

WIOA (Water Industry Operations Association of Australia)

Queensland Conference Abstract Submission

30 July 2025

Project: FNQ and Townsville Mutual Aid Initiative

Criteria:

Prepare a 200-word abstract (Microsoft Word format). We will need the following details:

- Abstract title
- Your name, position & employer
- Contact details (email, phone, postal address)
- Permission for WIOA to publish your abstract online

These details can be submitted with your abstract through the presenter portal by creating a new account.

Abstract:

Force majeure is a French term meaning "superior force." It is defined as an event with superior or irresistible force or an event that cannot be reasonably anticipated or controlled.

Queensland's active cyclone season routinely brings extreme levels of rain and flooding, often causing severe – and at times catastrophic – damage to water and wastewater infrastructure across the state. This is where the Mutual Aid Coordination Centre (MACC) steps in.

The MACC in Queensland coordinates assistance from various agencies and organisations during disaster events, primarily focusing on water and wastewater infrastructure recovery. The MACC is activated at the invitation of local governments and regional authorities to provide sector-specific specialist resources, equipment, and support to water service providers.

Unitywater responded to the MACC's call to arms by deploying team members to provide critical aid and support. This aid included repairing and reconnecting water and wastewater services to flood affected communities of Mossman and Port Douglas - after ex-tropical Cyclone Jasper in December 2024, and later in Townsville for post flood recovery in February 2025.

Unitywater's deployment to both events has deeply reinforced the MACC ethos, with a strong sense of camaraderie emerging across the affected utilities that were supported.