

Community Recovery Directory

As at 13 March 2019

Hotlines and helplines

<p>Community Recovery Hotline</p>	<p>Ph: 1800 173 349 www.qld.gov.au/community/disasters-emergencies</p>
<p>13 HEALTH</p> <p>13 HEALTH is a phone service available 24 hours a day, 7 days a week for all Queenslanders.</p> <p>Qualified health staff can give you advice on symptoms and conditions, who to talk to and how quickly you should act. The advice is confidential, professional and supportive.</p> <p>In an emergency always dial Triple Zero (000).</p>	<p>Ph: 13 43 25 84 www.qld.gov.au/health/contacts/advice/after-hours#13health</p>
<p>Lifeline</p> <p>Lifeline provides 24/7 crisis support and suicide prevention services.</p>	<p>Ph: 13 11 14 www.lifeline.org.au/about-lifeline/contact-us</p>
<p>Mensline Queensland</p> <p>Through DVConnect, Mensline is a free, confidential telephone, counselling, referral and support service especially set up for men operating between the hours of 9am and midnight, 7 days a week.</p>	<p>Ph: 1800 600 636 www.dvconnect.org/mensline/</p>
<p>Kids Helpline</p> <p>Kids Helpline is Australia's only free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.</p>	<p>Ph: 1800 551 800 www.kidshelpline.com.au/about/contact-us</p>
<p>Parentline</p> <p>Parentline offers confidential phone and WebChat counselling and support for parents and carers of children in Queensland.</p>	<p>Ph: 1300 301 300 www.parentline.com.au/about/contact-us</p>
<p>Relationships Australia</p> <p>Relationships Australia provides relationship support services to enhance human and family relationships.</p>	<p>Ph: 1300 364 277 www.relationships.org.au/contact-us</p>

<p>Virtual Psychologist (24/7)</p> <p>This service aims to offer psychological support and psycho education to drought affected farmers in remote areas via SMS, email, phone, online chat and where required, face to face counseling on farming properties.</p>	<p>Ph: 1300 665 234</p> <p>aussiehelpers.org.au/aussie-helpers-virtual-psychologist-for-drought-affected-farmers/</p>
<p>Suicide Call Back Service</p> <p>This service provides immediate support and online counselling to anyone feeling suicidal.</p>	<p>Ph: 1300 659 467</p> <p>www.suicidecallbackservice.org.au/</p>
<p>Centacare North Queensland</p> <p>Centacare provides a range of programs to assist individuals, families and communities across ten sites across North Queensland and the Gulf Country.</p>	<p>Ph: 1300 672 273 (free call)</p> <p>www.centacarenq.org.au/contact/contact-us/</p>
<p>Lives Lived Well</p> <p>NewAccess is a free program developed by beyondblue to help people tackle life pressures.</p>	<p>Ph: 1300 971 309</p> <p>E: newaccess@liveslivedwell.org.au</p> <p>www.liveslivedwell.org.au/newaccess</p>
<p>NQ Connect</p> <p>NQ Connect is an established free and safe telephone and online counselling service for people in northern and western Queensland.</p>	<p>Ph: 1300 059 625</p> <p>nqconnect.com.au/contact-us/</p>
<p>Phoenix Australia</p> <p>A free Queensland Flood Practitioner Advice Line that enables practitioners to receive direct and timely advice, support and guidance from a panel of medical and allied health experts on their work with community members with mental health issues following disasters.</p>	<p>Ph: 1800 260 618</p> <p>www.phoenixaustralia.org/practitioner-advice-line-qld-floods/</p>

