

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

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 – Statewide
Assistance 1800 846 643

Local Support Agencies

Cairns

Act for Kids 13 32 64
Cairns Community Legal Centre 07 4031 7688
Centacare FNQ 07 4044 0130
Centacare Multicultural Services 07 4242 1058
Hambledon House Community Centre 07 4037 2874
Manoora Neighbourhood Centre 0414 411 378
Marlin Coast Neighbourhood Centre 07 4055 6440
UnitingCare 07 4032 6800
Wuchopperen Health Service 07 4080 1000

Yarrabah

Gurriny Yealamucka Health Service 07 4056 9120

Wujal Wujal

Wujal Wujal Community Care 07 4083 9126

Hope Vale

Hope Vale Wellbeing Centre 07 4212 8200

Douglas

Mossman Gorge Wellbeing Centre 07 4084 4800
Mossman Support Services 07 4098 2836
Port Douglas Community Services Network
..... 07 4099 5518
Women's Centre FNQ 07 4051 9366

Cook Shire

Coen Wellbeing Centre 07 4212 7300
Coen RFDS General Practice Service 07 4060 1166
Cooktown District Community Centre 07 4069 6098

Kowanyama

Atharpuch Family Centre 07 4037 7340

Pormpuraaw

Pormpur Paanthu Aboriginal Corporation..... 07 4060 4260

Aurukun

Aurukun Wellbeing Centre 07 4220 6200

Lockhart River

Lockhart River Community Services 07 4060 7361

Weipa

Weipa Community Care Association..... 07 4069 9272

Napranum

Charkil Om Primary Health Care Centre 07 4037 7310

Mapoon

Mapoon Primary Health Care Centre 07 4082 9400

Northern Peninsula Area

NPA Family & Community Services Corporation Healing Centre..... 07 4212 2300

NPA Family Wellbeing Service 07 4212 2200

Torres Strait

Mura Kosker Sorority Inc 07 4069 1662

Council Contacts

Aurukun Aboriginal Shire Council 07 4060 6800

Cairns Regional Council 07 4044 3044

Cook Shire Council 07 4069 5444

Douglas Shire Council 07 4099 9444

Hope Vale Aboriginal Shire Council 07 4083 8000

Kowanyama Aboriginal Shire Council 07 4083 7100

Lockhart River Aboriginal Shire Council 07 4060 7144

Mapoon Aboriginal Shire Council 07 4082 5213

Napranum Aboriginal Shire Council..... 07 4090 5600

Northern Peninsula Area Regional Council... 07 4090 4100

Pormpuraaw Aboriginal Shire Council 07 4060 4600

Torres Shire Council 07 4069 1336

Torres Strait Islands Regional Council..... 07 4034 5700

Weipa Town Authority 07 4030 9400

Wujal Wujal Aboriginal Shire Council 07 4083 9101

Yarrabah Aboriginal Shire Council 07 4056 9120

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

My Useful Contacts

