

North West Community Recovery Directory

As at 15 March 2019

HOTLINES AND HELPLINES

Name of organisation	Contact details and web address
<p>Community Recovery Hotline</p>	<p>Phone: 1800 173 349 www.qld.gov.au/community/disasters-emergencies Disaster and emergencies page on the Queensland Government website.</p>
<p>13 HEALTH 13 HEALTH is a phone service available 24 hours a day, 7 days a week for all Queenslanders. 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. In an emergency always dial Triple Zero (000).</p>	<p>Phone: 13 43 25 84 www.qld.gov.au/health/contacts/advice/after-hours#13health After-hours medical help and advice - Information and contact details for 13 HEALTH on the Queensland Government website.</p>
<p>Lifeline Lifeline provides 24/7 crisis support and suicide prevention services.</p>	<p>Phone: 13 11 14 www.lifeline.org.au/about-lifeline/contact-us Contact page of Lifeline website.</p>
<p>Mensline Queensland 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>Phone: 1800 600 636 www.dvconnect.org/mensline/ Contact page of Mensline website.</p>
<p>Kids Helpline 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>Phone: 1800 551 800 www.kidshelpline.com.au/about/contact-us Contact page of Kids Helpline website.</p>
<p>Parentline Parentline offers confidential phone and WebChat counselling and support for parents and carers of children in Queensland.</p>	<p>Phone: 1300 301 300 http://www.parentline.com.au/about/contact-us Contact page of Parentline website.</p>

Name of organisation	Contact details and web address
<p>Relationships Australia Relationships Australia provides relationship support services to enhance human and family relationships.</p>	<p>Phone: 1300 364 277 www.relationships.org.au/contact-us Contact page of Relationships Australia website.</p>
<p>Suicide Call Back Service This service provides immediate support and online counselling to anyone feeling suicidal.</p>	<p>Phone: 1300 659 467 www.suicidecallbackservice.org.au/ Contact page of Suicide Call Back Service website.</p>
<p>Centacare North Queensland Centacare provides a range of programs to assist individuals, families and communities across ten sites across North Queensland and the Gulf Country.</p>	<p>Phone: 1300 672 273 (free call) www.centacarenq.org.au/contact/contact-us/ Contact page of Centacare North Queensland website.</p>
<p>Lives Lived Well NewAccess is a free program developed by beyondblue to help people tackle life pressures.</p>	<p>Phone: 1300 971 309 Email: newaccess@liveslivedwell.org.au www.liveslivedwell.org.au/newaccess NewAccess page on Lives Lived Well website.</p>
<p>NQ Connect NQ Connect is an established free and safe telephone and online counselling service for people in northern and western Queensland.</p>	<p>Phone: 1300 059 625 nqconnect.com.au/contact-us/ Contact page of NQ Connect website.</p>
<p>Phoenix Australia 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>Phone: 1800 260 618 www.phoenixaustralia.org/practitioner-advice-line-qld-floods/ Practitioner advice line page on Phoenix Australia website.</p>
<p>The Public Trustee Includes information on wills and Enduring Powers of Attorney.</p>	<p>Phone: 1300 360 044 www.pt.qld.gov.au/ The Public Trustee home page on Queensland Government website.</p>

