

Severe Tropical Cyclone Ita Recovery Plan

Foreword

Tropical Cyclone Ita was the largest cyclone to threaten Queensland since Severe Tropical Cyclone Yasi in 2011. While the level of destruction was significantly less, the event highlighted a much improved process to disaster management in recent years.

As Queenslanders, we were ready for Cyclone Ita's arrival. More importantly the communities in the impact zone were ready. The early warning systems were in place and our disaster planning and preparations allowed a swift response to assist those communities affected by the cyclone.

The job now is to repair the damage to ensure these communities recover as quickly as possible. Having a dedicated Disaster Recovery Coordinator on the ground so early, is already paying dividends.

The Severe Tropical Cyclone Ita Recovery Plan will guide the recovery and reconstruction of the communities affected, encouraging all levels of government to work together with industry and the community to rebuild infrastructure and increase resilience to future events.

This plan is another step in the journey towards our vision to make Queensland the most disaster resilient state in Australia.

David Crisafulli MP

Minister for Local Government, Community Recovery and Resilience

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Section One – Introduction

Aim

The Severe Tropical Cyclone Ita Recovery Plan (the Recovery Plan) provides strategic guidance for the coordination and management of recovery, reconstruction and community resilience activities undertaken by the Queensland Government, local governments, non-government partners, industry and not-for-profit organisations after the flood and damage impacts of Severe Tropical Cyclone Ita (TC Ita). Its purpose is to assist disaster-affected communities get back on their feet as quickly as possible. The Recovery Plan outlines how Queensland's recovery arrangements provide for an efficient and effective response to get communities, industry and regional economic activity up and operational. It also aims to maximise the state's disaster resilience goals and outcomes by applying the guiding principles of the Queensland Strategy for Disaster Resilience.

Scope

The scope of the Recovery Plan is restricted to those local government areas impacted by TC Ita. This plan covers the period 11 April 2014 through to 30 June 2017; namely the period immediately after TC Ita's impact through to expiration of funding timelines as prescribed in the Natural Disaster Relief and Recovery Arrangements 2012, Section 5.3.

This Recovery Plan establishes the context for recovery at the state and local levels of government. It details key recovery tasks necessary to achieve successful recovery outcomes in the areas impacted by TC Ita, as well as recovery milestones and estimated completion dates of the projects to be undertaken by lead and support agencies.

The Recovery Plan acknowledges that planning and recovery efforts have already commenced throughout many of the impacted regions. It does not include initiatives that are not directly related to TC Ita, disaster response activities or activities being delivered as part of core business of the Queensland and Commonwealth Governments.

TC Ita

(Source: Bureau of Meteorology, 2014).

TC Ita developed as a tropical low near the Solomon Islands on Tuesday 1 April 2014, gradually increasing in intensity before heavy rainfall in the vicinity of Honiara caused widespread flash flooding resulting in the deaths of 23 people and significant humanitarian needs. On 5 April the system developed into a Category 1 Tropical Cyclone, intensifying to a Category 3 severe tropical cyclone by 8 April.

By 10 April, TC Ita had moved westward across the Coral Sea and developed from a Category 4 severe tropical cyclone into a Category 5 system in just six hours. TC Ita had developed into the most intense cyclone in Queensland since Tropical Cyclone Yasi (TC Yasi) in 2011. Weakening slightly to a Category 4, TC Ita crossed the Queensland Coast at Cape Flattery, north of Hope Vale and Cooktown at 10pm on Friday 11 April. Upon landfall TC Ita weakened rapidly into a Category 3 system and tracked south south-east as a Category 1 system until 13 April when it eventually moved offshore away from the Queensland east coast (Figure 1).

Wind gusts of up to 230 km per hour were experienced near the eye of the cyclone around the Cape Flattery area on 11 April. Rainfall totals of up to 400mm in a 24 hour period were recorded as the system moved south along the Queensland coast. Consequently, flooding in several rivers and streams including the Daintree, Tully, Mossman, Barron, Mulgrave, Russell, Herbert, Murray, Don and Haughton rivers impacted a number of coastal and inland towns.

