

COVID – 19 Supports and resources

Phone List – May 2022



This list serves as a resource for those assisting Tweed residents who may not have access to the internet or a computer. **NOTE** - Council has taken all care to compile this list and ensure its accuracy, however this information may change at any time. We recommend you contact the organisations listed to confirm the availability of services.

Tweed Shire Council Emergency Dashboard - provides easy links to a range of sources and information to help you navigate emergencies and disasters, access assistance and updates on the status of Council services and facilities through the A-Z of services.

<https://emergency.tweed.nsw.gov.au/home>

Our own Contact Centre is available to assist with questions and requests from the public, especially in accessing the Emergency Dashboard. Phone **02 66 70 2400** from Monday to Friday, 8:30 am to 4:30 pm. We are here to help.

COVID-19 General information

- **Service NSW:** 13 77 88 - Call for information and support from the NSW Government during COVID-19.
- **Northern NSW Local Health District:** <https://nswlhd.health.nsw.gov.au/> or 02 6620 2100.
- **National Coronavirus Helpline (24hrs)** - 1800 020 080. If you require translating or interpreting services, call: 131 450.
- **Disability Information Helpline:** 1800 643 787 for COVID-19 enquiries
- **Easy read information:** <https://www.health.nsw.gov.au/disability/covid-19/Pages/default.aspx>
- **Crime Stoppers:** 1800 333 000 (24 hours) - To report COVID-19 offences under the NSW Public Health Act.

COVID-19 Testing clinics

<https://www.nsw.gov.au/covid-19/health-and-wellbeing/clinics>

- **Murwillumbah Respiratory Clinic**, 14 King Street, Murwillumbah – appointments required. Not wheelchair accessible. phone: (02) 8074 5823. Open 9am to 1pm Monday to Friday. Closed weekends.
- **Murwillumbah 4Cyte Drive-thru clinic**, 250 Tweed Valley Way, Entry via Railway Street, Murwillumbah – appointments not required. Wheelchair accessible. Open 7am to 4pm. Monday to Friday. Closed weekends.
- **South Tweed Heads 4Cyte Pathology Drive-through and Walk-in Clinic**, 157 – 161 Minjungbal Drive (corner of Minjungbal Drive and Rivendell Drive), Tweed Heads South – appointments not required. Wheelchair accessible. Open 7am to 5pm Monday to Friday. Weekends open 8am to 4pm.
- **Tweed Heads QML Pathology Drive-Through Clinic**, Tweed Heads Bowls Club, Corner of Wharf and Florence Street, Tweed Heads – appointments not required. Wheelchair accessible. Open 7.30am to 10.30am Monday to Saturday. Closed Sunday.
- **The Tweed Hospital Clinic**, Solander Street, Tweed Heads – appointments not required. Open: 9am to 5pm every day including weekends.

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COVID-19 Vaccine information

- **Murwillumbah Respiratory Clinic**, 14 King Street, Murwillumbah phone: 02 8188 3797 to check availability or book online <https://www.hotdoc.com.au/medical-centres/murwillumbah-NSW-2484/murwillumbah-respiratory-clinic/doctors>
- **Tweed Heads COVID-19 Vaccination Clinic**, Tweed Mall Shopping Centre, Shop 23 (near Aldi), Wharf Street, Tweed Heads. Phone: 1800 571 155 to confirm opening hours and availability or book online <https://www.tweedmall.com.au/store/covid-19-vaccination-clinic/?location=SP023>
- **Cabarita Beach Medical Centre**, 22 Tweed Coast Road, Cabarita Beach phone: 02 6676 1461. Open: Monday to Friday 8am to 5pm. Book online <https://cabaritabeachmedicalcentre.com.au/>
- **Contact your local doctor or chemist.**

Local Community Centres

- **Murwillumbah Community Centre**: Open Monday to Thursday 9am to 4.30pm, Friday 9am to 12pm. Re-located to Coolamon Centre: 3-5 Tumbulgum Road, Murwillumbah. Phone: 02 6672 3003.
- **Pottsville Beach Neighbourhood Centre (PBNC)**: PBNC: Open Mon to Fri 8.30am to 4.30pm. Op-shop: Open Mon to Saturday 9am to 12:30pm. Furniture: Open Wed to Fri 9am to 12:30pm. Technology Centre: Open Mon and Tues 9am to 4pm, and Wed to Fri 9am to 2pm. Location: 9A Elizabeth Street, Pottsville. Phone: 02 6676 4555.
- **Banora Point Community Centre**: Open Tuesday and Friday 9am –4pm. Limited services at this time. Please call to check Phone: 07 5569 3110. Location: 25 Woodlands Drive, Banora Point

Government Support

- **My Aged Care**: An Australian Government service to help older people stay independent and in their own homes. Supports offered include household cleaning and laundry, personal care, help with shopping, meals, and transport, respite for carers and home modifications. Call My Aged Care for an assessment on 1800 200 422.
- **National Disability Insurance Scheme**: The NDIS is for Australians under the age of 65 who have a permanent and significant disability, and helps them achieve greater independence, community involvement, employment and improved wellbeing. Call NDIS on 1800 800 110 or Council's Community Care team on 07 5569 3110.

