

Tweed Flood Recovery Supports

Phone List - As of 23 March 2022



This list serves as a resource for 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 service.

Tweed Shire Council Recovery Dashboard - provides easy links to a range of information to help you navigate the flood disaster and access recovery assistance like the status of Council services and facilities, road closures, grant funding, waste management schedule, housing, emotional and trauma support, cleaning and health. [Find out about the recovery dashboard at www.emergency.tweed.nsw.gov.au.](http://www.emergency.tweed.nsw.gov.au)

Our own **Contact Centre** can help with questions and to access the Emergency and Recovery Dashboards. **Phone 02 6670 2400** Monday - Friday, 8:30am to 4:30pm. We are here to help.

Emergency Services and information

Service	Phone number	Description
Emergency Triple Zero	000	Phone immediately in life threatening situations
State Emergency Service (SES)	132 500	Flood and storm assistance
National Relay Service Emergency Calls	SMS relay: 0423 677 767	Dial and ask for Triple Zero
	Voice relay: 1800 555 727	Dial and ask for Triple Zero
	TTY: 106	
Tweed Shire Council	02 6670 2400	To request Australian Defence Force assistance
Bureau of Meteorology Telephone Weather Service	1300 662 562	NSW Country Service
ABC North Coast	1300 659 994	Listen live to the emergency radio broadcaster on FM 94.5 or AM 720

Disaster Assistance and Recovery

Recovery Centre is open in the Auditorium at the **Murwillumbah Civic and Cultural Centre**. **10-14 Tumbulgum Road, Murwillumbah. 9 am - 5 pm, 7 days.**

Services available include: Service NSW, Resilience NSW, Tweed Shire Council, Salvation Army, Australian Red Cross, Department of Community and Justice Housing, Department of Primary Industries, Legal Aid and Chaplaincy.

Where possible, **come early in the day** to avoid longer wait times to access services. If you can, **please bring a photo ID**, to access Services Australia (Centrelink) payments.

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Service	Phone number	Description
Resilience NSW	13 77 88	To access a range of recovery services, like immediate and medium-term housing support, funding for damaged homes and household contents, uninsured homes, people with low incomes or limited assets, and support to replace of birth, marriages and change of name certificates, business licenses and vehicle or vessel licenses and registrations.
Housing Flood Recovery Service - (DCJ) Housing	1800 695 043 Mon – Friday 8am - 7pm	If you need to extend your Emergency Housing from DCJ Housing beyond the first 7 days.
Australian Government Emergency Information Line	180 22 66	For enquiries about Disaster Recovery Payments.
Disaster Welfare Services	1800 018 444	
Australian Red Cross	1800 733 276 07 5524 5799 (Tweed Heads Office)	For support coping in a crisis and to access the “Register.Find.Reunite” service. This service lets family, friends and emergency services know that you are safe in the event of an emergency.
Revenue NSW	1300 139 814	For stamp duty relief on replacement of motor vehicles damaged by flood disaster, and financial hardship support.
Essential Energy	13 20 80	When responding to an incident involving powerlines
Telstra Assistance Package	1800 888 888	For enquiries about lost telecom services, diverting your calls or payment relief.
Australia Post	13 13 18	Free mail redirection for 12 months.
BlazeAid	0418 990 267 for general and donation enquiries	Volunteers work alongside rural families to help rebuild fences and other structures that have been damaged or destroyed in fires or floods.

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General information

Service	Phone contact	Description
Services Australia	Centrelink: 136 240 Medicare: 132 011 Child Support Enquiry Line: 131 272 or 1800 241 272	Murwillumbah Temporary Location – Upper level Sunnyside Mall. Tweed Heads location – 100 Blundell Blvd South Tweed Heads
Northern NSW Local Health District	02 6620 2100	
Crime Stoppers	1800 333 000	24 hours
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	131 450	
My Aged Care	1800 200 422. 07 5569 3110 (Council's Community Care team)	Help for older people to stay independent and in their own homes. Includes cleaning and personal care, shopping, meals, and transport, respite for carers and home modifications.
National Disability Insurance Scheme (NDIS)	1800 800 110 Social Futures <u>1800 522 679</u>	For Australians under the age of 65 who have a permanent and significant disability.

