# Department of Treaty, Aboriginal & Torres Strait Islander Partnerships, Communities, and the Arts

In the event of a disaster, Community Recovery work with a wide range of organisations to minimise the impact and ensure the recovery of affected communities. If you need assistance or support to assist you and your family, please use this brochure for information and contact details for key community services available in your local area.

Community Recovery Hotline 1800 173 349

General Enquiries 13 74 68

# General Support

Australian Red Cross 1800 733 111

Gambling Help Line 1800 858 858

Lifeline 13 11 14

Seniors Enquiry Line 1300 135 500

# Accommodation

Centacare Homelessness Service 1300 672 273

HART 4000 07 3004 0100

Homeless Hotline 1800 474 753

Ozcare 1800 692 273

Tenants Queensland 1300 744 263

# Employment / Income

Centrelink – Australian Apprenticeships 13 36 33

Centrelink – Employment Services 13 28 50

Centrelink – Older Australians Line 13 23 00

Employment Services Information 1800 464 800

Family Assistance Office 13 61 50

Information Services 13 24 68

Medicare – General Enquiries 13 20 11

National Customer Service Line 13 62 68

National Debt Helpline 1800 007 007

Services Australia Information Services 13 24 68

UnitingCare Community Financial Care Line 1800 007 007

# Legal & Advocacy

Australian Financial Complaints Authority 1800 367 678

Basic Rights Queensland 1800 358 511

Commonwealth Ombudsman 1300 362 072

Energy & Water Ombudsman 1800 662 837

Insurance Council of Australia [insurancecouncil.com.au](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.insurancecouncil.com.au%2F&data=05%7C01%7CTahlia.Rose%40chde.qld.gov.au%7C347c43921d2142cb3ed208db3bdcfed2%7Cec445a2ab5ba46f6bead4595e9fbd4a2%7C0%7C0%7C638169592568560243%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=xe2q9PsVKTa3uO9QdSZyWu2j8vArnU%2F7vBKFY6nAmuc%3D&reserved=0)

