Community Support Contacts List

Redland City Region

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
St Vincent de Paul 1800 846 643

Accommodation

Homeless Hotline 1800 474 753
Tenants Queensland (QSTARS) 1300 744 263
Homeless United Program 07 3245 2117

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 & 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
Gold Coast Community Legal Centre 07 5532 9611

Business / Primary producers

Department Primary Industries 13 25 23
Farm Angels 1300 196 488
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
Domestic Violence Prevention Centre 07 5532 9000
Gold Coast Centre Against
Sexual Violence 07 5591 1164

Local support agencies

Anglicare Help at Home 1300 610 610
Bayside Community Addiction and
Mental Health Service 07 3825 6000
Bayside Housing Service Centre 07 3034 9800
COOEE Indigenous Family and
Community Education Centre 07 3134 2195
BABI Youth and Family Services 07 3393 4176
Bay Islands Community Services 07 3409 1177
Blue Care Redland Community Care 1300 258 322

Carer Gateway 1800 422 737
Elder Abuse Prevention Unit 1300 651 192
Headspace Capalaba 1300 851 274
Home Assist Secure (St Vincent de Paul) 1800 846 643
Homeless United (Redland Community Centre) 07 3245 2117
Homelessness Response Service (Footprints) 07 3252 3488
Minjerribah-Moorgumpin Elders-in-Council Aboriginal Corporation 07 3409 9723
My Aged Care 1800 200 422
NSI Housing Co-op 07 3409 9340
Open Doors Youth Services Inc 07 3257 7660
PCYC Redlands 07 3245 4639
QLife 1800 184 527
Quandamooka Yoolooburrabee Aboriginal Corporation (QYAC) 07 3415 2816
Redland Community Centre 07 3245 2117
Redlands Medicare Mental Health Centre Cleveland 1800 573 955
Redlands District Committee of the Ageing 07 3488 0680
Redlands Regional Care Coordination (QShelter) 07 3831 5900
Redlands Youth Service 07 3446 6500
Southside Community Care 07 3343 1441
STAR Community Services 07 3821 6699
Stradbroke Early Learning Centre 07 3409 9093
Supporting Those at Risk of Homelessness Redlands (Wesley Mission) 07 3151 6132
The Link YMCA Youth Centre Victoria Point 07 3517 2432
The Cage Youth Foundation 07 3829 2644
YMCA Wynnum Community Hub 07 3555 6565
Yourtown 0421 631 312
YFS 07 3829 1500

Material goods and emergency relief

The Salvation Army Capalaba 07 3245 4518
Lifeline Cleveland 07 3488 7900
Lifeline Capalaba 07 3390 2685

Local council contacts

Find your local disaster dashboard
Redland City Council 07 3829 8999

Other support

Crime Stoppers Australia 1800 333 000
Energex – General Enquiries 13 12 53
Energex Emergency (24/7) 13 19 62
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

Useful links

Queensland Government Disaster Management website – Provides official disaster management resources, warnings, guidelines and coordination updates: 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/disasterhelp

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

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

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

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

School closures https://closures.qld.edu.au/

GIVIT www.givit.org.au

Follow Community Recovery on Facebook @RecoveryQLD

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