



JULY 2012

MONTHLY REPORT

**Queensland Reconstruction
Authority**

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Message from the Chief Executive Officer

Major General Richard Wilson
Chairman
Queensland Reconstruction Authority

Dear Major General Wilson

It is with pleasure that I present the July 2012 Monthly Report – the seventeenth report to the Board of the Queensland Reconstruction Authority (the Authority).

The Authority was established under the *Queensland Reconstruction Authority Act 2011* following the unprecedented natural disasters which struck Queensland over the summer months of 2010-11. The Authority is charged with managing and coordinating the Government's program of infrastructure renewal and recovery within disaster-affected communities, and the Authority's role will focus on working with our state and local government partners to deliver best practice expenditure of public reconstruction funds.

The Authority also monitors progress across the established lines of reconstruction and provides the required resourcing and support to maintain the momentum of reconstruction.

- The Pipeline of works now includes all events actively managed by the Authority (2009 to 2012) with an estimated program value of \$12.2 billion. Previous versions of the pipeline were based on 2010/11 events only (\$7.5 billion estimate). The State-wide Reconciliation indicates that:
 - \$4.09 billion of works is in 'Works Delivered';
 - \$3.38 billion of works is in 'Tender Awarded or Under Construction';
 - \$451.6 million of works is in 'Tender Under Consideration'; and
 - there is approximately \$944 million of 'Near Term' works.
- Of the 7,803 kilometres of State controlled roads damaged during the flood and cyclones of 2010-11, 1,699 kilometres had been reconstructed, with a further 2,716 kilometres under construction at 29 June 2012.
- Currently, the impact of the 2011-12 natural disaster events across Queensland is:
 - 65 Local Government Areas (LGAs) were disaster affected for Natural Disaster Relief and Recovery Arrangements (NDRRA);
 - approximately 1,400 residential properties impacted;
 - 135 Government buildings were impacted, with 103 now repaired;
 - 10,890kms of the State road network was affected with 8,609 kms now open or open with caution; and
 - 4,180kms (58%) of Queensland Rail network was affected with all now recovered.
- At 30 June 2012, progress since the impact of both natural disaster event periods for 2010-11 and 2011-12 across Queensland is:
 - Over 73,658 Personal Hardship Assistance Scheme (PHAS) claims have been granted, amounting to \$47.21 million paid;
 - Of the 418 schools affected, all are now fully repaired and operating from original location;
 - Approximately 489,000 homes and businesses lost power, with only 164 still to be restored;
 - 184 national parks were affected, with only seven (7) remaining fully closed as a result of the 2011-12 events;
 - All streamflow gauging stations affected by both events are now operational;
 - Damaged water supply and sewerage schemes are now operational with only seven (7) water supply schemes and nine (9) impacted sewerage treatment plants requiring permanent repairs;
 - Of the 138,343 insurance claims made as a result of both events, a total of \$2,810 million has been paid with an estimated reserve value of \$3,904 million;
 - NDRRA claims of 16,094 were granted to small business and primary producers with \$318 million paid - small business being granted 5,738 claims with a value of \$83 million and 10,310 claims worth \$218.5 million were for primary producers; and
 - \$5.73 million in assistance has been paid to charities and non-profit groups.

I commend the report to you and recommend its release to the Minister and the public pursuant to Section 41 of the *Queensland Reconstruction Authority Act 2011*.

Yours sincerely



Graeme Newton
Chief Executive Officer
Queensland Reconstruction Authority

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Section one: Framing the challenge

Operation Queensland, led by the Queensland Reconstruction Authority, is the State Plan that articulates Queensland's reconstruction strategy and the framework for recovery from natural disaster events since 2010/2011.

1.0 Framing the Challenge

Between November 2010 and April 2011, Queensland was struck by a series of natural disasters. Extensive flooding caused by periods of extremely heavy rainfall, destruction caused by a number of storm cells including Cyclones Tasha, Anthony and Yasi, and subsequent monsoonal flooding including in the Maranoa, have resulted in all of Queensland being declared as disaster affected.

In response to the disaster events the Queensland Government established the Queensland Reconstruction Authority (the Authority), pursuant to the Queensland Reconstruction Authority Act 2011. **The Authority's mission is to reconnect, rebuild and improve Queensland communities and its economy.**

The Authority's role has now been extended to cover historical and continuing disaster events in Queensland. The natural disaster events that led to the creation of the Authority, and the events that the Authority has since been charged with managing are summarised on the following page.

1.1 Operation Queenslander

The activities of the Authority will occur under the auspices of a comprehensive and integrated State Community, Economic and Environmental Recovery and Reconstruction Plan, also known as **Operation Queenslander** (the State Plan or Plan). This Plan outlines a roadmap, based on six lines of reconstruction, that provides strategic level guidance to reinforce the recovery work that has already begun and sets the framework for rebuilding a more resilient Queensland.

The Authority is responsible for providing central coordination, control, funding and reporting across these activities. Responsibility for delivery will be decentralised across responsible agencies aligned with the six lines of reconstruction.

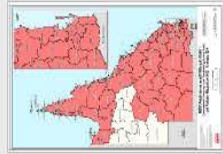
The Lines of Reconstruction will continue to evaluate the key tasks for the natural disasters managed by the Authority, whilst concurrently responding to current and emerging events designated to be managed by the Authority.

The six lines of reconstruction and the Department or Agency with primary responsibility for each are outlined below.

Line of Reconstruction	Primary Responsibility
Human and Social - to restore and strengthen local human services and community capacity through provision of direct assistance individuals and communities, and supporting communities to drive and participate in their own recovery	Department of Communities, Child Safety and Disability Services (DCCSDS)
Economic - to set the conditions to facilitate the rapid restoration of a competitive, sustainable Queensland economy	Department of State Development, Infrastructure and Planning (DSDIP)
Environment - to recover and conserve disaster-affected terrestrial and marine natural resources and ensure that reconstruction activities do not cause environmental harm	Department of Environment and Heritage Protection (DEHP)
Building Recovery - to lead and coordinate the planning and implementation of all statewide building reconstruction functions	Department of Housing and Public Works (DH&PW)
Roads and Transport - to manage the recovery and reconstruction of Queensland's integrated transport environment in order to reconnect Queensland communities and economies	Department of Transport and Main Roads (DTMR)
Community Liaison and Communication - to gain and maintain the confidence of Queenslanders in the reconstruction effort, by providing a regular and consistent source of coordinated public information	Department of the Premier and Cabinet (DPC)

2010/2011 events managed by the Authority

2011/2012 events managed by the Authority



Old flooding TC Anthony V30 - November 2010 - February 2011



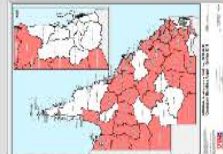
Severe Tropical Cyclone Yasi V22 - 2 February 2011 - March 2011



Qld Monsoonal Flooding V6 - 28 February 2011 - March 2011



South West Flooding V3 - April 2011



Queensland Bushfires V5 - August - October 2011



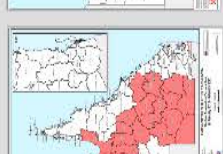
Localised Heavy Rainfall Northern Queensland V1 - October 2011



Southern Queensland Flooding V3 - November - December 2011



South East Queensland Heavy Rainfall and flooding V2 - 23-26 January 2012



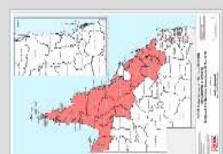
Western Queensland Tropical Low V12 - 27 January - February 2012



Far-Northern Queensland Tropical Low V4 - 3-4 February 2012



North Coast Storms and flooding V7 - 24 February - 7 March 2012



Northern & Far Northern Queensland Heavy Rainfall & Flooding V10 - 15 March 2012



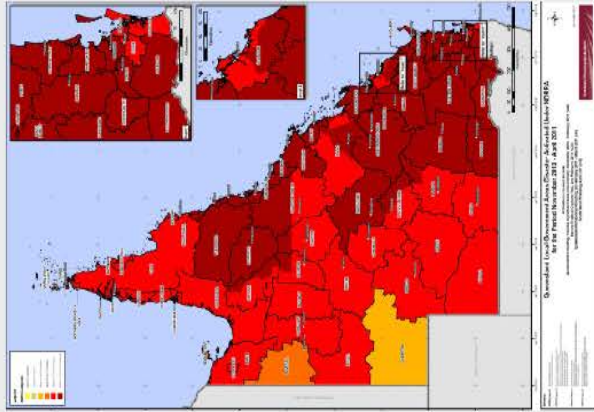
East Coast Low V2 - 22 March 2012

Nov Dec Jan Feb Mar Apr May June July Aug Sept Oct Nov Dec Jan Feb Mar Apr May June

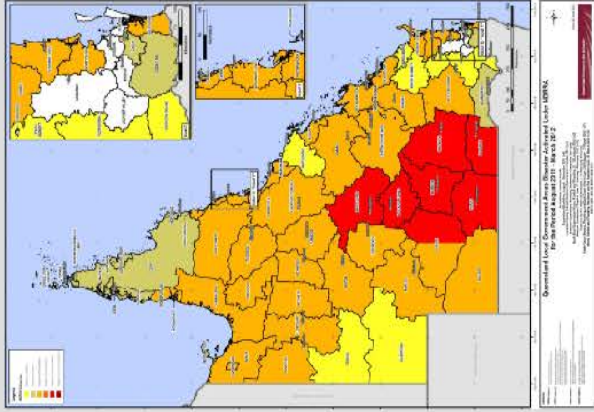
2010

2011

2012



2010-2011 events managed by the Authority (at May 2012)



2011-2012 events managed by the Authority (at 30 June 2012)

1.2 Events managed by the Authority

2011-2012 natural disaster events managed by the Authority:

- Queensland Bushfires, August to October 2011
- Localised Heavy Rainfall Northern Queensland, October 2011
- Southern Queensland Flooding, November to December 2011
- South East Queensland Heavy Rainfall and flooding, 23-26 January 2012
- Western Queensland Tropical Low, 27 January to February 2012
- Far Northern Queensland Tropical Low, 3-4 February 2012
- North Coast Queensland Storms and flooding and East Coast Hybrid Low, 24 February - 7 March 2012
- Northern and Far Northern Queensland Heavy Rainfall & flooding, 15 March 2012
- East Coast Low, 22 March 2012

2010-2011 natural disaster events managed by the Authority:

- Queensland Flooding and Tropical Cyclones Tasha and Anthony, November 2010 to February 2011
- Severe Tropical Cyclone Yasi on 2 February 2011
- Queensland Monsoonal Flooding Event on 28 February 2011,
- South West Flooding, April 2011.

Pre 2010-2011 events managed by the Authority:

- South East and North Coast Queensland East Coast Low, August 2007
- Central and Southern Queensland storms, October 2007
- South West Queensland storms and flooding, 23-30 November 2007
- Central Western Queensland storms and flooding, December 2007
- South East Queensland East Coast Low, December 2007 - January 2008
- Queensland Monsoonal flooding, January 2008
- Queensland Monsoonal flooding, February - March 2008
- South East and Western Queensland storms and flooding, 3-8 February 2008
- South East Queensland storms, 29 May - 2 June 2008
- South West Queensland flooding, June 2008
- Queensland storms and associated flooding, 16-22 November 2008
- Baralaba storms, 7 December 2008
- Queensland Monsoonal flooding and Tropical Cyclone Charlotte and Ellie, January - February 2009
- Tara storms, 15 February 2009
- Tropical Cyclone Hamish, 5-11 March 2009
- Sunshine Coast, Gympie and Fraser Coast flooding, April 2009
- South East Queensland Low, May 2009
- Queensland Bushfires, September – October 2009
- South West Flooding, 20 – 25 November 2009
- Northern, Central and South West Queensland Flooding, 22 December 2009 to 8 January 2010
- Queensland Monsoonal Flooding and Tropical Cyclones Olga, Neville, Ului and Paul, January to April 2010
- 2010 South East Queensland Flooding, 9-12 October 2010
- South West Queensland Low and Associated Flooding, September 2010



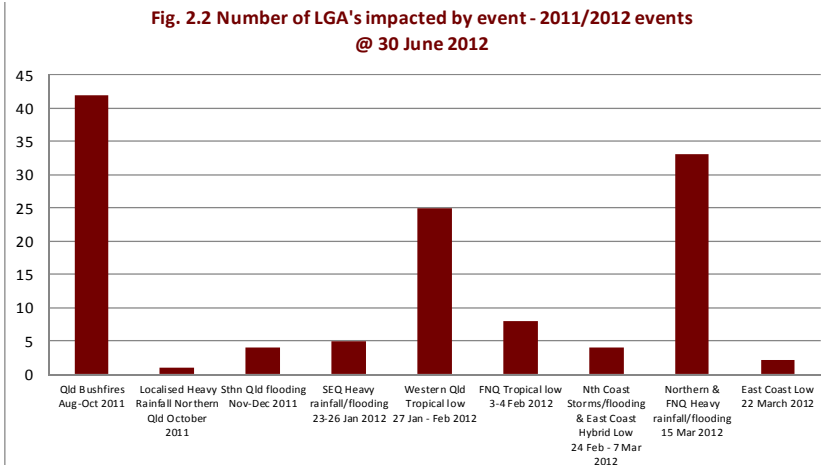
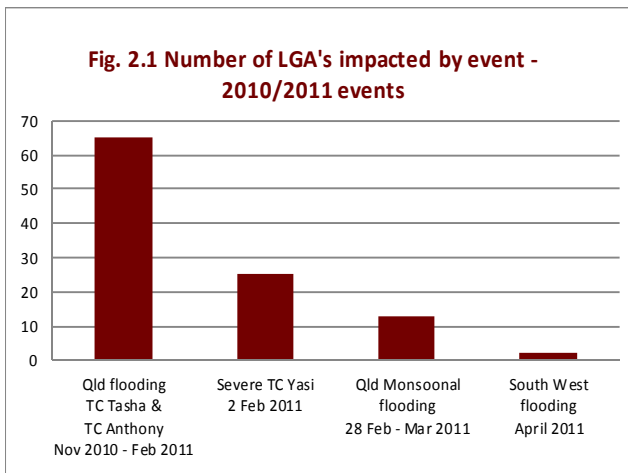
Section two:
State of the State - Progress Snapshot

2.1 Current Status

During the period 1 July 2011 to 30 June 2012, there were a total of nine activations for Commonwealth and State Natural Disaster Relief and Recovery Arrangements (NDRRA), involving 65 of Queensland's 73 Local Government Authorities (LGAs). At 30 June 2012, 65 of the 73 LGAs in Queensland remain activated, while eight (8) LGAs had not been affected during the disaster period.

During the 2010/2011 (November 2010 - 30 June 2011) disaster event period, there were four (4) events with 105 activations across Queensland's 73 LGAs. *See Figure 2.1*

Currently, in the 2011/2012 (1 July 2011 - 30 June 2012) disaster event period, there have been nine (9) events with 124 activations across 65 affected LGA's. *See Figure 2.2.*



Scale of Impact	2010/2011 Events	2011/2012 Events
LGA's disaster activated	73	65
Residential properties affected	136,000	1,400
State road network affected (kms)	20,610	10,890
State rail network affected (kms)	4,748	4,180
Schools affected	411	7
Other government buildings affected	4,381	135
Homes and businesses without power	480,000	9,000
National parks affected	162	22
Insurance - claims <i>(Source: ICA 28 March 2012)</i>	131,935	6,408
Insurance - Estimated reserve value	\$3,780m	\$124.7m



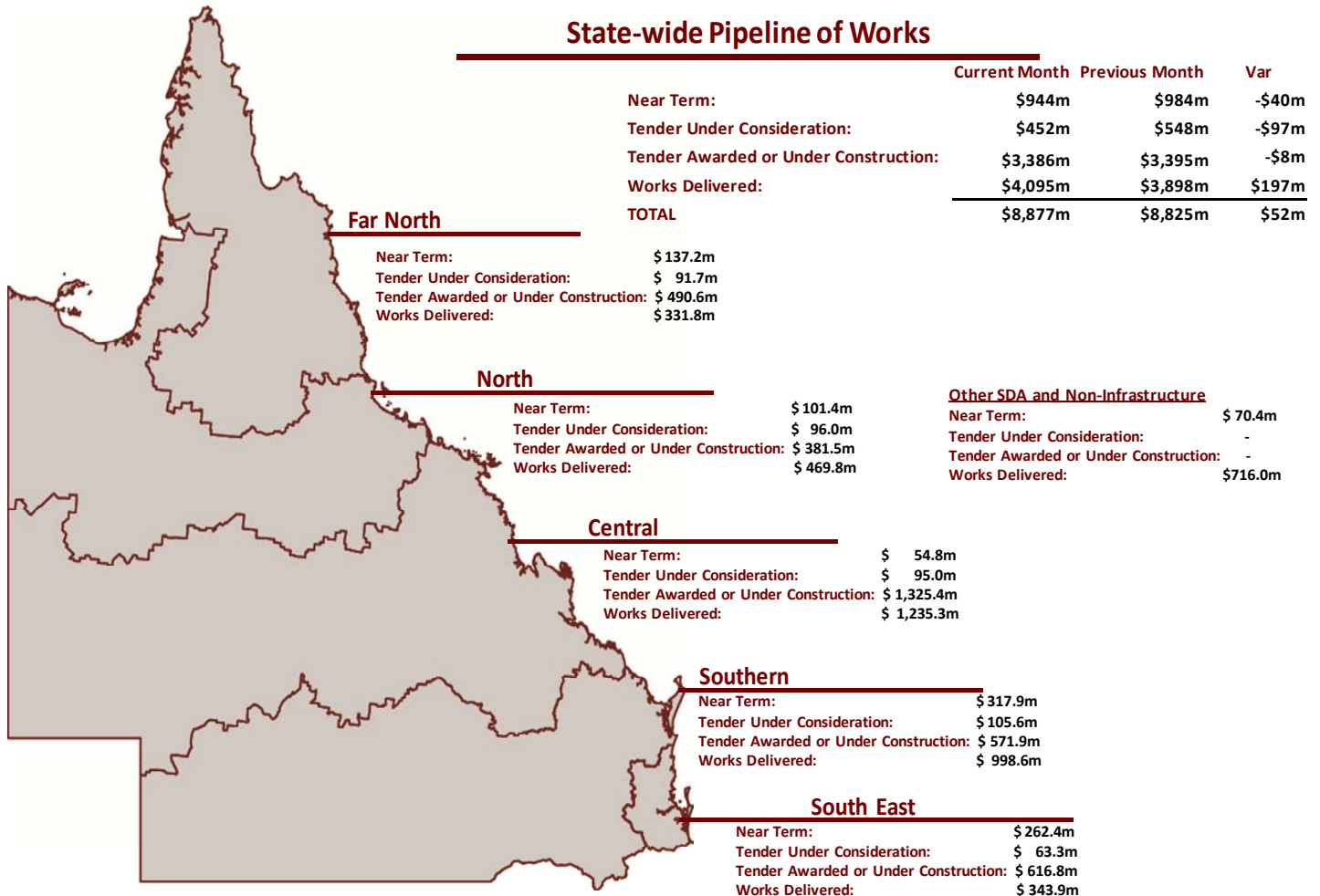
Section three:
State of the State - Pipeline of Works

3.1 State-wide Pipeline of Works

The Pipeline of works includes all events actively managed by the Authority (2009 to 2012) with an estimated program value of \$12.2 billion. Previous versions of the pipeline were based on 2010/11 events only (\$7.5 billion estimate).

