

# North Queensland Community Recovery Directory

As at 26 March 2019

## HOTLINES AND HELPLINES

Name of organisation	Contact details and web address
<p><b>Community Recovery Hotline</b></p>	<p>Phone: 1800 173 349  <a href="http://www.qld.gov.au/community/disasters-emergencies">www.qld.gov.au/community/disasters-emergencies</a>            Disaster and emergencies page on the Queensland Government website.</p>
<p><b>13 HEALTH</b>            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  <a href="http://www.qld.gov.au/health/contacts/advice/after-hours#13health">www.qld.gov.au/health/contacts/advice/after-hours#13health</a>            After-hours medical help and advice - Information and contact details for 13 HEALTH on the Queensland Government website.</p>
<p><b>Uniting Care Lifeline</b>            Lifeline provides 24/7 crisis support and suicide prevention services.</p>	<p>Phone: 13 11 14  <a href="http://www.lifeline.org.au/about-lifeline/contact-us">www.lifeline.org.au/about-lifeline/contact-us</a>            Contact page of Lifeline website.</p>
<p><b>Mensline Queensland</b>            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  <a href="http://www.dvconnect.org/mensline/">www.dvconnect.org/mensline/</a>            Contact page of Mensline website.</p>
<p><b>Kids Helpline</b>            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  <a href="http://www.kidshelpline.com.au/about/contact-us">www.kidshelpline.com.au/about/contact-us</a>            Contact page of Kids Helpline website.</p>
<p><b>Parentline</b>            Parentline offers confidential phone and WebChat counselling and support for parents and carers of children in Queensland.</p>	<p>Phone: 1300 301 300  <a href="http://www.parentline.com.au/about/contact-us">www.parentline.com.au/about/contact-us</a>            Contact page of Parentline website.</p>
<p><b>Relationships Australia</b>            Relationships Australia provides relationship support services to enhance human and family relationships.</p>	<p>Phone: 1300 364 277  <a href="http://www.relationships.org.au/contact-us">www.relationships.org.au/contact-us</a>            Contact page of Relationships Australia website.</p>

Name of organisation	Contact details and web address
<p><b>Suicide Call Back Service</b></p> <p>This service provides immediate support and online counselling to anyone feeling suicidal.</p>	<p>Phone: 1300 659 467  <a href="http://www.suicidecallbackservice.org.au/">www.suicidecallbackservice.org.au/</a>            Contact page of Suicide Call Back Service website.</p>
<p><b>Centacare North Queensland</b></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>Phone: 1300 672 273 (free call)  <a href="http://www.centacareng.org.au/contact/contact-us/">www.centacareng.org.au/contact/contact-us/</a>            Contact page of Centacare North Queensland website.</p>
<p><b>Lives Lived Well</b></p> <p>NewAccess is a free program developed by beyondblue to help people tackle life pressures.</p>	<p>Phone: 1300 971 309            Email: <a href="mailto:newaccess@liveslivedwell.org.au">newaccess@liveslivedwell.org.au</a>  <a href="http://www.liveslivedwell.org.au/newaccess">www.liveslivedwell.org.au/newaccess</a>            NewAccess page on Lives Lived Well website.</p>
<p><b>NQ Connect</b></p> <p>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  <a href="http://nqconnect.com.au/contact-us/">nqconnect.com.au/contact-us/</a>            Contact page of NQ Connect website.</p>
<p><b>Phoenix Australia</b></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>Phone: 1800 260 618  <a href="http://www.phoenixaustralia.org/practitioner-advice-line-qld-floods/">www.phoenixaustralia.org/practitioner-advice-line-qld-floods/</a>            Practitioner advice line page on Phoenix Australia website.</p>
<p><b>The Public Trustee</b></p> <p>Includes information on wills and Enduring Powers of Attorney.</p>	<p>Phone: 1300 360 044  <a href="http://www.pt.qld.gov.au/">www.pt.qld.gov.au/</a>            The Public Trustee home page on Queensland Government website.</p>
<p><b>Mental Health Access Line</b></p> <p>1300 MH CALL (1300 642255) is a confidential mental health telephone triage service that provides the first point of contact to public mental health services.</p>	<p>Phone: 1300 642 255  <a href="http://www.qld.gov.au/health/mental-health/help-lines/1300-mh-call">www.qld.gov.au/health/mental-health/help-lines/1300-mh-call</a>            Information and contact details for 13 MH CALL on the Queensland Government website.</p>
<p><b>Salvation Army Northern Hub</b></p> <p>The Salvation Army Northern Hub encompasses Ayr, Charters Towers, Ingham and Townsville.</p>	<p>Phone: 1300 371 288  <a href="http://www.salvationarmy.org.au/northqld">www.salvationarmy.org.au/northqld</a>            Information and contact details from the Salvation Army Northern Hub website.</p>
<p><b>St Vincent de Paul Society</b></p> <p>Seeking assistance for food, clothing, furniture and household items or wanting to donate furniture.</p>	<p>Phone: 1800 846 643  <a href="http://www.vinnies.org.au">www.vinnies.org.au</a>            Information and contact details from the St Vincent de Paul Society website.</p>

