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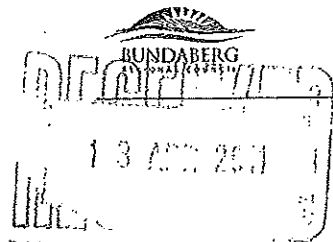
Date:

11/10/11

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Exhibit Number:

775



QUEENSLAND FLOODS COMMISSION OF INQUIRY

Requirement to Provide Written Information to Commission of Inquiry

Michael John Clerke, Local Disaster Coordinator,
Bundaberg Regional Council

1. In accordance with *section 5 of the Commissions of Inquiry Act 1950 (Qld)*, I, Michael John Clerke, Local Disaster Coordinator, Bundaberg Regional Council, provide the following statement of information as directed by letter dated 18th March, 2011:
2. I state that I commenced work in 1972, where I was employed as a Survey Assistant and subsequently a Draughtsman with Cardno & Davies Consulting Civil Engineers.
3. In 1977 I commenced work with Brisbane City Council as an Administration Officer in the Corporate Services Department, subsequently transferring to the Planning Department and concluding my employment in 1989 with Brisbane City Council holding the position of Local Government Clerk in the Corporate Services Department.
4. In 1989, I was employed by Esk Shire Council, as Deputy Shire Clerk.
5. In 1994 I commenced work with Bundaberg City Council as Manager Corporate Services (Deputy Chief Executive Officer). By virtue of this position I was appointed as the Executive Officer to the combined Bundaberg/Burnett Local Disaster Management Group.
6. Following amalgamations in 2008, I was appointed as Director Community & Cultural Services of Bundaberg Regional Council (BRC). This role in Council includes relieving the Chief Executive Officer (CEO) as required. My involvement in Disaster Management continued as the Executive Officer, Bundaberg Regional Council, Local Disaster Management Group.
7. Council approved the establishment of a position of Disaster Management Officer, to assist in planning, preparation, response and recovery arrangements for disaster situations and community resilience. On 5th May 2009, Mr Mal Churchill, who has extensive experience in this area, being a former Inspector of Police and District Disaster Coordinator, commenced work with Council. The position of Executive Officer became the Local Disaster Coordinator (LDC) when the amended *Disaster Management Act, 2003* was enacted.

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8. As Executive Officer/ Local Disaster Coordinator, I have received training in Disaster Management, which has included attendance of courses run by Emergency Management Australia (EMA) and Emergency Management Queensland (EMQ). I have attended seminars and workshops on a variety of aspects relating to Disaster Management.
9. I have been involved and/or consulted on events such as the flood of 1998, the threats from cyclones Hamish and Ului, Pandemic Flu alerts, Equine Influenza, Maritime Incident, Y2K Computer threat, Gaeta and Coonarr Bush Fires and other events.
10. I hold a Local Government Clerk Certificate, a Diploma in Local Government Management and a Bachelor of Business.
11. The written information in this statement relates to the years 2010/2011.

The local planning and preparation, including training, undertaken in advance of and/or in relation to the 2010/2011 flood events.

12. Bundaberg Regional Council Local Disaster Management Plan, dated 12th September, 2008 is an all risk plan that amongst other things deals with flooding for the Bundaberg region. Attachment "A" to this statement lists the various meetings relating to disaster planning, preparation and training sessions that were conducted during the 2010 year.
13. Council's strategy to prepare for disaster events included the requirement of sections of Council to develop Business Continuity Plans; a commonsense document that addressed the specific circumstances and needs of sections of Council, and provided practical strategies to follow in a crisis, i.e. fire, flood, storm, explosion, adverse market or financial circumstances, computer viruses or power outages. The aim of a Business Continuity Plan was to give a better understanding of how Council sections work, the risks they face, and the things that need to be done to ensure that they recover from an incident.
14. Mr Mal Churchill, Council's Disaster Management Officer, assisted sections of Council to develop their plans and coordinated their completion and collation, as part of building continuity in the organisation as a result of disaster events. The process of developing business continuity plans was an important part in the response to the events of Bundaberg Regional Council.
15. Council's website contains information in preparing for cyclones and flood events, distribution of emergency preparedness brochures to the community and Council staff have met with various communities about preparing for disaster situations – refer to Attachment "A" for meetings held with the community. These meetings were attended and facilitated by Mal Churchill. EMQ Acting Area Director, Mr Ross Phillips, also presented to community groups and the LDMG.

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16. As part of Council's preparedness, a strategic alliance was formed with adjoining Councils to form relations to assist in cross-border events. This was an initiative of BRC resulting from a series of recent disaster events which resulted in cross boundary cooperation.
17. Council also established LDMG Sub Groups for the Childers District and Gin Gin District as a proactive strategy should those communities become isolated or communications be disrupted between Bundaberg and the LDMG.
18. The LDMG was also proactive by increasing advisory members to the group to include commercial media networks, Southern Cross Media and Bundaberg Broadcasters.
19. Mal Churchill, EMQ Project Officer Mr. Don Patterson, and I were part of the State Reference Group on the development of a template for evacuation planning. An evacuation plan for storm tides was developed for Bundaberg Regional Council which provided the fundamentals for evacuating communities. Mr. Churchill and Mr. Patterson made presentations to the LDMG, DDMG and Bundaberg Regional Council councillors.

Any measures implemented immediately prior to or during the 2010/2011 flood events that were designed to mitigate the effect of any flooding (for example sandbagging, temporary levees), including an assessment of the performance of those measures.

20. In February/March 2010, there was heavy rainfall associated with cyclone Ului in the Bundaberg region and in the catchments for the dams. This resulted in Paradise Dam topping its spillway and a river rise in the Burnett River to 1.95 metres AHD (Australian Height Datum) on the Bundaberg flood gauge. The events of February and March were a trigger for future possible events, particularly in regard to water catchments being at capacity.
21. On the 21st of September, 2010 I was advised by Mr Milton Pukullus of Sunwater, that the Emergency Action Plan (EAP) for Paradise Dam had been activated. This means water was going over the spillway. The height above the spillway was 0.3 of a metre and equates to less than 20,000 mega litres a day.
22. Given the events of February, March and September, I advised the LDMG group that training for the Local Disaster Coordination Centre (LDCC) was a priority. A submission had been made to the Federal Government's Natural Disaster Resilience Fund for funding to purchase LDCC (Guardian) software which was successful with the likely installation of the software in February/March 2011. The software will enhance workflows in the LDCC through automation and will provide a consistent operating environment with local governments in the region during disaster events. Approval for the software was granted by the Minister for Police, Corrective Services and Emergency Services on the 11th November, 2010.

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23. In October 2010, at Council's meeting of Departmental Heads (Directors), I highlighted issues relevant to the forthcoming storm and cyclone season. These included the need for Council Departments to be prepared for the possibility of water inundation from a flood event into Council infrastructure and that water storages were at capacity. The preparation by various Council Departments was the responsibility of the respective Departmental Directors.
24. The November 2010 edition of Council's message to the community provided advice on "Be ready for this storm and cyclone season". A copy of this message is contained in Attachment "B".
25. In December 2010 media releases were issued by Council, in relation to the flood events. Copies of the media releases are contained in Attachment "C".
26. On the Sunday 12th December, 2010 Gin Gin SES Local Controller, [REDACTED] advised that the Gin Gin Unit had commenced sandbagging, roof repair and transporting persons across flooded roadways in the Gin Gin and Goodnight Scrub areas. The operations by the Gin Gin Unit continued until Friday 21st January, 2011.
27. On the Monday 13th December, 2010 Bill Daniells, Local Controller, Bundaberg State Emergency Services (SES) advised that sandbagging had commenced in Bundaberg, Moore Park and Burnett Heads. This was due to localised flooding from rain events. I was further advised the Pine Creek area, approximately 10kms west of Bundaberg, was cut off at Cherry Creek.
28. In the week commencing Monday 20th December, 2010 further requests were made for sandbagging in Bundaberg, Moore Park, Burnett Heads and Bargara. The sandbagging was due to the rain event. I am advised by the Bundaberg SES Local Controller, Bill Daniells, that requests were also received for sandbagging for residences in South Bundaberg and businesses in the Central Business District (CBD) due to the overtopping of the Burnett River banks and its tributaries.

Local participation, or otherwise, in Emergency Management Queensland's (EMQ) 2010 Pre-Season Flood and Cyclone Workshop, including an assessment of the local assistance gained thereby.

29. On the 25th October 2010, Cr David Batt, Portfolio spokesperson for Governance and Disaster Management, [REDACTED] Disaster Management Officer, Bundaberg Regional Council and I attended the Pre-season Flood and Cyclone Workshop in Gympie. The workshop ran for approximately four hours. It covered predominately weather forecasts which predicted a wetter than normal wet season. [REDACTED] Regional Director EMQ, chaired the sessions and promoted preparation for the forthcoming season.

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30. The sessions were informative in that they provided advice of potential weather events for the forthcoming season. These included meteorology forecasts for the season ahead. The session highlighted for those who attended the need to be prepared for weather conditions in your local area.
31. Upon returning from the training session press releases were made, the LDMG was informed, staff were informed by newsletters, councillors were briefed and it was raised at the Council directors meeting.

Local participation, or otherwise, in EMQ's 2010 Consultation Sessions concerning the proposed changes to the Disaster Management Act 2003 (Qld), including an assessment of the local assistance gained thereby.

32. On the 23rd July 2010, Cr David Batt, [REDACTED] and I attended a seminar in Maryborough on the proposed changes to the *Disaster Management Act 2003*.
33. The main features outlined in the seminar was the establishment of the role and responsibilities of the Local Disaster Coordinator and that Queensland Police Service would be taking the role of Executive Officer at District and State levels for Disaster Management Groups, changing role for EMQ and changing authorisations within the Act and in particular, Disaster Declarations.
34. I understood that the legislative changes were proposed and whilst in draft or bill format, had not been passed by Parliament and that further clarification would be received in due course.

Any measures taken to train and/or equip the local State Emergency Service (SES), including an assessment of the adequacy and timeliness thereof.

35. The training of SES volunteers is the responsibility of Emergency Management Queensland and coordinated through the Local Controller. I cannot comment on the training of SES volunteers. I cannot give definitive dates or information regarding equipment resupply from Council for SES units, however I can say that it is standard practice that requests from local controllers for resupply are undertaken during the normal course of business for Council. Groups in Bundaberg and Gin Gin districts have received awards and accolades for their training excellence.

The local actions undertaken in advance of and/or in respect of the 2010/2011 flood events in relation to resourcing, coordination and deployment of any personnel and equipment.

36. At the LDMG meeting held on 25th November, 2010, confirmation of operational status, (that is the ability to respond to a disaster event), from organisations on the LDMG was ascertained, and no issues were identified. Members of LDMG were

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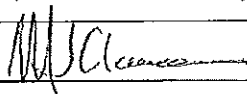
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requested to advise who would be absent during the Christmas break and who would be the alternate contact during this period. This information was provided at the meeting.

37. The rain and flooding events of Saturday 11th and Sunday 12th December 2010 resulted in Council representatives of the LDMG, Queensland Police Service and local SES being contacted by myself for situation reports. These reports were verbal. A written report of the events of Saturday 11th and Sunday 12th December, 2010 is contained in Attachment "D" The flood level in the Burnett River was 1.95 metres.
38. Actions included:
- a. response by SES groups for sandbagging.
 - b. confirmation of status of Council staff and SES units ability to respond.
 - c. Council infrastructure staff activated to erect, where necessary, road closed sign.
 - d. A request was made to ABC radio recommending a message be conveyed for persons not to enter flooded waters. I am advised by [REDACTED] Peddlesden, Regional Content Manager, ABC Radio, Wide Bay Burnett, that the broadcasts were made.
 - e. Press releases were made to commercial media.
39. On or about 20th/21st December, I contacted [REDACTED], Bundaberg Local Controller SES, by telephone and confirmed that the units in the Bundaberg region were prepared for the forthcoming Christmas period.
40. On Monday 20th December, 2010, the DMO sent an email to LDMG members advising that the group go on alert status. The DDC and Executive Officer Bundaberg Police Station were advised accordingly.
41. On Wednesday 22nd December, 2010, I directed [REDACTED] Chair Community Recovery and Wellbeing Committee to contact members of that Committee, advising that the LDMG was on alert due to the weather situation and requesting advice on their operational status. [REDACTED] advised that the Committee could activate if required.
42. On or about Wednesday 22nd December, 2010 I contacted by telephone a Council Infrastructure staff member to confirm Council staffs' ability to respond to the potential flooding event, and was advised that staff were prepared to respond, and that arrangements were in place for the call out of staff.

The local actions undertaken in respect of the 2010/2011 flood events in relation to immediate management, response and recovery operations, including the coordination and deployment of personnel and equipment.

43. The Chair of the LDMG, Mayor, Cr Lorraine Pyefinch, went on leave on Friday 17th December, 2010. Cr Tony Ricciardi (Deputy Mayor) was Acting Mayor until the

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return of the Mayor on Wednesday 5th January, 2011. Cr David Batt assumed the role as Acting Chair of the LDMG on the authorisation of the Chair, from Friday 17th December 2010.

44. Statewide teleconferences hosted by the State Disaster Management Group on the weather and flood situations with members from LDMGs and the DDMGs commenced on Tuesday 21st December, 2010. These continued on a daily basis.
45. Cr David Batt, portfolio spokesperson Governance and Disaster Management who was in the position of Acting Chair of the LDMG authorised the LDMG to go on alert status on the Tuesday 21st December, 2010. At this time, there was no indication through the Bureau of Meteorology's weather forecasts of the severity of the events that were to follow.

