

## How do I make an appointment?

Appointments can be made by calling **5482 9007** or **0419 880 799**, or send an email with your contact details to: **communityrecovery@choice.org.au**

## When is the service available?

The service is available from **Monday to Friday** between **9.00 am and 5.00pm**. However service availability at other times can be negotiated.

## Further information

The Disaster Recovery Service has been made possible through funding provided under the Mental Health Disaster Recovery Package, which is a joint initiative of the Australian and Queensland Governments under National Disaster Relief and Recovery Arrangements.

## After hours support

If you need support from a counsellor outside of the operating hours of the Disaster Recovery Service, please contact one of the 24 hour telephone counselling services listed below.

- 13 HEALTH 13 432 584
- Lifeline 13 11 14
- Salvo Care Line 1300 363 622
- Kids Help Line 1800 551 800
- Mens Line 1300 789 978
- Parent Line 13 22 89

## Other support

- Community Recovery Line 1800 173 349
- St Vincent de Paul 1300 633 343
- Australian Red Cross 1800 733 111
- Beyond Blue 1300 224 636
- Lifeline Financial First Aid 1800 007 007
- Department of Employment, Economic Development and Innovation 13 25 23
- Queensland Rural Adjustment Authority 1800 623 946



# Disaster Recovery Service

**Free and Confidential  
Support, Advocacy and  
Counselling**



**Australian Government**



**Queensland Government**



*We get up again*

## What is the Disaster Recovery Service?

The Disaster Recovery Service has been established to provide confidential, support, advocacy and counselling to those community members impacted by disasters, such as the Queensland floods.

The Queensland floods significantly affected the emotional wellbeing of many community members. In most cases the initial emotional distress will gradually settle. However, some people may still be experiencing emotional reactions such as:

- Nervousness
- Mood swings
- Shame
- Irritability
- Anger
- Worry
- Frustration
- Difficulty with concentration and decision making

In some cases physical symptoms may be more apparent, such as:

- Tiredness
- Headaches
- Poor sleep
- Muscular aches
- Weight gain or loss

Stress can also bring on behavioural changes including:

- Increased or decreased eating
- Increased alcohol consumption
- Fidgeting
- Pacing
- Social withdrawal
- Yelling and blaming

These reactions may become severe enough to affect the person's personal and family life or their work.

If you feel that you, or someone you know is having difficulty, help is available. Often, this help will be short and simple, and prevent people from having longer term problems.

## The Disaster Recovery Service aims to:

- Work with community members to assess their needs, recognising that different strategies work for different people at different times
- Work with other agencies and make necessary referrals for community members
- Offer counselling to community members
- Conduct support groups and community education
- Assist community members with practical issues associated with flood impact
- Advocate on behalf of community members

## What does the service cost?

The service is **free** to community members.