

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 733 111  
Gambling Help Line ..... 1800 858 858  
Seniors Enquiry Line ..... 1300 135 500

### Accommodation

Centacare Homelessness Service ..... 1300 672 273  
Community Rent Scheme ..... 07 4743 9058  
Homeless Hotline ..... 1800 474 753  
Mount Isa Community Housing Program .....  
..... 07 4749 2888  
Mount Isa Housing Service Centre ..... 07 4437 2700  
Mount Isa Youth Shelter ..... 1800 614 544  
Ngurri Ngurri Young Female Shelter ..... 07 4743 7088  
Ozcare ..... 1800 692 273  
Salvation Army Women's Refuge ..... 07 4743 3198

### 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  
Mount Isa Family Support Service & Neighbourhood  
Centre ..... 07 4743 7380  
National Customer Service Line ..... 13 62 68  
National Debt Helpline ..... 1800 007 007  
Services Australia Information Services ..... 13 24 68  
UnitingCare Financial Counselling ..... 1800 007 007

### Legal & Advocacy

Australian Financial Complaints Authority ..... 1800 931 678  
Basic Rights Queensland ..... 1800 358 511  
Insurance Council of Australia ..... [insurancecouncil.com.au](http://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 ..... 13 25 23  
Queensland Rural & Industry Development Authority .....  
..... 1800 623 946

### Health / Mental Health

Australian Red Cross ..... 1300 554 419  
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  
Mount Isa Community Health Services Centre .....  
..... 07 4744 7100  
North & West Remote Health ..... 1800 221 131  
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

Bedourie Community Centre ..... 07 4746 1226  
Bouli Community Support Services – North West  
Queensland Indigenous Catholic Support Services  
(NWQICSS) ..... 0427 463 101  
Cloncurry Neighbourhood Centre ..... 1300 672 273  
Centacare Family Services  
Cloncurry ..... 1300 672 273  
Mount Isa ..... 1300 672 273  
Normanton ..... 1300 672 273  
Mount Isa Family Support Service & Neighbourhood  
Centre ..... 07 4743 4506  
Normanton Neighbourhood Centre ..... 0488 217 898

### Material Goods & Emergency Relief

Laura Johnson Op-Shop ..... 07 4743 7380  
Lifeline Mount Isa ..... 07 4775 9179  
St Vincent de Paul Mount Isa ..... 07 4743 2946

### Council Contacts

Bouli Shire Council ..... 07 4746 3408

Burke Shire Council.....	07 4745 5100
Carpentaria Shire Council.....	07 4745 2200
Cloncurry Shire Council.....	07 4742 4100
Diamantina Shire Council.....	07 4746 1600
Doomadgee Shire Council.....	07 4745 8351
McKinlay Shire Council.....	07 4746 7166
Mornington Island Shire Council.....	07 4745 7811
Mount Isa City Council.....	07 4747 3200

### Other Support

Disability & Community Care.....	13 74 68
NDIS.....	1800 800 110
Policelink.....	13 14 44
RSPCA 24hr Hotline.....	1300 264 625
SES Flood / Storm Emergency.....	13 25 00
Translating & 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](http://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](http://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](http://www.givit.org.au)

#### School Closures

[closures.qld.edu.au](http://closures.qld.edu.au)

#### Disasters & Alerts

The central hub for the latest information on disasters and alerts in Queensland: [www.qldalert.com](http://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](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)

### Support Groups

Information on not-for-profit organisations that provide post-disaster support:  
[www.qld.gov.au/emergency/community/support-group.html](http://www.qld.gov.au/emergency/community/support-group.html)

### 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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