



Lockyer Valley Community Recovery Newsletter

FACT SHEET

REGIONAL COUNCIL

Issue 1

15 January 2011

Message from the Mayor Cr Steve Jones

The purpose of "Community Recovery Newsletter" is not to report on the events of January 10. This newsletter is intended to guide you with useful information as we take the first steps towards rebuilding our community.

Personal safety is paramount and that is why we ask that this "recovery phase" is an organised and coordinated effort and that we all follow the guidelines outlined on these pages.

Our emergency and essential services are supported through the The Local Disaster Management Group which continues to work tirelessly to ensure power, phone, roads and water are all being restored as soon as possible.

The welfare of our community is also a top priority. The Lockyer Valley Regional Council along with the Department Of Communities have many services in place to assist residents and businesses. Do not hesitate to ask.

The assistance so far of the many local volunteer groups and charitable organisations has been exceptional. The support of businesses such as Stanbroke Beef has also been exceptional.

Because communication of information is vital at this time, I ask that you please share this newsletter with your family and friends. If you can access the internet, do visit the Lockyer Valley Regional Council website and Facebook Page because electronic information is being constantly updated.

The most important message I can give you right now is to stay safe as we all work together to rebuild the great Lockyer Valley community.

How you can help

Volunteers

Volunteers are asked to registered with Council on 1300 005 872. Please do not simply turn up and expect to be given a job. Council will contact the registered volunteers once clean-up priorities are determined.

Food

Non-perishable items food to be dropped to Gatton Sports Centre.

If you wish to donate perishable food items, please call the Council Office on 1300 005 872 to register your food items for availability.

Food from domestic refrigerators is unable to be accepted.

Other

Bedding, furniture and electrical appliances can be donated at the Gatton Sports Centre.

Health

Health and safety while cleaning up around flood waters is paramount. Check this link out from Queensland Health with factsheets which provide practical health advice and contacts for people seeking assistance after storms and floods - <http://www.health.qld.gov.au/healthieryou/disaster/default.asp#floods>

Grantham

We expect residents of Grantham will be unable to return to their properties for some time. The Mayor has asked that the residents of Grantham be given a respectful and fully supported return to their properties. Please allow the Grantham residents privacy.

Other areas that are currently closed off will open as police recovery efforts close.

Financial Assistance

The Lockyer Valley has been declared a disaster area which means some people affected by flooding will be eligible for financial assistance. Financial assistance through grants and low interest loans is available to individuals, small businesses, primary producers and non-profit organisations. For a comprehensive information package about the financial assistance being offered by several agencies and government departments please contact Council or access the fact sheet on the Council website.

Helpful Phone Numbers

Lockyer Valley Regional Council	1300 005 872
State Emergency Service (SES)	132 500
Department of Communities	1800 173 349
Missing Persons Hotline	1300 993 191
Centrelink	180 22 66
Queensland Urban Utilities	13 23 64
Energex	13 19 62
Telstra	13 22 03
Optus	13 13 44

Website: www.lockyervalley.qld.gov.au

Water

Town water supply is limited, with some areas already out of water. Water should only be used for cooking, drinking and showers.

Rations of 3 x 600ml bottles of free water per person per day are available at the Gatton Indoor Sports Centre, Lockyer Valley Cultural Centre, Laidley Council Depot, Bert Flanagan's Shed at Forest Hill, Hatton Vale State School, Withcott State School and Helidon Community Centre.

While no contamination of the water supply has been confirmed, Queensland Urban Utilities is advising customers in the below locations to take the precautionary step of boiling water for three minutes before drinking. Marburg, Kensington Grove, Regency Downs, Hatton Vale, Plainland, Gatton, Forest Hill, Glenore Grove, Forest Hill, Withcott, Murphys Creek, Lockyer, Tabletop, Postmans Ridge, Helidon, Grantham, Lockrose, Placid Hills, Minden, Fernvale, Lowood, Brightview, Coolana, Helenvale Estate, Tarampa, and Vernor.

Amenities

Showers and toilets are available at the following evacuation centres:

Gatton Shire Hall (Toilets & Showers)

Helidon Community Centre (Toilets only)

Welfare

It is normal for families and individuals to experience distress, which is a common and natural response to unexpected events. As such the Department of Communities will be attending various locations throughout the region offering financial assistance and counselling services. Contact them on 1800 173 349.

Food

Food supplies are limited however deliveries are coming in daily. Some supermarkets are limiting the amount of bread and milk per customer to ensure continued supply. The floods throughout the state are having an impact on the variety of goods available.

Electricity

Council understands many residents are experiencing huge difficulties with their power supply and are working to get Energex moving ASAP.

Energex has 44 crews working to restore electricity to every customer throughout the region. Currently crews are working to repair and restore power to Helidon, Helidon Spa, Postman's Ridge, Carpendale, Grantham, Upper and Lower Tent Hill, Placid Hills, Veradilla, Murphy's Creek, Withcott, Ingoldsby, Ropeley, Caffey, Blanchview, Flagstone Creek and Middle Ridge. It is expected that power will be returned to these areas progressively over the next two days.

Fuel

General fuel supplies are running low and new deliveries of fuel are expected within the next two days. Emergency fuel is being held to ensure emergency services can be maintained.

Telephones

Telstra is working to restore services throughout the Lockyer Valley region. At this stage access is a problem in many areas, however, several exchanges have been repaired. Reconnecting individual lines will require repair work in residences and businesses and this may take between three days to three weeks depending on the individual circumstances. Please phone 132203 to register your number and ensure your line is repaired.

Telstra is offering assistance packages for its residential and business customers. Please phone 132203 to register for assistance.

Sewerage

Council officers are inspecting septs in the flood affected areas.

Hot Water Systems

People in our region that have not had water or power, especially around Withcott, need to be mindful that if your hot water system is empty when the power comes back on, and it attempts to start heating itself with no water inside, it could cause serious damage. Disconnect the power to the system and wait for the water to flow back through before heating.

Waste Disposals

Landfill and transfer stations

Open every day between 9am and 5pm until further notice. These are located at Murphys Creek, Withcott, Helidon, Grantham, Gatton, Laidley, Lockrose and Lockyer Waters.

Kerbside collections

Store all flood damaged items on the kerbside for collection. Collection days/times are yet to be determined.

Bulk bins

There are skip bins located at Grantham State School, Withcott CWA Hall and Murphys Creek Tavern.

Business Support

The Department of Education Economic Development and Industry (DEEDI) is offering a range of services to small businesses and primary producers including financial support, rebuilding advice, tax and insurance advice and more. Visit the website www.deedi.qld.gov.au and follow the links to Queensland Flood Assistance or Tel: 132523 to speak to a service operator.

Roads and bridges

Road maintenance crews are working to repair damage and ensure access to all major and local roads. Some roads may be cut for many months due to severe damage to creek crossing and bridges. For information about road closures please contact 1300 005 872.

Roads are closed for your own safety and all signage must be complied with. Police enforcement action will be taken. Please do not abuse Council staff or traffic controllers who are manning these closed roads.

Schools

Education Queensland has advised that parents should contact their children's schools on an individual basis regarding the start of the school year.



REGIONAL COUNCIL

Lockyer Valley Community Recovery Newsletter

FACT SHEET

Issue 2 (Rev. 1)

19 January 2011

Message from the Mayor, Cr Steve Jones

This is our second *Community Recovery Newsletter*, which provides an important update on the unfolding events following our region's 10 January 2011 natural disaster. Sadly, this is a particularly difficult time for Grantham and Murphy Creek residents who continue to mourn the tragic loss of life of family, friends and neighbours – and are also still coming to terms with the scale of devastation to their homes and community. We are, however, now moving from the disaster response phase into the recovery phase.

While we all feel a great sense of sadness and sympathy for all our neighbours and friends who have suffered loss of life and livelihood, it is important to recognise that we are living and working in a changed environment where the waterways, landscape and heat are now a greater threat to everyone. To avoid further loss of life and wellbeing, personal safety and preventative health measures (appropriate clothing, gloves and gum boots for outside work, staying away from flood waters, drinking safe water, sunscreen and mosquito repellent) are vitally important in our massive community recovery and then our rebuilding efforts.

Extra precaution – knowing about changing and growing risk, as well as how you can best reduce this risk and help others to do the same – is one of the best things you can do for your neighbours, family and friends. This is why the *Community Recovery Newsletter* is so important to you and should be shared with your family and friends. Also, if you can access the internet, please visit the Lockyer Valley Regional Council website because electronic information is constantly updated.

We must, as a community, continue to support our neighbours who have been devastated by the floods by moving in a very determined and persistent way into the massive recovery efforts and then into the community rebuilding phase. To do this effectively, we must all remain healthy, safe and informed about our evolving local recovery efforts.

HOW YOU CAN GET HELP

People affected by the flood who still need help should call Council on 1300 005 872 so we can help coordinate a response for you.

HOW YOU CAN HELP

To donate money for families in the Lockyer Valley affected by floods, there is now a dedicated bank account established through the NAB (BSB: 084 657 / ACCOUNT: 188881996).

Volunteers are asked to register with Council on 1300 005 872. Council will coordinate clean-up priorities with registered volunteers. Do NOT simply turn up.

Due to an overwhelming response, council cannot take any further donations of goods until further notice. Should further needs arise in the coming weeks and months, council will make a community announcement with the assistance of the media.

Please be aware that there are people who try to exploit disasters for their own gain. **To ensure you are donating to a legitimate charity, you can check the register at www.faritrading.qld.gov.au**

UPDATE ON CLOSED TOWNS

Grantham has been the subject of a major Forensic Investigation and was therefore closed off by police. While recovery work is ongoing, only local residents who have registered (and received) a wrist band will be given access to Grantham from Tuesday (18 Jan) to Thursday (20 Jan). Wrist bands are available at Gatton Shire Hall and Helidon Community Centre.

As Grantham and Murphy Creek residents slowly return to their homes, we should be sympathetic, supportive and respectful of their grief and trauma.

Helpful phone numbers

Lockyer Valley Regional Council	1300 005 872
State Emergency Service (SES)	132 500
Department of Communities	1800 173 349
Missing Persons Hotline	1300 993 191
Centrelink	180 22 66
Queensland Urban Utilities	13 23 64
Energex	13 19 62
Telstra	13 22 03
Optus	13 13 44

WATER

While no contamination of the water supply has been confirmed, residents should continue to boil their water before drinking it. Bottled water will be supplied for Grantham and Helidon residents until the reticulated water supply is restored.

RAINWATER TANKS

Check rainwater tanks, particularly in-ground tanks. If they have been inundated with flood waters, the water should be considered contaminated and the tank should be emptied and the tank disinfected using chlorine.

ELECTRICITY SUPPLY

Electricity is gradually being restored throughout the region but if you are still experiencing problems please call Energex on 136262.

ELECTRIC APPLIANCES

Any electric appliances that were submerged, or wet, in the floods should be checked by a certified electrician before they are turned on. Also, if you have a **SOLAR POWER UNIT** that has been flood-impacted, this may still be live. You should have this turned off and tested by an electrician before entering your home.

ROADS AND BRIDGES

Council and State Government road maintenance crews are still working to repair damage and access to all major and local roads. However, some roads may still be closed for your own safety and all signage will be enforced by Police. For more information about road closures please contact Council on 1300 005 872 or visit Council's website on: www.lockyervalley.qld.gov.au

TETANUS VACCINATION

Following floods or natural disasters, there is a greater risk of tetanus infections. Contact Queensland Health, or your local GP clinic to set up a vaccination.

