

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 South 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  
Rural Aid 1300 327 624

### Local Support & Emergency Relief

Bushkids Stanthorpe 0428 504 392  
Blue Care Goondiwindi 1300 258 322  
Care Goondiwindi 07 4670 0700  
Family Centred Support Services 07 4681 4441  
Granite Belt Neighbourhood Centre 07 4681 3777  
Lifeline Darling Downs & South West Qld 1300 991 443  
Ozcare 1800 692 273  
Mercy Community Services Warwick 07 4617 7600  
Salvation Army 13 72 58

### Material Goods & Food Relief

Food Assist 07 4634 1157  
Lifeline Warwick 07 4688 3714  
Purple Dove Stanthorpe 0416 169 032  
Red Cross Shop Warwick 0420 948 419  
Salvos Store Toowoomba 07 4632 6036  
Salvos Store Warwick 07 4661 1031  
Salvos Store Stanthorpe 07 4681 4600  
Vinnies Toowoomba 07 4632 9960  
Vinnies Warwick 07 4661 1918  
Vinnies Stanthorpe 07 4681 1996  
Vinnies Goondiwindi 07 4671 2628  
Vinnies Inglewood 07 4652 2356

### Council Contacts

Southern Downs Regional Council 1300 697 372  
Goondiwindi Regional Council 07 4671 7400

### 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

**Water issues contact your local Council**

## Useful Links

### GIVIT

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

### School Closures

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