The Department of Communities, Child Safety and Disability Services will now begin focusing on providing longer term assistance and support to the Bundaberg and North Burnett Communities in the wake of the floods associated with ex Tropical Cyclone Oswald. The longer term Community Recovery Referral and Information Centre (CRRIC) has been established at the Bundaberg Enterprise Centre which is located at 20b Quay Street, Bundaberg. The CRRIC provides a one-stop-shop for advice, general human services information and referrals to appropriate support services in addition to information regarding rebuilds and clean up. The CRRIC is operated Monday to Friday from 9am to 5pm. If you wish to make an appointment, please contact the Call Centre on 1800 173 349. The Emergent Assistance Grant has now closed, however if you are uninsured, you may still be eligible for the Essential Household Contents Grant, the Structural Assistance Grant or the Essential Safety Services Reconnection grant. For details visit the website www.qld.gov.au/community/disasters-emergencies/ or call 1800 173 349.

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You have until 29 July 2013 to lodge a claim if you live in the Bundaberg or Fraser Coast Local Government Area.
You have until 1 August 2013 to lodge a claim if you live in the North Burnett Local Government area.

You don’t have to be receiving an income support payment from Centrelink to lodge a claim – payment can be made for anyone who was affected and meets the criteria. You can check your eligibility and lodge a claim online at humanservices.gov.au/disaster, or call 1800 22 66.

The Australian Government Disaster Recovery Payment (AGDRP) is available to assist people who have been adversely affected by the Queensland floods and severe weather that began on 21 January 2013 through until 9 February 2013.

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- You have until 1 August 2013 to lodge a claim if you live in the North Burnett Local Government area.

The Centrelink, Medicare and Child Support Service Centre at 26 Woongarra Street, Bundaberg, is open 8.30am to 4.30pm Monday to Friday.

The Australian Government Disaster Recovery Payment (AGDRP) provides $1,000 for each eligible adult and $400 for each eligible child in declared areas who:
- was seriously injured, or
- is the immediate family of an Australian killed in the disaster, or
- whose home was destroyed or sustained major damage, or
- was stranded in, or unable to gain access to their home for more than 24 hours, or
- whose home was without essential services such as electricity, water, gas or sewage for at least 48 hours.

The Disaster Income Recovery Subsidy (DIRS) is also available to employees, small business persons and farmers who can demonstrate loss of income.
You have until 4 August 2013 to lodge a claim for DIRS.
INFRASTRUCTURE AND PLANNING

WATER & WASTEWATER
The flooding of the Burnett River in January this year had taken Council’s treatment plants at Millbank, East Bundaberg and North Bundaberg offline and had compromised Council’s ability to treat effluent. All treatment process units have been reinstated to provide full chlorination. Further testing of the Burnett River has been undertaken since the reinstatement of the treatment process units and results confirm that the water quality has returned to pre-flood conditions and within the safety guidelines for recreational uses.

This incident highlighted the need for Bundaberg Regional Council to provide a flood resilient Wastewater Treatment Plant model and Council is currently pursuing planning for a new treatment plant at Rubyanna with a construction cost of $90 Million. The proposed plant will take the effluent from East Bundaberg and North Bundaberg for treatment.

Council has engaged a contractor, Dunstans Construction Group to replace the submarine sewerage main under the Burnett River. Council has deployed a contingency plan to utilise an old existing main on the Burnett River Traffic Bridge to transport North Bundaberg Sewage to the East Plant. This is a priority project for Council and it is planned to commence boring work in June with an aim to have the project completed by October 2013.

FLOOD MITIGATION WORKS
Council is looking at a number of options to mitigate the impacts of flooding in Bundaberg. These investigations are being undertaken for Council by GHD Pty Ltd. It’s important that the cost of any mitigation works undertaken provide significant benefits for the money invested. Council is looking at numerous options on how best flood mitigation can be achieved. These options include levy banks, dredging of the river in certain sections, clearing of mangroves and diversion channels. The construction of any works will be dependent upon funding being received from the State and Federal Governments.

PLANNING RESPONSE TO THE 2013 FLOOD - TLPI
Council has recently adopted a Temporary Local Planning Instrument (TLPI) to administer policies set down to plan flood resilience for areas of Bundaberg affected by the 2013 Burnett River Flooding. Council is currently seeking feedback from residents and members of the community on the TLPI and a feedback form requesting comment on specific questions may be obtained from Council’s website at www.bundaberg.qld.gov.au - Building & Planning Flood Recovery – Have Your Say.

Council has developed a series of User Guides to assist residents and business owners with the repairing and rebuilding process as a result of the 2013 flood event. User Guides are also available on this website including mapping of the Natural Hazard Management Area which is the area of the Burnett River catchment affected by the 2013 Flood.