## NORTH EAST QUEENSLAND COUNCIL CONTACT DETAILS

Council name	Contact details and web address
<b>Burdekin Shire Council</b>	Phone: 4783 9800 Email: <a href="mailto:enquiries@burdekin.qld.gov.au">enquiries@burdekin.qld.gov.au</a> Address: 145 Young Street, Ayr <a href="http://www.burdekin.qld.gov.au">www.burdekin.qld.gov.au</a> Home page of Burdekin Shire Council.
<b>Charters Towers Regional Council</b>	Phone: 4761 5300 Email: <a href="mailto:mail@charterstowers.qld.gov.au">mail@charterstowers.qld.gov.au</a> Address: 12 Mosman Street, Charters Towers <a href="http://www.charterstowers.qld.gov.au">www.charterstowers.qld.gov.au</a> Home page of Charters Towers Regional Council.
<b>Hinchinbrook Shire Council</b>	Phone: 4776 4600 Email: <a href="mailto:council@hinchinbrook.qld.gov.au">council@hinchinbrook.qld.gov.au</a> Address: 25 Lannercost Street, Ingham <a href="http://www.hinchinbrook.qld.gov.au/">www.hinchinbrook.qld.gov.au/</a> Home page of Hinchinbrook Shire Council.
<b>Palm Island Aboriginal Shire Council</b>	<u>Palm Island Office</u> Phone: 4770 0200 Email: <a href="mailto:reception@palmcouncil.qld.gov.au">reception@palmcouncil.qld.gov.au</a> Address: 1 Main Street, Palm Island  <u>Townsville Office</u> Phone: 4770 0200 Email: <a href="mailto:reception@palmcouncil.qld.gov.au">reception@palmcouncil.qld.gov.au</a> Address: 96 Dearness Street, Garbutt  <a href="http://www.palmcouncil.qld.gov.au">www.palmcouncil.qld.gov.au</a> Home page of Palm Island Aboriginal Shire Council.
<b>Townsville City Council</b>	Phone: 13 48 10 Email: <a href="mailto:enquiries@townsville.qld.gov.au">enquiries@townsville.qld.gov.au</a> Address: 103 Walker Street, Townsville <a href="http://www.townsville.qld.gov.au/community-support/community-safety/disaster-management">www.townsville.qld.gov.au/community-support/community-safety/disaster-management</a> Disaster management page of Townsville City Council.

## HEALTH SERVICES IN NORTH EAST QUEENSLAND

Name of organisation	Contact details and web address
<p><b>Royal Flying Doctor Service (RFDS)</b></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>Phone: 4743 2802 (24 hour medical line)</p> <p><a href="http://www.flyingdoctor.org.au/contact/">www.flyingdoctor.org.au/contact/</a></p> <p>Contact page of Royal Flying Doctor Service website.</p>
<p><b>Outback Futures</b></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>Phone: 0417 703 729</p> <p>Email: <a href="mailto:louise@outbackfutures.org.au">louise@outbackfutures.org.au</a></p>

