

# Gold Coast Emergency



- In the event of a state emergency  
Call the State Emergency Services (SES) on 132500 or visit:  
<https://132500.qld.gov.au/ses-webapp/> . If life-threatening — call 000.
- For fallen power lines: Call Energex on 13 19 62  
For power outages : Call Energex on 13 62 62
- Visit Queensland Fire & Emergency Services website:  
<https://www.qfes.qld.gov.au/Pages/default.aspx>  
For current warnings & updates:  
<https://www.facebook.com/QldFireandEmergencyServices/>
- For local Gold Coast information:  
Call the Gold Coast Disaster Hotline on 1800 606 000  
City of Gold Coast dashboard: <http://dashboard.cityofgoldcoast.com.au/#>  
Info about road closures, call 13 19 40 or visit [www.qldtraffic.qld.gov.au](http://www.qldtraffic.qld.gov.au)

(NB: In accordance with the Residential Tenancies and Rooming Accommodation Act 2008 (QLD), you must notify our office as soon as practicable of any damage incurred to the property.)

**If you rent through First National Mudgeeraba and have an emergency at your rental property that needs immediate attention after hours, on public holidays and when the office is closed:**

## Emergency situations only refer to the following:

- A burst water service or serious water service leak
- A blocked or broken lavatory system
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm fire or impact damage
- A failure or breakdown of the gas, electricity or water supply to the premises
- A failure or breakdown of an essential service or appliance on the premises for hot water, cooking or heating
- A fault or damage that makes the premises unsafe or insecure
- A fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the premises
- A serious fault in a staircase, lift or other common area of the premises that unduly inconveniences a resident in gaining access to, or using, the premises

**For electrical and plumbing emergencies, we recommend OCEANSIDE SERVICES: 5520 7100**

1. Please always check your property's switchboard first to ensure that an appliance has not tripped one of the circuits.
2. Then it is important to first contact Energex on 13 62 62 to check on area outages.
3. Energex recommends that if your power goes out, keep a battery-powered radio with fully charged batteries handy and listen to your local radio station or access their mobile website from your smartphone for regular power restoration updates: <https://www.energex.com.au/mobile/emergency-outages> , or website <https://www.energex.com.au/home/power-outages/emergency-outages-streets/>
4. For fallen power lines, contact Energex on 13 19 62

**\*An electrical emergency is defined as when your complete loss of power is not an Energex issue AND is not caused by tripping by an appliance.**

**Please Note:** if your situation is not an emergency, the above trades will invoice you directly for the call-out at after hours / public holiday rates and charges. It is the tenant's responsibility to also notify our office on the first working day following the emergency with all the details relating to the call out.

## Personal emergency situations:

There are a range of support services on the Gold Coast including crisis and medium-term accommodation for families, single women and men.

### 7 CareConnect App

This app has been produced by the Gold Coast Homelessness Network.

It provides map-based information on local organisations providing support services including food services, accommodation, support services and health services. It can be viewed on a smartphone or and desktop computer.

Visit <https://www.7careconnect.com/home/serviceDirectory>.

Emergency & Temporary Accommodation	Gold Coast Homeless Hotline (24 hour assistance)	1800 474 753 or visit <a href="https://www.qld.gov.au/housing/emergency-temporary-accommodation/homeless-persons-information-qld">https://www.qld.gov.au/housing/emergency-temporary-accommodation/homeless-persons-information-qld</a>
Housing help after a disaster	If you have had to leave your home as a result of a natural disaster and need urgent housing assistance	13 74 68 or visit <a href="https://www.qld.gov.au/housing/emergency-temporary-accommodation/housing-help-after-disaster">https://www.qld.gov.au/housing/emergency-temporary-accommodation/housing-help-after-disaster</a>
Vans and Kitchens (VAKS)	Provides info on vans & kitchens offering food, drink & contacts in the city and other parts of SE Qld.	Visit <a href="https://vaks.mycommunitydiary.com.au/Queensland/Gold_Coast">https://vaks.mycommunitydiary.com.au/Queensland/Gold_Coast</a> .
Lifeline	Crisis support by trained volunteers ready to listen, provide support and referrals.	13 11 14 or visit <a href="https://www.lifeline.org.au/get-help/get-help-home">https://www.lifeline.org.au/get-help/get-help-home</a>
Domestic or family violence	DV Connect 24/7	Womensline 1800 811 811 Mensline 1800 600 636 or visit <a href="http://www.dvconnect.org/">http://www.dvconnect.org/</a>

## Private Housing advice:

For information and assistance on private rental accommodation, contact:

**Queensland Statewide Tenant Advice and Referral Service (QSTARS):** 1300 744 263

Free tenancy information, advice and assistance: <https://qstars.org.au/>

**Queensland Residential Tenancies Authority (RTA):** 1300 366 311

Comprehensive range of information about renting in Queensland: <https://www.rta.qld.gov.au/>

**For further assistance with your tenancy talk to your Property Manager at**

**First National Mudgeeraba on 07 5525 2866 or 0429 113 232 or email [rentals@mfnc.com.au](mailto:rentals@mfnc.com.au)**