

Name of Witness	Garry James DAVISON
Date of Birth	[REDACTED]
Address and contact details	[REDACTED] Gympie. [REDACTED]
Occupation	Manager
Officer taking statement	Det Insp Mark Ainsworth
Date taken	29/8/2011

Garry James DAVISON states;

1. I am a married man, [REDACTED] years of age and I reside with my wife at [REDACTED] [REDACTED] Gympie. I have lived in Gympie all of my life except for 10 years. I am a manager of an employment agency for persons with disability. I was formerly an Alderman on the Gympie City Council from 1986 to 1991. After this I was the President of the Gympie Traders Association in the early 1990's. This then changed names to another Business representation committee then changed names again to the Gympie Chamber of Commerce. I have been active on these groups since establishment. I am currently the vice-president of the Chamber of Commerce. I recall 1999 as being the largest flood in Gympie, this is the main flood that caused the establishment of a Gympie Chamber of Commerce Flood Plan.

2. The Gympie Chamber of Commerce Flood Plan was gradually developed as an action plan for new and existing businesses to minimise flood events on their business. This was brought about by a number of issues that occurred during the 1999 floods. Basically a number of people, myself included saw the need to provide Gympie businesses with assistance in what to do during a flood event.

Witness Signature
Page Number 1

Signature of [REDACTED]

400 George Street Brisbane
GPO Box 1738 Brisbane
Queensland 4001 Australia
Telephone 1300 309 634
Facsimile +61 7 3405 9750
www.floodcommission.qld.gov.au
ABN 65 959 415 158

Exhibit Number:

QFCI

Date:

13/10/11
816

Jm

3. I recall in 2000 we established a committee tasked with preparing and writing the Gympie Chamber of Commerce Flood Plan. The members of this committee were firstly volunteers and consisted of people with diverse experience and backgrounds within the Business Community who were capable of producing such a document. Beryl SPENCER was responsible for about 80 % of the production of the document. The production of this document was on and off for a period of about 3 to 4 years. In 2005, the document was completed and distributed to all businesses in the main Gympie CBD Streets and other streets close to the CBD.
4. The Chamber of Commerce Flood Plan provided advice to people what to do in times of flood, the preparation of a flood evacuation plan, contact lists, personal evacuation plans, flood heights, advice to people of what will occur at certain flood heights such as when electricity will be cut off, this information is important information that people normally do not keep in their head. The plan is to be updated at regular intervals.
5. The Gympie Chamber of Commerce consists of an individual membership which is a cost of \$66 per annum. This includes a discount on the monthly breakfast network meetings. The other membership is the \$330 corporate membership which includes free breakfasts at the monthly network meetings, free website links with the Chamber of Commerce. The Flood Plan is freely available to any person when they access the Chamber of Commerce Website.

Currently the Gympie Chamber of Commerce covers the Gympie area, it only includes businesses and employees of businesses in the area. Its specific goals are to hold networking meetings for members and then to broadly be the mouthpiece of the greater business district to represent them at various foras.

6. Current membership of the Gympie Chamber of Commerce sits at between 60 and 80 businesses/employees of businesses. The Chamber meets once a month being the first Wednesday morning of every month.
7. With respect to the Flood Plan, the latest review of this document was conducted in February, 2011 and is still not yet finalised. I am currently in negotiations with Council regarding several matters.

I now produce a draft of the Gympie Chamber of Commerce Flood Plan correct as of February, 2011.

8. Since the production of the Flood Plan we have received very favourable comments from people affected by the floods. Some comments after the 2011 floods included persons stating that it was the best organised evacuation and reinstatement of business that they had seen in 30 years. My role during this flood event included being responsible as the main liaison person for the business community, ensuring relevant questions and issues were addressed.

I was also responsible for the co-ordination of use for available resources that could be effectively used to assist people during the times of flood. During the 2011 floods I was a representative on the Local Disaster Management Group representing the business within the CBD. I attended every meeting that was on. Attendance at these meetings provided me with information that I could pass onto the business community and it also provided me the opportunity after the flood waters receded to arrange skip bins for the business community from Council. I also liaised with the Army as to what they could do to assist the business community.

9. At the conclusion of the Flood event in 2011 we called a meeting with the business community. This meeting was more of a debrief to discuss what worked well and what did not work so well so we could address these issues in the updated flood plan. Several issues were identified including the interference sight seers were causing to businesses who were attempting to evacuate from their premises, traffic congestion in the CBD area and some confusion over the signing of consent forms for the Queensland Fire and Rescue Service. These consent forms were to give rural fire fighters to enter premises and hose down the interior of businesses assisting in the clean up phase.

During the flood event, Acting Liaison Officer and Information Booth operator [REDACTED] maintained a flood running sheet of the CBD. This running sheet recorded issues that occurred and provided information in relation to the debrief.

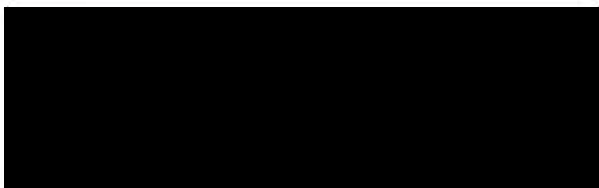
I now produce a copy of this Debrief Document.

RECOMMENDATIONS:

10. As a result of the 2011 floods I have a couple of recommendations including more gauge sites that BOM could utilise for measuring of river heights. Also the continued availability on the BOM site demonstrating to people what relevant heights were at specific times and locations. Even if these heights were downloadable.

11. During the actual flood internet connection and mobile phone communications were lost in various of Gympie. These communications were down for about 3 days and did not affect all communication services.

12. In my view the whole Gympie Community responded to the recent flood events. The community spirit was excellent and most people were only too happy to assist people affected by the floods.



G.J.DAVISON

Justices Act 1886

I acknowledge by virtue of section 110A(5)(c)(ii) of the Justices Act 1886 that:

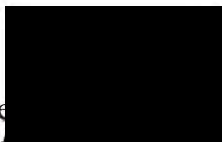
- (1) This written statement by me dated 29/8/11 and contained in the pages numbered 1 to 6 is true to the best of my knowledge and belief; and
- (2) I make this statement knowing that, if it were admitted as evidence, I may be liable to prosecution for stating in it anything that I know is false.



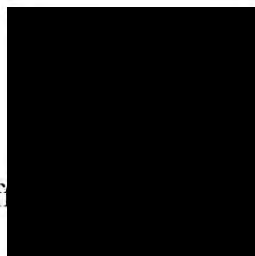
Signature

Signed at Gympie this 29th day of August 2011

Witness Signature
Page Number 6 of 6



Signature of off



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Gympie **Central** Business District



Flood Sub Plan

GYMPIE BUSINESSC.B.D. FLOOD SUB PLAN

Forward

The Gympie Chamber of Commerce has produced this booklet. It has been researched and put together by volunteers. Many hours have gone into research and many more will go into bringing to you, the ~~central~~ business operator, up to date information.

This is not, nor was it designed to be an answer to all your questions, nor was it designed to replace your own flood evacuation plans.

For those who do have your own evacuation plans – congratulations. We believe that you will still benefit from reading through this booklet. For those traders who, for whatever reason, do not have a flood evacuation plan, I hope you will gain enough knowledge from this booklet to empower you to produce your own working plan.

This is a two-part booklet. The first part is the Flood Sub Plan for ~~the Mary Street~~ businesses. The second part is a guide to producing your own evacuation plan. We felt that it was important that the two be published together. You, as a trader, may see what has been put in place for you and may choose to use the benefits we have been able to secure for you in your own plans.

At 12 monthly intervals it is intended to review the sub plan and if need be, changes will be implemented. This will be attended to by members of the organising Flood Committee. Any interim changes of addresses etc will be noted by the Committee. It is also intended that the Flood Committee liaise with the Gympie Regional Council Local Disaster management Committee. Submissions, comments and ideas from businesses are welcome. All traders and property owners in our flood area will receive an update should there be cause for change.

We trust you will not become complacent with your flood preparations. We hope and believe you will use this tool as a catalyst to inspire you into producing a workable and simple plan. A document to minimise the disruption and inconvenience during Gympie floods.

GYMPIE BUSINESSC.B.D. FLOOD SUB PLAN

Table of Contents

	Page
Aim	4
Authority	4
Scope	4
Potential areas of Operation	4
Organisation for Planning and Debriefing	4
Organisation for Control	4
Communications	5
Concept of Operation	5
Debriefing	6
Review and testing	6
Copies of Flood Sub Plan	7
Energex Flood Requirements	7
Flood Committee	9
Self Help	10
Personal Evacuation Plan	13
Flood Evacuation Plan	15
Flood Heights	18

GYMPIE ~~C.B.D.~~BUSINESS FLOOD SUB PLAN

Aim

To assist business people in flood prone areas in and around Gympie to produce their own flood evacuation plan.

To liaise between the relevant authorities and relay the concerns of fellow business people with regard to flood issues in the various business areas in Gympie.

To assist in the planning, monitoring and subsequent updating of such Plans.