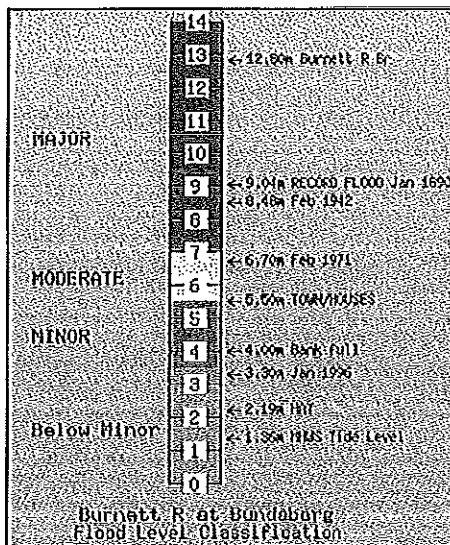
The Bureau of Meteorology flood warning system for the Burnett River at the Bundaberg gauge, lists the following:

At each flood warning river height station, the severity of flooding is described as minor, moderate or major according to the effects caused in the local area or in nearby downstream areas. Terms used in Flood Warnings are based on the following definitions.

Major Flooding : This causes inundation of large areas, isolating towns and cities. Major disruptions occur to road and rail links. Evacuation of many houses and business premises may be required. In rural areas widespread flooding of farmland is likely.

Moderate Flooding : This causes the inundation of low lying areas requiring the removal of stock and/or the evacuation of some houses. Main traffic bridges may be closed by floodwaters.

Minor Flooding : This causes inconvenience such as closing of minor roads and the submergence of low level bridges and makes the removal of pumps located adjacent to the river necessary.



46. On Wednesday 22nd December, 2010 - media release "Council urges residents to be prepared for Big Wet", refer to Attachment "C", was issued.
47. On Thursday 23rd December, 2010 at 9.31am, the Bureau of Meteorology River Height Bulletin showed the Burnett River rising and falling at various locations, but in particular falling at Gayndah Flume. At Paradise Dam the water was flowing over the spillway at 2.64 metres, which was a similar level to the February/March 2010 event. At 10.04am the flood warning for the Burnett Catchment advised "minor flood peak with the high tide tonight and on Friday, with higher river levels possible with the high tide during the weekend." The 3.18pm bulletin stated a minor flood peak was expected at high tide. This was considered to be minor. A Burnett River minor

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flood is categorised by BOM as 3.5m – 5.5m measured at the Bundaberg gauge. Tides for the day were high tides of 3.29 metres at 09.47am and 2.52 metres at 10.04pm.

48. The 11.58am bulletin on Friday 24th December, 2010 advised of "Minor flood peaks with high tides through the weekend. The highest flood levels are now expected on Sunday and Monday of around 4 metres." Given the advices' from the Bureau of Meteorology, general Council staff went on leave with usual on call staff in place.
49. On Saturday 25th and Sunday 26th December, 2010 at 11.00am a teleconference convened by the State Disaster Coordinator (STCC), with Superintendent Rowan Bond, Inspector Kev Gutteridge, Sergeant Grant Marcus, Acting Chair, LDMG Cr David Batt, BRC Chief Executive Officer, Mr Peter Byrne, BRC Disaster Management Officer, Mr Mal Churchill and myself participating. The teleconferences were a State wide report on weather and flood conditions for District Disaster Groups.
50. I was in regular contact throughout the events with [REDACTED] Local Controller, Bundaberg SES, [REDACTED] Local Controller, Childers SES and [REDACTED] Local Controller, Gin Gin SES, who provided verbal situation reports.
51. On the Monday 27th December, 2010 the LDMG was activated by Acting Chair, LDMG, Cr David Batt due to continuing rising river heights forecasts from BOM and the worsening weather situation. The LDMG and DDMG core members which included, Superintendent Bond, Inspector Gutteridge, Sergeant Marcus, Cr David Batt, BRC Chief Executive Officer, [REDACTED] [REDACTED] (Council's Chair Community Wellbeing and Recovery Committee), and myself met at Bundaberg Police Station for the teleconference, and undertook a situation analysis.
52. Council's Disaster Management Officer, [REDACTED] was unable to attend meetings of the LDMG/DDMG as he was isolated from Bundaberg, however, he was available via telephone.
53. On Tuesday 28th December, 2010 - media release "Further flooding expected as river rises", refer to Attachment "C". LDMG and DDMG met regarding current situation and forecasts for flooding.
54. Cr David Batt and CEO, [REDACTED] contacted Mayor Cr. Lorraine Pyefinch, who was overseas and updated her on the situation.
55. On Tuesday 28th December, 2010 approximately 250 residences within the former Bundaberg City Council area, with a known floor level below 7.5 metres AHD were doorknocked by Council Staff and SES Volunteers and were advised of potential for flooding. I cannot confirm the exact number of residences doorknocked, as staff were provided with maps of streets of potential inundation and I do not have a list of those properties that were included on the maps. These were the only residences that Council had a record of floor levels and accordingly, were the only residences

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which Council could confidently predict could be directly affected by flooding. An Evacuation Centre was established in the Civic Centre, 190 Bourbong Street, Bundaberg.

56. The flood warning issued at 8.00 am Tuesday, 28th December, 2010 stated:

"Predicted River Heights/Flows:

Bundaberg – Exceed moderate flood level (5.5 metres) during Wednesday. Further rises and major flood levels possible during Thursday."

The flood warning issued at 05.07 pm Tuesday, 28th December, 2010 stated:

"Predicted River Heights/Flows:

Bundaberg – Exceed major flood level of 7 metres overnight tonight. Reach about 7.5 metres on Wednesday. Remain high until at least Thursday night."

"Latest River Heights

Burnett R at Mt Lawless	13.42m rising	03:20pm	Tues	28/12/10
Burnett R at Bundaberg	6m rising	03:00pm	Tues	28/12/10

This created issues with warnings as the flood prediction had gone from exceeding moderate at 5.5m to exceeding major at 7.5m in the space of 9 hours. Accordingly, the LDMG directed Council staff and SES volunteers to attend properties up to 8.2m AHD and advised residents of the revised flood level, recommending self evacuation. The grounds for going to 8.2m was that the forecast for river heights was rising and this provided a margin in the event of the river rising higher than predicted and it was prudent to advise residents in early evening rather than later in the night if the flood predictions were higher.

57. On Wednesday 29th December, 2010 Cr Wayne Honor, Divisional Councillor and Chair of Gin Gin LDMG Sub Group, contacted the LDMG to request Helicopter Medivac assistance to convey medication from Bundaberg to Gin Gin for the Coral Coast Pharmacy in Gin Gin. In the course of that contact he advised that a shipment of medication had been in Bundaberg for a number of days and was due to be couriered to the Pharmacy in Gin Gin. The Bundaberg-Gin Gin Road was cut at Splitters Creek, west of Bundaberg. The matter was referred immediately to the DDC who has the authority to authorise Medivac transfers. This request was denied by the DDC as there was road access to Gladstone, where supplies may have been available. The Gin Gin Hospital was able to deal with emergency situations and had its own pharmacy.
58. On Wednesday 29th December, 2010 media release – "Flood Update", refer to Attachment "C", was issued. That release advised residents that the river was expected to rise to between 7 and 7.5 metres, door knocking was occurring and residents were being asked to evacuate. Council's Disaster Management Officer, [REDACTED] who had previously been unable to return to Bundaberg due to flood waters, was able to attend the LDMG in Bundaberg as the flood waters had receded sufficiently for him to attend. Council's Call Centre also commenced operation on a 24 hour basis.

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59. Cr David Batt and CEO, Mr Peter Byrne, contacted the Mayor, Cr. Lorraine Pyefinch with the latest information on the flood situation and she made urgent arrangements to return to Bundaberg.
60. In addition, Council crews were mobilised to assist people evacuating. Council's website was updated on a regular basis with press releases detailed above. Council's Park's Depot, at the Botanical Gardens, North Bundaberg was identified as a staging area for emergency services in the event of the Burnett Traffic Bridge and the Tallon Bridge being closed. The Northside staging area, for emergency services was then activated.
61. Both traffic bridges were closed to all traffic but essential services. An evacuation centre was established on Wednesday 29th December, 2010 at Bundaberg North State High School with 32 predominately stranded adults and children. There were evacuees at the centre.
62. The Northside Evacuation Centre was established as Hinkler Avenue being the approach to Tallon Bridge and Queen Street being the approach to the Burnett Traffic Bridge were both inundated. There were no other road routes for vehicles to access the southern side of the Burnett River. Refer to the map at item 8, page 9 of the submission made to the Commission of Inquiry by Bundaberg Regional Council.
63. 173 persons were registered as evacuees and 87 persons were cared for at the 2 evacuation centres.
64. Overnight the Burnett River at the Bundaberg gauge peaked at 7.92 metres.
65. On Thursday 30th December, 2010 the DDMG established in the function room of Council's Administration Building, a call response and coordination centre, which adjoined the Local Disaster Coordination Centre (LDCC) where the LDMG were holding meetings. This facilitated communications between the LDMG and the DDMG.
66. Application was made to DDMG for an Urban Search and Rescue (USAR) Unit to be deployed to Bundaberg when the floods receded to undertake an assessment of flooded premises.
67. On Thursday 30th December, 2010, Council made arrangements to transfer people from the Bundaberg North High School evacuation centre to the Civic Centre Evacuation Centre, and to close that Centre. The reason for this decision was that flood waters were receding over the access to the Tallon Bridge, it was then possible for vehicles with a clearance that could travel through the flooded waters, i.e. a truck, to transport people and that the operating of the two (2) evacuation centres was no longer necessary.

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68. Of the 32 stranded persons from the Northside evacuation centre, 2 were relocated to the Civic Centre Evacuation Centre with the others able to make other arrangements, returning to their residences or continuing their journey. Council's Infrastructure Services Department commenced inspections and undertook road repairs and re-opened roads where practical. The LDMG was advised that the USAR team had arrived in Bundaberg.
69. On Saturday 1st January, 2011 the DDMG response and coordination call centre in Council's function room closed, and relocated back to the QPS District Office in Bundaberg Police Station. The USAR team, who had been tasked to undertake a geographical information system (GIS) coding of the flood inundation of residences affected by the floods, attended the LDMG for a situation report.
70. On Sunday 2nd January, 2011 the Recovery Operations Centre was established in Council's Function Room. A Council Liaison Officer was deployed to Queensland Fire and Rescue (QFRS) Bundaberg Station, to assist in the coordination of hosing out of premises. The evacuation centre in the Civic Centre closed, as all persons were able to find, or were provided with alternate accommodation. The Department of Communities (DOC) were instrumental in obtaining accommodation for evacuees and opened a recovery centre at the Police Citizens Youth Centre in Maryborough Street, Bundaberg approximately 1 kilometre from the CBD.
71. On Monday 3rd January, 2011 recovery operations which included clearing of debris, removal of damaged material from houses, clean up of public facilities and attending to requests from residents for assistance, were being coordinated through the Recovery Operations Centre. Following advices from the public, Emergency Services and Council staff, the LDMG determined that hundreds of residences and businesses had been inundated. The actual figure was not known at that time.
72. On that day, as part of the recovery process, the LDMG initiated a meeting of business operators who were affected by the floods. The LDMG made arrangements for the Bundaberg Chamber of Commerce and relevant Officers of BRC, which included key staff members from Economic Development, Health & Environment, Planning & Development and Community & Cultural Services, to conduct a meeting on the recovery process.
73. I briefed [REDACTED] Director Governance, Bundaberg Regional Council, on the current situation as he was to take over as LDC, as I was being relieved. [REDACTED] had been on leave.
74. I am advised that the Mayor, Cr. Lorraine Pyefinch returned from overseas and took over from Cr Batt as chair of the LDMG.
75. On Tuesday 11th January, 2011, I returned as LDC, and [REDACTED] gave me a verbal report on the situation whilst I was away and that clean up activities were proceeding. Advice was received from the Bureau of Meteorology that there was a further flood event which was projected for Thursday 13th January and to reach at [REDACTED]

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least 5 metres AHD. Residents and businesses with a flood level of 6 metres AHD or below were contacted by telephone and/or door knocked.

76. 11th -14th January, 2011, Chief Executive Officer, Mr. Peter Byrne, goes on leave and [REDACTED] relieved as Acting Chief Executive Officer.
77. On the Wednesday 12th January, 2011 Council's call centre activated on a 24 hour basis. Media release – "Bundaberg streets closed in preparation for minor flooding", refer to Attachment "C", was issued.
78. At 8.28am on Thursday 13th January, 2011 the Bureau of Meteorology issued the following flood warning for the Burnett River:-
- "A moderate flood peak is now expected at Bundaberg during Thursday afternoon to about 5.75 metres. At 6am Thursday the river level at Bundaberg was 5.25 metres and rising with minor flooding".*
79. On Thursday 13th January, 2011 the Burnett River peaked at 5.76 metres.
80. On Friday 14th January, 2011 recovery actions recommenced for those areas inundated for the second time.

Any local measures taken or requested to preserve vital infrastructure and to manage, maintain or reinstate the supply of essential services (water, food, power, transport, communications and/or sewerage) during the 2010/2011 flood events.

81. I am advised that prior to the flood peak on 29/30th December 2010, Council's Infrastructure Services Department relocated to a location safe from flooding electrical equipment critical to water and sewerage infrastructure. As an example electrical and other equipment was relocated to above flood levels from Council's water Treatment Plant at Branyan and Sewerage Treatment Plants at Millbank and East Bundaberg. Further Council electricians checked operational status of generators that provide alternate power supplies in the event of loss of mains power supply to equipment at treatment plants. These actions would enable a faster return to operations for treatment plants by reinstalling electrical equipment after flood waters receded. Power supplies from Ergon Energy remained stable throughout the event and the back up power supply system whilst available was not required.
82. BRC's water supply infrastructure operates on a grid basis whereby other treatment plants in the grid are able to maintain water supplies when a treatment plant is offline, for instance, in times of maintenance. The water treatment plant at Branyan, West Bundaberg, draws its supply from the Burnett River and production was suspended during the flood event. Water supply was maintained using the other treatment plants not impacted by the floods that draw the supply from groundwater.

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83. Council's water supply system remained operational and kept its integrity throughout the events. Regular testing, that was verified by Council's Laboratory Section, showed that the supply met drinking guidelines throughout the events. Council's Laboratory Services is headed by a qualified Chemist.
84. Council's Sewage Treatment Plants at Millbank and East Bundaberg were inundated and as advised earlier, electrical systems had previously been disabled by Council staff. The sewage system in Bundaberg is a gravity system and continued to discharge into the river; however, due to the high volumes of water flowing in the river this had negligible impact on environmental flows in the river. Electrical equipment and pumps were reinstalled and treatment plants were back in operation within 48 hours of water receding.
85. Maintenance and restoration of electricity supply, telecommunications and main roads are the responsibility of other agencies.
86. In relation to resupply of food I refer to item 17, pages 13 and 14 of Bundaberg Regional Council's submission to the Flood Commission and adopt the statement contained in this item.

