# 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 733 111

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](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.insurancecouncil.com.au%2F&data=05%7C01%7CTahlia.Rose%40chde.qld.gov.au%7C347c43921d2142cb3ed208db3bdcfed2%7Cec445a2ab5ba46f6bead4595e9fbd4a2%7C0%7C0%7C638169592568560243%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=xe2q9PsVKTa3uO9QdSZyWu2j8vArnU%2F7vBKFY6nAmuc%3D&reserved=0" \t "_blank)

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

Boulia 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

Boulia 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](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

## GIVIT

[www.givit.org.au](http://www.givit.org.au/)

## School Closures

[closures.qld.edu.au](https://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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