



**WHAT WE DO:**

QRA is charged with managing and coordinating the Government’s program of **recovery and reconstruction** works within disaster-affected communities, with a focus on working with our state and local government partners to deliver best practice administration of public reconstruction and resilience funds. QRA is also the state’s lead agency responsible for **disaster recovery and resilience policy**, working collaboratively with agencies and stakeholders to improve risk reduction and disaster preparedness.

**OUR VISION:**

Make Queensland the most disaster resilient state in Australia.

**OUR PURPOSE:**

Enable recovery and build resilience to disaster events within our communities.

**DISASTER ASSISTANCE**

**NDRRA/DRFA Grants Program**

Since establishment, QRA has administered a recovery and reconstruction program through the joint State-Commonwealth Natural Disaster Relief and Recovery Arrangements (NDRRA) and Disaster Recovery Funding Arrangements (DRFA) worth more than \$16.4 billion.

Works for **23** events from 2018 | 2019 | 2020 disaster seasons

are currently in delivery with an estimated value in excess of **\$2.49B**

An additional 7 events have occurred in the 2021 disaster season to date, with damage and reconstruction program estimates currently under development.

Status of NDRRA/DRFA Delivery Program			
	2018 Events	2019 Events	2020 Events
NUMBER OF EVENTS	6	12	5
\$2,489M Delivery Program	\$269M Program	\$1,547M Program	\$673M Program
Deadline for Delivery	30 June 2020	30 June 2021	30 June 2022
Time Elapsed	100% Remainder being delivered under EOTs	58%	8%
% Completion	99% complete	47% complete	25% complete

**Acquittal:**

The state, through QRA, is up to date with the acquittal of NDRRA/DRFA claims to the Commonwealth. The next claim is currently being audited and is on track for lodgement with the Commonwealth by the due date of 31 March 2021. The claim will acquit approximately \$1.2 billion of DRFA expenditure for the 2019-20 financial year.

**In February**

The focus in in February was to progress the audit of Queensland’s next DRFA claim to the Commonwealth due by 31 March 2021. The claim will be the first to include an Estimated Reconstruction Cost (ERC), developed under DRFA guidelines. DRFA was introduced from November 2018 with the Monsoon Trough and other events of 2019 the first to fall under the new model. Under DRFA, the Commonwealth will pay Queensland a capped contribution to the 2019 reconstruction program, with any efficiencies realised in delivery able to be reinvested in building resilience.

Concurrently, QRA has been developing the next ERC which is required by 30 June 2021. This required completion of all pre-approval assessments relating to the reconstruction program for the five events of the 2019-20 disaster season.

QRA has also been progressing the next round of the Queensland Resilience and Risk Reduction Fund and the Commonwealth’s Recovery and Resilience Grants, which are expected to be opened to expressions of interest in March 2021.

Across all recovery and resilience grant programs, QRA will administer an approval pipeline in excess of \$700 million between January and June 2021.

During February QRA also conducted damage reconstruction assessments and coordinated recovery activities in parts of Ipswich and Logan in relation to the Halloween Hail Storm of 31 October 2020.

**RECOVERY**

**QRA works extensively on recovery planning with councils impacted by major disaster events, increasing capability and awareness through active participation and providing support for local recovery governance.**

Event Specific Recovery plans

QRA is currently coordinating three state event specific recovery plans that underpin the Government’s commitment to helping communities recover, rebuild and reconnect from the following major weather events of recent years:

- **Queensland Bushfires (2019)**
- **North & Far North Queensland Monsoon Trough (2019)**
- **Central Queensland Bushfires (2018)**

**17** Delivery underway on completed Council event-specific recovery plans related to the Central Queensland Bushfires and the NFNQ Monsoon Trough.

Delivery underway on **8** completed event specific recovery plans for the Queensland Bushfires

**21** Councils have endorsed their COVID-19 event-specific recovery plans.

**56** Council Recovery sub-plans are underway or endorsed

Recovery Planning and Governance Project

The Recovery Planning and Governance project is continuing to be rolled out across the state. In January, Recovery Sub-plan templates were provided to McKinlay Shire Council and Mount Isa Regional Council. In February a training session was completed with Cairns Regional Council.

