

Financial assistance and support services

December 2021 Flooding

Goondiwindi Local Government area
– Town of Inglewood

Updated: 3 December 2021

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Key messages

- The Department of Communities, Housing and Digital Economy (the department) coordinates Community Recovery services to assist disaster-affected people, including emotional support, personal financial hardship assistance and housing support.
- Community Recovery staff are currently assessing and responding to the needs of the affected communities.
- People can choose how they access assistance to recover; online, over the phone or in person:
 - Online — the Community Recovery online portal (www.communityrecovery.qld.gov.au) allows people to apply for financial assistance and support services from personal devices at their own convenience (e.g. computer, smartphone, tablet).
 - Over the phone — the Community Recovery Hotline (Ph: 1800 173 349) will also offer to complete applications for financial assistance and support services over the phone.
 - In person — by visiting a local Recovery Hub or requesting an outreach visit to their home. COVID-19 safe practices as advised by Queensland Health will be applied.
- The department, through Housing and Homelessness Services, works closely with impacted councils to ensure options are available to support those who cannot return home after a disaster and provides Emergency Housing Assistance Response (EHAR), including identifying short-term accommodation to support vulnerable people in need.
- Non-government organisations (NGOs) are available to provide emotional wellbeing and support services, such as counselling and charitable donation of goods and service. NGOs will refer those experiencing serious psychological issues to Queensland Health mental health practitioners.
- The department also provides interpreter services to assist people to access Community Recovery services who do not have English as their first language or are hearing-impaired.
- To donate money, goods or to receive assistance contact the following organisations: GIVIT, Australian Red Cross, The Salvation Army, St Vincent de Paul Society Queensland or UnitingCare (Lifeline).
- Follow Community Recovery on Facebook @RecoveryQld or visit the Community Recovery website www.qld.gov.au/communityrecovery
- The Commonwealth/State Government has activated the following grants for Local Government Area of Goondiwindi, Township of Inglewood:
 - **Emergency Hardship Assistance:** \$180 per person (up to \$900 for a family of five or more) for people who are unable to meet their immediate essential needs for temporary accommodation, food, essential clothing and medication.
 - **Essential Household Contents**:** of up to \$1,765 for individuals (up to \$5300 for a family) to eligible people who do not have the relevant insurance and have had damage to their homes and belongings as a result of the disaster and who meet the income threshold.
 - **Structural Assistance**:** of up to \$10,995 for individuals (up to \$14,685 for a family) for people who are uninsured, or unable to claim insurance, as a contribution towards repairs to their home to make it secure and safe and who meet the income threshold.
 - **Essential Services Safety and Reconnection Scheme**:** up to four essential service reconnections (e.g. electricity, gas, water or sewerage) at maximum \$200 each and repair to damaged service items to a maximum total of \$4200.

**Eligibility Criteria applies please see pages 8-10 for further detail.

Community Recovery service locations

Community Recovery online portal

The portal provides members of the public with the option of applying online for financial assistance and support services using their own internet-enabled devices (e.g. computer, smartphone, tablet). The portal is also able to determine an applicant's eligibility, verify their identity and transfer funds directly to their nominated bank account. The portal will be turned on and only visible to members of the public following a disaster when hardship assistance is activated by the Queensland Government. The web address for the portal is: www.qld.gov.au/communityrecovery

Community Recovery Hotline (1800 173 349)

People can call the hotline and be assessed for financial assistance and request support services over the phone.

Community Recovery Hubs

People are encouraged to apply online or over the phone, but if they are unable to, they can visit Community Recovery staff who will be operating from a local hub.

From Saturday 4 December 2021 a multi-agency Recovery Hub will operate daily between 9am and 4pm from:

**Inglewood Civic Centre
18 Elizabeth St
INGLEWOOD**

A hub is a physical location where the community can go to access a range of recovery information and services. Examples of assistance that may be available include:

- Financial support (e.g. personal financial hardship assistance, financial counselling or Centrelink income support)
- Housing support and services (emergency housing assistance and other housing support services)
- Offers of assistance (e.g. material goods and donations)
- Practical support services (e.g. access to advocacy, translation services)
- Information and referral (e.g. welfare referrals, other local services)
- Disaster-specific advice, (e.g. safe clean up, managing health concerns; how to cope, insurance advice)
- Emotional support (e.g. personal support, counselling and mental health services)
- Resources to assist vulnerable individuals and groups (e.g. young children and adolescents, domestic and family violence).