Any information received or obtained concerning weather and flood forecasts or warnings, and the steps taken to disseminate that information to the community before, during and immediately after the 2010/2011 flood events.

87. Council was advised regularly by the Bureau of Meteorology of any warnings. These were distributed to Manager Operations - Roads & Drainage; Director Planning & Development; Manager Environmental Services; Group Manager Support Services; Group Manager Roads & Drainage; Manager Trade Services & Depots; Group Manager Water & Wastewater; District Engineer – Hinterland and myself in Council directorates of Planning and Infrastructure, Health and Environment and Community and Cultural Services.
88. Council issued media releases on 28th, 29th, 30th December 2010 advising of flooding in the Burnett River and that flooding had caused sewerage overflows in the streams and stormwater outlets. Refer to Attachment "C" for these media releases. The press releases were made when it became apparent that there would be flooding from the Burnett River.

In relation to item 9, an indication of the source/s, accuracy and timeliness of that information for local purposes.

89. The river flood warnings were issued by the Bureau of Meteorology on a 12 hourly basis as the river rose, these warnings became 4 hourly. During the events at times which I cannot recall, readings of some of the gauges on the rivers were no longer available on the Bureau's website. I was advised by telephone by [REDACTED]

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(Sunwater) that gauges were becoming inoperable due to loss of power or being washed away.

90. Although the warnings were being constantly updated by BOM, the situation changed quite rapidly. Flood predictions for the heights in the Burnett River which were in some instances increasing by 0.5 metre or more at a time. The flood warnings for the Burnett River at Bundaberg are summarised as follows:

- 10.12am, Sunday 26th December, 2010 had minor flood peaks expected at Bundaberg;
- 11.07am, Monday, 27th December, 2010 was for minor flooding remaining steady;
- 11.37pm, Monday, 27th December, 2010 was – Bundaberg exceed moderate flood level 5.5m during Wednesday;
- 08.00am, Tuesday, 28th December, 2010 stated that Bundaberg exceeds moderate flood level, 5.5m during Wednesday;
- 12.35pm (4 hours later), stated that Bundaberg was to reach a major flood level of 7m by Wednesday (1.5m higher than previously advised);
- 5.07pm, Tuesday, 28th December, 2010 was to exceed major flood level of 7m overnight, tonight, reach about 7.5m on Wednesday;
- 10.20pm, Tuesday, 28th December, 2010, 12.31am and 6.09am on Wednesday 29th December, 2010 the report remained the same as the previous report issued at 5.07pm on Tuesday, 28th December, 2010; and
- 12.02pm, 5.47pm and 10.52pm on Wednesday, 29th December, 2010 stated Bundaberg peak 7.8m overnight Wednesday.

Any local measures undertaken to protect life and private/public property in connection with the 2010/2011 flood events (such as road/bridge closures, evacuation arrangements, etc), and the steps taken to disseminate information about those measures to the community before, during and immediately after the 2010/2011 flood events.

91. There was no loss of life associated with the Bundaberg floods.
92. The closure of the Burnett Traffic Bridge and the Tallon Bridge were the responsibility of the Department of Transport and Main Roads. Council erected "Road Closed" signs as appropriate.
93. On Tuesday 28th December 2010 the owner of the Riverdale Caravan Park, which is adjacent to the Burnett River in Perry Street, North Bundaberg, advised the LDMG that they had begun to undertake their own evacuation. The LDMG supported this decision. The LDMG was advised that there was some resistance from residents of the caravan park to being evacuated.

Signature: _____

Requirement to provide written information to Commission of Inquiry

94. Council assisted in moving vans into the street adjacent to the Park and to a site in west Bundaberg. Where the vans could be towed, they were relocated to west Bundaberg.
95. Media releases were issued based on information received from BOM as it was known at the time. Copies of the media releases are contained in Attachment "C".
96. Council officers and SES volunteers undertook doorknocks, recommending that people evacuate and advised them of where evacuation centres had been established for the benefit of those who needed alternate accommodation.
97. Unfortunately, the State Governments Department of Transport and Main Roads (DTMR) 13 19 40 telephone/website advice service was overwhelmed during the events. This placed significant pressure on Council staff to provide road closure information on arterial and main roads. There would be clear benefit in upgrading the system so it can handle the influx of enquiries during these types of events.

The circumstances of any rescues or evacuations performed in the local area in connection with the 2010/2011 flood events, including an assessment of the adequacy and timeliness thereof.

98. Council was not involved in any rescues. I was advised by Cr David Batt, Acting Chairperson LDMG, that the AGL Rescue helicopter, based in Bundaberg, was tasked by other response agencies to perform rescues.
99. Inspector [REDACTED] Queensland Fire and Rescue Service, Bundaberg, advised that Swift Water Rescue Team 1 was in Bundaberg, Wednesday, 22nd December, 2010 – Tuesday 28th December, 2010, Teams 2 and 3, Tuesday 28th December, 2010 – Thursday 6th January, 2011. The teams carried out seven (7) rescues, five (5) assists to people and multiple assists to Queensland Ambulance Service.
100. On Tuesday 28th December 2010, Council staff and SES volunteers doorknocked residential properties with a known floor level under 7.5metres AHD advising of the potential for flooding and recommending voluntary evacuation. A further bulletin was received from the Bureau of Meteorology that the flood height could reach between 7.8 and 8 metres. A further doorknock was carried out for residences with floor levels up to 8.2m AHD.

The circumstances of the establishment, and subsequent operation and performance, of any Evacuation Centre/s in the local area, including an assessment of any particular difficulties encountered.

Signature: _____

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101. On Tuesday 28th December 2010, an evacuation centre was established in the Civic Centre, Bourbong Street, Bundaberg with The Salvation Army providing meals and Red Cross, St John's Ambulance and Lifeline providing assistance and registration of evacuees. The centre was managed by Council staff.
102. I was advised by [REDACTED] Council's Disaster Management Officer, that there were some issues with the behaviour of a few of the evacuees, and there had been an altercation between 2 evacuees. As a matter of precaution the services of a security guard were engaged and the Queensland Police Service was advised, and they then assisted with regular patrols to the centre.
103. On Thursday 30th December 2010, an evacuation centre was established at North Bundaberg State High School and was managed by a Council Officer, [REDACTED]. Advice from [REDACTED] was that there were no particular issues with the centre. The evacuation centre was closed the following day as those accommodated there were able to be transported across the Tallon Bridge, allowing the locals to return to their homes and for travelling visitors to resume their journey. Two people were relocated to the Civic Centre evacuation centre.
104. 173 persons were registered as evacuees and 87 persons were cared for at the 2 evacuation centres.
105. A major issue was the management of pets belonging to the evacuees. The LDMG implemented a strategy through Council's operations to manage these pets. They were transferred to Council's pound facility. Owners had free access to their pets.
106. Also, on Tuesday 28th December, 2010 it was decided to open the Isis Cultural Centre, Churchill Street, Childers, to provide respite for the travelling public who were unable to continue their journey due to the flooding of the Isis River over the Bruce Highway. The Centre was managed by Council staff. The Isis Highway connecting Childers to Gin Gin remained open throughout the events. The Centre closed at 7.30pm that day.
107. Further, on Wednesday 29th December, 2010 Divisional Councillor Wayne Honor, Chair Gin Gin LDMG Sub-Group advised that the Bruce Highway was cut south of Gin Gin at Currajong Creek, and requested that evacuation centres be opened in Gin Gin. The Highway through to Gladstone was still open; however, Cr Honor advised that travellers were reluctant to relocate to Gladstone despite the road being open.
108. Approval was given immediately to open 3 Council halls in Gin Gin to provide respite for travellers. The Centres were closed on Saturday 30th December, 2010, when the highway to the south was reopened.

Signature: _____

Requirement to provide written information to Commission of Inquiry

The circumstances of any flood-related human fatality within the region, including the measures taken to prevent and/or respond to any such fatality, during the 2010/2011 flood events.

109. There was no known loss of life associated with the Bundaberg floods.

Any involvement had with State or Federal agencies, including particularly the Queensland Police Service, in relation to the provision of emergency response measures, personnel, equipment, services or logistical support, together with an assessment of the adequacy and timeliness thereof, during the 2010/2011 flood events.

110. EMQ was represented by EMQ Area Director [REDACTED] who I understand was satisfied with the LDMG's handling of the situation. In my opinion the QPS and in particular, Superintendent Rowan Bond, Inspector Kev Gutteridge and Sergeant [REDACTED] performed in a professional and timely manner throughout the events. There exists a strong sense of cooperation in the Bundaberg Region between all agencies at the LDMG and DDMG level.

111. RAAF Logistics Support was utilised during the events for the resupply of essential goods to Bundaberg by four (4) missions of Hercules C130 Aircraft. This was arranged through the State Disaster Coordination Centre.

The nature and timing of any communications within the disaster management hierarchy, including particularly any communications had with District Disaster Coordinator (DDC), the State Disaster Coordinator or the State Recovery Coordinator, and whether any direction/s were given by the DDC and the nature of any such direction/s.

112. During the events, there were frequent telephone conversations between the LDMG and the DDMG providing situation reports and activities being undertaken by Council including road closures, conditions of essential services and activities at the evacuation centres.

113. On Thursday 30th December 2010, the District Disaster Coordination Centre was established in the Council offices adjacent to the Bundaberg Local Disaster Coordination Centre to facilitate communications between the two groups.

114. Five requests for assistance were made to the DDC during the event.

- Thursday 30th December, 2010 - Request for provision of the Urban Search & Rescue Team.
- Monday 3rd January, 2010 – Request for Vector Control equipment and Human Resources for flood affected areas.

Signature: [REDACTED]

Requirement to provide written information to Commission of Inquiry

- Wednesday 5th January, 2010 – Rodent problem – Request for approval to repackage rodenticide, and relabel for individual use.
- Friday 7th January, 2011 – Request for the re-supply of sand bags.
- Monday 10th January, 2011 – Request for the provisioning of construction and work crews from Q Build to assist in the reparation and recovery process of public infrastructure.
- The DDC did not give a direction to the LDMG.

An assessment of the adequacy of equipment and communications systems in the local area during the 2010/2011 flood events.

115. The telecommunication systems in and around Bundaberg including Council's 2-way radio network operated throughout the events. I was advised that the flood had damaged the optic fibre link that provided telecommunications to the Gin Gin district. Telecommunications were lost on Thursday, 30th December 2010. Telstra restored the service the following day. SES and Council radio network remained operational for the Gin Gin and Childers districts. There was a Council satellite telephone in Gin Gin which was also available if required. Communications for the flood event in Bundaberg were not affected.
116. I refer to my previous comments concerning the 13 19 40 service. Further, I am advised by [REDACTED] Bundaberg SES, Local Controller, that the SES 132 500 telephone service was also overwhelmed during the events. Council's call centre also advised the LDMG that they were taking calls from the public requesting assistance from the SES as the 132 500 service was inoperative.
117. Council was pro-active in establishing LDMG Sub Groups in the Childers and Gin Gin areas so that they could operate with some degree of independent initiative and attend to the sustainability of their own areas. This was particularly the case where communities were isolated, or communications were impaired.

An assessment of the adequacy of the community's response in the local area during the 2010/2011 flood events.

118. In my view the community responded to the advice provided by Council and Response Agencies. I formed this view from general feedback from the community at large and information supplied from within the organisation and Response Agencies. There were some minor incidents where people drove around road closed signs and entered into flood waters, these were relatively isolated incidents

Any measures being proposed, planned or implemented to prepare for, mitigate or manage future flood events (such as the installation of automatic river gauges, culvert management, levee construction and the like).

Signature: _____

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119. I refer to item number 13; page 14 of the submission made to the Commission of Inquiry by Bundaberg Regional Council.

Advice as to any special consideration that should be given the local area by reason of particular regional or geographical differences.

120. Bundaberg Regional Council has the following rivers within its Council area:

- Burnett
- Elliott
- Burrum
- Isis
- Cherwell
- Gregory
- Kolan
- Perry
- Boyne
- Plus numerous creeks and streams.

121. The Burnett River is the largest amongst that group and has a catchment of approximately 33,000 square kilometres, with waters coming from as far south west as the Bunya Mountains (Kingaroy District), west to about 70 kms from Taroom and north west to about 30 – 40 kms from Biloela.

122. Map on following page shows the catchment for the Burnett River.

Signature: _____

Requirement to provide written information to Commission of Inquiry



<ul style="list-style-type: none"> ◊ Manual Heavy Rainfall Station ○ Daily Reporting Rainfall Station △ Manual River Station ● Telemetry Rainfall Station ▲ Telemetry River Station 	<p>BURNETT RIVER</p> <p>FLOOD WARNING NETWORK</p>	<p>— Major Roads</p> <p>— Railway</p> <p><i>Revised: Nov 2009</i></p>
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Digital data supplied Queensland Authority. All rights reserved.

