

'SR-C'

[REDACTED]

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**From:** John Bradley [REDACTED]  
**Sent:** Friday, 14 January 2011 12:28 AM  
**To:** Stephen Robertson; [REDACTED]  
**Cc:** Lance McCallum; [REDACTED]  
**Subject:** Mount Crosby

Minister

This is to let you know that Mt Crosby's East Bank is currently off line again having been recommissioned today. It suffered a parts failure which is expected - but not certain - to be fixed tomorrow morning.

This means the water balance/availability of supply is again under close watch, particularly given potential for increased consumption from Ipswich and Brisbane residents as floodwaters recede.

Key factors we are assessing closely include

- \* turbidity levels in source water for MC Westbank as SEQWater seek to increase its output towards maximum capacity (250 ML/day) - it is possible turbidity may constrain output but as at 11.30 pm, it was looking ok. (If necessary to fine-tune the water quality assessment to maximize output, we are on standby to liaise with M Reld and J Young re health input.)
- \* demand increases tomorrow - noting some potential for mitigation through general SEQ community messaging and deferring non-essential clean up activities (eg. Some council street cleaning/wash down)
- \* timeframes to bring Eastbank back online.

We will discuss with officers before 7 am tomorrow and may bring further strategic advice before 8 am SDMG. Our clearest assessment is expected at around 10 am.

If Eastbank can return to service, then there is little risk to supply security.

If the general outlook is not looking acceptable, we may need to brief you during the morning on options including - at worst - the risk that boiled water notices may be required, in some segments of the Ipswich network later in the day tomorrow.

I will update you again in the morning.

Regards  
John B

[REDACTED]

**From:** Bradley John [REDACTED]  
**Sent:** Friday, 14 January 2011 8:55 PM  
**To:** Stephen Robertson; Lance McCallum  
**Cc:** Tim Walls  
**Subject:** Fw: Water Supply is looking better

Fyi

**From:** Barry Dennlen [REDACTED]  
**Sent:** Friday, January 14, 2011 08:26 PM  
**To:** Bradley John; Ken Smith [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Water Supply is looking better

Gents

Good news, Mt Crosby is now producing 410 megalitres per day ( Westbank 230, Eastbank 180) and we are building the system storage.

Lowood Water pump station and treatment plant is up and running, after a short commissioning Lowood, Gatton, Helldon, Fernvale and Laidley will start getting supply. Six QUU crews are on site to repair the reticulation system to these towns.

Regards

Barry

+-----+  
Think B4U Print  
1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere  
3 sheets of A4 paper = 1 litre of water  
+-----+

[REDACTED]

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**From:** Bradley John [REDACTED]  
**Sent:** Friday, 14 January 2011 7:37 PM  
**To:** Lauren Sims; [REDACTED]; Stephen Robertson;  
[REDACTED]  
**Cc:** Lance McCallum; Tim Watts; Lyons Michael @ SEQWGM; Geoff Stead  
**Subject:** RE: Wivenhoe - Courier Mail for Williams

pls change 1990 to 1992 in the flood manual response so it aligns with latest version of Hedley Thomas responsee

-----Original Message-----

**From:** Lauren Sims [REDACTED]  
**Sent:** Friday, 14 January 2011 7:35 PM  
**To:** Media @ SEQWGM; [REDACTED]; Stephen Robertson; [REDACTED]  
**Cc:** Lance McCallum; Tim Watts; Lyons Michael @ SEQWGM; Bradley John; Geoff Stead  
**Subject:** Wivenhoe - Courier Mail for Williams

Please find attached response approved by Minister and Premiers RE questions from Brian Williams.

<<Floods- Wivenhoe CM 140111.doc>>

Regards,

Lauren Sims

Assistant Media Advisor  
Office of the Hon. Stephen Robertson MP  
Minister for Natural Resources, Mines and Energy and Minister for Trade  
Phone: [REDACTED]  
Mobile: [REDACTED]  
e-mail: [REDACTED]  
[REDACTED]

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( ) hink B4U Print  
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3 sheets of A4 paper = 1 litre of water  
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[REDACTED]

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**From:** Bradley John [REDACTED]  
**Sent:** Saturday, 15 January 2011 12:20 PM  
**To:** Lance McCallum  
**Cc:** Ken Smith  
**Subject:** Response to Minister Robertson on 24/12  
**Attachments:** Letter to Minister - flood management.doc; ATT00001.htm

Lance /Ken

Further to separate discussions with you both today,

Attached is a copy should you need it today (due to media interest) of the advice which SEQWGM gave Min Robertson on 24/12 regarding whether there would be any flood mitigation benefit in drawing down dam levels below FSL before the wet season.

We are preparing the detailed advice requested by Min Robertson on these issues also which we have agreed with Lance to have ready by COB tomorrow prior to a meeting with Minister before Cabinet Monday.

Regards

John Bradley  
Director-General  
Department of Environment and Resource Management  
Telephone: [REDACTED]  
Email: [REDACTED]  
[www.derm.qld.gov.au](http://www.derm.qld.gov.au)

Department of Environment and Resource Management  
400 George Street, Brisbane Q 4000  
GPO Box 2454, Brisbane Q 4001

**From:** Barry Dennien [REDACTED]  
**Sent:** Saturday, 15 January 2011 7:34 AM  
**To:** Bradley John  
**Subject:** Fwd: Flood Letter - Minister

John

See attached

I will phone in the sdmg so I can attend the lord mayors disaster meeting

We will have a full brief for you

Regards  
Barry Dennien

Begin forwarded message:

**From:** Elaina Smouha <[REDACTED]>  
**Date:** 14 January 2011 3:04:21 PM AEST  
**To:** Barry Dennien <[REDACTED]>  
**Subject:** Fwd: Flood Letter - Minister

Elaina Smouha

Director, Governance and Regulatory Compliance

SEQ Water Grid Manager

Phone: (07) [REDACTED] Mobile: [REDACTED] Fax: (07) [REDACTED]

Email: [REDACTED]

Visit: Level 15, 53 Albert Street Brisbane

Post: PO Box 16205, City East QLD 4002

ABN: 14783 317 630

Begin forwarded message:

From: Chris Snape <[REDACTED]>

Date: 14 January 2011 3:01:46 PM GMT+10:00

To: [REDACTED]

Cc: Elaina Smouha <[REDACTED]>

Subject: Flood Letter - Minister

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Think B4U Print

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7 sheets of A4 paper = 1 litre of water  
+-----+

TRIM ref: D/10/7953

24 December 2010

Hon Stephen Robertson MP  
Minister for Natural Resources, Mines and Energy  
and Minister for Trade  
PO Box 15216  
Brisbane Qld 4001

Dear Minister

I am pleased to respond to your letter of 25 October 2010 regarding options to and benefits of releasing water from key storages in anticipation of major Inflows over the current wet season. Our advice follows, based on discussions with Seqwater.

Only four of the dams in South East Queensland region are gated, with the ability to release significant amounts of water in anticipation of major Inflows. These are Wivenhoe, Somerset, North Pine and Leslie Harrison dams.

Detailed operational procedures have been approved for each of the gated dams. The dams will continue to be operated in accordance with these procedures. These procedures generally relate to the management of the dams and should be managed above Full Supply Level. This advice relates to the water security aspect of the management of the dams below Full Supply Level.

Based on information currently available, Seqwater has advised that releasing water to below Full Supply Level may provide some benefits in terms of reduced community and operational impacts during minor inflow events, such as has occurred over the past month. For medium and major flood events, it considers that pre-emptive releases will provide negligible benefits.

Informed by this advice, the SEQ Water Grid Manager has advised Seqwater that, from a water security perspective, it has no in-principle objection to minor releases from Wivenhoe, Somerset and North Pine dams to minimise the operational and community impacts of gate releases. Specifically, it has advised that it has no in-principle objection to:

- Wivenhoe and Somerset dams being drawn down to 95 per cent of their combined Full Supply Level
- North Pine Dam being drawn down to 97.5 per cent of its Full Supply Level.

The SEQ Water Grid Manager has assessed the water security implications of the release to be negligible, having no impact on our ability to meet the risk criteria specified in the System Operating Plan or our ability to meet our supply obligations to Grid Customers. From a water security perspective, the Queensland Water Commission has also confirmed that it does not have any objections to the potential release.

Please note that these arrangements are intended to apply for the current wet season only, taking into account the level of storages and the rainfall forecasts over coming months.

For future wet seasons, the SEQ Water Grid Manager will continue to work with Seqwater to investigate the optimal arrangements. In particular, we propose to further investigate options that may reduce the frequency or duration of intermediate level flows (between 1,900 and 3,500 cubic metres per second). In addition, we recommend that the investigations with the Queensland Water Commission to examine the opportunity of raising the full supply level of Wivenhoe Dam for water supply be expanded to include options involving the release of the additional water once major inflows are forecast.

I trust that this advice is sufficient. If you have any questions, please do not hesitate to contact Mr Dan Spiller, Director Operations, by telephone on [REDACTED] or by email on [REDACTED]

Yours sincerely



Gary Humphrys  
Chair

## **ATTACHMENT**

### **Wivenhoe and Somerset dams**

Wivenhoe Dam can store up to 1.15 million litres (ML) of drinking water. In addition, it has the capacity to store an additional 1.45 ML of flood water.

While large, the flood compartment can be filled within days. For example, following heavy rainfall in October 2010 Wivenhoe Dam received inflows equivalent to almost half of the flood storage compartment capacity in just a few days.

Several factors influence flood release strategies for Wivenhoe and Somerset dams.

First, rain events that have caused flooding have historically been prolonged events over several days, often with a second event occurring several days to a week after the first. As a result, the operational procedures for the dam are designed to ensure that all water held in the flood compartments is released within seven days of a rain event, ensuring that the flood compartment is available for any future inflows.

Secondly, the dam only controls flood waters from part of the Brisbane River catchment area. About 50 per cent of the catchment area of the Brisbane River is upstream of the Wivenhoe Dam wall, and can be potentially controlled by it. No flood mitigation structures exist for most of the potential run-off from the other 50 per cent of the catchment area.

Third, the Bureau of Meteorology has had limited success in plotting rainfall distribution accurately to assess where most flooding risk lies above or below the dam wall. Historical floods have demonstrated that flooding can occur from both. For example, the 1974 flood flows primarily occurred below the dam wall whilst the 1890's event occurred above the dam wall. As a result, when releasing water from Wivenhoe Dam it is very important to predict and monitor below the dam wall flows so as to understand combined river flows that cause flood impacts.

Taking these factors into account, the flood release strategy for Wivenhoe and Somerset dams has a hierarchy of objectives:

- Ensure the structural safety of the dam
- Provide optimum protection of urbanised areas from inundation
- Minimise disruption to rural life
- Retain full supply level after a flood event
- Minimise impacts to flora and fauna during the drain down phase.

Within this framework, flood releases from Wivenhoe Dam typically fall into two categories of flood events based on the impact they cause when combined with below the dam wall catchment runoff:

- Larger events typically involving combined river flows greater than 3,500 cubic meters per second measured at Moggill. These events would have flood impacts on



urban areas in Brisbane. This scale of release has not been required since Wivenhoe Dam was completed.

- Smaller events with combined river flows of less than 1,900 cubic meters per second measured at the Mt Crosby weir which can inundate up to seven rural bridges isolating up to 50 households and causing inconvenience to many more. There has been six of these events since 1984, when Wivenhoe Dam was completed.

Our assessment of the benefits of lowering dam storage levels to reduce flooding impacts is below for these two event types.

#### *Large events*

Seqwater has advised that releases of greater than 3,500 cubic metres per second (m<sup>3</sup>/s) from Wivenhoe Dam are likely to impact on urban areas in Brisbane. Events of this nature have not been experienced since Wivenhoe Dam was completed in 1984.

Seqwater has advised that:

- pre-emptive releases are likely to have negligible impacts on the extent of these impacts
- any impacts would require releases of at least 250,000 ML. This is equivalent to a release of about 16 per cent of the combined storage capacity of Wivenhoe and Somerset dams.

