

# Community Support Contacts List

## North Coast – Moreton Bay

In the event of a disaster, Community Recovery works with a wide range of organisations to minimise the impact and ensure the recovery of affected communities.

If you need help or support to assist you and your family, please use this guide to find information and contact details for key community services available in your local area.

### Community Recovery

Community Recovery Hotline ..... 1800 173 349  
General Enquiries..... 13 74 68

### General support

Australian Red Cross ..... 1800 733 276  
Lifeline ..... 13 11 14  
Gambling Help Line ..... 1800 858 858  
Seniors Enquiry Line ..... 1300 135 500

### Accommodation

Homeless Hotline..... 1800 474 753  
Tenants Queensland (QSTARS)..... 1300 744 263  
Moreton Bay Housing Service Centre  
Caboolture ..... 07 5432 0700

### Employment and financial

Services Australia  
– Australian Apprenticeships..... 1800 210 210  
– Employment Services ..... 13 28 50  
– Older Australians ..... 13 23 00  
– Families and Parents ..... 13 61 50  
– Farmer Assistance..... 13 23 16  
– Medicare..... 13 20 11  
National Customer Service Line..... 13 62 68  
National Debt Helpline..... 1800 007 007  
Rural Financial Counselling Service  
Southern Region..... 07 4622 5500

### Legal and advocacy

Australian Financial Complaints  
Authority ..... 1800 931 678  
Basic Rights Queensland ..... 1800 358 511  
Commonwealth Ombudsman ..... 1300 362 072  
Energy and Water Ombudsman ..... 1800 662 837  
Insurance Council Australia..... 1800 734 621  
Legal Aid Queensland ..... 1300 651 188  
Office of Fair Trading..... 13 74 68  
Residential Tenancies Authority ..... 1300 366 311

### Business / Primary producers

Department Primary Industries ..... 13 25 23  
Queensland Rural and Industry  
Development Authority ..... 1800 623 946

### Health / Mental health

Australian Red Cross ..... 1800 733 276  
Beyond Blue support service ..... 1300 224 636  
DVConnect Mensline ..... 1800 600 636  
DVConnect Womensline ..... 1800 811 811  
Kids Helpline ..... 1800 551 800  
Lifeline Telephone Crisis Support..... 13 11 14  
Medicare Mental Health ..... 1800 595 212  
MensLine Australia ..... 1300 789 978  
Parentline..... 1300 301 300  
Queensland Health – 13HEALTH..... 13 43 25 84  
Relationships Australia..... 1300 364 277  
St Vincent de Paul ..... 1800 846 643

### Local support agencies

Bribie Island and District  
Neighbourhood Centre..... 07 3408 8440  
Caboolture Neighbourhood Centre ..... 07 5495 3818  
Deception Bay Neighbourhood  
Centre ..... 07 3204 2022  
Kallangur Neighbourhood Centre..... 07 3889 0063  
Medicare Mental Health Centre  
Caboolture ..... 07 4593 0500  
Medicare Mental Health Centre  
Redcliffe ..... 07 3510 2722  
Medicare Mental Health Centre  
Strathpine ..... 07 3493 6780  
Pine Rivers Neighbourhood Centre ..... 07 3889 0063  
Redcliffe Neighbourhood Centre ..... 07 3284 3081

### Material goods and food relief

Caboolture Community Care ..... 07 5495 6400  
Deception Bay Neighbourhood  
Centre ..... 07 3204 2022  
Frederick Marsden Youth Centre ..... 07 3285 2155  
St Vincent de Paul ..... 1800 846 643  
The Salvation Army..... 1300 371 288

### Local council contacts

[Find your local disaster dashboard](#)

Moreton Bay Regional Council ..... 07 3025 0555

# Community Support Contacts List

## North Coast – Moreton Bay

### Other support

Crime Stoppers Australia .....	1800 333 000
Disability and Community Care .....	13 74 68
Energex – General Enquiries .....	13 12 53
Energex Emergency (24/7) .....	13 19 62
Ergon Energy – Customer Service .....	13 10 46
Ergon Energy – Life Threatening .....	13 16 70
Poisons Information Centre .....	13 11 26
NDIS Customer Service .....	1800 800 110
Origin Energy, Gas .....	13 24 61
Policelink .....	131 444
RSPCA 24hr Hotline .....	1300 264 625
SES Flood / Storm Emergency .....	13 25 00
Translating and Interpreting Service .....	13 14 50



Follow Community Recovery on Facebook [@RecoveryQLD](https://www.facebook.com/RecoveryQLD)

### My useful contacts

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### Useful links

**Queensland Government Disaster Management website** – Provides official disaster management resources, warnings, guidelines and coordination updates: [www.disaster.qld.gov.au](http://www.disaster.qld.gov.au)

**Disaster information and recovery support** – Provides information to help Queenslanders prepare for, respond to and recover from disasters and emergencies, including financial support, housing assistance and community services:

[www.qld.gov.au/community/disasters-emergencies](http://www.qld.gov.au/community/disasters-emergencies)

Further information is available by phoning the Community Recovery Hotline **1800 173 349**.

**Managing stress after a disaster** – Provides practical guidance on recognising common stress responses after a disaster, maintaining wellbeing and accessing support services:

[www.qld.gov.au/community/disasters-emergencies/managing-stress](http://www.qld.gov.au/community/disasters-emergencies/managing-stress)

**Family relationships after a disaster** – Outlines common family challenges after a disaster, offers practical ways to support recovery and when to seek professional help:

[www.qld.gov.au/community/disasters-emergencies/family-relationships](http://www.qld.gov.au/community/disasters-emergencies/family-relationships)

**Support groups** – Lists government and not-for-profit organisations that offer post-disaster support including counselling, essential supplies, temporary housing and animal rescue services:

[www.qld.gov.au/emergency/community/support-group.html](http://www.qld.gov.au/emergency/community/support-group.html)

**Commonwealth Government assistance** – Australian Government information on payments and help for people directly affected by bushfires, floods or other natural disasters:

[www.servicesaustralia.gov.au/natural-disaster](http://www.servicesaustralia.gov.au/natural-disaster)

**School closures** <https://closures.qld.edu.au/>

**GIVIT** [www.givit.org.au](http://www.givit.org.au)