



CARPENTARIA SHIRE

Outback by the Sea[®]

Carpentaria Shire Council

Recovery Sub Plan

2021-22

LDMP SUB PLAN
January 2021

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1. Our Recovery Plan

1.1 Introduction

The Carpentaria Shire, where the Outback meets the Sea, is the fourth largest shire in Queensland. It is located on the Savannah Way in north-western Queensland and stretches around the south-eastern quarter of the Gulf of Carpentaria. The Shire covers an area of approximately 64,000 square kilometres with geographical diversity ranging from vast inland plains to mangrove forests, deltas and salt pans along the coastal areas of the Gulf.

In the 2016 Census, there were 1,958 people in the Carpentaria Shire Council local government area (LGA). Of these, 51.4% were male and 48.6% were female. The median age of people in the Carpentaria Shire LGA was 38 years. Children aged 0 - 14 years made up 20.6% of the population and people aged 65 years and over made up 13.8% of the population. During the cooler months of the year, the population increases significantly due to the number of tourists that travel to the area.

The Carpentaria Shire is the traditional country of the Gkuthaarn, Kukatj and Kurtijar people. In the 2016 Census, Aboriginal and/or Torres Strait Islander people made up 41.2% of the population. Of these, 47.2% were male and 52.8% were female. The median age was 27 years.

At the time of the 2016 census, 88.4% of people in the Carpentaria Shire LGA only spoke English at home. Other languages spoken at home included Tagalog 0.5%, Thai 0.2%, Indonesian 0.2%, Filipino 0.2% and Solomon Islands Pijin 0.2%.

The Carpentaria Shire offers sealed access roads, serviced airports, developed freight routes, primary and secondary schools, medical services and a range of recreational and sporting facilities. The region has a diverse industry base with agriculture, fishing, tourism and government administration providing the majority of the Shire's income. Normanton is the region's government and administrative centre. Karumba generates much of the Shire's commercial activity via an active port based on the export of live cattle to Asia, mining products and a substantial fishing industry which targets prawns, barramundi, Spanish Mackerel, salmon and mud crabs.

This Recovery Plan adopts an all-hazards approach to recovery, as identified in the *Disaster Management Act 2003*. Recovery from disasters can be a complex and often lengthy process, with different communities recovering at different rates. The Carpentaria Shire Council Local Disaster Management Group (LDMG) acknowledges that the best outcomes will be achieved by ensuring recovery strategies are locally led and align with community need. This requires a collaborative, coordinated, adaptable and scalable approach where the responsibility for disaster recovery is shared among all sectors of the community including individuals, families, community groups, businesses and all levels of government.

1.2 Disaster recovery definitions

Disaster recovery is the coordinated process of supporting disaster-affected communities' psychosocial (emotional and social), and physical well-being; reconstruction of physical infrastructure; and economic and environmental restoration (including regeneration of the natural environment, associated infrastructure and heritage sites and structures and the management of pollution and contamination).

Recovered is being able to lead a life that individuals and communities value living, even if it is different to the life they were living before the disaster event.¹

Further disaster management definitions are located in the [Queensland Disaster Management Act 2003](#) [DM Act], the [Queensland Recovery Plan](#) and the [Disaster Management Lexicon](#).

1.3 Disaster recovery principles

The Carpentaria Shire Council LDMG Local Recovery Group will use the [National Principles for Disaster Recovery](#) to guide recovery planning, approach, decision-making and efforts. The principles are:

Principle	Definition
Understand the context	Successful recovery is based on an understanding community context, with each community having its own history, values and dynamics.
Recognise complexity	Successful recovery is responsive to the complex and dynamic nature of both emergencies and the community.
Use community-led approaches	Successful recovery is community-centred, responsive and flexible, engaging with community and supporting them to move forward.
Coordinate all activities	Successful recovery requires a planned, coordinated and adaptive approach, between community and partner agencies, based on continuing assessment of impacts and needs.
Communicate effectively	Successful recovery is built on effective communication between the affected community and other partners.
Recognise and build capacity	Successful recovery recognises, supports, and builds on individual, community and organisational capacity and resilience. ²

1.4 Locally led recovery

The Carpentaria Shire Council Local Disaster Management Group (LDMG) Recovery Plan recognises the importance of engaging the community in disaster recovery and acknowledges that recovery is locally led with support provided through the Queensland Disaster Management Arrangements. This Recovery Plan will be read in conjunction with the [Queensland Recovery Plan](#).

The Recovery Plan is a sub-plan to the Shire’s Local Disaster Management Plan (LDMP) and supports recovery from all hazards. The Carpentaria Shire Council LDMG has undertaken a risk assessment of events likely to require the activation of a Local Recovery Plan. The most likely scenario will be as a result of extreme rainfall events from rain bearing depressions or tropical cyclones and associated storm surge. This scenario could produce significant direct wind and flood damage as well as indirect damages through loss of production and disruption to access and services. Recovery may also need to be initiated after significant bushfire impacts or impacts experienced from other types of events such

¹ Australian Institute for Disaster Resilience (2018) Australian Disaster Resilience Handbook Collection, *Community Recovery, Handbook 2*. Retrieved from <https://knowledge.aidr.org.au/media/5634/community-recovery-handbook.pdf>

² Australian Disaster Resilience Knowledge Hub (2018), *National Principles for Disaster Recovery*. Retrieved from https://knowledge.aidr.org.au/resources/national-principles-disaster-recovery/?_sm_au=iVVWrgjMsFLRH26MMJ8HvKsLs3Fg

as animal or plant diseases, mass casualty incidents or pandemics (refer to risk assessment in Local Disaster Management Plan).

The Recovery Plan will be published on the Carpentaria Shire Council website.

1.5 Recovery plan objectives

This Recovery Plan documents the Carpentaria Shire Council LDMG's approach to recovery. The objectives are to:

- clarify recovery considerations.
- draw on community strengths.
- acknowledge existing challenges.
- outline recovery arrangements and governance framework.
- provide practical guidance to undertake recovery activities.
- identify recovery funding arrangements.
- support successful recovery outcomes and learn from previous events.

1.6 Recovery Sub-plan Review

This Recovery Sub-plan will be reviewed by the Local Recovery Coordinator on an annual basis to ensure that membership of the Local Recovery Group and supporting Subgroups are current. This will also enable the plan to be updated with emerging recovery policy. The plan will be reviewed following any exercises to test the plan or any real activations.

2. Recovery Governance

Clear and robust governance arrangements are the foundation of successful disaster recovery. Arrangements should enable a collaborative approach that brings together all agencies, stakeholders and resources for planning and coordinating the delivery of recovery functions.

2.1 Local Recovery Chairperson

The chairperson of the Local Recovery Group (LRG) is Councillor Coastal Management.

2.1.1 Role

The role of the Chairperson is to chair the LRG and report to the LDMG.

2.2 Local Recovery Coordinator

A Local Recovery Coordinator (LRC) is appointed to coordinate recovery at the local level. The Chief Executive Officer (CEO) of Carpentaria Shire Council will fulfil the role of LRC. However, the CEO is also the nominated Local Disaster Coordinator (LDC). Depending on the nature and scale of the disaster event, the CEO may determine it is appropriate to appoint another suitably qualified individual to undertake either the role of LDC or the role of LRC. **In some circumstances, the role of the LRC may be undertaken by the Local Recovery Chairperson.**

2.2.1 Role

Indicative duties of the LRC include:

- liaising with functional lead agency representatives at the local and district levels
- liaising with the District Disaster Management Group (DDMG)
- working with identified agencies and the community to develop the local event-specific recovery plan
- coordinating the short to medium-term recovery to address the immediate effects of the disaster and develop longer-term measures as appropriate
- ensuring the local event-specific recovery plan addresses all relevant functional areas of recovery – human and social, economic, environment, building, and roads and transport
- performing the role of conduit between community and government
- developing and implementing effective strategies for community participation and partnership in the recovery process
- providing advice to state government on the needs and responses of the affected individuals, communities and other sectors
- undertaking a post-operation debrief and providing a final report to the LDMG at the conclusion of recovery operations
- providing or delegating the responsibility for ongoing recovery reporting on the progress of the event-specific recovery plan.

2.3 Local Recovery Group (LRG)

Recovery is managed in the Carpentaria Shire through the Local Recovery Group [LRG] who are responsible for coordinating and delivering recovery services to disaster-affected communities. The Recovery Group reports to the LDMG.

2.3.1 Activation Triggers

The decision to activate the Local Recovery Group (LRG) is made by the Chairperson of the LDMG with guidance from the LRC and the Local Recovery Group Chairperson. The LRC will then notify relevant stakeholders.

The Local Recovery Group is likely to be activated in the following circumstances:

- An event where significant loss or damage is sustained impacting the community, economy, environment and / or the infrastructure of the Carpentaria Shire Council area.
- An event that creates significant disruption to the communities' connectedness or overwhelms local resources or the capacity of the community to cope or recover independently.
- An event that the LDMG determines has ongoing impacts and requires a coordinated and collaborative multi-agency approach to recovery.
- If requested to activate by the Mt Isa District Disaster Management Group (DDMG).

A single recovery group or a group supported by functional recovery sub-groups may be formed to support the Carpentaria Shire Council LDMG. The LRG will provide overarching recovery coordination and oversight of functional recovery sub-groups (where they are activated) within the Carpentaria Shire Council area.

The State Recovery Plan identifies five pillars of recovery. Establishing Subgroups to support each pillar of recovery may be difficult to achieve in the Carpentaria Shire Council area where resources are limited. Functional recovery areas will likely be amalgamated into four subgroups dependent on the nature and scale of the event and the associated consequences and impacts. Refer to [2.3.4 Recovery Group Structure](#).

The [recovery activities](#) table at Appendix A outlines the types of activities that may occur through the three stages of recovery (i.e. immediate recovery, short-to-medium term recovery and long-term recovery).

2.3.2 Role

The role of the LRG is to:

- develop a recovery sub-plan
- identify members for the recovery group
- provide a forum for agencies to discuss the effect of the event on agency service provision and plan for a coordinated approach to the recovery process
- provide community engagement opportunities to allow the community to be part of the recovery process

- inform the community of recovery activities and progress to ensure community expectations are managed
- coordinate recovery operations at the local level
- request assistance through the Mt Isa DDMG where local capacity has been exhausted
- develop a local event-specific recovery plan that is available to key stakeholders. This plan describes the arrangements, priorities and activities to address issues for a specific disaster
- facilitate the coordination and effective implementation of recovery operations according to the event-specific local recovery plan
- monitor and report the progress of recovery objectives to their communities, relevant groups and the Queensland Reconstruction Authority (QRA).

2.3.3 Membership

The Local Recovery Group (LRG) may be comprised of the following members. Membership will be tailored for each event:

Recovery Group Position	Organisation
Chairperson	Councillor Coastal Management, Carpentaria Shire Council
Local Recovery Coordinator	CEO (or delegate), Carpentaria Shire Council
Secretariat	Manager Human Resources (or delegate)
Core Members	<p>Councillor Finance, Carpentaria Shire Council</p> <p>Councillor Community, Carpentaria Shire Council</p> <p>Councillor Water & Sewerage or Councillor Roads, Carpentaria Shire Council</p> <p>Councillor Waste Management, Carpentaria Shire Council</p>
Supporting Members / Advisors	<p>QFES Emergency Management Coordinator</p> <p>DDMG XO</p> <p>Queensland Reconstruction Authority</p> <p>Department of Communities, Housing and Digital Economy</p> <p>Department of State Development, Infrastructure, Local Government and Planning</p> <p>Department of Environment & Science</p> <p>Department of Transport & Main Roads</p> <p>Department of Energy & Public Works</p>



Queensland Health

Department of Agriculture & Fisheries

Department of Resources

Utilities (water, power, communications, etc).

