

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 Treaty, Aboriginal & Torres Strait Islander Partnerships, Communities & the Arts

Community Recovery Hotline 1800 173 349
General Enquiries 13 74 68

Department of Child Safety, Seniors & Disability Services

Disability Services General Enquiries 13 74 68
Disability Services Regional Office 07 4048 9900

General Support

Australian Red Cross 1800 733 111
Gambling Help Line 1800 858 858
Seniors Enquiry Line 1300 135 500

Accommodation

Cairns Homelessness Service Hub 07 4046 8050

Employment / Income

Centrelink – Australian Apprenticeships 13 36 33
Centrelink – Employment Services 13 28 50
Centrelink – Older Australians Line 13 23 00
Employment Services Information 1800 464 800
Family Assistance Office 13 61 50
Farmer Assistance Hotline 13 26 16
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 of Australia insurancecouncil.com.au
Legal Aid Queensland 1300 651 188
Office of Fair Trading 13 74 68
Residential Tenancies Authority 1300 366 311

Business / Primary Producer

Department of Agriculture & Fisheries – General Enquiries
..... 13 25 23
Queensland Rural & Industry Development Authority
..... 1800 623 946

Health / Mental Health

Australian Red Cross 1300 554 419
Beyond Blue Info Line 1300 224 636
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 Society Queensland 1800 846 643

Local Support Agencies

Community Support Centre Innisfail 07 4043 8400
Innisfail Youth & Family Care 07 4061 2778
Mamu Health Service 1800 765 966
Tully Support Centre 07 4068 1004

Material Goods & Emergency Relief

St Vincent de Paul 07 4061 2988
The Salvation Army 07 4061 4707

Council Contact

Cassowary Coast Regional Council 1300 763 903

Other Support

Disability & Community Care 13 74 68
NDIS 1800 800 110
Policelink 13 14 44
RSPCA 1300 264 625
SES Flood / Storm Emergency 13 25 00
Telephone Interpreting Service 13 14 50

Commonwealth Government Assistance

Australian Government information on help available in an emergency

www.humanservices.gov.au/customer/themes/help-in-an-emergency

Queensland Government Assistance

Further information is available at www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster or by phoning the Community Recovery Hotline **1800 173 349**.

Follow us on Facebook @RecoveryQLD



Useful Links

GIVIT

www.givit.org.au

School Closures

closures.qld.edu.au

Disasters & 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

My Useful Contacts




