The State-wide reconciliation indicates that:

- \$4.09 billion of works is in 'Works Delivered';
- \$3.38 billion of works is in 'Tender Awarded or Under Construction';
- \$451.6 million of works is in 'Tender Under Consideration'; and
- there is approximately \$944 million of 'Near Term' works.



1. The pipeline now represents all open 2009-2012 events with a cumulative value of \$12.2 billion. Previous versions of the pipeline only included the 2010/11 program of \$7.5 billion.
2. Additional works may have been conducted but are yet to be reported to the Authority
3. Other SDA and non-infrastructure encompasses SDAs other than DTMR and non-infrastructure NDRRA grants received by the Authority.

Pipeline of Works - Program Stage Description

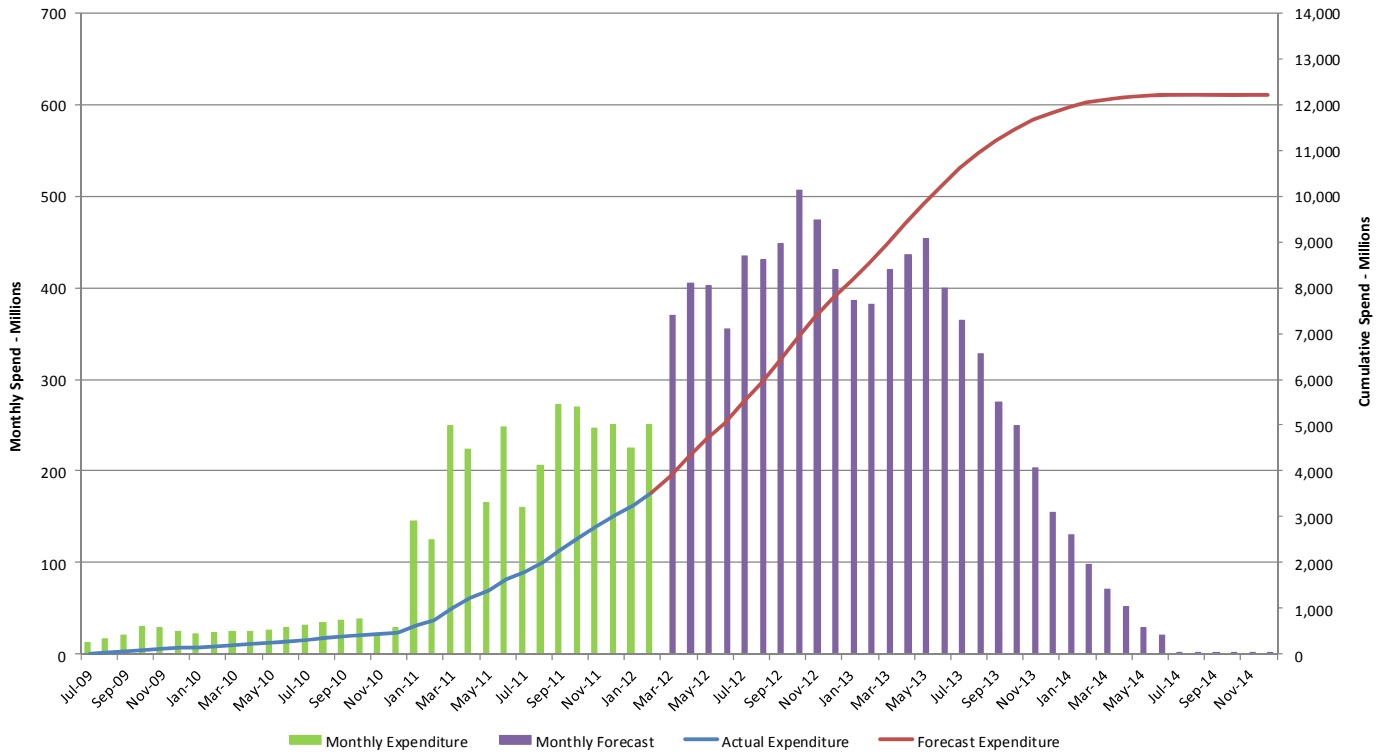
	DTMR	LGA
Near Term	Packages being prepared for tender	Applications for packages which are currently under assessment by the Authority or are awaiting additional information from the LGA
Tender Under consideration	Packages in tender process	Applications for packages which have been approved by the Authority and are in the tender or contract process.
Tender Awarded / Under Construction	Packages assessed and tender awarded, and packages under construction	Applications for packages which have been approved by the Authority and have a tender awarded or are under construction.
Works Delivered	Expenditure on packages in delivery or completed.	Expenditure on packages in delivery or completed.

3.2 Program of works

Combined Program of Works (Updated Quarterly)

The figure below represents the monthly expenditure and estimated costs for all events managed by the Authority.

Figure 3.2 Combined Program of Works



Source: the Authority: March 2012 Quarterly Review

Timing

The focus of the reconstruction effort is now shifting from approving submissions to ensuring project delivery, with the bulk of reconstruction work occurring over the next 18 months.



Mar-11	Jun-11	Sep-11	Dec-11	Mar-12	Jun-12	Sep-12	Dec-12	Mar-13	Jun-13	Sep-13	Dec-13	Mar-14	Jun-14
Establishment & Mobilisation													
QRA mobilisation													
Submission Preparation 2010/11						2011/12							
Assessment and approval						2011/12							
Project Delivery													
Progress payments - program monitoring and reporting													
Project Completion													
Acquittal and close out													

Source: the Authority at May 2012

3.3 Media reports on progress

Media Monitors
Townsville Bulletin, Townsville QLD
26 Jun 2012, by Ann Anderson
General News, page 13 - 43x63 cm²
Regional - circulation 27,236 (MTWTFSS)
© 11/06/12

Cardwell's mend takes next step

By Ann Anderson



There will also be an up-grade to the three flyovers with the construction of a 1.5 kilometre bridge over the Cardwell River. The Queensland Reconstruction Authority will also be upgrading the road to a dual carriageway with a median strip. The project is expected to be completed by the end of 2013.

Fassifern Guardian, Boonah, p. 3 – 30 May 2012

Media Monitors Client Service
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General News, page 3 - 96.20 cm²
Regional - circulation 2,680 (-W-)
ID 148197950

Flood funds contract awarded for street and road repairs

LOCAL streets and roads are about to undergo long-awaited repairs.

Last week, the scenic Rim Regional Council awarded a contract to undertake works throughout the region to the value of nearly \$3 million to RDS Roadworks Pty.

The works, funded principally by the Queensland Reconstruction Authority, represent damage caused by floods during December 2010 and January 2011.

Council has also advised that up to \$600,000 from the residuals budget will also be allocated to the contract.

Portions of local streets and roads which will receive attention under the contract are:

- Boonah: Arthur Terrace, Elizabeth Terrace, Elliott Road, and Church, Dover, Ley, Macquarie, Alfred, Railway, George, Highway, and Park streets.
- Kalkri: Edward Street.
- Ararat: Carter Road and Phillip Street.
- Mt Afford: Mullholland Street.
- Rosedale: Rosalee Road.

In a press release issued by Council, Mayor John Brent said he anticipated that tenders for most of the remaining work will be called by the end of June.

Works are expected to be progressively undertaken and the majority of works completed by mid-2013.

Media Monitors
Gympie Times, Gympie QLD
26 Jun 2012, by Ann Anderson
General News, page 7 - 146.62 cm²
Regional - circulation 4,748 (MTWTFSS)
© 11/06/12

Reconstruction chief inspects progress after floods at Ammoroo

Muster bridge repairs

By Ann Anderson



Reconstruction chief inspects progress after floods at Ammoroo. The chief is seen inspecting the bridge repairs at Ammoroo.

Townsville Bulletin, Townsville, p. 13 - 28 Jun 2012

Gympie Times, p. 7 - 22 June 2012

Media Monitors
Townsville Bulletin, Townsville QLD
28 Jun 2012, by Anthony Tomblin
General News, page 9 - 146.62 cm²
Regional - circulation 27,236 (MTWTFSS)
© 11/06/12

Yasi repairs to speed up

By Anthony Tomblin



The government's changes to the Yasi road reconstruction project will allow for an up-grade to the three flyovers with the construction of a 1.5 kilometre bridge over the Cardwell River. The Queensland Reconstruction Authority will also be upgrading the road to a dual carriageway with a median strip. The project is expected to be completed by the end of 2013.

Media Monitors
Gympie Times, Gympie QLD
28 Jun 2012
General News, page 31 - 146.62 cm²
Regional - circulation 4,748 (-WTFSS-)
© 11/06/12

Gympie sporting clubs benefit from flood funding

FOURTEEN sports clubs in Gympie will share \$300,000 in Queensland Government funding to assist with flood and storm damage from earlier this year.

Member for Gympie David Gibson said the clubs would receive the funding under the Sport and Recreation Disaster Recovery Program.

Approved sporting includes:

- Cooloola BMX Club - \$2,118 to repair damaged tracks and facilities.
- Cooloola Coast Kart Club - \$19,000 to repair damaged safety traps, pits, car park area, walkways and shade shelters.
- Football Gympie Inc - \$11,794 to repair their clubhouse and replace equipment.
- Gympie Field Archers Association Inc - \$18,000 to repair damaged archery range and access road.
- Gympie Horse and Roden Association Inc - \$25,000 to repair damaged arena, office, fencing, access roads, and cattle yards to support equestrian sports at Gympie.
- Gympie Junior Cricket Association Inc - \$24,750 to repair damaged club facilities.
- Gympie Touch Association Inc - \$30,129 to repair playing fields.
- Kandanga Tennis Club Incorporated - \$22,800 to repair and subsoil drainage to support tennis at Kandanga.
- Kila Ora and Districts Poppy Club Inc - \$25,000 to replace damaged arena fence and equipment to support poppy club at Kila Ora.
- Sporting Shooters Association of Australia Tin Can Bay Branch Inc - \$23,575 to replace damaged fencing, signage and targets and repair damaged earth traps to support shooting at Ammoroo.
- One Mile Sports Association Inc - \$21,000 to repair damaged fields, electrical wiring and gas lines to support football, cricket and basketball at Gympie.
- Sporting Shooters Association of Australia Tin Can Bay Branch Inc - \$21,000 to repair damaged butt stop.

Continued assistance to communities will come in the form of a new \$10million Get in the Game initiative. The initiative aims to provide better equipment and help young people an opportunity to play sport when they might not otherwise be able to afford to participate.

Townsville Bulletin, p. 9 - 25 Jun 2012

Gympie Times, p. 31 - 28 June 2012

Media Monitors
Queensland Times, Ipswich QLD
25 Jun 2012
General News, page 7 - 101.61 cm²
Regional - circulation 8,855 (MTWTFSS)
© 11/06/12

Councils get nod to do disaster rebuilds

THE State Government has secured a new agreement with the Federal Government to give councils the option to use their own disaster reconstruction projects.

Deputy Premier Jeff Scrimgeour and the Queensland Reconstruction Authority have negotiated with the Commonwealth to reach the agreement, which was expected to deliver better value for money, more timely and useful results for communities.

"One of my first actions as minister responsible for reconstruction was to write to the Commonwealth and support the Reconstruction Authority's proposal to clear the way for councils to use their own labour to rebuild their communities," Mr Scrimgeour said.

"Many councils felt disadvantaged under existing National Disaster Relief and Recovery Arrangements (NDRRAs) guidelines, which did not allow them to claim the cost of their internal disaster recovery work, even in instances where it was the cheaper and faster option.

"This new agreement is clearly a commonsense move to demonstrate they could deliver projects more efficiently and cost-effectively using their own workers and the Queensland Reconstruction Authority would use its value for money checking process to ensure savings were delivered."

Media Monitors
Cairns Post, Cairns QLD
15 Jun 2012, by Nick Dalton
General News, page 5 - 202.12 cm²
Regional - circulation 10,375 (MTWTFSS)
© 11/06/12

Happy returns to Dunk

Cash boost for tourism

By Nick Dalton



Construction work is well advanced on the reconstruction of the Dunk road, which was damaged by floods in 2011. The road is expected to be completed by the end of 2013.

Media Monitors
Toowoomba Chronicle, Toowoomba QLD
11 Jun 2012
General News, page 3 - 130.61 cm²
Regional - circulation 21,034 (MTWTFSS)
© 11/06/12

Commitment to flood areas acknowledged

GOLD Coast police Inspector Mike McKay became a familiar face to many of the victims of last year's Lockyer Valley floods. He helped establish the Grimsbury Community Recovery Committee and spent time in the region helping flood-ravaged residents get back on their feet.

Inspector McKay is one of the officers from the Queensland Police Service who will be inducted into the Queensland Police Medal in recognition of their distinguished service during their careers.

His outstanding dedication and commitment over 20 years of service and exceptional contribution to the community for his efforts and the personal commitment he has made to the Queensland Reconstruction Authority, receiving significant acknowledgment from the community for his efforts and the support he provided.

He spent eight months with the Queensland Reconstruction Authority, receiving significant

Queensland Times, Ipswich, p. 7 - 25 June 2012

Cairns Post, p. 5 - 15 Jun 2012

Toowoomba Chronicle, p. 3 - 11 June 2012



Section four: State of the State - Progress by Line of Reconstruction

Operation Queensland is centred along six lines of reconstruction: Human and Social, Economic, Environment, Building Recovery, Roads and Transport and Community Liaison and Communication. *Operation Queensland* identifies key milestones against which reconstruction progress is measured. Each line of reconstruction sub-committee developed an Implementation Plan to support the achievement of each of these key milestones. This section reports the progress made across these lines of reconstruction and includes a summary of quantitative performance indicators.

4. Situational Report: Lines of Reconstruction

4.1 Human and Social

The objective of the human and social line of reconstruction is to assist individuals and communities to recover from the effects of the disasters.

Human and social		2010/2011 Events	2011/2012 Events	Current Status ¹
LGA's disaster activated	No. of LGAs affected	73	65	73
Educational facilities <i>(Source: DH&PW - 30 June 2012)</i>	Schools affected	411	7	418
	Schools fully repaired	411	7	418
Personal Hardship Assistance Scheme (PHAS) <i>(Source: DCCSDS - 27 June 2012)</i>	Amount paid (\$M)	\$44.17m	\$3.04m	\$47.21m
	Claims granted	67,756	5,902	73,658
Australian Government Disaster Recovery Payments (AGDRP) <i>(Source: Centrelink - 13 January 2012)</i>	Amount paid (\$M)	\$775.5m	-	\$776m
	Claims granted	673,480	-	673,480
Disaster Income Recovery Subsidies (DIRS) <i>(Source: Centrelink - 9 December 2011)</i>	Amount paid (\$M)	\$69.5m	-	\$70m
	Claims granted	59,129	-	59,129
Charities and Non-Profit Groups <i>(Source: QRAA - 28 June 2012)</i>	Amount paid (\$M)	\$4.64m	\$0.193m	\$4.83m

¹ Status indicates the current total impact on reported metrics for both disaster event periods.

The current state of activity:

Through the **Mental Health Disaster Recovery Package** (funded by the Commonwealth Government and Queensland Government through the NDRRA), community-based non-government organisations are available to assist disaster-affected individuals, carers, families and communities with emotional wellbeing and mental health support services. To date, organisations funded to deliver personalised support and group counselling in priority communities have reported 14,792 contacts for advice, information, and referral; provided 2,306 people with one or more individual counselling sessions; and held 2,168 group sessions with a total attendance of 18,022 people.

Though the NDRRA funded **Financial Counselling Program**, non-government organisations are available to assist disaster-affected individuals and families with financial counselling services. At end May 2012, organisations have provided a total of 24,039 hours of direct support to 20,908 people.

All services provided through Community Recovery Referral and Information Centres, including Grantham and Woolloongabba, have transitioned to alternative arrangements as at 29 June 2012.

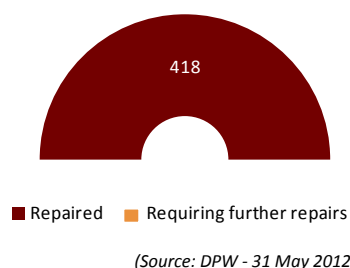
At 27 June 2012, 5,902 **Personal Hardship Assistance Scheme (PHAS)** claims had been granted amounting to \$3.04 million.

(Source: DCCSDS - 27 June 2012)

The **Premier's Disaster Relief Appeal** was re-activated to assist people affected by flooding in the Balonne, Central Highlands, Murweh and Maranoa local government areas in February 2012.

The Australian Red Cross administers the fund and decisions are made by a Distribution Committee with representatives from the Department of the Premier and Cabinet, Red Cross and Mission Australia. In total, \$4.69 million was donated and 528 applications have been received (applications closed on 4 May 2012). A first round of payments was made in April 2012 with \$2.602 million allocated. Payment of the second round has been completed and distribution of the remaining funds is underway.

