UPDATED A-Z OF RECOVERY INFORMATION

ACCOMMODATION - DO YOU NEED A TEMPORARY HOME?
Temporary housing, for people whose homes were destroyed or badly damaged by Cyclone Yasi, is continuing to be trucked into the region under a partnership between the Department of Communities and Council. We now have 137 fully-furnished bedrooms in transportable houses, units and caravans on offer. The temporary housing has been set up in Cardwell, Tully, Tully Heads and Mission Beach.

People can register their need by phoning temporary accommodation managers at: Cardwell Beachcomber Motel & Tourist Park 4066 8550, Tully Greenway Caravan Park 4068 2055, Tully Heads’ Googarra Van Park 4066 9325, Mission Beach Council camping ground 0418 971 332 or Cardwell (for workers) 0409 313 454. For any related housing queries phone Council on 4030 2252.

This accommodation is for Cassowary Coast residents who are having repairs or rebuilding work done on their homes. Some of it is also for workers who are helping to rebuild the community.

Families and individuals are beginning to move into temporary accommodation at Tully Heads and at Mission Beach, while many have already moved in at Cardwell and Tully. There are still spaces in all towns and more accommodation will be arriving in Tully Heads (to be ready for use in May) and in Tully (two factory-built houses).

Other accommodation is being found for displaced families through government housing and real estate agents. There are no longer any households in crisis accommodation outside the region.

ASBESTOS – RING 4030 2222 FOR ADVICE
The State Government asbestos clean-up in storm surge areas at Tully Heads and Hull Heads has been completed. Residents are responsible for the removal of asbestos from their homes and property and their first call should be to their insurer. A list of qualified asbestos removalists who have contacted the council is available by ringing 4030 2222.

Only remove asbestos if it is small quantities (less than 10sqm) and is already broken and dislodged. Free clean-up kits are still available - with masks, latex gloves and plastic for double wrapping - at Council’s Tully
and Innisfail offices, the Cardwell Library community recovery centre and the Tully Heads Community Centre. Bundles of specially marked and double-bagged asbestos should be left kerbside before April 11.

**Safety guidelines for asbestos removal (small amounts):**
- Wear protective clothing like gloves and masks
- Keep the material wet
- Double bag the pieces in thick plastic bags, sealed with a knot or tape
- Label the outer bag "Caution - Asbestos"
- Place bags on the kerbside, separate to green waste and rubble, before April 11.

**BUILDING SERVICES AUTHORITY - 1300 433 236**
A Building Services Authority office is operating beside the Tully council chambers on Bryant St. Advice is available on rebuilding and repairing damaged houses and on a wide range of building issues. Residents looking for a contractor can use this office, or BSA licensees and suppliers who want to register their services. Pop in, phone or log on to [www.bsadisasterrecovery.qld.gov.au](http://www.bsadisasterrecovery.qld.gov.au)

**BUSINESS ASSISTANCE - 1800 173 349**
Grants up to $100,000 are available under a new round of Small Business Advisory Service funding for Natural Disaster Assistance. The funding is for additional support and advisory services. The closing date for applications is May 6. For more info call AusIndustry Hotline on 13 28 46 or log on to [www.ausindustry.gov.au](http://www.ausindustry.gov.au)


Businesses affected by Yasi can “sell” themselves on a free profile page as part of national campaign to help flood and cyclone victims. Log on to [www.buyQLD.org](http://www.buyQLD.org) to register.

**CASSOWARIES**
Feeding stations have been set up by QPWS to supplement natural food. Please report cassowary sightings by phoning 1300 130 372 or emailing cassowary.sighting@derm.qld.gov.au

**CENTRELINK - 1802266**

**CLEAN-UPS – FARMERS & TOURISM**
More than 600 farming and tourism properties have registered for help through the State Government’s Operation Clean-up program. More can register by ringing 13 25 23. People who have lost their jobs can also register for clean-up work on the 13 25 23 number. Transport will be provided to and from work sites.

