

Community Support

It is normal for families and individuals to experience a range of reactions to unexpected events including disasters, job loss and changing circumstances. For some, financial loss may mean seeking income support, for others it could mean revising retirement plans or changing household spending.

Regardless of the circumstances, distress is a common and natural response to unexpected events.

This brochure contains a range of local and general community support services available to individuals and their families experiencing financial and emotional hardship as a result of an unexpected event of changed work or financial circumstances.

Further information is available at <https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster> or by phoning the Community Recovery Hotline on **1800 173 349**. You can also download the free Self Recovery app from the Apple or Android stores.



General Community Support Services

Alcohol & Drug Info Line	1800 177 833
Australian Red Cross	1800 733 276
Beyond Blue Info Line	1300 224 636
DV Connect	1800 811 811
Gambling Help Line.....	1800 858 858
Headspace Bundaberg	41523931
Homeless Hotline	1800 474 753
Kids Help Line	1800 551 800
Lifeline Telephone Counselling	13 11 14
Mensline Australia.....	1300 789 978
Parentline	1300 301 300
Relationships Australia.....	1300 364 277
Seniors Enquiry Line	1300 135 500
Sexual Assault Helpline	1800 010 120

Centrelink

Employment services	13 28 50
Families	13 61 50
Disabilities, sickness and carers	13 27 17
Older Australians.....	13 23 00
Medicare.....	13 20 11

Consumer Advice

Office of Fair Trading	13 74 68
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Department of Communities, Housing and Digital Economy

Hervey Bay Service Centre.....	13 74 68
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Financial Counselling

National Debt Helpline	1800 007 007
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Housing and Tenancy

Tenants Queensland.....	1300 744 263
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Legal and Advocacy Services

Legal Aid Queensland.....	1300 651 188
Wide Bay Dispute Resolution Centre.....	4120 6708

Workplace Services

Job Seeker Hotline	13 17 15
Fair Work Ombudsman	13 13 94

communityrecovery

Community Support Services

Central Queensland
Bundaberg, Fraser Coast, North &
South Burnett Regional Areas

Bundaberg Regional Area

Emergency Relief

St Vincent de Paul Bundaberg.....	1800 846 643
Bundaberg Aboriginal and Torres Strait Islander Housing and Advancement Society.....	4152 5877
Salvo's Connect (Mon and Fri)	1300 371 288
Regional Housing Ltd.....	1300 642 123

Housing and Tenancy

Ozcare Homeless Men's Hostel.....	4130 8970
Salvation Army - Youth Refuge.....	4151 3400
Regional Housing Limited	1300 642 123
Dep't of Housing & Public Works	4331 7900

Material Goods and Assistance

Salvation Army	1300 371 288
Family Store.....	4151 5749
St Vincent de Paul Store.....	1800 846 643

Family Support and Advisory Services

Salvation Army	4153 3557
Uniting Care Community Counselling	4153 8400
Lifeline Australia.....	13 11 14
Bundaberg Family Relationship Centre	4130 7500
Bundaberg & District Neighbourhood Centre	4153 1614
St Vincent de Paul Family Support	4151 5455
.....	1800 846 643
Relationships Australia	1300 364 277
Centacare.....	1300 523 985
Phoenix House (Counselling)	4153 4299
Sexual Assault Crisis Line	1800 010 120

Fraser Coast Regional Area

Emergency Relief

Community Housing Limited.....	4120 0900
Hervey Bay Neighbourhood Centre.....	4194 3000
We Care 2 Inc (emergency relief assistance, free professional counselling, assistance for people in times of crisis or hardship)	4124 0913

Housing and Tenancy

Centacare – Fraser Coast	4194 0172
Community Housing Limited	4120 0900
Department of Housing & Public Works...	4324 8600
Yoorana Women's Domestic Violence and Resource Service Inc.	4122 2218
Youthcare - Hervey Bay (accommodation for young homeless people aged 16-21 years)	1300 642 123

Material Goods and Assistance

Salvation Army	1300 371 288
Hervey Bay	4125 1848
Maryborough	4121 0555
We Care 2 Inc	4124 0913

Family Support and Advisory Services

Hervey Bay Neighbourhood Centre	4194 3000
Uniting Care Community Hervey Bay	4191 3100
Maryborough	4122 9000
Lifeline	13 11 14
Maryborough Neighbourhood Centre.....	4121 2141
Taylor Street Community Legal Service...	4194 2663

North Burnett Regional Area

Emergency Relief

Monto Neighbourhood Centre	4994 2508
Mundubbera Community Development Assoc.	4165 4690

Housing and Tenancy

Department of Housing & Public Works...	4331 7900
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Material Goods Assistance

St John's Op Shop (Mundubbera)	4165 4162
St Vincent de Paul (Monto)	4166 1261

Family Support and Advisory Services:

Mundubbera Community Development Assoc.	4165 4690
Bridges Health & Community Care	1300 707 655

Live Better Community Services.....	1800 580 580
Monto Neighbourhood Centre	4994 2508

South Burnett Regional Area

Emergency Relief

Graham House - Murgon	4169 8400
CTC Youth Services Kingaroy	4162 7788
CTC Youth Services - Murgon	4169 5940

Housing and Tenancy

CTC Youth Services (Emergency Youth Accommodation Kingaroy)	4162 7788
Department of Housing & Public Works ...	4331 7900

Family Support and Advisory Services

Uniting Care - Kingaroy	4160 4600
Centacare Kingaroy	4162 5439
Cherbourg (Aboriginal and Torres Strait Islander Health Services)	4162 5096
Graham House – Murgon	4169 8400
(Family and Individual Support; Men's DV prevention, Community Development Support; Intensive Family Support; Centrelink Rural Agent)	
South Burnett CTC	4169 5940
(Safe Haven Service; Domestic and Family Violence Intervention & Prevention Program)	
South Burnett Community Health	4162 9220
Cherbourg Community Health	4169 8900
CRAICCHS Service Cherbourg	4169 8600

Material Goods and Assistance

St Vincent's de Paul (Kingaroy)	4162 5099
Red Cross Shop (Kingaroy)	4162 8077