North West Queensland Council contact details

Burke Shire Council	<p>Ph: 4745 5100 E: office@burke.qld.gov.au Mayor: Ernie Camp Address: 65 Musgrave Street, Burketown www.burke.qld.gov.au/</p>
Carpentaria Shire Council	<p>Ph: 4745 2200 E: mayor@carpentaria.qld.gov.au Mayor: Jack Bawden (0429 960 319) Address: 29-33 Haig Street, Normanton www.carpentaria.qld.gov.au</p>
Cloncurry Shire Council	<p>Ph: 4742 4100 E: mayor@cloncurry.qld.gov.au Mayor: Gregory Campbell (0484 829 444) Address: 38-46 Daintree Street, Cloncurry www.cloncurry.qld.gov.au/disaster-recovery-information</p>
McKinlay Shire Council	<p>Ph: 4746 7166 E: mayor@mckinlay.qld.gov.au Mayor: Belinda Murphy (0417 543 529) Address: 29 Burke Street, Julia Creek www.mckinlay.qld.gov.au/disaster-management</p>
Flinders Shire Council	<p>Ph: 4741 2900 E: flinders@flinders.qld.gov.au Mayor: Jane McNamara Address: 634 Gray Street, Hughenden www.flinders.qld.gov.au/</p>
Richmond Shire Council	<p>Ph: 47 193 377 E: enquiries@richmond.qld.gov.au Mayor: John Wharton AM – 0427 777 660 Address: 65 Goldring Street, Richmond www.richmond.qld.gov.au/community/disaster-management</p>
Winton Shire Council	<p>Ph: 4657 2666 E: mayor@winton.qld.gov.au Mayor: Gavin Baskett (0419 653 015) Address: 75 Vindex Street, Winton www.winton.qld.gov.au/disaster-management</p>

Health services

<p>NQ Connect</p> <ul style="list-style-type: none"> • Free 24/7 telephone and online counselling service • Providing help and support to people who are worried, stressed and affected by the floods. 	<p>1300 059 625</p>
<p>Royal Flying Doctor Service (RFDS)</p> <p>The Royal Flying Doctor Service is one of the largest and most comprehensive aeromedical organisations in the world, providing extensive primary health care and 24-hour emergency service to people over an area of 7.69 million square kilometres.</p>	<p>Ph: 4743 2802 (24 hour medical line)</p> <p>www.flyingdoctor.org.au/contact/</p>
<p>North and West Remote Health (NWRH)</p> <p>Allied health, aged care, wellbeing and disability services across regional, rural and remote Australia.</p>	<ul style="list-style-type: none"> • Cloncurry, Hughenden and Richmond Ph: 1800 799 244 • Longreach Ph: 1800 789 310 • Mt Isa Ph: 1800 221 131 • Normanton Ph: 4747 8800 <p>www.nwrh.com.au/contact-us/</p>
<p>Outback Futures</p> <p>A non-profit organisation offering mental and allied health and wellbeing services in the form of mobile clinics, plus ongoing regular remote sessions of therapy and support.</p>	<p>Ph: 0417 703729</p> <p>E: louise@outbackfutures.org.au</p>
<p>Queensland Health TRAIC Program (Tackling Regional Adversity through Integrated Care)</p> <p>Intervention and assistance to navigate mental health support services.</p>	<ul style="list-style-type: none"> • For more information at Cloncurry and Julia Creek, contact Denise Price, Regional Adversity Integrated Care Clinician (RAICC) on 0472 821 255 or email Denise.Price@health.qld.gov.au • For more information at Richmond and Hughenden, contact Kim Ward, RAICC on 0447 364 378 or email Kim.Ward@health.qld.gov.au
<p>North West Hospital & Health Service (NWHHS)</p> <p>Crisis, counselling, psychiatric consultation and referral.</p>	<ul style="list-style-type: none"> • Mental Health Services Ph: 4744 7103 • Alcohol Tobacco & Other Drug Service Ph: 4744 9100 <p>For clinic dates, go to www.health.qld.gov.au/mt_isa/outreach-calendars</p>
<p>Julia Creek Medical Centre</p>	<p>Ph: 4746 7159</p>
<p>Flinders Medical Centre</p>	<p>Ph: 4742 2233</p>

