# 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

# 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 44

Origin Energy, Gas 13 24 61

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

**School Closures**

[Emergency Closures Home Page (det.qld.gov.au)](https://closures.det.qld.gov.au/)

**Disasters and 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)

**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)

**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)

**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



**My Useful Contacts**

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