



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON HEALTH AND COMMUNITY WELLBEING
Mr Johnathan Davis MLA (Chair), Mr James Milligan MLA (Deputy Chair)
Mr Michael Pettersson MLA

Submission Cover Sheet

Inquiry into West Belconnen supercell thunderstorm

Submission Number: 021

Date Authorised for Publication: Tuesday 10 May, 2022



ACT
Government

ACT Government Submission

**Select Committee on Health and
Community Wellbeing**

May 2022

Introduction

1. The ACT Government is pleased to make this submission to the ACT Legislative Assembly's Select Committee on Health and Community Wellbeing Inquiry into the West Belconnen supercell thunderstorm (the storm).
2. The storm that impacted the ACT during the afternoon/evening of Monday 3 January 2022 was the most significant weather-related event to face the ACT since the Black Summer Bushfire of 2019-20 and the hailstorm of 2020.
3. Severe storms can occur at any time during the year but are most common in the ACT between September and March when air current instability occurs during this period (Commonwealth's Bureau of Meteorology - BOM). Severe storms can cause major damage. They may be accompanied by torrential rain, strong winds, large hailstones and lightning, which can cause flash flooding, unroof buildings and damage trees or power lines. Australia's greatest costs, in terms of insured losses, are caused by storms.
4. The storm reached the ACT at approximately 4:30pm and caused widespread damage over the duration of the evening of Monday, 3 January 2022. It is BOM's responsibility to issue weather warnings to the community and in the hours before the storm reached the ACT, there were several warnings issued for areas outside the urban area of the ACT. The BOM first issued a Severe Thunderstorm Warning at 2:41pm with the warning area being for alpine regions only. This included the areas of Mount Ginini, Tidbinbilla, Jindabyne, Bredbo and Adaminaby.
5. BOM then issued Detailed Severe Thunderstorm Warnings at 4:21pm and 4:57pm for "Giant Hail, Damaging Winds, Heavy Rain for Canberra and Queanbeyan". This was reissued at 5:16pm to refine the warning area for imminent risk to Belconnen, Canberra Civic, Hall, Gungahlin and South Canberra. The ESA was in communication with the BOM during the afternoon and as soon as the specific areas of risk were identified, the ESA issued a social media alert at 5:20pm with regular updates provided that evening and throughout the duration of the event (see [ESA Media Summary starting on page 18](#)).
6. The storm brought hail up to 3cm in diameter (BOM, 2022). The most severe damage occurred in Belconnen, and in particular the West Belconnen areas of Canberra.

7. The ACT State Emergency Service (ACTSES) activated Access Canberra to assist with managing calls on Monday, 3 January 2022 from 7:00pm – 12:00am on the SES storm and flood phone number (132 500). A total of 870 calls were received on this line by Access Canberra from time of activation until close of business on Friday, 7 January 2022.
8. The ACTSES received a total of 1023 requests for assistance (RFAs) from the storm. The ACTSES activated the *ACT Storm Sub-Plan* and established an Incident Management Team (IMT). The RFAs were predominantly for fallen trees and branches on both private and public land including numerous blocked roadways, leaking roofs with water coming into homes and minor localised flooding.
9. The fallen trees and branches caused significant damage to the overhead low-voltage (240V) electricity network in Belconnen area. Evoenergy received over 300 reports of incidents affecting the network resulting in over 80 outages.
10. Power outages impacted over 21,000 customers at the height of the storm and were gradually restored by Evoenergy over the following week. 680 customers were without power for longer than four days.
11. The ACT Government acknowledges there was a slight delay in the commencement of a response to the storm, as the extent of the impact and damage was not immediately known. However, in general, feedback from the community notes the response in the days after the storm was noted and appreciated.

Discussion

Lead agency for storm response

12. Pursuant to section 57(1) of the *Emergencies Act 2004* (the Act), the ACTSES has the main function of undertaking “planning and response operations for storms and floods.”
13. Due to the scale of the damage caused by the storm, the ACTSES engaged support from ACT Fire and Rescue, the ACT Rural Fire Service (ACTRFS), Transport Canberra and City Services Directorate (TCCS), and the ACT Parks and Conservation Service (PCS) to assist in the response. The NSW State Emergency Services was also engaged to support the response and provided 72 volunteers from Monday, 3 January until Thursday, 6 January 2022.
14. Under the ACT’s emergency management plans and frameworks, the ACTSES activated the Emergency Coordination Centre (ECC) and the Public Information Coordination Centre (PICC) to provide effective whole-of-government coordination to address the storm’s impact.
15. The Security and Emergency Committee of Cabinet was briefed on Friday, 7 January 2022 by the acting ESA Commissioner.

Preparing for storms

16. In September each year, the ACTSES conducts a community awareness campaign to help Canberra residents prepare for the storm season. The campaign sets the expectation with the community that natural disasters are likely to happen and is designed to educate the community on how to prepare for, safely respond to, and recover from storms
17. On Wednesday, 1 September 2021, the Minister for Police and Emergency Services launched the storm ready campaign for 2021-22 and encouraged Canberrans to take action to prepare for the coming storm season.
18. Information about how to prepare for storms is made available to the public on the Emergency Services Agency (ESA) website, including the ACTSES StormSafe brochure, and the ACTSES StormSafe “8 Tips you can do now to prepare for storms” card.
19. Throughout the storm season (October to April), TCCS has a minimum of two arborists available on call, with additional arborists and equipment available if required. TCCS Urban Treescapes responds to storm related jobs referred from Access Canberra through the City Presentation on-call officer.

Thunderstorm warnings

20. Pursuant to section 6 (1)(c) of the *Meteorology Act 1955*, the Commonwealth's Bureau of Meteorology (BOM) has a function to "issue of warnings of gales, storms and other weather conditions likely to endanger life or property, including weather conditions likely to give rise to floods or bush fires".
21. The ESA will typically re-broadcast storm warnings issued by the BOM through its social media and media communication channels.
22. Warnings broadcast by ESA for the January 2022 storm can be found in the [ESA Media Summary](#) starting on page 18.

Storm debris cleanup

23. Fallen trees and branches are a common consequence of severe storms. The first priority for the ACTSES is to provide access for emergency crews and/or utilities and, where assistance is requested make damaged trees safe, and where necessary undertake temporary repairs to damaged structures and infrastructure. This may include:
 - a. Chain sawing trees and branches to remove the debris from houses, driveways, streets and walkways;
 - b. Clearing gutters and drains;
 - c. Using tarpaulins or plastic to cover damaged roof structures to make the home habitable; and
 - d. Sweeping debris.
24. If the tree or branch is located on private property, it is the responsibility of the homeowner to remove the green waste. This green waste may be placed in green waste bins or taken free of charge to a green waste collection point.
25. To support the community recovery effort, additional green waste bin collections were provided to the Belconnen region following the storm event. These additional services were delivered on Saturday the 8th and Saturday the 15th of January 2022 to 14 Belconnen suburbs that were impacted the hardest. This was promoted via emails to registered users, social media posts, emails to local community groups and media releases.

26. If a tree or branch is located on public property, the ACT Government has the responsibility of removing the green waste. This work was progressively undertaken by crews from TCCS and PCS.
27. TCCS recalled staff from annual leave to assist in the storm response which included clearing trees and debris from roads, footpaths, driveways and nature strips as well repairing stormwater infrastructure, mainly focussed in the Belconnen area. The initial priority for the clean-up was to make immediate hazards on public land safe. Once this work was completed, focus shifted to cleaning up trees and debris in areas of high use like shopping centres, playgrounds and sportsgrounds and attending to nature strips and roadside verges.
28. TCCS Urban Treescapes appointed a Storm Response Coordinator to manage the ongoing resourcing and operational logistics to ensure that the clean-up is delivered safely and effectively. The field teams continue to work through the clean-up cases, prioritising data collected via an audit team and based on safety and risk. The team are also managing new requests from the public following subsequent arborist assessments.
29. Further resources have been contracted to facilitate the removal of debris including excavators, trucks, chippers and a tub grinder to both clear and process fallen material. On 4 February 2022, an additional 20 workers from the ACT Parks and Conservation Service (EPSDD) were deployed to assist in the clean-up effort, providing support to the Urban Treescapes team for a period of two weeks. A media release and event was held on this day to announce this.
30. To date, Urban Treescapes crews have identified 4,250 cases through a combination of Fix My Street submissions and their proactive field audit process. As at 29 April 2022, TCCS has closed 3,250 cases relating to the storm and is continuing to work through the remaining caseload. Approximately 8000 cubic metres of mulch and 6,000 cubic metres of wood chip have been processed so far. Produced mulch has been distributed across public unleased land sites, ACT schools, Parks and Conservation reserves and to community groups.
31. As at the submission of this report, 37 cases remain that require action. These cases are expected to be closed in early May. The remaining cases submitted through Fix My Street will be inspected and closed. These consist of duplicates to actioned audit case, and requests for follow-up inspections. TCCS expect a rapid reduction in open cases following completion of the 37 audit cases which will bring the storm response to a close.