Traditional Owners

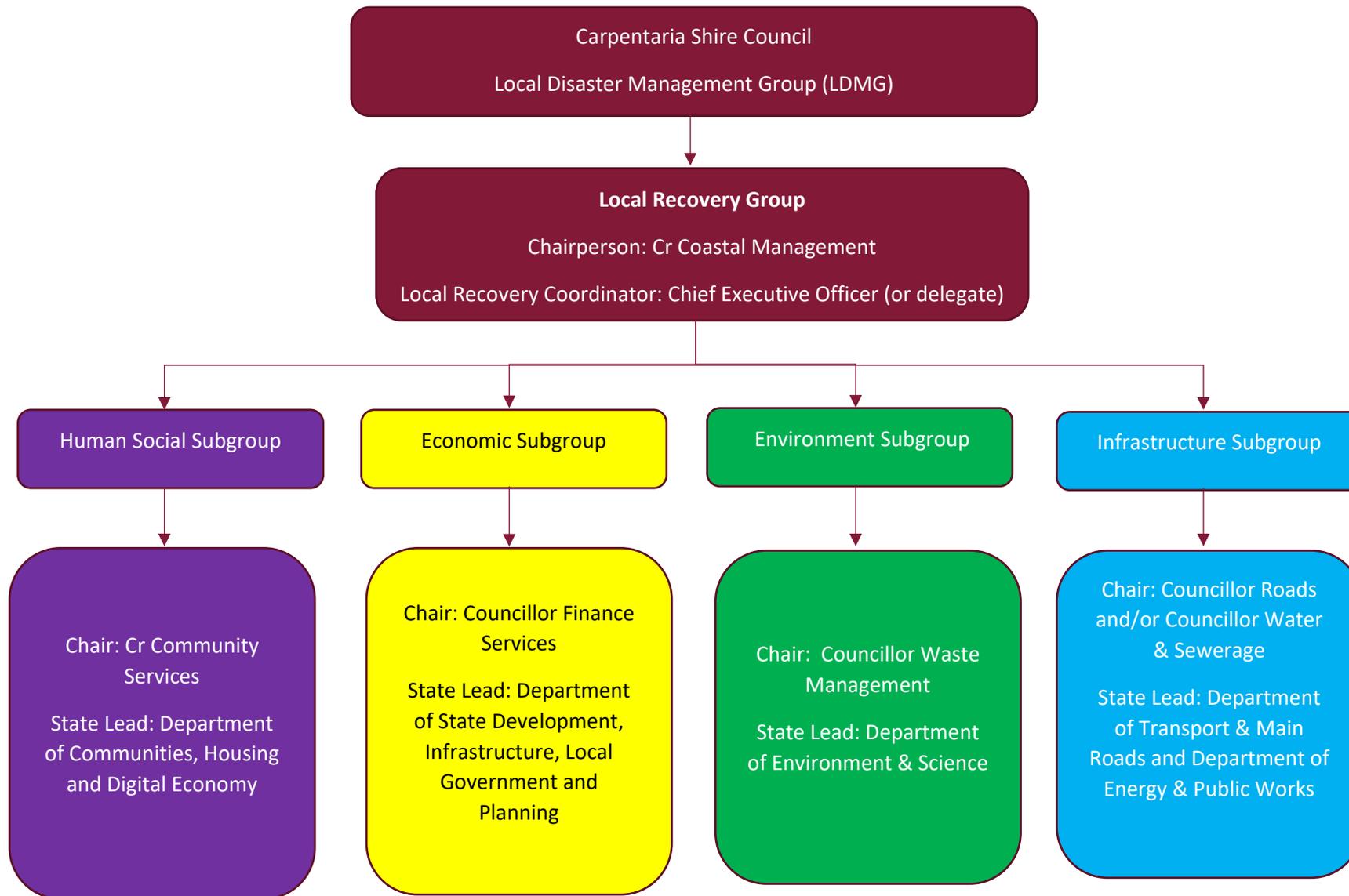
Carpentaria Land Council Aboriginal
Corporation

NGO's

Community Based Organisations

Others as required

2.3.4 Recovery Group Structure



2.3.5 Meetings

The Carpentaria Shire Council LDMG Local Recovery Group will meet a minimum of three times per year as follows:

- November – Preparation Meeting
- February – Mid Season Meeting
- May –Season Debrief and Review of Plan

During operations, the Recovery Group and Functional Recovery Subgroups will meet as regularly as required.

2.4 Functional Recovery Subgroups

The Carpentaria Shire Council LDMG Local Recovery Group will consider the five functional lines of recovery when planning recovery operations:

Five functional lines of recovery	
Human and Social recovery	focuses on supporting the emotional, social, physical and psychological health and wellbeing of individuals, families and communities following a disaster.
Economic recovery	focuses on rectifying the direct and indirect impacts on the economy as a result of a disaster.
Building recovery	focuses on rectifying damage and disruption which inhibits the capacity of essential services and the building sector, including housing, accommodation, education and health facilities.
Environmental recovery	focuses on rectifying the impacts on the natural environment as a direct result of a disaster or through a secondary impact or consequence. Impacts to the environment may include damage or loss of flora and fauna, poor air quality, reduced water quality, land degradation and contamination, as well as cultural and built heritage listed place issues.
Roads and Transport recovery	focuses on rectifying the effects of a disaster on transport networks, including road, rail, aviation and maritime normally result in difficulty accessing communities and disruption to critical supply chains (both in and out of the impacted area). Restoration of these networks, or the identification of alternatives, is a priority in disaster recovery.

However, the Carpentaria Shire Council will likely organise itself with four Functional Recovery Subgroups (human and social, economic, infrastructure and environmental) to assist with managing capacity and resourcing issues and to reflect other areas of infrastructure that local government is responsible for i.e. water, wastewater, waste, etc. Refer to [2.3.4 Recovery Group Structure](#).

2.4.1 Role & Responsibilities

	HUMAN & SOCIAL	ECONOMIC	ENVIRONMENT	INFRASTRUCTURE
ROLE	To lead and coordinate planning and implementation of the human-social function of recovery	To lead and coordinate planning and implementation of the economic function of recovery	To lead and coordinate planning and implementation of the environmental function of recovery	To lead and coordinate planning and implementation of the infrastructure function of recovery
RESPONSIBILITIES	<ul style="list-style-type: none"> Coordinate the human-social function of recovery operations. Liaise with relevant response and recovery bodies and organisations. Work with affected communities and interest groups to support their involvement in the decision-making process. Coordinate the human-social component of recovery, and report to the SRC (when appointed) on long-term recovery. Support planning and delivery of individual and community services to assist with recovery including: <ul style="list-style-type: none"> Personal support and material assistance Community development Psychological first aid Referrals to appropriate specialist services Accommodation support Information and referral Advocacy Financial assistance. 	<ul style="list-style-type: none"> Coordinate the economic function of recovery operations. Assess and monitor impact on economic viability, key economic assets including employment issues and capacity of local businesses to operate. Facilitate business, industry and regional economic recovery and renewal. Develop industry and business recovery plan and implementation strategies in conjunction with local government, relevant State Government agencies, regional economic development organisations and industry bodies. Facilitate business assistance, access to funds and loans and employer subsidies. Where required, facilitate linkages with job providers and employment agencies to source labour, re-establish supply chains and joint marketing activities. Develop a strategy to maximise use of local resources during clean up and restoration activities. Support small to medium enterprise (e.g. referrals, business assistance). Identify options for improvement or 	<ul style="list-style-type: none"> Coordinate the environmental function of recovery operations. Assess event impacts on the environment, ecosystem services, natural resources, and Environmentally Relevant Activities. Support and advise on environmental aspects of cleanup and recovery operations. Coordinate the restoration or betterment of pre-event statutory environmental protections. Coordinate the restoration and/or natural recovery of environmental assets. Support the assessment and recovery of impacted cultural heritage places and values. Support rural recovery programs to deliver long-term environmental and socio-economic benefits. Support actions to create landscape buffers and increase natural environment resilience to future events. Ensure involvement of community and interest groups in the recovery decision-making process. 	<ul style="list-style-type: none"> Coordinate the buildings and roads and transport functions of recovery operations. Liaise with the Insurance Council of Australia to ensure the declaration of the general insurance industry Catastrophe Coordination Arrangements and to identify nominated ICA representative. Coordinate building safety inspection services, secure damaged buildings and structures and coordinate demolition/repair and rebuilding. Coordinate the assessment of damage to housing stock, commercial and industrial buildings, rural structures, and infrastructure facilities. Work with all sectors/stakeholders to determine prioritisation of works. Assist with development of options for temporary accommodation. Assist with development of a coordinated approach to housing related strategies. Coordinate restoration of sporting facilities and public playgrounds. Work with affected communities and interest groups to support their involvement in the decision-making process. Ensure risk reduction is considered in

	HUMAN & SOCIAL	ECONOMIC	ENVIRONMENT	INFRASTRUCTURE
		adjustment from current business operations, where required. <ul style="list-style-type: none"> • Assist with contract arrangements, where required. • Ensure involvement of local business and industry representatives and the community in decision making. 		planning for rebuilding and reconstruction.

2.4.2 Proposed Membership

This table is to be used as a guide and membership tailored to each event.

Supporting Member Agencies (may be modified depending on disaster)				
	HUMAN & SOCIAL	ECONOMIC	ENVIRONMENT	INFRASTRUCTURE
Chairperson	Councillor Community Services	Councillor Finance Services	Councillor Waste Management	Councillor Roads and / or Councillor Water & Sewerage
Local Government	<ul style="list-style-type: none"> • Manager Economic & Community Development • Community Development Officers • Director of Corporate Services 	<ul style="list-style-type: none"> • Director Corporate Services • General Manager Tourism • Manager Finance & Admin 	<ul style="list-style-type: none"> • Manager Water & Waste • Director of Engineering 	<ul style="list-style-type: none"> • Director of Engineering • Engineer • Works Program Manager • Works Coordinator
State Government	<ul style="list-style-type: none"> • DCHDE (Functional lead agency) • DCYJMA • QHealth • QPS • QFES • QRA • DSDSATSIP • Department of Education 	<ul style="list-style-type: none"> • DSDILGP (Functional lead agency) • DRDMW • Queensland Treasury • DAF • DTIS • QRA • QRIDA 	<ul style="list-style-type: none"> • DES (Functional lead agency) • DAF • DRDMW • QHealth • Department of Resources • DSDSATSIP • QRA • DSDILGP • DTMR 	<ul style="list-style-type: none"> • DEPW (Functional lead agency) • DTMR (Functional lead agency) • DSDILGP • Department of Education • DCHDE • QRA
Non-government / Business representatives	<ul style="list-style-type: none"> • Australian Red Cross • GIVIT • Uniting Care • St Vincent de Paul • Local community and welfare groups • RSPCA (companion animals) • Insurance Council of Australia • Queensland Services Industry Alliance • LGAQ • Volunteering 	<ul style="list-style-type: none"> • Insurance Council of Australia • Gulf Savannah Development • Chamber of commerce • Primary producer groups • Industry representatives • Tourism Tropical North QLD • Outback Queensland Tourism Association • Agforce • Queensland Farmers Federation • Ports North • Telstra 	<ul style="list-style-type: none"> • Natural Resource Management bodies • Environment and conservation organisations • Wildlife and animal protection groups • Traditional owners • River Improvement Trusts • Rural and primary producers • Mining industry • Water and waste service providers 	<ul style="list-style-type: none"> • Queensland Building and Construction Commission • Insurance Council of Australia • Utility owners/operators • Private infrastructure Owners • Ergon • Telstra • Transport operators • Ports North • NWROC

	Queensland • NWROC	• NWROC	• Chemical and hazardous substance advisors.	
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2.5 Event-specific Local Recovery Plan

In the event of a disaster, the Local Recovery Coordinator in collaboration with the Local Recovery Group (when activated) will consider developing an event-specific Local Recovery Plan to assist with directing local recovery efforts. An event-specific Local Recovery Plan describes the priorities, strategies, issues, activities and actions being taken to inform recovery, addressing a specific disaster.

