

## 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

### Community Recovery

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 and 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 and Fisheries .... 13 25 23  
Queensland Rural and Industry  
Development Authority ..... 1800 623 946

### Health / Mental Health

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

### Local Support Agencies

Australian Red Cross – Southport..... 5571 0966  
Commonwealth Respite and  
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 and Family  
Support Service – South ..... 5520 8600  
Kalwun Child and Family  
Support Service – North..... 5676 6477  
Lifeline Gold Coast..... 5579 6000  
North Gold Coast Early  
Years Centre..... 5656 6300  
Pregnancy and Family Support  
Association ..... 5575 8442  
Robina Hospital ..... 5668 6000  
Tweed Hospital..... 5506 7000  
Youth Health and Education  
Service – Wesley Mission ..... 5528 5333

### Material Goods and 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 and Family Support..... 5575 8442  
Salvation Army Southport ..... 5591 2729  
St John's Crisis Centre ..... 5531 6013  
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 Mensline.....	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 10 46
Ergon Energy Life Threatening Emergencies (24/7) .....	13 16 70
Gold Coast Centre Against Sexual Violence .....	5591 1164
Gold Coast Community Legal Centre ..	5532 9611
Krurungal ATSI Corporation .....	5536 7911
Multicultural Communities Council Gold Coast .....	5527 8011
Multicultural Families Organisation.....	5571 0381
NDIS .....	1800 800 110
Optus .....	13 13 44
Origin Energy, Gas.....	13 24 61
Policelink.....	13 14 44
RSPCA .....	1300 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](http://www.givit.org.au)

### School closures

<https://closures.det.qld.gov.au/>  
[www.closures.qld.edu.au](http://www.closures.qld.edu.au)

### Disasters and alerts

The central hub for the latest information on disasters and alerts in Queensland  
[www.qld.gov.au/alerts](http://www.qld.gov.au/alerts)

### 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)

### 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)

### Commonwealth Government assistance

Australian Government information on help available in an emergency  
<https://www.servicesaustralia.gov.au/natural-disaster>

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**.



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## My Useful Contacts

