

# USEFUL NUMBERS

## EMERGENCY NUMBERS

**POLICE/FIRE/AMBULANCE** ..... 000  
 TTY (24 hour) ..... 106  
 Police Link (no urgent property crime) ..... 13 14 44  
 Police stations & police beats available in most suburbs  
 Townsville District Office Mundingburra ..... 4726 8666  
 Poisons Information Centre (24 hrs) ..... 13 11 26

## COUNSELLING

Alcohol, Tobacco & Other Drugs Service ..... 1800 177 833  
 Cancer Helpline ..... 13 11 20  
 Centacare ..... 1300 672 273  
 Lifeline (24 hrs) ..... 13 11 14  
 MensLine Australia (24 hrs) ..... 1300 789 978  
 NQ Domestic Violence Resource Service... 4721 2888  
 Parentline ..... 1300 301 300  
 Pregnancy Counselling Link ..... 3512 7999  
 Red Nose (prev. SIDS & Kids) ..... 1300 308 307  
 Relationships Australia - victims ..... 1300 364 277  
 Sexual Assault Helpline ..... 1800 010 120  
 Suicide Call Back Service ..... 1300 659 467  
 Womens Centre ..... 4775 7555

## EDUCATION / LITERACY

James Cook University ..... 4781 4111  
 Reading Writing Hotline ..... 1300 655 506  
 TAFE Qld North ..... 1300 656 959  
 Townsville Flexible Learning Centre ..... 4724 9600  
 Townsville Library Service Aitkenvale ..... 4727 8310  
     City ..... 4727 9666  
     Thuringowa ..... 4773 8811  
 U3A Townsville ..... 4724 3530

## EMERGENCY RELIEF ASSISTANCE

North Townsville Community Hub ..... 4751 6511  
 Salvos Connect ..... 1300 371 288  
 Salvation Army Aitkenvale ..... 4755 0722  
     Condon ..... 4723 5607  
 St Vincent De Paul Assistance (Brisbane) 1800 846 643

## HEALTH SERVICES

Australian Hearing Townsville ..... 4771 9100  
 Child, Youth & Family Health Services ..... 4433 9000  
 Child & Youth Mental Health Services ..... 4433 9004  
 13 HEALTH (24hr Health Info & Advice) ... 13 43 25 84  
 Immunisation (Child Health) ..... 4433 9000  
 Medicines Line ..... 1300 633 424  
 Oral Health Service ..... 4433 9900  
 Selectability (Mental Health & Wellbeing) ... 4724 6800  
 Sexual Health Services ..... 4433 9600  
 Townsville Aboriginal & Islander Health ..... 4759 4000  
 Townsville Community Health Services ..... 4433 9500  
 Townsville Hospital ..... 4433 1111  
 True (Reproduction & Sexual Health) ..... 4031 2232  
 Women's Health Qld Wide Inc ..... 1800 017 676

## HOUSING / ACCOMMODATION

Accommodation Support & Respite Services ..... 4796 6900  
 Coast to Country ..... 4772 5530  
 FEAT (Family Emergency Accom) ..... 4772 1450  
     ..... 4772 2686  
     ..... 4724 1995  
 Iris Clay Hostel ..... 3151 8720  
     ..... 4772 3649  
 Qld Statewide Tenant Advice & Referral Service ..... 1300 744 263  
 Red Cross Homelessness Services Hub ..... 4795 2980  
 Share house Youth Program ..... 4771 5346  
 Townsville Housing Service Centre ..... 4724 8500  
 Yumba Meta Housing Association Ltd ..... 4723 5611

## SHELTERS

Althea Projects (prev Wee Care) ..... 4779 3332  
 Iona House ..... 4773 6202  
 Oz Care ..... 1800 692 273  
 Townsville Aboriginal & Islander Youth Shelter .... 4724 3396  
 Women's Shelter (Women's Centre) ..... 4775 7555

## LEGAL SERVICES

Indigenous Legal Hotline ..... 1300 650 143  
 Legal Aid Qld (Townsville) ..... 1300 651 188  
 NQ Women's Legal Service Inc ..... 4772 5400  
 Townsville Community Law ..... 4721 5511  
 Youth Legal Aid (Legal Aid Qld) ..... 1300 651 188