Outreach

Outreach visits are available for people who are unable to apply online, over the phone or attend a Community Recovery Hub.

Members of the public can make an appointment for a Community Recovery representative to visit them where they are living, to provide recovery assistance (e.g. access to financial assistance or referral to emotional wellbeing and support services).

To request an outreach visit, contact the Community Recovery Hotline on 1800 173 349.

Outreach visits will also be required to verify disaster impact and damage to support applications for the Essential Household Contents Grant, Structural Assistant Grant and Essential Services Safety and Reconnection Scheme.

Extra support and services available

Community Recovery updates

We will regularly broadcast updates on our services and how to access them on:

- Facebook handle @RecoveryQld
- local ABC radio stations
- notice boards at local gathering places (e.g. shops)
- the Community Recovery website www.qld.gov.au/communityrecovery
- the Queensland alerts website www.qld.gov.au/alerts for disaster alerts and updates
- the COVID-19 Queensland Government website www.covid19.qld.gov.au for information on the COVID-19 response.

SES Hotline (132 500)

The SES Hotline is available 24 hours a day, seven days a week. The hotline organises requests for assistance following a disaster, as well as information about how to become a volunteer and preparedness information and referrals.

Emergency Alert

Emergency Alert is the national telephone-based emergency warning system that sends disaster warning messages via:

- landlines based on the location of the handset
- mobile phones based on an individual's billing address
- Telstra mobile account holders based on the device's location.

If you receive an Emergency Alert and want more information, follow the instructions in the message. You do not need to register for this service.

Housing Services

Emergency Housing Assistance

The department can provide emergency housing assistance and other housing support services to people if their home is damaged from a disaster and they are unable to live in the property.

The department provides Emergency Housing Assistance Response (EHAR), including identifying short-term accommodation to support vulnerable people in need.

People can access housing assistance online www.qld.gov.au/housing, over the phone 13 QGOV or in person at their nearest Housing Service Centre.

The department also works closely with:

- impacted councils to ensure options are available to support those who cannot return home after a disaster
- retirement villages, residential services and manufactured home parks, community housing providers and specialist homelessness services to check on the welfare of their residents and condition of their property.

Financial assistance

The Commonwealth/State Government has activated the following grants for the Goondiwindi Local Government Area and the town of Inglewood.

Emergency Hardship Assistance

Purpose	The Emergency Hardship Assistance Grant is available as a contribution to support people directly impacted by a disaster and are unable to meet their immediate essential needs for food, clothing, medical supplies or temporary accommodation.
Amount	\$180 per person, or up to \$900 for a family of five or more.
Eligibility criteria	<p>Emergency Hardship Assistance is not income or asset tested. To be eligible, applicants must meet all of the following criteria:</p> <ul style="list-style-type: none"> • live or are stranded in the targeted activation zone • have suffered hardship as a result of the event • are unable to meet immediate essential needs for food, clothing, medical supplies or temporary accommodation. <p>Note: Assistance is only available for seven days following activation of this grant. The timeframe of this grant can be extended (maximum availability period of 28 days) where necessary and appropriate by the Minister of Communities, Housing and Digital Economy.</p> <p>The following circumstances are NOT grounds for receiving Emergency Hardship Assistance:</p> <ul style="list-style-type: none"> • Business loss or damage including compensation for loss of income • Farm or property damage (excluding principal place of residence) • Loss of tools of trade or damage to vehicles • Essential services outage (if less than six days) • Isolation within property
Payment	Electronic Funds Transfer
Access	Online via the Community Recovery Portal (www.qld.gov.au/communityrecovery), over the phone on the Community Recovery Hotline (1800 173 349), or in person at a Community Recovery Hub or outreach visit.

