

MESSAGE FROM MAYOR & COUNCILLORS

To all flood-affected residents, thank you for your patience, strength and courage. The number of people who volunteered their time and services have got us to where we are now, but there's still a lot to do.

This newsletter has information on the services and organisations that can help you.

Your council has taken on the responsibility of co-ordinating the many offers of help, goods and services that have been generously donated to help flood-affected residents. To do this we need your help with information, so I encourage you to read this newsletter.

Mayor Paul Pisasale
City of Ipswich

COUNCIL FLOOD ASSISTANCE PACKAGE

Council has recently released a Flood Recovery Assistance Package to help flood-affected residents and businesses by **minimising processing times and either waiving or halving fees.**

If property has some flood damage but is structurally sound...

- Make sure you contact your insurer and obtain their approval before undertaking any major building works.
- A Building Services Authority (BSA) licensed contractor is needed for any building work over the value of \$3300 (including labour and materials).
- If you propose to repair flood damage, no planning application is required, however building approval may be needed if repairs are structural.
- If the building has heritage or character protection, special provisions apply.
- If the plumbing works involves reinstating existing fittings (baths, sinks, taps) in their current location, no council plumbing approval is required. Contact a licensed plumber for installation.
- If replacing damaged pipes or drains and new fittings in the same location and design, council plumbing approval is required through a simplified, fast track, on site inspection and approval process. This should be arranged through a licensed plumber. There are no application fees for the plumbing application.

If property has major damage as a result of flood...

- Contact a building certifier or professional engineer to determine the extent of any structural damage and whether it can be repaired or needs to be demolished.
- Make sure you contact your insurer and obtain their approval before undertaking any major building works.
- A Building Services Authority (BSA) licensed contractor is needed for any building work over the value of \$3300 (including labour and materials).
- Building works approvals (including demolition) can be issued by either licensed private or council certifiers.
- If you propose to repair flood damage, no planning application is required, however building approval may be needed if repairs are structural.
- If you need to completely rebuild your home, provided you are replacing the building as it was, you don't need planning approval. However, if you intend to change the location, size, materials or use of the building, you should review council's planning scheme to confirm if a planning approval is required. If you intend to completely change the design of the building, planning approval is required but the fee will be halved.
- If the plumbing works involves reinstating existing fittings in their current location, no council plumbing approval is required. Contact a licensed plumber for installation.

- If replacing damaged pipes or drains and new fittings in the same location and design, council plumbing approval is required through a simplified, fast track, on site inspection and approval process. This should be arranged through a licensed plumber. There are no application fees for the plumbing application.

If you want to raise the height of your house...

You will need a building approval and, in some instances, if it exceeds the maximum height allowance specified in council's planning scheme, you may need a planning approval from council. For further information, please phone 3810 6666 and ask to speak to the duty planning officer.

If I want to relocate my house on my site...

You will need approval from a building certifier but planning approval is not required unless the land is within a character zone or is a State-listed heritage place.

Good tips on rebuilding...

The Building Services Authority (BSA) Disaster Recovery website can provide you with advice, fact sheets and FAQs, and also has a contractor and supplier register. This site will also provide you with information on asbestos.

- For further information, visit www.bsadisasterrecovery.qld.gov.au

LOST IDENTITY DOCUMENTS

Official documents...

If you have lost important documents such as birth, death, marriage or change-of-name certificates because of the flood, you can apply for replacements free of charge. Simply apply at a courthouse, at a Queensland Government Agent Program office, or contact the Registry of Births, Deaths and Marriages either on 1300 366 430 or email BDM-mail@justice.qld.gov.au. Birth certificates are important documents, particularly for identification purposes with banks. These arrangements will be in place until the end of March. For more information go to www.justice.qld.gov.au/justice-services/certificate-fees-waived.

Licences...

The Department of Transport and Main Roads is helping flood-affected residents and businesses by offering free replacement driver licences for of lost or damaged cards. For more details, phone 13 23 80.

Tax returns...

Flood-affected businesses and residents can get their tax payments deferred and refunds fast-tracked with the Australian Tax Office. The ATO is encouraging businesses to take advantage of the offer of a free record construction service which can help put together replacement records for those lost in the floods. For more information on ATO services, phone the dedicated emergency support line on 1800 806 218 or go to www.ato.gov.au.

COUNSELLING HELP

MOST people will have some kind of emotional reaction to a traumatic event. While everyone's reaction is unique, there are a number of common reactions including emotions of shock, fear, anger, sadness and shame, troubles sleeping, withdrawal from relationships and work, reoccurring images, and either an increased or decreased appetite.