## FINANCIAL ASSISTANCE FOR NORTH EAST QUEENSLAND

Name of organisation	Contact details and web address
<p><b>Department of Human Services</b> (loss of income)</p> <ul style="list-style-type: none"> <li>Australian Government Disaster Recovery Payment</li> <li>Disaster Recovery Allowance</li> </ul>	<p>Phone: 180 22 66</p> <ul style="list-style-type: none"> <li><a href="http://www.humanservices.gov.au/individuals/services/entrelink/far-north-queensland-floods-february-2019-australian-government-disaster-recovery-payment">www.humanservices.gov.au/individuals/services/entrelink/far-north-queensland-floods-february-2019-australian-government-disaster-recovery-payment</a></li> </ul> <p>Australian Government Disaster Recovery Payment page of Department of Human Services website.</p> <ul style="list-style-type: none"> <li><a href="http://www.humanservices.gov.au/individuals/services/entrelink/far-north-queensland-floods-february-2019-disaster-recovery-allowance">www.humanservices.gov.au/individuals/services/entrelink/far-north-queensland-floods-february-2019-disaster-recovery-allowance</a></li> </ul> <p>Disaster Recovery Allowance page of Department of Human Services website.</p>
<p><b>Department of Agriculture and Fisheries</b> Queensland Government.</p>	<ul style="list-style-type: none"> <li>Customer service number Phone: 13 25 23</li> <li>Charters Towers (Disaster Subsidies) Phone: 4761 5150</li> <li>Townsville Phone: 13 25 23</li> </ul>

Name of organisation	Contact details and web address
<p><b>Queensland Rural and Industry Development Authority (QRIDA)</b></p> <p>Specialist provider of government financial and advisory support to rural and regional Queensland.</p>	<p>Phone: 1800 623 946</p> <p><a href="http://www.grida.qld.gov.au/current-programs/Disaster-recovery">www.grida.qld.gov.au/current-programs/Disaster-recovery</a></p> <p>Disaster recovery page of QRIDA website.</p>
<p><b>Queensland Country Women's Association (QCWA)</b></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>Townsville CWA Branch</p> <p>Phone: 3026 1219</p> <p>Email: <a href="mailto:qcwatsvb@gmail.com">qcwatsvb@gmail.com</a></p> <p>Visit the Public Rural Crisis Fund website at <a href="http://www.qcwa.org.au/what-we-do/public-rural-crisis-fund/">www.qcwa.org.au/what-we-do/public-rural-crisis-fund/</a> for more information.</p>
<p><b>Insurance Council of Australia</b></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><a href="http://www.insurancecouncil.com.au/contact-us">www.insurancecouncil.com.au/contact-us</a></p> <p>Contact page of Insurance Council of Australia website.</p>
<p><b>Queensland Ombudsman</b></p> <p>Ensuring fair and accountable public administration in Queensland.</p>	<p>Phone: 1800 068 908</p> <p><a href="http://www.ombudsman.qld.gov.au/about-us/contact-us">www.ombudsman.qld.gov.au/about-us/contact-us</a></p> <p>Contact page of Queensland Ombudsman website.</p>
<p><b>Small Business Advisory Service</b></p> <p>Information and events supporting Queensland's small businesses.</p>	<p>Phone: 13 QGOV (13 74 68)</p>
<p><b>Rental Recovery Hub</b></p> <p>Staff from Tenants Queensland, the Department of Housing and Public Works, Residential Tenancies Authority and the Real Estate Institute of Queensland will work with affected residents on a case by case basis to get people back into homes and find temporary accommodation.</p> <p>If you are unable to return home and need housing help please register for emergency housing support.</p>	<p>Phone: 13 QGOV (13 74 68)</p> <p>Address: Rising Sun Shopping Centre, 10-14 Ross River Road, Mundingburra, Townsville</p> <p>Operates from <b>9am to 5pm, 7 days a week</b></p> <p><a href="http://www.hpw.qld.gov.au/ehar">www.hpw.qld.gov.au/ehar</a></p>