A pre-emptive release of this scale is not recommended, based on information currently available. The potential water security impacts are considered to be more significant than the negligible benefits. These potential security impacts include costs associated with the earlier or avoidable operation of the desalination facility at capacity, as well as the increased probability of triggering the implementation of a drought response plan.

More detailed investigation of opportunities to actively manage flood storage is recommended, including options to increase flood supply level on a temporary basis. These investigations need to be led by Seqwater, and involve the Bureau of Meteorology, Councils and the SEQ Water Grid Manager.

In particular, it has been identified that it is worth investigating the impacts on downstream flooding for intermediate level flows (flows between 1900 and 3500 m<sup>3</sup>/s).

Seqwater will undertake extensive investigations for the Queensland Water Commission in early 2011 to examine the opportunity of raising the full supply level of Wivenhoe Dam for water supply. We will recommend that the scope of this work be widened to consider the benefits of pre-lowering storage levels based on mid range rainfall events and the reduced impacts to river levels and subsequent property impacts. It is noted that predicting rainfall intensity and location, even as events are about to occur has not been accurate, however the Bureau of Meteorology is improving its methods.

### *Smaller events*

Pre-emptive releases from Wivenhoe Dam may reduce the impacts of minor gate releases (strategies W1A to W1E in the operational procedures).

Minor gate releases may result in the closure of up to six bridges, isolating up to 50 dwellings and inconveniencing many more. As stated in existing flood management plans, releases should be managed to minimise the impacts on these residents. Over the immediate term, Councils have requested that bridge closures be avoided over the Christmas to New Year period, if at all possible. In addition:

- There are resource implications involved in the activation of the flood control centre. Under flood management plans, the centre must be staffed by suitably qualified officers at all times during gate releases. There are currently only four quality duty engineers, who have staffed the flood centre for much of period since the initial release in October.
- Gate releases during the Christmas holiday period would result in closure of dams to water based activities, impacting on up to 150,000 people who are expected to use the recreational facilities over the holiday period.

The Water Grid Manager has advised Seqwater that, from a water security perspective, it would not object to water being released from Wivenhoe and Somerset dams to 95 per cent of storage capacity at any time until end March 2010.

Under this recommendation, storage levels could potentially be reduced by up to about 77,250 ML. This is equivalent to the amount of water released between 13 and 16 December 2010, through a single gate.

Pre-emptive releases will be managed so as to minimise the likelihood of gate releases due to small storms and local rainfall. Storage capacity will usually be reduced through a combination of:

- Extended gate releases, especially for strategy W1C. For comparison, up to 130,000 ML/day was released during in November and mid December 2010. At this rate, the additional releases could occur in about half a day.
- Ongoing gate releases of up to 30,000 ML/day, which do not isolate any residents but can inundate some lower bridges that cause inconvenience.
- Ongoing valve release of up to about 4,300 ML/day, which can be maintained without inundate any bridges.

Actual releases would be decided by Seqwater based on operational considerations and in accordance with its statutory and regulatory obligations.

### *Water security impacts*

The water security impacts of releases will be zero if the dams fill over the remainder of the wet season. Current forecasts indicate that there is a high probability of this occurring:

- Heavy rainfall is forecast over the Christmas holiday period, as noted above.
- Over the remainder of the wet season, advice from the Bureau of Meteorology is that sea surface temperatures are likely to remain at levels typical of a La Niña event into the first quarter of 2011, with the majority of the models indicating the event will gradually weaken over the coming months.

The water security impacts will be minimal, even if there were no further inflows to the dams. Modelling indicates that the reduction would have a minimal impact on the probability of key water Grid storages falling to 40 per cent of capacity over the next five years.

### **North Pine and Leslie Harrison dams**

North Pine and Leslie Harrison dams do not have flood mitigation potential. Once the dams have reached Full Supply Level, all water flows into the dam must be released to protect the structural safety of the dam.

Seqwater has advised that, without major releases, there are negligible benefits to reducing volumes stored in North Pine or Leslie Harrison dams for the purposes of reducing the extent or duration of any downstream flooding impacts.

For North Pine Dam, there may be some operational and community benefits to minor releases to below Full Supply Level in some circumstances. Any gate operation at North Pine Dam results in inundation of Youngs Crossing Road, which isolates a number of residents. These impacts are currently being minimised by releasing from North Pine Dam at night. With further rainfall forecast, Seqwater may choose to reduce the level to below Full Supply Level in order to reduce the frequency of night releases or the likelihood of releases being required during the day.

For this dam, the SEQ Water Grid Manager has advised Seqwater that, from a water security perspective, it would not object to water being released to 97.5 per cent of storage capacity at any time until end March 2010.

For Leslie Harrison Dam, gate operations do not impact on public roads and generally only inconvenience the general public during large flood events. There is no scope to reduce this inconvenience through small pre-emptive releases. Accordingly, no in-principle approval be made for pre-emptive releases from this dam.

[REDACTED]

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**From:** Bradley John [REDACTED]  
**Sent:** Saturday, 15 January 2011 12:37 PM  
**To:** Kate Jones; Stephen Robertson; Lance McCallum; Joshua Cooney  
**Cc:** DERM EMG  
**Subject:** FW: derm asset report  
**Attachments:** DERM Agency built assets impact report 150111.xls

Ministers, EMG

Pls note advice from Corporate Services provided today as an input to the DPW whole of government information being prepared for Cabinet on Monday.

Thanks

John Bradley

Director-General  
Department of Environment and Resource Management  
Telephone: [REDACTED]  
Email: [REDACTED]  
[www.derm.qld.gov.au](http://www.derm.qld.gov.au)

Department of Environment and Resource Management 400 George Street, Brisbane Q 4000 GPO Box 2454, Brisbane Q 4001 -----Original Message-----

From: Anderson Danielle  
Sent: Saturday, 15 January 2011 11:42 AM  
To: [REDACTED]  
[REDACTED] Bradley John  
Subject: Fw: derm asset report

Pls call me if anything needs explanation [REDACTED] Danielle

----- Original Message -----

From: Greg Salmon <[REDACTED]>  
To: Anderson Danielle  
Sent: Sat Jan 15 11:36:53 2011  
Subject:

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1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere  
3 sheets of A4 paper = 1 litre of water  
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[REDACTED]

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**From:** Bradley John [REDACTED]  
**Sent:** Saturday, 15 January 2011 1:11 PM  
**To:** Lance McCallum; Stephen Robertson  
**Subject:** Fw: Fwd: Teleconference 7:30am 15 Jan Minutes

Lance, Minister - useful summary of where we are at to day - just spoke to peter borrows and lowood Water Treatment Plant holding up well since commissioning this morning - Mayor Jones very happy with this news I am told by seqwater

Regards John B

**From:** Barry Dennien [REDACTED]  
**Sent:** Saturday, January 15, 2011 09:28 AM  
**To:** Bradley John  
**Subject:** Fwd: Teleconference 7:30am 15 Jan Minutes

( )  
John

This a more useful summary

Regards  
Barry Dennien

Begin forwarded message:

**From:** [REDACTED]  
**Date:** 15 January 2011 9:14:49 AM AEST  
**To:** Barry Dennien [REDACTED]  
**Subject:** Teleconference 7:30am 15 Jan Minutes

**Lowood and isolated town ship**

( ) Water treatment plant flow now at of 140 litres/second established at 5:00am. Clear water balance tank at 7% and increasing. Five QUU teams working the trunk distribution lines to fix issues. Additional 5 teams from Allconnex Water also currently being deployed to address any additional trunk leaks.

Boiled water notice still in place for Locker Valley with a requirement that the messaging relating to this is reinforced in the affected areas at QH request

Bottled water and tankers to town ships being supplied by QUU meeting current demands can meet the 3 litres per day per person. Councils having issues distributing.

Withcott mains a major issue with a couple of days required to resolve the issues

QUU requested assistance with QPS approval to check Gatton to Helliden pipeline running through Grantham which is a designated crime scene. Scott Denner to follow up.

**Production**

Mt Crosby East Bank 228ML (Water Quality 0.08NTU)

Mt Crosby West Bank 232ML (Water Quality 0.05NTU)

North Pine and NPI 100ML

SRWP 100ML

Total 660ML production

Estimated demand approx 520-550ML

Unity water requested supply to be increased from 300Litres to 400Litres per second will be reviewed at 12:00pm update meeting

Production Water Balance Review Meeting scheduled for 12:00 to confirm production, supply and demand

Concentrating on ensuring reservoirs to support Yeronga and Fairfield

Karana Downs usage high will need to keep supply to this location to meet high demand

### **Chemical Delivery**

Access to East and West bank now confirmed Caustic and Hypo now being delivered to meet demand

### **Clean up**

PRW Approved for use for clean down for tankers by OWSR and QH

Staged notification for tankers, fire brigade and Main Roads and Transport to fill from the PRW charge points being followed up by WaterSecure.

UnityWater seeking permission to use class A+ for clean-up Paul Burrell and QH covering the approvals

+-----+  
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3 sheets of A4 paper = 1 litre of water  
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[REDACTED]

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**From:** Bradley John [REDACTED]  
**Sent:** Sunday, 16 January 2011 11:48 AM  
**To:** Stephen Robertson; Kate Jones; Joshua Cooney; Lance McCallum  
**Cc:** Wall Terry; Best Debbie; Lenz Anne  
**Subject:** FW: Immediate impacts on major services  
**Attachments:** Cabinet submission - Impacts of Floods on Government Assets and Service Delivery\_ACC.DOCX

- Cabinet In Confidence -

Ministers/PPAs

The attached is the current working draft from DPC of the CABINET submission being prepared reporting on government and essential utility infrastructure.

It has been prepared with DERM's coordination of input on

( \* water and sewage information; and  
advice on council waste facilities

While you will see it is incomplete, I thought it best to send now, in case you receive the final version with late notice before Cabinet.

MIN ROBERTSON -

By way of an update on latest information on water. This is what I verbally advised SDMG this morning....

#### 1) DAM RELEASES

Wivenhoe Dam is now at 144% and Somerset at 112% with the release strategy continuing at rate intended to maintain the river heights below the river bank (ie. 3500 cumecs) while still emptying flood compartment as quickly as possible. North Pine is now down below Full Supply Level (at 98%)

BOM's advice to the meeting in terms of weather outlook, was -

( \* Showers but no significant falls likely in the next two days,  
BOM says could be some storms producing 50 mm or more in the catchments on Wednesday,  
After Wednesday forecast is to return to fine or light showers til next weekend.

#### 2) GRID WATER BALANCE

Consumption yesterday didn't see overly strong demand increase (only about 420 ML/d compared to 400 ML/day previous day). Mount Crosby is now operating reliably, water quality maintaining with normal operating parameters despite continued elevated turbidity in Brisbane River. Reservoirs are now so full that Seqwater is backing off production which is why you will see in the Cab Sub that Mt Crosby West Bank is reported as being offline.

#### 3) SMALL TOWNS

We have seen a better than expected outcome in recommissioning of water treatment in the Lockyer Valley with QUU advising all locations should be back on supply in 12 to 18 hours, even including the town of Withcott which was initially expected to require til Tuesday.

A close watch is occurring on Dalby water supplies where treatment plants are about 40% of capacity but supply is matching demand with tanker supplementation.

Pls let me know if you need anything further.

John Bradley  
Director-General  
Department of Environment and Resource Management  
Telephone: [REDACTED]  
Email: [REDACTED]  
[www.derm.qld.gov.au](http://www.derm.qld.gov.au)

Department of Environment and Resource Management 400 George Street, Brisbane Q 4000 GPO Box 2454,  
Brisbane Q 4001

-----Original Message-----

From: Adrian Jeffreys [REDACTED]  
Sent: Sunday, 16 January 2011 11:15 AM  
To: Lenz Anne  
Cc: Best Debbie; Bradley John; Wall Terry; Brown Damien; Birchley Michael  
Subject: RE: Immediate impacts on major services

Anne, we have hit the deadline for supply to Cab Sec. I added words on solid waste disposal at the last minute.

However, I would appreciate being included on the email list for updates.

