

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.

## Department of Treaty, Aboriginal & Torres Strait Islander Partnerships, Communities, and the Arts

Community Recovery Hotline 1800 173 349  
General enquiries 13 74 68

## General Support

Gambling Help Line 1800 858 858  
Australian Red Cross 1800 733 276  
Seniors Enquiry Line 1300 135 500

## Accommodation

Homeless Hotline 1800 474 753  
Ozcare 1800 692 273  
Centacare Homelessness Service 1300 236 822  
Toowoomba Sth West Housing Service 1800 623 435

## Employment/Income

Services Australia Information Services 13 24 68  
National Debt Helpline 1800 007 007  
Centrelink Older Australians Line 13 23 00  
Family Assistance Office Women's Support 13 61 50  
Medicare-General Enquiries 13 20 11  
Centrelink Australian Apprenticeships 13 36 33  
Centrelink Employment Services 13 28 50  
Farmer Assistance Hotline 13 23 16  
Job Access 1800 464 800  
National Customer Service Line 13 62 68  
Uniting Care Community Financial Care Line 1800 007 007

## Legal & Advocacy

Legal Aid Queensland 1300 651 188  
Basic Rights Queensland 1800 358 511  
Australian Financial Complaints Authority 1800 931 678  
Office of Fair Trading 13 74 68  
Residential Tenancies Authority 1300 366 311  
Insurance Council Australia 1300 728 228

## Business/Primary Producer

Queensland Rural & Industry Development Authority 1800 623 946  
Department Agriculture & Fisheries 13 25 23  
Rural Aid 1300 327 624

## Health/Mental Health

Queensland Health – 13HEALTH 13 43 25 84  
Australian Red Cross 1800 733 276  
Mensline Australia 1300 789 978  
Relationships Australia 1300 364 277  
Beyond Blue Info Line 1300 224 636  
Lifeline Telephone Counselling 13 11 14  
Kid's Help Line 1800 551 800

DV Connect Womensline 1800 811 811  
DV Connect Mensline 1800 600 636  
Parentline 1300 301 300  
St Vincent de Paul Society Qld 1800 846 643  
Darling Downs Health & Hosp Srv. 07 4616 6000  
West Moreton Health & Hosp Srv. 07 3810 1111  
Goondir Health Services Oakey 07 4691 3372  
Rural Aid 1300 327 624

## Local Support & Emergency Relief

ADRA Australia Toowoomba 07 4638 8111  
Anglicare Southern Qld 1300 610 610  
East Creek Community Centre 07 4639 2755  
Harlaxton Neighbourhood Centre 07 4639 2868  
Heights Community Centre 07 4634 7672  
Laidley Community Centre 07 5465 1889  
Lifeline Darling Downs & South West Qld 1300 991 443  
Lockyer Community Centre (Gatton) 07 5462 3355  
Millmerran Community Support 07 4695 5650  
Salvation Army 13 72 58  
St Vincent de Paul Gatton 07 5462 2644

## Material Goods & Food Relief

Food Assist Toowoomba 07 4634 1157  
Kingsthorpe Op Shop 0417 613 121  
Lifeline Laidley 07 5465 2449  
Lifeline Superstore Toowoomba 07 4688 3706  
Red Cross Shop Gatton 07 5462 5487  
Red Cross Shop Toowoomba 07 4589 1454  
Salvos Store Gatton 07 5462 5487  
Salvos Store Toowoomba 07 4632 6036  
Salvation Army Toowoomba 07 4632 7206  
Vinnies Gatton 07 5462 2644  
Vinnies Oakey 07 4691 1477  
Vinnies Pittsworth 07 4699 5200  
Vinnies Toowoomba 07 4632 9960

## Council Contacts

Lockyer Valley Regional Council 1300 005 872  
Toowoomba Regional Council 13 18 72

### Other Support

Disability and Community Care	13 74 68
NDIS	1800 800 110
Telephone Interpreting Service	13 14 50
SES Flood/Storm Emergency	13 25 00
Policelink	13 14 44
RSPCA	1300 264 625
Electricity Emergencies outside SEQ	13 22 96
Origin Energy, Gas	13 24 61
Telstra	13 22 00
<b>Water issues contact your local Council</b>	13 74 68

### Useful Links

#### GIVIT

[www.givit.org.au](http://www.givit.org.au)

#### School Closures

[Emergency Closures Home Page \(det.qld.gov.au\)](http://www.det.qld.gov.au)

#### Disasters and alerts

The central hub for the latest information on disasters and alerts in Queensland [www.qldalert.com](http://www.qldalert.com)

#### 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](http://www.disaster.qld.gov.au)

#### Current disasters

Information about current disasters in Queensland and activated areas [www.qld.gov.au/community/disasters-emergencies/current-disasters/](http://www.qld.gov.au/community/disasters-emergencies/current-disasters/)

#### Support

Information about financial, business, and personal and family support available to people affected by a disaster [www.qld.gov.au/community/disasters-emergencies/support](http://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](http://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](http://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](http://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](http://www.qld.gov.au/emergency/community/support-group.html)

### Commonwealth Government assistance

Australian Government information on help available in an emergency

[www.humanservices.gov.au/customer/themes/help-in-an-emergency](http://www.humanservices.gov.au/customer/themes/help-in-an-emergency)

### Further information is available at

<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster>

Follow us on Facebook @RecoveryQLD



### My Useful Contacts



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