**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 |  | Rural Aid | 1300 327 624 |
| Seniors Enquiry Line | 1300 135 500 |  |  |  |
|  |  |  | **Local Support & Emergency Relief** |  |
| **Accommodation** |  |  | Bushkids Stanthorpe | 0428 504 392 |
| Homeless Hotline | 1800 474 753 |  | Blue Care Goondiwindi | 1300 258 322 |
| Ozcare | 1800 692 273 |  | Care Goondiwindi | 07 4670 0700 |
| Centacare Homelessness Service | 1300 236 822 |  | Family Centred Support Services | 07 4681 4441 |
| Toowoomba South West Housing Service | 1800 623 435 |  | Granite Belt Neighbourhood Centre | 07 4681 3777 |
|  |  |  | Lifeline Darling Downs& South West |  |
| **Employment/Income** |  |  | Qld | 1300 991 443 |
| Services Australia Information Services | 13 24 68 |  | Ozcare | 1800 692 273 |
| National Debt Helpline | 1800 007 007 |  | Mercy Community Services Warwick | 07 4617 7600 |
| Centrelink Older Australians Line | 13 23 00 |  | Salvation Army | 13 72 58 |
| 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 |  | Food Assist | 07 4634 1157 |
| Centrelink Employment Services | 13 28 50 |  | Lifeline Warwick | 07 4688 3714 |
| Farmer Assistance Hotline | 13 23 16 |  | Purple Dove Stanthorpe | 0416 169 032 |
| Job Access | 1800 464 800 |  | Red Cross Shop Warwick | 0420 948 419 |
| National Customer Service Line | 13 62 68 |  | Salvos Store Toowoomba | 07 4632 6036 |
| Uniting Care Community Financial Care Line | 1800 007 007 |  | Salvos Store Warwick | 07 4661 1031 |
|  |  |  | Salvos Store Stanthorpe | 07 4681 4600 |
| **Legal & Advocacy** |  |  | Vinnies Toowoomba | 07 4632 9960 |
| Legal Aid Queensland | 1300 651 188 |  | Vinnies Warwick | 07 4661 1918 |
| Basic Rights Queensland | 1800 358 511 |  | Vinnies Stanthorpe | 07 4681 1996 |
| Australian Financial Complaints Authority | 1800 931 678 |  | Vinnies Goondiwindi | 07 4671 2628 |
| Office of Fair Trading | 13 74 68 |  | Vinnies Inglewood | 07 4652 2356 |
| Residential Tenancies Authority | 1300 366 311 |  |  |  |
| Insurance Council Australia | 1300 728 228 |  |  |  |
|  |  |  | **Council Contacts** |  |
| **Business/Primary Producer** |  |  | Southern Downs Regional Council | 1300 697 372 |
| Queensland Rural & Industry Development |  |  | Goondiwindi Regional Council | 07 4671 7400 |
| Authority | 1800 623 946 |  |  |  |
| Department Agriculture & Fisheries | 13 25 23 |  | **Other Support** |  |
| Rural Aid | 1300 327 624 |  | Disability and Community Care | 13 74 68 |
|  |  |  | NDIS | 1800 800 110 |
| **Health/Mental Health** |  |  | Telephone Interpreting Service | 13 14 50 |
| Queensland Health – 13HEALTH | 13 43 25 84 |  | SES Flood/Storm Emergency | 13 25 00 |
| Australian Red Cross | 1800 733 276 |  | Policelink | 13 14 44 |
| Mensline Australia | 1300 789 978 |  | RSPCA | 1300 264 625 |
| Relationships Australia | 1300 364 277 |  | Electricity Emergencies outside SEQ | 13 22 96 |
| Beyond Blue Info Line | 1300 224 636 |  | Origin Energy, Gas | 13 24 61 |
| Lifeline Telephone Counselling | 13 11 14 |  | Telstra | 13 22 00 |
| Kid’s Help Line | 1800 551 800 |  | **Water issues contact your local Council** |  |
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**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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