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MONTHLY REPORT

**Queensland Reconstruction
Authority**

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Message from the Chief Executive Officer

Major General Richard Wilson (Ret'd)
Chairman
Queensland Reconstruction Authority

Dear Major General Wilson (Ret'd)

It is with pleasure that I present the April 2012 Monthly Report – the fourteenth report to the Board of the Queensland Reconstruction Authority (the Authority).

The Authority was established under the *Queensland Reconstruction Authority Act 2011* following the unprecedented natural disasters which struck Queensland over the summer months of 2010-11. The Authority is charged with managing and coordinating the Government's program of infrastructure renewal and recovery within disaster-affected communities, and the Authority's role will focus on working with our state and local government partners to deliver best practice expenditure of public reconstruction funds.

The Authority also monitors progress across the established lines of reconstruction and provides the required resourcing and support to maintain the momentum of reconstruction.

The April report highlights a significant increase in the reconstruction project pipeline of works. The pipeline of works indicates that there is in excess of \$5.72 billion in economic value through the reconstruction activities which includes:

- \$4.82 billion in reconstruction projects completed or in market, and
- \$901 million in near-term projects (projects that will soon be released to the market).

At 29 March 2012, approximately 91% of insurance claims for the Cyclone Yasi/flooding events have been closed, with \$2.81b having been paid. Of the 6,709 kilometres of State controlled roads damaged during the flood and cyclones of 2010-11, 1,351 kilometres had been reconstructed at 29 February 2012.

The impact of the recent storm event in Townsville on 21 March 2012 included estimates of:

- 162 buildings were storm damaged - 40 commercial properties inundated with stormwater runoff,
- 7,800 residents lost power,
- five (5) national parks were closed, and
- Townsville was temporarily isolated due to localised flooding of the Bruce Highway and railways lines to the north and south.

Currently for the period July 2011 to April 2012, the impact of natural disaster events across Queensland is:

- 63 Local Government Areas (LGAs) were disaster affected for Natural Disaster Relief and Recovery Arrangements (NDRRA),
- over 4,000 Personal Hardship Assistance Scheme (PHAS) claims have been granted, amounting to \$1.9million paid,
- approximately 940 residential properties impacted,
- seven (7) schools were damaged, all are now operating from original location,
- 129 Government buildings were impacted, with 60 now repaired,
- 9,300km (28%) of the State road network was affected with 2,938 km now reopened, and
- 34 national parks were impacted - 14 remain closed and 12 are partially open.

Updated information has been provided on the Authority's website and information has also been provided directly to councils.

I commend the report to you and recommend its release to the Minister and the public pursuant to Section 41 of the *Queensland Reconstruction Authority Act 2011*.

Yours sincerely

Graeme Newton
Chief Executive Officer
Queensland Reconstruction Authority

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Section one: Framing the challenge

Operation Queensland, led by the Queensland Reconstruction Authority, is the State Plan that articulates Queensland's reconstruction strategy and the framework for recovery from natural disaster events since 2010/2011.

1.0 Framing the Challenge

Between November 2010 and April 2011, Queensland was struck by a series of natural disasters. Extensive flooding caused by periods of extremely heavy rainfall, destruction caused by a number of storm cells including Cyclones Tasha, Anthony and Yasi, and subsequent monsoonal flooding including in the Maranoa, have resulted in all of Queensland being declared as disaster affected.

In response to the disaster events the Queensland Government established the Queensland Reconstruction Authority (the Authority), pursuant to the Queensland Reconstruction Authority Act 2011. **The Authority's mission is to reconnect, rebuild and improve Queensland communities and its economy.**

The Authority's role has now been extended to cover historical and continuing disaster events in Queensland. The natural disaster events that led to the creation of the Authority, and the events that the Authority has since been charged with managing are summarised on the following page.

1.1 Operation Queenslander

The activities of the Authority will occur under the auspices of a comprehensive and integrated State Community, Economic and Environmental Recovery and Reconstruction Plan, also known as **Operation Queenslander** (the State Plan or Plan). This Plan outlines a roadmap which will be centred along six lines of reconstruction and provides strategic level guidance to reinforce the recovery work that has already begun and sets the framework for rebuilding and improving Queensland.

The Authority will be responsible for providing central coordination, control, funding and reporting across these activities. Responsibility for delivery will be decentralised across responsible agencies aligned with the six lines of reconstruction.

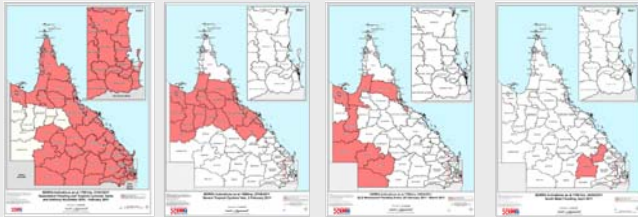
The Lines of Reconstruction will continue to evaluate the key tasks for the natural disasters managed by the Authority, whilst concurrently responding to current and emerging events to be managed by the Authority.

The six lines of reconstruction and the Department or Agency with primary responsibility for each are outlined below.

Line of Reconstruction	Primary Responsibility *
Human and Social - to restore and strengthen local human services and community capacity through provision of direct assistance individuals and communities, and supporting communities to drive and participate in their own recovery	Department of Communities, Child Safety and Disability Services (DoCs)
Economic - to set the conditions to facilitate the rapid restoration of a competitive, sustainable Queensland economy	Department of State Development, Infrastructure and Planning (DSDIP)
Environment - to recover and conserve disaster-affected terrestrial and marine natural resources and ensure that reconstruction activities do not cause environmental harm	Department of Environment and Heritage Protection (DEHP)
Building Recovery - to lead and coordinate the planning and implementation of all statewide building reconstruction functions	Department of Housing and Public Works (DH&PW)
Roads and Transport - to manage the recovery and reconstruction of Queensland's integrated transport environment in order to reconnect Queensland communities and economies	Department of Transport and Main Roads (DTMR)
Community Liaison and Communication - to gain and maintain the confidence of Queenslanders in the reconstruction effort, by providing a regular and consistent source of coordinated public information	Department of the Premier and Cabinet (DPC)

* Machinery of Government changes will be included once established.

2010/2011 events managed by the Authority



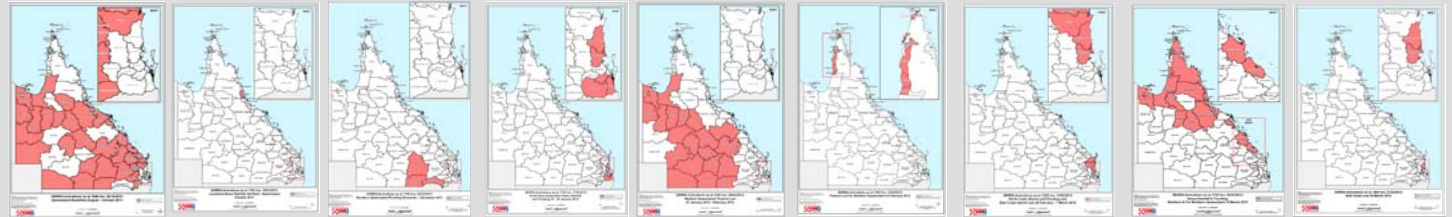
Qld flooding
TC Tasha and
TC Anthony
November 2010 -
February 2011

Severe Tropical
Cyclone Yasi
2 February 2011

Qld Monsoonal
Flooding
28 February 2011 -
March 2011

South West
Flooding
April 2011

2011/2012 events managed by the Authority



Queensland
Bushfires V5
August - October
2011

Localised Heavy
Rainfall Northern
Queensland V1
October 2011

Southern
Queensland
Flooding V2
November -
December 2011

South East
Queensland Heavy
Rainfall and
flooding V2
23-26 January 2012

Western
Queensland
Tropical Low V12
27 January -
February 2012

Far-Northern
Queensland
Tropical Low V3
3-4 February 2012

North Coast Storms
and flooding &
East Coast
Hybrid Low V6
24 February -
7 March 2012

Northern & Far
Northern Queensland
Heavy Rainfall &
flooding V6
15 March 2012

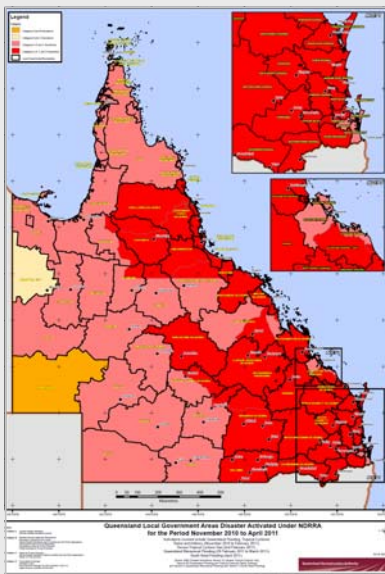
East Coast Low V1
22 March 2012

Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sept Oct Nov Dec Jan Feb Mar Apr May June

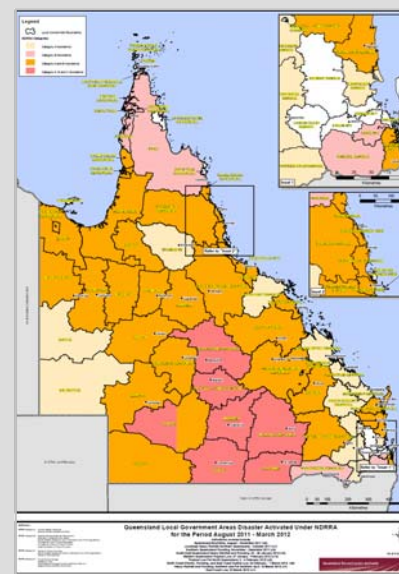
2010

2011

2012



2010-2011 events managed by the Authority (at April 2011)



2011-2012 events managed by the Authority (at 6 April 2012)

1.2 Events managed by the Authority

2011-2012 natural disaster events managed by the Authority:

- Queensland Bushfires, August to October 2011
- Localised Heavy Rainfall Northern Queensland, October 2011
- Southern Queensland Flooding, November to December 2011
- South East Queensland Heavy Rainfall and flooding, 23-26 January 2012
- Western Queensland Tropical Low, 27 January to February 2012
- Far Northern Queensland Tropical Low, 3-4 February 2012
- North Coast Queensland Storms and flooding and East Coast Hybrid Low, 24 February - 7 March 2012*
- Northern and Far Northern Queensland Heavy Rainfall & flooding, 15 March 2012*
- East Coast Low, 22 March 2012*

2010-2011 natural disaster events managed by the Authority:

- Queensland Flooding and Tropical Cyclones Tasha and Anthony, November 2010 to February 2011
- Severe Tropical Cyclone Yasi on 2 February 2011
- Queensland Monsoonal Flooding Event on 28 February 2011,
- South West Flooding, April 2011.

Pre 2010-2011 events managed by the Authority:

- South East and North Coast Queensland East Coast Low, August 2007
- Central and Southern Queensland storms, October 2007
- South West Queensland storms and flooding, 23-30 November 2007
- Central Western Queensland storms and flooding, December 2007
- South East Queensland East Coast Low, December 2007 - January 2008
- Queensland Monsoonal flooding, January 2008
- Queensland Monsoonal flooding, February - March 2008
- South East and Western Queensland storms and flooding, 3-8 February 2008
- South East Queensland storms, 29 May - 2 June 2008
- South West Queensland flooding, June 2008
- Queensland storms and associated flooding, 16-22 November 2008
- Baralaba storms, 7 December 2008
- Queensland Monsoonal flooding and Tropical Cyclone Charlotte and Ellie, January - February 2009
- Tara storms, 15 February 2009
- Tropical Cyclone Hamish, 5-11 March 2009
- Sunshine Coast, Gympie and Fraser Coast flooding, April 2009
- South East Queensland Low, May 2009
- South West Flooding, 20 – 25 November 2009
- Queensland Bushfires, September – October 2009
- Northern, Central and South West Queensland Flooding, 22 December 2009 to 8 January
- Queensland Monsoonal Flooding and Tropical Cyclones Olga, Neville, Ului and Paul, January to April 2010
- 2010 South East Queensland Flooding, 9-12 October 2010
- South West Queensland Low and Associated Flooding, September 2010

* Ministerial direction still pending for these activations



Section two:
State of the State - Progress Snapshot

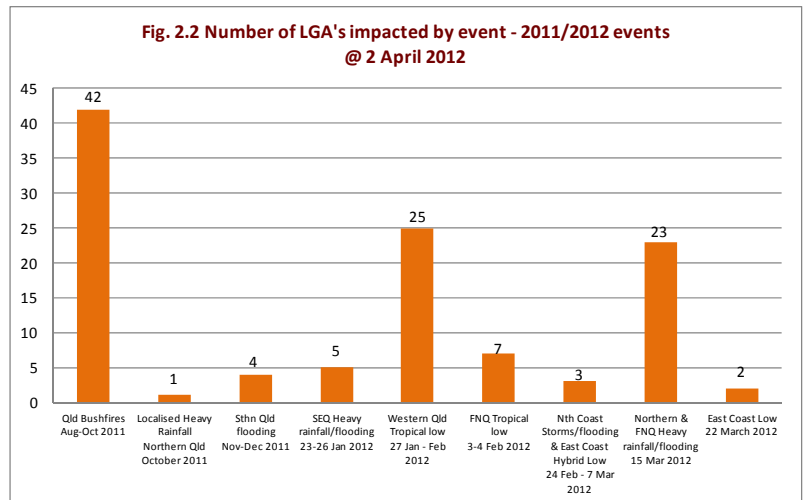
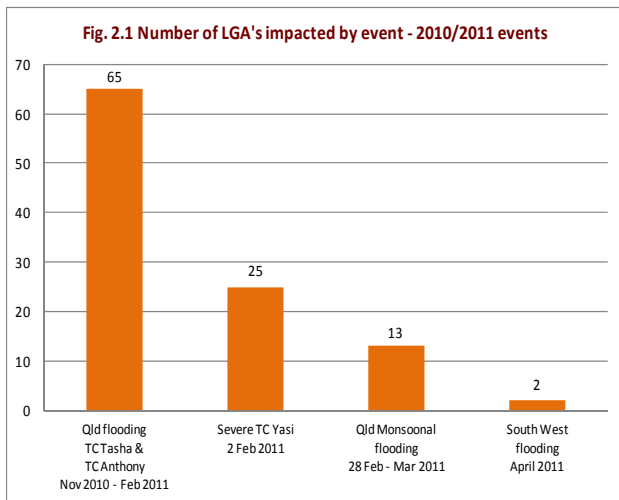
2.1 Current Status

During the period July 2011 to April 2012, 63 of Queensland's 73 Local Government Authorities (LGAs) were disaster activated with a total of eight activations for Commonwealth and State Natural Disaster Relief and Recovery Arrangements (NDRRA). At 4 April 2012, 10 LGAs had not been affected by the disaster period and 63 of the 73 LGAs in Queensland remain activated.

Since last month's report, two additional measures have been activated as a result of disaster events - Northern and Far Northern Queensland Heavy Rainfall and flooding (15 March 2012) and East Coast Low (22 March 2012).

