

FACT SHEET**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.qldreconstruction.org.au

Department of Communities, Disability Services and Seniors (DCDSS)

DCDSS delivers support to strengthen and support the well-being of Queenslanders, particularly those who are vulnerable and most in need. DCDSS seek to deliver integrated and coordinated human and social recovery services including Emergency Hardship Assistance, Essential Services Hardship Assistance, Structural Assistance and Essential Services Safety and Reconnection Grants.

App: Self Recovery

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 Natural Disaster Relief and Recovery Arrangements (NDRRA) and natural disaster loans.

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

Ph: 07 3452 7100 or 13 QGOV (13 74 68)

Department of Environment and Science (DES)

DES is committed to a vision of a healthy and resilient environment for a sustainable and prosperous Queensland. DES seek to identify early environmental impacts after an event and will assist in prioritising environmental recovery actions.

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

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

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

www.qldtraffic.qld.gov.au

Ph: 13 QGOV (13 74 68)

Department of Innovation, Tourism Industry Development and the Commonwealth Games

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

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

Emergency: 000

Non-Emergency: 13 GOV (13 74 68)

Department of Agriculture and Fisheries (DAF)

DAF can provide advice on various financial support arrangements available to primary producers including freight subsidies, disaster loans, essential working capital loans and leasehold rent relief.

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
Ph: 1300 542 700

Australian Government

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
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 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
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 the Queensland's farming and agriculture businesses.

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
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
Ph: 1300 728 228

Financial Ombudsman Service

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
Ph: 1800 367 287

Non-Government Organisations (NGO)

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
Ph: 1800 811 700

St Vincent de Paul Society

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

Salvation Army

www.salvos.org.au
Ph: 13 SALVOS (13 72 58)

GIVIT

www.givit.org.au

Lifeline

www.lifeline.org.au
13 11 14

RSPCA QLD

www.rspcaqld.org.au
1300 Animal (1300 264 625)

Contact



1800 110 841



info@qldra.org.au



www.qldreconstruction.org.au



Do you need an interpreter?

If you need an interpreter to assist you in understanding this document, please call 13 QGOV