# 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 733 276

Gambling Help Line 1800 858 858

Seniors Enquiry Line 1300 135 500

St Vincent de Paul (Statewide Assistance) 1800 846 643

The Salvation Army (Assessment Line) 1300 371 288

# Accommodation

Homeless Hotline 1800 474 753

Tenants Queensland 1300 744 263

# Employment / Income

Centrelink Australian Apprenticeships 13 36 33

Centrelink Employment Services 13 28 50

Employment Services Information 1800 464 800

Family Assistance Office 13 61 50

Job Seeker Hotline 13 62 68

Medicare – General Enquiries 13 20 11

National Debt Helpline 1800 007 007

Older Australians Line 13 23 00

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 Australia 1300 728 228

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 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

Community Mental Health 4913 3200

DV Connect Mensline 1800 600 626

DV Connect Womensline 1800 811 811

Kid’s Help Line 1800 551 800

Lifeline Telephone Counselling 13 11 14

Mensline Australia 1300 789 978

Parentline 1300 301 300

Queensland Health – 13HEALTH 13 43 25 84

Relationships Australia 1300 364 277

**Local Support Agencies**

**Gladstone Region and Banana Shire**

**Material Goods & Emergency Relief**

Anglicare Biloela 4995 4400
Anglicare Moura 4995 4400

Anglicare Central Queensland 4837 5300

Anglicare Gladstone 4970 6100

Banana Shire Support Centre 4992 3322

Salvation Army – Gladstone 4972 1844

St Vincent De Paul 4927 6026
St Vincent De Paul Biloela 4992 2808
St Vincent De Paul Theodore 4993 2111
St Vincent De Paul Moura 4997 2678

**Family Support and Advisory Services**

Gladstone Regional Council Community and Neighbourhood Centre 4976 6300

Roseberry Qld 4972 0047

Salvation Army Family Welfare Centre 4972 6878

**Council Contacts**

**Gladstone Regional Council**

Local Disaster Coordination Centre 4970 0700

Emergency Dashboard – RegionWatch:

<https://regionwatch.gladstone.qld.gov.au/>

**Banana Shire Council**

Enquiry line 4992 9500

Disaster Information:.

<https://www.banana.qld.gov.au/council-services/infrastructure-services/disaster-management>

**Other Support**

Animal Welfare League Qld 5509 9000

Crime Stoppers Australia 1800 333 000

Disability and Community Care 13 74 68

Elder Abuse Helpline 1300 651 192

Emergency (24/7) 13 19 62

Energex General Enquiries 13 12 53

Ergon Energy – Customer Service 13 10 46

Life Threatening Emergencies (24/7) 13 16 70

NDIS 1800 800 110

Optus – Customer Service 13 39 37

Origin Energy and Gas 13 24 61

Poisons Information Centre 13 11 26

Policelink 131 444

Qld Community Support Scheme 1800 600 300

RSPCA 1300 264 625

Telephone Interpreting Service 13 14 50

SES Flood / Storm Emergency 13 25 00

Telstra - Crowd Support 13 22 00

**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)

Further information is available at <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

 

**Useful Links**

**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)

 **My Useful Contacts**

 

 

 

 

 