

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  
Seniors Enquiry Line ..... 1300 135 500

### Accommodation

Moreton Bay Housing Service Centre..... 07 5432 0700  
Residential Tenancies Authority..... 1300 366 311

### Employment/Income

Centrelink – Australian Apprenticeships ..... 13 36 33  
Centrelink – Employment Services ..... 13 28 50  
Centrelink – Older Australians Line..... 13 23 00  
Family Assistance Office Women’s Support ..... 13 61 50  
Farmer Assistance Hotline..... 13 23 16  
Job Access ..... 1800 464 800  
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 931 678  
Basic Rights Queensland ..... 1800 358 511  
Legal Aid Queensland ..... 1300 651 188  
Office of Fair Trading ..... 13 74 68  
Residential Tenancies Authority..... 1300 366 311

### Business/Primary Producer

Department of 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 600 636  
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  
St Vincent de Paul Society Queensland ..... 1800 846 643

### Local Support & Emergency Relief

Bribie Island & District Neighbourhood Centre.....  
..... 07 3408 8440  
Caboolture Neighbourhood Centre ..... 07 5495 3818  
Deception Bay Neighbourhood Centre..... 07 3204 2022  
Kallangur Neighbourhood Centre..... 07 3465 3200  
Pine Rivers Neighbourhood Centre..... 07 3889 0063  
Redcliffe Neighbourhood Centre..... 07 3284 3081

### Material Goods & Food Relief

Caboolture Community Care..... 07 5495 6400  
Deception Bay Neighbourhood Centre..... 07 3204 2022  
Frederick Marsden Youth Centre..... 07 3285 2155  
St Vincent de Paul Society Queensland ..... 1800 846 643  
The Salvation Army..... 1300 371 288

### Council Contacts

Moreton Bay Regional Council..... 07 3205 0555

### Other Support

Disability & Community Care ..... 13 74 68  
NDIS ..... 1800 800 110  
Policelink ..... 13 14 44  
RSPCA ..... 1300 264 625  
SES Flood / Storm Emergency..... 13 25 00  
Telephone Interpreting Service..... 13 14 50

## 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)

### Support Groups

Information on not-for-profit organisations that provide post-disaster support: [www.qld.gov.au/emergency/community/support-group.html](http://www.qld.gov.au/emergency/community/support-group.html)

### 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



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