NORTH WEST QUEENSLAND COUNCIL CONTACT DETAILS

Council name	Contact details and web address
Burke Shire Council	Phone: 4745 5100 Email: office@burke.qld.gov.au Address: 65 Musgrave Street, Burketown www.burke.qld.gov.au/ Home page of Burke Shire Council
Carpentaria Shire Council	Phone: 4745 2200 Email: carpentaria@carpentaria.qld.gov.au Address: 29-33 Haig Street, Normanton www.carpentaria.qld.gov.au Home page of Carpentaria Shire Council
Cloncurry Shire Council	Phone: 4742 4100 Email: council@cloncurry.qld.gov.au Address: 38-46 Daintree Street, Cloncurry www.cloncurry.qld.gov.au/disaster-recovery-information Disaster recovery page of Cloncurry Shire Council
McKinlay Shire Council	Phone: 4746 7166 Email: reception@mckinlay.qld.gov.au Address: 29 Burke Street, Julia Creek www.mckinlay.qld.gov.au/disaster-management Disaster management page of McKinlay Shire Council
Flinders Shire Council	Phone: 4741 2900 Email: flinders@flinders.qld.gov.au Address: 634 Gray Street, Hughenden www.flinders.qld.gov.au/ Home page of Flinders Shire Council
Richmond Shire Council	Phone: 4719 3377 Email: enquiries@richmond.qld.gov.au Address: 65 Goldring Street, Richmond www.richmond.qld.gov.au/community/disaster-management Disaster management page of Richmond Shire Council
Winton Shire Council	Phone: 4657 2666 Email: info@winton.qld.gov.au Address: 75 Vindex Street, Winton www.winton.qld.gov.au/disaster-management Disaster management page of Winton Shire Council

HEALTH SERVICES IN NORTH WEST QUEENSLAND

Name of organisation	Contact details and web address
<p>Royal Flying Doctor Service (RFDS) 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>Phone: 4743 2802 (24 hour medical line) www.flyingdoctor.org.au/contact/ Contact page of Royal Flying Doctor Service website.</p>
<p>North and West Remote Health (NWRH) 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 Phone: 1800 799 244 • Longreach Phone: 1800 789 310 • Mt Isa Phone: 1800 221 131 • Normanton Phone: 4747 8800 <p>www.nwrh.com.au/contact-us/ Contact page of North and West Remote Health website.</p>
<p>Outback Futures 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>Phone: 0417 703 729 Email: louise@outbackfutures.org.au</p>
<p>Queensland Health TRAIC Program (Tackling Regional Adversity through Integrated Care) 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) Phone: on 0472 821 255 Email: Denise.Price@health.qld.gov.au • For more information at Richmond and Hughenden, contact Kim Ward, RAICC Phone: 0447 364 378 Email: Kim.Ward@health.qld.gov.au
<p>North West Hospital & Health Service (NWHHS) Crisis, counselling, psychiatric consultation and referral.</p>	<ul style="list-style-type: none"> • Mental Health Services Phone: 4744 7103 • Alcohol Tobacco & Other Drug Service Phone: 4744 9100 <p>For clinic dates, go to www.health.qld.gov.au/mt_isa/outreach-calendars North West Outreach Service Calendars page of Queensland Government website.</p>
<p>Flinders Medical Centre</p>	<p>Phone: 4742 2233</p>
<p>Julia Creek Medical Centre</p>	<p>Phone: 4746 7159</p>
<p>Richmond Medical Centre</p>	<p>Phone: 4741 3390</p>

FINANCIAL ASSISTANCE FOR NORTH WEST QUEENSLAND

Name of organisation	Contact details and web address
<p>Department of Human Services (loss of income)</p> <ul style="list-style-type: none"> Australian Government Disaster Recovery Payment Disaster Recovery Allowance 	<p>Phone: 180 22 66</p> <ul style="list-style-type: none"> www.humanservices.gov.au/individuals/services/entrelink/far-north-queensland-floods-february-2019-australian-government-disaster-recovery-payment <p>Australian Government Disaster Recovery Payment page of Department of Human Services website.</p> <ul style="list-style-type: none"> www.humanservices.gov.au/individuals/services/entrelink/far-north-queensland-floods-february-2019-disaster-recovery-allowance <p>Disaster Recovery Allowance page of Department of Human Services website.</p>
<p>Department of Agriculture and Fisheries Queensland Government.</p>	<ul style="list-style-type: none"> Customer service number Phone: 13 23 25 Charters Towers (Disaster Subsidies) Phone: 4761 5150 Cloncurry Phone: 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>Phone: 1800 623 946</p> <p>www.qrida.qld.gov.au/current-programs/Disaster-recovery</p> <p>Disaster recovery page of QRIDA website.</p>
<p>Sisters of the North</p> <p>Distribute funds to flood affected communities.</p>	<p>www.facebook.com/sistersofthenorth1/</p> <p>Sisters of the North Facebook page.</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>Phone: 4662 7371</p> <p>www.droughtangels.org.au/</p> <p>Home page of Drought Angels website.</p>

