbane River as a result of floodwater run-off.
- Damage to and/or destruction of seagrasses near Moreton Island as a result of mud from floodwaters.
- Loss of food supply for fish and aquaculture as a result of mud from floodwaters damaging/destroying seagrasses near Moreton Island.
- Loss of fish and aquaculture near Moreton Island as a result of loss of seagrasses food supply.
- Animal welfare concerns as a result of being isolated due to floodwaters.
- Potential pest and weed management issues across the LGA.
- Mud, debris and green waste impacting properties across the LGA as a result of floodwaters.

## Building

- Damage to 5,490 residential and commercial properties across the LGA as a result of inundation of flood waters above floor levels. Impacted communities include; Rocklea, Tennyson, Graceville, Fairfield, Yeronga, St Lucia, Fig Tree Pocket, Oxley, Hemmant, Norman Park, West End, Auchenflower and Milton (damage assessments completed as at 25 January 2022: 345 destroyed, 568 severe, 3,132 moderate and 3,855 minor).
- Damage to approximately 2,400 businesses across the LGA as a result of inundation of flood waters. Includes impacts to warehouses, manufacturing and construction businesses in Hemmant and Rocklea, impacts to retail and food services in Fairfield, South Brisbane, Milton and the Brisbane City.
- Rocklea, Sherwood and Jindalee State Schools damaged as a result of inundation of flood waters.
- Damage to bike paths and other public amenities impacted by debris/mud/sediment run off.
- Mount Crosby and Fairfield Waste Water Treatment plants damaged as a result of floods waters. Mount Crosby plant not expected to be operational for several weeks due to required repair work/cleaning.

## Roads and transport

- Ipswich Motorway at Goodna has sustained significant damage.
- Over 300km of roads (including arterial and sub-arterial roads) have been damaged as a result of floodwaters:
  - Ellerton Drive, Wacol
  - Halifax Street, Norman Park
  - Cansdale Street, Yeronga
  - Meiers Road, Indooroopilly
  - Carawa Street, St Lucia
  - George Street, Brisbane -- Sinkhole corner of Turbot/George Street
  - Butterfield Street, Herston
  - Baroona Road
  - Brisbane Corso
  - Mount Crosby Road
  - Moggill Road
- Goodna Train Station closed as a result of flooding and is expected to be offline for 2-3 months.
- Train line from Moorooka to Yeerongpilly (Beenleigh line) and the Tennyson Branch railway line closed for 2-3 months as a result of flood damage.
- City Cats temporarily suspended due to debris in the Brisbane River.
- Impacts to bus routes due to road closures and damage to roads as a result of floodwater.

## Human and social

- In partnership with relevant state and local agencies and service providers:
  - coordinate access to emergency and/or temporary accommodation and homeless support services when required;
  - coordinate outreach calls/visits to individuals/communities isolated from flood waters to assess human and social impacts and provide access to psychosocial support services when required;
  - coordinate the management of donations;
  - establish Recovery Hubs at identified key locations across the LGA to provide support to community members;
  - coordinate resupply of essential food and medical supplies and fuel to businesses experiencing resupply issues;
  - identify and implement access to alternate water supplies;
  - identify and implement alternate support service delivery methods to impacted community members;
  - develop, implement, promote and monitor a strategy to engage impacted school children via remote learning in the event that some students are still isolated whilst emergency works are completed on critical road and infrastructure is been restored
  - Inspect, repair and re-open schools;
  - request activation of the DRFA (ESSRS, PHAS) and AGDRP.
- Activate MoU with Lifeline and Uniting Care for the provision of psychosocial support services when required.
- Develop and implement a communication strategy to ensure community has access to accurate and up-to-date information regarding the event including roads closures and impacts to public transport.
- Develop and implement a communication strategy to promote the use of public transport where possible to reserve fuel supplies.
- Implement approved processes and procedures to enable sporting fields, council and public facilities and other public amenities across the LGA to reopen.
- Reschedule and/or reinstate and promote:
  - sports and community meetings;
  - sports and recreation events;
  - health services, aged care and nursing home outings, programs and activities; and
  - gatherings for religious worship.
- Coordinate community events to promote community connectedness and social inclusion.
- Provide temporary free transport to impacted community members.
- Seek funding opportunities to support recovery and resilience across Human and Social, specifically longer-term effects of the event.
- Support working from home arrangements for impacted employees.
- Activate and promote Mayor grants to the community.
- Develop, implement and monitor a strategy to manage sustainable volunteers to assist with longer term recovery.