32. Transport Canberra and City Services has communicated proactively with the Belconnen community as we have made progress on clean-up activity, including through regular updates on the TCCS website, variable messaging signage in affected suburbs, and social media channels.
33. All clearing of major roads in Belconnen is complete. There will still be some debris visible from these roads in the adjacent open space.
34. Auditing of the current status of work has now provided sufficient data capture to enable the production of suburb maps showing remaining piles for chipping, barrels to be collected, hangers in trees and stumps to be ground. Teams have now been sent out in a targeted fashion to finalise this work.
35. As of April 2022, a focused effort on remediating damage and debris positioned outside dwellings is mostly complete with teams required to return to some locations to remove trunk sections and larger material. Given progress to date, the current primary clean up focus is to remove branches and other debris from open space green belts. Grinding of stumps both in residential and open space areas is underway, which usually follows on from tree removal activities. Favourable weather has allowed for additional crews and machinery to assist with the clean-up.
36. The Tree Protection Unit has also processed 259 Tree Damaging Activity applications for regulated trees on private leased land relating to storm damage in the Belconnen region since 3 January 2022. These were prioritised to minimise any delays in residents being able to arrange for removal of damaged or fallen trees on their properties.
37. Roads ACT diverted street sweepers to the storm affected areas, covering over 78km with brooms down and removing over 52 cubic metres of material from the Belconnen district roadways. Additionally, several streetlight poles required repair and replacement largely due to fallen trees, sportsground fencing was repaired and over 50 stormwater access lids were placed back in position, largely in Florey and Denman Prospect. Two sink holes resulting from stormwater surges caused prolonged road closures in the suburb of Page.
38. The ACT Parks and Conservation Service – Canberra Nature Park – experienced damage across the Belconnen Reserves including Mt Painter and the Pinnacle Nature Reserve. Recovery works were undertaken by staff as needed for the clean-up. Recovery efforts focussed on repairing fences, making access points safe from damaged trees and clearing of

maintenance tracks. Fallen timber was placed in locations in the reserves as course woody debris which will act as woodland habitat.

39. ACT Property Group were involved on the night of the 3rd of January, but the response was limited to securing ACT Government properties. The on-call team received approximately 65 calls regarding fallen powerlines, fallen trees, damage to buildings and schools from flooding and security issues due to power outages. Subsequently works continued to be undertaken for a few weeks relating to cleaning, removal of debris and repairs to buildings and schools.

Electricity network impacts and recovery

40. Evoenergy is the ACT electricity and gas distributor in the ACT. Evoenergy have a close working relationship with the ACT Government in relation to emergency planning and response and provided a Liaison Officer (LO) to work as part of the ACTSES IMT.
41. Evoenergy kept the public aware of power outages and associated damage via their website. They also provided regular updates via the IMT and ECC.
42. Evoenergy advised the ACT Recovery Committee (the Committee) at its meeting on Wednesday, 5 January 2022 that the storm had caused serious and extensive damage to the overhead low-voltage networks in the Molonglo Valley, Belconnen and Gungahlin districts—nearly as severe as the damage caused to the electricity network by the 2003 ACT bushfires.
43. Evoenergy received 4,976 calls to its Faults & Emergencies Contact Centre (13 10 93), with over 300 separate incidents logged including over 130 vegetation related incidents. Over 550 electrical assets were damaged, over 190 service lines replaced, over 50 powerlines replaced and restrung, over 20 cross arms replaced, and over 10 poles replaced.
44. Power to around 18,000 customers was restored by Evoenergy within the first 24 hours after the storm. However, repairing damage to the network and restoring power to the remaining customers was complex due to the severity of the damage, with the added challenge of obstructions from debris and access difficulty.
45. Power to all customers was restored by 7.30pm on Sunday 9 January 2022, apart from seven customers that required repairs to their homes before power could be restored.
46. The ACT Government notes that Evoenergy activated its emergency response plan which included contacting all persons on Evoenergy's critical supply register who may be more vulnerable to power outages (for example if they require breathing apparatus). Evoenergy's

role is to inform these residents of potential outage duration and ascertain any support requirements.

Relief and immediate recovery

47. Emergency relief are services delivered by government and non-government organisations to help people address immediate basic needs in times of crisis. Emergency relief differs from recovery which aims to establish a community back to pre-disaster functions.
48. Under section 4.4 of the *ACT Emergency Plan*, the Emergency Controller (if appointed) or the Lead Response Agency Incident Controller is responsible for ensuring initial recovery planning occurs. The ACTSES, as the Lead Response Agency during the storm event, undertook initial planning on the relief and recovery needs of the community.
49. Noting the power outages for some residents were protracted, the ACT Government established a Community Information Hub (the Hub) at the ACTRFS Molonglo Bridge Station on Drake Brockman Drive in Higgins to provide emergency relief services. The Hub opened at 5:00pm on Wednesday 5 January 2022 until 9:00pm. In the days following the Hub was open from 11:00am to 7:00pm, until Sunday 9 January 2022.
50. Services provided by the ACT Government at the Hub included charging stations for portable electronic devices, ice for eskies, a skip to dispose food waste and incident information for those affected by the ongoing storm response across the Belconnen region. Three showers and six washers/dryers were introduced on Thursday 6 January 2022 to enhance the emergency relief services available.
51. Approximately 600 community members attended the Hub to use the services provided. 752 bags of ice were purchased for community use (restricted to a maximum of two ice bags per household per day) and 1.5 skip loads of spoiled food was collected.
52. The basis for strong, long-term recovery was linking people into existing services in their community who could provide in place, wrap-around services for the period required.
53. People who required food relief were connected to existing food pantries across the Territory and details of local food pantries were shared on the Volunteering ACT website.
54. The ACT Government, through the Community Services Directorate (CSD), liaised with food pantry providers in the Belconnen Region to advise the likely increase in presentations to their pantry locations. This allowed for preparations to be made. Food pantries were supported to order staple food items through the Canberra Relief Network (CRN) at no cost,

and were reminded additional items from the CRN could be sought if their food stocks were low.

55. Food pantries and support organisations were advised to contact CSD if individuals presented whom they could not support.
56. Food pantry providers advised they saw presentations from households impacted by the storms who sought food and wrap around supports, however numbers were roughly in line with the historical numbers for the first week of the year.
57. A representative of CSD was stationed at the Hub on Friday, 7 January 2022. This representative provided hard copy information about food pantries to members of the public, and linked individuals with established support services in the community.
58. CRN food and hygiene hampers were also available at the Hub. Support was provided to three households on 7 January 2022, with all provided information sheets and personal support, and two provided with food hampers.
59. Information provided to the community also advised impacted individuals to call the CRN Connect Centre who linked them to their closest food pantry or support services. The Connect Centre was staffed by Volunteering ACT staff who specialise in providing this information to individuals experiencing vulnerability.
60. CSD also sought feedback and/or information from across the directorate and key service providers regarding individuals experiencing vulnerability as result of the storm event. From this, as well as information received from across ACT Government and EvoEnergy, advice was received about a small number of households who were then linked to appropriate support services. This included linking a household back to their Housing ACT case manager where alternate accommodation was found for the family, providing material aid and specialised liquid food, recharging of an electric wheelchair and providing information from ACT Health about finding alternate accommodation when COVID-19 positive.
61. There are established practices for public housing tenants in the event of storms. In such events, it is expected public housing tenants would contact the Total Facilities Manager if any works are required due to damage caused to their property from the storm. From there, works are scheduled and prioritised based on urgency of the repairs required. Tenants are informed of timeframes and the works are allocated to a contractor.

62. The public housing Total Facilities Manager has established processes to categorise works required under the relevant timeframes, in line with managing Housing ACT assets. The ACT Emergency Services Agency (ESA) also collaborate with Housing ACT if its noted that works of relevance are required to be undertaken by the Total Facilities Manager.
63. Associated costs caused by storm damage are claimable through existing Housing ACT insurance.
64. ACT Government works in partnership with several community organisations to provide supports and services during and following a disaster. This has included throughout the COVID-19 pandemic, with community organisations providing support with food, material aid and support for high-risk settings.
65. At the time of the storm, standing up an evacuation centre response was considered. This would have involved activating established memoranda of understanding (MOUs) that CSD has with several community organisations for the provision of services such as food, material aid and personal support in an evacuation centre setting.
66. Several community organisations anecdotally noted the increased pressure they felt due to providing additional supports to the community through COVID-19 as well as the pressure the pandemic placed on their workforce capability and volunteer numbers.
67. Given the response to the storm focused mainly on the clean-up of green waste and recovery of electricity, CSD did not activate the MOU. CSD opted to provide a more tailored response to individuals experiencing vulnerability.

