**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 |  | 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 |  | Darling Down Health & Hospital Srv. | 07 4616 6000 |
| Australian Red Cross | 1800 733 276 |  | Goondir Health Services St George | 07 4625 5040 |
| Seniors Enquiry Line | 1300 135 500 |  | Rural Aid | 1300 327 624 |
|  |  |  |  |  |
| **Accommodation** |  |  | **Local Support & Emergency Relief** |  |
| Homeless Hotline | 1800 474 753 |  | Chinchilla Family Support Centre | 07 4662 8528 |
| Ozcare | 1800 692 273 |  | Dalby Myall Youth Comm. Network | 07 4662 0152 |
| Centacare Homelessness Service | 1300 236 822 |  | Murilla Community Centre | 07 4627 2027 |
| 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 |  | Tara Neighbourhood Centre | 07 4655 3508 |
| National Debt Helpline | 1800 007 007 |  | Salvation Army | 13 72 58 |
| Centrelink Older Australians Line | 13 23 00 |  |  |  |
| 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 |  | ADRA Op Shop Chinchilla | 07 4604 6784 |
| Centrelink Employment Services | 13 28 50 |  | Drought Angels | 07 4662 7371 |
| Farmer Assistance Hotline | 13 23 16 |  | Lifeline Tara | 07 4665 3858 |
| Job Access | 1800 464 800 |  | Red Cross Shop Dalby | 07 4256 6933 |
| National Customer Service Line | 13 62 68 |  | Salvos Store Dalby | 07 4669 6393 |
| Uniting Care Community Financial Care Line | 1800 007 007 |  | Vinnies Chinchilla | 07 4662 7736 |
|  |  |  | Vinnies Dalby | 07 4662 3497 |
| **Legal & Advocacy** |  |  | Vinnies Miles | 07 4627 2808 |
| Legal Aid Queensland | 1300 651 188 |  | Western Downs Outreach Project Inc | 1800 990 364 |
| 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 |  | **Council Contacts** |  |
|  |  |  | Western Downs Regional Council | 1300 268 624 |
| **Business/Primary Producer** |  |  |  |  |
| Queensland Rural & Industry Development |  |  | **Other Support** |  |
| Authority | 1800 623 946 |  | Disability and Community Care | 13 74 68 |
| Department Agriculture & Fisheries | 13 25 23 |  | NDIS | 1800 800 110 |
| Rural Aid | 1300 327 624 |  | Telephone Interpreting Service | 13 14 50 |
|  |  |  | SES Flood/Storm Emergency | 13 25 00 |
| **Health/Mental Health** |  |  | Policelink | 13 14 44 |
| Queensland Health – 13HEALTH | 13 43 25 84 |  | RSPCA | 1300 264 625 |
| Australian Red Cross | 1800 733 276 |  | Electricity Emergencies outside SEQ | 13 22 96 |
| Mensline Australia | 1300 789 978 |  | Origin Energy, Gas | 13 24 61 |
| Relationships Australia | 1300 364 277 |  | Telstra | 13 22 00 |
| Beyond Blue Info Line | 1300 224 636 |  | **Water issues contact your local** |  |
| Lifeline Telephone Counselling | 13 11 14 |  | **Council** |  |
| Kid’s Help Line | 1800 551 800 |  |  |  |
|  |  |  |  |  |

**Useful Links**

**GIVIT**

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

**School Closures**

[Emergency Closures Home Page (det.qld.gov.au)](https://closures.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>

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**My Useful Contacts**

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