

Community Support Contacts List

North Queensland – Mount Isa

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

Centacare Homelessness Service 1300 672 273
Community Rent Scheme 07 4743 9058
Homeless Hotline 1800 474 753
Mount Isa Community Housing
 Program 07 4749 2888
Mount Isa Housing Service Centre 07 4437 2700
Mount Isa Youth Shelter 1800 614 544
Ngurri Ngurri Young Female Shelter 07 4743 7088
Ozcare 1800 692 273
Salvation Army Women's Refuge 07 4743 3198

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
Mount Isa Family Support Service &
 Neighbourhood Centre 07 4743 4506

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
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
Mount Isa Community Health Service 07 4744 4489
North & West Remote Health 1800 799 244

Local support agencies

Bedourie Community Centre 07 4746 1226
Boulia Community Support Services –
 NWQ Indigenous Catholic Social
 Services 07 4746 3700
Centacare Family Services 1300 672 273
Mount Isa Neighbourhood Centre 07 4743 4506
Normanton Neighbourhood Centre 07 4714 9030

Material goods and emergency relief

Laura Johnson Op-Shop 07 4743 9410
Lifeline Shop Mount Isa 07 4437 1500
St Vincent de Paul Shop Mount Isa 07 4743 2946

Community Support Contacts List

North Queensland – Mount Isa

Local council contacts

[Find your local disaster dashboard](#)

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 1202
Doomadgee Aboriginal Shire Council.....	07 4745 8351
McKinlay Shire Council	07 4746 7166
Mornington Shire Council.....	07 4745 7811
Mount Isa City Council	07 4747 3200

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

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

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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