# 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

# Department of Child Safety, Seniors & Disability Services

Disability Services General Enquiries 13 74 68

Disability Services Regional Office 07 4048 9900

# General Support

Australian Red Cross 1800 733 111

Gambling Help Line 1800 858 858

Seniors Enquiry Line 1300 135 500

# Accommodation

Cairns Homelessness Service Hub 07 4046 8050

# 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

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 Financial Care Line 1800 007 007

# Legal & Advocacy

Australian Financial Complaints Authority 1800 367 678

Basic Rights Queensland 1800 358 511

Insurance Council of Australia [insurancecouncil.com.au](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.insurancecouncil.com.au%2F&data=05%7C01%7CTahlia.Rose%40chde.qld.gov.au%7C347c43921d2142cb3ed208db3bdcfed2%7Cec445a2ab5ba46f6bead4595e9fbd4a2%7C0%7C0%7C638169592568560243%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=xe2q9PsVKTa3uO9QdSZyWu2j8vArnU%2F7vBKFY6nAmuc%3D&reserved=0" \t "_blank)

Legal Aid Queensland 1300 651 188

Office of Fair Trading 13 74 68

Residential Tenancies Authority 1300 366 311

# Business / Primary Producer

Department of Agriculture & Fisheries – General Enquiries 13 25 23

Queensland Rural & Industry Development Authority 1800 623 946

# Health / Mental Health

Australian Red Cross 1300 554 419

Beyond Blue Info Line 1300 224 636

DV Connect Mensline 1800 600 626

DV Connect Womensline 1800 811 811

Kid’s Help Line 1800 551 800

Lifeline Telephone Counselling 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 Society Queensland – Statewide Assistance 1800 846 643

# Local Support Agencies

## Cairns

Act for Kids 13 32 64

Cairns Community Legal al Centre 07 4031 7688

Centacare FNQ 07 4044 0130

Centacare Multicultural Services 07 4242 1058

Hambledon House Community Centre 07 4037 2874

Manoora Neighbourhood Centre 0414 411 378

Marlin Coast Neighbourhood Centre 07 4055 6440

UnitingCare 07 4032 6800

Wuchopperen Health Service 07 4080 1000

## Yarrabah

Gurriny Yealamucka Health Service 07 4056 9120

## Wujal Wujal

Wujal Wujal Community Care 07 4083 9126

## Hope Vale

Hope Vale Wellbeing Centre 07 4212 8200

## Douglas

Mossman Gorge Wellbeing Centre 07 4084 4800

Mossman Support Services 07 4098 2836

Port Douglas Community Services Network 07 4099 5518

Women’s Centre FNQ 07 4051 9366

## Cook Shire

Coen Wellbeing Centre 07 4212 7300

Coen RFDS General Practice Service 07 4060 1166

Cooktown District Community Centre 07 4069 6098

## Kowanyama

Atharpuch Family Centre 07 4037 7340

## Pormpuraaw

Pormpur Paanthu Aboriginal Corporation 07 4060 4260

## Aurukun

Aurukun Wellbeing Centre 07 4220 6200

## 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 7310

## Mapoon

Mapoon Primary Health Care Centre 07 4082 9400

## Northern Peninsula Area

NPA Family & Community Services Corporation Healing Centre 07 4212 2300

NPA Family Wellbeing Service 07 4212 2200

## Torres Strait

Mura Kosker Sorority Inc 07 4069 1662

# Council Contacts

Aurukun Aboriginal Shire Council 07 4060 6800

Cairns Regional Council 07 4044 3044

Cook Shire Council 07 4069 5444

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 4060 7144

Mapoon Aboriginal Shire Council 07 4082 5213

Napranum Aboriginal Shire Council 07 4090 5600

Northern Peninsula Area Regional Council 07 4090 4100

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 9101

Yarrabah Aboriginal Shire Council 07 4056 9120

# Other Support

Disability & Community Care 13 74 68

NDIS 1800 800 110

Policelink 13 14 44

RSPCA 1300 264 625

SES Flood / Storm Emergency 13 25 00

Telephone Interpreting Service 13 14 50

# 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)

# Queensland Government Assistance

Further information is available at [www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster](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



# Useful Links

## GIVIT

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

## School Closures

[closures.qld.edu.au](https://closures.qld.edu.au/)

## Disasters & 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)

**My Useful Contacts**

Icon

Description automatically generated

Icon

Description automatically generated

Icon

Description automatically generated

Icon

Description automatically generated

Icon

Description automatically generated