Authority

The Gympie business traders held a meeting after the February 1999 flood of Gympie, as a debriefing where their concerns could be raised. All interested persons were invited and later asked to participate in forming a Committee, which would devise the abovementioned plan. This inaugural Committee was formed in 2001.

Scope

The Flood Sub Plan applies to –

The orderly evacuation of Gympie business premises in flood prone areas.

The supply of relevant information to the same businesses.

Potential areas of operations

Flooding of business premises in Gympie

Organisation for Planning and Debriefing

[REDACTED]
Garry Davison
[REDACTED]

Plus selected Business Operators from flood affected areas.

Organisation for Control

[REDACTED]
Garry Davison
[REDACTED]

Or Julie Walker
[REDACTED]

Liaison Officer /Information Booth Coordinator
Communication Administrator
Assistant Communication
SES Consultative Adviser
Liaison Committee to Council
Planning / Debriefing
Planning / Debriefing
Planning / Debriefing
Planning / Debriefing
Planning / Debriefing

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Communications

It is the responsibility of all business owners to be aware of how flooding of the CBD may affect their business. Up to date information is available from [Mary River Flood Warnings](#) (this site is activated when a flood warning has been issued)

If access to the internet is not available (eg power to business is disconnected) internet access can be obtained from the Information Booth in the centre of Mary Street.

Concept of Operations

River height 13 metres (or at a time when the SES controller regards it is necessary) and is expected to rise entering Mary Street: SES contacts the Liaison Officer.

Liaison Officer contacts Council requesting road closure of Mary Street, [Monkland Street, River Road, Reef Street and Jaycee Way](#). Liaison Officer requests Council (reiterating their flood sub plan commitments) regarding rubbish bin removal and removal of bus shelters and refuse containers in Mary Street and Reef Street and other affected areas.

River level 14.5 metres:

~~The Information Booth shall be manned to allow internet access for businesses evacuating flooded areas.~~

If the river level is expected to reach Mary Street then the [Information](#) Booth will be manned ~~24 hours a day to allow internet access for businesses evacuating flooded areas.~~

Street passes ~~and wrist bands~~ shall be distributed to the business owners as follows:

1. Passes will be available ONLY at the Information Booth
2. Liaison Officer or a person appointed by the Liaison Officer shall operate a register of businesses and passes.
3. Each Business owner or appointed person must sign ~~for~~ their pass ~~and wrist bands~~.
4. Police are to be contacted requesting their cooperation in enforcing only vehicles with an OFFICIAL STREET PASS ~~and volunteers with wrist bands~~ to enter Mary Street.
5. Should the River height reach the Information booth, all operations will be moved to the SES site.

Once the river level has peaked, the information booth shall only be required to open during daylight hours or as deemed necessary.

All enquiries and correspondence should be directed to the Liaison Officer on [REDACTED] Communication Officer, Garry Davison [REDACTED]
[REDACTED] Council Liaison Officer Cr Julie Walker [REDACTED]

Further requests for assistance will be directed to Gympie Regional Council after full implementation of this plan.

Debriefing

Following a ~~flooding of Mary Street~~major flood event by the Mary River, it will be the responsibility of the Chairperson or such person appointed by the Chairperson to call a Debriefing Meeting as follows:

- > As soon as practicable after operations and cleanup have concluded.
- > All affected traders shall be invited to a debriefing to voice their concerns.
- > Chairperson and other Committee members shall pass these on at the debriefing conducted by the Gympie Regional Council Counter Disaster Committee.

Review and Testing

- It will be the responsibility of the Chairperson or person appointed by the Chairperson to call an annual meeting of the Flood Plan Committee at such other times as deemed necessary.
- This plan is to be reviewed 12 monthly by the Flood Committee with submissions accepted from any affected local business and relevant authorities.
- It is the responsibility of each Business in the flood prone region to forward all details of flooding on to new owners.
- It will be the responsibility of the Committee to attend to updating new businesses into the database and follow up with business owners.
- In event of eminent flooding of the Mary River, a meeting of the Committee will be called to assess readiness for evacuation process.
- A copy of the latest plan shall be distributed to the businesses concerned & posted to affected property owners via email
- ~~The testing of this plan shall be undertaken during the Emergency Services Expo Week held annually.~~

Copies of Flood Sub Plan

Copies of this full Flood Sub Plan can be downloaded and printed from the Gympie Chamber of Commerce Website.

All shop owners in flood prone areas should avail themselves of an updated copy of the Sub Plan and accept the responsibility of preparing their own flood evacuation plans, which are then placed in a secure place.



ENERGEX RESPONSE AND RESTORATION PLAN FOR GYMPIE CBD DURING PERIODS OF FLOODING

ENERGEX have a duty of care in maintaining the safety of people and plant for all events that present a risk to the electricity network.

Water and electricity are a fatal combination, therefore as flood waters rise ENERGEX staff will need to switch off the electricity supply at strategic locations before the water reaches any wiring or electrical fittings in your premise. These actions will protect you from potentially fatal situations which can occur when electrical wiring is invaded by water.

The ENERGEX “**Response Plan**” is triggered by river height readings from the Kidd bridge river gauge as follows:

- **14.0m@ Kidd bridge river gauge and forecast to rise above 15.0m**

- o Disconnect ENERGEX transformer in Reef St. this transformer will switch OFF electricity supply to selected premises in Mary St, River Rd and Reef St as follows:

STREET	NUMBER
Mary Street	122 – 125, 127, 129, 131, 133, 135 – 148, 150, 152 – 164, 166, 168, 170, 173 – 174, 176 – 178, 180 – 182, 185, 187 – 188, 190 – 191, 194 – 195, 197 – 198, 200, 204, 206, 208
River Road	13 & 23
Reef Street	Shops 1 – 5

- o Removal of electricity meters will commence at the premise locations mentioned above. ENERGEX will require access to remove the meters.

- **15.0m @ Kidd bridge river gauge and rising.**

- o Disconnect ENERGEX transformer in Monkland St, this transformer will switch OFF electricity supply to selected premises in Reef St. Mary St. and Monkland St. as follows:

STREET NAME	STREET NUMBER
Mary Street	116, 120, 126, 187, 191, 192, 194, 196, 198
Reef Street	1
Monkland Street	66

- o Removal of electricity meters will commence at the premise locations mentioned above. ENERGEX will require access to remove the meters.

18.0 m @ Kidd bridge river gauge and rising.

- o Disconnect ENERGEX transformer at the rear of Cullinan Plaza. This transformer will switch OFF electricity supply to selected premises in Young St. & Calton Terrace as follows:

STREET NAME	STREET NUMBER
Young Street	26, 28, 32, 34, 36, 38, 40, 42
Calton Terrace	28, 30 – 33, 35, 37 – 38, 40, 41 – 42, 44
Mary Street	104 (all of Cullinan Plaza)

- o Disconnect ENERGEX transformer in Smithfield St, this transformer will switch OFF electricity supply to selected premises in Mary St. as follows:

STREET NAME	STREET NUMBER
Mary Street	38, 40, 44, 46, 48, 50, 52, 54, 58, 62, 66, 68, 70, 74, 76, 78, 80, 84, 90, 92, 99 - 103, 105, 115

- o Removal of electricity meters will commence at the premise locations mentioned above. ENERGEX will require access to remove the meters.

20.0m @ Kidd bridge river gauge and rising.

- o Disconnect ENERGEX transformer in Nash St. This transformer will switch OFF electricity supply to selected premises in Mary St, Nash St, and Monkland St. as follows:

STREET NAME	STREET NUMBER
Mary Street	135, 163, 171, 191
Nash Street	21, 23, 26, 28, 30, 37
Monkland Street	66, 69, 72

- o Disconnect 2nd ENERGEX transformer in Nash St. This transformer will switch OFF electricity supply to "Coles".
- o Removal of electricity meters will commence at the premise locations mentioned above. ENERGEX will require access to remove the meters.

The ENERGEX "Recovery Plan" is as follows:

ENERGEX will closely monitor river height levels and reverse the steps documented in the response plan above when river heights subside below the levels indicated.

ENERGEX disconnection staff will remove the primary fuse and leave the main switch OFF. It is the responsibility of the premise owner or business operator to engage the service of a private electrical contractor to do a safety check of the premise electrical circuits before the main switch is turned ON. Once this has been completed the owner will be issued a "FORM 3" by the electrical contractor indicating to ENERGEX that the premise is safe to reconnect.

If electrical circuits have NOT been inundated with water, simply call ENERGEX to be reconnected.

Contact Numbers.

- General Enquiries 13 12 53
- Loss of Supply 13 62 62
- Emergencies (life threatening or wires down) 13 19 62

2010 Members of the Flood Committee

MEMBER	POSITION	BUSINESS	CONTACT NO.
[REDACTED]	Liaison/Admin Flood Coordinator	Mary Street Information Booth	[REDACTED]
Garry Davison	Communication Administrator		
[REDACTED]	Asst Communication Administrator	Crossley Studios	
Cr Julie Walker	Council Liaison	Councillor	
[REDACTED]	Adviser	SES Coordinator	
[REDACTED]	Planning/Debrief	Goodyear Jeweller	
[REDACTED]	Planning	Gympie Photo First	
[REDACTED]	QFRS	QFRS	
[REDACTED]		Qld Police (Gympie)	

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Potential Areas of Operations

The areas of operations for the purpose of this Flood Sub Plan are the central business flood prone area bounded by Channon Street, Nash Street, Young Street, ~~and River Road.~~

~~The area around the Monkland Street intersection with the Bruce Highway & around Sun-Steel Jane and Violet Streets, & Businesses around the One Mile Ovals are to be also included. However this plan does not cover these regions.~~
Operations Centre... The key members for control during flood times are:

Garry Davison [REDACTED]

PROCEDURE:

If only one of these officers is available then that one is to take charge and recruit suitable helpers, firstly from the Flood Committee, then as available.

