

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

Australian Red Cross 1800 733 111
Gambling Help Line 1800 858 858
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

Centrelink – Australian Apprenticeships 13 36 33
Centrelink – Employment Services 13 28 50
Centrelink – Older Australians Line 13 23 00
Employment Services Information 1800 464 800
Family Assistance Office 13 61 50
Farmer Assistance Hotline 13 26 16
Medicare – General Enquiries 13 20 11
National Customer Service Line 13 62 68
National Debt Helpline 1800 007 007
Services Australia Information Services 13 24 68
UnitingCare Community Financial Care Line
..... 1800 007 007

Legal & Advocacy

Australian Financial Complaints Authority 1800 367 678
Basic Rights Queensland 1800 358 511
Insurance Council of Australia insurancecouncil.com.au
Legal Aid Queensland 1300 651 188
Office of Fair Trading 13 74 68
Residential Tenancies Authority 1300 366 311

Business / Primary Producer

Department of Agriculture & Fisheries – General Enquiries
..... 13 25 23
Queensland Rural & Industry Development Authority
..... 1800 623 946

Health / Mental Health

Australian Red Cross 1300 554 419
Beyond Blue Info Line 1300 224 636
DV Connect Mensline 1800 600 626
DV Connect Womensline 1800 811 811
Kid's Help Line 1800 551 800
Lifeline Telephone Counselling 13 11 14
Mensline Australia 1300 789 978
Parentline 1300 301 300
Queensland Health – 13HEALTH 13 43 25 84
Relationships Australia 1300 364 277
St Vincent de Paul Society Queensland – Statewide
Assistance 1800 846 643
West Moreton Health & Hospital Service 07 3810 111
Rural Aid 1300 327 624

Local Support & Emergency Relief Agencies

Act for Kids 13 32 64
Anglicare Southern Qld 1300 610 610
Booval Community Services 07 3816 1435
Camira Springfield Comm Centre 07 3818 0921
Gales Community House 07 3879 3004
Goodna Anglican Welfare 07 3818 0945
Foodbarn Ipswich 07 3496 1514
Lifeline Superstore Ipswich 07 3816 9642
Lifeline Superstore Fernvale 07 3281 6304
Ipswich Assist 07 3413 1070
Ipswich Independent Youth Service 07 3812 1050
Ipswich Community Aid 07 3810 6666
Leichhardt Community Centre 07 3812 1270
Lowood Community Hub 07 5426 3432
Redbank Plains Community Centre 0432 272 486
Red Cross Shop Ipswich 07 3281 6304
Red Cross Shop Toogoolawah 07 5423 1322
Riverview Community Centre 07 3812 2111
Rosewood Community Centre 07 5464 1544
Salvation Army 13 72 58
Salvation Army Store Bundamba 07 3282 5804
Salvation Army Ipswich 07 3202 1668
Somerset Region Neighbourhood Ctr 07 5424 4000
The Haven Food Relief Goodna 07 3818 1524
Uniting Care Ipswich 07 3432 6100
Vinnies Centre Ipswich 07 3812 2450
Vinnies Fernvale 07 5426 7384

Vinnies Esk.....07 5424 1273
 Westside Community Care Camira.....07 3818 0921
 YMCA Springfield Lakes Comm Ctr.....07 3288 2292

Council Contacts

Ipswich City Council 07 3810 6666
 Somerset Regional Council..... 07 5424 4000

Other Support

Disability & Community Care 13 74 68
 NDIS 1800 800 110
 Policelink 13 14 44
 RSPCA 1300 264 625
 SES Flood / Storm Emergency 13 25 00
 Telephone Interpreting Service..... 13 14 50
 Electricity Emergencies outside SEQ..... 13 22 96
 Origin Energy, Gas..... 13 24 61
 Telstra..... 13 22 00

Useful Links

GIVIT

www.givit.org.au

School Closures

closures.qld.edu.au

Disasters & Alerts

The central hub for the latest information on disasters and alerts in Queensland: 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

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

Commonwealth Government Assistance

Australian Government information on help available in an emergency: www.humanservices.gov.au/customer/themes/help-in-an-emergency

Queensland Government Assistance

Further information is available at www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster

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My Useful Contacts










