



## JBS Australia Flood Relief Communication

Dear team,

As severe weather continues to impact Townsville and surrounding regions, our thoughts are with our team members who are impacted by the flood. I urge you all to stay safe and follow instructions of emergency services personnel. As per the text message on Monday the 4<sup>th</sup> February the company will update you on all information relating to the plant as it comes to hand.

During this time, JBS would like to offer support by providing access to Benestar, our Employee Assistance Provider. If you would like to access the EAP you can click on this link [Employee Assistance contact details](#).

Furthermore, we have collated some information which contains a number of helpful links regarding your safety and how to access help, including financial aid during Townsville's severe weather. You can either scroll through this document or click on any link below. The document covers:

- [Suburbs at risk](#)
- [Emergency contact numbers](#)
- [Emergency Disaster Dashboard](#)
- [Shelters and evacuation centres](#)
- [Flood map](#)
- [Weather Radar](#)
- [Free sandbag locations](#)
- [State and Federal Government support](#)
- [Social media access](#)

We trust you're able to continue to keep safe with your families and loved ones, and follow the directions of the SES and emergency services crews working around the clock during this difficult period.

Kind regards,

Anthony Pratt  
Chief Operating Officer, JBS Northern



## Employee Assistance Provider (EAP) Support

Benestar is JBS Australia's Employee Assistance Provider (EAP), and can offer phone support for anyone impacted by the Townsville floods.

To access Benestar, please call 1300 360 364 and advise you work for JBS and quote number 150 217.

## Suburbs at risk

Alligator Creek	Aitkenvale	Annandale	Black River	Bluewater
Charters Towers	Cluden	Cungualla	Currajong	Cranbrook
Deeragun	Douglas	Garbutt	Hermit Park	Hyde Park
Idalia	Julago	Kelso	Kirwan	Mundingburra
Mysterton	Nome	Northern Beaches	North Ward	Oonoonba
Paluma	Pimlico	Railway Estate	Rasmussen	Rosslea
Rowes Bay	South Townsville	Toolakea	Thuringowa Centra	Townsville City
West End				

## Emergency Numbers

Service	Number
<b>All emergency calls</b> (including Police, Fire, Ambulance and for reporting fallen power lines)	000
<b>Townsville Local Disaster Management Group</b> Local Disaster Coordination Centre ( <i>only activated in declared emergencies</i> )	1800 738 541
<b>Townsville State Emergence Service (SES)</b> Tarping/branches down	132 500
<b>Queensland Police Service</b> Police Link (non-life threatening calls)	131 444
<b>Queensland Ambulance Service</b> (Non-life threatening calls)	131 233
<b>Townsville City Council</b> (includes Emergence After Hours, Flood information, Dengue outbreaks, Sun safety information)	134 810
<b>Ergon Energy</b> Loss of supply and emergencies	131 670



<b>Origin Energy</b> Natural gas and LPG Gas emergencies – leaks only	1800 808 526
<b>North Region Gas</b> LPG Gas Emergencies	(07) 4774 5111
<b>Telstra</b>	13 22 03
<b>Optus</b>	13 13 44
<b>Townsville Hospital and Health Services</b>	(07) 4433 1111
<b>Department of Transport and Main Roads</b> (Road closures)	13 19 40
<b>Translating and Interpreting Service</b>	13 14 50

### Emergency Management Dashboard

For all information relating to the floods, including news, weather warnings, road conditions, power outages, school closures, and evacuation centres, you can visit

<http://disaster.townsville.qld.gov.au/>

### Active Evacuation Centres

Building Name	Building Type	Building Address	Status
<b>Alligator Creek Bowls and Recreation Club</b>	Evacuation centre	10 Parkland Road, Alligator Creek	OPEN
<b>Bluewater Community Centre – now become a drop in centre</b>	Evacuation centre	14 Forestry Road, Bluewater 4818	OPEN
<b>Heatley Public Cyclone Shelter</b>	Shelter/public cyclone shelter	321 Fulham Road, Heatley	OPEN
<b>Ignatius Park College – Edmund Rice Hall</b>	Evacuation centre	368 Ross River Road, Cranbrook	OPEN
<b>North Shore Public Cyclone Shelter</b>	Shelter/public cyclone shelter	10 Iris Lane, Burdell	OPEN
<b>YWAM</b>	Evacuation centre	215 Waler Street, Townsville City	OPEN



## **Flood Map**

The Emergency Management Dashboard has an interactive map that provides details of road status, storm tide layer, active centres, evacuation routes, and power outages.