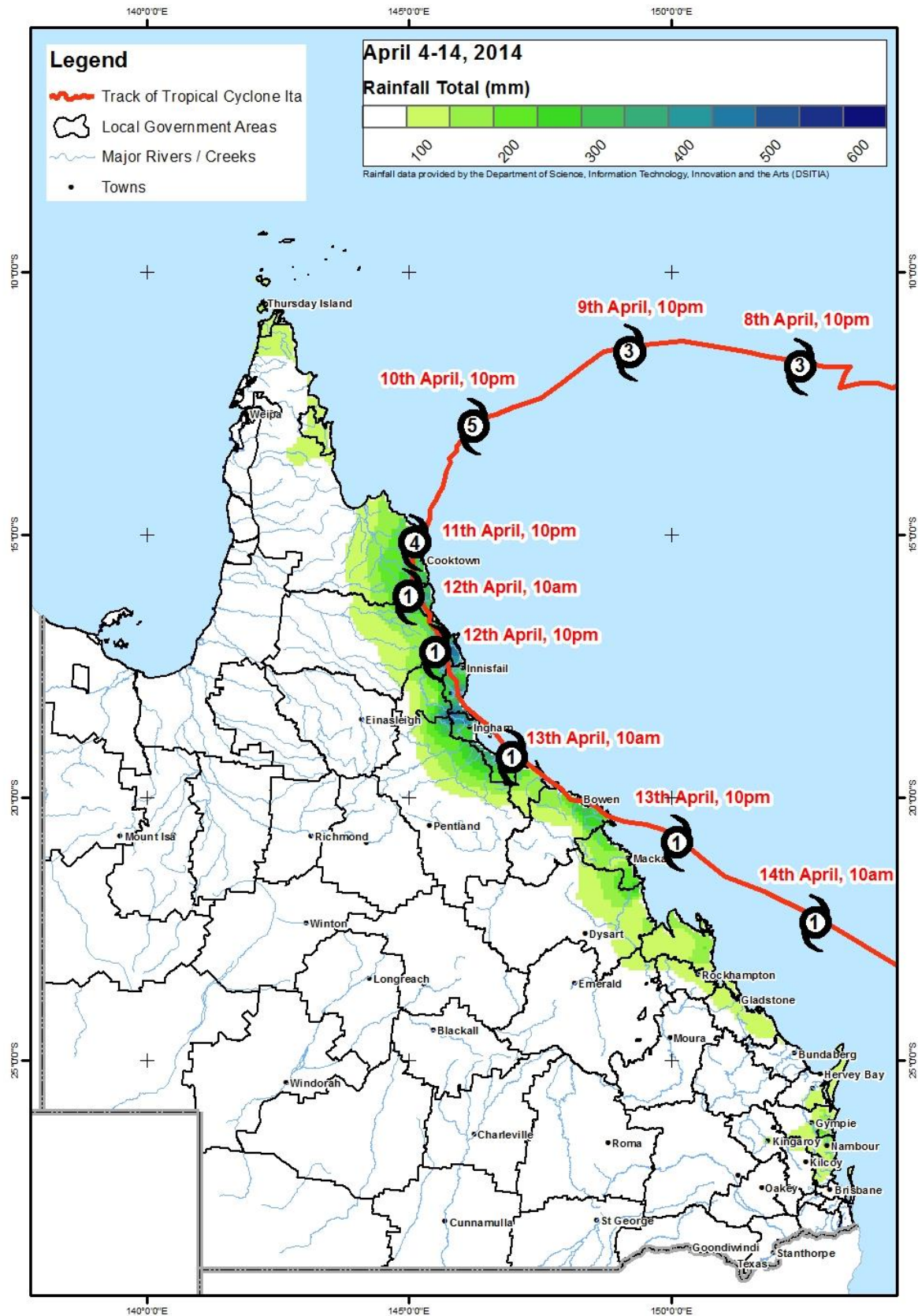


Figure 1: Approximate path of TC Ita (Source: QldRA and DSITIA)

Extent of known damage

As a result of TC Ita, Queensland has again experienced extensive damage to its communities, businesses, environment and infrastructure:

