

Community Support Services South East – Gold Coast

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 and 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 733 276
Gambling Help Line 1800 858 858
Seniors Enquiry Line 1300 135 500
St Vincent de Paul 1800 846 643

Accommodation

Centacare Homelessness Service 1300 672 273
Homeless Hotline 1800 474 753
Ozcare 1800 692 273

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
Farmer Assistance Hotline 13 26 16
Information Services 13 24 68
Job Seeker Hotline 13 62 68
Medicare – General Enquiries 13 20 11
National Debt Helpline 1800 007 007
Services Australia Information Services 13 24 68

Legal & Advocacy

Australian Financial Complaints Authority
..... 1800 367 678
Basic Rights Queensland 1800 358 511
Insurance Council Australia 1300 728 228
Legal Aid Queensland 1300 651 188
Office of Fair Trading 13 74 68
Residential Tenancies Authority 1300 366 311

Business / Primary Producer

Department 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 600 626
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

Local Support Agencies

Australian Red Cross – Southport 5571 0966
Commonwealth Respite & Carelink Centres
..... 1800 052 222
Gold Coast Drug Council Inc 5535 4302
Gold Coast University Hospital 1300 744 284
Gold Coast Youth Service 5572 0400
Havafeed Community Relief 5520 3363
Kalwun Child & Family Support Service – South
..... 5520 8600
Kalwun Child & Family Support Service – North
..... 5576 6477
Lifeline Gold Coast 5579 6000
North Gold Coast Early Years Ctr 5656 6300
Pregnancy & Family Support Assoc 5575 8442
Robina Hospital 5668 6000
Tweed Hospital 5506 7000
Youth Health and Education Service – Wesley
Mission 5528 5333

Material Goods & Emergency Relief

ATSI Corporation for Welfare Resource and Housing
..... 5536 7911
Gold Coast Homelessness Service 5579 6060
Gold Coast Youth Service 5572 0400
Nerang Neighbourhood Centre 5578 2457
Palm Beach Neighbourhood Centre 5598 1505
Pregnancy & Family Support 5575 8442
Salvation Army Southport 5591 2729
St John's Crisis Centre 5531 6013
St Vincent De Paul Gold Coast 5561 4702
Set Free Care 5500 4454
Varsity Lakes Community Centre 5593 7006
Village Community Services Inc 5529 8253

City of Gold Coast Contacts

After Hours Emergency 1800 637 000
Disaster Hotline 1800 606 000
General Enquiries 1300 465 326
Disaster Dashboard -
<http://dashboard.cityofgoldcoast.com.au>

Other Support

Disability and Community Care 13 74 68
Domestic Violence Assistance Program
Beenleigh 3807 9922
Domestic Violence Prevention Centre
Gold Coast 5532 9000
DV Connect Men's line 1800 600 636
Education Queensland – Gold Coast
District Office 5656 6688
Elder Abuse Helpline 1300 651 192
Energex – General Enquiries 13 12 53
Energex Emergency (24/7) 13 19 62
Ergon Energy – Customer Service 13 19 62

Ergon Energy – Life Threatening Emergencies (24/7)
 13 16 70
 Gold Coast Centre Against Sexual Violence Inc.....
5591 1164
 Gold Coast Community Legal Centre5532 9611

Krurungal A&TSI Corporation5536 7911
 Multicultural Communities Council – Gold Coast.....
5527 8011
 Multicultural Families Organisation5571 0381
 NDIS1800 800 110
 Optus 13 13 44
 Origin Energy, Gas 13 24 61
 Policelink 131 444
 RSPCA1300 264 625
 SES Flood / Storm Emergency 13 25 00
 Telephone Interpreting Service 13 14 50
 Telstra 13 22 03

Useful Links

Givit

www.givit.org.au

School Closures

[Emergency Closures Home Page \(det.qld.gov.au\)](http://Emergency Closures Home Page (det.qld.gov.au))

Disasters and alerts

The central hub for the latest information on disasters and alerts in Queensland 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

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

Support groups

Information on not-for-profit organisations that provide post-disaster support

www.qld.gov.au/emergency/community/support-group.html

Commonwealth Government assistance

Australian Government information on help available in an emergency

www.humanservices.gov.au/customer/themes/help-in-an-emergency

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



My Useful Contacts