For farm clean-ups there is also Blaze Aid. Volunteers are helping with clean ups and fence repairs. They have 35 jobs on the books at the moment. Phone 0408 701 226. In addition, The Heart Army is running “Adopt a Farmer” at [www.facebook.com/TheHeartArmy.AdoptYasiTown](http://www.facebook.com/TheHeartArmy.AdoptYasiTown) Look up this facebook site for the other great things the organisation is doing. It’s also adopting Yasi towns/families.
CLEAN UPS – WATER COURSES
Crews are removing debris from water courses, following a State Government funding allocation of $420,000. The Cardwell and Johnstone river trusts have collectively made submissions for $1.376M, under Queensland Disaster Recovery arrangements. The first funding release is being used for clearance of priority creeks and drainage lines. Four local contractors have been hired, and more than 20 workers are on the job.

The initial focus is on Bluewater Creek south of Cardwell, Hoban Creek near Tully, the town area of Tully, a drainage line running parallel to Paradise Palm Drive at Tully Heads, Wongaling Creek and other small creeks at Mission Beach, and the area between Silkwood and Mena Creek.

The program focuses on residential areas and areas around critical infrastructure. People can still call 4043 9127 to report cyclone-related watercourse damage and blockage incidents.

CLEAN-UP - YARDS
Council is continuing to clean up public places, but is not responsible for cleaning up private yards. It’s important residents contact their insurer, who may arrange for clearance if there is damage, or contact contractors if they need help with clearing trees and debris. When it comes to drains, Council can only clear drains on council-owned land, reserves and easements. River Trust is organising clean-up operations for other waterways (see above).

Townsville community radio 99.9 LiveFM has created www.livefm.com.au so that elderly people who have larger rural blocks and no insurance or limited insurance or disaster relief opportunities can register, and may be eligible to receive, help with specific clean-up jobs.

COMMUNITY FORUMS – HAVE YOU FILLED OUT A SURVEY FORM YET?
There have been 21 forums across the region, organised by Council’s Cyclone Yasi Recovery Group so residents can learn more about recovery activities and raise any issues or problems they might be experiencing following the cyclone. This was the first round of community forums.

More than 400 residents’ feedback has been taken on board. An additional 60 residents have returned community survey forms. The forms are still available for those who couldn’t get to forums. Look for them on Council’s website, www.cassowarycoast.qld.gov.au, the Tully and Innisfail council offices, council libraries in Cardwell, Tully, Mission Beach and Innisfail, visitor information centres and recovery information centres.

COUNCIL INFRASTRUCTURE – COMMUNITY HALLS etc
Building assessors are on the ground, inspecting Council’s buildings, including community buildings. Work is expected to begin in the next couple of weeks on some buildings. The Tully Showgrounds is a priority – it will be one of the first jobs, as will the Tully Civic Centre. Community consultation will be needed as part of some jobs. Assessments are needed for everything from shire halls to playgrounds and park furnishings. Council is aware of all the places that need to be inspected but when it comes to smaller community buildings where minor repairs are required, those who regularly use the buildings can help, if they like, by sending a list of known damage to Council. They can email: vince.obrien@ccrc.qld.gov.au
DEMOlITION ADVICE
People need to apply for the development permits to demolish. Demolition jobs are inspected by council, triggering changes to rates and building records, which in some cases can lead to lower rates for the properties.

The standard demolition fee has been waived for cyclone-affected structures.
To apply for a demolition permit or find out more about demolitions log on to the Cassowary Coast Regional Council website at www.cassowarycoast.qld.gov.au and click on the “Rebuilding Information” heading on the left-hand-side of the home page under the Cyclone Yasi Recovery Advice logo. Otherwise ring Council’s building services section on 4043 9150, or come into the council offices at Tully and Innisfail.

