



Health supports for flood-affected residents of the Brisbane North region of QLD - factsheet

The Australian Government is committed to helping Australians impacted by flooding across Queensland (QLD). This factsheet provides information on health services and mental health supports available for communities impacted in the Brisbane North region of QLD.

Emergency Contacts

- **In a life threatening or emergency situation, call Triple Zero (000).**
- In **QLD**, for non-life threatening flood and storm emergency assistance during severe weather events, you can contact the **Queensland Fire and Emergency Services** at www.ses.qld.gov.au or call **13 74 68**.

Access to Pharmaceuticals

What should people do if they urgently need medications?

Pharmacists can contact your doctor by phone to make sure you can still get the prescription medicines you need, even if your script has been lost or damaged by the floods.

In some cases, you can get the prescription medicine you need without a script. Under the Pharmaceutical Benefits Scheme (PBS) [Continued Dispensing Arrangements](#), a pharmacist can provide one supply of eligible medicine/s without a prescription. This can happen when there is an immediate need for the medicine, but where it is not practicable to obtain a PBS prescription. Telehealth consultations can also be used to obtain a prescription which will then be transmitted digitally to the pharmacy.

Access to GPs

What should people do if they urgently need to see a GP?

A number of general practices and Aboriginal Community Controlled Health Services (ACCHSs) may be closed, or have reduced capacity, due to floods. It is recommended that you contact your health provider before attending to ensure they are open.

For patients that need urgent services, health staff have been placed at evacuation centres to help coordinate access to primary care support, including access to prescriptions. A number of practices/ACCHS that have remained open are able to offer urgent walk-in consultations. Telehealth is also available to provide support to patients.

[Mob link](#) – telephone 1800 254 354 - is an initiative of the Institute of Urban Indigenous Health to support Aboriginal and Torres Strait Island people living in South-East Queensland by linking them with health and social services – is now being used to connect and support mob affected by the floods.

If you cannot contact your regular GP, healthdirect provide a health service directory to show other available GPs in your area (www.healthdirect.gov.au) and a 24/7 health advice line (1800 022 222).

How have telehealth eligibility requirements changed in flood-affected areas?

An exemption has been made so you don't have to have an existing relationship with a GP to access MBS-subsidised telehealth services (video and phone) in flood-affected regions. All Medicare eligible Australians in flood-affected areas can make telehealth appointments with their GP or another GP. Find out more about [telehealth and Medicare benefits](#).

Support for Mental Health

If immediate 24/7 mental help is required, people impacted by the floods should contact:

Mental health access line	1300 MH CALL Call 1300 642255	A mental health triage service for Queenslanders for the first point of contact to public mental health services.
Lifeline	Lifeline Call 13 11 14	National Counselling service
Beyond Blue	Beyond Blue Call 1300 22 4636	National Mental Health and well-being support service
MensLine	MensLine Call 1300 22 4636	National 24/7 online counselling support for men
Lifeline Text	Lifeline Text Call 0477 13 11 14	24/7 Crisis Support Text service
Kids Helpline	Kids Helpline Call 1800 551 800	Counselling service for young people aged 5 to 25 years.
headspace	Contact details: www.headspace.org.au	A program for youth aged 12-25 experiencing, or at risk of mild to moderate mental illness.

[Head to Health](#) this service is digital platform with advice, links, phone, online and face-to-face mental health services. It assists patients to navigate to suitable mental health services.

There are a range of face-to-face, telephone and digital mental health options available for people seeking access to mental health support. For more information on these services, contact [Mental Health Services at Brisbane North](#).

Other Support - QLD

Financial relief and support for eligible small businesses and not-for-profit organisations are available to support communities recover and rebuild. Under a joint initiative with the state Governments, grants of up to \$75,000 for primary producers and up to \$50,000 for small businesses and not for profit organisations devastated by flooding will be available.

These grants will be available through the Queensland Rural and Industry Development Authority. For more information call 1800 623 946 or visit <http://www.qrida.qld.gov.au>.