An event specific Local Recovery Plan should contain a high level, easy to read summary of the recovery requirements for the disaster impacted community and should be tailored to reflect local values and objectives. The plan should also include metrics for tracking the recovery progress to support accountability and may provide an evidence base for securing disaster recovery funding. Event-specific local recovery plans can be live documents and may be updated throughout the recovery journey. Local event-specific recovery plans may be included in a state event-specific recovery plan, where one exists.

The Carpentaria Shire Council LDMG is likely to require an event-specific local recovery plan where the nature, scale and / or magnitude requires the activation of the LDMG Recovery Group.

The Queensland Reconstruction Authority have developed a process to develop an event-specific “Plan on a Page”. This process was undertaken by Carpentaria Shire Council for the 2019 Monsoon Event. A blank template for a plan on a page event-specific Recovery Plan can be found here: <https://www.qra.qld.gov.au/our-work/recovery-hub/recovery-templates>

2.5.1 Approval of Event-specific Recovery Plan

The Local Recovery Coordinator is responsible for working with the LDMG Recovery Group (where activated) to develop the plan and then for obtaining endorsement for the event-specific recovery plan from the Carpentaria Shire Council LDMG. The event-specific Recovery Plan should be adopted by Carpentaria Shire Council. Following adoption, the plan should be uploaded to the Carpentaria Shire Council website and promoted to the local community on a regular basis.

2.5.2 Progress Reporting

The Local Recovery Coordinator is responsible for the coordination of reporting recovery progress to the Queensland Reconstruction Authority. Progress reporting occurs when a Local Recovery Group has developed an event-specific recovery plan that is incorporated into a State Recovery Plan.

The timeline of progress reporting is quarterly from when the relevant State Recovery Plan is approved by the Chair of the Queensland Disaster Management Committee (QDMC). The specific reporting dates are outlined to councils after the approval of the State Recovery Plan.

3. Recovery stages

The recovery element of the comprehensive approach to disaster management – prevention, preparedness, response and recovery (PPRR) – can be the most complicated and protracted. Recovery is not a retrospective process, but a process that focuses on building a recovered community. Whilst funded recovery programs under the joint Commonwealth/Queensland funded [Disaster Recovery Funding Arrangements](#) have a two-year life span, it is recognised that the time it takes for a community to be recovered will vary based on the impact of the event and the individuals in the community.

The disaster recovery process can generally be categorised into three phases (immediate, short-to-medium term recovery and long-term recovery). The phases of recovery are depicted in Figure 1 below.

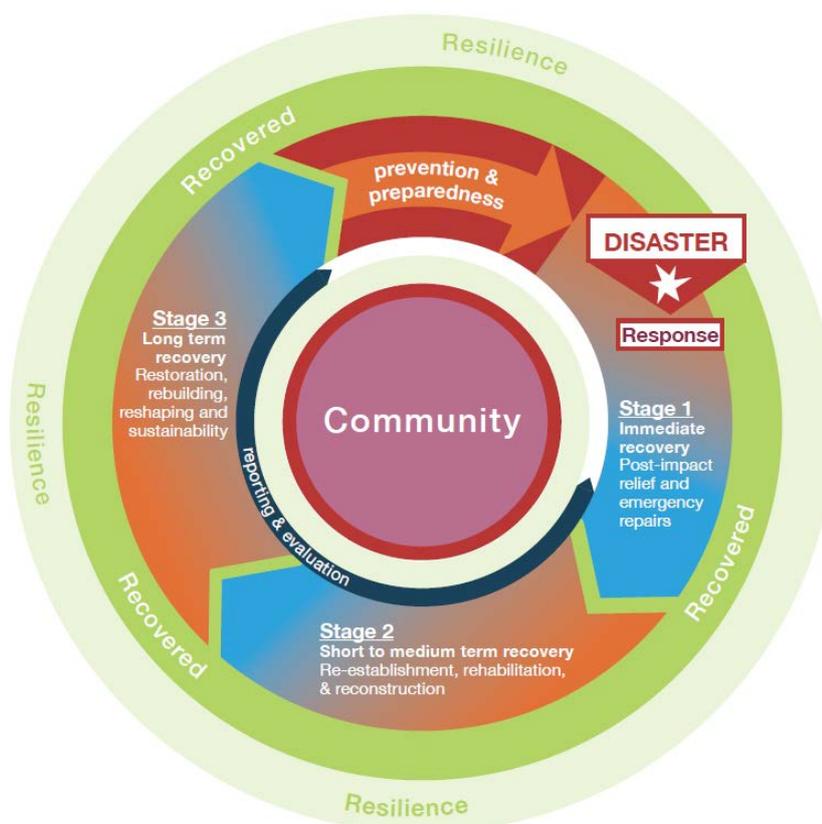


Figure 1: Phases of recovery

An indication of likely activities being undertaken at each of the three recovery stages is identified below:

3.1 Stage 1: Immediate recovery (post-impact relief and emergency)

Immediate recovery aims to address and support the immediate needs of individuals, businesses and the community affected by an event. This phase of recovery is challenging as it often coincides simultaneously with response operations. It is the period after a disaster when initial “relief” services

are offered to the affected community whilst the full recovery framework is established. It is also the period when detailed recovery planning, including damage and needs analysis is undertaken.

The likely recovery activities conducted during this phase include:

- Impact and needs assessments commenced.
- Provision of Places of Refuge / Evacuation Centres.
- Restoration of power, water and communication commenced.
- Emergency funding, shelter, clothing and food distribution.
- Roads re-open.
- Psychological first aid, and personal support provided.

3.2 Stage 2: Short-to-medium term recovery (re-establishment, rehabilitation and reconstruction)

This phase of recovery continues the coordinated process of supporting affected communities in the reconstruction of physical infrastructure, re-establishment of the economy and rehabilitation of the environment. During this phase, support for the emotional, social, and physical wellbeing of those affected continues. The recovery activities at this stage will assist the affected community to return to a state of normality, although the community may experience significant change resulting from the event.

The likely recovery activities conducted during this phase include:

- Impact and needs assessments finalised.
- Essential service repaired and restored.
- Key transport routes are operational.
- Roads repairs underway.
- Port is operational, channel is open, and shipping has resumed.
- Supply chains are returning to normal.
- Schools reopen.
- Funding to support recovery identified.
- Appeals established.
- Insurance assessments underway.
- Community support mechanisms operational.
- Communications for tourism that community is 'open for business'.
- Community development programs underway to reunite community.
- Environmental restoration and biosecurity programs identified and underway.
- Support for business is available.
- Development of exit strategies.

3.3 Stage 3: Long-term recovery (restoration, rebuilding, reshaping and sustainability)

Long-term recovery is characterised by the ongoing restoration and rebuilding of physical infrastructure, restoration of the economy and of the environment, and reshaping to support sustainability of recovery measures in the longer term. During the transition phase, specialist recovery workers leave affected communities and systems start to wind down as normal community development and business as usual processes return. Long term recovery may last many months and

in some cases many years after the event.

The likely recovery activities conducted during this phase include:

- Assets are restored, improved and operational.
- Rebuilding phase finalised.
- Longer term psycho-social support strategies for individuals, families and communities are established and operational.
- Event anniversaries are acknowledged appropriately.
- Key milestone achievements are acknowledged and celebrated.
- Exit strategies are implemented.

It is important to acknowledge that while Carpentaria Shire is still recovering from one event, another event often occurs. New disaster events can create cumulative stresses on communities and may mean the some of the long-term strategies of an event are not achieved before the next event is realised. In practical terms this may mean that roads are often not rebuilt before they are damaged again, rebuilding may still be underway and individuals with psychological impacts may suffer cumulative stress, etc.

The [recovery activities](#) table at Appendix A provides further detail around the types of activities that may occur through these stages.

3.3.1 Recovered

The primary aim of recovery is to assist disaster-affected communities to regain appropriate and acceptable levels of functioning both initially and in the long term. It is important that any support provided to the community empowers that community to be a partner in their own recovery. Recovery planning and activities should provide the opportunity to develop better capability and mitigation measures for future events and to become a more resilient community.

For the Carpentaria Shire Council community, a state of 'recovered' can be demonstrated when members of the community are able to lead a life they value living, even if it is different to the life they were leading before the disaster event. Key indicators for being recovered include:

- Schools are open and children have returned.
- Key infrastructure is operational - i.e. port is open, and shipping has resumed, roads are trafficable, water and wastewater services are functional, key facilities are operational, etc.
- Economy is open for business and businesses have returned to similar cash flow.
- Tourism has resumed.
- FIFO services resumed and personnel are working.
- There is enough suitable housing for the community and people feel safe
- Suitable support is available to address human and social needs
- Restoration of the natural environment is underway and potential long-term effects are monitored.

4. Our Community

Community profile information has been designed to provide recovery staff with an understanding of the community's pre-disaster baseline.

4.1 Carpentaria Shire Map

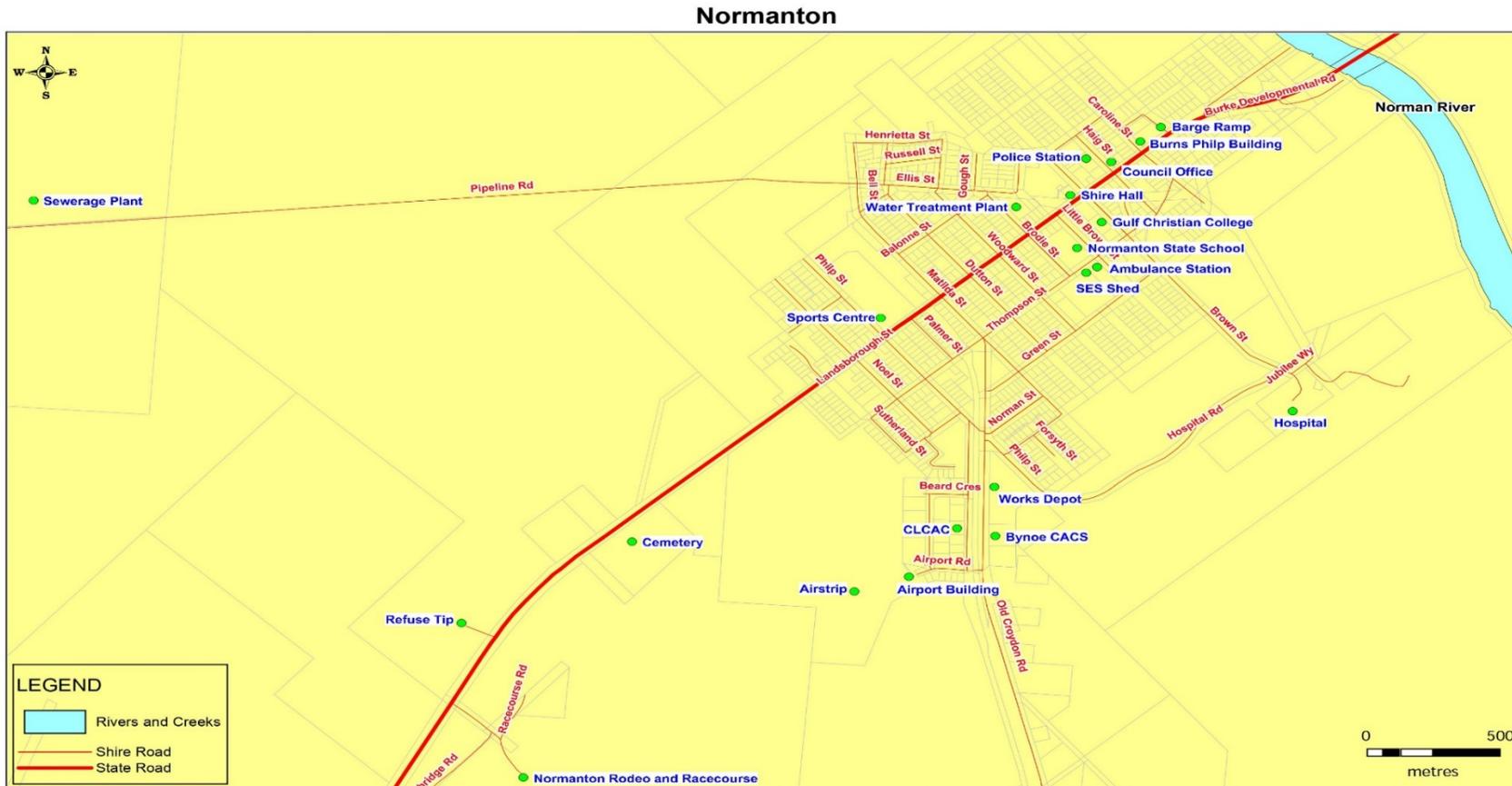


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Plans generated by MapInfo Professional - MGA Zone 54 (GDA94)



