**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 |  | South West Health & Hospital Svc. | 07 4505 1500 |
| 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 |  | Anglicare Southern Qld | 1300 610 610 |
| Ozcare | 1800 692 273 |  | Care Balonne | 07 4625 5450 |
| Centacare Homelessness Service | 1300 236 822 |  | Centacare | 1300 236 822 |
| Toowoomba Sth West Housing Service | 1800 623 435 |  | Community Housing Ltd | 1300 245 468 |
|  |  |  | Ozcare | 1800 692 273 |
| **Employment/Income** |  |  | Drug Arm St George | 07 3620 8880 |
| Services Australia Information Services | 13 24 68 |  | Salvation Army | 13 72 58 |
| National Debt Helpline | 1800 007 007 |  | Lifeline Darling Downs Sth West Qld | 1300 991 443 |
| Centrelink Older Australians Line | 13 23 00 |  | The Community Hub Roma | 1300 007 662 |
| 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 |  | Lifeline St George | 07 4688 3716 |
| Centrelink Employment Services | 13 28 50 |  | Red Cross Shop Roma | 07 4622 8536 |
| Farmer Assistance Hotline | 13 23 16 |  | Salvos Store Roma | 07 4622 1356 |
| Job Access | 1800 464 800 |  | Vinnies Mungindi | 02 6753 2751 |
| National Customer Service Line | 13 62 68 |  | Vinnies Roma | 07 4622 5574 |
| Uniting Care Community Financial Care Line | 1800 007 007 |  | Vinnies St George | 07 4625 5572 |
|  |  |  |  |  |
| **Legal & Advocacy** |  |  |  |  |
| Legal Aid Queensland | 1300 651 188 |  | **Council Contacts** |  |
| Basic Rights Queensland | 1800 358 511 |  | Balonne Shire Council | 07 4620 8888 |
| Australian Financial Complaints Authority | 1800 931 678 |  | Maranoa Regional Council | 1300 007 662 |
| Office of Fair Trading | 13 74 68 |  |  |  |
| Residential Tenancies Authority | 1300 366 311 |  | **Other Support** |  |
| Insurance Council Australia | 1300 728 228 |  | Disability and Community Care | 13 74 68 |
|  |  |  | NDIS | 1800 800 110 |
| **Business/Primary Producer** |  |  | Telephone Interpreting Service | 13 14 50 |
| Queensland Rural & Industry Development |  |  | SES Flood/Storm Emergency | 13 25 00 |
| Authority | 1800 623 946 |  | Policelink | 13 14 44 |
| Department Agriculture & Fisheries | 13 25 23 |  | RSPCA | 1300 264 625 |
| Rural Aid | 1300 327 624 |  | Electricity Emergencies outside SEQ | 13 22 96 |
|  |  |  | Origin Energy, Gas | 13 24 61 |
| **Health/Mental Health** |  |  | Telstra | 13 22 00 |
| Queensland Health – 13HEALTH | 13 43 25 84 |  | **Water issues contact your local** |  |
| Australian Red Cross | 1800 733 276 |  | **Council** |  |
| 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 |  |  |  |
|  |  |  |  |  |

**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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