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.

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

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

Seniors Enquiry Line 1300 135 500

# Accommodation

Maryborough Housing Service Centre 07 4324 8600

# Employment / Income

Centrelink – Australian Apprenticeships 13 36 33

Centrelink – Employment Services 13 28 50

Centrelink – Older Australians Line 13 23 00

Family Assistance Office Women’s Support 13 61 50

Farmer Assistance Hotline 13 23 16

Job Access 1800 464 800

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 931 678

Basic Rights Queensland 1800 358 511

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" \t "_blank)

Legal Aid Queensland 1300 651 188

Office of Fair Trading 13 74 68

Residential Tenancies Authority 1300 366 311

# Business / Primary Producer

Department of Agriculture & Fisheries 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 600 636

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

St Vincent de Paul Society Queensland 1800 846 643

# Local Support & Emergency Relief

Hervey Bay Neighbourhood Centre 07 4194 3000

Door 42 Youth Centre (Hervey Bay) 1300 642 123

Maryborough Neighbourhood Centre 07 4121 2141

# Material Goods & Food Relief

Community Housing Limited (ER Program) 1300 245 468

Hervey Bay Neighbourhood Centre 07 4194 3000

St Vincent de Paul 1800 846 643

The Salvation Army 1300 371 288

# Council Contacts

Fraser Coast Regional Council 1300 794 929

# Other Support

Disability & Community Care 13 74 68

NDIS 1800 800 110

Policelink 13 14 44

RSPCA 1300 264 625

SES Flood / Storm Emergency 13 25 00

Telephone Interpreting Service 13 14 50

# 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)

## Support Groups

Information on not-for-profit organisations that provide post-disaster support: [www.qld.gov.au/emergency/community/support-group.html](http://www.qld.gov.au/emergency/community/support-group.html)

## 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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