

# OPERATION RECOVERY UPDATE

Issue 44

JULY 2007



Queensland  
Government

## UPDATE FROM ORMG

A number of state government departments continue to deliver Recovery programs across the coastal and Tablelands areas affected by TC Larry. While many people have recovered well already, and are back to their routines and everyday lives, it is important to recognise that many others aren't. Rebuilding of houses, businesses and farms will continue for some time into the future, and this long term recovery is often very taxing on the people involved. We encourage members of the community to continue to support each other, and look out for neighbours and friends who might be doing it tough still.

Despite a recent fire at Malanda One Stop Shop, please note that One Stop Shop services are still operating. The shop at Innisfail still operates weekdays, while Tableland residents can phone 4048 9870 for any assistance until the Malanda shopfront can be re-established. There may be information that you need, or just someone to ask for some support – so don't hesitate to contact your closest service.

It is important to note that the Tropical Cyclone Larry Relief Appeal is not accepting any new applications now, as all donated funds are expected to be expended or accounted for using the existing applications from residents and community groups. These publicly donated funds have made a big impact on individual and family recovery, and on local communities who have needed to rebuild their meeting or community facilities.

Given where we live, Emergency Management Queensland encourages people to look ahead to the coming cyclone season, and use the time to get and feel prepared, using the knowledge gained from our recent experiences. Local governments have handy information to assist people in planning for their families and households – some useful Seniors preparedness workshops have been held across the region lately, with this in mind. Also look out for Fridge Magnets from the Department of Communities, which are being distributed to households in the coming month, as they provide some handy support services still available to people affected by Larry.

—Wayne Coutts, ORMG chair

## BABINDA'S BEAUTY SHINES

Spirits were high and the floats in full finery as more than 1500 people turned out for the Babinda Harvest festival earlier this month.

After the event's cancellation due to Cyclone Larry last year, there was a clear focus on a brighter future in this year's festival theme "Bountiful Babinda Returns".

Residents as well as local businesses and agencies were clearly glad to see the return of the popular festival, dressing up their shopfronts or themselves for the parade down the town's main street on the day.

The re-opening of the local MunroTheatre for the first time since Cyclone Larry also set the positive tone for the day, occurring just prior to the start of Harvest Festival events.

The town was also buoyed by news just one week later that two residents from their area had been honoured on the Queen's Birthday Honours List.

Order of Australia medals were awarded to Debra Quabba of the Babinda Task Force for service to the community of Babinda, particularly following the events caused by Cyclone Larry, and to Mrs Dulcie Schnitzerling, for service to the community of Babinda, particularly through support for emergency services after Cyclone Larry.



Babinda's main street was awash with colour and smiles at the Babinda Harvest Festival on 2 June



**Building Co-ordination Centre**

The Building Co-ordination Centre in Innisfail continues to assist residents and trade contractors with rebuilding and insurance issues.

Don't forget the BCC is at 1/56 Rankin Street, Innisfail, and is operated by Queensland Building Services Authority staff.

While BCC staff are available to help with any continuing rebuilding issues following Cyclone Larry, they are also on hand to help with any other information needed on building processes.

It is planned for the Innisfail office to operate as the BCC until the end of the year, when the BSA will take over the service and continue it for as long as it is needed.

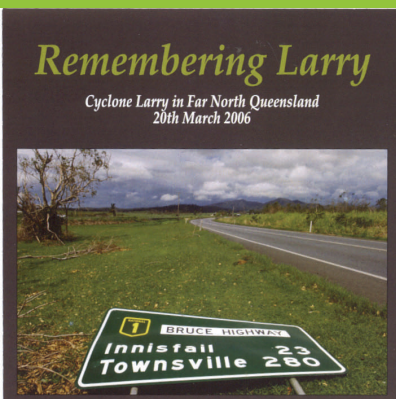
If anyone has any concerns regarding rebuilding or repairing, please contact the BCC by:

- Phoning 1300 727 795
- Dropping into the BCC at 1/56 Rankin St, Innisfail
- Visiting the website at [www.buildingcoordinationcentre.qld.gov.au](http://www.buildingcoordinationcentre.qld.gov.au).