Recovery planning and coordination

68. Recovering from a natural disaster is a key element of the emergency management cycle. This cycle encompasses the interconnected phases of prevention, preparation, response and recovery (PPRR). Recovery normally occurs alongside the response phase and is often the most complex and protracted phase.
69. There are several domains to recovery. These include social recovery, built environment, natural environment, and the economic. The domains of recovery are delivered by different directorates within the ACT Government and may engage a wide range of government, business, community, not for profit and community-based organisations.
70. The ACT Government's arrangements for recovery are described in the *ACT Emergency Plan* and the *ACT Recovery Sub-Plan*. To facilitate whole-of-government planning and

coordination in relation to recovery, the ACT Government maintains the ACT Recovery Committee (Committee) which reports to the Security and Emergency Management Senior Officials Group (SEMSOG). The Committee is comprised of senior executives from across the ACT Government who work to support SEMSOG and the ACT Government in progressing recovery and implementing the *National Principles for Disaster Recovery* and the *ACT Recovery Sub-Plan*. The *ACT Emergency Plan* and *ACT Recovery Sub-Plan* are maintained by JACS, as is the secretariat responsibility for the Committee.

71. CSD has responsibility for managing and delivering social recovery services during and following an emergency.
72. Social recovery arrangements include immediate relief such as emergency accommodation, food, water, clothing and emergency finance. These arrangements are delivered in conjunction with, or by, community functional partners and non-government organisations.
73. CSD is also responsible for the operation of ACT evacuation centres.
74. The Committee met on Wednesday, 5 January 2022 to be briefed by the ACTSES on the storm and its impacts. Immediate relief and recovery priorities were identified including:
 - a. Making safe fallen trees and branches and undertaking temporary repairs to damaged residences;
 - b. Restoration of electricity;
 - c. Removing debris from roads and driveways to restore traffic and transport networks;
 - d. Providing a location at which the community could charge electronic devices, dispose of food waste and receive ice.

Disaster Recovery Funding Arrangements (DRFA)

75. The DRFA is a program established by the Australian Government that provides a cost sharing arrangement with states to alleviate the financial burden of natural disasters and to facilitate the early provision of assistance to disaster affected communities.
76. Compared to other states and territories, the ACT Government is a relatively infrequent user of the DRFA. This is primarily because of the limited occurrence of natural disaster events that meet the threshold (\$240,000) that allow the DRFA to be activated.
77. The ACT Government is analysing the costs incurred by directorates in the response and recovery to the storm to determine whether a DRFA claim can be activated.

78. The ACT Government continues to work with the Commonwealth National Resilience and Recovery Agency on the threshold used for the DRFA.

Public communications

79. Providing timely and accurate information to Canberrans during and after emergencies is a core priority and responsibility of the ACT Government. The ACT Government maintains established and well-practiced whole-of-government arrangements to provide information about emergencies to the Canberra community.
80. A Public Information Coordination Centre (PICC) was activated from 5 to 7 January to assist in the ACT Government's response to the storm event by providing coordinated whole-of-government messaging about the impacts of the storm and how to request help and access services.
81. The PICC was supported by staff from the Chief Minister, Treasury and Economic Development Directorate (CMTEDD), ACT Emergency Services Agency (ACTESA) and the utility Evo Energy.
82. Public information was disseminated through ACTESA channels (website and social media) as a single source of truth.
83. Media issues management was led by the ACTESA team. This included coordination of media interviews and responses and coordination of the press conference held on 6 January with Minister Berry, Minister Gentleman and the Acting Commissioner.
84. Messaging priorities included information about storm recovery and assistance and preparing the community for the potential for further storm activity later that week.
85. The PICC supported cross-government and ministerial coordination to ensure all Directorates were consistent in community messaging about the response. The PICC also strengthened dissemination of information through various ACT Government owned channels, primarily social media and the Our Canberra e-newsletter.
86. Multiple communication platforms were used to disseminate information, such as local media (including radio), the ACTESA website, social media, volunteers on the ground, live press conference and the community information hub that was established to provide direct assistance to those affected. The PICC also facilitated:
- a. Distribution of WHOG Talking Points daily, ensuring consistency in community messaging across the ACT Government,

- b. Development of the '[January 22 storms community information](#)' webpage on the ACT ESA website, bringing together information on a range of issues as part of the ACT Government's response.
 - c. Messaging about the response included in the Our Canberra e-newsletter.
 - d. Development of community information social tiles on where people can get assistance in the event of storm activity. These went out through ACTESA and ACT Govt social channels.
87. Information about the impact of the storm was extensively broadcast after the incident on the ESA, TCCS and Fix My Street websites. This included the following information Banner on the Fix My Street website

The ACT Government is continuing to clean-up of suburbs in Belconnen which were hit by an intense storm event on Monday 3 January 2022.

The scale of the damage, as well as the need for crews to work in a COVID-safe way, means the recovery will take some time. We thank the community for their patience.

For updates on the clean-up visit www.cityservices.act.gov.au/stormrecovery.

88. The ACT Government's Facebook channels were used to share information with the community on the ACT Government's storm response and recovery efforts. The reach of these posts is provided at [in the ESA Media Summary starting on page 18](#).
89. Storm information broadcast by the ACT Government was picked up extensively by media outlets.
90. TCCS spokespeople were interviewed on ABC radio about the storm recovery during the last week of January.
91. Facebook storm clean-up updates posted on Tuesday 25 January 2022, Friday 18 February 2022 and Tuesday 15 March 2022 were geotargeted to impacted suburbs.
92. A dedicated public facing webpage titled Belconnen Storm Recovery was developed on the City Services website to provide the community with updates on the progress of the clean-up effort. The webpage provided weekly updates during the course of activities. Details of this website were provided to Access Canberra contact centres to provide to callers.
93. The following table highlights the number of inbound calls to Access Canberra that were attributed to the storm event:

94.	Calls		Access Canberra stood		2nd shift		Overtime call takers*	
	Date	Presented	Answered	Up	Down	Up		Down
	3 Jan	643	220	18:50	24:00			12

4 Jan	441	422	8:00	18:00	20:00	22:30	5
5 Jan	160	155	8:00	19:30			5
6 Jan	73	73	8:00	23:30			5
7 Jan	86	84	8:00	21:30			4

*Staff represented in overtime are those that worked beyond Access Canberra's normal hours to support the calls.

Signage

95. 170 corflute signs (around 10 per suburb) were erected on Wednesday 2 February and Thursday 3 February at key locations in the 17 most affected suburbs, such as entrances to the worst impacted streets, near local shops and parks, key intersections, etc.
96. Six Variable Message Signs (VMS) were installed on key arterial roads in Belconnen from Monday 31 January 2022:
 - a. Ginninderra Drive near Kingsford Smith Drive
 - b. Ginninderra Drive near Braybrooke Street
 - c. Belconnen Way near Hawker shops
 - d. Coulter Drive two locations (near the access road into Florey and near the main intersection of Coulter and Southern Cross)
 - e. Southern Cross Drive near Kingsford Smith.
97. The VMS signs displayed the following message:
 - a. SLIDE 1: Storm clean up underway
 - b. SLIDE 2: Thanks for your patience
98. On Tuesday 22 February the messaging on the VMS signs was updated to
 - a. SLIDE 1: www.cityservices.act.gov.au
 - b. SLIDE 2: For storm clean-up updates
99. From Wednesday 16 March 2022, and in line with how the clean-up effort has progressed, five of the VMS signs were removed except the one on Ginninderra Drive near Kingsford Smith Drive. This VMS sign is still in place.

Stakeholder emails

100. Stakeholder emails have been sent to a distribution list of key Belconnen community contacts including the Belconnen Community Council, residents' associations and local charity groups. These storm recovery updates were sent on:
- a. Friday 28 January 2022
 - b. Friday 4 February 2022
 - c. Friday 11 February 2022
 - d. Friday 18 February 2022
 - e. Friday 25 February 2022
 - f. Friday 4 March 2022
 - g. Friday 11 March 2022
 - h. Friday 18 March 2022
 - i. Friday 25 March 2022
101. In addition, storm recovery update articles were published in the Our Canberra electronic direct mail newsletter on 6 January, 3 February and 4 March and in the February and March Our Canberra print editions.
102. A whole-of-government message was issued on Monday 31 January 2022 to the ACT Public Service providing an update on the storm recovery efforts in Belconnen including where crews were prioritising their efforts. The message encouraged people to visit the dedicated website for more information.
103. Overall, community sentiment received was positive with community members thankful for all the work ACTESA volunteers and staff undertook throughout the storm response.

After Action Review

104. The purpose of an After Action Review (AAR), also known as a Debrief, is to create a record of actions and observations from the parties directly involved managing the response to the emergency, decisions made, the effectiveness of decisions and identification of what business practices should be sustained and what needs to be improved.
105. AARs help to identify and implement business improvements and maintain a learning environment across the emergency management phases of prevention, preparation, response and recovery (PPRR).
106. The ESA coordinated an operational AAR with all response areas.

