

**Section five:
Communications**



5.0 Communications

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

5.1 Communicating progress

Media analysis

There has been a total of 492 media items in February 2015 (157 print – 32%, 119 TV – 24%, 216 radio – 44%), which reached a cumulative audience of over 22 million people, with the focus this month being on Tropical Cyclone Marcia and the ongoing recovery efforts, as well as other flooding events such as in Mount Isa and Mareeba.

There were media mentions for Tropical Cyclone Marcia and its aftermath across Queensland and the nation, including articles in AAP Newswire, The Age, The Australian, Blackwater Herald, Bowen Independent, Cairns Post, Capricorn Coast Mirror, Central Queensland News, Central and North Burnett Times, Cooktown Local News, The Courier-Mail, Daily Mercury, Fassifern Guardian, Fraser Coast Chronicle, Gladstone Observer, Gold Coast Bulletin, Gympie Times, Herbert River Express, Hervey Bay City Independent, Innisfail Advocate, Longreach Leader, News Mail Bundaberg, Noosa News, North West Star, Oakey Champion, Port Douglas & Mossman Gazette, Queensland Country Life, Queensland Times, South Burnett Times, Sunshine Coast Daily, Tamborine Times, Townsville Bulletin, Toowoomba Chronicle, Tully Times, and the Whitsunday Times; TV coverage on Sky News, the ABC, Nine, WIN and Seven networks throughout the State; and radio mentions, including on ABC Radio Queensland, Radio National, 4WK Toowoomba, 4BC, Hot Tomato Gold Coast, 4CA Cairns, 666 ABC Canberra and Radio 4KZ Innisfail.

There were also media mentions for regions still recovering and rebuilding from previous natural disasters, including articles in the Tamborine Times, Toowoomba Chronicle, Cairns Post, News Mail Bundaberg, Townsville Bulletin, Tully Times, and the Gold Coast Bulletin; as well as radio mentions on ABC Radio Queensland, 4WK Toowoomba, River FM Ipswich, and 4CA Cairns.

Engagement activities

On 25 February 2015, **Queensland Deputy Premier, Minister for Infrastructure, Local Government and Planning and Minister for Trade, Jackie Trad; Queensland Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural Affairs, Shannon Fentiman and Authority Chief Executive Officer, Frankie Carroll** visited four councils that were heavily impacted by Tropical Cyclone Marcia. During their visit, they inspected damage and met with the respective Mayors in Livingstone Shire Council in Yeppoon, Rockhampton Regional Council in Rockhampton, Banana Shire Council in Biloela and North Burnett Regional Council in Monto.

Following the visit, **Deputy Premier Trad** announced assistance available of up to \$1000 per household to allow those struggling without power in the worst affected areas to buy food and other basic essentials.

Communications

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

The Authority's website provides information to the public and continues to be enhanced with ongoing updates, including information about Betterment projects. There have been a large number of visits to the website since it was launched on 18 February 2011. At 28 February 2015, total website visits amounted to 456,621 - a 1% increase since last month. *(See Figure 5.1.1)*

In February, the Authority received an additional 210 calls to its dedicated hotline and 191 additional pieces of written correspondence were received. *(See Figure 5.1.2)*

Fig. 5.1.1 Website traffic

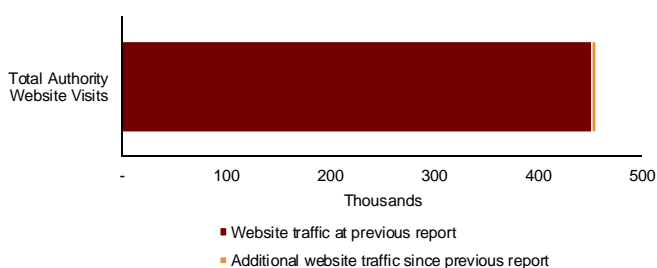
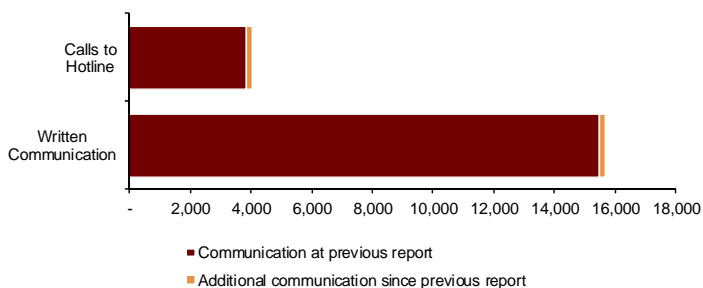
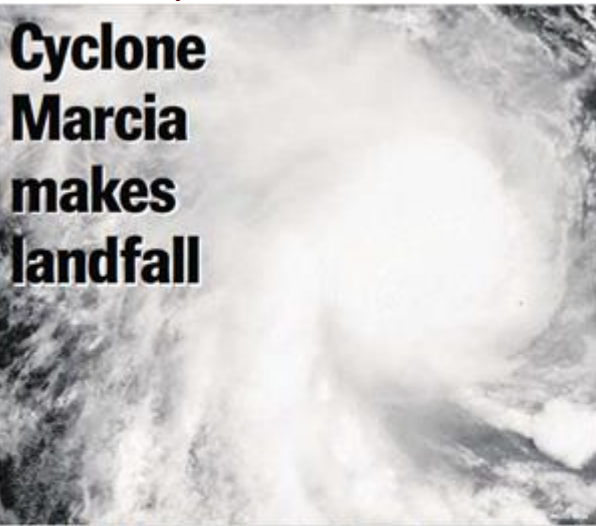