Operations Centre

Staffing

The staff levels should be two persons during daylight hours and two persons with at least one being a male for the night-time shift. ~~Present information booth staff has agreed to man the booth six hourly around the clock with the assistance of the SES appointed representative and or Committee members as needed.~~

Mary Street Booth – Phone [REDACTED]
[REDACTED] [REDACTED]

GYMPIE C.B.D. BUSINESS FLOOD SUB PLAN

SELF HELP PAGE:

River level 14.5 metres:

- The Information Booth shall be manned.
- All flood heights will be available through the BOM Website as detailed in the flood plan on ~~Councils the~~ Chamber of Commerce Website.
- If the river level is expected to reach Mary Street 17 metres then the Booth will be manned ~~for extended hours~~ 24 hours a day.
- ~~Street Vehicle~~ passes and volunteer wrist bands shall be distributed to the business owners as follows:
 - Passes will be available ONLY at the Information booth or other designated locations
 - Liaison Officer or a person appointed by the Liaison Officer shall operate a register of businesses and passes.

- Each Business owner or appointed person must sign their pass.
- Police are to be contacted requesting their cooperation in enforcing only vehicles with an OFFICIAL STREET PASS to enter Mary Street.
- Should the River height reach the Information booth, all operations will be moved to the SES site.

Once the river level has peaked, the information booth shall only be required to open during daylight hours or as deemed necessary.

All enquiries and correspondence should be directed to the Liaison Officer [REDACTED]
[REDACTED] Communication Officer Garry Davison 0409 821633,
Council Liaison Officer Julie Walker [REDACTED]

Further requests for assistance will be directed to Gympie Regional Council after full implementation of this plan.

Debriefing

Following a flooding of Mary Street by the Mary River, it will be the responsibility of the Chairperson or such person appointed by the Chairperson to call a debriefing Meeting as follows:

- As soon as practicable after operations and cleanup have concluded.
- All affected traders shall be invited to a debriefing to voice their concerns.
- Chairperson and other Committee members shall pass these on at the debriefing conducted by the Gympie Regional Council Local Disaster Management Committee.

All businesses can access this information as follows:

Log into Bureau of Meteorology Web sites Qld. Flood
http://www.bom.gov.au/cgi-bin/wrap_fwo.pl?IDQ20790.html
<http://www.gympieweather.com/>

Via ~~that~~ these pages, the following information for the Mary River can be accessed: Flood Warnings (containing the latest predicted heights for Gympie)

River Height Bulletins (updated hourly with the latest available river heights.)

Rainfall Bulletins (updated hourly)

Description of the warning system and maps.

WEATHER BY FAX as per Bureau of meteorology next page.

Phone Bureau of Meteorology, Flood Warning Centre Brisbane: 07 3239 8778/9

During Floods: 3222 92964

Phone Gympie Regional Council: 5481 0800

Phone SES: 5482 1590

Police: 5480 1111

Counter Disaster Direct line 5482 6399 (Business hours)

Qld Fire Service (Fire Brigade) 5482 2566

ENERGEX (General Enquiry)
Listen to 4GY and FM 91.5

131253

The following is an excerpt from the publication "Great Floods of History" 1867... 1992.

It is published with permission from Gympie Times to whom we offer appreciation for this initiative.

This following formula was compiled by Dr William Nimmo, a hydraulic engineer and Queensland's Commissioner of Irrigation and Water Supply. Dr William Nimmo researched the Bureau of Meteorology records dating back to 1870.

"According to the formula, an approximate rule for working out the peak height in Gympie is to multiply the Kenilworth peak by 1.25, then add 17 feet (5.18156 meters). It is suggested that if substantial rain is not being received below Kenilworth at the same time it is falling in the range catchment area, then four feet (1.2 metres) should be subtracted from the Gympie peak.

To gauge the interval hours between peaks, subtract 10 feet (3.048 meters) from the Kenilworth peak.

Thus if Kenilworth peak is 50 feet (15.24 meters), according to the Nimmo formula the Mary will peak at Gympie 40 hours later (50 minus 10 equals forty)"

Regardless of the concern of Dr David Nimmo (son) about the impact of many changes in the catchment, emergency workers and business people alike still rely on this formula for an indication of the heights and time of flood peaks

Personal Evacuation Plan

The personal evacuation plan is for everyone to fill in.

It is a guide for you to look at parts of your existing plan and maybe add to them. For those who don't have a plan in place it is a starting point. We suggest that you photocopy the three pages before starting to fill them in as you may make changes to them.

Once completed you may wish to take your copy to a copy centre and enlarge to an A3 size and then laminate it. It should be displayed where all staff can read it.

There are some columns that do not require completing. This is a guide for others.

1.1	Store Flood Height	Fill in the height at which your store floods
1.2	Estimated Time to evacuate	how long does it take to evacuate?
1.3	Forecast level at which to evacuate	Fill in the height at which you must start to evacuate
1.4	Information availability	Where will you acquire your flood warnings from?
1.5	Confirm Truck availability	Have you arranged a truck in advance and are they still willing to assist you?
1.6	Confirm Labour availability	Are your staff available to help you move and at what river height are they unable to assist you? Are there any other helpers available?
1.7	Confirm storage availability	Do you have storage facilities? What river height will these be flooded at or become inaccessible?
1.8	Confirm other requirements	Trades persons
1.9	Arrange for security during evacuation recovery period	Security for your stock at its storage location and also your vacant shop.
2.4	Bank excess funds	No need to have stacks of this on hand!!!
2.5	Check for	These are items needed for cleanup.
3.7	Rubbish removal	Who will clean up all the rubbish and how?
3.8	Remove Phones/Computers	Can you do this yourself / do you need to call a technician?

3.9	Collect street passes(Info Centre)(<u>Mary Street businesses</u>)	At height 14.5m (Approx) you will need to attend the Operations Site (Info Booth Mary St) to receive passes.
4.0	Personnel to clean	Do you have or will you need cleaners when the flood subsides?
4.1	Materials to Clean	If cleaning yourself a checklist of cleaning products
4.2	Estimated time to clean	How long will you take to clean up and get back into operation?
4.3	Estimated time for repairs	If your shop is damaged – who will repair it?
4.4	Confirm truck availability	Have you arranged a truck in advance and are they still willing to assist you?
4.5	Confirm all services to be tested/ repaired	Have the phone numbers of these people handy and also their mobile numbers – they may be hard to catch.
4.6	After evacuation leave all doors open.	

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Completely clean floor. The Fire Brigade will attend in Mary Street to hose down shops as water recedes. This will greatly assist you in your work cleaning. NB It is important that cleaning is attended to as water recedes as mud and rubbish in flood waters can be difficult to remove if left to dry.

VERY IMPORTANT:

Power is to be disconnected before water reaches power points/lights. Turn off main switch

Advise Energex that you have vacated Premises. Phone Energex 13 12 53

NB: IT IS THE RESPONSIBILITY OF ALL BUSINESSES TO FOLLOW ENERGEX RECOMMENDATIONS. PLEASE FOLLOW ALL CORRECT PROCEDURE IN REGARDS TO POWER IN FLOOD TIMES.

Whilst all care has been taken in compiling this document it is the business owner's responsibility to assess the suitability of his or her own personal plan and Gympie Chamber of Commerce Inc shall not be held responsible.

FLOOD EVACUATION PLAN

Action	Details	Contact	Phone	Person Responsible	Comments
1.1 Store Flood Height					
1.2 Estimated Time to Evacuate					
1.3 Forecast level at which to evacuate					
1.4 Information availability					
1.5 Confirm Truck availability					
1.6 Confirm labour availability					
1.7 Confirm Storage availability					
1.8 Confirm other Requirements					
1.10 Electrical/Backup Generator					
1.11 Plumber/Gas Fitter					
1.12 Air conditioning					
1.13 Alarms/Security					
1.14 Arrange for Security during evacuation recovery					
1.15 Bank excess funds					

Action	Details	Contact	Phone	Person Responsible	Comments
2.0 Check for					
2.1 Torches					
2.2 Batteries					
2.3 Packing tape/boxes					
2.4 Nikko pens					
2.5 Buckets, mops etc					
2.6 Disinfectant					
2.7 Hoses					
2.8 Squeegees					
2.9 Electric Leads					
2.10 Power boards					
2.11 Water Dispersal's					
2.12 Rubbish removal					
2.13 Back up Computers and remove phones & Computers					
2.14 Attend Operations site to receive street passes					
2.15 Inform Energex of Evacuation					

Action	Details	Contact	Phone	Person Responsible	Comments
2.16 Personnel to clean					
2.17 Materials to clean					
2.18 Estimated time to clean					
2.19 Estimated time for repairs					
2.20 Confirm truck availability					
2.21 Confirm all services to be tested/repared					
2.22 Electrician					
2.23 Plumber					
2.24 Security/Alarms					
2.25 Air conditioning					
2.26 Builder Inspection					
2.27 Flooring					
2.28 Locksmith					
2.29 Telecom/P.A.					
2.30 Computer installation					
2.31 Suppliers Delivery					
2.32 Pest Control					

Bureau of Meteorology Date: 11/3/2002

PEAK FLOOD HEIGHTS

(Chronological Listing)

Station : GYMPIE CBM No 040426
 Stream : MARY RIVER MODERA AWRC No : 138900
 Flood Classifications: TE 12.0 MAJOR 17.0 (MINOR
 FLOODS NOT RECORDED.)

