

Glasshouse Country Community Recovery Plan

Overview

The **Glasshouse Country Community Recovery Plan** outlines core disaster recovery arrangements and resources of the Glasshouse Country Disaster Management Group for guidance to members of the **Glasshouse Country Disaster Management Network** (GCDMN) and other community members. This plan supports the [Sunshine Coast Council Disaster Recovery Sub-Plan](#).

Recovery is defined as “The coordinated process of supporting disaster-affected communities’ psychosocial (emotional and social), and physical well-being; reconstruction of physical infrastructure; and economic and environmental restoration”.¹

The **National Principles for Disaster Recovery**² identify that successful recovery relies on:

- Understanding the community context.
- Recognising the complex and dynamic nature of emergencies and communities.
- Using community-led approaches that are responsive, flexible, engaging communities and empowering them to move forward.
- A planned, coordinated and adaptive approach based on continuing assessment of impacts and needs.
- Effective communication with affected communities and other stakeholders.
- Recognising, supporting and building on community, individual and organisational capacity.

Glasshouse Country Community Disaster Recovery Arrangements

The [Glasshouse Country Disaster Management Network](#) arrangements (see Figure 1) outline how community organisations, businesses, services and individuals can support communities across Glasshouse Country during (response) or after (recovery) an event or disaster. These arrangements are to be implemented in communication with Sunshine Coast Council and/or other relevant authorities if required.

The Glasshouse Country Disaster Management Network covers the areas from Beerburrum, along the Bruce Highway boundary to Eudlo and across to Balmoral Ridge, Bald Knob and Peachester. Towns include Beerburrum, Peachester, Glass House Mountains, Beerwah, Landsborough, Mooloolah and Eudlo.

¹ [Queensland Disaster Management Lexicon](#)

² [Australian Disaster Recovery Framework](#)

