

# OPERATION RECOVERY UPDATE

Issue 40

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Queensland  
Government

## MESSAGE FROM PETER COSGROVE

The anniversary of Larry on March 20 is now rapidly approaching and it is also the date that marks the end of the Operation Recovery Task Force.

This only means that the Operation Recovery Task Force finishes up, but please don't for one second think that the recovery effort will finish on March 20 as well.

This announcement only means that the Task Force will cease its role as the co-ordination unit within the wider recovery effort.

This is positive news, because it means that the recovery has progressed so well that the Task Force is no longer needed.

It also means that the recovery work will continue full steam ahead through the various organisations set up by the State Government and the Task Force.

These organisations include the Operation Recovery Management Group, which brings together the representatives from all Government departments and agencies, the Community Recovery One Stop Shops which are run by the Department of Communities, and the Building Coordination Centre.

These three important groups will all continue their operational and support capacity well into 2007, and possibly even beyond that if need be.

**General Peter Cosgrove AC MC (Retd)**  
**Head of the Operation Recovery Task Force**



## OPEN FAITH CHURCH SERVICE INNISFAIL

The Combined Church Clergy of Innisfail invite all members of the community to a church service on March 20 at the Johnstone Shire Hall, Rankin Street Innisfail.

The service will give thanks for survival during the cyclone and for the community's recovery to date, post Cyclone Larry.

The service commences at 7.30am, (so please be there early) until 8.30am.

For more information, contact Reverend Glenn Louttit on 40611180.

## RAIN NO DAMPENERS

**Around 100 residents and community services from Babinda and surrounds braved the wind and rain to attend a Heritage Blessing at Babinda Boulders recently.**

The event was held to facilitate a blessing of this sacred area for its protection and as a sign of respect and to thank those who had helped clean up the area after Cyclone Larry.

Initiated by the Babinda community, the day was supported by Dept of Communities and many other local organisations.

Events on the day included the indigenous storytelling of the Boulders by local Elder of the Yidinji people Ann Wonga, the blessing by Bishop Arthur Malcolm of Yarrabah, and demonstrations of indigenous dance and musical instruments.

A tree planting followed these events, the afternoon rounded out by a beautifully decorated spread of food that people had brought to share.

There was a strong sense of community spirit on the day. This was reflected in entries left in the Comments Book which included: 'I sit here just to see everyone's part in the wonderful venture, I shall call, I say thank you one and all.'



*Community Recovery's Kezia Vonarx plants a tree at the Babinda Boulders Heritage Blessing.*



## Building Co-ordination Centre

Last week the BCC encouraged home owners to report any concerns they have over the quality and structural adequacy of the repair and rebuilding work performed on their property.

As a result BSA and BCC inspectors staged an inspection “Blitz” of the properties reported to the BCC.

58 sites were visited and the BCC is following up on four suspected unlicensed contractors, seven contractors who did not display site signs, three contractors who failed to pay BSA insurance and three contractors who had non-compliant building contracts.

The Blitz highlighted some issues with the rebuilding process in the local area.

Potential problems were noted between home owners and insurance companies about the amount of work to be performed on the home. The BCC urges home owners to phone or visit the BCC to utilise the services of the two Independent Insurance Advisors working there.

In several cases recently seen by the BCC, contractors have failed to pay BSA insurance. All contractors must remember that they need to pay BSA insurance on all residential building work valued at over \$3,300. This must be paid before work starts.

BCC inspectors have also detected some contractors working outside of the scope of works permitted under their BSA licence. Contractors must ensure they are only performing work they are permitted to under their licence class. If consumers are unsure what works their contractor can perform, they can contact the BCC for information or perform a free on-line licence search on BSA’s website at [www.bsa.qld.gov.au](http://www.bsa.qld.gov.au).

The BCC has also been involved in mediating disputes, between home owners, builders and insurance companies, about the type and extent of works performed by the contractor. Make sure there is a clear written contract between the contractor and home owner. This will reduce confusion and the likelihood of a dispute arising. Contract kits can be downloaded free of charge from BSA’s website.

With just weeks left before the anniversary, the BCC wants to congratulate home owners, contractors and insurance companies for their efforts during the rebuilding process.

Remember if you have any concerns regarding rebuilding or repairing, please contact the BCC by:

- Ringing on 1300 727 795
- Calling into the centre situated at 1/56 Rankin Street Innisfail
- Visiting our website at [www.buildingcoordinationcentre.qld.gov.au](http://www.buildingcoordinationcentre.qld.gov.au)

## Anniversary Reactions

The anniversary of a disaster can bring some very positive responses such as a renewed gratitude for friends and family or reflection on how far your recovery has come.

It can also cause a range of unpleasant feelings or reactions to resurface, however, and it is important to view these not as setbacks, but as natural and normal aspects of healing.

The anniversary can often reignite feelings or reactions that were felt during the original event or aftermath.

This is a very common and natural response to the strain and trauma or unfinished grieving over losses and change as a consequence of the event.

But keep in mind an anniversary can also provide opportunities for emotional healing.