Date	Time	Gauge Height (metres)	Site	Data Source	Data Type	Obs Site
11/03/1870		21.59		REGISTER	NOT KNOWN	
29/07/1889		16.92		REGISTER	NOT KNOWN	
25/01/1890		19.28		REGISTER	NOT KNOWN	
12/03/1890		17.40		REGISTER	NOT KNOWN	
04/02/1893	0300	25.45		REGISTER	NOT KNOWN	
17/02/1893		21.08		REGISTER	NOT KNOWN	
11/01/1898	2300	22.00		REGISTER	NOT KNOWN	
08/03/1898	2045	21.49		REGISTER	NOT KNOWN	
14/01/1911		11.35		REGISTER	NOT KNOWN	
05/02/1911		13.87		REGISTER	NOT KNOWN	
11/02/1915		13.28		REGISTER	NOT KNOWN	
07/04/1921		13.26		REGISTER	NOT KNOWN	
31/12/1921		12.17		REGISTER	NOT KNOWN	
12/03/1925		12.65		REGISTER	NOT KNOWN	
21/06/1925		14.02		REGISTER	NOT KNOWN	
16/12/1926		13.49		REGISTER	NOT KNOWN	
25/01/1927		17.02		REGISTER	NOT KNOWN	
05/03/1927		13.00		REGISTER	NOT KNOWN	
21/02/1928		16.26		REGISTER	NOT KNOWN	
20/04/1928		15.68		REGISTER	NOT KNOWN	
21/01/1929		12.65		REGISTER	NOT KNOWN	
05/04/1929		13.44		REGISTER	NOT KNOWN	
26/01/1930		11.43		REGISTER	NOT KNOWN	
02/06/1930		11.13		REGISTER	NOT KNOWN	
29/06/1930		12.19		REGISTER	NOT KNOWN	
06/02/1931	1400	17.63		REGISTER	MANUAL	
03/02/1934	1210	12.80		REGISTER	MANUAL	
23/02/1934	0500	12.45		REGISTER	MANUAL	
20/01/1938	1800	11.58		REGISTER	MANUAL	
27/05/1938	2330	13.28		REGISTER	MANUAL	
04/03/1939	1500	12.95		REGISTER	MANUAL	
31/05/1941	1100	12.04		REGISTER	MANUAL	
01/02/1944	0900	12.22		REGISTER	MANUAL	
26/03/1946		14.78		REGISTER	MANUAL	
14/02/1947	0600	13.87		REGISTER	MANUAL	
02/03/1947	1400	16.46		REGISTER	MANUAL	
08/03/1947		11.53		REGISTER	MANUAL	
02/05/1948	1500	14.99		REGISTER	MANUAL	
04/03/1949	1500	12.95		REGISTER	MANUAL	
26/10/1949	1500	12.40		REGISTER	MANUAL	
01/03/1950	0100	16.99		REGISTER	MANUAL	

01/02/1951	0600	16.84	REGISTER	MANUAL
22/02/1953	1200	16.03	REGISTER	MANUAL
24/03/1953		12.65	REGISTER	MANUAL
11/02/1954	1700	13.87	REGISTER	MANUAL
14/07/1954	1800	15.44	REGISTER	MANUAL
10/03/1955	0215	13.87	REGISTER	MANUAL
28/03/1955	1730	21.44	REGISTER	MANUAL
01/05/1955	1100	12.65	REGISTER	MANUAL
27/05/1955	0900	11.20	REGISTER	MANUAL
10/02/1956	1630	14.33	REGISTER	MANUAL
12/03/1956	1400	17.75	REGISTER	MANUAL
28/03/1956	2100	12.73	REGISTER	MANUAL
22/12/1956	1700	11.28	REGISTER	MANUAL
11/06/1958	1400	15.77	REGISTER	MANUAL
19/02/1959	0530	13.61	REGISTER	MANUAL
14/11/1959	2010	13.34	REGISTER	MANUAL
02/01/1963	1500	11.89	REGISTER	MANUAL
18/03/1963	0000	15.82	REGISTER	MANUAL
31/01/1967	0900	12.42	REGISTER	MANUAL
11/06/1967	1730	14.96	REGISTER	MANUAL
28/06/1967	0700	12.12	REGISTER	MANUAL
10/01/1968	2000	18.75	REGISTER	MANUAL
02/02/1971	0100	11.86	REGISTER	MANUAL
03/02/1971	1900	12.62	REGISTER	MANUAL
19/02/1971	2230	15.90	REGISTER	MANUAL
13/02/1972	0300	18.39	REGISTER	MANUAL
20/02/1972	2359	11.29	LOG SHEET	MANUAL
03/04/1972	2359	15.85	REGISTER	MANUAL
09/07/1973	0200	19.61	REGISTER	MANUAL
26/01/1974	0900	17.65	REGISTER	MANUAL
28/01/1974	0500	20.73	REGISTER	MANUAL
13/03/1974	2000	14.35	REGISTER	MANUAL
21/01/1976	0600	15.70	LOG SHEET	MANUAL
23/01/1982	1200	12.15	REGISTER	MANUAL
23/06/1983	1400	16.75	REGISTER	MANUAL
06/06/1988	0930	13.00	LOG SHEET	MANUAL
06/07/1988	1800	12.40	LOG SHEET	MANUAL
19/12/1988	2100	13.30	LOG SHEET	MANUAL
01/04/1989	1500	11.85	LOG SHEET	MANUAL
03/04/1989	2130	19.65	LOG SHEET	MANUAL
26/04/1989	2100	19.00	LOG SHEET	MANUAL
22/02/1992	2100	21.40	LOG SHEET	MANUAL
17/03/1992	1300	16.10	LOG SHEET	MANUAL
15/02/1995	2359	12.40	LOG SHEET	MANUAL
10/02/1999	0400	21.95	LOG SHEET	MANUAL
03/03/1999	0600	11.40	LOG SHEET	MANUAL
10/01/2011	0300	19.24		

(Information used in Flood Height Documents is taken from Bureau of Meteorology. Names & addresses of Businesses are updated and are correct as at ~~October~~ February 2011)

HEIGHTS AT WHICH BRIDGES IN AND AROUND GYMPIE ARE CUT FROM FLOOD WATERS:-

Kidd Bridge	9.9 metres	Inglewood Bridge
		13.4 metres

Bells Bridge	13.5 metres	Pengellys Bridge
		15.85 metres
Normanby Hill Bridge	15.54 metres (southern end)	Six Mile Bridge (Gympie south)
		17.00 metres

RAIL ACCESS TO GYMPIE FROM MONKLAND

Access to Gympie is available by train from Monkland throughout flood periods. Check with the Gympie Railway Station as to when trains from Monkland cease to operate.

2010

Floor 11:

-	James Arcade	
-		
-	James Nash A	
173	-	
178	Mary Street	
180	Mary Street	
181	-	
177	Mary Street	
50	Monkland Str	
182	Mary Street	
164	-	
160	Mary Street	
155	Mary Street	
158	-	
-	Condie's Arcade	
190	Mary Street	
185	Mary Street	
185	Mary Street	
154	Mary Street	
156	Mary Street	
150	-	
152	Mary Street	
147	Mary Street	
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RAIL ACCESS TO GYMPIE FROM MONKLAND

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Gympie C.B.D. Flood Sub Plan

Mary Street Information Booth Acting Co-ordinator & Liaison Officer

DEBRIEF REPORT

**For Gympie CBD Flood Committee and
Gympie Regional Council Local Disaster Management Committee**



Prepared by

**Acting Liaison Officer/Information Booth Co-ordinator
Tanya Easterby**

**for the period
Sunday 9th January – Friday 14th January 2011**

Mary St Co-ordination Flood Sub Plan Debrief Prepared by



Introduction

I would like to acknowledge the volunteers that have previously spent many hours researching and planning the Gympie CBD Flood Sub Plan. Unfortunately, the relatively new local flood sub plan for CBD was implemented recently due to the January 2011 floods in Queensland.

As Acting Booth Co-ordinator and Liaison Officer I relied explicitly on this valuable source of information to co-ordinate and liaise with the Flood Committee and local Disaster Management members and business owners listed within the flood plan to communicate with relevant authorities and relay the concerns of fellow business people with regard to flood issues.

