# 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 local and general 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 on 1800 173 349.

You can also download the free Self-Recovery app from the Apple or Android App stores.

Yellow logo for the Community Recovery Self Recovery app

# Department of Communities, Housing and Digital Economy

Mackay/Rockhampton 4864 1475

# General Community Support Services

Alcohol & Drug Info Line 1800 177 833

Australian Red Cross 1800 733 276

Beyond Blue Info Line 1300 224 636

DV Connect 1800 811 811

Gambling Help Online 1800 858 858

Headspace Mackay 4898 2200

Homeless Hotline 1800 474 753

Kid’s Help Line 1800 551 800

Lifeline Telephone Counselling 13 11 14

Lifeline Crisis Line 1800 543 354

Mensline Australia 1300 789 978

Parentline 1300 301 300

Relationships Australia 1300 364 277

Seniors Enquiry Line 1300 135 500

Sexual Assault Helpline 1800 010 120

Crime Stoppers 1300 333 000

Qld Police Service (Emergency) 000

Policelink (Non-Emergency) 13 14 44

**Centrelink**

Employment Services 13 28 50

Families and Parents 13 61 50

Youth and Students 13 24 90

Disabilities, sickness and carers 13 27 17

Older Australians 13 23 00

Medicare 13 20 11

**Consumer Advice**

Office of Fair Trading 13 74 68

**Housing**

Mackay Housing Service Centre 1800 069 237

**Financial Counselling**

National Debt Helpline 1800 007 007

**Housing and Tenancy**

Tenants Queensland 1300 744 263

**Legal and Advocacy Services**

Basic Rights Queensland 1800 358 511

Legal Aid Queensland 1300 651 188

**Workplace Services**

Fair Work Ombudsman 13 13 94

Work Cover Queensland 1300 362 128

**Community Support Services**

Central Queensland

Isaac, Mackay & Whitsunday

Community Support Services

North Queensland Region

Mackay, Isaac & Whitsunday

# Isaac Regional Council

**Emergency Relief**

Clermont Community Housing   
& Other Services Inc. 4983 3400

Emergency & Long Term Accommodation   
in Moranbah 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

Lifeline Telephone Crisis Support 13 11 14

Moranbah Community Health (Counselling)

4941 4750

Moranbah & District Support Services Inc. 4941 5164

UnitingCare Community 4944 2300

**Housing and Tenancy**

Clermont Community Housing   
& Other Services Inc. 4983 3400

Emergency & Long Term Accommodation   
in Moranbah 4941 5602

Tenants Queensland 1300 744 263

**Legal Assistance**

Mackay Regional Community Legal

Centre 4953 1211

**Local Financial Counselling**

Lifeline Financial First Aid Line 1300 370 255

Lifeline Financial Counselling 4944 2300

The Salvation Army-First Step Program 4923 5600

**Material Support Assistance**

Life Church Clermont 4983 2926

St Vincent de Paul - Clermont 4983 2031

**Youth Support**

ELAM Youth Support Service 4941 5602

# Mackay Regional Council

**Emergency Relief**

Community Accommodation and Support

Agency 4951 4299

Mackay Women’s Centre 4953 1788

Sarina Neighbourhood Centre 4961 9290

Yamadi 4957 8121

St Vincent de Paul Society 4957 6253

**Family Support and Advisory Services**

Centacare CQ (fee for service) 1300 523 985

Domestic Violence Resource Service 4957 3888

Family and Child Connect 13 32 64

George St Neighborhood Centre 4957 2626

Lifeline Telephone Crisis Support 13 11 14

Mackay Women’s Centre 4953 1788

Pregnancy Help Australia Ltd 1300 792 798

St Vincent de Paul Society:

Mackay 4953 4515

Sarina 4956 1512

The Salvation Army 4957 3576

Lifeline 4944 2300

**Housing and Tenancy**

Community and Accommodation Support

Agency 4951 4299

Homeless Hotline 1800 474 753

Connect Housing Group 4953 4952

Tenants Queensland 1300 744 263

**Legal Assistance**

Mackay Regional Community Legal Centre

4953 1211

**Local Financial Counselling**

George St Neighborhood Centre 4957 2626

UCC Financial Resilience Service 1300 096 203

**Material Support Assistance**

The Salvation Army 4957 3064

**Youth Support**

YIRS 4957 3064

MADEC 4951 1233

Sarina Youth Service 4951 1233

Valley Youth Service 4961 9203

# Whitsunday Regional Council

**Emergency Relief**

Whitsunday Counselling & Support 4946 2999

Whitsunday Community Services Inc. 4946 7850

Bowen Neighborhood Centre 4786 2111

**Family Support and Advisory Services**

Bowen Flexi Care 4786 4755

Bowen Neighborhood Centre 4786 2111

Child & Youth Mental Health

(Proserpine Hospital) 4813 9540

Collinsville Community Association 4785 5965

Lifeline Telephone Crisis Support 13 11 14

Proserpine Community Centre 4945 5915

Red Cross Proserpine Service Unit 1800 174 047

Relationships Australia 1300 364 277

Uniting Care Community 4944 2300

Whitsunday Neighbourhood Centre 4946 7850

**Housing and Tenancy**

Whitsunday Housing Company 4946 7194

Tenants Queensland 1300 744 263

**Legal Assistance**

Mackay Regional Community Legal

Centre 4953 1211

**Local Financial Counselling**National Debt Helpline 1800 007 007

Centacare Bowen Financial Resilience

Service 4786 4158

**Material Support Assistance**

Endeavour Foundation Bowen 4786 2377

The Salvation Army Family Store

Bowen 4786 1279

St Vincent de Paul Society Op Shops

Bowen 4786 2811

Cannonvale 4946 4891

Proserpine 4945 3156

Whitsunday Neighborhood Centre 4946 7850

St Paul’s Op Shop 4945 1141

**Youth Support**

Proserpine Youth Space……………….. 4945 5130

Bowen Youth Access & Support

Program 4967 6888