

# Recovery support and collaboration

Effective recovery requires collaboration between local, state and federal governments, community and non-government agencies in consultation with impacted communities. Agencies that play a part in assisting with the recovery of impacted communities include, but are not limited to the following:

## Queensland Government

### Queensland Reconstruction Authority (QRA)

QRA is charged with managing and coordinating the Queensland Government's program of infrastructure renewal and recovery within disaster affected communities, with a focus on working with our state and local government partners to deliver best practice expenditure of public reconstruction funds.

In line with QRA's vision to build a more disaster resilient Queensland, QRA is the state's lead agency responsible for disaster recovery, resilience and mitigation policy. In this role, QRA works collaboratively with other agencies and key stakeholders to improve risk reduction and disaster preparedness.

**Ph: 1800 110 841**  
**[www.qra.qld.gov.au](http://www.qra.qld.gov.au)**

### Department of Communities, Disability Services and Seniors (DCDSS)

The Department of Communities, Disability Services and Seniors has lead responsibility for the delivery of human and social recovery support services following a disaster event.

Human and social recovery is the emotional, social, physical and psychological health and wellbeing of individuals, families and communities following a disaster. Human and social recovery generally aims to address a range of needs including:

- access to timely information
- assistance to reconnect with families, friends and community networks
- enabling people to manage their own recovery through access to information and a range of services and/or practical assistance
- access to financial assistance for those individuals and households who are most vulnerable and do not have the means to finance their own recovery
- engagement and access to emotional, psychological and mental health support at individual, family and community levels (psychosocial support) and
- assistance to maintain a sense of equilibrium in their life, come to terms with their reality and move forward into a new and possibly changed reality.

#### App: Self Recovery

**[www.communities.qld.gov.au](http://www.communities.qld.gov.au)**  
**Ph: Community Recovery Hotline 1800 173 349**

### Queensland Rural and Industry Development Authority (QRIDA)

QRIDA administers financial assistance to disaster affected primary producers, small businesses and non-profit organisations under the Disaster Recovery Funding Arrangements (DRFA) and disaster loans.

**[www.qrida.qld.gov.au](http://www.qrida.qld.gov.au)**  
**Ph: 1800 623 946**

### Department of State Development, Manufacturing, Infrastructure and Planning (DSDMIP)

DSDMIP exists to deliver Queensland's economic prosperity by championing the interests of business and industry. DSDMIP seeks to identify and address issues and risks that affect ongoing economic impacts and rate of recovery.

**[www.statedevelopment.qld.gov.au](http://www.statedevelopment.qld.gov.au)**  
**Ph: 07 3452 7100 or 13 QGOV (13 74 68)**

### Department of Environment and Science (DES)

DES has an important role as stewards of Queensland's natural environment and cultural and built heritage, to ensure these unique assets are protected and sustainably managed for future generations to enjoy. In responding to natural disasters and threats to the environment, DES seeks to identify environmental impacts and will assist in prioritising environmental recovery actions, in addition to protecting urban and natural areas through fire management in parks and forests.

**[www.des.qld.gov.au](http://www.des.qld.gov.au)**  
**Ph: 1300 130 372**

### Department of Housing and Public Works (DHPW)

DHPW delivers a range of services to ensure in-need Queenslanders have access to housing and homelessness assistance. After a disaster, DHPW will assist by facilitating immediate and longer-term temporary accommodation solutions, and will coordinate building damage assessments across impacted areas.

**[www.hpw.qld.gov.au](http://www.hpw.qld.gov.au)**  
**Ph: 13 QGOV (13 74 68)**

### Queensland Health (QH)

QH is at the forefront of the Queensland Government's responsibilities for planning and managing public health emergencies and disaster events. During a disaster, QH provides pre-hospital response, aero-medical transport to support the Queensland Ambulance Service, and the provision of information, advice and services to the community and partner agencies.

**[www.health.qld.gov.au](http://www.health.qld.gov.au)**  
**Emergency: 000**  
**Ph: 13HEALTH (13 43 25 84)**

### Department of Transport and Main Roads (DTMR)

DTMR is responsible for the delivery and maintenance of the integrated transport network across Queensland. DTMR will continue to provide the latest information regarding disruptions and closures across the road, rail, aviation and maritime networks.

**[www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)**  
**[www.qldtraffic.qld.gov.au](http://www.qldtraffic.qld.gov.au)**  
**Ph: 13 QGOV (13 74 68)**

### Department of Innovation, Tourism Industry Development and the Commonwealth Games (DITID)

DITID is focused on leading the Advance Queensland initiative, the success of the 2018 Gold Coast Commonwealth Games (GC2018) and growing tourism in the state. DITID is responsible for identifying the impact on small business post disaster, and assists in the development and implementation of recovery activities.

**[www.ditid.qld.gov.au](http://www.ditid.qld.gov.au)**  
**Ph: 13 QGOV (13 74 68)**

### Queensland Fire and Emergency Services (QFES)

QFES is the primary provider of fire and emergency services in Queensland. QFES aims to protect people, property and the environment through the delivery of emergency services; awareness programs; response capability and capacity; and, incident response and recovery for a safer Queensland.