During the 2010/2011 (November 2010 - June 2011) disaster event period, there were four (4) events with 106 activations across Queensland's 73 LGAs. *See Figure 2.1*

Currently, in the 2012/2012 (1 July 2011 - 30 June 2012) disaster event period, there have been nine (9) events with 112 activations across 63 affected LGA's. *See Figure 2.2.*



Key Progress Statistics Across the State

Scale of Impact	2010/2011 Events	2011/2012 Events
LGA's disaster activated	73	63
Residential properties affected	136,000	940
State road network affected (kms)	9,170	9,300
State rail network affected (kms)	4,748	4,180
Schools affected	411	7
Other government buildings affected	3,971	129
Homes and businesses without power	480,000	9,000
National parks affected	162	34
Insurance - claims <i>(Source: ICA 28 March 2012)</i>	131,935	6,408
Insurance - Estimated reserve value*	\$3.78b	\$124.7m



Section three: State of the State - Progress by Line of Reconstruction

Operation Queenslander is centred along six lines of reconstruction: Human and Social, Economic, Environment, Building Recovery, Roads and Transport and Community Liaison and Communication. *Operation Queenslander* identifies key milestones against which reconstruction progress is measured. Each line of reconstruction sub-committee developed an Implementation Plan to support the achievement of each of these key milestones. This section reports the progress made across these lines of reconstruction and includes a summary of quantitative performance indicators.

3. Situational Report: Lines of Reconstruction

3.1 Human and Social

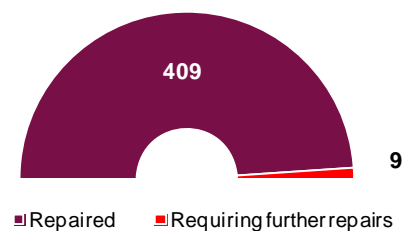
The objective of the human and social line of reconstruction is to assist individuals and communities to recover from the effects of the disasters.

Human and social		2010/2011 Events	2011/2012 Events	Current Status ¹
LGA's disaster activated	No. of LGAs affected	73	63	73
Educational facilities <i>(Source: DH&PW - 30 March 2012)</i>	Schools affected	411	7	418
	Schools fully repaired	406	3	409
Personal Hardship Assistance Scheme (PHAS) <i>(Source: DoC - 21 March 2012)</i>	Amount paid (\$M)	47.0	1.9	49
	Claims granted	69,342	4,027	73,369
Australian Government Disaster Recovery Payments (AGDRP) <i>(Source: Centrelink - 13 January 2012)</i>	Amount paid (\$M)	775.5	-	776
	Claims granted	673,475	-	673,475
Disaster Income Recovery Subsidies (DIRS) <i>(Source: Centrelink - 9 December 2011)</i>	Amount paid (\$M)	69.5	-	70
	Claims granted	59,129	-	59,129
Charities and Non-Profit Groups <i>(Source: QRAA - 22 March 2012)</i>	Amount paid (\$M)	4.0	0.1	4.1

The current state of activity:

- Approximately 1,158 buildings (68.7%) impacted as a result of the Western Queensland Tropical Low flooding event have been repaired or have had work commenced. *(Source: DARMsys™ 23 March 2012)*
- Of the 129 government buildings, other than schools, that were impacted, 60 have been repaired at 30 March 2012.
- As a result of the recent storm event in Townsville, 162 (65%) buildings were storm damaged across three suburbs. *(Source: DARMsys™ 23 March 2012)*
- Of the seven (7) schools affected by the 2011-2012 events, three (3) have been fully repaired and all are operating from their original location. Two (2) schools affected by the 2010-2011 events still require repairs. **See Figure 3.1**

Fig. 3.1 Schools affected
(2010-11 events and 2011-12 events)



(Source: DPW - 30 March 2012)

¹ The status indicates the current total impact on reported metrics for both disaster event periods.

2010/2011 events managed by the Authority

Key tasks:			
1	Restore and maintain critical health, social, education and community services	8	Transition local health, social, education and community services to normal
2	Activate and process emergency assistance payments, Natural Disaster Relief and Recovery Arrangements (NDRRA) grants and other relevant sources of relief	9	Connect displaced householders to housing assistance and support mechanisms
3	Provide public information and advice on community and public health issues	10	Establish, manage and monitor community recovery and coordination centres and outreach teams
4	Contribute to a reconstruction communication strategy to manage community expectation and inform communities	11	Provide additional services including counselling, personal support and specialised mental health services
5	In conjunction with Queensland Treasury, seek federal and state funding for additional costs associated with disaster related service delivery	12	Support and monitor coordination of volunteer effort
6	Provide community development support, including community engagement and capacity building activities	13	Develop subordinate implementation plans to achieve key tasks at project level
7	Support the development and implementation of both cross-cutting planning and local community, economic and environmental recovery and reconstruction plans		

2011/2012 events managed by the Authority (shown in dark green)

Key tasks:			
1	Restore and maintain critical health, social, education and community services	8	Transition local health, social, education and community services to normal
2	Activate and process emergency assistance payments, Natural Disaster Relief and Recovery Arrangements (NDRRA) grants and other relevant sources of relief	9	Connect displaced householders to housing assistance and support mechanisms
3	Provide public information and advice on community and public health issues	10	Establish, manage and monitor community recovery and coordination centres and outreach teams
4	Contribute to a reconstruction communication strategy to manage community expectation and inform communities	11	Provide additional services including counselling, personal support and specialised mental health services
5	In conjunction with Queensland Treasury, seek federal and state funding for additional costs associated with disaster related service delivery	12	Support and monitor coordination of volunteer effort
6	Provide community development support, including community engagement and capacity building activities	13	Develop subordinate implementation plans to achieve key tasks at project level
7	Support the development and implementation of both cross-cutting planning and local community, economic and environmental recovery and reconstruction plans		

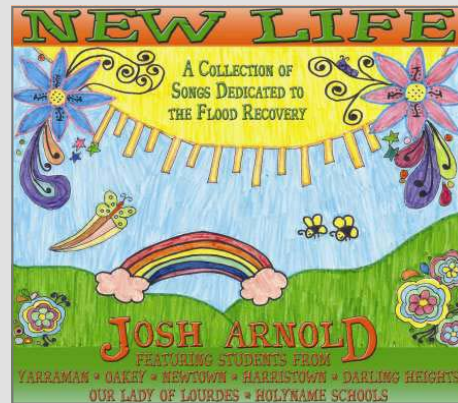
Human and Social Case example - Toowoomba Regional Council "New Life: A collection of songs dedicated to the flood recovery"

Mr Josh Arnold, a singer, songwriter and teacher, approached the Toowoomba Regional Council shortly after the 2010-11 disaster events with a proposal to work with children to write music and record a CD to support them in their recovery. The themes of the CD would be hope and resilience. Mr Arnold was allocated \$12,000 through the Community Development and Recovery Package (Flexible Funding Program).

Over 60 flood-affected school students, who had been identified as in need of additional support, took part in the project – writing and performing the songs, and creating the artwork for the CD. Most of the students came from schools in Oakey and Yarraman.

The project gave the children an opportunity to express positive emotions of recovery and resilience and this impact was noticed by parents and teachers. At a service provider network meeting, a clinician noted that the months working with Mr Arnold had progressed the children's recovery more than would have been expected from a year's therapeutic work.

All proceeds from the sale of the CD go to the Yarraman and Oakey State School flood recovery programs.



Above: CD Cover for 'New Life: A collection of songs dedicated to the flood recovery' designed by school students.

3.2 Economic

The economic line of reconstruction focuses on returning businesses back to operation and growing these businesses and improving economic conditions overall across the State.

Economic		2010/2011 Events		2011/2012 Events	
Small business grants & loans <i>(Source: QRAA - 12 April 2012)</i>	Amount paid (\$M)	\$81.2m	*		
	Claims granted	5,576	*		
Primary producers grants & loans <i>(Source: QRAA - 12 April 2012)</i>	Amount paid (\$M)	\$199.5m	*		
	Claims granted	9,552	*		
Coal exports <i>(Source: DSDIP - 28 March 2012)</i>	Feb-11	8.1 Mt			
	Feb-12	12.0 Mt			
	Total for 2010-11	162.6Mt			
	Forecast Total for 2011-12	165.1 Mt			
Primary Industry Estimate of Gross Value of Production (GVP) <i>(Source: DSDIP - September 2011)</i>	Annual forecasts at	2009/10	2010/11	Sep-11	
	Grain sorghum	\$155m	\$320m	\$313m	
	Cotton (raw)	\$355m	\$710m	\$872m	
	Fruit & vegetable	\$2,139m	\$2,143m	\$2,360m	
	Sugarcane	\$1,425m	\$1,240m	\$1,220m	
Employment - Full-time labour force <i>(Source: ABS - 28 February 2012)</i>	Feb-10 ('000)	2,280			
	Feb-11 ('000)	2,330			
	Feb-12 ('000)	2,347			

GVP is an estimate of production based on data forecasts received from industry representatives, statistical information, weather forecasts and market conditions including price. Initial forecasts for the current financial year are published in September. These forecasts are then reviewed during the year and adjusted in March.

The current state of activity:

- At 23 March 2012, the Queensland Government's Flood and Cyclone Recovery Business Program had approved support to 526 businesses employing 6,132 staff. This includes 71 tourism businesses, employing a total of 1,073 staff. So far, 57 tourism businesses have completed the program, which will improve their sustainability and assist in supporting tourism jobs.
- At 22 March 2012, the Natural Disaster Relief and Recovery Arrangements (NDRRA) program approved assistance to 263 tourism businesses, to a value of \$5.2 million.
- Support was provided to local governments on a case by case basis. For example, a Flood Recovery Information Day at Alpha was organised on 16 February 2012 by the Barcaldine Regional Council. Government and QRAA officers partnered with officers from the Department of Communities, Centrelink, Lifeline and Council officers to deliver information on recovery assistance.

Western Queensland Tropical Low, 27 January-February 2012:

NDRRA Category B and Category C assistance has been activated in Balonne, Barcaldine, Blackall-Tambo, Maranoa, Murweh, Paroo and Quilpie (specified area) Shires.

Support provided to Murweh, Maranoa, Balonne and Paroo LGAs includes:

- Information seminars and mobile office visits to Roma, Mitchell, Charleville, Cunnamulla and St. George, in partnership/liaison with councils;
- Direct support and business recovery information is being delivered, targeting key issues identified in consultation with councils;
- Development and delivery of specifically targeted employment programs, such as Green Army, in consultation with councils.

3.2 Economic (Continued)

At 29 March 2012, Category C recovery grants approved:

- \$1.57 million to 237 primary producers
- \$0.37 million to 59 small business
- \$0.08 million to 11 not for profit organisations

Heavy rainfall and Flooding, Northern and Far Northern Queensland, 15 March 2012:

NDRRA Category B assistance (Concessional loans) was activated and made available in Townsville City Council on 21 March 2012 – data not currently available.

North Coast Storms and Flooding and East Coast Hybrid Low, 24 February - 7 March 2012:

NDRRA Category B assistance (Concessional loans) has been activated and available in Sunshine Coast and Gympie Regional

Statewide Status

Mining - The mining industry was impacted by the heavy rainfall and flooding in Queensland. All of Queensland's 54 coal mines were affected resulting in decreased export tonnage. At the end of October 2011, all 54 mines were producing at between 80-100% of capacity.

In 2011-12, year-to-date coal exports to 29 February 2012 totalled 111.64Mt – 1% lower than that achieved in the same period in 2010-11. In February 2012, exports totalled 12.02Mt – a 16.4% decrease on January 2012 and 48% above the flood affected result achieved in February 2011.

To date, widespread rain across much of Queensland from 16-23 March 2012 has caused some disruption to coal mining operations in Central Queensland, mainly through inaccessibility to mine sites or operational areas, accumulation of water in pits and water storages and transport disruptions. The impacts are expected to be short-term only and normal operations are expected to be restored in a relatively short period of time.

(Source: DSDIP March 2012)

Employment - Trend employment in Queensland fell 0.02% in February 2012, to be 0.7% higher over the year. Trend employment in Queensland had grown, albeit modestly, for the previous ten consecutive months prior to February. Employment growth in Australia was 0.01% for the month in trend terms. (ABS, cat no. 6202).

Continued uncertainty in Europe and the associated weakening in the global economic outlook, along with weakness in domestic labour intensive sectors such as dwelling construction and retail, continue to weigh on employment growth.

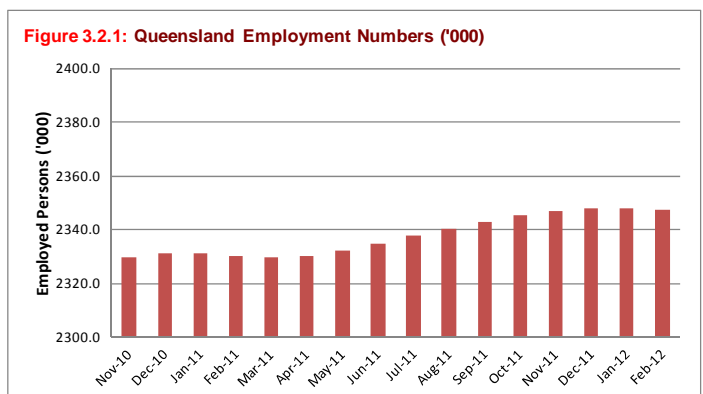
See Figure 3.2.1

(Source: DSDIP March 2012)

Tourism - International visitor numbers to Queensland fell 7% in the year to December 2011, to 1.9 million. These visitors spent 40.2 million nights in Queensland (up 1% from 39.8 million), or an average of 21 nights per visitor (up 9%). While visitation from some traditional markets declined (eg. Japan down 25%, Korea down 21%), the Indian and Chinese markets grew (24% to 28,000 visitors and up 8% to 203,000 visitors respectively). International expenditure in Queensland was down 2% however, to a total of \$3.7 billion in the year to December 2011.

Total domestic overnight visitor numbers to Queensland remained relatively stable in the year to December 2011, with 16.6 million visitors. These visitors stayed a total of 68.7 million nights, down 4%. The average length of stay decreased from 4.3 to 4.1 nights. Overnight domestic expenditure remained constant with the year before, with \$11.45 billion in the year to December 2011. Queensland also received 33.7 million domestic day visitors (down 3%), who spent \$3.6 billion (down 3%) in the year to December 2011.

(Source: DSDIP March 2012)



(Source: ABS February 2012)

3.2 Economic (Continued)

Primary Industry Estimates of Gross Value of Production (based on September 2011 prospects)

Grain Sorghum

Excessive rainfall and damage to soil conditions, as well as some sorghum growers switching to cotton has led to a slight reduction in the sorghum GVP.

Cotton

The September 2011 Prospects indicated that the 2011–2012 cotton growing season had a very strong forecast based on relatively high expected prices and available water supplies which were expected to boost production. It also indicated that whilst prices were down, volume was up resulting in the 30% forecast increase. Some of the anticipated increase is expected to fall in the March 2012 Prospects update due to the recent flooding events in South West and Central Queensland.

Fruit and Vegetable

Banana production forecasts increased 29% on 2010 - 2011 estimates with cyclone-affected banana crops reaching maturity and providing an increase in supply to market. This represents 36% of the total increase to Fruit and Vegetable GVP for the same period.