4.1.1 Normanton Map

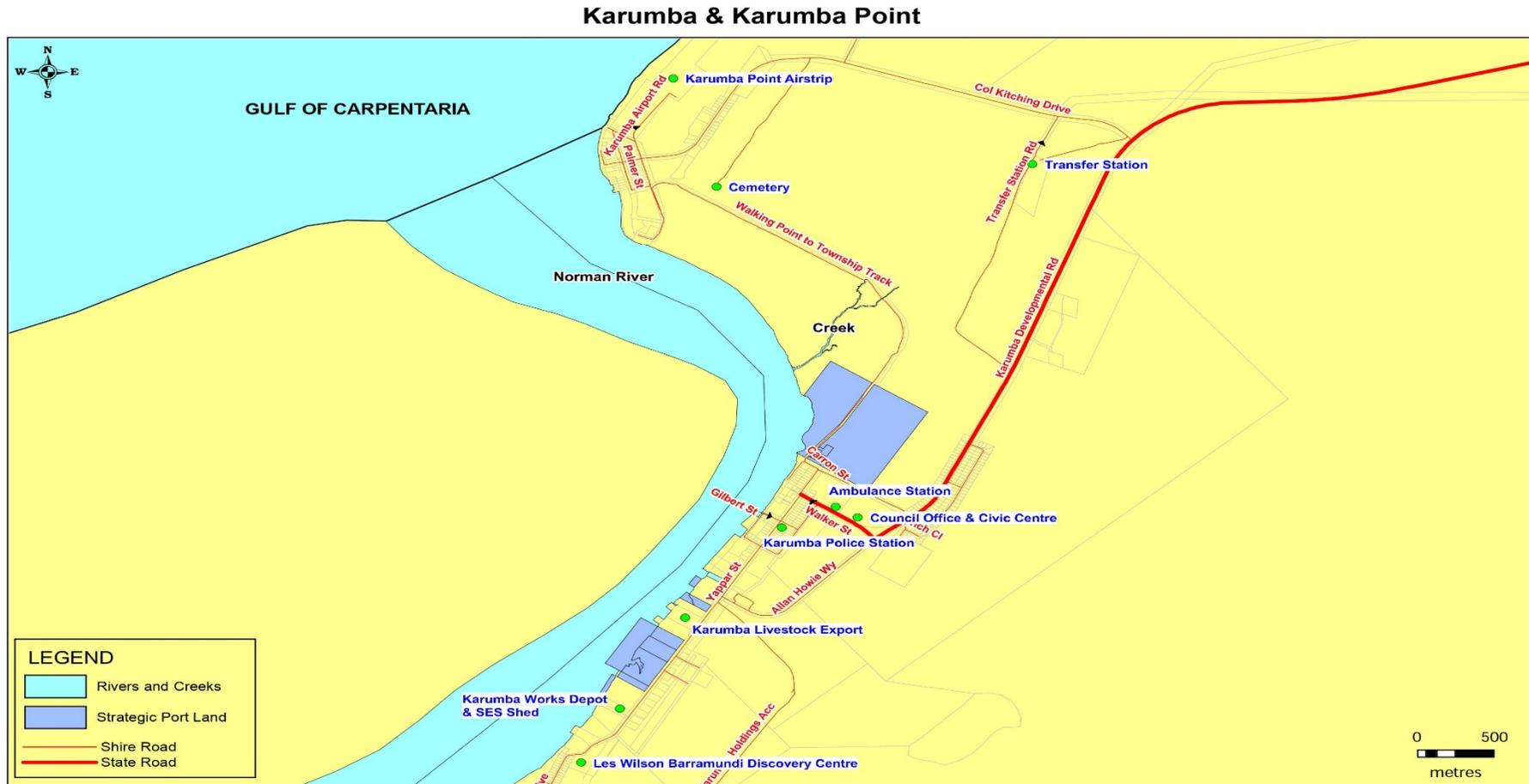


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4.1.2 Karumba & Karumba Point Map



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4.2 Community leaders and contacts

Each community has a number of leaders. The below outlines key community leaders for the Carpentaria Shire Council local government area who may assume a key role in initiating, managing and / or delivering recovery projects.

Agency / Group	Recovery Role
Carpentaria Shire Council	Leadership Business continuity
Local Disaster Management Group (LDMG)	Disaster Management (PPRR)
LDMG Local Recovery Group	Recovery coordination
Functional Recovery Subgroups	Recovery activities to support five streams of recovery
Emergency Services	Leadership Support recovery initiatives
Traditional Owners and Elders	Advise on land use and cultural considerations Leadership Support recovery initiatives
Carpentaria Land Council Aboriginal Corporation	Native title Economic development Land and sea management
Les Wilson Barramundi Discovery Centre	Leadership Support recovery initiatives Restocking waterways
Northern Gulf Resource Management Group	Support recovery initiatives
Southern Gulf Natural Resource Management	Support recovery initiatives

4.3 Community participation

The Carpentaria Shire community connectedness results in a strong sense of volunteer and community participation. The Carpentaria Shire has a number of active community groups and associations including:

Normanton	Karumba
Rural Fire Service Queensland	Rural Fire Service Queensland
Volunteer State Emergency Service	Volunteer State Emergency Service
Development Board	Volunteer Marine Rescue

Normanton	Karumba
Rodeo Association	Childcare Centre
Golf Club	Golf Club
Bowls Club	Progress Association
Football Club	Vintage Car Club
Centracare Junior Soccer Club	Barra Restocking Association
Cricket Club	Chamber of Commerce
Athletics Club	Goose Club
Swimming Club	Music Club
	Yoga
	Craft Group

4.4 Community events

Good community networks and activities can support recovery operations. Community events are vital to social cohesion, so understanding these networks, the target demographic and the event timeframes will provide clarity to support recovery planning and operations after a disaster.

Like many communities, both Normanton and Karumba have regular markets. There are also other informal events such as Trivia night at the Albion Hotel, Movie Nights run by Council as well as local social and sporting events held in each community.

Additionally, the Carpentaria Shire hosts several annual community events. Some of these events are targeted at locals, while others attract people from throughout Queensland and interstate. These include:

Month	Event	Location
January	Australia Day Celebrations	Normanton
February		
March		
April	Easter Weekend Fishing Competition	Normanton
May	Gulf Christian College Fete	Normanton
June	Rodeo and Street Parade	Normanton
July		
August	Community Ball Normanton State School Fete	Normanton

September	Races Karumba State School Fete	Normanton Karumba
October	Outback by the Sea Festival October Long Weekend Fishing Competition	Karumba
November		
December	Christmas Tree for Seniors and Christmas Tree for kids Carpentaria Youth Christmas	Karumba Normanton

4.5 Community services

The communities of the Carpentaria Shire are supported by the following services, with further details available on the Shire's [website](#):

Agency / Group	Recovery Purpose	Frequency of delivery
Local Recovery Group	Recovery coordination	As required
Community Members	Identification of needs and support required preparedness activities	Prior to and following disaster events
Plant and equipment	Reconstruction of community assets	As required
Council Infrastructure	Reconstruction of community assets / plant and equipment	As required
Traditional Owners and Elders	Advise on Land Use and cultural considerations	As required
Queensland Health	Support health and wellbeing of community members	Daily (BAU)
Karumba Health Clinic	Support health and wellbeing of community members	Monday-Friday (BAU)
Gidgee Healing Medical Centre	Support health and wellbeing of community members	Monday-Friday (BAU)
North & West Remote Health	Support health and wellbeing of community members	Daily (BAU)
Allied Health Services (speech, occupational therapy, etc.)	Support health and wellbeing of community members	Daily (BAU)
Pharmacies (Normanton and Karumba)	Support health and wellbeing of community members	Monday-Saturday (BAU)

Agency / Group	Recovery Purpose	Frequency of delivery
Health services including RFDS (focusing on general health, mental health, sexual health and dentistry)	Support health and wellbeing of community members	Weekly and fortnightly fly in and fly out (FIFO) services
Education (Normanton State School, Karumba State School, TAFE)	Support children and young people to recover, return to 'normal' for children and young people	Monday-Friday (BAU)
Veterinary clinics provided by Mt Isa based NW Veterinary	Support health and wellbeing of animals within the community	Every 6 weeks
Sport and recreation facility	Promote and support community connectedness and wellbeing	Daily (BAU)
Education (Preschool, Primary and Secondary)	Support connectedness amongst children	Monday to Friday (BAU)
Save the Children	Provide recovery support programs for children and families	As required
Normanton Hope	Insurance Financial counselling Women's Shelter	Various
Bynoe	Housing for Aboriginal & Torres Strait Islander people Employment Community programs Community support	Monday to Friday (BAU)
Aged Care Services	Support the health and wellbeing of elderly community members	Daily
Banking	Provision of money and financial services – Westpac and free-standing ATM's (Purple Pub, etc.).	Daily
Telstra Mobile phone services	Connect community members and those inside and outside the community	Daily
Hawkins Transport	Transportation of livestock, general freight, refrigerated and dry goods.	Daily
Churches	Faith support, community connectedness, pastoral care	Daily

Overall, in business-as-usual times, services delivered within the communities of the Carpentaria Shire Council area are considered adequate to meet the needs of the population. However, the FIFO nature

of some services can lead to disruptions to service continuity. During disaster events, government services are often scaled back. As examples, all Allied Health Services would be scaled back and only delivered via Telehealth. Whilst the community is more accepting of online technology as a result of COVID-19, Telehealth is only available at the Hospital which can make accessing these services difficult, especially as the road to the hospital gets cut at the causeway by floodwater. Education services can be suspended, and the teaching staff flown out of community. If there are no teachers, then schools cannot resume which hampers recovery efforts.

Additionally, the limited number of locally based services means there is the potential for the Carpentaria Shire Council LDMG to exceed local capacity quickly. Social issues which affect the Carpentaria community can be heightened by disasters, therefore recovery planning should account for the continuation of existing services and enhanced service delivery.

4.6 Key community facilities

Key community facilities enable connectedness and provide a sense of community for Carpentaria Shire Council residents. Key community facilities include the following:

Facility	Recovery Purpose	Owner
Normanton State School	Getting children and young people back into routine. School-based recovery programs.	Department of Education
Karumba State School	Getting children and young people back into routine. School-based recovery programs.	Department of Education
Normanton Shire Hall	Meeting point for community meetings and community recovery activities.	Carpentaria Shire Council
Karumba Civic Centre	Meeting point for community meetings and community recovery activities.	Carpentaria Shire Council
Normanton Sports Centre	Place of refuge and meeting point for community meetings	Carpentaria Shire Council
Karumba Sports Centre	Place of refuge and meeting point for community meetings	Carpentaria Shire Council
Normanton Swimming Pool	Health and wellbeing	Carpentaria Shire Council
Karumba Swimming Pool	Health and wellbeing	Carpentaria Shire Council
SES Shed	Centre for external agencies	Carpentaria Shire Council
Primary Health Care Centres – Gidgee Healing Medical Centre, Normanton Hospital, RFDS and Karumba Health Clinic	Communication point for community and supporting community recovery	Various

4.7 Community strengths

A key strength of the Carpentaria Shire community is their knowledge of local hazards and lived experience of previous disaster events. Residents are very resilient to the environment and seasonal

weather conditions. This results in a community that is experienced, self-reliant, resourceful, capable and used to dealing with the risks faced. The Community Recovery Plan essentially documents a process that the community has implemented before.

