**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 |  | DV Connect Womensline | 1800 811 811 |
| General enquiries | 13 74 68 |  | DV Connect Mensline | 1800 600 636 |
|  |  |  | Parentline | 1300 301 300 |
| **General Support** |  |  | St Vincent de Paul Society Qld | 1800 846 643 |
| Gambling Help Line | 1800 858 858 |  | Goondir Health Services St George | 07 4625 5040 |
| Australian Red Cross | 1800 733 276 |  |  |  |
| Seniors Enquiry Line | 1300 135 500 |  |  |  |
|  |  |  |  |  |
| **Accommodation** |  |  | **Local Support & Emergency Relief** |  |
| Homeless Hotline | 1800 474 753 |  | Anglicare Southern Qld | 1300 610 610 |
| Ozcare | 1800 692 273 |  | Catholic Care Social Services | 1300 477 433 |
| Centacare Homelessness Service | 1300 236 822 |  | Charleville Neighbourhood Centre | 07 4654 1307 |
| Toowoomba Sth West Housing Service | 1800 623 435 |  | Lifeline Darling Downs& South West |  |
|  |  |  | Qld | 1300 991 443 |
| **Employment/Income** |  |  | Ozcare | 1800 692 273 |
| Services Australia Information Services | 13 24 68 |  | Paroo Shire Community Services | 07 4655 8400 |
| National Debt Helpline | 1800 007 007 |  | Salvation Army | 13 72 58 |
| Centrelink Older Australians Line | 13 23 00 |  | Thargomindah Community Centre | 07 4655 3266 |
| Family Assistance Office Women’s Support | 13 61 50 |  |  |  |
| Medicare-General Enquiries | 13 20 11 |  | **Material Goods & Food Relief** |  |
| Centrelink Australian Apprenticeships | 13 36 33 |  | Lifeline Charleville | 07 4688 3712 |
| Centrelink Employment Services | 13 28 50 |  | Vinnies Charleville | 07 4654 3340 |
| Farmer Assistance Hotline | 13 23 16 |  |  |  |
| Job Access | 1800 464 800 |  |  |  |
| National Customer Service Line | 13 62 68 |  | **Council Contacts** |  |
| Uniting Care Community Financial Care Line | 1800 007 007 |  | Murweh Shire Council | 07 4656 8355 |
|  |  |  | Paroo Shire Council | 07 4655 8400 |
| **Legal & Advocacy** |  |  | Quilpie Shire Council | 07 4656 0500 |
| Legal Aid Queensland | 1300 651 188 |  | Bulloo Shire Council | 07 4621 8000 |
| Basic Rights Queensland | 1800 358 511 |  |  |  |
| Australian Financial Complaints Authority | 1800 931 678 |  | **Other Support** |  |
| Office of Fair Trading | 13 74 68 |  | Disability and Community Care | 13 74 68 |
| Residential Tenancies Authority | 1300 366 311 |  | NDIS | 1800 800 110 |
| Insurance Council Australia | 1300 728 228 |  | Telephone Interpreting Service | 13 14 50 |
|  |  |  | SES Flood/Storm Emergency | 13 25 00 |
| **Business/Primary Producer** |  |  | Policelink | 13 14 44 |
| Queensland Rural & Industry Development |  |  | RSPCA | 1300 264 625 |
| Authority | 1800 623 946 |  | Electricity Emergencies outside SEQ | 13 22 96 |
| Department Agriculture & Fisheries | 13 25 23 |  | Origin Energy, Gas | 13 24 61 |
| Farm Angels  Rural Aid | 07 4662 7371 1300 327 624 |  | Telstra | 13 22 00 |
|  |  |  | **Water issues contact your local** |  |
| **Health/Mental Health** |  |  | **Council** |  |
| 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 |  |  |  |
|  |  |  |  |  |

**Useful links**

**GIVIT**

[www.givit.org.au](http://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](http://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](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 <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**

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