Figure 4.1 Schools affected (2010/2011 & 2011/2012 events combined)



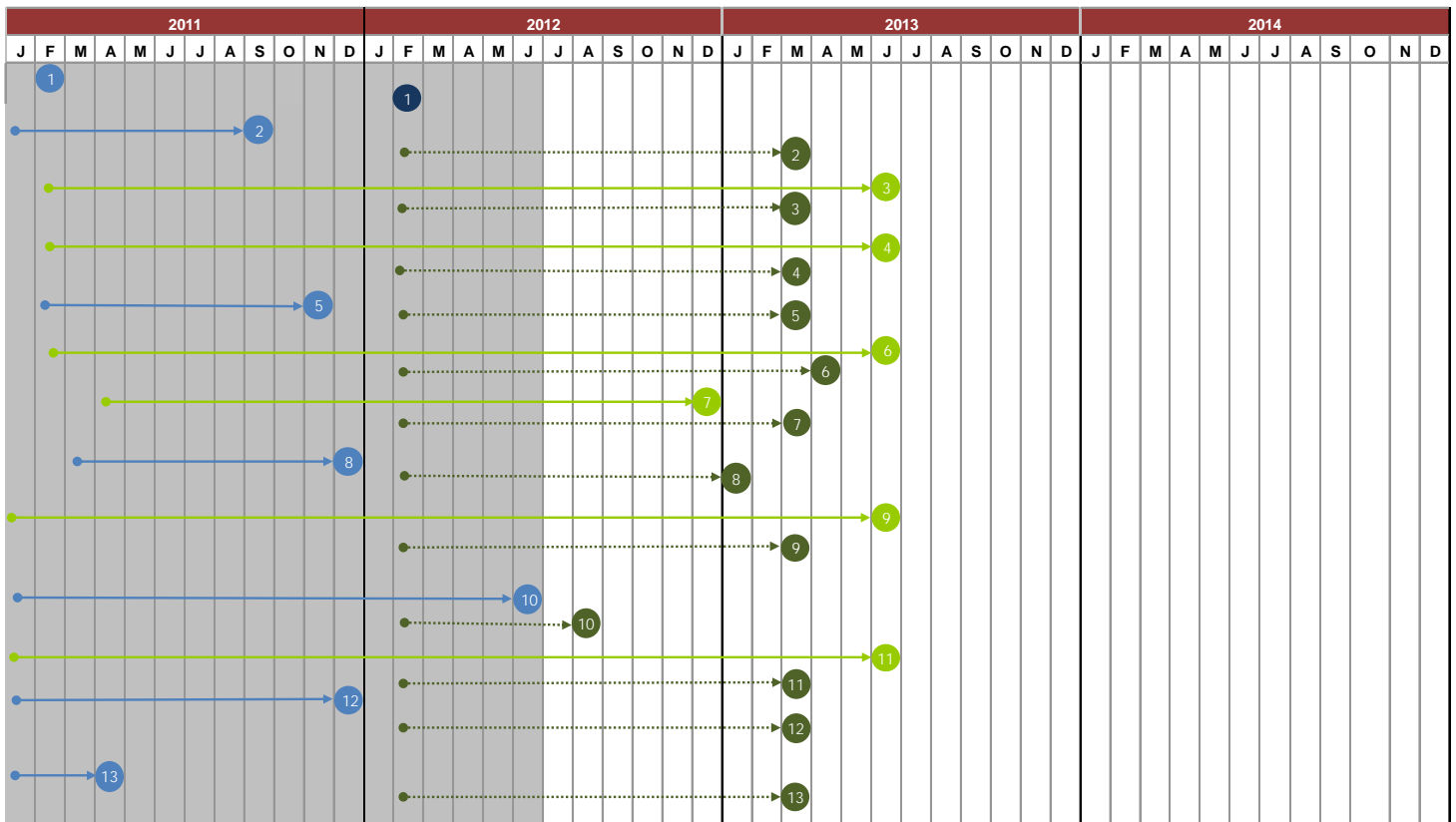
Of the seven (7) schools affected by the 2011-2012 events, all have been fully repaired and are operating from their original location. The three (3) schools affected by the 2010-2011 events are now fully repaired. The total number of schools affected for both events is 418 and are shown in **Figure 4.1**.

Human and Social - progress against Implementation Plan

The progression of key tasks against the Implementation Plan for the Human and Social Line of Reconstruction was updated during the annual review process for Operation Queensland Update 2011-2013. Key tasks that have been reactivated in response to the current and emerging natural disaster events of 27 January - February 2012 are indicated with dark green and dark blue markers.

2010/2011 events managed by the Authority - At 30 June 2012, seven key tasks have been completed including key task 10 and all remaining tasks are on track to be completed within the proposed timeframes.

2011/2012 events managed by the Authority - At 30 June 2012, one key task has been completed with all remaining reactivated activities on track to be completed within proposed timeframes.



- Light green markers indicate a key task that is progressing satisfactorily with a low level of risk that completion will not occur by the set timeframe
- Dark green markers indicate a key task or similar activity that has been reactivated as a result of current or emerging events
- Light blue markers indicate a key task that has been completed on or before planned schedule
- Dark blue markers indicate a reactivated key task that has been completed on or before planned schedule
- Orange markers indicate a key task that is progressing satisfactorily with a moderate level of risk that completion will not occur by the set timeframe
- Red markers indicate a key task that requires further attention to meet the proposed deadline
- Hollow markers indicate the timeframe by which a key task was previously expected to be completed
- Arrows indicate a key task is undertaken on an ongoing basis

2010/2011 events managed by the Authority

Key tasks:			
1	Restore and maintain critical health, social, education and community services	8	Transition local health, social, education and community services to normal
2	Activate and process emergency assistance payments, Natural Disaster Relief and Recovery Arrangements (NDRRA) grants and other relevant sources of relief	9	Connect displaced householders to housing assistance and support mechanisms
3	Provide public information and advice on community and public health issues	10	Establish, manage and monitor community recovery and coordination centres and outreach teams
4	Contribute to a reconstruction communication strategy to manage community expectation and inform communities	11	Provide additional services including counselling, personal support and specialised mental health services
5	In conjunction with Queensland Treasury, seek federal and state funding for additional costs associated with disaster related service delivery	12	Support and monitor coordination of volunteer effort
6	Provide community development support, including community engagement and capacity building activities	13	Develop subordinate implementation plans to achieve key tasks at project level
7	Support the development and implementation of both cross-cutting planning and local community, economic and environmental recovery and reconstruction plans		

2011/2012 events managed by the Authority (shown in dark green)

Key tasks:			
1	Restore and maintain critical health, social, education and community services	8	Transition local health, social, education and community services to normal
2	Activate and process emergency assistance payments, Natural Disaster Relief and Recovery Arrangements (NDRRA) grants and other relevant sources of relief	9	Connect displaced householders to housing assistance and support mechanisms
3	Provide public information and advice on community and public health issues	10	Establish, manage and monitor community recovery and coordination centres and outreach teams
4	Contribute to a reconstruction communication strategy to manage community expectation and inform communities	11	Provide additional services including counselling, personal support and specialised mental health services
5	In conjunction with Queensland Treasury, seek federal and state funding for additional costs associated with disaster related service delivery	12	Support and monitor coordination of volunteer effort
6	Provide community development support, including community engagement and capacity building activities	13	Develop subordinate implementation plans to achieve key tasks at project level
7	Support the development and implementation of both cross-cutting planning and local community, economic and environmental recovery and reconstruction plans		

Human and Social Line of Reconstruction Case example

'Community Flood Recovery High Tea' – Connecting flood recovery groups across Ipswich



Community Flood Recovery High Tea Ipswich, June 2012

*"Alone we can do little;
together we can do so much."*

~ Helen Keller

www.photovisi.com

Above: Promotional flyer for the Community Flood Recovery High Tea held in Ipswich

The Ipswich City Council hosted a 'Community Flood Recovery High Tea' on 22 June 2012 to give local community recovery groups an opportunity to share their experiences and network with others. Fifty residents of Ipswich and surrounding areas, including the Lockyer Valley, Somerset and Brisbane, attended the event.

Each attendee received afternoon tea, a show bag and tickets for lucky door prizes, drawn by Councillor Victor Attwood (Ipswich City Council Deputy Mayor) and Councillor Andrew Antonioli.

It was reported that "the chatter was constant, and the laughter abundant, as they shared good (and bad) stories of their experiences throughout the afternoon". Many of the attendees from outside of Ipswich have been inspired to take away information to continue their own support groups.

The afternoon tea was funded by the Community Development and Engagement Initiative under the Natural Disaster Relief and Recovery Arrangements (jointly funded by the Commonwealth and State governments), with donations also being made by Ozcare - a local organisation involved in the recovery efforts.

Ipswich City Council is hoping to hold another high tea event in the spring that will be focus on reconnecting communities and supporting different groups' recovery and resilience.

(Story courtesy Dept. Communities, Child Safety and Disability Services)

4.2 Economic

The economic line of reconstruction focuses on returning businesses back to operation and growing these businesses and improving economic conditions overall across the State.

Economic		2010/2011 Events	2011/2012 Events		
NDRRA Small business grants & loans <i>(Source: QRAA - 28 June 2012)</i>	Amount paid (\$M)	\$92.28m	\$0.81m		
	Claims granted	5,648	90		
NDRRA Primary producers grants & loans <i>(Source: QRAA - 28 June 2012)</i>	Amount paid (\$M)	\$214m	\$4.46m		
	Claims granted	9,800	510		
Coal exports <i>(Source: DSDIP - 31 May 2012)</i>	May-11	11.9 Mt			
	May-12	13.8 Mt			
	Total for 2010-11	162.6Mt			
	Forecast Total for 2011-12	165.5 Mt			
Primary Industry Estimate of Gross Value of Production (GVP) <i>(Source: DSDIP - Prospects update March 2012)</i>	Annual forecasts at	2009/10	2010/11	Sep-11	Mar-12
	Grain sorghum	\$155m	\$320m	\$313m	\$291m
	Cotton (raw)	\$355m	\$660m	\$872m	\$930m
	Fruit & vegetable	\$2,208m	\$2,146m	\$2,365m	\$2,362m
	Sugarcane	\$1,425m	\$940m	\$1,218m	\$1,150m
Employment - Full-time labour force <i>(Source: ABS - 31 May 2012)</i>	May-11 ('000)	2,333			
	May-12 ('000)	2,343			

GVP is an estimate of production based on data forecasts received from industry representatives, statistical information, weather forecasts and market conditions including price. Initial forecasts for the current financial year are published in September. These forecasts are then reviewed during the year and adjusted in March.

The current state of activity:

- On 20 June 2012 Natural Disaster Relief and Recovery Arrangements (NDRRA) Category C assistance for those affected by the 2011 floods, Cyclone Yasi and the 2012 flooding in South West Queensland, was extended to 31 October 2012 due to wet conditions over 2011-12 further delaying work. NDRAA Category B and D assistance programs ended on 30 June 2012.
- At 28 June 2012, the NDRRA program (jointly funded by the Commonwealth and State governments) had approved assistance to 16,094 small businesses and primary producers, to a maximum value of \$318 million.

Western Queensland Tropical Low, 27 Jan-Feb 2012:

NDRRA Category B and Category C assistance has been activated in Balonne, Barcaldine, Blackall-Tambo, Maranoa, Murweh, Paroo and Quilpie (specified area) Shires.

At 28 June 2012, Category B Loans approved:

- \$0.25 million to 1 small business
- \$0.03 million to 1 primary producer

At 28 June 2012, Category C recovery grants approved:

- \$4.65 million to 514 primary producers
- \$0.83 million to 90 small businesses
- \$0.23 million to 27 not for profit organisations
- On 15 February 2012, the Flood and Cyclone Recovery Business program was reactivated to assist businesses that have been directly and indirectly affected by the Western Queensland Tropical Low event. At 26 June 2012, nine businesses employing 50 staff have been approved into the program.

4.2 Economic (Continued)

Heavy rainfall and Flooding, Northern and Far Northern Queensland, 15 March 2012:

NDRRA Category B assistance (Concessional loans) was activated and made available in Townsville City Council on 21 March 2012.

The majority of businesses affected are back to normal.

A small business disaster planning and recovery package is being developed for distribution to businesses affected by the Townsville severe storm event. The package will be an electronic interactive document that combines existing agency support. The package is being developed with the support of Ergon Energy, Telstra, the Queensland and Federal Governments and CCIQ. The package will be launched in July 2012.

North Coast Storms and Flooding and East Coast Hybrid Low, 24 February - 7 March 2012:

NDRRA Category B assistance (Concessional loans) has been activated and available in Sunshine Coast and Gympie Regional Councils. Only one application has been received for NDRRA assistance and is currently being assessed.

The majority of businesses affected are back to normal.

Statewide Status

Mining - In 2011-12, year-to-date coal exports to 31 May 2012 totalled 151.23Mt (2.3% higher than that achieved in the same period in 2010-11).

In May 2012, exports totalled 13.76Mt (a 9.7% increase on April 2012 and 15.3% above the flood affected result achieved in May 2011).

Overall, coal demand remains weak and prices, having been in decline during 2011-12, appear to be in the process of finding a floor. The latest Quarterly Hard Coking Coal Price (Jul - Sept 2012) has settled at US\$225/t, a 7% increase on the previous quarter, mainly due to tighter supplies as a result of ongoing industrial action at BHP-Billiton Mitsubishi Alliance mines.

The current forecast for 2011-12 Queensland coal exports is 165.5Mt, a 1.75% increase on 2010-11.

(Source: DSDIP 7 June 2012)

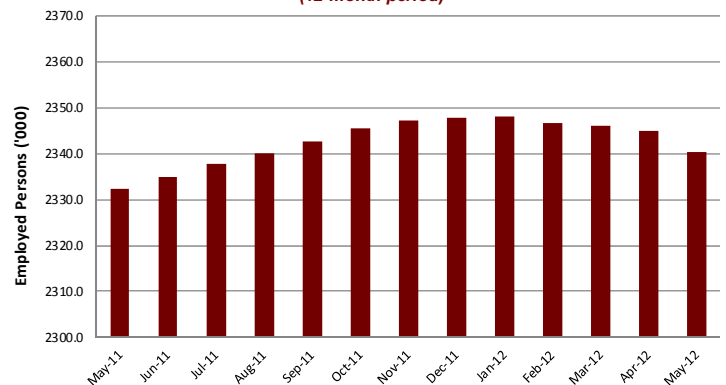
Employment - Queensland's trend employment fell for the fifth consecutive month, down 0.01% in May 2012. Trend employment in Queensland grew 10,700 persons (0.5%) over the year.

With global economic conditions continuing to weigh on business sentiment, any employment growth in Queensland will likely be subdued over the near-term, as also suggested by recent weakness in forward indicators. **See Figure 4.2.1**

Employment growth in Australia was 0.1% for the month in trend terms. (ABS, cat no. 6202).

(Source: DSDIP June 2012)

Figure 4.2.1: Queensland Employment Numbers ('000)
(12 month period)



(Source: ABS 7 June 2012)

Agriculture - Next update will be provided after the release of the main edition of 'Prospects' in September 2012 which contains initial forecasts for agriculture production for the financial year.

Grain Sorghum

An 11 per cent fall in sorghum price per tonne coupled with a 12% fall in production, mainly from a significantly smaller than expected central Queensland crop, has caused the sorghum GVP to fall below the previous September forecast.

Cotton

Before the February floods, Queensland's cotton crop was expected to be one of the best on record, significantly greater than the initial September forecast of \$872 million. However, while the GVP is expected to be higher than the September forecast, some of the anticipated increased production is expected to be lost due to the flooding in the St George – Dirranbandi and Central Highlands regions. Up to 6,000 hectares of irrigated crop has been lost in the St George area and there has been some slight downgrading in the Central Highlands crop yields.

4.2 Economic (Continued)

Fruit and Vegetable

Whilst the forecast total fruit and vegetable production in 2011-12 remains stable since the September estimate, a number of crops have been affected by weather.

Macadamia production in 2011 was lower than initial forecasts, with the wet and overcast summer leading to reduced nut development and heavy husk spot damage. This reduced yields and quality. In 2012, yields are expected to recover as weather conditions improve.

Similarly, initial forecasts for Murcott Mandarin production were not achieved, largely due to the wet weather, which led to an increase in fungal diseases. Production for this variety was 20% below initial estimates, leading to a downgraded forecast for 2011-12.

Sugarcane

The high percentage of standover cane significantly affected sugarcane yields for the 2011 sugarcane crop, with the industry experiencing a second successive year below 28 million tonnes. Queensland's sugarcane crop was reduced from an expected 28 million tonnes to 26.35 million tonnes. Reduced sugarcane production yields due to back-to-back years of poor weather have had, and will continue to have, a material impact on sugarcane volume.

