

Community Support Contacts List

Far North – Innisfail

In the event of a disaster, Community Recovery works with a wide range of organisations to minimise the impact and ensure the recovery of affected communities.

If you need help or support to assist you and your family, please use this guide to find information and contact details for key community services available in your local area.

Community Recovery

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

General support

Australian Red Cross 1800 733 276
Lifeline 13 11 14
Gambling Help Line 1800 858 858
Seniors Enquiry Line 1300 135 500

Accommodation

Homeless Hotline..... 1800 474 753
Tenants Queensland 1300 744 263
Anglicare NQ – Cairns Homelessness
Hub 07 4041 5454

Employment / Income

Services Australia
– Australian Apprenticeships..... 1800 020 108
– Employment Services 13 28 50
– Older Australians 13 23 00
– Families and Parents 13 61 50
– Farmer Assistance..... 13 23 16
– Medicare..... 13 20 11
National Customer Service Line..... 13 62 68
National Debt Helpline..... 1800 007 007
UnitingCare Community Financial
Care Line 1800 007 007

Legal and advocacy

Australian Financial Complaints
Authority 1800 931 678
Basic Rights Queensland 1800 358 511
Insurance Council Australia..... 1800 734 621
Legal Aid Queensland 1300 651 188
Office of Fair Trading..... 13 74 68
Residential Tenancies Authority 1300 366 311
Rights in Action 1800 887 688

Business / Primary producers

Department Primary Industries 13 25 23
Queensland Rural and Industry
Development Authority..... 1800 623 946

Health / Mental health

Australian Red Cross 1800 733 276
Beyond Blue support service 1300 224 636
DVConnect Mensline 1800 600 636
DVConnect Womensline 1800 811 811
Kids Helpline..... 1800 551 800
Lifeline Telephone Crisis Support..... 13 11 14
MensLine Australia 1300 789 978
Parentline..... 1300 301 300
Queensland Health – 13HEALTH..... 13 43 25 84
Relationships Australia..... 1300 364 277
St Vincent de Paul 1800 846 643

Local support agencies

Community Support Centre Innisfail 07 4043 8400
Innisfail Youth and Family Care 07 4061 2778
Mamu Health Service 1800 765 966
Tully Support Centre..... 07 4068 1004

Material goods and emergency relief

St Vincent de Paul Innisfail 07 4061 2988
The Salvation Army Innisfail..... 07 4061 4707

Local council contacts

[Find your local disaster dashboard](#)

Cassowary Coast Regional Council 1300 763 903

Other support

Crime Stoppers Australia..... 1800 333 000
Disability and Community Care 13 74 68
Energex – General Enquiries..... 13 12 53
Energex Emergency (24/7) 13 19 62
Ergon Energy – Customer Service 13 10 46
Ergon Energy – Life Threatening 13 16 70
Poisons Information Centre 13 11 26
NDIS Customer Service 1800 800 110
Origin Energy, Gas 13 24 61
Policelink 131 444
RSPCA 24hr Hotline..... 1300 264 625
SES Flood / Storm Emergency..... 13 25 00
Translating and Interpreting Service 13 14 50

Community Support Contacts List

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My useful contacts

1. _____
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3. _____
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Follow Community Recovery on Facebook [@RecoveryQLD](https://www.facebook.com/RecoveryQLD)

Useful links

Disasters and alerts – The central hub for the latest information on disasters and alerts in Queensland:

www.qld.gov.au/alerts

Disaster information and recovery support –

Provides information to help Queenslanders prepare for, respond to and recover from disasters and emergencies, including financial support, housing assistance and community services:

www.qld.gov.au/disasterhelp

Further information is available by phoning the Community Recovery Hotline **1800 173 349**.

Managing stress after a disaster – Provides practical guidance on recognising common stress responses after a disaster, maintaining wellbeing and accessing support services:

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

Family relationships after a disaster – Outlines common family challenges after a disaster, offers practical ways to support recovery and when to seek professional help:

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

Support groups – Lists government and not-for-profit organisations that offer post-disaster support including counselling, essential supplies, temporary housing and animal rescue services:

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

Queensland Government Disaster Management website – Provides official disaster management

resources, warnings, guidelines and coordination updates: www.disaster.qld.gov.au

Commonwealth Government assistance –

Australian Government information on payments and help for people directly affected by bushfires, floods or other natural disasters:

www.servicesaustralia.gov.au/natural-disaster

School closures <https://closures.qld.edu.au/schools>

GIVIT www.givit.org.au

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