

**Redland City Council**

# **Event-Specific Recovery Action Plan**

## **Tropical Cyclone Alfred**

June 2025



## Acknowledgement of Country

Redland City Council is committed to working with Traditional Custodians, supporting their role as custodians of their traditional lands and helping ensure the future prosperity and cultural enrichment across Redlands Coast.

Council acknowledges the Goenpul, Ngugi and Noonuccal First Nations Peoples of the Quandamooka region and recognises that the Quandamooka People are the Traditional Custodians of much of Redlands Coast.

Council also extends its acknowledgement of Traditional Custodians to the Danggan Balun (Five Rivers) claimant group who are currently in the process of Native Title determination for an area that crosses into southern Redlands Coast.

## Key Resources

- [Redland City Council Local Recovery Sub-Plan](#)
- [Redland City Council Local Disaster Management Plan \(LDMP\)](#)
- Event impact data
- Recovery impact assessments

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Cover image: Strong winds caused a major impact across the Redlands Coast islands and mainland with green waste clean-ups taking months to complete. Source: Redland City Council.

Report prepared by  on behalf of Redland City Council.

Recovery works are jointly funded by the Australian and Queensland governments through the Disaster Recovery Funding Arrangements.



Australian Government



Queensland Government

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Our visits to Redland City enabled us to experience a skilled disaster management team taking actions and setting priorities to best protect their local communities.

On the Southern Moreton Bay Islands and at “Straddie”, we heard from the Redlands Coast Community Champions who are such an important link in the chain!

We were very impressed with the highly effective disaster management planning, response and recovery efforts in such a physically diverse community.

All stakeholders, emergency responders and the community on the same page... it doesn’t happen everywhere, but it does on Redlands Coast.

Redland City has a disaster management team that is committed to learning from every experience and opportunity.

We think that the local islands, including Coochiemudlo, are special places with unique needs, and we have made recommendations accordingly.

**Colonel Justin O’Connor** (Retired)  
State Recovery Coordinator—Tropical Cyclone Alfred

*Image: Queensland Reconstruction Authority provided Tropical Cyclone Alfred support to Redland City with (from left) Regional Liaison Officer Operations, Chris Baker; State Recovery Coordinator, Colonel Justin O’Connor (Retired) and State Deputy Recovery Coordinator, Peter Matic, on Russell Island. Source: Redland City Council.*



## About the Redlands Coast community

The Redlands Coast region is a thriving, well-connected community located in south-east Queensland, 26km from Brisbane CBD. Spanning 537 square kilometres of coastlines, bushland, rural hinterland, and the islands of Moreton Bay, the diverse landscapes is home to over 166,000 people (30 June 2023), with more than 22% of residents born overseas.

Major centres such as Cleveland, Capalaba and Victoria Point are considered the region's hubs, alongside a number of key mainland and island villages.

Redlands Coast has six inhabited islands, including the culturally rich North Stradbroke Island (Minjerribah), Coochiemudlo (Goochie Mudlo) and the four Southern Moreton Bay Islands; Russell (Canaipa), Macleay (Jencoomercha), Lamb (Ngudooroo) and Karragarra (Karragarra).

Minjerribah (population 2,228) has three main townships—Dunwich, Amity and Point Lookout—and is accessed by vehicular and passenger ferry services from Cleveland. The Quandamooka People are the traditional owners of Minjerribah, with 2.3% of residents identifying as Aboriginal and Torres Strait Islander.

The Southern Moreton Bay Islands (population 8,601) are accessed by vehicular and passenger ferry from Redland Bay while Coochiemudlo Island (population 850) is reached via ferries from Victoria Point.

The island communities rely on the mainland for higher order services, facilities and shopping and have a higher level of disadvantage compared to the mainland population.

Redlands Coast subtropical climate means residents are familiar with the impacts from storms, heavy rainfall, and coastal hazards. Despite these challenges, the community continues to cultivate a culture of preparedness, adaptability and collective responsibility. Proactive partnerships between Council, emergency services, Traditional Owners, community groups, and local businesses drive a shared commitment to disaster recovery and resilience. The Redland recovery efforts from Tropical Cyclone Alfred will focus on rebuilding stronger, with the community at the heart of decision-making.

# Tropical Cyclone Alfred event summary

On 23 February 2025, Tropical Cyclone (TC) Alfred was declared off the northeast coast of Queensland. Initially tracking southward along the coast, TC Alfred gradually shifted westward toward south-east Queensland, intensifying to a Category 2 system by 4 March. Between 4 and 7 March, TC Alfred slowed and fluctuated in intensity due to interaction with a high-pressure ridge and varying sea surface temperatures. The system was downgraded to a Category 1 cyclone in the early hours of 7 March, maintaining strong winds and heavy rainfall as it approached the coast.

