



Welcome to Flood Recovery Housing & Support Service

The Australian Government and the Queensland Government provides funding through the Natural Disaster Relief and Recovery Arrangements (NDRRA) to help pay for natural disaster relief and recovery costs.

Micah Projects has been funded through these arrangements to provide practical assistance and support to people in the Brisbane community for a 12 month period during the flood recovery process.

Working Together

Flood Recovery Workers can assist you to access the practical support and services you need including:

- access to short or long term alternative housing by linking you with accommodation or housing options
- information and referral in accessing the right resources, services and entitlements as you re-establish your home
- links with other funded Flood Recovery initiatives, such as financial counselling, mental health services, legal services, community activities and volunteers
- support in dealing with any personal or family matters that may arise by linking you with the most appropriate services that can assist you.

Outreach Workers can visit you in the location
of your choice and will work flexible hours.

Micah Projects will have centre based and outreach workers rostered 7 days a week for you to contact. Outreach Workers can visit you in the location of your choice and will work flexible hours. They can provide you with accurate information and referral to the assistance available to you.

(Continued over page)



A key focus is supporting you to access affordable and appropriate housing that suits your household's needs. Support Workers also provide personal support, helping people take care of their own and their family's health and wellbeing. This includes linking people into specialist support services for issues of trauma, grief and loss. Support Workers visit you in your home or in another place convenient to you.

Most importantly, workers support individuals and families to develop their own unique recovery plan, working at their own pace, in their own way.

It is important to know that the Flood Recovery Housing & Support Service is a confidential service and all information you provide is treated as private. Support workers only share relevant information with other organisations when it is necessary to arrange access to assistance or services and with your written consent.

Accessing the service

Households/people directly affected by the January 2011 Brisbane Flood can access the service. You can self-refer or someone can refer you to the service.

Please contact:

Flood Recovery Housing & Support Service

phone: 3029 7070

email: floodrecovery@micahprojects.org.au

Micah Projects home office:

Ground Floor, 162 Boundary St, West End Q 4101

Monday - Friday 8am – 8pm

Weekends 9am – 5pm

Feedback and complaints

Feedback about the Flood Recovery Housing & Support Service, both positive and negative, is an important part of making sure the service continues to meet people's needs. You can give feedback to your Support Worker or by contacting us.

About Micah Projects

Micah Projects is a community organisation providing a range of support and advocacy services to vulnerable individuals and families across metropolitan Brisbane. One of our major service areas is assisting people who are homeless to access and maintain housing.

During the Brisbane Flood, Micah Projects provided services to evacuees at the RNA and QE11 evacuation centres. Micah Projects delivered Project Exit in partnership with the Queensland Government (Housing and Homelessness Services) to house people made homeless by the floods.