Those businesses contained in the CBD Flood Sub Plan were evacuated in an orderly fashion well before Mary Street flood level height of 17.1 metres. Some businesses contained in the plan did not cite an updated version of the Flood Plan due to their own lack of complacency and ignorance.

This has been an opportunity to trial the operations of the Flood Plan for CBD and there will always be a requirement to review, revise and amend concepts of operations. I believe the implementation of the plan where business owners who had been responsible for their own personal flood plan in conjunction with the co-ordination and liaison with the Mary Street co-ordinators was generally successful. I believe that the plan when revised could support and contain a wider catchment of businesses affected by floods within Gympie.

This report has been provided to inform the Flood Committee and the Gympie Regional Council Local Disaster Management Committee of an overview of activities conducted in Mary Street, the issues and suggestions from business owners and members of the public from Sunday 9th January to Friday 14th January 2011.

I would like to mention the tremendous support and co-operation of business members and service personnel, who at the time were facing difficult circumstances, still were able to acknowledge their appreciation of the assistance that was offered to them. It has been a privilege to work as a team member within my community in a time of crisis.

██████████
Acting Mary St Booth Co-ordinator/Liaison Officer

Mary St Co-ordination Flood Sub Plan Debrief Prepared by ██████████

Co-ordination of Gympie CBD Flood Sub Plan implemented 12md 9th January, 2011 at Mary Street Booth.

Organisation of Control:

- Coms Admin Officer Garry Davison contacted [REDACTED] Booth Co-ordinator
- [REDACTED] contacted [REDACTED] (11.30am) to stand in at Mary St Information Booth as Acting Co-ordinator/Liaison Officer as he was flooded in.
- Information Booth was manned from 12 midday, Sunday 9th January 2011
- Communication Administrator briefed Acting Booth Liaison Officer. (12.30pm)

The orderly evacuation of Gympie business premises in flood prone areas and the supply of relevant information to the same businesses were conducted as per CBD Flood Sub Plan.

Information Booth Manned Days & Hours:

Sunday 9 th January:	12 midday	–	11pm	Gympie 3pm – 13.79m Gympie 10.33pm – 14.64m
Monday 10 th January	6am	–	9pm	Gympie 5.33am – 16.09 m Road Closure @ 8.30am 16.74m Gympie 6.32pm – 18.64m
Tuesday 11 th January	6.30am	–	9pm	Gympie 3am – 19.24m Gympie 9pm – 18.09m
Wednesday 12 th January	6.30am	–	5pm	Gympie 6.30am – 17.34m Gympie 5pm – 16.94m
Thursday 13 th January	6.30am	–	5pm	Gympie 6.30am – 15.54m Gympie 5pm - 13.79m
Friday 14 th January	7am	–	5pm	Gympie 7am – 11.24m Gympie 5pm – 9.04m

Flood Heights and Flood Warnings monitored by Communications Administrator and Acting Booth Co-ordinator/Liaison Officer after hours from home.

Sources of Information utilised for flood updates, media releases, road/traffic conditions:

Bureau of Meteorology	www.bom.gov.au
Gympie Regional Council	www.gympie.qld.gov.au
RACQ	www.racq.com.au
Queensland Government	www.131940.qld.gov.au
Local Radio Station	4GY
Disaster Management Headquarters Hotline	Ph: 5482 6399
	Fax: 5481 0749
Communications Officer	Mob: 0409 821 633
Economic Development & PR Officer	Ph: 1300 307 800

Contacts not for public:

Gympie Energex Co-ordinator	Ph: 5480 3166
Fire Brigade (Veteran) Fax	Fax: 5483 3511
Disaster Management Centre Fax (Channon St)	Fax: 5481 0749 (Council's Chambers)
Westpac Bank (Back up if internet down)	Fax: 5483 6204 (back up for river heights updates & warnings)

Fax Machine borrowed from Gympie Foto First was utilised in the Information Booth.

Note: Fax Machine (A4 paper type required) to be purchased for Booth has been ordered by Council as soon as practicable.

Short period of phone / internet problems:

Back up received from Westpac Bank faxed/couriered latest Flood Warnings & River Heights to Information Booth.

Mary Street Newsagency: The loan of a Computer Mouse (as Booth computer mouse had stopped working) until one was purchased. (Leading Edge Electronics)

Photocopying paper: donated by Credit Union

Panini's Bakery: Food and drinks

Volunteer Security at Police Tape Barrier:



ISSUES REGISTER – CBD Mary Street

9th - 14th January 2011

Sunday 9 th January	Issue/s	Reported by	Activity Outcome	Recommendations Amendment/Inclusion
3pm – 13.79m	Initiating Flood Sub Plan at Booth Information Booth manned prior to river level 14.5	Booth Co-ord	Communications Administrator – Gary Davison Acting Booth Coordinator/Liaison Officer – [REDACTED] y	Allowed for setting up and being prepared.
	All flood heights and flood warnings were available on various web sites for business operators.	Booth Co-ord	Westpac Back communicated flood heights and warnings to the booth when internet was temporarily down.	Various web sites available for flood information.
	The booth was manned, however not for 24 hours. Times and dates listed above.	Booth Co-ord	It was at the discretion of the CA that river heights could be monitored from home by CA and BC	Worked well.
	Vehicle passes were available at the Booth and signatures were kept on a register.	Booth co-ord	Business operators and volunteers received passes. A small amount of passes were given to SES members to distribute at their discretion.	Worked well.
		Booth Co-ord	Vehicle identification was fine, however business owners, volunteers and members of the public were not identified separately which caused confusion when police tried to move people out of Mary St.	Vehicle passes worked well . Replace vehicle passes with armbands for people allowed in Mary Street whether on foot or in vehicle.
	Contact relevant parties involved in Flood Sub plan and remind them of their commitments.	Comms Admin	Contacted Council and reminded them of the flood sub plan commitments. • Rubbish removal	Reminded twice about rubbish collection. Seats weren't removed

Sunday 9 th January	Initiating Flood Sub Plan at Booth Information Booth manned prior to river level 14.5	Comms Admin	<ul style="list-style-type: none"> Bench seat removal Bus shelter removal 	from the street. Not sure whether bus shelters were removed.
		Comms Admin Booth Co-ord	Police were spoken to by CA requesting their co-operation in enforcing only vehicles with an Official Street Pass to enter Mary St and advise motorist who didn't have one to go to the booth.	Worked well.
	Initial Road Closure	Businesses	Energex sighted at appropriate times in areas according to flood plan	Requires more collection of business contact phone/mobile numbers for Energex staff
			Foot and Car traffic congestion between public and businesses	Earlier road closure for Mary Street/Monkland Mary Street /Booth
	Initial Police Tape Barrier	Booth Co-ord	<p>Mary St (Both ends) If police were not present at tape barrier, public just went wandering through. Public also came down Tom Grady's lane way from Nash St to Mary St and wandered around.</p> <p>Members of the public just wandering pass police tape barrier (Booth End) with trucks reversing, vehicles going the wrong way down Mary St, vehicles on footpaths, equipment being moved, creates a high risk of injury to public and business members. Looter risk while businesses and volunteers are busy evacuating.</p>	<p>24/7 manned barriers both ends of Mary Street as soon as Flood Plan initiated (Police/SES)</p> <p>24/7 Security Guard Patrol implemented as soon as Flood Plan is initiated and disbanded (covering Tom Grady access lane from Nash Street into Mary St by public)</p>

Sunday 9 th January	Initiating Flood Sub Plan at Booth Information Booth manned prior to river level 14.5			
	Lack of identification – Vehicle passes only	Businesses Booth Co-ord	Business owners & volunteers moved on by Police	Business Owners & Volunteers to be issued with arm bands could also be used for vehicle access Easier identification for police, security & business
	Gossip and wild imaginations of flood heights	Booth Co-ord	Business owners who were other wise occupied clearing out their shops and couldn't get to the booth or business owners who were not correctly informed (had not cited current Flood Plan) were relying on flood height activity by 3 rd parties	Information Sandwich White Board (water proof) positioned out the front of the booth and/or at major bridges informing the public of height levels and times of next flood warning (Southside and other areas that didn't have power couldn't receive phone calls or listen to radio or watch TV)
	Late /Non removal of Rubbish Bins, Refuse Bins Public Seating and Bus Shelters	Businesses	Business Owners who were aware of the CBD Flood Plan showed their disappointment that their rubbish bins had not been removed at the required height and that they floated away. Many of the Public Seats in Mary Street were already looking worse for wear, now they are sagging and water logged. Business owner enquired about rubbish removal as his bin had just	Designated departments involved in the Flood Plan of CBD need to show a commitment or follow through at the designated time/levels outlined in the Flood Plan