## VOLUNTEER-BASED ORGANISATIONS

Name of organisation	Contact details and web address
<p><b>BlazeAid</b></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><a href="http://blazeaid.com.au/contact-us/">blazeaid.com.au/contact-us/</a> Contact page of Blazeaid website.</p>
<p><b>Volunteering North Queensland</b></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"> <li>• To register or</li> <li>• List volunteer positions</li> </ul> <p>For those who wish to volunteer:</p> <ul style="list-style-type: none"> <li>• To search and express interest in volunteer positions or</li> <li>• Subscribe to weekly email updates</li> </ul> <p>Visit the home page of Volunteering North Queensland at <a href="http://www.vnq.org.au/volunteer/post-disaster/">www.vnq.org.au/volunteer/post-disaster/</a> for more information.</p>
<p><b>Volunteering</b></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><a href="http://www.qld.gov.au/emergency/volunteering-jobs/volunteer">www.qld.gov.au/emergency/volunteering-jobs/volunteer</a> Volunteering page of Queensland Government website.</p>
<p><b>Emergency volunteering</b></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><a href="http://www.emergencyvolunteering.com.au">www.emergencyvolunteering.com.au</a> Home page of Emergency Volunteering website.</p>

## FACT SHEETS, WEBSITES, LINKS AND RESOURCES

Name of organisation	Contact details and web address
<p><b>Recovery after a disaster</b></p> <p>Links to information on recovering from a disaster.</p>	<p><a href="http://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/">www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/</a></p> <p>Recovery after a disaster page on the Queensland Government website.</p>
<p><b>Queensland disasters and alert website</b></p> <p>Queensland Government website for disasters and alerts.</p>	<p><a href="http://www.qld.gov.au/alerts">www.qld.gov.au/alerts</a></p> <p>Disasters and alert page on the Queensland Government website.</p>
<p><b>Queensland Disaster Management website</b></p> <p>Queensland Government website for disasters management.</p>	<p><a href="http://www.disaster.qld.gov.au">www.disaster.qld.gov.au</a></p> <p>Disaster Management page on the Queensland Government website.</p>
<p><b>Housing Assist Qld app</b></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><a href="http://www.qld.gov.au/housing/renting/housing-assist-qld-app/">www.qld.gov.au/housing/renting/housing-assist-qld-app/</a></p> <p>Housing Assist Queensland app page on Queensland Government website.</p>
<p><b>Housing help after a disaster</b></p> <p>If you have had to leave your home as a result of a natural disaster, the Queensland Government can help.</p>	<p><a href="http://www.qld.gov.au/housing/emergency-temporary-accommodation/housing-help-after-disaster">www.qld.gov.au/housing/emergency-temporary-accommodation/housing-help-after-disaster</a></p> <p>Housing help after a disaster page on Queensland Government website.</p> <p>Phone: 13 QGOV (13 74 68)</p>
<p><b>Home and property repairs</b></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><a href="http://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/after-a-storm,-flood-or-cyclone/home-and-property-repairs">www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/after-a-storm,-flood-or-cyclone/home-and-property-repairs</a></p> <p>Home and property repairs page on Queensland Government website.</p>
<p><b>Property becomes unliveable</b> (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><a href="http://www.rta.qld.gov.au/Renting/During-a-tenancy/Serious-problems-during-a-tenancy/Property-becomes-unliveable">www.rta.qld.gov.au/Renting/During-a-tenancy/Serious-problems-during-a-tenancy/Property-becomes-unliveable</a></p> <p>Property becomes unliveable page on Residential Tenancies Authority website.</p> <p>Phone: 1300 366 311</p>