DENGUE FEVER UPDATE
Dengue cases have been confirmed in East Innisfail, Innisfail town centre and the Coconuts region. There have been type-4 and type-2 cases, and now one type-1 case. People all over Innisfail should be on alert. Queensland Health and council workers are spraying affected areas and putting in traps. Residents need to clean gutters and remove outdoor containers, pots, palm fronds etc. They should use insect repellent, mosquito coils and indoor surface spray and see a doctor immediately if experiencing flu-like symptoms such as a fever, headaches or joint pain.

DISASTER RELIEF PAYMENTS
A third round of the Premier’s Disaster Relief Appeal fund payments has been announced. It extends to homes that have not been destroyed but that have major structural damage. First and second-round payments are underway. Owner-occupied households with a combined income of up to $150,000 a year will be eligible for round-three payments. For more information or to download a form visit www.qld.gov.au or call 1800 173 349. For other grant information, visit your nearest Community Recovery Information Centre. (see “R” in this newsletter)

DONATIONS FOR CYCLONE-AFFECTED HOUSEHOLDS
If you still need items such as sheets, towels, clothes and furniture (most of which is secondhand but of good quality) you can ring 4030 2222. Items have been donated from all over the state and the nation, and you can register your need for specific things. Requested items are being delivered in the truckloads to the Tully Community Support Youth Centre at the Tully Igloo, the Cardwell RSL on Roma St and the Tully Heads Community Hall for pick-up by residents.

FEELING THE PRESSURE? HELP IS AT HAND
An event like Cyclone Yasi can put people under a lot of pressure and this can cause both physical and emotional responses. There are a number of places you can go, or ring, for help or simply for someone to talk to about things. The Tully Support Centre (4068 1004) staff have been helping a lot of people. The Innisfail Support Centre (4043 8400) is also available, as are the Recovery Information Centres (see R in this newsletter), the Salvation Army (see S), the Australian Red Cross (1800 733 111) and Lifeline (13 11 14) among others.
FORESHORES
Council has cleaned-up the foreshore in affected areas and is asking individuals not to do their own clean-up or trimming in these areas. Every tree that can be saved will be saved. Significant trees in Cardwell have had sand replaced around exposed roots. Sand replenishment work is underway at Wongaling Beach and South Mission Beach where sand is being moved up to the top of the beach. Inspections of sea walls are under way. Coastal planners from the Cassowary Coast Regional Council and the State Government are together examining Cassowary Coast foreshores as part of whole-of-government considerations.

HEALTH ISSUES
To limit the risks of contracting potentially serious conditions such as tetanus, melioidosis and leptospirosis, the following precautions are recommended, especially during the clean-up phase:
• Wear protective footwear when outdoors • Wear gloves while working in the garden, on the farm etc.
• Cover abrasions and sores with waterproof dressings • Wash thoroughly (preferably shower) after exposure to soil or muddy water, and after working outdoors.
Tetanus boosters are available free through any emergency department or from your local doctor or medical service. Free flu vaccinations are on offer in Cyclone Yasi-affected communities at Tully, Cardwell and Mission Beach community health centres, or see your doctor.

INSURANCE ADVICE
The Insurance Council is advising policy holders who have been impacted by the cyclone to contact their insurance company as soon as possible before authorising major repairs, to take photographs of damaged goods, to keep a detailed inventory of any items that have been disposed of if you intend to claim for them and to call the Insurance Council Hotline on 1300 728 228 if you need more advice. Also, see “Legal Advice” below.

LAUNDRY/SHOWERS/TOILETS FOR THE PUBLIC
A demountable with three washing machines, a drier and a four toilet/shower complex is available for community use at the Tully Heads Community Hall. A four-toilet/shower block is also open at the council’s Hull Heads camping ground. In Cardwell a toilet, shower and laundry has opened at the community hall.

LEGAL ADVICE
People can ring the Queensland Floods/Cyclone Legal Help Line on 1300 65 11 88 for cyclone-related legal information or assistance, or log on to www.floodlegalhelp.qld.gov.au A number of legal issues relating to Queensland natural disasters insurance claims are being addressed, including housing and tenancy issues and lost or destroyed document issues.