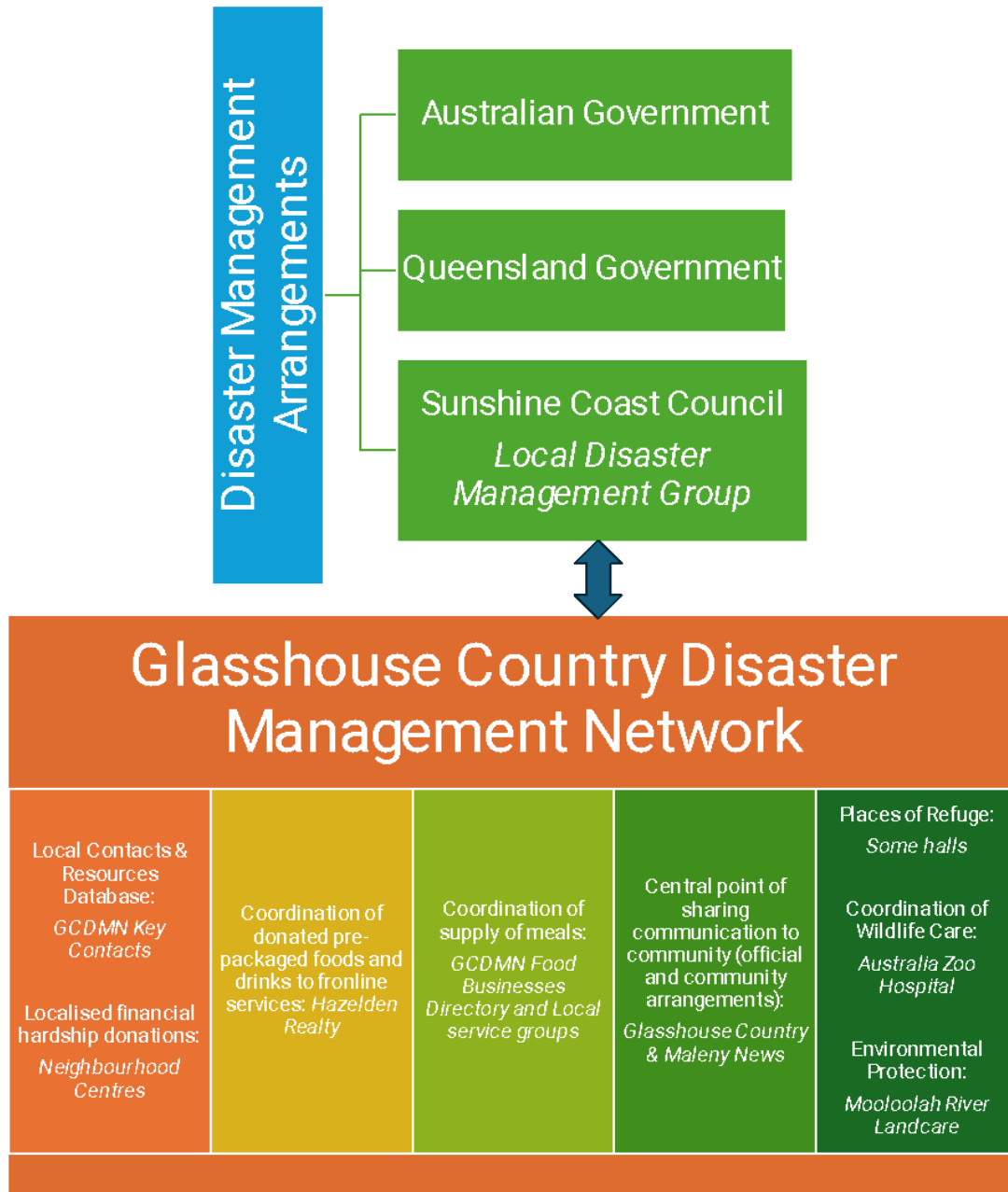


Figure 1. Glasshouse Country Disaster Management Network Structure and Arrangements

GCDMN Staged Community Recovery Plan

- Stage 3: Long Term (reshaping, rebuilding, sustainability)**
- GCDMN do a long term review of changing recovery needs, including identifying lessons and any new services or resources and capacity building required
 - Implement identified improvements
 - Continuation of social and physical infrastructure and supports
 - Recognise and nurture new social connections that may have been created and further develop existing connections
 - Identify and seek investment, training and resources
 - Plan for increased community preparedness
 - Identify and reduce inequality
 - Continue to build recovery capacity

- Stage 2: Short – Medium Term (re-establishment)**
- Conduct a short term review of lessons learned so that learnings don't get lost in the long term
 - Community events resume
 - Businesses resume (if not prior)
 - Coordination of review of GCDMN Recovery
 - Communication, community engagement and collaboration via GCDMN, including for continued community supports
 - Monitoring of recovery progress
 - Information sharing between GCDMN and Sunshine Coast Council
 - Continuation of social and financial supports
 - Community collaboration and healing

- Prevention & Preparedness**
- Establish GCDMN Community Recovery Plan
 - Form community lead roles and people
 - Prioritise and undertake preparedness activities Eg. Business Continuity Planning, community engagement/events on preparedness and recovery processes, psychological preparedness, processes and guides for Places of Refuge.
 - Ongoing GCDMN development and liaison with Sunshine Coast Council DM Arrangements and Recovery Officer.

Develop GCDMN Community Recovery Plan to scope actions for Stage 1, 2 & 3

- Stage 1: Immediate (post-impact relief)**
- GCDMN Stand Up including communication and response planning internally and with the LDMG – Human Social Recovery Subgroup, led by Sunshine Coast Council
 - Damage assessments & immediate clean-ups
 - Identification of priority health, safety, shelter and food needs
 - Provisions for psychosocial assistance
 - Arrangements for financial hardship funds & donations