Sugarcane

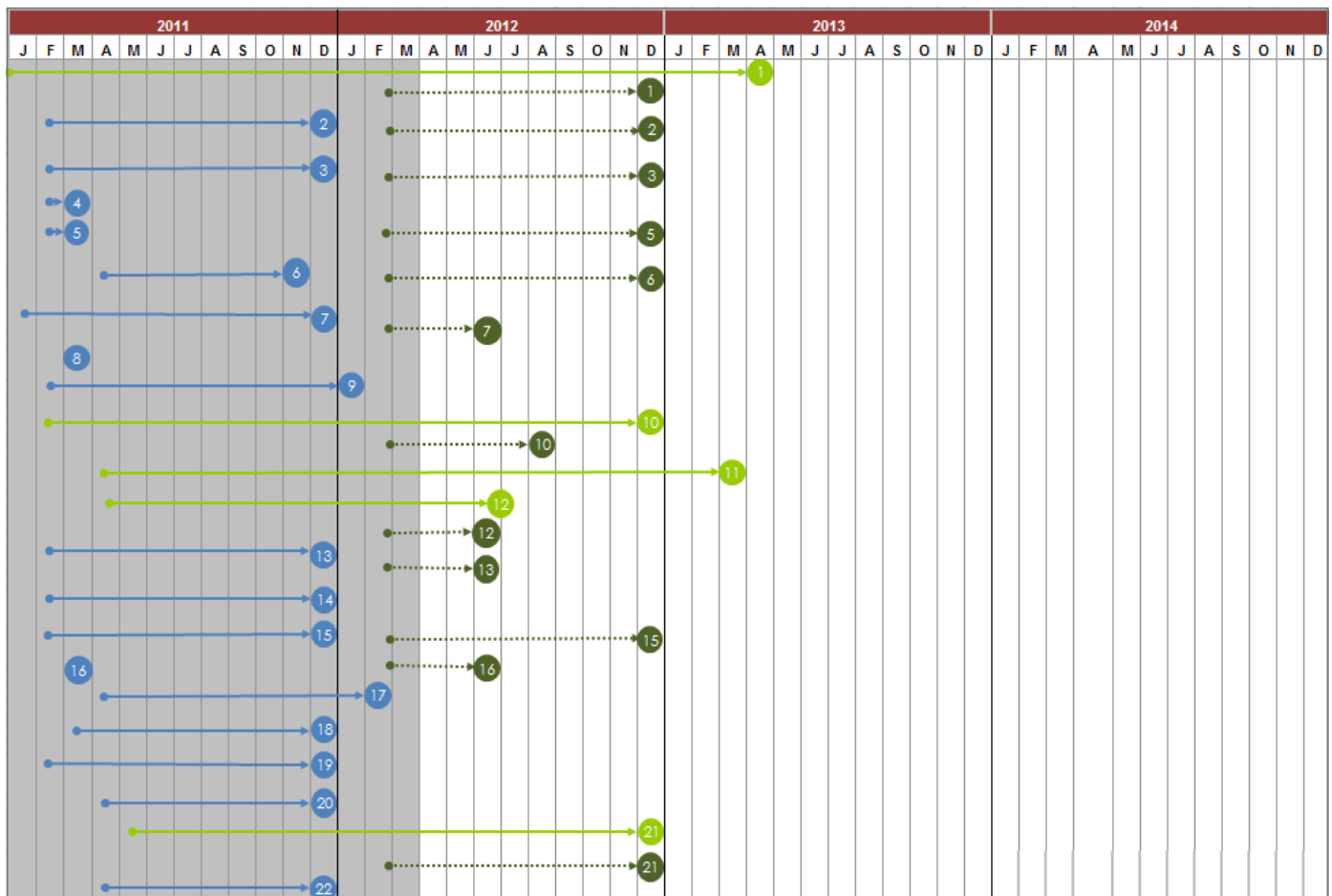
Back to back years of poor weather continue to impact sugarcane yields compared to estimates prior to the disaster events of 2010-11. However, sugarcane GVP is now showing signs of recovery with the return to normal weather conditions and an upswing in global raw sugar prices in September 2011.

Economic - progress against Implementation Plan

The progression of key tasks against the Implementation Plan for the Human and Social Line of Reconstruction was updated during the annual review process for Operation Queensland Update 2011-2013. Key tasks that have been reactivated in response to the current and emerging natural disaster events of 27 January-February 2012 are indicated with dark green markers.

2010/2011 events managed by the Authority - At 28 March 2012, 17 key tasks had been completed with the remaining 5 key tasks on track to be completed. Applications for NDRRA has been extended to 30 June 2012 and DEEDI will continue to report on this key task until closed. Key task 10 is due for completion in December 2012.

2011/2012 events managed by the Authority - At 28 March 2012, some of the 12 reactivated key tasks will now be completed ahead of the original estimated timeframes (Key tasks 1 and 12). The Green Army project will start in April 2012.



- 1 Blue markers indicate a key task that has been completed on or before planned schedule
- 1 Green markers indicate a key task that is progressing satisfactorily with a low level of risk that completion will not occur by the set timeframe
- 1 Orange markers indicate a key task that is progressing satisfactorily with a moderate level of risk that completion will not occur by the set timeframe
- 1 Red markers indicate a key task that requires further attention to meet the proposed deadline
- Hollow markers indicate the timeframe by which a key task was previously expected to be completed
- Arrows indicate a key task is undertaken on an ongoing basis
- 1 Dark green markers indicate key tasks or similar activities that have been reactivated as a result of current or emerging events

2010/2011 events managed by the Authority

Key tasks:			
1	Rapid restoration of a competitive and sustainable Queensland economy	12	Produce 'Jobs and Skills' package to support community recovery and the retention of workers and help address long term skills needs
2	Contribute to the Authority's prioritisation of reconstruction projects	13	Expand the Jobs Assist services to disaster affected communities
3	Maintain consultation with economic stakeholders and peak industry bodies	14	Implement a marketing campaign providing positive messages about Queensland's economy and major industries to investors and trading partners
4	Develop for government consideration, a 'buy local' campaign to help restore trade and support employment	15	Provide systemic, sectoral support by establishing partnerships with industry bodies
5	Work with local governments to establish local recovery committees	16	Provide tailored, simple packages of information specific to business needs
6	Assess local government capacity and respond to the need for economic support	17	Establish measurement and evaluation mechanisms specific to the economic line of reconstruction
7	Use online social networking tools to share information and build 'self-help' communities	18	Coordinate plans to reduce the burden on businesses by removing planning, regulatory and other obstacles that impact unnecessarily on business confidence and recovery
8	Engage business advisors through intermediaries and industry partners to provide face-to-face advice	19	Develop supply chain disaster recovery plans
9	'Fair Go Reconstruction' - provide a hotline to check offers of reconstruction services and associated complaints	20	Coordinate, through the raising of reconstruction control groups, the resolution of cross-cutting issues
10	Advise on Natural Disaster Relief and Recovery Arrangements (NDRRA) measures	21	Support the development and implementation of local community and economic and environmental recovery and reconstruction plans
11	Progress the Queensland Regionalisation Strategy (QRS) and Queensland Infrastructure Plan (QIP)	22	Align project, land and infrastructure development activities to complement economic reconstruction priorities

2011/2012 events managed by the Authority (shown in dark green)

Key tasks:			
1	Rapid restoration of a competitive and sustainable Queensland economy	10	Advise on Natural Disaster Relief and Recovery Arrangements (NDRRA) measures
2	Contribute to the Authority's prioritisation of reconstruction projects	12	Produce 'Jobs and Skills' package to support community recovery and the retention of workers and help address long term skills needs
3	Maintain consultation with economic stakeholders and peak industry bodies	13	Expand the Job Assist services to disaster affected communities
5	Work with local governments to establish local recovery committees	15	Provide systemic, sectoral support by establishing partnerships with industry bodies
6	Assess local government capacity and respond to the need for economic support	16	Provide tailored, simple packages of information specific to business needs
7	Use online social networking tools to share information and build 'self-help' communities	21	Support the development and implementation of local community and economic and environmental recovery and reconstruction plans

Economic Case example: Flood recovery mobilised quickly

Queensland government business and industry support staff across South and Central regions mobilised quickly into flood recovery mode mid-February, with officers and mobile teams meeting with affected businesses and industry groups, and staging information events in devastated communities.

The area covered by flooding included the towns of Alpha, Jericho, Blackall, Tambo, Charleville, Mitchell, Roma and St George.

While immediate efforts focussed on assessing the damage to businesses and producers, government officers were on the front foot providing information about assistance and identifying types of support that may be required across the regions over the next six months.



Above: Queensland Government's Jed Taylor runs a flood recovery information session in Mitchell.

Government officers' efforts in intelligence-gathering, on-the-ground support, business continuity, and back-of-house planning and logistics meant the department was ready to move into economic recovery.

A number of staff were also dealing with flooding in their own homes and communities and still putting in the hours for their clients.

Government Flood Recovery Forums began in Roma, Mitchell and Charleville. Key partners at these events included QRAA, DET, the Federal Rural Financial Counseling Service, the Queensland Murray-Darling Committee, AgForce, Australian Tax Office, Centrelink and Lifeline.

Staff also supported business recovery events organised by the Roma Chamber of Commerce and Barcardine Regional Council, and the Government mobile office began touring the south west.



Above: Government mobile office in Charleville

Across Government business areas, officers mobilised to support the department's customers and their communities. This included working with landholders and AgForce to coordinate a fodder register for producers and fodder drops for stranded livestock; Biosecurity Queensland officers helping landholders deal with animal welfare issues; and employment teams working with local councils and others to find ways programs such as the Green Army can help rebuild communities.

Government also had its local offices in St George, Roma and Charleville up and running quickly.

(Images courtesy DEEDI)

3.3 Environment

The Environment Line of Reconstruction is focused on recovering and conserving natural resources and related infrastructure affected by the Queensland flood and cyclone disasters and making sure recovery and reconstruction efforts do not impact the State's natural resources.

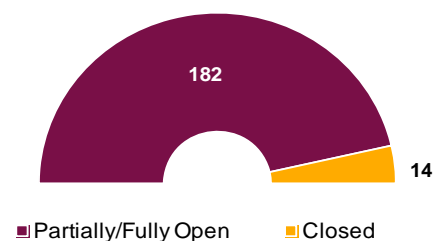
Environment		2010/2011 Events	2011/2012 Events	Current Status ¹
National parks <i>(Source: DEHP 26 March 2012)</i>	Affected	162	34	196
	Partially/fully open	162	20	182
	Remain Closed	0	14	14
Sewerage and water schemes <i>(Source: DEHP 27 February & 26 March 2012)</i>	Affected	188	3	189
	Operating (needing permanent repairs)	20	0	20
Streamflow gauges <i>(Source: DEHP 26 March 2012)</i>	Affected	40	4	44
	Repaired and operational	39	4	43#

Task Complete

The current state of activity:

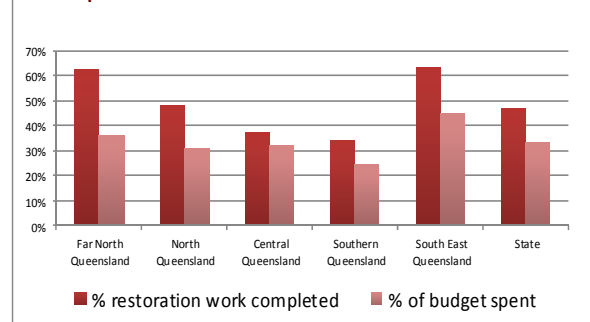
- National Parks – At 26 March 2012, 34 National Parks were closed as a result of the 2012 flood events. Of these, 14 parks remain closed, and 20 have been partially or fully opened. Nine impact assessments are currently underway. Figure 3.4 demonstrates progress of restoration works for parks damaged during 2010/11. *See Figs. 3.3 and 3.4*
- Sewerage and Water Infrastructure – At 26 March 2012, 9 water supply schemes and 11 impacted sewerage treatment plants are operational but needing permanent repairs.
- Streamflow Gauges - At 26 March 2012, 39 of the 40 streamflow gauging station sites have been fully restored to pre-disaster capacity.
- Two of the previously destroyed stations have been replaced with one new repositioned station.
- At 21 March 2012, 67 of the 105 established cassowary feeding stations are currently in use and 161 tonnes of fruit has been delivered to the feed stations.

Fig. 3.3 Affected national parks (2010/2011 & 2011/2012 events combined)



(Source: DERM - 26 March 2012)

Figure 3.4 progress against work plan for National parks restoration



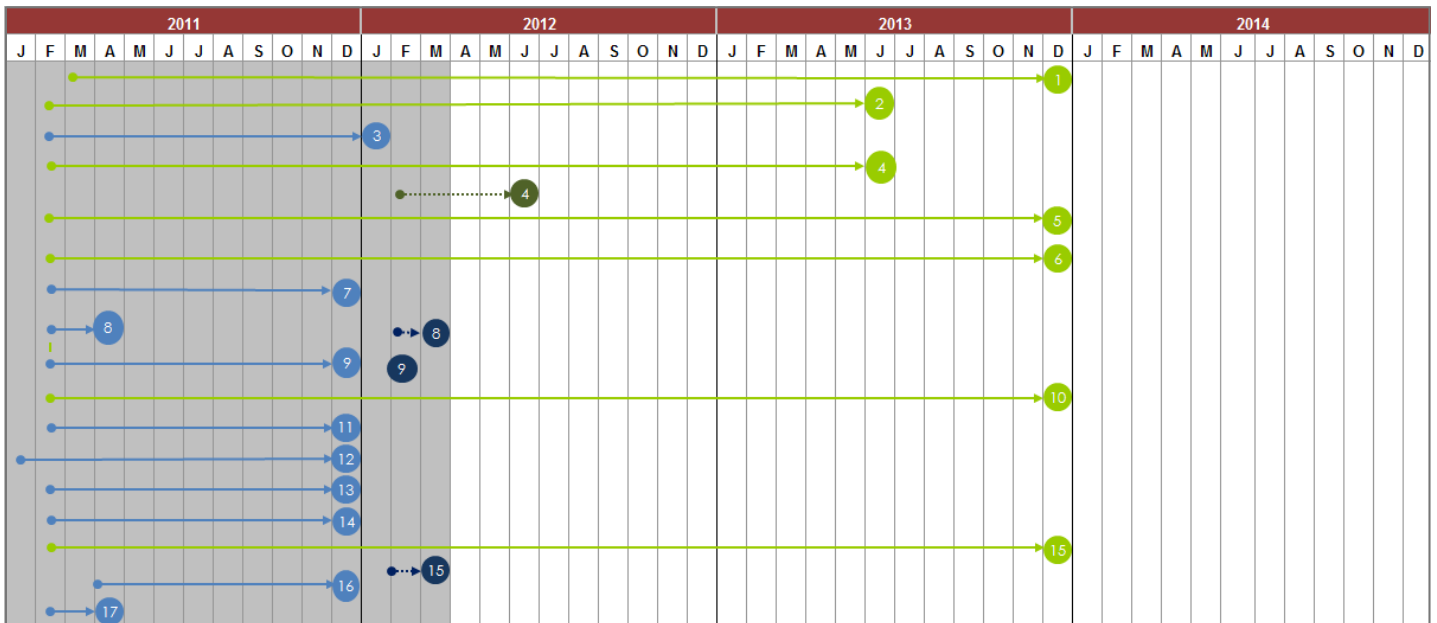
¹ The status indicates the current total impact on reported metrics for both disaster event periods.

Environment - progress against Implementation Plan

The progression of key tasks against the Implementation Plan for the Human and Social Line of Reconstruction was updated during the annual review process for Operation Queensland Update 2011-2013. Key tasks that have been reactivated in response to the current and emerging natural disaster events of 27 January-February 2012 are indicated with dark green markers.

2010/2011 events managed by the Authority - At 26 March 2012, 10 key tasks had been completed with the remaining seven (7) key tasks on track to be completed within the proposed timeframes. Restoration and rehabilitation of riparian and coastal environments are continuing.

2011/2012 events managed by the Authority - At 26 March 2012, two (2) of the reactivated key tasks have now been completed. Key task 4 is due for completion in June 2012 and key tasks 8 and 9 are now complete as impact assessments have been undertaken at two sites (Mitchell and Bollon), and advice has been provided to local government on remediation of the sites. DERM will oversee remediation of the sites as core departmental business – this will involve periodic reporting by local government on remediation progress. All four gauging stations have been permanently repaired and are operating at pre-disaster capacity.



