

Community Recovery

Regional Community Support Services

Bundaberg Region

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 Cross	1800 733 276
Gambling Help Line	1800 858 858
Seniors Enquiry Line	1300 135 500
St Vincent de Paul Statewide Assistance	1800 846 643
The Salvation Army	07 3001 6288

Accommodation

Homeless Hotline	1800 474 753
Tenants Queensland	1300 744 263
Ozcare	1800 692 273
QSTARS (Tenants Queensland)	1300 744 263

Employment / Income

Apprenticeships Info Helpline	1800 210 210
Centrelink Employment Services	13 28 50
Job Access Disability Employment Guidance	1800 464 800
Family Assistance Office (Services Australia)	13 61 50
Farmer Assistance Hotline	13 23 16
Job Seeker Hotline	13 28 50
Medicare – General Enquiries	13 20 11
National Debt Helpline	1800 007 007
Older Australians Line	13 23 00

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	1300 884 934
Legal Aid Queensland	1300 651 188
Office of Fair Trading	13 74 68
Residential Tenancies Authority	1300 366 311
Rights in Action	07 4031 7377
Tenants Queensland	1300 744 263
Telecommunications Industry Ombudsman	1800 062 058

Business / Primary Producer

Queensland Rural & Industry Development Authority	1800 623 946
Department Agriculture & Fisheries	1800 900 090
Department of Employment, Small Business & Training	13 74 68
Farm Angels	07 4662 7371
Rural Aid	1300 327 624

Health / Mental Health

Australian Red Cross	1800 733 276
Beyond Blue Info Line	1300 224 636
DV Connect Mensline	1800 600 636
DV Connect Womensline	1800 811 811
Family and Child Connect	13 32 64
Kid's Help Line	1800 551 800
Lifeline	13 11 14
Mensline Australia	1300 789 978
Parentline	1300 301 300
Pregnancy Help Australia	1300 139 313
Queensland Health – 13HEALTH	13 43 25 84
Relationships Australia	1300 364 277
St Vincent de Paul Society Queensland	1800 846 643

Local Support Agencies

Bundaberg Region

Emergency Relief

Aboriginal and Torres Strait Islander Housing & Advancement Society	07 4331 7900
---	--------------

Family Support and Advisory Services

Bundaberg Family Relationship Centre	07 4130 7500
Bundaberg Neighbourhood Centre	07 4153 1614

Accommodation

Bundaberg Homeless Men's Hostel	07 4130 8970
Regional Housing	1300 642 123
Salvation Army - Youth Refuge	07 4151 3400

North Burnett Region

Emergency Relief

Monto Neighbourhood Centre	07 4994 2508
----------------------------------	--------------

Family Support and Advisory Services

Bridges Health & Community Care	1300 707 655
Live Better Community Services	1800 580 580
Monto Neighbourhood Centre	07 4994 2508

Council Contacts

Bundaberg Regional Council	1300 883 699
Disaster dashboard: http://disaster.bundaberg.qld.gov.au/	

North Burnett Regional Council	1300 696 272
Disaster dashboard: emergency.northburnett.qld.gov.au/	

Other Support

Animal Welfare League Qld –General Enquiries.....	5509 9000
Crime Stoppers Australia.....	1800 333 000
QGOV Disability and Community Care.....	13 74 68
Elder Abuse Helpline	1300 651 192
Energex Emergency Line (24/7).....	13 19 62
Energex – General Enquiries	13 12 53
Ergon Energy Customer Service	13 74 66
NDIS.....	1800 800 110
Optus – Customer Service	13 39 37
Origin Energy and Gas.....	13 24 61
Poisons Information Centre.....	13 11 26
PoliceLink	131 444
Qld 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

Commonwealth Government assistance

Australian Government information on help available in an emergency
www.servicesaustralia.gov.au/natural-disaster

GIVIT

www.givit.org.au

School closures

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/disasters

Mental Health Support

Information about 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

Bullying No Way

www.bullyingnoway.gov.au

eSafety Commissioner

www.esafety.gov.au/young-people

Reachout

www.au.reachout.com

ThinkUKnow

www.thinkuknow.org.au

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**.



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

My Useful Contacts