## MULTICULTURAL SERVICES

ESL Class (CIC) ..... 4727 9730  
 Diversicare Advisory Service ..... 4723 1470  
 Townsville Intercultural Centre ..... 4772 4800  
 Townsville Multicultural Support Group ..... 4775 1588

## PARENTING & FAMILY SUPPORT

Baby Capsule Hire (Kidsafe Qld) ..... 3854 1829  
 Relationships Australia Centacare ..... 4772 9000  
 Child Safety & Disability Services (Dept of Communities) 1300 706 147  
 Family & Child Connect ..... 13 32 64  
 Dept Human Services Families & Parents ..... 13 61 50  
     Child Support ..... 13 12 72  
     Medicare ..... 13 20 11  
 Family Relationship Centre (Centacare) ..... 1300 672 273  
     ..... 4722 9000  
 My Child (Dept of Education & Training) ..... 13 36 84  
 Playgroup Association Qld ..... 1800 171 882  
 Relationships Australia ..... 1300 364 277  
 Save the Children Australia ..... 4773 0400  
 Uniting Care Community Qld ..... 1300 096 203  
 Young Parent Programs (QYS) ..... 4771 4349

## USEFUL NUMBERS – DISASTERS

Emergency – Police, Fire, Ambulance	000 (112 from mobiles if 000 fails)
ABC Radio 630 North Queensland	1300 630 222   4722 3011 <a href="http://www.abc.net.au/northqld">www.abc.net.au/northqld</a>
Australian Government Emergency Information Line	180 2266 <a href="http://www.disasterassist.gov.au">www.disasterassist.gov.au</a>
Bureau of Meteorology	1300 659 212 – Cyclone Warnings <a href="http://www.bom.gov.au">www.bom.gov.au</a>
Bushfire Warnings	<a href="https://www.qfes.qld.gov.au/Current-Incidents">https://www.qfes.qld.gov.au/Current-Incidents</a>
Centrelink	<a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a>
Community Information Centre	4727 9730 <a href="mailto:cic@townsville.qld.gov.au">cic@townsville.qld.gov.au</a>
Ergon Energy	Emergencies – 13 16 70 Faults – 13 22 96 <a href="http://www.ergon.com.au">www.ergon.com.au</a>
Fire Brigade (Non-Life-Threatening Calls)	4796 7401
Legal Aid – Assistance With Insurance Claims	1300 651 188 <a href="http://www.legalaid.qld.gov.au">www.legalaid.qld.gov.au</a>
Lifeline – Uniting Care	13 11 15 <a href="http://www.uccommunity.org.au">www.uccommunity.org.au</a>
Mater Hospital	4727 4444
NQ Wildlife Care	0414 717 374 <a href="http://www.nqwildlife.org.au">www.nqwildlife.org.au</a>
Origin Energy (Gas Leaks and Emergencies)	1800 808 526 <a href="http://www.originenergy.com.au">www.originenergy.com.au</a>
Police – Townsville Police Station	4759 9777 <a href="http://www.police.qld.gov.au">www.police.qld.gov.au</a>
Queensland Government Services (e.g. Housing, Community Services) + Queensland Fire & Rescue Service	13 74 68 <a href="http://www.qfes.qld.gov.au">www.qfes.qld.gov.au</a>
Road Reports & Closures (RACQ & Main Roads)	13 19 40 <a href="http://www.tmr.qld.gov.au">www.tmr.qld.gov.au</a>
Red Cross – North Queensland Volunteer Services	4753 0600 <a href="http://www.redcross.org.au">www.redcross.org.au</a>
RSPCA	3426 9999 <a href="http://www.rspcaqld.org.au">www.rspcaqld.org.au</a>
State Emergency Service (SES)	13 25 00
Telstra Faults	13 22 03
Townsville City Council (including After Hours Emergencies and Townsville Local Disaster Coordination Centre)	13 48 10 <a href="http://www.townsville.qld.gov.au">www.townsville.qld.gov.au</a>
Triple T Community Radio – 103.9FM	4721 5333 <a href="http://www.triplet.com.au">www.triplet.com.au</a>
Townsville University Hospital	4433 1111
Volunteer Community Recovery Coordination Group	0415 719 100
Your Insurance Provider	
Your GP	
Your Primary School	
Your High School	
Your Veterinary Clinic	
Your Neighbour	
Your Neighbour	

Call Community Information Centre on 4727 9730 for other services not listed here.