Signature: _____

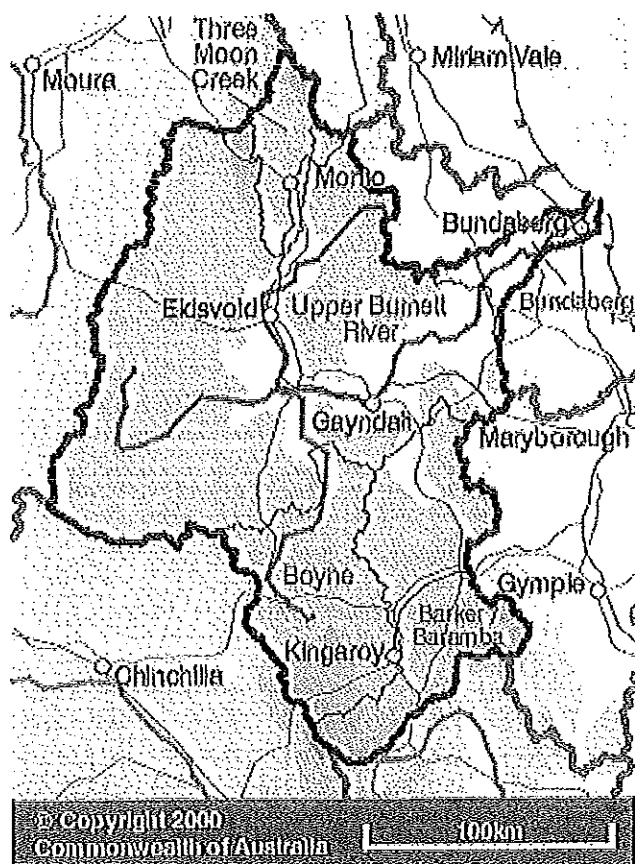
Requirement to provide written information to Commission of Inquiry

123. Water catchments on the Burnett River have been designed and constructed for irrigation and water storage purposes – not flood mitigation, and at the time of the flooding events, were full to capacity.

124. The water storages are:

- | | |
|------------------------|-------------------------------|
| ▪ Paradise Dam | ▪ Mulgildie Weir |
| ▪ Ned Churchwood Weir | ▪ Wuruma Dam |
| ▪ Ben Anderson Barrage | ▪ John Goleby Weir |
| ▪ Bjelke Petersen Dam | ▪ Kirar Weir |
| ▪ Joe Sippel Weir | ▪ Jones Weir |
| ▪ Silver Leaf Weir | ▪ Claude Wharton Weir |
| ▪ Cania Dam | ▪ Boondooma Dam |
| ▪ Youlambie Weir | ▪ Isis Balancing Storage |
| ▪ Monto Weir | ▪ Woongarra Balancing Storage |
| ▪ Bazley Weir | |
| ▪ Avis Weir | |

125. It should be noted that the catchment of the Burnett River funnels into a relatively small flood plain in the Bundaberg Reach as depicted below.



Signature: _____

Requirement to provide written information to Commission of Inquiry

126. With all the above water storages at capacity, significant flows were being added to the Burnett River during the rain events of December and January. During the events, Sunwater estimated that depending on the flows it takes between 20 and 30 hours for the water to go from Paradise Dam to Bundaberg and approximately 8 to 10 hours from Walla Weir to Bundaberg.
127. In addition to the catchment flows, there was heavy local rain and environmental flows from the already saturated farmlands and water courses.
128. Paradise Dam was completed in November, 2005, and Council is not aware if any significant flood modelling was undertaken during the planning or construction of the Paradise Dam.
129. With ten (10) rivers and a significant amount of tributaries special consideration should be given because there are numerous settlements in BRC local government area that are located on flood plains or adjacent to river systems, there is limited time for agencies to respond to flood events, local weather events also impact on response actions and that water storage facilities are not flood mitigation measures.
130. I am advised that a *Scan of Disadvantage in Queensland 2010* prepared by UnitingCare has the Wide Bay Burnett statistical division, which includes Bundaberg, as the lowest Socio Economic Index for Areas, Index of Relative Socio Economic Disadvantage (SEIFA IRSD), and therefore the highest level of relative socio economic disadvantage for Queensland. Refer to Attachment "E".
131. It is my belief that this low socio economic status will mean that Bundaberg will require special consideration in human, social, and economic recovery processes.

Advice as to any feature of the disaster preparation and planning stages or the disaster response and recovery operations which presented particular difficulty or may require practical or legislative change to improve future disaster management in the local area.

132. I refer to item number 18, pages 16 – 17, of the submission made to the Commission of Inquiry by Bundaberg Regional Council.

Signature: _____

Requirement to provide written information to Commission of Inquiry



Attachment "A"

PLANNING, PREPARATION AND TRAINING 2010

7th January 2010

7pm - Moore Park public meeting with residents on "Building Community Resilience".

4th February 2010

8.30am – 9am Charles Elson, Woodgate SES – Rainfall situation for Woodgate and preparations

11th February 2010

10am – 12pm Local Disaster Management Group Meeting (LDMG) incorporating Storm Tide Study Advisory Group (presented to the LDMG)

15th February 2010

2.30pm – 3.30pm, Don Paterson, Storm Tide Study.

19th February 2010

9.30am – 3pm Combined Council Disaster Management Alliance Meeting (Gladstone, Fraser Coast and North Burnett).

17th March 2010

10.30am – 1pm Storm Surge Meeting

2.30pm – 3pm Woodgate SES operational Issues (Building of shed)

18th & 19th March 2010

10.30am – 12pm Combined DDMG and LDMG – Cyclone Ului

25th March 2010

10.30am – 11am Raf Whitten, EMQ – Operational Issues

21st April 2010

10am – 3.30pm Coordination Centre Capabilities Workshop run by EMQ - Maryborough



22nd April 2010

8.30am – 9am Reviewed welcome pack prepared by Bruce Green, Principal Community Development Officer. Directed that disaster management be a section in the welcome pack.

9.30am – 12 Evacuation Planning – Agenda Items:

- (1) Project Update (status)
- (2) Traffic Management Plan
- (3) Disabled persons Evacuation
- (4) Animals - evacuation, process and procedures
- (5) Community Awareness Strategies (Best strategies and tactics to advise the community)

28th April 2010

Attended Coastal Evacuation Workshop, EMQ HQ - Brisbane

14th May 2010

9am – 10.30am SES Group Leader, Burnett Heads Interviews

17th – 20th May 2010

LGMA National Congress, theme – "Re-Generation: New Beginnings", major themes of recovery for climatic events, resilience and resources.

25th May 2010

2pm – 3.30pm Childers LDMG Subgroup

26th May 2010

9.30am – 12.30pm Evacuation Committee meeting – feedback and project update

31st May 2010

9am – 5pm Storm Tide Project, EMQ HQ - Brisbane



1st – 4th June 2010

LGAQ Disaster Management Conference, Homehill. – Burdekin Shire

Theme:
"Disasters Just Happen"
But building community Resilience Doesn't

8th June 2010

NDRRA Workshop, Biggenden

16th June 2010

10am – 12pm LDMG subgroup Gln Gln

24th June 2010

10am – 12pm LDMG meeting

6th July 2010

2pm – 4.30pm [REDACTED] NDRP

7th July 2010

10am – 1pm DDMG meeting

6pm – 8pm Bargara Progress Association, Disaster Management, Community resilience and Preparedness

12th July 2010

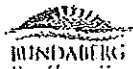
7pm – 9pm Moore Park Evacuation meeting

19th July 2010

10am – 2pm Community Resilience State Reference Group, Brisbane

23rd July 2010

8.30am – 12.30pm Seminar Legislative changes to *Disaster Management Act* 2003, Maryborough



27th July 2010

11.30am – 1pm [REDACTED] Red Cross and [REDACTED] – MOU, operating evacuation centres.

5th August 2010

10am – 2pm Community Resilience State Reference Group, Brisbane

16th August 2010

8.30am – 9.30am CEO re SES vehicles – Type of vehicle and fitness for purpose

17th August 2010

10am – 12pm Community Recovery meeting

23rd August 2010

7pm – 9pm Moore Park Community response Plan

26th August 2010

2.30pm – 3.30pm SES [REDACTED] Group Leader SES Kolan, [REDACTED]
Bundaberg Local Controller SES – operational issues.

15th September 2010

12pm – 3pm [REDACTED] and [REDACTED] regarding MOU between EMQ and Council regarding SES.

16th September 2010

10am – 12pm LDMG meeting

28th September 2010

10am – 3pm Inspections of combined Rural Fires and SES buildings

7th October 2010

10am – 2pm, Community Resilience State Reference Group, Brisbane.



21st – 22nd October 2010

GeoScience Australia Nexis Conference.

25th October 2010

Storm and Flood Seminar, Gympie with [REDACTED] and Cr David Batt.

26th October 2010

2.30pm – 4.30pm Deputy SES Controller Bundaberg Interviews

4th November 2010

10am – 2pm Community Resilience State Reference Group, Brisbane

18th November 2010

10am – 1pm SES Agreements

19th November 2010

10am – 11.30am LDMG sub group Childers

24th November 2010

10am – 12pm Aged Care Retirement Village Disaster Management Conference.

25th November 2010

10am – 12pm LDMG meeting

3rd December 2010

9am – 12pm Meeting Guardian Software

10th December 2010

9.30am – 10.30am Meeting with Executive Officer [REDACTED] and [REDACTED]

16th December 2010

2pm – 4pm LDMG Sub group Gin Gin

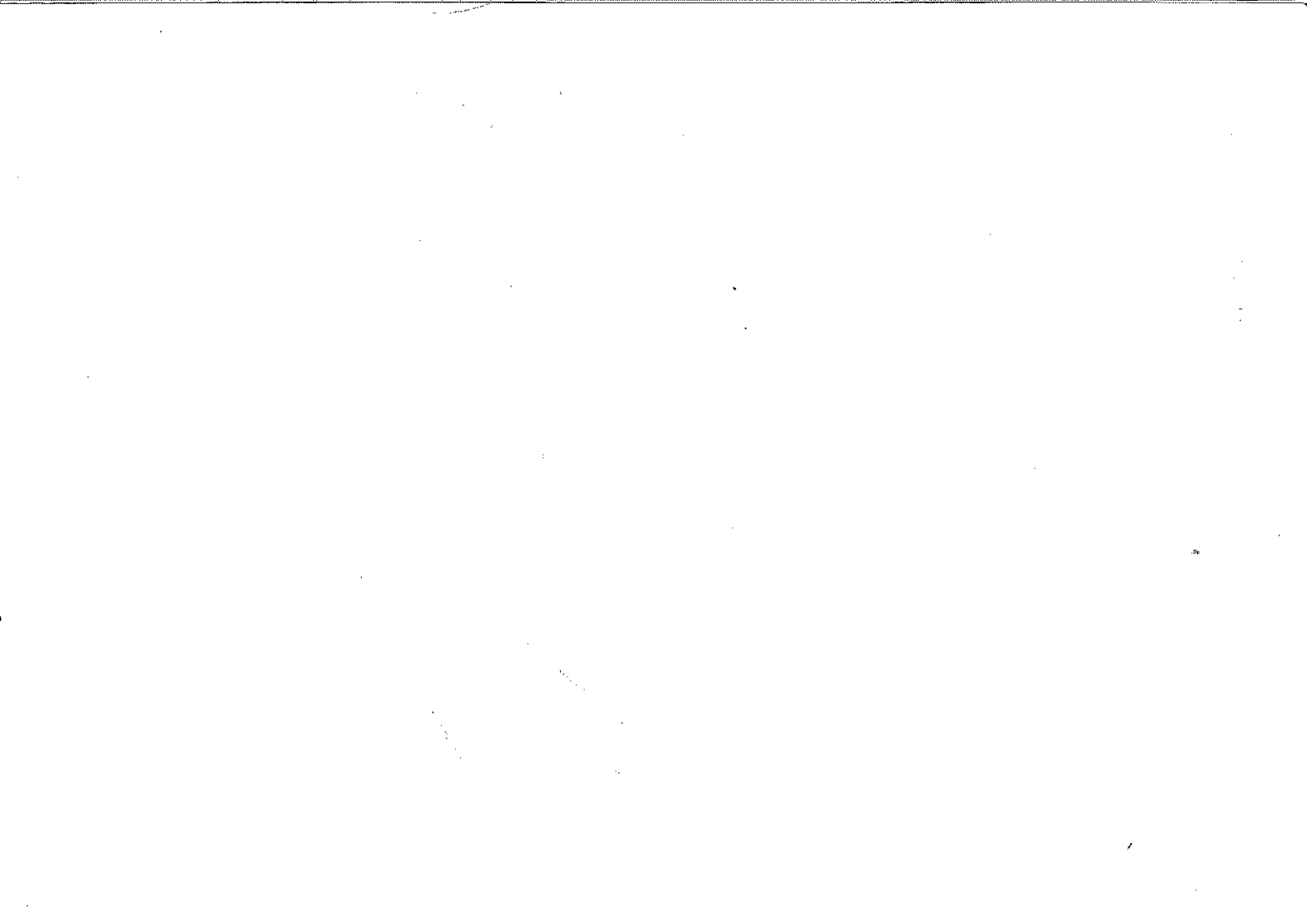


17th December 2010

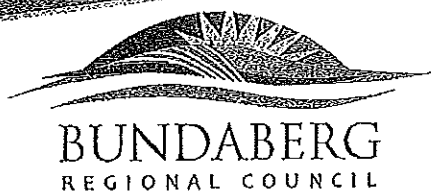
10am – 12pm LDMG subgroup Chlders

21st – 28th December 2010

10.30am – 12pm Teleconference – weather situation



B



BUNDABERG

REGIONAL COUNCIL

MEDIA

RELEASE

COUNCIL URGES RESIDENTS TO BE PREPARED FOR BIG WET

Forecasts of further heavy rain and possible flooding in the Bundaberg region over the Christmas holiday period has Bundaberg Regional Council emphasising the need for residents to be aware and prepared.

Council is supporting calls from the Bundaberg Region Disaster Management Group and Emergency Management Queensland for residents to be as ready as possible in the very likely case of continuing significant rainfall.

Council's Acting Mayor Cr. Tony Ricciardi said it was imperative everyone adopted a common sense approach to dealing with flood related incidents.

Cr. Ricciardi said it was important for households to be as self-reliant as possible to ensure their immediate needs for food, water, shelter and first aid are met, should the impact be widespread and access routes are cut.

"One of the most important messages to remember is not to risk your family's safety during heavy rain and flooding situations" Cr. Ricciardi said.

People intending to travel to holiday destinations or visit family for Christmas are urged to carefully consider their travel plans, to take extreme caution and not to attempt to drive through floodwaters he said.

"Motorists and members of the public are reminded of the hazardous and unpredictable nature of flood waters and the dangers associated with storm debris and road washouts" Cr. Ricciardi said.

"Flooded roads, creeks and water courses should be avoided and road closures signs must be obeyed – police will prosecute anyone who is caught disobeying road signs" he added.