The project has resulted in the endorsement of 14 recovery sub-plans by local government.

District Recovery Alignment Project

QRA has commenced the District Recovery Alignment Project which is designed to understand recovery needs at the district level and then provide District Disaster Management Groups (DDMGs) with specific training based on those needs. A survey was sent to DDMG stakeholders in January with over 60 responses received to date. The survey closed in the middle of February and consultation meetings are scheduled for March.

Monitoring and Evaluation (M&E)

M&E activities are underway to determine the appropriateness, effectiveness, efficiency, impact and sustainability of the Beef Recovery and Community Development programs implemented to assist the recovery from the Far North & Northern Queensland Monsoon (2019). Evaluation Reports have been developed and are currently in consultation with key stakeholders regarding implementation of the recommendations.

Halloween Storm October 31 2021

In February 2021, QRA and partner agencies inspected 2065 properties as part of the first reconstruction monitoring assessment.

QRA subsequently coordinated meetings between state agencies and insurance industry representatives to address local concerns around the rate of repair on houses.

A Community Recovery Forum was subsequently held on 3 March 2021, drawing together state and local government representatives, insurance and building industry representatives, and community mental health services.

*Further detail is provided in Program Spotlight – Operation Willow.*

**PROGRAM SPOTLIGHT**

**OPERATION WILLOW**

**Assessing damage and reconstruction following the October 2020 South East Queensland Hailstorm.**

On the afternoon of 31 October 2020, a severe hailstorm hit parts of South East Queensland.

Worst affected were the residents of Springfield, Springfield Lakes, Rosewood and Willowbank where hailstones the size of softballs damaged hundreds of cars and homes, shattering windows, roof tiles, awnings, skylights and solar panels. Many properties also suffered interior damage with roof leaks resulting in collapsed ceilings.

Immediately after the hailstorm, Queensland Fire and Emergency Services (QFES) completed 1774 damage assessments of properties in the Ipswich and Logan council areas. These assessments identified 520 properties with severe damage, 602 dwellings with moderate damage and 652 properties with minor damage.

QRA monitors the progress of reconstruction efforts through follow-up damage assessments as part of the Damage Assessment and Reconstruction Monitoring System, otherwise known as DARMsys. The three-monthly reconstruction monitoring assessments focus on the damage and recovery progress of homes and habited structures.

In the first two weeks of February 2021, QRA embarked upon Operation Willow – the first three-monthly assessment to review reconstruction following the October hailstorm. QRA and partner agencies inspected 2065 properties in the affected suburbs. This included properties initially identified by QFES, as well as additional damaged properties identified by QRA and the Department of Communities while in the area.

Using a tablet-based survey tool, officers go street-by-street, house-by-house, collecting information on the damage to individual properties. This includes accessibility to water and electricity, structural damage, insurance matters and residents’ accessibility to financial support.

If residents were unavailable, a calling card with contact details was left in the mailbox. A number of residents who received these cards contacted QRA to discuss issues they were experiencing.

The February 2021 operation identified 236 properties with severe damage, 740 properties with moderate damage and 321 properties with minor damage. It was not possible to determine the level of damage to a further 290 properties, while 478 properties were fully repaired or had no damage at all.

