# Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts

**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 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 10 46

Ergon Energy – Life Threatening Emergencies (24/7) 13 16 70

Gold Coast Centre Against Sexual Violence Inc 5591 1164

Gold Coast Community Legal Centre 5532 9611

Krurungal A&TSI 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 131 444

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**

[Emergency Closures Home Page (det.qld.gov.au)](https://closures.det.qld.gov.au/)

**Disasters and 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)

**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 [www.humanservices.gov.au/customer/themes/help-in-an-emergency](http://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**

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