Local Community Centres

Service	Phone contact	Description
Murwillumbah Community Centre <i>Re-located to Coolamon Centre: 3-5 Tumbulgum Road, Murwillumbah.</i>	02 6672 3003	Provides legal and financial counselling and support, and emergency relief – please bring ID, if you can. Open Monday to Thursday 9am to 4.30pm, Fri 9am to 12pm.
Pottsville Beach Neighbourhood Centre (PBNC) 9A Elizabeth Street, Pottsville.	02 6676 4555	PBNC: Mon - Fri 8.30am to 4.30pm. Op-shop: Mon-Sat 9.am to 12:30pm. Furniture: Wed-Fri 9am – 12:30pm. Tech Centre: Mon-Tues 9am – 4pm. Wed-Fri 9am – 2pm.
Banora Point Community Centre 25 Woodlands Drive, Banora Point.	07 5569 3110	Open Tuesday and Friday 9am – 4pm. Limited services at this time. Please call to check.

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Emotional and mental health support

Service	Phone number	Description
Lifeline Australia	13 11 14	24/7 confidential crisis support
NSW Mental Health Line	1800 011 511	24/7 mental health support
Kids Helpline	1800 551 800	24/7 confidential support and counselling for people ages 5 to 25.
Headspace	07 5589 8700 Tweed office	Free mental health support for young people, 12 - 25 years
Beyond Blue	1800 512 348 1300 224 636	Support for anxiety, depression and suicide prevention
Domestic & Family Violence RESPECT	1800 656 463 1800 737 732	24/7 confidential service for information on sexual assault, family and domestic violence as well as referral and counselling
RSPCA NSW Community Domestic Violence & Homeless Program	02 9782 4408 Mon to Friday (02) 9770 7555 Weekends and Public Holidays	Temporary boarding for pets of people escaping DV and homelessness. Open 9 am – 5 pm, daily.
Suicide Callback Service	1300 659 467	24/7 phone and online counselling to people affected by suicide.
MensLine	1300 78 99 78	Free help and counselling for men
Drug & Alcohol Helpline	1800 250 015	
NSW Ageing and Disability Abuse Helpline	1800 628 221	
Link2home Homelessness	1800 152 152	Temporary accommodation
Carer Line	1800 242 636	
Carers Gateway	1800 422 737	Emotional, practical and financial support for carers
Child Protection Helpline	13 21 11	
Grief and Loss	1300 845 745	
Dementia Behaviour Support	1800 699 799	
QLife	1800 184 527	Counselling and support for people who identify as lesbian, gay, bisexual, trans, and/or intersex, and their families.
Older Persons Advocacy Network	1800 700 600	Free and confidential aged care advocacy support line.
Tweed Safe Haven	3/24 Minjungbal Drive, Tweed Heads South NSW 2486	Safe Haven is a place to go if you're having suicidal thoughts. It's free and you don't need an appointment Open: 4pm-9:30pm Monday, 3:30pm-9:30pm Friday, 3pm-9:30pm Saturday and Sunday.

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Finance, Insurance and Legal Services

Service	Phone number	Description
Northern Rivers Community Legal Centre (NRCLC)	02 6621 1000 or 1800 689 889	Provides free legal advice, information and referrals, with priority given 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.
Northern Rivers Tenants Advice and Advocacy Service (NORTAAS)	02 6621 1022 or 1800 649 135	Free advice and referrals for all tenants and residential parks residents.
Disaster Response Legal Service NSW (Legal Aid NSW)	1800 801 529	Help with everyday legal problems including insurance claims and disputes, financial hardship, tenancy and Centrelink. Open 9am to 5pm, Monday to Friday.
Financial Rights Legal Centre	1300 663 46	
Australian Centre for Disability Law	1800 800 708	Free legal advice, referrals for people with disability.
Domestic Violence Legal Service	02 8745 6999 or 1800 810 784	
LawAccess NSW	1300 888 529	Monday to Friday, 9am and 5pm
Credit & Debit Hotline	1800 808 488	
Community Legal Centres NSW	02 9212 7333	To access 40 specialist and community legal centres across NSW (does not provide direct legal advice)

For further information, please contact Council's Contact Centre who can help with questions and to access the Emergency and Recovery Dashboards. The Contact Centre can be contacted on (02) 6670 2400 or 1300 292 872 during business hours 8.30 am - 4.30 pm Monday to Friday, closed weekends and public holidays.