Fig. 5.1.2 Communications



(Source: the Authority at 28 February 2014)



Cyclone Marcia makes landfall

Prepare for flash flooding and destructive winds, vessel owners on red alert

MOST of the state's central and hinterland areas are on flood watch. And while flash flooding is likely to occur, authorities do not believe it will be as devastating as the 2011 Brisbane or the 2011 Bushbuckler floods.

Early yesterday a red alert was issued for Gladstone Port as Tropical Cyclone Marcia approached the coastline.

That categorisation means we should brace for very destructive winds, and extremely dangerous and widespread destruction.

The marine alert was issued because there was an up for people to secure their vessels on the harbour, with attention now turned to ensuring individual safety.

Early yesterday morning, from

Gladstone Observer, 20 February 2015

Clifton Pittsworth Road bridge works underway

Toowoomba Regional Council (TRC) has started repair works to the Hodgson Creek Bridge on Clifton-Pittsworth Road.

The works include repairs to the bridge abutments and reconstruction of the approaching road pavement, and are due for completion by 30th April, weather permitting.

Infrastructure Services portfolio leader Cr Carol Taylor said a ten kilometre section of Clifton Pittsworth Road from the Volker Road intersection to the Toowoomba Karara Road intersection is closed to through traffic during this time.

"Closing the bridge will assist with completing the works within this time frame," Cr Taylor said.

"Council apologises for any inconvenience caused and appreciates your patience during this time."

Work will generally be undertaken between 6am and 6pm, Monday to Saturday, although some out-of-hours works may be required in which case local residents will be informed ahead of the works.

Cr Taylor urged motorists to observe all road signage and follow traffic control instructions during this time.

TRC says it will make every effort to minimise disruption to the local community during construction.

The works have been funded by the Natural Disaster Relief and Recovery Arrangements (NDRRA) with 75 per cent of funding coming from the Federal Government and 25 per cent from the State Government, while Toowoomba Regional Council has also contributed funding.

If residents have any questions about the work or would like more information, they should contact Council on 131 872 or email NDRRA@toowoomba.qld.gov.au and quote NDRRA Hodgson Creek Bridge.

Clifton Courier, 11 February 2015

Ready to pitch in

Groups roll up sleeves and help battered communities

CENTRAL Highlands are doing their bit to help the communities in the aftermath of Cyclone Marcia.

A series of night safety and rescue operations from Capella, Emerald, the Granite and Springshire hit the highway on Sunday to join the recovery effort to the Rockhampton region.

Work in Graniteville and Awoola road fire brigade volunteers headed off to help out at Biloela.

Central Highlands council chief executive Scott Mason said 20 council staff were deployed, taking much needed relief from the local community.

Mr Mason and Acting Mayor Gail Nixon said the council would play a role in supporting people to other affected areas in Queensland to assist government in meeting government needs.

"We really got out of this pretty quickly and there is going to be a bit of clean up and recovery work that needs to be done, particularly in those very small communities that may not be as well served," Mr Mason said.

"Our staff have a bit of practical experience in disaster recovery work and they support those going and providing help where it's needed."

"Local government has a great reputation for working together and we really want to do this."



Premier Annastacia Palaszczuk saw the devastation first-hand.



Local government has a great reputation for working together and we really need to do this now.



Blackwater Herald, 24 February 2015

Governor shows his support

Praises locals' resilience and flood efficiency

BUSINESS owners in River Red took a quick break from their flood cleanup yesterday morning to chat with Queensland Governor Paul de Jersey during his inspection of the region.

The Governor was met by Mayor Mick Curran when he flew into Kingaroy airport at 10.30am.

After morning tea at the Town Hall with police leaders, Gympie MP Tony Prentiss and council representatives, the group visited the Gympie Flood Relief Centre before heading down to River Red to inspect CBD businesses impacted by the 16.6m flood.

Casualty dressed for his white-hot tour of Gympie and then Biloela later in the day, the Governor said the purpose of his visit was to show his and the Queensland Government's support for the region.

"I am honoured to be here, and this is where I should be," he said.

"I have always thought of Gympie as one of the more attractive towns in south-east Queensland and it is sad that I am here under these circumstances. Gympie has had an 'extra' share of floods."

