# Department of Treaty, Aboriginal & Torres Strait Islander Partnerships, Communities, and the Arts

**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.**

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 (Assessment Line) 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

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

Authority 1800 623 946

**Health / Mental Health**

Australian Red Cross 1300 554 419

Beyond Blue Info Line 1300 224 636

Community Mental Health 4913 3200

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**

**Rockhampton Region / Livingstone Shire**

**Material Goods & Emergency Relief**

Anglicare Central Queensland 4837 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**

Centacare 1300 523 985

Darumbal Community Youth Services 4922 6180

Helem Yumbah Healing Centre 4931 8600

Ozcare 1800 692 273

Red Cross 4922 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  
Capella 4984 9526

Tieri 0491 276 264

Middlemount 0491 276 259

Emerald Neighbourhood Centre 4982 1696

# Accommodation

AnglicareCQ   
Blackwater 4982 6535

Emerald 4982 4062

**Council Contacts**

Central Highlands Regional Council 1300 242 686

Emergency Management Dashboard [http://beprepared.chrc.qld.gov.au](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 Council 4925 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](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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