## 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**.

[](https://www.google.com.au/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=2ahUKEwjiwPjekP_ZAhUMH5QKHQjZBSQQjRx6BAgAEAU&url=https://itunes.apple.com/au/app/self-recovery/id942944983?mt%3D8&psig=AOvVaw3vs0KuAnMXvrcj6U08ZW6Z&ust=1521780536844885)You can also download the free Self-Recovery app from the Apple or Android Stores.

## Department of Children, Youth Justice and Multicultural Affairs

Child Safety General Enquiries 13 7468

Far North Queensland Regional Office 4047 5777

## Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

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

Cape York and Torres Strait Islands

## Cape York

**Family Support and Advisory Services**

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

Croydon RFDS Child and Family Health Service…………………………………....4745 6133

Kowanyama RFDS Social & Emotional Wellbeing Service...................................................4040 0444

Laura RFDS General Practice Service..4060 3320

Lockhart River RFDS Social & Emotional Wellbeing Service……………………..…4040 0444

Mapoon RFDS Social & Emotional Wellbeing

Service………………………………........4040 0444

Napranum RFDS Social & Emotional Wellbeing Service…………………………………....4069 7459

Pormpuraaw RFDS Social & Emotional Wellbeing Service…………………………….……...4060 4233

RAATSICC Family Support 4030 0900

Weipa Cape Counselling & Wellbeing Centre…………………………………0429 062 449

**Local Government**

Aurukun Aboriginal Shire Council 4060 6800

Kowanyama Aboriginal Shire Council 4083 7100

Lockhart River Aboriginal Shire Council 4031 0155

Mapoon Aboriginal Shire Council 4082 5200

Napranum Aboriginal Shire Council 4090 5600

Northern Peninsula Area Regional Council 4090 4100

Pormpuraaw Aboriginal Shire Council 4060 4600

Weipa Town Authority 4030 9400

## Torres Strait

## Local Government

Torres Strait Islands Regional Council 4034 5700

**Family Support and Advisory Services**

Mura Kosker Sorority 4069 1662

Thursday Island Wellness Centre…...…4030 6111

Torres Shire Council 4069 1336

## 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