



Country Callback 1800 54 33 54

What is Country Callback?

Country Callback is a 24/7 telephone support service for drought affected and isolated communities within rural Queensland. The service offers targeted emotional support to rural Queenslanders and the ability to call you back for additional support and check-ins.

The service is available to people experiencing personal, social, financial and emotional difficulties as a result of the prolonged drought and rural hardship. The Country Callback service is available 24 hours a day, 7 days a week.

What happens when you call?

When a caller contacts the service they will initially speak to a qualified Telephone Crisis Supporter who will provide immediate emotional support, information, advice and referral to other services or to the Callback service.

A Callback referral will then be offered to the caller for a time that is convenient.

What is a callback?

A callback is a confidential counselling or debriefing session via the telephone by our qualified counselling staff.

When a callback is made, the caller's needs are matched to the most appropriate counsellor who will offer support. The counsellor will then make contact on the specified day and time.

This confidential service provides:

- Information, advice and referral
- Counselling support for individuals and families experiencing personal, social, financial and emotional difficulties as a result of prolonged drought and rural hardship
- Debriefing / supervision support for staff and volunteers.

For further information call 1800 54 33 54 or email countrycallback@uccommunity.org.au

