

## Local Disaster and Recovery Information for the Community — FAQs

This fact sheet assists in addressing frequently asked questions and lists the contact numbers of agencies relevant during a disaster event or recovery.

### Donations/Offers of Assistance

#### Monetary

Donating funds is strongly encouraged and can be made to the **Red Cross Appeal** (<http://www.redcross.org.au/qld-floods-2013.aspx>).

#### Goods

If you would like to donate goods, they should be directed to the **GIVIT** website ([www.givit.org.au](http://www.givit.org.au)) to register their offer. GIVIT is the contact for donated goods in Queensland. Donations are appreciated, but hold on to them until you receive a call that they are needed. This will assist coordination of the process and allow for what is needed to reach those who need it, at the right time.

#### Food

Only purchased packaged goods or products from a retailer with appropriate food licences can be accepted. No home baked goods are able to be accepted due to health regulations. The "Food Coordinator" will be in contact to advise when the donation will be collected.

### Electrical Incidents or Power Supply enquiries

Emergency/ Life threatening phone: 000 (Triple Zero)

#### Ergon Energy

Dangerous situations / downed power lines  
Ph: 13 16 70

Loss of supply

Ph: 13 22 96

Website: [www.ergon.com.au](http://www.ergon.com.au)

#### South East Queensland - Energex

Dangerous situations / downed power lines  
Ph: 13 19 62

Loss of supply

Ph: 13 62 62

Website: [www.energex.com.au](http://www.energex.com.au)

### Evacuation

When deemed required, evacuation centres will be established. The location of the evacuation centre will be advised via Council media releases, on the Council website and through SES doorknocking.

## Financial and Personal Support

### **Recovery Centre One Stop Shop**

A community Recovery Centre One Stop Shop may be established during an event. These will operate as a referral agency, offering advice on where funding and personal assistance may be sourced.

If established they will be located at the town's community centre/neighbourhood centre:

- Murilla Community Centre - 4627 2027, 73A Murilla Street Miles
- Tara Neighbourhood Centre - 4665 3508, 49 Day Street Tara
- Chinchilla Crisis and Family Support Centre - 4662 8528 5 Mayne Street Chinchilla
- Myall Youth and Community Network Centre (Dalby) - 4662 0152 28c Nicholson Street Dalby

If these centres are unable to assist them they call Department of Communities on 1800 173 349.

### **Financial Assistance and counselling**

Department of Communities  
Ph: 1800 173 349

### **Income assistance**

Centrelink  
Ph: 132 468

### **Farming (fence/stock) losses and financial support**

Department of Agriculture, Forestry and Fisheries  
Ph: 13 25 23

### **Primary producers and small businesses**

Primary producers and small businesses who may be eligible for assistance in the form of grants and loans from Queensland Rural Adjustment Authority (QRAA) can free call 1800 623 946 or visit [www.qraa.qld.gov.au](http://www.qraa.qld.gov.au) for information.

### **Small Business**

When seeking financial assistance following a natural disaster, small businesses should first contact Council's Economic Development Senior Officer to advise how they have been impacted.

Council works closely with the Department of State Development, Infrastructure and Planning's Regional Services Group and the Department of Tourism Major Events and Small Business to collate information relevant to Natural Disaster Relief and Recovery Arrangements (NDRRA).

Where NDRRA funding is activated, further information on claims and applications can be sourced from the Darling Downs South West Regional Office, 203 Tor Street Toowoomba or by calling 07 4688 1200.

## Health and Hospital Information

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

## Life Threatening Emergencies

Police, Fire, Ambulance  
Ph: 000 (Triple Zero)

Immediately ask the caller to hang up and call 000 or ask the caller to stay on the line while you transfer the call to 000.

## Livestock and agriculture

Department Agriculture, Fisheries and Forestry  
Ph: 13 25 23

## Pets

Contact Council on 1300 COUNCIL to check pounds and lost and founds.

Also, to report lost or missing animals during times of disaster and emergency events visit Website:  
[lostfound.rspcaqld.org.au](http://lostfound.rspcaqld.org.au)

## Phone Connections

**Telstra**  
Report faults & damage to Telstra property  
Ph: 13 22 03

Business only technical support  
Ph: 13 22 99  
Website: [www.telstra.com.au](http://www.telstra.com.au)

**Optus**  
Ph: 1300 307 937  
Website: [www.optus.com.au](http://www.optus.com.au)

## Road Closures, Traffic and Travel Information

**Department of Transport and Main Roads (TMR)**  
Ph: 13 19 40  
Website: [131940.qld.gov.au](http://131940.qld.gov.au)

13 19 40 is a one stop shop for travellers in Queensland to find information on Road Closures and Conditions. RACQ has partnered with 13 19 40 to provide a consistent service.

*Please avoid calling the Queensland Police Service (QPS) for traffic updates.*

The 13 19 40 website lists Main Roads controlled roads and "Local Roads of Regional Significance" (LRRS). The website then links back to the Council website for other local council roads.

**Local Road closure information** — during an event, Council's list of all major roads, including local roads with local significance, will be updated daily at 9am and 3pm. Remember that 13 19 40 will also be updated more regularly.

The process of reopening a road involves inspections and safety assessments on the roads, so your patience is appreciated. Roads will not be reopened until inspected and are safe to travel across. So, just because flood water may have receded thereby exposing a road or bridge, the road is not deemed safe to travel on until after inspections and limits are applied or repairs are made.

## Schools

For information on school closures either contact your children's school directly or visit **Education Queensland's** website [www.education.qld.gov.au](http://www.education.qld.gov.au)

## State Emergency Services (SES)

Ph: 13 25 00  
Website: [www.emergency.qld.gov.au](http://www.emergency.qld.gov.au)

All requests for evacuation, sandbags, roof tarping etc should be directed or transferred to the SES.

## Volunteers

A register of volunteers is maintained and it is simple to register via Council's website. Offers of assistance are appreciated, and volunteers will be contacted if and when required.

## Weather and Warnings

**Bureau of Meteorology**  
Website: [www.bom.gov.au](http://www.bom.gov.au)

## Website (WDRC)

The Western Downs Regional Council Website has a Disaster Management page, containing further information on Planning, Preparation, Response and Recovery. During an event it will be updated with current information, as it becomes available. Visit [www.wdrc.qld.gov.au/disaster-management](http://www.wdrc.qld.gov.au/disaster-management)

## Wildlife

Wildlife Emergencies Hotline  
Ph: 1300 130 372