( Thanks for your help in getting this together. I note the "snapshot"  
information is significantly improved.

AJ

+-----+  
Think B4U Print  
1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere  
3 sheets of A4 paper = 1 litre of water  
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## AGENCY BUILT ASSETS REPORT

[illegible]

## AGENCY BUILT ASSETS REPORT

[illegible]



## AGENCY BUILT ASSETS REPORT

[illegible]



## AGENCY BUILT ASSETS REPORT

[illegible]



## SPECIAL CABINET MEETING – 17 JANUARY 2011

### QUEENSLAND FLOODS

#### IMPACT ON GOVERNMENT ASSETS AND SERVICE DELIVERY

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##### OBJECTIVE

1. To provide Cabinet with a status report on the impact of the 2010-11 Queensland floods on Government assets and key service delivery.

##### ISSUES

###### Impact on Government Assets

2. The Department of Public Works has established a database of the State's building assets that have been affected by the floods. Attachment 1 is a summary, by department, of key assets that have been affected by the floods. *(still no attachment 1 – Paul to provide)*
- 2.3. Attachment 2 is a brief report on the status of affected key capital works projects.
- 2.4. The impact of the floods on education infrastructure will be a key area of focus, given the imminent start of the school year on 24 January 2011. Attachment 3 provides a status report on the impacts on educational infrastructure.
5. Attachment 4 provides a list of state-wide road impacts. As at 16 January 2011, most major highways are open or partially open, with only the Dawson and Gore Highways remaining closed. Attachment 5 provides a summary of the impacts on transport infrastructure, including roads, rail and ports.

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###### Impact on Government Service Delivery

6. Attachment 6 is a status report from the Department of Communities on immediate assistance provided and volunteer effort to support affected communities.
- 6.7. To provide immediate assistance and support, 28 evacuation centres and 18 disaster recovery centres have been established across the State. \$2.6 million has been paid to 7,244 individuals and families to meet immediate needs. *(Annette/Adele to update)*
8. Attachment 7 provides a status report on the impact on service delivery by key utilities, i.e. energy, water, telecommunications, transport services, education and health.

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## Health

9. Queensland Health hospitals in metropolitan Brisbane, Ipswich and Toowoomba remained fully operational; however, elective surgery and outpatient clinics were postponed at the majority of Brisbane Metropolitan hospitals on 12 January 2011. Elective surgery is expected to resume across hospitals in metropolitan Brisbane, Ipswich, Darling Downs and the Royal Children's Hospital by 19 January.

## Educational Infrastructure

### Schools

10. In Toowoomba, Ipswich, Central Queensland, the Lockyer Valley and Brisbane, 73 schools have experienced damage to facilities and resources, either through flooding of their facilities or grounds inundation (details are provided at Attachment 3).
11. Education Queensland (EQ) is aiming to open the majority of schools on 24 January and to have every child at school that day (details on schools' readiness to open are provided at Attachment 7). *Mention those schools not likely to open (Annette/Adele to advise)* EQ expects to have determined where all children will attend school by Thursday 20 January 2011.

### Universities

12. The University of Queensland's campuses at St Lucia, Ipswich and Gatton are expected to reopen on Thursday 20 January 2011. Some or all of the Queensland University of Technology's Garden's Point campus will reopen on Wednesday 19 January. Griffith University's South Bank campus is closed until further notice.
- 12.13. The University of Southern Queensland at Toowoomba and the Central Queensland University at Rockhampton were not significantly damaged by flooding. Road access issues at Rockhampton are expected to resolve when waters recede.

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### TAFEs

14. All Semester 1 TAFE classes will commence as advertised, other than where students and staff are notified. In some cases, classes may need to be relocated to other buildings or other campuses.

### Early Childhood Education and Care (ECEC) Services

15. At least nine ECEC services have ground inundation, 84 services are closed due to access or staffing issues and 10 services are damaged by flooding.

- 15.16. The Department of Education and Training has put in place arrangements to enable services to continue operating if flooding has affected their ability to comply with the *Child Care Act 2002* and *Child Care Regulation 2003*, with certain conditions. There is also a temporary guideline to enable services to operate from suitable temporary premises if their usual premises are damaged by flooding (see Attachment 7).

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#### Transport

17. *Insert summary information about impact on transport services – Paul to provide*

#### Communities

18. An assessment of the extent of impact on human service delivery and social infrastructure and assets is underway. It is already known that 57 Government-funded NGOs have been impacted, some with significant damage. There have been ~~XXXX~~ (Annette/Adele to advise) social housing dwellings affected and it is estimated that as many as 1,000 sport and recreation organisations have been impacted. There will also be impacts on social infrastructure and workforce and service disruptions coupled with increased pressures for services.

#### Water and Sewage Treatment

19. Precautionary 'boil water alerts' are in place in 28 communities across Queensland. While supply has been restored to all Lockyer communities except Withcott, the Lowood treatment plant is operating with temporary pumping arrangements. The Western Downs Regional Council area remains badly affected as a result of ongoing inundation and water is being carted to Warra.

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- 19.20. While a number of sewage treatment facilities have been affected by flooding, restoration of services is occurring more quickly. Concerns exist regarding overflows (notably at Dayboro, Woodford, Woodgate and Eli Creek at Hervey Bay) and the reliability of pumping plants and pipes (including the rising Main at the Lindalee Bridge). A full assessment of water supply and sewage treatment facilities across Queensland is difficult because, outside South-East Queensland, this data is held by individual local governments. The Department of Environment and Resource Management is working with the Department of Infrastructure and Planning to incorporate information from status reports from local governments as they come to hand. <Adrian to update in Sunday>.

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21. Attachment 7 provides an overview of the current known status of water supply and sewage treatment issues. A detailed assessment of water supply and sewage treatment facilities across Queensland is difficult because, outside SEQ, the data is held by individual local governments. Existing reporting mechanisms are being reviewed to ensure that contemporary information is being collated with the minimum impact on councils. This also assists in ensuring that where assistance is needed it can be arranged as quickly as possible.

#### Solid Waste Disposal

22. Waste collection facilities, in a number of flood affected areas are reaching their capacity. This situation is being closely monitored and assistance given to councils in finding alternatives where needed. In other areas, waste collection services are facing difficulties for example, in the Western Downs Regional Council area (Tara, Meandarra, Kogan, Condamine) collection services are not functioning due to difficulties obtaining heavy vehicle permits for the Moonie Highway. Tara has not had waste collection for 3 weeks, which poses health concerns.

s. focusing primarily on South-East Queensland. For the vast majority of SEQ, tap water remains safe to drink. Several smaller and more isolated SEQ communities are experiencing water supply issues, which are being managed, including Lowood, Gatton, Laidley, Grantham, Helidon and Fernvale. Poor source water quality, damage to treatment plants and problems with the supply of treatment chemicals is limiting the amount of water that can be treated at a number of plants. Water conservation therefore remains important, and the use of alternative water sources should be encouraged where possible.

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## LIST OF ATTACHMENTS

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1. Government assets affected by floods

1.2. Status of key capital works projects affected by floods

1.3. Impact of floods on educational infrastructure

1.4. State-wide road impacts

1.5. Impact of floods on transport infrastructure

1.6. Immediate assistance and volunteer effort

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7. Impact of floods on service delivery by key utilities, i.e. energy, water, telecommunications, transport services, education and health

**Attachment 1**

**Government assets affected by floods**

*To be provided by DPW*

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**Attachment 2**

**Status of key capital works projects affected by floods**

*To be provided by DPW*

### Attachment 3

#### Impact of floods on educational infrastructure

- As at 14 January 2011, 51 state schools have flooding of their facilities and a further 22 state schools have grounds inundated only. Of these schools, eight are in Toowoomba, two are in Ipswich, 14 are in Central Queensland, eight are in the Lockyer Valley, and five are in Brisbane.
- In Brisbane, one affected state school is reasonably certain to be ready and four are still under assessment. In Toowoomba, four affected schools will be ready for occupation on 24 January 2011, and four are reasonably certain to be ready (*given small numbers include names of schools – Adele/Annette to advise*).
- In Ipswich, both affected schools are still under assessment, further schools are currently being assessed in the Ipswich area.
- In Central Queensland, five affected schools will be ready for occupation on 24 January 2011, seven are reasonably certain to be ready, and a further two still are inaccessible for full assessment.
- In the Lockyer Valley, three affected schools will be ready for occupation on 24 January 2011, and five are reasonably certain to be ready.
- Catholic Education and Independent Schools have provided the following. There is one Catholic school (Downlands Sacred Heart College) with known damage and four independent schools (Agnew Schools at Nambour, Toowoomba and Wakerley, and the Christian Outreach College at Toowoomba) that have sustained minor damage. In addition, one School of Distance Education at Emerald has facilities that have been inundated and another (Brisbane) has grounds inundation only. The Languages Other Than English (LOTE) centre at West End is inaccessible due to floodwaters.
- Ten Early Childhood Education and Care (ECEC) facilities have damaged facilities and infrastructure, while nine have grounds inundation only and 84 are inaccessible due to floodwaters. Of the ten damaged centres, two are in Central Queensland, six are in the Darling Downs and there is one in each of the North and South East Coast Regions.
- Five TAFE campuses have grounds and facilities damage, including two in Brisbane (Southbank Institute of TAFE and Metropolitan South Institute of TAFE at Chelmer), two in the Darling Downs (South Queensland Institute of TAFE at Toowoomba and Warwick), and one in Central Queensland (Central Queensland Institute of TAFE at Emerald).
- Twenty residential properties owned by the Department of Education and Training in Central Queensland have reported varying levels of inundation.
- Three departmental office facilities in Ipswich, Pinkenba and Strathpine have been evacuated due to floodwaters.
- UQ campuses at St Lucia, Ipswich and Gatton will remain closed until and including Wednesday, 19 January 2011.

Comment [p1]: Baralaba not identified in info sheet. Placed into this category, as assumption



- Some or all of QUT Gardens Point campus will reopen on Wednesday, January 19 for staff and students. Major impacts to QUT included water in the car park levels of those buildings closest to the river at Gardens Point campus, the inundation of the QUT Printery at Milton, and disruption to IT services and corporate systems following a staged shutdown of QUT's data centre, prior to CBD power cuts.
- Griffith University's South Bank campus is closed until further notice.
- USQ has escaped relatively undamaged following the disastrous flash flood that hit Toowoomba and areas of the Darling Downs on 10 January.
- As of Thursday 7 January 2011, no flood-related damage had been reported on any Central Queensland University campus, though CQU's Ron Smyth Building on Quay Street (adjacent to the Fitzroy River) had been sandbagged and evacuated earlier this week. The road has been covered by water.
- Thirty summer schools are closed, including five in Brisbane, six on the Gold Coast, four at Ipswich, six at Logan, seven in the Moreton Bay area and two at Redlands.
- Eleven evacuation/recovery centres are based at school sites (Central Queensland, Darling Downs South West, Metropolitan, and South East Regions). Twenty-one school sites have been identified as standby evacuation centres [Metropolitan Region]. 1 Red Cross Centre is based at a school site [Darling Downs South West Region] and 1 SES Response Centre based a school site [Metropolitan Region].
- Full assessments of damage will commence once floodwaters recede. Recovery works have commenced across the state where waters have receded.