FINANCIAL ASSISTANCE

The Lockyer Valley has been declared a disaster area which means people and businesses affected by flooding could be eligible for financial assistance. Please contact Council on 1300 005 872 to find out more, or access the Fact Sheet from Council's website.

COMMUNITY WELFARE

The Department of Communities has attended various locations throughout the region offering financial assistance and counselling services. You can contact them on 1800 173 349.

BUSINESS SUPPORT

The Department of Education, Economic Development and Industry (DEEDI) is offering a range of services to small businesses and primary producers including financial support, rebuilding advice, tax and insurance advice and more. Call 132 523.

FOOD

Deliveries are being restored but some stores might ration stock because the floods throughout the state are having a big impact on the availability of some items.

HEALTH

Health and safety while cleaning up around flood waters is paramount. The main health risks in flood impacted areas are: injury (falls, cuts, snake and spider bites); skin infections; sunburn; and mosquito-borne infections.

LOOK AFTER YOURSELF SO YOU CAN HELP LOOK AFTER OTHERS

Following the initial damage to property and infrastructure, flood water that has receded can still cause death, sickness and injury. You should prepare and work safely before, during and after the clean-up.

- **Do NOT walk through flood water if you can avoid it.** Wound infections, dermatitis, conjunctivitis and ear, nose and throat infections, as well as other diseases like diarrhoea can be contracted from flood waters. Wear waterproof gloves, rubber boots and eye protection such as sunglasses for the clean up.
- **Wash your hands with soap and water and keep wounds covered.** Consider avoiding all flood water and mud if you have broken skin or wounds, especially if you have diabetes or other chronic diseases. You should protect your skin from cuts which could become infected by contact with flood water.
- **Watch out for snakes and mossies.** Wear long sleeves, long pants and boots and apply insect repellent.
- **Slip, slop, slap and drink safe water.** The sun is very strong and will cause serious sunburn and dehydration. Wear a hat and long sleeve shirt and use plenty of sunscreen (regularly applied) and make sure you re-hydrate yourself by drinking plenty of safe water.
- **Be careful of contaminated water.** Don't drink floodwater or tank water which may have been contaminated by flood water. If in doubt, bring water to boil for at least one minute before drinking.

Call Queensland Health on 13HEALTH (13 43 25 84) to speak to health professional.

Website: www.lockyervalley.qld.gov.au



Lockyer Valley Community Recovery Newsletter

Issue 3

21 January 2011

REGIONAL COUNCIL

Message from the Mayor, Cr Steve Jones

WITH the region still coming to terms with loss of life and livelihood all local residents will now have an opportunity to come together as a regional community to pay tribute to lost family, friends and neighbours in the Lockyer Valley region on Australia Day.

While local Australia Day events are important services for national and local communities, it is difficult to ignore the community's pain and anguish following the series of devastating floods, which started on 26 December 2010. For this reason, I want our regional community's Australia Day event to be respectful of the grief and sorrow of people who have lost loved ones and their livelihood, as well as bring the rest of the country behind our community in a national memorial service that will help the healing and rebuilding process for the Lockyer Valley.

I believe the focus of Australia Day – and the thoughts, prayers and goodwill of our fellow countrymen and women – should be in the Lockyer and other parts of Australia that have been devastated by recent floods. If Australia Day is a time for us all to celebrate what it is to be Australian, a good part of that is standing up for your mates and getting behind them when they're down.

It is important for us all to come together on Australia Day to re-unite as a community and to re-commit to the massive recovery and rebuilding task ahead. Smaller, more private, community-based memorial services may also take place at a later time – perhaps where and when the local communities most impacted by the floods want these important memorial services.

Please look out for advertisements in newspapers and on Council's website for more details for our regional Australia Day event and national memorial service: www.lockyervalley.qld.gov.au.

UPDATE ON CLOSED TOWNS

Grantham has been the subject of a major Forensic Investigation and was therefore closed off by police. While recovery work is ongoing, only local residents who have registered (and received) a wrist band and recovery teams will be able to access Grantham. Wrist bands are available at Gatton Shire Hall and Helidon Community Centre. Police have roadblocks established and will maintain a 24 hour presence.

Helpful phone numbers

Lockyer Valley Regional Council	1300 005 872
State Emergency Service (SES)	132 500
Department of Communities	1800 173 349
Missing Persons Hotline	1300 993 191
Centrelink	180 22 66
Queensland Urban Utilities	13 23 64
Energex	13 19 62
Telstra	13 22 03
Optus	13 13 44

Website: www.lockyervalley.qld.gov.au

MESSAGE FROM THE PASTORS/MINISTERS OF THE LOCKYER VALLEY

We wish to express our deepest sympathy to those who have been affected by the floods, particularly those who have lost family and friends.

As pastors, we have been attempting to comfort and encourage affected people, to provide and/or coordinate relief, while liaising and cooperating with other community leaders. It has been a privilege to work on the coalface with gutsy volunteers, doing anything from making sandwiches to shoveling mud. We congratulate the community for its love and generosity. Be encouraged, and may God bless each one of you.

Pastor Rick Armour
on behalf of the churches of the Lockyer Valley

HOW YOU CAN GET HELP

People affected by the flood who still need help should call Council on 1300 005 872 so we can help coordinate a response for you.

HOW YOU CAN HELP

To donate money for families in the Lockyer Valley affected by floods, there is now a dedicated bank account established through the NAB (BSB: 084 657 / ACCOUNT: 188881996).

Volunteers are asked to register with Council on 1300 005 872. Council will coordinate clean-up priorities with registered volunteers. Do NOT simply turn up.

Due to an overwhelming response, council cannot take any further donations of goods until further notice. Should further needs arise in the coming weeks and months, council will make a community announcement with the assistance of the media.

Please be aware that there are people who try to exploit disasters for their own gain. To ensure you are donating to a legitimate charity, you can check the register at www.faritrading.qld.gov.au

AUSTRALIA DAY MEMORIAL SERVICE

Mayor Steve Jones has announced that local residents will have an opportunity to come together in Gatton on Australia Day to pay tribute to lost family, friends and neighbours. Further details will be released in coming days.

WATER

Queensland Urban Utilities advises residents and businesses across the Lockyer Valley region to bring all water used for drinking, food preparation, ice-making and brushing teeth to a continuous boil for one minute.

RAINWATER TANKS

Check rainwater tanks, particularly in-ground tanks. If they have been inundated with flood waters, the water should be considered contaminated and the tank should be emptied and the tank disinfected using chlorine.

ELECTRICITY SUPPLY

Electricity has now been restored throughout the region. If you are still experiencing problems please call Energex on 136262.

ROADS AND BRIDGES

Council and State Government road maintenance crews are still working to repair damage and access to all major and local roads. However, some roads may still be closed for your own safety and all signage will be enforced by Police. For more information about road closures please contact Council on 1300 005 872 or visit Council's website.

FOOD

Deliveries are being restored but some stores may ration stock as the floods throughout the state are having a big impact on the availability of some items.

TETANUS VACCINATION

Following floods or natural disasters, there is a greater risk of tetanus infections. Contact Queensland Health, or your local GP clinic to set up a vaccination.

COMMUNITY WELFARE

The Department of Communities has attended various locations throughout the region offering financial assistance and counselling services. You can contact them on 1800 173 349.

INSURANCE

If people are experiencing difficulties with insurance companies they should contact the Insurance Council Flood Hotline on 1300 728 228.

BUSINESS SUPPORT

The Department of Education, Economic Development and Industry (DEEDI) is offering a range of services to small businesses and primary producers including financial support, rebuilding advice, tax and insurance advice and more. Call 132 523.

HEALTH

Health and safety while cleaning up around flood waters is paramount. The main health risks in flood impacted areas are: injury (falls, cuts, snake and spider bites); skin infections; sunburn; and mosquito-borne infections.

LOOK AFTER YOURSELF SO YOU CAN HELP LOOK AFTER OTHERS

Following the initial damage to property and infrastructure, flood water that has receded can still cause death, sickness and injury. You should prepare and work safely before, during and after the clean-up.

- **Do NOT walk through flood water if you can avoid it.** Wound infections, dermatitis, conjunctivitis and ear, nose and throat infections, as well as other diseases like diarrhoea can be contracted from flood waters. Wear waterproof gloves, rubber boots and eye protection such as sunglasses for the clean up.
- **Wash your hands with soap and water and keep wounds covered.** Consider avoiding all flood water and mud if you have broken skin or wounds, especially if you have diabetes or other chronic diseases. You should protect your skin from cuts which could become infected by contact with flood water.
- **Watch out for snakes and mossies.** Wear long sleeves, long pants and boots and apply insect repellent.
- **Slip, slop, slap and drink safe water.** The sun is very strong and will cause serious sunburn and dehydration. Wear a hat and long sleeve shirt and use plenty of sunscreen (regularly applied) and make sure you re-hydrate yourself by drinking plenty of safe water.
- **Be careful of contaminated water.** Don't drink floodwater or tank water which may have been contaminated by flood water. If in doubt, bring water to boil for at least one minute before drinking.

Call Queensland Health on 13HEALTH (13 43 25 84) to speak to health professional.

FINANCIAL ASSISTANCE

The Lockyer Valley has been declared a disaster area which means people and businesses affected by flooding could be eligible for financial assistance. Please contact Council on 1300 005 872 to find out more, or access the Fact Sheet from Council's website.

LOST AND FOUND ANIMALS

The University of Southern Queensland vet is currently looking after a large number of animals and would like to reunite them with their owners. Call 5460 1868 if you are missing an animal.



Lockyer Valley Community Recovery Newsletter

Issue 4

28 January 2011

REGIONAL COUNCIL

Message from the Mayor, Cr Steve Jones

While the Local Disaster Management Group (LDMG) has now moved from the disaster response to the massive recovery and rebuilding task for the Lockyer Valley, this year's Australia Day provided an opportunity to recognise and applaud local champions who last year inspired us, helped us build a stronger community and made life better for so many. I know you will all join me in congratulating those who were nominated and those who have this year received one of our 2011 Australia Day Awards for their outstanding achievements (see over page).

In our last community newsletter I suggested that the tone of this year's national Australia Day events should be respectful of the grief and sorrow of people who have lost loved ones and their livelihood, while bringing the rest of Australia behind our community through a national memorial service that would help the healing and rebuilding process for our region. I would like to publicly thank the Governor-General of Australia, the Governor of Queensland and the Premier for joining me at our Australia Day Memorial Service. I would also like to thank James Blundell, Melissa Mallet, *Channel Nine*, *Queensland Urban Utilities*, *Powerlink Queensland* and *Jardine Lloyd Thompson Australia Pty Ltd* for their generous support of this event.

While it is too early to properly acknowledge local residents and community groups who were/are involved in our emergency response and recovery activities, our community will, in the near future, be asked to help Council identify, recognise and applaud the truly inspiring self-sacrifice and community spirit of so many of our local heroes. This approach to recognise these people is supported by the Prime Minister, who announced yesterday that she would write to the Queen to ask that she consider including a National Emergency Medal in future Australia Day Awards.

With so many good, courageous and hardworking people involved in the Lockyer Valley's recent flood disaster response and ongoing recovery and rebuilding effort, I would be very interested in who you think we should recognise and thank, as well as how we might best do this.



Lockyer Valley Mayor Steve Jones, Governor-General Quentin Bryce, Governor of Queensland Penelope Wensley and Premier of Queensland Anna Bligh light a candle at the memorial service.

UPDATE ON CLOSED TOWNS

- Grantham is still off limits to unauthorised people because it is a major construction site with active heavy vehicles and machinery at work, while forensic searches are also ongoing. Only local residents can access Grantham.
- A specialist hazardous chemicals and poisons taskforce from the Queensland Fire and Rescue

Service is in the region to secure and dispose of dangerous chemicals found within flood damage and debris. Asbestos team is progressing through impacted homes, while other teams are deployed throughout the region.

