

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

### Department of Agriculture and Fisheries (DAF)

DAF provides a range of services to primary producers affected by natural disasters, including advice on disaster preparedness for agricultural industries, response and recovery, and animal welfare. DAF supports preparedness activities such as training exercises for industry, develops and promotes bulletins on climatic conditions and runs climate focussed events.

A critical role DAF plays during the recovery phase involves staff working with producers to determine the extent of impact an event has had on agricultural production. Agency staff work with the Queensland Reconstruction Authority and other Queensland Government agencies to inform the appropriate level of disaster activation required to aid recovery.

DAF staff administer disaster assistance in the form of subsidies to primary producers and is responsible for the legislation enabling Queensland Rural Industry and Development Authority to provide other forms of disaster assistance such as loan and grant schemes.

[www.daf.qld.gov.au](http://www.daf.qld.gov.au)

13 25 23

### Department of Communities, Housing and Digital Economy (DCHDE)

The Director-General of DCHDE chairs the Human and Social Functional Recovery Group.

DCHDE 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)
- 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
- ensuring Queenslanders have access to housing and homelessness assistance after the closure of evacuation centres by facilitating immediate and longer term temporary accommodation solutions.

### App: Self Recovery

[www.communities.qld.gov.au](http://www.communities.qld.gov.au)

Community Recovery Hotline: 1800 173 349

### Department of Employment, Small Business and Training (DESBT)

DESBT delivers programs that recognise the important relationship between employment outcomes, strong small business and a skilled workforce to the wellbeing of Queenslanders and their communities.

[www.desbt.qld.gov.au](http://www.desbt.qld.gov.au)

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)

13 QGOV (13 74 68)

### Department of Energy and Public Works (DEPW)

DEPW coordinates frontline government building damage assessments across impacted areas. DEPW also coordinates the repairs to government owned buildings.

[www.epw.qld.gov.au](http://www.epw.qld.gov.au)

13 QGOV (13 74 68)

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

TMR is responsible for the delivery and maintenance of the integrated transport network across Queensland. TMR 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) or call 13 19 40

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.

- *Rural Fire Service* - Response to, and management of landscape fires across the state in localised and disaster situations.

- *Fire and Rescue Service* - Response to, and management of fire and hazardous materials incidents, events and disasters. Response to life threatening and non-life threatening emergency situations including storm, cyclone, severe weather and flooding, earthquake, hazardous materials incidents, industrial extrication and road crash incident extrications. Fire and Rescue Service is the provider of damage assessment capability following natural and man-made disasters, working in collaboration with QRA to provide quality data collection.
- *State Emergency Service (SES)* - For assistance 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.

[www.qfes.qld.gov.au](http://www.qfes.qld.gov.au)

**Emergency: 000**

**Non-Emergency: 13 GOV**

**SES: 132 500**

### Queensland Health (QH) and Queensland Ambulance Service (QAS)

Queensland Health leads the planning and management for public health emergencies as well as being the primary agency for biological, heatwave, pandemic and radiological hazards.

In all disasters, Queensland Health prioritises continuity of healthcare to the community as well as the provision of information and public health advice to partner agencies and the community. This is supported by pre-hospital response through the Queensland Ambulance Service as well as aeromedical services. Recovery activities are focused on medical services as well as public health (water, sanitation, food safety etc) and mental health support.

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 through the Queensland Ambulance Service, 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**

**13HEALTH (13 43 25 84)**

### 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.

[www.qra.qld.gov.au](http://www.qra.qld.gov.au)

**1800 110 841**

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

QRIDA provides Queensland farmers with grants and concessional loans for a range of purposes including buying their first property, improving farm productivity and sustainability, and overcoming drought and other natural disasters. Under the Disaster Recovery Funding Arrangements (DRFA), QRIDA administers financial assistance to primary producers, small businesses and non-profit organisations to help them recover from disaster events.

[www.qrida.qld.gov.au](http://www.qrida.qld.gov.au)

**1800 623 946**

### Australian Government

#### National Bushfire Recovery Agency

The National Bushfire Recovery Agency has been developed to lead and coordinate a national response to rebuilding communities affected by bushfires across large parts of Australia. The National Bushfire Recovery Agency will oversee a National Bushfire Recovery Fund which will support all recovery efforts across Australia over the two years 2019-2021.

#### 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 Australian Government's 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)

**132 850**

### 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)

**1300 542 700**

## 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)  
1800 811 700

### BlazeAid

[www.blazeaid.com.au](http://www.blazeaid.com.au)

### GIVIT

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

### Good Shepherd Microfinance

<https://goodshepherdmicrofinance.org.au/>

### Lifeline

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

### North and West Remote Health

[www.nwrh.com.au](http://www.nwrh.com.au)  
Non-Emergency: 1800 799 244

### Orange Sky

[www.orangesky.org.au](http://www.orangesky.org.au)  
07 3067 5800

### Royal Flying Doctor Service

[www.flyingdoctor.org.au](http://www.flyingdoctor.org.au)  
Emergency: 1300 My RFDS (1300 69 7337)  
Non-Emergency: 07 3860 1100

### RSPCA QLD

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

### Rural Aid

[www.ruralaid.org.au](http://www.ruralaid.org.au)  
1300 327 624

### Salvation Army

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

### St Vincent de Paul Society

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

### UnitingCare Queensland

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

### Volunteering Queensland (VQ)

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

## Insurance

### 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. FOS assists people who encounter difficulties relating to insurance claims which are unable to be resolved directly with the insurer.

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

### 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)  
1300 728 228

## 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)  
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)  
07 3837 4720