- 1 Blue markers indicate a key task that has been completed on or before planned schedule
- 1 Green markers indicate a key task that is progressing satisfactorily with a low level of risk that completion will not occur by the set timeframe
- 1 Orange markers indicate a key task that is progressing satisfactorily with a moderate level of risk that completion will not occur by the set timeframe
- 1 Red markers indicate a key task that requires further attention to meet the proposed deadline
- Hollow markers indicate the timeframe by which a key task was previously expected to be completed
- Arrows indicate a key task is undertaken on an ongoing basis
- 1 Dark green markers indicate key tasks or similar activities that have been reactivated as a result of current or emerging events

2010/2011 events managed by the Authority

Key tasks:			
1	Coordinate and prioritise rehabilitation of the natural environment and community assets including reserves, parks, waterways and wildlife	10	Assess event impacts on the natural environment and natural resources
2	Implement through planning, monitoring, assessment and advice, strategies to reduce future impacts on the natural environment in both urban and rural landscapes, focusing on long-term resilience and sustainability	11	Monitor and provide advice on current and potential environmental and natural resource issues
3	Support the development of sustainable, disaster resilient environmental infrastructure	12	Ensure the environmentally safe recovery of coal seam gas (CSG) and coal mines
4	Restore damaged infrastructure on State protected areas	13	Ensure communities, Indigenous people, environmental bodies and interest groups are effectively engaged in the consultation and decision making processes
5	Conduct ecological assessment and restoration of protected areas, ecosystems and species	14	Mitigate environmental consequences of reconstruction operations mitigated through planning, monitoring, assessment and advice
6	Assess and reconstruct soil health and biodiversity in upland areas and flood plains	15	Support the expeditious repair of water and sewerage infrastructure supported by facilitating environmental and planning processes
7	Facilitate community involvement in the recovery of landscapes and ecosystems	16	Support the development and implementation of both cross-cutting planning and local community and economic recovery and reconstruction plans
8	Conduct waste and contaminated land management	17	Develop subordinate implementation plans to achieve key tasks at project level
9	Provide input to whole of state environment elements of the State reconstruction implementation plans		

2011/2012 events managed by the Authority (shown in dark green)

Key tasks:			
4	Restore damaged infrastructure on State protected areas	9	State reconstruction implementation plans
8	Conduct waste and contaminated land management	15	Support the expeditious repair of water and sewerage infrastructure supported by facilitating environmental and planning processes

Environment Case example: Rural clean up from 2010-2011 disasters continues

More than one year on from the 2010-2011 disasters, thousands of hectares of flood-affected farm and rural land have been cleaned up and recovered across the State.

South East, South West and Central Queensland regions experienced significant destruction from the summer flooding. Fences were ripped from the ground, top soil and nutrients were displaced, gullies and landslips created, waterways reshaped and debris dumped on riparian, flood plain, coastal and farm land.

Since early last year, DERM has been working with the Authority, regional natural resource management bodies and local councils on a coordinated effort to repair the damage.

More than \$8.4 million from the Commonwealth Government's Natural Disaster Relief and Recovery Arrangements (NDRRA) has assisted with priority clean up works.

As at 26 March 2012, the following work had been completed:

- **583 kilometres** of streambank restored through clean-up, including the re-establishment of fencing
- **3,459 hectares** of floodplain cleared of debris
- **11,463 hectares** of significant gullies and bank slumps repaired or stabilised
- **1,102** properties assisted. This has included helping property owners to fix fencing and restore farm operations.
- **158 hectares** of pest plant control undertaken.

The recovery program to-date has seen strong progress for the environment and landholders and more works will continue in 2012.



Above: Damage in Lower Tenthill Creek near Gatton



Above: Lower Lockyer on Lockyer Creek, Clarendon

(Images courtesy DERM)

3.4 Building Recovery

The building line of reconstruction is aimed at coordinating the planning and implementation of the statewide rebuilding program. Its particular focus is on housing and maximising the efficiency of resource allocation.

Building recovery		2010/2011 Events	2011/2012 Events	Current Status ¹
Power to homes and businesses <i>(Source: DH&PW 21 March 2012 and Ergon Energy 20 March 2012)</i>	Affected	480,000	9,000	489,000
	Restored	479,815	9,000	488,815
Insurance <i>(Source: ICA 28 March 2012)</i>	Claims	131,935	6,408	138,343
	Estimated reserve value	\$3.78b	\$124.7m	\$3.904b
	Paid	\$2.81b	-	\$2.81b
Government owned buildings <i>(Source: DH&PW 30 March 2012)</i>	Assets affected	3,971	129	4,100
	Assets repaired	3,951	60	4,011
Significantly affected residential housing <i>(Source: ICA 28 March 2012 and DoC 22 February 2012)</i>	Category A - Non-liveable residential properties	3,636	-	3,636
	Category B - Residential properties vacated for repair	2,040	-	2,040
	Structural assistance grants	1,015	-	1,015

The current state of activity:

- Power to homes and business - over 1,200 homes in Western Queensland during flood events of early 2012, lost power during the flooding event - all have been restored. 7,800 residents lost power during the Townsville storm in March 2012. *(The Authority is waiting on information for power loss due to other current events.)*
- Buildings - Of the 129 other government-owned buildings impacted, 60 have been repaired at 30 March 2012.
- At 28 March 2012, there have been 6,408 insurance claims with an estimated reserve value of \$124.7 million as a result of the South West Queensland border floods (see next page for more insurance figures).
- 2010-2011 events - At 22 February 2012, an additional 1,015 structural assistance grant claims with a value of \$8.4 million had been received since February 2012. No data for structural assistance grants has yet been recorded for the 2011-2012 events.
- The Building Services Authority (BSA) continues to provide advice as necessary - see case study following.

¹ The status indicates the current total impact on reported metrics for both disaster event periods.

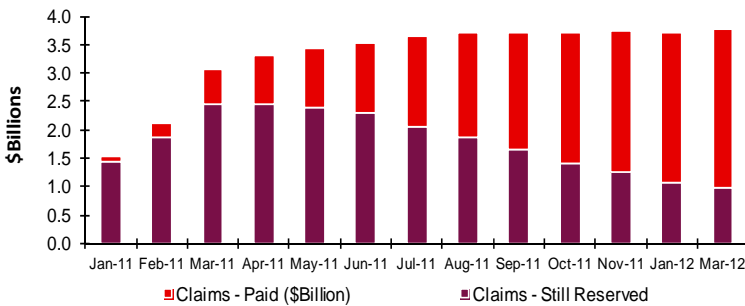
Insurance events from floods and Cyclone Yasi

At 28 March 2012, a total of 131,935 insurance claims had been made as a result of the floods and Cyclone Yasi. The updated total estimated reserved value was \$3.78 billion. This compares to approximately 130,989 claims made at 25 January 2012.

At 28 March 2012, an estimated \$2.81 billion had been paid which represents an increase of \$170 million since the last report. It is understood that reserved value represents the total estimated value of claims received.

See Figure 3.4.1

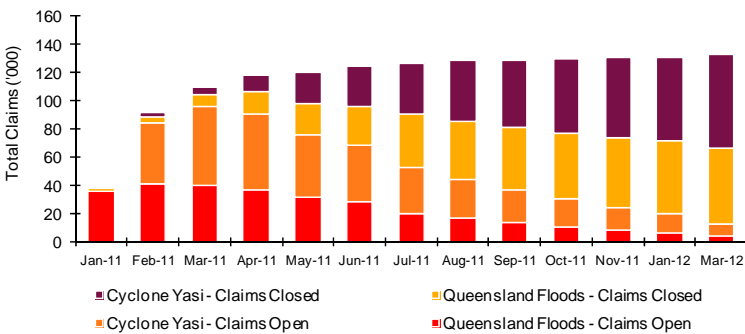
Fig. 3.4.1 Insurance Payments 2010/11 Events



Source: ICA as at 28 March 2012

At 28 March 2012, approximately 120,736 (91.5%) of the 131,935 insurance claims had been closed. Closed claims are those claims where goods have been replaced, repairs have been completed or cash settlement has been provided. See Figure 3.4.2

Fig. 3.4.2 Insurance Claims Open and Closed - 2010/11 Events

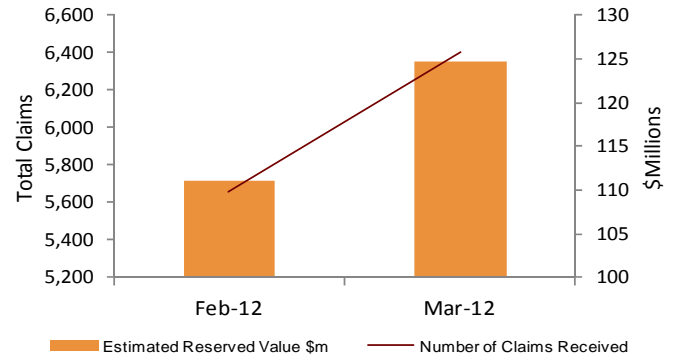


Source: ICA as at 28 March 2012

At 28 March 2012, an additional 751 insurance claims had been received for the 2011-2012 events since February 2012. This makes a total of 6,408 claims with an estimated reserved value of \$125 million - up by \$14 million since February.

See Figure 3.4.3

Fig. 3.4.3 Insurance Claims 2011/12 Events



Source: ICA as at 28 March 2012

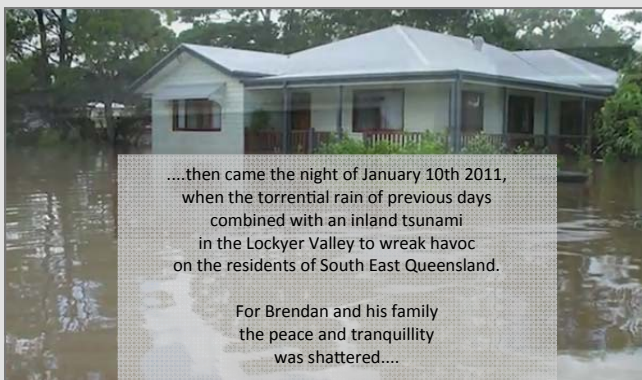
Building Recovery Case example: "Brendan's story"

In the wake of Queensland's 2011 flood events, the Building Services Authority (BSA) played a prominent role in post-flood recovery activities.

The BSA is well-prepared for disaster recovery efforts and has honed its skills delivering a variety of services and works following events such as the 2008 Mackay floods and The Gap storm, Cyclone Yasi in 2011 and the Queensland floods of 2011 and 2012.

Following the 2011 flood events, the expertise and resources of the BSA were called upon to deliver education seminars for home owners and building industry contractors in the affected areas, offering advice, support and information about best-practice methods for repairs and rebuilding in the aftermath of such terrible inundation

In addition to its usual services, the BSA has now produced a video on its YouTube Channel showing how a homeowner rebuilt his flood-affected residence. Entitled 'Brendan's Story', the video is a story of disaster, disappointment, frustration, planning and patience, but it has a happy ending.



Brendan's misfortune and the rebuilding of his home could apply to hundreds of flood victims across Queensland. Viewers can see how the family coped with the all important drying out of the home, how they planned the rebuilding effort and how their life eventually returned to normal.

It's a valuable resource for anyone needing to tackle the rebuilding of their home and lifestyle if they were ever unfortunate enough to find themselves in similar circumstances.

You can view 'Brendan's Story' on YouTube.

The BSA Contact Centre proved a valuable resource in assisting home owners and contractors who sought advice on numerous flood-related subjects, and eventually won an Australian Teleservices Association award in 2011.

As the building industry regulator, the BSA played an active role in compliance audits in the flood-affected areas, ensuring home owners were protected from unlicensed contractors and that appropriate contracts were in place for repairs and rebuilding work.

This compliance work also helped to maintain building standards and protected BSA licensees from unfair competition in the form of unlicensed contractors.



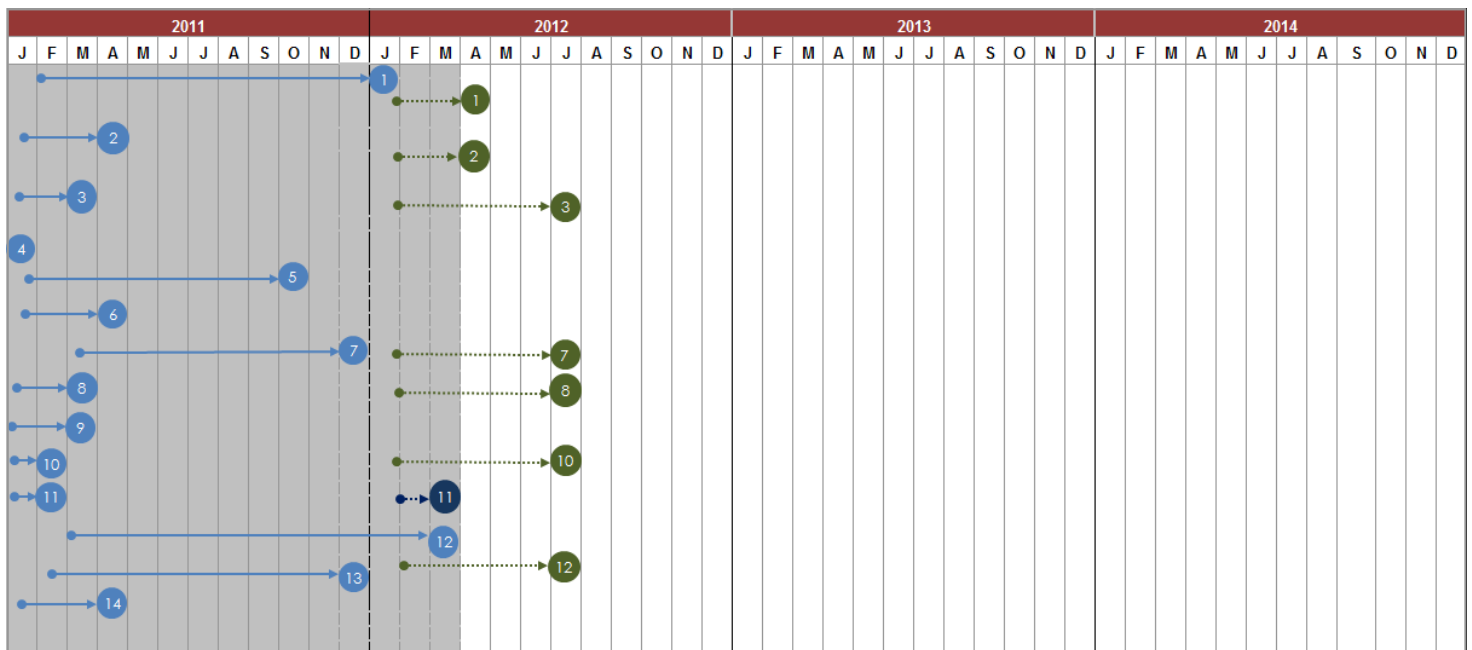
Images courtesy of BSA's YouTube video highlighting Brendan's story of rebuilding after the January 2011 floods,

Building Recovery - progress against Implementation Plan

The progression of key tasks against the Implementation Plan for the Human and Social Line of Reconstruction was updated during the annual review process for Operation Queensland Update 2011-2013. Key tasks that have been reactivated in response to the current and emerging natural disaster events of 27 January-February 2012 are indicated with dark green markers.

2010/2011 events managed by the Authority - *Operation Queensland – A Guide to Local Community, Economic and Environmental Recovery and Reconstruction Planning (The Local Plan)* was developed and distributed by the Authority to all Local Government Authorities to assist in the planning of recovery in each local community. At 30 March 2012, key task 12 was completed meaning that all key tasks are now complete.

2011/2012 events managed by the Authority - At 30 March 2012, key task 11 is complete of the 8 key tasks reactivated as a result of the recent disaster events. In the review of building regulations to remove impediments for the timely rebuilding process, no issues were identified.