MISSION BEACH BOAT RAMPS
The tourism resorts at Dunk Island and Bedarra Island will be transporting cyclone debris via barge to Mission Beach. Access to the boat ramps at Mission Beach will be required and some congestion on those facilities may be experienced by recreational boat users. Please understand that this arrangement is temporary and assists with the recovery of these important tourism facilities.
**MULCH – FREE TO RESIDENTS**

There are mountains of mulch, processed from green waste, and it’s free for residents. You can go to your nearest transfer station, not the mulching stations, to collect mulch for private use (not commercial use). Bulk mulch is available to commercial operators, in particular to agricultural ventures, on request. Ring 4030 2222.

**POOL FENCES**

Swimming pools without adequate fencing pose a threat to young lives. Pool owners are urged to prioritise repairs to damaged pool fences.

**PUBLIC SHOWERS/LAUNDRIES – CARDWELL, TULLY HEADS, HULL HEADS**

A block of toilets, showers and a laundry have been set up for public use at the Tully Heads Community Hall and at the Cardwell Community Hall. A shower and toilet block is open at Hull Heads.

**RATES REMISSION FOR UNINHABITABLE/BADLY DAMAGED HOMES**

People with severely damaged homes which are uninhabitable can apply for a rate concession of 50% of the general rate up to a maximum of $250 for this half-year. For those who have excess water readings as a result of Cyclone Yasi damage to their internal water supply, arrangements are in place to apply average consumption levels.

An extended payment arrangement is provided for those most in need. Under such arrangements interest is not charged on arrears and ratepayers have until December 31 to complete the payment obligations. These measures will collectively cost the community an estimated $312,250.

Council delayed levying its half-yearly rates for six weeks to help residents as they coped with the aftermath of Cyclone Yasi. However rates notices are now out and residents are encouraged to take advantage of the 15 per cent discount on general rates by paying by the close of business on Friday (April 15).

The cyclone has put tremendous pressure on services and the payment of rates is critical for Council to continue to provide services to the community and help with rebuilding. Council would like to do more to assist, however it is mindful that funding for more assistance would need to be met through rate revenue or paid for through a reduction in services.

Details of Council’s assistance measures, including application forms, can be found at www.cassowarycoast.qld.gov.au or by ringing 4030 2222.

**RECOVERY INFORMATION CENTRES**

There are four recovery information centres. The **Tully** centre is in the Tully Visitor and Heritage Centre on the Bruce Highway (but will soon be moving to a new building between the Tully Civic Centre and the Tully Library). The **Cardwell** centre is at the Cardwell Library, the **Mission Beach** centre is in a Woolworths complex shop space and the **Tully Heads-Hull Heads** centre is in the Tully Community Centre. These are information and referral service centres, operating from 9am to 5pm on Mondays, Tuesdays and Fridays and from 9am to 7pm on Thursdays. (The Tully Heads one is open from 10am-2pm.) Go to these centres for advice on financial assistance plus help with housing assistance, counselling services etc.
RED CROSS TRAINING FOR DISASTER ASSISTANCE
Do you want to help when a disaster strikes? Red Cross is calling for volunteers. There will be one-day training sessions across the state. Roles range from registering people at emergency or recovery shelters, providing outreach to people in their homes or helping at community recovery events. There is a training session in Innisfail on May 3, Ingham on May 12, Cairns on May 4 and Townsville on May 20. For more information, or for help, ring 1800 733 111 or log onto qdeergencyvolunteers@redcross.org.au

ROADS
Council crews are spread out between road maintenance, cyclone debris collection and drainage clearing work. Pothole maintenance is ongoing. Reconstructing damaged roads is commencing, as is re-grading and profiling of roads. An early estimate of the damage bill for roads is more than $50M. Another early estimate is that 30 per cent of the roads have been significantly damaged, while many others have suffered lesser damage. This damage ranges from potholes and gravel wash-off to blocked drainage, landslips and pavement failure. Some sections of road will require a complete reconstruction.