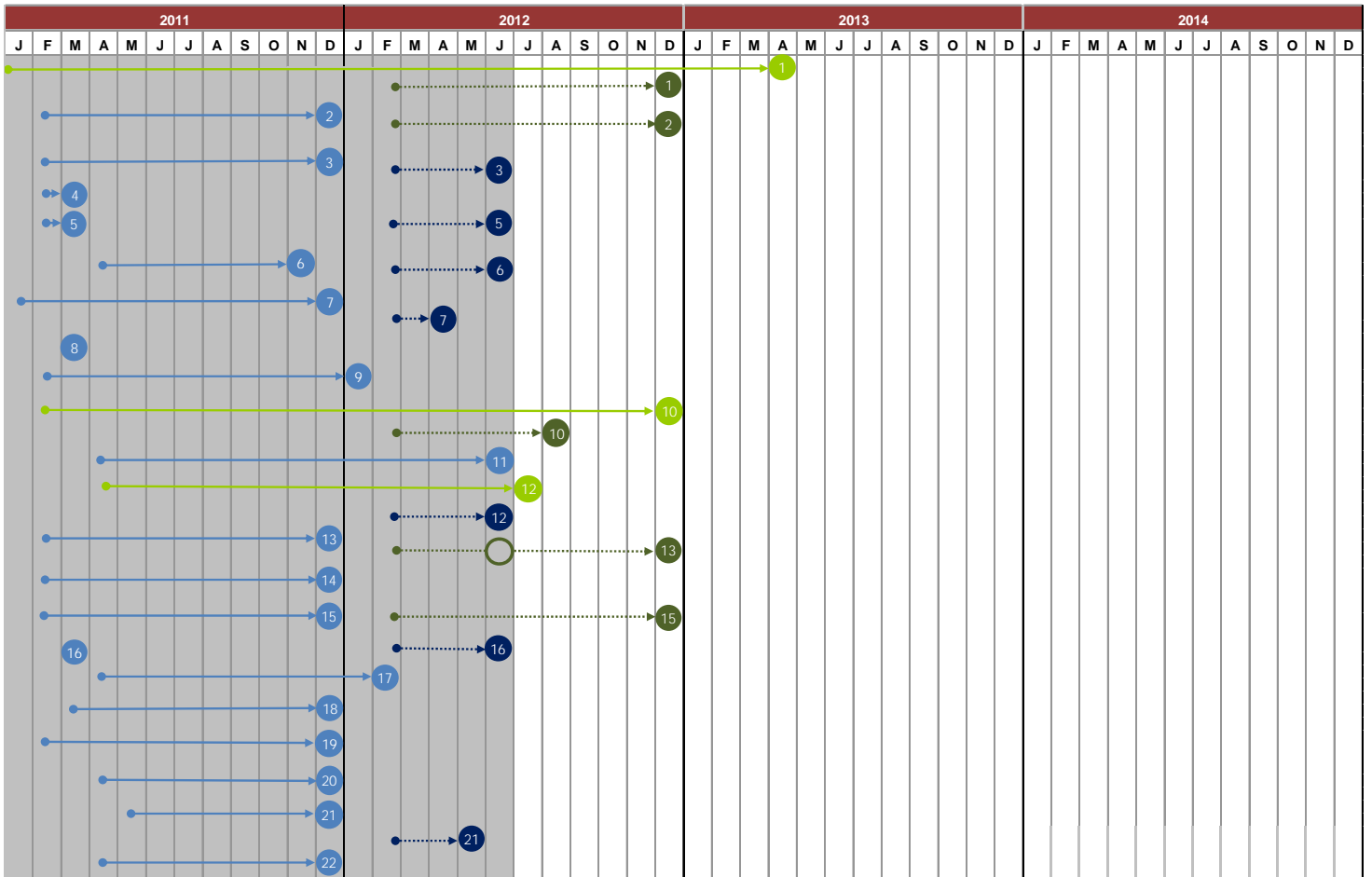
Sugar prices have also slightly dipped compared to those forecast in September 2011. Queensland Sugar Limited's 2011 indicative seasonal pool price was \$495 to \$525 on 13 February 2012, against the \$495 to \$560 expected on 1 September 2011.

Economic - progress against Implementation Plan

The progression of key tasks against the Implementation Plan for the Economic Line of Reconstruction was updated during the annual review process for Operation Queensland Update 2011-2013. Key tasks that have been reactivated in response to the current and emerging natural disaster events of 27 January-February 2012 are indicated with dark green and dark blue markers.

2010/2011 events managed by the Authority - At 28 June 2012, key task 11 is now complete, with 19 key tasks now completed and the remaining 3 key tasks still on track for completion at the estimated timeframes.

2011/2012 events managed by the Authority - At 28 June 2012, key tasks 3, 5, 6, 12 and 16 are now complete. The Flood and Cyclone Recovery Business Program in key task 13 was due to close on 30 June 2012 however, existing engagements and reporting will continue until all engagements are finalised. All remaining key tasks are on track for completion by the estimated timeframes.



- 1 Light green markers indicate a key task that is progressing satisfactorily with a low level of risk that completion will not occur by the set timeframe
- 1 Dark green markers indicate a key task or similar activity that has been reactivated as a result of current or emerging events
- 1 Light blue markers indicate a key task that has been completed on or before planned schedule
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- 1 Orange markers indicate a key task that is progressing satisfactorily with a moderate level of risk that completion will not occur by the set timeframe
- 1 Red markers indicate a key task that requires further attention to meet the proposed deadline
- Hollow markers indicate the timeframe by which a key task was previously expected to be completed
- Arrows indicate a key task is undertaken on an ongoing basis

2010/2011 events managed by the Authority

Key tasks:			
1	Rapid restoration of a competitive and sustainable Queensland economy	12	Produce 'Jobs and Skills' package to support community recovery and the retention of workers and help address long term skills needs
2	Contribute to the Authority's prioritisation of reconstruction projects	13	Expand the Jobs Assist services to disaster affected communities
3	Maintain consultation with economic stakeholders and peak industry bodies	14	Implement a marketing campaign providing positive messages about Queensland's economy and major industries to investors and trading partners
4	Develop for government consideration, a 'buy local' campaign to help restore trade and support employment	15	Provide systemic, sectoral support by establishing partnerships with industry bodies
5	Work with local governments to establish local recovery committees	16	Provide tailored, simple packages of information specific to business needs
6	Assess local government capacity and respond to the need for economic support	17	Establish measurement and evaluation mechanisms specific to the economic line of reconstruction
7	Use online social networking tools to share information and build 'self-help' communities	18	Coordinate plans to reduce the burden on businesses by removing planning, regulatory and other obstacles that impact unnecessarily on business confidence and recovery
8	Engage business advisors through intermediaries and industry partners to provide face-to-face advice	19	Develop supply chain disaster recovery plans
9	'Fair Go Reconstruction' - provide a hotline to check offers of reconstruction services and associated complaints	20	Coordinate, through the raising of reconstruction control groups, the resolution of cross-cutting issues
10	Advise on Natural Disaster Relief and Recovery Arrangements (NDRRA) measures	21	Support the development and implementation of local community and economic and environmental recovery and reconstruction plans
11	Progress the Queensland Regionalisation Strategy (QRS) and Queensland Infrastructure Plan (QIP)	22	Align project, land and infrastructure development activities to complement economic reconstruction priorities

2011/2012 events managed by the Authority (shown in dark green)

Key tasks:			
1	Rapid restoration of a competitive and sustainable Queensland economy	10	Advise on Natural Disaster Relief and Recovery Arrangements (NDRRA) measures
2	Contribute to the Authority's prioritisation of reconstruction projects	12	Produce 'Jobs and Skills' package to support community recovery and the retention of workers and help address long term skills needs
3	Maintain consultation with economic stakeholders and peak industry bodies	13	Expand the Job Assist services to disaster affected communities
5	Work with local governments to establish local recovery committees	15	Provide systemic, sectoral support by establishing partnerships with industry bodies
6	Assess local government capacity and respond to the need for economic support	16	Provide tailored, simple packages of information specific to business needs
7	Use online social networking tools to share information and build 'self-help' communities	21	Support the development and implementation of local community and economic and environmental recovery and reconstruction plans

Economic Line of Reconstruction Case example Industry Recovery Officers assisting the recovery of businesses

Recovery from Cyclone Yasi in Far North Queensland was made easier by a team of Industry Recovery Officers (IROs) who assisted primary producers and small businesses with the various forms of assistance needed to help recover the devastation a Category 5 cyclone brings.

The IRO program was a partnership between the State and Federal Governments, Queensland Farmers' Federation (QFF) and industry groups. Post-cyclone it saw 17 IROs working across the industries of the region, including tourism, horticulture, bananas, grazing, sugarcane, dairy, nursery, aquaculture and fishing.

The program, which concluded in March 2012, followed a simple template first used after Cyclone Larry in 2006. It uses established industry people to work with farmers and help them negotiate the various forms of assistance – including QRAA grants and loans. This has also meant a close collaboration with QRAA.

Innisfail sugarcane producer Charlie Zappala welcomed the IRO program and said it was appreciated by many growers.

"A lot of the growers in the Innisfail/Babinda region are of an older age and a lot of them have a background of coming from overseas, so their English isn't perfect," Mr Zappala said. "The IROs have been there to help them get through the application forms. The best thing that's happened is someone's been there for them."

Wil Conn was an IRO servicing the aquaculture and seafood industries. He agreed that the program built on existing networks and programs.

"The greatest benefit we've been able to bring to a small number of people is the ability to engage face to face, gain their trust and then hopefully align their needs to the assistance packages that are out there," Mr Conn said.

QFF CEO Dan Galligan said the program had helped get primary producers and business back on track, and in turn regional economies and communities.

"The Federal and State governments offered various forms of assistance to farmers during this summer of natural disaster – and it is understandable that sorting through the paperwork and complexity of these is a tough job for farmers when their first priority is dealing with the damage to their farms, families and communities," he said.

"The IROs have helped farmers decide what assistance is most needed for them, and to get the right applications into the right places."



Above: Cardwell commercial fisher Pauline McFaul receives advice from IRO Wil Conn

(Image courtesy DSDIP)

4.3 Environment

The Environment Line of Reconstruction is focused on recovering and conserving natural resources and related infrastructure affected by the Queensland flood and cyclone disasters and making sure recovery and reconstruction efforts do not impact the State's natural resources.

Environment		2010/2011 Events	2011/2012 Events	Current Status ¹
National parks (Source: EHP 21 June 2012)	Affected	162	22 ⁽²⁾	184
	Partially/fully open	162	15#	177
	Remain Closed	0	7	7
Sewerage and water schemes (Source: EHP 21 June 2012)	Affected	188	3	191
	Operating (needing permanent repairs)	16	0	16
Streamflow gauges TASK COMPLETED - March 2012	Affected	40	4	44
	Repaired and operational	39*	4	43

¹ The status indicates current total impact on reported metrics for both disaster event periods. # 5 parks have partially opened and 10 have been reopened fully.

* Two sites were amalgamated and replaced by a single site. All gauging stations are now operational.

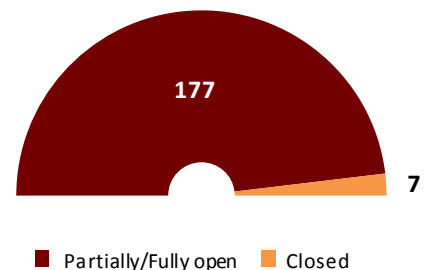
⁽²⁾ Since last month, 1 park (Bunya Mountains) was fully opened; however this park is in 3 local government areas and was counted 3 times in the metrics, reducing the number partially opened by 3 rather than 1. The no. of parks closed as a result of the 2012 flood event reduced from 24 to 22 because of this triple counting.

All work related to non-mining industry related Transitional Environmental Programs (TEPs) issued as a result of the 2010-11 disasters are now finalised. Following a review of development application conditions, standards and guidelines, new guidelines were developed relating to the regulation of sewage pump stations and incident/overflow notification.

The current state of activity:

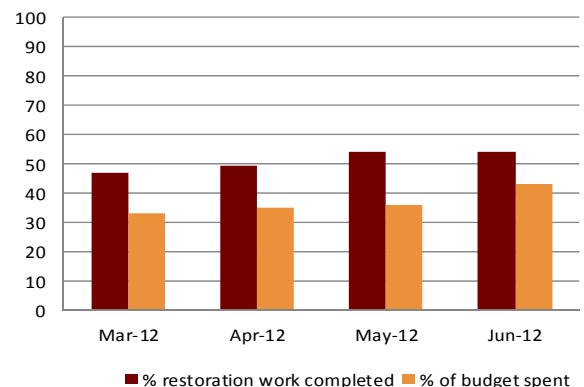
- National Parks – At 21 June 2012, all National Parks impacted by the 2010/11 events are open. As a result of the 2012 flood events, 22⁽²⁾ National Parks were either partially or fully closed. Of these, 7 parks remain fully closed, 5 have been partially opened, and 10 have re-opened fully. **See Figure 4.3.** Over 50% of the restoration work for damage from the 2010-11 events is now complete. **Figure 4.4** represents progress against the work plan.
- Sewerage and Water Infrastructure – At 21 June 2012, all water supply and sewerage schemes damaged by either 2010-11 or 2011 - 12 events are operational. Seven water supply schemes and 9 impacted sewerage treatment schemes are operational but require permanent repairs. In the last month, two water supply schemes and two sewerage treatment schemes were permanently repaired.
- At 21 June 2012, 28 of the 105 established cassowary feeding stations are currently in use and 169 tonnes of fruit has been delivered to the feeding stations.

Figure 4.3 Affected national parks (2010/2011 & 2011/2012 events combined)



(Source: EHP - 21 June 2012)

Figure 4.4 Progress against work plan for National Parks restoration - 2010-11 events (Total for State)



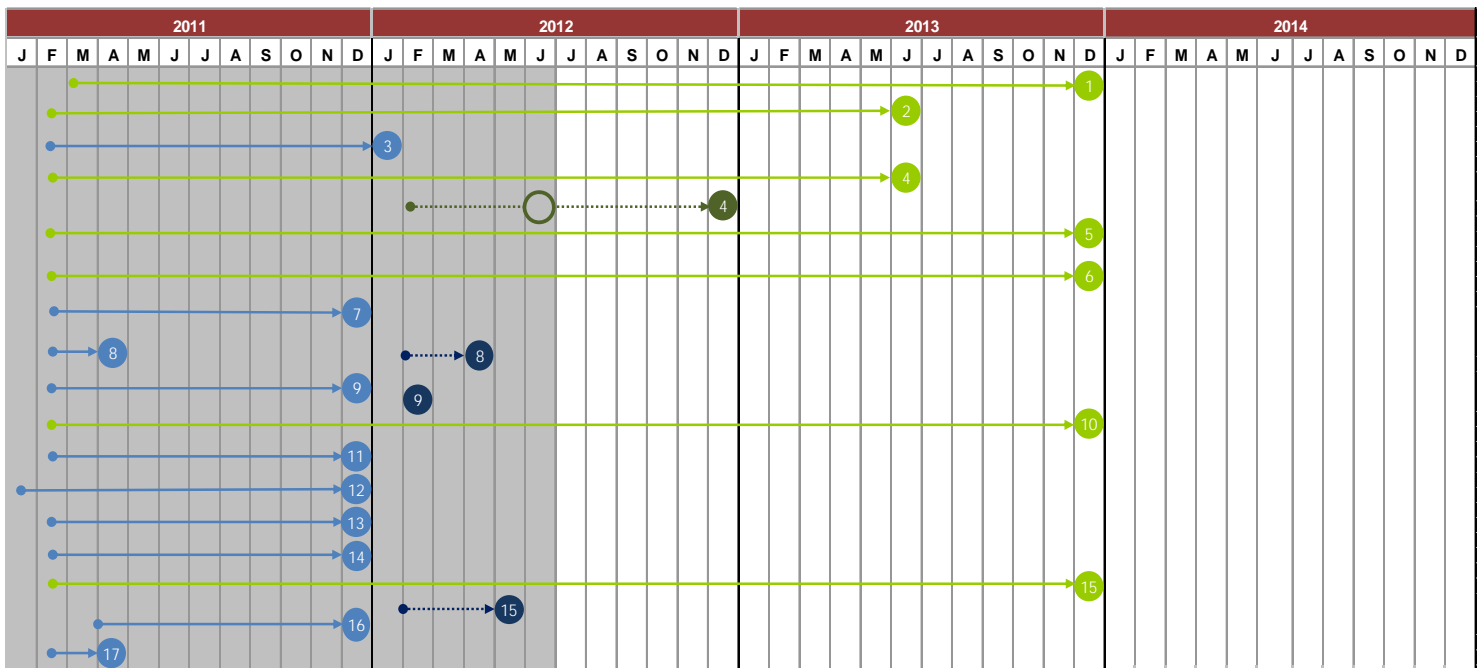
(Source: EHP - 21 June 2012)

Environment - progress against Implementation Plan

The progression of key tasks against the Implementation Plan for the Environment Line of Reconstruction was updated during the annual review process for Operation Queensland Update 2011-2013. Key tasks that have been reactivated in response to the current and emerging natural disaster events of 27 January-February 2012 are indicated with dark green and dark blue markers.

2010/2011 events managed by the Authority - At 30 June 2012, 10 key tasks had been completed with the remaining seven (7) key tasks on track to be completed within the proposed timeframes.

2011/2012 events managed by the Authority - At 30 June 2012, three (3) of the reactivated key tasks have been completed. Key task 4 was due for completion in June 2012, however the timeframe for completion of the impact assessments has been extended to December 2012. Wet weather has made the roads impassable, restricting access to the parks.



- 1 Light green markers indicate a key task that is progressing satisfactorily with a low level of risk that completion will not occur by the set timeframe
- 1 Dark green markers indicate a key task or similar activity that has been reactivated as a result of current or emerging events
- 1 Light blue markers indicate a key task that has been completed on or before planned schedule
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- 1 Red markers indicate a key task that requires further attention to meet the proposed deadline
- Hollow markers indicate the timeframe by which a key task was previously expected to be completed
- Arrows indicate a key task is undertaken on an ongoing basis

2010/2011 events managed by the Authority

Key tasks:			
1	Coordinate and prioritise rehabilitation of the natural environment and community assets including reserves, parks, waterways and wildlife	10	Assess event impacts on the natural environment and natural resources
2	Implement through planning, monitoring, assessment and advice, strategies to reduce future impacts on the natural environment in both urban and rural landscapes, focusing on long-term resilience and sustainability	11	Monitor and provide advice on current and potential environmental and natural resource issues
3	Support the development of environmentally sustainable, disaster resilient infrastructure	12	Ensure the environmentally safe recovery of coal seam gas (CSG) and coal mines
4	Restore damaged infrastructure on State protected areas	13	Ensure communities, Indigenous people, environmental bodies and interest groups are effectively engaged in the consultation and decision making processes
5	Conduct ecological assessment and restoration of protected areas, ecosystems and species	14	Mitigate environmental consequences of reconstruction operations through planning, monitoring, assessment and advice
6	Assess and reconstruct soil health and biodiversity in upland areas and flood plains	15	Support the expeditious repair of water and sewerage infrastructure
7	Facilitate community involvement in the recovery of landscapes and ecosystems	16	Support the development and implementation of both cross-cutting planning and local community and economic recovery and reconstruction plans
8	Conduct waste and contaminated land management	17	Develop subordinate implementation plans to achieve key tasks at project level
9	Provide input to whole of state environment elements of the State reconstruction implementation plans		

2011/2012 events managed by the Authority (shown in dark green)

Key tasks:			
4	Restore damaged infrastructure on State protected areas	9	Provide input to whole of state environment elements of the State reconstruction implementation plans
8	Conduct waste and contaminated land management	15	Support the expeditious repair of water and sewerage infrastructure

Environment Line of Reconstruction Case example **SunWater repairs Moolabah Weir following the St George floods**

In February 2012, the St George region experienced a record flood.

As a result, the SunWater-owned Moolabah Weir near St George was put under extensive pressure and at the peak of the event, around 10,000 megalitres of water per day passed over the storage.

Following the flood event, SunWater's engineers inspected the weir and found that the severe weather events had caused significant damage to the weir including movement of downstream concrete slabs and piping erosion.



Above left and right: Moolabah Weir after extensive flood damage

SunWater carried out emergency repairs to the weir over the first four weeks.