- 428 properties (commercial and residential) damaged, including 53 moderately damaged, 17 severely damaged and 5 uninhabitable.
- Approximately 820 calls to the 1800 Recovery Hotline for assistance from the Department of Communities, Child Safety and Disability Services (DCCSDS).
- 383 individuals requiring personal/trauma counselling support.
- 560 requests for assistance from the State Emergency Services (SES).
- Power supply impacted to more than 46,000 customers.
- Evacuation centres and cyclone shelters housed over 1000 people including 600 in Hope Vale and 300 in Cooktown.
- 1075km of the state rail network closed including Cairns to Townsville (11 to 19 April), Cairns to Kuranda (11 to 15 April), Townsville to Mackay (13 to 20 April) and Mackay to Rockhampton (14 to 15 April). Approximately 1500 metres of track required repair, and 700 sleepers and 2,500 tonnes of ballast had to be replaced.
- Extensive damage to the road network including the Kennedy Highway, Captain Cook Highway and Bruce Highway. 576 kilometres of state roads were closed as a result of the event. Early estimates indicate that approximately \$50 million in repair work will be required on Queensland's roads and bridges.
- Damage to telecommunications resulting in a loss of landline and mobile services at Hope Vale and some loss of service in Cooktown and Cape Flattery for several days.
- Widespread impacts on agriculture, including complete destruction of the banana plantation in Hope Vale, further damage to banana plantations in the Tablelands and Cassowary Coast, sugar cane crop damage from Mossman to the Burdekin, and extensive horticulture impacts through localised flooding.
- Ports closed along the north Queensland coast including Cape Flattery, Cooktown, Cairns, Mourilyan, Townsville, Abbott Point and Bowen.
- Airports closed along the north Queensland coast including Cooktown, Cairns, Lockhart and Townsville.
- Impacts on production at the Cape Flattery Silica Mine and Queensland Nickel Refinery in Townsville. While the port at Cape Flattery has reopened, the silica mine and ship loading jetty are expected to remain closed for approximately two months due to damage sustained.
- Damage to 223 national parks and protected areas.

**Information current as at 30 April 2014*

Impacted regions



Figure 2: Natural Disaster Relief and Recovery Arrangements (NDRRA) activations as at 16 April 2014 (Source: Queensland Fire and Emergency Services, 2014)

As at 30 April 2014, 16 local governments in the state's far north and northern regions had experienced damage as a result of TC Ita and have been activated for natural disaster assistance (Figure 2):

- Burdekin Shire Council
- Cassowary Coast Regional Council
- Douglas Shire Council
- Hope Vale Aboriginal Shire Council
- Mackay Regional Council
- Palm Island Aboriginal Shire Council
- Townsville City Council
- Wujal Wujal Aboriginal Shire Council
- Cairns Regional Council
- Cook Shire Council
- Hinchinbrook Shire Council
- Lockhart River Aboriginal Shire Council
- Mareeba Shire Council
- Tablelands Regional Council
- Whitsunday Regional Council
- Yarrabah Aboriginal Shire Council

Section Two – Recovery

Governance Framework

Governance for the TC Ita Recovery Plan will be provided through arrangements established after Tropical Cyclone Oswald in 2013, namely the Disaster Management Cabinet Committee (DMCC) and the Chief Executive Officer (CEO) Leadership Team (CLT) Sub-committee – Community Recovery and Resilience. Further information on the DMCC and the CLT Sub-committee is available in the Queensland 2013 Flood Recovery Plan (<http://www.dsdip.qld.gov.au/resources/plan/local-government/lg-flood-recovery-plan.pdf>).

Minister for Local Government, Community Recovery and Resilience

Working closely with the Disaster Recovery Coordinator, local governments and the Functional Recovery Group lead agencies, the Minister for Local Government, Community Recovery and Resilience will drive the state's recovery efforts; monitoring progress and directing action as required to ensure recovery in the impacted communities is delivered efficiently and effectively and considers the state's guiding principles for enhancing disaster resilience.

The Queensland Reconstruction Authority (QRA), which falls within the Minister's portfolio responsibility for recovery, will continue to work in partnership with local communities to manage and coordinate the reconstruction of essential public assets and to build public infrastructure that is stronger and more resilient to future natural disasters.

Disaster Recovery Coordinator

Inspector Kevin Guteridge, Queensland Police Service was appointed on 12 April 2014 as the Disaster Recovery Coordinator to head recovery efforts for the affected areas.

The role of the Disaster Recovery Coordinator is to:

1. coordinate the recovery process for the impacted region as a full time problem solver and strategic leader, representing the Minister and the Premier during discussions with local councils
2. coordinate government and non-government agencies at all levels to deliver a cohesive recovery and reconstruction program.

The primary functions of the Disaster Recovery Coordinator are to:

1. coordinate disaster recovery operations
2. provide a regular situation report to the Minister for Local Government, Community Recovery and Resilience about disaster recovery operations, outlining recent areas visited, issues noted, future recovery intentions and escalate any key risks that need to be addressed (refer to Annex A for the report template)
3. facilitate the implementation of strategic decisions of the DMCC
4. provide strategic advice to government agencies performing disaster recovery operations through the Functional Recovery Group lead agencies.

