# 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

**General Support**

Australian Red Cross 1800 733 276

Gambling Help Line 1800 858 858

Seniors Enquiry Line 1300 135 500

St Vincent de Paul 1800 846 643

The Salvation Army 1300 371 288

# Accommodation

Homeless Hotline 1800 474 753

Tenants Queensland 1300 744 263

# Employment / Income

Bowen Financial Resilience Service 4786 4158

Centrelink Australian Apprenticeships 13 36 33

Centrelink Employment Services 13 28 50

Employment Services Information 1800 464 800

Family Assistance Office 13 61 50

Job Seeker Hotline 13 62 68

Medicare – General Enquiries 13 20 11

National Debt Helpline 1800 007 007

Older Australians Line 13 23 00

Services Australia Information Services 13 24 68

# Legal & Advocacy

Australian Financial Complaints Authority 1800 367 678

Basic Rights Queensland 1800 358 511

Commonwealth Ombudsman 1300 362 072

Energy & Water Ombudsman 1800 662 837

Insurance Council Australia 1300 728 228

Legal Aid Queensland 1300 651 188

Mackay Regional Community Legal Centre 4953 1211

Office of Fair Trading 13 74 68

Residential Tenancies Authority 1300 366 311

Telecommunications Industry Ombudsman 800 062 058

**Business / Primary Producer**

Department Agriculture & Fisheries 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

Family and Child Connect 13 32 64

Kid’s Help Line 1800 551 800

Lifeline Telephone Counselling 13 11 14

Mensline Australia 1300 789 978

Parentline 1300 301 300

Pregnancy Help Australia Ltd 1300 792 798

Queensland Health – 13HEALTH 13 43 25 84

Relationships Australia 1300 364 277

**Local Support Agencies**

**Isaac Region**

**Emergency Relief**

Clermont Community Housing & Other Services Inc (CCHAOS) 4983 3400

Emergency & Long-Term Accommodation Moranbah (ELAM) 4941 5602

Moranbah & District Support Services Inc 4941 5164

**Family Support and Advisory Services**

Broadsound Coastal Care – Carmila 4950 2087

Dysart Community Support Group 4958 2461

Hinterland Community Care (Dysart) 4958 2116

Moranbah Community Health (Counselling) 4941 4750

**Mackay Region**

**Emergency Relief and Material Goods**

Community Accommodation and Support Agency (CASA) 4951 4299

George St Neighborhood Centre 4957 2626

Mackay Women’s Centre 4953 1788

Sarina Neighbourhood Centre 4961 9290

The Salvation Army 4957 3064

Yamadi 4957 8121

**Family Support and Advisory Services**

Domestic Violence Resource Service 4957 3888

One-Stop Youth Shop (YIRS) 4957 3064

Sarina Youth Service / MADEC 4951 1233

UnitingCare Community 4944 2300

**Accommodation**

Connect Housing Group ……………………….4953 4952

**Whitsunday Region**

**Emergency Relief**

Bowen Neighborhood Centre 4786 2111

Whitsunday Counselling & Support 4946 2999

Whitsunday Community Services Inc 4946 7850

**Family Support and Advisory Services**

Bowen Flexi Care 4786 4755

Child & Youth Mental Health (Proserpine) 4813 9540

Collinsville Community Association 4785 5965

Proserpine Community Centre 4945 5915

Red Cross Proserpine Service Unit 1800 174 047

Whitsunday Neighbourhood Centre 4946 7850

**Accommodation**

Whitsunday Housing Company 4946 7194

**Council Contacts**

**Isaac Regional Council**

Local Disaster Coordination Centre 1300 133 733

Disaster Dashboard- <https://dashboard.isaac.qld.gov.au/>

**Mackay Regional Council**

Enquiry line – (1300 MACKAY) 1300 622 529

Disaster Dashboard – <http://disaster.mackay.qld.gov.au/>

**Whitsundays Regional Council**

Enquiry line – (1300 WRC QLD) 1300 972 753

Disaster Dashboard -<http://disaster.whitsundayrc.qld.gov.au/>

**Other Support**

Animal Welfare League Queensland 5509 9000

Crime Stoppers Australia 1800 333 000

Disability and Community Care 13 74 68

Elder Abuse Helpline 1300 651 192

Energex Customer Service 13 10 46

Energex Emergency (24/7) 13 19 62

Ergon Energy 13 12 53

Life Threatening Emergencies (24/7) 13 16 70

NDIS 1800 800 110

Optus – Customer Service 13 39 37

Origin Energy and Gas 13 24 61

Poisons Information Centre 13 11 26

Policelink 13 14 44

Qld Community Support Scheme 1800 600 300

RSPCA 1300 264 625

SES Flood / Storm Emergency 13 25 00

Telephone Interpreting Service 13 14 50

Telstra - Crowd Support 13 22 00

**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)

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.**

Follow us on Facebook @RecoveryQLD



**Useful Links**

**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)

**Managing stress after a disaster**

Information about managing stress, including symptoms, coping methods, and how to access help [www.qld.gov.au/community/disasters-emergencies/managing-stress](http://www.qld.gov.au/community/disasters-emergencies/managing-stress)

**Family relationships after a disaster**

Information about family relationships after a disaster, the effects, and how to access help [www.qld.gov.au/community/disasters-emergencies/family-relationships](http://www.qld.gov.au/community/disasters-emergencies/family-relationships)

**My Useful Contacts**

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