

## Community Support Services Central Queensland – Mackay District

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, and the Arts

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

### General Support

Australian Red Cross ..... 1800 733 276  
Gambling Help Line..... 1800 858 858  
Seniors Enquiry Line ..... 1300 135 500  
St Vincent de Paul..... 1800 846 643  
The Salvation Army ..... 1300 371 288

### Accommodation

Homeless Hotline ..... 1800 474 753  
Tenants Queensland ..... 1300 744 263

### Employment / Income

Bowen Financial Resilience Service ..... 4786 4158  
Centrelink Australian Apprenticeships ..... 13 36 33  
Centrelink Employment Services ..... 13 28 50  
Employment Services Information ..... 1800 464 800  
Family Assistance Office ..... 13 61 50  
Job Seeker Hotline ..... 13 62 68  
Medicare – General Enquiries..... 13 20 11  
National Debt Helpline ..... 1800 007 007  
Older Australians Line ..... 13 23 00  
Services Australia Information Services ..... 13 24 68

### Legal & Advocacy

Australian Financial Complaints Authority .....  
..... 1800 367 678  
Basic Rights Queensland ..... 1800 358 511  
Commonwealth Ombudsman ..... 1300 362 072  
Energy & Water Ombudsman..... 1800 662 837  
Insurance Council Australia ..... 1300 728 228  
Legal Aid Queensland ..... 1300 651 188  
Mackay Regional Community Legal Centre .....  
..... 4953 1211  
Office of Fair Trading..... 13 74 68  
Residential Tenancies Authority..... 1300 366 311  
Telecommunications Industry Ombudsman .....  
..... 800 062 058

### Business / Primary Producer

Department Agriculture & Fisheries ..... 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  
Family and Child Connect ..... 13 32 64  
Kid's Help Line ..... 1800 551 800

Lifeline Telephone Counselling ..... 13 11 14  
Mensline Australia ..... 1300 789 978  
Parentline ..... 1300 301 300  
Pregnancy Help Australia Ltd..... 1300 792 798  
Queensland Health – 13HEALTH ..... 13 43 25 84  
Relationships Australia..... 1300 364 277

### Local Support Agencies

#### Isaac Region

##### Emergency Relief

Clermont Community Housing & Other Services Inc  
(CCHAOS)..... 4983 3400  
Emergency & Long-Term Accommodation Moranbah  
(ELAM) ..... 4941 5602  
Moranbah & District Support Services Inc ... 4941 5164

##### Family Support and Advisory Services

Broadsound Coastal Care – Carmila ..... 4950 2087  
Dysart Community Support Group ..... 4958 2461  
Hinterland Community Care (Dysart)..... 4958 2116  
Moranbah Community Health (Counselling) .....  
..... 4941 4750

#### Mackay Region

##### Emergency Relief and Material Goods

Community Accommodation and Support Agency  
(CASA) ..... 4951 4299  
George St Neighborhood Centre ..... 4957 2626  
Mackay Women's Centre ..... 4953 1788  
Sarina Neighbourhood Centre ..... 4961 9290  
The Salvation Army ..... 4957 3064  
Yamadi ..... 4957 8121

##### Family Support and Advisory Services

Domestic Violence Resource Service ..... 4957 3888  
One-Stop Youth Shop (YIRS) ..... 4957 3064  
Sarina Youth Service / MADEC ..... 4951 1233  
UnitingCare Community ..... 4944 2300

##### Accommodation

Connect Housing Group..... 4953 4952

#### Whitsunday Region

##### Emergency Relief

Bowen Neighborhood Centre ..... 4786 2111  
Whitsunday Counselling & Support..... 4946 2999  
Whitsunday Community Services Inc..... 4946 7850

## Family Support and Advisory Services

Bowen Flexi Care .....	4786 4755
Child & Youth Mental Health (Proserpine) ...	4813 9540
Collinsville Community Association.....	4785 5965
Proserpine Community Centre.....	4945 5915
Red Cross Proserpine Service Unit .....	1800 174 047
Whitsunday Neighbourhood Centre .....	4946 7850

## Accommodation

Whitsunday Housing Company.....	4946 7194
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## Council Contacts

### Isaac Regional Council

Local Disaster Coordination Centre .....	1300 133 733
Disaster Dashboard- <a href="https://dashboard.isaac.qld.gov.au/">https://dashboard.isaac.qld.gov.au/</a>	

### Mackay Regional Council

Enquiry line – (1300 MACKAY).....	1300 622 529
Disaster Dashboard – <a href="http://disaster.mackay.qld.gov.au/">http://disaster.mackay.qld.gov.au/</a>	

### Whitsundays Regional Council

Enquiry line – (1300 WRC QLD).....	1300 972 753
Disaster Dashboard - <a href="http://disaster.whitsundayrc.qld.gov.au/">http://disaster.whitsundayrc.qld.gov.au/</a>	

## Other Support

Animal Welfare League Queensland .....	5509 9000
Crime Stoppers Australia .....	1800 333 000
Disability and Community Care.....	13 74 68
Elder Abuse Helpline .....	1300 651 192
Energex Customer Service .....	13 10 46
Energex Emergency (24/7) .....	13 19 62
Ergon Energy .....	13 12 53
Life Threatening Emergencies (24/7).....	13 16 70
NDIS.....	1800 800 110
Optus – Customer Service .....	13 39 37
Origin Energy and Gas.....	13 24 61
Poisons Information Centre.....	13 11 26
Policelink .....	13 14 44
Qld Community Support Scheme .....	1800 600 300
RSPCA .....	1300 264 625
SES Flood / Storm Emergency .....	13 25 00
Telephone Interpreting Service .....	13 14 50
Telstra - Crowd Support .....	13 22 00

## Commonwealth Government assistance

Australian Government information on help available in an emergency  
[www.humanservices.gov.au/customer/themes/help-in-an-emergency](http://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**.

Follow us on Facebook @RecoveryQLD



## Useful Links

### 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](http://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/](http://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](http://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](http://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](http://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](http://www.qld.gov.au/community/disasters-emergencies/family-relationships)

## My Useful Contacts



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