It is reassuring to know that, even though these feelings can be unpleasant, they are the reaction of a normal person in an abnormal situation.

It is important to talk to someone close by, or seek professional help if the symptoms become too much or you have no one to talk to about your experience.

Remember, you are not alone. There are a number of resources and services available that can help. These include:

■ LIFELINE Phone 13 11 14

Lifeline Australia maintains a telephone counselling service in addition to providing information, referral and other services in the community.

■ RED CROSS Phone 1800 733 111

The Australian Red Cross has a number of free information booklets and fact sheets on recovering from a disaster and cleaning up after a flood.

■ SALVO CARE LINE

Phone 1300 363 622

Salvo Care Line is The Salvation Army's 24-hour telephone counselling service.

■ RELATIONSHIPS AUSTRALIA

Phone 1300 364 277

Relationships Australia offers counselling for couples, individuals, and families who are seeking improved relationships, or resolution of relationship difficulties.

■ BEYOND BLUE Phone 1300 22 4636

The beyondblue info line provides access to information and referrals to relevant services for depression and anxiety related matters. You can call for the cost of a local call.

■ KIDS HELPLINE Phone 1800 55 1800

Operated by BoysTown, Kids Helpline offers phone, web and email counselling for young people aged five to 25.

■ FACT SHEETS

A series of fact sheets on coping with stress and traumatic events can be found at www.health.qld.gov.au/floods/stress_well.asp.

IMPORTANT CONTACTS

■ Ipswich City Council: 3810 6666, www.ipswich.qld.gov.au

■ Disaster Recovery Hotline: 1800 173 349

■ Qld Govt: www.qld.gov.au/floods

■ State Emergency Services: 13 25 00

■ Insurance Council of Australia: 1300 728 228

■ Centrelink: 180 22 66
www.centrelink.gov.au

■ Energex: 13 62 62
www.energex.com.au

■ Origin Energy (gas): 13 24 61

■ Queensland Urban Utilities: 13 23 64

■ Building Services Authority: 1300 272 272, www.bsa.qld.gov.au

■ Electrical Safety Infoline: 1300 650 662

■ Legal Aid Qld: 1300 651 188

■ Office of Fair Trading: 13 13 04

■ Ipswich Hospital: 3810 1111

■ Financial Ombudsman Service: 1800 337 444

■ Insurance Council Hotline: 1300 728 228

■ Red Cross shop, Ipswich: 3202 3176

■ Lifeline Superstore Ipswich: 3816 9633

■ Salvos Store Bundamba: 3282 5804

■ St Vincent de Paul: Goodna 3010 1096, Ipswich 3812 2055

■ RSPCA: 3246 9999

■ Animal Welfare League: 5509 9000

■ Queensland Housing Crisis Line: 3367 2522

■ Department of Communities, Ipswich: 3280 1777

COMMUNITY RECOVERY CENTRES

Community Recovery Centres, run by the Queensland Government's Department of Communities, continue to operate within Ipswich but will be closing shortly. Please visit www.communities.qld.gov.au for locations and closure times.

Flood-affected residents who have yet to get help from local Community Recovery Centres can call 1800 173 349 for more information and assistance.

GOVERNMENT ASSISTANCE

If you don't have insurance, you may be eligible for grants to replace household items. For more information, contact 1800 173 349.

One-off payments are available through Centrelink of up to \$1000 per eligible adult and \$400 per eligible child. For criteria or information, contact Centrelink on 180 22 66 or go to www.centrelink.gov.au.

FURTHER ASSISTANCE

If your home was flooded and you still need some essential household items, help may be available at volunteer-run centres:

- Salvation Army, Coal Street, Bundamba.
- Shiloh Church, 72 Redbank Plains Road, Goodna.
- Riverview Neighbourhood House, Mitchell Street shop, Riverview.
- St Vincent de Paul. Call 3010 1096 for Goodna, 3812 2055 for Ipswich.

BEWARE OF SCAMS

Be cautious when engaging tradespeople and services, because while some will be legitimate, some may be scammers.

Ask the trader for proof of identity, take down details and also note their vehicle's registration.

Never fall victim to high-pressure sales tactics. Under the terms of the Fair Trading Act, you are entitled to a 10-day cooling off period. Read all the terms and conditions carefully.

For more information on possible scams, contact the Queensland Government on 13 74 68.

CLEAN-UP HINTS

■ Residents who still have flood-affected materials or debris to remove, can contact council on 3810 6666 to order a free skip.

