

Useful Numbers

DISASTER—USEFUL NUMBERS ON REVERSE

Updated 13.02.2026

EMERGENCY NUMBERS

Police/Fire/Ambulance	000
NRS—Access Hub	www.accesshub.gov.au
Police Link (Non-urgent Reporting)	131 444
Poisons information Centre (24 Hours)	131 126

COUNSELLING

Alcohol, Tobacco & Other Drugs Service	1800 177 833
Cancer Helpline	13 11 20
Centacare	1300 672 273
Lifeline (24 Hours)	131 114
MensLine Australia (24 hours)	1300 789 978
NQ Domestic Violence Resource Service	4721 2888
Parentline	1300 301 300
Red Nose Support Line	1300 308 307
Relationships Australia - Victims	1300 364 277
Sexual Assault Helpline	1800 010 120
Suicide Call Back Service	1300 659 467
TheWomen's Centre	4775 7555

EDUCATION/LITERACY

James Cook University	4781 4111
Reading Writing Hotline	1300 655 506
TAFE North Qld	1300 308 233
Townsville Flexible Learning Centre	4724 9600
Townsville Library Service - Aitkenvale	4727 8310
Townsville Library Service - City	4727 9666
U3A Townsville	4724 3530

EMERGENCY RELIEF ASSISTANCE

North Townsville Community Hub	4751 6511
Salvos Connect (National)	07 3001 6288
Salvation Army Aitkenvale	4779 3791
Salvation Army Condon	4417 4600
St Vincent De Paul Society	1800 846 643

HOUSING AND ACCOMMODATION

Accommodation Support & Respite Services	4796 6900
Regional Housing Limited	4772 5530
Feat (Family Emergency Accommodation)	4772 1450
Iris Clay Hostel (Aboriginal Hostels Ltd)	3151 8720
QLD Statewide Tenant Advice & Referral Service	1300 744 263
Red Cross Homelessness Services Hub	4795 2980
Sharehouse Youth Program	4771 5346
Townsville Housing Service Centre - QLD Govt	4724 8500
Yumba Meta Ltd	4723 5611

HEALTH SERVICES

Hearing Australia Townsville	13 44 32
Child, Youth & Family Health Services	4433 9000
Child & Youth Mental Health Services	4433 9004
13 HEALTH (24 hour Health Info & Advice)	13 43 25 84
Child Health—Immunisation	4433 9000
National Immunisation Hotline	1800 671 811
Medicines Line	1300 633 424
Oral Health Services Townsville	1300 300 850
Selectability (Mental Health & Wellbeing)	4724 6800
Sexual Health Services	4433 9600
Townsville Aboriginal & Islander Health	4759 4000
Townsville Community Health Services	4433 9500
True (Reproduction & Sexual Health)	4051 3788

SHELTERS

Iona House	4773 6202
Oz Care	1800 692 273
Townsville Aboriginal & Islander Youth Shelter	0419 632 088
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)	1800 527 527

MULTICULTURAL SERVICES

Multicultural Australia	3337 5400
Townsville Multicultural Support Group	4775 1588

PARENTING & FAMILY SUPPORT

Althea Projects	4779 3332
Althea Projects - Wee Care	4772 4499
Bubs 2 Bratz Nursery Hire	4728 4323
Centacare North Queensland Townsville	1300 672 273
Child Safety Regional Intake Services	1300 706 147
Family & Child Connect	13 32 64
Services Australia - Families & Parents	13 61 50
Services Australia - Child Support	13 12 72
Services Australia - Medicare	13 20 11
Family Relationship Centre (Centacare)	1300 672 273
Play Matters Australia	1800 007 529
Relationships Australia	1300 364 277
Save the Children Australia—54 reasons	4773 0400
Uniting Care Community—Townsville	1300 096 203
Young Parent Programs (QYS)	4410 9372

Disasters - Useful Numbers

Updated 13.02.2026

EMERGENCY INFORMATION & SERVICES	Phone	Website
Emergency Calls – Police, Fire, Ambulance	000	
State Emergency Service (SES)	13 25 00	www.ses.qld.gov.au
Policelink (Non urgent calls)	13 14 44	www.police.qld.gov.au/policelink-reporting
Queensland Ambulance Service (Non urgent calls)	13 12 33	
Townsville City Council	13 48 10	https://disaster.townsville.qld.gov.au
Bureau of Meteorology	1300 659 212	www.bom.gov.au
Department of Transport and Main Roads – Road closures	13 19 40	www.tmr.qld.gov.au
Townsville University Hospital	4433 1111	www.townsville.health.qld.gov.au
Veterinary Emergency Hospital	1300 528 838	www.jcuvet.com.au
NQ Wildlife Care	0414 717 374	www.nqwildlife.org.au
RSPCA	1300 264 625	www.rspcaql.org.au
Services Australia	13 24 69	www.servicesaustralia.gov.au
Emergency Information Claims Line	1802266	
Department of Education – School Closures		www.closures.qld.edu.au
UTILITIES		
Ergon Energy	13 16 70	www.ergon.com.au
Origin Energy	1800 808 526	www.originenergy.com.au
Telstra	13 22 03	www.telstra.com.au
Optus	13 13 44	www.optus.com.au

RADIO STATIONS

ABC Local	630 AM	Hit FM	103.1 FM
Triple M	102.3 FM	Triple T	103.9 FM
Power 100	100.7 FM	4K1G	107.1 FM
Star	106.3 FM	Live FM	99.9 FM

Disclaimer: The Community Information Centre is committed to providing accurate information to the public based on the best information available at the time of publishing. We do not provide any guarantees, and assume no legal liability or responsibility for the accuracy, currency or completeness of the information. If an error or omission is identified, please contact the team on 07 4727 9730 or admin@cictownsville.com.au.

The Community Information Centre Townsville will activate the Crisis Response Directory in the event of a declared disaster. This resource will include additional information on disaster recovery supports and services.

PERSONAL NUMBERS

My Insurance Provider _____

My GP _____

My Veterinary Clinic _____

My Neighbour/s _____