

communityrecovery

Community Wellbeing and Support

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- Housing Service Centres statewide remain open and continue the provision of essential housing services to the broader community.
- Where possible, customers are encouraged to make contact via telephone and adhere to Queensland Health advice.
- Housing help is available for people who need it.
- Anyone experiencing, or at risk of, homelessness can call the 24/7 hotline on 1800 474 753, or your local Housing Service Centre, where trained staff are available to assist.
- 58 Neighbourhood Centres across Brisbane have previously received additional face masks to support the community.
- Neighbourhood Centres locations can be found on at:
 - www.qld.gov.au/community/your-home-community/groups-in-your-community/neighbourhood-community-centres

- Parents can be connected to services like ParentLine (call 1300 30 1300), Triple P (triplep-parenting.net.au), or oneplace (oneplace.org.au).
- For families with more complex problems, encourage them to contact their nearest Family and Child Connect service (call 13 FAMILY).
- A mental wellbeing campaign called Dear Mind is assisting Queenslanders who have had their lives impacted by COVID-19 refer to this website for details (qld.gov.au/mentalwellbeing).
- We can all play our part to support families. Check in with friends and neighbours to see how they're managing and let them know you're there for them if they ever need someone to talk to.
- If you believe a friend, family member or neighbour is experiencing domestic and family violence, please contact DVConnect Womensline on 1800 811 811 (24 hours, 7 days) or DVConnect Mensline on 1800 600 636 (9am-midnight, 7 days).
- If they are in immediate danger or you fear for their safety, call Triple Zero (000) and ask for Police. For more information, support or resources, visit qld.gov.au/domesticviolence.

- Emergency Relief - The Emergency Relief Program provides financial and/or material support to Queenslanders in financial crisis. The program provides support such as food vouchers, food parcels and third-party payments for vulnerable Queenslanders, and aims to prevent future financial crisis by referring people to appropriate financial and social support services a list of providers is available at
 - <https://www.qld.gov.au/community/cost-of-living-support/emergency-relief-program>
- A No Interest Loans Scheme (NILS) is available:
 - Good Money Stores Southport and Cairns
 - Neighbourhood Centres
 - <https://goodshepherdmicrofinance.org.au>
- The Community Recovery Hotline is available to assist people who have no other means of support and require assistance to meet their basic needs, including food, medicine, essential household items and emotional support.
 - Community Recovery Hotline 1800 173 349
 - <https://www.qld.gov.au/community/disasters-emergencies>
- People can also contact Lifeline on 1311 14 for support.
- CSIA have developed Community Recovery resources to support people seeking services and assistance and resources to assist organisations in responding to social and economic disadvantage in their communities
 - [Partnering for Recovery - CSIA - CSIA \(csialtd.com.au\)](http://csialtd.com.au)
- Multicultural Connect Line 1300 079 020 for mental health and practical support. <https://worldwellnessgroup.org.au/helpline/>

IMPORTANT CONTACTS

- 134COVID (13 42 68) for COVID-19 enquiries including restrictions
- 13 HEALTH (13 43 25 84) for health-related information.
- Multicultural Connect Line 1300 079 020 for mental health and practical support. <https://worldwellnessgroup.org.au/helpline/>
- Lifeline 1311 14 for emotional support
- Dear Mind – www.qld.gov.au/mentalwellbeing
- Homeless Hotline is free to call 24/7 on 1800 474 753.
- Emergency housing concerns - 13 QGOV (13 74 68)
- Public housing - Tenant Self Service www.qld.gov.au/tenantselfservice or the 'Tenant Assist Qld' app
- Community Recovery Hotline on 1800 173 349 for people who have no other means of support and need assistance with urgent essential items such as food or medicine.
- ParentLine (1300 30 1300), Triple P www.triplep-parenting.net.au or oneplace www.oneplace.org.au
- Family and Child Connect service - call 13 FAMILY (13 32 64)
- DVConnect Womensline on 1800 811 811 (24 hours, 7 days) or DVConnect Mensline on 1800 600 636 (9am-midnight, 7 days). If they are in immediate danger or you fear for their safety, call Triple Zero (000) and ask for Police. For more information, support or resources, visit www.qld.gov.au/domesticviolence
- Neighbourhood Centre locations www.qld.gov.au/community/your-home-community/groups-in-your-community/neighbourhood-community-centres