Phone support services

- **NSW Mental Health Access Line**: 1800 011 511 – 24 hours mental health support.
- **Lifeline**: 13 11 14
- **Kids Helpline**: 1800 551 800
- **Beyond Blue**: 1800 512 348
- **Domestic & Family Violence**: 1800 656 463
- **RESPECT**: 1800 737 732
- **Suicide Callback Service**: 1300 659 467
- **Drug & Alcohol Helpline**: 1800 250 015

For enquiries about this resource list, contact Council's Community Services Team
Phone 02 6670 2276 or email tsc@tweed.nsw.gov.au

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- **NSW Ageing and Abuse:** 1800 628 221
- **Link2home Homelessness:** 1800 152 152
- **Child Protection Helpline:** 13 21 11
- **Grief and Bereavement:** 1800 222 220
- **Dementia Behaviour Support:** 1800 699 799
- **Older Persons Advocacy Network:** 1800 700 600
- **National Relay Service: 1800 555 660** - If you are hard of hearing, deaf, deafblind or have a speech impairment you can call this number to communicate with voice callers.
- **Translating & Interpreting Service (TIS):** 131 450.

Financial services

Murwillumbah Community Centre is working with Lismore Financial Counselling service to provide confidential and free financial counselling services for people worried about their debts.

Depending on the person's financial situation, the service can:

- Provide information on their rights regarding debt and debt collection.
- Assess their financial situation and options.
- Assist with details on bankruptcy, credit laws and practices.
- Offer guidance on how to talk with people claiming they owe them money.
- Talk to their creditors directly, with their permission and written authorisation.

The service is available by appointment from Mondays to Thursdays, 9.00am to 4.30pm.

Contact: 02 6672 3003 or email: financialcounselling@mccentre.org.au.

In an emergency, the Credit & Debit Hotline is available on 1800 808 488.

Legal Services

Northern Rivers Community Legal Centre (NRCLC), provides free legal advice including:

- Free advice, information and referral on most civil areas of law
- Free community legal education on a broad range of legal topics
- Free publications on a broad range of legal topics
- Law reform, lobbying and advocacy

The NRCLC give priority to target groups: women; welfare recipients; people with disabilities; lesbian, gay, bisexual, trans and intersex people; Aboriginal and Torres Strait Islander people; Culturally and Linguistically Diverse people, youth, and older people.

Contact: 02 6621 1000 or 1800 689 889.

Wellbeing and mental health

- **NSW Council of Social Services - Way Ahead Directory.**
<https://directory.wayahead.org.au/search-results/>
- **Rural Adversity Mental Health Program** – Northern NSW Local Health District. Resources available at: <https://www.ramhp.com.au/downloadable-resources/>

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- **headspace** is the National Youth Mental Health Foundation providing free face-to-face and telehealth support and counselling to 12-25 year olds and their families. Phone Tweed office on (07) 5589 8700 to make an appointment or talk to someone call, or chat online:
<https://headspace.org.au/eheadspace/>. headspace Tweed website:
<https://headspace.org.au/headspace-centres/tweed-heads/>
- **ATSI Keep your spirit strong** – video
<https://www.health.gov.au/resources/videos/coronavirus-covid-19-social-and-emotional-wellbeing-resources-for-aboriginal-and-torres-strait-islanders-key-video-animation>
- **Red Cross Wellbeing Toolkit**, which brings together a lot of useful wellbeing and self-care resources used in its disaster recovery trainings:
<https://www.redcross.org.au/getmedia/c5109609-8b18-4a18-8f20-8ccb09a327fc/ARC-Wellbeing-Toolkit.pdf.aspx>

Things to do

- **Tweed Regional Museum**: Visit the website: <https://museum.tweed.nsw.gov.au> or view the online exhibitions - <https://museum.tweed.nsw.gov.au/ProjectsAndExhibitions>
- **Tweed Regional Art Gallery & Margaret Olley Art Centre**: visit the website <https://artgallery.tweed.nsw.gov.au> or view the online exhibition and programs: <https://artgallery.tweed.nsw.gov.au/ExhibitionsAndPrograms/ProgramsAndWorkshops#AtHome>
- **Richmond Tweed Regional Library**: visit the website: <https://rtrl.nsw.gov.au/> to access online library services or to order books through the click and collect service.
- **Recreation for Seniors** brochure: <https://www.tweed.nsw.gov.au/community/community-support/people-communities/older-people#recreation>