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- 1 Red markers indicate a key task that requires further attention to meet the proposed deadline
- Hollow markers indicate the timeframe by which a key task was previously expected to be completed
- Arrows indicate a key task is undertaken on an ongoing basis
- 1 Dark green markers indicate key tasks or similar activities that have been reactivated as a result of current or emerging events

2010/2011 events managed by the Authority

Key tasks:			
1	Develop and implement solutions for temporary and long-term accommodation	8	Support the Department of Communities Structural Assistance Grant assessments and develop contractor engagement strategy
2	Conduct assessment of damage to building stock, particularly housing	9	Support the Appeal Fund process and contractor engagement strategies
3	Repair government building assets to allow functional operations	10	Facilitate community access to independent building repair advice
4	Facilitate the repair of identified iconic buildings	11	Identify and recommend action, where necessary, to address any regulatory impediments to successful building recovery
5	Determine repair/rebuild approach for community assets	12	Monitor and report on the progress of Building Recovery program
6	Coordinate and prioritise medium to long-term demolition, repair and rebuilding	13	Support the development and implementation of both cross-cutting planning and local community, economic recovery and reconstruction plans
7	Support, monitor and advise on reconstruction supply chain activities	14	Develop subordinate implementation plans to achieve key tasks at project level

2011/2012 events managed by the Authority (shown in dark green)

Key tasks:			
1	Develop and implement solutions for temporary and long-term accommodation	8	Support the Department of Communities Structural Assistance Grant assessments and develop contractor engagement strategy
2	Conduct assessment of damage to building stock, particularly housing	10	Facilitate community access to independent building repair advice
3	Repair government building assets to allow functional operations	11	Identify and recommend action, where necessary, to address any regulatory impediments to successful building recovery
7	Support, monitor and advise on reconstruction supply chain activities	12	Monitor and report on the progress of Building Recovery program

3.5 Roads and Transport

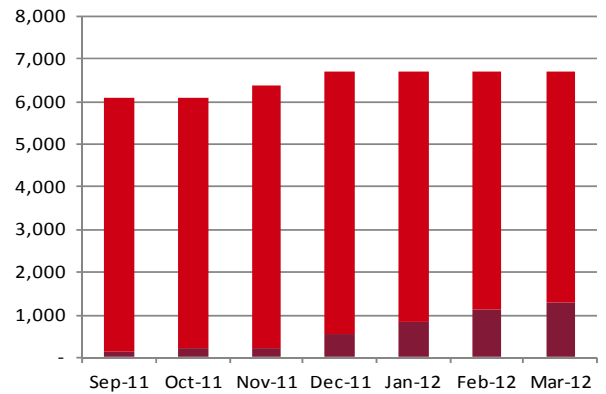
The roads and transport line of reconstruction is aimed at reconnecting people and enabling the re-supply of communities across the State.

Roads and transport		2010/2011 Events	2011/2012 Events
State road network (kms) <i>(Source: DTMR 28 March 2012)</i>	Affected	9,170	9,300
	Recovered / Reopened	8,482	5,210
State rail network <i>(Source: DTMR 29 March 2012)</i>	Affected	4,748	4,180
	Recovered	4,596	3,719
Ports <i>(Source: DTMR 8 December 2011)</i>	Affected	11	*
	Recovered	11	*

The current state of activity:

- Roads – of the total 9,300km of roads closed (or with limited access) since November 2011, 5,210 km are now either open, open with caution, restricted to four wheel drives or subject to a five tonne weight limit. The remaining roads are closed as a result of damage and/or seasonal closure (eg Peninsular Development Rd), refer to the map on page 28.
- At 28 March 2012, of the 6,709 kms of roads damaged as a result of Cyclone Yasi and floods in 2010-2011, 1,351 kms have been repaired. *See figure 3.5.1*
- The Queensland Rail network was also affected by the natural disasters with 4,180 kilometres of network affected. At 29 March 2012, 3,719 kms had been recovered.
- For 2010-11 events the number of project at tender is 701 and 528 contracts have been awarded. *See figure 3.5.2*

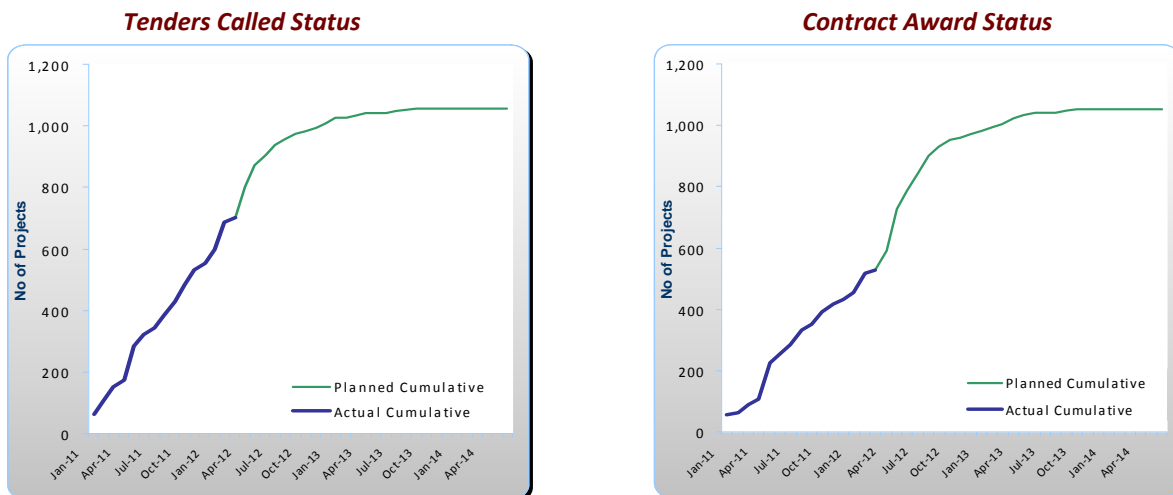
Fig. 3.5.1 Roads Damaged Reconstructed Yasi/Floods 2010/11



■ Road Reconstructed km ■ Roads Damaged km

(Source: DTMR 28 March 2012)

Fig.3.5.2 Transport Network Reconstruction Program—Performance Status (Planned vs Actual)



(Source: DTMR 13 April 2012)

OPERATIONAL STATUS OF THE QUEENSLAND ROAD NETWORK AS AT 30 MARCH 2012

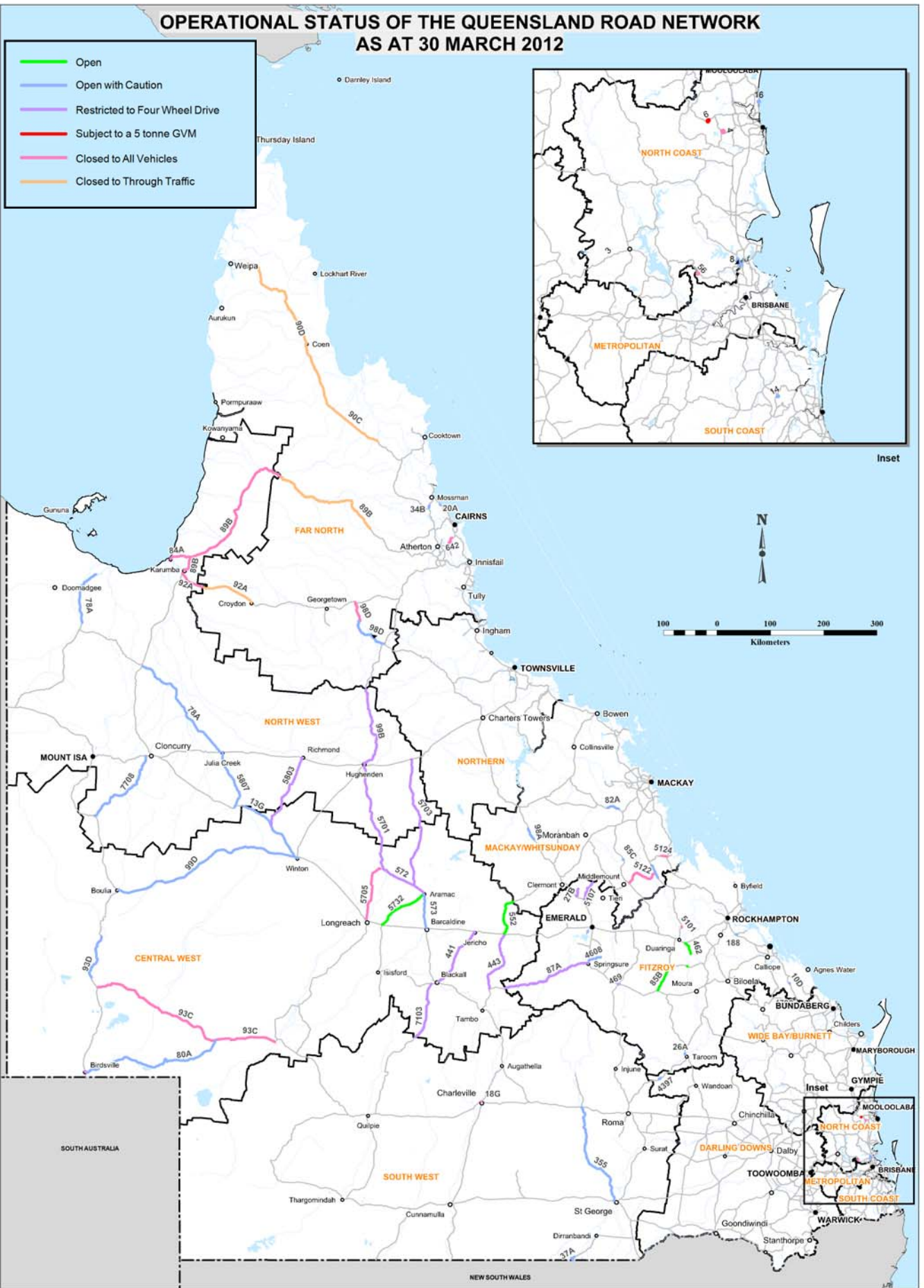
- Open
- Open with Caution
- Restricted to Four Wheel Drive
- Subject to a 5 tonne GVM
- Closed to All Vehicles
- Closed to Through Traffic



Inset



100 0 100 200 300
Kilometers



C:\06 Field Implementation\06-04-035 Map Projects\General\2012\0403 Road Operational Status Map of 30 March 2012.kor

© The State of Queensland, 2010. © Pitney Bowes Software Pty Ltd, 2010. © QR Limited, 2010. Based on [Dataset: State Digital Road Network (SDRN)] provided with the permission of Pitney Bowes Software Pty Ltd (Current as at 04/10/10). [Dataset: Rail_Centres_Line, May 2010] provided with the permission of QR Limited and other state government datasets. Disclaimer: While every care is taken to ensure the accuracy of this data, Pitney Bowes Software Pty Ltd and/or the State of Queensland and/or QR Limited makes no representations or warranties about its accuracy, reliability, completeness or suitability for any particular purpose and disclaims all responsibility and all liability (including without limitation, liability in negligence) for all expenses, losses, damages (including indirect or consequential damages) and costs which you might incur as a result of the data being inaccurate or incomplete in any way and for any reason.

Roads and Transport Line of Reconstruction Case example: Reconstruction at Toowoomba Range crossing, Warrego Highway - Toowoomba Regional Council

In January 2011, floods and heavy rainfall caused extensive damage to the Warrego Highway crossing of the Toowoomba Range. Damage included land slips, shoulder and embankment erosion, extensive erosion of drains and damage to rock fall netting.

The Warrego Highway and the Range crossing are a vital link between South East Queensland, the rapidly growing Surat Basin region and beyond. The highway is a lifeline to western communities and an essential route for the freight industry.

Reconstruction of the range crossing used 20,000 tonnes of rock fill to stabilise sites and over two hundred soil nails were used to stabilise slopes.

At one stage during construction, the daily number of workers on site peaked at 45.

It was major achievement by RoadTek and the Department of Transport and Main Roads to reopen all four lanes by mid-September 2011 before the Carnival of Flowers, which attracts thousands of visitors to the city.



Image above shows damage to slopes and pavement on the Toowoomba Range crossing, Warrego Highway (Courtesy DTMR)



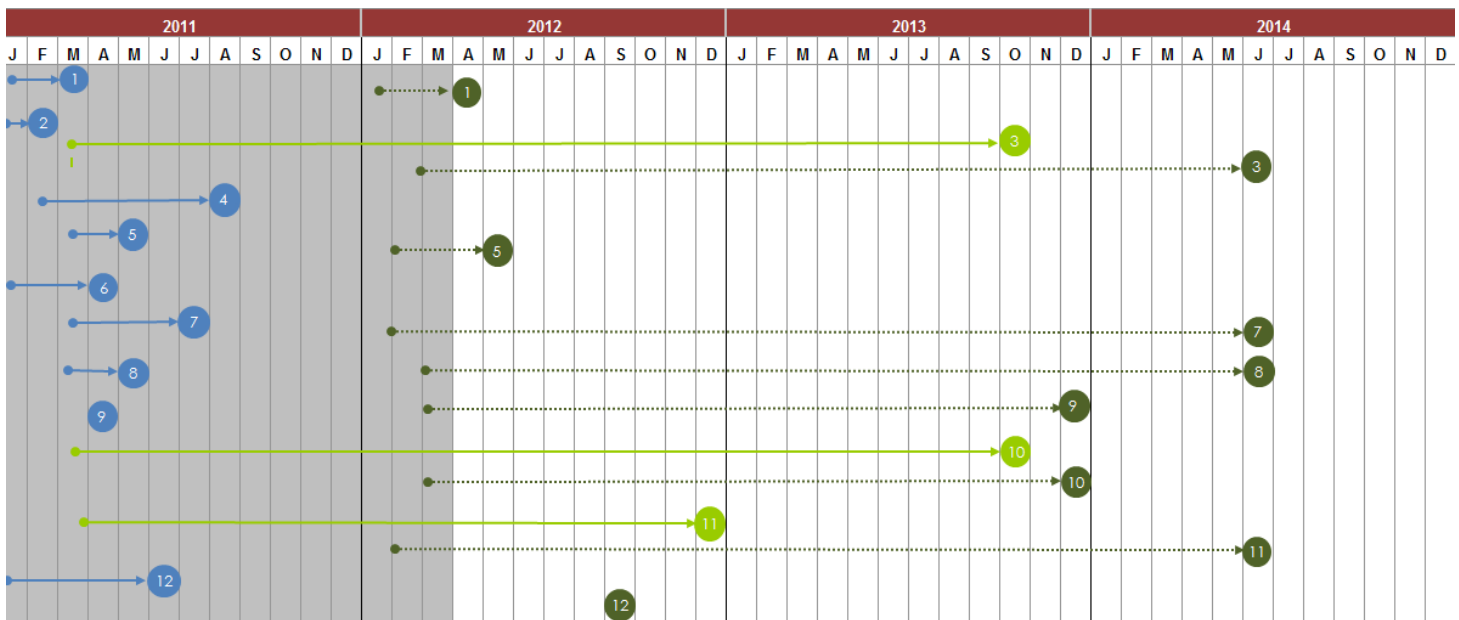
Right: Completed works on the Toowoomba Range crossing, Warrego Highway (Courtesy DTMR)

Roads and Transport - progress against Implementation Plan

The progression of key tasks against the Implementation Plan for the Human and Social Line of Reconstruction was updated during the annual review process for Operation Queensland Update 2011-2013. Key tasks that have been reactivated in response to the current and emerging natural disaster events of 27 January-February 2012 are indicated with dark green markers.

2010/2011 events managed by the Authority - At 26 March 2012, key task 8 was completed ahead of time, making 9 key tasks now complete. A critical material procurement engagement strategy is being developed and due to commence in April 2012. The remaining 3 key tasks are on track to be completed within the proposed timeframes with key task 11 now due for completion in December 2012.

2011/2012 events managed by the Authority - At 26 March 2012, 10 key tasks had been reactivated as a result of the recent disaster events and are estimated to be completed within the proposed timeframes. DTMR is applying the Transport Network Reconstruction Program (TNRP) Prioritisation Strategy key principles to reconstruction priorities and needs. While recovery works are underway, reconstruction arising from late 2011 and 2012 events is yet to commence statewide.



