

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.

Community Recovery

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
Farm Angels 07 4662 7371
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
Goondir Health Services St George 07 4625 5040

Local Support & Emergency Relief

Anglicare Southern Qld 1300 610 610
Catholic Care Social Services 1300 477 433
Charleville Neighbourhood Centre 07 4654 1307
Lifeline Darling Downs & South West Qld 1300 991 443
Ozcare 1800 692 273
Paroo Shire Community Services 07 4655 8400
Salvation Army 13 72 58
Thargomindah Community Centre 07 4655 3266

Material Goods & Food Relief

Lifeline Charleville 07 4688 3712
Vinnies Charleville 07 4654 3340

Council Contacts

Murweh Shire Council 07 4656 8355
Paroo Shire Council 07 4655 8400
Quilpie Shire Council 07 4656 0500
Bulloo Shire Council 07 4621 8000

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

School closures

<https://closures.det.qld.gov.au/> www.closures.qld.edu.au

Disasters and alerts

The central hub for the latest information on disasters and alerts in Queensland www.qld.gov.au/alerts

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

Current disasters

Information about current disasters in Queensland and activated areas 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

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

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

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

Support groups

Information on not-for-profit organisations that provide post-disaster support www.qld.gov.au/emergency/community/support-group.html

Commonwealth Government assistance

Australian Government information on help available in an emergency <https://www.servicesaustralia.gov.au/natural-disaster>

Further information is available at

<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster> or by phoning the Community Recovery Hotline **1800 173 349**.



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My Useful Contacts