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



Name of organisation	Contact details and web address
<p><b>Mosquitos and black flies</b></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><a href="http://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/after-a-storm,-flood-or-cyclone/mosquitos-and-black-flies">www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/cleaning-up/after-a-storm,-flood-or-cyclone/mosquitos-and-black-flies</a></p> <p>Mosquitos and black flies page on Queensland Government website.</p>
<p><b>Farm support and assistance</b></p> <p>Financial and mental health stresses can affect people during or after events such as drought, floods and cyclones.</p>	<p><a href="http://www.farmerdisastersupport.org.au/">www.farmerdisastersupport.org.au/</a></p> <p>Farmer Disaster Support home page.</p>
<p><b>Insurance</b></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><a href="http://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/insurance">www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/insurance</a></p> <p>Insurance information on Queensland Government website.</p>
<p><b>Replace lost or destroyed documents</b></p> <p>Document replacement services may be free to people who live in a declared disaster area.</p>	<p><a href="http://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/replacing-documents">www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/replacing-documents</a></p> <p>Replace lost or destroyed documents page on Queensland Government website.</p>
<p><b>Support</b></p> <p>Includes information about:</p> <ul style="list-style-type: none"> <li>• Managing stress after a disaster</li> <li>• Family relationships after a disaster</li> <li>• Support groups</li> <li>• Business support</li> <li>• Rural disaster support</li> <li>• Regional community support services.</li> </ul>	<p><a href="http://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/support">www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster/support</a></p> <p>Support information on Queensland Government website.</p>
<p><b>Personal and family support groups</b></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><a href="http://www.qld.gov.au/emergency/community/support-group.html">www.qld.gov.au/emergency/community/support-group.html</a></p> <p>Support groups page on Queensland Government website.</p>
<p><b>Business support</b></p> <p>Disaster resilience and recovery information for small businesses and primary producers recovering after a natural disaster.</p>	<p><a href="http://www.business.qld.gov.au/business/running/disaster-resilience-and-recovery">www.business.qld.gov.au/business/running/disaster-resilience-and-recovery</a></p> <p>Disaster resilience and recovery page on Business Queensland website.</p> <p>Phone: 13 QGOV (13 74 68)</p>

Name of organisation	Contact details and web address
<p><b>Managing stress after a disaster</b></p> <p>After a disaster you'll use a lot of emotional energy coping with your fears, frustrations and other feelings.</p>	<p><a href="http://www.qld.gov.au/community/disasters-emergencies/managing-stress/">www.qld.gov.au/community/disasters-emergencies/managing-stress/</a></p> <p>Managing stress after a disaster page on Queensland Government website.</p>
<p><b>Family relationships after a disaster</b></p> <p>It's normal for families to have difficulties after a disaster.</p>	<p><a href="http://www.qld.gov.au/community/disasters-emergencies/family-relationships/">www.qld.gov.au/community/disasters-emergencies/family-relationships/</a></p> <p>Family relationships after a disaster page on Queensland Government website.</p>
<p><b>Resilience resources for Community Organisations</b></p>	<ul style="list-style-type: none"> <li>• <a href="http://resilience.acoss.org.au/">resilience.acoss.org.au/</a> Resilient Community Organisations page on Australian Council of Social Service website. Phone: (02) 9310 6200</li> <li>• <a href="http://www.csialtd.com.au/disastermanagement">www.csialtd.com.au/disastermanagement</a> Disaster management and recovery page on the Community Services Industry Alliance website.</li> </ul>
<p><b>Good Shepherd's Money Ready Toolkit</b></p> <p>The toolkit is an initiative of Good Shepherd Microfinance with the support of the Queensland Government.</p>	<p><a href="http://goodshepherdmicrofinance.org.au/assets/files/2016/12/Money-Ready-Toolkit.pdf">goodshepherdmicrofinance.org.au/assets/files/2016/12/Money-Ready-Toolkit.pdf</a></p> <p>Money Ready Toolkit in PDF format.</p>
<p><b>Scams</b></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"> <li>• <a href="http://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">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</a> Charity scams page on Queensland Government website.</li> <li>• A free online check is available at the following link to see if you are donating to a legitimate charity: <a href="http://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">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</a> Check a charity or association page on Queensland Government website.</li> </ul>

Name of organisation	Contact details and web address
<b>On the Frontline in Emergencies: A Practical Guide for Communities and Community Service Organisations</b>	<a href="http://www.childhoodinstitute.org.au/resources/frontline-emergencies">www.childhoodinstitute.org.au/resources/frontline-emergencies</a> 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](http://www.qld.gov.au/emergency/emergencies-services/help-disaster).