On the evening of Friday 7 March, TC Alfred impacted the Moreton Bay Islands as a Category 1 system. The cyclone impacted Point Lookout on North Stradbroke Island around midnight as it crossed nearby Moreton Island early Sunday morning, before weakening into a tropical low. The system then moved westward, crossing the southeastern Queensland coast near Bribie Island on Saturday evening, 8 March.

TC Alfred brought widespread impacts across Redland City, including intense rainfall leading to flash and riverine flooding, and damaging winds that downed trees, power poles, and critical transmission infrastructure. Power and communications outages began on Wednesday 5 March and persisted in several locations. While most areas had power restored by Thursday 13 March, full restoration to harder-hit locations such as Mount Cotton and Lamb Island was not achieved until Sunday 16 March.

In response to the widespread scale of impact to the south-east Queensland region, on 13 March 2025, the Queensland Government appointed Colonel Justin O'Connor (Retired) as the State Recovery Coordinator (SRC), and Peter Matic as Deputy State Recovery Coordinator (D/SRC). Both coordinators have worked with the Queensland Reconstruction Authority (QRA) to support impacted communities across south-east Queensland.

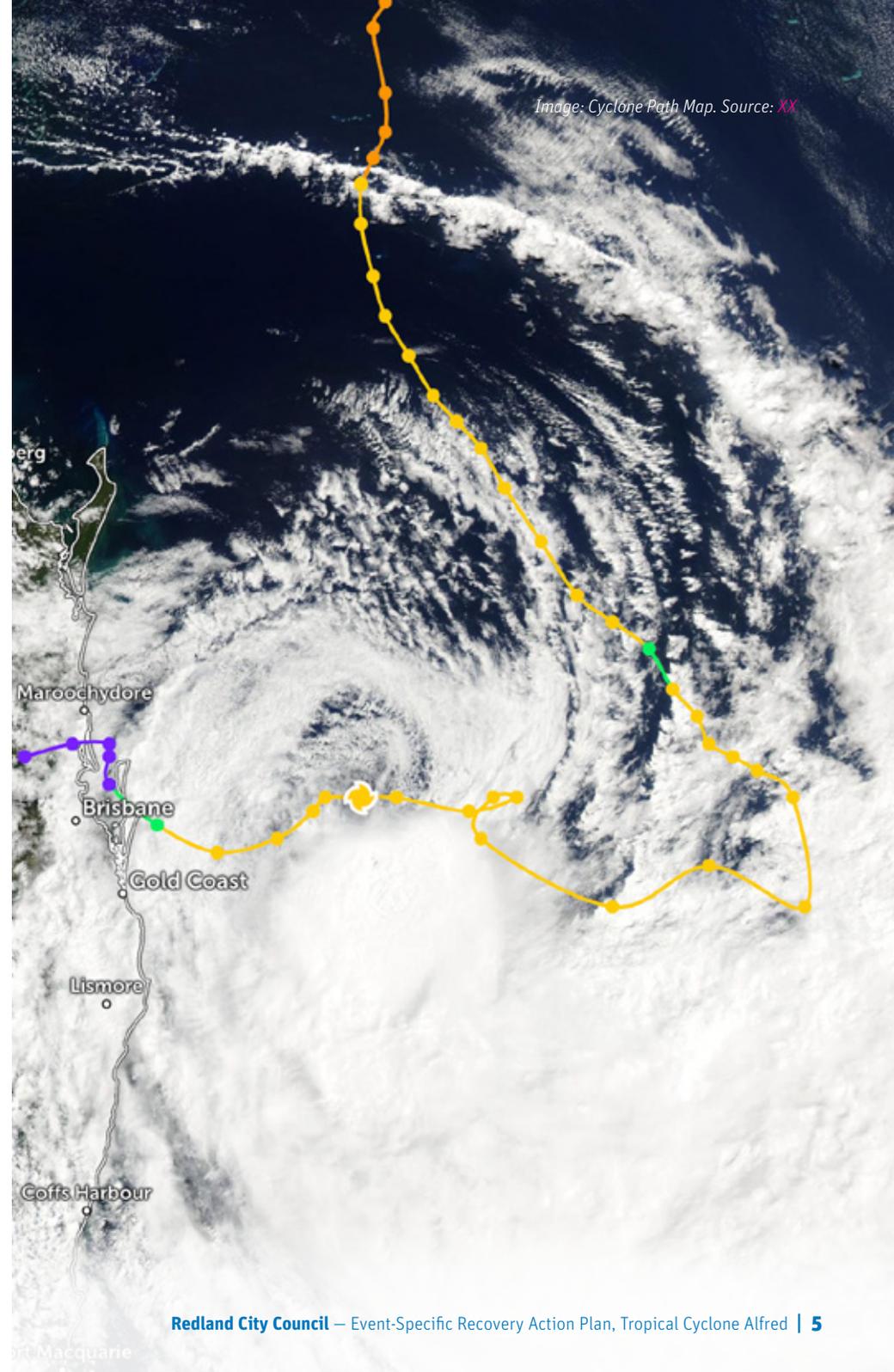


Image: Cyclone Path Map. Source: XX

Image: TC Alfred path map. Source: [Zoom Earth](#).