Helpful phone numbers

Lockyer Valley Regional Council	1300 005 872
State Emergency Service (SES)	132 500
Department of Communities	1800 173 349
Missing Persons Hotline	1300 993 191
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Energex	13 19 62
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Optus	13 13 44

Website: www.lockyervalley.qld.gov.au

HOW YOU CAN GET HELP

People affected by the flood who still need help should call Council on 1300 005 872 so we can help coordinate a response for you.

HOW YOU CAN HELP

- To donate money for flood-affected families in the Lockyer Valley, go to the NAB or direct deposit to BSB: 084 657 / ACCOUNT: 188881996.
- Volunteers are asked to register with Council on 1300 005 872. Council will coordinate clean-up priorities with registered volunteers.
- While Council does NOT have the capacity to accept other material donations, there is a need for **whitegoods, cook-tops, ovens and laundry and kitchen cleaning products**, which should be registered with Council by calling 1300 005 872.

WATER

Queensland Urban Utilities (QUU) boil water alert has been lifted for the Lockyer Valley region. Before using mains water for the first time, residents are advised to take precautions and flush all taps for 10 minutes before use. If floodwater submerged the tap, residents should spray the inside and outside of the tap with a bleach solution or mild disinfectant, and wait 10 minutes before flushing.

WORKING IN THE HEAT

People working outdoors may suffer from heat exhaustion if they do not drink plenty of water. One litre of water is NOT enough.

ROADS AND BRIDGES

Murphys Creek Road is now open to traffic with a five tonne limit. Resources will be directed to repairing the Warrego Highway, which will cause some delays. Council and State Government road maintenance crews are still working to repair damage and access to all major and local roads. Some roads may still be closed for your own safety and all signage will be enforced by Police. For more information about road closures please visit www.lockyervalley.qld.gov.au.

DIAL BEFORE YOU DIG

Due to soil erosion and soil movement from the floods, vital pipes and cables may now be closer to the surface. For this reason, people in the Lockyer Valley should **Dial Before You Dig** (free service) before doing any digging, or any type of excavation works, including re-installing fencing, repairing damaged property, clearing debris with machinery, reinstating assets, and cleaning out creeks or table drains, etc. Lodge a free enquiry 24/7 through Dial Before You Dig at: www.1100.com.au or by calling 1100 (business hours).

HEALTH

Health and safety around flood waters is important. The main health risks in flood impacted areas are: injury (falls, cuts, snake and spider bites); skin infections and sunburn; and mosquito-borne infections. Call Queensland Health on 13HEALTH (13 43 25 84) to speak to a health professional.

TETANUS VACCINATION

Following floods or natural disasters, there is a greater risk of tetanus infections. Contact Queensland Health, or your local GP clinic to set up a vaccination.

COMMUNITY WELFARE

Evacuation centres are now closed, while community recovery centres remain open at Gatton Shire Hall, Helidon Community Centre, Mary Street Community Centre Laidley, Grantham State School and Murphys Creek Tavern.

LOCKYER VALLEY 2011 AUSTRALIA DAY AWARDS

Citizen of the Year Award – Ann Bichel

Young Citizen of the Year Award – Tegan Steggall

Junior Cultural Award – Ace Herning-Krause

Senior Cultural Award – David Thompson

Junior Sports Award – Jack Godley

Senior Sports Award – Clem Smith

Achievement Award – *Lights on the Hill Memorial Inc.*

Sports Administrator Award – *Gatton Old Boys Rugby League Association*

Community Event of the Year – *Lockyer Valley National Tree Day*

Certificates of Achievements – *Kathy White, Helen Mendoza, Lauren Murray, Dean Bichel, Lights on the Hill Trucking Memorial, Voyage of the Dawn Trader – Puddlejumpers Group, Robin the Hood – Gatton Jubilee Golf Club, Carousel – Lockyer Performing Arts, Kayne Engler, Chantal Simpson, Brock Parchert, Elizabeth Quinn*

RUBBISH

General waste collections are back to normal and kerbside cleanups well underway. Residents who need flood debris picked up from the side of the road should call Council to register the site for collection.

AUSTRALIAN DEFENCE FORCE (ADF)

The ADF are moving from major recovery and cleanup activities to specialised support. A military construction company has moved into place. Some media are suggesting ADF is responsible for demolishing a house without the owner's permission. This is not true. The ADF will NOT destroy/demolish a building without permission of the owner, or lawful direction of the LDMG. Because ADF has bigger and more powerful equipment, it will continue to assist other agencies with the cleanup of a demolished house.

FINANCIAL ASSISTANCE

The Lockyer Valley has been declared a disaster area which means people and businesses affected by flooding could be eligible for financial assistance. Please contact Council on 1300 005 872 to find out more, or access the *Welfare Fact Sheet* (see below).

BUSINESS SUPPORT

The Department of Education, Economic Development and Industry (DEEDI) is offering a range of services to small businesses and primary producers including financial support, rebuilding advice, tax and insurance advice and more. Call 132 523.

Lockyer Valley Regional Council website now has **FLOOD FACT SHEETS** to help you, including how to return safely to your flood affected home, how to best protect you and your family's health after a flood, where to get help and more. Please visit our website on: www.lockyervalley.qld.gov.au

Website: www.lockyervalley.qld.gov.au



Lockyer Valley Community Recovery Newsletter

Issue 5

04 February 2011

REGIONAL COUNCIL

Message from the Mayor, Cr Steve Jones

While the Local Disaster Management Group (LDMG) has now moved from the disaster response to the massive recovery and rebuilding task for the Lockyer Valley, I am confident progress is continuing to be made in the clean-up and recovery efforts.

I have this week visited and spoken with business owners and residents in Laidley and Forest Hill and would encourage those people from anywhere across our region who still need assistance to contact Council as soon as possible. Extra assistance is also available to business owners and I encourage them to make contact with the Department of Employment & Economic Development on 132 523 to discuss their options for flood relief funding and the like.

As the clean-up continues across our region attention now turns to the rebuilding of some of our more badly affected areas.

We want to work as closely as we can with landholders to make sure that we get the best outcomes for all parties in the rebuilding phase of this disaster.

Council with the assistance of the Queensland Government will consult with each affected landholder on a one-on-one basis and offer a range of options for recovery and rebuilding.

At this stage we don't want to rule anything in or out in the rebuilding phase and that is why we want to sit down and talk with every landholder affected to full discuss all their issues and options.

Council is working to make contact with the landholders to arrange a time and a venue for those discussions and this can be arranged to suit all parties. We urge people to also contact us to discuss their housing options. Council wants to make sure that each family and each person affected by this disaster is dealt with on an individual basis so all needs are catered for.

Over the past 3 or 4 weeks I have been simply amazed by the generosity shown by so many individuals and businesses who have donated to the various flood appeals and donated their time. Keep up the great work.



Lockyer Valley Mayor Steve Jones assesses the damage in Grantham with Logan City Council Mayor Pam Parker. Logan will host a family fun day in March 'Logan Adopts the Lockyer' to raise funds for the Lockyer Valley Flood Appeal.

UPDATE ON CLOSED TOWNS

- Roadblocks in to Grantham remain in place despite recent media reports. Police will no longer be manning these road blocks however traffic controllers will be in place stopping unauthorised traffic. Local road closures in Grantham will also remain in place. Grantham is still a major clean-up zone with heavy machinery and trucks continuing the clean-up and recovery effort. A 24-hour police presence will remain in Grantham and anyone who visits Grantham simply to 'have a look' will be deemed an unauthorised person and will be asked to move on. Contractors and volunteers will be granted access provided they have been arranged by a local resident or through the Local Disaster Management Group.

Helpful phone numbers

Lockyer Valley Regional Council	1300 005 872
Department of Communities	1800 173 349
Centrelink	180 22 66
Energex	13 19 62

Website: www.lockyervalley.qld.gov.au

HOW YOU CAN GET HELP

People affected by the flood who still need help should call Council on 1300 005 872 so we can help coordinate a response for you.

HOW YOU CAN HELP

- **To donate money for flood-affected families in the Lockyer Valley**, go to the NAB or direct deposit to BSB: 084 657 / ACCOUNT: 188881996.
- **If you would like to make a donation to the Lockyer Valley Flood Appeal** and would like a tax deductible receipt the Laidley Community Centre have set-up an account for you. Here are the details - Laidley Shire Community Care Assoc Donations A/c BSB: 638-070 A/c: 010404317 Heritage Building Society, Ruthven St, Toowoomba Qld 4350. All donations will then be transferred into the Lockyer Valley Flood Appeal Fund.
- **Volunteers are asked to register with Council on 1300 005 872.** Council will coordinate clean-up priorities with registered volunteers.
- **There is still a need for whitegoods, cook-tops, ovens and laundry and kitchen cleaning products**, which should be registered with Council by calling 1300 005 872.

WATER

Queensland Urban Utilities (QUU) boil water alert has been lifted for the Lockyer Valley region. Before using mains water for the first time, residents are advised to take precautions and flush all taps for 10 minutes before use. If floodwater submerged the tap, residents should spray the inside and outside of the tap with a bleach solution or mild disinfectant, and wait 10 minutes before flushing.

WORKING IN THE HEAT

People working outdoors may suffer from heat exhaustion if they do not drink plenty of water. One litre of water is NOT enough.

ROADS AND BRIDGES

Murphys Creek Road is now open to traffic with a five tonne limit. Resources will be directed to repairing the Warrego Highway, which will cause some delays. Council and State Government road maintenance crews are still working to repair damage and access to all major and local roads. Some roads may still be closed for your own safety and all signage will be enforced by Police. For more information about road closures please visit www.lockyervalley.qld.gov.au.

DIAL BEFORE YOU DIG

Due to soil erosion and soil movement from the floods, vital pipes and cables may now be closer to the surface. For this reason, people in the Lockyer Valley should **Dial Before You Dig** (free service) before doing any digging, or any type of excavation works, including re-installing fencing, repairing damaged property, clearing debris with machinery, reinstating assets, and cleaning out creeks or table drains, etc. Lodge a free enquiry 24/7 through Dial Before You Dig at: www.1100.com.au or by calling 1100 (business hours).

HEALTH

Health and safety around flood waters is important. The main health risks in flood impacted areas are: injury (falls, cuts, snake and spider bites); skin infections and sunburn; and mosquito-borne infections. Call Queensland Health on 13HEALTH (13 43 25 84) to speak to a health professional.

TETANUS VACCINATION

Following floods or natural disasters, there is a greater risk of tetanus infections. Contact Queensland Health, or your local GP clinic to set up a vaccination.

COMMUNITY WELFARE

Evacuation centres are now closed, while community recovery centres remain open at Gatton Shire Hall, Helidon Community Centre, Mary Street Community Centre Laidley, Grantham State School and Murphys Creek Ground.

Mozzie Alert

Everybody please play a part, even those not directly affected by the recent flood event, in helping to reduce the number of potential breeding sites for mosquitoes by taking the following actions:

- Remove, by physically draining or pumping out, stagnant pools of water around your house and yard.
- Clean up and remove debris which waters have deposited on or near your property.
- In addition to pooled water, rain or floodwater may have collected in containers around your yard, so make sure you tip them out and store them in a place where they cannot be refilled by rain, or throw them away. Give particular attention to emptying water from pot plant bases, tyres, tarpaulins, palm fronds, plastic containers, boats and roof gutters (if blocked by leaf debris).

