

South West – Toowoomba and Lockyer Valley

In the event of a disaster, Community Recovery works with a wide range of organisations to minimise the impact and ensure the recovery of affected communities.

If you need help or support to assist you and your family, please use this guide to find information and contact details for key community services available in your local area.

Community Recovery

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

General support

Australian Red Cross 1800 733 276
Lifeline 13 11 14
Gambling Help Line 1800 858 858
Seniors Enquiry Line 1300 135 500

Accommodation

Homeless Hotline..... 1800 474 753
Tenants Queensland 1300 744 263
Ozcare..... 1800 692 273
Centacare 1300 477 433
Toowoomba Housing Hub..... 07 4699 4400

Employment / Income

Services Australia
– Australian Apprenticeships..... 1800 020 108
– Employment Services 13 28 50
– Older Australians 13 23 00
– Families and Parents 13 61 50
– Farmer Assistance..... 13 23 16
– Medicare..... 13 20 11
National Customer Service Line..... 13 62 68
National Debt Helpline..... 1800 007 007

Legal and advocacy

Australian Financial Complaints
Authority 1800 931 678
Basic Rights Queensland 1800 358 511
Insurance Council Australia..... 1800 734 621
Legal Aid Queensland 1300 651 188
Office of Fair Trading..... 13 74 68
Residential Tenancies Authority 1300 366 311

Business / Primary producers

Department Primary Industries 13 25 23
Queensland Rural and Industry
Development Authority 1800 623 946

Health / Mental health

Australian Red Cross 1800 733 276
Beyond Blue support service 1300 224 636

Health / Mental health (cont'd)

DVConnect Mensline 1800 600 636
DVConnect Womensline 1800 811 811
Kids Helpline..... 1800 551 800
Lifeline Telephone Crisis Support..... 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 (Vinnies)..... 1800 846 643
Rural Aid 1300 327 624
West Moreton Health 07 3810 1111
Darling Downs Health 07 4660 3916

Local support agencies

ADRA Op Shop Toowoomba..... 07 4638 8111
Anglicare Toowoomba 1300 610 610
East Creek Community Centre 07 4639 2755
Harlaxton Neighbourhood Centre 07 4639 2868
Wilsonton Heights Community Centre... 07 4634 7672
Laidley Community Centre 07 5465 1889
Lifeline Darling Downs 07 4688 3703
Lockyer Community Centre Gatton 07 5462 3355
Millmerran Community Support 07 4695 5650
Salvation Army Toowoomba 07 4632 5239
Westside Community Care Springfield... 07 3818 0921
YMCA
– Springfield Lakes Community Centre . 07 3288 2292
– Springfield Central Community
Centre..... 07 3519 7500
– The Villa Ipswich Community Centre .. 07 2101 6829

Material goods and food relief

Food Assist Toowoomba..... 07 4634 1157
Lifeline Laidley..... 07 5465 2449
Lifeline Superstore Toowoomba 07 4688 3706
Red Cross Shop Gatton 07 5462 5487
Red Cross Shop Toowoomba 07 4602 2081
Salvos Store Gatton 07 5462 5729
Salvos Store Toowoomba 07 4632 5239
Vinnies Gatton 07 5462 2644
Vinnies Oakey 07 4691 1477

Community Support Contacts List

South West – Toowoomba and Lockyer Valley

Local council contacts

[Find your local disaster dashboard](#)

Toowoomba Regional Council	131 872
Lockyer Valley Regional Council	1300 005 872

Other support

Crime Stoppers Australia	1800 333 000
Disability and Community Care	13 74 68
Energex – General Enquiries	13 12 53
Energex Emergency (24/7)	13 19 62
Ergon Energy – Customer Service	13 10 46
Ergon Energy – Life Threatening	13 16 70
Poisons Information Centre	13 11 26
NDIS Customer Service	1800 800 110
Origin Energy, Gas	13 24 61
Policelink	131 444
RSPCA 24hr Hotline.....	1300 264 625
SES Flood / Storm Emergency.....	13 25 00
Translating and Interpreting Service	13 14 50



Follow Community Recovery on Facebook [@RecoveryQLD](#)

My useful contacts

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Useful links

Disasters and alerts – The central hub for the latest information on disasters and alerts in Queensland:
www.qld.gov.au/alerts

Disaster information and recovery support – Provides information to help Queenslanders prepare for, respond to and recover from disasters and emergencies, including financial support, housing assistance and community services:

www.qld.gov.au/disasterhelp

Further information is available by phoning the Community Recovery Hotline **1800 173 349**.

Managing stress after a disaster – Provides practical guidance on recognising common stress responses after a disaster, maintaining wellbeing and accessing support services:

www.qld.gov.au/community/disasters-emergencies/managing-stress

Family relationships after a disaster – Outlines common family challenges after a disaster, offers practical ways to support recovery and when to seek professional help:

www.qld.gov.au/community/disasters-emergencies/family-relationships

Support groups – Lists government and not-for-profit organisations that offer post-disaster support including counselling, essential supplies, temporary housing and animal rescue services:

www.qld.gov.au/emergency/community/support-group

Queensland Government Disaster Management website – Provides official disaster management resources, warnings, guidelines and coordination updates: www.disaster.qld.gov.au

Commonwealth Government assistance – Australian Government information on payments and help for people directly affected by bushfires, floods or other natural disasters:

www.servicesaustralia.gov.au/natural-disaster

School closures <https://closures.qld.edu.au/schools>

GIVIT www.givit.org.au

Last updated: September 2025