

Community Support Services Central Queensland – Rockhampton 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 Enquiries13 74 68

General Support

Australian Red Cross1800 733 276
Gambling Help Line.....1800 858 858
Seniors Enquiry Line1300 135 500
St Vincent de Paul.....1800 846 643
The Salvation Army (Assessment Line)..1300 371 288

Accommodation

Homeless Hotline1800 474 753
Tenants Queensland.....1300 744 263

Employment / Income

Bowen Financial Resilience Service4786 4158
Centrelink Australian Apprenticeships 13 36 33
Centrelink Employment Services 13 28 50
Employment Services Information1800 464 800
Family Assistance Office 13 61 50
Job Seeker Hotline 13 62 68
Medicare – General Enquiries..... 13 20 11
National Debt Helpline1800 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
Office of Fair Trading.....13 74 68
Residential Tenancies Authority.....1300 366 311
Telecommunications Industry Ombudsman
.....1800 062 058

Business / Primary Producer

Department Agriculture & Fisheries 13 25 23
Queensland Rural & Industry Development
Authority1800 623 946

Health / Mental Health

Australian Red Cross1300 554 419
Beyond Blue Info Line1300 224 636
Community Mental Health.....4913 3200
DV Connect Mensline1800 600 626
DV Connect Womensline1800 811 811
Family and Child Connect 13 32 64
Kid's Help Line1800 551 800
Lifeline Telephone Counselling 13 11 14

Mensline Australia1300 789 978
Parentline1300 301 300
Pregnancy Help Australia Ltd.....1300 792 798
Queensland Health – 13HEALTH 13 43 25 84
Relationships Australia.....1300 364 277

Local Support Agencies

Rockhampton Region / Livingstone Shire

Material Goods & Emergency Relief

Anglicare Central Queensland4837 5300
Salvation Army Welfare line 13 72 58
St Vincent de Paul.....1800 846 643

Accommodation

Anglicare CQ - Homelessness Program..1300 769 814
Ozcare – Homelessness Early Intervention..4937 4219

Family Support and Advisory Services

Centacare1300 523 985
Darumbal Community Youth Services4922 6180
Helem Yumbah Healing Centre4931 8600
Ozcare.....1800 692 273
Red Cross4922 8056
Roseberry Community Services.....4923 7700
UnitingCare - Community Rural Family Support.....
.....4930 7300

Central Highlands Region

Material Goods & Emergency Relief

CTM Community Support Network Links
Capella4984 9526
Tierl0491 276 264
Middlemount.....0491 276 259
Emerald Neighbourhood Centre4982 1696

Accommodation

AnglicareCQ
Blackwater.....4982 6535
Emerald4982 4062

Council Contacts

Central Highlands Regional Council1300 242 686
Emergency Management Dashboard
<http://beprepared.chrc.qld.gov.au>

Livingstone Shire Council 4913 5000 or 1300 790 919
Disaster Dashboard
<https://disaster.livingstone.qld.gov.au/>

Rockhampton Regional Council.....
.....4932 9000 or 1300 22 55 77
Emergency Dashboard
<https://emergency.rockhamptonregion.qld.gov.au/>

Woorabinda Aboriginal Shire Council4925 9800

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 - Emergency (24/7)	13 19 62
Energex – General Enquiries	13 12 53
Ergon Energy – Customer Service	13 10 46
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	131 444
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

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

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