Legal Aid Queensland 1300 651 188

Office of Fair Trading 13 74 68

Residential Tenancies Authority 1300 366 311

Telecommunications Industry Ombudsman 1800 062 058

# Business / Primary Producer

Department of Agriculture & Fisheries – General Enquiries 13 25 23

Queensland Rural & Industry Development Authority 1800 623 946

# Health / Mental Health

Australian Red Cross 1300 554 419

Beyond Blue Info Line 1300 224 636

DV Connect Mensline 1800 600 626

DV Connect Womensline 1800 811 811

Kid’s Help Line 1800 551 800

Mensline Australia 1300 789 978

Metro South Health – AMHS 07 3089 4156

Parentline 1300 301 300

Queensland Health – 13HEALTH 13 43 25 84

Relationships Australia 1300 364 277

St Vincent de Paul Society Queensland – Statewide Assistance 1800 846 643

# Local Support Agencies

## North Brisbane

CO.AS.IT Community Services Inc. 07 3624 6100

The Community Place 07 3857 1152

New Farm Neighbourhood Centre 07 3358 5600

North West Community Hub (Bardon NC) 07 3510 2700

Nundah Neighbourhood Centre 07 3260 6820

Picabeen Community Centre 07 3354 2555

Sandgate and Bracken Ridge Action Group (SANDBAG) 07 3869 3244

Zillmere Community Centre 07 3865 2880

## Inner City

Brisbane Youth Service 07 3620 2400

Centacare 1300 236 822

Micah Projects Inc 07 3029 7000

New Farm Neighbourhood Centre 07 3358 5600

## South Brisbane

Acacia Ridge Community Centre 07 3277 4893

Benarrawa Community Development Association 07 3379 9925

Cannon Hill Neighbourhood Centre 07 3517 2424

Community Plus – Yeronga Community Centre 07 3848 2285

East Brisbane Community Centre 07 3896 1300

Elorac Place Community Centre 07 3151 6690

HUB Neighbourhood Centre 07 3372 3770

Inala Community House 07 3372 1711

Kyabra Community Association 07 3373 9499

Mount Gravatt Community Centre 07 3343 9833

Sherwood Neighbourhood Centre 07 3379 6963

St David’s Neighbourhood Centre 07 3274 3240

Vietnamese Community in Australia 07 3375 6036

## Bayside

Bay Islands Community Services 07 3409 1177

Redland Community Centre 07 3245 2117

Southside Community Care 07 3343 1441

Wynnum Neighbourhood and Community Centre 0476 903 663

Yulu-Burri-Ba Aboriginal Corporation for Community Health (North Stradbroke Island) 07 3409 9596

# Material Goods & Emergency Relief

Headquarters 07 3222 6666

Lifeline Head Office 07 3253 4000

St Vincent de Paul Society Queensland 1800 846 643

The Salvation Army – Queensland Divisional 13 72 58

Salvos Stores Brisbane 07 3368 6340

Wesley Mission Queensland 1300 920 865

# Council Contacts

Brisbane City Council 07 3403 8888

Redland City Council 07 3829 8999

# Other Support

Animal Welfare League Qld (AWLQ) Warra 07 3631 6800

AWLQ Gold Coast 07 5509 9000

Crime Stoppers Australia 1800 333 000

Disability & Community Care 13 74 68

Elder Abuse Helpline 1300 651 192

Energex – General Enquiries 13 12 53

Energex – Emergency (24/7) 13 19 62

Ergon Energy – Customer Service 13 10 46

Ergon Energy – Life Threatening Emergencies (24/7) 13 16 70

NDIS 1800 800 110

Optus – Customer Service 13 39 37

Origin Energy – Electricity & Gas 13 24 61

Poisons Information Centre 13 11 26

Policelink 13 14 44

Queensland Community Support Scheme 1800 600 300

RSPCA 1300 264 625

SES Flood / Storm Emergency 13 25 00

Telephone Interpreting Service 13 14 50

Telstra – Crowd Support 13 22 00

# Useful Links

## GIVIT

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

## School Closures

[closures.qld.edu.au](https://closures.qld.edu.au/)

## Disasters & Alerts

The central hub for the latest information on disasters and alerts in Queensland: [www.qldalert.com](http://www.qldalert.com/)

## QLD Government Disaster Management Website

This website contains warning and alerts, get ready information, and key contacts for disasters and emergencies: [www.disaster.qld.gov.au](http://www.disaster.qld.gov.au/)

## Current Disasters

Information about current disasters in Queensland and activated areas: [www.qld.gov.au/community/disasters-emergencies/current-disasters](http://www.qld.gov.au/community/disasters-emergencies/current-disasters)

## Support

Information about financial, business, and personal and family support available to people affected by a disaster: [www.qld.gov.au/community/disasters-emergencies/support](http://www.qld.gov.au/community/disasters-emergencies/support)

## Recovery after a Disaster

Information about cleaning up, making an insurance claim, replacing documents, and volunteering: [www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster](http://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster)

## Managing Stress after a Disaster

Information about managing stress, including symptoms, coping methods, and how to access help: [www.qld.gov.au/community/disasters-emergencies/managing-stress](http://www.qld.gov.au/community/disasters-emergencies/managing-stress)

## Family Relationships after a Disaster

Information about family relationships after a disaster, the effects, and how to access help: [www.qld.gov.au/community/disasters-emergencies/family-relationships](http://www.qld.gov.au/community/disasters-emergencies/family-relationships)

# Commonwealth Government Assistance

Australian Government information on help available in an emergency: [www.humanservices.gov.au/customer/themes/help-in-an-emergency](http://www.humanservices.gov.au/customer/themes/help-in-an-emergency)

# Queensland Government Assistance

Further information is available at [www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster](https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster) or by phoning the Community Recovery Hotline **1800 173 349**.

Follow us on Facebook @RecoveryQLD



**My Useful Contacts**

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