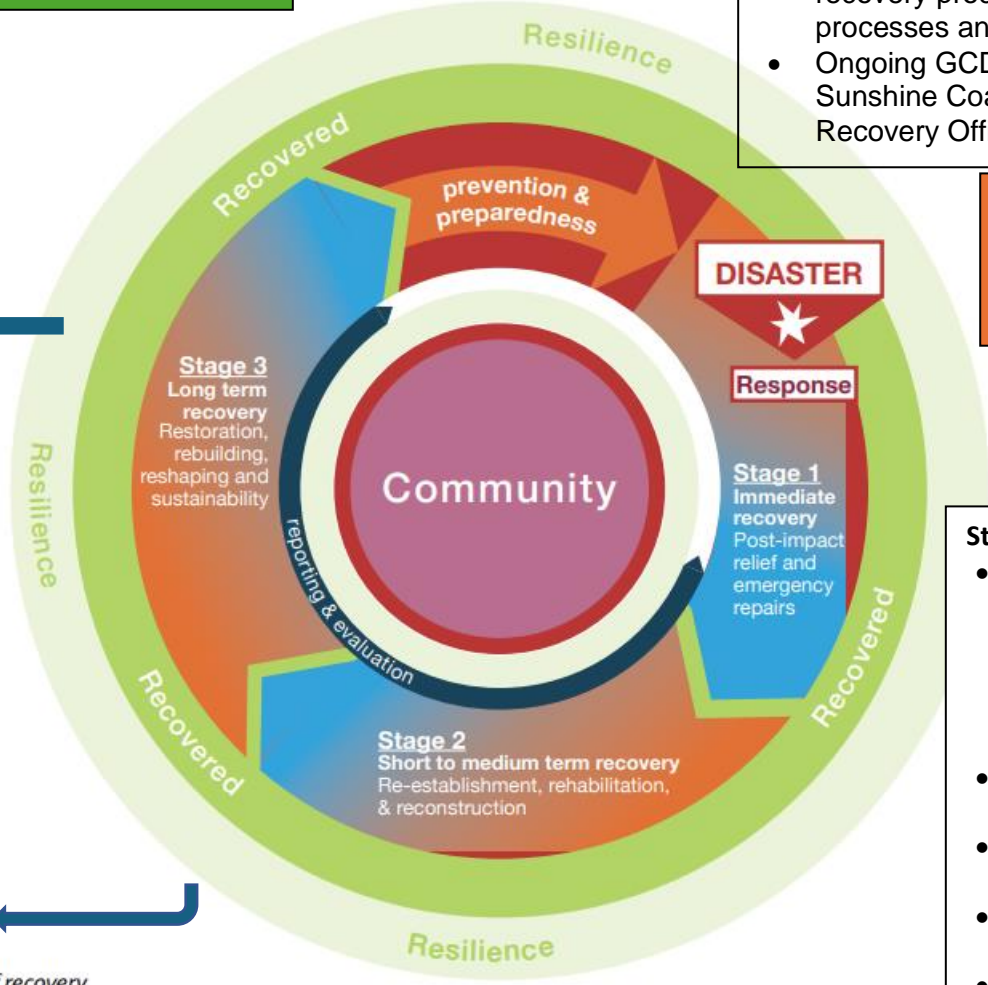


Figure 1: Stages of recovery.

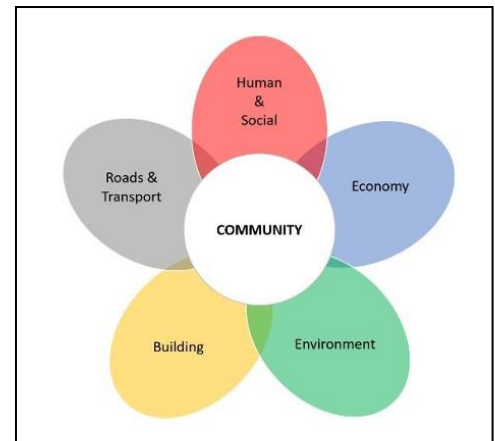
Diagram Source: Queensland Government, Queensland Recovery Plan (2021)

Processes for large-scale and/or intensive recovery arrangements

Severe disasters can require large-scale and/or intensive recovery processes, which can be complex. Coordination of these processes are grouped into five interconnected functions of recovery: human and social, economic, environmental, building and roads and transport (infrastructure).

After significant events when community are adversely impacted and require support to recover, community needs can be communicated to Sunshine Coast Council by individuals, community organisations, businesses, services or a collaborative representation such as the GCDMN.

The Sunshine Coast Council contact details to communicate community needs for recovery include: Ph. 5475 7272 (phone line is available 24/7) or email customer.service@sunshinecoast.qld.gov.au



Sunshine Coast Council would undertake an initial assessment of all relevant information, which will inform decision-making in regard to the recovery support required within communities, which may include external recovery support from the Queensland Government (Community Recovery) to local areas.

If external recovery support is required, the Queensland Government can arrange local and external recovery support services to be located within communities as either:

- a. **Recovery Hubs** (one-stop-shop with all relevant services), or
- b. **Targeted outreach** to properties plus pop-up stalls if needed.

