

Community Recovery News

Governments, community and volunteer organisations are working together to provide support and assistance to people affected by flooding.

This newsletter will guide you through the types of assistance, insurance, health considerations and community support available.

Identification

Agencies need to know who you are and where you live before helping you. When making a claim for assistance please make sure you have:

- drivers licence or ID card
- Medicare card showing members of your family, and
- recent rates notice or electricity account showing your address.

Support and assistance

The Queensland Government's Department of Communities is responsible for coordinating community recovery activities. The state government, Red Cross and Lifeline workers can provide immediate support and access to a broad range of services. If you require assistance you can call the Department of Communities Disaster Recovery Line on **1800 173 349**.

Roma — Maranoa Regional Council

An Information and Coordination Centre has been setup at the Roma Bungil Cultural Centre on the corner of Bungil and Quentin Streets Roma. This centre will be open from 8.30am to 4.30pm 7 days a week until Wednesday 17 March.

Residents will be able to access services from Lifeline, Redcross, Centrelink and Queensland Health at the Information and Coordination Centre.

Charleville — Murweh Local Government area

An Information and Coordination Centre has been setup at the Charleville and District Senior Citizen's Club, 107 Alfred Street. Outreach home visits are

also being conducted for residents in Charleville and surrounding areas. If you require assistance call **1800 173 349**.

Financial assistance grants

There are three types of financial grants available.

1. Emergent Assistance Grant

In the first few days following a disaster, a grant of \$170 per person, up to a maximum of \$780 for a family of five or more is available. This grant is available to people experiencing hardship due to the floods and require assistance to meet their basic needs.

A cheque will be issued which can be presented at the Commonwealth Bank. Please check the opening times for your local branch.

This grant is not means tested.

For more information about this grant call **1800 173 349**.

2. Essential Household Contents Grant

An Essential Household Contents Grant is available to eligible families and individuals to help with the replacement or repair of uninsured, essential household contents which have been lost, damaged or destroyed by flooding.

This grant is subject to an income test and is available to people whose home contents are uninsured. The grant provides assistance of up to \$1660 for individuals and \$4980 for families.

For more information about this grant call **1800 173 349**.

3. Structural Assistance Grant

A Structural Assistance Grant is available to assist repair owner-occupied, uninsured residences damaged by flooding. The residence must be the property owner's sole place of residence and applicants for this grant must satisfy an income and assets test. The grant provides a contribution towards repairing eligible residence to a habitable and secure condition.



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have come into contact with floodwater. Throw out any flood-damaged food.

Avoid unnecessary contact with mud and dirt, especially when you are cleaning up.

Always wash your hands with soap and water before handling food, and after handling pets that may have swum in contaminated water.

Dumping of domestic flood damaged goods and other domestic flood waste is currently free of charge from kerb sides in Charleville. All domestic flood damaged goods and domestic green waste is accepted.

For more information, Charleville residents can call the Charleville Neighbourhood Centre on **4654 1307**.

Roma residents should call Maranoa Regional Council on **1300 007 662** for advice on local clean-up arrangements.

Mosquito-borne diseases

Mosquito and midge breeding increases after rain or flooding, and it is important that residents help prevent outbreaks of mosquito-borne disease.

Make sure you wear insect repellent to avoid being bitten – especially during dawn and dusk. Wear loose fitting clothing and ensure that all exposed skin is covered.

When cleaning up your house and yard following a flood, get rid of potential mosquito breeding sites to prevent outbreak of mosquito-borne disease.

Rain or floodwater may have collected in containers around your yard, so make sure you empty them and store them in a dry place or throw them away.

If your property has been affected, please call your local council for advice on how to eradicate the problem.

Drinking water

Bottled water is recommended following a flood.

Queensland Health is urging residents in the South West's flood affected areas to boil their water before drinking.

Any water you think might be contaminated (eg. dirty or cloudy) should be brought to a rolling boil for at least one minute before drinking. (Be careful of boiling water around children).

If you are unable to boil water, use concentrated household chlorine (sodium hypochlorite) bleach to disinfect water, by mixing six drops of sodium hypochlorite to one litre of water. Leave it for at least 30 minutes before drinking. The smell and taste associated with chlorinated water will disperse if it is left to stand overnight.

If the water is very dirty or muddy, strain it through a clean cloth before boiling or treating.

If your water supply is cut off completely, save the water in your hot water system for drinking, cooking and kitchen use, but take precautions against scalding.

Once the main water supply is back in operation, flush out all taps for 5-10 minutes to clear pipes of sediment.

Food safety

If power has failed for more than a day, the food in your fridge may be unsafe to eat.

Don't open your fridge or freezer door unnecessarily. Refrigerated food that is still cool may be eaten if used immediately.

If your power is off for more than 36 hours and you haven't kept your freezer stocked with ice, food will start to spoil and should be eaten immediately. What can't be eaten should be thrown out.

Throw out any food that has started to spoil, especially if it smells bad, tastes strange or is slimy.

You can refreeze partially defrosted food, but be aware that the shelf-life and quality will be reduced.

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Contacts

Department of Communities Disaster Recovery Line.....	1800 173 349
Centrelink – Employment Service and Job Network.....	13 28 50
Centrelink – Family Assistance Office.....	13 61 50
Salvo Care Line.....	1300 363 622
Lifeline Telephone Counselling.....	13 11 14
Australian Red Cross.....	1800 733 111
Department of Employment, Economic Development and Innovation.....	13 25 23
Worker Assistance Hotline.....	1800 035 749
Employment Services Information.....	13 62 68
Fairwork Infoline	131394
Legal Aid Queensland.....	1300 651 188
Welfare Rights Centre.....	3421 2510
Office of Fair Trading.....	13 13 04
Relationships Australia.....	1300 364 277
The Insurance Ombudsman Service.....	1300 780 808
Building Services Authority.....	1300 272 272
Electrical Safety Infoline.....	1300 650 662
Residential Tenancies Authority.....	1300 366 311

Charleville

Murweh Shire Council.....	4656 8355
Lifeline.....	4654 2404
Charleville Neighbourhood Centre.....	4654 1307
Charleville Supported Accommodation.....	4654 1307

Roma

Maranoa Regional Council.....	1300 007 662
Lifeline (Toowoomba).....	4632 9299
Roma Neighbourhood Centre.....	4624 0800
St Vincent de Paul.....	4622 5574
Maranora Housing.....	4624 0800