<http://disaster.townsville.qld.gov.au/>

The Townsville City Council has an alternative map to see the flood affected areas. You are able to search for a direct property if you wish, as well as see the flood levels in certain areas. There is a link to their Quick Start Guide to help you.

[https://maps.townsville.qld.gov.au/Mapping/index.html?viewer=TownsvilleMAPS\\_Flooding.Mapping](https://maps.townsville.qld.gov.au/Mapping/index.html?viewer=TownsvilleMAPS_Flooding.Mapping)

\*You may have to click 'Accept' to the terms and conditions.

## **Weather Radar**

You can access [www.bom.gov.au](http://www.bom.gov.au) to check the radar for your local area, and view current weather warnings.

## **Free Sandbags**

Townsville City Council is providing free sand and sandbags at the following locations.

- Dalrymple Road Depot Carpark
- SES Magnetic Island
- Bicentennial Park Car Park
- Leichardt St Carpark
- PCYC Rassmussen
- Lou Litster Park
- Pallarenda Boat Ramp
- Cnr Pilkington St & Bolam St
- Oonoonba Community Centre
- Bushland Beach Boat Ramp



## **Federal Government Assistance**

Prime Minister Scott Morrison has announced the Federal Government's one-off Disaster Relief Recovery Payment will be available to North Queensland residents impacted by the floods.

Assistance payments of \$1,000 for adults and \$400 for children will be available through the Department of Human Services from Tuesday February 5.

## **Queensland Government Assistance**

Community members impacted by the "Far North Queensland Monsoonal Trough 25 January - 2 February 2019" event may be eligible for financial assistance to help them get back on their feet. To find out about the support available or to apply for assistance, please ask affected people to call the Community Recovery hotline on 1800 173 349, or visit [www.qld.gov.au/communityrecovery](http://www.qld.gov.au/communityrecovery).

The Queensland Government has activated the following personal hardship assistance grants:

- Emergency Hardship Assistance: \$180 per person (up to \$900 for a family of five or more) for people who are unable to meet their immediate essential needs for temporary accommodation, food, essential clothing and medication.

The Queensland Government has activated the following grants for households who are uninsured or unable to claim insurance and who satisfy an income test\*:

- Essential Household Contents Grant – one-off payment as a contribution towards replacing or repairing essential household contents. Up to \$1765 for single adults and up to \$5300 for couples/families.
- Structural Assistance Grant – one-off payment as a contribution towards repairs to your home (owner/occupied households) to make it secure and safe. Up to \$10,995 for single adults and up to \$14,685 for couples/families.
- Essential Services Safety and Reconnection Grant – a grant to help owner/occupied households reconnect essential services that were damaged by a disaster. Up to \$200 towards a safety inspection for each essential service needing reconnection (electricity, gas, water and sewerage or septic system) and up to \$4200 towards repair work to enable essential services to be reconnected (for example, electrical rewiring).



\*Income Test - weekly income must be less than: individual: \$971 (\$50,489 per year), couple: \$1,342 (\$69,804 per year), sole parent, one child: \$1,343 (\$69,852 per year), couple, one child: \$1,664 (\$86,552 per year). For each additional child add a further \$322 per week; for each dependent adult add \$371.

### **Register. Find. Reunite. System**

If you need to find a family member or friend during and after the floods, you can go to <https://register.redcross.org.au> to either REGISTER (let people know you are safe) or FIND (look for people you know who may be affected by the emergency). REUNITE is a matching process that connects friends and families.

### **Social Media**

If you have access to Facebook, there is a community support page that is providing, including sandbagging, tarping, evacuation information and more. Search 'The Flooding in Townsville, Queensland, Australia'. Members of this group are offering their own services to help others affected by this disaster. You are also able to mark yourself as 'Safe' through this event for your family and friends.

SkyMap Enterprise is posting drone footage of the floods should you want to view it.

The Australian Defence Force personnel are assisting with the evacuation of residents in some areas. Please check your community Facebook pages to see what areas they are active in.