Reporting

Recovery progress of State Government agency key tasks (Annex B) will be monitored against key metrics nominated by the agencies (refer to Annex C) and regular recovery status reporting. The QRA and each Functional Recovery Group lead agency are to provide a monthly report to the Department of Local Government, Community Recovery and Resilience, detailing recovery progress, key performance metrics of the recovery portfolio, as well as providing clear communication for the community so progress made on the recovery is well known, and key milestones are celebrated.

When necessary, the Minister of Local Government, Community Recovery and Resilience will liaise with relevant ministers to resolve any recovery issues that may be evident through these reports. The monthly reports will also be made available to the QRA Board.

Resourcing

The full extent of the damage from TC Ita has yet to be finalised. The funds to implement this Recovery Plan will be obtained from several sources:

- Natural Disaster Relief and Recovery Arrangements (NDRRA) in accordance with the provisions of the NDRRA Determination 2012
- Corporate and private contributions and offers of assistance from individuals and not-for-profit organisations
- Insurance payments for the loss of property and business interruption, including private businesses, individuals and government agencies.

Concept of operations

The recovery activities for TC Ita (refer to Annex B for State Government agency key tasks) will be undertaken across three broad phases:

- **Phase one:** post-impact and early recovery. Commenced 12 April 2014.
- **Phase two:** recovery and reconstruction. This phase is underway and will conclude 30 June 2017.
- **Phase three:** transition. This phase will commence prior to 30 June 2017.

These recovery phases are similar in nature to those detailed in the Queensland 2013 Flood Recovery Plan (<http://www.dsdip.qld.gov.au/resources/plan/local-government/lg-flood-recovery-plan.pdf>).

Local recovery planning

This Recovery Plan recognises that local governments are responsible for the preparation of a plan for disaster management in the local government's area (*Queensland Disaster Management Act 2003* refers). It acknowledges that local governments have the local knowledge, resources, skilled employees, community connectedness and plans to lead the recovery.

Impacted local governments are encouraged to develop a local recovery plan to document their recovery strategies and objectives. Where possible, these plans should consider the guiding principles and goals for disaster resilience detailed in the Queensland Strategy for Disaster Resilience.

Building disaster resilience after TC Ita

In the seven years prior to TC Ita, Queensland has experienced natural disasters that have taken 43 lives and cost in excess of \$14 billion in NDRRA recovery and reconstruction costs. While the damage resulting from TC Ita may not have been as devastating as previous cyclone and flooding events, this weather event served as a timely reminder that Queensland will always be exposed to major disaster events with potentially catastrophic impacts.

The Queensland Strategy for Disaster Resilience was developed as part of the Queensland Government's vision to create Australia's most disaster resilient state. By bringing together the best minds in Government, business and the community to find ways to build a disaster resilient state, Queenslanders will be supported as they shoulder their individual responsibility to be ready for the next disaster.


Queensland's guiding principles for disaster resilience emphasis that disaster resilience initiatives must be locally owned, continual, comprehensive across all phases of disaster management (Prevent, Prepare, Respond and Recover) and adaptable. Importantly, these principles also acknowledge and promote resilience initiatives that reflect best-practice and are based on experience from previous disaster events; TC Ita provides an opportunity to build the state's disaster resilience using such experiences and findings from post-event analysis.

The Queensland Government has already demonstrated its commitment to improving the resilience of critical infrastructure and in partnering with communities to achieve better disaster response outcomes. It has already implemented several initiatives, including the Queensland Betterment Fund and the Get Ready Queensland program, to achieve the disaster resilience goals and outcomes detailed in the Queensland Strategy for Disaster Resilience.

The following flood mitigation and preparedness funding programs, administered by the Department of Local Government, Community Recovery and Resilience, are currently available to local governments:

- Local Government Grants and Subsidies Program – Local Government Floods Response Subsidy – \$12.8M available in 2014-15
- Royalties for the Regions – \$10M available in 2014-15
- Natural Disaster Resilience Program - \$24M available in 2014-15.

Annex A: Reporting Template

 Great state. Great opportunity	Disaster Coordinator's Weekly Situation Report	
Event:		
Severe Tropical Cyclone Ita		
Weekly SITREP No:	Time: 6pm	Date: @ Friday
	6.00pm	DD/MM/2014
Distribution:		
From:		
Inspector Kevin Guteridge Disaster Recovery Coordinator Phone: Email:		

List of Abbreviations:

List all abbreviations used in this report.