## Response and early relief efforts

Redland City's proactive planning, effective coordination, and strong community engagement were pivotal in managing the impacts of TC Alfred. Their response to the event was considered a 'whole-of-city' effort and involved collaboration with multiple external agencies as well as community members, highlighting the resilience and close-knit relationships within the community and between Council and other stakeholders.

The Local Disaster Management Group (LDMG) commenced preparing for TC Alfred on 25 February 2025, moved to 'Lean Forward' on 2 March and 'Stand Up' on 3 March. The LDMG collaborated with at least 47 agencies, including the State Emergency Service (SES), Queensland Police Service (QPS), Queensland Fire Department (QFD), Australian Defence Force (ADF), Disaster Relief Australia (DRA), and staff from Townsville City Council, Mackay Regional Council, and Douglas Shire Council. Community volunteers also played a significant role in supporting response efforts as part of Redlands Community Champions Program. After-Action Review debriefs were conducted with the LDMG, Local Disaster Coordination Centre (LDCC) staff, Council Operations, Local Recovery Group and the Councillors. A full report will be presented to Council and contains 17 recommendations for their consideration.

The Local Recovery Group (LRG) moved to 'Stand Up' on 5 March 2025 to operate in parallel with the LDMG, ahead of TC Alfred making landfall. This proactive decision enhanced Redland City's preparation for recovery. By initiating recovery operations early:

- The LRG reduced delays typically associated with transitioning from response to recovery, allowing for a more seamless and immediate recovery process.
- Early identification and assessment of disaster impacts enabled targeted recovery actions to begin sooner, minimising community frustration and disruption.
- The LRG proactively sought early activation of the Disaster Recovery Funding Arrangements (DRFA) which opened critical support pathways for affected residents and businesses in anticipation of the event's impact.

The early coordination between the LDMG and LRG is considered to have strengthened the overall management of the event, thus providing improved outcomes for the Redlands Coast community.

The LDMG stood down on Monday 20 March, while recovery efforts continue to be managed through the LRG.

## Community engagement and support

In preparation for the event impact, the Council distributed over 155,000 sandbags and 1,200 tonnes of sand from eight locations to help residents protect their properties against inundation. SES volunteers responded to approximately 1,200 requests for assistance during the event. Energex reported power outages affecting over 41,000 customers, including more than 9,000 in isolated island communities.

Relief operations supported 47 evacuees across six places of refuge and five drop-in centres.

Outreach activities and messaging was provided prior to the event impact to support people experiencing homelessness. Council officers visited vulnerable areas to provide relocation advice to residents for their safety. There were 23 people connected to services and support, including 14 people that were assisted to shelter.

## Communication and information sharing

In the wake of Tropical Cyclone Alfred, clear and effective communications were essential to help Redland City recover from significant damage, particularly in the form of unprecedented amounts of green waste.

A large percentage of public information messaging was focused on providing timely updates about critical services and infrastructure, distributing information from Council and many of the 47 external agencies (such as Energex, SES and SeaLink) involved in the recovery operations.

Council's recovery communications also sought to offer the local community a sense of connection and reassurance by sharing messages about drop-in recovery hubs, financial support, mental health services, food drops and free locations for re-charging phones and other devices.

Communications were required on a very broad range of topics with the content reflecting work completed across the Redland Local Disaster Recovery Group subgroups: Human and Social, Economic, Environmental and Infrastructure.

## Immediate relief and recovery efforts

Post-event recovery clean-up commenced immediately following the event, with a focus on waste management operations and rapid damage assessments across the region. The community actively participated in disposing of vast amounts of waste responsibly. Businesses were provided with advice pre and post event about how to manage food waste safely. A portal was established to allow vulnerable residents to seek assistance with waste management on private property. Assessment of foreshore areas was completed to address erosion and land slips which were damaged by severe winds, high tides and storm surge. Island communities demonstrated resilience with crews working around the clock to aid in clean-up activities and identify event impacts, including the assessment of coastal and environmental damage.

To support impacted residents, Community Recovery Hubs and Pop-ups were opened on the mainland and residential islands between 10 March and 11 April 2025. The LRG approved the recovery hub plan and operating model pre event which facilitated immediate deployment and access for residents post event.

## Financial assistance

As of 22 May 2025, more than \$13.2 million in Personal Hardship Assistance Scheme (PHAS) grants were approved for Redland City, benefiting over 63,000 residents impacted by the cyclone.

The Redland local government area (LGA) was activated for 11 assistance measures under the Disaster Recovery Funding Arrangements (DRFA). More information on the activated DRFA for the Redlands LGA can be found on the Queensland Reconstruction Authority (QRA) [website](#).