The wet season usually results in long periods of isolation for Carpentaria Shire residents. As a result of this isolation, the community actively undertakes preparedness activities and has high levels of resilience. Isolated properties are generally well equipped and resourced. Additionally, individuals, families and businesses take steps to prepare for extreme events and share local knowledge. The community pulls together when disasters occur and understand the need to proactively check on neighbours and help one another. Communities that are well connected and supported, generally recover faster following disaster.

The Carpentaria Shire has a competent and experienced Local Disaster Management Group (LDMG) with good resupply arrangements for prolonged periods of isolation and an effective Local Disaster Management Plan (LDMP). There are State Emergency Service (SES) and Rural Fire Service (RFS) volunteers available in Normanton and Karumba as well as paid Emergency Services personnel. Additionally, strong relationships with neighbouring councils exist, who are willing to assist each other as required.

Additionally, the community recognises the need to be involved in their own recovery. There are some prospective 'community champions' that could be engaged by the LDMG to support their communities for disaster preparedness, response and recovery initiatives. With a framework, guidance, support and leadership, this could help to reduce pressure on LDMG agencies and enhance individual and community self-reliance. Community champions could build community confidence that LDMG agencies will be there for support as soon as it is safe to do so.

4.8 Community Challenges

Communities in the Carpentaria Shire face several challenges to effective recovery including:

- Access and isolation – Remote areas, sparsely populated and vast distances. Communities can be isolated for several weeks at a time. Remote, isolated properties – while most pastoral properties are self-sufficient, it is still important to check post event for wellbeing and issues. Limited road access means resupply may be needed after major flooding.
- Remoteness, away from major centres – Due to the remote location of the Shire, it can be difficult to attract attention for resources and external agency support. This is particularly evident when an event covers multiple shires, such as the 2019 flood event.
- Socio-economic disadvantage and vulnerability - Of the five quintiles of the Index of Relative Socio-Economic Disadvantage the population of Carpentaria is spread across only two of these, 61.4% in Quintile One (most disadvantaged) and the balance 38.6% in Quintile Two. At the 2016 Census, 23.9% of households had a weekly household income of less than \$650
- Reluctance to evacuate – Some residents are reluctant to evacuate due to perceived time away from community. Similarly, people may be concerned about temporary relocation after an event. Further community preparedness, and recovery community development programs could address these issues.
- Alternative accommodation during rebuilds - The 2016 Census identified that 51.6% of homes in the Shire were rented. Housing options are limited in Normanton and Karumba, which needs to be considered for recovery planning.

- Other vulnerability – disaster events can create feelings of isolation and disconnect, people may lose their income, children may not be able to attend school and issues can manifest in many ways e.g. excessive drinking / drug use, increase in domestic violence and suicide, etc.
- Lack of a reciprocated acceptance of knowledge between new arrivals and long-term locals – local people may provide valuable insights into historical plans and actions required during and after disasters, and new arrivals may have disaster recovery experience and knowledge from other places. Both knowledge sets are valid and useful for recovery.
- Uncertainty of new residents – it can be challenging to know where to go for assistance and information. New residents may need to have confidence instilled about the existing local preparation and knowledge in the community. A welcome pack may support new residents to be better prepared for the impacts of disasters.
- Unaware visitors – visitors to the area with little experience of remote locations may have little awareness of disaster impacts, placing themselves and emergency services staff at risk.
- Complacency to disaster events – Local residents may not respond to advice by the LDMG, particularly where an event has not occurred for some time. There is some lack of knowledge and acceptance of climate changes impacts which may worsen the impacts of disasters.
- Fatigue of staff – As a small community, working long hours will be inevitable after a disaster. This is not sustainable, so planning for rotation and rest, and allowing staff time for their own personal recovery, is essential.
- Insurance – There are no local providers. Insurance is unaffordable for many individuals and businesses meaning many people are likely either uninsured or underinsured. Insurance companies will not insure some Karumba residences.
- Financial challenges for not-for-profits – there is a need for recovery support for the not-for-profit sector after an event.
- Wellbeing of primary producers – stock, infrastructure and property losses create major work and stress for primary producers after disaster events. Personal health and wellbeing may be ignored due to ongoing disaster-related work and financial pressures.

4.9 Considerations for external agency staff

While working in the Carpentaria Shire, external recovery and agency staff should consider the following:

- Ensure formal introductions by Council and / or other LDMG agencies to key community members and organisations.
- Be culturally aware and respectful of Indigenous protocol and lands.
- Be respectful of primary producers and land – for example, leave gates on cattle properties as you find them.
- Be aware and respectful of cultural connections to the natural environment including fauna and flora.
- Crocodile safety – Assume estuarine crocodiles are in all waterways within the Shire. Take care at water's edge.
- Consider water potability before consumption. Always ensure you have plentiful water available.
- Seek local guidance on differences between key communities i.e. Normanton and Karumba.
- Allow individuals to self-select engagement levels for recovery activities.

- Importance of long-term local knowledge, seek out local knowledge and connections to support and/or lead recovery activities.

5. Our Economy

The Carpentaria Shire has a diverse industry base which accounts for \$0.14 billion of Gross Regional Product (NIEIR, 2019). There are 166 businesses (ABS, 2019) in the Shire and 1,060 local jobs (NIEIR, 2019) available with agriculture, fishing and tourism and government administration providing the majority of the Shire's income.

The unemployment rate in the Carpentaria Shire Council area is 33.8%, compared with 6.2% for Queensland. A significant proportion of the population relies on welfare payments. At the time of the 2016 Census, there were 885 people who reported being in the labour force in the week preceding the Census. Of these 67.2% were employed full time, 17.2% were employed part-time and 8.7% were unemployed. The most common occupations included Labourers 20.4%, Specialised Beef Cattle Farming 15.5%, Managers 15.1%, Technicians and Trades Workers 14.0%, Community and Personal Service Workers 13.8%, and Professionals 12.2%. Other major industries of employment included Local Government Administration 11.0%, combined Primary and Secondary Education 5.7%, Accommodation 5.3% and Hospitals 3.5%.

Normanton is the region's government and administrative centre. Karumba generates much of the Shire's commercial activity via an active port which supports the export of live cattle to Asia, mining and a substantial fishing industry (prawns, barramundi, Spanish mackerel, salmon and mud crabs). Tourism is a strong and important part of the economy. During the cooler months, the population of Karumba increases to accommodate this influx and a significant drawcard for visitation in Normanton is the historic Gulflander which operates services between Normanton and Croydon. An important component of recovery for the region is working with the media to get the message out that the Carpentaria Shire is 'open for business'.

A key strength of the Shire is that people tend to buy local. There are well stocked shops and whilst panic buying occurs when the community is threatened by natural hazard events, this is generally not a challenge for long as shops often hold some supply in reserve to manage this anticipated surge in demand. A challenge for recovery is food security and ensuring a robust supply line. Delays are often experienced as transportation routes are impacted by flooding. This creates challenges for businesses cash flow during the wet season.

There are adequate trades and services to support the community in business-as-usual times. Following events that cause widespread or severe property loss or damage, it can be anticipated that trades and services would be in high demand and those present in the region may not be able to fully meet demand.

6. Our environment

6.1 Physical and biological landscape

The Carpentaria Shire Council LGA has a dry tropical climate with an identifiable wet and dry season. The wet season extends through the summer months from November to April, with most rain falling between late December to March. The remaining part of the year from May to October is generally dry with less than 15mm of rain per month. The average annual rainfall for Normanton is 915 mm. Carpentaria Shire is covered by the Mornington Island radar.

The land area of the Shire is 64,169.3 km² and includes extensive wetlands and major river systems. Of these rivers, the Staaten, Gilbert, Norman, Flinders, Bynoe, Cloncurry and Leichhardt River systems flow into the Gulf of Carpentaria. There are 10 wetlands in the shire that are listed as nationally important³. The south-east Gulf waters are also home to internationally significant migratory shorebirds, including the critically endangered Great Knot and Far Eastern Curlew⁴. This coastline is part of the international East Asian-Australasian Flyway Site Network because of its importance.

There are 1746 known species of flora and fauna within the Shire, of which 23 are listed as vulnerable or endangered under the Nature Conservation Act 1996, and 17 are nationally listed as vulnerable or endangered under the Environmental Protection and Nature Conservation Act 1999⁵.

The environment and Aboriginal culture are intrinsically linked, and Traditional Custodians maintain strong and close connections with the land and sea. Management plans and rangers' programs are in place through Carpentaria Land Council Aboriginal Corporation.

Southern Gulf Natural Resource Management and Northern Gulf Resource Management Group share responsibility for regional NRM arrangements within the Shire.

The natural environment is highly valued by many residents of Carpentaria Shire who spend time fishing, boating, camping and birdwatching. Healthy land and water is important for the shire's fishing, agricultural and tourism industries.

Large areas of the Shire are flat and low-lying, so flood inundation occurs over wide areas for long periods, creating vast inland seas. Flood water can sit for 10-14 days or more – each flood event is different. The flood of 1974 remains in living memory as a milestone event, where many stations were inundated (Maggierville Outstation, Leichardt Lagoon, etc.), lots of people were flown out and floodwaters lapped the veranda of Normanton's famous Purple Pub.

The headwaters of the Shires river systems are located outside of the Shire boundaries, therefore major floods can still occur without the Shire recording rainfall, as waters move downstream to the Gulf of Carpentaria. Disasters that occur in areas far-removed from the Shire can also have a 'knock-on' effect. For example, long-term damage to transport corridors or systems can affect re-supply of food, fuel and other essential goods.

³ Queensland government, Wetlands Info, <https://wetlandinfo.des.qld.gov.au/wetlands/facts-maps/lga-carpentaria/> accessed 14 January 2021

⁴ National Environmental Science Program Northern Hub, <https://www.nespnorthern.edu.au/projects/nesp/gulf-shorebird-food-supply/> accessed 14 January 2021

⁵ Queensland government, Wetlands Info, <https://wetlandinfo.des.qld.gov.au/wetlands/facts-maps/lga-carpentaria/> accessed 14 January 2021

Seasonality of rainfall and extreme rainfall events associated with tropical cyclones and rain bearing depressions culminate to produce significant disruption to access and services, as well as direct flood damages and indirect damages through loss of production, stock losses on cattle stations. New research has found the major changes to river flows can impact the productivity of the Shire's important fisheries over time⁶. Other impacts of disaster events include shoreline erosion, sediment build ups in the port and harbour, and the spread of water and vector borne disease, pests and weeds. Estuarine crocodiles can freely move in floodwaters, which also causes concern for residents.

Enhanced growth after a high rainfall season may increase wild fire risk, therefore fire management plans should be in place. Floods in the Gulf are sometimes followed by drought if waters do not recede quickly, reducing growth opportunities for grass. This knock-on effect has implications for native species, as well as financial and wellbeing implications for primary producers.

