**Community Support**

In the event of a disaster, the Queensland Government will work together with a wide range of organisations to minimise the impact and assist the recovery of affected communities.

During and after a disaster, you may need practical assistance or community support to assist you and your family.

This brochure provides information and contact details for key community services available in your area.

Further information is available at [www.qld.gov.au/community/disasters-emergencies](http://www.qld.gov.au/community/disasters-emergencies)or by phoning the Community Recovery Hotline on 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

[www.communities.qld.gov.au](http://www.communities.qld.gov.au)

Updated January 2021

**Community Support Services**

North Queensland Region

Townsville District

**Tarping of your Home**

State Emergency Services 13 25 00

**Clean-up Assistance or Rubbish Collection**

Townsville City Council 13 48 10

Hinchinbrook Shire Council 4776 4600

Burdekin Shire Council 4783 9800

Charters Towers Regional Council 4761 5300

Richmond Shire Council 4741 3277

Palm Island Aboriginal Shire Council 4770 0200

Flinders Shire Council 4741 2900

**Accommodation**

Department of Housing and Public Works -Townsville Housing Service Centre 13 74 68

Red Cross Homelessness Hub 4795 2980

Family Emergency Accommodation

Townsville (FEAT) 4772 1450

**Insurance Advice or Information**

**Insurance Council of Australia**

General Enquires 02 9253 5100

1300 728 228

**Housing and Tenancy Advice**

Residential Tenancies Authority 1300 366 311

Tenants Qld 1300 744 263

Homeless Persons Information Qld…1800 474 753

**Business/Primary Producer Advice Assistance**

Queensland Rural and Industry

Development 1800 623 946

**Material Goods**

Lifeline (Townsville warehouse) 4775 6962

Lifeline Ingham 4776 6804

Lifeline Ayr 4775 9170

St Vincent de Paul Brisbane 3010 1000

St Vincent de Paul Townsville 1800 846 643

St Vincent de Paul Ingham 1800 846 643

St Vincent de Paul Ayr 1800 846 643

St Vincent de Paul

Charters Towers 1800 846 643

Salvation Army Ayr 4783 4447

Salvation Army Townsville

Faithworks 4779 3791

Salvation Army Townsville

Riverway Recovery Mission 4723 5607

**Employment / Income**

**Services Australia**

Employment Service 13 28 50

Financial Information Service 13 23 00

Youth and Students 13 24 90

Families and Parenting 13 61 50

Child Support 13 12 72

Disability Sickness and Carers 13 27 17

Older Australians Line 13 23 00

Indigenous Services 1800 136 380

**Employment Services Information**

Job Services Australia 1800 805 260

**Assistance for people or family members with a disability**

National Disability Insurance

Service (NDIS) 1800 800 110

**Interpreter Services (Language)**

Translating & Interpreting Service 13 14 50

**Health**

**Health information and advice**

Queensland Health 13 43 25 84

Townsville Aboriginal and Islander

Health Service (TAIHS) 4759 4000

**24 hour Specialist Mental Health Care**

Advice, Referrals, Crisis and

Support 1300 MH CALL

(1300 642 255)

**Community Services**

Townsville West Community Centre

(Garbutt) 4779 7268

Centacare NQ Townsville 1300 672 273

Upper Ross Community Centre 4774 0144

North Townsville Community Hub 4751 6511

Prospect Community Services

(Charters Towers) 4787 4797

NQ Rural Community Support 4787 4518

….Country Call Back 1800 543 354

Uniting Care Community

Townsville 4775 9127

Hinchinbrook Community Support

Centre 4776 1822

Burdekin Community Association 4783 3744

Burdekin Neighbourhood Centre 4783 4243

Palm Island Community Company 4721 2277

NQ Domestic Violence Resource

Service (Townsville) 4721 2888

The Women’s Centre Townsville 4775 7555

Rollingstone & District Community

Association 4770 7855

Bluewater Community Centre 4788 6333

OASIS – Townsville 0432 597 864