Cr. Ricciardi also urged parents to discourage children from playing in waterways which are affected by flooding – flooded creeks and rivers are not playgrounds.

He said everyone should also have an emergency kit and a household emergency plan and remember to call 000 in a life threatening emergency or if they require assistance during a flood, call the SES 132 500.

All media enquiries to:
Council's Corporate Communications Officer
Trish Mears on 1300 883 699 or
Communications@bundaberg.qld.gov.au



BUNDABERG REGIONAL COUNCIL

MEDIA RELEASE

BUNDABERG REGION FLOOD UPDATE

While it took only several days for flood waters to inundate homes and businesses in the Bundaberg region over the Christmas and New Year period the clean up and recovery process is still underway and in some cases will take many months to complete.

Floodwaters first hit the region just after Christmas with the Burnett River reaching a height of 7.8 metres and inundating 200 homes while a second moderate flood saw homes and business again inundated on January 13.

Like many other regions around the State the flooding event swept through Bundaberg region homes and businesses destroying property, infrastructure and testing the will of those affected.

According to Bundaberg Regional Council's Mayor, Cr. Lorraine Pyefinch the damage bill is in the millions of dollars.

"Kilometres of road, dozens of bridges and culverts, numerous parks and gardens and associated amenities have been destroyed or severely damaged" Cr. Pyefinch said.

Work to restore and repair the region began soon after the flood waters receded with Council staff putting in thousands of hours to assist residents to recover from the natural disaster.

From the early days when the immediate task at hand was to clean the mud and debris from homes to the restoration of public parks, Bundaberg Regional Council has played an integral role in ensuring the lives of residents were returned to normality as soon as possible.

This process has included the establishment of three recovery groups dealing with economic, human and social and built and natural environment aspects.

From an economic viewpoint, the floods have caused catastrophic damage to some businesses, particularly those operating close to the Burnett River.

To assist, Bundaberg Regional Council has finalised an Economic Recovery plan which is currently being implemented with an aim of re-establishing the region's economic prosperity and help to alleviate financial hardships by working across all levels of Government, business and industry and the community.

All media enquiries to:
Council's Corporate Communications Officer
Trish Mears on 1300 883 699 or
Communications@bundaberg.qld.gov.au



According to the Queensland Rural Adjustment Authority 62 small businesses within the region have had grants worth approximately \$299,000 processed while 50 primary producers have received \$248,000 in grants.

A business recovery survey has been distributed with 85 businesses responding to date and according to Council's Manager of Economic Development, Naomi Searle it is important for every business use the survey so they can be included in a comprehensive economic impact assessment which will then be used to leverage state and federal government funding to the region.

Meanwhile Council and Bundaberg North Burnett Tourism is working together to develop a strategic marketing campaign aimed at promoting the region to the mining industry as a lifestyle destination in a bid to attract skilled workers and young families.

On a different note Council's environmental health team worked with residents of flood affected houses and business owners to ensure premises were adequately cleaned and sanitised before they were reoccupied or reopened.

Staff conducted and co-ordinated the house to house clean-up of flood damaged material from both houses and business properties while the restoration of the damaged parks and reserves is well underway with some of the city's major river parks now reopen to the public.

Social issues faced by those affected by the floods are being catered for by a number of groups including Red Cross, Salvation Army, Lifeline, St. John Ambulance and St. Vincent de Paul which contributed greatly to the immediate needs of people at the evacuation centre and during the weeks which followed.

Council's Human and Social Recovery committee has developed a number of strategies to ensure people are aware and have access to services that will help them work through concerns and any other issues that may be affecting them.

EMERGENCY RELIEF FUNDING AVAILABLE IN CHILDERS

Residents of the Childers region are reminded they can access emergency relief programme funding from the Childers Neighbourhood Centre.

The funding is available through the Department of Families, Housing, Community Services and Indigenous Affairs for those experiencing hardship.

Bundaberg Regional Council's spokesperson for the Community and Arts Cr. Judy Peters said applications can be made for funding for food, fuel, bill payments, school fees and other expenses.

"The neighbourhood centre has received additional funds for those impacted by the recent floods" Cr. Peters said.

"The application process includes an interview and more information can be obtained from the centre" Cr. Peters said.

More information can be obtained from the Childers Neighbourhood Centre 69 Churchill Street, Childers or phone 41304690.

4.3.11



All media enquiries to:
Council's Corporate Communications Officer
on 1300 883 699 or
Communications@bundaberg.qld.gov.au

RESTORATION OF RIVER PONTOONS BEGINS

Bundaberg Regional Council has begun the process of restoring its flood damaged river pontoons, and access gangways.

The recent floods swept away two pontoons and access gangways from the Riverside Parklands with most of the infrastructure retrieved from the Burnett River.

However damage to the gangways is considerable with initial estimates putting the cost at over \$150,000.

Council's Health and Environmental Services spokesperson Cr. Mary Wilkinson said the repairs would also include re-driving the supportive piles, reinstating the pontoons and gangways and reconnecting power and water to the sites.

The pontoons and gangways provide access to the mainland for visiting yachts and other river craft as well as a commercial river boat cruise operator.

23.2.11

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All media enquiries to:
Council's Corporate Communications Officer
[REDACTED] on 1300 883 699 or
Communications@bundaberg.qld.gov.au



CLEAN UP OPERATIONS AGAIN UNDERWAY

Clean up operations around Bundaberg will continue over the weekend as floodwaters recede.

The Burnett River peaked on Thursday afternoon at a level of 5.76 metres, causing moderate flooding around the city.

Bundaberg Regional Council's Mayor Cr. Lorraine Pyefinch said crews would work over the weekend helping to clean those areas affected by the second flood event.

Cr. Pyefinch said streets closed because of the flooding would re-open when possible although a number of streets would remain shut for repairs.

These included Targo Street from Crofton to George Streets and Walla and Tantitha Streets between Woondooma and Park Streets.

"These streets were extensively damaged in both floods and Council needs to carry out repair work before they can be re-opened" Cr. Pyefinch said.

She said arrangements to provide access to affected businesses were being made.

Cr. Pyefinch said retail stores providing essential grocery items could open on Sunday following State Government approval which was granted today.

"This will provide an opportunity for residents, particularly those affected by the floods, to restock with essential items." Cr. Pyefinch said.

She said Council's 24 hour call centre would close on Friday afternoon although any calls to Council over the weekend will receive a response.

Cr. Pyefinch said Council staff had again today doorknocked residents in low lying areas distributing information about flood recovery and clean up operations.

14.1.11



All media enquiries to:
Council's Corporate Communications Officer
on 1300 883 699 or
Communications@bundaberg.qld.gov.au

BUNDABERG REGIONAL COUNCIL

MEDIA RELEASE

MODERATE FLOODING IN BUNDABERG

Moderate flooding levels caused by a peak of 5.75 metres in the Burnett River will occur in Bundaberg this afternoon.

The peak is a revised prediction issued by the Bureau of Meteorology this morning.

Bundaberg Regional Council Mayor Cr. Lorraine Pyefinch said Council staff spent this morning doorknocking houses in low lying levels of the city, informing them of the flooding.

Streets in the low lying areas of East Bundaberg, Kendall Flats and Baldwin Swamp are now closed due to flooding as is Splitters Creek Bridge between Bundaberg and Gin Gin.

Heales Road at Sharon was closed just after lunch today.

Cr. Pyefinch Council staff has been working today to protect essential Council infrastructure such as water and waste water treatment plants.

All residents are reminded to avoid flooded waterways and not to walk, swim or drive in flood waters.

She said Council's call centre was now operating 24 hours a day providing information for residents.

Cr. Pyefinch said the flooding was expected to inundate about ten homes and cause water to rise in the yards of another several hundred.

The situation at Riverdale Caravan Park at North Bundaberg will continued to be monitored.

She reminded everyone to adopt a commonsense approach to the current flood event and to resist panic buying, particularly of essential items.

13.1.11



All media enquiries to:
Council's Corporate Communications Officer
on 1300 883 699 or
Communications@bundaberg.qld.gov.au

COUNCIL PREPARES FOR MINOR FLOODING

Preparations for Thursday night's predicted peak of the Burnett River in Bundaberg are continuing.

A meeting today of the Local Disaster Management Group heard that preparatory measures including the closure of several streets in likely flood affected areas are complete.

The Burnett River is predicted to peak at five metres early Friday morning.

This level is expected to cause minor flooding in low lying areas of the city.

Bundaberg Regional Council Mayor Cr. Lorraine Pyefinch said staff had doorknocked 400 premises alerting residents to expect minor flooding and asking them to remain vigilant, but calm.

Cr. Pyefinch said Council's call centre had re-opened and would operate on a 24 hour basis until at least Friday afternoon, after which the situation would be reassessed.

She again warned residents to obey road closed signs and to stay out of flood waters.

"It is imperative everyone adopt a commonsense approach toward this minor flood event" Cr. Pyefinch said.

She also urged residents to resist the urge to panic buy, particularly essential items.

"Council is working with the State Government to restock the city with essential supplies and when those supplies do arrive, I ask residents not to purchase more than they normally would" Cr. Pyefinch said.

12.1.11



All media enquiries to:
Council's Corporate Communications Officer
[REDACTED] on 1300 883 699 or
Communications@bundaberg.qld.gov.au

BUNDABERG STREETS CLOSED IN PREPARATION FOR MINOR FLOODING

Streets in parts of Bundaberg which could be affected by rising flood waters will be closed this afternoon (Wednesday).

Bundaberg Regional Council Mayor Cr. Lorraine Pyefinch said a meeting this morning of the Local Disaster Management Group was told the Burnett River was expected to peak at five metres on Thursday night and remain at this level for several days.

Cr. Pyefinch said in preparation for the minor flooding around the city, Targo, Walla, Parks, Tantitha and Sussex Streets and Branyan Drive at Sandy Hook had already been closed.

Scotland Street at the intersection of Eastgate, Steindl and Que Hee Streets is also closed.

This afternoon Bourbon Street at Kendall Flats, Que Hee, Whittred, Avenue, Alexandra and Hill Streets will be closed.

Cr. Pyefinch said sandbags would be placed across Bourbon Street near the Caltex service station at Kendall Flats to prevent water from blocking vehicular access to Kendall Street.

She said Council staff had worked tirelessly throughout today to repair severe flood damage on Kendall Street to enable it to be used as a detour around Kendalls Flat.

12.1.11



All media enquiries to:
Council's Corporate Communications Officer
[redacted] on 1300 883 699 or
Communications@bundaberg.qld.gov.au

BUNDABERG

REGIONAL COUNCIL

MEDIA

RELEASE

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12.1.11

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FURTHER MINOR FLOODING EXPECTED IN BUNDABERG

Further overnight rain in the upper reaches of the Burnett River is expected to cause more minor flooding in Bundaberg by Thursday.

Predictions from the Bureau of Meteorology indicate the river will rise to at least five metres overnight Thursday. This may coincide with a high tide early Friday morning.

A meeting this morning of the Local Disaster Management Group placed local emergency services on alert.

Bundaberg Regional Council's call centre will re-open tomorrow to receive calls from concerned residents. The centre will operate on a 24 hour basis with the need for it to remain open to be reassessed on Friday afternoon.

Doorknocking by Council staff in likely flood affected areas to advise residents and business owners of the impending situation will start TODAY.

Bundaberg Regional Council Mayor Cr. Lorraine Pyefinch said residents and businesses in known flood areas in Bundaberg may experience minor flooding on Thursday and Friday.

She said it was imperative that residents listen for the latest updates through media outlets. Bundaberg Regional Council will continue to provide all outlets with relevant information.

Cr. Pyefinch said SES workers have begun filling sandbags and have called upon extra volunteers to assist in preparatory measures.

She said some hinterland areas remain isolated and this is likely to continue for the next few days.

11.1.11



All media enquiries to:
Council's Corporate Communications Officer
[redacted] on 1300 883 699 or
Communications@bundaberg.qld.gov.au

BUNDABERG

REGIONAL COUNCIL

MEDIA

RELEASE

PLENTY OF FUEL AVAILABLE IN BUNDABERG

Fears that supplies of fuel in Bundaberg will run dry have been allayed by Bundaberg Regional Council.

Council's Mayor Cr. Lorraine Pyefinch said fuel supplies in the city were not running low and there is no necessity for panic buying.

Cr. Pyefinch said service stations were sourcing fuel from Gladstone ensuring supplies in Bundaberg did not dwindle.

11.1.11

All media enquiries to:
Council's Corporate Communications Officer
[REDACTED] on 1300 883 699 or
Communications@bundaberg.qld.gov.au



BUNDABERG

REGIONAL COUNCIL

MEDIA

RELEASE

BURNETT RIVER TO RISE AN ADDITIONAL METRE

Bundaberg Regional Council has been advised that due to rainfall in the upper reaches of the Burnett over the weekend, the flooded Burnett River will rise an additional metre by noon today.

This will coincide with the peak of high tide.

Mayor Cr. Lorraine Pyefinch said low lying areas and road subject to inundation are likely to be affected and all residents are urged to avoid crossing flooded areas and take extreme caution.

Cr. Pyefinch said some communities in the hinterland are isolated and reports of impassable roads are coming in from areas such as Pine Creek and Sandy Hook.

She said advice at this stage suggests that no homes should be inundated and the water should begin to recede this afternoon.

10.1.11



All media enquiries to:
Council's Corporate Communications Officer
[REDACTED] on 1300 883 699 or
Communications@bundaberg.qld.gov.au

BUNDABERG REGIONAL COUNCIL

MEDIA RELEASE

ECONOMIC RECOVERY GROUP MEETS TO IMPLEMENT PLAN

Strategies to ensure the Bundaberg region's economy gets back on track as quickly as possible after last week's devastating floods are underway following the inaugural meeting of the economic recovery sub group.

Chaired by Bundaberg Regional Council's economic development manager, Naomi Searle, the meeting brought together small business, tourism, rural, agricultural and horticulture, government and state department representatives from across the region.

The recovery sub group is the first of three sectors under the Council's Recovery Group Implementation Plan to meet and will be followed by the human and social and built and natural environment recovery team gatherings.