## Attachment 4

### State-wide road impacts

Statewide Road Impacts from 4 January – 13 January 2011

Major Highway Status	
Major Highway	Status
Ipswich Highway	Partially Open
Bruce Highway	Open
Centenary Highway	Partially Open
Capricorn Highway	Partially Open
Carnarvon Highway	Partially Open
Dawson Highway	Closed
Gore Highway	Closed
Leichhardt Highway	Partially Open
Mount Lindesay Highway	Open
New England Highway	Open with caution
Warrego Highway	Partially Open
Wide Bay Highway	Open
Cunningham Highway	Open
Daguiilar Highway	Partially Open

Status of roads state-wide	
Status	Number
Closed	48
Open	75
Open with caution	20
Partially open	12
Total	155

Status of roads per region			
Region	Closed	Open	Partially Open
Northern	7	9	3
South East	6	11	3
Southern	21	39	11
Central	12	13	7

Number of roads closed per region	
Region	Number of Roads closed
Highways	14
Central	32
Northern	18
South East	20
Southern	71
Total	155

# List of Road closures by Region

Region	Number of Roads closed
Highways	14
Central	32
Northern	18
South East	20
Southern	71
Total	155

Total Roads Closure	Region	Status
Ipswich Motorway	Highway	Partially Open
Bruce Highway	Highway	Open
Centenary Highway	Highway	Partially Open
Capricorn Highway	Highway	Partially Open
Carnarvon Highway	Highway	Partially Open
Dawson Highway	Highway	Closed
Gore Highway	Highway	Closed
Leichhardt Highway	Highway	Partially Open
Mount Lindesay Highway	Highway	Open
New England Highway	Highway	Open with caution
Warrego Highway	Highway	Partially Open
Wide Bay Highway	Highway	Open
Cunningham Highway	Highway	Open
Daguiar Highway	Highway	Partially Open
Cootherstone Road	Central	Partially Open
Cullin La Ringo Road	Central	Partially Open
Dawson Developmental Road	Central	Open
Duaringa Biloela Road	Central	Partially Open
Eidsvold Theodore Road	Central	Closed
Emu Park Road	Central	Closed
Fitzroy Developmental Road	Central	Closed
Gayndah Mount Perry Road	Central	Open
Gayndah Road	Central	Open
Kalpowa Road	Central	Open
Marion Eton Road	Central	Open
May Downs Road	Central	Open
Monto Mount Perry Road	Central	Open
Retro Many Road	Central	Open
Sarina Marlborough Road	Central	Open
Selma Road	Central	Partially Open
Spring Creek Road	Central	Closed
Aramac Torrens Creek Road	Central	Partially Open
Adavale Blackall Road	Central	Open to 4wd
Anakie Sapphire Road	Central	Open

Apis Creek Road	Central	Closed
Baralaba Woorabinda Road	Central	Closed
Blackall Adavale Road	Central	Closed
Blackall Road	Central	Closed
Blackwater Rolleston Road	Central	Closed
Hughenden Mulfaburra Road	Central	Open to 4wd
Isisford Blackall Road	Central	Open
Isisford Emmet Road	Central	Open
Taroom Bauhinia Downs Road	Central	Closed
Thomson Developmental Road	Central	Open
Clermont Road	Central	Closed
Tambo Road	Central	Closed
Burke Developmental Road	Northern	Open
Dalrymple Creek Road	Northern	Closed
Greenmount Hirstvale Road	Northern	Open
Gregory Developmental Road	Northern	Closed
Gregory Downs Camooweal Road	Northern	Open
Karumba Road	Northern	Closed
Kennedy Developmental Road	Northern	Open to 4wd
Kilcummin Diamond Downs Road	Northern	Open
Ravenswood Road	Northern	Open
Tableland Road	Northern	Closed
Wills Developmental Road	Northern	Open with caution
Byce Road	Northern	Closed
Central Street	Northern	Open
Elm Street	Northern	Open
Exhibition Road	Northern	Open
Harrigan Road	Northern -	Open
Mungar Road	Northern -	Closed
Ridgelands Road	Northern -	Closed
Troys Road	Northern -	Open with caution
Beachmere Road	South East	Open
Caboofure Bribie Island Road	South East	Open
Gatton Clifton Road	South East	Closed
George Street	South East	Closed
Gold Coast Springbrook Road	South East	Closed
Gympie Road	South East	Closed
Kenilworth Skyring Creek Road	South East	Open
Louis Bazzo Drive	South east	Open
Maleny Kenilworth Road	South east	Closed
Palmwoods Montville Road	South East	Open with caution
Waterford Tamborine Road	South East	Open
Wyaga Road	South east	Closed
Yabba Creek Road	South east	Open
Yandina Coolum Road	South east	Open

Amosfield Road	South East	Open with caution
Auburn Road	South East	Open
Booral Road	South east	Open with caution
Pampas Horrane Road	South east -	Open
Railway Street	South east -	Open
Talwood Boonanga Road	South east -	Open
Balonne Highway	Southern	Closed
Barwon Highway	Southern	Closed
Bauple Woolooga Road	Southern	Open
Bowenville Norwin Road	Southern	Closed
Bunya Mountains Road	Southern	Open
Burnett Highway	Southern	Open
Chinchilla Tara Road	Southern	Open
Chinchilla Wondai Road	Southern	Open
Clifton Leyburn Road	Southern	Open
Condamine Meandarra Road	Southern	Open
Dalby Cecil Plains Road	Southern	Closed
Dalby Cooyar Road	Southern	Open
Dalby Jandowae Road	Southern	Open
Dalby Kogan Road	Southern	Open
Dirranbandi Hebel Road	Southern	Open
Esk Hampton Road	Southern	Open
Eyre Developmental Road	Southern	Closed
Gin Gin Road	Southern	Closed
Jackson Wandoan Road	Southern	Open with caution
Jundah Quilpie Road	Southern	Open
Kilcoy Murgon Road	Southern	Open
Kingaroy Barkers Creek Road	Southern	Closed
Kingaroy Burrandowan Road	Southern	Closed
Kingaroy Cooyar Road	Southern	Closed
Kogan Condamine Road	Southern	Open
Leyburn Cunningham Road	Southern	Open with caution
Maidenwell Bunya Mountain Road	Southern	Open
Maryborough Tuan Forest Road	Southern	Open with caution
Meandarra Talwood Road	Southern	Open with caution
Millmerran Cecil Plains Road	Southern	Closed
Millmerran Leyburn Road	Southern	Open
Mitchell Saint George Road	Southern	Open
Moonie Highway	Southern	Closed
Mundubbera Durong Road	Southern	Open
Murphys Creek Road	Southern	Open
Oakey Cooyar Road	Southern	Open with caution
Oakey Pittsworth Road	Southern	Open with caution
Pittsworth Felton Road	Southern	Open with caution
Proston Boondooma Road	Southern	Open
Pyramids Road	Southern	Closed
Quilpie Windorah Road	Southern	Closed

Roma Condamine Road	Southern	Open
Roma Taroom Road	Southern	Open
Saint George Dirranbandi Road	Southern	Open
Stanthorpe Inglewood Road	Southern	Open with caution
Texas Road	Southern	Open
Texas Yelarbon Road	Southern	Closed
Tin Can Bay Road	Southern	Open
Toowoomba Cecil Plains Road	Southern	Open
Toowoomba Karara Road	Southern	Closed
Torbanlea Pialba Road	Southern	Open
Wallumbilla South Road	Southern	Open
Warra Canaga Creek Road	Southern	Closed
Warra Kogan Road	Southern	Closed
Warwick Allora Road	Southern	Open
Warwick Killarney Road	Southern	Open
William Street	Southern	Closed
Amiens Road	Southern	Open
Freestone Road	Southern	Open
Mary Valley Road	Southern	Open
Memerambi Gordonbrook Road	Southern	Closed
Murgon Barambah Road	Southern	Open
Surat Developmental Road	Southern	Open with caution
Tara Kogan Road	Southern	Open
Yelarbon Keetah Road	Southern	Open
Gladstone Road	Southern -	Open with caution
Glastonbury Road	Southern -	Open
Suttor Developmental Road	Southern -	Closed
Tuchekoi Road	Southern -	Open with caution
Cedars Road	Southern	Closed

## Attachment 5

### Impacts on Transport Infrastructure

#### Southern Region

##### Road

- Freight can access as far west along the Warrego Highway as the Chinchilla BP Service Station (east of the town). Plan to reopen Warrego Highway through Chinchilla to high clearance vehicles under escort Sunday.
- The Warrego Highway (Toowoomba Range) is open – one lane in each direction with caution, under escort up the Range.
- An alternate route to Toowoomba via the Cunningham Highway and Warwick was opened Thursday morning without restrictions.
- Bruce Highway is open to all vehicles at Gympie.
- Moonie Highway is closed (Dalby – Moonie).
- All major roads in Darling Downs Region are impacted by recent weather conditions.
- The Warrego Highway from Brisbane through to Dalby is now open. Some local restrictions still apply.
- Warrego Highway is open to traffic from River Road at Dinmore to Toowoomba. Bridges along the Warrego Highway between Gatton and Helidon including the Lockyer Creek Bridge at Gatton and the Lockyer Creek Bridge at Helidon are now fully open to traffic with normal operating load restrictions. Speed restrictions apply in several sections.
- The section of the Warrego Highway through the Marburg and Minden Range is limited to one lane in each direction with reduced speed limits. Road may be closed at any time due to weather conditions or if slope stability conditions change.
- Heavy vehicles previously backed up on the Warrego Highway eastbound on the Toowoomba range have now been cleared.
- The Cunningham Highway is now open to all traffic.
- Ipswich Motorway – expected to be opened for use by motorists later this afternoon, dependant on final assessments.
- A task force to deal with heavy vehicle access issues is being established and will be operational Monday. The priority for TMR movements is resupply then community needs.

### *Rail*

- QR National is unable to provide services to coal customers, west of Brisbane and to grain and general freight customers in south-west Queensland.
- Toowoomba to Warwick to Thallon: Multiple washouts and continued flooding.
- Warwick to Wallangarra to be inspected this week - no train scheduled in near future.
- Harristown - Cambooya is open.
- Goondiwindi line closed (anticipate at least a week before can be reopened)
- Toowoomba to Dalby line closed, awaiting inspection
- Helidon to Toowoomba closed due to infrastructure damage, full inspection required
- Millmerran Branch is closed and is currently unable to be assessed as the track is inaccessible. Line closed beyond Wyrceema due to flooding of the Condamine River and washouts.
- Quilpie Branch Line was opened from traffic on Monday 10 January.
- Toowoomba – Charleville: main line west of Toowoomba is closed as far as Dalby.
- Glenmorgan Branch Line which branches off at Dalby and includes Kupunn (old Bell Branch) is closed. Not expected to be open until the end of January 2011.
- The Toowoomba Range is closed between Grandchester and Toowoomba due to major infrastructure damage and will remain closed until further notice.
- Ebenezer Branch Line: closed again on Monday (10/01), the remote monitoring system indicated that water was above the rail at the Bremer River Bridge.
- The Interstate line to Queensland border was inspected yesterday by ARTC (in full) and no damage reported. ARTC owned line runs from the NSW border to the Acacia Ridge freight terminal.

### *Maritime*

- A high number of navigational beacons and channel markers have been washed away in the Bundaberg area. An assessment is underway to determine requirements for safe operations and to establish a priority listing for re-instatement.

### *Ports*

- The Port of Brisbane Pty Ltd remains closed to all commercial shipping due to continued flood related strong currents and debris.



- Subject to results from hydrographic surveys, river conditions, and navigational hazards, the earliest possible movements of priority shipping in the port would be Sunday 16 January. The Harbour Master will continue to work with the port to assess the conditions, which are currently severe, and may remain that way for some time.
- Any ship movements will be prioritised, and only allowed under strict conditions by time, area, currents, and channel conditions. Movements will also be subject to the channel being unobstructed by sunken debris or other navigational hazards.
- This will be subject to continual assessments over coming days, and may change at any time.
- The Port of Bundaberg remains closed due to material in the berth pocket, channel and swing basin. Surveying to date indicates obstruction more severe than first anticipated with debris build up and loss of depth from 9m to 3m, in some areas.
- The QG Norfolk is currently in Bundaberg for survey operations and the port will not open until navigational aids are operational and the port is deemed safe by Maritime Safety Queensland (MSQ). Further surveying work may need to be undertaken next week (commencing 18 January).
- Queensland Sugar commencing an investigation into barging sugar to ship anchored in Hervey Bay (Shen Neng 1 location).

#### *Airport and Air Services*

- Chinchilla airport is operating with limited services. Toowoomba airport is open.