Sunday 9 th January	Late /Non removal of Rubbish Bins, Refuse Bins Public Seating and Bus Shelters		<p>floated away 6.50pm 9/1/11. Gympie 6.32pm – 14.09 Gympie 7.04pm – 14.14</p> <p>Communications Administrator spotted Clean away emptying rubbish bins approximately 8.30pm</p>	
	Unprepared Business Owners	Booth Co-ord	<p>A small amount of Business Owners still hadn't sited new Flood Plan</p> <p>A small amount of Business Owners knew it all and didn't need a Flood Plan</p> <p>A small amount of Business Owners were separated from their hard copy Flood Plan due to opposite locations. (<i>Flood Plan at home not at shop and visa versa</i>)</p> <p>New Business owners not really familiar with services or contacts to:</p> <ul style="list-style-type: none"> • Storage locations • Heavy lifting machine operators • Truck hire • Gas & Electrician Inspectors • Coolers & Refrigeration storage 	<p>Allocated liaison person to check with individual shop owners prone to flooding once or twice a year to issue information</p> <p>pack/sheet informing them of Flood plan hard copy or download, and other pertinent information.</p> <p><u>Include in Flood Plan:</u></p> <ul style="list-style-type: none"> • Service/Suppliers Directory • Small amount of Flood Plan Hard copies for those who can't access their own available at Booth.
	Common questions asked at this time:	Booth Co-ord	<ul style="list-style-type: none"> • When does Normanby go over and other major bridges close in and around Gympie? • How long have I got before the Normanby closes? 	<p>Gympie Flood Brochure to include:</p> <p>Heights in which bridges in and around Gympie are cut from flood waters. (incl MV, TCB, RB, Kilkivan & Goomeri)</p>

Sunday 9 th January	Common questions asked at this time:		<ul style="list-style-type: none"> Where can I get a truck, storage area and coldroom? When is our rubbish going to be collected? What's the height now? Is there more rain coming down in the catchment? I'm stranded by flood waters and I can't get to my shop, what can I do? 	<p>Unprepared business owner, referred to Comms Admin. Officer who was conducting face to face assessment and communication with Mary St business owners.</p> <p>Earlier rubbish collection time required.</p> <p>Height levels and flood warnings given to the enquirer every time!</p> <p>Provided this answer by looking at the Kenilworth# river height data.</p> <p>Collected as much information from businesses owners as possible. Secured staff or friend who had shop access that was able to go in and commence evacuation? The owner was updated at every turn in regards to where stock was going, power outages, river heights and any other queries that they had.</p> <p>CA was notified and helped co-ordinate</p>
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Sunday 9 th January	Common questions asked at this time:		<ul style="list-style-type: none"> • Is this where we get a vehicle pass? • I need some volunteers to give me a hand? • When will the power be cut to my shop? 	<p>necessary services.</p> <p>Yes</p> <p>The people requiring help in Mary Street were referred to or directed to CA who was on the front line co-ordinating labourers.</p> <p>Many shop owners were looking at their flood plan for power disconnection, however their power was still on at the disconnect height level.</p> <p>There are two main reasons:</p> <p>Energex was having trouble getting into locked premises to start the initial response plan. Some shops in Mary Street feed several other shops and if a shop is locked the job of taking fuses and disconnecting transformer is prolonged.</p> <p>Also</p> <p>Energex was trying to prolong the power outage</p>
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Sunday 9 th January	Common questions asked at this time:		<ul style="list-style-type: none"> When will the power be cut to my shop? (Continued)	especially for the shop owners who had cold rooms. Energex staff are to be commended as they worked tirelessly and efficiently under frustrating conditions where business owners had locked their shops and couldn't be contacted.
				Energex would benefit greatly with direct contact with shop owners, mobile phone number, a land line number, and alternative contact number and a residential address (just in case phone/mobile is down) Alternatively, the business key register suggestion at the booth might benefit the difficulties faced by Energex and Cleaning Crews (Fries) to enter locked business premises.
	Promotion of various information resource	Booth Co-ord	Some people do not have internet access Some people do not have a mobile phone Some people lose power so no TV, radio	Promote a prepared flood information resource on major web sites and flood brochure/fact sheet briefly outlining pre &

Sunday 9 th January	Promotion of various information resource		<p>Some people lose landline phone connection Some people do not have access to newspapers Some visitors outside the region access the Tourist Information Centre website/contact number as a source of road conditions etc. while travelling</p> <ul style="list-style-type: none"> • THE IMPORTANCE OF BATTERY OPERATED RADIO AND SPARE BATTERIES • THE IMPORTANCE OF COMMUNITY MEMBERS OWN COMMUNICATION FLOOD NETWORK. (NEIGHBOURS, FRIENDS WITH INTERNET, PHONE/MOBILE, HISTORY) • THE IMPORTANCE OF HAVING A PUBLIC QUEENSLAND TOURIST INFORMATION CENTRE CONTACT LIST FOR TRAVELLERS (NSW has one) • THE IMPORTANCE OF PRE FLOOD PLANNING IN THE WAY OF AN EMERGENCY KIT 	<p>post flood procedures/stages and listing of important contact numbers/websites <u>Example:</u></p> <ul style="list-style-type: none"> • Council website • RACQ website • QLD Government website • Official Local Tourist Information Centre website (only if they have access/links to these appropriate websites- not sited this time around) • ABC • 4GY • Emergency Kit • Evacuation Sites • Bridge Height cuts • Health Info (medication/prescription) • Post flood reminders (mosquito, toxic water, wandering live stock, damaged bridges, roads & infrastructure)
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Sunday 9 th January	Wider promotion of Information Booth Co-ordination service to Emergency services working in Mary Street CBD: Police & SES, Energex, Fire Brigade	Booth Co-ord	Business Shop Owner contacts and updates / current changes, stranded shop owners information alternative contacts, holding of shop keys to access business premises etc.	The initiative of a Mary Street Business Shop Flood Access Key Register held at the Information Booth for Energex use and possible post shop cleaning access by Firtes. Prior preparation: A form signed by business owners authorizing emergency and cleaning crews to access their properties pre & post flood.. Include form in the Sub Flood Plan.
	Mary Street Information Equipment/Resources required for Flood Preparation/Co-ordination	Booth Co-ord	<ul style="list-style-type: none"> • Purchase own Fax Machine (A4 paper) • Fax Machine Ink cartridge (spare) • Photocopy paper A4 ream (spare) • 2 x Safety Vests • 6 x Spare Flood Plan hard copies • Replace Vehicle Passes with/or incorporate armbands for business owners & volunteers • "Sandwich" White Board and white board makers for Flood Heights and Update information outside booth • Pre & Post Flood Information Brochures • Gymple Map stock for clean up crews coming into Gymple 	

Monday 10 th January					
5.33am – 16.09 m	Security – Shops & Police Tape Barriers, Road Blocks	Businesses Booth Co-ord	The public continued to ignore the police tape barrier. Volunteers manned the tape when police were not on site and had other matters to attend to. The barrier volunteers were verbally abused and threatened on many occasions. The police were called in every instance when notified of the incidents. The Police attended promptly on each occasion.	Appropriate 24/7 security and identifiable security personnel whether it be professional/volunteer security (vests) or ID.	
	Evacuation Centre Notification	Booth Co-ord	Business owners who couldn't get home (South Side/ TCB) had to pay for accommodation if they could find some or stay in their shop. (Security reasons mainly)	The Flood Plan did not include any mention of possible evacuation centres set ups at certain levels or stages.	
			There were plenty of stranded Tourists in the Gympie Region who	The Booth Co-ordinator to be notified if Evacuation	

Monday 10 th January	Evacuation Centre Notification		approached the booth for whereabouts of accommodation.	Centres are up and running.
Tuesday 11 th January			Booth Co-ord heard via radio about Evacuation Centres, however 36hrs too late for some tourists, business owners and volunteers.	
Flood Peak 3am 19.24	Manning of Police Barrier and security patrols Comms Administrator Garry Davison was involved directly in one incident as was the Booth Co-ordinator when members of the public went under police tape barrier and was asked to move on from Mary Street and stay behind the Police Tape Barrier.	Booth Co-ord	The public was out in their droves wanting to take photographs of flooded Mary Street or just have a sticky beak! Members of the public showed no hesitation in lifting up the police tape barriers and just wandering into flooded Mary Street and shops! The verbal abuse and threatening behavior from some members of the public towards volunteer barrier guards warranted the Police being called on several occasions.	Educating the public on police tape barriers! Barrier guards and security foot patrols.
	The initiating of Flood Property Assessments	Booth Co-ord Coms Admin	Clean up crew ready to wash down shops but couldn't as they required signed off paperwork to enter shop before conducting service.	Have prior paperwork signed off by business owners to access shops for cleaning. Holding of shop keys at Booth etc.

