Community Support Contacts List

Toowoomba Region

In the event of a disaster, Community Recovery works with a wide range of organisations to minimise the impact and ensure the recovery of affected communities.

If you need help or support to assist you and your family, please use this guide to find 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

Australian Red Cross 1800 733 276
Lifeline 13 11 14
Gambling Help Line 1800 858 858
Seniors Enquiry Line 1300 135 500

Accommodation

Homeless Hotline..... 1800 474 753
Tenants Queensland (QSTARS)..... 1300 744 263
Toowoomba Housing Hub..... 07 4699 4400

Employment and financial

Services Australia
– Australian Apprenticeships..... 1800 210 210
– Employment Services 13 28 50
– Older Australians 13 23 00
– Families and Parents 13 61 50
– Farmer Assistance..... 13 23 16
– Medicare..... 13 20 11
National Customer Service Line..... 13 62 68
National Debt Helpline..... 1800 007 007
Rural Financial Counselling Service
Southern Region 07 4622 5500

Legal and advocacy

Australian Financial Complaints
Authority 1800 931 678
Basic Rights Queensland 1800 358 511
Commonwealth Ombudsman 1300 362 072
Energy & Water Ombudsman..... 1800 662 837
Insurance Council Australia..... 1800 734 621
Legal Aid Queensland 1300 651 188
Office of Fair Trading..... 13 74 68
Residential Tenancies Authority 1300 366 311

Business / Primary producers

Department Primary Industries 13 25 23
Farm Angels..... 1300 196 488
Queensland Rural and Industry
Development Authority 1800 623 946

Health / Mental health

Australian Red Cross 1800 733 276
Beyond Blue support service 1300 224 636
DVConnect Mensline 1800 600 636
DVConnect Womensline 1800 811 811
Kids Helpline..... 1800 551 800
Lifeline Telephone Crisis Support..... 13 11 14
Medicare Mental Health 1800 595 212
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 1800 846 643
Rural Aid 1300 327 624
Darling Downs Health 07 4660 3916

Local support agencies

ADRA Op Shop Toowoomba..... 07 4638 8111
Anglicare Toowoomba 1300 610 610
East Creek Community Centre..... 07 4639 2755
Goondir Health Services Oakey 07 4691 3372
Harlaxton Neighbourhood Centre 07 4639 2868
Wilsonton Heights Community Centre.. 07 4634 7672
Laidley Community Centre 07 5465 1889
Lifeline Darling Downs 07 4688 3703
Lockyer Community Centre Gatton 07 5462 3355
Millmerran Community Support 07 4695 5650
Salvation Army Toowoomba 07 4632 5239
Wilsonton Heights Community Centre.. 07 4634 7672

Material goods and food relief

Food Assist Toowoomba 07 4634 1157
Lifeline Laidley 07 5465 2449
Lifeline Superstore Toowoomba 07 4688 3706
Red Cross Shop
– Gatton 07 5462 5487
– Toowoomba 07 4602 2081
Salvos Store
– Gatton 07 5462 5729
– Toowoomba 07 4632 6036
Vinnies
– Gatton 07 5462 2644
– Oakey 07 4691 1477
– Toowoomba 07 4699 5280

Local council contacts

Find your local disaster dashboard
Toowoomba Regional Council 131 872
Lockyer Valley Regional Council 1300 005 872

Other support

Crime Stoppers Australia 1800 333 000
Ergon Energy – Customer Service 13 10 46
Ergon Energy – Life Threatening 13 16 70
Poisons Information Centre 13 11 26
NDIS Customer Service 1800 800 110
Origin Energy, Gas 13 24 61
Policelink 131 444
RSPCA 24hr Hotline 1300 264 625
SES Flood / Storm Emergency 13 25 00
Translating and Interpreting Service 13 14 50

My useful contacts

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Useful links

Queensland Government Disaster Management website – Provides official disaster management resources, warnings, guidelines and coordination updates: www.disaster.qld.gov.au

Disaster information and recovery support – Provides information to help Queenslanders prepare for, respond to and recover from disasters and emergencies, including financial support, housing assistance and community services: www.qld.gov.au/disasterhelp

Further information is available by phoning the Community Recovery Hotline **1800 173 349**.

Managing stress after a disaster – Provides practical guidance on recognising common stress responses after a disaster, maintaining wellbeing and accessing support services: www.qld.gov.au/community/disasters-emergencies/managing-stress

Family relationships after a disaster – Outlines common family challenges after a disaster, offers practical ways to support recovery and when to seek professional help: www.qld.gov.au/community/disasters-emergencies/family-relationships

Support groups – Lists government and not-for-profit organisations that offer post-disaster support including counselling, essential supplies, temporary housing and animal rescue services: www.qld.gov.au/emergency/community/support-group

Commonwealth Government assistance – Australian Government information on payments and help for people directly affected by bushfires, floods or other natural disasters: www.servicesaustralia.gov.au/natural-disaster

School closures https://closures.qld.edu.au/

GIVIT www.givit.org.au

Follow Community Recovery on Facebook @RecoveryQLD

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