RUBBISH

General waste collections are back to normal and kerbside cleanups are well underway. Residents who need flood debris picked up from the side of the road or their property if access is available should call Council to register the site for collection.

AUSTRALIAN DEFENCE FORCE (ADF)

The ADF are moving from major recovery and cleanup activities to specialised support. A military construction company has moved into place. To allow Council to continue tasking the ADF people are requested to contact Council directly if they require assistance with clean-up etc. Please phone 1300 005 872 or visit the Council staff at the coordination centres or offices. Because ADF has bigger and more powerful equipment, it will continue to assist other agencies with the cleanup of a range of debris.

FINANCIAL ASSISTANCE

The Lockyer Valley has been declared a disaster area which means people and businesses affected by flooding could be eligible for financial assistance. Please contact Council on 1300 005 872 to find out more, or access the *Welfare Fact Sheet* (see below).

BUSINESS SUPPORT

The Department of Education, Economic Development and Industry (DEEDI) is offering a range of services to small businesses and primary producers including financial support, rebuilding advice, tax and insurance advice and more.

Lockyer Valley Regional Council website now has **FLOOD FACT SHEETS** to help you, including how to return safely to your flood affected home, how to best protect you and your family's health after a flood, where to get help and more. Please visit our website on: www.lockyervalley.qld.gov.au

Website: www.lockyervalley.qld.gov.au



Lockyer Valley Community Recovery Newsletter

Issue 6

11 February 2011

REGIONAL COUNCIL

Message from the Mayor, Cr Steve Jones

It is now one month since the tragic events of January 10, 2011 unfolded and impacted so heavily on the Lockyer Valley community. At this week's first Council meeting since the flooding events occurred all Councillors spoke of the massive task at hand in the flood recovery and the progress that has already been made.

At the meeting I spoke on the tremendous job Council's staff have done during the initial emergency response and now in the recovery phase. I believe as a Council with the resources we have at hand we have performed admirably and have done all we can to help the residents of the Lockyer Valley.

The Lockyer Valley Flood Recovery Committee is now in place chaired by Deputy-Mayor Cr Graham Moon. There are a number of sub-committees which report to the Recovery Committee which are tasked with addressing issues relating to Housing, Infrastructure, Economic, Human & Social, Natural Environment and Communications. These committees are meeting weekly with all requests and outcomes to be filtered through the Recovery Committee and then up through the overall Council organisation for action. A Recovery Implementation Plan and an Organisational Structure will be put in place by the Executive Team and the recovery coordination team. As we continue to move forward I have been truly amazed at the generosity of individuals and businesses in Australia and all over the world. This week we had the General Manager of Bobcat fly from the US to hand deliver donated equipment to Council. Bobcat, together with Clark equipment have donated a Doosan Loader, a 14-tonne Excavator and 3 new Bobcats to be part of Council's Fleet. The equipment is worth well in excess of half-a-million-dollars and has already gone to work in helping with the flood clean-up.

Aside from this donation the Lockyer Valley Regional Council Flood Appeal fund sits in excess of \$115,000 and rising. Details will be provided soon about how these funds will be distributed.



Handing over the new loader from Clark Equipment are Doosan Rep Danny Dykstra and QLD General Manager Steve Goodall. On hand to accept from Council are LVRC Mayor Cr Steve Jones, Depot Manager Don Neumann and Operator Warren Raddatz.

UPDATE ON CLOSED TOWNS

- Gatton-Helidon Road at Grantham is now open to through traffic with a strict 40km/h speed limit in place. Local roads in and around Grantham will remain closed with traffic management in place. Grantham residents have requested a level of privacy as the flood clean-up continues. Motorists are urged to limit travel through Grantham as much as possible. Grantham is still a major clean-up zone with heavy machinery and trucks continuing the clean-up and recovery effort. A 24-hour police presence will remain in Grantham and anyone who visits simply to 'have a look' will be asked to move on by Police.

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HOW YOU CAN GET HELP

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HOW YOU CAN HELP

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- There is still a need for **whitegoods, cook-tops, ovens and laundry and kitchen cleaning products**, which should be registered with Council by calling 1300 005 872.

WATER

Queensland Urban Utilities (QUU) boil water alert has been lifted for the Lockyer Valley region. Before using mains water for the first time, residents are advised to take precautions and flush all taps for 10 minutes before use. If floodwater submerged the tap, residents should spray the inside and outside of the tap with a bleach solution or mild disinfectant, and wait 10 minutes before flushing.

WORKING IN THE HEAT

People working outdoors may suffer from heat exhaustion if they do not drink plenty of water. One litre of water is NOT enough.

ROADS AND BRIDGES

Murphys Creek Road is now open to traffic with normal load limits applying. Gatton-Helidon road is now open at Grantham with a 40km/h speed limit in place. Motorists are asked to limit travel through Grantham as much as possible. Department Of Transport & Main Roads has also announced that Gatton-Clifton Road is now open with some lane closures and 24-hour traffic management in place. For more information about road closures please visit www.lockyervalley.qld.gov.au.

DIAL BEFORE YOU DIG

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TETANUS VACCINATION

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Mozzie Alert

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SOCIAL MEDIA

Did you know that Council now has its own Facebook and Twitter accounts?? Council is using these social media tools to communicate important messages to the community instantly. If you would like to receive updates from Council via your own Facebook and/or Twitter account please visit these sites and search for Lockyer Valley Regional Council. Click like or follow and you will receive important updates.

RUBBISH

General waste collections are back to normal and kerbside cleanups are well underway. Residents who need flood debris picked up from the side of the road or their property if access is available should call Council to register the site for collection.

BUSINESS SUPPORT

The Department of Education, Economic Development and Industry (DEEDI) is offering a range of services to small businesses and primary producers including financial support, rebuilding advice, tax and insurance advice and more. Call 132 523.

FINANCIAL ASSISTANCE

The Lockyer Valley has been declared a disaster area which means people and businesses affected by flooding could be eligible for financial assistance. Please contact Council on 1300 005 872 to find out more, or access the *Welfare Fact Sheet* (see below).

Lockyer Valley Regional Council website now has **FLOOD FACT SHEETS** to help you, including how to return safely to your flood affected home, how to best protect you and your family's health after a flood, where to get help and more. Please visit our website at: www.lockyervalley.qld.gov.au

Website: www.lockyervalley.qld.gov.au



Lockyer Valley Community Recovery Newsletter

Issue 7

24 February 2011

REGIONAL COUNCIL

Message from the Mayor, Cr Steve Jones

It is now more than a month since the worst floods in Australia's living memory came to South East Queensland - with the greatest and most devastating impact in the Lockyer Valley.

We all have a role to play in helping people recover from the pain and loss visited on so many here in the Lockyer Valley, especially those in Postmans Ridge, Murphys Creek and Grantham, while we begin rebuilding our great region today, tomorrow and every day after.

Let me be very clear, open and honest about what an enormous challenge lies ahead for all of us: Our town was at the centre of the most devastating flood in Australian history. Too many people died. Some towns were destroyed. Many people's lives were destroyed. The damage to local infrastructure was unprecedented.

The fact that all basic services (water, electricity, telecommunications, rubbish) have now been restored to business-as-usual is an enormous achievement and I thank everyone for their ongoing help. That a devastating flood could, within hours, destroy so many roads that have taken a lifetime to build is shocking. However, the fact that all our roads are now open, albeit some only for 4WD vehicles, is a great achievement. It would not have happened without a significant amount of hard work by a lot of very committed people.

Because we have now restored all basic services and all our roads are now open (to 4WD vehicles), our strategic and resource focus has now moved from disaster response to the massive recovery and rebuilding operation. To this effect, the Local Disaster Management Group is now winding back, while the Recovery Committee begins tackling the biggest ever challenge anybody - or any group - has ever faced in the history of our region.

Council has established a Recovery Committee which will be chaired by Deputy Mayor Cr Moon. It will meet on a weekly basis. A subcommittee structure has also been established under the Recovery Committee, which will include 1/. Infrastructure Subcommittee; 2/. Human-Social Subcommittee; 3/. Economic Subcommittee; 4/. Natural Environment Subcommittee and 5/. Housing Subcommittee.

The one-on-one meetings with residents have commenced, are progressing very constructively and will be expanded to cover other areas in the near future. Our Community Recovery Newsletters will now include issues raised through this process together with information from the Recovery Committee and Subcommittees.

HOW YOU CAN HELP

- **To donate money for flood-affected families in the Lockyer Valley**, go to the NAB or direct deposit to BSB: 084 657 / ACCOUNT: 188881996.
- **If you would like to make a donation to the Lockyer Valley Flood Appeal** and would like a tax deductible receipt the Laidley Community Centre has set up an account for you. Here are the details - Laidley Shire Community Care Assoc Donations A/c BSB: 638-070 A/c: 010404317 Heritage Building Society, Ruthven St, Toowoomba Qld 4350. All donations will then be transferred into the Lockyer Valley Flood Appeal Fund.
- **Volunteers are asked to register with Council on 1300 005 872.** Council will coordinate clean-up priorities with registered volunteers.
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Centrelink	180 22 66
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Website: www.lockyervalley.qld.gov.au

HOW YOU CAN GET HELP

People affected by the flood who still need help should call Council on 1300 005 872 so we can help coordinate a response for you.

LOCAL DISASTER MANAGEMENT GROUP

Loss of life and livelihood has been significant for Lockyer Valley. Searches for missing people will continue. Valuable items found through response and recovery actions are stored at Gatton Police Station. The Royal Commission (Commission of Inquiry) is considering having informal meetings in Lockyer Valley to discuss the experience of residents. All-of-Government agencies (Police, ADF, Health, Communities, etc) represented in LDMG are winding back response resources. This indicates a move from disaster response to community recovery and rebuilding action is appropriate. Most standing members of LDMG are also members of the Lockyer Valley Recovery Committee structure.

LOCKYER VALLEY RECOVERY COMMITTEE (Deputy Mayor, Cr Graham Moon, Chair)

Jude Munro and Associates is contracted to provide Council with a Recovery Coordinator (Mr Hayden Wright). Mr Wright has a long and distinguished career in local government, including as Brisbane's Town Clerk.

INFRASTRUCTURE SUBCOMMITTEE (Cr Jim McDonald, Chair)

High level investigations into options for landowners for the removal of debris from creeks that flow through their land are underway. Council's priority is the health of residents and their safe return to their homes. The Mayor talked about the importance of re-housing residents and the need for more options. A team of Council structural engineers is assessing every flood-affected property. Asbestos in damaged property is a big concern. Appropriate risk mitigation approaches are necessary. One-on-one meetings with flood-affected residents have started and will continue for the next few weeks. The preliminary estimate of damage to Council roads, drainage and bridge infrastructure is \$176 million. This does not include Council infrastructure, such as parks, sports grounds and buildings, costs to the State or costs to residents. The final figure will be much higher.

HUMAN-SOCIAL SUBCOMMITTEE

(Cr Tanya Milligan, Chair)

Need to better coordinate volunteers, who have come from everywhere (local, interstate and overseas). Global Care will take over role as volunteer coordinator. A process to distribute donations is also underway. The need for community development workers was raised. Two community workers started last week and the Salvation Army is also providing a financial counsellor (mobile unit).

ECONOMIC SUBCOMMITTEE

(Cr Janice Holstein, Chair)

First round of Lockyer Valley Flood Appeal donations is available (\$500) for residents seriously affected by floods. Application forms and criteria are available from Council. Consideration of Second Round of LV Flood Appeal underway. Consideration of a "Buy Local" campaign and a Rural Financial Counsellor is underway. Residents and businesses attended the Flood Appeal Race Day (19 February); the next event is the Lockyer Valley Mega Charity Auction Day (26 March). Increasing concern over definition of flood for insurance purposes must be sorted out by insurance industry and State/Federal Governments.