Financial assistance

<p>Financial assistance from the Queensland Government</p> <p>Includes information about:</p> <ul style="list-style-type: none"> • Emergency hardship assistance • Essential services hardship assistance grant • Essential household contents grant • Structural assistance grant • Essential services safety and reconnection grants • Help for primary producers. 	<p>Ph: 1800 173 349</p> <p>www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/financial-assistance</p>
<p>Department of Human Services (loss of income)</p> <ul style="list-style-type: none"> • Australian Government Disaster Recovery Payment • Disaster Recovery Allowance 	<p>Ph: 180 22 66</p> <p>www.humanservices.gov.au/individuals/services/centrelink/far-north-queensland-floods-february-2019-australian-government-disaster-recovery-payment</p> <p>www.humanservices.gov.au/individuals/services/centrelink/far-north-queensland-floods-february-2019-disaster-recovery-allowance</p>
<p>Department of Agriculture and Fisheries Queensland Government.</p>	<ul style="list-style-type: none"> • Customer service number Ph: 13 23 25 • Charters Towers (Disaster Subsidies) Ph: 4761 5150 • Cloncurry Ph: 4794 8900
<p>Queensland Rural and Industry Development Authority (QRIDA)</p> <p>Specialist provider of government financial and advisory support to rural and regional Queensland.</p>	<p>Ph: 1800 623 946</p> <p>www.qrida.qld.gov.au/current-programs/Disaster-recovery</p>
<p>Sisters of the North</p> <p>Distribute funds to flood affected communities.</p>	<p>www.facebook.com/sistersofthenorth1/</p>
<p>Drought Angels</p> <p>A small charity run by people with big hearts who are passionate about our farmers and keeping them on the land.</p>	<p>Ph: 4662 7371</p> <p>www.droughtangels.org.au/</p>
<p>Queensland Country Women's Association (QCWA)</p>	<ul style="list-style-type: none"> • Julia Creek Ph: 0427 238 211 (Branch President)

communityrecovery

<p>The Public Rural Crisis Fund has been an initiative of since 1990 supporting families suffering from drought, flood or fire and is for all families experiencing any type of crisis. Visit www.qcwa.org.au/what-we-do/public-rural-crisis-fund/ for more information.</p>	<p>E: juliacreekqcwa@gmail.com</p> <ul style="list-style-type: none"> • Richmond Ph: 3026 1220 W: www.qcwa.org.au/branch/richmond/ • Cloncurry Ph: 0414 187 052 (Branch President) E: cloncurrycwa@gmail.com
<p>Good Shepherd's Money Ready Toolkit</p> <p>The toolkit is an initiative of Good Shepherd Microfinance with the support of the Queensland Government.</p>	<p>goodshepherdmicrofinance.org.au/assets/files/2016/12/Money-Ready-Toolkit.pdf</p>
<p>Insurance Council of Australia</p> <p>The Insurance Council of Australia is the representative body of the general insurance industry in Australia.</p>	<p>Ph: 1300 728 228</p> <p>www.insurancecouncil.com.au/contact-us</p>
<p>Queensland Ombudsman</p> <p>Ensuring fair and accountable public administration in Queensland.</p>	<p>Ph: 1800 068 908</p> <p>www.ombudsman.qld.gov.au/about-us/contact-us</p>