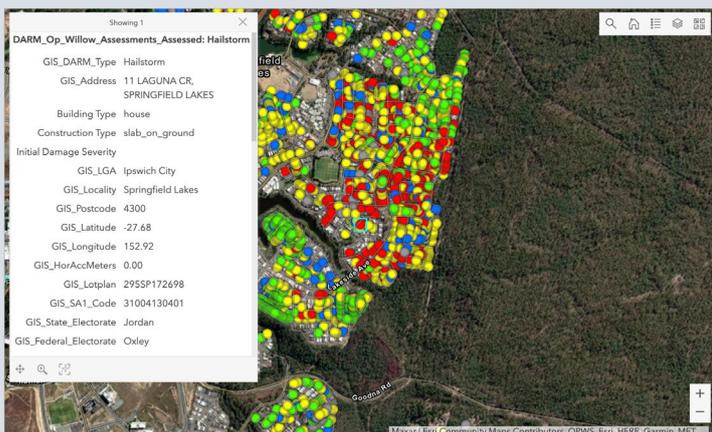
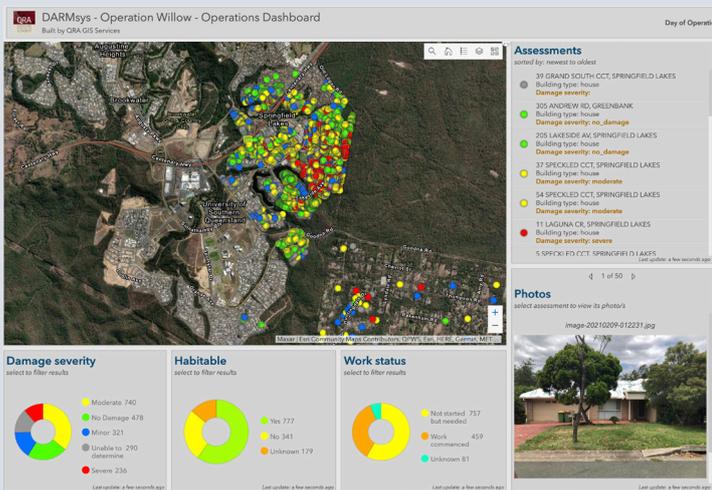
During and after the inspections, a number of residents raised concerns regarding the status of their insurance claims or the progress of restoration or make-safe works. QRA subsequently met with the Department of Housing, the Department of Communities and the Insurance Council of Australia to plan a way forward.

On 19 February a Building Recovery Group meeting was held to investigate the cause for delays to repairs, in particular, to roofs in the Springfield area. A key issue raised was the scarcity of trade contractors to complete the work and difficulties in attracting interstate contractors.

On Wednesday 3 March 2021, the Insurance Council of Australia hosted a community forum in Springfield to address insurance issues and delays in getting repair work completed.

The forum was attended by approximately 80 community residents with a further 40 supporting staff (ICA, Local State MP Charyse Mullin, Local Federal Member Milton Dick, Ipswich City Council Mayor Teresa Harding, Local Council Staff, Insurance Companies, Community Recovery, Housing, Queensland Building and Construction Commission (QBCC), Community Mental Health, Financial Counsellor).

Further community engagement is planned for Springfield and Logan in the coming weeks.



Images: Darmsys interface from MyQRA Intranet.



Image: QRA staff carrying out damage assessment.

**RESILIENCE**

**QRA is responsible for coordinating the development and implementation of whole-of-government policies for managing flood risks and improving the resilience of communities, and facilitating mitigation against potential disasters.**

**Resilience grant programs**



**Queensland Disaster Resilience Fund (QDRF) and Prepared Communities Fund (PCF)**

For 2018-19, \$10.65 million was allocated to 75 projects to strengthen the resilience of Queensland communities under the State-funded QDRF (\$9.5M, 65 projects) and the joint State-Commonwealth funded PCF (\$1.15M, 10 projects). As at 31 January 2021, 36 projects were complete and 39 projects were in progress.

**Queensland Resilience and Risk Reduction Fund (QRRRF)**

The 2020-21 QRRRF funding round is expected to open for applications in March 2021 with \$19.1 million of funding from the Queensland and Australian Governments available for allocation. This funding comprises:

- \$9.6 million jointly funded by the Queensland and Commonwealth funding under the National Partnership on Disaster Risk Reduction
- \$3.5 million of additional resilience funding fully funded by the state, and
- \$6 million of Commonwealth funding made available through the Managing Disaster Risk fund funded by the National Drought and North Queensland Flood Response and Recovery Agency.

The 2019-20 round of the QRRRF is also currently being delivered. The fund fully allocated \$13.1 million of funding available at the time to 68 projects across 61 recipients. A list and interactive map of the successful projects is available on the QRA website.

**Recovery and Resilience Grants**

QRA is administering a \$12 million grant fund, which was announced on 16 December 2020, to support locally-led recovery and resilience activities in 14 local government areas most impacted by the North and Far North Queensland Monsoon Trough, January-February 2019.