## Remembering Larry DVD now available for viewing

The *Remembering Larry* DVD archive of personal experiences and other accounts and memorabilia from Cyclone Larry is now available for viewing at local public libraries.

This oral history, collated by historian Suzanne Gibson, comprises a DVD and radio documentary, and is a moving account of one of the largest cyclones to hit mainland Australia.



The DVD has been distributed for public use to libraries in the cyclone affected areas and the State Library of Queensland. It is not available for purchase.

## Department of Communities Community Recovery Services

A new fridge magnet listing various community assistance services is coming soon to a letter box near you.

The Department of Communities Community Recovery Services has produced two versions of the brightly-coloured magnet—one listing services in the coastal area and another listing services in the Tablelands.

The magnets are designed to keep residents informed about the various types of assistance still available in their community or by phone.

They include a list and contact details for local services, as well as key government agencies and emergency services in their area.

The magnets will be posted to all households in the cyclone-affected area in the first week of July.

Residents who for any reason miss out through the mail out will be able to pick up a magnet at the Community Recovery stalls at local regional shows in July. The One Stop Shop in Innisfail will also have a limited number of magnets available after this time.

The magnets come in a handy A4 folded page format. The appropriate version will be distributed to residents based on where they live.



The Tablelands (top) and Coastal (bottom) versions of the new magnets by Community Recovery Services is being sent out to all households.

## Malanda One Stop Shop update

The Department of Communities One Stop Shop at Malanda was destroyed by fire last weekend.

The service was closed last week while alternative arrangements were being made to house the workers and the operations.

Anita Egginton, Regional Coordinator for Community Recovery Services said 'Despite the damage to the One Stop Shop, Recovery staff will continue to work with people affected by Cyclone Larry, even while alternative accommodations are being found for a new office.'

Ms Egginton urged members of the Tablelands community, needing Recovery assistance to call the Community Recovery Services office in Cairns on 4048 9870.

She advised 'When alternative arrangements have been made for the Malanda service, new contact details will be provided to the public and to other service partners'.

The One Stop Shop was one of many Malanda businesses affected by the fire.

The Department of Communities has arranged for Lifeline to offer confidential counselling support services to affected business owners and their families.

To access this service, please contact Bob Collyer on 0417 749 070.

## Producers urged to take advantage of DPI&F industry development officers

The Department of Primary Industries and Fisheries has appointed industry development officers in the Innisfail and the Atherton districts to help farmers recover from Cyclone Larry.

Larry struck on 20 March 2006, but its devastating impact continues to be felt in Far North Queensland.

The Minister for Primary Industries and Fisheries, Tim Mulherin, said the appointment of the officers was an important investment the state government was making to local primary industries and the Queensland economy.

Producers wishing to contact the industry development officer are invited to contact DPI&F on 13 25 23.

## Books help teach children about life on the land

Young children in urban areas are set to learn more about life on the land through a series of colourful picture books.

Communities Minister Warren Pitt said the books, by North Queensland author Jacque Duffy, received funding under the Blueprint for the Bush initiative as they promoted greater understanding between rural and urban areas.

"These books, for children from four to seven years of age, promote a positive image of rural Queensland," Mr Pitt said.

"They will also increase understanding of rural life which, in turn, will strengthen links between country and city people.

"Jacque Duffy's entertaining stories and colourful illustrations cover topics such as where milk comes from, different types of farm machinery and farm animals, and how bananas are farmed."

The colourful children's series includes the titles:

- *That's not a milk carton* – about milk production
- *That's not a moo cow* – about farm animals
- *That's not a tractor* – about farm machinery
- *That's not a raincoat* – about banana farming
- *That's not a house* – about tropical cyclones.

Mr Pitt said the author had travelled far and wide researching the children's books.

The Department of Communities helped publish 600 sets of the books, which will be sent to libraries, primary schools and selected child care centres in south-east Queensland, Rockhampton, Cairns, Bundaberg, Mackay and Townsville.

The books are part of the \$30 million Strengthening Rural Communities Strategy included in the Queensland Government's Blueprint for the Bush.

Further copies can also be bought by calling the author on 4065 3364.