- 1 Blue markers indicate a key task that has been completed on or before planned schedule
- 1 Green markers indicate a key task that is progressing satisfactorily with a low level of risk that completion will not occur by the set timeframe
- 1 Orange markers indicate a key task that is progressing satisfactorily with a moderate level of risk that completion will not occur by the set timeframe
- 1 Red markers indicate a key task that requires further attention to meet the proposed deadline
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- Arrows indicate a key task is undertaken on an ongoing basis
- 1 Dark green markers indicate key tasks or similar activities that have been reactivated as a result of current or emerging events

2010/2011 events managed by the Authority

Key tasks:			
1	Reconnect people and communities	7	Develop regional restoration projects and activities
2	Ensure transport access for local economies, agriculture and the resource sector	8	Moderate regional restoration activities to develop statewide projects and action
3	Continue to implement, monitor and review the transport reconstruction plan	9	Prepare NDRRA submissions as required
4	Develop reconstruction projects and activities at a State-wide level	10	Review existing Queensland Transport and Roads Investment Program (QTRIP) (capital works plans) to accommodate the NDRRA program
5	Establish strategic restoration goals, balancing improvement and other strategic needs	11	Support the development and implementation of both cross-cutting planning and local community and economic recovery and reconstruction plans
6	Regional needs against restoration goals assessed	12	Subordinate implementation plans to achieve key tasks at project level developed by August 2011

2011/2012 events managed by the Authority (shown in dark green)

Key tasks:			
1	Reconnect people and communities	9	Prepare NDRRA submissions as required
3	Continue to implement, monitor and review the transport reconstruction plan	10	Review existing Queensland Transport and Roads Investment Program (QTRIP) (capital works plans) to accommodate the NDRRA program.
5	Establish strategic reconstruction goals, balancing reconstruction and improvement and other strategic needs.	11	Support the development and implementation of both cross-cutting planning and local community economic and environmental recovery and reconstruction plans
7	Develop regional reconstruction projects and activities accounting for regional reconstruction priorities and goals.	12	Review and update implementation plans to achieve key tasks at project level.
8	Moderate regional reconstruction projects within the state-wide reconstruction program and other roads and transport infrastructure programs.		

3.6 Community Liaison and Communication

This line of reconstruction is focused on building stakeholder confidence in the reconstruction by ensuring consistent and regular communication of public information.

Tour of Townsville storm damage

On 20 March, a mini-tornado swept through Townsville leaving in its path a scene of destruction. The worst hit suburbs were those of Aitkenvale, Vincent, Gulliver and Annandale.

Staff from the Authority met with Councillors from Townsville City Council on 22 March 2012 for a tour of the disaster-affected areas.

Council visits

A key focus of the Authority is working with local councils to assess recovery progress and to ensure value-for-money is being achieved. During the month of March, staff from the Authority met with members of council and inspected the following council areas:

- Southern Downs – 15 March
- Lockyer Valley – 16 March
- Bundaberg – 19 March
- Fraser Coast – 19 March
- Gympie – 20 March
- Sunshine Coast – 20 March

During March, the Authority's Land Use Planning team also met with 12 councils around Queensland to discuss flood investigations and Flood Plain Management, and to review Draft Planning Schemes.

The team also attended two Cardwell Esplanade, Marine Infrastructure Recovery Project Steering Committee meetings.

Presentations

Major General Wilson (Ret'd) addressed the Property Council in March, detailing the Authority's involvement in the Grantham redevelopment scheme – in particular the instruments used to fast track the reconstruction and how this achievement can be translated into broader planning and development schemes.

The Major General also presented a session on Queensland's reconstruction progress and the importance of building resilience in our communities to a Business Continuity Forum in Brisbane.

Official opening of Hubner's Bridge at Kilcoy

On 6 March, Authority staff joined Somerset Regional Council Works Manager Andrew Johnson and Councillor Bruce Pearce to officially re-open Hubner's Bridge at Kilcoy. The \$1.1 million rebuild delivered real value-for-money and was completed 10 months ahead of schedule after the original structure was completely destroyed in the 2011 flood event.

Below: Hubner's Bridge during reconstruction and at completion.



Right: Major General Wilson (Ret'd) with Somerset Regional Council Works Manager Andrew Johnson and Councillor Bruce Pearce at the official opening of the new bridge.



Toowoomba occasional care centre re-opened

On 23 March 2012, the Kath Dickson Occasional Care Centre, in Toowoomba which was all but destroyed in last January's floods, was officially re-opened.

The Authority formally recognised the generous donations made by Orrcon Steel and the RACQ Foundation to help get the centre back up and running.

Media liaison

In March interviews were organised for Major General Wilson, as spokesperson for the Authority, with the following media outlets to inform the public about reconstruction progress:

- WIN News Bundaberg – 19 March 2012
- Seven News Bundaberg – 19 March 2012
- Seven News Sunshine Coast – 20 March 2012
- ABC Sunshine Coast – 20 March 2012
- ABC Wide Bay – 21 March 2012
- WIN News Toowoomba – 26 March 2012

A broad range of media coverage was achieved, including press articles regarding the reconstruction program in the Courier-Mail, Weekend Australian, Toowoomba Chronicle and numerous local regional and suburban newspapers.

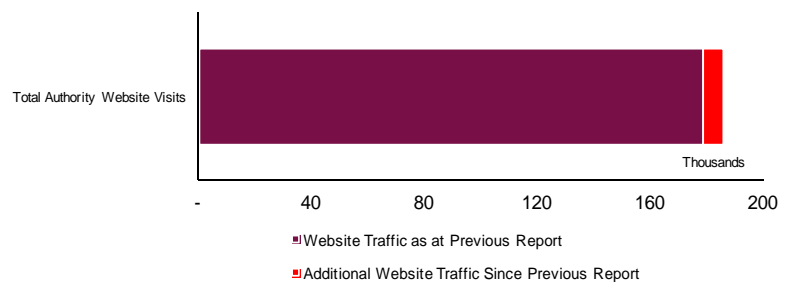
Communications

There are a number of methods available to the public to communicate with the Authority.

The Authority's website provides information to the public and continues to be enhanced with on-going updates. There have been a large number of visits to the website since it was launched on 18 February 2011. At 2 April 2012, total visits amounted to 185,654.

See Figure 3.6.1

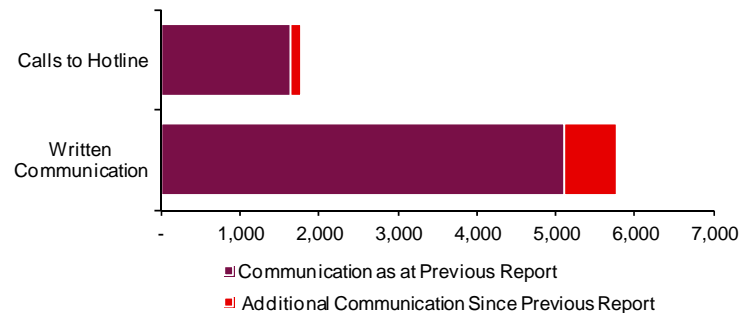
Fig.3.6.1 Website Traffic



(Source: the Authority as at 2 April 2012)

At 29 February 2012, the Authority had recorded 1,768 calls to its dedicated hotline and 5,763 pieces of written correspondence were received at 2 April 2012. **See Figure 3.6.2**

Fig. 3.6.2 Communication



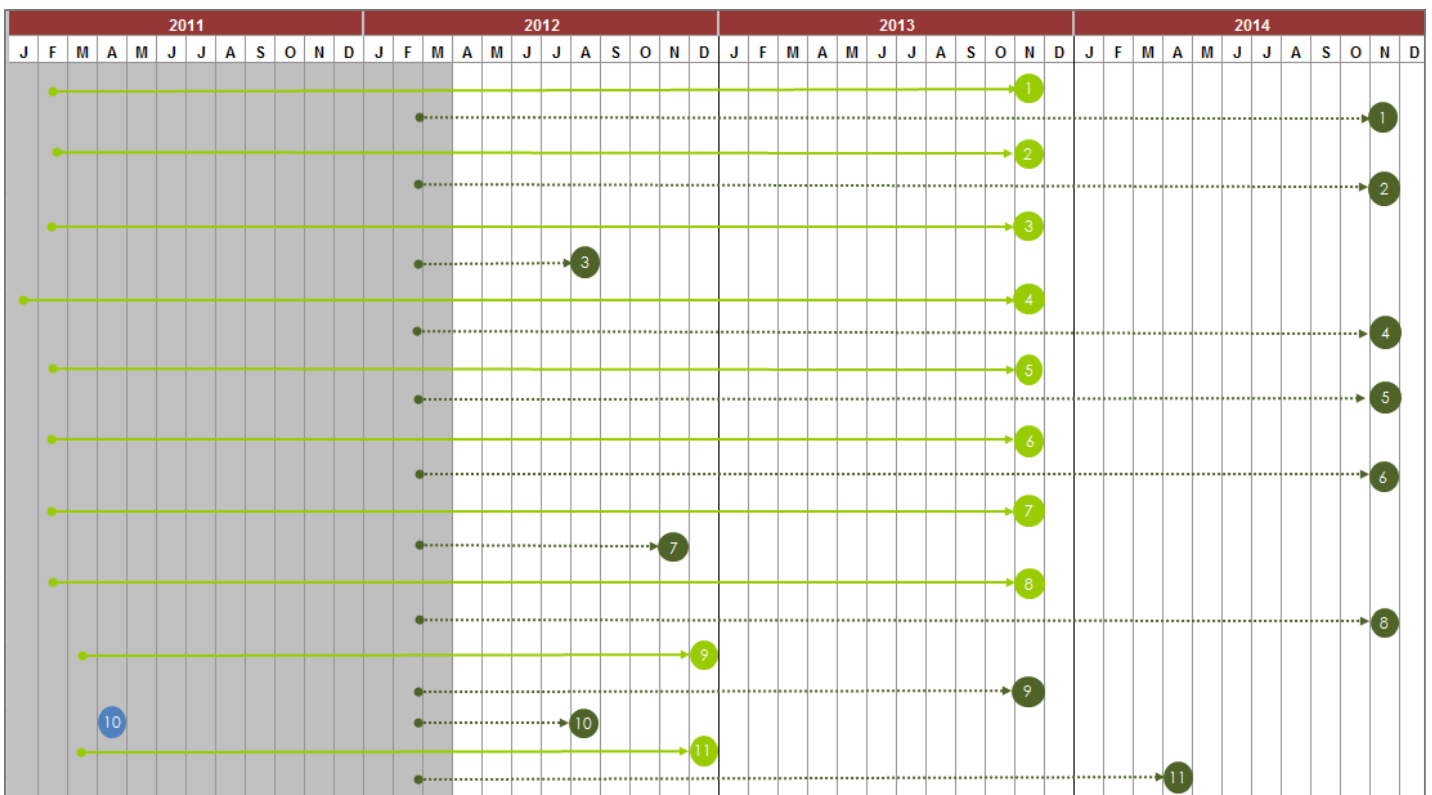
(Source: the Authority as at 29 February and 2 April 2012)

Community Liaison and Communication - progress against Implementation Plan

The progression of key tasks against the Implementation Plan for the Human and Social Line of Reconstruction was updated during the annual review process for Operation Queensland Update 2011-2013. Key tasks that have been reactivated in response to the current and emerging natural disaster events of 27 January-February 2012 are indicated with dark green markers.

2010/2011 events managed by the Authority - At 2 April 2012, one key task has been completed and all remaining tasks are on track to be completed within proposed timeframes.

2011/2012 events managed by the Authority - At 2 April 2012, all key tasks that have been reactivated are ongoing and on track for completion within estimated timeframes.



- 1 Blue markers indicate a key task that has been completed on or before planned schedule
- 1 Green markers indicate a key task that is progressing satisfactorily with a low level of risk that completion will not occur by the set timeframe
- 1 Orange markers indicate a key task that is progressing satisfactorily with a moderate level of risk that completion will not occur by the set timeframe
- 1 Red markers indicate a key task that requires further attention to meet the proposed deadline
- Hollow markers indicate the timeframe by which a key task was previously expected to be completed
- Arrows indicate a key task is undertaken on an ongoing basis
- 1 Dark green markers indicate key tasks or similar activities that have been reactivated as a result of current or emerging events

2010/2011 events managed by the Authority

Key tasks:			
1	Reconnecting people and communities connected through the regular sharing of significant information, including cross-department coordination and local councils	7	Engage media and communities engaged as key milestones are achieved
2	Provide strategic communications and information advice to the Queensland Government and the Queensland Reconstruction Authority	8	Monitor and report measures of progress and effectiveness
3	Identify developing sentiments within communities and provide advice on the most appropriate reinforcement and response measures	9	Support the development and implementation of both cross-cutting planning and local community and economic recovery and reconstruction plans
4	Coordinate community liaison and communication activities	10	Develop subordinate implementation plans to achieve key tasks at project level
5	Develop and recommend ongoing long-term messages and themes for public dissemination	11	Implement online channel for Queenslanders to apply for community recovery assistance, initially focussing on community recovery grant applications.
6	Coordinate online resources through a single URL		

2011/2012 events managed by the Authority (shown in dark green)

Key tasks:			
1	Reconnecting people and communities connected through the regular sharing of significant information, including cross-department coordination and local councils	7	Engage media and communities engaged as key milestones are achieved
2	Provide strategic communications and information advice to the Queensland Government and the Queensland Reconstruction Authority	8	Monitor and report measures of progress and effectiveness
3	Identify developing sentiments within communities and provide advice on the most appropriate reinforcement and response measures	9	Support the development and implementation of both cross-cutting planning and local community and economic recovery and reconstruction plans
4	Coordinate community liaison and communication activities	10	Develop subordinate implementation plans to achieve key tasks at project level
5	Develop and recommend ongoing long-term messages and themes for public dissemination	11	Implement online channel for Queenslanders to apply for community recovery assistance, initially focussing on community recovery grant applications.
6	Coordinate online resources through a single URL		



