**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.**

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| **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 Downs Health & Hosp Srv. | 07 4616 6000 |
| Australian Red Cross | 1800 733 276 |  | West Moreton Health & Hosp Srv. | 07 3810 1111 |
| Seniors Enquiry Line | 1300 135 500 |  | Goondir Health Services Oakey | 07 4691 3372 |
|  |  |  | Rural Aid | 1300 327 624 |
| **Accommodation** |  |  |  |  |
| Homeless Hotline | 1800 474 753 |  | **Local Support & Emergency Relief** |  |
| Ozcare | 1800 692 273 |  | ADRA Australia Toowoomba | 07 4638 8111 |
| Centacare Homelessness Service | 1300 236 822 |  | Anglicare Southern Qld | 1300 610 610 |
| Toowoomba Sth West Housing Service | 1800 623 435 |  | East Creek Community Centre | 07 4639 2755 |
|  |  |  | Harlaxton Neighbourhood Centre | 07 4639 2868 |
| **Employment/Income** |  |  | Heights Community Centre | 07 4634 7672 |
| Services Australia Information Services | 13 24 68 |  | Laidley Community Centre | 07 5465 1889 |
| National Debt Helpline | 1800 007 007 |  | Lifeline Darling Downs & South West |  |
| Centrelink Older Australians Line | 13 23 00 |  | Qld | 1300 991 443 |
| Family Assistance Office Women’s Support | 13 61 50 |  | Lockyer Community Centre (Gatton) | 07 5462 3355 |
| Medicare-General Enquiries | 13 20 11 |  | Millmerran Community Support | 07 4695 5650 |
| Centrelink Australian Apprenticeships | 13 36 33 |  | Salvation Army | 13 72 58 |
| Centrelink Employment Services | 13 28 50 |  | St Vincent de Paul Gatton | 07 5462 2644 |
| Farmer Assistance Hotline | 13 23 16 |  |  |  |
| Job Access | 1800 464 800 |  | **Material Goods & Food Relief** |  |
| National Customer Service Line | 13 62 68 |  | Food Assist Toowoomba | 07 4634 1157 |
| Uniting Care Community Financial Care Line | 1800 007 007 |  | Kingsthorpe Op Shop | 0417 613 121 |
|  |  |  | Lifeline Laidley | 07 5465 2449 |
| **Legal & Advocacy** |  |  | Lifeline Superstore Toowoomba | 07 4688 3706 |
| Legal Aid Queensland | 1300 651 188 |  | Red Cross Shop Gatton | 07 5462 5487 |
| Basic Rights Queensland | 1800 358 511 |  | Red Cross Shop Toowoomba | 07 4589 1454 |
| Australian Financial Complaints Authority | 1800 931 678 |  | Salvos Store Gatton | 07 5462 5487 |
| Office of Fair Trading | 13 74 68 |  | Salvos Store Toowoomba | 07 4632 6036 |
| Residential Tenancies Authority | 1300 366 311 |  | Salvation Army Toowoomba | 07 4632 7206 |
| Insurance Council Australia | 1300 728 228 |  | Vinnies Gatton | 07 5462 2644 |
|  |  |  | Vinnies Oakey | 07 4691 1477 |
| **Business/Primary Producer** |  |  | Vinnies Pittsworth | 07 4699 5200 |
| Queensland Rural & Industry Development |  |  | Vinnies Toowoomba | 07 4632 9960 |
| Authority | 1800 623 946 |  |  |  |
| Department Agriculture & Fisheries | 13 25 23 |  | **Council Contacts** |  |
| Rural Aid | 1300 327 624 |  | Lockyer Valley Regional Council | 1300 005 872 |
|  |  |  | Toowoomba Regional Council | 13 18 72 |
| **Health/Mental Health** |  |  |  |  |
| 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 |  |  |  |
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| **Other Support** |  |
| Disability and Community Care | 13 74 68 |
| NDIS | 1800 800 110 |
| Telephone Interpreting Service | 13 14 50 |
| SES Flood/Storm Emergency | 13 25 00 |
| Policelink | 13 14 44 |
| RSPCA | 1300 264 625 |
| Electricity Emergencies outside SEQ | 13 22 96 |
| Origin Energy, Gas | 13 24 61 |
| Telstra | 13 22 00 |
| **Water issues contact your local** | 13 74 68 |
| **Council** |  |

**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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