## 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 of 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.

## Department of Child Safety, Youth and Women

Child Safety General Enquiries 13 7468

Far North Queensland Regional Office 4047 5777

## Department of Communities, Disability Services and Seniors

Disability Services Regional Office 4048 9900

Disability Services General Enquiries 13 7468

## Government Agencies

Australian Government Disaster Assist 180 22 66

Centrelink 13 1021

Crime Stoppers 1800 333 000

## Government Agencies

Department of Housing 1800 623 208

Queensland Ambulance Service 13 1233

Queensland Policelink – Non-urgent Incidents 13 1444

Queensland Police – District Call Centre 4030 7000

State Emergency Services (SES) 13 2500

Traffic and Travel Information 13 1940

## Utilities

Ergon Energy:

 Emergencies 13 1670

 Power outages 13 2296

 General enquiries 13 1046

Origin Energy – Gas:

 Emergencies 1800 808 526

 General enquiries 13 2461

Telstra 13 2203

RACQ – Roadside Assistance 13 1905

## Other Assistance/Services

**Animal**

FNQ Wildlife Rescue 4053 4467

RSPCA 4055 1487

Yaps Animal Refuge 4057 6373

**Centrelink**

Employment Service & Job Network 13 2850

Financial Information Service 13 6357

Family Assistance Office

**Consumer Advice**

Insurance Ombudsman 1300 780 808

Office of Fair Trading 13 7468

**Financial Counselling**

Good Money Cairns 4040 2600

ICAN 1300 369878

Lifeline Financial First Aid Line 1800 007 007

**Legal and Advocacy Services**

Legal Aid Queensland 1300 651 188

Welfare Rights Centre 1800 358 511

# Community Support Services

Community Support Services

Far North Queensland Region

Far North Queensland Region

## Cairns and Douglas areas

**Family Support and Advisory Services**

Act for Kids 13 3264

Cairns Community Legal Centre 4031 7688

Centacare Cairns 4044 0130

Gurriny Yealamucka Health Service 4056 9120

Hambledon House Community Centre 4044 3410

Lifeline Family Support 4032 6800

Migrant Settlement Services 4041 7699

Mossman Community Centre 4098 2005

Mulungu Aboriginal Corporation (for Douglas area) 4092 7667

Port Douglas Neighbourhood Centre 4099 5518

Women’s Centre 4051 9366

Wuchopperen Health Service 4080 1000

**Housing**

Cairns Homelessness Service Hub 4046 8050

Department of Housing 1800 623 208

**Material Goods Assistance**

Salvation Army 4041 7229

St Vincent de Paul 4033 8333

**Local Government**

Cairns Regional Council 4044 3044

Douglas Shire Council 4099 9444

Yarrabah Aboriginal Shire Council 4056 9120

## Tablelands area

**Family Support and Advisory Services**

Atherton Counselling and Training 4091 7555

Community Services Tablelands 4091 3850‎

Eacham Community Help Organisation 4096 6634

Mareeba Information and Support Centre 4092 1948

Mulungu Aboriginal Corporation 4092 7667

Ravenshoe Community Centre 4097 6836

**Material Goods Assistance**

Salvation Army (Atherton) 4091 3224

 (Mareeba) 4092 2097

St Vincent de Paul 4091 1377

**Local Government**

Croydon Shire Council 4748 7100

Etheridge Shire Council 4062 1233

Mareeba Shire Council 1300 308 461

Tablelands Regional Council 1300 362 242

## Cassowary Coast area

**Family Support and Advisory Services**

Community Support Centre Innisfail 4043 8400

Innisfail Youth and Family Care 4061 2778

Mamu Health Service 1300 765 966

Tully Support Centre 4068 1004

**Material Goods Assistance**

Salvation Army 4061 4707

St Vincent de Paul 4061 2988

**Local Government**

Cassowary Coast Regional Council 4030 2222

## Cooktown area

**Family Support and Advisory Services**

Cooktown District Community Centre 4069 6098

Hope Vale Wellbeing Centre…...………4037 7220

Wujal Wujal Community Care………….4083 9126

**Local Government**

Cook Shire Council 4069 5444

Hope Vale Aboriginal Shire Council 4083 8000

Wujal Wujal Aboriginal Shire Council 4083 9101

## Cape York area

**Family Support and Advisory Services**

RAATSICC Family Support 4030 0900

Aurukun Wellbeing Centre……………...4220 6200

Aurukun RFDS Social & Emotional Wellbeing Service……………………………………4060 6133

NPA Family Wellbeing Service………...4212 2202

NPA Family & Community Services Corporation Healing Centre………………………...…4212 2300

Coen Wellbeing Centre…………………4212 7300

Coen RFDS General Practice Service…………………………………....4060 1166

## Other assistance/services

**General Community Support Services**

beyondblue Info Line 1300 224 636

DVconnect 1800 811 811

Gambling Help Line 1800 858 858

Homeless Persons Information Hotline 1800 474 753

Kid’s Help Line 1800 551 800

Lifeline Telephone Counselling 13 1114

Mensline Australia 1300 789 978

Parentline 1300 301 300

Relationships Australia 1300 364 277

Seniors Enquiry Line 1300 135 500

Tenants Queensland 1300 744 263

**Interpreter/Hearing Services**

Auslan Interpreter 1300 287 526

Translating and Interpreting Service 13 1450

TTY/voice calls 13 3677

**Small Business and Primary Producer**

Department of Agriculture and Fisheries 13 2523

**Workplace Services**

Fair Work Infoline 13 1394