#### **Central Region**

##### *Road*

- Bruce Highway remains closed at Yeppen Roundabout, south of Rockhampton. It will reopen to heavy vehicles at 4pm this afternoon and an assessment will then be made if lighter vehicles can be let through.
- Capricorn Highway remains closed between Rockhampton and Gracemere. The remainder of the highway is open with caution and has speed restrictions and traffic control in place at known hot spots.
- Bundaberg - Miriam Vale Road remains closed at Murray Creek (damage to bridge approaches), south of Berajondo and will remain so until early next week.
- The Dawson Highway is open with caution from Gladstone to Rolleston. Approximately 10km east of Biloela there is traffic control at Oaky Creek Bridge.
- Rolleston in Central Queensland remains accessible only from the east via the Dawson Highway (Banana to Rolleston).
- Fitzroy Developmental Road (Bauhinia to Woorabinda) is open with a 5t load limit.

- The priority has been to maintain access west of Emerald, providing a north-south freight line via Barcaldine. Access to the east of Emerald through to Gracemere has now re-opened to all 'as of right' vehicles. The focus has shifted to keeping the Capricorn Highway from Rockhampton to Barcaldine safe.
- The road network has suffered some major damage in the Central West Region as a result of recent heavy rainfall. There are a number of state-controlled roads closed due to waters and damage. The Capricorn Highway west of Gracemere through to Barcaldine and the Landsborough Highway west of Barcaldine remain open with caution with initial repairs to the road system underway.
- The Rockhampton office has worked closely with the local disaster response team and has undertaken repairs to the Bruce Highway at the southern entrance to Rockhampton, allowing the link to be opened to trucks with vital supplies earlier than expected.

#### *Rail*

- QR National's operations are as follows:
  - The Newlands line to Abbott Point Coal Terminal near Bown continues to operate.
  - The Goonyella rail system through Dalrymple Bay and Hay Point coal terminals, near Mackay is operational. It was closed 24 December to 30 December following derailment of a Pacific National train near Yukon.
  - The Moura coal rail system reopened on 13 January. System was closed on 29 December and partially re-opened to the mines of Callide and Boundary Hill on 4 January.
  - The Blackwater coal rail system has remained closed since 27 December 2010 due to floodwaters. The system is expected to re-open next week, following a detailed inspection and assessment of flood damaged track on 12 January.
  - QR National's general freight services along the North Coast Line beyond Gladstone to Cairns not operating due to floodwaters at Rockhampton.
- Emerald to Winton Corridor (Central Line) Central line west of Emerald is closed. Inspections will be carried out but traffic will be dependent on any necessary repairs once waters subside. Winton to Longreach is open as is Longreach west to Lochnagar (just west of Barcaldine). Emerald to Lochnagar is closed.
- Mackay to Rockhampton: Northern approaches to Rockhampton are cut at Yaamba. The overhead power has been turned off in Rockhampton Yard and Station. Water over the line in the vicinity of Yaamba. Marlborough to Mackay is open.
- Rockhampton to Gladstone: water over the track in the Rockhampton marshalling yard and station. Rockhampton to Rocklands and to Gladstone is closed although the line is expected to be open to Rockhampton by Sunday and subject to further works open for through traffic to Townsville by Wednesday, 19 January.

#### *Maritime*

- The Fitzroy River in the vicinity of the Yeppen Flood Plain has been declared a prohibited area for the operation of all ships except those ships authorised by the District Disaster Coordinator (Rockhampton).

#### *Ports*

- The Port of Gladstone is functioning as normal with no restrictions.
- Port Alma remains closed commercial shipping due to current and potential silt build-up and loss of channel depth. Survey will not be undertaken until Fitzroy River recedes to 8.5m (currently 9.1m).
- Abbot Point Coal Terminal, Hay Point Services Coal Terminal and Dalrymple Bay Coal Terminal are operating (albeit with supply constraints).

#### *Airport and Air Services*

- All airports are operational with the exception of Rockhampton which is closed. An inspection will occur on 16 January 2011. Thangool and Theodore are open with limited services.

#### **Northern Region**

##### *Road*

- All critical freight routes in the northern region are open.

##### *Rail*

- Almaden to Forsyth is closed with repairs to commence 10 January 2011. No scheduled services until early March when the Savannahlander recommences operation.
- Normanton to Croydon is closed with Gulflander services expected to resume on 23 February 2011.
- Mareeba – Townsville is open and Kuranda Scenic Tourist Trains are running.
- Cairns – Almaden is open.
- Townsville – Cairns is open.
- Gumlu - Wilmington (Townsville - Bowen) - was flooded 11 January and will be inspected when possible.
- Townsville – Mt Isa (including Phosphate Hill) is open.

##### *Maritime*

- No major issues or disruptions were reported.

##### *Ports*

- No issues or disruptions to Port operations were reported by the Far North Queensland Ports Corporation or the Port of Townsville.

*Airport and Air Services*

- All airports are operational.

## Attachment 6

### Immediate community assistance and volunteer effort

- 28 evacuation centres have been established (one in Ipswich, two in Brisbane, two in Moreton Bay, one in Gympie, four in Ipswich, seven in the Lockyer Valley, three in the Somerset Council area, four in the Western Downs, and four in South Burnett).
- 18 Disaster Recovery Centres which provide xxxx have been established: four in Central Queensland; eight in South West Queensland (including Ipswich, Lockyer Valley, Galton and Dalby); and six in the Greater Brisbane region.
- Key non-government community recovery agencies including Red Cross, Lifeline, and the Salvation Army are working across flood-affected areas. In turn, they are being supported by many local NGOs and service organisations, and a large number of staff and volunteers.
- Significant numbers of Queenslanders and organisations have also provided assistance formally and informally and 22,000 people have registered with Volunteers Queensland to provide assistance as required in response to the flood.

### Financial assistance

- The Personal Hardship Assistance Scheme (PHAS) under the Natural Disaster Relief and Recovery Arrangements (NDRRA) has been activated for twenty (23) Local Government Areas.
- Three forms of payment are available to individuals and families. The following figures are as at 10pm 13th January 2011.
- Emergent Assistance Grants totalling \$2,619,875 have been paid to 7244 individuals and families. These grants are not means tested and provides between \$170 for an individual and up to \$850 for families to enable them to meet immediate needs for food, clothing, medication, or accommodation following a disaster
- 1,647 individuals and families - have been assessed as eligible for Essential Household Grants. This provides up to \$1,705 for individuals and \$5,120 for families. Eligible individuals and families are those who are uninsured and meet income and asset requirements to purchase essential household items lost or damaged in the disaster. Payment of this follows a site inspection by QBuild and DPW to verify claimed damage has occurred.
- 462 individuals and families have been assessed as eligible for Structural Assistance Grants. These are grants of up to \$10, 500 for individuals and \$14,200 for families to assist repair owner-occupied, uninsured residences damaged by the disaster. The residence must be owner-occupied and applicants for this grant must satisfy an income and assets test. The grant provides a contribution towards repairing eligible residence to a habitable and secure condition. This also requires verification of claimed damage prior to payment.
- Funeral assistance, of up to \$10,000 for individuals and families, to assist families impacted by the floods to pay for funerals caused by this event is also available.

Comment (b2): It wasn't clear whether this was \$10,000 for an individual or it's for multiple funerals within one family.

#### **Non-Government Organisations (NGOs) Impacted:**

- With its focus on servicing the State's most disadvantaged people, the Department of Communities has also continued to assist those who were already vulnerable and disadvantaged people in the communities directly affected by the floods. These include children in care, people with a disability, people with mental illness, the frail and aged, and people from culturally and linguistically diverse communities, and affected residents of the Indigenous communities of Cherbourg and Woorabinda.
- An assessment of the extent of the impact on human service delivery and social infrastructure and assets is underway. There will be impacts on social infrastructure and the social sector's workforce including service dislocations and increased pressures such as demand for respite and after-hours care.
- Contact has been made with 157 organisations providing Health and Community Care services, services to Child Safety clients or youth services in the flood affected areas. As at 14 January 2011 almost 60% of NGOs have responded, and 57 organisations (36%) report they have been impacted by the floods, with 23 reporting significant damage (approximately 15%). While Disability Service organisations have been contacted, data is not available yet.

#### **Social housing and homelessness services:**

- It is estimated that xxxx number / dollars – *Annette/Adele to advise* have been affected by the flood.

#### **Sport and recreation organisations:**

- It is estimated that as many as a 1,000 sport and recreation organisations have been impacted by the flood. Initial estimates, which are likely to be low, suggest \$8M, to assist in repair and recovery.

## Attachment 7

### Impact of floods on service delivery by key utilities, i.e. energy, water, telecommunications, transport services, education and health

#### Electricity

- X premises experienced disruption to their power supply during the Queensland floods. Since the flood peak Energex has restored power to 170,000 South East Queensland homes and businesses.
- As of 14 January (PM) the total number of Energex customers currently without supply is ~55,000. Breakdown is as follows:
  - 36,000 in the wider Brisbane area
  - 11,000 in Ipswich and surrounding suburbs
  - 2,700 in the Lockyer Valley / Brisbane Valley
  - 800 in Gympie/Sunshine Coast
- Restoration will continue over the coming days and weeks as flood waters recede.
- Access issues are still hampering Energex crews in the worst affected areas along the Bremer and Brisbane Rivers.
- As at 14 January, (AM), Ergon Energy is reporting the following information:
  - Condamine - 58 customers off supply
  - Chinchilla - 213 customers off supply
  - Dalby - 88 customers remain off supply
  - Toowoomba CBD - around 9 commercial premises are off supply in the CBD.
  - Maryborough - 28 customers off supply
  - Warwick - 52 customers off supply
  - Stanthorpe - 5 residences remain disconnected
  - Oakey - 2 customers remain off supply
  - Bundaberg - 19 customers off supply
  - Rockhampton - 454 customers are without supply
  - Emerald - 97 premises remain off supply
  - Cherbourg - water and sewerage plant. It is expected that supply would be available on Monday barring unforeseen circumstances.
  - St George - 21 customers remain off supply
- Goondiwindi is serviced by Country Energy. However, the situation is being monitored by Ergon. (TBA)
- Ongoing reconnection work will be slowed were electrical inspections are required. At this stage it is estimated that around x premises will require electrical inspections.
- Energex and Master Electricians Australia are coordinating the plan for the restoration of electrical supply in south east Queensland where inspections are needed. [Arrangements outside of SEQ?]
- Flooding has not affected electricity generation capacity.

## Gas

- Flooding has impacted on gas.....

## Water and Sewage Treatment

- Precautionary 'boil water alerts' are current for residents in the following areas:
  - Ipswich - Marburg
  - Lockyer Valley - Kensington Grove, Regency Downs, Halton Vale, Plainlands, Gatton, Forest Hill, Glenore Grove, Withcott, Murphys Creek, Lockyer, Tabletop, Postmans Ridge, Helidon, Grantham, Lockrose, Placid Hills
  - Somerset - Minden, Fernvale, Lowood, Brightview, Coolana, Helenvale Estate, Tarampa, and Vernor
  - Laidley
  - and in two non-SEQ areas -- Chinchilla and Yuleba.
- Boiled water alerts will remain in place until water quality testing has confirmed that it is safe to drink.
- Due to flooding of Lowood WTP, affected towns and nearby reticulated estates requiring bottled water are Withcott, Helidon, Gatton, Grantham, Laidley, Forest Hill, Minden, and Fernvale.
- Treatment chemical stocks are getting resolved as roads are opening up and deliveries are getting through. A more detailed survey of flood affected councils will occur 17 and 18 January 2011. Capella WTP in the Central Highlands Regional Council is one council that is running low of chlorine.
- SEQ - water grid
  - Close scrutiny is being kept on water quality from North Pine Water Treatment Plant and Mount Crosby's West Bank and East Bank Treatment Plants as drinking water production is increased to meet demand.