# TC Alfred snapshot



**\$13.2 million**  
in personal hardship  
assistance paid



**39%**  
of local businesses closed  
for up to 7 days



**700+**  
requests for help with green waste



**64,700**  
Redlands Coast residents  
received grants



**3000+**  
safety checks were conducted  
on Council assets



**40+ tonnes**  
of food and odorous waste collected



**4600+**  
residents visited a local  
Community Recovery Hub



**32**  
BushCare sites were inspected



**41,000+**  
Redland City customers  
experienced power outages



**1700**  
free meals were donated by  
Turbans 4 Australia



**500+**  
welfare phone calls to sport and  
community groups, businesses,  
vulnerable residents

# Disaster impact summary



## Human and social as of June 2025

- Communities were isolated due to transport network impacts including ferry closures, and widespread communication and power outages.
- Homeless communities were particularly vulnerable during the height of the event.
  - ▶ 6 places of refuge stood up across the city.
  - ▶ The Rock Church and Bayside Salvation Army provided shelter.
- SES/QFD data identified 267 vulnerable Redlands Coast residents who were then contacted to ensure they were aware of available support:
  - ▶ 65 residents were provided information on Community Recovery Hubs and financial assistance grants.
  - ▶ 19 had infrastructure and waste matters.
  - ▶ 11 welfare checks were completed.
- 4 residents displaced due to residential property damage.
- Carers were unable to reach clients on the islands and mainland.
- Food security challenges during the event included residents running out of food and unable to cook due to extended power outages and limited supply of butane gas on SMBI.
  - ▶ Amity Trader delivered emergency provisions and ice to Coochiemudlo Island.
  - ▶ Turbans 4 Australia delivered 1700 free meals to the islands, including First Nations peoples communities.
- Bay Islands Community Services Inc, Redland Community Centre, and community groups, supported food relief, essential items and connection.
- Residents of Moopi Moopi Aged Care facility were relocated from Dunwich, North Stradbroke Island to St Vincents Kangaroo Point, returning when safe to do so.
- Schools in the region were closed due to safety concerns and impacts such as power outages, fallen trees, and flooding, reopening when safe to do so.
- Residents were supported by Community Champions and volunteers to clear out fridges and dispose of food waste.
- Increase in mental health concerns during and post event.
  - ▶ Family stress, harbour closure impacts, cost of living, temporary living arrangements, no identification to access financial assistance, property damage, insurance claims, and isolation, compounded due to the rain event.
  - ▶ As of 12 April 2025, 4,612 Redland residents accessed in-person support at Community Recovery Hubs and Pop-Ups. 52% of total attendance occurred at an island-based Pop-Up.
  - ▶ As of 22 May 2025, more than \$13.2 million had been paid to grants applicants from the Redland LGA through the Personal Hardship Assistance Scheme (PHAS).
  - ▶ As of 17 April 2025, 65,220 calls had been made to the Community Recovery Hotline related to this event.
  - ▶ As of 17 April 2025, 1,675 calls had been made to the Lifeline Disaster Counselling Hotline (1800 116 671), with 1,422 instances of psychological aid delivered, and 3,365 referrals made to support services related to this event.
- GIVIT was activated to manage donations and offers of support. As at 14 May 2025, 653 requests were received and 402 essential items provided.
- The Queensland Shelter Community Hub co-located with the State Recovery Hub on Russell Island providing a one-stop-shop for homeless and vulnerable residents to access services, support, food and essential items.
- Redlands Satellite Health Centre was temporarily closed due to power outages and access issues.
- Brisbane South Primary Health Network responded rapidly to support General Practitioners and pharmacies to be operational for the community.
- 5 drop-in centres and Council libraries became meeting places for residents without access to power or communications.



## Infrastructure as of June 2025

- Damage to power and communication infrastructure:
  - ▶ Over 41,000 residents and businesses sustained power and communication outages, some for up to 10 days.
  - ▶ Traffic lights out due to loss of power.
  - ▶ No electricity on islands resulted in pumps in septic systems not working, sewers overflowing and residents not able to flush toilets.
- Damage to sewerage networks and manhole overflows.
- Impacts to public transport networks:
  - ▶ 5 intersections were without power.
  - ▶ 78 road closures due to fallen power lines, trees and flooding.
  - ▶ Ferries ceased operations for 4+ days.
  - ▶ Damage to Marine Safety Queensland's Yabby St and Wellington Point jetties.
  - ▶ 3 drainage culverts were reported damaged.
- Greyhound Racing Club extensively flooded.
- Damage to homes and businesses:
  - ▶ 5 with severe damage,
  - ▶ 8 with moderate damage, and
  - ▶ 58 with minor damage
- Significant green waste accumulation across mainland and island communities.
  - ▶ Green waste collection commenced on 17 March 2025, including 150 green waste loads taken from islands.
  - ▶ Disaster Relief Australia (DRA) was engaged to assist with clean-up and green waste collection on private property until 9 April 2025.
  - ▶ Over 762 requests for assistance with green waste.
- Damage to park infrastructure:
  - ▶ 12 shade sails damaged.
  - ▶ Capalaba Regional Park closed due to flooding and damage.
  - ▶ *ParkRun* cancelled due to park and trail safety concerns.