Construction included remedial works to the weir crest to stabilise the structure and establish a secure channel for the passage of flood water.

This repair work has ensured that the weir is now once again a safe structure.



Above left: Moolabah Weir under repair

Above right: Moolabah Weir after repairs were finalised

(Images courtesy DNRM)

4.4 Building Recovery

The building line of reconstruction is aimed at coordinating the planning and implementation of the statewide rebuilding program. Its particular focus is on housing and maximising the efficiency of resource allocation.

Building recovery		2010/2011 Events	2011/2012 Events	Current Status ¹
Power to homes and businesses <i>(Source: DPW 21 March 2012 and Ergon Energy 20 June 2012)</i>	Affected	480,000	9,000	489,000
	Restored	479,836	9,000	488,836
Insurance * <i>(Source: ICA 28 March 2012)</i>	Claims	131,935	6,408	138,343
	Estimated reserve value	\$3,780m	\$124.7m	\$3,904m
	Paid	\$2,810m	-	\$2,810m
Government owned buildings <i>(Source: DPW 30 June 2012)</i>	Assets affected	4,381	135	4,516
	Assets repaired	4,372	103	4,475
Significantly affected residential housing <i>(Source: ICA 28 March 2012 and DoC 23 May 2012)</i>	Category A - Non-liveable residential properties	3,636	-	3,636
	Category B - Residential properties vacated for repair	2,040	-	2,040
	Structural assistance grants	1,022	9 [#]	1,031

¹ The status indicates the current total impact on reported metrics for both disaster event periods.

* The next insurance update is expected to be available for the next report.

An additional 110 applications have been received and are being considered.

The current state of activity:

- Power to homes and business - At 4 July 2012, the number of properties still without power from the 2010-11 events is 164.
- Buildings - Of the 135 other government-owned buildings impacted by the 2012 events, 103 have been repaired at 30 June 2012.
- At 28 March 2012, there have been 6,408 insurance claims with an estimated reserve value of \$124.7 million as a result of the South West Queensland border floods (see next page for more insurance figures).
- 2010-2011 events - At 20 June 2012, a total of 1,022 structural assistance grant claims with a value of \$8.4 million had been received.
- 2011-2012 events - At 20 June 2012, 9 structural assistance grant claims had been paid with a value of \$61,405. An additional 110 applications are currently being considered.
- The Building Services Authority (BSA) continues to provide advice as necessary.

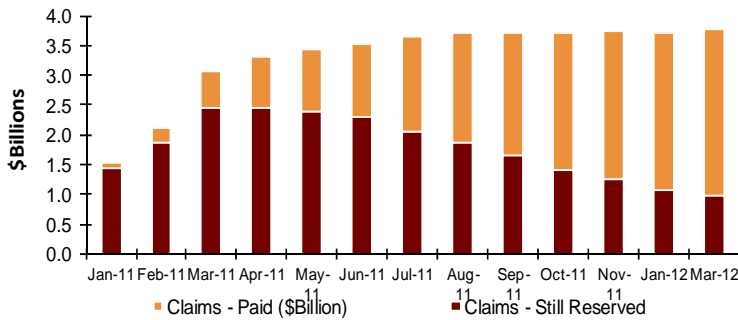
Insurance events from floods and Cyclone Yasi

Insurance data is updated quarterly. Latest figures will be included in the next report.

At April's report, a total of 131,935 insurance claims had been made as a result of the floods and Cyclone Yasi. The updated total estimated reserved value was \$3.78 billion. This compares to approximately 130,989 claims made at 25 January 2012.

At 28 March 2012, an estimated \$2.81 billion had been paid which represents an increase of \$170 million since the February report. It is understood that reserved value represents the total estimated value of claims received. **See Figure 4.4.1**

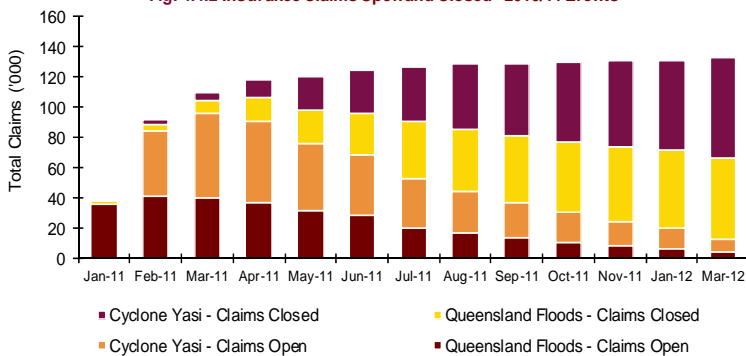
Fig. 4.4.1 Insurance Payments 2010/11 Events



Source: ICA at 28 March 2012

At 30 June 2012, no update was available since the last report. Approximately 120,736 (91.5%) of the 131,935 insurance claims were closed. Closed claims are those claims where goods have been replaced, repairs have been completed or cash settlement has been provided. **See Figure 4.4.2**

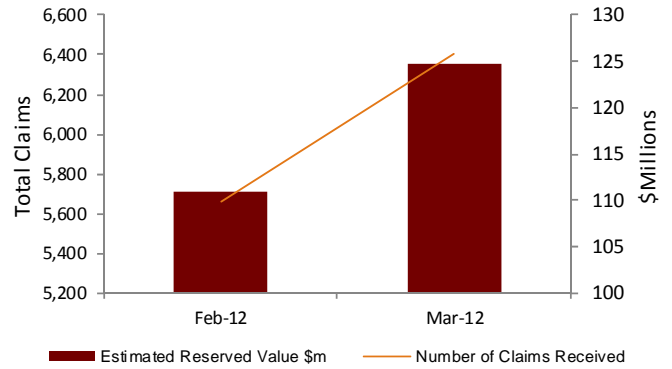
Fig. 4.4.2 Insurance Claims Open and Closed - 2010/11 Events



Source: ICA at 28 March 2012

At 30 June 2012, no update had been received in addition to the 751 insurance claims received for the 2011-2012 events since February 2012. This makes a total of 6,408 claims with an estimated reserved value of \$125 million - up by \$14 million since February. **See Figure 4.4.3**

Fig. 4.4.3 Insurance Claims 2011/12 Events



Source: ICA at 28 March 2012

Build Back Blitz

The Build Back Blitz Program provides targeted, one-on-one support to assist owner occupiers who have been affected by the natural disasters and are unable or struggling to manage the rebuilding process.

Each homeowner's situation has been unique, and assistance has been targeted at those in greatest need including the aged, those with health concerns and those living in inappropriate conditions.

At 5 July 2012, 327 homeowners have been referred to the Build Back Blitz program. Of these, 314 have commenced reconstruction and the remaining 13 are in the process of being scoped and quoted.

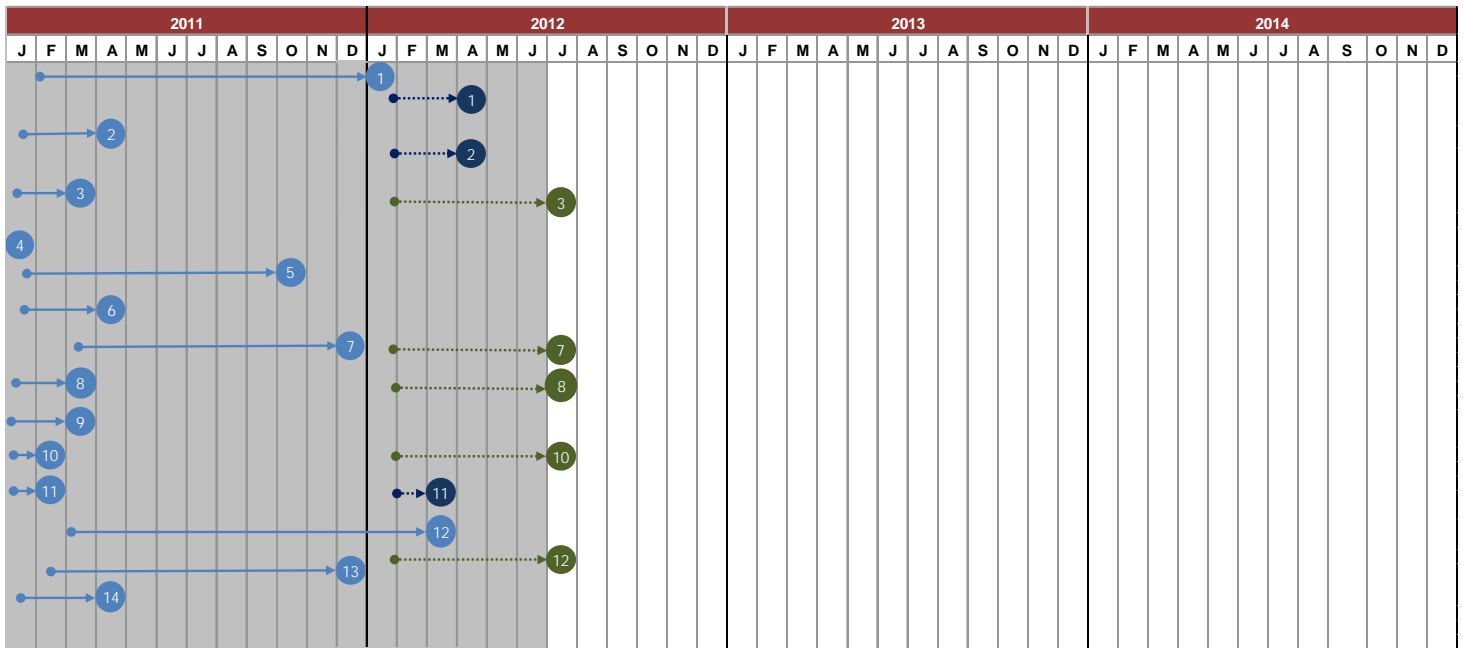
The Build Back Blitz program is managed by the Queensland Reconstruction Authority in collaboration with the Department of Communities, other Queensland Government agencies, community organisations, local councils and the private building sector.

Building Recovery - progress against Implementation Plan

The progression of key tasks against the Implementation Plan for the Building Recovery Line of Reconstruction was updated during the annual review process for Operation Queensland Update 2011-2013. Key tasks that have been reactivated in response to the current and emerging natural disaster events of 27 January-February 2012 are indicated with dark green and dark blue markers.

2010/2011 events managed by the Authority - At 30 June 2012, key all key tasks are now complete.

2011/2012 events managed by the Authority - At 30 June 2012, 3 key tasks were complete, with the five remaining key tasks on track for completion in July 2012.



- 1 Light green markers indicate a key task that is progressing satisfactorily with a low level of risk that completion will not occur by the set timeframe
- 1 Dark green markers indicate a key task or similar activity that has been reactivated as a result of current or emerging events
- 1 Light blue markers indicate a key task that has been completed on or before planned schedule
- 1 Dark blue markers indicate a reactivated key task that has been completed on or before planned schedule
- 1 Orange markers indicate a key task that is progressing satisfactorily with a moderate level of risk that completion will not occur by the set timeframe
- 1 Red markers indicate a key task that requires further attention to meet the proposed deadline
- Hollow markers indicate the timeframe by which a key task was previously expected to be completed
- Arrows indicate a key task is undertaken on an ongoing basis

2010/2011 events managed by the Authority

Key tasks:			
1	Develop and implement solutions for temporary and long-term accommodation	8	Support the Department of Communities Structural Assistance Grant assessments and develop contractor engagement strategy
2	Conduct assessment of damage to building stock, particularly housing	9	Support the Appeal Fund process and contractor engagement strategies
3	Repair government building assets to allow functional operations	10	Facilitate community access to independent building repair advice
4	Facilitate the repair of identified iconic buildings	11	Identify and recommend action, where necessary, to address any regulatory impediments to successful building recovery
5	Determine repair/rebuild approach for community assets	12	Monitor and report on the progress of Building Recovery program
6	Coordinate and prioritise medium to long-term demolition, repair and rebuilding	13	Support the development and implementation of both cross-cutting planning and local community, economic recovery and reconstruction plans
7	Support, monitor and advise on reconstruction supply chain activities	14	Develop subordinate implementation plans to achieve key tasks at project level

2011/2012 events managed by the Authority (shown in dark green)

Key tasks:			
1	Develop and implement solutions for temporary and long-term accommodation	8	Support the Department of Communities Structural Assistance Grant assessments and develop contractor engagement strategy
2	Conduct assessment of damage to building stock, particularly housing	10	Facilitate community access to independent building repair advice
3	Repair government building assets to allow functional operations	11	Identify and recommend action, where necessary, to address any regulatory impediments to successful building recovery
7	Support, monitor and advise on reconstruction supply chain activities	12	Monitor and report on the progress of Building Recovery program

Building Recovery Line of Reconstruction Case example Build Back Blitz helps Chinchilla resident

The 2011 floods caused significant damage to Penny O'Neill's home in Chinchilla.

The force of the running water destroyed the septic tank which released liquid waste throughout her house. Penny's insurance provider agreed to pay \$7,000 on contents but concluded that the house had no structural damage.

Six months after the flood however, cracks and mould started to appear in the home and significant structural repair was required to return the property to a habitable condition.

Penny and her son were living in unacceptable conditions.

To assist with her recovery, Penny received personal and financial support from APEX and her local church. Penny's church engaged a local builder to undertake some basic repairs to her home, however due to a lack of funds the necessary repairs could not be completed.

To assist with completing the outstanding essential repair work, Penny's case was referred to the Build Back Blitz Program. Through the program the original builder was engaged to provide a quote for the remaining repairs and St Vincent de Paul was approached to provide financial assistance to Penny.

"I am now crying and smiling at the same time. I cannot thank you enough. It has been quite a worry as to how I was going to pay the builder. I have had many sleepless nights. Wow! I should sleep tonight. Thanks again." (Penny).

With the support received through Build Back Blitz to engage a builder and access funds, Penny's repairs have been completed and she moved back into her home in March 2012.



Above: Builders completing repairs to septic tank.



Above: Penny O'Neill's kitchen (Left) and back of house (right) after the repairs.

(Article courtesy the Authority 17 April 2012)

4.5 Roads and Transport

The roads and transport line of reconstruction is aimed at reconnecting people and enabling the re-supply of communities across the State.

Roads and transport		2010/2011 Events	2011/2012 Events
State road network (kms) <i>(Source: DTMR 29 June 2012)</i>	Affected	20,610	10,890
	Recovered / Reopened	19,922 #	8,609
State rail network <i>(Source: DTMR 29 June 2012)</i>	Affected	4,748	4,180
	Recovered	4,596	4,180
Ports <i>(Source: DTMR 8 December 2011)</i>	Affected	11	*
	Recovered	11	*

Roads declared closed during the natural disasters of the summer of 2010/11, km closed refers to roads clearly signed as 'closed', restricted to '4WD/high clearance vehicles' (4WD vehicles high ground to chassis clearance), 'excess mass/dimension/80% of legislative axle group (road closed to vehicles of excess mass or over dimension /80% of the mass permitted for the axle type)', 'load restriction', 'closed to all vehicles/closed to km shown are unique km closed' (eg. the unique km closed of state-controlled roads during (declared) natural disasters during the 2010-11 summer was 20,610 km.)
Source: EMQ declarations and 131940

* None closed in 2011-12

Metrics 2011/12 events	Cumulative last month (May)	Cumulative this month (June)	Recovery Value this month
State road network (km)			
Total roads in Queensland	33,383	33,383	-
Roads closed or with limited access (km) as a result of natural disaster events in 2011-12	10,890	10,890	3,560
Roads reopened (km) as at 29 June 2012*	8,947	8,609	-338 *
% roads "closed" or with "limited access" reopened as at 29 June 2012	82%	79%	-3% *
Queensland Rail Network			
Total QR rail lines in Queensland	7,205	7,205	7,205
Rail lines closed or with limited access (km) as a result of natural disaster events in 2011-12	4,180	4,180	0
Rail line reopened (km) as at 29 June 2012	4,180	4,180	150
% rail lines "closed" or with "limited access" reopened as at 29 June 2012	100%	100%	0%

* Additional roads were closed during June due to wet weather.

4.5 Roads and Transport (Continued)

The current state of activity:

- Roads – Of the total 10,890km of roads closed (or with limited access) since November 2011, over 8,609km are now either open or open with caution. Of the total roads closed over the summer 79% are now reopened for community and business access. For further details refer to the map attached.
- Rail - The Queensland Rail network was also affected by the natural disasters with 4,180 kilometres or 58% of the network affected. At 2 May 2012, all rail lines closed due to the weather events had been recovered and services resumed.

Key achievements:

- In the North Coast region the D'Aguiar Highway through Blackbutt Range and Kilcoy - Beerwah Road on the Peachester Range was reopened to two lanes.



- Freight and heavy vehicle industry representatives were briefed on the state wide reconstruction works program and work site considerations. Industry feedback on the briefing and information presented was very positive. These briefings are on a quarterly basis.
- Successful tender announced for Reconstructing Cardwell Project. This includes a 1.4km two-lane section of the Bruce Highway at Victoria Street, a rock wall to protect the road and environment from future natural disasters, and a roundabout, formal parking, intersection upgrades and improved pedestrian facilities.

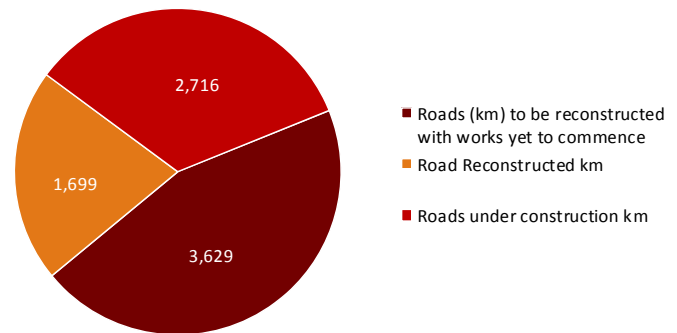
Key Issues

- Due to the extensive flooding across the state in 2011/12, a review of the network damage has been undertaken as a result of these events and an estimate of the reconstruction costs completed. A submission has been prepared for consideration by Queensland Treasury in the upcoming budget.