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Name of organisation	Contact details and web address
<p>Queensland Country Women's Association (QCWA)</p> <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.</p> <p>Visit the Public Rural Crisis Fund website at www.qcwa.org.au/what-we-do/public-rural-crisis-fund/ for more information.</p>	<ul style="list-style-type: none"> • Julia Creek Phone: 0427 238 211 (Branch President) Email: juliacreekqcwa@gmail.com • Richmond Phone: 0429 639 169 (Branch President) www.qcwa.org.au/branch/richmond/ Richmond page of Queensland Country Women's Association website • Cloncurry Phone: 0414 187 052 (Branch President) Email: cloncurrycwa@gmail.com
<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>Phone: 1300 728 228</p> <p>www.insurancecouncil.com.au/contact-us</p> <p>Contact page of Insurance Council of Australia website.</p>
<p>Queensland Ombudsman</p> <p>Ensuring fair and accountable public administration in Queensland.</p>	<p>Phone: 1800 068 908</p> <p>www.ombudsman.qld.gov.au/about-us/contact-us</p> <p>Contact page of Queensland Ombudsman website.</p>

VOLUNTEER-BASED ORGANISATIONS

Name of organisation	Contact details and web address
<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> <p>Contact page of Blazeaid website</p> <ul style="list-style-type: none"> • Julia Creek Christine and Brian Carr Phone: 0428 984 117 Email: juliacreek.blazeaid@gmail.com • Richmond John Lillico Phone: 0484 145 732 Email: richmond.blazeaid@gmail.com • Cloncurry Christine and John Male Phone: 0418 745 994 Email: blazeaid.cloncurry@gmail.com
<p>Volunteering North Queensland</p> <p>Post Disaster volunteering is providing your time and skills to assist organisations that require additional help following a natural disaster.</p>	<p>Phone: 4725 5990 or 0418 766 975</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>Visit the home page of Volunteering North Queensland at www.vnq.org.au/volunteer/post-disaster/ for more information.</p>
<p>Volunteering</p> <p>Information from the Queensland Government 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>Volunteering page of Queensland Government website.</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> <p>Home page of Emergency Volunteering website.</p>

FACT SHEETS, WEBSITES, LINKS AND RESOURCES

Name of organisation	Contact details and web address
<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>Recovery after a disaster page on the Queensland Government website.</p>
<p>Queensland disasters and alert website</p> <p>Queensland Government website for disasters and alerts.</p>	<p>www.qld.gov.au/alerts</p> <p>Disasters and alert page on the Queensland Government website.</p>
<p>Queensland Disaster Management website</p> <p>Queensland Government website for disasters management.</p>	<p>www.disaster.qld.gov.au</p> <p>Disaster Management page on the Queensland Government website.</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 Assist Queensland app page on Queensland Government website.</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>Housing help after a disaster page on Queensland Government website.</p> <p>Phone: 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>Home and property repairs page on Queensland Government website.</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 discuss the state of the property and work out if any action needs to be taken.</p>	<p>www.rta.qld.gov.au/Renting/During-a-tenancy/Serious-problems-during-a-tenancy/Property-becomes-unliveable</p> <p>Property becomes unliveable page on Residential Tenancies Authority website.</p> <p>Phone: 1300 366 311</p>