6.2 Aboriginal and Torres Strait Islander artefacts and culturally significant sites

Traditional Owner representation is recommended on the recovery committee to ensure that recovery of culturally significant sites is included in recovery plans, and that culturally appropriate recovery programs are delivered. Key representatives for Carpentaria Shire include:

Gkuthaarn Aboriginal Corporation

Kukatj Aboriginal Corporation

Kurtijar Aboriginal Corporation

⁶ National Environmental Science Program Northern Hub,
<https://www.nespnorthern.edu.au/2020/09/02/gulf-freshwater-flows-essential-for-prawns/> accessed 14/01/2021

7. Our Infrastructure

The Carpentaria Shire offers the standard of infrastructure and facilities expected in a modern community. Following eligible events and where trigger points are exceeded, Carpentaria Shire Council will seek activation of DRFA arrangements to support recovery works. Funding for emergent works is generally agreed and secured quickly.

7.1 Roads

In the dry season, the Carpentaria Shire can be accessed via sealed and formed roads. The Carpentaria Shire has an extensive road network. State controlled roads that link Normanton with Karumba, Croydon and Cloncurry are bitumen sealed while the road to the Mareeba Shire boundary is formed only. The major roads into the Shire are identified below. These roads are regularly closed during the wet season.

From/to	Distance (time)	Distance (kms)
Gulf Development Road (Normanton to Cairns)	7 hours 45 minutes	679km
Burke Development Road (North – Normanton to Chillagoe)	6 hours 20 minutes	560km
Burke Development Road (South – Normanton to Cloncurry)	4 hours 10 minutes	382km
Karumba Road (off Burke Development Road, to Karumba)	27 mins	40 kms
Burketown Normanton Road (off Burke Development Road)	2 hr 33 min	226 km
Normanton to Karumba	45 minutes	71km

There is a total of 1606 km of unsealed roads in the Shire, linking the State roads to other through roads controlled by Carpentaria Shire Council, and to all properties in the Shire. The Carpentaria Shire is serviced regularly by road trains from Cairns.

Early storms from October onwards have the potential to create flooding issues and by late December, the monsoon has usually arrived which renders most roads within the Shire not trafficable, isolating the community. Road closures can have an impact on resupply. Transport may have to take alternative routes which can cause significant delays in obtaining milk and other fresh produce. Transport vehicles may also have to apply for permits to drive through floodwaters or may be unable to physically get

through. The vulnerability of transport infrastructure, both within and beyond the Shire boundary, makes accessing goods and services during recovery challenging.

7.2 Air

The Normanton Airport is located on Airport Road and operates from Monday to Friday. The airport is utilised by charter airline Savannah Aviation and commercial airline Regional Express (REX) and operates flights from Normanton to Cairns, Burketown, Doomadgee and Mount Isa. Jet A1 and Avgas is available at the airport. The 1676m sealed runway can support Hercules capacity (with concession) and night lighting is available. Airline passenger services are maintained throughout the year except where aircraft are unable to operate (e.g. cyclonic winds, etc.).

Located at Fielding Street, the Karumba airport is prone to cross winds. It has a 1271 m sealed runway that can support Hercules capacity (with pavement concession). There are no commercial flights operating from the Karumba Airport, which means services and businesses relying on air freight (such as the chemist) must pick up or arrange transport from Normanton. Savannah Aviation operates charter flights from Karumba.

Stations within the Shire also have their own airstrips. Helicopters and light aircraft are used for various purposes from these strips.

During the wet season, Carpentaria Shire Council communities may need to be resupplied with fresh goods and perishables by aircraft, as other access can be restricted.

7.3 Rail

The Heritage-listed Normanton Railway Station located on Matilda Street was constructed in 1889. The 94-mile rail line runs between Normanton and Croydon and services the Gulflander, a tourism icon and a working tribute to the early pioneers of the Gulf of Carpentaria. Queensland Rail provides this tourist railway experience which operates weekly from Normanton to Croydon on Wednesday's and Croydon to Normanton on Thursday's from February through December.

7.4 Port

The Port of Karumba is operated by Ports North. The port is integral to the industries of the region and provides for general cargo, fuel, fisheries products and the export of live cattle and zinc. Ports North are integral to the recovery effort in opening the channel and ensuring that shipping is resumed and that vessels can come in to support recovery. During the wet season, Carpentaria Shire Council communities may need to be resupplied with fresh goods and perishables by sea, as other access can be restricted. Dredging to maintain the channel depth last occurred in 2016/17 and this may be necessary for future disaster events.

7.5 Barge

Carpentaria Freight operates a barge from Karumba servicing the Gulf islands of Mornington Island, Sweers Island and Bentinick Island. The Normanton Barge Ramp has recently been constructed so that the barge can be used to support resupply of Karumba and Normanton during significant flood events.

7.6 Flood Boat

The State Emergency Service (SES) at Normanton and Karumba have access to flood boats.

Many station owners also have access to private boats which may be able to be utilised to support their own recovery (e.g. evacuation, resupply, checking on one another, etc).

7.7 Water, Wastewater & Waste

The Carpentaria Shire Council area has a reliable water supply, but treatment is limited. Upgrades are currently underway.

The communities of Normanton and Carpentaria are connected to the reticulated sewerage system and served by Sewerage Treatment Plants in each community.

There are weekly kerbside waste collection services in Normanton and Karumba. A Waste Transfer Station is available in both communities.

7.8 Electricity

The community is accustomed to dealing with interruptions to the power supply and many rural properties are equipped with generators. Ergon crews generally arrive quickly after an event and drop generators around town (especially Karumba). The Ergon depot is on a high point in Normanton and Ergon would use helicopters to support emergency repairs and restoration as required.

7.9 Information & Communications Technologies

The Shire experiences unreliable communications. There is a Telstra mobile tower in Normanton and another in Karumba. The radio capacity of the Karumba base is different to the Normanton base. Normanton effectively has 2 bases where Karumba only has 1. and this creates a strain on the network. Satellite phones or NBN Sky Muster are useful where they exist. Two-way radio is common in the grazing community.

Internet connectivity is via ADSL. Issues are experienced with access and speed, especially during tourist season. Only 60% of people in the Carpentaria Shire Council LGA are connected to the internet.

The Disaster Dashboard is gaining traction and a good level of awareness exists within the community that can continue to be promoted at public events and take up pushed during and following disaster events.

7.10 Residential Housing

Housing is limited and overcrowding would be a significant issue in a major event. Additionally, there would likely be a shortage of accommodation for tradespeople or external contractors during recovery operations.

There are low-care residential aged facilities in Karumba and Normanton. These facilities often accommodate residents with higher needs or those who require palliative care. Availability of acute beds within the Shire is a challenge.

7.11 Other

There is a Bureau of Meteorology (BoM) weather station in Normanton.

8. Funding Mechanisms and Offers of Assistance

Multiple financial arrangements, including funding programs, are available in Queensland to assist state and local governments, businesses, primary producers and NGOs to prepare for, prevent, mitigate, respond to and recover from disaster events.

8.1 Disaster Recovery Funding Arrangements (DRFA)

The principal funding program activated after a natural disaster or terrorist event is the Disaster Recovery Funding Arrangements (DRFA). The DRFA is an Australian Government program to assist the recovery of communities where social, financial and economic wellbeing has been severely affected by a natural disaster or terrorism event. These arrangements provide a cost sharing formula between the Queensland and Australian Governments on a range of pre-agreed relief and recovery measures.

8.2 Other Funding

Other funding mechanisms include:

State Disaster Relief Arrangements (SDRA)

An all-hazards relief program that is 100 per cent state funded and covers natural and non-natural disasters.

Queensland Resilience and Risk Reduction Fund (QRRRF)

Supports projects to strengthen the resilience of and reduce the risks to Queensland communities and help them better prepare for disasters. This fund supersedes the Queensland Disaster Resilience Fund.

Sport and Recreation Disaster Recovery Program

Supports not-for-profit sport and recreation organisations with funding to re-establish their facilities and activities after extreme natural events, including floods, fire, cyclones and severe storms.

Gambling Community Benefit Fund (GCBF)

Not-for-profit groups operating in Queensland can apply for grants from \$500 to \$35,000 through the GCBF.

This fund is Queensland's largest one-off community grants program, distributing approximately \$57 million per year. Whilst not recovery specific, the grants can be used for disaster recovery activities.

Australian Government Disaster Recovery Payment (AGDRP)

A one-off payment to help individuals if a declared disaster significantly affects them. It is not for minor damage or inconvenience.

Australian Government Disaster Recovery Allowance (AGDRA)

A short-term income support payment to assist individuals who can show that their income has been affected because of a disaster. The AGDRA assists employees, small business persons and farmers who experience a loss of income as a direct result of a disaster.

8.3 Donations

Carpentaria Shire Council LDMG works with local community organisations to manage donations in the community following disasters. As an example, the Recovery Group may work with GIVIT, Sisters of the North, CWA or another community organisation as a key agency for local distribution.

8.4 Volunteers

Spontaneous volunteering has not been a feature of disaster events in the Carpentaria Shire, probably due to the fact that accessing the region post disaster can be challenging. The LDMG will facilitate access to volunteers and pass on relevant information to the community on how to access. For example, in a previous event, Council passed on the details of Blaze Aid to affected graziers.

Appendix A: Recovery Activities

The following section outlines potential recovery activities and options to address potential recovery challenges for the community of the Carpentaria Shire. In order to identify appropriate assistance, an impact assessment needs to be completed. Nothing in the table below should replace existing warning and communication activities.

The table in this section is a living document, is not exhaustive, and can be added to on an ongoing basis to help provide a number of solutions.

What may happen and where may it happen?	How could it affect the Community (what is/ are the consequence/s)?	What needs to be done?	Who is required to assist? (functional recovery areas, agencies and individuals)	What resources are required?	Which facilities can be used?	When does it need to happen? (immediately, short term, medium and longer term)	Escalation points
Critical infrastructure is damaged or destroyed.	Loss of access / egress Interruption to delivery of critical services Inability to monitor referable dam Economic consequences due to port being inoperable Supply chains interrupted for resupply People unable to leave/return their home/town	Impact Assessment and emergent works to restore services. (Roads, bridges, water, sewerage, waste, dams, communications, power, port, etc.).	Infrastructure Subgroup QRA QFES DTMR Carpentaria Shire Council	Signage Camera	Council barge ramp Council buildings Dependant on impact assessment	Immediate / Short Term	DRFA trigger points exceeded.

What may happen and where may it happen?	How could it affect the Community (what is/ are the consequence/s)?	What needs to be done?	Who is required to assist? (functional recovery areas, agencies and individuals)	What resources are required?	Which facilities can be used?	When does it need to happen? (immediately, short term, medium and longer term)	Escalation points
Community is impacted by a disaster event	Loss of life or illness or injury to humans Inability to meet basic human needs (water, food, shelter etc.) Psychological distress Financial hardship Social disconnection Behavioural issues Family violence	Impact & Needs Assessment Provision of Places of Refuge / Evacuation Centres Welfare checks and signposting to practical and emotional support – vulnerable persons, grazing community, etc. Re-establish community infrastructure e.g. schools, sports, community activities, social groups Community development programs Community events Anniversary events	Human Social Recovery Subgroup Department of Communities Community Sector Organisations NGO's Hospitals and Health services GIVIT Churches	Psychological First Aid DRFA Funding – PHAS Financial counselling Personal support Increased counselling and family support services Donation fund	Dependent on impacts and needs assessment Community halls Key community buildings e.g. PCYC, churches, pubs Open spaces e.g. parks, pool, foreshore areas, sporting facilities	All phases	Capacity of community sector is exceeded