*Image: City Water crews diligently cleaned and disinfected sewage overflows caused by the intense rainfall from Tropical Cyclone Alfred. Source: Redland City Council.*





## Economic as of June 2025

- Widespread business closures in the lead up to, during, and after the event:
  - ▶ 68% of businesses reported a period of closure.
  - ▶ 39% of businesses closed for 4-7 days, with an average of 6 days.
  - ▶ 6 businesses closed for more than 2 weeks.
  - ▶ 98% reported some level of trading impact.
- 57 businesses identified as being uninsured with many uncertain if their coverage includes event impacts.
- Tourism numbers down due to impacts to coastal areas and islands, including travel restrictions, severe erosion, debris hazards and transport disruptions.
  - ▶ Ferry terminal operations disrupted.
  - ▶ Long-term visitor confidence impacted.
  - ▶ Widespread booking cancellations, including forward bookings.
- Loss of food stock due to prolonged power outages.
- Supply chain issues.
- Over \$2.03 million impact to businesses.
- Utility disruptions impacted 26% of businesses.
- Financial loss claims impacted 22% of businesses (closure, perished stock, customer access).



## Environment as of June 2025

- Increase in public health risks due to water quality concerns linked to sewerage network impacts and stormwater run-off.
  - ▶ As of May 2025, all routine recreational water sites were within acceptable levels of Council's Recreational Water Quality Monitoring. This included North Stradbroke Island, Macleay Island, Karragarra Island, Russell Island, Coochiemudlo, Wellington Point, Victoria Point, Thorneside, Raby Bay.
  - ▶ Ambient Water Quality Program began in April to measure water quality conditions at various sites across the mainland and Southern Moreton Bay Island catchment.
- Widespread impacts occurred to the natural environment:
  - ▶ Extensive vegetation damage (fallen trees and green waste).
  - ▶ Damage to park tracks and trails, including erosion and unstable trees.
  - ▶ Severe erosion to beaches/sand dunes on islands.
  - ▶ National park closures due to damage and safety concerns.
  - ▶ Leachate expressions identified at multiple sites indicating potential environmental contamination risks.
  - ▶ 32 Bushcare sites were inspected with one placed on hold due to specific site conditions as a result of flooding. Site placed on hold has since been cleared and resumed as normal.
  - ▶ Beach access damaged at Point Lookout.
  - ▶ Shoreline washed with debris and plastic waste.
  - ▶ Relocation of osprey nests.

- Pest management impacts:
  - ▶ Increase in mosquito breeding triggered by heavy rainfall and standing water. Aerial and ground treatments were ongoing with the latest treatment occurring on the 23 May 2025.
  - ▶ Increase in advice provided to the community on the importance of personal protection measures with elevated numbers of mosquitoes.
  - ▶ Increase in fire ant movement. Treatments undertaken on Council land by Council's Pest Management Team.
  - ▶ Advice and treatment provided in green waste stockpile locations to manage fire ant biosecurity obligations.
- Surplus in food waste due to prolonged power outages and flooding:
  - ▶ Over 40 tonnes of excess food and highly odorous waste across 17 temporary bulk bin disposal sites.
  - ▶ Public health and food safety concerns following extended power outages and flooding to homes and businesses.
- Food safety impact (food businesses impacted by extended power outages and flood inundation):
  - ▶ 2 food businesses were impacted, with Council's Environmental Health Team working with the licensee's to ensure the kitchen's meet food safety requirements prior to reopening.
  - ▶ Approximately 123 food businesses were visited across the city including mainland, North Stradbroke Island, Southern Moreton Bay Islands and Coochiemudlo Island.
  - ▶ All licensed food businesses (approximately 690) were emailed important food safety and public health advice on power outages and flood inundation.
- Environmental Relevant Activities (Boat Maintenance and Repair):
  - ▶ Businesses were emailed advice on recovery measures to minimise any potential environmental pollution matters.



## Public information

In a geographically complex city, where the population is disbursed across the mainland plus North Stradbroke, Coochiemudlo, Russell, Lamb, Macleay and Karragarra islands, there were significant challenges in reaching all residents with prompt and effective public information messaging.

High winds brought down trees, power poles, transmission lines and mobile phone towers resulting in city-wide interruptions to power, mobile phone and NBN services.

Energex reported more than 41,000 Redland City customers without power, including more than 9,000 on isolated island communities. Power was not substantially returned until Thursday 13 March, with Mount Cotton and Lamb Island returning to power on Sunday 16 March.

Despite Tropical Cyclone Alfred being downgraded to a low-pressure system as it moved inland, 521mm of rain fell in the Redlands over five days, resulting in 78 road closures which further significantly impacted public information messaging efforts.

