

Community Recovery

Regional Community Support Services

North Queensland District – Mount Isa Region

In the event of a disaster, Community Recovery work with a wide range of organisations to minimise the impact and ensure the recovery of affected communities. If you need assistance or support to assist you and your family, please use this brochure for information and contact details for key community services available in your local area.

Community Recovery

Community Recovery Hotline 1800 173 349
QGOV General Enquiries 13 74 68

General Support

Australian Red Cross 1800 733 276
Gambling Help Line 1800 858 858
Seniors Enquiry Line 1300 135 500
St Vincent de Paul Statewide Assistance 1800 846 643
The Salvation Army 07 3001 6288

Accommodation

Homeless Hotline 1800 474 753
Tenants Queensland 1300 744 263
Ozcare 1800 692 273
Mt Isa Community Development Association 07 4743 9165
Mount Isa Housing Service Centre 07 4437 2700
Mount Isa Youth Shelter 1800 614 544
Ngurri Ngurri Young Female Shelter 07 4743 7088
Salvation Army Women's Refuge 07 4744 5308

Employment / Income

Apprenticeships Info Helpline 1800 210 210
Centrelink Employment Services 13 28 50
Job Access Disability Employment Guidance 1800 464 800
Family Assistance Office (Services Australia) 13 61 50
Farmer Assistance Hotline 13 23 16
Job Seeker Hotline 13 28 50
Medicare – General Enquiries 13 20 11
National Debt Helpline 1800 007 007
Older Australians Line 13 23 00

Legal & Advocacy

Australian Financial Complaints Authority 1800 931 678
Basic Rights Queensland 1800 358 511
Commonwealth Ombudsman 1300 362 072
Energy & Water Ombudsman 1800 662 837
Insurance Council Australia 1300 884 934
Legal Aid Queensland 1300 651 188
Office of Fair Trading 13 74 68
Residential Tenancies Authority 1300 366 311
Rights in Action 07 4031 7377
Tenants Queensland 1300 744 263
Telecommunications Industry Ombudsman 1800 062 058

Business / Primary Producer

Queensland Rural & Industry Development Authority
..... 1800 623 946
Department Agriculture & Fisheries 1800 900 090
Department of Employment, Small Business & Training
..... 13 74 68

Farm Angels 07 4662 7371
Rural Aid 1300 327 624

Health / Mental Health

Australian Red Cross 1800 733 276
Beyond Blue Info Line 1300 224 636
DV Connect Mensline 1800 600 636
DV Connect Womensline 1800 811 811
Family and Child Connect 13 32 64
Kid's Help Line 1800 551 800
Lifeline 13 11 14
Mensline Australia 1300 789 978
Mount Isa Community Health Services Centre .. 07 4744 4489
North & West Remote Health 1800 799 244
Parentline 1300 301 300
Pregnancy Help Australia 1300 139 313
Queensland Health – 13HEALTH 13 43 25 84
Relationships Australia 1300 364 277
St Vincent de Paul Society Queensland 1800 846 643

Local Support & Emergency Relief

North West Queensland Indigenous Community Social
Services 07 4749 8500
Boulia Neighbourhood Centre 07 4746 3700
Cloncurry Neighbourhood Centre 1300 672 273
Centacare Family Services Cloncurry, Mount Isa, and
Normanton 1300 672 273
Mount Isa Family Support Service & Neighbourhood Centre
..... 07 4743 4506
Normanton Neighbourhood Centre 0488 217 898

Material Goods & Emergency Relief

Laura Johnson Op-Shop 07 4743 9410
Lifeline Mount Isa 07 4743 1383
St Vincent de Paul Mount Isa 07 4743 2946

Council Contacts

Boulia Shire Council 07 4746 3188
Burke Shire Council 07 4745 5100
Carpentaria Shire Council 07 4745 2200
Cloncurry Shire Council 07 4742 4100
Diamantina Shire Council 07 4746 1600
Doomadgee Shire Council 07 4745 8351
McKinlay Shire Council 07 4746 7166
Mornington Island Shire Council 07 4745 7811
Mount Isa City Council 07 4747 3200

Other Support

Animal Welfare League Qld –General Enquiries	5509 9000
Crime Stoppers Australia	1800 333 000
QGOV Disability and Community Care	13 74 68
Elder Abuse Helpline	1300 651 192
Energex Emergency Line (24/7)	13 19 62
Energex – General Enquiries	13 12 53
Ergon Energy Customer Service	13 74 66
NDIS	1800 800 110
Optus – Customer Service	13 39 37
Origin Energy and Gas	13 24 61
Poisons Information Centre	13 11 26
Policelink	131 444
Qld Community Support Scheme	1800 600 300
RSPCA	1300 264 625
SES Flood / Storm Emergency	13 25 00
Telephone Interpreting Service	13 14 50
Telstra - Crowd Support	13 22 00

Useful links

Commonwealth Government assistance

Australian Government information on help available in an emergency

www.servicesaustralia.gov.au/natural-disaster

GIVIT

www.givit.org.au

School closures

www.closures.qld.edu.au

Disasters and alerts

The central hub for the latest information on disasters and alerts in Queensland www.qld.gov.au/alerts

QLD Government Disaster Management website

This website contains warning and alerts, get ready information, and key contacts for disasters and emergencies www.disaster.qld.gov.au

Current disasters

Information about current disasters in Queensland and activated areas

www.qld.gov.au/community/disasters-emergencies/disasters

Mental Health Support

Information about personal and family support available to people affected by a disaster

www.qld.gov.au/community/disasters-emergencies/support

Recovery after a disaster

Information about cleaning up, making an insurance claim, replacing documents, and volunteering

www.qld.gov.au/community/disasters-emergencies/recovery-after-disaster

Managing stress after a disaster

Information about managing stress, including symptoms, coping methods, and how to access help

www.qld.gov.au/community/disasters-emergencies/managing-stress

Family relationships after a disaster

Information about family relationships after a disaster, the effects, and how to access help

www.qld.gov.au/community/disasters-emergencies/family-relationships

Support groups

Information on not-for-profit organisations that provide post-disaster support

www.qld.gov.au/emergency/community/support-group.html

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**.



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My Useful Contacts
