# Department of Treaty, Aboriginal & Torres Strait Islander Partnerships, Communities and the Arts

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.

Community Recovery Hotline 1800 173 349

General Enquiries 13 74 68

# General Support

Australian Red Cross 1800 733 111

Gambling Help Line 1800 858 858

Seniors Enquiry Line 1300 135 500

# Accommodation

Homeless Hotline 1800 474 753

Ozcare……………………………………...1800 692 273

Centacare Homelessness Service …………1300 236 822

Toowoomba Sth West Housing Service……1800 623 435

# Employment / Income

Centrelink – Australian Apprenticeships 13 36 33

Centrelink – Employment Services 13 28 50

Centrelink – Older Australians Line 13 23 00

Employment Services Information 1800 464 800

Family Assistance Office 13 61 50

Farmer Assistance Hotline 13 26 16

Medicare – General Enquiries 13 20 11

National Customer Service Line 13 62 68

National Debt Helpline 1800 007 007

Services Australia Information Services 13 24 68

UnitingCare Community Financial Care Line 1800 007 007

# Legal & Advocacy

Australian Financial Complaints Authority 1800 367 678

Basic Rights Queensland 1800 358 511

Insurance Council of Australia [insurancecouncil.com.au](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.insurancecouncil.com.au%2F&data=05%7C01%7CTahlia.Rose%40chde.qld.gov.au%7C347c43921d2142cb3ed208db3bdcfed2%7Cec445a2ab5ba46f6bead4595e9fbd4a2%7C0%7C0%7C638169592568560243%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=xe2q9PsVKTa3uO9QdSZyWu2j8vArnU%2F7vBKFY6nAmuc%3D&reserved=0" \t "_blank)

Legal Aid Queensland 1300 651 188

Office of Fair Trading 13 74 68

Residential Tenancies Authority 1300 366 311

# Business / Primary Producer

Department of Agriculture & Fisheries – General Enquiries 13 25 23

Queensland Rural & Industry Development Authority 1800 623 946

# Health / Mental Health

Australian Red Cross 1300 554 419

Beyond Blue Info Line 1300 224 636

DV Connect Mensline 1800 600 626

DV Connect Womensline 1800 811 811

Kid’s Help Line 1800 551 800

Lifeline Telephone Counselling 13 11 14

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 Society Queensland – Statewide Assistance 1800 846 643

West Moreton Health & Hospital Service…....07 3810 111

Rural Aid…………………………...……….1300 327 624

# Local Support & Emergency Relief Agencies

Act for Kids 13 32 64

Anglicare Southern Qld…………………….1300 610 610

Booval Community Services………………..07 3816 1435

Camira Springfield Comm Centre…………..07 3818 0921

Gailes Community House…………………..07 3879 3004

Goodna Anglican Welfare…………………..07 3818 0945

Foodbarn Ipswich…………………………..07 3496 1514

Lifeline Superstore Ipswich………………...07 3816 9642

Lifeline Superstore Fernvale………………..07 3281 6304

Ipswich Assist……………………………...07 3413 1070

Ipswich Independent Youth Service………..07 3812 1050

Ipswich Community Aid…………….………07 3810 6666

Leichhardt Community Centre……….….….07 3812 1270

Lowood Community Hub…………….……..07 5426 3432

Redbank Plains Community Centre….……..0432 272 486

Red Cross Shop Ipswich………….………..07 3281 6304

Red Cross Shop Toogoolawah………….….07 5423 1322

Riverview Community Centre……….……...07 3812 2111

Rosewood Community Centre……………..07 5464 1544

Salvation Army…………………….…………….13 72 58

Salvation Army Store Bundamba…………..07 3282 5804

Salvation Army Ipswich…………………….07 3202 1668

Somerset Region Neighbourhood Ctr……...07 5424 4000

The Haven Food Relief Goodna……….……07 3818 1524

Uniting Care Ipswich………………….……07 3432 6100

Vinnies Centre Ipswich…………….……….07 3812 2450

Vinnies Fernvale……………………………07 5426 7384

Vinnies Esk…………………………………07 5424 1273

Westside Community Care Camira……..…..07 3818 0921

YMCA Springfield Lakes Comm Ctr…….….07 3288 2292

# Council Contacts

Ipswich City Council 07 3810 6666

Somerset Regional Council 07 5424 4000

# Other Support

Disability & Community Care 13 74 68

NDIS 1800 800 110

Policelink 13 14 44

RSPCA 1300 264 625

SES Flood / Storm Emergency 13 25 00

Telephone Interpreting Service 13 14 50

Electricity Emergencies outside SEQ………….....13 22 96

Origin Energy, Gas……………………...……….13 24 61

Telstra……………………………………...……13 22 00

# Useful Links

## GIVIT

[www.givit.org.au](http://www.givit.org.au/)

## School Closures

[closures.qld.edu.au](https://closures.qld.edu.au/)

## Disasters & 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)

# 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)

# Queensland Government Assistance

Further information is available at [www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster](https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster)

Follow us on Facebook @RecoveryQLD



**My Useful Contacts**

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