# Recovery aim and objectives

On 16 May 2025, the LRG participated in a facilitated recovery workshop, designed to capture the recovery efforts undertaken to date, and to ensure that the Redlands Coast community recovery is adequately supported.

The aim of the LRG is to deliver an effective recovery of the Redlands Coast community impacted by TC Alfred.

The objectives include:

- Resume community life and participation in community activities.
- Restore services and facilities across the city.
- Support restoration to impacted business operations.
- Build back better – repair infrastructure with greater resilience, and advocate for new fit-for-purpose infrastructure for future events.
- Maintain and leverage networks established during the event with and between residents, businesses, community groups and government agencies.

The success of the aim and objectives is achieved through the following functions and related activities.



## Human and social

- Activate places of refuge to provide emergency shelter.
- Support provision of (longer-term) temporary accommodation for displaced evacuees by:
  - ▶ Identifying displaced residents.
  - ▶ Identifying longer-term accommodation opportunities with relevant agencies.
  - ▶ Supporting access to essential needs including food, clothing, and medical provisions.
- Ensure availability of psychological support by deployment of psychosocial services to isolated and vulnerable communities.
- Ensure availability of financial and social support by:
  - ▶ Delivering information on financial assistance.
  - ▶ Activating Community Recovery Hubs across the region.
- Provision of food relief by working with the relief agencies, charity partners and business to ensure local supplies are available.
- Liaise with service agencies, NGOs and community networks to assess capacity and need.
- Ensure ongoing support for vulnerable residents throughout recovery by:
  - ▶ Identifying impacted vulnerable residents including older people, people with disability, CALD community, First Nations peoples, people experiencing ill health, and people experiencing homelessness.
  - ▶ Deploying to isolated communities to provide outreach and conduct welfare checks.
  - ▶ Ensuring residents of Moopi Moopi Aged Care facility returned safely.
  - ▶ Advocating for impacted residents and communities where indicated.
- Deliver ongoing resilience practices across the region by:
  - ▶ Working with the *Get Ready* program to build resilience within the community for future events.
  - ▶ Strengthening social connection and community cohesion across the region.
  - ▶ Providing accessible relief and recovery messaging through diverse channels.
  - ▶ Incorporating event learnings into future community recovery planning including for vulnerable groups.
- Appoint Community Recovery Officer under Disaster Recovery Funding Arrangements to support recovery objectives.



## Infrastructure

- Improve resilience and sustainability of the power and communication network by:
  - ▶ Advocating to Energex, telcos, State and Federal Government for support.
  - ▶ Investigating programs to isolate network where relevant.
- Ensure critical infrastructure is fully functional by investigating opportunities to install Starlink for critical infrastructure.
- Improve the resilience of the sewerage networks by:
  - ▶ Resourcing additional crews for clean-up.
  - ▶ Developing evidence-based reporting to support advocacy for improvement.
  - ▶ Investigating programs to improve resilience in the network.
- Improve the public transport networks by:
  - ▶ Developing a program to provide additional sheltered arenas.
  - ▶ Developing a memorandum of understanding with the Department of Transport and Main Roads to improve control of road closures.
  - ▶ Developing a memorandum of understanding with ferry/barge operators for emergency use of vessel and docking locations for fast activation post event.
- Improve waste management practices by:
  - ▶ Developing a memorandum of understanding for alternate arrangements with contractors/operators for disposal of excess waste.
- Improve the flood resilience for the Greyhound Racing Club by:
  - ▶ Advocating to State and Federal Government to deliver a flood resilient standard for the building.
  - ▶ Investigating dam holding capacity and controlled dam releases.
  - ▶ Advocating to reinstate dam gates.
- Improve the building standards by:
  - ▶ Investigating multi-use facilities.
  - ▶ Advocating to the Australian Building Codes Board for improved standards.
  - ▶ Investigating cyclone-rated construction.
- Improve green waste by:
  - ▶ Collecting and disposing of green waste in a timely manner.
  - ▶ Developing environmental risk assessments.
- Repair public assets by:
  - ▶ Identifying impacts to public assets.
  - ▶ Developing a program to repair public assets.
  - ▶ Securing recovery funding and/or adjusting capital programs (where relevant) to cover financial implications.