107. In addition, a whole-of-government AAR was co-facilitated by SEMD and ESA on Wednesday, 9 February 2022 to inform broader response and recovery learnings. This reviewed the storm response, initial relief and immediate recovery actions and overall recovery activities.
108. A range of observations and insights were recorded from these AARs that will inform opportunity for further exploration for business improvements in emergency management and recovery operations to be considered. Key learnings included:
- a. Good, shared understanding of the impact and goal/outcomes for the response;
 - b. Strong collaboration across response agencies, whole-of-government (ECC) and public information (PICC);
 - c. Positive public information response across social media, 'traditional' media and the Community Information Hub as a whole-of-government effort;
 - d. Preparedness ahead of the High Risk Weather Season improved the ability of ESA to coordinate an effective short and medium term response, and transition to recovery;
 - e. Stronger impact intelligence, particularly in the early response, would provide a more effective appreciation of the impacts and complexity of an emergency, to enable a broader response earlier.
109. TCCS has since worked with ACT SES to produce a 'Tree Help' postcard as part of the Be Storm Ready program which contains clear information for the public on who to contact where a tree has fallen on public land, private land, is threatening safety or damaging property or is impacting powerlines. This information is also reflected on Belconnen Storm Recovery page on the City Services website.
110. Additionally, TCCS Urban Treescapes is providing training and awareness material for the ACTSES to on-train their volunteers on green waste cutting techniques aimed at improving the efficiency and speed of debris chipping and clean up.
111. EPSDD is working with the ESA and TCCS in the preparation of a Strategic Flood Risk Management Plan (SFRMP) for the ACT. The SFRMP will include emergency planning and response key learnings from the storm and will also include planning, land management, infrastructure and public information/education matters for consideration in a holistic response to flood risk. A draft of the SFRMP is intended to be discussed at SEMSOG in July 2022 and release for public consultation later in the year.

ACTESA MEDIA SUMMARY



ACTESA IMT MEDIA SUMMARY

SES Storm Event 03 Jan 2022

09 Jan 2022

SES Storm Event 03 Jan 2022 - IMT

A fast-moving, cell-based storm moved through the ACT on the afternoon of Monday 3 January 2022. Large hailstones, rain and wind gusts were reported with the Belconnen region being impacted the most. Many of the jobs involved downed trees on roadways, homes, and powerlines, but crews also responded to minor flooding in homes.

The storm response IMT was stood up on Monday 3 January and stood down on Sunday 9 January. The public information team were present throughout the whole IMT.

Total RFAs: **1,023**

Media Mentions Breakdown

Total Media Mentions: 104

Total Media Interviews: 15 (including press conference)

Key Media Mentions and Interviews:

Media Mention 1 - Monday 03 Jan 2022

ABC radio storm warning announcement at 5:50pm

https://www.dropbox.com/s/radqw8qf302l63p/ABCRadio_Storm%20Warning_03012022.mp3?dl=0

Media Mention 2 - Monday 03 Jan 2022

Emergency Services respond to over 400 calls after severe thunderstorms
-Canberra Weekly

[Emergency services respond to over 400 calls after severe thunderstorms - Canberra Weekly](#)

Media Mention 3 - Monday 03 Jan 2022

Storms lash Canberra's north
-City News

[Storms lash Canberra's north | Canberra CityNews](#)

Media Mention 4 – Monday 03 Jan 2022

Hail and strong winds damage cars and homes in Canberra as thousands lose power
-ABC News

[Hail and strong winds damage cars and homes in Canberra as thousands lose power - ABC News](#)

Media Interview 5 - Tuesday 04 Jan 2022

2GB radio news bulletin grabs with IC Liz Matthews

https://www.dropbox.com/s/ilgjqiyfn990xdk/2GB_LizMatthewsGrabs_04012022.mp3?dl=0

Media Mention 6 - Tuesday 04 Jan 2022

TODAY show Canberra storms mention

https://www.dropbox.com/s/4sapi84mv4aqxob/TODAY_StormMention_04012022.mp4?dl=0

Media Mention 7 - Tuesday 04 Jan 2022

ABC radio National mention

https://www.dropbox.com/s/xy9lnuc37ebpq98/ABCRadioNational_04012022.mp3?dl=0

Media Interview 8 - Tuesday 04 Jan 2022

ABC radio interview with A/g Commissioner Rohan Scott

(Sourcing audio)

Media Interview 9 - Tuesday 04 Jan 2022

2CC radio interview with A/g Commissioner Rohan Scott

(Sourcing audio)

Media Mention 10 - Tuesday 04 Jan 2022

ABC News Breakfast

https://www.dropbox.com/s/ug6b8qtv2oegcer/ABCNewsBreakfast_04012022.mp4?dl=0

Media Mention 11 - Tuesday 04 Jan 2022

Blackouts continue after storm hits parts of Canberra

-The Canberra Times

[Blackouts continue after storm hits parts of Canberra | The Canberra Times | Canberra, ACT](#)

Media Mention 12 - Tuesday 04 Jan 2022

Clean up continues after severe thunderstorms with more to come

-RiotACT

[Clean up continues after severe thunderstorms, with more predicted to come | Riotact \(the-riotact.com\)](#)

Media Mention 13 - Tuesday 04 Jan 2022

Almost 800 calls for help following wild storm

-Canberra Weekly

[Almost 800 calls for help following wild storm - Canberra Weekly](#)

Media Mention 14 - Tuesday 04 Jan 2022

NSWSES brought in to assist ACT Emergency Services following storm damage

-OnScene ACT

[NSW SES brought in to assist ACT Emergency Services following storm damage \(onsceneact.com.au\)](#)

Media Interview 15 - Tuesday 04 Jan 2022

ABC News Canberra interview with ACTSES Chief Officer Anthony Draheim

(Sourcing link)

Media Interview 16 - Tuesday 04 Jan 2022

Win News Canberra interview with ACTSES Chief Officer Anthony Draheim

[Facebook](#)

Media Interview 17 - Wednesday 05 Jan 2022

ABC radio interview with ACTSES Chief Officer Anthony Draheim

(Sourcing audio)

Media Interview 18 - Wednesday 05 Jan 2022

Canberra FM radio interview with ACTSES Chief Officer Anthony Draheim

(Sourcing audio)

Media Interview 19 - Wednesday 05 Jan 2022

2CC radio interview with ACTSES Chief Officer Anthony Draheim

https://www.dropbox.com/s/xzgb371d7iwi6gj/2CC_AnthonyDraheim_05012022.mp3?dl=0

Media Mention 20 - Wednesday 05 Jan 2022

Monday's storm brings blackouts and network damage

-CityNews

[Monday's storm brings blackouts and network damage | Canberra CityNews](#)

Media Mention 21 - Wednesday 05 Jan 2022

BOM forecast possible severe thunderstorms in ACT, as Monday's storm clean-up continues; Canberrans without power until Sunday

-The Canberra Times

[BOM forecast possible severe thunderstorms in ACT, as Monday's storm clean-up continues; Canberrans without power until Sunday | The Canberra Times | Canberra, ACT](#)

Media Mention 22 - Wednesday 05 Jan 2022

Thousands still without power as emergency storm response continues

-RiotACT

[Thousands still without power as emergency storm response continues | Riotact \(the-riotact.com\)](#)

Media Mention 23 - Wednesday 05 Jan 2022

Community Hub set up in Belconnen to help many still without power

-Canberra Weekly

[Community hub set up in Belconnen to help many still without power - Canberra Weekly](#)

Media Mention 24 - Wednesday 05 Jan 2022

Support hub established to assist storm affected residents

-OnScene ACT

[Support hub established to assist storm affected residents \(onsceneact.com.au\)](#)

Media Interview 25 - Thursday 06 Jan 2022

ABC radio interview with ACTSES Chief Officer Anthony Draheim

(Sourcing audio)

Media Interview 26 - Thursday 06 Jan 2022

2CC radio interview with ACTSES Chief Officer Anthony Draheim

(Sourcing audio)

Media Interview 27 - Thursday 06 Jan 2022

ACTESA, ACT Government and Evoenergy combined press conference at the Molonglo Community Information Hub

[Facebook](#)

Media Mention 28 - Thursday 06 Jan 2022

Green bin help for storm-battered suburbs

-City News

[Green bin help for storm-battered suburbs | Canberra CityNews](#)

Media Mention 29 - Thursday 06 Jan 2022

More than 1000 homes and business still without power in ACT as another storm rolls in

-RiotACT

[More than 1000 homes and businesses still without power in ACT as another storm rolls in | Riotact \(the-riotact.com\)](#)

Media Mention 30 - Thursday 06 Jan 2022

Canberra residents prepare for days without power after hail, more storms expected

-The Canberra Times

[Canberra residents prepare for days without power after hail, more storms expected | The Canberra Times | Canberra, ACT](#)

Media Mention 31 - Thursday 06 Jan 2022

Storm warning this afternoon: Be prepared

-Canberra Weekly

[Storm warning this afternoon: Be prepared - Canberra Weekly](#)