Ms Searle said the meeting was the first step toward the economic recovery of the region which she expected to take many months, if not years.

"The first priorities include ascertaining, as accurately as possible, the extent of economic loss suffered by all sections of the region" Ms Searle said.

"I am encouraging all businesses and industries to complete a questionnaire available from council, specifying how much damage had been caused and how long they estimate they will take to resume trading and operations" she said.

"From this important information the recovery group can work positively toward rectifying the damage caused by the floods" Ms Searle said.

Ms Searle said one of the highlights of the recovery plan was for Council to facilitate the collaboration between all levels of government, business and industry to ensure a partnership approach towards the region's economic recovery process.

"Other vital points within the recovery plan include working with insurance agencies to ensure adequate and speedy process of cover payments, identifying and promoting financial assistance grants, loans and co-ordinating marketing and promotional initiatives to support the growth of industry" Ms Searle said.

Small businesses which have not yet received a questionnaire can obtain a copy from Council's website www.bundaberg.qld.gov.au or the Bundaberg & District Chamber of Commerce website: www.bundabergchamber.com.au

7.1.11

BUNDABERG REGIONAL COUNCIL

MEDIA RELEASE

FLOOD UPDATE MONDAY, 3RD JANUARY, 2011

Bundaberg Regional Council's Call Centre will scale down emergency operations from this evening.

Acting Chair of the Local Disaster Management Group, Cr Dave Batt, said the Call Centre staff had done a magnificent job. "The Call Centre has been operating 24 hours a day since the floods hit and have handled 1,800 calls" said Cr Batt. "With the majority of people now registered for assistance, it has been decided to give staff a well earned rest and cease 24 hour operations from 7pm tonight. The After Hours Emergency Response team will still be available at all hours" said Cr Batt.

Council will resume normal operations from Tuesday 4th January, with the Administration Centre in Bundaberg and Service Centres in Bargara, Childers and Gin Gin open from 8.15am until 4.45pm Monday to Friday.

Cr Batt urged everyone who has been affected by the floods and who hasn't registered with Council to do so. "Please phone us on 1300 883 699 or email: recovery@bundaberg.qld.gov.au. Their details will be put on a register and the appropriate help given. Council has crews ready on standby to help, whether it's hosing down a flood affected home or business or removing flood-affected items" said Cr Batt.



All media enquiries to:
Council's Corporate Communications Officer
[redacted] on 1300 883 699 or
Communications@bundaberg.qld.gov.au

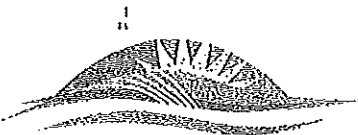
FLOOD UPDATE – 2ND JANUARY, 2011

Bundaberg Regional Council is urging residents affected by the Floods to contact the Call Centre for help – 1300 883 699. Their details will be put on the Floods Register and the appropriate help given. Council has crews ready on standby to help, whether it's hosing down a flood affected home or business or removing flood-affected items. An email address is also available: recovery@bundaberg.qld.gov.au.

Mosquitoes will become a problem and Council and Queensland Health will take measures to stop outbreaks, but residents can be proactive too. Things like checking roof guttering for ponding, checking rain water tanks (including screening inlet and overflow outlets), insect screens and grassy drains and trimming back trees from your roofline is important. Residents are advised to empty and remove containers that may hold water from around their yards and wipe them to dislodge any eggs, to deprive these pests of breeding places.

Council staff have worked hard to maintain services, with sewerage pump stations back on line and our water supply fully operational.

Anyone helping neighbours, friends or family in the recovery are advised to make hygiene a priority. Wear gloves and protective clothing and remember to wash hands thoroughly after touching anything affected by the floods. Council is reminding everyone to keep out of the floodwaters and to keep away from areas that had been inundated. Until Council can come in and clean things like playground equipment, they will be contaminated by the floodwaters and should not to be touched.



All media enquiries to:
Council's Corporate Communications Officer
on 1300 883 699 or
Communications@bundaberg.qld.gov.au

FLOOD UPDATE FRIDAY 31 DECEMBER, 2010

Bundaberg Regional Council Mayor, Cr Lorraine Pyefinch, is on her way home to help with the recovery after the region's floods. Cr Pyefinch has been on leave over the Christmas New Year period with her family in the United Kingdom.

Cr Pyefinch wanted to thank everyone involved. "I have been in regular contact with Acting Mayor, Tony Ricciardi, Acting Chair of the Local Disaster Management Group Cr Dave Batt and our CEO Peter Byrne and wish to sincerely thank them and our Emergency Management Team, Staff, Councillors and Volunteers for their professional and thorough management of the situation" said Cr Pyefinch. "My heart goes out to all those who have lost so much in this disaster. My thoughts and prayers are with them at this difficult time and I will be back as soon as I can to help with the recovery phase" said Cr Pyefinch.

Cr David Batt said Council mapping of the Bundaberg City area had been a big help with the evacuation process. "Our records indicate that there are approximately 300 houses affected up around the 8 metre mark in the Bundaberg City area" said Cr Batt. "We need flood information outside the Bundaberg urban area and are asking for residents' help to collate information from around the region" added Cr Batt.

"Anyone living in a flood affected area along the Burnett, Kolan and Perry Rivers and tributaries is asked to take a photo that shows marks or points that can be easily defined and accurately surveyed (physical marks on trees or buildings are a good indication – please note that debris lines are not as suitable due to fluctuations in their level), and email it to Council with their name and contact details, address of the flood affected site, date and time the flood level was recorded and details of any other flood marks to floods@bundaberg.qld.gov.au" said Cr Batt.

Council's Call Centre received 500 calls on Thursday, many from people from other areas of Australia enquiring about family and friends. "We would ask everyone to phone family and friends to let them know of your whereabouts" said Cr Batt.

With waters receding at North Bundaberg, the Evacuation Centre at North Bundaberg has been closed. Anyone needing assistance can now go to the main Evacuation Centre at Bundaberg Civic Centre.

All media enquiries to:
Council's Corporate Communications Officer
[REDACTED] on 1300 883 699 or
Communications@bundaberg.qld.gov.au



Acting Mayor Tony Ricciardi said people had been very generous. "So many items have been donated already, but we ask that people hold onto anything they would like to donate until the waters subside and we go into Recovery phase for flood victims" said Cr Ricciardi.

"However, one thing we do need is new, packaged socks and underwear for the people at our main Evacuation Centre. If these can be dropped off to the Civic Centre we'd appreciate it" said Cr Ricciardi.

Cr Ricciardi said the safety of residents is the main priority as we move into the New Year weekend. "We ask everyone to keep out of the flood waters until all utilities are back on line, because of the serious health and safety issues" said Cr Ricciardi.

Bundaberg Regional Council Waste Collection staff are working hard to get to the backlog of waste and recycling collections. "If your bin hasn't been emptied on its normal day, please leave it out. Council teams will be working over the weekend to catch up" said Cr Ricciardi. "Council would also ask you to place your bin a metre back from the road verge, so the truck can stay on the road".

As an added service Council is not charging for flood damaged waste delivered to any Council waste facility.

2nd FLOOD UPDATE FRIDAY 31 DECEMBER, 2010

The Local Disaster Management Group has met today to make arrangements for the Flood Recovery Process.

Acting Chair, Cr Dave Batt, said it was an excellent meeting. "Plans were put in place for the Recovery process to begin on Saturday. Council crews and SES will start collecting items from footpaths from in front of flood-inundated houses" Cr Batt said. "The first step is for householders to contact their insurers, take note of any items that have been affected and then quickly put them on the footpath to be collected. We would ask that neighbours pitch in and help each other as much as possible" said Cr Batt. "The other thing we would like to stress is that we won't condone any scavenging of people's property. Obviously there is the health issue, as the goods could be contaminated by flood waters, but there is the moral issue too, as people sadly have to let go of prized possessions that have been ruined".

To assist the recovery process the Department of Communities is setting up a Multi Agency Recovery Centre on Sunday at the PCYC with partner agencies Lifeline, Red Cross and Centrelink. Acting Mayor, Cr Tony Ricciardi, said it would be a good opportunity for affected residents to find out all they need to know. "The Department of Communities is to be congratulated on setting up the Recovery Centre. Council staff will be there to answer people's questions" said Cr Ricciardi.

Cr Ricciardi said that Council is asking for more information about homes that have been inundated around the region. "We have a lot of information about the homes in Bundaberg City that have been inundated, but desperately want to find out if any other residents have had their homes inundated, so we can help them". Residents can phone Council's Call Centre, which is being manned 24 hours a day, on 1300 883 699 to be put on the register for assistance.

Pets are another casualty of the floods, with Council's pound filling quickly said Cr Ricciardi. "We will be keeping all animals until the disaster is over and will not be charging release fees for animals that were lost during the flood" said Cr Ricciardi.

Some good news for the New Year Weekend came out of today's meeting. The Bundaberg Disaster Management Group has agreed with a direction of the State Disaster Management Group, under Section 56 of the Disaster Management Act, to suspend normal retail trading hours for retailers of groceries and essential goods, to enable these retailers to open for normal trading hours on those days that retail trading is restricted.

This means that supermarkets can open over the New Year's Weekend - Saturday, Sunday and Monday. "It will be a good chance for people to stock up on essential items" said Cr Batt.

CONTACTS OVER WEEKEND

Cr Dave Batt – 0488 639 354 (Acting Chair of the Local Disaster Management Group)
Cr Tony Ricciardi – 0488 639 223 (Acting Mayor - Bundaberg Regional Council)
Peter Byrne – 0409 639 261 – CEO - Bundaberg Regional Council

All media enquiries to:
Council's Corporate Communications Officer
[REDACTED] on 1300 883 699 or
Communications@bundaberg.qld.gov.au



[REDACTED]
From: [REDACTED]
Sent: Monday, 24 January 2011 10:14 PM
To: [REDACTED]
Subject: Fw: FLOOD UPDATE

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

From: [REDACTED]
To: [REDACTED]
Sent: Thursday, December 30, 2010 2:09 PM
Subject: Re: FLOOD UPDATE

V.S. NME

[REDACTED]
This is it in case you didn't get it. And apparently Main Roads issued a media release about the Burnett Traffic Bridge but I haven't seen it - details on the News Mail website.
Thanks
[REDACTED]

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

From: [REDACTED]
To: [REDACTED]
Sent: Wednesday, December 29, 2010 2:26 AM
Subject: RE: FLOOD UPDATE

Hey [REDACTED]
Have we got any updated news to report.....

From: [REDACTED]
Sent: Thursday, 30 December 2010 3:15 AM
To: [REDACTED]
Subject: FLOOD UPDATE

Latest update.
Thanks
[REDACTED]

Home: [REDACTED]
Mobile: [REDACTED]

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.449 / Virus Database: 271.1.1/3344 - Release Date: 12/28/10 07:34:00

**ADVICE TO RESIDENTS IN POTENTIAL FLOOD INUNDATION
AREAS – NORTH BUNDABERG**

**Wells Street, Cameron Street, Mariners Way, McRae Street
Gladwell Street, Perry Street, Gavin Street, Steuart Street
Gavegan Street, Fagg Street, Agnes Street, Queen Street
Wolca Street, Hinkler Avenue, Thornhill Street, Willmot Street
Tallon Street, Station Street, Donald Street
and surrounding areas**

Recent advice from the Bureau of Meteorology indicates your property could be affected by rising flood waters.

In the interests of safety and well being of Residents -- initial advice is that Residents should put plans in place to relocate to families and/or friends in higher areas. If this is not possible -- the Bundaberg Civic Centre is now set up as an Evacuation Centre.

If assistance is needed please contact the SES on 132 500.

Thank you for your co-operation.

[REDACTED]

From: [REDACTED]
Sent: Monday, 7 February 2011 8:59 AM
To: [REDACTED]
Subject: FW: Urgent Notification - Potential Flood Inundation Areas

N

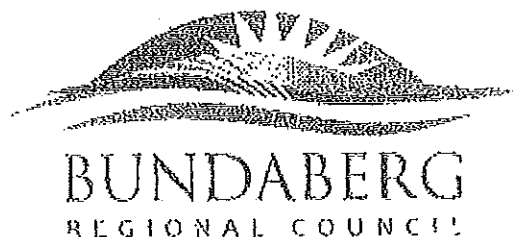
[REDACTED]

SENIOR EXECUTIVE ASSISTANT
to CHIEF EXECUTIVE OFFICER
EXECUTIVE OFFICES

Bundaberg Regional Council
PO Box 3130
Bundaberg QLD 4670

Direct Line: [REDACTED]
Direct Fax: [REDACTED]

Tel: 1300 883 699
Fax: (07) 4150 5410
<http://bundaberg.qld.gov.au/>



From: [REDACTED]
Sent: Wednesday, 29 December 2010 2:05 PM
To: 'reception@4bu.net'
Subject: FW: Urgent Notification - Potential Flood Inundation Areas

**ADVICE TO RESIDENTS IN POTENTIAL FLOOD INUNDATION AREAS -
NORTH BUNDABERG**

**Wells Street, Cameron Street, Mariners Way, McRae Street
Gladwell Street, Perry Street, Gavin Street, Steuart Street**

**Gavegan Street, Fagg Street, Agnes Street, Queen Street
Wolca Street, Hinkler Avenue, Thornhill Street, Willmot Street
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and surrounding areas**

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Thank you for your co-operation.