1. VISITS

List all towns and locations visited.

2. ISSUES

Infrastructure:

Provide status of progress and any issues. Areas of interest include:

Roads:

Water and Waste Water:

River:

Parks and Gardens:

Economic:

Provide status of progress and any issues. If nil, report accordingly.

Human/Social:

Provide status of progress and any issues. If nil, report accordingly.

Environment:

Provide status of progress and any issues. If nil, report accordingly.

INTENTIONS:

Provide a summary of actions and tasks to be undertaken in the next two weeks.

Inspector Kevin Guteridge
Disaster Recovery Coordinator
Phone:
Email:

Annex B: Key Tasks

Purpose: To identify key tasks necessary to achieve successful recovery outcomes in the areas impacted by TC Ita.

	Task	Description	Lead Agency	Key Milestones and Outcomes	Estimated Completion Date
Human and Social	Assist departmental regions to implement their recovery plan as required	Monitor and support the North and Far North Queensland Regions to implement their respective recovery plans.	DCCSDS	<ul style="list-style-type: none"> Support is provided to the respective region upon their request. 	<ul style="list-style-type: none"> October 2014
	Liaise with local Human and Social Recovery Groups to provide information and advice to support local human and social recovery	<p>Information and advice will be provided to support:</p> <ul style="list-style-type: none"> Local service provision of practical and material support to assist in clean up Local coordination of health and wellbeing responses to assist emotional recovery Local provision of recovery information to individual and communities Implementation of local resilience and capacity building strategies. <p>Contact with local Human and Social Recovery Groups will occur via scheduled meeting, phone and email communication.</p>	DCCSDS	<ul style="list-style-type: none"> Personal support services are provided to help individual and families affect their own recovery. 	<ul style="list-style-type: none"> June 2014

	Task	Description	Lead Agency	Key Milestones and Outcomes	Estimated Completion Date
Human and Social	Enhance the capacity of Cooktown District and Hinchinbrook Community Centre to deliver “counselling, other” services	<p>Consider options available and enter into a service level agreement to extend the capacity to deliver personal support and counselling service to individuals directly impacted by TC Ita.</p> <p>The output 'counselling, other' relates to activities that help people assess their circumstances and relationships, and to make choices, decisions and plans for the future. Help is provided by discussions with trained counsellors in individual and group sessions.</p> <p>The Cooktown District Community Centre is currently funded to provide domestic violence and family counselling support, however in the aftermath of TC Ita it is reporting an increasing demand for a general counselling service.</p>	DCCSDS	<ul style="list-style-type: none"> • Service Agreement signed. • Personal support services are provided to help individual and families make decisions to affect their own recovery. 	<ul style="list-style-type: none"> • June 2014 • October 2014
	Monitor capacity of services to respond to the needs of vulnerable individuals and community groups who require support to affect their own recovery and respond to emerging needs as they arise	<p>Maintain communication with DCCSDS funded services in affected communities, including Hinchinbrook, Whitsunday, Cooktown, Hope Vale, Wujal Wujal, Helenvale, Bloomfield and Rossville through existing funding relationships.</p> <p>Maintain contact with local Human and Social Recovery Groups, in Hinchinbrook, Whitsunday Cook Shire, Hope Vale and Wujal Wujal to monitor capacity of the broader community.</p> <p>Respond to emerging needs as they arise through close liaison with local Human and Social Recovery Groups and escalate issues through district Human and Social Recovery</p>	DCCSDS	<ul style="list-style-type: none"> • Community capacity is maintained to help individual and families affect their own recovery. 	<ul style="list-style-type: none"> • October 2014

	Task	Description	Lead Agency	Key Milestones and Outcomes	Estimated Completion Date
		<p>Committee if and when required to facilitate resolution of emerging needs.</p> <p>Contact with local Human and Social Recovery Groups will occur via scheduled meetings, phone and email communication.</p>			
Human and Social	Maintain District Human and Social Recovery Planning and Preparedness activities	<p>Convene regular district Human and Social Recovery Committee meetings.</p> <p>Participation in planning processes and forums to support the implementation of local resiliency and capacity building strategies.</p>	DCCSDS	<p>Meetings are convened</p> <ul style="list-style-type: none"> Human and Social Recovery needs are considered in planning processes. 	<ul style="list-style-type: none"> As per meeting schedules and as required
	Maintain District Human and Social Recovery operations and activities	Continue to deliver community recovery Personal Hardship Assistance Scheme services to the communities of Cooktown, Hope Vale, Wujal Wujal, Helenvale, Bloomfield and Rossville as needed.	DCCSDS	<p>Meetings are convened</p> <ul style="list-style-type: none"> Human and Social Recovery needs are considered in planning processes. 	<ul style="list-style-type: none"> June 2014
	Appropriate accommodation for TC Ita impacted community members	Transitional accommodation arrangements in place for two social housing tenancies, pending rectification of property damage.	HPW	<ul style="list-style-type: none"> Damaged properties rectified and tenants returned to properties. 12 Emergency Housing Assistance applications (received immediately following the cyclone impact) have been addressed - short term accommodation was purchased for these applicants. Last emergency accommodation was vacated on 22 April 2014. All cases have now been closed. 	<ul style="list-style-type: none"> 30 August 2014 Completed