Section four:
State of the State - Pipeline of Works

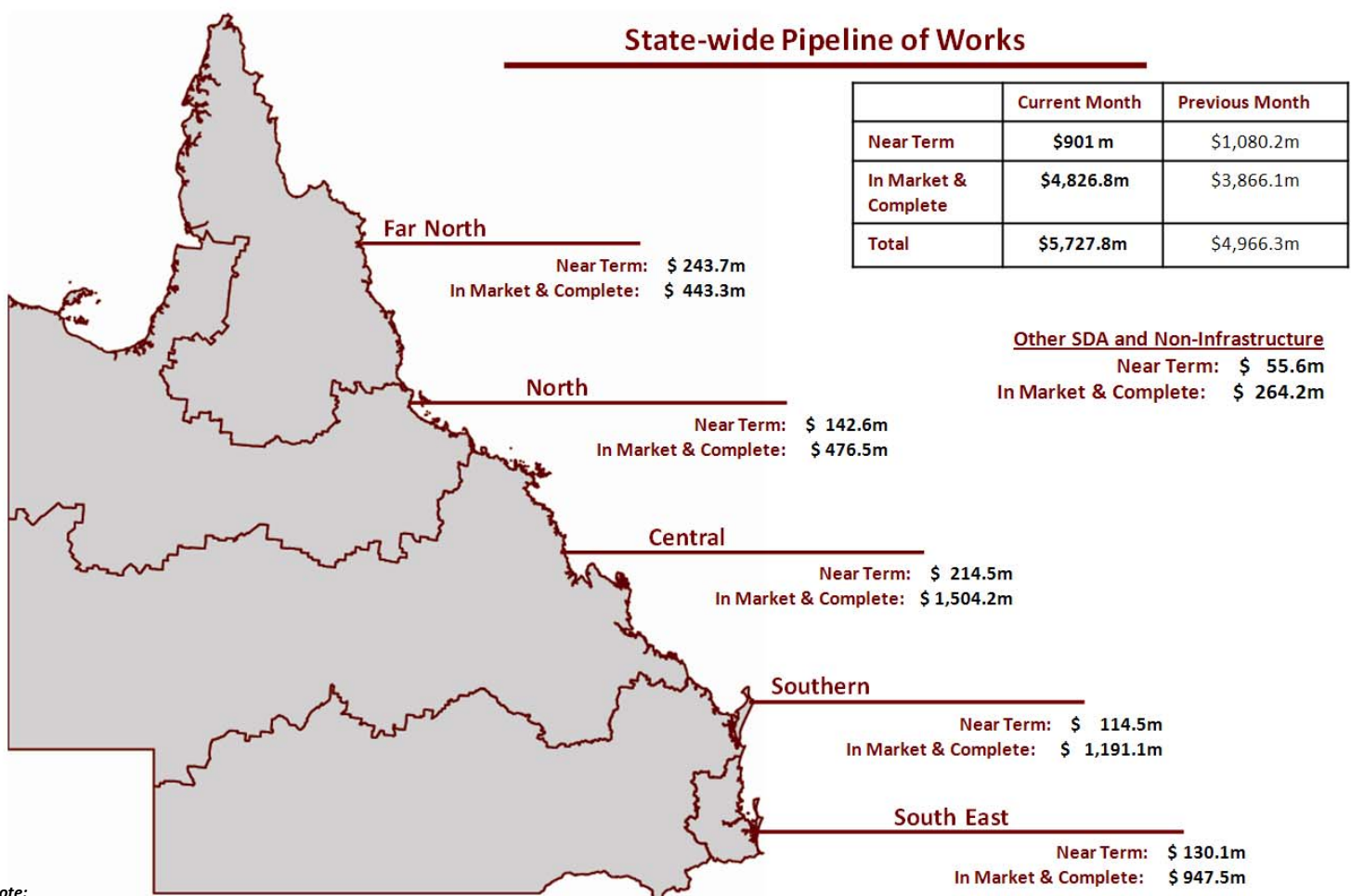
4.1 State-wide Pipeline of Works

This section of the report highlights the distribution and status of works being undertaken in each region. The pipeline focuses on DTMR and LGA expenditure as these Delivery Agents are performing the majority of restoration works.

Pipeline of Works - Program Stage Description

	DTMR	LGA
Near Term	Packages being prepared for tender (REPA)	Applications for packages which are currently under assessment by the Authority or are awaiting additional information from the LGA (REPA)
In Market and Complete	Packages out to tender, packages assessed and awarded, and packages in delivery (REPA) plus packages completed (includes CDO, EW, and REPA)	Applications for packages which have been approved by the Authority but not yet completed (REPA) and also packages completed (includes CDO, EW and REPA)

State-wide Pipeline of Works



Note:

1. The analysis excludes packages of works related to 2010 events
2. Additional works may have been conducted but are yet to be reported to the Authority
3. Other SDA and non-infrastructure encompasses SDAs other than DTMR and non-infrastructure NDRRA grants paid

Source: DTMR at 23 March 2012 & the Authority 3 April 2012

The State-wide Reconciliation indicates that:

- an additional \$960.7 million of works were in market and complete since the last report,
- there is approximately \$901 million of 'Near Term' works.



Section five: State of the State - Disaster Assistance

The following section provides an overview of the status of the disaster assistance associated with the 2010/2011 events and the current 2011/2012 events managed by the Authority.

5.1 Disaster Assistance by event period - 2010/2011

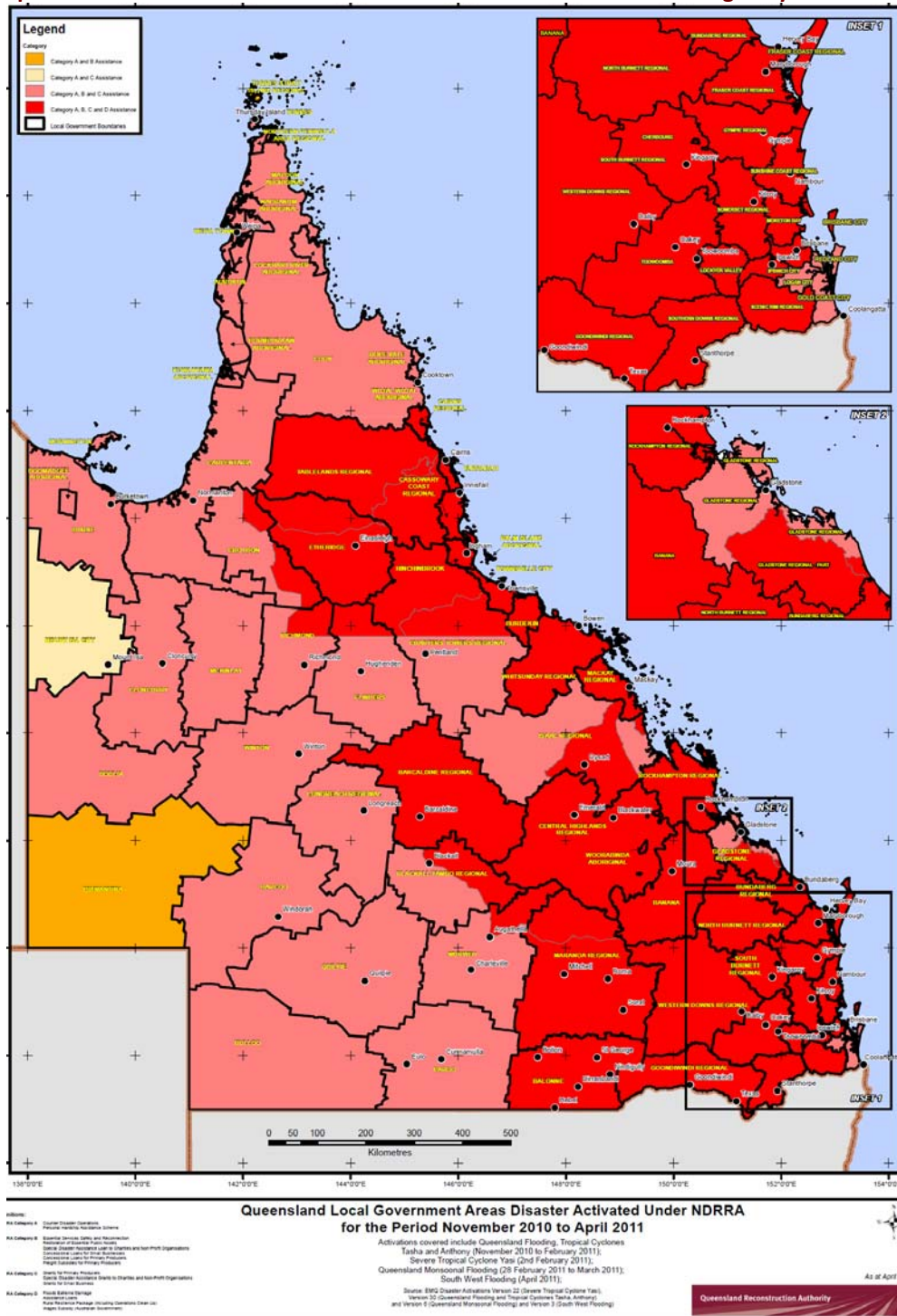
The following section provides a summary of the disaster assistance in relation to the July 2010 to June 2011 period Queensland natural disaster events. The events occurring in this period are listed in the Timeline of Activations (p.3) of this report.

The values represent all applications approved by the Authority and grants/loans assistance paid under the Queensland Disaster Assistance Framework described in **Table 5.3**.

Key Developments since last report:

The Authority has received 1,431 applications with a value of \$5.88 billion. This is an increase of 151 applications, worth \$427.0 million since the last report. A total of \$4.87 billion has been assessed, an increase of \$470 million. Grants and Assistance payments for the period include \$47.0 million paid to individuals and families and \$302.25 million paid to Primary Producers, Small Business and Charities and Non-Profit organisations.

Map 1 - LGAs disaster activated under NDRRA for 2010-2011 events managed by the Authority



5.2 Disaster Assistance by event period - 2011/2012

The following section provides a summary of the disaster assistance in relation to the July 2011 to June 2012 period Queensland natural disaster events. The events occurring in this period are listed in the Timeline of Activations (p.3) of this report.

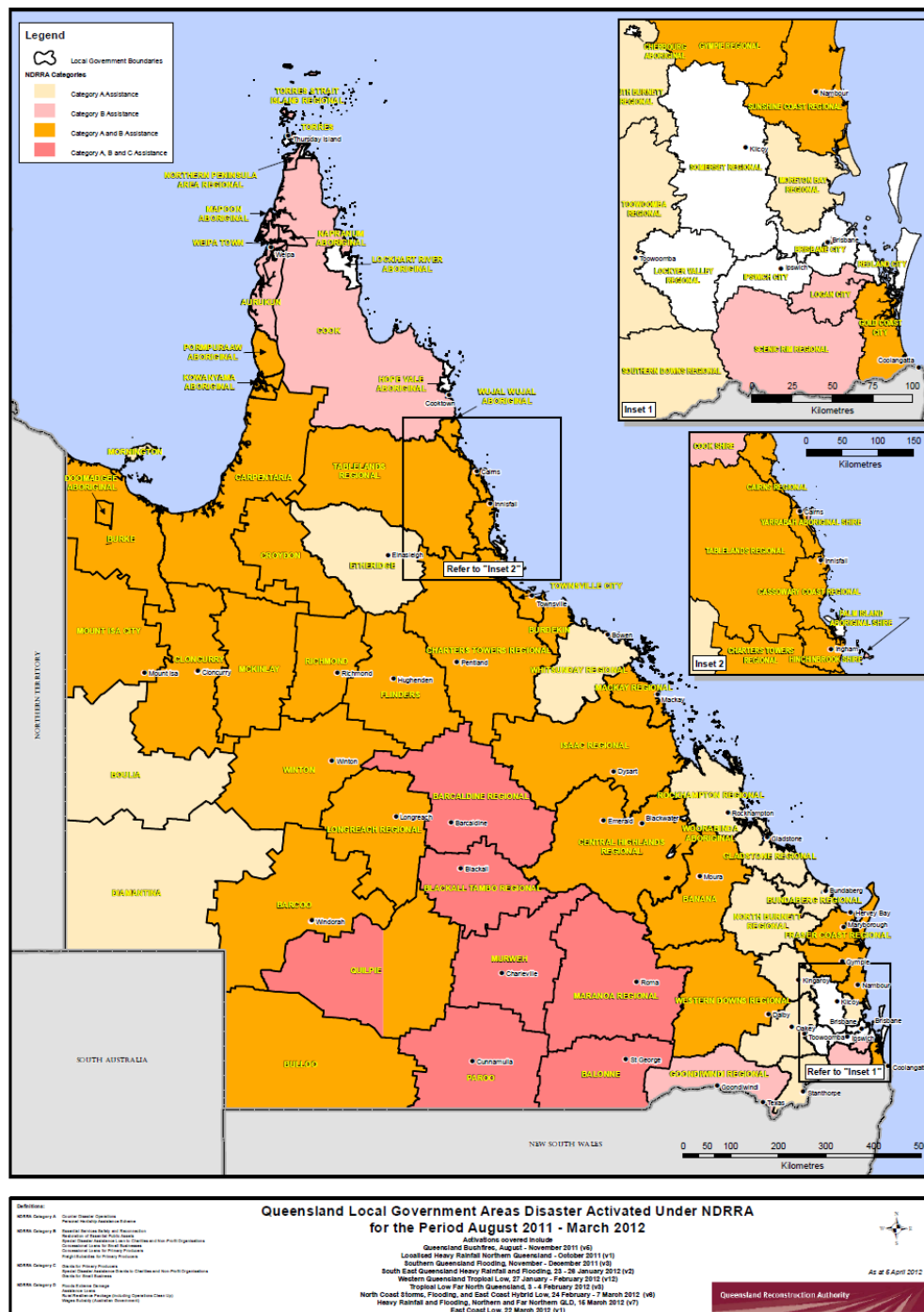
The values represent all applications approved by the Authority and grants/loans assistance paid under the Queensland Disaster Assistance Framework described in **Table 5.3**.

It is anticipated that the Authority will receive applications for restoration/CDO/emergent works and grants/ loans assistance for these events in the next few months. The Authority is continuing to revise the damage estimate for the 2011/2012 events and this will be included in future reports.

Key Developments since last report:

At 5 April, 2012, the Authority had received six (6) applications with a value of \$84,957. Total funding acquitted for small business, primary producers and charities and non-profit organisations amounts to \$2.02 million.

Map 2 - LGAs disaster activated under NDRRA for 2011-2012 events managed by the Authority at 5 April 2012



5.3 Queensland Disaster Assistance Framework

The available Queensland Disaster Assistance schemes are separated between NDRRA and Non-NDRRA funding allocation. For reporting purposes, the schemes are divided into the sections outlined below.

Table 5.3 - Grant Assistance Available for Queensland Disasters		
	NDRRA	Non-NDRRA
Individuals and families	Personal Hardship and Assistance Scheme (PHAS) Emergent Assistance Grants Essential Household Contents Grants Structural Assistance Grants Essential Services and Safety Reconnection (ESSR) Safety Inspections Repairs	Premier's Disaster Relief Appeal Australian Government Disaster Recovery Payments
Local Governments, State Departments and Agencies	Counter Disaster Operations Restoration of Essential Public Assets Queensland Local Council Package	
Small Businesses, Primary Producers and Charities and Non-Profit Groups	Concessional Loans Grants Freight Subsidies for Primary Producers Rural Resilience Fund Operation Clean-up Special Disaster Assistance Loans to Charities and Non-Profit Organisations Exceptional Concessional Loans	Disaster Income Recovery Subsidies Cyclone Yasi Wage Assistance Sport Flood Fight Back Scheme Tourism Industry Support Package Queensland Natural Disaster Jobs and Skills Package Racetrack Recovery Assistance Flood Recovery Program QLD Flood and Cyclone Legal Help



Section six: State of the State - Planning and Authority Projects

The Queensland Reconstruction Authority is legislatively empowered to perform accelerated planning, development and decision-making activities to expedite reconstruction and recovery efforts. This section provides an overview of these activities and an update on how they have been undertaken in the past month.

6.1 Planning

Planning Power of the Authority

The *Queensland Reconstruction Authority Act 2011 (the Act)* prescribes the governance arrangements of the Authority. It also provides the Authority with special powers to undertake a number of activities, including:

- declaration of projects and reconstruction areas
- compulsory acquisition of land - this may be for the immediate purposes of the Authority or for longer term goals such as flood mitigation
- entering land and performing acts such as constructing, demolishing and occupying
- creation of new development schemes
- directing changes to existing planning schemes, and
- accelerating decisions and processes of decision makers.

The Act enables the Minister to:

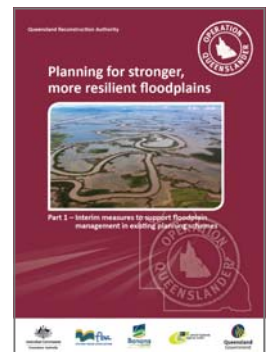
- declare a project for proposed development if the project is to be undertaken in a part of the State that has been directly or indirectly affected by a disaster event, and the declaration is necessary to facilitate flood mitigation or the protection, rebuilding and recovery of affected communities
- recommend to the Governor that a regulation declare a part of the State to be a reconstruction area, and
- declare a project (or particular development) in a reconstruction area to be a critical infrastructure project if it is essential for the State or for economic, environmental or social reasons. A critical infrastructure project declaration is not subject to judicial review.