Reconstruction of damage in 2010-2011

- At 31 May 2012, TMR plans to reconstruct 7,803 kms of roads damaged as a result of Cyclone Yasi and floods in 2010-2011. Of these roads, almost 1,699kms have been reconstructed and an additional 2,716 km are currently under construction. *See Figure 4.5.1*

Fig. 4.5.1 Roads Damaged Reconstructed Yasi/Floods 2010/11



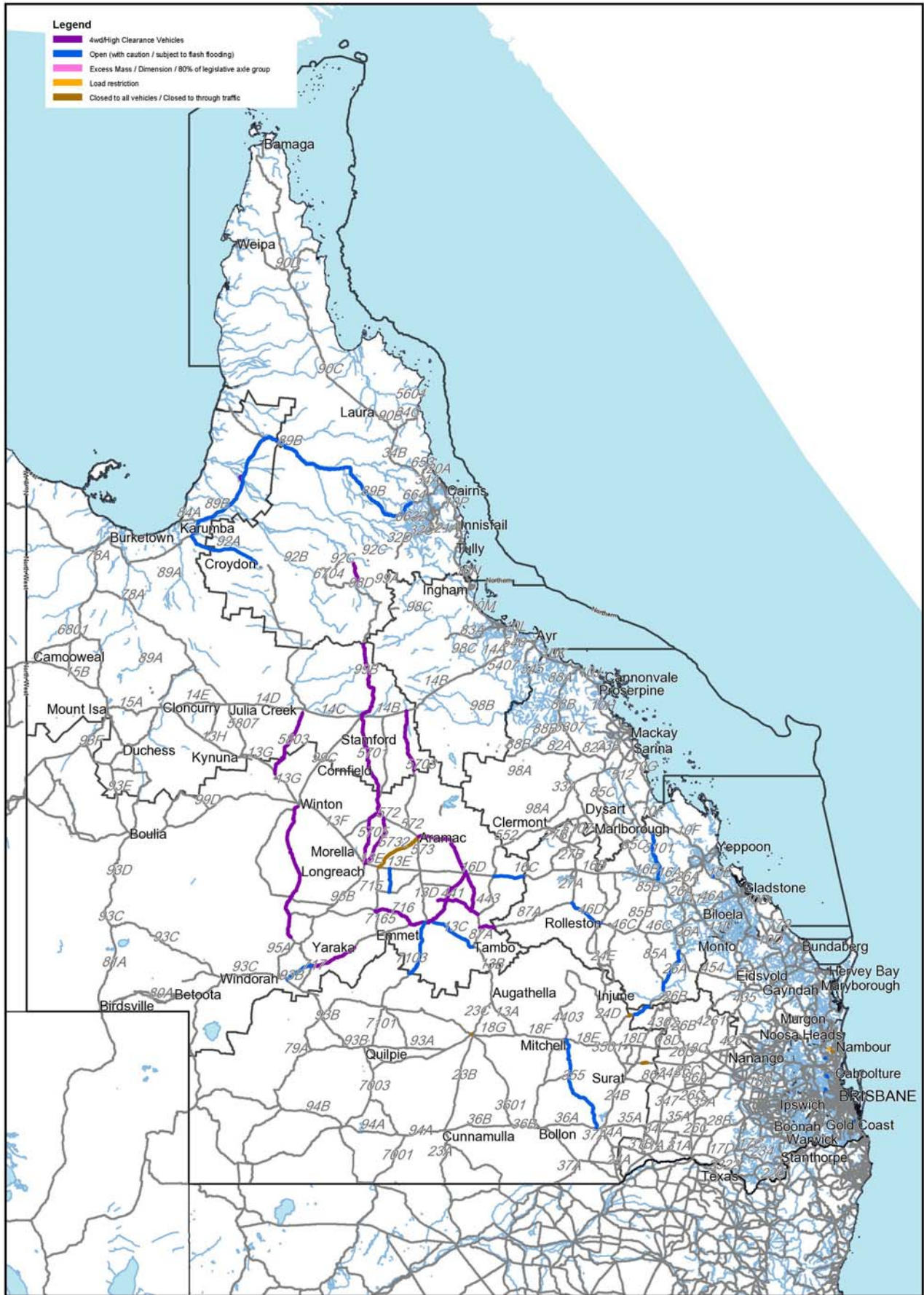
(Source: DTMR 29 June 2012)

The status of road recovery and reconstruction packages at 22 June 2012 is:

- \$766 million* of packages are completed for both recovery and reconstruction works as follows:
 - \$437.3 million of packages are completed for recovery works;
 - \$329 million of packages are completed for reconstruction works;
- \$2,645.1 million of reconstruction works are currently underway;
- \$313.5 million in reconstruction works tenders are currently being assessed for approval;
- \$180.7 million of reconstruction works packages are out to tender; and
- \$313.7 million of reconstruction works contracts are being prepared to go to market in the next month.

Note these values include costs to reconstruct works from damage caused by events in 2010 as well as the events of 2011.

- For 2010-11 events, , procurement has commenced for 99 packages and 390 packages are currently in delivery or completed.



The State of Queensland (including the Department of Transport and Main Roads) does not make any statement, representation, or warranty about the accuracy, currency, reliability, suitability for any purpose, or completeness of the information contained in this document/map. To the maximum extent possible, the State of Queensland disclaims all responsibility and all liability (including without limitation, liability in negligence) for all expenses, losses, damages and costs which you or anyone else might incur as a result of using this document/map or as a result of it being inaccurate or incomplete in any way and for any reason.

Roads and Transport Line of Reconstruction Case example Talking to stakeholders at Beef Australia 2012

Australia's National Beef Exposition, Beef Australia 2012 showcases the innovative and sustainable practices that keep Australia at the forefront of world beef production. Occurring every three years in Rockhampton, Central Queensland, Beef Australia 2012 was held from 7-12 May 2012.

This year more than 80 000 local, interstate and international visitors attended the event.

With floods impacting many major roads and freight routes across regional Queensland, Beef Australia provided an opportunity for Transport and Main Roads to share information about its reconstruction program with the community and industry.

Members of the agricultural community are key stakeholders who will experience road works across the supply network and in close proximity to their properties as the \$4.896 billion program is delivered across Queensland.

To directly engage with graziers, freight operators and other community members, the Fitzroy Regional Program Office hosted a display booth at Beef Australia 2012 in coordination with all the other TMR regions across the state and the Statewide Program Office.



Above: DTMR's booth at Beef Australia 2012. Visitors were impressed with the scope of works under way across the State.

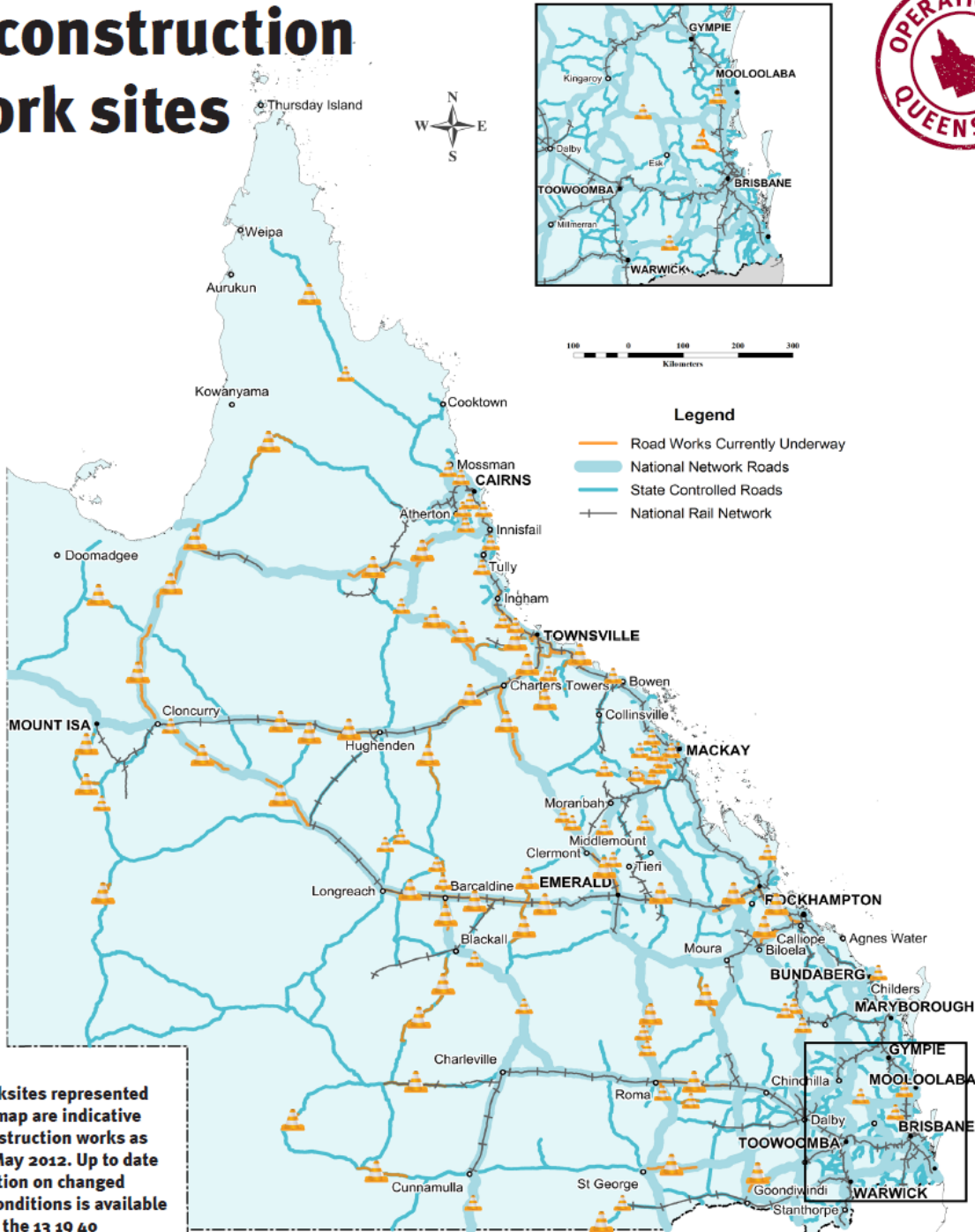
The display included a large map of Queensland with all of the live reconstruction sites identified (*see map on next page*). With more than 100 sites represented, the map was effective at visually illustrating the unprecedented volume of reconstruction works across the state's road network.

Reaction to the display was largely positive with visitors surprised by the number of worksites and impressed with the scope of reconstruction works being carried out state-wide.

Beef week was an excellent opportunity to meet face-to-face with some key stakeholders including graziers and heavy vehicle operators and let them know what works are under way and how the works will impact and benefit their industry and communities in the future.

(Photos: Courtesy DTMR)

Transport and Main Roads reconstruction work sites



The worksites represented on this map are indicative of reconstruction works as at late May 2012. Up to date information on changed traffic conditions is available through the 13 19 40 Traffic and Travel information website.

Updated June 2012



Australian Government



Queensland Government

Roads and Transport Line of Reconstruction Case example - Samford-Mount Glorious Road, Highvale Reconstructing roads creates valuable community relationships

The closure of a road can bring a community closer together. It can also forge valuable relationships between a community and the public sector. This was evidenced at Mount Glorious where the scenic, winding route between Samford and Mount Glorious was impacted during the past two wet seasons by significant landslip damage.

The most recent landslip damage in March closed Samford-Mount Glorious Road for two weeks, with the diversion route via Mount Nebo adding 45 minutes onto the journey up and down the mountain. An alternative council-controlled route known as *the Goat Track* has been closed since the flooding events of January 2011.



Above: Landslip damage to the uphill embankment, Samford-Mount Glorious Rd at the site known locally as the Hairpin



Above: Descaling crews at Hairpin Bend site during emergent works.

With the assistance of the community association, a fair representation of the community (residents and businesses) was contacted for feedback on the timeframes. The feedback was discussed at a community meeting on 12 June 2012, and will be considered by the project team in scheduling future closures.

Representatives of the Mount Glorious Community Association remain in regular contact with TMR's Deputy Regional Director (North Coast) and have access to the Transport Network Reconstruction Program team which is managing the works. A commitment has been made to keep the community informed and their patience is greatly appreciated during the task of rebuilding these important transport links.

The road closure, created by a 40m-high landslip on the uphill embankment at a site known locally as the Hairpin Bend, presented challenges for the Mount Glorious population of 279, the businesses on the mountain top, and for the Department of Transport and Main Roads (TMR) who were tasked with the huge achievement of re-opening the road to traffic within a couple of weeks.

Following the decision to close the road on 22 March 2012, communication with the community was imperative and a comprehensive communications strategy was developed. Fortunately, Mount Glorious has a very active community association and an online community bulletin board, both of which proved to be valuable conduits for information.

The communication network grew quickly and included residents, local businesses, schools, emergency services, local government, and key road users such as motorcycle groups. Samford-Mount Glorious Road is one of the top five most popular motorcycling routes in Australia and motorcyclists provide important revenue for the mountain businesses, particularly on weekends. The network was further developed at a community meeting organised by the community association and the local councillor on 2 April 2012. About 90 people attended the meeting to be informed about the future road works required and the engineering complexities involved with landslip repairs. Because of the topography and geology at this slip, a specialist descaling crew had to be brought in to assist with initial emergent works.

The road was expected to be re-opened to a single lane before the pending Easter holidays.

The meeting established a comprehensive list of stakeholders, who were advised of communication tools to update them on the progress of works. The tools include a free SMS service, website, factsheet, emails and media statements, a 1800 phone service, and strategically placed Variable Message Signage boards.

The community welcomed the news that they would be contacted for feedback regarding preferred timeframes for possible future temporary road closures.



Above: Interception wall constructed as part of emergency repairs at Hairpin Bend.

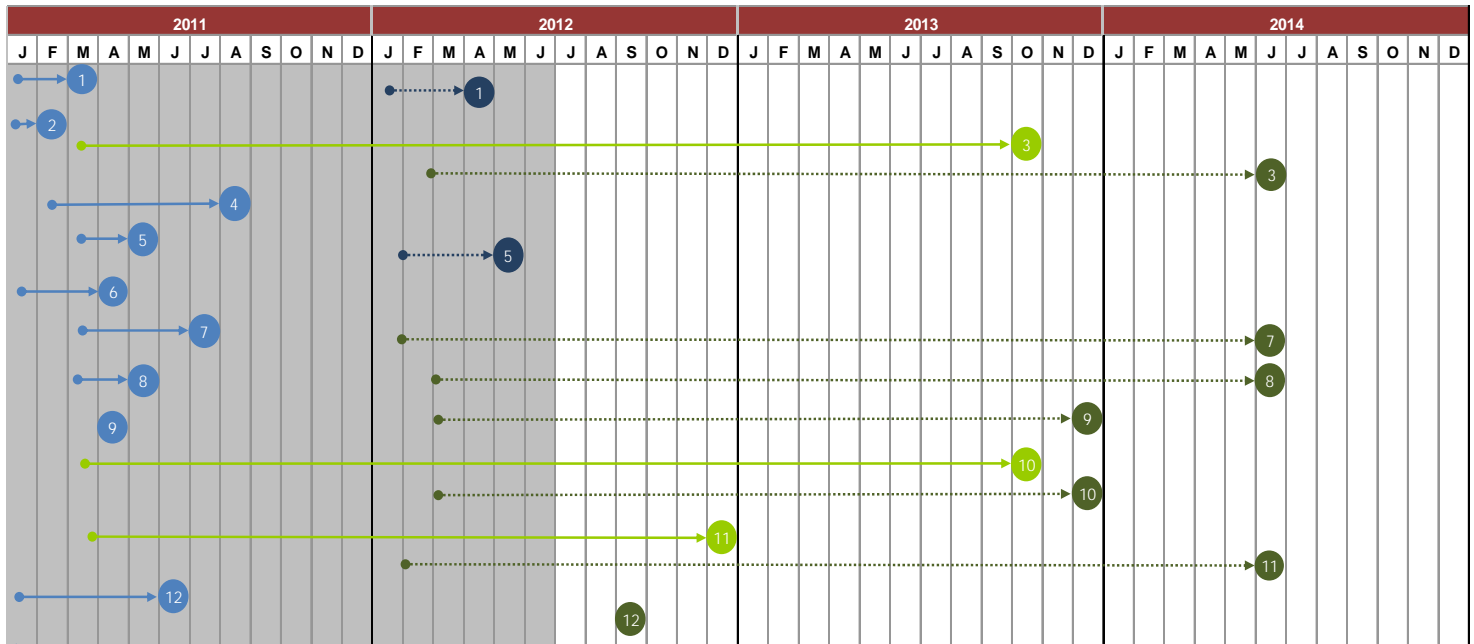
(Photos: Courtesy DTMR)

Roads and Transport - progress against Implementation Plan

The progression of key tasks against the Implementation Plan for the Roads and Transport Line of Reconstruction was updated during the annual review process for Operation Queensland Update 2011-2013. Key tasks that have been reactivated in response to the current and emerging natural disaster events of 27 January-February 2012 are indicated with dark green and dark blue markers.

2010/2011 events managed by the Authority - At 30 June 2012, 9 key tasks are now complete. The remaining 3 key tasks are on track to be completed within the proposed timeframes.

2011/2012 events managed by the Authority - At 30 June 2012, 2 key tasks are now completed with the 7 remaining key tasks on track to be completed within expected timeframes.



- 1 Light green markers indicate a key task that is progressing satisfactorily with a low level of risk that completion will not occur by the set timeframe
- 1 Dark green markers indicate a key task or similar activity that has been reactivated as a result of current or emerging events
- 1 Light blue markers indicate a key task that has been completed on or before planned schedule
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- 1 Orange markers indicate a key task that is progressing satisfactorily with a moderate level of risk that completion will not occur by the set timeframe
- 1 Red markers indicate a key task that requires further attention to meet the proposed deadline
- Hollow markers indicate the timeframe by which a key task was previously expected to be completed
- Arrows indicate a key task is undertaken on an ongoing basis

2010/2011 events managed by the Authority

Key tasks:			
1	Reconnect people and communities	7	Develop regional restoration projects and activities
2	Ensure transport access for local economies, agriculture and the resource sector	8	Moderate regional restoration activities to develop statewide projects and action
3	Continue to implement, monitor and review the transport reconstruction plan	9	Prepare NDRRA submissions as required
4	Develop reconstruction projects and activities at a State-wide level	10	Review existing Queensland Transport and Roads Investment Program (QTRIP) (capital works plans) to accommodate the NDRRA program
5	Establish strategic restoration goals, balancing improvement and other strategic needs	11	Support the development and implementation of both cross-cutting planning and local community and economic recovery and reconstruction plans
6	Regional needs against restoration goals assessed	12	Subordinate implementation plans to achieve key tasks at project level developed by August 2011

2011/2012 events managed by the Authority (shown in dark green)

Key tasks:			
1	Reconnect people and communities	9	Prepare NDRRA submissions as required
3	Continue to implement, monitor and review the transport reconstruction plan	10	Review existing Queensland Transport and Roads Investment Program (QTRIP) (capital works plans) to accommodate the NDRRA program.
5	Establish strategic reconstruction goals, balancing reconstruction and improvement and other strategic needs.	11	Support the development and implementation of both cross-cutting planning and local community economic and environmental recovery and reconstruction plans
7	Develop regional reconstruction projects and activities accounting for regional reconstruction priorities and goals.	12	Review and update implementation plans to achieve key tasks at project level.
8	Moderate regional reconstruction projects within the state-wide reconstruction program and other roads and transport infrastructure programs.		