	Task	Description	Lead Agency	Key Milestones and Outcomes	Estimated Completion Date
Economic	Provide information on assistance available to small business to support recovery	Information on assistance available to be provided through a number of channels to affected businesses to assist recovery.	DSDIP	<ul style="list-style-type: none"> Information available on Web. 	<ul style="list-style-type: none"> 30 June 2014
	Regular and ongoing contact with peak organisations and local governments to monitor economic impacts of TC Ita	Support provided to local governments and peak industry organisations to address significant economic constraints that have been brought about by the impact of TC Ita.	DSDIP	<ul style="list-style-type: none"> Assist local governments and peak industry representatives in assessing local economic impacts, determining appropriate response and supporting delivery where appropriate. 	<ul style="list-style-type: none"> 30 September 2014
Environment	Monitoring discharges	<p>Some local government and industry operations were interrupted and a number of discharges occurred due to heavy rainfall in the affected area.</p> <p>The release of contaminated water from these activities may impact downstream users (e.g., municipal drinking water supply, domestic use, stock and crops, freshwater and marine ecosystems).</p>	EHP	<ul style="list-style-type: none"> Local government and industry operations in the affected area are operational, and compliant with environmental approvals. 	<ul style="list-style-type: none"> Complete
	Waste management	<p>Large amounts generated; particularly green waste, flood debris, putrescibles waste and household waste.</p> <p>Access to waste facilities was cut in a number of locations and temporary storage sites were identified and established by Local Disaster Management Groups (LDMGs).</p> <p>Some landfill sites had suffered inundation</p>	EHP	<ul style="list-style-type: none"> Assisted councils, LDMG's, State Government agencies and operators to ensure effective and rapid recovery. Facilitation of temporary permitting needs to ensure lawful recovery is achieved, while managing environmental risk was not required. 	<ul style="list-style-type: none"> Complete

	Task	Description	Lead Agency	Key Milestones and Outcomes	Estimated Completion Date
Environment	Heritage	<p>Heritage places were minimally impacted by flooding, extreme rainfall and storm damage. Heritage places include buildings, structures, cemeteries, archaeological sites, gardens, urban precincts and natural and landscape features.</p> <p>EHP assisted relevant local and State Government agencies and individuals to ensure effective and rapid recovery.</p> <p>Facilitate permitting needs or exemptions to ensure lawful recovery is achieved, while protecting heritage.</p>	EHP	<ul style="list-style-type: none"> • Desktop assessment of all heritage listed buildings in the impact zone. • Site inspections to assess damage were undertaken week commencing 28 April 2014 with minimal damage identified. 	<ul style="list-style-type: none"> • Complete
	Protected Areas (National Parks and Forests)	<p>In total, 223 parks and forests were affected by the cyclone through closures or partial closures. The majority of these were located in the Northern region. Many parks were re-opened immediately on Monday 14 April, with over 151 of the 223 affected parks and forests re-opened by 16 April.</p>	DNPRSR	<p>As at 30 April, 25 parks remain closed of which 19 are routine, seasonal park closures for this time of year and are inaccessible by vehicle. Of the six remaining parks closed due to cyclone damage, all are classified to be low visitation parks. The impact is limited to road washouts, minor structural damage to visitor infrastructure and trees across roads and tracks. Restoration of these assets is well underway and partially complete through the appointment of contractors and or deployment of specialist ranger staff. Completion of recovery works will be measured by the re-opening of visitor access to the remaining 6 parks.</p>	<ul style="list-style-type: none"> • 1 June 2014