Tuesday 11 th January				
	<p>Unclear Energex procedures for Business Shop Owners</p> <ul style="list-style-type: none"> • Paperwork • Required Access (possibly four times during pre/post flood preparations) • Their own booked electrician to check their own power source 	Booth Co-ord	<p>Energex paperwork left behind after initial 'response plan' activated when electricity meters were removed or switched off.</p> <ul style="list-style-type: none"> • Some Energex Paperwork was rescued out of the flood waters. • Business Owners were not sure of the relevance and importance of the paperwork. (their own electrician needs to work on their power connection and sign off on this paperwork. Energex needs to sight this paperwork on the premises before connecting main power. 	<p>Extend in more detailed information about Energex and their requirements and procedures in the Flood Sub Plan. Also gather as much contact details of shop owners for access. Booth key register/or notification of other shop owners having their neighbours shop key or alternative shop key holder for Energex or inform them that required information/keys is held at the booth.</p>
	<p>Detailed and varied contact details of Shop Owners on Flood Plan</p> <ul style="list-style-type: none"> • Flood Sub Plan Co-ord • Energex • Rural Fire Brigade • Urban Fire Brigade 	Booth Co-ord Energex	<p>Slight confusion and frustration because of limited access to shops and shop owner contacts.</p>	<p>Energex suggested: Shop Owners Home Landline Mobile Alternative Landline and Residential address and alternative contact of a person with authority who could open the shop.</p> <p>Suggestion that Shop owners who want to close their shops (for security purposes) and go home leave a note of all possible contact details so services</p>

Tuesday 11 th January	Detailed and varied contact details of Shop Owners on Flood Plan			(EnergeX/Fires/Flood Co-ord) can contact them.
				A note on the door advising EnergeX when the shop owner will have a electrician on site or booked.
Media Releases		Booth Co-ord	Wasn't aware of Media Releases until radio broadcast. Many of them had extensive information that I couldn't record quick enough. Had no idea that they were accessible on the Council's Home page. The Booth is also not connected to receive emails from Council members or staff.	Possible inclusion in Flood Plan that Flood heights, Flood warnings, media releases etc. on Council Website. This shouldn't be the only reliable source as Councils Website was getting harder and harder to access due to congestion. Hence the Booth either being on a media fax or email tree!
	The term 'Old Bank Building' not recognized by general public	Booth Co-ord	Many members of the public were not aware of the location of the "Old Bank Building" in Channon Street. The 'Old Bank Building' is also known in some instances as the "old Council Chambers"	Copies of Media Releases were displayed outside the Booth. Having several old buildings located on Channon Street is rather confusing for many new locals. I believe this is yet another important detail that

Tuesday 11 th January	The term 'Old Bank Building' not recognized by general public (Continued)		People were thinking the old Post Office building or Lands office and even the old SES location inside the Army Depot in Duke Street.	should be mentioned within a Gympie Flood Brochure. A Flood Headquarters Sign/Banner placed appropriately outside the "Old Council Chambers" building when Disaster Management Committee in progress.
Wednesday 12 th January				The Flood Plan mentions that the Booth operation will be moved to SES site if flood reaches that level. Is this information correct and if so what is this location and address?
6.30am – 17.34m	No Road Closure in place at Mary Street/Monkland end.	Booth Co-ord	Many shops were still open for cleaning, airing or repair work. The public once again had vehicle access into Mary Street to have a look while many business owners and service providers were still going down Mary Street the wrong way from Glandore Lane (Booth end) The public were wandering through the Police Tape Barriers on foot.	Mary Street Road Closure and manned Police Tape Barriers 24/7, as soon as Flood Plan is initiated until Flood Plans are disbanded. In this case from Sunday 9 th January until Saturday 15 th January.

Wednesday 12 th January	No Road Closure in place at Mary Street/Monkland end. (Continued)		Comms Administrator & Council's Eco Dev & PR and Police were notified of the potential dangerous situation mounting in Mary Street.	Road Barriers put in place again at Mary Street and Monkland end and manned by SES
	Booth Co-ord not aware of the MVHR previously providing a service to residences from Monkland to travel by train to Gympie Station	Public	Public member made an enquiry and asked if the Silver Bullet was running people from Monkland to Gympie Str vice versa. MVHR were contacted and yes they were running shuttles.	This information/service could be noted in the future Flood Brochure.
	Gympie Regional Business Recovery Survey	Booth Co-ord	Information overload and slow return of forms. (Example) Checklist in Flood Sub Plan Pre List: Personnel Flood Evacuation Plan Flood Recovery – Property Assess Food and Medication Stock <u>Flood:</u> Accommodation Communication Network <u>Post:</u> Council's Business Recovery Survey Recovery Funding Information Flood Recovery Info (Health etc)	The listing of pre, flood & post stages of paperwork in the CBD Flood Sub Plan. This might encourage follow through and business owners could use it as a check list to refer to at different stages and catch up on the relevant paperwork /information that is available to them. Where to pick up forms and return them.
Thursday 13 th January				
6.30am – 15.54m	Lack of Public Telephone Access	Public	Members of the public that had no mobile or land line required a public telephone. All of Mary Streets public phones are dismantled during flood plan.	Members of the public were directed to the Gold Fields Plaza or Hanlen's Arcade. A public telephone service should continue to operate at the 5 Ways end of Mary Street. (Minimal risk of flooding)

Thursday 13 th January	Second Floor of Gold City Car park allocated for dry storage area if patrolled.	Business	Close proximity for storage of bulky items delivered on foot or by forklift	Possible alternative storage area to be mentioned in Flood Plan Resource List/Service Directory
Friday 14 th January				
7am – 11.24m	Council Infra-structure damage reports	Businesses Public	<ul style="list-style-type: none"> • Bench seats broken/sagged • Mary Street pavers sunken/lifted • Rubbish Bins/Recycle bins missing 	
	Promotion/Dissemination of Flood information to General Public, etc	Booth Co-ord Business Public		<ul style="list-style-type: none"> • Council's Advertisement in Gympie Times Local Business Directory • Council's yearly booklet • Flood brochure available at Tourist & Information Centres • Council's Welcome packs • Council's monthly/weekly update in local newspapers • Compile a list of Tourist Information Centres for the whole of Queensland

Friday 14 th January	Post Flood Information and reminders	Booth Co-ord Businesses Public	<ul style="list-style-type: none"> • Clean up • Power reconnection hazards • Gas reconnection hazards • Health considerations • Water contamination • Livestock • Rubbish • Mosquito • Funding • Restock/Replenish Flood Emergency kits • Update/revise communication network of information (personal communication tree) 	Could all be incorporated in a Flood Brochure.
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Flood issues

The following is a summary of issues raised by those affected by the recent flood as well as from others. Suggestions have come from public meetings, surveys and email responses to requests for feedback.

Sightseers

- Ban sightseers when businesses are trying to move
- Affected areas should be a no go zone to the general public
- Mary Street should have been closed first thing Sunday morning to general traffic and sightseers as it hinders the evacuation
- It would be helpful to move back the No Go Zone another street to further restrict vehicular and possibly pedestrian access.
- 24/7 manned barriers both ends of Mary Street as soon as Flood Plan initiated (Police/SES)
- Appropriate 24/7 security and identifiable security personnel whether it be professional/volunteer security (vests) or ID.

Council

- Wheelie bins should be collected prior to inundation
- Seats weren't removed from the street.
- Not sure whether bus shelters were removed.
- Earlier rubbish collection time required.
- The Booth Co-ordinator and public to be notified if Evacuation Centres are up and running.
- Once waters are predicted to exceed 15 metres, Monkland Street from the Highway to Mary Street, River Road from Young Street to Monkland Street and Jaycee Way are all closed to allow businesses to move.
- Arrange for vehicles to be removed (towed if necessary) from CBD when street closed to allow businesses to evacuate.
- Place witches hats along Mary Street when street closed to stop people parking in front of shops.
- Have at least one of the squeegees/ sweepers on each Fire vehicle used in hose downs
- Obtain some additional squeegee/sweepers of smaller size to fit through doorways.
- Expand the information available on the Council Website.
- Earlier road closure for Mary Street/Monkland Mary Street /Booth
- Mary Street Road Closure and manned Police Tape Barriers 24/7, as soon as Flood Plan is initiated until Flood Plans are disbanded.

- A lot of cars were being turned away at the Monkland Street Mary Street intersection creating traffic backups; if this was happening at Shannon and Nash Sts, it would be a lot easier to get the necessary vehicles into Mary St
- Gympie Flood Brochure to include: Heights in which bridges in and around Gympie are cut from flood waters. (incl MV, TCB, RB, Kilkivan & Goomeri)

Flood Committee

- Some people wanted the council to tell us when to shift. No way, if that is done they would be shifting every one @ 10 or 12 m.
- There was no one [official] checking vehicle permits for the first couple of days at the Monkland St. Entrance
- Replace vehicle passes with armbands for people allowed in Mary Street whether on foot or in vehicle.
- Business Owners & Volunteers to be issued with arm bands could also be used for vehicle access Easier identification for police, security & business
- Designated departments involved in the Flood Plan need to show a commitment or follow through at the designated time/levels outlined in the Flood Plan eg.
- The initiative of a Mary Street Business Shop Flood Access Key Register held at the Information Booth for Energex use and possible post shop cleaning access by Furies.
- More collection of business contact phone/mobile numbers for Energex staff
- Information Sandwich White Board (water proof) positioned out the front of the booth and/or at major bridges informing the public of height levels and times of next flood warning (Southside and other areas that didn't have power couldn't receive phone calls or listen to radio or watch TV)
- All businesses should have a Flood Pack. This could include:
 - ✓ Screw driver
 - ✓ Hammer
 - ✓ Clip lock bag
 - ✓ Felt pen
 - ✓ Copy of Flood plan
 - ✓ Vehicle passes
 - ✓ Volunteer passes

This should be kept in an easily accessible part of the business. These items are required for last minute removal of items once the bulk of the evacuation has taken place.