4.6 Community Liaison and Communication

This line of reconstruction is focused on building stakeholder confidence in the reconstruction by ensuring consistent and regular communication of public information.

Public communication

The Authority's key messages continue to be around reconstruction progress across the state.

The Commonwealth Government announced its support of the use of internal labour by Queensland councils for NDRRA projects.

Councils can now use internal labour where there is greater cost effectiveness than outsourcing. Media statements on this subject were released by the Deputy Premier and the LGAQ. A broad range of media clips in regional and metropolitan daily papers applauded the decision.

The Authority released its first **Reconstruction Update** e-newsletter on 19 June.

The primary focus of the newsletter is to showcase the reconstruction progress of Councils.

The Authority will continue to profile Council reconstruction progress in future editions of the e-newsletter.

Queensland Health's Family Bereavement Service continues to provide telephone and face-to-face counselling and support to individuals across the state who were bereaved as a result of the 2010-11 floods and cyclones. The team is also providing grief and loss support to family members who were bereaved as a result of the floods in South West Queensland in 2012.

Queensland Health distributed the third edition of its *Recovery News*, which is a monthly newsletter developed by the team in the Centre for Trauma, Loss and Disaster Recovery.

Significant work continues on the News and Gallery section of the Authority's website with a number of case studies added to the News and Gallery map this month.



Case study: Toowoomba Regional Council uses local materials to rebuild Evanslea Road.



Case study: Reconstruction work on the Bruce Highway through the centre of Brandon, approximately 85 kilometres south of Townsville.

Council internal labour agreement

On 21 June, the Deputy Prime Minister and Treasurer, Wayne Swan announced a trial and assessment of a new model for the use of internal labour. The Commonwealth Government requires regular reviews of the trial and its effectiveness in the achievement of its objectives. This will include a final audit completed at the end of the claim period.

The Authority drove negotiations with the Commonwealth Government to achieve the new agreement, which is expected to deliver better value-for-money as well as more timely and fit-for-purpose outcomes for local communities. Deputy Premier and Minister for State Development, Infrastructure and Planning, Jeff Seeney, said the new agreement was a critical step forward to ensure value-for-money is achieved in the use of taxpayer funds for reconstruction projects.

Cardwell tender awarded

Late June also saw the announcement of See Civil Pty Ltd as the successful tenderer for the Reconstructing Cardwell project in Far North Queensland.

The \$32.47 million project involves reconstructing a 1.4km two-lane section of the Bruce Highway, a rock wall to protect the road and environment from future natural disasters, and a roundabout, parking, intersection upgrades and improved pedestrian facilities.

Extensive community consultation was undertaken in Cardwell to develop the plans. (See media article on next page)

4.6 Community Liaison and Communication (Continued)



Cardwell gets set for major reconstruction

HINCHINBROOK MP Andrew Cripps said the Reconstructing Cardwell Project was one step closer after the announcement of a successful tender to deliver the project.

The announcement fulfils another of the projects the Newman Government promised to get under way in the first 100 days of office.

On the anniversary of Cyclone Yasi devastating most of the Cardwell foreshore and before the recent state election, Cardwell residents had called on the Bligh government to spend some of the then still unallocated recovery money on the project.

Nothing was done.

Now 100 days after the election of the LNP Government, See Civil Pty Ltd has been awarded the \$32.47 million contract to reconstruct the Cardwell foreshore.

"The township of Cardwell has struggled over the past 12 months to move from the response to the recovery phase," Mr Cripps said.

"I am pleased to see this project finally moving ahead."

"The announcement by the Deputy Premier Jeff Stoen is a tender for the Reconstructing Cardwell Project is a huge milestone, and the project could be under way as early as August."

Works will include the construction of a rock wall to protect the road and surrounding area from future cyclones, intersection upgrades, pedestrian facilities, a roundabout and formal parking.

There will also be an upgrade to the Bruce Highway, with the construction of a 1.4-kilometre two-lane section at Victoria Street.

"This will be of huge benefit to local residents around Cardwell and will improve business and tourism prospects," Mr Cripps said.

The Cardwell Foreshore Project is funded under National Disaster Relief and Recovery Arrangements (NDRRA), which is funded jointly by the Federal Government (75 percent) and the State Government (25%).

The Queensland Reconstruction Authority is overseeing the \$12 billion program of works to rebuild Queensland, with more than \$1.5b of NDRRA reconstruction works delivered and a further \$3 billion worth of works under way throughout the state.

Mr Cripps said facilities for visitors would also be improved, with barbecues, viewing decks and playground areas also planned.

"This is a huge step forward for this precinct, and is an indication that Cardwell is on the path to recovery," Mr Cripps said.

"The township of Cardwell will benefit in the long run from this project."

"It will deliver modern recreational facilities on our local foreshore and facilitate visitors stopping to enjoy Cardwell's magnificent coastal aspect."

"There will also be significant economic benefits to the local community during construction, as contractors use services from local businesses."

"I realise that there will also be a degree of disruption to the local community, particularly in relation to the project on the Bruce Highway, but I am sure this will also be beneficial to locals and all North Queenslanders in the long term."



North Queensland Register, Townsville, p. 7 - 05 July 2012

A key focus of the Authority is working with local councils to assess recovery progress and to ensure value-for-money is being achieved.

Between 4 June and 1 July 2012, staff from the Authority met with members of council and/or inspected the following council areas:

- Mackay – 4 June
- Whitsunday - 5 June
- North Burnett – 5-6 June
- Burdekin – 6 June
- Wide Bay – 13 -14 June
- Maranoa – 14 June
- Woorabinda – 15 June
- Cairns – 18 June
- Cassowary Coast – 18 & 27 June
- Hinchinbrook – 19 & 26 June
- Townsville – 19 & 26 June
- Palm Island - 21 June

Media analysis

A total of 166 reconstruction media items have been published between 4 June and 29 June 2012 (88 print, 63 radio and 15 TV). A selection of print media is on page 10.

The main media outlets by a significant margin were ABC radio Far North Queensland and ABC radio North Queensland.

There was a strong positive regional response to the announcement by Commonwealth Government about the value for money approach to use internal labour for NDRRA projects.

Strategic Plan 2012 release

The Queensland Reconstruction Authority Strategic Plan 2012 was released on the Authority website and is available at www.qldra.org.au.

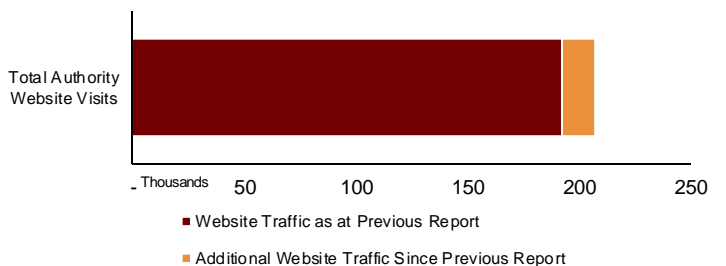
The plan details the significant progress achieved since the establishment of the Authority and the work still ahead.

Communications

There are a number of methods available to the public to communicate with the Authority.

The Authority's website provides information to the public and continues to be enhanced with on-going updates. There have been a large number of visits to the website since it was launched on 18 February 2011. At 29 June 2012, total visits amounted to 207,198. **See Figure 4.6.1**

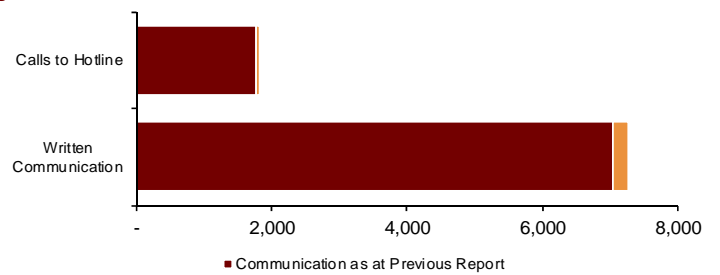
Fig. 4.6.1 Website Traffic



(Source: the Authority at 29 June 2012)

At 29 June 2012, the Authority had received an additional 64 calls to its dedicated hotline and 242 additional pieces of written correspondence were received since the previous report.

Fig. 4.6.2 Communication



(Source: the Authority at 29 June 2012)

Community Liaison and Communication Line of Reconstruction Case example Reconstruction Update e-newsletter

The Authority's latest e-newsletter, **Reconstruction Update**, is distributed to a subscriber database of 1,755 recipients comprising council Mayors, CEOs, lines of reconstruction committee members and individual subscribers.

The primary focus of the newsletter is to showcase the reconstruction progress of councils and increase council engagement.



The June edition featured:

- case studies on reconstruction projects from South East Queensland, Southern, Central, Northern and Far North Queensland;
- an overview of progress across Queensland;
- update to the State Plan – Operation Queensland Update;
- the new Environment and Reconstruction document;
- an article on floodplain management; and
- a case study on the Build Back Blitz program.

Council projects profiled in the newsletter included:

Hubner's Bridge connects Somerset residents

Somerset Regional Council is making excellent progress on its \$80 million reconstruction program. Just one of these projects is Hubner's Bridge at Kilcoy which was completed 10 months ahead of schedule.



New Jellicoe Street Bridge nearing completion

The \$2.7 million Jellicoe Street Bridge reconstruction in Toowoomba is nearing completion. The new replacement bridge is on track to be opened soon.



Reconstruction Update was emailed on 19 June 2012. At 29 June, it had been opened 11,552 times with just over 331 "click throughs" to articles on the Authority's internet. It has an "open rate" of 47% which represents a strong response rate in an environment when the "open" benchmark is around 30%.

The most popular items have been two articles - "*Reconstruction powers ahead*", showing the reconstruction progress across Queensland and the Operation Queensland Update "*The first 12 months and the road ahead*".

The Authority will continue to profile Council reconstruction progress in future editions of the e-newsletter.

The e-newsletter can be viewed at <http://www.qldra.org.au/news-media/publications-guides-newsletter> via the Authority's website.

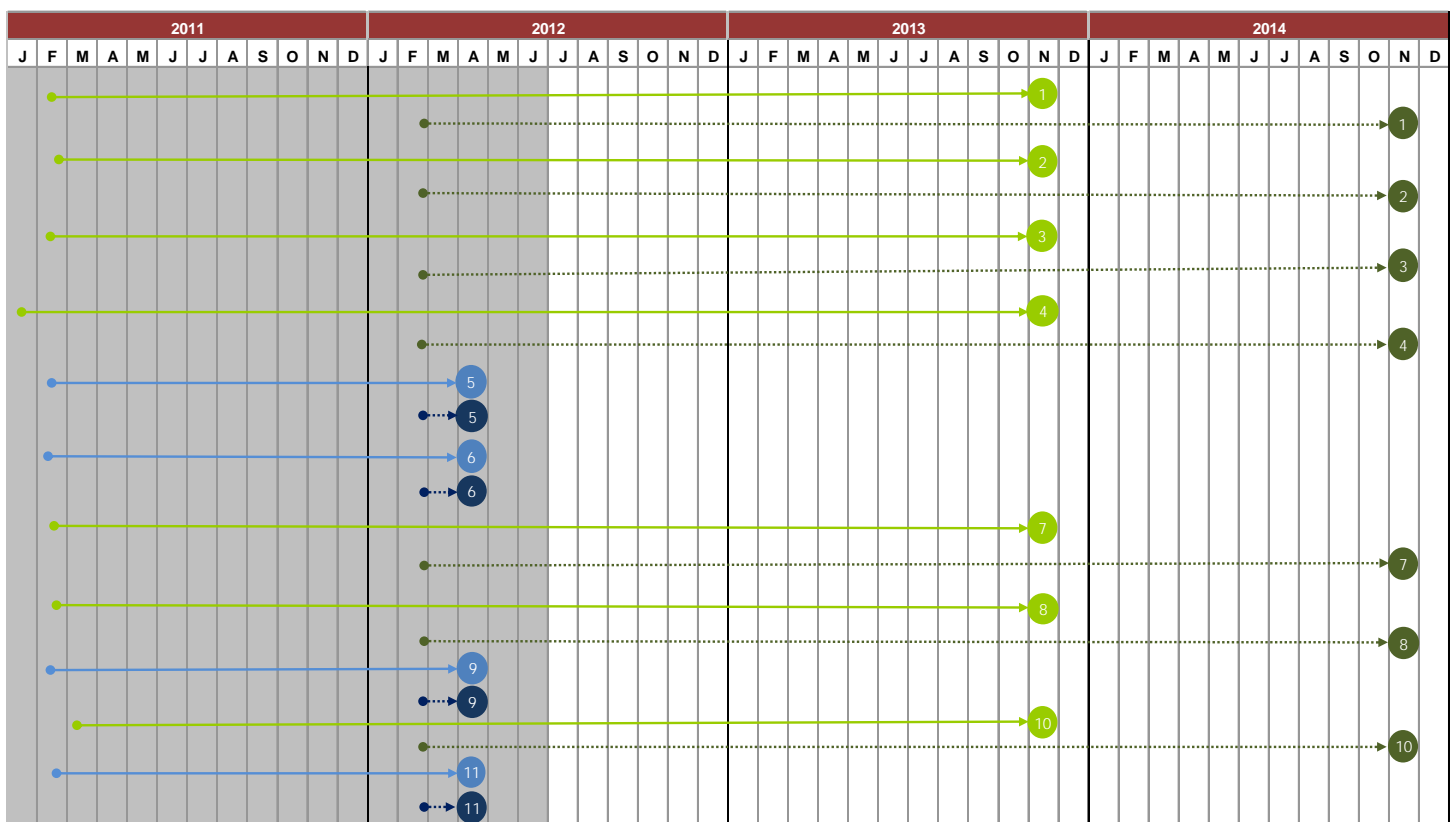
Case study provided by the Authority 30 June 2012

Community Liaison and Communication - progress against Implementation Plan

The progression of key tasks against the Implementation Plan for the Community Liaison and Communication Line of Reconstruction was updated during the annual review process for Operation Queensland Update 2011-2013. Key tasks that have been reactivated in response to the current and emerging natural disaster events of 27 January-February 2012 are indicated with dark green and dark blue markers.

2010/2011 events managed by the Authority - At 29 June 2012, four key tasks had been completed and all remaining tasks are on track to be completed within proposed timeframes. Communication and liaison activities have now been implemented and are part of standard business.

2011/2012 events managed by the Authority - At 29 June 2012, four key tasks that have been reactivated were completed ahead of time with the remaining key tasks ongoing and on track for completion within estimated timeframes. Reactivated communication and liaison activities have also been implemented and are part of standard business.



- 1 Light green markers indicate a key task that is progressing satisfactorily with a low level of risk that completion will not occur by the set timeframe
- 1 Dark green markers indicate a key task or similar activity that has been reactivated as a result of current or emerging events
- 1 Light blue markers indicate a key task that has been completed on or before planned schedule
- 1 Dark blue markers indicate a reactivated key task that has been completed on or before planned schedule
- 1 Orange markers indicate a key task that is progressing satisfactorily with a moderate level of risk that completion will not occur by the set timeframe
- 1 Red markers indicate a key task that requires further attention to meet the proposed deadline
- Hollow markers indicate the timeframe by which a key task was previously expected to be completed
- Arrows indicate a key task is undertaken on an ongoing basis

2010/2011 events managed by the Authority

Key tasks:			
1	Reconnecting people and communities connected through the regular sharing of significant information, including cross-department coordination and local councils	7	Engage media and communities engaged as key milestones are achieved
2	Provide strategic communications and information advice to the Queensland Government and the Queensland Reconstruction Authority	8	Monitor and report measures of progress and effectiveness
3	Identify developing sentiments within communities and provide advice on the most appropriate reinforcement and response measures	9	Support the development and implementation of both cross-cutting planning and local community and economic recovery and reconstruction plans
4	Coordinate community liaison and communication activities	10	Develop subordinate implementation plans to achieve key tasks at project level
5	Develop and recommend ongoing long-term messages and themes for public dissemination	11	Implement online channel for Queenslanders to apply for community recovery assistance, initially focussing on community recovery grant applications.
6	Coordinate online resources through a single URL		

2011/2012 events managed by the Authority (shown in dark green)

Key tasks:			
1	Reconnecting people and communities connected through the regular sharing of significant information, including cross-department coordination and local councils	7	Engage media and communities engaged as key milestones are achieved
2	Provide strategic communications and information advice to the Queensland Government and the Queensland Reconstruction Authority	8	Monitor and report measures of progress and effectiveness
3	Identify developing sentiments within communities and provide advice on the most appropriate reinforcement and response measures	9	Support the development and implementation of both cross-cutting planning and local community and economic recovery and reconstruction plans
4	Coordinate community liaison and communication activities	10	Develop subordinate implementation plans to achieve key tasks at project level
5	Develop and recommend ongoing long-term messages and themes for public dissemination	11	Implement online channel for Queenslanders to apply for community recovery assistance, initially focussing on community recovery grant applications.
6	Coordinate online resources through a single URL		



Section five: State of the State - Disaster Assistance

The following section provides an overview of the status of the disaster assistance associated with the 2010/2011 events and the current 2011/2012 events managed by the Authority.

