## Community Support

In the event of a disaster the Queensland Government will work with a wide range of organisations to minimise the impact and ensure the recovery of affected communities.

During and after a disaster you may need practical assistance or community support to assist you and your family.

This brochure contains a range of general local and community support services available for individuals and families in your area.

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

You can also download the free Self-Recovery app from the Apple or Android App stores.

Yellow logo for the Community Recovery Self Recovery app

## General Community Support Services

Community Support Services

South East Region

Gold Coast

Mensline Australia 1300 789 978

Relationships Australia 1300 364 277

BeyondBlue Info Line 1300 224 636

Lifeline Telephone Counselling 13 11 14

Kid’s Help Line 1800 551 800

DV Connect 1800 811 811

Gambling Help Line 1800 858 858

Parentline 1300 301 300

St Vincent de Paul Society – Qld

Statewide Assistance… 1800 846 643

Seniors Enquiry Line 1300 135 500

Australian Red Cross 1300 554 419

**Workplace Services**

Fair Work Ombudsman 13 13 94

[www.fairwork.gov.au](http://www.fairwork.gov.au)

Apprenticeships Hotline 1800 210 210

**Services Australia**

Information Services 13 24 68

Medicare – General Enquiries 13 20 11

Centrelink Aust Apprenticeships 13 36 33

Centrelink Employment Services 13 28 50

Financial Information Service 13 23 00

**Legal and Advocacy Services**

Legal Aid Queensland 1300 651 188

Welfare Rights Centre 1800 358 511

**Financial Counselling**

National Debt Hotline 1800 007 007

**Consumer Advice**

Office of Fair Trading 13 74 68

**Department of Communities, Disability Services & Seniors**

#### Community Services & Seniors. 13 74 68

Updated October 2020

# **Community Support Services**

# South East Region

# Gold Coast

## Gold Coast

**Your Home**

**SES 13 25 00**

Gold Coast Housing Service Centre, Dept of Housing and Public Works (HPW) 5645 8100

HPW Maintenance 1300 650 917

Homeless Hotline 1800 474 753

Energex – General Enquiries 13 12 53

Energex Emergency (24/7) 13 19 62

Origin Energy, Gas 13 24 61

Ergon Energy – Customer Service 13 10 46

Ergon Energy – Life Threatening

Emergencies (24/7) 13 16 70

Telstra 13 22 03

Optus 13 13 44

Insurance Council of Australia

(Hotline) 1300 728 228

Residential Tenancies Authority 1300 366 311

City of Gold Coast:

General Enquiries 1300 465 326

After Hours Emergency Service 1800 637 000

**You and Your Family’s Health**

Queensland Health - 13 HEALTH 13 43 25 84

Gold Coast University Hospital 1300 744 284

Robina Hospital 5668 6000

Tweed Hospital 5506 7000

Commonwealth Respite & Carelink

Centres 1800 052 222

Disability Information (DCDSS) 13 74 68

Lifeline Gold Coast 5579 6000

Australian Red Cross - Southport 5539 7000

Gold Coast Youth Service 5572 0400

Youth Health and Education Service –

Wesley Mission 5528 5333

Gold Coast Drug Council Inc 5535 4302

Kalwun Child & Family Support

Service - South 5520 8600

Pregnancy & Family Support Assoc 5575 8442

North Gold Coast Early Years Ctr 5656 6300

Havafeed Community Relief 5520 3363

**Your Business**

Department of State Development,

Tourism and Innovation 3452 7100

Department of Agriculture & Fisheries

General Enquiries 13 25 23

[www.business.qld.gov.au](http://www.business.qld.gov.au)

Qld Rural & Industry Development

Authority 1800 623 946

[www.qrida.qld.gov.au](http://www.qrida.qld.gov.au)

**Your Employment / Income**

National Debt Hotline

(UnitingCare) 1800 007 007

## More General Community Support Services

Mensline Australia 1300 789 978

Relationships Australia 1300 364 277

BeyondBlue Info Line 1300 224 636

Salvation Army Crisis Line 13 72 58

Lifeline Gold Coast Counselling Ctr 5579 6000

Lifeline Crisis Support (24/7) 13 11 14

**Material Goods**

Salvation Army Southport 5591 2729

St Vincent De Paul Gold Coast 5561 4702

**Support / Emergency Relief Services**

Palm Beach Neighbourhood Ctr 5598 1505

St John’s Crisis Centre 5531 6013

Gold Coast Homelessness Service 5579 6060

Gold Coast Youth Service 5572 0400

Pregnancy & Family Support 5575 8442

ATSI Corporation for Welfare

Resource and Housing 5536 7911

Nerang Neighbourhood Centre 5578 2457

Kalwun Child & Family Support

Service – South 5520 8600

Village Community Services Inc 5529 8253

St Vincent De Paul Gold Coast 5561 4702

## Other Services

Gold Coast Community Legal Ctr 5532 9611

Education Queensland - Gold Coast

District Office 5656 6688

Multicultural Communities Council –

Gold Coast 5527 8011

Multicultural Families Organisation 5571 0381

Domestic Violence Prevention Centre

Gold Coast 5532 9000

Domestic Violence Assistance Program

Beenleigh 3807 9922

Gold Coast Centre Against Sexual

Violence Inc 5591 1164

DV Connect Men’s line 1800 600 636

Elder Abuse Helpline 1300 651 192

Krurungal A&TSI Corporation 5536 7911

Animal Welfare League Qld –

General Enquiries 5581 7600

Animal Welfare League Qld – Lost

And Stray Animals 5509 9000

RSPCA – Animal Emergencies 3426 9999

Crime Stoppers Australia 1800 333 000

Statewide Road Condition

Information Service 13 19 40

Telephone Interpreter Service 13 14 50

RACQ 13 19 05

Translink 13 12 30

## Additional Information

People can follow up to date tweets for Community Recovery at @RecoveryQld

**For Emergency Response including**

**Police, Fire and Ambulance 000**

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