	Task	Description	Lead Agency	Key Milestones and Outcomes	Estimated Completion Date
Building	Repair state owned building infrastructure (303 Sites identified as needing repairs)	<p>Rectification works to State Government assets owned by HPW and on behalf of DETE, QAS, DCCSDS, QPS, JAG and TMR. These activities have included:</p> <ul style="list-style-type: none"> • power/electrical inspections prior to re-energising • remediation of water and sewerage supply • removal of green waste and removal of damaged tree debris • repair of damaged shade sails • fence repairs caused by falling trees/branches • repairs of minor building damage such as water leaks, roof leaks, roof and gutter damage, cracked windows, some wall panel damage, electrical damage (exposed wiring from damage to external lighting and fans) • repairs to guttering and carports • asbestos repairs or removal – most damage categorised as minor. <p>There are 2 indigenous housing residences, 1 Wujal Wujal indigenous housing residence and 1 Hopevale indigenous housing residence, and 1 Queensland Police Service residence in Cooktown, which have sustained structural damage and need to be assessed by appropriately qualified persons to determine future work required.</p>	HPW	<p>All government buildings were made safe within one week of the cyclone crossing land with most able to be occupied.</p> <p>Schools were able to open in time for the return of students after the Easter school holidays.</p> <p>Government operations were able to continue with very little disruption to business.</p> <p>Damage to social housing residences and DETE residences was identified quickly and temporary repairs conducted to allow for occupation of most residences.</p> <p>Building Asset Services continues to undertake damage repairs in line with client direction; ensuring minimal disruption to client agencies.</p> <p>Completion of major structural damage assessments by owners in order to determine if they want to rebuild.</p> <p>Building planning works to be completed. Many factors will influence completion date.</p>	<ul style="list-style-type: none"> • Complete • Complete • Complete • Complete • 30 June 2014 for minor & moderate damage (all clients) • 30 June 2014

	Task	Description	Lead Agency	Key Milestones and Outcomes	Estimated Completion Date
	Repair of non-government owned office space and/or employee housing	<ol style="list-style-type: none"> 12 Walker Street, Cooktown commercial office lease repair to car park gate damaged in storm and to be replaced. 60 Helen Street, Cooktown tenancy is a privately leased government employee housing dwelling which still awaits restoration of power - 2 other similar properties were unaffected. 	HPW	<ul style="list-style-type: none"> Building owner has claimed on insurance. Assessor has confirmed replacement to occur. Backup generator is in place at 60 Helen Street until Ergon can complete reconstruction of a power pole to the property (1-2 additional weeks). 	<ul style="list-style-type: none"> 31 May 2014 Mid May 2014
Roads and Transport	Reconnect people and communities	<p>Deliver the state-controlled roads and transport recovery and reconstruction:</p> <ul style="list-style-type: none"> Identify communities isolated and assign resources by priority to recovery works Develop regional reconstruction projects and activities in collaboration with stakeholders Develop implementation plans for recovery and reconstruction Develop, review and submit NDRRA submissions for approval Implement recovery and reconstruction plans, including monitoring and reporting Program closure, including completing program documentation and transferring learnings into continuing Department structures and operations. 	TMR	<ul style="list-style-type: none"> Priority resources assigned. Regional reconstruction projects developed. Implementation plans developed. NDRRA submissions developed, reviewed and submitted. Recovery and reconstruction plans implemented. Program closure. 	<ul style="list-style-type: none"> June 2014 July 2014 Aug 2014 Oct 2014 June 2015 Dec 2015

Annex C: Key Metrics

Monthly progress will be updated against key metrics and reported to the Department of Local Government, Community Recovery and Resilience for escalation of new and hot issues to the CLT Sub-committee - Community Recovery and Resilience, for resolution and decision making to assist in the successful achievement of recovery outcomes and reporting to the QRA Board.

	Metric	Measure	Description
Human and Social	Regions are supported upon their request to deliver their recovery plan	Support requested and supplied to the requesting region.	Support as requested is supplied to the respective region to deliver recovery planning.
	Communities are supported by additional 'counselling, other' services	<p>Number of new clients receiving support from funded services as direct result of TC Ita.</p> <p>Number of hours of service provision from funded services as a direct result of TC Ita.</p>	<p>Personal support services provided to help individuals and families make decisions to affect their own recovery.</p> <p>The output 'counselling, other' relates to activities that help people assess their circumstances and relationships, and to make choices, decisions and plans for the future. Help is provided by discussions with trained counsellors in individual and group sessions.</p>
	Communities are provided with Personal Hardship Assistance Scheme within activated zones	<p>Number and total value of individuals/families provided with:</p> <ul style="list-style-type: none"> • Immediate Hardship Assistance (IHA) • Essential Household Contents Grants (EHCG) • Structural Assistance Grants (SAG) • Essential Services Safety Reconnection Scheme Grants (ESSRSG) <p>Direct Client Service Delivery</p> <ul style="list-style-type: none"> • Total number of outreach visits • Total number of clients receiving personal support through outreach visits • Total number of phone calls to clients • Estimated accumulative total of direct client face to face service contact hours 	<p>Financial assistance provided to individuals and families in need and hardship as a result of a disaster event.</p> <p>Direct psycho-Social counselling support (not related to the provision of financial assistance) provided to individuals and families as a result of a disaster event.</p>