## Economic

- Support local business to recommence trading as soon as possible by:
  - ▶ Identifying impacts to local businesses.
  - ▶ Identifying methods to support local businesses depending on the impacts.
- Ensure businesses can access urgent supplies during disasters including primary food supplies by:
  - ▶ Identifying local resources required to support resupply.
  - ▶ Identifying local businesses that can provide the necessary resources.
  - ▶ Working with local businesses to audit key assets for deployment.
  - ▶ Developing a resource matrix to be used in future activations.
- Ensure community and business have access to local medical providers during disasters by:
  - ▶ Identifying services required to support recovery including medical and psychological support.
  - ▶ Identifying local businesses that can provide the necessary resources.
  - ▶ Including these details in a resource matrix for future activations.
- Ensure local business can access financial support by:
  - ▶ Identifying grant opportunities.
  - ▶ Communicating grant opportunities to impacted businesses.
- Appoint local business champions to support information between the islands and the mainland by:
  - ▶ Identifying local business champions.
  - ▶ Training and empowering local business champions.
- Ensure visitors return to the region by:
  - ▶ Identifying impacts to the tourism industry.
  - ▶ Creating a list of businesses that are open and operating.
  - ▶ Working with industry leads to promote tourism in the region.
- Advocate for the prioritisation of repair and/or restoration of infrastructure and natural assets that facilitate our visitor economy.
- Deliver resilience training to local business by:
  - ▶ Developing and distributing business education kits.
  - ▶ Working with an insurance specialist to provide awareness of the risks of being under-insured and how to best capture evidence needed to claim.
  - ▶ Delivering relevant information to tenants and landlords to understand their responsibilities.
  - ▶ Promoting development of business risk management plans.
  - ▶ Providing education on fair work practices.



## Environment

- Reduce public health risks due to water quality issues by:
  - ▶ Identifying impacts to water supply, sewerage networks and stormwater run-off.
  - ▶ Repairing the network where relevant.
- Ensure local vegetation recovery programs are in place by:
  - ▶ Identifying impacts to vegetation.
  - ▶ Developing and delivering a work program to repair damage.
- Ensure national parks are safe and opened for public use by:
  - ▶ Identifying impacts to park tracks and trails.
  - ▶ Developing and delivering a work program to repair damage.
- Ensure beaches are safe and opened for public use by:
  - ▶ Identifying impacts to beaches.
  - ▶ Developing and delivering a work program to repair damage.
- Ensure waste transfer stations are safe and fully operational by:
  - ▶ Identifying public health concerns.
  - ▶ Identifying impacts to waste transfer stations including locations impacted by leachate.
  - ▶ Identifying storage for additional food and green waste.
  - ▶ Developing and delivering a work program to repair damage.
  - ▶ Improving diversion of stormwater.
- Ensure sporting facilities are safe and fully operational by:
  - ▶ Identifying impacts to sporting facilities including locations impacted by leachate.
  - ▶ Developing and delivering a work program to repair damage.
- Ensure the Redland Bushcare program is fully operational by:
  - ▶ Identifying impacts to Bushcare sites including loss of native flora/fauna and impacts to wildlife.
  - ▶ Developing and delivering a work program to repair damage.
- Ensure Council's Mosquito Management Program returns to business-as-usual by conducting additional aerial and ground treatment.
- Ensure the fire ant activity is stabilised by:
  - ▶ Identifying impacted areas.
  - ▶ Developing and delivering a work program to reduce activity.
- Ensure the public health and food safety program returns to business-as-usual by:
  - ▶ Working with the Economic Recovery Group to identify impacted businesses and provide relevant support.
  - ▶ Developing and delivering a work program to ensure safety measures are in place.
- Ensure biosecurity risks are minimal by:
  - ▶ Identifying impacted areas.
  - ▶ Developing and delivering a work program to reduce risks.



## Public information

The impact of TC Alfred as a large-scale disaster event presented numerous challenges for the disaster management team, including the Public Information cell.

Given that Council's main communications channels (social media, EDM newsletters, website content and media releases) all required power and internet connections to be received, Council was required to pivot and find additional ways to meet the objective of distributing timely and relevant Public Information to local residents.

This was particularly problematic due to the changing nature of the severe weather event, the longevity of its path in approaching the mainland and the extensive damage, all requiring numerous cyclone recovery messages to be updated regularly.

To meet these objectives, Council used a total of more than 30 channels to communicate with residents. These included placing information screens in Council libraries, advertising screens on SeaLink ferries, face-to-face contact between Community Champions and QYAC rangers with local residents, roadside billboards and, Council officer outreach via on-site visits to vulnerable residents and local businesses.

Councillors also communicated directly with their constituents on the ground locally, supported by an A4 flyer and daily briefings.

During the recovery communications reporting period of 5 March (LRG stand up) until Friday 6 June 2025, Council delivered:

