Community Support

In the event of a disaster, the Queensland Government will work together with a wide range of organisations to minimise the impact and assist the recovery of affected communities.

During and after a disaster, you may need practical assistance or community support to assist you and your family.

This brochure provides information and contact details for key community services available in your area.

Further information is available at www.qld.gov.au/community/disasters-emergencies or by phoning the Community Recovery Hotline on 1800 173 349.

You can also download the free Self Recovery app from the Apple or Android stores.

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<td>Relationships Australia ............. 1300 364 277</td>
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<td>Beyond Blue Info Line ................ 1300 224 636</td>
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<td>Lifeline Telephone Counselling ...... 13 11 14</td>
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<td>Kid’s Help Line ...................... 1800 551 800</td>
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<td>DV Connect Womensline .............. 1800 811 811</td>
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<td>DV Connect Mensline ................. 1800 600 636</td>
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<td>Gambling Help Line .................. 1800 858 858</td>
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<td>Parentline ............................ 1300 301 300</td>
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<td>Australian Red Cross Emerg Relief .. 1800 733 276</td>
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<td>Seniors Enquiry Line ............... 1300 135 500</td>
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<td>Homeless Hotline .................... 1800 474 753</td>
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Workplace Services

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<td>Centrelink Older Australians Line .......... 13 23 00</td>
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<td>Farmer Assistance Hotline ................ 13 26 16</td>
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Legal and Advocacy Services

| Legal Aid Queensland ................. 1300 651 188 |
| Basic Rights Queensland .............. 1800 358 511 |
| Australian Financial Complaints Authority .................. 1800 367 678 |

Financial Counselling

| UnitingCare Community Financial Care Line .................. 1800 007 007 |

Consumer Advice

| Office of Fair Trading .................. 13 74 68 |

Department of Communities, Disability Services and Seniors

| General enquiries ..................... 13 74 68 |
| www.communities.qld.gov.au |

Updated October 2020
Tarling of your Home
State Emergency Services.......................... 13 25 00

Clean-up Assistance or Rubbish Collection
Townsville City Council ................................ 13 48 10
Hinchinbrook Shire Council ......................... 4776 4600
Burdekin Shire Council ................................. 4782 9800
Charters Towers Regional Council .............. 4761 5300
Richmond Shire Council .............................. 4741 3277
Palm Island Aboriginal Shire Council ......... 4770 0200
Flinders Shire Council ................................. 4741 2900

Accommodation
Department of Housing and Public Works -
Townsville Housing Service Centre ............ 13 74 68
Red Cross Homelessness Hub ..................... 4795 2980
Family Emergency Accommodation
Townsville (FEAT) ................................... 4772 1450

Insurance Advice or Information
Insurance Council of Australia
General Enquiries ....................................... 02 9253 5100
.......................................................... 1300 728 228

Housing and Tenancy Advice
Residential Tenancies Authority ................. 1300 366 311
Tenants Qld .............................................. 1300 744 263
Homeless Persons Information Qld ........... 1800 474 753

Business/Primary Producer Advice Assistance
Queensland Rural and Industry
Development ............................................. 1800 623 946

Material Goods
Lifeline (Townsville warehouse) .............. 4775 6962

Employment / Income
Services Australia
Employment Service .................................. 13 28 50
Financial Information Service ................. 13 23 00
Youth and Students .................................. 13 24 90
Families and Parenting ......................... 13 61 50
Child Support .......................................... 13 12 72
Disability Sickness and Carers .......... 13 27 17
Older Australians Line ......................... 13 23 00
Indigenous Services .............................. 1800 136 380

Employment Services Information
Job Services Australia ............................ 1800 805 260

Assistance for people or family members with a disability
National Disability Insurance Service (NDIS) ............. 1800 800 110

Interpreter Services (Language)
Translating & Interpreting Service .......... 13 14 50

Health
Health information and advice
Queensland Health ................................. 13 43 25 84
Townsville Aboriginal and Islander
Health Service (TAIHS) ..................... 4759 4000

24 hour Specialist Mental Health Care
Advice, Referrals, Crisis and Support .......... 1300 MH CALL
.................................................. (1300 642 255)

Community Services
Townsville West Community Centre
(Garbutt) ............................................ 4779 7268
Centacare NQ Townsville ......................... 1300 672 273
Upper Ross Community Centre ......... 4774 0144
North Townsville Community Hub ........ 4751 6511
Prospect Community Services
(Charter Towsers) ................................... 4787 4797
NQ Rural Community Support .......... 4787 4518
.....Country Call Back ......................... 1800 543 354
Uniting Care Community
Townsville ........................................... 4775 9127
Hinchinbrook Community Support
Centre ................................................ 4776 1822
Burdekin Community Association ....... 4783 3744
Burdekin Neighbourhood Centre .......... 4783 4243
Palm Island Community Company ....... 4721 2277
NQ Domestic Violence Resource
Service (Townsville) .............................. 4721 2888
The Women's Centre Townsville .......... 4775 7555
Rollingstone & District Community
Association ........................................ 4770 7855
Bluewater Community Centre ............. 4788 6333
OASIS – Townsville .............................. 0432 597 864

Interpreter Services (Language)
Translating & Interpreting Service .......... 13 14 50