

Community Support Services Bundaberg Region

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

Australian Red Cross1800 733 276
Gambling Help Line.....1800 858 858
Seniors Enquiry Line1300 135 500
St Vincent de Paul (Statewide Assistance)
.....1800 846 643
The Salvation Army (Assessment Line)
.....1300 371 288

Accommodation

Homeless Hotline1800 474 753
Tenants Queensland.....1300 744 263

Employment / Income

Centrelink Australian Apprenticeships 13 36 33
Centrelink Employment Services 13 28 50
Employment Services Information1800 464 800
Family Assistance Office13 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

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 Australia1300 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

Queensland Rural & Industry Development
Authority1800 623 946
Department Agriculture & Fisheries
General Enquiries..... 13 25 23

Health / Mental Health

Australian Red Cross1300 554 419
Beyond Blue Info Line1300 224 636
DV Connect Mensline.....1800 600 626
DV Connect Womensline1800 811 811
Family and Child Connect 13 32 64
Kid's Help Line1800 551 800

Lifeline Telephone Counselling 13 11 14
Mensline Australia1300 789 978
Parentline1300 301 300
Pregnancy Help Australia Ltd.....1300 792 798
Queensland Health – 13HEALTH 13 43 25 84
Relationships Australia.....1300 364 277

Local Support Agencies

Bundaberg Region

Emergency Relief

Bundaberg Aboriginal and Torres Strait Islander
Housing and Advancement Society0402 747 211

Family Support and Advisory Services

Bundaberg Family Relationship Centre4130 7500
Bundaberg & District Neighbourhood
Centre.....4153 1614

Accommodation

Ozcare Homeless Men's Hostel.....4130 8970
Regional Housing.....1300 642 123
Salvation Army - Youth Refuge.....4151 3400

North Burnett Region

Emergency Relief

Monto Neighbourhood Centre.....4994 2508
Mundubbera Community Development
Association4165 4690

Family Support and Advisory Services

Bridges Health & Community Care 1300 707 655
Live Better Community Services1800 580 580
Monto Neighbourhood Centre.....4994 2508

Council Contacts

Bundaberg Regional Council

Local Disaster Coordination Centre
(when activated) 1300 883 699

Disaster Dashboard:

..... <http://disaster.bundaberg.qld.gov.au/>

North Burnett Regional Council

Community Hotline1300 696 272

Emergency Management Dashboard:

..... <http://emergency.northburnett.qld.gov.au/>

Other Support

Animal Welfare League Qld –General Enquiries	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
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
SES Flood / Storm Emergency	13 25 00
Telephone Interpreting Service	13 14 50
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

Queensland Government Assistance

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

Current disasters

Information about current disasters in Queensland and activated areas 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

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

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

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

My Useful Contacts