Since the Act's adoption powers relating to planning projects have been limited to declaration of a reconstruction area (Grantham), creation of a new development scheme (Grantham) and the closure of a road within the Grantham Reconstruction Area.

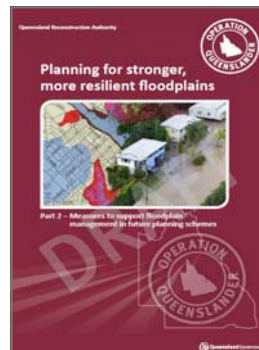
The toolkit includes the largest floodplain mapping exercise in the State's history and has provided a State-wide catchment based understanding of Queensland's floodplains. The maps are drawn from evidence of past flooding, including soils, topography and satellite imagery.

Part 1 – *Interim measures to support floodplain management in existing planning schemes* provides Councils with an interim toolkit including mapping and planning scheme provisions that can be fast-tracked now into existing planning schemes.

The Authority released finalised Part 1 Guideline on 23 January 2012.



Part 2 - *Measures to support floodplain management in future planning schemes* builds upon the work of Part 1 by providing further non-mandatory guidance on integrating floodplain management principles and land use strategies and responses into future planning schemes. Together, Part 1 and Part 2 aim to help Councils introduce consistent and specific planning controls to manage flood risks.

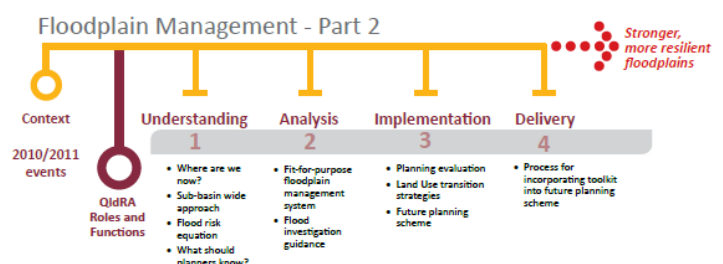


The Authority worked with Balonne Shire Council to pilot a level 2 flood investigation for the town of St George prior to releasing Part 2 in draft at 23 January 2012.

Toolkit implementation - Through ongoing collaboration with Councils, this exercise will result in a significant increase in the total number of planning schemes that include flood mapping and flood management provisions.

Floodplain Management Project

To assist Queensland's Councils, the Queensland Reconstruction Authority (the Authority) in collaboration with the Department of Environment and Resource Management (DERM), has developed a two-part Guideline *Planning for stronger, more resilient floodplains*. The Guideline provides Councils with a ready-made toolkit to help assess future development applications and the opportunity to better align floodplain management and land use planning.



Floodplain mapping progress – To date 99.3% of the State has been assessed for floodplains. In total 26.6% of the State was identified in the Interim Floodplain Assessment Overlay (IFAO). This represents mapping for 118 of the 129 existing sub-basins in Queensland. Of the 11 remaining sub-basins, these include areas where quality mapping already exists or the sub-basins are small islands. In total to date, 8,875 A3 maps have been produced and involved 35 well experienced cartographers across the State.

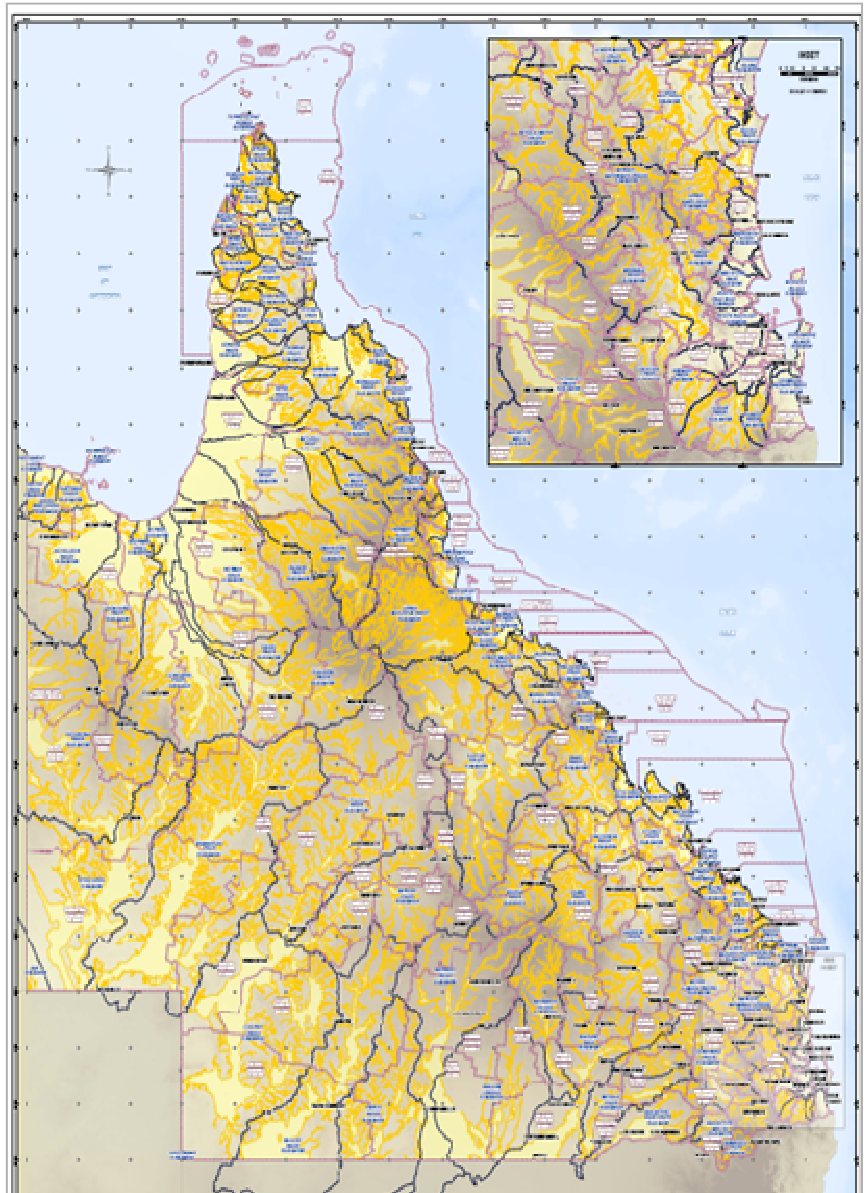
Queensland is now the only jurisdiction across the country to have a state-wide understanding of its floodplains.

Emergency Response - The floodplain work and in particular the pilot flood investigation work undertaken for St George in January 2012 provided valuable input during the recent February 2012 event. Mapping was able to be developed by the Authority to help Council in the preparation for the event.

Other Projects

The Authority has been working with a number of Councils and organisations to support specific recovery projects and facilitate state agency input to streamline the approvals process. This has included work in collaboration with Brisbane City Council and the University of Queensland.

The Authority has also been providing a assistance to Local governments in preparing Temporary Local Planning Instruments (TLPis). The TLPis are being implemented to ensure that a range of issues associated with the recent natural disasters are being addressed in a timely and efficient manner.



Interim Floodplain Assessment Overlay (IFAO) map completed for the State

6.2 DARMsys™

Damage Assessment and Reconstruction Monitoring - DARMsys™

A key success factor in recovery and rebuilding from natural disasters is undertaking structured and planned assessments of damage and commencing reconstruction as early as possible.

The devastating weather events in 2011 underlined the importance of gathering early, comprehensive and accurate damage assessment information on the extent of damage as soon as safely possible after the event.

The aim of DARMsys™ is to ensure the Queensland Government has the capability to undertake timely and accurate damage assessments and monitor the reconstruction effort in a way that enables the State to respond and recover as soon as possible from any future disaster event.

Assessments commenced in July and were undertaken by QLDRA and Building Services Authority staff.

Upcoming Reconstruction Monitoring:

Western Floods

- July

Flood Damage Audit

- Brisbane & Ipswich, 9-10 May 2012
- Sunshine Coast, May 2012

Cyclone Yasi Damage Audit (Cassowary & Hinchinbrook)

- June 2012

Townsville storm

- June 2012

Western Floods

The Authority conducted damage assessments between 19 - 22 March 2012 where 1,698 buildings were assessed. At 23 March 2012, 69% or 1,172 buildings have been repaired, or have had work commenced.

Brisbane & Ipswich Update

Of the 11,367 buildings assessed, 97.7% (11,101) are no longer damaged, are repaired, or have had work commenced. This is up from 10,626 in October 2011.

Sunshine Coast Region Flooding

The Authority, in partnership with the QFRS, conducted damage assessments after the flooding event on 22 March 2012. Of the 2,000 buildings assessed in the Sunshine Coast Region, 385 were damaged at 26 March 2012.

It is anticipated the Authority will monitor the reconstruction progress of this impacted Sunshine Coast community when undertaking planned reconstruction audits in May 2012.

Cyclone Yasi

Of the 2,658 assessed in the Cassowary Coast and Hinchinbrook regions, 93.8% (2,493) are no longer damaged, repaired, or have work commenced. This is up from 2,374 in November 2011, 1,882 in September 2011, and 1,132 in June.

Townsville Storm Update

The Authority, in partnership with the QFRS, conducted 250 damage assessments on 21 March 2012 after the storm event in the Townsville area. 65% or 162 buildings were storm damaged across the impacted suburbs of Vincent, Garbutt and Aitkenvale. Of the 250 buildings assessed, 88 were no damage, 114 minor damage, 16 moderately damaged, 22 severely damaged and 10 totally destroyed.

It is anticipated the Authority will monitor the reconstruction progress of this impacted Townsville community when undertaking planned Cyclone Yasi reconstruction audits in June 2012.

On 21 March 2012, QldRA officers attended the Disaster District Management Group (DDMG) meeting at Townsville. While there, they also conducted damage assessments to damaged buildings.

A total of 162 damaged buildings resulted from the Townsville Storm with predominantly residential homes sustaining most of the significant storm damage. It is anticipated the Authority will monitor the reconstruction progress of this impacted Townsville community when undertaking planned Cyclone Yasi reconstruction audits in June 2012.

2012 North Queensland Storm Update - scale of impact

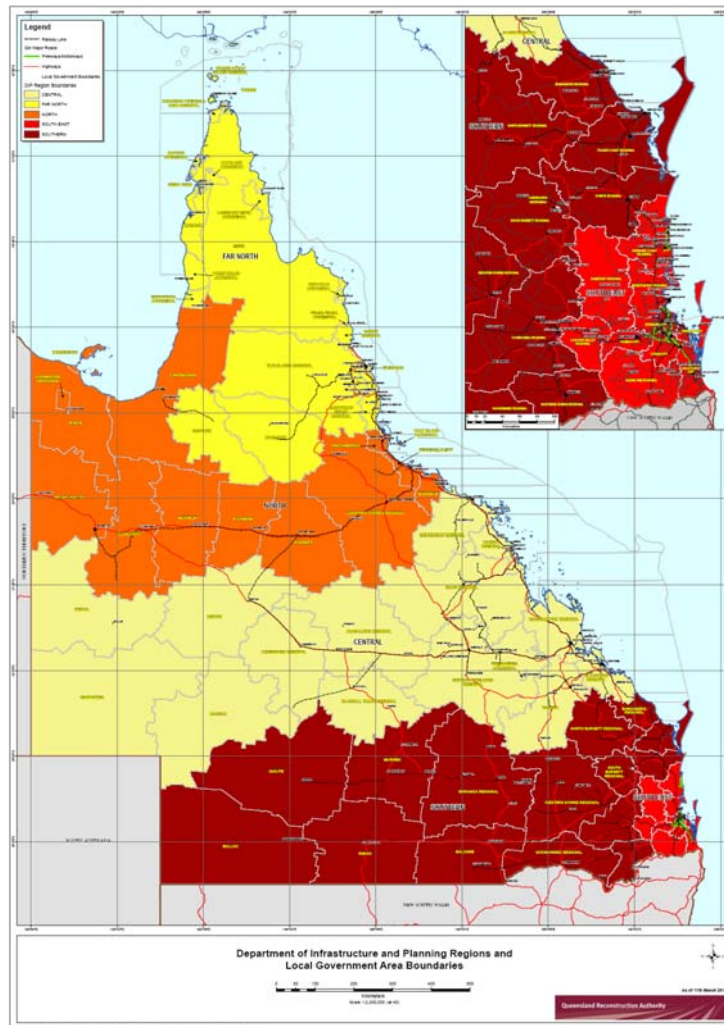


Images above show damage to properties as a result of the recent storm in Townsville (courtesy DARMsys™ team)

As a result of the storms:

- Three families were among approximately 14 residents accommodated at the Heatley Community evacuation centre.
- Asbestos was collected in sealed plastic bags and collected by DPW/Q-Build who were involved in the clean-up of asbestos on public assets.
- Vincent State School in Townsville was re-opened after damage was repaired.
- SES deployed approximately 38 volunteers on the ground
- A total of 14 people were injured in the storm and only 3 of these needed hospitalisation.
- SES and 140 Army personnel undertook clean-up operations.
- Approximately 40 commercial properties in Ayr were inundated with stormwater runoff.
- Townsville was temporarily isolated when localised flooding cut the Bruce Highway and rail line north and south.
- Bridge inspections were conducted after floods receded in the Haughton River to re-open the Bruce Highway.
- Assisted evacuations were required in the township of Guru
- DERM issued STP overflows and 5 national parks were closed, some mines experienced tail water discharge with water quality monitoring being conducted.
- DEEDI set up a mobile office to assist commercial businesses
- 7,800 customers lost power - severely damaged properties will not be reconnected until repairs are complete. (Source: Ergon Energy 20 March 2012)
- A total of 461 Telstra customers were affected, but as power resumed, issues were resolved.
- A Community Recovery Centre was operational in Aitkenvale for approximately 7 days to process grant applications.

Appendix A: Local Government Areas by Region



Region	Local Government Areas		
Far North Queensland (FNQ)	Aurukun Shire Cairns Regional Cassowary Coast Regional Cook Shire Croydon Shire Etheridge Shire Hope Vale Aboriginal Shire	Kowanyama Aboriginal Shire Lockhart River Aboriginal Shire Mapoon Aboriginal Shire Napranum Aboriginal Shire Northern Peninsula Area Regional	Pormpuraaw Aboriginal Shire Tablelands Regional Torres Shire Torres Strait Island Regional Wujal Wujal Aboriginal Shire Yarrabah Aboriginal Shire
North Queensland (NQ)	Burdekin Shire Burke Shire Carpentaria Shire Charters Towers Regional Cloncurry Shire	Doomadgee Aboriginal Shire Flinders Shire Hinchinbrooke Shire McKinlay Shire Mornington Shire	Mount Isa City Palm Island Aboriginal Shire Richmond Shire Townsville City
Central Queensland (CQ)	Banana Shire Barcardine Regional Barcoo Shire Blackall Tambo Regional Boulia Shire	Central Highlands Regional Diamantina Shire Gladstone Regional Isaac Regional Longreach Regional	Mackay Regional Rockhampton Regional Whitsunday Regional Winton Shire Woorabinda Aboriginal Shire
Southern Queensland (SQ)	Balonne Shire Bulloo Shire Bundaberg Regional Cherbourg Aboriginal Shire Fraser Coast Regional	Goondiwindi Regional Gympie Regional Maranoa Regional Murweh Shire North Burnett Regional Paroo Shire	Quilpie Shire South Burnett Regional Southern Downs Regional Toowoomba Regional Western Downs Regional
South East Queensland (SEQ)	Brisbane City Gold Coast City Ipswich City Lockyer Valley Regional	Logan City Moreton Bay Regional Redland City Scenic Rim Regional	Somerset Regional Sunshine Coast Regional