Media Interview 32 - Thursday 06 Jan 2022

Win News Bulletin – Press Conference

[Facebook](#)

Media Mention 33 - Friday 07 Jan 2022

Residents prepare for more days without power

– The Canberra Times

[1565635482.pdf \(isentia.com\)](#)

Media Interview 34 - Friday 07 Jan 2022

ABC Radio interview with ACTSES Chief Officer Anthony Draheim

https://www.dropbox.com/s/8gp9n6ojdmbb29q/ABCRadio_AnthonyDraheim_07012022.mp3?dl=0

Media Mention 35 - Friday 07 Jan 2022

More facilities for storm affected Canberrans at Molonglo facility
– Canberra Weekly

[More facilities for storm-affected Canberrans - Canberra Weekly](#)

Media Mention 36 - Friday 07 Jan 2022

Storms forecast for weekend weather in Canberra, as hundreds still experiencing blackouts
– The Canberra Times

[Storms forecast for weekend weather in Canberra, as hundreds still experiencing blackouts | The Canberra Times | Canberra, ACT](#)

Media Mention 37 - Friday 07 Jan 2022

Free food waste disposal and additional green waste collection for Belconnen community following storm
-Riotact

[Free food waste disposal and additional green waste collection for Belconnen community following storm | Riotact \(the-riotact.com\)](#)

Media Interview 38 - Friday 07 Jan 2022

ABC Canberra interview with A/g Commissioner Rohan Scott on chainsaw safety

Media Mention 39 - Friday 07 Jan 2022

Another severe thunderstorm warning for Canberra
– Canberra Weekly

[Another severe thunderstorm warning for Canberra - Canberra Weekly](#)

Media Mention 40 - Friday 07 Jan 2022

BOM cancels storm warning, but SES says risk remains
– CityNews

[BOM cancels storm warning, but SES says risk remains | Canberra CityNews](#)

Media Mention 41 - Saturday 08 Jan 2022

More storms as power blackouts continue
– The Canberra Times

[1566240057.pdf \(isentia.com\)](#)

Media Mention 42 - Saturday 08 Jan 2022

ABC Radio National Mention

https://www.dropbox.com/s/jx73z9t55ltwamr/ABC%20RadioNational_08012022.mp3?dl=0

Media Interview 43 - Saturday 08 Jan 2022

ABC Radio Storm Update interview with ACTSES Chief Officer Anthony **Draheim**

(Sourcing audio from ABC)

Media Interview 44 - Saturday 08 Jan 2022

ABC Radio Mention of Chainsaw Safety with A/g Commissioner Rohan Scott

https://www.dropbox.com/s/952nu77hjjxssuu/ABCRadio_ChainsawSaftey_08012022.mp3?dl=0

SPOT Alerts/ Social Media Posts

Social Media Post 1

Monday 3 January 17:26

The [Bureau of Meteorology](#) warns that, at 5:20 pm, severe thunderstorms were detected on the weather radar near Belconnen, Canberra Civic, Hall, Gungahlin and South Canberra.

These thunderstorms are moving towards the north. Large, possibly giant hailstones, heavy rainfall that may lead to flash flooding and damaging winds are likely.

The ACT State Emergency Service advises to:



For assistance in a storm or flood call the ACTSES on 132 500, in a life-threatening emergency call Triple Zero (000).

Visit www.esa.act.gov.au/be-emergency-ready or www.bom.gov.au for more information.

[Facebook](#)



Post Insights

People Reached: 59,369

Engagement: 6,627

Social Media Post 2

Monday 3 January 18:32

The ACT State Emergency Service is currently receiving a high volume of calls relating to damage from a severe thunderstorm that passed through Canberra earlier this evening

We ask for your patience as requests for assistance are processed. Teams are working quickly to increase capacity, and all calls will be answered.

For assistance in a storm or flood call the ACTSES on 132 500, in a life-threatening emergency call Triple Zero (000). Save triple-zero for saving lives.

[Facebook](#)



For assistance in a storm or flood
call the ACTSES on 132 500

Post Insights

People Reached: 45,677

Engagement: 3,453

Social Media Post 3

Monday 3 January 19:36

As of 7:30 PM the ACT State Emergency Service has received more than 190 requests for assistance following a severe thunderstorm impact in the ACT on 3 January 2022.

Most requests for assistance are from the Belconnen and Gungahlin regions which were the hardest hit. Large hailstones have been reported in these areas.

ACT State Emergency Service, ACT Fire & Rescue, ACT Rural Fire Service, and Transport Canberra & City Services crews are responding to trees down on homes and roads, fallen powerlines, localised flooding, and water damage across Canberra.

Staff and volunteers will be working into the night to provide assistance to the community. Please remember to stay safe and keep clear of storm damage in public areas and on roadways.

Call-takers are receiving a high volume of calls and jobs are being prioritised by urgency. For assistance in storm and flood call the ACTSES on 132 500. Save Triple Zero (000) for saving lives.

[Facebook](#)



Post Insights

People Reached: 44,937

Engagement: 5,741

Social Media Post 4

Monday 3 January 23:35

As of 11:30 PM the ACT State Emergency Service has received 436 requests for assistance following a severe thunderstorm impact in the ACT on 3 January 2022.

35 crews from the ACT State Emergency Service, ACT Fire & Rescue, ACT Rural Fire Service, and Transport Canberra & City Services have contributed to the storm response.

119 requests have been completed and 317 remain outstanding. Community assistance to priority incidents will continue overnight, with additional staff and volunteers joining operations on Tuesday morning.

The community is thanked for their patience as crews work through the high volume of calls. The clean up is expected to extend across the next couple of days, with the highest priority incidents being attended first.

For help during floods and storms, call the ACTSES on 132 500. In a life-threatening emergency call Triple Zero (000).

[Facebook](#)

The graphic is a dark blue rectangular banner. At the top left is a white diamond icon containing a lightning bolt and a cloud. To its right, the text 'INCIDENT UPDATE' is in white, and 'Severe Thunderstorms' is in a larger white font. Below this, on the left, is a white box with the text '11:30 PM Update' and '436 Requests for Assistance' in large black font. To the right of this box is a map of the ACT region with numerous orange diamond markers indicating incident locations. At the bottom, there is a dark blue bar with the ACT logo, the text 'In a life threatening emergency dial Triple Zero (000)', and the website 'esa.act.gov.au'.

Post Insights

People Reached: 45,595

Engagement: 4,414

Social Media Post 5

Tuesday 4 January 06:30

6:30 AM Severe Thunderstorm Update

The ACT State Emergency Service has received 436 requests for assistance following a severe thunderstorm on Monday evening.

Crews worked through the night to attend to priority incidents, and have completed 211 jobs, with 225 requests outstanding.

Additional staff and volunteers will join operations from 0800 Tuesday with the cleanup expected to continue into the coming days.

For help during floods and storms, call the ACTSES on 132 500. In a life-threatening emergency call Triple Zero (000).

[Facebook](#)



Post Insights

People Reached: 46,978

Engagement: 2,946

Social Media Post 6

Tuesday 4 January 18:05

It's been a wild couple of days in Canberra with the ACT State Emergency Service receiving nearly 800 calls for help following a storm on Monday afternoon.

Crews are working hard to attend to jobs as quickly as possible. Staff and volunteers from the ACT Emergency Services Agency are being supported by [Transport Canberra](#) & City Services, [NSW SES](#), and [ACT Policing](#) Search & Rescue. A huge shoutout to everyone that is contributing to the cleanup!

More unsettled weather is predicted at the end of the week. Now is the time to prepare your home and family for a storm. Complete or update your 20-minute Survival Plan on the ACT Emergency Services Agency Website - www.esa.act.gov.au/survival-plan

Check the [Bureau of Meteorology](#) for the latest weather updates and warnings - <http://www.bom.gov.au/act/forecasts/canberra.shtml>

[Facebook](#)



Post Insights

People Reached: 58,102

Engagement: 5,141

Social Media Post 7

Wednesday 5 January 15:18

Our whole of agency response to the Monday afternoon severe storms is ongoing and will likely continue into the tail end of the week.

As of 3 PM the ACT State Emergency Service (ACTSES) has received 834 requests for assistance, largely in relation to fallen trees causing structural damage and leaking roofs.

ACTESA and government services crews have responded to and completed 557 of these requests, with 277 jobs still outstanding.

Today we have active crews from ACTSES, ACTRFS, [NSW SES](#), [ACT Parks and Conservation Service](#) and [Australian Federal Police](#) servicing the community, with ongoing assistance from ACT Fire & Rescue and TCCS.

At this time, the Bureau of Meteorology is predicting the possibility of severe storms on Thursday and Friday this week. Our amazing volunteers and staff are working tirelessly to complete all priority requests before further weather events impact the ACT.

