# Community Support

It is normal for families and individuals to experience a range of reactions to unexpected events including disasters, job loss and changing circumstances. For some, financial loss may mean seeking income support, for others it could mean revising retirement plans or changing household spending.

Regardless of the circumstances, distress is a common and natural response to unexpected events.

This brochure contains a range of local and general community support services available to individuals and their families experiencing financial and emotional hardship as a result of an unexpected event of changed work or financial circumstances.

Further information is available at <https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster> 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 stores.

General Community Support Services

Alcohol & Drug Info Line 1800 177 833

Australian Red Cross 1800 733 276

Beyond Blue Info Line 1300 224 636

DV Connect 1800 811 811

Gambling Help Line 1800 858 858

Headspace Bundaberg 41523931

Homeless Hotline 1800 474 753

Kids Help Line 1800 551 800

Lifeline Telephone Counselling 13 11 14

Mensline Australia 1300 789 978

Parentline 1300 301 300

Relationships Australia 1300 364 277

Seniors Enquiry Line 1300 135 500

Sexual Assault Helpline 1800 010 120

### Centrelink

Employment services 13 28 50

Families 13 61 50

Disabilities, sickness and carers 13 27 17

Older Australians 13 23 00

Medicare 13 20 11

### Consumer Advice

Office of Fair Trading 13 74 68

### Department of Communities, Housing and Digital Economy

Hervey Bay Service Centre 13 74 68

### Financial Counselling

National Debt Helpline 1800 007 007

**Housing and Tenancy**

Tenants Queensland 1300 744 263

### Legal and Advocacy Services

Legal Aid Queensland 1300 651 188

Wide Bay Dispute Resolution Centre 4120 6708

### Workplace Services

Job Seeker Hotline 13 17 15

Fair Work Ombudsman 13 13 94

**Community Support Services**

Central Queensland

Bundaberg, Fraser Coast, North & South Burnett Regional Areas

# Bundaberg Regional Area

### Emergency Relief

St Vincent de Paul Bundaberg 1800 846 643

Bundaberg Aboriginal and Torres Strait Islander Housing and Advancement Society 4152 5877

Salvo’s Connect (Mon and Fri) 1300 371 288

Regional Housing Ltd 1300 642 123

### Housing and Tenancy

Ozcare Homeless Men’s Hostel 4130 8970

Salvation Army - Youth Refuge 4151 3400

Regional Housing Limited 1300 642 123

Dep’t of Housing & Public Works 4331 7900

### Material Goods and Assistance

Salvation Army 1300 371 288

Family Store 4151 5749

St Vincent de Paul Store 1800 846 643

### Family Support and Advisory Services

Salvation Army 4153 3557

Uniting Care Community Counselling 4153 8400

Lifeline Australia 13 11 14

Bundaberg Family Relationship Centre 4130 7500

Bundaberg & District Neighbourhood

Centre 4153 1614

St Vincent de Paul Family Support 4151 5455

1800 846 643

Relationships Australia 1300 364 277

Centacare 1300 523 985

Phoenix House (Counselling) 4153 4299

Sexual Assault Crisis Line 1800 010 120

**Fraser Coast Regional Area**

**Emergency Relief**

Community Housing Limited 4120 0900

Hervey Bay Neighbourhood Centre 4194 3000

We Care 2 Inc (emergency relief assistance, free professional counselling, assistance for people in times of crisis or hardship) 4124 0913

**Housing and Tenancy**

Centacare – Fraser Coast 4194 0172

Community Housing Limited 4120 0900

Department of Housing & Public Works 4324 8600

Yoorana Women’s Domestic Violence and Resource Service Inc. 4122 2218

Youthcare - Hervey Bay (accommodation for young

homeless people aged 16-21 years) 1300 642 123

**Material Goods and Assistance**

Salvation Army 1300 371 288

Hervey Bay 4125 1848

Maryborough 4121 0555

We Care 2 Inc 4124 0913

**Family Support and Advisory Services**

Hervey Bay Neighbourhood Centre 4194 3000

Uniting Care Community

Hervey Bay 4191 3100

Maryborough 4122 9000

Lifeline 13 11 14

Maryborough Neighbourhood Centre 4121 2141

Taylor Street Community Legal Service 4194 2663

**North Burnett Regional Area**

**Emergency Relief**

Monto Neighbourhood Centre 4994 2508

Mundubbera Community Development

Assoc. 4165 4690

### Housing and Tenancy

Department of Housing & Public Works 4331 7900

### Material Goods Assistance

St John’s Op Shop (Mundubbera) 4165 4162

St Vincent de Paul (Monto) 4166 1261

### Family Support and Advisory Services:

Mundubbera Community Development

Assoc. 4165 4690

Bridges Health & Community Care 1300 707 655

Live Better Community Services 1800 580 580

Monto Neighbourhood Centre 4994 2508

**South Burnett Regional Area**

**Emergency Relief**

Graham House - Murgon 4169 8400

CTC Youth Services Kingaroy 4162 7788

CTC Youth Services - Murgon 4169 5940

### Housing and Tenancy

CTC Youth Services (Emergency Youth Accommodation Kingaroy) 4162 7788

Department of Housing & Public Works 4331 7900

**Family Support and Advisory Services**

Uniting Care - Kingaroy 4160 4600

Centacare

Kingaroy 4162 5439

Cherbourg (Aboriginal and Torres Strait Islander Health Services) 4162 5096

Graham House – Murgon 4169 8400

(Family and Individual Support; Men’s DV prevention, Community Development Support; Intensive Family Support; Centrelink Rural Agent)

South Burnett CTC 4169 5940

(Safe Haven Service; Domestic and Family Violence Intervention & Prevention Program)

South Burnett Community Health 4162 9220

Cherbourg Community Health 4169 8900

CRAICCHS Service Cherbourg 4169 8600

**Material Goods and Assistance**

St Vincent’s de Paul (Kingaroy) 4162 5099

Red Cross Shop (Kingaroy) 4162 8077