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TREATMENT PLANT	SUPPLY	QUALITY
Mt Crosby Water Treatment Plant (West Bank and East Bank)	Storage full at 415 megalitres.  Production is 180 megalitres per day by East Bank.  Currently nil production by West Bank (from overnight on 15 January 2011).  Consideration will be given to increasing production later today if required.	Plant is operating within quality specifications
North Pine Water Treatment Plant and Northern Pipeline	Jointly delivering 100 megalitres per day	Plant is operating within quality specifications
Southern Regional Water Pipeline	Transporting 100 megalitres per day to central Queensland	Pipeline is operating within quality specifications
Lander Shute Water Treatment Plant	Operating	Plant is operating within quality specifications
Ewan Maddock Water Treatment Plant	Started at 17:30 on 15 January 2011 producing an estimated 200 litres per second.	Plant is operating within quality specifications

- SEQ - standalone water supplies

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- o A key issue is the Lowood Galton Laidley Water Supply Scheme. A diesel pump has been sourced and WTP now operational. The permanent intake requirements at Lowood will be assessed when the floodwater recedes and the damage can be inspected.
- o The affected towns supplied by Queensland Urban Utilities (QUU) are:
  - Lowood Galton Laidley Supply, which also delivers water to Grantham, Helidon, Fernvale and Withcott
  - Kilcoy
  - Somerset
  - Jimna
  - Linville and
  - Kirkleagh and Wivenhoe Dam recreation areas.
- o All water supplies (except Withcott) are now operational.
- o 85% of customers are now being supplied, with the remaining 15% within the next 18 hours. As far as is known, there are no major bursts. There are ten crews available for any minor reticulation repairs.
- o The connection to Withcott, which involved significant engineering work, has been restored and has been charged in the morning of 16 January 2011 (earlier than originally anticipated date of 17 January 2011). Supply to 1500 reticulation customers in Withcott will be returned within 18 hours.

#### c. Water Supplies Outside SEQ

- o The following table outlines the status of water treatment facilities in those councils that have been able to be contacted:

Water Treatment	Normal operation	At risk (eg. chemical shortages)	Operating difficulties
No. of councils	8	3	3
No. of areas	50	3	5

- o The Western Downs Regional Council area is heavily affected.
- o Further flooding will affect water treatment infrastructure at Condamine.
- o Surat, in the Maranoa Regional Council is expecting another flood peak about 19 January.
- o Due to flood ingress, the Dalby WTP is inoperable until about 17 January. Currently 2-3 days supply in service reservoir storage, with Level 6 restrictions in place.
- o The Condamine WTP will be inundated again but the town is totally evacuated.
- o Warra WTP is inoperable due to flood damage and access problems. Drinking water is being carted from Chinchilla.
- o Systems are gradually coming back on line:
  - Branyans WTP in Bundaberg Regional Council is sourcing raw water from bore supplies to meet restricted demand.
  - Cherbourg Aboriginal Council WTP is now producing sufficient water supplies with the assistance of diesel generators until such time as mains power is restored.
  - Woorabinda Aboriginal Council has improved access to their WTP with construction of a temporary water main which has reduced the need for water carting.

#### d. SEQ – Sewage Treatment

- o Despite infrastructure issues, there are no impacts expected to residents in the Brisbane City Council and Ipswich City Council areas

- o There are concerns of failure from flood debris at the Fortrose St Rising main at Jindalee Bridge.
- o Sunshine Coast - Bulcock Beach, Golden Beach, Currimundi Lake and Currimundi Beach remain closed with Unitywater closely monitoring water quality in these areas.
- o Wet weather effluent storage lagoon at the Dayboro sewage treatment plant has overtopped releasing effluent to the Dayboro Village Creek. Effluent is being irrigated to prevent further discharges and increase storage capacity of the facility.
- o Woodford treatment plant continues to by-pass and release screened and dewatered sewage to Stanley River.
- o The Scenic Rim Regional Council reports that all its wastewater facilities are operating normally.
- o The town of Withcott is serviced by septic tanks.
- o All wastewater treatment plants in Somerset and Fernvale cannot be accessed for a number of days.
- o Wastewater treatment plants in Esk, Lowood (expected to have no power for five days), Galton (rising main being fixed) are not operating.
- o Wastewater treatment plants in Kilcoy, Toogoolawah and Laidley are operating.

<u>Location</u>	<u>Wastewater treatment plants inoperable</u>	<u>Pumping stations inoperable</u>
<u>Brisbane</u>	4 (Karana Downs, Oxley, Fairfield, Wacol)	47
<u>Ipswich</u>	2 (Bundamba, Goodna)	27
<u>Lockyer Valley</u>	1 (Helidon) 1 operable but without chemicals to disinfect (Galton)	
<u>Somerset</u>	2 (Esk, Fernvale, Lowood - Sewerage)	3 (Esk, Lowood, Fernvale)
<u>Woombye</u>		1
<u>Dayboro</u>	1	
<u>Woodford</u>	1	

#### • Sewage Treatment Outside SEQ

- o The following table outlines the status of sewage treatment facilities in those councils that have been contacted:

	<u>Normal operation</u>	<u>At risk (eg. prolonged flooding)</u>	<u>Operating difficulties</u>
<u>No. of councils</u>	10	2	4
<u>No. of areas</u>	43	3	5

- o Toowoomba is still the most impacted area. Temporary pumps have made the Wetalla STP operational while repairs to the missing sewer main at North Street are made.

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- o Oakey STP still has no power, and so Council are currently establishing course screening and restoring operation of trickling filters. Tanker contractors have recommenced pumping out overflowing pump stations.
- o Some sewerage schemes are performing at sub-optimal treatment levels due to high flows and chlorination equipment being water damaged. This includes Chinchilla within the Western Downs Regional Council area, and two treatment plants in the Bundaberg Regional Council area.
- o Prolonged flooding will impact wet weather storage capacities for treated effluent, such as the St George sewerage scheme in Balonne Shire Council.
- o The following sewerage treatment plants have storage lagoons overflowing – Woodgate STP in Bundaberg Regional Council, and Eli Creek STP and Pulgool Creek STP from the Fraser Coast which both normally irrigate.
- o Areas to monitor include the Surat area in the Maranoa Regional Council area, which is expected to have another flood peak about 19 January 2011.

#### Solid Waste Disposal

- The following table outlines the status of waste collection facilities in those councils that have been contacted:

	Normal operation	At risk (eg. capacity)	Operating difficulties
No. of councils	6	4	1
No. of areas	6	5	4

- Some waste collection facilities are reaching their capacity. This situation is being closely monitored and assistance given to councils in finding alternatives where needed. The Emerald tip in the Central Highlands Regional Council is already full, so rubbish is being trucked to the Tieri landfill.
- Waste collection services in the Western Downs Regional Council area (Tara, Meandarra, Kogan, Condamine) are not functioning due to difficulties obtaining heavy vehicle permits for the Moonie Highway. Tara has not had waste collection for 3 weeks, which poses health concerns.
- Goondlwindi Regional Council could have problems with waste management services outside the levee and perhaps in Yelarbon. This will have to be further assessed.

- A full assessment of water supply and sewage treatment facilities across Queensland is difficult because, outside SEQ, the data is held by individual local governments.
- Toowoomba Regional Council water and sewage treatment capacity is largely unaffected.
- Water treatment infrastructure at Condamine is likely to be again affected by inundation and water supply to Warra is being tankered from Dalby.
- Ongoing problems with Theodore's water supply are still being reported.

• Precautionary 'boil water alerts' are current for residents of about 26 SEQ communities<sup>1</sup>.  
For the vast majority of SEQ, tap water remains safe to drink.

• Several smaller and more isolated SEQ communities have experienced water supply challenges which are being managed. The most difficult of these is the Lowood treatment plant which services Lowood, Gatton, Laidley, Grantham, Helidon and Fernvale. To deal with this alternative pumps have been sourced and electricity supply is expected by 18 January.

• Water is being carted to several smaller towns and helicopters have also dropped bottled water supplies at Gatton, Helidon, Hatton Vale and Withcott.

• Poor source water quality, damage to treatment plants and access roads, and problems with the supply of treatment chemicals is limiting the amount of water that can be treated at a number of plants. For example, in the Brisbane metro area, typical daily demand of 370ML is being supplied by treated supplies (320ML) and drawing down reservoirs (50ML). About 95ML is being supplied from the southern regional water pipeline (including the desalination plant which is operating at two thirds capacity) and Mt Crosby's current daily output is limited to 135ML.

• Water conservation therefore remains important and the use of alternative water sources should be encouraged where possible until greater supply security is achieved.

• The SEQ sewage network damage is still being assessed. In Brisbane four wastewater treatment plants are inoperable due to inundation (Oxley, Fairfield and Wacol) or disrupted power supplies (Karana Downs) and 77 pump stations are inoperable. In Ipswich two water treatment plants and 30 pump stations have been inundated. Temporary storage locations for treatment sludge to deal with clean up and constraints of access to operating sites and disposal sources will be required over the next 2-4 weeks.

#### Telecommunications

- TBC

#### Transport Services

##### Southern Region

##### CityTrain

- Ipswich / Rosewood Line – partly open with services running from Roma Street to Sherwood only and trains turning back at Sherwood. Corinda to Ipswich and Ipswich to Rosewood lines are still closed. Extensive Track Inspections are currently underway on these closed sections of track. These inspections are expected to take some time.
- Bus service on the Ipswich line between Ipswich and Sherwood (n.b. no station staff or customer care representatives at these stations apart from at Sherwood).

<sup>1</sup>Marburg, Kensington Grove, Regency Downs, Hatton Vale, Plainlands, Gatton, Forest Hill, Glenore Grove, Withcott, Murphys Creek, Lockyer, Tabletop, Postmans Ridge, Grantham, Lockrose, Placid Hills, Minden, Fernvale, Lowood, Brightview, Coolana, Helenvale Estate, Tarampa and Verno

- Corinda to Yeerongpilly including Moolabin Freight Terminal and Clapham yard are closed.
- Caboolture, Cleveland, Gold Coast / Beenleigh, Shorncliffe, Ferny Grove - open with services operating on an hourly public holiday schedule
- The Sunshine Coast Line - Caboolture to Nambour is running on a two hourly public holiday schedule.
- Doomben line - operating on public holiday schedule (which provides for a bus between Eagle Junction and Doomben)
- Airport Line - Open and services operating between Varsity Lakes to the Airport on an hourly basis and services from Roma Street to the Airport on a half hourly basis.

#### *Bus services*

- Bus services will resume normal operations from Friday, 14 January, with the exception of Brisbane Transport which will run on Sunday timetable.
- Public transport will be free across all TransLink services until the final service on Friday, Jan 21 to assist with the initial flood recovery across South East Queensland.
- A number of CBD Services are still suspended due to flooding including Cityglider and all 400 series services.
- CityCat, City Ferry and Moggill Ferry services have been suspended until further notice.
- Gympie services are operating from 14 January, with some minor detours. Services from Gympie to the Cooloola Coast (Rainbow Beach and Tin Can Bay) have resumed.
- All services between Caboolture and Woodford have been cancelled.

#### *Long distance train and bus services*

- "Westlander" rail service have been cancelled
- Long distance bus services from Toowoomba to Rockhampton were suspended. Western services past Toowoomba were also suspended with the exception of Brisbane to Charleville which is operating as far as Miles.

#### *Service Delivery*

- All centres are open with the exception of the Goondiwindi, Brisbane City, Rosalie, Sherwood and Spring Hill customer service centre.

#### **Central Region**

#### *Long distance train and bus services*

- The Rockhampton Tilt Train is operating as far as Gladstone only. Additional services are being provided between Brisbane and Gladstone from 13 - 16 January.

- Spirit of the Outback (Brisbane-Longreach via Rockhampton) – no services to Longreach due to rail line being cut between Gladstone and Rockhampton.
- The Bundaberg Tilt Train is operating to normal schedule.
- Rockhampton to Emerald coach services are expected to recommence in the next few days.

#### *Daily train and bus services*

- Rockhampton – services have resumed with the exception of services to Depot Hill.
- Bundaberg – services have resumed with some minor route deviations.

#### *Service Delivery*

- Emerald Motor vehicle Inspection Centre flooded and closed until further advised.
- All other centres are operational.

