

Community Support Contacts List

Central Queensland – Mackay

In the event of a disaster, Community Recovery works with a wide range of organisations to minimise the impact and ensure the recovery of affected communities.

If you need help or support to assist you and your family, please use this guide to find information and contact details for key community services available in your local area.

Community Recovery

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

Homeless Hotline..... 1800 474 753
Tenants Queensland (QSTARS)..... 1300 744 263

Employment and financial

Bowen Financial Resilience Service 1300 672 273
Services Australia
– Australian Apprenticeships..... 1800 210 210
– Employment Services 13 28 50
– Older Australians 13 23 00
– Families and Parents 13 61 50
– Farmer Assistance..... 13 23 16
– Medicare..... 13 20 11
National Customer Service Line..... 13 62 68
National Debt Helpline 1800 007 007

Legal and advocacy

Australian Financial Complaints
Authority 1800 931 678
Basic Rights Queensland 1800 358 511
Commonwealth Ombudsman 1300 362 072
Energy and Water Ombudsman 1800 662 837
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 producers

Department Primary Industries 13 25 23
Queensland Rural and Industry
Development Authority..... 1800 623 946

Health / Mental health

Australian Red Cross 1800 733 276
Beyond Blue support service 1300 224 636
DVConnect Mensline 1800 600 636
DVConnect Womensline 1800 811 811
Kids Helpline 1800 551 800
Lifeline Telephone Crisis Support..... 13 11 14
Medicare Mental Health 1800 595 212
MensLine Australia 1300 789 978
Parentline..... 1300 301 300
Queensland Health – 13HEALTH..... 13 43 25 84
Relationships Australia..... 1300 364 277
Rural & Remote Mental Health 1300 515 951
St Vincent de Paul 1800 846 643

Local support agencies

Isaac Region

Clermont Community Housing 07 4983 3400
Emergency & Long-Term
Accommodation Moranbah (ELAM) .. 07 4941 5602
Moranbah & District Support Services ... 07 4941 5164
Broadsound Coastal Care – Carmila 07 4950 2087
Dysart Community Centre 07 4958 2461
Hinterland Community Care (Dysart) 07 4958 2116
Moranbah Community Health
(Counselling) 07 4941 5164

Mackay Region

Community Accommodation and
Support Agency (CASA) 07 4951 4299
The Neighbourhood Hub..... 07 4957 2626
Mackay Women’s Services 07 4953 1788
Sarina Neighbourhood Centre 07 4961 9290
The Salvation Army 07 4957 3576
Yamadi Aged & Community Care
Service 07 4957 8121
Domestic Violence Service 07 4953 1788
One-Stop Youth Shop (YIRS) 07 4957 7949
Sarina Youth Centre 07 4961 9277
UnitingCare..... 1300 096 203
Connect Housing Group 07 4953 4952

Community Support Contacts List

Central Queensland – Mackay

Local support agencies (cont'd)

Whitsunday Region

| | |
|--|--------------|
| Bowen Neighbourhood Centre..... | 07 4786 2111 |
| Whitsunday Counselling & Support | 07 4946 2999 |
| Whitsunday Neighbourhood Centre..... | 07 4946 7850 |
| Proserpine Community Centre | 07 4945 5915 |
| Collinsville Community Association | 07 4785 5965 |
| Family Support and Advisory Services | |
| Bowen Flexi Care | 07 4786 4755 |
| Headspace Proserpine | 07 4842 6760 |

Local council contacts

[Find your local disaster dashboard](#)

| | |
|-----------------------------------|--------------|
| Isaac Regional Council | 1300 133 773 |
| Mackay Regional Council..... | 1300 622 529 |
| Whitsundays Regional Council..... | 1300 972 753 |

Other support

| | |
|--|--------------|
| Crime Stoppers Australia | 1800 333 000 |
| 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 |
| Poisons Information Centre | 13 11 26 |
| NDIS Customer Service | 1800 800 110 |
| Origin Energy, Gas | 13 24 61 |
| Policelink | 131 444 |
| RSPCA 24hr Hotline..... | 1300 264 625 |
| SES Flood / Storm Emergency..... | 13 25 00 |
| Translating and Interpreting Service | 13 14 50 |

My useful contacts

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Useful links

Queensland Government Disaster Management website – Provides official disaster management resources, warnings, guidelines and coordination updates: www.disaster.qld.gov.au

Disaster information and recovery support – Provides information to help Queenslanders prepare for, respond to and recover from disasters and emergencies, including financial support, housing assistance and community services:

www.qld.gov.au/disasterhelp

Further information is available by phoning the Community Recovery Hotline **1800 173 349**.

Managing stress after a disaster – Provides practical guidance on recognising common stress responses after a disaster, maintaining wellbeing and accessing support services:

www.qld.gov.au/community/disasters-emergencies/managing-stress

Family relationships after a disaster – Outlines common family challenges after a disaster, offers practical ways to support recovery and when to seek professional help:

www.qld.gov.au/community/disasters-emergencies/family-relationships

Support groups – Lists government and not-for-profit organisations that offer post-disaster support including counselling, essential supplies, temporary housing and animal rescue services:

www.qld.gov.au/emergency/community/support-group

Commonwealth Government assistance –

Australian Government information on payments and help for people directly affected by bushfires, floods or other natural disasters:

www.servicesaustralia.gov.au/natural-disaster

School closures <https://closures.qld.edu.au/>

GIVIT www.givit.org.au



Follow Community Recovery on Facebook [@RecoveryQLD](https://www.facebook.com/RecoveryQLD)

Last updated: March 2026