The grants are being funded by the Commonwealth Government through the National Drought and North Queensland Flood Response and Recovery Agency.

Local governments are required to submit a Program of Works to QRA, up to a maximum of \$857,000, outlining projects and activities they deem essential for the recovery of their communities and to increase resilience by 31 March 2021.



*Images: Samples of QRRR funding projects.*

**Resilience projects and activities**



QRA is currently actively delivering or participating in a suite of projects and activities with the intent of building the resilience of Queensland communities:

- Phase 2 of the statewide rollout of regional resilience strategies as part of Resilient Queensland 2018-2021: Delivering the Queensland Strategy for Disaster Resilience
- oversight of 52 actions including 12 actions that QRA is responsible for under the Brisbane River Strategic Floodplain Management Plan (SFMP)
- delivery of \$1 million Burdekin and Houghton Catchment Resilience Strategy Project and other components of the Flood Mapping and Flood Warning Programs being funded through DRFA Category D following the North and Far North Queensland Monsoon Trough
- contributing to a whole-of-government response to recommendations of the Royal Commission into National Natural Disaster Arrangements (RCNDA)
- leading reform negotiations on behalf of Queensland Government agencies in the Commonwealth’s review of Disaster Recovery Funding Arrangements

**Key progress in February 2021 included:**

**Brisbane River Strategic Floodplain Management Plan (SFMP)**



- Work is progressing on multiple actions and deliverables, with many forecasting completion by mid-2021.
- QRA, with the Brisbane River catchment councils and relevant state agencies, have coordinated the delivery of a ‘Regional cumulative impact assessment for the Brisbane River floodplain’ report and accompanying datasets, which addresses action LU1 of the SFMP.
- The QRA project team has finalised the ‘Framework for the economic assessment of flood management projects’ which will address action FM7 of the SFMP with publication expected in March 2021.

Of the 77 reportable actions to be completed under the SFMP, 19 are now complete, 43 are in progress, two have not commenced and 13 are either for the future or business as usual actions.



**North and Far North Queensland Monsoon Trough Cat D - Flood Mapping and Flood Warning Programs**

- As part of the \$8 million Flood Warning Infrastructure Network Project, project managers are appointed in each of the three areas of operation, to oversee the implementation and commissioning of more than 170 flood warning infrastructure assets. Site selection and associated tender documents are being drafted to enable the selection and appointment of delivery contractors. Tenders for the Townsville and surrounds area of operation were released to the market in February 2021, with tenders for the Far North area of operation to be released to the market by the end of March, and tenders for the North West area of operation expected to be released in two tranches in April and May respectively.

**PROGRAM SPOTLIGHT**

**HERITAGE-LISTED WALL RESTORED ON MOUNT SPEC ROAD**

A heritage-listed drystone wall dating back to the 1930s has been removed and reconstructed by hand, one stone at a time, as part of reconstruction works along Mount Spec Road.

During the Great Depression, the then Main Roads Board played a significant role in job relief, with many of the 30% unemployed offered opportunities to work on infrastructure projects including regional roads. Some projects involved building drystone walls, without cement as mortar, which relied on the skill of the builder to make them strong and durable.

Mount Spec Road on the Paluma Range, north of Townsville, experienced multiple landslides and significant slope damage during the 2019 Monsoon Trough flood event. Transport and Main Roads completed landslip repairs at nine sites in late July 2019. In September 2020, further slope stabilisation works commenced at three locations: Twin Falls, Culvert 161 and Windy Corner.

At Twin Falls, water flow across Mount Spec Road had undermined the existing heritage-listed stone pitched retaining wall. Water rushing down the slope scoured out behind the wall, causing a void and resulting in settlement of the wall and a loss of blocks from its top. The settlement of the wall also damaged the guardrail.

