# Community Support

It is normal for families and individuals to experience a range of reactions to unexpected events including disasters, job loss and changing circumstances. For some, financial loss may mean seeking income support, for others it could mean revising retirement plans or changing household spending.

Regardless of the circumstances, distress is a common and natural response to unexpected events.

This brochure contains a range of general local and community support services available to individuals and their families experiencing financial and emotional hardship as a result of an unexpected event or changed work or financial circumstances.

Further information is available at [**www.communityservices.qld.gov.au**](http://www.communityservices.qld.gov.au/) or by phoning the Community Recovery Hotline **1800 173 349**

You can also download the free Self-Recovery app from the Apple or Android Stores



Updated October 2020

#### **General support services**

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

DV Connect Womensline 1800 811 811

DV Connect Mensline 1800 600 636

Gambling Help Line 1800 858 858

Parentline 1300 301 300

Australian Red Cross Emerg Relief 1800 733 276

Seniors Enquiry Line 1300 135 500

Community Support Services

South West Queensland including Dalby, Roma, St George, Charleville and South West Qld Region

Homeless Hotline 1800 474 753

**Workplace Services**

Employment Services Information 1800 464 800

**Services Australia**

Information Services 13 24 68

Family Assistance Office 13 61 50

Medicare – General Enquiries 13 20 11

Centrelink Australian Apprenticeships 13 36 33

Centrelink Employment Services 13 28 50

Centrelink Older Australians Line 13 23 00

Farmer Assistance Hotline 13 26 16

**Legal and Advocacy Services**

Legal Aid Queensland 1300 651 188

Basic Rights Queensland 1800 358 511

Australian Fin. Complaints Authority

 1800 367 678

**Financial Counselling**

UnitingCare Community Financial

Care Line 1800 007 007

**Consumer Advice**

Office of Fair Trading 13 74 68

#### **Department of Communities, Disability Services and Seniors**

General enquiries 13 74 68

[www.communities.qld.gov.au](http://www.communities.qld.gov.au)

**Council Contacts**

Western Downs Regional Council 1300 268 624

Maranoa Regional Council 1300 007 662

Balonne Shire Council 4620 8888

Murweh Shire Council 4656 8355

Paroo Shire Council 4655 8470

Quilpie Shire Council 4656 0500

Bulloo Shire Council 4621 8000

**Tarping of your Home**

State Emergency Services 13 25 00

**Clean-up Assistance or Rubbish Collection**

Western Downs Regional Council 1300 268 624

Maranoa Regional Council 1300 007 662

Balonne Shire Council 4620 8888

Murweh Shire Council 4656 8355

Paroo Shire Council 4655 8470

Quilpie Shire Council 4656 0500

Bulloo Shire Council 4621 8000

**Accommodation**

Department of Housing and Public Works Toowoomba & South West Housing Service Centre 1800 623 435

**Insurance Advice or Information**

**Insurance Council of Australia**

General Enquires 02 9253 5100

 1300 728 228

**Housing and Tenancy Advice**

Residential Tenancies Authority 1300 366 311

Tenants Qld 1300 744 263

Homeless Persons Information Qld…

 1800 474 753

**Other services - Home**

Electricity Emergencies outside SEQ 13 22 96

Origin Energy, Gas 13 24 61

Water issues contact your local council

Telstra 13 22 00

**Business/Primary Producer Advice Assistance**

QRIDA 1800 623 946

Rural Aid 1300 327 624

**Material Goods**

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

Red Cross Shop Dalby 4256 6933

Red Cross Shop Warwick 4661 1918

Red Cross Shop Roma 4622 8536

Lifeline Charleville 4654 3340

Lifeline St George 4688 3716

Salvos Store Dalby 4669 6393

Salvos Store Roma 4622 4029

Salvos Store Charleville 4681 4600

Vinnies Dalby 4662 3497

Vinnies Chinchilla 4654 3340

Vinnies Roma 4622 5574

**Employment / Income**

**Services Australia**

Employment Service 13 28 50

Financial Information Service 13 23 00

Youth and Students 13 24 90

Families and Parenting 13 61 50

Child Support 13 12 72

Disability Sickness and Carers 13 27 17

Older Australians Line 13 23 00

Indigenous Services 1800 136 380

**Employment Services Information**

Job Services Australia 1800 805 260

Salvation Army 13 72 58

**Assistance for people or family members with a disability**

National Disability Insurance

Service (NDIS) 1800 800 110

**Interpreter Services (Language)**

Translating & Interpreting Service 13 14 50

**Health**

**Health information and advice**

Queensland Health (13 HEALTH) 13 43 25 84

Darling Downs Health & Hospital Service

 4616 6000

**24 hour Specialist Mental Health Care**

Advice, Referrals, Crisis and Support

 1300 642 255

Lifeline 24 hr Telephone Counselling 13 11 14

Beyond Blue 1300 224 636

Rural Aid 1300 327 624

**Community Services**

Lifeline Darling Downs and South West Qld

 1300 991 443

Chinchilla Family Support Centre 4662 8528

Dalby Myall Youth Community Network

 Centre 4662 0152

Murilla Community Centre 4627 2027

Tara Neighbourhood Centre 4665 3508

Care Balonne 4625 5450

Charleville Neighbourhood Centre 4654 1307

Paroo Shire Community Services 4655 8400

Thargomindah Community Centre 4655 3266

Anglicare Southern Qld 1300 610 610

Ozcare 1800 692 273

**Other Services**

Emergencies – Police, Fire, Ambulance 000

Crime Stoppers 1800 333 000

Elder Abuse Prevention Unit 1300 651 192

Employment Plus 13 61 23

RSPCA 3426 9999

Department of Education & Training

 1300 369 935

Coal Seam Gas & Liquefied Natural Gas

 13 24 61