5.1 Disaster Assistance by event period - 2010/2011

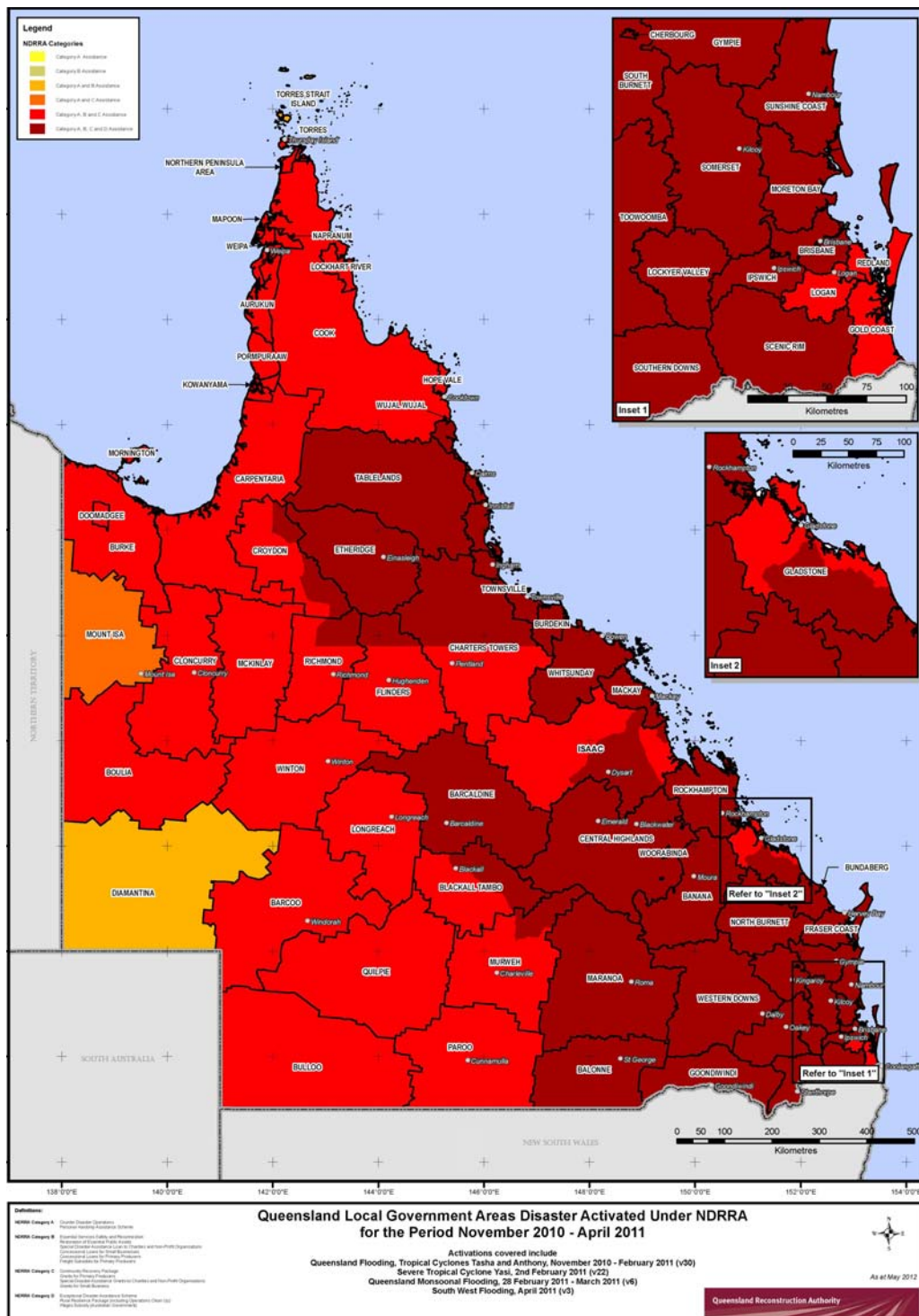
The following section provides a summary of the disaster assistance in relation to the July 2010 to June 2011 period Queensland natural disaster events. The events occurring in this period are listed in the Timeline of Activations (p.3) of this report.

The values represent all applications approved by the Authority and grants/loans assistance paid under the Queensland Disaster Assistance Framework described in **Table 5.3**.

Key Developments since last report:

The Authority has received 1,655 applications with a value of \$7.3 billion. This is an increase of 50 applications, worth \$170.0 million since the last report. A total of \$4.9 billion has been processed, an increase of \$310 million.

Map 1 - LGAs disaster activated under NDRRA for 2010-2011 events managed by the Authority



5.2 Disaster Assistance by event period - 2011/2012

The following section provides a summary of the disaster assistance in relation to the July 2011 to June 2012 period Queensland natural disaster events. The events occurring in this period are listed in the Timeline of Activations (p.3) of this report.

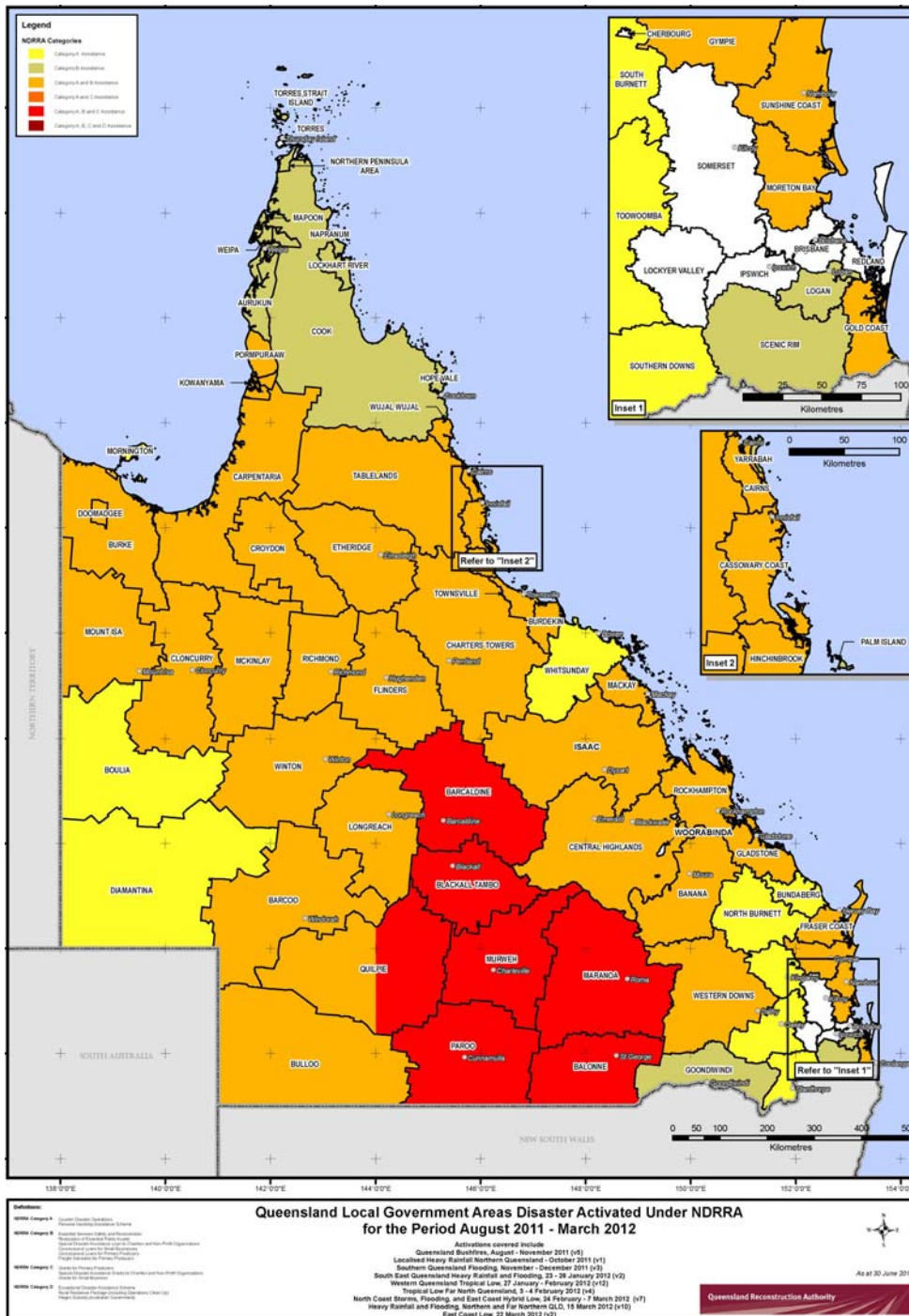
The values represent all applications approved by the Authority and grants/loans assistance paid under the Queensland Disaster Assistance Framework described in **Table 5.3**.

It is anticipated that the Authority will receive applications for restoration/CDO/emergent works and grants/ loans assistance for these events in the next few months. The Authority is continuing to revise the damage estimate for the 2011/2012 events and this will be included in future reports.

Key Developments since last report:

At 30 June 2012, the Authority had received 44 applications with a value of \$15.5 million. Total funding acquitted for individuals, small business, primary producers and charities and non-profit organisations amounts to \$13.25 million.

Map 2 - LGAs disaster activated under NDRRA for 2011-2012 events managed by the Authority



5.3 Queensland Disaster Assistance Framework

The available Queensland Disaster Assistance schemes are separated between NDRRA (jointly funded by the Commonwealth and State governments) and Non-NDRRA funding allocation. For reporting purposes, the schemes are divided into the sections outlined below.

Table 5.3 - Grant Assistance Available for Queensland Disasters

	NDRRA	Non-NDRRA
Individuals and families	Personal Hardship and Assistance Scheme (PHAS) Emergent Assistance Grants Essential Household Contents Grants Structural Assistance Grants Essential Services and Safety Reconnection (ESSR) Safety Inspections Repairs	Premier's Disaster Relief Appeal Australian Government Disaster Recovery Payments
Local Governments, State Departments and Agencies	Counter Disaster Operations Restoration of Essential Public Assets Queensland Local Council Package	
Small Businesses, Primary Producers and Charities and Non-Profit Groups	Concessional Loans Grants Freight Subsidies for Primary Producers Rural Resilience Fund Operation Clean-up Special Disaster Assistance Loans to Charities and Non-Profit Organisations Exceptional Concessional Loans	Disaster Income Recovery Subsidies Cyclone Yasi Wage Assistance Sport Flood Fight Back Scheme Tourism Industry Support Package Queensland Natural Disaster Jobs and Skills Package Racetrack Recovery Assistance Flood Recovery Program QLD Flood and Cyclone Legal Help



Section six: State of the State - Planning and Authority Projects

The Queensland Reconstruction Authority is legislatively empowered to perform accelerated planning, development and decision-making activities to expedite reconstruction and recovery efforts. This section provides an overview of these activities and an update on how they have been undertaken in the past month.

6.1 Planning

Floodplain Management Project

To assist Queensland's Councils, the Queensland Reconstruction Authority (the Authority) in collaboration with the former Department of Environment and Resource Management, developed a two-part toolkit ***Planning for stronger, more resilient floodplains***.

- **Part 1** – *Interim measures to support floodplain management in existing planning schemes* provides Councils with a toolkit including mapping and planning scheme provisions that can be fast-tracked now into existing planning schemes.
- **Part 2** – *Measures to support floodplain management in future planning schemes* builds upon the work of Part 1 by providing further non-mandatory guidance on integrating floodplain management principles and land use strategies and responses into future planning schemes.

Together, Parts 1 and 2 aim to help Councils introduce consistent and specific planning controls to manage flood risks, a recommendation identified and supported in the Floods Commission of Inquiry's Final Report (QFCI).

Floodplain Mapping

Importantly, the toolkit includes the largest floodplain mapping exercise in the State's history and has provided a State-wide catchment based understanding of Queensland's floodplains – the first in the country.

The interim floodplain maps are not modelled, but drawn from evidence of past flooding, including soils, topography, stream flow gauge data and satellite imagery. This mapping represents a baseline or Level 1 mapping for the state of Queensland.

Level 2 – Flood Investigations

The Authority, working with Councils, is now undertaking Level 2 flood investigations which further refines the Level 1 state-wide mapping around key townships and provides outputs such as flood mapping based on actual events.

To date, the Authority has delivered around 20 Level 2 investigations based on the Bureau of Meteorology's identified flood prone towns. As these are completed, the Authority will work with Councils to include these flood investigations into their existing or new planning schemes.

Delivery

Prior to the ***Planning for stronger, more resilient floodplains*** exercise, 65% of existing planning schemes in the State did not contain any flood mapping. These floodplain maps now provide, particularly for low-rates based Councils, the opportunity to better understand where flooding is likely to occur within their region.

Through ongoing collaboration with Councils, this exercise will result in a significant increase in the total number of planning schemes that include flood mapping and flood management provisions. In turn by understanding and planning for flooding, it improves the resilience of our built form and encourages the safety and wellbeing for our communities and individuals.

Flood Mitigation

The Authority is actively working with Central Highlands, Balonne and Maranoa Councils to help advise on flood mitigation approaches. The Authority will be supporting these Councils to understand potential mitigation options including land use responses and structural mitigation works, prioritising a works schedule and identify appropriate funding sources including the South West Flood Mitigation Fund and the Royalties for the Regions – Flood Security Scheme.

Queensland Floods Commission of Inquiry

On 16 March 2012, the QFCI handed down its final report. The final report included 177 recommendations across a number of areas including land use planning, building controls, emergency management, mining and insurance. The work of the Authority particularly in relation to Grantham and the Floodplain project was commended by the QFCI.

On 7 June 2012, the Queensland Government tabled its detailed response to the Queensland Floods Commission of Inquiry (QFCoI) recommendations. The Authority has been nominated as lead agency for delivery of a number of these recommendations specifically those relating to Chapter 2: Floodplain Management.

A number of key outputs will result from the Authority's work including the establishment of the Queensland Flood Portal, a remade Temporary State Planning Policy, model flood planning controls and completion of up to 100 Level 2 investigations prior to the end of the year.

Land Use Planning and Building Codes Taskforce

The Authority recently led a significant body of work on behalf of the National Land Use Planning and Building Codes Taskforce, a working group of the Standing Council on Police and Emergency Management (SCPEM) reporting to the Council of Australian Governments (COAG).

The project supports the *National Strategy for Disaster Resilience* including a nationwide review of land use planning and building codes as they relate to natural disasters. Four reports have now been delivered including a Vision Statement, Current State Review, Gap Analysis and a Roadmap. The Roadmap outlines the actions, including the requirement for State based Capability and Investment Plan's. The reports were endorsed by the National Emergency Management Committee on Friday 25 May 2012 and noted by SCPEM on Friday 29 June 2012.

The Authority is currently in the process of preparing a National Capability and Investment Plan template for use by all jurisdictions. The Capability and Investment Plan will underpin the development of a detailed Implementation Strategy in each State and Territory.

Recovery and Reconstruction Projects

The Authority has been working with a number of Councils and organisations to support specific recovery projects and facilitate state agency input to streamline the approvals process.

Cardwell Esplanade and Marine Infrastructure Recovery Project

The Authority is an active member of the Cardwell Esplanade and Marine Infrastructure Recovery Project Steering Committee. On 26 June 2012, the Honourable Jeff Seeney MP, Deputy Premier and Minister for State Development, Infrastructure and Planning announced the \$32.47 million contract to reconstruct Cardwell had been awarded to See Civil Pty Ltd. It is expected that works will commence in mid-2012.

Works have also commenced on Dunk Island to restore Council assets within the camping ground. All works are expected to be completed prior to the September school holidays. Works on jetties at both Dunk Island and Clump Point are expected to commence in August 2012.

Recovery Projects

The Authority continually provides assistance to a number of Councils supporting the streamlining of development applications associated with recovery and reconstruction projects. The Authority is actively supporting Brisbane City Council with a number of projects and will also support the approvals process for the RiverWalk and Ferry Terminals.

6.2 Damage Assessment and Reconstruction Monitoring - DARMsys™

A key success factor in recovery and rebuilding from natural disasters is undertaking structured and planned assessments of damage and commencing reconstruction as early as possible.

The devastating weather events in 2011 underlined the importance of gathering early, comprehensive and accurate damage assessment information on the extent of damage as soon as safely possible after the event.

Assessments commenced in July 2011 and were undertaken by the Authority and Building Services Authority staff.

The aim of DARMsys™ is to ensure the Queensland Government has the capability to undertake timely and accurate damage assessments and monitor the reconstruction effort in a way that enables the State to respond and recover as soon as possible from any future disaster event. Learn more at www.qldra.org.au/about/darmsys

A total of 1,400 residential properties were damaged over the 2012 event period, consisting of:

- 832 - Western Queensland Floods
- 145 - Townsville Storm Event
- 108 - Sunshine Coast February Event
- 315 - Sunshine Coast March Event

(Source: the Authority June 2012)

Upcoming Reconstruction Monitoring:

Western floods

- July 2012

Sunshine Coast Region Flooding

- August 2012

Townsville Storm

- September 2012

Western Floods Region Flooding Update

(February 2012 event)

The Authority has planned reconstruction audits for this region to be conducted in July 2012 targeting approximately 697 properties.

Sunshine Coast Region Flooding Update

(February & March 2012 events)

The Authority has planned reconstruction audits for this region to be conducted in August 2012 targeting approximately 200 properties.

Cyclone Yasi Update *(February 2011 event)*

The Authority completed planned reconstruction audits in the Cyclone Yasi region between 18-21 June 2012.

Data from the June 2012 Cyclone Yasi region audit indicates that:

- Of the 2,665 assessed in the Cassowary Coast and Hinchinbrook regions, 95.6% (2,548) are no longer damaged, repaired, or have work commenced. This is up from:
 - 2,493 in March 2012;
 - 2,374 in November 2011;
 - 1,882 in September 2011; and
 - 1,132 in June 2011.
- 205 properties remain damaged (190 in Cassowary Coast & 15 in Hinchinbrook Shire) with 88 having work underway (80 in Cassowary Coast and 8 in Hinchinbrook Shire).
- The Authority has no more planned reconstruction audits for the Cyclone Yasi region.

Townsville Storm Update *(March 2012 event)*

The Authority completed planned reconstruction audits in the Townsville Storm region between 18-21 June 2012.

Data from the June 2012 Townsville Storm region audit indicates that:

- Of the 247 buildings assessed for the Townsville Storm, 83.8% (207) are no longer damaged, repaired, or have work commenced. This is up from the 162 damaged from the March event.
- The Authority has a planned reconstruction audit for this region to be conducted in September 2012, targeting 65 properties.

(Source: the Authority June 2012)

Appendix A: Local Government Areas by Region