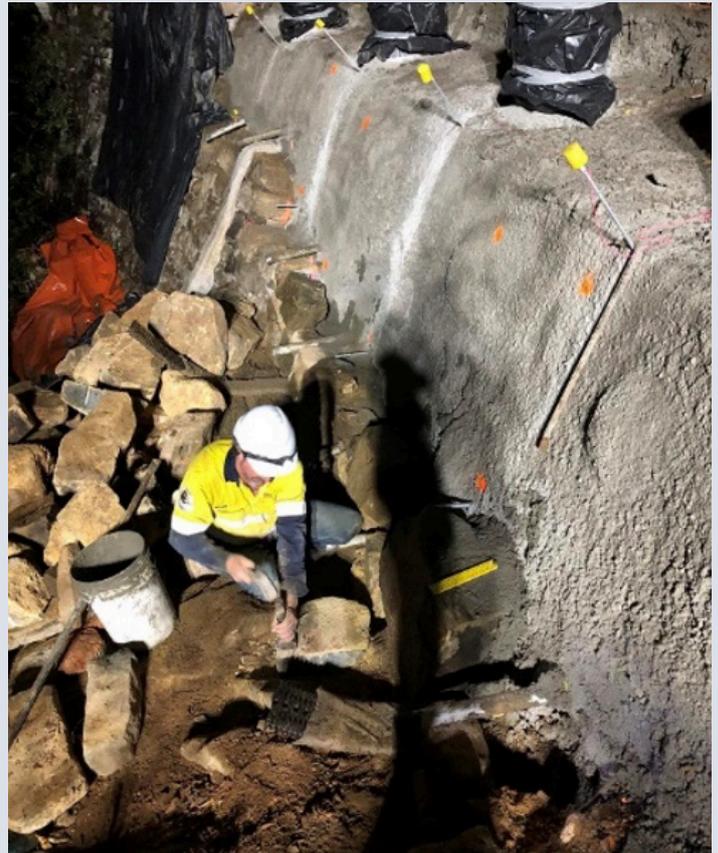
Reconstruction works at Twin Falls involved repairing the damaged culvert and heritage-listed headwalls, repairing the heritage-listed stone retaining wall and installing a new guardrail. As part of site preparation, the drystone wall was partially dismantled and stored for later reconstruction. Soil nails were installed, and a concrete retaining wall constructed, incorporating the footings for the new guardrail. The original stones were then hand placed by a stonemason as a facing to the concrete retaining wall.

To repair landslips at Culvert 161, works included soil nailing, installing strip drainage and reinstating sprayed concrete slope protection.

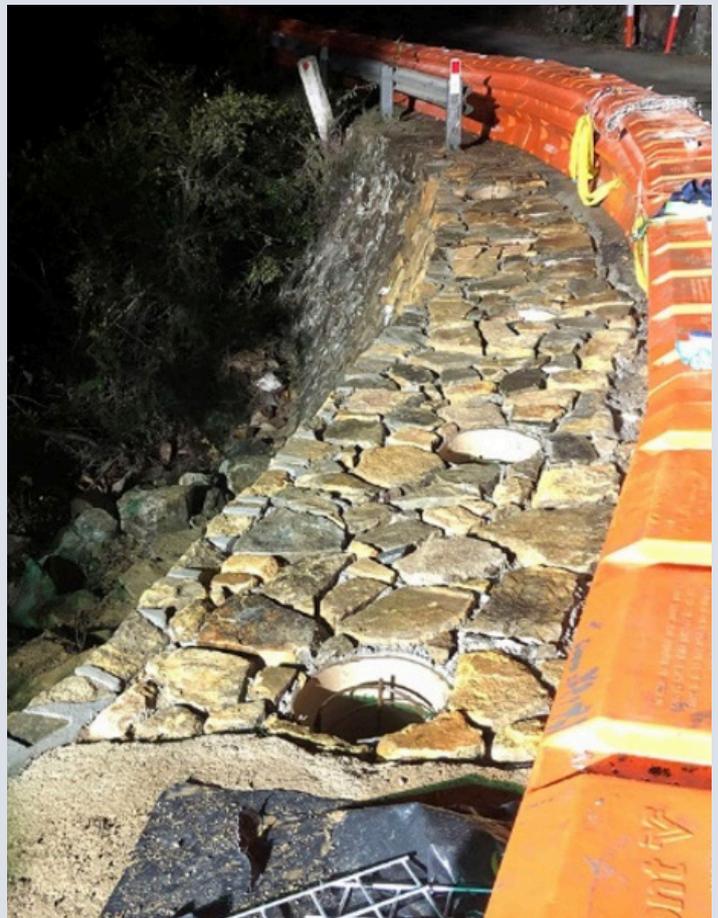
At Windy Corner, minor slope repairs involved trimming the top of the landslip, installing soil nails and sprayed concrete to the upper portion of the slip, and installing hydromulch and erosion control matting to the lower area.

