

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 Cross1800 733 276
Gambling Help Line.....1800 858 858
Lifeline13 11 14
Seniors Enquiry Line1300 135 500

Accommodation

Centacare Homelessness Service.....1300 672 273
HART 4000.....07 3004 0100
Homeless Hotline1800 474 753
Ozcare1800 692 273
QSTARS (Tenants Queensland)1300 744 263

Employment / Income

Centrelink – Australian Apprenticeships13 36 33
Centrelink – Employment Services.....13 28 50
Centrelink – Older Australians Line13 23 00
Employment Services Information1800 464 800
Family Assistance Office.....13 61 50
Medicare – General Enquiries13 20 11
National Customer Service Line13 62 68
National Debt Helpline1800 007 007
Services Australia Information Services13 24 68
UnitingCare Community
Financial Care Line1800 007 007

Legal and Advocacy

Australian Financial Complaints
Authority1800 931 678
Basic Rights Queensland.....1800 358 511
Commonwealth Ombudsman.....1300 362 072
Energy and Water Ombudsman1800 662 837
Legal Aid Queensland.....1300 651 188
Office of Fair Trading13 74 68
Residential Tenancies Authority1300 366 311
Telecommunications Industry
Ombudsman.....1800 062 058

Business / Primary Producer

Department of Agriculture and
Fisheries – General Enquiries.....13 25 23
Queensland Rural and Industry
Development Authority.....1800 623 946

Health / Mental Health

Beyond Blue Info Line1300 224 636
DV Connect Mensline1800 600 636
DV Connect Womensline1800 811 811
Kid's Helpline.....1800 551 800
Mensline Australia.....1300 789 978
Parentline1300 301 300
Queensland Health – 13HEALTH13 43 25 84
Relationships Australia.....1300 364 277
St Vincent de Paul Society
Queensland – Statewide Assistance1800 846 643

Local Support Agencies

Bayside

Bay Islands Community Services07 3409 1177
Redland Community Centre.....07 3245 2117
Southside Community Care07 3343 1441
YMCA Wynnum Community Hub.....07 3555 6565
Yulu-Burri-Ba Aboriginal Corporation for Community
Health (North Stradbroke Island)07 3409 9596

North Brisbane

CO.AS.IT Community Services Inc.....07 3624 6100
The Community Place.....07 3857 1152
New Farm Neighbourhood Centre07 3358 5600
North West Community
Hub (Bardon NC)07 3510 2747
Brisbane North Community Legal
Service07 3260 6820
Picabeen Community Centre07 3354 2555
Sandgate and Bracken Ridge
Action Group (SANDBAG).....07 3869 3244
Zillmere Community Centre07 3865 2880

Inner City

Brisbane Youth Service.....07 3620 2400
Centacare.....1300 236 822
Micah Projects Inc.....07 3029 7000
New Farm Neighbourhood Centre07 3358 5600

South Brisbane

Acacia Ridge Community Centre.....07 3277 4893
Benarrawa Community Development
Association07 3379 9925
Cannon Hill Neighbourhood Centre07 3517 2424
Community Plus – Yeronga
Community Centre07 3848 2285
East Brisbane Community Centre.....07 3896 1300
Elorac Place Community Centre07 3151 6690
HUB Neighbourhood Centre07 3372 3770

Inala Community House.....	07 3372 1711
Kyabra Community Association	07 3373 9499
Mount Gravatt Community Centre	07 3343 9833
Sherwood Neighbourhood Centre	07 3379 6963
St David's Neighbourhood Centre	07 3274 3240
Vietnamese Community in Australia	07 3375 6036

Material Goods and Emergency Relief

St Vincent de Paul Society Queensland ..	1800 846 643
The Salvation Army – Queensland Divisional Headquarters.....	07 3222 6666
UnitingCare Queensland.....	07 3253 4000
Wesley Mission Queensland.....	1300 920 865

Council Contacts

Brisbane City Council.....	07 3403 8888
Redland City Council.....	07 3829 8999

Other Support

Animal Welfare League Qld Warra	07 3631 6800
Animal Welfare League Qld Gold Coast..	07 5509 9000
Crime Stoppers Australia	1800 333 000
Disability and Community Care.....	13 74 68
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
NDIS	1800 800 110
Optus – Customer Service	13 39 37
Origin Energy – Electricity and Gas.....	13 24 61
Poisons Information Centre.....	13 11 26
Policelink	13 14 44
Queensland 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

Useful links

GIVIT

www.givit.org.au

School closures

<https://closures.det.qld.gov.au/>
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

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
<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