NATURAL ENVIRONMENT SUBCOMMITTEE

(Cr Dave Neuendorf, Chair)

Big concerns about funding cleanup activities – Mayor seeking meeting with Premier and Prime Minister. Mayor raised with Premier Council's strong concern that creeks need to be cleaned of debris urgently to alleviate further damage when rain comes. Investigations into water quality monitoring is underway, as well as potential collection of chemical drums. Many ecosystems have been totally destroyed and funding is required for local wildlife care groups to house, feed and care for sick and injured animals. Protocols for weed management and vehicle wash-downs between contaminated and uncontaminated sites needs urgent action.

Mozzie Alert

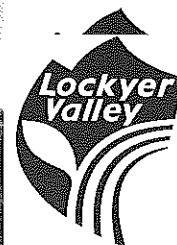
Everybody please play a part, even those not directly affected by the recent flood event, in helping to reduce the number of potential breeding sites for mosquitoes by taking the following actions:

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- In addition to pooled water, rain or floodwater may have collected in containers around your yard, so make sure you tip them out and store them in a place where they cannot be refilled by rain, or throw them away.

Give particular attention to emptying water from pot plant bases, tyres, tarpaulins, palm fronds, plastic containers, boats and roof gutters (if blocked by leaf debris).

Lockyer Valley Regional Council website now has **FLOOD FACT SHEETS** to help you, including how to return safely to your flood-affected home, how to best protect you and your family's health after a flood, where to get help and more. Please visit our website at: **www.lockyervalley.qld.gov.au**

Website: www.lockyervalley.qld.gov.au



Lockyer Valley Regional Council Newsletter

Mayor's Message

Coordinating the volunteer response

The Lockyer Valley region has begun the journey to recovery. The road will be long and challenging but we will not be walking it alone.

Among those helping residents, businesses and communities as we make the transition to sustainable, long term recovery, will be members of Global Care. This is the organisation Council has invited to coordinate the army of volunteers needed to help our region rebuild.

Global Care has experience in assisting communities to recover from a significant natural disaster. For example, it has been working with the Victorian community of Kinglake since it was devastated by the catastrophic bushfires of 2009 — 2010.

Council will be calling for additional volunteers to assist in the Lockyer Valley region and Global Care will coordinate the volunteer effort, matching skills and equipment to particular community needs. In the short term, there is a huge amount of debris to be removed from creeks and farm paddocks and kilometers of farm fences that need replacing or repairing.

Council is aware of the deep appreciation of Lockyer Valley residents and businesses for the fantastic assistance volunteers already have provided.

We trust this generosity of spirit will continue as we set about the huge task of rebuilding our communities.

Volunteers are encouraged to register on line at www.globalcare.com.au.

Cr Steve Jones

Council's Community Recovery Plan

Council has endorsed a draft *Lockyer Valley Community Recovery Plan* to guide our efforts to rebuild our communities, our public assets and the region's future.

The draft Plan will be available for comment on line at Council's website and will be discussed with residents, the business community, primary producers and external stakeholders over the coming weeks. It will be amended accordingly as a result of this consultation and feedback.

The document is organised under seven headings that reflect overall strategic aims for Council (**Recovery Coordination and Management**), how we will engage with and help our community (**Community Engagement and Communication**), the five sub-areas of recovery (**Economy, Human and Social, Infrastructure and Natural Environment**), and a separate infrastructure category to address the widespread loss of housing experienced by residents (**Housing**).

The Plan recognises the importance of feedback and advice to Council from all sectors of the community on all aspects of the recovery.

Among the draft plans many recommendations are that adequate coverage and reliability of telecommunications across the whole of the Lockyer Valley be addressed in the next year; the establishment of a Lockyer Valley Recovery Reference Group with local community representation; and the establishment of a physical community hub in each affected village and area.

In consultation with the community, appropriate public memorials and memorial services will acknowledge the significant loss of life and property as a result of the events of December 2010 and January 2011, particularly 10 January.

First \$500 Flood Appeal payments

Residents and business proprietors who were severely impacted by the floods have begun to receive \$500 initial flood relief assistance payments from the Lockyer Valley Flood Appeal fund.

To be eligible for the \$500 payment, the flooded property must have been the principal place of residence or business for the applicant, and must not have been able to be occupied or traded from for a period of at least 14 days because of structural damage or health concerns.

If you think you may be eligible for this payment but have not yet registered, please go to Council's website and click on Flood Assistance.

Alternatively, pick up a hard copy application form from Council's Service Centres at Gatton or Laidley.

Supporting our local events

Council support for events that promote social cohesion and resilience and/or that boost the local economy by bringing visitors to the region, or that simply give residents opportunities to let their hair down and have some fun, are crucial to the Lockyer Valley's recovery.

To make the most of living in our vibrant and active community, please mark these dates in your diary.

- **The 12th Annual Gatton Street Sprints from 11 to 13 March**, organised by Downs Motorsport Club
- **Harmony Day, 20 March**, organized by Council at Middleton Park, to celebrate and our cultural diversity
- **The Lockyer Valley Mega Charity Auction on 26 March** at the Gatton Showgrounds Equestrian Centre to directly benefit people who were severely impacted by the floods and to help to restore key community infrastructure, such as halls and community centres
- **Clydesdale and Heavy Horse Field Days on 30 April and 1 May** at the Gatton Showgrounds
- **The Sew Creative Quilt Show from 26 to 29 May** in the Gatton Shire Hall
- **The Western Breeds Celebration Show and Queensland State Quarter Horse Championship from 27 June to 4 July** at the Gatton Showgrounds, hosted by the Gatton Quarter Horse and Performance Association

Useful contact numbers

Lockyer Valley Regional Council	1300 005 872
Department of Communities	1800 173 349
Telstra	13 22 03
Optus	13 13 44
Centrelink	180 22 66
Disaster Recovery Line	1800 173 349
SES	13 25 00
Qld Urban Utilities	13 26 57
Energex	13 62 62
Lifeline	13 11 14

WE ARE HERE TO HELP

If you were affected by the flood and you need help, please phone Council on 1300 005 872.

Council staff will do their best to coordinate a response that addresses your individual needs.

Change to goods distribution

The Gatton Sports Centre, will be closed to public access as of Sunday 6 March.

However, goods still will be available through local welfare agencies, even if you have not yet registered for assistance.

If you wish to register for assistance, please phone St Vincent de Paul Society in Gatton on (07)5462 3486.

If you have previously completed a Needs Assessment Form at Helidon Community Centre, Murphys Creek, Grantham or Gatton Sports Centre, and the distribution centre is in the process of sourcing goods for you, please be assured you will be advised as soon as your order is filled.

You need to be aware that because St Vincent de Paul is working in partnership with, and alongside other agencies to make sure flood-affected residents continue to be supported, you may be advised by an agency other than St Vincent de Paul of the arrival of goods on order.

On behalf of the entire Lockyer Valley community, we thank Flood Relief Effort Coordinators Derek and Chris Pingel for their hard work, dedication and generosity of spirit in operating the Distribution Centre over such an extended period of time.

Minimise the mozzie menace

It would be difficult to think of conditions more conducive to mosquito breeding than those we are experiencing in the Lockyer Valley.

Mozzies are not only annoying but also carry diseases such as Ross River Fever.

Minimising this menace means we all have to do our part by eliminating breeding opportunities in our homes and neighbourhoods. Some of the ways we can help do this are:

- getting rid of all tins, jars, tyres, discarded ice-cream containers and other water-holding receptacles from our yards ... remember to check boats, tarpaulins and palm fronds for water
- emptying, at least once a week, all flower vases, pot plants and other containers that hold water
- ensuring gutters are kept free of leaves
- applying kerosene to unscreened water tanks or other collections of water that cannot otherwise be effectively treated — about a cupful to a normal-sized water tank
- making sure leach drains from septic tanks are completely covered, lids are free of cracks and the concrete bung is properly sealed; make sure the vent pipe is covered with a mosquito-proof cowl or screen



We enjoy a wonderful climate and lifestyle in Queensland. However, natural hazards such as cyclone, storm, and flood are an inevitable part of our environment. History has shown that we cannot afford to be complacent about the dangers they present.

Take time now to prepare for emergencies by:

- Preparing your Emergency Plan;
- Preparing your Emergency Kit;
- Preparing your home; and
- Tune into warnings

These simple tasks can help you prepare for, survive, and minimise the impact of natural disasters.

Here is a range of suggested tips to help prepare your Emergency Kit and ensure everyone in your household is prepared:

- Store your Emergency Kit in a safe, accessible place.
- Ensure householders are all aware of the location of your Emergency Kit.
- Keep a copy of this Emergency Kit Checklist in your kit.
- Check the contents of your kit regularly to ensure items are in working order and have not expired.
- Discuss the contents of the kit with your household and make sure everyone knows what to do if an emergency occurs.

The following lists include items to have in your kit at all times and extra essentials to add to your kit during the storm and cyclone seasons for when weather warnings are issued.



Prepare your Household Emergency Kit

Items to include in your Emergency Kit at all times

Food and water

- ☐ Range of non-perishable food items
- ☐ Bottled water

Medical and sanitation supplies

- ☐ First Aid Kit and manual
- ☐ Essential medications, prescriptions and dosage
- ☐ Toilet paper
- ☐ Toothbrush/toothpaste
- ☐ Soap/shampoo
- ☐ Personal hygiene items

Light

- ☐ Flashlight/torch with extra batteries
- ☐ Battery powered lantern

Communications

- ☐ Battery powered radio with extra batteries
- ☐ Traditional wired telephone
- ☐ Prepaid phone cards and coins for phone calls

Clothing and footwear

- ☐ Warm jumper, waterproof jacket, hat and gloves for everyone
- ☐ Closed-toed shoes or boots for everyone

Tools and supplies

- ☐ Whistle, utility knife, duct/masking tape
- ☐ Plastic garbage bags, ties
- ☐ Safety Glasses and sun glasses

Miscellaneous items

- ☐ Special Items for Infants (nappies, formula etc)
- ☐ Special items needed by elderly or people with special needs
- ☐ Spare house and car keys
- ☐ Pet food, water and other animal needs

Important documents

Keep original or certified copies of the following documents in your Emergency Kit. Scan copies of these documents and save on a USB memory stick or CD to include in your kit. Keep all these items in sealed plastic bags.

- ☐ Insurance papers for your house and contents, cars, and for valuable items
- ☐ Inventory of valuable household goods
- ☐ Wills and life insurance documents
- ☐ House deeds/mortgage documents
- ☐ Birth and marriage certificates
- ☐ Passports/visa details
- ☐ Stocks and bonds
- ☐ Medicare, pension cards, immunisation records
- ☐ Bank account and credit card details
- ☐ A back-up copy of important computer files
- ☐ Household Emergency Plan with emergency contact phone numbers

always remember

Having an Emergency Kit is an important step for your family to prepare for, survive and cope with emergencies.

All householders need to know where your Emergency Kit is kept.

Check and update the contents of your Emergency Kit regularly.

Emergency Kit



Extra items to include in your Emergency Kit during cyclone and storm season.

Weather warnings are issued when emergencies like floods, storms and cyclones are expected. During storm and cyclone season add the following items to your Emergency Kit.

It is preferable to keep stocks of these items in your kit all the time. However, if you do not have enough space in your kit – make a note of where to find the extra items in your home so you can collect them quickly. If you have visitors during an emergency, you will need supplies for them also.

