

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.

Department of Communities, Housing & Digital Economy

Community Recovery Hotline.....1800 173 349
General enquiries 13 74 68

General Support

Australian Red Cross1800 733 276
Gambling Help Line.....1800 858 858
Seniors Enquiry Line1300 135 500

Accommodation

Centacare Homelessness Service1300 672 273
Homeless Hotline1800 474 753
Ozcare1800 692 273
Toowoomba & South West Housing Service Centre
.....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 Information1800 464 800
Family Assistance Office 13 61 50
Farmer Assistance Hotline 13 26 16
Information Services.....13 24 68
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 Australia1300 728 228
Legal Aid Queensland.....1300 651 188
Office of Fair Trading.....13 74 68
Residential Tenancies Authority.....1300 366 311

Business / Primary Producer

Department Agriculture & Fisheries13 25 23
Queensland Rural & Industry Development
Authority.....1800 623 946
Rural Aid.....1300 327 624

Health / Mental Health

Australian Red Cross1300 554 419
Beyond Blue Info Line1300 224 636
Darling Downs Health & Hospital Service.....4616 6000
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 Qld 1800 846 643

Local Support & Emergency Relief

Blue Care Goondiwindi.....1300 258 322
Bushkids Stanthorpe0428 504 392
Care Goondiwindi4670 0700
Family Centred Support Services4681 4441
Granite Belt Neighbourhood Centre.....4681 3777
Lifeline Darling Downs South West Qld....1300 991 443
Mercy Community Services Warwick4617 7600
Ozcare.....1800 692 273
Salvation Army 13 72 58

Material Goods & Food Relief

FoodAssist4638 1939
GIVIT www.givit.org.au
Lifeline Warwick4688 3714
Purple Dove Stanthorpe0416 169 032
Red Cross Shop Warwick4661 1918
Salvos Store Stanthorpe.....4681 4600
Salvos Store Toowoomba4632 6036
Salvos Store Warwick.....4661 1031
Vinnies Goondiwindi4671 2628
Vinnies Inglewood.....4652 2356
Vinnies Stanthorpe4681 1996
Vinnies Toowoomba4632 9960
Vinnies Warwick4661 3718

Council Contacts

Goondiwindi Regional Council.....4671 7400
Southern Downs Regional Council.....1300 697 372

Other Support

Disability and Community Care 13 74 68
Electricity Emergencies outside SEQ 13 22 96
NDIS 1800 800 110
Origin Energy, Gas 13 24 61
Policelink..... 131 444
RSPCA 1300 264 625
SES Flood / Storm Emergency..... 13 25 00
Telephone Interpreting Service 13 14 50
Telstra..... 13 22 00
Water issues contact your local council

Useful Links

GIVIT

www.givit.org.au

School Closures

[Emergency Closures Home Page \(det.qld.gov.au\)](http://www.det.qld.gov.au)

Disasters and alerts

The central hub for the latest information on disasters and alerts in Queensland 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

Current disasters

Information about current disasters in Queensland and activated areas

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

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

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

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

Support groups

Information on not-for-profit organisations that provide post-disaster support 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

Further information is available at

<https://www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster> 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 and follow us on Facebook @RecoveryQLD



My Useful Contacts



Applicants Reference Number: _____

Grants you have applied for: Essential Hardship Assistance, Essential Services Hardship Assistance, Structural Assistance Grant, Essential Household Contents Grant, Essential Services Safety Reconnection Scheme