The landslip at Alexander Drive, Bingil Bay, has been cleared and the road is open again. However there may be closures and reassessments in times of heavy rain, and additional works will be needed in coming months to enhance the temporary stabilisation works.

Please take care on our roads and adjust your speed to the changed cyclone and rain-related conditions.

SALVATION ARMY – RING 1300 66 22 17
The Salvos have staff and centres to assess people for the following forms of assistance: immediate small grants for goods to restock food and pantry supplies; replacement of essential goods not covered by insurance; access to specialized trauma counseling, pastoral care and support; access to financial counselling.

SES – RING 132500
State Emergency Service volunteers are continuing to work extremely hard for the community, largely re-securing tarps at the moment. The last of the interstate volunteers have left the region but our amazing local volunteers are still on the job.

SPORTING GRANTS/COMMUNITY GROUP GRANTS
Financial assistance and support may be available for sport and recreation clubs damaged by Cyclone Yasi. There are grants available through Sport and Recreation Queensland for damage sustained to grounds and equipment after Cyclone Yasi. For more information on the type of support and assistance available, call 1300 656 622 or visit the Sport and Recreation website.
Community groups, sporting clubs and not-for-profit organisations can also register for potential assistance, if they have suffered damage to infrastructure/equipment, by logging on to www.qldreconstruction.org.au/joining-forces
STINGER NETS INFORMATION
Please remember it is still stinger season. The Etty Bay stinger net is now back in. For more advice on which stinger nets are in the water post-cyclone Yasi, log on to http://www.northqueenslandlifesaving.com/beachupdates.htm

WASTE DISPOSAL & COLLECTION
The final round of kerbside collections for cyclone debris (which does not include demolition waste) began on Monday April 11 and will end just before Easter on Thursday April 21. Residents were asked to have their material out on the kerb by April 11.

Crews will be working outwards from built-up to rural areas during this period. Residents are asked to again separate their cyclone debris, making different piles for green waste and other materials.

Any remaining asbestos is to be double-bagged and clearly marked. Residents are also advised to keep their collection piles out of the gutters, to avoid creating localised flooding. Regulated waste such as chemicals, batteries, paint, tyres and vehicles are not to be placed for collection and are required to be taken to approved transfer station sites.

There have been 59,528 truck movements (as of Friday April 8) for all waste removal since Cyclone Yasi. More than 600,000 cubic metres of waste has been removed. The bulk of that is green waste (483,000 cubic metres). This green waste has been processed into 193,300 cubic metres of mulch – enough to fill a football field to higher than the light towers ie more than 32m high. The busiest sites have been Cardwell (12,500 truck movements), Mission Beach (12,423 truck movements) and the combined Tully sites (9,956 truck movements). There have been 6,261 truck movements for the old Innisfail High School site and 5,181 for Hull Heads.

The region’s transfer stations are open for all normal waste and cyclone debris (except Stoters Hill re cyclone debris). Along with the permanent transfer stations located at Cardwell, Tully, Hull Heads, Murray Upper, Mission Beach, Bells Creek near El Arish and Stoters Hill at Innisfail, extra sites have been established. Those that still remain open are:

**Tully:** The council reserve on Anderson St beside the council depot for green waste. Trucks should go to the Tully landfill on Tully Gorge Rd. Trucks with metal debris only can go to the Aerodrome Road site.

**Mission Beach:** Trucks with green waste go to the car park area at MARCS Park.

**El Arish:** Area near Council depot – trailers and utes (green waste and cyclone debris)

**Mena Creek:** Sharpies Park for trucks with green waste only.

**Innisfail:** The old high school site on Stitt St for trucks with green waste only.

WHEELIE BIN ADVICE
Council has now received its order of extra wheelie bins. They will be distributed in the community in the near future. Residents who are missing their bins can ring Council on 4030 2222.