#### **Northern Region**

##### *Long distance train and bus services*

- Cairns Tilt Train cancelled; Sunlander service operating between Mackay and Cairns; Shuttle services will continue to Sunday 16 January.
- "Sunlander" Brisbane to Cairns cancelled however Sunlander rail shuttle service operating between Mackay and Cairns (continuing to Sunday 16 January).
- "Inlander" Townsville to Mount Isa operating to normal schedule.
- Majority of regular long distance bus services operating; some altered services to avoid local flooding.

##### *Daily train and bus services*

- Regular bus services are operating.

#### *Service Delivery*

- All centres operational.

#### **Education**

##### Schools

- In Toowoomba, Ipswich, Central Queensland, the Lockyer Valley and Brisbane, there has been damage to school facilities and resources (details are provided in Attachment X – Impact on Educational Infrastructure). Other impacts include trauma among school staff, students and communities. Students may have lost their own resources, such as uniforms and stationery, that they need to start school when the school year commences on Monday 24 January 2011. Road closures may prevent some staff and students travelling to school and some may still be in evacuation centres.
- In Brisbane, one of the five flooded schools is reasonably certain to be ready for occupation on 24 January 2011 and four are still under assessment. In Toowoomba, four of the eight flooded schools will be ready for occupation on 24 January 2011, and the other four are reasonably certain to be ready. In Ipswich, both affected schools are still under assessment, and other schools are currently being assessed in the Ipswich area. In Central Queensland, 5 of the 14 affected schools will be ready for occupation on 24 January 2011, seven are reasonably certain to be ready, and a further two still are inaccessible for full assessment. In the Lockyer Valley, three of the eight affected schools will be ready for occupation on 24 January 2011, and the other five are reasonably certain to be ready.
- Catholic Education and Independent Schools have provided the following. There is one Catholic school (Downlands Sacred Heart College) with known damage and four independent schools (Agnew Schools at Nambour, Toowoomba and Wakerley, and the Christian Outreach College at Toowoomba) that have sustained minor damage.
- In addition, one School of Distance Education at Emerald has facilities that have been inundated and another (Brisbane) has grounds inundation only. The Languages Other Than English (LOTE) centre at West End is inaccessible due to floodwaters.
- Education Queensland (EQ) is aiming to open the majority of schools on 24 January and to have every child at school that day. Schools are an integral part of all communities and it is important that children are able to return to normal routines as soon as possible. If a child's own school is not ready, they will be accommodated in a nearby school. Where students are unable to get to school, e-learning materials will be available to them through the department's website. Where needed, teachers will be deployed to evacuation centres to provide educational support to students who are unable to attend their school. EQ expects to have determined where all children will attend school by Thursday 20 January 2011.
- Principals are taking responsibility for sourcing resources where possible and modifying school programs to mitigate against impact of staff and students due to loss of resources.
- Additional guidance officers and counselling staff will be deployed to provide trauma and grief counselling for students and staff in affected schools. Principals will support children and families who have lost resources need to start school. Additional teachers will be deployed to schools to support the start of school year where the school's teachers have not been able to return to work.

#### Universities

- UQ campuses at St Lucia, Ipswich and Gatton will remain closed until and including Wednesday, 19 January 2011.

- Some or all of QUT Gardens Point campus will reopen on Wednesday, January 19 for staff and students. Major impacts to QUT included water in the car park levels of those buildings closest to the river at Gardens Point campus, the inundation of the QUT Printery at Milton, and disruption to IT services and corporate systems following a staged shutdown of QUT's data centre, prior to CBD power cuts.
- Griffith University's South Bank campus is closed until further notice.
- USQ has escaped relatively undamaged following the disastrous flash flood that hit Toowoomba and areas of the Darling Downs on 10 January.
- As of Thursday 7 January, no flood-related damage had been reported on any Central Queensland University campus, though CQU's Ron Smyth Building on Quay Street (adjacent to the Fitzroy River) had been sandbagged and evacuated earlier this week. The road has been covered by water.

#### TAFEs

- Five TAFE campuses have grounds and facilities damage, including two in Brisbane (Southbank Institute of TAFE and Metropolitan South Institute of TAFE at Chelmer), two in the Darling Downs (South Queensland Institute of TAFE at Toowoomba and Warwick), and one in Central Queensland (Central Queensland Institute of TAFE at Emerald).
- At Southbank, no ICT systems are available due to electrical switchboard submersion. Power has been restored to 3 buildings and students will be transferred to these buildings if power is not restored to other buildings in time for Adult Migrant English Program (AMEP) on Monday 17 January. At Chelmer, there is water inundation up to the roof, and AMEP classes scheduled for the week beginning 17 January 2011 will be transferred to Yeronga Campus. For the institutes of TAFE at Toowoomba and Warwick, operations are expected to resume on Monday 17 January. At the Central Queensland Institute of TAFE at Emerald, QBuild is working with the Institute to get campuses ready for classes at the end of January. Apprenticeship blocks due to start at the end of January will be delayed by one week.
- The Bremer Institute of TAFE at Ipswich is not damaged by flooding but a number of staff may have difficulty getting to work on Monday 17 January and this may have an impact on service delivery (yet to be determined). Some English language classes have already been cancelled in the week beginning 10 January, and may also be cancelled for the week beginning 17 January.
- All students and staff will be notified in cases where Semester 1 classes are unable to commence as advertised.

#### Early Childhood Education and Care (ECEC) facilities

- As of 14 January 2011, nine services have ground inundation, 84 services are closed due to access or staffing issues and 10 services are damaged by flooding. This information is based on self-reported information from child care centre licensees and directors. Of the ten damaged centres, two are in Central Queensland, six are in Darling Downs and there is one in both north and south east coast regions.



- The number of closed services is expected to reduce by 17 January as many closed pre-emptively when Ipswich and Brisbane areas prepared for flooding on 12 and 13 January.
- The number of services with damage may increase as impacts from flooding of the Brisbane River are reported. At present not all services are contactable.
- In order to ensure that child care services are able to continue to provide safe and hygienic services to the community, the Department has instituted the following arrangements:
  1. Approval of a Notice of Appointment Conditions and Limits on Powers for Authorised Officers (Early Childhood Managers and Officers (ECMs and ECOs)) in relation to the exercise of their discretion to take compliance action under the *Child Care Act 2002* and the *Child Care Regulation 2003*.
    - This enables Authorised Officers to exercise discretion in respect of services that may not be fully compliant with the Act based on the principle that the health and safety of children remains paramount.
    - Services will continue to ensure key requirements, such as electrical, chemical and food safety, access to water and toileting arrangements, and appropriate adult/child supervision ratios and child containment requirements remain in place.
    - The requirement for adults to hold a 'Blue Card' remains unchanged.
    - Services must work with Authorised Officers to develop a plan that clearly documents non-compliance and provides negotiated timeframes for compliance.
    - Authorised Officers are to determine on a case by case basis the extent to which any relaxation of the compliance requirements is to be implemented and must consult with the Central Regulation Team within the Department of Education and Training.
  2. Approval of a Temporary Guideline for services that are not able to operate from their usual premises due to flood damage. The Guideline allows Authorised Officers to afford licensees the opportunity to continue to operate from suitable temporary premises without risk of enforcement action in respect of non-compliance with legislated requirements.
    - Services must work with Authorised Officers to develop a plan that includes action towards returning to the usual licensed premise. Again, minimum requirements must be met to ensure that the service and facilities are safe and suitable.
    - Regional EC staff continues to be in contact with services in affected areas. Each region is developing a plan to visit every service in an affected area as part of the recovery process. Travel to affected areas is being undertaken when it is safe to do so.

- The Department is working closely with the Australian Government (Department of Education, Employment and Workplace Relations) to ensure that appropriate information is shared, and that services and families are provided with up to date information via the 'My Child' website and provider portal.
- Families have also received information directly in relation to local emergency arrangements. State regional staff has been provided with information relating to entitlements and payments.
- Services that are damaged are being offered assistance where possible, through consultation with licensees.
- The Department will continue to consult with stakeholders to identify issues for continuity of services.

#### Health

- Four Queensland Health facilities across flood-affected areas were required to be evacuated, at Theodore (29 December), Emerald (30 December), St George (7 January) and Goondiwindi (13 January). These evacuations were precautionary only and therefore services remained available, except for Theodore where components supporting the hospital (air conditioners) were impacted by water. Partial medical services resumed there in the week of 10 January, with full services expected to be available in coming weeks.
- All Queensland Health facilities in the greater Brisbane area, in Ipswich and in Toowoomba are operating under business as usual conditions, with the exception of their elective surgery and outpatient clinics. These services (non-urgent elective surgery and outpatient clinics) were postponed at the majority of Metropolitan North and Metropolitan South hospitals on Wednesday, 12 January 2010, and affected patients contacted. All emergency surgery continued to be performed.
- It is anticipated that elective surgery will resume across metropolitan north and south hospitals, Ipswich, Darling Downs and at the Royal Children's Hospital by the middle of next week (ie, by 19 January).
- Queensland Health is now increasing its public health and human/social (ie, mental health) presence as the community enters the recovery phase, and will continue to work with volunteers, community members, Councils and other key stakeholders to ensure the public is supported while returning to regular activities.

[REDACTED]

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**From:** Bradley John [REDACTED]  
**Sent:** Monday, 17 January 2011 1:50 PM  
**To:** Lance McCallum; Stephen Robertson  
**Cc:** Tim Watts  
**Subject:** FW: Qld Govt Flood Risk Roles and Responsibilities  
**Attachments:** 2011011713441382.PDF

Minister

I promised earlier today to forward another copy of this BN and correspondence

regards

John Bradley  
Director-General  
Department of Environment and Resource Management  
**Telephone:** [REDACTED]  
**Email:** [REDACTED]  
( [www.derm.qld.gov.au](http://www.derm.qld.gov.au)

Department of Environment and Resource Management  
400 George Street, Brisbane Q 4000  
GPO Box 2454, Brisbane Q 4001

**From:** Williams Lynette  
**Sent:** Monday, 17 January 2011 1:48 PM  
**To:** Bradley John  
**Subject:** Qld Govt Flood Risk Roles and Responsibilities

+-----+  
Think B4U Print

( 1 ream of paper = 6% of a tree and 5.4kg CO2 in the atmosphere

3 sheets of A4 paper = 1 litre of water  
+-----+

Department of Environment and Resource Management  
JOINT MINISTERIAL BRIEFING NOTE

TO: Minister for Natural Resources, Mines and Energy and Minister for Trade  
AND: Minister for Climate Change and Sustainability

SUBJECT: Queensland Government Flood Risk Roles and Responsibilities

TIMEFRAME

- Approval of this briefing note is required by 8 October to ensure clear advice to key parties in the lead up to the November meeting of the National Flood Risk Advisory Group to be held in Brisbane.

RECOMMENDATION

It is recommended that the Ministers:

- confirm lead agency responsibility, in discussion with Minister Hinchliffe, for the coordination of the Queensland Government's input into strategic flood risk planning and policy development at a State and National level including coordinated representation on the National Flood Risk Advisory Group (NFRAG)
- sign the attached letter to Minister Hinchliffe requesting that the Department of Infrastructure and Planning (DIP) represent the state as lead agency for planning on the NFRAG—Attachment 1.
- note the findings and recommendations of the Queensland Government Flood Risk Management Activities Audit draft report (the report) prepared by DERM in consultation with other agencies (Attachment 2);
- note the list of flood-risk management activities that DERM undertakes (Attachment 3) and that DERM will continue to play a purely technical role providing advice to both Emergency Management Queensland (EMQ) in dealing with immediate response to flood events and to DIP for strategic policy and planning inputs;

BACKGROUND

- Natural Disaster Recovery and Relief Arrangements (NDRRA) expenditure indicates that between \$200 and \$600 million has been spent annually on flood and cyclonic events in Queensland during the last four years, with projections indicating expenditure of approximately \$600 million into 2011 and 2012. These NDRRA costs cover public infrastructure damage, but do not cover damage to commercial entities nor to the natural environment.
- Flood risk management in Queensland is a complex matter. The roles and responsibilities related to managing flood are shared across various agencies with complex governance arrangements. This has resulted in an apparent lack of ownership at the State Government level.
- This lack of leadership is particularly evident in the fact that the state does not have jurisdictional representation on the NFRAG. Previously the Office of the Water Supply Regulator in DERM provided informal Queensland representation but OWSR has not attended NFRAG meetings since January 2009, given the realignment of OWSR's role to be primarily of an operational/regulatory nature.
- It is likely that Queensland is heading into a period of several wet years, therefore establishing who has responsibility for the different aspects of flood risk management, planning and policy across the Queensland Government should be a high priority.