Essential Household Content Grant

Purpose	If people are uninsured or unable to claim insurance, they may be eligible for financial assistance to provide a contribution towards replacing or repairing essential household contents, such as beds, linen and whitegoods, that have been lost or damaged in a disaster. This grant is income tested.
Amount	Up to \$1,765 for single adults, and up to \$5,300 for couples/families.
Eligibility criteria	<p>To be eligible, applicants must meet all of the following criteria:</p> <ul style="list-style-type: none"> live in a disaster-affected area where this grant is activated, and be uninsured or unable to claim insurance to replace or repair their household contents, and weekly income must be less than: <ul style="list-style-type: none"> individual: \$988 (\$51,389 per year) couple: \$1,367 (\$71,061 per year) sole parent, one child: \$1,368 (\$71,110 per year) couple, one child: \$1,694 (\$88,111 per year). <p>For each additional child add a further \$327 per week; for each dependent adult add \$378 per week.</p>
Payment	Electronic Funds Transfer or Cheque.
Access	<p>Online via the Community Recovery Portal (www.qld.gov.au/communityrecovery), over the phone on the Community Recovery Hotline (1800 173 349), or in person at a Community Recovery Hub or outreach visit.</p> <p>*Please note: an outreach visit will be required to confirm eligibility before this grant is paid.</p>

Structural Assistance Grant

Purpose	If people are uninsured, or unable to claim insurance, they may be eligible for a one-off payment as a contribution towards repairs to their home to make it secure and safe. This grant is income tested.
Amount	Up to \$10,995 for single adults and up to \$14,685 for couples/families.
Eligibility criteria	<p>To be eligible, applicants must meet all of the following criteria:</p> <ul style="list-style-type: none"> • live in a disaster-affected area where this grant is activated, and • own or be the mortgagee of the home, caravan or boat, and • have been living in the home, caravan or boat at the time of the disaster (it was their primary place of residence), and • be uninsured or unable to claim insurance for the structural repairs, and • weekly income must be less than: <ul style="list-style-type: none"> – individual: \$988 (\$51,389 per year) – couple: \$1,367 (\$71,061 per year) – sole parent, one child: \$1,368 (\$71,110 per year) – couple, one child: \$1,694 (\$88,111 per year). <p>For each additional child add a further \$327 per week; for each dependent adult add \$378 per week.</p>
Payment	Electronic Funds Transfer or Cheque.
Access	<p>Online via the Community Recovery Portal (www.qld.gov.au/communityrecovery) or over the phone on the Community Recovery Hotline (Ph: 1800 173 349).</p> <p>*Please note: an outreach visit will be required to confirm eligibility before this grant is paid.</p>

Essential Services Safety and Reconnection Scheme

Purpose	If people are uninsured, or unable to claim insurance, they may be eligible for a grant to help reconnect essential services that were damaged by a disaster. This grant is income tested.
Amount	<p>There are two parts to the grant:</p> <ol style="list-style-type: none"> 1. Inspection: up to \$200 towards a safety inspection for each essential service needing reconnection (electricity, gas, water and sewerage or septic system) 2. Repair: up to \$4,200 towards repair work to enable essential services to be reconnected (for example, electrical rewiring).
Eligibility criteria	<p>To be eligible, applicants must meet all of the following criteria:</p> <ul style="list-style-type: none"> • live in a disaster-affected area where this grant is activated, and • be the owner or mortgagee of the home, and • be uninsured or unable to claim insurance to replace or repair your essential service/s, and • weekly income must be less than: <ul style="list-style-type: none"> – individual: \$988 (\$51,389 per year) – couple: \$1,367 (\$71,061 per year) – sole parent, one child: \$1,368 (\$71,110 per year) – couple, one child: \$1,694 (\$88,111 per year). <p>For each additional child add a further \$327 per week; for each dependent adult add \$378 per week.</p>
Payment	Electronic Funds Transfer or Cheque.
Access	<p>Online via the Community Recovery Portal (www.qld.gov.au/communityrecovery) or over the phone on the Community Recovery Hotline (Ph: 1800 173 349).</p> <p>*Please note an outreach visit will be required to confirm eligibility before this grant is paid.</p>

Psychosocial recovery

During a disaster, it is common for community members to experience psychological distress.

