

Community Support Contacts List

South East – Gold Coast

In the event of a disaster, Community Recovery works with a wide range of organisations to minimise the impact and ensure the recovery of affected communities.

If you need help or support to assist you and your family, please use this guide to find 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
Lifeline 13 11 14
Gambling Help Line 1800 858 858
Seniors Enquiry Line 1300 135 500

Accommodation

Homeless Hotline..... 1800 474 753
Tenants Queensland 1300 744 263
UnitingCare Gold Coast Homelessness
Service 07 5579 6060
Gold Coast Project for Homeless
Youth 07 5591 3746

Employment / Income

Services Australia
– Australian Apprenticeships..... 1800 020 108
– Employment Services 13 28 50
– Older Australians 13 23 00
– Families and Parents 13 61 50
– Farmer Assistance..... 13 23 16
– Medicare..... 13 20 11
National Customer Service Line..... 13 62 68
National Debt Helpline..... 1800 007 007

Legal and advocacy

Australian Financial Complaints
Authority 1800 931 678
Basic Rights Queensland 1800 358 511
Insurance Council Australia..... 1800 734 621
Legal Aid Queensland 1300 651 188
Office of Fair Trading..... 13 74 68
Residential Tenancies Authority 1300 366 311
Gold Coast Community Legal Centre..... 07 5532 9611

Business / Primary producers

Department Primary Industries 13 25 23
Queensland Rural and Industry
Development Authority..... 1800 623 946

Health / Mental health

Australian Red Cross 1800 733 276
Beyond Blue support service 1300 224 636
DVConnect Mensline 1800 600 636
DVConnect Womensline 1800 811 811
Kids Helpline 1800 551 800
Lifeline Telephone Crisis Support..... 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 1800 846 643
Domestic Violence Prevention Centre 07 5532 9000
Gold Coast Centre Against
Sexual Violence 07 5591 1164

Local support agencies

Australian Red Cross – Southport..... 07 5571 0966
Gold Coast Drug Council Inc 07 5535 4302
Gold Coast University Hospital 1300 744 284
Gold Coast Youth Service..... 07 5572 0400
Havafeed Community Relief..... 0423 694 247
Kalwun Child and Family Support
Service 07 5520 8600
The Benevolent Society Early Years
Centre..... 07 5664 9400
Pregnancy and Family Support
Association 07 5575 8442
Youth Health and Education Service
– Wesley Mission..... 07 5528 5333
Multicultural Communities Council
Gold Coast 07 5620 3900
Multicultural Families Organisation..... 07 5571 0381
Robina Hospital 07 5668 6000
Tweed Hospital..... 02 6677 2000

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South East – Gold Coast

Material goods and emergency relief

Krurungal ATSI Corporation for

Welfare, Resource and Housing	07 5536 7911
Gold Coast Youth Service.....	07 5572 0400
Nerang Neighbourhood Centre	07 5578 2457
Palm Beach Neighbourhood Centre	07 5598 1505
Pregnancy and Family Support Assoc	07 5575 8442
Salvation Army Southport.....	07 5531 3471
St John's Crisis Centre	07 5531 6013
Set Free Care.....	07 5500 4454
Varsity Lakes Community Centre	07 5593 7006
Studio Village Community Services Inc ..	07 5529 8253

Local council contacts

[Find your local disaster dashboard](#)

Gold Coast City Council	1300 465 326
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Other support

Crime Stoppers Australia	1800 333 000
Disability and Community Care	13 74 68
Energex – General Enquiries	13 12 53
Energex Emergency (24/7)	13 19 62
Ergon Energy – Customer Service	13 10 46
Ergon Energy – Life Threatening	13 16 70
Poisons Information Centre	13 11 26
NDIS Customer Service	1800 800 110
Origin Energy, Gas	13 24 61
Policelink	131 444
RSPCA 24hr Hotline.....	1300 264 625
SES Flood / Storm Emergency.....	13 25 00
Translating and Interpreting Service	13 14 50

My useful contacts

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Useful links

Disasters and alerts – The central hub for the latest information on disasters and alerts in Queensland:

www.qld.gov.au/alerts

Disaster information and recovery support –

Provides information to help Queenslanders prepare for, respond to and recover from disasters and emergencies, including financial support, housing assistance and community services:

www.qld.gov.au/disasterhelp

Further information is available by phoning the Community Recovery Hotline **1800 173 349**.

Managing stress after a disaster – Provides practical guidance on recognising common stress responses after a disaster, maintaining wellbeing and accessing support services:

www.qld.gov.au/community/disasters-emergencies/managing-stress

Family relationships after a disaster – Outlines common family challenges after a disaster, offers practical ways to support recovery and when to seek professional help:

www.qld.gov.au/community/disasters-emergencies/family-relationships

Support groups – Lists government and not-for-profit organisations that offer post-disaster support including counselling, essential supplies, temporary housing and animal rescue services:

www.qld.gov.au/emergency/community/support-group

Queensland Government Disaster Management website – Provides official disaster management

resources, warnings, guidelines and coordination updates: www.disaster.qld.gov.au

Commonwealth Government assistance –

Australian Government information on payments and help for people directly affected by bushfires, floods or other natural disasters:

www.servicesaustralia.gov.au/natural-disaster

School closures <https://closures.qld.edu.au/schools>

GIVIT www.givit.org.au

Follow Community Recovery on Facebook [@RecoveryQLD](https://www.facebook.com/RecoveryQLD)



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