

East Coast Recovery Information

May 2025



Call triple zero (000) in an emergency or life-threatening situation.

For essential recovery information and support visit nsw.gov.au/floodrecoveryupdates

Please be aware that some services listed in this document, including place-based services such as Service NSW centres may experience disruptions due to the ongoing impacts of severe weather and flooding in the Nambucca Valley region.

Provider	Services available and contact details
Government support	
NSW Reconstruction Authority	Supporting community recovery needs on the ground including referrals to local services. Website: nsw.gov.au/reconstruction-authority
Service NSW	Recovery support for individuals and businesses is available, including disaster payments and grants, as well as replacement of personal and identification documents. Ph: 13 77 88 Location: Nambucca Plaza, Shop 3A 2191 Giinagay Way, Nambucca Heads Website: service.nsw.gov.au/services/emergencies-and-natural-disasters
Services Australia	Support if you've lost income as a direct result of the NSW East Coast severe weather. Website: servicesaustralia.gov.au/natural-disaster-support Or apply via your myGov app Ph: 180 22 66 Monday–Friday 8am to 5pm
Revenue NSW	If your home or essential household items were damaged or destroyed by a natural disaster, you may be eligible to apply for a Disaster Relief Grant (for low-income earners). Ph: 1300 069 550
Nambucca Valley Council	For clean up and waste collection services and to keep up date on road closures and power outages. Ph: 02 6568 2555 Locations: 44 Princess Street Macksville Website: nambucca.nsw.gov.au
Primary Industries and Regional Development – Agricultural and Animal Services	Provides assistance advice to eligible landholders on animal welfare, emergency veterinary care, carcass disposal or supply and distribution of emergency fodder. Ph: 1800 814 647 between 8am and 6pm

Provider	Services available and contact details
Local Land Services – Flood Recovery Hub	Local Land Services provides support and advice in flood recovery to impacted landholders after an emergency response has wound down. Website: lls.nsw.gov.au/floods/flood-recovery-resources
General support services	
Vinnies (St Vincent De Paul)	Vinnies can provide food, clothing, furniture and financial assistance for those who need it most following severe weather events. Ph: 13 18 12 Website: vinnies.org.au
Australian Red Cross	Provide practical help and resources to use before during and after emergencies. Ph: 1800 733 278 Website: redcross.org.au/emergencies
Salvos	Emergency relief payments may be available for people affected by severe weather impacts. Email: disasters@salvationarmy.org.au
Local Recovery Support Services	
Nambucca Youthie - Nambucca Valley Youth Services Centre	Caters for young people across the Nambucca Valley, providing youth programs, advocacy and referral. Ph: 02 6568 7777 Website: nambuccayouthie.org.au
Nambucca Valley Phoenix	Supports people living with disability or experiencing disadvantage in the region. Ph: 02 6501 0021 Website: nvp.org.au
Rural Adversity Mental Health Program	RAMPH has 20 coordinators across regional, rural and remote NSW who link people to local mental health services and resources and educate communities and workplaces about mental health and wellbeing and respond in times of natural disasters and severe adversity. Ph: 0409 834 501 (based in Port Macquarie) Website: ramhp.com.au
Disaster Recovery Clinicians	Disaster Recovery Clinicians provide free mental health support and linking into other services via face to face, of phone call appointments. Ph: 1800 011 511
Rural Aid Counselling	Rural Aid counsellors are based across Australia and farmers, family members and their employees can access this free service. Ph: 1300 175 594 Website: ruralaid.org.au/counsellors
Legal and Financial support contacts	
Disaster Response Legal Service	Specialised service of Legal Aid NSW that can help with everyday legal problems that arise after a disaster including insurance claims and disputes, housing and tenancy, financial hardship, and disaster grants.

	Ph: 1800 801 529 Website: disasterhelp.legalaid.nsw.gov.au
Rural Financial Counselling Service Northern Region	Free, unbiased, independent, confidential and expert financial counselling support to farmers, fishers, foresters and other rural businesses. Ph: 1800 344 090 Website: rfcsnr.org.au
24/7 Phone support	
Medicare Mental Health Phone Line	For advice, information and connection. Ph: 1800 595 212
Lifeline	Free, 24 hours telephone crisis support. Ph: 13 11 14
Beyond Blue	Available 24/7 for free and confidential counselling. Ph: 1300 22 4636
Kids Helpline	Free, private and confidential phone and online counselling for young people aged 5 to 25. Ph: 1800 55 1800
13YARN Australia	13YARN is an Aboriginal and Torres Strait Islander crisis support line. Ph: 13 92 76
1800RESPECT	24-hour national sexual assault, family and domestic violence counselling line. Ph: 1800 737 732
NSW Mental Health Line	Staffed by trained mental health professionals for advice and referrals. Ph: 1800 011 511

Returning to your property safely

After a storm or flooding event, only return to your property when emergency services or utilities companies give the go-ahead, prioritising safety and following health and safety advice. It is important to be aware of potential hazards like downed power lines, structural damage and potential contaminants.

Before entering, turn off all utilities (electricity and gas) and carefully check for structural damage to windows, walls and the roof. If power points and electrical equipment have been exposed to floodwater, have them inspected by a qualified electrician before use. *For more information go to ses.nsw.gov.au/recovery*

Road access, assessments and repairs

A number of roads have been closed due to flooding and Upper Hunter Council crews will continue to inspect and open roads where it is safe to do so. Drivers and passengers are being urged to plan their journeys to work and school or consider working from home and to keep up to date with road closures at:

Nambucca Valley Council - nambucca.nsw.gov.au/Business/Engineering-Infrastructure/Roads-Bridges/Road-Conditions or

Live Traffic NSW - livetraffic.com

Clean-up of waste and debris

Floodwater and mud can contain harmful objects and pollutants including:

- garbage
- chemicals
- debris
- sewage
- germs such as bacteria, fungi and viruses

Please wear protective clothing when cleaning or touching flood-damaged items or material. If there is any risk that waste contain biological or chemical hazards or asbestos contamination, please contact the **Environment Protection Authority on 131 555** for advice.

Find out more on cleaning up after a flood at nsw.gov.au/floods/clean-up-advice

Waste disposal



Residents should leave flood waste at their kerb. Emergency Services will be on hand to help move waste from homes to the kerb in some areas. Flood waste will be transported from the kerb by Councils with support from Public Works.

Residents are encouraged to separate white goods and mattresses from other flood debris on their kerb side. Please wear protective clothing when cleaning or touching flood-damaged items or material.

Nambucca Valley Council also operates a facility for the disposal of excess flood waste.

Facility	Address	Opening Hours	Phone
Nambucca Waste Management Facility	711 Old Coast Road, Nambucca Heads	Mon-Fri 8am to 4pm Sat-Sun 8am to 4pm Closed public holidays	02 6568 2170

For more information

-  Visit: nsw.gov.au/floodrecoveryupdates
-  Website: nsw.gov.au/reconstruction-authority



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