Volunteer-based organisations

<p>Christian Outreach Centre Mount Isa</p> <p>Global Care - Mates helping mates (volunteers for fencing and clean up).</p>	<p>Ph: 4743 8656</p> <p>www.cocmtisa.com.au/outreach.html</p>
<p>BlazeAid</p> <p>A volunteer-based organisation that works with families and individuals in rural Australia after natural disasters such as fires and floods. Working alongside the rural families, volunteers help to rebuild fences and other structures that have been damaged or destroyed.</p>	<p>blazeaid.com.au/contact-us/</p> <ul style="list-style-type: none"> • Julia Creek Christine and Brian Carr Ph: 0428 984 117 E: juliacreek.blazeaid@gmail.com • Richmond John Lilloco Ph: 0484 145 732 E: richmond.blazeaid@gmail.com • Cloncurry Christine and John Male Ph: 0418 745 994 E: blazeaid.cloncurry@gmail.com
<p>North Queensland Volunteering</p> <p>Post Disaster volunteering is providing your time and skills to assist organisations that require additional help following a natural disaster.</p> <p>If there is anything further VNQ can help with in considering this service, please call 0418 766 975.</p>	<p>Ph: 4725 5990</p> <p>For non-profit organisations:</p> <ul style="list-style-type: none"> • To register or • List volunteer positions <p>For those who wish to volunteer:</p> <ul style="list-style-type: none"> • To search and express interest in volunteer positions or • Subscribe to weekly email updates <p>Go to www.vnq.org.au/volunteer/post-disaster/</p>
<p>Volunteering</p> <p>Information about volunteering for disaster recovery, including volunteering with the SES, Rural Fire Service and Australian Volunteer Coast Guard.</p>	<p>www.qld.gov.au/emergency/volunteering-jobs/volunteer</p>
<p>Emergency volunteering</p> <p>Volunteers provide help when it's safe to do so, before and after disasters – with preventative measures, immediate clean-up and large-scale, long-term recovery projects. The difference that volunteers can make to a disaster-affected family, community group or organisation is immeasurable.</p>	<p>www.emergencyvolunteering.com.au</p>

Fact sheets, websites, links and resources

<p>Self Recovery app</p> <p>This app has been launched to provide access to vital information about disasters and emergencies in Queensland.</p>	<p>www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/self-recovery-app</p>
<p>Recovery after a disaster</p> <p>Links to information on recovering from a disaster.</p>	<p>www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/</p>
<p>Queensland disasters and alert website</p> <p>Queensland Government website for disasters and alerts.</p>	<p>www.qldalert.com</p>
<p>Queensland Disaster Management website</p> <p>Queensland Government website for disasters management.</p>	<p>www.disaster.qld.gov.au</p>
<p>Housing Assist Qld app</p> <p>This free app helps people seeking housing assistance and public housing tenants to access services at a time suitable to them.</p>	<p>www.qld.gov.au/housing/renting/housing-assist-qld-app/</p>
<p>Housing help after a disaster</p> <p>If you have had to leave your home as a result of a natural disaster, the Queensland Government can help.</p>	<p>www.qld.gov.au/housing/emergency-temporary-accommodation/housing-help-after-disaster</p> <p>Ph: 13 QGOV (13 74 68)</p>
<p>Home and property repairs</p> <p>If you have been involved in a natural disaster, Queensland Building and Construction Commission can help you recover by providing technical and general advice on a wide range of rebuilding issues.</p>	<p>www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/after-a-storm,-flood-or-cyclone/home-and-property-repairs</p>
<p>Property becomes unliveable (landlord/ tenancy)</p> <p>After a natural disaster, property managers/owners and tenants should talk to each other as soon as possible to</p>	<p>www.rta.qld.gov.au/Renting/During-a-tenancy/Serious-problems-during-a-tenancy/Property-becomes-unliveable</p> <p>Ph: 1300 366 311</p>