"I have always thought of Gympie as one of the more attractive towns in south-east Queensland and it is sad that I am here under these circumstances."

Gympie Times, 25 February 2015

Cassowary Coast work starts

WORK has begun on Shrocks Bridge at Silkwood, Kennedy Creek Rd and Tully Gorge Rd as part of the Cassowary Coast Regional Council's \$26.4 million capital works program.

The works also include \$18.4 million from 2013 and 2014 disaster recovery programs for cyclones Oswald and Ita.

The programs include more than 400 projects, ranging from roadwork, bus shelter upgrades and bridge replacements to water meter replacements, sewerage upgrades and renewal work on boating facilities.

Soon to be completed works include stormwater drainage improvements at Ernest St in Innisfail, restoration work on Ellerbeck Rd at Kennedy and repairs to Hyatt St reservoir infrastructure in Tully.

Landscaping work on Alex-and-Anderson Drive, Bingli Bay, and Cooro Lands Rd, Upper Dargades are also included.

Upcoming works include a drainage project at the Mundoo Rd railway crossing near Innisfail and sewer rehabilitation work in Tully.

Cairns Post, 16 February 2015

Sydney Morning Herald, 23 February 2015

Early claims from Tropical Cyclone Marcia exceed 4000

February 23, 2015

Initial claims from property and car owners in areas hit by Cyclone Marcia have risen to 4350 but insurers have conceded the figure is likely to rise sharply when residents return to their homes and assess the damage.

Queensland Premier Annastacia Palaszczuk said the damage from the cyclone, which hit the north Queensland coast on Friday morning, was widespread and most of the worst-affected areas of Rockhampton and Yeppoon were still without power on Sunday.

"We've had assessments at the moment of over 1500 houses that have had some kind of structural damage, and in Yeppoon and Rockhampton around 100 severely impacted," she said. "By severe, [I mean] that people can't go back into their homes."

Reports suggested that 55,000 properties had been damaged and 60,000 houses had lost power.

Insurance companies said it was too early to predict the size of the claims bill.

One industry insider doubted it would reach the \$1.1 billion claims bill triggered by the Brisbane hailstorm in December although there were concerns that because Rockhampton and Yeppoon had not been subjected to a category 5 storm for several years, many buildings had not been upgraded to withstand high winds.

When Cyclone Marcia hit the coastal town of Yeppoon, north of Rockhampton, winds had reached 284km/h.

More than a third of the 4350 claims recorded by the Insurance Council of Australia were from Suncoast customers.



QBE said it had received 150 claims by late Sunday.

Help available at mobile office

MONTO residents impacted by ex-tropical Cyclone Marcia have been urged to visit the Australian Government Mobile Office.

The mobile office will be in Monto today from 9am to 4.30pm to help people find out more about Australian Government payments and services for rural families, older Australians, students, job seekers, people with disability, carers, farmers and self-employed people.

Advisers, travel with the Mobile Service Centre. Medicare Australia staff are also available to assist rural families with non-cash transactions, such as paying Medicare claims by cheque or EFTPOS, enrolling people for Medicare, or updating contact details.

The centre will be near the Monto Library on Newton St.

News Mail, 4 March 2015



GOVERNMENT INTERVENTION: Deputy Premier Jackie Trad visited Monto last week as part of the process on determining flood recovery funding for the area. PHOTO: EMILY SMITH

More centres can access storm funds

LAST night the new Gladstone MP, Glenn Butcher, confirmed to The Observer that Mr Larcom and Bracewell had been added to the list of disaster-affected areas that are eligible to receive government assistance.

He and Gladstone Deputy Mayor Matt Barnette had been out on a fact-finding mission following local disaster meetings.

"They were talking about the effects on people, but no one had gone out to all these areas," Mr Butcher said.

"There wasn't a lot of response from people to the SES, due to limited phone connections."

He said many of these calls had begun coming in yesterday. "There was a thought there weren't a lot of issues in the Gladstone electorate, but now we know there are issues out there," he said.

"From today we have had those towns put on the list of places that can receive dis-



MP TO THE RESCUE: Glenn Butcher.

PHOTO: MIKE RICHARDS/GLADESTONEOBSERVER

aster relief."

He said the SES and Queensland Fire and Emergency Services would activate stropping tools to identify any and all issues in the area.

mpa.mnto@gladstonerecovery.com.au

Gladstone Observer, 24 February 2015

NORTH COPS A POUNDING

Tablelands deluged - more rain on way

EMERGENCY services were up and at 200mm today. This follows a record 400mm that might mean by next week, including Malanda graduate's Karen (Gladstone) who was forced to flee her home after a nearby creek broke its banks.

The Bureau of Meteorology was predicting up to 200mm of rain in the low-lying basin and coastal areas of Malanda, with local firefighters being called in to assist with clean-up efforts before rain.

It was quite a big event, I would say it's about on par with the 1997 floods and on some of the Malanda area it seems to have been a huge disaster."



The Courier Mail, 9 February 2015