

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

General enquiries..... 13 74 68

General Support

Gambling Help Line..... 1800 858 858
Australian Red Cross 1800 733 276
Seniors Enquiry Line..... 1300 135 500

Accommodation

Homeless Hotline..... 1800 474 753
Ozcare..... 1800 692 273
Centacare Homelessness Service 1300 672 273
Ipswich Housing Service Centre 3437 6000

Employment / Income

Services Australia Information Services..... 13 24 68
National Debt Helpline..... 1800 007 007
Centrelink Older Australians Line..... 13 23 00
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
Employment Services Information..... 1800 464 800
National Customer Service Line..... 13 62 68
UnitingCare Community Financial
Care Line..... 1800 007 007

Legal & Advocacy

Legal Aid Queensland..... 1300 651 188
Basic Rights Queensland..... 1800 358 511
Australian Financial Complaints Auth ... 1800 367 678
Office of Fair Trading..... 13 74 68
Residential Tenancies Authority..... 1300 366 311
Insurance Council Australia..... 1300 728 228

Business / Primary Producer

Queensland Rural & Industry Development
Authority..... 1800 623 946
Department Agriculture & Fisheries 13 25 23
Rural Aid 1300 327 624

Health / Mental Health

Queensland Health – 13HEALTH..... 13 43 25 84
Australian Red Cross..... 1300 554 419
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 600 626
Parentline..... 1300 301 300
St Vincent de Paul Society Qld 1800 846 643
West Moreton Health & Hospital Service 3810 1111
Rural Aid 1300 327 624

Local Support & Emergency Relief

Anglicare Southern Qld Mental Health & Family
Wellbeing Service..... 3432 6100
Booval Community Services 3816 1435
Camira Springfield Comm. Centre..... 3818 0921
Goodna Anglican Welfare 3818 0945
Ipswich Independent Youth Service..... 3812 1050
Ipswich Community Aid 3810 6666
Leichhardt Community Centre..... 3812 1270
Lowood Community Hub 5426 3432
Redbank Plains Community Centre..... 0432 273 486
Riverview Community Centre..... 3812 2111
Rosewood Community Centre 5464 1544
Salvation Army 13 72 58
Somerset Comm. Support Assn..... 0417 799 211
Somerset Region Neighbourhood Centre 5424 4000
Uniting Care 3432 6100
Westside Community Care Camira 3818 0921
YMCA Springfield Lakes Comm. Centre..... 3288 2292

Material Goods & Food Relief

Foodbarn Ipswich..... 3496 1514
Gailes Community House 3879 3004
Goodna Neighbourhood House..... 3815 1648
Ipswich Assist 3413 1070
Leichhardt Community Centre..... 3812 1270
Lifeline Superstore Ipswich 3816 9642
Lifeline Superstore Fernvale 3816 9687
Red Cross Shop Ipswich..... 3281 6304
Red Cross Shop Toogoolawah 5423 1322
Riverview Community Centre..... 3812 2111
Rosewood Community Centre 5464 1544
Salvos Store Bundamba 3282 5804
Salvos Store Ipswich 3202 1668
The Haven Food Relief Goodna..... 0455 995 561
Vinnies Centre Ipswich 3812 2450
Vinnies Fernvale..... 5426 7384
Vinnies Esk..... 5424 1273
Westside Community Care Camira 3818 0921
GIVIT..... www.givit.org.au

Council Contacts

Ipswich City Council.....3810 6666
Somerset Regional Council.....5424 4000

Other Support

Disability and Community Care.....13 74 68
NDIS.....1800 800 110
Telephone Interpreting Service.....13 14 50
SES Flood / Storm Emergency.....13 25 00
Policelink.....131 444
RSPCA.....1300 264 625
Electricity Emergencies outside SEQ.....13 22 96
Origin Energy, Gas.....13 24 61
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://Emergency Closures Home Page (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