■ The Building Services Authority has fact sheets and step-by-step lists on rebuilding after natural disasters. The common sense lists include tips like: Contact your insurance company immediately and take notes of who you spoke with, the times and a summary of the conversation; take photographs; keep records and receipts of costs of emergency repairs; prepare a written record of your losses listing each item damaged, keeping copies of receipts for all repair costs.

The BSA also recommends obtaining at least three quotes and ensuring the tradesperson is licensed. Also get a written contract that clearly states the price, start and finish dates and a cooling off period if the works cost more than \$3300. It is also important to get any post-contract changes or 'variations' in writing and priced.

■ Many of the flooded Ipswich homes were built before 1990 and therefore could have materials containing asbestos which could pose a hazard when cleaning up. You can't tell if materials contain asbestos by looking at them, so if in doubt, don't touch it. More information is available by phoning 1300 369 915 or visiting www.worksafe.qld.gov.au.

YOUR MAYOR & LOCAL COUNCILLORS

Mayor Paul Pisasale
Phone (07) 3810 6201

Division 1 - Cr David Morrison
Phone (07) 3818 3100
Email dmorrison@ipswich.qld.gov.au

Division 2 - Cr Paul Tully
Phone (07) 3818 6900
Email ptully@ipswich.qld.gov.au

Division 3 - Cr Victor Attwood
(Deputy Mayor)
Phone (07) 3288 5899
Email vattwood@ipswich.qld.gov.au

Division 4 - Cr Trevor Nardi
Phone (07) 3816 2444
Email tnardi@ipswich.qld.gov.au

Division 5 - Cr Heather Morrow
Phone (07) 3281 8700
Email hmorrow@ipswich.qld.gov.au

Division 6 - Cr Cheryl Bromage
Phone (07) 3810 6556
Email cbromage@ipswich.qld.gov.au

Division 7 - Cr Andrew Antonioli
Phone (07) 3810 6208
Email aantonioli@ipswich.qld.gov.au

Division 8 - Cr Charlie Pisasale
Phone (07) 3282 9600
Email cpisasale@ipswich.qld.gov.au

Division 9 - Cr Sheila Ireland
Phone (07) 3810 6231
Email sireland@ipswich.qld.gov.au

Division 10 - Cr David Pahlke
Phone (07) 3810 7888
Email dpahlke@ipswich.qld.gov.au

COUNCIL WEBSITE
www.ipswich.qld.gov.au

HELP US HELP YOU

TO better help Ipswich residents, council is collecting information about how the flood has affected residents and the services you still need. Please take a moment to fill out this form and return to council at the Customer Call Centre in the Ipswich Mall, mail it to PO Box 191 Ipswich Qld 4305, or drop it at your local councillor's office, as soon as possible.

The basics...

Name.....
Contact number.....
Street.....
Suburb.....
Email.....

Damage caused...

Where did the water level reach?
 Below the floorboards, under liveable areas
 1m depth in liveable areas
 2m depth in liveable areas
 Over the roof

What was damaged?

House
 Shed
 Pool
 Other.....

Insurance...

Do you have building insurance? Yes No

Were you covered for flood? Yes No

Do you feel you have been treated fairly by insurance companies? Yes No

Name of insurer.....

More details.....

Do you have contents insurance? Yes No

Were you covered for flood? Yes No

Do you feel you have been treated fairly by insurance companies? Yes No

Name of insurer.....

More details.....

Help needed...

Council has received numerous offers from volunteers to help in the clean-up process, as well as donations of household items. With such a large number of people offering goods, services and discounts, it's important to know what is needed and where so we can connect offers with residents.

CLEANING

Skip for rubbish
 Gerni
 Manpower

When needed.....

REBUILDING

Electrician
 Plumber
 Builder
 Plasterer
 Tiler
 Gas fitter
 Other tradesperson.....

When needed.....

HOUSEHOLD ITEMS

Small appliances (kettles, toasters etc).....
.....
 Fridge
 Washing machine

When needed.....

CLOTHING

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When needed.....

INFORMATION YOU WOULD LIKE US TO KNOW

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THANK YOU

Ipswich City Council is collecting your personal information so that we can collate data on flood damage and co-ordinate donations and services. We will not disclose your personal information outside of Council unless we are required by law or you have given your consent. However, in order to perform the above functions, we may need to disclose your personal information to third party charity organisations and volunteers offering their help and services. By completing and signing this form and returning it to Council, we will consider that you have given us your consent to manage your personal information in the manner described in Council's Privacy Statement, Personal Information Digest and this collection notice.

Are you happy to have someone contact you to discuss your situation? Yes No Signed.....