**[www.qfes.qld.gov.au](http://www.qfes.qld.gov.au)**  
**Emergency: 000**  
**Non-Emergency: 13 GOV (13 74 68)**

### Department of Agriculture and Fisheries (DAF)

DAF can provide a range of extension and advice to primary producers affected by the bushfires, including agriculture recovery and animal welfare advice. DAF can also assist in identifying owner of misplaced livestock. DAF provides freight subsidy financial support to primary producers.

**[www.daf.qld.gov.au](http://www.daf.qld.gov.au)**  
**Ph: 13 25 23**

## Local Government

### Local Government Association of Queensland (LGAQ)

LGAQ is the peak body for local government in Queensland and is responsible for advising, supporting and representing councils. LGAQ provides direct advice and support to councils following any major event at the political, strategic and/or operational levels. This support is provided through the expertise of the LGAQ, subsidiary companies and the facilitation of 'Council-to-Council' (C2C) support. LGAQ recognises the range of needs of councils and their LDMGs and seeks to provide specific support based on the capability of each council.

[www.lgaq.asn.au](http://www.lgaq.asn.au)  
Ph: 1300 542 700

## Australian Government

### Emergency Management Australia (EMA)

EMA is a division of the department of Home Affairs and delivers programs, policies and services that strengthen Australia's national security and emergency management capability. EMA is also the Commonwealth administrator of the DRFA.

### Department of Human Services (DHS)

DHS provides assistance to those adversely affected by natural disasters through the provision of Disaster Recovery Payments (DRP) or Disaster Recovery Allowance (DRA).

[www.humanservices.gov.au](http://www.humanservices.gov.au)  
[www.disasterassist.gov.au](http://www.disasterassist.gov.au)  
Ph: 132 850

## Non-profit organisations

### State Emergency Service (SES)

For assistance of the SES in non-life threatening emergency situations during floods and storms. SES can provide temporary emergency assistance to help people protect themselves and their property from further damage in circumstances such as: damaged walls, windows or roofs, trees down blocking access, rising flood water, and any storm damage that may be a threat to life or property.

Ph: 132 500  
App: SES Assistance QLD

### Volunteering Queensland (VQ)

VQ is the state peak body solely dedicated to advancing and promoting volunteering. VQ links people who want to volunteer before and after disasters with organisations across the community who need valuable assistance. People with the required skills and availability are referred into areas of the community that require assistance the most.

[www.volunteeringqld.org.au](http://www.volunteeringqld.org.au)  
Ph: 07 3002 7600

## Agriculture

### AgForce Queensland

AgForce is a non-government organisation that seeks to secure the productivity, profitability and sustainability of the agribusiness sector. AgForce provides direction and solutions to overcome challenges and build on opportunities within Queensland's farming and agriculture businesses.

[www.agforceqld.org.au](http://www.agforceqld.org.au)  
Ph: 07 3236 3100

### Queensland Farmers' Federation (QFF)

QFF engages in a broad range of economic, social, environmental and regional issues of strategic importance to the productivity, sustainability and growth of Queensland's agricultural sector.

[www.qff.org.au](http://www.qff.org.au)  
[www.farmerdisastersupport.org.au](http://www.farmerdisastersupport.org.au)  
Ph: 07 3837 4720

## Insurance

### Insurance Council of Australia (ICA)

ICA is the representative body of the general insurance industry in Australia. It aims to promote insurance protection and security to the community and provides a range of practical information to support consumers.

[www.insurancecouncil.com.au](http://www.insurancecouncil.com.au)  
Ph: 1300 728 228

### Financial Ombudsman Service (FOS)

FOS provides accessible, fair and independent dispute resolution for consumers and financial services providers. FOS offers free and accessible dispute resolution services to all Australian residents. If you encounter difficulties relating to your insurance claims which you are unable to resolve directly with your insurer, you can register your dispute with FOS for assistance.

[www.fos.org.au](http://www.fos.org.au)  
Ph: 1800 367 287

## Non-Government Organisations (NGOs)

A number of NGOs are now actively committed to the strengthening and extending of emergency aid services throughout Queensland communities affected by natural disasters.

### Australian Red Cross

[www.redcross.org.au](http://www.redcross.org.au)  
Ph: 1800 811 700

### St Vincent de Paul Society

[www.vinnies.org.au](http://www.vinnies.org.au)  
Ph: 07 3010 1002 or 1300 vinnies (1300 131 812)

### Salvation Army

[www.salvos.org.au](http://www.salvos.org.au)  
Ph: 13 SALVOS (13 72 58)

### GIVIT

[www.givit.org.au](http://www.givit.org.au)

### Lifeline

[www.lifeline.org.au](http://www.lifeline.org.au)  
13 11 14

### RSPCA QLD

[www.rspcaqld.org.au](http://www.rspcaqld.org.au)  
1300 Animal (1300 264 625)

### UnitingCare

[www.unitingcareqld.com.au](http://www.unitingcareqld.com.au)  
07 3253 4000