# 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



#### **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

Ipswich, Somerset and Lockyer Valley Regions

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)

Updated October 2020

**Councils**

Ipswich City Council 3810 6666

Lockyer Valley Regional Council 1300 005 872

Somerset Regional Council 5424 4000

**Tarping of your Home**

State Emergency Services 13 25 00

**Clean-up Assistance or Rubbish Collection**

Ipswich City Council 3810 6666

Lockyer Valley Regional Council 1300 005 872

Somerset Regional Council 5424 4000

**Accommodation**

Department of Housing and Public Works -Ipswich Housing Service Centre 3437 6000

**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 SE QLD 13 19 62

Origin Energy, Gas 13 24 61

Urban Utilities (water) 13 26 57

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 Ipswich 3281 6304

Red Cross Shop Gatton 5462 5487

Red Cross Shop Toogoolawah 5423 1322

Lifeline Superstore Ipswich 3816 9642

Lifeline Superstore Gatton 3816 9675

Lifeline Superstore Fernvale 3816 9687

Lifeline Laidley 5465 2449

Salvos Store Bundamba 3282 5804

Salvos Store Ipswich 3202 1668

Vinnies Centre Ipswich 3812 2450

Vinnies Fernvale 5426 7384

Vinnies Esk 5424 1273

**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

Salvation Army - Employment Plus 3813 3400

Red Cross Employment Services 3202 3176

**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

West Moreton Health & Hospital Service

 3810 1111

**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**

Booval Community Services 3816 1435

Goodna Anglican Welfare 3818 0945

Ipswich Independent Youth Service 3812 1050

Ipswich Community Aid 3810 6666

Leichhardt Community Centre 3812 1270

Riverview Community Centre 3812 2111

Rosewood Community Centre 5464 1544

Springfield Lakes Comm. Centre 3288 2292

Camira Springfield Comm. Centre 3818 0921

Somerset Comm. Support Assn 0417 799 211

Lowood Community Centre 5426 286

Laidley Community Centre 5465 1889

LINC (Gatton) 5462 3355

Salvation Army 13 72 58

**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