### WE WANT TO HEAR FROM YOU!

If you have anything you would like included in future editions, please email [janelle.gullo@communities.qld.gov.au](mailto:janelle.gullo@communities.qld.gov.au)

This *Recovery Update* newsletter is produced on behalf of the Operation Recovery Management Group to keep residents informed about the recovery process. Please pass it on to your family and friends

# A-Z Directory of Cyclone Recovery Assistance

## **Asbestos:**

Advice on safe removal of asbestos 1800 177 717

## **Building Coordination Centre:**

1/56 Rankin Street, Innisfail..... 1300 727 795

## **Business assistance:**

Department of State Development..... 1300 36 37 11

## **Carer Respite:**

Carelink Centre .....1800 059 059

## **Centrelink:**

Cyclone Larry Hotline .....180 2002

## **Clothing/Household items:**

St Vincent de Paul..... 4032 3139

Red Cross..... 4047 6154

ADRA..... 4061 2911

## **Councils:**

Johnstone.....4030 2222

Cardwell.....4043 9100

Hinchinbrook..... 4776 4600

Eacham.....4096 5311

Herberton.....4096 2244

Atherton.....4091 0700

Mareeba.....4030 3900

Cairns.....4044 3044

Douglas.....4099 9444

Etheridge.....4062 1233

Croydon.....4745 6185

## **Counselling:**

Lifeline.....13 11 14

Department of Communities.....1800 440 074

Mamu Family Support Centre ..... 4061 9988

Innisfail Community Support..... 4061 6000

Atherton Neighbourhood Centre..... 4091 3850

Atherton Family Support House ..... 4091 3850

Centacare..... 4044 0130

Eacham Community Help Organization..... 4096 6950

Ravenshoe Community Centre..... 4097 6726

## **Cyclone Larry Relief Appeal:**

Enquiries.....1800 265 051

## **Domestic violence:**

Innisfail..... 4061 9869

Womensline..... 1800 811 811

Mensline.....1800 600 636

## **Electricity:**

Ergon Energy.....13 22 96

## **Employment Assistance Hotline:**

For jobs and training opportunities .....1800 031 921

## **Fair Trading:**

To report alleged profiteering or other related issues13 13 04

## **Farming issues**

Department of Primary Industries and Fisheries including  
Operation Farm Clear and Business Information Centre

.....13 25 23

## **Financial help:**

Information and referral.....1800 440 074

## **Fire permits:**

For information and enquiries, contact

Rural Fire Service.....4061 0650

## **Forestry Salvage:**

For all forestry salvage matters, contact

Private Forestry North Qld (Wendy).. ...4091 9433

## **Health:**

Flu vaccinations, Communicable Diseases,

Environmental Health, Dengue Fever ...4050 3600

Mamu Health Service.....4061 4477

General.....13 4325

## **Mental Health:**

Cairns ..... 4050 3100

Innisfail.....4061 5327

Tablelands.....4091 0213

## **Housing:**

To offer properties for rent or seeking medium to  
long-term housing .....1800 623 208

## **Insurance:**

Operation Recovery Independent Insurance Advisor  
.....1300 727 795

Insurance Ombudsman for help with resolving  
insurance disputes .....1300 780 808

## **Legal advice:**

Free priority advice for people in cyclone affected  
areas.....1300 651 188

## **One Stop Shops:**

**Innisfail** Central Arcade (opp IGA) .....4061 9908

**Malanda** 38 James Street..... 4095 1446

Information and recovery support..... 1800 440 074

## **QRAA:** Qld Rural Adjustment Authority

For interview with industry expert ... 1800 623 946

## **SES:**

Atherton..... 4091 0700

Cairns ..... 4044 3377

Cardwell.....4068 2600

Douglas.....4099 9444

Eacham.....4096 6638

Herberton..... 4096 2244

Innisfail.....4061 2065

Mareeba.....4030 3900

Townsville.....4727 9000

## **Telephones:**

Telstra Cyclone Assistance Hotline ...1300 134 239

## **Tenants:**

Union .....1800 177 761

Tenant Advice & Advocacy Service.....4031 6733

[www.operationrecovery.qld.gov.au](http://www.operationrecovery.qld.gov.au)