

Community Support Contacts List

North Queensland – Townsville

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
Gambling Help Line 1800 858 858
Seniors Enquiry Line 1300 135 500

Accommodation

Family Emergency Accommodation
Townsville (FEAT) 07 4772 1450
Red Cross Homelessness Hub 07 4795 2980

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 Townsville..... 1300 096 203

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

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

Health / Mental health (cont'd)

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
Rural & Remote Mental Health 1300 515 951
St Vincent de Paul 1800 846 643

Local support agencies

Bluewater Community Centre 07 4788 6333
Burdekin Community Association 07 4783 3744
Burdekin Neighbourhood Centre..... 07 4783 4243
Centacare NQ Townsville..... 1300 672 273
Hinchinbrook Community Support
Centre 07 4776 1822
North Townsville Community Hub 07 4751 6511
NQ Domestic Violence Resource
Service 07 4721 2888
Palm Island Community Company..... 07 4721 4300
Prospect Community Services 07 4787 4797
Rollingstone & District Community
Association 07 4770 7855
The Oasis Townsville 07 4759 8777
The Women's Centre Townsville 07 4775 7555
Garbutt Community Centre..... 07 4779 7268
UnitingCare Community Townsville..... 1300 096 203
Upper Ross Community Centre 07 4774 0144

Material goods and emergency relief

Lifeline
– Townsville Shops 07 4726 0700
– Ingham 07 4775 9175
– Ayr 07 4775 9170
St Vincent de Paul
– Townsville..... 07 4771 5926
– Hermit Park 07 4779 4172
Salvation Army
– Deeragun 07 4447 7125
– Domain Central 07 4447 7120
– Hyde Park..... 07 4721 1188
– Willows..... 07 4447 7132

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Local council contacts

[Find your local disaster dashboard](#)

Flinders Shire Council.....	07 4741 2900
Hinchinbrook Shire Council.....	07 4776 4600
Palm Island Aboriginal Shire Council.....	07 4770 0200
Richmond Shire Council.....	07 4719 3377
Townsville City Council.....	13 48 10
Burdekin Shire Council.....	07 4783 9800
Charters Towers Regional Council	07 4761 5300

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



Follow Community Recovery on Facebook [@RecoveryQLD](#)

My useful contacts

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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

Last updated: September 2025