YOU CAN COUNT ON A QUEENSLANDER

Queensland Government

Community recovery

Community Support Contacts List

Ipswich 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 1300 744 263
Ozcare 1800 692 273
Centacare 1300 477 433
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

Local support agencies

Act for Kids 07 3202 1488
Anglicare
- Ipswich 1300 610 610
- Booval 1300 114 397
Camira Springfield Comm Centre 07 3818 0921
Gailes Community House 07 3879 3004
Goodna Anglican Welfare 07 3818 0945
Goodna Street Life 07 3818 9417
Foodbarn Ipswich 07 3496 1514

Lifeline Superstore
– Ipswich.....07 3280 7500
– Fernvale.....07 3816 9687
Ipswich Shelter Assist.....07 3413 1070
Ipswich Community Youth Service.....07 3812 1050
Leichhardt One Mile Community Centre...07 3812 1270
Lowood Mercy Community Hub.....07 5426 3432
Medicare Mental Health Centre
Ipswich.....07 2802 6000
Redbank Plains Community Centre.....07 3810 6666
Red Cross Shop
– Ipswich.....07 3492 9224
– Toogoolawah.....07 5359 4806
Riverview Community Centre.....07 3816 2111
Rosewood Community Centre.....07 5464 1544
Salvation Army.....13 72 58
Salvation Army Store Bundamba.....07 3282 2714
Salvation Army Ipswich.....07 3812 3117
UnitingCare Community Ipswich.....07 3432 6100
Vinnies Store
– Ipswich.....07 3812 2450
Westside Community Care Springfield.....07 3818 0921
YMCA
– Springfield Lakes Community Centre.....07 3288 2292
– Springfield Central Community
Centre.....07 3519 7500
– The Villa Ipswich Community Centre.....07 2101 6829

Local council contacts

Find your local disaster dashboard
Ipswich City Council.....07 3810 6666
Somerset Regional Council.....07 5424 4000

Other support

Crime Stoppers Australia.....1800 333 000
Energex – General Enquiries.....13 12 53
Energex Emergency (24/7).....13 19 62
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

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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