We're ready when Canberra prepares together. Now is the time to prepare your home before further storm activity commences later in the week. The ACTSES advises to:



For assistance in a storm or flood call the ACTSES on 132 500, in a life-threatening emergency call Triple Zero (000).

Visit www.esa.act.gov.au/be-emergency-ready and www.bom.gov.au for more information.

We would like to thank the community for their ongoing vigilance and support through this incident.

[Facebook](#)



Post Insights

People Reached: 27,177

Engagement: 2,758

Social Media Post 8

Wednesday 5 January 16:42

A community information hub at the [ACT Rural Fire Service - Molonglo Brigade](#) has been activated to provide charging stations, ice for eskies, a skip to dispose food waste and incident information for those affected by the ongoing storm response across the Belconnen region.

This hub is not equipped to provide temporary accommodation or catering.

The hub will be open from 5:00pm-9:00pm tonight and from 11:00am-5:00pm tomorrow, and is located at 27 Drake-Brockman Dr, Higgins, ACT.

Please exercise safe COVID-19 practices when attending this hub by wearing masks, social distancing and checking in with the provided QR code to keep the volunteers, yourself, and the community safe.

[Facebook](#)



Post Insights

People Reached: 118,223

Engagement: 7,217

Social Media Post 9

Wednesday 5 January 19:07

Shared post from ACT Government:

ACT Emergency Services Agency
January 5 at 7:07 PM · 🌐



ACT Government

January 5 at 6:37 PM · 🌐

Emergency services and government crews are continuing work to clean up after severe storms hit the ACT, including Belconnen, on Monday afternoon.

We know some households are still without power and crews are working to get this rectified as soon as possible.

For those requiring food relief support there are a number of local community organisations who are providing assistance and details of these organisations can be found here: <https://bit.ly/3sZyE1Z>

The ACT Emergency Services Agency has also activated an information hub at the Molonglo ACT Rural Fire Service Facility to support those impacted. This facility will be providing charging stations for those without electricity, ice to enable people to restock eskies and a skip bin to dispose of any spoiled food. This facility is not able to provide temporary accommodation or catering. It will be open until 9pm tonight and again from 11am to 5pm tomorrow.

Please ensure that you maintain COVID safe behaviours when out in the community, including mask wearing, hand hygiene and social distancing.

The Bureau of Meteorology is also predicting the possibility of further severe storms tomorrow, Thursday 6 January, and on Friday 7 January.

For assistance in a storm or flood call the ACTSES on 132 500, in a life-threatening emergency call Triple Zero (000). Visit www.esa.act.gov.au/be-emergency-ready and www.bom.gov.au for more information.

Social Media Post 10

Thursday 6 January 09:44

A community information hub at the [ACT Rural Fire Service - Molonglo Brigade](#) will be open again today from 11 AM – 5 PM for those affected by the ongoing storm response in the Belconnen region.





Representatives from ACT Emergency Services Agency and [Evoenergy](#) ACT will be providing information for affected households.

The ACTRFS Molonglo Brigade is located at 27 Drake-Brockman Dr, Higgins, ACT 2515. Remember to be COVID-safe by checking in, wearing a mask, and physically distancing from others.

[Facebook](#)



Post Insights

People Reached: 123,164

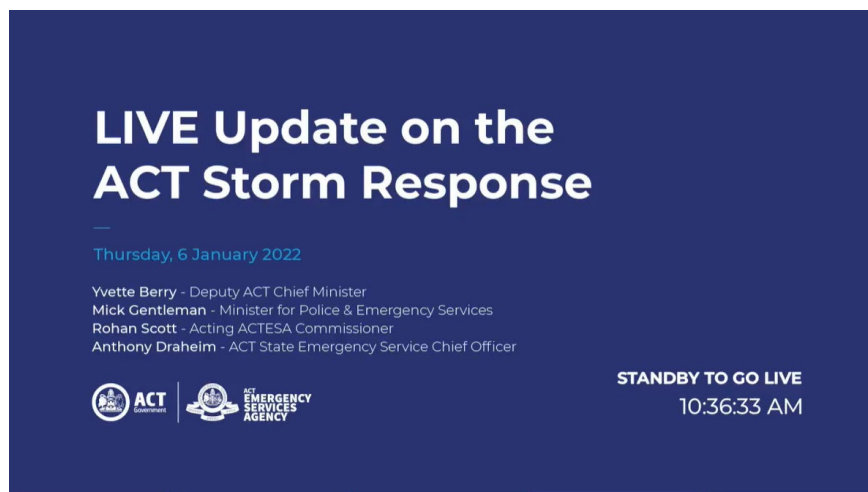
Engagement: 6,367

Social Media Post 11

Thursday 6 January 10:27

Deputy Chief Minister [Yvette Berry](#), Minister for Police & Emergency Services [Mick Gentleman MLA](#), and Acting ACTESA Commissioner Rohan Scott are providing a LIVE update on the ongoing storm response in the Belconnen region from 10:30 AM

[Facebook](#)



Post Insights

People Reached: 24,232

Engagement: 13,468

Social Media Post 12

Thursday 6 January 15:26

Severe Thunderstorm Warning for the ACT

At 2:54 pm The Bureau of Meteorology issued a severe thunderstorm warning for the ACT region over the next several hours. Damaging winds, large hailstones and heavy rainfall is predicted.

Additionally, there is a risk of ongoing storms through this evening into the early hours of Friday morning.

The ACT State Emergency Service advises to:

- Move your car under cover or away from trees.
- Secure or put away loose items around your house, yard and balcony.
- Keep clear of creeks and storm drains.
- Stay indoors away from windows and keep children and pets indoors as well.

- Keep at least 8 metres away from fallen power lines or objects that may be energised, such as fences.
- Motorist are advised to take caution while driving.
- Remember to never drive, walk, or ride through floodwater.

For assistance in a storm or flood call the ACTSES on 132 500, in a life-threatening emergency call Triple Zero (000). Visit www.esa.act.gov.au/be-emergency-ready or www.bom.gov.au for more information.

[Facebook](#)



Post Insights

People Reached: 57,536

Engagement: 3,920

Social Media Post 13

Thursday 6 January 16:27

Update 5:05 PM: The Bureau of Meteorology warns that, at 5:05 pm, severe thunderstorms were detected on the weather radar near Belconnen and Hall. These thunderstorms are moving towards the southeast. They are forecast to affect Canberra Civic, Tuggeranong, Gungahlin, Canberra Airport, South Canberra, Weston Creek and Woden Valley by 5:35 pm.

Damaging winds, large hailstones and heavy rainfall that may lead to flash flooding are likely.

The Bureau of Meteorology warns that, at 4:05 pm, severe thunderstorms were detected on the weather radar near The Brindabella National Park, The Brindabella Ranges and Wee Jasper.

These thunderstorms are moving towards the southeast. They are forecast to affect Belconnen, Hall, Weston Creek and Woden Valley by 4:35 pm and Canberra Civic, Queanbeyan, Tuggeranong, Gungahlin, Canberra Airport and South Canberra by 5:05 pm.

For assistance in a storm or flood call the ACTSES on 132 500, in a life-threatening emergency call Triple Zero (000). Visit www.esa.act.gov.au/be-emergency-ready or www.bom.gov.au for more information.

[Facebook](#)



Post Insights

People Reached: 51,111

Engagement: 3,119

Social Media Post 14

Thursday 6 January 17:40

Shared post from ACT Government.

PI conceptualised this post and collaborated with the ACT Government media team to have it produced.



ACT Government

January 6 at 5:24 PM

With a number of fallen trees throughout Belconnen as a result of Monday's storms it's important to know what you need to do.

Tree down on powerlines

If you see a tree fallen on powerlines call Evoenergy on 131 093. If there are powerlines down, don't approach them and keep at least 8 metres away.

Tree down on public land

If you see a tree down on public land you can log a ticket using www.act.gov.au/fixmystreet

Street and park trees are government assets and under normal circumstances community members are not permitted to collect fallen timber or otherwise prune or damage trees on public land including nature strips. However, given the extent of the storm damage and the need for a collaborative effort to clean up, residents who choose to collect storm-affected timber from public land will not be subject to compliance action. We urge all community members to take great care when undertaking clean-up activities and ensure appropriate protective equipment is used.

Tree down on private land

If there's a tree down on private land, the land owner is responsible for its removal. Please don't move the tree or branches to the nature strip.

Government tree maintenance and clean-up resources are directed to damaged tree and debris removal on public land and there is no capacity to remove material from residential blocks. You may need to call a local arborist or tree removal service to assist removing it from your land.

Tree threatening safety or damaging property

If you see a tree that is unsafe or damaging property call ACTSES on 132 500.

Just a reminder that the ACTSES's role is to plan for and respond to storms and floods. This means warning the community of impending storms, responding to incidents that pose a danger to the community, such as fallen trees and leaking roofs and preventing further damage by undertaking temporary repairs.

In a life-threatening emergency, call Triple Zero (000).