Author Name: Mel Acton Position: Project Officer, SAS Tel No: [REDACTED] Date: 01/10/10	Cleared by Name: Penny Douglas Position: A/General Manager, G & S Tel No: [REDACTED]	Cleared by Name: Lynne Turner Position: AA D.G. OGC Tel No: [REDACTED] <i>EMERGENCY</i>
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## CURRENT ISSUES

- DERM has undertaken an audit of flood risk management related activities across the Queensland Government, in consultation with key agencies, to understand the full nature of the state's flood risk management framework and to establish where gaps in policy activities exist.
- The report summarises the findings of the audit and identifies where possible enhancements to the state's flood risk management framework may be made.
- The major conclusions drawn from the audit include:
  - There is a clear need to identify a lead agency who can take on the responsibility for managing flood risk in Queensland and offer jurisdictional representation on the National Flood Risk Advisory Group;
  - There is a need to establish a strategic 'Queensland flood risk management framework' encompassing both the planning for and response to a flood event;
  - There is a need to better integrate the administration of flood related funding especially with regard to Natural Disaster Recovery and Relief Arrangements (NDRRA); and
  - An interdepartmental committee should be established to further scope out the issues identified in the report and potential enhancements to the current flood risk framework; and prioritise a series of actions over the coming months.
- The audit identified the Departments of Community Safety (DCS), Infrastructure and Planning (DIP), and DERM as agencies with significant responsibilities for flood risk management.
- The findings of the report have not been distributed beyond DERM at this stage.
- The Queensland Government is not an active member of the NFRAG and DERM does not provide a representative to this group or any coordinated advice to any other Queensland Government department.
- The NFRAG will be meeting in Brisbane in November and it is uncertain if there will be any Queensland Government representation at this meeting.
- Given the significant role of DIP relating to the planning, infrastructure and local government matters of flood risk management; it is proposed that DIP assume responsibility for the state as lead agency for planning on the NFRAG.
- Given the technical nature of DERM's contribution to flood risk management in Queensland, it is proposed that DERM's primary point of contact will be through the flood risk information contact, Dr Christine Williams (AD-G Environment and Resource Sciences).

## RESOURCE/IMPLEMENTATION IMPLICATIONS

- The issues and gaps raised by the audit require further analysis and consultation across the Queensland Government in order to finalise the report and progress any actions.
- Establishment of an interdepartmental committee will require input from DERM.

## PROPOSED ACTION

- Confirm Queensland representation in consultation with Minister Hinchliffe on the NFRAG; and determine lead agency within the Queensland Government for championing flood risk management for the state;
- DERM continues to play a purely technical role providing advice to EMQ in dealing with immediate response to flood events and to DIP for strategic policy and planning inputs; and
- DERM continues to support the Queensland Flood Consultative Committee and the Bureau of Meteorology (BoM) with regards to flood forecasting by providing access to DERM stream flow information and in relation to the department's dam safety role.

## OTHER INFORMATION

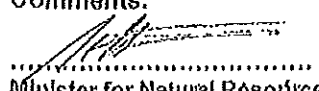

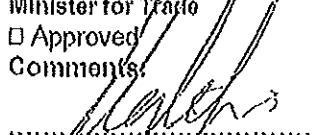
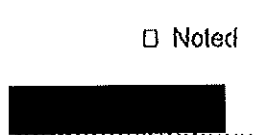
Author Name: Mel Acton Position: Project Officer, SAS Tel No: [REDACTED] Date: 01/10/10	Cleared by Name: Penny Douglas Position: A/General Manager, G & S Tel No: [REDACTED]	Cleared by Name: Lynne Turner Position: A/A D-G, OCC Tel No: [REDACTED]
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- **Consultation:** Discussions within DERM have been held to identify key roles and responsibilities in relation to flood management policy and planning. Consultation has also been undertaken across the Queensland Government with DIP, DCS, and the BoM.

#### ATTACHMENTS

1. Letter to Minister Hinchliffe and attachments (1a NFRAG Terms of Reference and 1b NFRAG Membership list)
2. DRAFT flood report
3. DERM flood activities

...  
 Director-General 9/10/10

<input checked="" type="checkbox"/> Approved	<input type="checkbox"/> Not approved	<input type="checkbox"/> Noted
Comments:		
 Minister for Natural Resources, Mines and Energy and Minister for Trade	20/10/10	 Principal Advisor
<input type="checkbox"/> Approved	<input type="checkbox"/> Not approved	<input type="checkbox"/> Noted
Comments:		
 Minister for Climate Change and Sustainability	25/10/10	 Principal Policy Advisor

Author Name: Mel Acton Position: Project Officer, SAS Tel No: 3330 5867 Date: 01/10/10	Cleared by Name: Penny Douglas Position: A/General Manager, G & S Tel No: 3330 5745	Cleared by Name: Lynne Turner Position: A/A D-G, OCC Tel No: 3330 5866
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Queensland  
Government

Ref: CT817652/10

27 OCT 2010

The Honourable Stirling Hinchliffe MP  
Minister for Infrastructure and Planning  
PO Box 15009  
CITY EAST QLD 4002

Dear Minister *Stirling*

We are writing to you to request your assistance in clarifying the Queensland Government's role in the strategic policy and planning responses to flood risk management.

Natural Disaster Recovery and Relief Arrangements (NDRRA) expenditure indicates that between \$200 and \$600 million has been spent annually on flood and cyclonic events in Queensland during the last four years, with projections indicating expenditure of approximately \$600 million into 2011 and 2012.

Given that one of the likely impacts of climate change is the increased likelihood for more extreme weather events and that current forecasts indicate that we are heading into a period of several wet years, it would be advantageous to review the State's strategic policy and planning response to flood risk management.

As you are aware, flood risk management in Queensland is a complex matter. The roles and responsibilities related to managing flood are shared across various departments. This has resulted in the need to clarify lead agency responsibility at the Queensland Government level; which is particularly evident in the fact that the state does not have jurisdictional representation on the National Flood Risk Advisory Group (NFRAG).

A recent audit was undertaken with key agencies of flood risk management related activities across the Queensland Government, to understand the full nature of the State's flood risk management framework and to establish where gaps in policy activities may exist.

The audit identified the Department of Infrastructure and Planning as an agency with significant responsibilities relating to the planning, infrastructure and local government matters of flood risk management.

The Hon. Stephen Robertson MP, Minister for Natural Resources,  
 Mines and Energy and Minister for Trade

Level 17  
01 Mary Street, Brisbane

PO Box 16126, City East  
Queensland 4002 Australia

Telephone +617 3225 1861  
Facsimile +617 3225 1828

The Hon. Kate Jones MP, Minister for Climate Change  
and Sustainability

Level 13  
400 George Street, Brisbane

GPO Box 2454, Brisbane  
Queensland 4001 Australia

Telephone +617 3230 0844  
Facsimile +617 3227 6308

We welcome your agency's recent agreement to lead assessment work, with the Department of Environment and Resource Management's comprehensive input and support of the Queensland Government's response to the Charleville Flood Strategy. The audit also found that there is a clear need to identify a lead agency who can take on the responsibility for managing flood risk in Queensland and offer jurisdictional representation on the NFRAG.

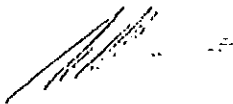
The NFRAG is the key national coordination group for strategic flood risk policy and planning responses. Representation is coordinated through the National Emergency Management Committee (NEMC) with endorsement from the formal Queensland NEMC representative (currently the Department of Community Safety). The Terms of Reference and current membership are attached.

We believe that your department would be best placed to provide coordinated and informed jurisdictional input to this group and would ask that your department nominate an officer. We will then notify relevant staff in our department of the jurisdictional representation to ensure this officer receives the advice and assistance required.

As the next meeting of the NFRAG is scheduled to be held in Brisbane in November 2010 and Queensland does not currently have a jurisdictional representative, I would urge you to consider this matter within the next fortnight to ensure that clear advice can be provided to all parties in the lead up to this meeting.

If any further information is required, please do not hesitate to contact Mr Tim Watts, Policy Advisor, Office of the Minister for Natural Resources, Mines and Energy and Minister for Trade on telephone 3225 1861.

Yours sincerely



STEPHEN ROBERTSON MP



KATE JONES MP

All



## NATIONAL FLOOD RISK ADVISORY GROUP

### Terms of Reference

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#### Role

The National Flood Risk Advisory Group (NFRAG) works to strengthen the nation's resilience to floods by providing strategic leadership and advice on best practice flood risk management.

#### Functions

The functions of NFRAG are to:

1. Provide a national focus for identifying and promoting on nationally consistent flood management, in particular flood risk management best practice.
2. Provide a national focus for advising on nationally consistent flood management policy.
3. Provide advice and input on flood risk management to the work program of the National Emergency Management Committee (NEMC) and its sub-committees including relevant aspects of Council of Australian Government natural disaster reports.
4. Promote community safety with respect to flooding and flood risk, in support of the Community Engagement Subcommittee of the NEMC.
5. Identify and prioritise research needs for improving the quality of flood risk management.
6. Facilitate and improve communication between flood emergency managers, flood risk managers, land use managers and other stakeholders.

#### Method of operation

The NFRAG will meet two to three times a year and out-of-session where the need arises. NFRAG will publish manuals of best practice and advocate for improved flood risk management with groups such as Engineers Australia. NFRAG will also arrange forums where flood risk management practice can be discussed and new developments promoted.

#### Chairing

The NFRAG will be chaired by a nominee from a member jurisdiction who will be endorsed by the NEMC. NFRAG Chairs will serve for a two year term.

#### Secretariat

Secretariat support will be provided by the Australian Government. This role is currently shared by the Bureau of Meteorology and Geoscience Australia.

#### Membership

NFRAG membership includes a nominee from each state and territory government, Australian Government agencies, the Australian Local Government Association, the Insurance Council of Australia, and research (currently through the RMIT University).

#### Reporting

NFRAG will report routinely to the NEMC as required, or via the appropriate NEMC Standing Sub-Committee.

ATTACHMENT 2  
National Flood Risk Advisory Group (NFRAG) - Member List at 26 September 2010

Member	Current Representative	Current Representative Department	Email
Chair (Tas)	Andrew Lea	Tasmanian SES	[REDACTED]
Commonwealth	Jim Elliott	Bureau of Meteorology	[REDACTED]
Commonwealth	Miriam Middelmann- Fernandes	Geoscience Australia	[REDACTED]
Commonwealth	Veronica O'Brien	Attorney Generals	[REDACTED]
Commonwealth	Caroline Walker	Treasury	[REDACTED]
Commonwealth	Steve Hudson/Lam Pham	Australian Building Codes Boards	[REDACTED]
ACT	Tony Graham	ACT Emergency Services Bureau	[REDACTED]
NT		Dept. of Natural Resources, Environment, the Arts and Sports	[REDACTED]
NSW	Duncan McInckie	Department of Environment & Climate Change	[REDACTED]
Victoria	Michael Edwards	Dept. Of Sustainability & Environment	[REDACTED]
Queensland	To be confirmed	To be confirmed	To be confirmed
South Australia	Edward Pikeuse	Dept. Of Water, Land & Biodiversity Conservation	[REDACTED]
WA	Richard Brettnall	Dept. of Water	[REDACTED]
Australian Local Government Assoc.	C- Allan Ezzy	NSW Floodplain Management Authorities/Hokroyd Council	[REDACTED]
Insurance	Karl Sullivan	Insurance Council of Australia	[REDACTED]
Research	John Handmer	MIT University	[REDACTED]