

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

Maryborough Housing Service Centre..... 07 4324 8600

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
Insurance Council of Australia insurancecouncil.com.au
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

Hervey Bay Neighbourhood Centre 07 4194 3000
Door 42 Youth Centre (Hervey Bay)..... 1300 642 123
Maryborough Neighbourhood Centre..... 07 4121 2141

Material Goods & Food Relief

Community Housing Limited (ER Program)
..... 1300 245 468
Hervey Bay Neighbourhood Centre 07 4194 3000
St Vincent de Paul 1800 846 643
The Salvation Army 1300 371 288

Council Contacts

Fraser Coast Regional Council..... 1300 794 929

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

School Closures

closures.qld.edu.au

Disasters & 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

Support Groups

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

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

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 www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster or by phoning the Community Recovery Hotline **1800 173 349**.

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My Useful Contacts