- Include in the flood plan, a map showing which businesses will lose power and when.
- Request Lions or other Service Clubs to assist by providing tea, coffee and sandwiches to volunteers helping to evacuate.
- Update the database of businesses in flood areas at least once per year (preferably around October)

- There were apparently some dramas with the hose down by the Firies to do with permission slips that could have been made easier.
- Include in Flood Plan: Service/Suppliers Directory
- Small amount of Flood Plan Hard copies to be held at the info booth for those who can't access their own.
- Prior preparation: A form signed by business owners authorizing emergency and cleaning crews to access their properties pre & post flood.. Include form in the Sub Flood Plan.
- The Flood Plan did not include any mention of possible evacuation centres set ups at certain levels or stages.
- Have prior paperwork signed off by business owners to access shops for cleaning. Holding of shop keys at Booth etc.
- Extend in more detailed information about Energex and their requirements and procedures in the Flood Sub Plan.
- Allocated liaison person to check with individual shop owners prone to flooding once or twice a year to issue information pack/sheet informing them of Flood plan hard copy or download, and other pertinent information.
- Possible inclusion in Flood Plan that Flood heights, Flood warnings, media releases etc. on Council Website.
-

Other issues

- More support/assistance for those not in Mary Street
- We would like to see the bridge camera system installed.
- Local charities that always come knocking for donations should try and support us in move our and in time - I would be happy to pay for meals/drinks.
- Stores leaving stock in store during floods are only inviting looting.
- With the recent floods we had in Gympie, the Bruce Highway was cut both south & north of Gympie, & this lead to people being stranded, food & fuel supplies not being able to get to town or go further north. Are Main Roads able to confirm, if checks were done during the flooding to when the by-pass is finished around Gympie, would the by-pass have been flooded, or would traffic have been able to continue pass Gympie. Also, if traffic could of continued with the by-pass, would the off-ramp bringing traffic back into Gympie, would traffic have been able to use this. If so, that would allow supplies to continue to be bought into town, which was an issue during the flood.
- Suggestion that Shop owners who want to close their shops (for security purposes) and go home leave a note of all possible contact details so services (Energex/Firies/Flood Co-ord) can contact them.

[REDACTED]
Legal Practice Director

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From: [REDACTED]@qldra.org.au]
Sent: Wednesday, 9 February 2011 4:52 PM
To: [REDACTED]@gympie.qld.gov.au
Cc: [REDACTED]
Subject: Gympie flood recovery

Good afternoon [REDACTED]

I have been offered your contact details by [REDACTED] Cooloola Law who, as I understand, is involved in the Gympie region's Flood Recovery meetings.

I am contacting you on behalf of the recently-formed Queensland Reconstruction Authority (QldRA), having evolved from the Flood Recovery Task Force.

The recovery of the Gympie region from the major flooding events in January 2011 has been a shining example of preparedness, experience and capability executed by the well-organised Gympie Regional Council in conjunction with the Gympie Chamber of Commerce, local residents, business owners and emergency services.

The QldRA is examining regions like Gympie that have demonstrated remarkable competence in recovery after a natural disaster and wishes to learn from them about their mitigation, response and recovery strategies for the betterment of Queensland.

Specifically, the QldRA is interested in any information the Gympie Regional Council may be able to provide in terms of:

1. A Gympie Community Recovery Plan
2. Community engagement methods
3. Flood mitigation concepts and future plans
4. Thoughts on how the community has responded after the flooding / resilience? Debriefs after the flood?

We have found the 'Gympie CBD Flood Sub Plan' on the Gympie Chamber of Commerce website, and it is a very informative and comprehensive document.

We would greatly appreciate any input you are able to provide on the matter of flood proofing, mitigation and recovery initiatives.

Please feel free to pass my email onto any points of contact you know of who may be able to assist in providing information about Gympie's exemplary flood recovery. I note that Garry Davison is listed in the Gympie CBD Flood Sub Plan as the Flood Coordinator and Communication Officer, however I do not have an email contact for him.

Please do not hesitate if you would like to give me a call to discuss.

I look forward to hearing from you at your earliest convenience.

Kind regards,

[REDACTED]
Operations & Plans Branch
Queensland Reconstruction Authority

[REDACTED]
Level 9, 119 Charlotte Street
Brisbane Qld 4000

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Minutes of Flood Committee Meeting held at SES office King Street Gympie 9th March 2010

Meeting opened 5.40

Present Garry Davison (Chairman), [REDACTED]

Apologies Cr Julie Walker [REDACTED]

General Discussion took place concerning actions required to update the actions required under the current Flood Plan.

The following actions were agreed:

1. Chairman to contact local press and radio and provide a press release on updated flood plan.
2. Information booth staff to collect business cards and/or email addresses from all businesses potentially affected by floods in the CBD.
3. Chairman to email all businesses with an updated copy of the plan for their information.
4. Chairman to contact Council concerning revised plan for their website and to arrange for a more prominent display on their website.
5. Chairman to contact Energex to discuss disconnection of power protocol.
6. Chairman to develop a draft policy for the entry of vehicles into many street after closure by Police.

Meeting closed 6.05 pm

Minutes of Flood Committee Meeting held at SES office King Street Gympie 28th February 2011

Meeting opened 5.20

Present Garry Davison (Chairman), [REDACTED]
[REDACTED]

Apologies [REDACTED]

General Discussion took place concerning actions required to update the current Flood Plan following the January Floods...

It was agreed that the following actions be implemented. Where appropriate, Council be requested to consider the suggestions and advised what action can be taken:

1. When it is predicted that floodwaters will exceed 15 metres and waters have reached a height of 13 metres, traffic be restricted in River Road between Jaycee way and Monkland Street. It is suggested that this restriction be reducing the traffic to one way, heading towards Monkland Street.
2. When it is predicted that flood waters will exceed 17 metres and waters have reached a height of 14.5 metres, the following roads are closed to vehicles except for evacuation vehicles with the appropriate pass:
Monkland Street from the highway to Nash Street
Jaycee Way
River Road from Jaycee Way to Monkland Street
Reef Street from Monkland Street to Young Street
Mary Street from Channon Street to Smithfield Street
3. Arm bands issued for volunteers. These arm bands are to be allocated from the Information Booth with a record of the volunteer's name and address recorded. A co-ordinator from the River Road businesses be commissioned to allocate passes for volunteers in this area.
4. When Streets are closed, police be requested to only allow people with the appropriate passes to enter.
5. Council be requested to arrange for wheelie bins to be emptied as soon as it is predicted that flood waters will inundate an area. A second collection to be arranged when flood waters are about to inundate an area and at this time the bins be removed and stored.
6. Council to be requested to remove seats and bins from Mary Street when a flood in excess of 17 metres is predicted. (this will allow business owners easier access to their shops for evacuation)
7. Council to provide the information booth with details of Evacuation Centres once they have been activated.

8. Drivers collecting vehicle passes to be requested to right the name of their business and their contact details on the front of the vehicle pass and for the pass to be displayed in a prominent position on the vehicles dashboard. (This will allow for contact in case the parked vehicle needs to be removed in case of an emergency.) When Mary Street is closed, witches hats to be placed in front of all parking bays to restrict parking to evacuation vehicles only. Council to be requested to display the flood plan on the Council website.
9. Business owners to be requested to ensure that cooking oil and other hazardous chemicals are removed from their businesses.
10. The Lions Club of Gympie be requested to liaise with the Salvation Army to assist in the provision of tea, coffee and sandwiches.
11. Permission be sought from Council to station the Lions van in the loading zone in front of the information booth.
12. The Lions Club of Gympie to investigate the possibility of delivering tea, coffee and sandwiches to other flooded areas such as Barter Street, One Mile, Violet Street, River Road and Alfred Street areas.
13. The chairman to contact Energex to ascertain which buildings in Mary Street require access for the removal of metres.
14. The Flood Plan to include details of all radio stations broadcasting local flood information.
15. The chairman to liaise Fire Services Qld to establish a workable system of the hosing of flooded buildings.
16. The Flood Plan to include of a flood pack to be held in each business. Things to be included in the flood pack are a copy of the Flood Plan, clip lock bags, screwdriver, hammer, felt pens, spare batteries and a battery operated radio.
17. The details of business in flood affected areas to be updated in October each year.
18. The Flood Plan to include a colour coded map showing inundation areas at various flood heights.
19. The Flood Plan to include a colour coded map showing Energex disconnection areas at various flood heights.
20. The chairman to arrange for a thank you to volunteers assisting the last flood by way of letter to the editor or an editorial.
21. The chairman to write individual letters of thanks to Tanya Easterby and others who provided significant assistance.
22. It was unanimously agreed that the Flood Committee should recommend to all business owners that they become members of the Chamber of Commerce.

It was also agreed that these minutes be circulated to all committee members for their comment and further input. The Flood Plan will then be amended and circulated to committee members for comment before redistribution to all businesses with an updated public copy then placed on the Chamber of Commerce website.

Meeting closed 7.05 pm.