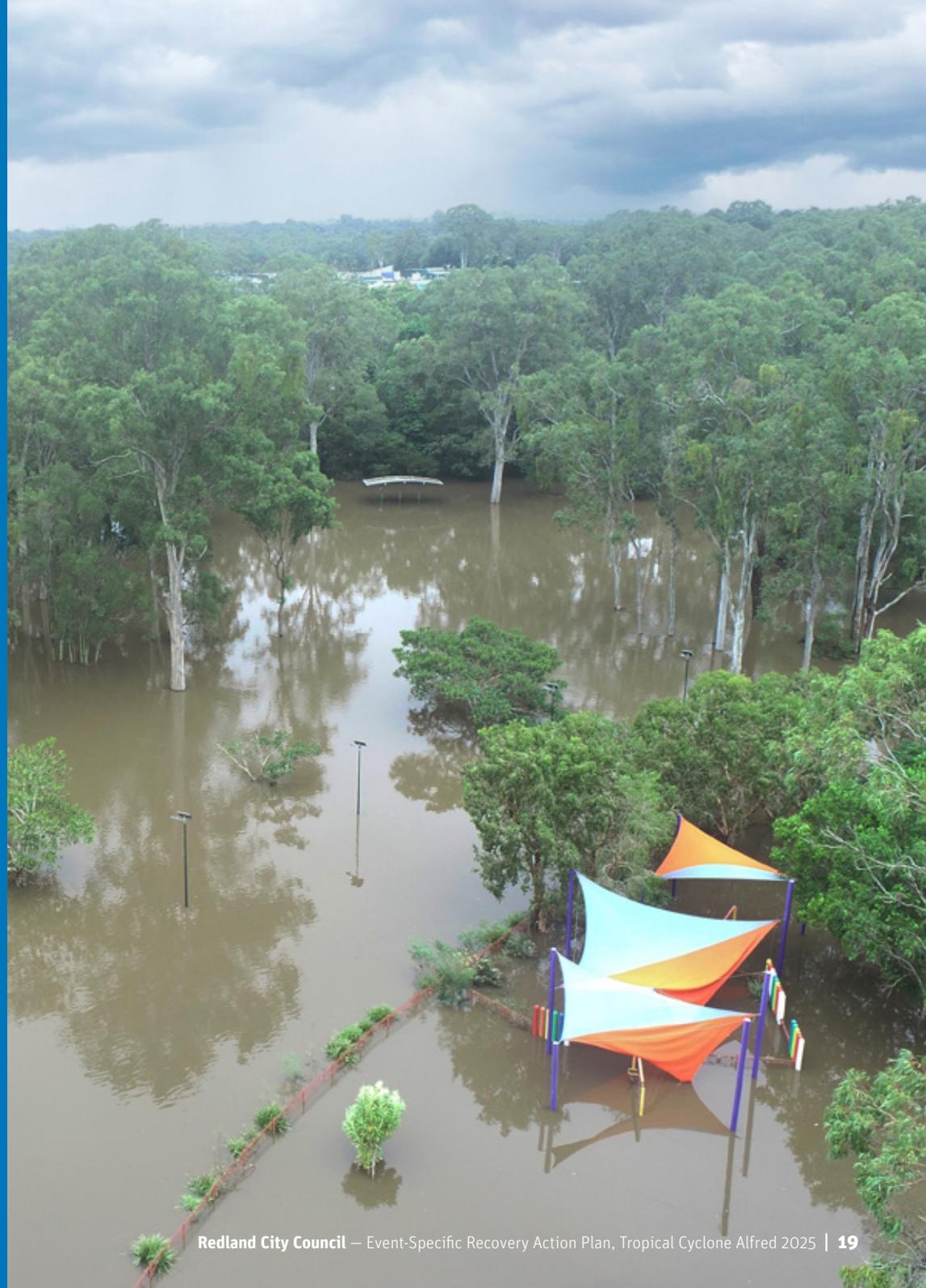
- 147 Facebook posts with 1.77 million impressions and 154,000 engagements.
- Updates to the *Redlands Coast Disaster Dashboard* ([disaster.redland.qld.gov.au](https://disaster.redland.qld.gov.au)) with 376,809 total views.
- 48 stories published on *Redlands Coast Today* with 274,000 total views and more than 189,000 active users.
- Double-page spreads in local newspapers—*Redlands Community Leader*, *Friendly Bay Islander* and *Redland Bayside News*.
- Frequent updates to Council's *Tropical Cyclone Recovery and Business Recovery* web pages with more than 10,800 views.
- The April 3 edition of *Our Redlands Coast* email newsletter, featuring Tropical Cyclone Alfred stories and recovery information.
- 11 electronic billboards located across the city, providing roadside information and directions for the green waste and food waste drop-off sites.
- 7 slides featuring critical community recovery messages, displayed on SeaLink ferry screens from 18 March to 11 April.

# Transition from recovery to business as usual (BAU)

The LRG and its sub-groups will officially stand down as a result of the following:

- Agencies report a decline in requests for support.
- The community is able to return to normal activities with ongoing support through business-as usual initiatives.
- The completion of 60% of the recovery actions with the remainder of actions being absorbed in business-as-usual operations.

The *Queensland disaster management arrangements* are based on partnerships between the community and groups at the local, district, State and Federal levels to deliver coordinated, cooperative, and integrated outcomes. It will be this collaborative approach that will ensure the Redlands Coast region will be in a better position to support local communities for many years to come.



 [redland.qld.gov.au](http://redland.qld.gov.au)

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