	Metric	Measure	Description
Economic	NDRRA Financial Assistance	<p>Categories and amount of funding approved.</p> <p><u>NDRRA loan and grant approvals.</u> Cat B loan approvals.</p> <p><u>NDRRA loan and grant applications received.</u> Cat B loan applications.</p> <p>QRAA will provide updates on NDRRA Category B assistance for primary producers.</p>	<p>NDRRA Category B assistance for Primary Producers has been activated for 16 local government areas (refer to page 6), in response to TC Ita:</p> <ul style="list-style-type: none"> Category B assistance for primary producers includes freight subsidies available from the Department of Agriculture, Fisheries and Forestry of up to \$5,000 for emergency fodder and livestock transport, or the transport of equipment and materials needed to help with repairs. Category B assistance for primary producers also includes concessional loans available from QRAA of up to \$250,000 at an interest rate of 1.7 per cent to repair or replace damaged plant and equipment, or meet carry-on requirements such as purchase of replacement livestock, replanting, re-establishment of fields, continuation of essential property operations or paying rent and rates.
Environment	<p>Nil</p> <p>Recovery activities undertaken within business as usual procedures.</p>		
Building	State Government assets fully rectified	No further restoration works required to State Government Assets.	HPW will continue to work in conjunction with State Government asset owners to undertake repair and restoration activities to their properties.
	Government leased buildings no longer damaged or inaccessible	Government leased assets fully operational.	<p>Commercial leased government office space at 12 Walker Street, Cooktown.</p> <p>Commercial leased government employee housing at 60 Helen Street, Cooktown (loss of primary power).</p>

	Metric	Measure	Description
	Social housing residences safely restored and fully habitable	All impacted dwellings have no outstanding repairs.	Collaboratively work with service providers to ensure expeditious restoration of social housing assets. 192 social housing assets have been reported as requiring repairs across various locations.
Roads and Transport	Damaged state-controlled roads to be reconstructed arising from TC Ita	Total length of damaged roads (km). Total length of damaged roads under reconstruction (km). Total length of damaged roads reconstructed (km).	Damaged state-controlled roads are reconstructed.
	Damaged rail line impacted to be reconstructed arising from TC Ita	Total length of impacted/damaged lines (km). Total length of impacted/damaged rail line recovered (km).	Damaged rail lines are reconstructed and reopened.

Annex D: List of Abbreviations

CEO	Chief Executive Officer
CLT	CEO Leadership Team
DCCSDS	Department of Communities, Child Safety and Disability Services
DETE	Department of Education, Training and Employment
DMCC	Disaster Management Cabinet Committee
DSDIP	Department of State Development, Infrastructure and Planning
DNPRSR	Department of National Parks, Recreation, Sport and Racing
DSITIA	Department of Science, Information Technology, Innovation and the Arts
EHCG	Essential Household Contents Grants
EHP	Department of Environment and Heritage Protection
ESSRS	Essential Service Safety Reconnection Scheme
JAG	The Department of Justice and Attorney General
HPW	Department of Housing and Public Works
HSRC	Human and Social Recovery Committee
IHA	Immediate Hardship Assistance
LDMG	Local Disaster Management Group
Minister	Minister for Local Government, Community Recovery and Resilience
NDRRA	Natural Disaster Relief and Recovery Arrangements
QAS	Queensland Ambulance Service
QLD	Queensland
QPS	Queensland Police Service
QRA	Queensland Reconstruction Authority
QRAA	Queensland Rural Adjustment Authority
Recovery Plan	Severe Tropical Cyclone Ita Recovery Plan
SAG	Structural Assistance Grants
SDMG	State Disaster Management Group
TC	Tropical Cyclone
TC Ita	Severe Tropical Cyclone Ita
TMR	Department of Transport and Main Roads