

DISASTER RECOVERY

and resilience hub updates

June 2025



PATRICK SIM

TEAM LEADER **Disaster Recovery & Resilience**

We understand that for many of the people who come and see us, the journey of rebuilding can feel overwhelming. Navigating grants, insurance claims, replacing lost belongings, understanding contracts, and managing contractors is no small task. That's why we're here - to support you every step of the way. Whether you just need a chat to make sure you're moving in

the right direction or you need more in-depth technical support, we'd love to sit down with you over a cup of tea and see how we can help.

There are still State Government grants available for those who were inundated with water. The Essential Household Contents Grant and the Structural Assistance Grants are open. To check your eligibility, which includes an income test, feel free to visit us in Tully or Cardwell, or call the Community Recovery Hotline at 1800 173 349.

The Federal Government also offers support through Services Australia. The Disaster Recovery Payment is available for those who have had major damage to your property and the Disaster Recovery Allowance is available for those who have lost income during a disaster.

If you're facing challenges with insurance, we can help you get the right advice.

Legal Aid offers free guidance on insurance policies and claims, and may also be able to assist with disputes.

The Queensland Building and Construction Commission (QBCC) can also provide information on building regulations and scopes of work. If the floods have impacted your financial situation, speaking with a Financial Counsellor can make a big difference. We work with specialists who support individuals, families, small businesses, and agricultural enterprises.

There's a common myth that financial counselling is only for people who struggle with money - but in reality, it's a valuable service for anyone dealing with unexpected events like natural disasters. Trusted organisations like iCan, The Salvation Army, and the Rural Financial Counselling Service are here to help.



Queensland Government

The Disaster Recovery Funding Arrangements (DRFA) is a Commonwealth-State jointly funded program, through which the Australian Government provides financial assistance to support state governments with disaster recovery costs.

QRIDA

Small Business
& Primary Producers
1800 623 946
www.qrida.qld.gov.au

COMMUNITY RECOVERY

Financial assistance for those affected by recent weather events.

**Recovery Hotline
1800 173 349**

www.qld.gov.au/community/disasters

**ICAN Indigenous Consumer
Assistance Network** | 1800 369 878

**Queensland Building & Construction
Commission** | 139 333 | qbcc.qld.gov.au

Legal Aid Queensland
Disaster Legal Help | 1300 527 700

Rural Financial Counselling Service NQ
4652 5669

DISASTER RECOVERY & RESILIENCE HUB

33C Butler St, Tully | 79 Victoria St, Cardwell

P: 0418 537 310 | E: ccr@centacarefnq.org

OUT & ABOUT

on the Cassowary Coast



Outreach across the region

Over the past few weeks, our Disaster Recovery team has been actively visiting flood-affected communities across the Cassowary Coast, focusing on the Cardwell, Ellerbeck, and Carruchan areas. We'll be continuing our outreach in the coming weeks, heading north through Kennedy and Bilyana to offer support and assistance to those impacted by this year's floods. If you spot us in our bright green vests, feel free to stop us for a chat - we're here to listen, support, and help you on your recovery journey.



Building Skills for Community Wellbeing

In May, we were proud to host a Mental Health First Aid Training Course at the Tully Support Centre. Eleven participants from a variety of local community groups came together to strengthen their understanding of how to offer immediate support to individuals experiencing a mental health crisis. It was a fantastic opportunity to build knowledge, confidence, and connection within our community.



Standing together in purple

Team members from Tully Support Centre and Centacare proudly wearing purple in support of Domestic Violence Awareness Month.



Wellness Weekend

Centacare attended the Mission Beach Wellness weekend, making valuable connections with locals and sharing our services and resources with the community.



Cardwell COMMUNITY REBUILD INFO SESSION 10 July | 4pm - 6pm

Please join us for a free afternoon tea at the Cardwell RSL for an informative afternoon, as we support Cassowary Coast residents affected by the floods. We have guest speakers from **QBCC, iCan, Community Recovery** and **Legal Aid**.

Come along and learn about contracting builders, insurance claims, grants and financial counselling for disaster recovery.

In partnership with:



The power of Community *in times of crisis*



Disasters can leave individuals feeling isolated and overwhelmed. But when communities are connected and supportive, that sense of isolation can be eased. Strong social bonds provide a foundation for emotional resilience, offering comfort through peer support, local counselling services, and simple acts of kindness like checking in on one another.

Engaged communities that support one another can help prevent the development of post-traumatic stress disorder (PTSD) in those affected by disasters.

In short, community connections are not only vital for practical recovery efforts but are also essential for emotional and mental healing.

TULLY SUPPORT CENTRE RECOVERY COUNSELLORS AND SUPPORT WORKERS CAN HELP WITH:

- navigating through difficult times
- connecting you with support for
 - building and insurance issues
 - financial assistance
 - support for loved ones.



Tully Support Centre also provides individuals & families with advice, advocacy, emergency relief, domestic violence support, and Services Australia assistance.

54 Bryant Street Tully | Ph: 4068 1004



BIRDIE'S TREE

GROWING TOGETHER THROUGH NATURAL DISASTERS

Birdie's Tree is an award winning set of storybooks, videos and resources created by the Queensland Centre for Perinatal and Infant Mental Health (QCPIMH).

Birdie's Tree helps children and families emotionally prepare for and recover from natural disasters. It also helps children increase their emotional resilience so they can cope better with stressful or disruptive events.

www.childrens.health.qld.gov.au/natural-disaster-recovery/



FREE BOOKS!

Pop into our Tully or Cardwell hub, we have FREE Birdie's Tree books available to support children.

UPCOMING EVENTS

Service Consultation

Join Queensland Health & Centacare to discuss improving health system navigation for people from diverse backgrounds living in regional areas.

27 June

Rebuilding Info Session

Join us at the **Cardwell RSL** for an informative afternoon, with guest speakers from QBCC, Community Recovery, iCan and Legal Aid.

10 July, 4pm - 6pm

Naidoc Week Festival Jumbun Community Hall
Wednesday, 16 July 10am - 2pm



TULLY

**Monday - Friday
9am - 4pm**

CARDWELL

**Tuesdays & Thursdays
9.30am - 12.30pm**

or by appointment



Cassowary Coast REGIONAL COUNCIL

Stay connected and informed with the Cassowary Coast Community Dashboard, your go-to source for local flood recovery updates, support services, and key contact numbers.

1300 763 903

Disaster Dashboard

disaster.cassowarycoast.qld.gov.au

We are currently supporting
83 Households

15 Counselling Cases

320 Referrals to other services

462 Supported with Psychological First Aid

Emergency Relief
provided (150 times)

\$7,900

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