Approximately 80 per cent of people affected by a disaster will recover with the provision of basic support, while the other 20 per cent may need ongoing wellbeing and emotional support.

Feelings and emotions

Fear, guilt, anger, uncertainty, sadness, grief and insecurity are normal reactions to a disaster. But some people may experience deeper symptoms of stress, like difficulty sleeping, miscommunications, hypervigilance, increased family violence, increased use of alcohol and other drugs and low attendance at work and school.

People who experience these symptoms may benefit from a referral to emotional wellbeing and support services such as Psychological First Aid, information that explains what they are going through and/or counselling. During a disaster, specialist mental health clinicians from Queensland Health can refer individuals to support services, if they appear to be experiencing acute stress reactions or heightened symptoms of pre-existing mental health disorders.

It is normal for people to experience a variety of reactions over time, and for people to view the same event differently. Longitudinal studies suggest that post-disaster psychological symptoms reach their peak in the year following the disaster and then improve, but in many cases symptoms may persist for years. Some people will recover quickly while others may require support over a longer period of time.

Supporting mental health









Some people may develop new mental health conditions or experience a reoccurrence or exacerbation of an existing disorder in the weeks and months following an event. The number of people affected varies according to the severity and nature of the disaster and the extent of losses sustained.

Few individuals with disaster-related mental health disorders, especially with post-traumatic stress disorder, initiate contact with mental health treatment services, unless they've had prior experience with those services. People experiencing ongoing post-traumatic stress or depressive symptoms can be referred to public mental health services through Queensland Health for assessment. Community members should be encouraged to seek help if they or their children experience any of the above-mentioned symptoms.

In emergencies there are disruptions to family and community networks due to loss, displacement, family separation, community fears and distrust. Even when family and community networks remain intact, people in emergencies will benefit from help in accessing greater community and family supports. Psychosocial support is built on ensuring access to basic services, information, empowerment, community support, reconnection with family and friends, psychological and counselling services, and specialised services.

Appropriate training for responders after a disaster is of paramount importance in order to avoid triggering survivors' heightened suggestibility, the possibility of vicarious trauma, and the risk of re-traumatising survivors through inappropriate support. Queensland Health clinicians can also assist responding field staff and volunteers with on the ground emotional support as required. Factsheets and other useful reference materials are also available – refer to the 'links and resources' section of this document.

Support services

	<p>Good Shepherd Microfinance provides safe, fair and affordable loan programs to low-income earners to purchase essential household goods and services — in particular, no interest and no fees loans up to the value of \$1,500 for concession card holders, with repayment over a 12 to 18-month period and low interest, no fee loans of up to \$3,000 repaid over three years for people on low incomes.</p> <p>www.goodshepherdmicrofinance.org.au</p>
	<p>GIVIT coordinates donations of money, goods and services and works with NGOs to match these donations to the needs of disaster-affected individuals. To donate funds, goods or services, or for NGOs to request assistance for affected residents.</p> <p>www.givit.org.au</p>
	<p>The Housing Assist Qld app is free and 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>Lifeline provides counselling and support, including crisis counselling to people affected by disaster.</p> <p>www.lifeline.org.au</p>
	<p>Red Cross supports and visits people in communities where disaster has occurred to check on their wellbeing and make referrals to other agencies.</p> <p>www.redcross.org.au</p>
	<p>Volunteering Queensland registers the interest of potential disaster volunteers through its EV CREW service. These potential volunteers are then referred to and managed by Councils and organisations requesting volunteer assistance in disaster-affected communities</p> <p>www.emergencyvolunteering.com.au</p>
	<p>The Salvation Army provides emergency catering and disaster recovery support services to assist with the physical, emotional and spiritual needs of people impacted by disasters</p> <p>www.salvos.org.au</p>
	<p>St Vincent de Paul provides essential items such as blankets, toiletries, mattresses, clothing, food and children's and babies' necessities.</p> <p>www.vinnies.org.au</p>
	<p>Triple P – Positive Parenting Program — Parents play a key role in helping children develop the emotional resilience they need to cope with life's challenges. Parents can attend a free “Raising Resilient Children” seminar, or do Triple P Online for free to help build their child's coping skills, before or after a disaster.</p>

