**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 or 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.

General Community Support Services

Mensline Australia 1300 789 978

Relationships Australia 1300 364 277

Beyond Blue Info Line 1300 224 636

Lifeline Telephone Counselling 13 11 14

Kid’s Help Line 1800 551 800

DV Connect Womensline 1800 811 811

DV Connect Mensline 1800 600 636

Gambling Help Line 1800 858 858

Parentline 1300 301 300

Australian Red Cross Emerg Relief 1800 733 276

Seniors Enquiry Line 1300 135 500

Homeless Hotline…………………...1800 474 753

**Workplace Services**

Employment Services Information 1800 464 800

**Services Australia**

Information Services 13 24 68

Family Assistance Office 13 61 50

Medicare – General Enquiries 13 20 11

Centrelink Australian Apprenticeships 13 36 33

Centrelink Employment Services 13 28 50

Centrelink Older Australians Line 13 23 00

Farmer Assistance Hotline 13 26 16

**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, Housing & Digital Economy**

General enquiries 13 74 68

**Community Support Services**

North Queensland Region

Mount Isa District

**Your Home**

**Tarping of your Home**

SES Flood / Storm Emergency 13 25 00

**Clean-up Assistance or Rubbish Collection**

Mount Isa City Council 4747 3200

Boulia Shire Council 4746 3188

Burke Shire Council 4745 5100

Carpentaria Shire Council 4745 2200

Cloncurry Shire Council 4742 4100

Diamantina Shire Council 4746 1600

Doomadgee Shire Council 4745 8351

McKinlay Shire Council 4746 7166

Mornington Shire Council 4745 7800

**Short Term Accommodation**

Ozcare 1800 692 273

Mount Isa Family Support Service &

Neighborhood Centre 0421 655 237

Centacare Homelessness

Service 1300 672 273

Community Rent Scheme 4743 9058

Ngurri Ngurri Young Female Shelter 4743 7088

Salvation Army Womens Refuge 4743 3198

Mount Isa Youth Shelter 4749 0840

**Medium/Long Term Accommodation**

Mount Isa Housing Service Centre 4437 2700

Mount Isa Community Housing

Program 4749 2888

**Insurance Information and Advice**

Australian Financial Complaints Authority

 1300 780 808

**Tenancy Information and Advice**

Residential Tenancies Authority 1300 366 311

**Material Goods**

**Bedding, Clothing and Baby Needs**

Lifeline Mount Isa 4743 1383

St Vincent de Paul Mount Isa 4743 2946

Laura Johnson Op-Shop 4743 7380

**Employment / Income**

**Income Support and Information**

Services Australia Information Services 13 24 68

National Debt Helpline 1800 007 007

Cetrelink Older Australians Line 13 23 00

Mount Isa Family Support Service &

 Neighborhood Centre 0421 655 237

**Employment Information and Advice**

National Customer Service Line 13 62 68

**Business**

**Business Advice or Assistance**

Queensland Rural & Industry Development

Authority 1800 623 946

**Rural Industry Advice or Assistance**

Department Agriculture & Fisheries

General Enquiries …13 25 23

**Health**

**Health Information and Advice**

Queensland Health – 13HEALTH 13 43 25 84

Mount Isa Community Health

Services Centre 4744 7100

**Counselling**

Australian Red Cross 1300 554 419

Mensline Australia 1300 789 978

Relationships Australia 1300 364 277

Beyond Blue Info Line 1300 224 636

Lifeline Telephone Counselling 13 11 14

Kid’s Help Line 1800 551 800

DV Connect Womensline 1800 811 811

DV Connect Mensline 1800 600 626

Parentline 1300 301 300

St Vincent de Paul – Qld

 Statewide Assistance 1800 846 643

North & West Remote Health 1800 221 131

**Community Care Services**

Centacare Family Services

 Mount Isa 1300 672 273

 Normanton 1300 672 273

 Cloncurry 1300 672 273

Mount Isa Family Support Service &

 Neighborhood Centre 4743 4506

Boulia Community Support Services –

 Boulia Shire Council 4746 3700

North & West Remote Health 1800 221 131

**Assistance for infirmed family members or those with a disability**

Disability and Community Care 13 74 68

**Interpreter Services**

**Language**

Telephone Interpreting Service 13 14 50