Food and water

in kit or location

Three days supply of non-perishable food (plus can

opener, cooking gear, plates and utensils)

Clean water in sealed containers

(10 litres per person is recommended for three days supply)

Water purification tablets

Medical and sanitation supplies

Extra supplies of medications

Extra toiletry and sanitary supplies, sunscreen and

insect repellent

Prescription details for all medications

Spare spectacles

Tools, communications and supplies

Wide masking tapes for windows

Wrench or pliers to turn off all utilities

Tent or tarpaulin

Woolen and thermal blankets

A mobile phone, spare battery and charger

Clothing and footwear

Change of clothes for everyone, stored in plastic bags

Spare clothes and bedding

Miscellaneous items

Extra supplies for infants (extra formula, nappies etc)

Extra items for the elderly or people with special needs

Spare cash in case electronic bank tellers don't work

Pets- provisions and information, (eg vets papers, leash,

food & water, collars with identification tag, pet beds,

litter pan & scooper, carrier or harness, medication)

In an emergency, there may be interruptions to power and water supplies.

Ensure that you have adequate stocks of the following supplies on hand:

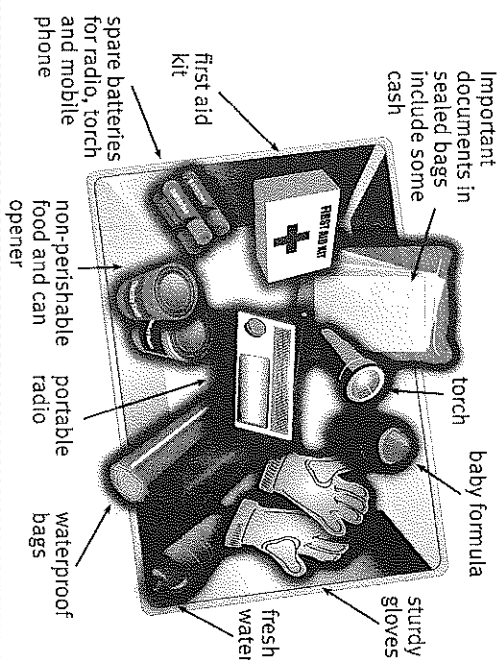
Barbeque or portable stove with fuel

Fully charged batteries for mobile phone

Spare batteries for torch and radio

Esky or gas / battery powered refrigerator

Emergency Kit



This brochure is for information only and is provided in good faith. The Department of Community Safety, Emergency Management Queensland and the State Emergency Service are under no liability to any person in respect of any loss or damage (including consequential loss or damage) which may be suffered or incurred, or which may arise directly or indirectly, in respect of reliance by any person on the information contained in this brochure.

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For more information on preparing for emergencies visit www.disaster.qld.gov.au

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Lockyer Valley Community Recovery Newsletter

Issue 9 11 March 2011

Mayor's Message

Help Council Help You

Lockyer Valley Regional Council would like to again express our support to all those affected by the floods. Your patience while we are assessing the long term needs of the region, rebuilding and coordinating the generous support of volunteers, is appreciated.

Even though 2 months have passed and some progress has been made - thanks to the volunteers and workers who have put in countless hours - we are only at the beginning of the long road to recovery.

The generosity, strength, compassion and community spirit from our region is overwhelming - however, there is so much yet to be done.

For this reason we ask for your help; Council has released the Lockyer Valley Community Recovery Plan and we are asking for feedback and ideas from the community. (See right for details)

Mayor Cr Steve Jones

Lockyer Valley Flood Relief Fund

People wishing to donate money to the Lockyer Valley to assist with Flood Recovery for residents please donate to the NAB account using the following details:

BSB: **084-657**
Account: **188 881 996**

100% of donations received will go directly to flood affected families and restoring community infrastructure. If you would like your donation to go to a specific area, please put the town name in the Reference area. Please send us a copy of your deposit receipt plus your name and address so that we can send you a **Tax Deductible Receipt**.

Community Recovery Plan now LIVE

As reported in last week's newsletter, Council has endorsed a draft *Lockyer Valley Community Recovery Plan* to guide our efforts to rebuild our communities, our public assets and the region's future.

The draft Plan is now available for comment on line at Council's website www.lockyervalley.qld.gov.au and copies are also available at the Gatton and Laidley offices and the Gatton and Laidley libraries. A copy can also be posted to you by contacting Council on 1300 005872.

The period for public comment is open until March 28 and a summary of all feedback will be presented to Council in April.

To provide feedback use the link on the web site and email recoveryplan@lvrc.qld.gov.au or post your response to: Recovery Plan, Lockyer Valley Regional Council, PO BOX 82, Gatton QLD, 4343

The document is organised under seven headings that reflect overall strategic aims for Council (**Recovery Coordination and Management**), how we will engage with and help our community (**Community Engagement and Communication**), the four main sub-areas of recovery (**Economy, Human and Social, Infrastructure and Natural Environment**), and a separate infrastructure category to address the widespread loss of housing experienced by residents (**Housing**).

Among the draft report's many recommendations are that adequate coverage and reliability of telecommunications across the whole of the Lockyer Valley be addressed in the next year; the establishment of a Lockyer Valley Recovery Reference Group with local community representation; and the establishment of a physical community hub in each affected village and area.

First \$500 Flood Appeal payments

Residents and business proprietors who were severely impacted by the floods have begun to receive \$500 initial flood relief assistance payments from the Lockyer Valley Flood Appeal fund.

To be eligible for the \$500 payment, the flooded property must have been the principal place of residence or business for the applicant, and must not have been able to be occupied or traded from for a period of at least 14 days because of structural damage or health concerns.

If you think you may be eligible for this payment but have not yet registered, please go to Council's website and click on Flood Assistance. Alternatively, pick up a hard copy application form from Council's Service Centres at Gatton or Laidley.

Council Rates Concessions for Flood Affected Properties

Council acknowledges that many property owners have suffered loss in the recent flood and now has in place a process to assist those most affected with concessions on Council rates which are now due. To apply, download the form from Council's web site or visit the Gatton or Laidley Customer Service Centres.

Grantham land progressing

LVRC Mayor Steve Jones and CEO Ian Flint recently met with QLD deputy-Premier Paul Lucas to progress the issue of making land available on higher ground at Grantham. Council officers are working through options to present to the community. A community consultation phase will follow with all viewpoints to be discussed.

Useful contact numbers

Lockyer Valley Regional Council	1300 005 872
QLD Government	13 74 68
Telstra	13 22 03
Optus	13 13 44
Centrelink	180 22 66
Disaster Recovery Line	1800 173 349
Qld Urban Utilities	13 26 57
Energex	13 62 62
Insurance Council of Australia	1300 728 228
Building Services Authority	1300 272 272
Electrical Safety Info line	1300 650 662
Legal Aid Queensland	1300 651 188
Office of Fair Trading	13 13 04
Financial Ombudsman Service: Bushfires and floods	1800 337 444

Counselling Help

Most people will have some kind of emotional reaction to a traumatic event.

While everyone's reaction is unique, there are a number of common reactions including emotions of shock, fear, anger, sadness and shame, troubles sleeping, withdrawal from relationships and work, reoccurring images, and either an increased or decreased appetite.

It is important to talk to someone close by, or seek professional help if the symptoms become too much or you have no one to talk to about your experience. Remember, you are not alone.

There are a number of resources and services available that can help.

These include:

LIFELINE	13 11 14
RED CROSS	1800 733 111
SALVO CARE LINE	1300 363 622
RELATIONSHIPS AUSTRALIA	1300 364 277
BEYONDBLUE	1300 22 4636
KIDS HELPLINE	1800 55 1800

FACT SHEETS

A series of fact sheets on coping with stress and traumatic events can be found at

www.health.qld.gov.au/floods/stresswell.asp

Change to goods distribution

The Gatton Sports Centre is now closed to public access in terms of being a goods distribution centre. However, goods are still available through local welfare agencies, even if you have not yet registered for assistance.

If you wish to register for assistance, please phone St Vincent de Paul Society in Gatton on (07)5462 3486.

Volunteer Safety

It is very important to ensure volunteers keep safe by wearing protective clothing, etc, such as:

Safety glasses, goggles, face mask or sunglasses to protect your eyes from any splashing water; Any personal protective equipment (e.g. steel cap boots, helmets, earplugs, work gloves, high visibility vests, etc); Boots or enclosed shoes; Long sleeve shirt and pants; Hat and Rubber gloves; Sunscreen; Mosquito repellent

Please bring items such as: shovels, brooms, buckets, rags, gurnis, rakes, etc.

Global Care in the Lockyer

Since the January flood unfolded LVRC has been taking volunteer registrations. Now, thanks to our partnership with Global Care, all volunteer registrations and disbursement, requests for assistance and other services will be handled through Global Care. See below for details on how to register.

Volunteer.....

Do you have a Bobcat and you can spare a couple of days in August?

Are you fit, healthy and able to shovel mud one Saturday afternoon?

Maybe you and your son can spare an afternoon once a fortnight. Got a chainsaw or a shovel? Global Care can set you up with a volunteer with a truck to assist debris removal.

HOW TO REGISTER WITH GLOBAL CARE AS A VOLUNTEER IN THE LOCKYER VALLEY AREA

Jump on the LVRC website

www.lockyervalley.qld.gov.au and Click on the Global Care Link.

Register Online with Global Care:

www.globalcare.com.au

Don't have access to a computer? Please call Global Care's Head Office on 07 3457 1059.

If you have already registered as a volunteer with LVRC and you would like to confirm your offer, your circumstances have changed or you are no longer available for the Long Term Register, please contact Global Care.



REGIONAL COUNCIL

Lockyer Valley Community Recovery Newsletter

Issue 10 18 March 2011

Mayor's Message

'Nobody needs to do this alone'

As our community slowly but surely moves towards recovery, I urge all those affected by the disaster to make certain they take advantage of the help that is on offer.

The check list on the following page of this newsletter covers much of the financial assistance that is available. Please don't hesitate to inquire if you think you may be eligible to receive one or more of these entitlements.

Few members of this community have not been touched in some way by the traumatic events of December and January.

I don't need to tell you how important it is for people to talk and listen to each other — family members, friends and neighbours. But when this doesn't help, it is essential to seek professional help. There is a range of services available, including those listed below.

Nobody needs, or should try, to do this alone.

Mayor Cr Steve Jones

Lifeline 13 11 14

Red Cross 1800 733 111

Salvo Care Line 1300 363 622
Relationships
Australia 1300 364 277

Beyondblue 1300 22 4636

Protecting drinking water quality

Council staff have noticed that some properties in the area have bore water connected to drinking water (town or rain water) fixtures, while other properties have dual-plumbed, town and bore water cross-connected.

In both cases, these connections have the potential to cause contamination of drinking water. Recent flooding and the concentration of on-site sewerage facilities and bores means bore water taken from in and around the town is treated as non-potable.

Drinking water (town or rain water) should be connected only to fixtures or outlets used for human consumption, food preparation, utensil washing, personal hygiene, etc. Non-potable (bore water) supply can be used for all other fixtures or outlets — toilet flushing, outside hose taps, washing machines, etc.

If your property has alternate water sources *and* town water, **appropriate backflow prevention valves are required** to protect against potential cross contamination.

Please contact Council for advice on what plumbing and drainage work must be carried out by a licensed plumber / drainer.

Tax deductible receipts for Flood Appeal donations

Please be advised Council is not

able to issue tax deductible receipts for donations paid directly into its NAB Flood Appeal Account. Donors who require a tax deductible receipt should log on to Council's website and make their donation via the credit card or on-line options, which are linked to the Laidley Community Care Association.