Examples of recovery support services include:

- Services Australia (E.g. Disaster Recovery Payments and Emergency Hardship Payments)
- Red Cross and Lifeline (psychological support)
- Department of Agriculture and Fisheries (primary producer support)
- Insurance Council of Australia and/or individual insurance companies
- Neighbourhood Centres (E.g. emergency relief, information and referral, support programs, social connection)
- Legal and advocacy services

Disaster Recovery Supports and Resources

Where to find disaster recovery information and supports:

- Sunshine Coast Council – [What to do after a disaster or emergency](#)
Information includes contacts, donations, dealing with emotional issues, recovery centres, volunteering, insurance, useful links, cleaning up, replace lost or destroyed documents
- [Sunshine Coast Council Disaster Hub](#) and [social media](#) for all disaster-related updates
- Queensland Government – [Disaster Support and Recovery](#) information and [Recovery funding assistance](#) for businesses, organisations and individuals
- Australian Red Cross – [Emergencies and Disasters](#)
- Australian Red Cross – [Coping after a disaster](#) – tips and resources
- Queensland Government – [Small Business Disaster Hub](#)
- [Glasshouse Country and Maleny News](#) (printed and digital newspaper, website, social media)

What you can do to prepare to recover after a disaster

Caring for Community after disasters

Knowing each other in our communities is one of the most important ways to recover from disasters. Communities that are well-connected before disasters are known to recover better after disasters.

Glasshouse Country community members participated in a government-funded [community recovery project “We Recover Better Together/Connected Communities Course”](#) undertaken by [Sunshine Coast Council](#) and [Community Praxis Cooperative](#) in 2023-2024.

Community members highlighted the following as important for community recovery:

- Build community networks prior to disasters so people aren't scrambling to find each other after the event
- People come out of the 'woodwork' to support recovery efforts
- Get to know your neighbours. Local proximity matters. Ask for help and offer assistance to those around you
- Locals often do open their doors in hospitality
- Disasters definitely can bring community together
- The established community networks link resources and information to those in need through organic networking
- Community are the long-haul responders
- It's important to know the vulnerable people, so we can check in and make sure they're ok.

Ways to mentally and emotionally recover from disasters

Glasshouse Country community members attended a psychological preparedness workshop, which highlighted the significance of community connections as the most important factor for how we deal with disasters. The following key points were raised by community attendees as ways to mentally recovery after disasters:

- Know your neighbours
- Know who your support network is
- Support or volunteer with your local community
- Giving donations and recognition to people on the frontline
- Keep connected in-person and on social media
- Recognise loneliness in the community and reach out to people
- Check in with how you are feeling and how others are coping
- Allow time to listen to people share their feelings and stories
- Have safe spaces for youth in the community to build a sense of belonging
- Foster connections that tap into our senses and common interests, particularly with creativity, like music
- Remember to have fun and laugh!

For more information on psychological preparedness for disasters visit the [Australian Red Cross](#) and the [Phoenix Disaster Mental Health Hub](#) websites.

Prepare the natural environment on your property

[Mooloolah River Landcare](#) can provide information on plant species to *prepare properties for floods* and has stock available at their native nursery.

To *prepare properties for bushfires*, all plants burn, hence property owners are advised to prepare properties by reducing vegetation along access paths, mow lawns regularly and removing excess flammable materials. See the [Queensland Fire Department](#) for further information.



Caring for Wildlife after disasters

Information provided by the Australia Zoo Wildlife Hospital.

Help via Australia Zoo Wildlife Hospital	Details
Rescue unit	Open 7 days/week, 8am – 5pm Ph. 5436 2000
Access to a wildlife rescue network	<ul style="list-style-type: none"> • Wildlife Rescue Australia Ph. 1300 596 475 • 1300ANIMAL • WildlifeSEQ • Wildlife Rescue Qld • Wildcare SEQ • WILVOS
Can deploy vets if required	e.g. Kangaroo Island wild fires, marine strandings

How community members can help wildlife affected by disasters:

- Promote and educate others about:
 - Driving slowly at dawn and dusk
 - Keeping pets inside at night (cats at all times)
 - Planting native shrubs and trees
- Have a rescue kit in your car
- Volunteer - become a wildlife carer or transporter
- During Drought:
 - Keep shallow water dishes in backyards
 - Join a bat rescue group (flying foxes are extremely susceptible to drought)
- During Fires:
 - Post-fire rescues (training to do the Black Walk)
- During Floods:
 - Collect soaking animals
 - Pick up fallen nests and nestlings



Document Attribution: *Odgers.N, Glasshouse Country Disaster Management Network (2024), Glasshouse Country Community Recovery Plan.*