What may happen and where may it happen?	How could it affect the Community (what is/ are the consequence/s)?	What needs to be done?	Who is required to assist? (functional recovery areas, agencies and individuals)	What resources are required?	Which facilities can be used?	When does it need to happen? (immediately, short term, medium and longer term)	Escalation points
<p>Community impacted by a collective trauma event.</p> <ul style="list-style-type: none"> - Injury - Fatalities - Psycho-social impacts 	<p>Break down in community cohesiveness Pressure on existing resources Increases in existing social challenges</p>	<p>Impacts and needs assessment Restore cohesiveness within the community. Community members, where required, are able to access health and wellbeing and financial support resources and community development programs.</p>	<p>Human and Social Economic Police Gidgee Health Hospital Schools Mental Health Council Community Sector Organisations NGOs</p>	<p>Psycho-social first aid material Funding for community programs Additional services e.g. mental health, counselling, personal support</p>	<p>Dependent on impacts and needs assessment Community halls Key community buildings e.g. PCYC, churches, pubs Open spaces e.g. parks, pool, foreshore areas, sporting facilities</p>	<p>All phases</p>	<p>Capacity of sector is exceeded</p>
<p>Economy is impacted by a disaster event</p>	<p>Loss of tourism Impact on fisheries (prawns, Spanish mackerel, mud crabs, etc.) Impact on cattle exports Impact on mining operations Impacts on cattle stations (loss of</p>	<p>Impact Assessment Lobby for industry support Attract additional funds to support business Personal support and financial counselling</p>	<p>Economic Recovery Subgroup Department of State Development Ports North Gulf-Savannah Development association Northern Gulf Farm financial counsellors Blaze Aid</p>	<p>Financial support programs Media support (open for business)</p>	<p>Dependent on impact assessment</p>	<p>All phases</p>	<p>Capacity of sector is exceeded</p>

What may happen and where may it happen?	How could it affect the Community (what is/ are the consequence/s)?	What needs to be done?	Who is required to assist? (functional recovery areas, agencies and individuals)	What resources are required?	Which facilities can be used?	When does it need to happen? (immediately, short term, medium and longer term)	Escalation points
	stock, fencing, infrastructure)		Insurance Ombudsman				
Environment is impacted by a disaster event including natural disasters such as floods, fire, cyclones etc. Other disasters including oil spills, explosion etc	Loss of cultural sites Loss of habitat and food sources for iconic, threatened, and rare species Impacts on biodiversity Changes to flows of rivers and catchments Changes to water quality and supply Spread of weeds, feral animals, and disease Erosion Foreshore loss Fishing industry decline Tourism industry decline Grazing industry decline Psychological impacts	Impact assessment Environmental restoration Managed and environmentally appropriate clean-ups of vegetation and waterways Consultation with Traditional Owners regarding cultural sites and species Monitoring of long-term impacts to habitat e.g. erosion, weed spread Monitoring of impacts threatened species populations Monitoring of fisheries Monitoring of psychological wellbeing of impacted community	Environmental Recovery sub-group Council environmental staff Traditional Owners Carpentaria Land Council Northern Gulf Resource Management Group Southern Gulf Natural Resource Management Department of Environment Department of Natural Resources Linkages to human-social and economic recovery sub-groups	Funding for environmental recovery programs Compliance staff	Dependant on impact assessment	All phases, particularly medium to long term	Capacity of sector is exceeded

What may happen and where may it happen?	How could it affect the Community (what is/ are the consequence/s)?	What needs to be done?	Who is required to assist? (functional recovery areas, agencies and individuals)	What resources are required?	Which facilities can be used?	When does it need to happen? (immediately, short term, medium and longer term)	Escalation points
Disease outbreak, pathogen or pest infestation e.g. COVID-19, foot and mouth, tilapia outbreak	Death/loss/decline of people, stock, native flora and fauna Loss of cultural sites Loss of habitat for iconic, threatened, and rare species Impacts on biodiversity Fishing industry decline Tourism industry decline Grazing industry decline Shire economic decline Psychological impacts	Impact assessment Biosecurity measures COVID-19 safe practices Detection and monitoring Monitoring of psychological wellbeing of impacted community	Environmental Recovery sub-group Council environmental staff Queensland Health Traditional Owners Carpentaria Land Council Northern Gulf Resource Management Group Southern Gulf Natural Resource Management Department of Environment Department of Natural Resources Linkages to human-social and economic recovery sub-groups	PPE Surveillance Funding Compliance staff	Rodeo grounds Port stock holding facilities Council halls Port Dry Dock facilities	All phases	Capacity of sector is exceeded

Appendix B: Carpentaria Shire Council Disaster Recovery Media Strategy

Aim

This document provides a framework for Carpentaria Shire Council to engage the media after a disaster event during the recovery process.

Background

Poor communications are one of the greatest barriers to recovery after a disaster event. In the immediate aftermath, people need information, however they do not always know what information they need. A pre-planned communications strategy provides a foundation to start recovery on the right foot. Engaging with media is a key strategy to keep the community, and others informed.

Scope

While this strategy document has a focus on media engagement and utilisation after a disaster event, other communication strategies are included for providing information to the Carpentaria community. The document covers key strategies for different stages of recovery.

Approach

Disaster communications should provide **clear, relevant, targeted, and timely information**.

A framework for communicating in disasters

Clear information means that the message that is received is the same message that is delivered. Messages should be brief, easy to understand, uncomplicated and to the point. Jargon and technical language should not be used.

Relevant information means that the information delivered needs to mean something to those that receive it. Immediately after an event people want practical information – when will the power be on? When will the roads open? How can I contact my family? In the medium term, information may be about how to contact the insurance ombudsman, where to get family support for trauma or what community events are on, and so on.

Targeted information means the message and the method of delivery should fit the audience. This is about knowing the make-up of your community, and where and how people get their information. Posting content on social media or a website may not get to everyone who needs it, while putting some fliers at the clinic or having a conversation at the men's shed might be more effective.

Timely information simply means getting the right information out at the right time – so people can access information when they need to use it.

In addition, disaster communications should be **coordinated** so that the community gets consistent messages from one trusted source, rather than multiple, conflicting messages.

Strategic intent

A strong, thorough media strategy will help to:

- Keep the community informed about the recovery process
- Let the community know what support is available to them
- Stop the spread of misinformation.

Recovery begins once an event has passed. Media can play an important role to get safety messages out to the community. Information for the *immediate recovery* should:

- Inform the community of key safety messages
- Inform everyone about what happened, what was impacted, and what 'it looks like'
- Allay fear and concern within the community
- Assure people that plans are in place for safety, rebuilding and recovery.

Short term recovery covers a period usually of around two weeks to three months after a disaster event. Messaging for short-term recovery aims to provide affected residents, the broader community and outsiders factual information to support recovery and squash rumours. Regular and repeated communications is highly important during this time.

- Advise residents where and when they can seek assistance, and what assistance is available to them
- Provide key public health and safety messages
- Advise residents and others about the status of recovery e.g. how restoration and rebuilding is progressing (infrastructure, services)
- Provide new information as it becomes available
- Provide media with regular updates and contact, to avoid them 'looking' for stories.

Medium term recovery occurs between three months and six months which is often a difficult time for the community, as residents become tired and stressed from the process of recovery. Media can play an important role in providing continued information to support this stage. Key messaging during this time can cover:

- Updates of recovery, what has been done, what to do now
- What assistance is available
- New recovery information as it comes on line
- Information about the psychological impacts of disaster, and what happens during recovery
- Stories of residents' recovery journey
- Coverage to other places to keep the recovery on the political agenda
- Letting tourists know that the Shire is 'open for business'.

Long term recovery after a significant disaster event may take years. Media interest tends to die off after the first few weeks, but can resurge when there is a problem, or when a milestone event occurs such as the disaster anniversary, on the finishing of a major infrastructure rebuild or if another disaster occurs. Engagement with the media in the longer term enables the community to continue to tell their story. Working with media during long term recovery:

- Keeps recovery on the political agenda - what has been done, what to do now, what is still needed
- Allows residents to share their experiences

- Continues to provide new information about recovery
- Informs residents and outsiders what will happen when recovery finishes
- Enables Council and community to lead any Anniversary events
- Reminds people of psychological impacts over time, and shares where help can be sought.

Principles for disaster communications

There are a number of key things to consider when developing recovery communications.

1. **Know the community** – understanding the demographics of the community, their aspirations and what they care about will help form targeted and appropriate information products.
2. **Everything works for someone, something works for everyone** – people communicate differently and get information from different sources. It is important to use as many information channels as possible.
3. **Repeat important information, and communicate often** – stress, busy-ness, anxiety and being overwhelmed can make it easy for people to misinterpret or altogether miss important information. Repeated, frequent communication allows the opportunity for people to receive information when they need it.
4. **Communication is a two-way process** – a message must be received, to be delivered. To ensure you are delivering the right information, it is important to listen to what residents are saying, what they are upset about, what they want to know more about.
5. **Be honest** – the community should be kept updated about the disaster event and the recovery process.
6. **Be respectful** – consider community sensitivities when delivering messages: culture, gender differences, age, financial, structural, physical and emotional impacts can all influence how a message is received.
7. **Be inclusive** – consider literacy, language, disability, access and other vulnerabilities within the community. Do you need to use professional translators, or interpreters? There will also be affected people who do not access services because they don't know how – they don't know what is available and have never used social services before.
8. **Each individual's disaster experience is unique** – residents can be impacted in many ways - directly through experiencing an event, through physical damage to property, but also if they were away when the event occurred. Everyone should be included in the recovery process.

Audience

During the recovery phase Carpentaria Shire will have multiple audiences to communicate with: this includes Shire residents, government departments, affected community members, key recovery stakeholders and agencies. The media are an audience, as well as a channel for delivering messages.

Communication Channels

The main media outlets used by the shire include:

- Radio and online news: ABC North West, ABC Far North, 4KZ, Black Star Radio
- Newspapers and online news: North-West Star, NQ register, Queensland Country Life
- Television is not a particularly effective mechanisms to share information in an emergency within the shire. However, the following tv outlets are identified by Council as important distribution channels: Seven, WIN, ABC
- Media release distribution is achieved through email distribution to media outlets and public notice section of Carpentaria Shire website.

Other communication channels used by Carpentaria Shire Council are identified later in this document.

Workplan for delivery

Strategy	Action	Key message	Who	Recovery phase	Timeframe
Key the community informed	<ul style="list-style-type: none"> Daily media release to key media, uploaded to website and social media (might be twice a day immediately after an event) Daily radio interviews to share key messages. 	<ul style="list-style-type: none"> We will get through this together. Be aware of health and safety issues. Help is coming. 	Mayor or CEO, media liaison person	Immediate	First few days
Keep the media onside	<ul style="list-style-type: none"> Establish and maintain strong media contacts; keep an updated and assessable contact list. Respond to media requests. Multiple people trained, confident and available to talk to media if designated by the Mayor or CEO [or LDMG?]. One key person as spokesperson where possible. Lead the story, be prepared. 	<ul style="list-style-type: none"> We will respond to your enquiry as soon as possible <add timeframe if possible>. Thanks for your enquiry. Thanks for your interest in our community. 	Mayor, CEO, other key staff as designated	All	Ongoing
Manage issues as they arise	<ul style="list-style-type: none"> Get in first – if you know there is an issue, call a media conference, or release a statement. Provide clear, honest responses to difficult questions. 	<ul style="list-style-type: none"> <This> is what happened, <this> is what we did, <this> is why we did it. We are aware of the issue. We are addressing the issue. <This> is what we are doing to address that problem. 	Mayor or CEO, media liaison person	All	Ongoing

Strategy	Action	Key message	Who	Recovery phase	Timeframe
	<ul style="list-style-type: none"> • Provide written key messages about the issue. • Train key Council people in dealing with the media. • Be engaged with the community to understand the issues and respond appropriately. • If the issue is another organisations responsibility, provide a contact if possible. • Refer to management and recovery plans where appropriate. • Monitor media and the 'bush telegraph' 	<ul style="list-style-type: none"> • We do not have that information right now, but we will get back to you with a response by <give a timeframe>. 			
Keep the community informed	<ul style="list-style-type: none"> • Weekly, then, fortnightly media releases about the progress of recovery, also posted on Council's disaster dashboard. • Regular radio interview about the progress of recovery. • Share images of recovery progress with media. • Share relevant media stories on Council and 	<ul style="list-style-type: none"> • There is support available to the community. • There is financial support available to [individuals, families, community groups, primary producers, businesses etc.] • [This] is where you can go to / who you contact for support. • [This] is what Council can do. • We are here to listen. 		Short, medium term	2 weeks to 6 months

