# 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



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#### **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

Toowoomba, Southern Downs and Goondiwindi 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)

**Councils**

Toowoomba Regional Council 13 18 72

Southern Downs Regional Council 1300 697 372

Goondiwindi Regional Council 4671 7400

**Tarping of your Home**

State Emergency Services 13 25 00

**Clean-up Assistance or Rubbish Collection**

Toowoomba Regional Council 13 18 72

Southern Downs Regional Council 1300 697 372

Goondiwindi Regional Council 4671 7400

**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 Toowoomba 4641 7885

Red Cross Shop Warwick 4661 1918

Lifeline Superstore Toowoomba 4688 3706

Lifeline Warwick 4688 3714

Salvos Store Toowoomba 4632 6036

Salvos Store Warwick 4661 1031

Salvos Store Stanthorpe 4681 4600

Vinnies Toowoomba 4632 9960

Vinnies Warwick 4661 3718

Vinnies Stanthorpe 4681 1996

Vinnies Goondiwindi 4671 2628

Vinnies Inglewood 4652 2356

**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

East Creek Community Centre 4639 2755

Harlaxton Neighbourhood Centre 4639 2868

Heights Community Centre 4634 7672

Ozcare 1800 692 273

The Lighthouse Community Centre

Warwick 3812 1270

Mercy Community Services Warwick 4617 7600

Granite Belt Neighbourhood Centre 4681 3777

Family Centred Support Services 4681 4441

Bushkids Stanthorpe 0428 504 392

Care Goondiwindi 4670 0700

**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