# 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

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

# 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**

Queensland Health – 13HEALTH ………13 43 25 84

Australian Red Cross …………………….1300 554 419

Mensline Australia ………………………..1300 789 978

Relationships Australia …………………..1300 364 277

Beyond Blue Info Line ……………………1300 224 636

Kid’s Help Line ……………………………1800 551 800

DV Connect Womensline ……………….1800 811 811

DV Connect Mensline …………………....1800 600 626

Parentline ………………………………….1300 301 300

Change Futures & Footprints ……………….3252 3488

Headspace Meadowbrook 3804 4200

Lifeline Telephone Counselling ………………13 11 14

1300 MH Call (24/7) 1300 642 255

Online chat - https://headspace.org.au/eheadspace/

headspace)

**Local Support Agencies**

Access Community Services 3412 8222

ADRA 3290 3011

Australian Red Cross, Logan 1800 733 111

Beenleigh Housing and Development Company 3807 0901

Beenleigh Neighbourhood Centre 3287 2840

Canfields Clubhouse 3807 0951

Eagleby Community Centre 3807 3833

Integrated Mental Health – West Moreton District 3817 2484

Kingston East Neighbourhood Group 3808 1684

Logan and Beaudesert Mental Health Service (24/7) 1300 642 255

Logan Central Community Health Ctr 3290 8900

Logan East Community Neighbourhood Association Inc 3808 4529

Logan Hospital 3299 8899

MultiLink Community Services 3808 4463

Mununjali Housing & Development Company Ltd 5541 2575

Poisons Information Service (24 hr) 13 11 26

Salvation Army 3368 0700

The Spot Community Services 3809 4100

UnitingCare – Logan Central 3442 1500

YFS Community Centre 3826 1500

**Material Goods & Emergency Relief**

Logan Emergency Relief Support Services

[YFS](https://www.yfs.org.au/needsupport/) ([www.yfs.org.au](http://www.yfs.org.au/)) …………………3826 1500

**Logan City Council Contacts**

24 Hour Customer Service 3412 3412

Animal Management Centre 3412 5397

Council Controlled Roads Information 3412 5436

Disaster Dashboard -https://disaster.logan.qld.gov.au

**Disability Support**

Disability and Community Care………………. 13 74 68

Disability Information Helpline 1800 643 787

National Relay Service 13 36 77

NDIS……………………………………..... 1800 800 110

QDN COVID-19 Planning Tools 1300 363 783

**Domestic and Family Violence Support**

Domestic Violence Assistance Program Beenleigh 3807 9922

DV Connect Men’s line 1800 600 636

DV Connect 1800 811 811

Elder Abuse Helpline …………………….1300 651 192

National Sexual Assault, Domestic Family Violence   
Counselling Service 1800 010 120

Sexual Assault Helpline 1800 010 120

The Centre for Women & Co 3050 3060

**Other Support**

Education Queensland – South East Regional

Emergencies (24/7) ……………………….......13 16 70

Energex – General Enquiries …………..……13 12 53

Energex Emergency (24/7) ………………..…13 19 62

Ergon Energy – Customer Service ………..…13 10 46

Multicultural Families Organisation ………..5571 0381

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**

[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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