Social Media Post 15

Thursday 6 January 22:18

Heads up Canberra, we could see extended heavy rainfall later this evening and overnight.

A Severe Thunderstorm Warning is in place for a system moving toward Canberra from the north-west. Intense rainfall and damaging winds are possible across the next several hours.

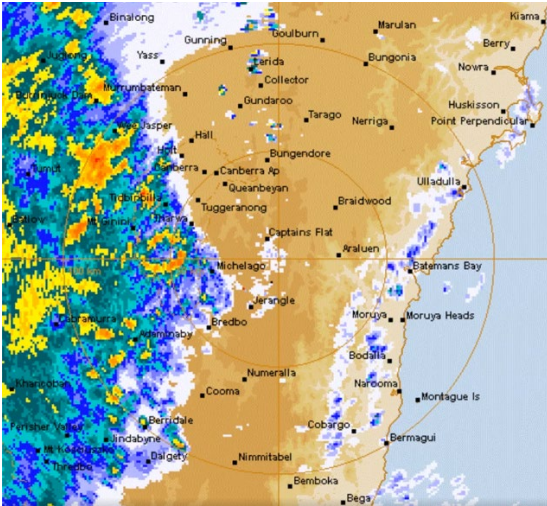
Crews are actively working to make temporary repairs from Monday's storm event and will prioritise any new requests for assistance based on severity and risk to the community.

Remember never to walk, ride, or drive through flood waters. If it's flooded, forget it.

For assistance in a storm or flood call the ACTSES on 132 500, in a life-threatening emergency call Triple Zero (000). During storm events the ACTSES receive a high volume of calls, please be patient and call again if you are unable to reach an operator initially.

Visit www.esa.act.gov.au/be-emergency-ready or www.bom.gov.au for more information.

[Watch](#) | [Facebook](#)



Post Insights

People Reached: 32,737

Engagement: 4,896

Social Media Post 16

Friday 7 January 10:15

Hey Canberra 🙌 The Community Information Hub at the ACTRFS Molonglo Brigade is open again today from 11 AM to 7 PM for those affected by the ongoing storm response. Facilities include:

- 🌟 New! - 🌧 Showers
- 🌟 New! - 🧺 Washers & dryers
- 🔋 Charging stations for your devices
- 🧊 Ice for eskies
- 🗑 Food waste disposal
- 💬 Incident information and advice

The hub is located at 27 Drake-Brockman Dr, Higgins. For more information: <https://bit.ly/3eZITel>

If you know anyone who is currently without power or access to social media or internet, we encourage you to reach out and pass along this information.

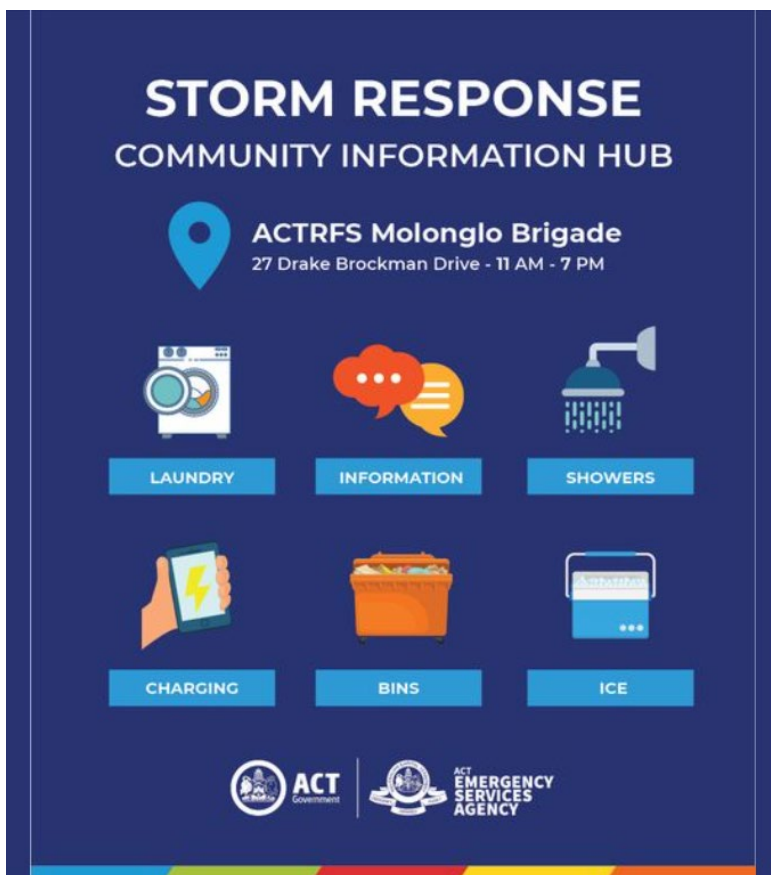
Staff and volunteers at the facility are also able to provide information for people who need support with food and other essential items. There are a number local food pantries that are providing assistance at this time. Details can be found in the Emergency and Food Relief Guide on the Volunteering ACT website:

<https://bit.ly/3sZyE1Z>

We remind community members that it is important to practice COVID-19 behaviours when attending the facility by wearing masks, social distancing and signing in with Check In CBR. This helps to keep everyone safe.

We also ask that you do not attend the facility if you are isolating, required to quarantine or are COVID-19 positive. People affected by COVID-19 restrictions should call the COVID-19 Helpline on (02) 6207 7244 for advice.

[Facebook](#)




Insights


People Reached: 80,665


Engagement: 1,941

Social Media Post 17

Friday 7 January 12:08

 Due to increased overnight rainfall and rising river levels both Point Hut Crossing and Naas River Roads are closed.

 With further storm activity predicted this afternoon, this is a timely reminder for the community to take caution while we experience these increased weather conditions.

 As part of your survival plan it is important to ensure you have plans in place should roads be closed at short notice. For more information visit https://www.cityservices.act.gov.au/.../act_public_road...

The ACT State Emergency Service advises to:

Move your car under cover or away from trees.

Secure or put away loose items around your house, yard, and balcony.

Keep clear of creeks and storm drains.


Stay indoors away from windows and keep children and pets indoors as well.

Keep at least 8 metres away from fallen power lines or objects that may be energised, such as fences.

Motorist are advised to take caution while driving.

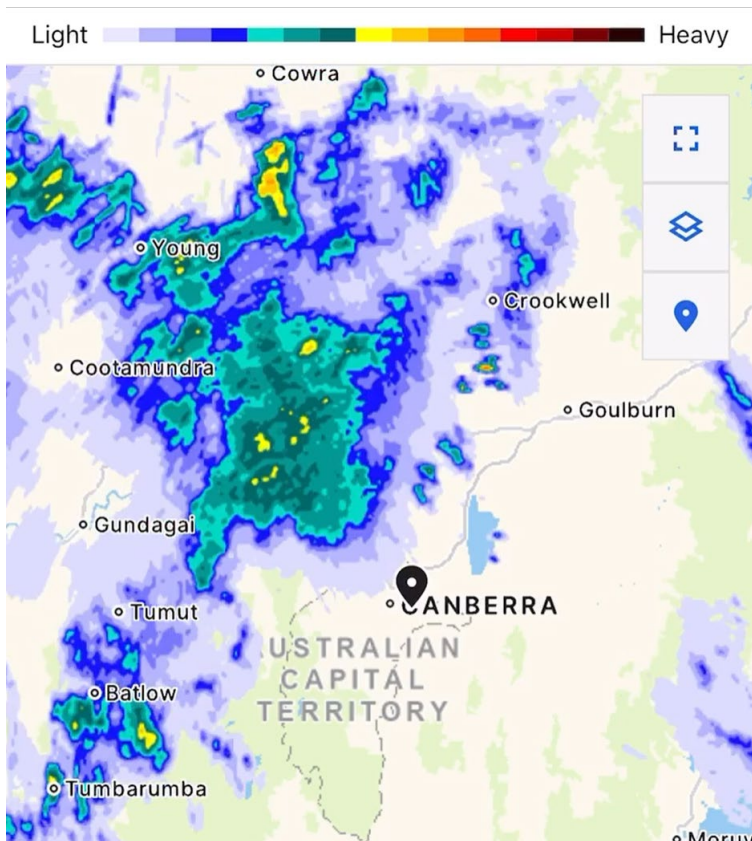
Remember to never drive, walk, or ride through floodwater.

Stay vigilant and monitor conditions.

 For assistance in a storm or flood call the ACTSES on 132 500, in a life-threatening emergency call Triple Zero (000).

 Visit www.esa.act.gov.au/be-emergency-ready or www.bom.gov.au for more information.

[Facebook](#)



Insights

People Reached: 24,150

Engagement: 1,702

Social Media Post 18

Friday 7 January 18:07

Severe Weather Warning for the ACT-

The Bureau of Meteorology warns that, at 5:50 pm, severe thunderstorms were detected on the weather radar near Yass and Wee Jasper. These thunderstorms are moving towards the southeast. The severe weather warning is for heavy rainfall, damaging winds, and large hailstones.