	www.triplep-parenting.net
	<p>Rapid Relief Team (RRT) provides care and compassion to people in crisis, providing free catering assistance and tangible support to emergency services, government and charitable organisations.</p> <p>www.rrtglobal.org</p>
	<p>RSPCA services include rescuing trapped animals, helping injured animals, and technical and logistical support for emergency animal shelters.</p> <p>www.rspca.org.au</p>
	<p>Blue Care provides most community care services using its own staff and facilities.</p> <p>www.bluecare.org.au</p>
	<p>St John Ambulance is a self-funded charitable organisation dedicated to helping people who are sick, distressed, suffering or in danger.</p> <p>www.stjohnqld.com.au</p>
	<p>Orange Sky Australia is the world's first free mobile laundry service helping those who are experiencing homelessness or have been impacted by a natural disaster</p> <p>www.orangesky.org.au</p>
	<p>Tzu Chi Foundation Australia is a Buddhist compassion relief foundation, assisting victims of disaster and humanitarian aid</p> <p>www.tzuchi.org.au</p>
	<p>Care Goondiwindi provides the Goondiwindi Community with a range of Community Services intended to increase the quality of life within the region.</p> <p>www.caregoondiwindi.org.au</p>

Other disaster management functions and agencies

Functions	Lead Agencies	Contact Details
Building Recovery, Building and Engineering Services	Department of Energy and Public Works	13 QGOV (13 74 68)
Economic Recovery	Department of State Development, Infrastructure, Local Government and Planning	13 QGOV (13 74 68)
Electricity, Fuel and Gas	Department of Energy and Public Works	13 43 87 (Energy)/ 13 74 68 (Water)
Reticulated Water Supply and Water Dam Safety	Regional Development, Manufacturing and Water	13 QGOV (13 74 68)
Public Health, Mental Health and Medical Services	Queensland Health	13 QGOV (13 74 68)
State Emergency Services (SES)	Queensland Fire and Emergency Services	132 500
Environmental Recovery	Department of Environment and Science	13 QGOV (13 74 68)
Housing assistance and support services	Department of Communities, Housing and Digital Economy	13 QGOV (13 74 68)
External Affairs and Communication	Department of the Premier and Cabinet	13 QGOV (13 74 68)
Financial Support for Primary Producers, Small Business and Not-for-Profits	Queensland Rural and Industry Development Authority	1800 623 946
Emergency Medical Retrieval	Queensland Health	13 QGOV (13 74 68)
Recovery Coordination and Monitoring	Queensland Reconstruction Authority	1800 110 841
Roads and Transport Recovery	Department of Transport and Main Roads	13 19 40
Search and Rescue	Queensland Police Service	000 or 131 444
Telecommunications Services and Communication Services (call centre and government website)	Department of Communities, Housing and Digital Economy	13 QGOV (13 74 68)
Transportation Infrastructure, Providers and Regulation	Department of Transport and Main Roads	13 QGOV (13 74 68)
Warnings	Queensland Fire and Emergency Services	13 QGOV (13 74 68)
Enduring Powers of Attorney	The Public Trustee	1300 360 044

Contacts

Community Recovery Hotline	1800 173 349	
Police, fire and ambulance	If life or property is being threatened call Triple Zero (000)	NOTE: If you have a speech or hearing impairment, call One Zero Six (106) through your TTY
Emergency alerts	http://www.disaster.qld.gov.au/EA/Default.asp	
Road conditions and closures	For traffic and travel information visit www.qldtraffic.qld.gov.au or phone 13 19 40.	
Health and hospital information	13 HEALTH (13 43 25 84)	
Housing assistance and support services	13 QGOV (13 74 68)	
Power supply	<p>In case of fallen power lines</p> <ul style="list-style-type: none"> • South East QLD residents, phone Energex on 13 19 62 • all other QLD residents, phone Ergon Energy on 13 16 70. <p>Power outages</p> <ul style="list-style-type: none"> • South East QLD residents, phone Energex on 13 62 62 • all other QLD residents, phone Ergon Energy on 13 22 96. 	