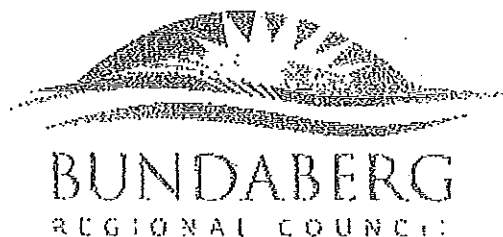
[REDACTED]
SENIOR EXECUTIVE ASSISTANT
to CHIEF EXECUTIVE OFFICER
EXECUTIVE OFFICES

Bundaberg Regional Council
PO Box 3130
Bundaberg QLD 4670

Direct Line: [REDACTED]

Direct Fax: [REDACTED]

Tel: 1300 883 699
Fax: (07) 4150 5410
<http://bundaberg.qld.gov.au/>



[REDACTED]
From: [REDACTED]
Sent: Monday, 7 February 2011 8:59 AM
To: [REDACTED]
Subject: FW: Urgent Notification - Potential Flood Inundation Areas

N

[REDACTED]
SENIOR EXECUTIVE ASSISTANT
to CHIEF EXECUTIVE OFFICER
EXECUTIVE OFFICES

Bundaberg Regional Council
PO Box 3130
Bundaberg QLD 4670

Direct Line: [REDACTED]
Direct Fax: [REDACTED]

Tel: 1300 883 699
Fax: (07) 4150 5410
<http://bundaberg.qld.gov.au/>



From: [REDACTED]
Sent: Wednesday, 29 December 2010 2:07 PM
To: [REDACTED]
Subject: FW: Urgent Notification - Potential Flood Inundation Areas

**ADVICE TO RESIDENTS IN POTENTIAL FLOOD INUNDATION AREAS –
NORTH BUNDABERG**

Wells Street, Cameron Street, Mariners Way, McRae Street

Gladwell Street, Perry Street, Gavin Street, Steuart Street
Gavegan Street, Fagg Street, Agnes Street, Queen Street
Wolca Street, Hinkler Avenue, Thornhill Street, Willmot Street
Tallon Street, Station Street, Donald Street
and surrounding areas

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If assistance is needed please contact the SES on 132 500.

Thank you for your co-operation.

[REDACTED]
SENIOR EXECUTIVE ASSISTANT
to CHIEF EXECUTIVE OFFICER
EXECUTIVE OFFICES

Bundaberg Regional Council
PO Box 3130
Bundaberg QLD 4670

Direct Line: [REDACTED]
Direct Fax: [REDACTED]

Tel: 1300 883 699
Fax: (07) 4150 5410
<http://bundaberg.qld.gov.au/>



[REDACTED]
From: [REDACTED]
Sent: Monday, 7 February 2011 8:59 AM
To: [REDACTED]
Subject: FW: Urgent Notification - Potential Flood Inundation Areas

N

[REDACTED]
SENIOR EXECUTIVE ASSISTANT
to CHIEF EXECUTIVE OFFICER
EXECUTIVE OFFICES

Bundaberg Regional Council
PO Box 3130
Bundaberg QLD 4670

Direct Line: [REDACTED]
Direct Fax: [REDACTED]

Tel: 1300 883 699
Fax: (07) 4150 5410
<http://bundaberg.qld.gov.au/>



From: [REDACTED]
Sent: Wednesday, 29 December 2010 2:03 PM

[REDACTED]
Subject: Urgent Notification - Potential Flood Inundation Areas

**ADVICE TO RESIDENTS IN POTENTIAL FLOOD INUNDATION AREAS –
NORTH BUNDABERG**

Wells Street, Cameron Street, Mariners Way, McRae Street

9/02/2011

Gladwell Street, Perry Street, Gavin Street, Steuart Street

Gavegan Street, Fagg Street, Agnes Street, Queen Street

Wolca Street, Hinkler Avenue, Thornhill Street, Willmot Street

Tallon Street, Station Street, Donald Street

and surrounding areas

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Thank you for your co-operation.

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Direct Fax: [REDACTED]

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BUNDABERG REGIONAL COUNCIL

FLOOD UPDATE – WEDNESDAY, 29TH DECEMBER, 2010

All Bundaberg Regional Council available work crews have been returned from annual leave and are working under the direction of the Bundaberg SES to assist the most urgent cases to evacuate.

Chairman of the Bundaberg Disaster Management Committee, Cr David Batt said everyone was focused on getting people out of low lying areas. "Council staff are working with the SES to doorknock affected areas and assist people where needed" Cr Batt said.

With the Burnett River expected to rise to 7 to 7.5 metres the Committee has identified 200 homes at risk, with SES and council staff door knocking asking people to evacuate.

The Evacuation Centre is open at Bundaberg Civic Centre for those who need it. "Most people are leaving their homes and going to stay with family and friends on higher ground, but the Evacuation Centre is available for all who need it" Cr Batt said. "We would ask people to bring their own bedding, toiletries and food if they can and we will make them as comfortable as possible".

Cr Batt also wanted to reiterate that both bridges over Burnett River are open. "Hinkler Avenue is closed, so access to the Tallon Bridge is limited, but both bridges are definitely open" Cr Batt said.

While residents in East Bundaberg can see the water levels rise, Cr Batt believes North Bundaberg is an area where residents may not realize the risks. "Some streets in North Bundaberg are presently experiencing just the backwater from Tantitha Creek, but there'll be real problems if water breaks over the high bank of the river" Cr Batt said. These residents are requested to listen for further advice and closely monitor the situation. If required they need to evacuate early to ensure their safety.

Even when the river peaks, water is expected to be up for several days and residents may experience problems with water, power or phone and other essential services. Council's Call Centre's staff will be working around the clock to help people – on 1300 883 699. For those who need help with sandbags or evacuation they should phone the SES on 132500.

"The other point we would like to make is for people to keep off the roads unless absolutely necessary" said Cr Batt. "Emergency Services are having trouble getting through to trouble spots because of all the traffic – we have to let them do their job. I would urge people to stay home or with family and friends and assist neighbours where they can" said Cr Batt.

Bundaberg Regional Council CEO, Peter Byrne, assured residents around the region that the drinking water is safe. "Our technical staff are constantly monitoring our water supply around the region and the integrity of our water supply is being maintained, with no contamination" Mr Byrne said.

BUNDABERG REGIONAL COUNCIL MEDIA RELEASE
Tuesday 28th December, 2010

FURTHER FLOODING EXPECTED AS RIVER RISES

Based on the latest predictions from the Bureau of Meteorology, Bundaberg Regional Council expects the Burnett River to rise even further tomorrow (Wednesday) and advises residents that significant flooding is expected in low lying areas of Bundaberg City, with accompanying traffic delays. Council urges residents to avoid unnecessary trips around the Bundaberg CBD, regional roads and major highways. If residents are concerned about flooding of their homes, they are urged to contact the SES and seek alternate accommodation with family or friends.

FOR MEDIA INTERVIEWS

For more details contact:

Peter Byrne – CEO – Bundaberg Regional Council

..

[REDACTED]
From: [REDACTED]
Sent: Monday, 24 January 2011 10:10 PM
To: [REDACTED]
Subject: Fw: Message on today and tomorrow If possible
Importance: High

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

From: [REDACTED]
To: [REDACTED]
Sent: Tuesday, December 28, 2010 2:50 AM
Subject: Message on today and tomorrow If possible

*COMPUTER SET ON U.S. TIME!
SENT 27/12*

[REDACTED]
I tried to phone but it rang out, so thought it best to email.

If at all possible, it would be great if this could go on today and tomorrow:

Due to road and weather conditions, Bundaberg Regional Council advises that some waste collection services and waste facilities may be affected.

If your bin isn't emptied when it should be, please leave it out and Council will collect it as soon as possible.

Bundaberg Regional Council apologises for any inconvenience and thanks you for your patience.

Thanks for all your help - happy to pay - just let me know when it's sorted.
[REDACTED]
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Monday, 24 January 2011 10:10 PM
To: [REDACTED]
Subject: Fw: IMPORTANT MESSAGE

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

From: [REDACTED]
To: [REDACTED]
Sent: Tuesday, December 28, 2010 6:08 AM *W V.S. TIME*
Subject: IMPORTANT MESSAGE

[REDACTED]

Thanks so much. We're happy to pay for both of these to go on (I emailed the second one to [REDACTED] and [REDACTED] this morning but not sure if they got it).

Thanks
[REDACTED]

Bundaberg Regional Council advises that the significant flooding across the region has caused sewage overflows into streams and stormwater outlets. Residents are urged to keep out of waterways due to the health risks from these overflows. Council thanks residents for the cooperation in these trying times.

and this one:

Due to road and weather conditions, Bundaberg Regional Council advises that some waste collection services and waste facilities may be affected.

If your bin isn't emptied when it should be, please leave it out and Council will collect it as soon as possible.

Bundaberg Regional Council apologises for any inconvenience and thanks you for your patience.

From: [REDACTED]
 Sent: Friday, 24 December 2010 12:58 PM
 To: [REDACTED]
 Subject: FW: council releases and contacts over the Christmas Break/

Are you around over Christmas? If so, call in!
 Thanks

Hi everyone,
 Here are a couple of releases (The Sports Expo one is to replace the one we sent Wednesday) and please note Closed Roads below.

I'll be on Annual Leave from this afternoon.
 Acting Mayor Cr Tony Ricciardi will be able to take any urgent calls over the Christmas Break - 0488 539 223 (or, for Emergency Services Issues, [REDACTED])
 Then from 4th January [REDACTED] will be able to help you with your enquiries - [REDACTED]
 (email: [REDACTED])
 I'll be back 17th January.

Thanks for all your help this year. Wishing you and your families a very happy Christmas and all the very best for 2011.

Many thanks
 TRISH

Roads Closed as at Friday 24th December, 2010 (please note, subject to change)

Gin Gin

Booyal Causeway is closed (approximately 12-13 metres over) - the Goodnight Scrub area is inaccessible.
 Bungadoo Road, Bullyard - closed culvert washed out
 Diamond Hill Road, Monduran has side track in place
 Duckpond Road
 Marshall Avenue - closed - section of road washed away
 Monduran Side Track
 Moolboolaman Road- Closed at Floodways
 Nearum Road - Closed at Floodways
 Walla Road at Perry River Bridge (approximately 5-6 metres over)
 Wallaville - Goondoon Road closed in three places:
 - Sheepstation Creek - culvert washed out between Drinan Road and Berrembea Road
 - A section of road washed away between Geramanbulyan Creek and Klingstroms Road
 - Currajong Creek (800mm over)
 Zillmann Road, Wallaville at Old Wallaville Bridge

Childers

- Farnsfield Road at Logging Creek
- McKeys Road, Apple Tree Creek
- Rainbows Road, Childers
- Webbs Road, Redridge
- Woppls Road, Woodgate

Burnett North

- Bucca Crossing at Kolan River
- Cedars Road at Burnett River
- Ferris Road and Kenzlers Road, Sharon at Splitters Creek
- Pine Creek Road

Bundaberg

- Park Street
- Walla Street (near skate bowl)
- Princess Street (near East School)
- Branyan Drive
- Under the Old Traffic Bridge
- Sussex Street

PRINCIPAL CORPORATE COMMIS OFFICER
B B S COMM
Bundaberg Regional Council
PO Box 3130
Bundaberg QLD 4670

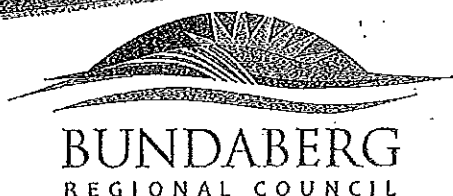
<http://bundaberg.qld.gov.au/>

*Mayor, Cr Lorraine
Pyefinch, Councillors and
Staff of
Bundaberg Regional Council
join in wishing you a safe
and joyous
Christmas & New Year*

All Council Offices will close
4.45pm Friday 24 December 2010
and reopen
8.15am Tuesday 04 January 2011
For urgent matters please call
1300 883 699



Around our region...



MEETINGS

Please join us for Council Meetings and stay to chat to Councillors afterwards. If you would like to discuss any issues in more detail, please make an appointment - phone Wendy in the Executive Office on 1300 883 699 by the Friday before the meeting.

Ordinary Meeting

Bundaberg Administration Centre - Tuesday 9th & 23rd November - 10am

Planning Committee

Bundaberg Administration Centre - Thursday 11th & 24th November - 9am

OUR CHRISTMAS SPIRIT

Get into the Spirit of Christmas by entering the Joyce Mayne Christmas Spirit Competition. There are many categories you can enter such as 'Best New Entrant' and 'Best Christmas Lights' with great cash prizes. There's even a new category 'Best Christmas Display (No Lights)' for residents in turtle nesting beach areas. Entries close 30 November. Visit Council's website for entry forms and more information.

Enjoy the Christmas Festivities and come along to Council's Pageant of Lights Street Parade and Festival in the Bundaberg CBD on Thursday 2nd December from 6pm to 9pm. There's something for everyone with loads of entertainment and market stalls to browse throughout the night.

BUNDABERG REGION 2011

Find out about the Draft Community Plan at an event near you:

- **Gin Gin Thursday, 4th November 2010, from 5:30pm until 6:30pm at the Gin Gin RSL Hall in Millen Street**
- **Bargara Tuesday, 9th November 2010, from 5:30pm until 6:30pm at the Bargara Cultural & Community Centre in Hughes Road**
- **Moore Park Beach Wednesday, 10th November 2010, from 5:30pm until 6:30pm at the Moore Park Beach Community Hall on Oak Avenue**
- **Bundaberg Thursday, 11th November 2010, from 5:30pm until 6:30pm at the Civic Centre Super Room in Bourbong Street**
- **Childers Monday, 15th November 2010, from 5:30pm until 6:30pm at the Lds Cultural Centre (street front meeting room) in Church Street**
- **Woodgate Beach Wednesday, 17th November 2010, from 5:30pm until 6:30pm at the Woodgate Beach Community Hall on The Esplanade**

The Draft Community Plan is also available on Council's website: www.bundaberg.qld.gov.au/2011. You will then have until 30th November 2010 to provide feedback to Council on the document in the form of a Stakeholder Submission.

MONEY'S CREEK BOARDWALK

Construction of a boardwalk at Money's Creek at Bargara is well underway. The boardwalk will complete the gap in the coastal pathway along Woongarra Scenic Drive and is the completion of a missing link of the coastal pathway which will eventually link Elliott Heads to Burnett Heads. The boardwalk is part of the \$622,000 Bargara Coastal Pathways Project.

