

Community Support Contacts List

South West – Western Downs

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 020 108
– 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 and 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
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
Pregnancy Help Australia 1300 139 313
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 4616 6000
Dalby Hospital 07 4669 0555
Goondir Health Services St George..... 07 4625 5040

Local support agencies

Chinchilla Family Support Centre 07 4662 8528
Dalby Myall Youth Comm. Network 07 4662 0152
Murilla Community Centre Miles..... 07 4627 2027
Lifeline South West Qld..... 1300 991 443
Ozcare..... 1800 692 273
Tara Neighbourhood Centre..... 07 4655 3508
Salvation Army 13 72 58

Material goods and food relief

ADRA Op Shop Chinchilla..... 07 4604 6784
Farm Angels 07 4662 7371
Lifeline
– Tara 07 4688 3718
– Dalby 1300 991 443
Salvos Store Dalby 07 4669 6393
Vinnies
– Chinchilla 07 4662 7736
– Dalby 07 4662 3497
– Miles..... 07 4627 2808
Western Downs Outreach Project Inc.... 1800 990 364

Community Support Contacts List

South West – Western Downs

Local council contacts

[Find your local disaster dashboard](#)

Western Downs Regional Council 1300 268 624

Other support

Crime Stoppers Australia 1800 333 000

Disability and Community Care 13 74 68

Energex – General Enquiries 13 12 53

Energex Emergency (24/7) 13 19 62

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



Follow Community Recovery on Facebook [@RecoveryQLD](#)

My useful contacts

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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/community/disasters-emergencies

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.html

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