When mixed with reflection, the anniversary can become a milestone and a boost to personal recovery.

### Things you may do to mark the anniversary

- ✦ Plant a tree
- ✦ Have a ‘reunion’ with those you were with during the actual disaster
- ✦ Have a block party
- ✦ Be aware of people who may be alone on the anniversary, such as the elderly, and invite them to join your family on the day
- ✦ Ask at least one adult and one child “How are you?”—and be prepared to listen
- ✦ Pamper yourself and relax e.g. take a bubble bath, go out for dinner, catch up with your mates, buy flowers
- ✦ Participate in community commemoration activities
- ✦ Nothing at all
- ✦ Be thankful for every day.

The anniversary may also be an ideal time to:

**LOOK BACK** over the past year, recognising how far you have come

**LOOK INWARD** to recognise and appreciate courage, stamina, endurance and resourcefulness

**LOOK AROUND** and appreciate the loved ones and friends who have helped you through the healing

**LOOK FORWARD** to better times to come.

## What's happening in March?

### Feast of the Senses 8-24 March 2007 Innisfail

9<sup>th</sup> **Movies by the River** with Rotary

9<sup>th</sup> **Exhibition of Art & Stories** "If Walls Could Talk" at the RSL

8<sup>th</sup>-24<sup>th</sup> **Art Exhibition and Photo Competition** at Gallery Central Arcade

17<sup>th</sup> **Morning Tropical Food Forum**

17<sup>th</sup> **Feast of the Senses Gala Dinner**-catered by Jagads at Riverside Tavern (bookings: 4061 1480)

18<sup>th</sup> **Market Day Extravaganza** 9 am—3 pm with more than 40 market stalls, exotic fruits, cooking with celebrity chefs, street art, performers, music, dancing, workshops and displays, lively entertainment and tropical food

18<sup>th</sup> **Harvey Norman Family Rock Concert by the River** from 5 pm, at Fitzgerald Esplanade with local bands and a surprise celebrity

20<sup>th</sup> **Cyclone Larry Anniversary** combined church service 7.30 am at the Shire Hall

23<sup>rd</sup> **Movies by the River** with Rotary

24<sup>th</sup> **Tropical Food Trail Dinner** (bookings at Scott's Florist 4061 4068)

## RAVENSHOE'S RECOVERY

**Friday March 16**

**St Theresa's School Fete @ 5pm**

- Cyclone simulation room
- Photos and video footage of Cyclone Larry on display
- Children's artwork display
- Display stall on preparing for an emergency

Sign on to the register of community members who can help in a disaster, plus contacts for local businesses who can assist around the home.

**Saturday March 17**

**Ravenshoe Mountains Institute @ 9am**

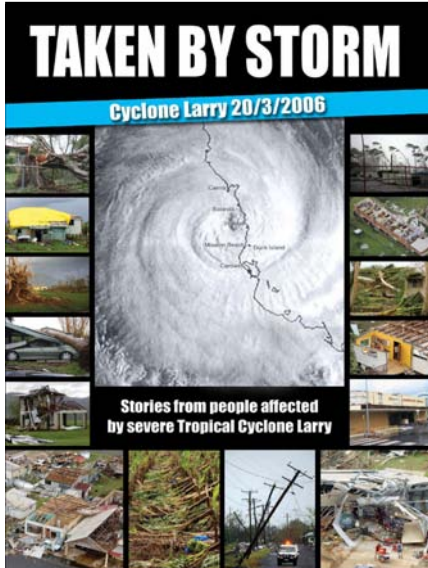
- FREE children's activities
- Sausage sizzle. Entry by donation
- Displays of disaster preparedness information
- Demonstrations by Emergency Services
- Sign on with the Rural Fire Brigade
- SES and Queensland Fire and Rescue also present

**Tuesday 20 March**

**Ravenshoe Youth Shed @ 5.30pm**

- FREE barbecue
- Presentation of commemorative pins for those involved in the recovery immediately after Cyclone Larry
- Double movie feature: *Twister* and *An Inconvenient Truth*, which looks at the effects of global warming on weather patterns.

**Events organised by the Ravenshoe Community Preparedness Group, phone Pasha Dunbar on 0427 644 618 for more information.**



General Peter Cosgrove will launch the Innisfail and District Historical **TAKEN BY STORM** at the Feast of the Senses Market Day on Sunday March 18.

The book tells the stories of people affected by Cyclone Larry from Cardwell to Cairns, and across the Tablelands.

The book will also be on sale for \$25 at the

Feast of the Senses, with all profits going to the SES across the far north.

### TABLELANDS ART EXHIBITION THE PHOENIX OF LARRY

Annette Tranter assisted by Barbara Mahar  
Atherton Shire Foyer Gallery, 45 Mabel Street  
Exhibition open until 30 March



General Peter Cosgrove recently received the prestigious Communication and Leadership Award from Toastmasters District 69 in Brisbane.

For more information, call Connie at Innisfail Toastmasters Club on 40642186.

# 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:** (Open Mon-Fri 10am – 4pm)

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

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

Info on financial & other assistance... 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)