## Economic

- Liaise with state and local agencies (including Department of Agriculture and Fisheries (DAF), and Queensland Fire and Emergency Services (QFES), Department of Employment, Small Business and Training (DESBT) and Department of Innovation and Tourism Industry Development (DITID) and landholders to assess economic impact of the event.
- Liaise with state and local agencies and service providers to obtain emergency stockfeed/fodder drops to impacted primary producers.
- Liaise with DAF to request DRFA funding for primary producers.
- Assist businesses and industry to identify and access information on funds, grants, and loans available from government and other entities.
- Ensure barriers to logistical issues (including transportation and storage) are reduced.
- Work with small businesses, fishing and aquaculture industries, primary producers, tourism, retail and food service providers, and relevant agencies to develop business / industry recovery implementation plans.
- Engage with local community groups and impacted businesses.
- Stimulate tourism through identification and promotion of funding opportunities to impacted businesses.
- Stimulate tourism through the development and promotion of a tourism campaign.
- Enact the Rocklea resilience plan.

## Environment

- Obtain and provide advice to assist community members and responders about environmental health hazards (including water quality, disposing of food waste, and disposing of vegetation etc.).
- Obtain and provide biosecurity advice and safety measures for prevention of spread of weed sand pests from vehicles entering properties for recovery works.
- Implement and monitor mosquito fogging program
- Inspect and remove green waste along riverine environment.
- Reopen parks across the LGA.
- Continue water quality monitoring and reporting
- Continue soil quality monitoring and report at the AFL and soccer playing fields on Cansdale Street, Fairfield.
- Erect signage regarding water quality.
- Immediate reconnection of power to Council assets including shelters, park lights and electric BBQs along the Brisbane River catchment area.

- Immediate reconnection of power to residences and businesses.
- Reconnection of power to Mount Crosby and Fairfield Waste Water Treatment plants.
- Restore / retain / maintain areas for erosion control purposes on public land as required.
- Coordinate community education opportunities to ensure residents have access to accurate and appropriate information including the safe removal and disposal of asbestos.
- Rescue and/or disposal of native fauna and marine life.
- In partnership with wildlife carers, support impacted animals.
- Engage with relevant stakeholders regarding animal welfare issues.
- Engage with Department of Environment and Science (DES) regarding correct processes for removal of livestock carcasses.
- Develop, implement and monitor carcass disposal plan to reduce public health risk.
- Engage with Urban Utility to provide water to community members unable to access clean drinking water.

Develop a strategy to restore the impacted environment and wildlife habitats.

## Building

- Undertake damage assessments across impacted areas.
- Prioritise inspection, repair and re-opening of Goodna Train Station.
- Prioritise inspection, repair and re-opening of Mount Crosby and Fairfield Wastewater Treatment Plants.
- Prioritise inspection, repair and re-opening of Rocklea, Sherwood and Jindalee State Schools.
- Repair and/or replace damaged council owned assets.
- Undertake counter disaster operations to clean up driveways to enable residents to access their properties.

## Roads and transport

- Undertake damage assessments across impacted areas.
- Liaise with QRA RLO regarding DRFA activation.
- Commence immediate emergent works on Butterfield Road, Herston.
- Inspect, repair and/or replace damaged train line from Moorooka to Yeronga (Beenleigh line) and to the Corinda-Yeerongpilly railway line.
- Inspect, repair and/or replace damaged road furniture.
- Inspect and re-open local and state roads and local streets.
- Liaise with Brisbane Metropolitan Traffic Incident Management Services (BMTMC) to divert traffic until road works are completed.
- Recommence City Cat services in the Brisbane River.
- Inspect, repair and/or replace road pavement, culvert and drainage infrastructure across impacted areas.
- Replace train services with bus services.
- Work with Translink on alternative bus routes and develop a community engagement strategy to ensure reliable messaging is provide the community on bus route changes