

Community Support

It is normal for families and individuals to experience a range of reactions to unexpected events including disasters, job loss and changing circumstances.

For some, financial loss may mean seeking income support, for others it could mean revising retirement plans or changing household spending.

Regardless of the circumstances, distress is a common and natural response to unexpected events.

This brochure contains a range of general local and community support services available to individuals and their families experiencing financial and emotional hardship as a result of an unexpected event of changed work or financial circumstances.

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**.



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

Department of Child Safety, Youth and Women

Child Safety General Enquiries..... 13 74 68
Far North Queensland Regional Office. 4255 7200

Department of Communities, Disability Services and Seniors

Disability Services Regional Office 4048 9900
Disability Services General Enquiries..... 13 74 68

Government Agencies

Australian Government Disaster Assist ... 13 36 77
Centrelink 13 10 21
Crime Stoppers 1800 333 000

Government Agencies

Department of Housing 1800 623 208
Queensland Ambulance Service..... 13 12 33
Queensland Policelink –
Non-urgent Incidents..... 13 14 44
Queensland Police CAIRNS –
District Call Centre 4030 7000
State Emergency Services (SES)..... 13 25 00
Traffic and Travel Information 13 19 40

Utilities

Ergon Energy:
Emergencies 13 16 70
Power outages 13 22 96
General enquiries..... 13 10 46
Origin Energy – Gas:
Emergencies 1800 808 526
General enquiries..... 13 24 61
Telstra 13 22 03
RACQ – Roadside Assistance 13 19 05

Other Assistance/Services

Animal

FNQ Wildlife Rescue..... 4053 4467
RSPCA..... 4055 1487
Yaps Animal Refuge 4057 6373

Centrelink

Employment Service & Job Network 13 28 50
Financial Information Service..... 13 63 57
Family Assistance Office..... 13 61 50

Consumer Advice

Insurance Ombudsman..... 1300 780 808
Office of Fair Trading 13 74 68

Financial Counselling

Good Money Cairns 1300 148 028
ICAN..... 1300 369 878
National Debt Helpline 1800 007 007

Legal and Advocacy Services

Legal Aid Queensland..... 1300 651 188
Welfare Rights Centre..... 1800 358 511

Updated September 2019

communityrecovery

Community Support Services Far North Queensland Region

Cairns and Douglas Areas

Family Support and Advisory Services

Act for Kids	4033 8500
Cairns Community Legal Centre	4031 7688
Centacare Cairns	4044 0130
Gurriny Yealamucka Health Service	4226 4100
Hambledon House Community Centre	4044 3410
Lifeline Family Support	4032 6800
Migrant Settlement Services	4041 7699
Mossman Community Centre	4098 2005
Mulungu Aboriginal Corporation (for Cairns area)	4086 9200
Port Douglas Neighbourhood Centre	4099 5518
Women's Centre	4051 9366
Wuchopperen Health Service	4080 1000

Housing

Cairns Homelessness Service Hub	4046 8050
Department of Housing	1800 623 208

Material Goods Assistance

Salvation Army	4041 7229
St Vincent de Paul	4033 8333

Local Government

Cairns Regional Council	4044 3044
Douglas Shire Council	4099 9444
Yarrabah Aboriginal Shire Council	4056 9120

Tablelands Area

Family Support and Advisory Services

Atherton Counselling and Training	4091 7555
Community Services Tablelands	4091 3850
Eacham Community Help Organisation	4096 6634
Mareeba Information and Support Centre	4092 1948
Mulungu Aboriginal Corporation	4086 9200
Ravenshoe Community Centre	4097 6726

Material Goods Assistance

Salvation Army (Atherton)	4091 3224
(Mareeba)	4092 2097
St Vincent de Paul	4091 1377

Local Government

Croydon Shire Council	4748 7100
Etheridge Shire Council	4079 9090
Mareeba Shire Council	1300 308 461
Tablelands Regional Council	1300 362 242

Cassowary Coast Area

Family Support and Advisory Services

Community Support Centre Innisfail	4043 8400
Innisfail Youth and Family Care	4061 2778
Mamu Health Service	1800 765 966
Tully Support Centre	4068 1004

Material Goods Assistance

Salvation Army	4061 4707
St Vincent de Paul	4061 2988

Local Government

Cassowary Coast Regional Council	4030 2222
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Cooktown Area

Family Support and Advisory Services

Cooktown District Community Centre	4069 6098
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Local Government

Cook Shire Council	4082 0500
Hope Vale Aboriginal Shire Council	4083 8000
Wujal Wujal Aboriginal Shire Council	4083 9100

Cape York Area

Family Support and Advisory Services

RAATSICC Family Support	4030 0900
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Local Government

Weipa Town Authority	4030 9400
Napoon Aboriginal Shire Council	4082 5200
Napranum Aboriginal Shire Council	4090 5600
Aurukun Aboriginal Shire Council	4060 6800
Kowanyama Aboriginal Shire Council	4083 7100
Pormpuraaw Aboriginal Shire Council	4060 4600
Lockhart River Aboriginal Shire Council	4031 0155
Northern Peninsula Area Regional Council	4090 4100

Torres Straits

Family Support and Advisory Services

Mura Kosker Sorority	4069 1662
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Local Government

Torres Strait Islands Regional Council	4034 5700
Torres Shire Council	4069 1336

Other Assistance/Services

General Community Support Services

Beyond Blue Info Line	1300 224 636
DV Connect	1800 811 811
Gambling Help Line	1800 858 858
Homeless Persons Information Hotline	1800 474 753
Kid's Help Line	1800 551 800
Lifeline Telephone Counselling	13 11 14
Mensline Australia	1300 789 978
Parentline	1300 301 300
Relationships Australia	1300 364 277
Seniors Enquiry Line	1300 135 500
Tenants Queensland	1300 744 263

Interpreter/Hearing Services

Auslan Interpreter	1300 287 526
Translating and Interpreting Service	13 14 50
TTY/voice calls	13 36 77

Small Business and Primary Producer

Department of Agriculture and Fisheries	13 25 23
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Workplace Services

Fair Work Infoline	13 13 94
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