



## LGMA Central Queensland

“Business as UNusual”  
29-30 March 2011 (Capella)



# Our Event

On 26 December 2011 the townships of Alpha and Jericho were inundated with flood water. Homes and businesses were damaged and residents were evacuated.

In Alpha there was dry land to the western part of town, in Jericho there was no dry land whatsoever.



# Alpha Township



## Impact

**Houses – 94**

**Businesses – 24**



# Alpha Township



GBA  
CONSULTING  
ENGINEERS  
*Engineering the Outback*



# Alpha Township



# This levee won't stop the need for volunteers



# Jericho Township



## Impact

**Houses – 70**

**Businesses – 9**



# Jericho Township



**GBA**  
CONSULTING  
ENGINEERS  
*Engineering the Outback*



# A quick recovery

- Some 200 volunteers assisted at Alpha and Jericho
- Made up of travellers, visitors, tradesmen, local primary producers and groups from neighbouring towns.
- In Alpha the complete business area was flooded and 90% were trading again in 3days.





# Working with Volunteers

- Find suitable leaders
- Work in groups with friends if possible
- Know their capabilities
- Co-ordinate the tasks
- Respect their limitations
- Dealing with emotional situations



# Volunteers Needed!!

Before the event:-

- Assist residents to prepare
- Secure infrastructure
- Set up evacuation centre
- Disseminate information (Door to Door)



# Volunteers Needed!!

During the event:-

- Catering
- Disseminating information
- Maintaining evacuation centre
- Maintaining moral of evacuees and other volunteers



# A valuable asset



# Volunteers Needed !!

During recovery:-

- Trades assistants
- Clean up
- Move back in
- Provide emotional support
- Wind down evacuation centres



# Lessons learnt

- Encourage more SES members to join.
- Sign up volunteers.
- Make evacuation centres volunteer friendly.
- Don't underestimate the work load.



## To conclude

1. Find 'em
2. Respect 'em
3. Thank 'em



# Questions

