

Community Support Services North Queensland – Townsville

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

Accommodation

Family Emergency Accommodation Townsville (FEAT)..... 4772 1450
Red Cross Homelessness Hub 4795 2980

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
Information Services..... 13 24 68
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 – Townsville 1300 096 203

Legal & 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 Producer

Department Agriculture & Fisheries 13 25 23
Queensland Rural & Industry Development Authority 1800 623 946

Health / Mental Health

Australian Red Cross 1800 733 276
Beyond Blue Support Line 1300 224 636
DV Connect Mensline 1800 600 636
DV Connect Womensline 1800 811 811
Kid's 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..... 1800 846 643

Local Support Agencies

Bluewater Community Centre..... 4788 6333
Burdekin Community Association..... 4783 3744
Burdekin Neighbourhood Centre 4783 4243
Centacare NQ Townsville 1300 672 273
Country Call Back 1800 543 354
Hinchinbrook Community Support Centre ... 4776 1822
North Townsville Community Hub 4751 6511
NQ Domestic Violence Resource Service Townsville 4721 2888
NQ Rural Family Support Services Charters Towers 4787 4518
Palm Island Community Company 4721 4300
Prospect Community Services Charters Towers..... 4787 4797
Rollingstone & District Community Association..... 4770 7855
The Oasis Townsville..... 4759 8777
The Women's Centre Townsville..... 4775 7555
Townsville West Community Centre Garbutt 4779 7268
Uniting Care Community Townsville..... 1300 096 203
Upper Ross Community Centre..... 4774 0144

Material Goods & Emergency Relief

Lifeline Townsville Warehouse 4775 9165
Lifeline Ingham..... 4775 9175
Lifeline Ayr..... 4775 9170
St Vincent de Paul Brisbane..... 3010 1000
Salvation Army Ayr..... 4783 4447
Salvation Army Townsville Faithworks 4779 3791
Riverway Recovery Mission 4723 5607

Council Contacts

Burdekin Shire Council 4783 9800
Charters Towers Regional Council..... 4761 5300
Flinders Shire Council..... 4741 2900
Hinchinbrook Shire Council 4776 4600
Palm Island Aboriginal Shire Council 4770 0200
Richmond Shire Council 4741 3277
Townsville City Council..... 13 48 10

Other Support

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
NDIS Customer Service 1800 800 110
Optus 13 13 13
Origin Energy, Gas 13 13 13

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| Policelink | 131 444 |
| RSPCA 24hr Hotline..... | 1300 264 625 |
| SES Flood / Storm Emergency | 13 25 00 |
| Telstra | 13 22 03 |
| Translating and Interpreting Service | 13 14 50 |

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**.

Follow us on Facebook@RecoveryQLD



My Useful Contacts

