

Community Support Contacts List

Far North – Cairns

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
Lifeline 13 11 14
Gambling Help Line 1800 858 858
Seniors Enquiry Line 1300 135 500

Accommodation

Homeless Hotline..... 1800 474 753
Tenants Queensland (QSTARS)..... 1300 744 263
Anglicare NQ – Cairns Homelessness
Hub 07 4041 5454

Employment / Income

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 & 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
Farm Angels 07 4662 7371
Kids 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
Rural Aid 1300 327 624
St Vincent de Paul 1800 846 643

Local support agencies

Cairns

Act for Kids 07 4033 8500
Cairns Community Legal Centre..... 07 4031 7688
Centacare FNQ 07 4044 0130
Centacare Multicultural Services 07 4242 1058
Hambleton House Community Centre .. 07 4037 2874
Manoora Neighbourhood Centre..... 07 4053 2533
Marlin Coast Neighbourhood Centre 07 4055 6440
UnitingCare..... 1300 096 203
Wuchopperen Health Service..... 07 4080 1000

Yarrabah

Gurriny Yealamucka Health Service 07 4226 4100

Wujal Wujal

Wujal Wujal Primary Health Care
Centre..... 07 4083 9000

Hope Vale

Apunupima Wellbeing Centre..... 07 4037 7220

Douglas

Mossman Gorge Primary Health Care
Centre 07 4037 7380
Mossman Gorge Wellbeing Centre 07 4037 7434
Mossman Support Services 07 4098 2836
Port Douglas Community Services
Network 07 4099 5518
Women’s Centre FNQ..... 07 4051 9366

Community Support Contacts List

Far North – Cairns

Local support agencies (cont'd)

Cook Shire

Coen Primary Health Care Centre 07 4038 5900
Coen RFDS General Practice Service 07 4060 1166
Cooktown District Community Centre 07 4082 1400

Kowanyama

Atharpuch Family Centre 07 4037 7340

Pormpuraaw

Pormpur Paanthu Aboriginal Corporation 07 4060 4105

Aurukun

Aurukun Health Care Centre 07 4037 7300
Aurukun Wellbeing Centre 07 4037 7363

Lockhart River

Lockhart River Community Services..... 07 4060 7361

Weipa

Weipa Community Care Association..... 07 4069 9272

Napranum

Charkil Om Primary Health Care Centre..... 07 4037 7390

Mapoon

Mapoon Primary Health Care Centre 07 4082 9400

Northern Peninsula Area

NPA Family Healing Centre 07 4212 2300
NPA Family & Community Services Corporation Primary Health Care Centre..... 07 4069 3817

Torres Strait

Mura Kosker Sorority Inc 07 4069 1663

Local council contacts

[Find your local disaster dashboard](#)

Aurukun Shire Council..... 07 4060 6800
Cairns Regional Council 1300 692 247
Cook Shire Council 07 4082 0500
Douglas Shire Council 07 4099 9444
Hope Vale Aboriginal Shire Council..... 07 4083 8000
Kowanyama Aboriginal Shire Council..... 07 4083 7100
Lockhart River Aboriginal Shire Council . 07 4031 0155
Mapoon Aboriginal Shire Council..... 07 4082 5200
Napranum Aboriginal Shire Council 07 4090 5600
Northern Peninsula Area Regional Council..... 07 4090 4100

Local council contacts (cont'd)

Pormpuraaw Aboriginal Shire Council ... 07 4060 4600
Torres Shire Council 07 4069 1336
Torres Strait Islands Regional Council.... 07 4034 5700
Weipa Town Authority..... 07 4030 9400
Wujal Wujal Aboriginal Shire Council..... 07 4083 9100
Yarrabah Aboriginal Shire Council 07 4056 9120

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

Useful links

Disasters and alerts – The central hub for the latest information on disasters and alerts in Queensland:

www.qld.gov.au/alerts

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

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Far North – Cairns

Useful links (cont'd)

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

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

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/schools>

GIVIT www.givit.org.au

My useful contacts

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