

Community Support Contacts List

South East – Redland City

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
St Vincent de Paul 1800 846 643

Accommodation

Homeless Hotline 1800 474 753
Tenants Queensland (QSTARS)..... 1300 744 263
Homeless United Program 07 3245 2117

Employment / Income

Services Australia
– Australian Apprenticeships..... 1800 210 210
– 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
Commonwealth Ombudsman 1300 362 072
Energy & Water Ombudsman 1800 662 837
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

Anglicare Help at Home 1300 610 610
Bayside Community Addiction and
Mental Health Service 07 3825 6000
Bayside Housing Service Centre 07 3034 9800
COOEE Indigenous Family and
Community Education Centre 07 3134 2195
BABI Youth and Family Services 07 3393 4176
Bay Islands Community Services 07 3409 1177
Blue Care Redland Community Care 1300 258 322
Carer Gateway 1800 422 737
Elder Abuse Prevention Unit 1300 651 192
Headspace Capalaba 1300 851 274
Home Assist Secure (St Vincent de Paul)... 1800 846 643
Homeless United
(Redland Community Centre)..... 07 3245 2117
Homelessness Response Service
(Footprints)..... 07 3252 3488
Minjerribah-Moorgumpin Elders-in-
Council Aboriginal Corporation..... 07 3409 9723
My Aged Care 1800 200 422
NSI Housing Co-op 07 3409 9340
Open Doors Youth Services Inc 07 3257 7660
PCYC Redlands 07 3245 4639
QLife..... 1800 184 527
Quandamooka Yoolooburabee
Aboriginal Corporation (QYAC) 07 3415 2816
Redland Community Centre..... 07 3245 2117

Community Support Contacts List

South East – Redland City

Local support agencies (cont'd)

Redlands District Committee of the	
Ageing	07 3488 0680
Redlands Regional Care Coordination	
(QShelter).....	07 3831 5900
Redlands Youth Service.....	07 3446 6500
Southside Community Care.....	07 3343 1441
STAR Community Services	07 3821 6699
Stradbroke Early Learning Centre	07 3409 9093
Supporting Those at Risk of Homelessness	
Redlands (Wesley Mission).....	07 3151 6132
The Link YMCA Youth Centre	
Victoria Point	07 3517 2432
The Cage Youth Foundation.....	07 3829 2644
YMCA Wynnum Community Hub.....	07 3555 6565
Yourtown.....	0421 631 312
YFS.....	07 3829 1500

Material goods and emergency relief

The Salvation Army Capalaba	07 3245 4518
Lifeline Cleveland	07 3488 7900
Lifeline Capalaba.....	07 3390 2685

Local council contacts

[Find your local disaster dashboard](#)

Redland City Council.....	07 3829 8999
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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 74 66
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. _____

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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



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