

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  
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](http://insurancecouncil.com.au)  
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](http://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](http://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