BOUQUETS

Just a few of the Thank You Messages that Council has received this month:

- A resident from Bundaberg writes: "I would like to thank the Bundaberg Regional Council for the great service they provide to the community. I have been a resident for many years and I have always been impressed by the staff and the facilities. I have been a member of the Bundaberg Regional Council for many years and I have always been impressed by the staff and the facilities. I have been a member of the Bundaberg Regional Council for many years and I have always been impressed by the staff and the facilities."
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BE READY THIS STORM & CYCLONE SEASON

With the storm and cyclone season just around the corner, Bundaberg Regional Council and emergency services are asking YOU to make sure that you are well equipped to deal with the coming months. All households should have an emergency evacuation plan - knowing where to go in a disaster to preserve the safety of you and your family. But it is also important that each household have an evacuation kit in case they need to leave their properties in very quick time. Look on Council's website for further information or visit: emergency.qld.gov.au/emergency/emergency.asp

LAKE ELLEN HERITAGE HUB IMPROVEMENTS

Further improvements at Lake Ellen Heritage Hub have been completed, making the popular park and playground area even more enjoyable. The improvements include the blumen sealing of the area's 23 parking bays and the construction of a concrete path, specifically for wheelchair-bound people, from the car park to the play area. Take the family to Lake Ellen Heritage Hub soon - it's in George Street, East Bundaberg and includes picnic and playground facilities, barbecues, walking trails, toilets and wheelchair access.

NOMINATE A GREAT AUSTRALIAN

Do you know a Bundaberg Regional Council resident who has excelled in their chosen field or who has contributed behind the scenes? Then nominate them for an Australia Day Award. Nominations are now open in ten categories and community, sporting and service groups and residents are urged to consider nominating people for deserved recognition. Categories include Young Citizen (up to 27 years), Citizen (over 27 years) and Senior Citizen (over 70 years), Junior, Senior and Open Age Sports Achievement, Junior and Senior Cultural Awards, Community Event of the Year and Community Achievement. Nominations close 26th November, with forms available on Council's website and at all Council Centres.

EXTRA SPORTING FACILITY IN CHILDERS

Sporting and recreational groups in the Childers region now have additional facilities to use following the formalisation of an agreement between Bundaberg Regional Council and the State Department of Education. The agreement means that its High School sports oval in Gee Street is now available for community, recreational and sporting activities during non-school hours. Bookings to use the Gee Street oval can be made through its High School.

DRAFT PEST PLAN OPEN FOR COMMENT

A draft of the Bundaberg Regional Council's Pest Management Plan, aimed at preventing new pest animals and plants while restricting and reducing the impacts of those already in the region, is now available for community consultation. Included in the draft pest management plan are pest animals and plants considered a priority, with recommendations for eradication and control, best management practices as well as details on infestations.

These include dingoes, wild dogs, foxes, feral pigs, rabbits, Indian Mynas and feral cats while pernicious weed, regrowed, rubbervine, giant rats tall grass and salvinia are among the pest plants regarded as priorities to eradicate. Submissions on the Draft Plan can be made by 24th December, 2010. You can view the Plan on Council's website or at all Council Centres.

HEALTHY QUEENSLAND AWARDS

There's \$1 million in prizes for Queensland's healthiest workplaces, communities and schools. Applications close December 15, 2010. Details and entry forms are available on www.hqba.org.au. For more information contact Keep Australia Beautiful Queensland on (07) 3252 2808 or email: hqba@keba.org.au



WHAT'S ON IN NOVEMBER

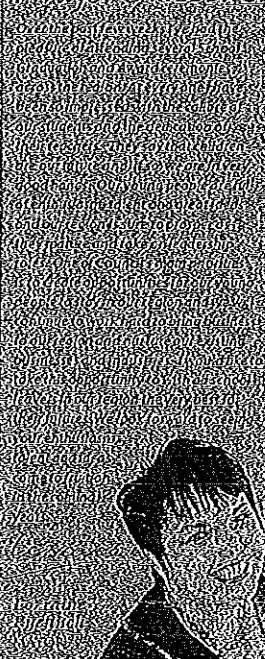
- 2, 10, 17, 24 - Introduction to Australian Worktop
- 4, 5 - Australia's Greatest Association Masters Tour
- 5 - Wide Bay Australia's Beauty Thander Girls Pre-Race Party
- 5 - Monty State School Fundraiser
- From 6 - Macleay Turtle Nesting Season
- 6 - Surf Boat Carnival
- 6 - Apple Tree Creek Poole
- 6 - Wide Bay Australia's Beauty Thander
- 6 - Council House & Life Expo
- 6 - Gin Gin has Talent
- 7 - Grandparents Day 2010
- 8, 15, 22, 29 - Wholesy Pickers
- 8, 15, 22, 29 - Sing Australia
- 8 - Preceded Behaviour Management Workshop
- 9, 16 - Personal Development Group for Women
- 10, 17, 12 - Train the Trainers Course
- 11 - Mental Health First Aid
- 11 - Promoting Resilience in Children Workshop
- 12 - Radio Wave Music Festival
- 13 - Dyno Machine & Car Show Competition
- 14 - Sandy Hook Ski Club Flea Market
- 14 - Jazz and Blues in the Afternoon
- 14 - Tea & Symphony Afternoon
- 15 - Down Memory Lane
- 16 - Mental Health Workshop
- 16 - Sexual Gender Diversity Workshop
- 19 - Wood & Craft Expo
- 20, 21 - "Ready for Breakfast" Economic Development Breakfast
- 25 - BRGO Christmas Shopping
- 26, 27 - A&T Birmmyngham Tournament
- 28 - Innet Park Carols by Candlelight
- 28 - Country Music Playout

For more details contact Council's Call Centre or check the website.

MARKETS

- Every Saturday - Gin Gin Markets
- Every Sunday - Shalom Markets
- 13 - Apple Tree Creek Markets
- 14 - PCYC Markets

Mayor's MESSAGE



Dear Residents,

I am pleased to welcome you to the Bundaberg Regional Council website. This website provides a range of information about the Council and the services it provides to the community. It is a great resource for residents to find out about Council activities, services and facilities. It also provides a platform for residents to provide feedback to the Council on its services and facilities. I encourage all residents to visit the website regularly to stay up to date on Council news and activities.

Yours faithfully,
Mayor of Bundaberg Regional Council

CALL CENTRE
1300 883 699

EMAIL: info@bundaberg.qld.gov.au WEBSITE: bundaberg.qld.gov.au

ADMINISTRATION CENTRE: 190 Bourbong Street, Bundaberg
SERVICE CENTRES: Hughes Road, Bargara / Churchill Street, Childers / Dear Street, Gin Gin
COUNCIL OFFICE HOURS: 9.15am to 4.45pm Monday to Friday



Bundaberg Regional Council Status Report

Rain and Flooding 11 & 12 December 2010

On the night of the 11 December 2010 heavy rain was reported in the Childers and Gin Gin districts resulting in rising water levels in water courses.

At approximately 9.00am on Sunday 12 December 2010 Council's Disaster Management Officer (DMO), Mr Mal Churchill and myself had discussions regarding the rising floodwaters.

At 9.51am Sunwater advised that the Emergency Action Plan for Paradise Dam had been enacted as water was going over the spillway. Water height was approximately 0.2 metres above the spillway wall. This was considered as a minor event and no further action was warranted. The situation was being monitored by Sunwater.

At 10.06am the Mayor Cr Lorraine Pyefinch was advised of the Paradise Dam matter and the discussions between the DMO and myself. It was recommended that the Local Disaster Management Group not convene and that the situation be monitored.

At 10.17am the Chief Executive Officer Mr Peter Byrne was advised accordingly.

At 10.22am the Deputy Mayor Cr Anthony Ricciardi was contacted and advised of the situation. Cr Ricciardi gave a situation report of flooding issues in the Childers district. He advised that Goodwood Road was out at Stoney Ridge Creek and Foleys Road. There was also reports that Goodwood Road was also out at various locations through to Bundaberg. It was also reported that there was a matter with an individual with psychological issues.

At 10.28am Sgt Grant Marcus, Executive Officer Bundaberg District Disaster Management Group was advised of the local status that Council is monitoring the situation. It was reported at this time that a vehicle had been washed off the crossing on Goodwood Road at Stoney Ridge Creek. Status unknown.

At 10.39am the DMO and myself held further discussions on the situation and the DMO contact Cr David Batt as the Deputy Chair of the Local Disaster Management Group.

At 10.45am Cr Wayne Honor was notified of the situation and he gave a situation report of significant flooding, road damage and loss of the culvert over the Sheep Station Creek on the Goondoon Wallaville Road.

At 11.11am a message was left with Mr Ross Peddlestone from the ABC Radio regarding road situations and recommendation that a message be conveyed to drivers not to enter into flooded waters.

At 12.04pm a status report was received from the Bundaberg Acting Local Controller State Emergency Service (SES).



At 12.30pm Sunwater advised that dam levels were rising in Monduran Dam and that the Isis balance reservoir had overtopped the spillway.

At 1.01pm Cr Honor advised that a vehicle had entered the water at Sheep Station Creek on the Goondoon Wallaville Road. He was able to convince the driver of the vehicle through hand signals to no longer proceed. As he had no mobile coverage, he went to a nearby residence and notified Police via the 000 number.

Various calls were made at 2.52pm, 2.55pm, 2.57pm, 3.00pm, 3.14pm, 3.15pm, 3.16pm, 3.19pm between the various agencies.

At 3.59pm John Cottam Local Controller Childers District SES advised of various road closures including the Childers Boggenden Road and that there were a significant number of people who were stranded in Childers.

At 4.19pm Sunwater advised that there was a possibility of water flowing over the spillway of Monduran Dam in the early hours of the morning of Monday 13 December 2010.

At 4.24pm, 4.26pm and 4.28pm the DMO, CEO and Mayor were advised accordingly. The XO of the DDMG was notified as well.

At 5.44pm Bundaberg District SES advised that there were flooding issues at Moore Park and that they were endeavoring to deliver sand bags to the township.

By this stage, the rain events were easing and water levels were no longer rising in local events. Accordingly the DMO and myself determined that we would continue in a watch and contact each other should there be further need.

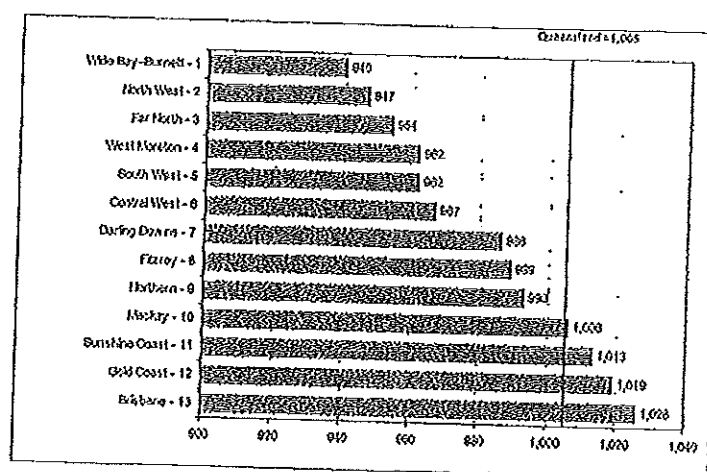
Status reports from Gln Gln SES, Childers SES and Bundaberg SES are attached. Contact has also been made with Midtown Mariners regarding flows in the Burnett River. The current flood height is 1.95 metres.

End of report.

*John Clerke
Executive Officer (Local Disaster Coordinator)
Bundaberg Regional Council Local Disaster Management Group*

At the SD level, Wide Bay-Burnett emerges with the lowest SEIFA IRSD score and therefore the highest level of relative socio-economic disadvantage for Queensland. The following figure illustrates each SD in rank order from the highest level of relative disadvantage to the lowest.

Figure 2. SEIFA IRSD Scores for Queensland Statistical Divisions



The SDs with the lowest scores have the highest number of residents living in Quintile 1 areas compared to Quintile 5 areas. The Brisbane Metropolitan area has a score of 1026 while the balance of Queensland has an average score of 985 which highlights the relationship between remoteness and relative disadvantage.

Overall, the most disadvantaged SLAs and CDs in Queensland are characterised by a high population of Aboriginal and Torres Strait Islander peoples⁵. Palm Island (S) recorded the lowest SEIFA IRSD Score in Queensland of 480; followed by the SLAs of Yarrabah (S), Umaglico (S), Cherbourg (S), and Injinoo (S), all of which had Indigenous populations of over 97%. The following SLAs contained the lowest scoring CDs in Queensland: Douglas (S); Palm Island (S); Yarrabah (S); Umaglico (S); Cloncurry (S); Cherbourg (S); Injinoo (S); Napranum (S); Kowanyama (S); and Mer (IC).

The Brisbane SLAs of Inala and Wacol are the first SLAs outside the Aboriginal and Torres Strait Islander communities to record the lowest SEIFA IRSD scores. These areas both include an Indigenous population of 8.01% and 10.31%, respectively. Also in the Brisbane SD, SLAs with the largest proportion of Indigenous population for the SD are Redland (S) Bal, Acacia Ridge, Kingston, and Woodridge, all have estimated Indigenous residents of over 5% of the total population and are the lowest scoring SLAs after Inala and Wacol.

Given the persistent poverty experienced by Indigenous communities it is essential that all spheres of government sustain and increase their efforts to address Indigenous disadvantage. These policy and program interventions should include urban Indigenous communities as well as rural and remote Indigenous communities.

While it is important to consider the implications of pockets of relative disadvantage within more advantaged regions and communities, some SDs with lower overall scores are also characterised by higher populations in Quintiles 1 and 2, and very low populations in Quintile 5. The lack of diversity within the population may indicate a deficit in community resources and assets with associated implications for community capacity, local economies and demand for services. Further analysis and engagement at the area level would be required to guide effective responses.

The following graph illustrates the extent to which some SDs not only have higher proportions of population in the lowest scoring Quintiles but also a relatively low population in Quintile 5.

⁵ In constructing the SEIFA IRSD, the ABS included the variable measuring the proportion of people in an area who identify themselves as Aboriginal and/or Torres Strait Islander as a proxy for relative disadvantage because of its indirect association: 'Indigeneity is highly correlated with relative socio-economic disadvantage at an area level. It has been shown that on average, Indigenous Australians have significantly lower levels of income, employment and education than the rest of the population (Population Characteristics, Aboriginal and Torres Strait Islander Australians, 2001 (ABS cat. no. 4713.0)).' (ABS, 2006f:15). UnitingCare Queensland is confident that these...