Reconstruction works on Mount Spec Road were completed in December 2020.

Eligible reconstruction works are jointly funded by the Commonwealth and Queensland Governments under the Disaster Recovery Funding Arrangements (DRFA).



*Image: Mount Spec Road – stonemason working on the heritage-listed drystone wall.*



*Image: Mount Spec Road – restored drystone wall.*

**GET READY QUEENSLAND (GRQ)**

GRQ is a year-round, community resilience program that helps Queenslanders prepare for disasters. The program integrates a state-wide research driven awareness campaign led by QRA, alongside a grass roots grants program implemented by providing \$2M across all 77 Queensland councils to tailor information most credible and relevant to their community.

**Insurance awareness advertising campaign**

QRA has launched a new Get Ready Queensland campaign to remind Queenslanders to check their insurance is up-to-date and provides flood cover.

Having insurance is an indicator of disaster resilience and statewide market research by QRA found that 20% of Queenslanders do not have home and/or contents insurance that covers damage from disasters. The campaign was developed in response to reports of severe weather expected to continue late into the 2020-21 disaster season.

Funded through Category C DRFA (Community Education), the campaign will target 39 Local Government Areas impacted by the 2019 Monsoon Trough. Advertising will be published on television, radio, social media and newspaper until early April 2021.

Following the campaign, assets will be shared with all Queensland Councils to promote in their local communities.

**2020 program evaluation**

In January, the GRQ team undertook a thorough review of the program to evaluate achievements and identify short, medium and long-term opportunities to grow the program.

The evaluation has been developed using insights from market research, project evaluations, and stakeholder feedback gathered since the program’s inception in 2013.

The GRQ team is now in consultation with a range of stakeholders to gain feedback on the evaluation. Final recommendations will be implemented in the GRQ Strategic Plan for 2021 and continue to guide priorities for future funding rounds.



Image: GRQ Facebook and instagram story.

**PROGRAM SPOTLIGHT**

**TAMBORINE MOUNTAIN ROAD CLOSED FOR SAFETY WORKS**

Emergency works commenced in January 2021 to remove large boulders and fallen debris that damaged Tamborine Mountain Road during the South East Queensland Coastal Trough event.

After more than 350mm of rain fell in six days in December 2020, two large boulders detached and fell from a natural rock outcrop above the road, causing a large path of damage and a landslip onto the road. The boulders, with an estimated combined weight of 140 tonnes, landed further downslope, blocking entry to a private housing estate.

In order to remove the debris and assess the road safely, Tamborine Mountain Road is expected to remain closed for an extended time.

Emergency works will also involve removing further large boulders at risk of falling from above. Due to the risk of further rock falls from the damaged, unstable rock face, the works will require experts on ropes, scaling by hand, and constant assessment to ensure safety.

Before scaling could start, TMR built a temporary ‘earth bund’ below the slip site, to help soften the impact and act as a barrier for the falling rocks and debris expected to come off the rock face.

TMR also installed temporary concrete barriers as an additional precautionary measure to contain any loose debris.

Once the scaling works and removal are complete, further geotechnical investigations will be undertaken to determine the extent of the damage and level of restoration required.

A temporary side-track has been installed to provide residents with access while works are undertaken. TMR is continuing to work closely with the local community regarding the repairs and access requirements.

Eligible reconstruction works are jointly funded by the Commonwealth and Queensland Governments under the Disaster Recovery Funding Arrangements (DRFA).



*Image: Tamborine Mountain Road – landslide on road.*



*Image: Tamborine Mountain Road – fallen boulders located within private property.*



*Image: Tamborine Mountain Road – side-track for resident access.*



*Image: Tamborine Mountain Road – damage site.*



*Image: Tamborine Mountain Road – damaged rock outcrop above road.*