They are forecast to affect Belconnen, Canberra Civic, Tuggeranong, Hall, Gungahlin, Canberra Airport, South Canberra, Weston Creek and Woden Valley by 6:20 pm and Queanbeyan by 6:50 pm

The ACT State Emergency Service advises to:

- Move your car under cover or away from trees.
- Secure or put away loose items around your house, yard and balcony.

- Keep clear of creeks and storm drains.
- Stay indoors away from windows and keep children and pets indoors as well.
- Keep at least 8 metres away from fallen power lines or objects that may be energised, such as fences.
- Motorist are advised to take caution while driving.
- Remember to never drive, walk, or ride through floodwater.

For assistance in a storm or flood call the ACTSES on 132 500, in a life-threatening emergency call Triple Zero (000). Visit www.esa.act.gov.au/be-emergency-ready or www.bom.gov.au for more information.

[Facebook](#)

INCIDENT UPDATE
Severe Thunderstorms

Specific location:
Belconnen, Canberra Civic,
Tuggeranong, Hall, Gungahlin, Canberra
Airport, South Canberra, Weston Creek
and Woden Valley

For heavy rainfall, damaging
winds and large hailstones

In a life threatening emergency dial Triple Zero (000)

esa.act.gov.au

Insights

People Reached: 40,499

Engagement: 2,647

Social Media Post 19


Friday 7 January 19:10

Update – Severe Thunderstorm Warning for the ACT

The detailed severe thunderstorm warning issued by The Bureau of Meteorology for Canberra and Queanbeyan has been cancelled. The regional warning for the ACT remains in place for forecast heavy rainfall, damaging winds, and large hailstones. This could impact the wider ACT over the next several hours.

The ACT State Emergency Service advises to:

- Move your car under cover or away from trees.
- Secure or put away loose items around your house, yard, and balcony.
- Keep clear of creeks and storm drains.
- Stay indoors away from windows and keep children and pets indoors as well.
- Keep at least 8 metres away from fallen power lines or objects that may be energised, such as fences.
- Motorist are advised to take caution while driving.
- Remember to never drive, walk, or ride through floodwater.
- Stay vigilant and monitor conditions.

 For assistance in a storm or flood call the ACTSES on 132 500, in a life-threatening emergency call Triple Zero (000).

 Visit www.esa.act.gov.au/be-emergency-ready or www.bom.gov.au for more information.

[Facebook](#)



Insights

People Reached: 30,383







Engagement: 1,203

Social Media Post 20

Saturday 8 January 09:00

The Community Information Hub at the [ACT Rural Fire Service - Molonglo Brigade](#) is open again today (Saturday) from 11 AM - 7 PM, rain, hail, or shine.

Stop in and chat to volunteers from the ACT Emergency Services Agency or representatives from [Evoenergy](#). Facilities include:

-  Showers
-  Washers & dryers
-  Charging stations for your devices
-  Ice for eskies
-  Food waste disposal
-  Incident information and advice

The hub is located at 27 Drake-Brockman Dr, Higgins.

If you know anyone who is currently without power or access to social media or internet, we encourage you to reach out and pass along this information.

Staff and volunteers at the facility are also able to provide information for people who need support with food and other essential items. There are several local food pantries that are providing assistance at this time. Details can be found in the Emergency and Food Relief Guide on the Volunteering ACT website: <https://bit.ly/3sZyE1Z>

We remind community members that it is important to be COVID-safe by wearing masks, social distancing, and signing in with Check In CBR. This helps to keep everyone safe.

We also ask that you do not attend the facility if you are isolating, required to quarantine or are COVID-19 positive. People affected by COVID-19 restrictions should call the COVID-19 Helpline on (02) 6207 7244 for advice.

[Facebook](#)



Insights

People Reached: 64,180

Engagement: 2,242

Social Media Post 21

Saturday 8 January 11:18

If you think it's been raining more than usual lately, you'd be right! 🌧️ The ACT has experienced several significant thunderstorms since the beginning of the storm season on 1 September 2021.

Increased storm activity has resulted in a surge of calls for help to the ACT State Emergency Service.

Wetter than average conditions are attributed to a La Niña event, and the rain isn't going away anytime soon. Above-average rainfall is predicted until at least March.

We're ready when Canberra prepares together. Download your Survival Plan from the ACT Emergency Services Agency website - www.esa.act.gov.au/survival-plan #BeEmergencyReady

[Facebook](#)



Insights

People Reached: 16,232

Engagement: 360

Social Media Post 22

Saturday 8 January 13:55

As of 1 PM Saturday, all emergency requests for assistance following Monday's storm have been completed, and the immediate threat of storms has eased.

We want to give a huge shout out to all our emergency services, supporting agencies and the community for your combined effort to restore communities back to normal. Thank you to our ACTSES, ACTRFS and ACTESA Mapping volunteers, ACT Fire & Rescue, ACTPCS, ACT Policing, AFP Search and Rescue, NSW SES, Evoenergy, TCCS, ACT Government and members of our community. This has been a magnificent display of community resilience.

There's still more to be done as we enter the recovery phase of this incident. Evoevergy is working hard to restore power to affected areas. Ongoing support services remain in place during this period, visit the ACT Emergency Services Agency website for more information - <https://www.esa.act.gov.au/january-2022-storms-community...>

[Facebook](#)



Insights

People Reached: 21,961

Engagement: 1,489

Social Media Post 23

Saturday 8 January 14:46

The initial clean-up from Monday's storm has been completed, with crews attending 1,023 emergency incidents. The storm response is now entering the recovery phase and Government crews, private contractors, and insurance companies continue operations over the coming days and weeks.

Please remember ACT Emergency Services Agency volunteers only attend incidents of immediate public safety. If you see a tree down on public land you can log a ticket using www.act.gov.au/fixmystreet. If there's a tree down on private land, the landowner is responsible for its removal.

Ongoing support is available for those impacted by storm damage - <https://www.esa.act.gov.au/january-2022-storms-community...>



Insights

People Reached: 17,799

Engagement: 880

Social Media Post 24

Sunday 9 January 09:22

Community Hub open today from 11am - 2pm

It has been nearly a week since we saw storms impact many suburbs across the ACT, particularly in the north. The ACTSES have received more than 1,020 requests for assistance over this time.

Due to the impact to homes and power, a community hub was established at Molonglo Rural Fire Brigade station to support those in need of essential services. We have seen more than 600 residents-in-need utilise the facilities – which include showers, laundering, skip bins, charging stations for devices and incident information.

The Community Hub will remain open today, however it is expected that the Hub will close this afternoon. This will be confirmed during the day.

As the incident moves from the response phase to the recovery phase, residents who are in need of support provided by the Community Hub, should contact the ACT Government Community Services Directorate – through Access Canberra on 133 427 or visit

https://www.communityservices.act.gov.au/home/contact_us

[Facebook](#)



Insights

People Reached: 47,107

Engagement: 901

Social Media Post 25

Sunday 9 January 13:58

Community Hub closure - free ice (5kg bags)

With [Evoenergy](#) in the final stages of restoring power to affected homes and low attendance numbers, the community hub at Molonglo Rural Fire Brigade station will be closing at 2pm.

We still have a number of bags of ice (5kg) for any residents (even those not affected by the storm) who may be able to utilise it. Come and collect them from the Hub on Drake-Brockman Drive before 2:30pm.

We hope the hub has been able to provide some assistance and support to those affected by the storms over the last week.

[Facebook](#)



Insights

People Reached: 41,937

Engagement: 1,823

ESA News

January 2022 Storms – Community Information

Thursday 6 January 2022, 17:55

17:55pm Thursday 6 Jan 2022

The Bureau of Meteorology (BOM) is predicting the possibility of severe storms on Thursday 6 January and Friday 7 January for the ACT.

The ACT Emergency Services Agency (ACT ESA) has stood up a whole of agency response to prepare for this potential storm activity and continue to support a number of households impacted by the storm event on Monday 3 January.

The ACT ESA will be providing regular incident updates in the coming days to keep the community informed. Stay up to date via the [ACT ESA website](#) and through social media channels on [Facebook](#) and [Twitter](#).

For more information, click on the headings below.

Be storm ready – preparing your home

What do I do during a storm?

Road closures

Power outages

Information hub at the Molonglo ACT Rural Fire Service

Emergency food relief support

Emergency accommodation

Food disposal

Green waste

COVID-19 safety in an emergency

Community Engagement

The public information team lead the organisation and running of the Molonglo Community Information Hub in collaboration with the other functional areas of the IMT, and with the assistance of the ACTRFS Molonglo brigade.

The hub was a success and we have received fantastic feedback from the community whilst running the hub and on social media.

Community Sentiment

Overall the community sentiment received was positive with community members thankful for all of the work ACTESA volunteers and staff undertook throughout this storm response.