The Association is able to issue tax deductible receipts and will forward donated funds to the LVRC Flood Appeal. (Please note it is important to specify the donation is to go to the Lockyer Valley Flood Appeal.) One hundred percent of funds donated to the Appeal will go directly to flood affected families and the restoration of community infrastructure.

Coordinators' work goes on

Although the Distribution Centre at the Gatton Sports Centre is closed to public access, Flood Relief Effort Coordinators Derek and Chris Pingel are continuing their work, sourcing funding and donations for the balance of requested goods, working with volunteers to sort and relocate donated goods, delivering white goods that have been received, and meeting with donors and recipients.

People who previously lodged a request for assistance can be assured they have not been forgotten — Derek and Chris are continuing their efforts to meet their needs.

Entitlement check list

A range of financial assistance is available to people severely impacted by the January flood disaster. Make sure you have applied for all payments to which you are entitled.

Disaster Recovery Payment - \$1000 per eligible adult, \$400 per eligible child for people adversely affected, including your home being without water, gas or electricity for at least 48 hours.

Centrelink Ph: 132 300

Home Owners & Tenants

Premier's Disaster Relief Appeal: Emergency Assistance - you may be eligible for \$2000 per adult and \$1000 per dependent child

Mortgage Relief Loan: You may be eligible for an interest-free mortgage relief loan of up to \$20,000 if you are experiencing financial distress and are in danger of losing your home.

Essential Household Contents Grant: Up to a maximum of \$1705 per adult or \$5120 for couples/families to replace uninsured essential household items such as cooking utensils, clothing, linen or white goods.

Structural Assistance Grant: Up to a maximum of \$10,500 per adult and \$14,200 for couples/families to contribute to the repair of a home to a habitable and secure condition.

Essential Services Safety & Reconnection Grant:

Up to \$200 per safety inspection for essential services such as electricity, water, gas, sewerage/septic systems to a maximum of \$800; up to \$4200 for subsequent repairs by licensed tradespeople to bring utilities to Australian Standards. *For details on any of the above, phone the Department of Communities on: 1800 173 349.*

Business & Primary Producers

Disaster Income Recovery: To assist employees, small business people and farmers who have suffered loss of income as a direct result of the natural disaster. *Centrelink Ph: 132 300 or visit centrelink.gov.au.*

Low Interest Loans: Up to \$250,000 to assist with restocking and/or carry-on (for primary producers) or recovery and re-establishment (for small businesses). *Phone Queensland Rural Adjustment Authority on 1800 623 946 or visit qraa.qld.gov.au.*

Assistance for businesses: For other support including **Freight Subsidies** (up to \$5000 for primary producers in disaster declared areas) and **Non-repayable Recovery Grants** (up to \$25,000 to assist with immediate clean up and restoration) contact the *Department of Employment, Economic Development and Innovation (DEEDI) Ph: 13 25 23 or visit deedi.qld.gov.au.*

Financial Ombudsman Service Queensland Floods Hotline 1800 337 444

The Financial Ombudsman Service (FOS) has set up a Queensland Floods hotline to provide help and information on financial hardship, insurance claims, and other financial issues experienced as a result of Queensland's recent disasters.

If you prefer, you can email the team at gidisaster@fos.org.au. Disputes can be lodged online.

Interpreters can be accessed at no charge to the customer if required.

Visit www.fos.org.au for comprehensive information about FOS services.

Essential Services Safety and Reconnection Scheme

The Essential Services Safety and Reconnection Scheme provides home owners who are unable to claim insurance or are uninsured with a refund for the cost of safely reconnecting electricity, gas, water, sewage services and septic systems damaged by the disaster.

If you are eligible, you may receive:

- Safety inspections by accredited inspectors for pre-inspection of electricity, gas, water, sewage services and septic systems damaged by the disaster (up to \$200 per service)
- Reinstatement of services to Australian Standards by qualified tradespeople (up to \$4,200)

Safety inspection payments are refunded to the home owner. Reinstatement costs are paid directly to the repairer by the Department of Communities.

If you already have claimed or been assessed as eligible for an Essential Household Contents Grant or Structural Assistance Grant, simply send receipts or invoices for inspections, repairs and materials to:

Grants Processing Community Recovery
GPO Box 806
Brisbane 4001



Lockyer Valley Community Recovery Newsletter

Issue 11 25 March 2011

Mayor's Message

Spirits lifted by visit

The recent visit of His Royal Highness Prince William to Grantham and the Lockyer Valley certainly lifted spirits when people needed it most.

I was particularly struck by the Prince's caring and genuine nature when he met with Lockyer Valley families most affected by the recent tragic floods.

Following on from the Prince's visit the people of Grantham received more good news this week with the area declared the first designated reconstruction area under the new Queensland Reconstruction Authority's powers.

This move will accelerate voluntary relocation and voluntary land-swaps in the affected area. And that means we could see reconstruction begin in Grantham by mid-year and see some people in their new homes by Christmas.

More details will be released soon.

Mayor Cr Steve Jones

Lockyer Valley Flood Relief Fund

People wishing to donate money to the Lockyer Valley to assist with Flood Recovery for residents please donate to the NAB account using the following details:

BSB: **084-657**

Account: **188 881 996**

100% of donations received will go directly to flood affected families. **No money will go towards restoring community infrastructure.** If you would like your donation to go to a specific area, please put the town name in the Reference area. Those who require a Tax Deductible Receipt can do so by paying their money to the Laidley Community Care Association. Visit Council online for details

Council waives removal housing bond for flood affected residents

Lockyer Valley Regional Council will waive the bond fee for house removals for flood affected residents under certain conditions as decided at a recent Council meeting.

Mayor Steve Jones said some flood affected residents were considering having removal homes placed on their property to replace an existing flood affected dwelling and that in normal circumstances a bond fee would be paid to Council.

"In normal circumstances Council would charge a \$50,000 bond fee for a house removal to ensure it is not left on land in a state of disrepair.

"Following the flooding disaster Council has decided to waive the fee for flood affected residents, in the circumstances where a removal house is to replace an existing flood damaged dwelling," Cr Jones said.

There are conditions attached to the waiving of the bond fee including that the homeowner provide to Council proof of finance to have the home suitably fitted out and provide a signed contract from a licensed BSA contractor to complete all of the works.

Flood affected owner-builders who decide to have a removal home placed on their land to replace an existing flood damaged dwelling will receive a 60% bond fee reduction and will be required to pay a \$20,000 bond instead of the normal \$50,000.

"While Council cannot help with funding to move the housing to the Lockyer Valley, we have come up with a way to assist by removing the bond fee under these conditions," Cr Jones said.

First \$500 Flood Appeal payments

Residents and business proprietors who were severely impacted by the floods are now receiving \$500 initial flood relief assistance payments from the Lockyer Valley Flood Appeal fund.

To be eligible for the \$500 payment, the flooded property must have been the principal place of residence or business for the applicant, and must not have been able to be occupied or traded from for a period of at least 14 days because of structural damage or health concerns.

If you think you may be eligible for this payment but have not yet registered, please go to Council's website and click on Flood Assistance. Alternatively, pick up a hard copy application form from Council's Service Centres at Gatton or Laidley.

Council Rates Concessions for Flood Affected Properties

Council acknowledges that many property owners have suffered loss in the recent flood and now has in place a process to assist those most affected with concessions on Council rates which are now due. To apply, download the form from Council's web site or visit the Gatton or Laidley Customer Service Centres.

Useful contact numbers

Lockyer Valley Regional Council

1300 005 872

QLD Government

13 74 68

Telstra

13 22 03

Optus

13 13 44

Centrelink

180 22 66

Disaster Recovery Line

1800 173 349

Qld Urban Utilities

13 26 57

Energex

13 62 62

Insurance Council of Australia

1300 728 228

Building Services Authority

1300 272 272

Electrical Safety Info line

1300 650 662

Legal Aid Queensland

1300 651 188

Office of Fair Trading

13 13 04

Financial Ombudsman Service: Bushfires and floods

1800 337 444

Nominate your Lockyer Valley disaster hero

YOU can now nominate a 'disaster hero' in the Lockyer Valley region who you think has shown outstanding community initiative, bravery, courage, resilience and strength during the recent flooding.

'Queensland Disaster Heroes', a program managed by the State Government, will publicly recognise heroes, and award them with a commemorative medal at a local event during Queensland Week, which runs from 4-13 June.

Lockyer Valley Mayor Steve Jones said he could think of a few heroes from the local community who would be more than deserving of this sort of nomination.

"I've seen first-hand, people getting out there, literally saving lives in the Lockyer Valley during the flooding earlier this year," he said.

"I'm sure some Lockyer Valley residents have also been witness to, or even the beneficiary of, the heroic efforts of others.

"Council will be nominating people it thinks should be recognised and I encourage individuals to do the same.

"Recognising people for their work will help recover this community and anyone can nominate – so I'm encouraging you to jump online, fill out the nomination form and send it off."

For more information or to nominate, log on to www.queenslandweek.qld.gov.au. **Nominations close Friday 1 April 2011.** More information and the conditions of nomination are available at the website.

All flood funds will go to affected families

LOCKYER Valley Regional Council has moved to assure people that all funds raised from the Lockyer Valley Flood Appeal will go directly to flood affected families.

There had been previous announcements that some of the funds would go to helping 'restore community infrastructure' but Council has assured this is not the case and all funds will go to the people.

More than \$57,500 has already been distributed to Lockyer Valley flood affected families by Lockyer Valley Regional Council.

The money has been distributed out of the Lockyer Valley Flood Appeal Fund, which Council administers.

Almost \$623,000 had been received towards the fund thanks to the generosity of Australians and people from all over the world.

As of Thursday March 24, 115 initial \$500 payments had been made to those affected by the devastating events of January.

Lockyer Valley Mayor Cr Steve Jones said Council hoped to distribute more of these funds as applications were received.

"We hope to distribute more of these funds as we receive more applications and we encourage people who think they may be eligible to register with Council via the web site or contact us on 1300 005 872. Hard copy application forms are also available at the Gatton and Laidley Customer Service Centres," Cr Jones said

People wishing to donate money to the Lockyer Valley to assist with Flood Recovery for residents please donate to the NAB account using the following details: BSB: **084-657** Account: **188 881 996**.

HOW TO REGISTER WITH GLOBAL CARE AS A VOLUNTEER IN THE LOCKYER VALLEY AREA

Jump on the LVRC website www.lockyervalley.qld.gov.au and click on the Global Care Link.

Register Online with Global Care:

www.globalcare.com.au

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If you have already registered as a volunteer with LVRC and you would like to confirm your offer, your circumstances have changed or you are no longer available for the Long Term Register, please contact Global Care.



Lockyer Valley Community Recovery Newsletter

Issue 12 04 April 2011

Mayor's Message

NDRRA Boost

The recent announcement that Lockyer Valley Regional Council would receive \$37.8 Million under the National Disaster Recovery and Relief Arrangements (NDRRA) was a welcome boost.

This initial payment will help Council meet the massive cost of the December and January flooding disaster and will be spent across the entire Lockyer Valley region.

The money will go towards helping Council restore essential infrastructure such as damaged roads, bridges, culverts and floodways.

Engineering and management consultants, Aurecon, has estimated the preliminary repair bill for our Council's roads and floodways alone is likely to top \$170 Million.

About 80% of Council's road network was damaged in some way. More than 80 kms of replacement patching and 128 kms of repairs to shoulders and drain repairs is currently being undertaken.

Mayor Cr Steve Jones

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Grantham on fast-tracked road to reconstruction

The disaster-struck community of Grantham is to become the first designated reconstruction area under the new Queensland Reconstruction Authority's powers, Queensland Premier Anna Bligh told State Parliament recently.