For MPs and electorate office staff

Talitha Ware

Caucus Liaison Advisor

Office of the Hon. Leeanne Enoch MP

Minister for Communities and Housing, Minister for Digital Economy and Minister for the Arts

P 371 97183 **E** CHDEA.CLO@ministerial.qld.gov.au

1 William Street Brisbane 4000 | GPO Box 806 Brisbane QLD 4001

Links and resources

State & Federal Activations – Arrangements and Guidelines	www.qra.qld.gov.au/our-work/disaster-recovery-funding
Get Ready Queensland website	www.getready.qld.gov.au
Queensland Alert website	www.qldalert.com
Queensland Government Disaster Management website	www.disaster.qld.gov.au
Current disasters	www.qld.gov.au/community/disasters-emergencies/disasters/money-finance/eligibility-apply
Support groups	www.qld.gov.au/emergency/community/support-group
Personal and family support	www.qld.gov.au/community/disasters-emergencies/disasters/mental-health/family-relationships-after
Housing Assist Qld	www.qld.gov.au/housing/renting/housing-assist-qld-app
Assistance for primary producers, small businesses and NGOs	www.qrida.qld.gov.au/current-programs/Disaster-recovery
Queensland Farmers Federation	www.qff.org.au
Recovery after a disaster	www.qld.gov.au/community/disasters-emergencies/disasters
Managing stress after a disaster	www.qld.gov.au/community/disasters-emergencies/disasters/mental-health/managing-stress-after
Family relationships after a disaster	www.qld.gov.au/community/disasters-emergencies/disasters/mental-health/family-relationships-after
Business support	www.business.qld.gov.au/running-business/protecting-business/disaster-resilience/disaster-hub
Commonwealth Government assistance	www.disasterassist.gov.au
Resilience resources for Community Organisations	http://resilience.acoss.org.au
Good Shepherd Money Ready Toolkit	https://goodshep.org.au/publications/money-ready-toolkit/
Enduring Powers of Attorney	www.pt.qld.gov.au

More information

Insurance

After a disaster you should contact your insurer as soon as possible to find out what is covered on your policy and ask for advice on repairs and building work that is required at your property. Ensure you keep records, and if possible, photos, of any damage to property or contents. If you have difficulties with your insurance company, contact the Insurance Council Australia Ph: 1300 728 228. For more information visit www.qld.gov.au/community/disasters-emergencies/disasters/money-finance/insurance.

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. The property manager/owner is responsible for any maintenance and repairs and the tenant is responsible for removing or cleaning their possessions. For more information contact Ph: 1300 366 311 or visit www.rta.qld.gov.au.

Cleaning your home after disaster

After a disaster ensure your home is safe and clean. For advice on how to clean your home after a disaster visit www.qld.gov.au/community/disasters-emergencies/disasters/rebuilding-cleaning.

Cleaning up mould

After a cyclone or flood, the heat, humidity and water can all cause mould to grow. Breathing in, eating, drinking or touching mould can cause health problems, especially for people with asthma, sensitivities or allergies. For details on how to clean mould visit www.qld.gov.au/community/disasters-emergencies/disasters/phys-health-wellbeing/mould

Scams

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. For more details visit 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 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.

Asbestos Removal

Material containing asbestos can be damaged during severe weather. Asbestos is dangerous when tiny fibres are inhaled. The fibres can lodge in your lungs and eventually cause disease. For urgent enquires contact Ph: 13 74 68 or for more information visit www.qld.gov.au/emergency/safety/asbestos.

Volunteering

Spontaneous volunteers are a vital and significant part of our community. They can provide valuable assistance at times of disasters as well as support preparedness and recovery activities. Volunteering Queensland through Emergency Volunteering CREW can help councils and organisations enhance their preparedness and capacity to manage spontaneous volunteers through: Recruitment and registration of offers to volunteer, Matching volunteers with organisations, Training and sector development, Development of standard operating procedures, Resilience building, Information and advice. For more details visit www.volunteeringqld.org.au.