discuss the state of the property and work out if any action needs to be taken.	
Utilities contacts Contacts for electricity and water.	www.qld.gov.au/emergency/emergencies-services/utilities-contact
Natural disaster preparation and recovery Disaster recovery advice including financial assistance, support, insurance and cleaning up.	www.dnrme.qld.gov.au/home/about-us/support-assistance/natural-disasters
Health, wellbeing and cleaning up Information on returning home after disaster recovery including advice for livestock farms.	www.qld.gov.au/community/disasters-emergencies/cleaning-up
Dealing with mould after a storm, flood or cyclone After a cyclone or flood, the heat, humidity and water can all cause mould to grow. For issues with mould on government documents, contact the Queensland State Archives Preservation team on 3037 6777.	www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/mould www.health.qld.gov.au/data/assets/pdf_file/0018/713421/dm-mould.pdf www.forgov.qld.gov.au/prevent-or-treat-mould
Asbestos Material containing asbestos can be damaged during severe weather.	www.qld.gov.au/emergency/safety/home/asbestos Ph: 13 QGOV (13 74 68)
Bacterial infections The risk of contracting diseases increases after coming into contact with flood water.	www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/after-a-storm,-flood-or-cyclone/bacterial-infections
Mosquitos and black flies Mosquito numbers can increase after floods, storms and cyclones as standing water from heavy rainfall and flooding provides optimal conditions for mosquito breeding.	www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/after-a-storm,-flood-or-cyclone/mosquitos-and-black-flies
Farm support and assistance Financial and mental health stresses can affect people during or after events such as drought, floods and cyclones.	www.farmerdisastersupport.org.au/

communityrecovery

<p>Insurance</p> <p>If your home or belongings have been damaged during a disaster you should contact your insurance broker or company to assess your claim as soon as you can.</p>	<p>www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/insurance</p>
<p>Replace lost or destroyed documents</p> <p>Document replacement services may be free to people who live in a declared disaster area.</p>	<p>www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/replacing-documents</p>
<p>Support</p> <p>Includes information about:</p> <ul style="list-style-type: none"> • Managing stress after a disaster • Family relationships after a disaster • Support groups • Business support • Rural disaster support • Regional community support services. 	<p>www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/support</p>
<p>Personal and family support groups</p> <p>A list of government organisations and non-profit organisations that provide post-disaster emotional support, crisis hotlines and other assistance to the community.</p>	<p>www.qld.gov.au/emergency/community/support-group.html</p>
<p>Business support</p> <p>Disaster resilience and recovery information for small businesses and primary producers recovering after a natural disaster.</p>	<p>www.business.qld.gov.au/business/running/disaster-resilience-and-recovery</p> <p>Ph: 13 QGOV (13 74 68)</p>
<p>Managing stress after a disaster</p> <p>After a disaster you'll use a lot of emotional energy coping with your fears, frustrations and other feelings.</p>	<p>www.qld.gov.au/community/disasters-emergencies/managing-stress/</p>
<p>Family relationships after a disaster</p> <p>It's normal for families to have difficulties after a disaster.</p>	<p>www.qld.gov.au/community/disasters-emergencies/family-relationships/</p>
<p>Resilience resources for Community Organisations</p>	<ul style="list-style-type: none"> • resilience.acoss.org.au/ <p>Ph: (02) 9310 6200</p>

communityrecovery

	<ul style="list-style-type: none"> • www.csialtd.com.au/disastermanagement
<p>The Public Trustee</p> <p>Includes information on wills and Enduring Powers of Attorney.</p>	<p>www.pt.qld.gov.au</p> <p>Ph: 1300 360 044</p>
<p>Scams</p> <p>Be aware that there are people who try to use disasters for their own gain. Fake charities and people posing as government officials have taken advantage of the public after past disasters. Do not supply your credit card details to these people.</p>	<p>www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/fair-trading-services-programs-and-resources/fair-trading-latest-news/disaster-assistance/charity-scams</p> <p>A free online check is available at the following link to see if you are donating to a legitimate charity:</p> <p>www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/check-a-licence-association-charity-or-register/check-a-charity-or-association</p>
<p>On the Frontline in Emergencies: A Practical Guide for Communities and Community Service Organisations</p>	<p>www.childhoodinstitute.org.au/resources/frontline-emergencies</p>

How can I help?

Donate time, goods and services, or make a financial contribution to assist recovery following a disaster or emergency event at www.qld.gov.au/emergency/emergencies-services/help-disaster