Strategy	Action	Key message	Who	Recovery phase	Timeframe
	<p>other local social media.</p> <ul style="list-style-type: none"> • Provide media with infographics or statistical summaries of information (e.g. 3 football fields of green waste). • Monitor the media, and ‘the bush telegraph’. • Hold community meetings with key recovery stakeholders and invite trusted media. 				
Keep the community informed	<ul style="list-style-type: none"> • Media releases and requests for interviews about public health and environmental issues as they arise. • Develop fact sheets to share technical information with media. • Line up an expert for an interview. 	<ul style="list-style-type: none"> • [this] has occurred at [this] location. • [this] is what you can do. • [This] is who you can contact to find out more / report the spread / report more issues. 	Mayor, CEO, Recovery Sub-group chair	All	Ongoing
Keep recovery on the agenda	<ul style="list-style-type: none"> • Media release/media events to acknowledge milestones, e.g., when key infrastructure is rebuilt. • Provide media with infographics or statistical summaries of information (e.g. 	<ul style="list-style-type: none"> • It is 12 months since [the event]. • There is still more to do. • While some people are recovered, some people are still [rebuilding/facing challenges] 	Mayor, CEO, Media Officer, Recovery Coordinator	Medium to long term recovery	6 months – 7 years

Strategy	Action	Key message	Who	Recovery phase	Timeframe
	<p>3 football fields of green waste).</p> <ul style="list-style-type: none"> • Acknowledge the anniversary e.g. arrange interviews with community members to share experiences, hold community events to mark the day, release. • Arrange media interviews when additional support is needed e.g. insurance delays, lack of tradespeople, farmers struggling. • Line up an expert for an interview. 				
Keep the community informed	<ul style="list-style-type: none"> • Media release and interviews to share information about psychological impacts, and about what help is available. • Organise media interviews with recovery psychologists. • Share online stories to local social media, and post on Council website. • Line up an expert for an interview. 	<ul style="list-style-type: none"> • Everyone experiences the event differently. • While some people have recovered, others have not. • Support is available if you are struggling [list support]. 		Short, medium, long term	ongoing
We are open for business	<ul style="list-style-type: none"> • Share photos and footage of 	<ul style="list-style-type: none"> • We are open for business. 		Short or medium	2 weeks to 6 months

Strategy	Action	Key message	Who	Recovery phase	Timeframe
	<p>economic and environmental recovery to regional, state, and national media.</p> <ul style="list-style-type: none"> Engage with tourism bodies to advocate with media that Carpentaria Shire is 'open for business'. Line up a local tourism operator for an interview. 	<ul style="list-style-type: none"> Our economy relies on your support. Come and visit our region. The fishing is still great! 		term, depending on the event	

Other communications strategies

While media provide an important way to share information during the recovery process, there are many other ways to engage with community. The following list provides additional suggestions but is not exhaustive. Remember: something works for everyone, everything works for someone, that is, using multiple methods of information distribution is essential to reach as many people as possible.

- Share information on Council website – in particular, the disaster dashboard.
- Hold community meetings and events to bring people together, deliver information, and to listen to what the community needs are.
- Attend existing community events, activities, and sports to engage the community and share information.
- Develop written information such as fliers and posters to leave in key places people go e.g. hairdressers, clinic, shops, chemist, doctor, community and sporting groups.
- Engage with community champions, and trusted people, who can share information with others. For example, stock agents, agricultural extension officers may be better placed to share information to graziers; a day care centre director might be the trusted source for parents.
- The bush telegraph – identify trusted residents to share information through word of mouth.
- The CEO Bulletin - a regular newsletter shared digitally, and printed and left in key places, can provide regular and consistent updates for residents.
- Mailouts (both digital and through Australia Post) can be an excellent way to target information to a particular audience.
- Websites, blogs, videos, podcasts and social media are all essential ways to share information. Identifying what works for different audiences within the shire is essential. Facebook pages that are well used in the Shire include: Carpentaria Shire Council, Normanton Sell Swap Buy, Cairns to Karumba Road, Carpentaria Land Council.

- Consider if you need to have information translated into other languages.

[SAMPLE] MEDIA RELEASE

For Immediate Release

<INSERT DATE and TIME>

Disaster recovery update from Carpentaria Shire Council

On <insert date and time> <insert the event> impacted the Shire at <insert specific locations if relevant>.

The event caused <insert brief, factual information about the scale of the impact>.

Carpentaria Shire Council wish to inform residents of the following updates as we work towards recovery from this event.

Public Health and Safety <example key messages>

- E.g. boil water notices are issued for the following localities: Normanton, Karumba
- Do drive in flood waters, misadventure has caused one fatality, we do not want to see any more.
- A large crocodile has been seen in waters near the Normanton barge ramp, take extreme care in all waters during this time.

Roads and Infrastructure <example key messages>

- All supply roads and main roads are open.
- Refer to the Councils Disaster Dashboard for other road closures.
- Ergon advises that power has been restored in Karumba and Normanton. Contact Ergon on xxxx if you have issues.
- The library will be closed from <date> while repairs are undertaken. A limited library service is available Monday – Wednesday between 9am and 12 noon at the Community Hall.
- Repairs to the main Council offices are complete, with all services operational.

Community <example key messages>

- Department of Communities have established a Community Recovery Centre at the Church Hall. Opening hours are: 8am – 5pm. Services available include applications for personal hardship, insurance ombudsman, personal support, and counselling.
- Stockfeed shop will host a BBQ for primary producers with representatives from Agforce and Dept of Ag on Friday between 10am – 2pm.

Environment <example key messages>

- Sewerage treatment plant is operating fully.
- Removal and disposal of deceased stock and wildlife from waterways will commence on <date>
- A final green waste collection will occur on Friday <date> in Normanton and Karumba.

Economy <example key messages>

- Karumba is open for business. Our accommodation houses and tourism operators advise they are looking forward to receiving visitors.
- Tourism and visitors are vital to our economy, so we ask people not to put off their trips to our vibrant region.

New information is also added to Council website and Facebook page as it comes to hand. Please let others in your circle know about this information.

Contact <insert name and contact details Council admin/Recovery Coordinator> for more information.

ENDS

Media contact: Mr Mark Crawley, CEO, Carpentaria Shire Council <insert contact details>

Appendix C: Recovery support and collaboration

Effective recovery requires collaboration between local, state and federal governments, community and non-government agencies in consultation with Carpentaria Shire impacted communities. Agencies that play a part in assisting with the recovery of impacted communities include but are not limited to the below.

The latest version of the Recovery support and collaboration fact sheet is published at www.qra.qld.gov.au/our-work/recovery.

Queensland Government

Department of Agriculture and Fisheries (DAF)

www.daf.qld.gov.au

13 25 23

Department of Communities, Disability Services and Seniors (DCDSS)

App: Self Recovery

www.communities.qld.gov.au

Community Recovery Hotline: 1800 173 349

Department of Employment, Small Business and Training

www.desbt.qld.gov.au

13 QGOV (13 74 68)

Department of Environment and Science (DES)

www.des.qld.gov.au

13 QGOV (13 74 68)

Department of Housing and Public Works (DHPW)

www.hpw.qld.gov.au

13 QGOV (13 74 68)

Department of Transport and Main Roads (TMR)

www.tmr.qld.gov.au

www.qldtraffic.qld.gov.au or call 13 19 40

13 QGOV (13 74 68)

Queensland Fire and Emergency Services (QFES)

- *Rural Fire Service*
- *Fire and Rescue Service*
- *State Emergency Service (SES)*
www.qfes.qld.gov.au

Emergency: 000

Non-Emergency: 13 GOV (13 74 68)

Queensland Health (QH) and Queensland Ambulance Service (QAS)

www.health.qld.gov.au

Emergency: 000

13HEALTH (13 43 25 84)

Queensland Reconstruction Authority (QRA)

www.qra.qld.gov.au

1800 110 841

Queensland Rural and Industry Development Authority (QRIDA)

www.grida.qld.gov.au

1800 623 946

Australian Government

National Bushfire Recovery Agency

The National Bushfire Recovery Agency has been developed to lead and coordinate a national response to rebuilding communities affected by bushfires across large parts of Australia. The National Bushfire Recovery Agency will oversee a National Bushfire Recovery Fund which will support all recovery efforts across Australia over the next two years 2019-2021.

Emergency Management Australia (EMA)

EMA is a division of the department of Home Affairs and delivers programs, policies and services that strengthen Australia's national security and emergency management capability. EMA is also the Commonwealth administrator of the DRFA.

Department of Human Services (DHS)

DHS provides assistance to those adversely affected by natural disasters through the provision of Disaster Recovery Payments

(DRP) or Disaster Recovery Allowance (DRA).

www.humanservices.gov.au

www.disasterassist.gov.au

132 850

Local Government

Local Government Association of Queensland (LGAQ)

www.lgaq.asn.au

1300 542 700

Non-Government Organisations (NGOs)

A number of NGOs are now actively committed to the strengthening and extending of emergency aid services throughout Queensland communities affected by natural disasters.

Australian Red Cross

www.redcross.org.au

1800 811 700

BlazeAid

www.blazeaid.com.au

GIVIT

www.givit.org.au

Good Shepherd Microfinance

<https://goodshepherdmicrofinance.org.au/>

Lifeline

www.lifeline.org.au

13 11 14

North and West Remote Health

www.nwrh.com.au

Non-Emergency: 1800 799 244

Orange Sky

www.orangesky.org.au

07 3067 5800

Royal Flying Doctor Service

www.flyingdoctor.org.au

Emergency: 1300 My RFDS (1300 69 7337)

Non-Emergency: 07 3860 1100

RSPCA QLD

www.rspcaqld.org.au

1300 Animal (1300 264 625)

Rural Aid

www.ruralaid.org.au

1300 327 624

Appendix D: List of Acronyms

ABS	Australian Bureau of Statistics
BAU	Business as usual
CEO	Chief Executive Officer
DAF	Department of Agriculture and Fisheries
DCHDE	Department of Communities, Digital Economy & Housing
DCYJMA	Department of Communities, Youth Justice and Multicultural Affairs
DDC	District Disaster Coordinator
DDMG	District Disaster Management Group
DES	Department of Environment and Science
DEPW	Department of Energy & Public Works
DRDMW	Department of Regional Development, Manufacturing and Water
DRFA	Disaster Recovery Funding Arrangements
DSDATSIP	Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships
DSDILGP	Department of State Development, Infrastructure, Local Government & Planning
DTIS	Department of Tourism, Innovation & Sport
DTMR	Department of Transport & Main Roads
FIFO	Fly In Fly Out
ICA	Insurance Council of Australia
LDC	Local Disaster Coordinator
LDMG	Local Disaster Management Group
LDMP	Local Disaster Management Plan
LGA	Local Government Area
LGAQ	Local Government Association of Queensland
LRC	Local Recovery Coordinator
LRG	Local Recovery Group
NBN	National Broadband Network
NIEIR	National Institute of Economic and Industry Research
NRM	Natural Resource Management

PHAS	Personal Hardship Assistance Scheme
PPE	Personal Protective Equipment
PPRR	Prevention, Preparation, Response & Recovery
QDMA	Queensland Disaster Management Arrangements
QDMC	Queensland Disaster Management Committee
QFES	Queensland Fire & Emergency Services
QPS	Queensland Police Service
QRA	Queensland Reconstruction Authority
QRIDA	Queensland Rural and Industry Development Authority
RFDS	Royal Flying Doctor Service
RFS	Rural Fire Service
RSPCA	Royal Society for the Protection of Cruelty to Animals
SES	State Emergency Service
SRC	State Recovery Coordinator
XO	Executive Officer