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<p>Utilities contacts</p> <p>Contacts for electricity and water.</p>	<p>www.qld.gov.au/emergency/emergencies-services/utilities-contact</p> <p>Utilities contacts page on Queensland Government website.</p>
<p>Natural disaster preparation and recovery</p> <p>Disaster recovery advice including financial assistance, support, insurance and cleaning up.</p>	<p>www.dnrme.qld.gov.au/home/about-us/support-assistance/natural-disasters</p> <p>Natural disaster preparation and recovery page on Queensland Government website.</p>
<p>Health, wellbeing and cleaning up</p> <p>Information on returning home after disaster recovery including advice for livestock farms.</p>	<p>www.qld.gov.au/community/disasters-emergencies/cleaning-up</p> <p>Health, wellbeing and cleaning up page on Queensland Government website.</p>
<p>Dealing with mould after a storm, flood or cyclone</p> <p>After a cyclone or flood, the heat, humidity and water can all cause mould to grow.</p> <p>For issues with mould on government documents, contact the Queensland State Archives Preservation team on 3037 6777.</p>	<ul style="list-style-type: none"> • www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/mould <p>Mould information page on Queensland Government website.</p> <ul style="list-style-type: none"> • www.health.qld.gov.au/data/assets/pdf_file/0018/713421/dm-mould.pdf <p>Dealing with mould after a storm, flood or cyclone fact sheet on Queensland Health website.</p> <ul style="list-style-type: none"> • www.forgov.qld.gov.au/prevent-or-treat-mould <p>Prevent or treat mould page on Queensland Government website.</p>
<p>Asbestos</p> <p>Material containing asbestos can be damaged during severe weather.</p>	<p>www.qld.gov.au/emergency/safety/home/asbestos</p> <p>Asbestos safety page on Queensland Government website.</p> <p>Phone: 13 QGOV (13 74 68)</p>
<p>Bacterial infections</p> <p>The risk of contracting diseases increases after coming into contact with flood water.</p>	<p>www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/after-a-storm,-flood-or-cyclone/bacterial-infections</p> <p>Bacterial infections page on Queensland Government website.</p>

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<p>Mosquitos and black flies</p> <p>Mosquito numbers can increase after floods, storms and cyclones as standing water from heavy rainfall and flooding provides optimal conditions for mosquito breeding.</p>	<p>www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/after-a-storm,-flood-or-cyclone/mosquitos-and-black-flies</p> <p>Mosquitos and black flies page on Queensland Government website.</p>
<p>Farm support and assistance</p> <p>Financial and mental health stresses can affect people during or after events such as drought, floods and cyclones.</p>	<p>www.farmerdisastersupport.org.au/</p> <p>Farmer Disaster Support home page.</p>
<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>Insurance information on Queensland Government website.</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>Replace lost or destroyed documents page on Queensland Government website.</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>Support information on Queensland Government website.</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>Support groups page on Queensland Government website.</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>Disaster resilience and recovery page on Business Queensland website.</p> <p>Phone: 13 QGOV (13 74 68)</p>

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<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>Managing stress after a disaster page on Queensland Government website.</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>Family relationships after a disaster page on Queensland Government website.</p>
<p>Resilience resources for Community Organisations</p>	<ul style="list-style-type: none"> • resilience.acoss.org.au/ Resilient Community Organisations page on Australian Council of Social Service website. Phone: (02) 9310 6200 • http://www.csialtd.com.au/disastermanagement Disaster management and recovery page on the Community Services Industry Alliance website.
<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>Money Ready Toolkit in PDF format.</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>	<ul style="list-style-type: none"> • 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 Charity scams page on Queensland Government website. • A free online check is available at the following link to see if you are donating to a legitimate charity: 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 Check a charity or association page on Queensland Government website.

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On the Frontline in Emergencies: A Practical Guide for Communities and Community Service Organisations	www.childhoodinstitute.org.au/resources/frontline-emergencies On the Frontline in Emergencies page on the Childhood Institute website.

HOW CAN I HELP?

Donate time, goods and services, or make a financial contribution to assist recovery following a disaster or emergency event. Visit the 'How can I help?' page on the Queensland Government website at www.qld.gov.au/emergency/emergencies-services/help-disaster.