"This move will accelerate voluntary relocation and voluntary land-swaps in the affected area. And that means we could see reconstruction begin in Grantham by mid-year and see some people in their new homes by Christmas," Premier Bligh said.

Lockyer Valley Mayor Steve Jones said Council was extremely happy with the speed at which the QRA was taking action about the relocation and reconstruction of Grantham.

"Council has been doing a great deal of work finding a solution for the people of Grantham and we are proud to have worked so closely with the State Government to make this a reality," Cr Jones said.

Premier Bligh said the Authority had been in close discussions with residents and the Council to determine the community's needs in the reconstruction effort since the January flash floods.

A Master Planning process underway in the community will ensure the reconstruction is community led. A series of community meetings has been held with residents keen to discuss their ideas about the future of their community.

"About half the affected residents have indicated a desire to relocate to higher ground within Grantham – others have indicated a desire to rebuild on their current property, and a small proportion indicated their intention to leave Grantham," Premier Bligh said.

Councillor Jones said the involvement of residents was central to the success of the reconstruction.

"It is fantastic to see the Grantham residents come up with their own positive plan for relocation at the recent 'Strengthening Grantham Workshops,'" Cr Jones said.

"These workshops are the key tool which allows the community to create their own future," Cr Jones said.

The Premier told State Parliament that some options exist under current legislation to implement the community's preferred plan, but would require long and protracted approval processes.

"Quite simply, we don't have the time - these communities need our help now," the Premier said.

"So, in keeping with the community's wishes, I have approved the preparation of a regulation to declare Grantham a reconstruction area in accordance with the *Queensland Reconstruction Authority Act 2011*.

www.lockyervalley.qld.gov.au General inquiries: 1300 005872

Useful contact numbers

Lockyer Valley Regional Council

1300 005 872

Lifeline 13 11 66

Telstra 13 22 03

Optus 13 13 44

Centrelink 180 22 66

Disaster Recovery Line 1800 173 349

Qld Urban Utilities 13 26 57

Energex 13 62 62

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Electrical Safety Info line 1300 650 662

Legal Aid Queensland 1300 651 188

Office of Fair Trading 13 13 04

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\$500 Flood Relief payments

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HOW TO REGISTER WITH GLOBAL CARE AS A VOLUNTEER IN THE LOCKYER VALLEY AREA

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Register Online with Global Care:

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Don't have access to a computer? Please call Global Care's Head Office on 07 3457 1059.

If you have already registered as a volunteer with LVRC and you would like to confirm your offer, your circumstances have changed or you are no longer available for the Long Term Register, please contact Global Care.

Rail line opens through Lockyer Valley



THE Lockyer Valley Flood Recovery Infrastructure Sub-Committee met earlier this week at Spring Bluff Railway Station and greeted the first train to use the line since the January flooding disaster.

Lockyer Valley Regional Council is pleased the Western Rail Line has opened three months earlier than originally forecast.

The Rail Line, which runs through the Lockyer Valley and Toowoomba, was extensively damaged due to the January floods.

The Lockyer Valley Flood Recovery Infrastructure sub-committee met earlier this week at Spring Bluff Railway Station to inspect progress and greet the first train on the line since the floods.

Lockyer Valley Mayor Cr Steve Jones said the opening of the rail line was an important step forward in the flood recovery process.

"The re-opening of the rail line will take extra pressure off the road network and I commend Queensland Rail and their contractors for getting this done ahead of schedule.

"This will take trucks off the Warrego Highway carrying essential services such as coal, grain, livestock and general freight," Cr Jones said.

There were more than 260 individual sites that required repairs in the Toowoomba Range alone, including sections of track that had to be entirely rebuilt.

More than 30 kilometres of track has been entirely resurfaced, using 2,266 new sleepers. The total amount of rock and ballast hauled into the Range for this project would fill nearly 227 Olympic sized swimming pools.

There were washouts and landslips throughout the Range, including a 25 metre deep washout near the historical Spring Bluff Railway Station.

Chairperson of the Spring Bluff Railway Station Trust Cr Janice Holstein said the station and grounds would remain closed due to ongoing works.

"The trust hopes to have the station and grounds back open to the public by June and our caretaker is working hard to repair the award-winning gardens and will have them in great shape for the Toowoomba Carnival of Flowers in September," Cr Holstein said.



Lockyer Valley Community Recovery Newsletter

Issue 13 18 April 2011

Mayor's Message

Recovery Costs Rise

On February 23 this year I announced that Council's preliminary flood repair bill for Council's drainage and road assets alone would be \$176 Million.

This cost as predicted, with the inclusion of Council's parks assets, has risen to more than \$209 Million.

The rise in cost of the damage has come about from a more detailed assessment by Aurecon as well as the inclusion of the parks assets.

While it was pleasing that Council received \$37.8 Million in the first round of NDRRA funding, this amount goes nowhere near what Council requires to rebuild our assets and fix the damage.

The massive recovery and rebuilding effort can only be achieved with more resources and money from the Federal and State Governments and Council will be working hard to ensure we receive what we need to get the job done.

Mayor Cr Steve Jones

Lockyer Valley Flood Relief Fund

People wishing to donate money to the Lockyer Valley to assist with Flood Recovery for residents please donate to the NAB account using the following details:

BSB: **084-657**
Account: **188 881 996**

100% of donations received will go directly to flood affected families. **No money will go towards restoring community infrastructure.** If you would like your donation to go to a specific area, please put the town name in the Reference area. Those who require a Tax Deductible Receipt can do so by paying their money to the Laidley Community Care Association. Visit Council online for details

UPDATE ON COMMUNITY WELFARE CENTRES + DONATIONS

The community needs to be aware that the donation of goods, food or any other items to any of the welfare centres or other locations is now **NOT REQUIRED**. If you would like to donate to help flood affected families please do so by way of giving to the Lockyer Valley Flood Relief Fund (please see details below). Community Welfare Centres at the Gatton Sports Centre and Grantham Butter Factory are **now closed**. Helidon Hall welfare centre will close soon.

UPDATE ON COMMUNITY RECOVERY PLAN

The Lockyer Valley Community Recovery Plan, which was developed just 6 weeks after the January flooding events, highlights what needs to be done to assist the flood recovery in a broad sense. Already many of the tasks in the plan are being undertaken by Council including:

- The establishment of community hubs (Grantham Butter Factory purchase)
- Clean up the Lockyer Creek and its tributaries so that debris is removed (just this week Council deployed a Green Army of workers who will be tasked with doing just that, starting at Murphys Creek)
- Investigate sites at Grantham and other affected communities for safe rebuilding (Council purchased land at Grantham which was not flood affected which could be developed for people to relocate)
- Identify funding to help rebuild vital assets (Council was pleased to be able to continue the rebuilding, having received \$37.8M in NDRRA 1st round funding which will be used right across the region)
- Council has established a Lockyer Valley flood relief fund which anyone can donate to. This fund already has more than \$650,000. And we have already distributed more than \$76,500 to Lockyer Valley flood affected families. Council also offered rates concession and discounts for flood affected property owners in the LV region which was another \$50,000 in relief for the community.

To view a copy of the plan visit Council's web site.

ROADS AND BRIDGES UPDATE

Most roads and bridges in the LVRC area are open as normal. Council is continuing the huge task of repairing roads, including guard rails, pavement, grading, drainage and shoulder repairs on flood affected roads. Council has employed extra road gangs to assist with repairing the damage.

The roads and bridges which remain closed include:

- Bonnell Road, Thornton (creek crossing)
- Turner Street, Helidon (floodway)
- Upper Tenthill School Road, Tenthill
- Peters Bridge, Peters Road, Thornton

Council also has a google map on its web site which plots where roads are closed and/or affected. Visit the 'Roads & Bridges' page to view the map.

To get information on roads controlled by Department of Transport and Main Roads phone 131940 or visit www.131940.qld.gov.au

Useful contact numbers

Lockyer Valley Regional Council	1300 005 872
Lifeline	13 11 66
Telstra	13 22 03
Optus	13 13 44
Centrelink	180 22 66
Disaster Recovery Line	1800 173 349
Qld Urban Utilities	13 26 57
Energex	13 62 62
Insurance Council of Australia	1300 728 228
Building Services Authority	1300 272 272
Electrical Safety Info line	1300 650 662
Legal Aid Queensland	1300 651 188
Office of Fair Trading	13 13 04
Financial Ombudsman Service: Bushfires and floods	1800 337 444

\$500 Flood Relief payments

Residents and business proprietors who were severely impacted by the floods are now receiving \$500 initial flood relief assistance payments from the Lockyer Valley Flood Relief Fund.

To be eligible for the \$500 payment, the flooded property must have been the principal place of residence or business for the applicant, and must not have been able to be occupied or traded from for a period of at least 14 days because of structural damage or health concerns.

If you think you may be eligible for this payment but have not yet registered, please go to Council's website and click on Flood Assistance.

Alternatively, pick up a hard copy application form from Council's Service Centres at Gatton or Laidley.

HOW TO REGISTER WITH GLOBAL CARE AS A VOLUNTEER IN THE LOCKYER VALLEY AREA

Jump on the LVRC website www.lockyervalley.qld.gov.au and click on the Global Care Link.

Register Online with Global Care: www.globalcare.com.au

Don't have access to a computer? Please call Global Care's Head Office on 07 3457 1059.

If you have already registered as a volunteer with LVRC and you would like to confirm your offer, your circumstances have changed or you are no longer available for the Long Term Register, please contact Global Care.

DO YOU STILL NEED HELP???

Lockyer Valley Regional Council is the lead-agency in the recovery of the Lockyer Valley and its role is complex and includes tasks such as rebuilding roads, re-housing families and providing essential community services. If you need help, big or small, please contact Council on 1300 005 872.

ROADSIDE CLEANUPS - FLOOD WASTE

The roadside cleanups are continuing in some areas; however most of the rubbish and debris from around houses has been removed. Residents, who still need flood debris collected from the side of the road, should contact the Lockyer Valley Regional Council as soon possible to register and ensure they are eligible for the free collection.

FINANCIAL ASSISTANCE

The Lockyer Valley has been declared a disaster area which means people and businesses affected by flooding could be eligible for financial assistance. Please contact Council on 1300 005 872 to find out more, or access the *Welfare Fact Sheet* (see below).

HEALTH

Health and safety around flood waters is important. The main health risks in flood impacted areas are: injury (falls, cuts, snake and spider bites); skin infections and sunburn; and mosquito-borne infections. Call Queensland Health on 13HEALTH (13 43 25 84) to speak to a health professional.

DIAL BEFORE YOU DIG

Due to soil erosion and soil movement from the floods, vital pipes and cables may now be closer to the surface. For this reason, people in the Lockyer Valley should **Dial Before You Dig** (free service) before doing any digging, or any type of excavation works, including re-installing fencing, repairing damaged property, clearing debris with machinery, reinstating assets, and cleaning out creeks or table drains, etc. Lodge a free enquiry 24/7 through Dial Before You Dig at: www.1100.com.au or by calling 1100 (business hours).

BUSINESS SUPPORT

The Department of Education, Economic Development and Industry (DEEDI) is offering a range of services to small businesses and primary producers including financial support, rebuilding advice, tax and insurance advice and more. Call 132 523.

FLOOD FACT SHEETS

Lockyer Valley Regional Council website has **FLOOD FACT SHEETS** to help you, including how to return safely to your flood affected home, how to best protect you and your family's health after a flood, where to get help and more.

Please visit our website at:

www.lockyervalley.qld.gov.au