

Tweed Shire - Information for flood affected rural residents

Tweed Shire Council: 02 6670 2400 all Council related matters (8:30am – 4:30pm business days). After Hours emergencies and limited enquiries outside of bus. hours.

www.tweed.nsw.gov.au

www.emergency.tweed.nsw.gov.au

www.facebook.com/tweedshirecouncil

Murwillumbah Recovery Centre: 02 6670 2400 (select option 4). Civic Centre Auditorium, 10-14 Tumbulgum Rd, Murwillumbah. (9am – 5pm, 7 days).

Services on site: Service NSW, Services Australia (Centrelink), Salvation Army, Red Cross, Dept. Primary Industries, all major insurers, Resilience NSW, DJC Housing, Legal Aid, Tweed Shire Council, NDIS, Murwillumbah Community Centre, counselling, chaplaincy and mental health support.

Free Surfside buses (07 5552 2700) traveling from Bilambil Heights, Chinderah, Kingscliff, Cabarita, Hastings Point, Pottsville, Tumbulgum and Condong.

Waste services: Council crews are completing kerbside collections in flood impacted areas. We are coming to all flood affected areas.

Call Council 02 6670 2400 (select option 2) for daily updates to flood waste collection locations.

Council crews are coming to you and we ask that you avoid Stotts Creek Resource Recovery Centre (tip) if possible, as there are extensive delays which can also impact Council's clean-up progress. Should you need to attend, you can drop off flood-generated waste for free until Monday 21 March. Proof of residency is required.

Flood mud is contaminated and currently cannot be accepted at Stotts Creek. Please leave out the front of property until collected. We will collect this.

Domestic bin services have returned to normal in areas with road access.

The **Australian Defence Force** can assist with clean-up. Call Council (select option 1) or go to www.emergency.tweed.nsw.gov.au and select Flood Support Request.

Roadworks and closures – Council's main focus is to restore access to all isolated communities. This means that access will not always be restored to normal road standards. We ask motorists to slow down and expect hazards such as mud, debris, slips and washouts.

Do not enter areas where the road is signed as being closed. If it's closed, don't go! Removing road closed signs puts following motorists at risk as they enter an area without being alerted to the dangers.

For road closure updates go to www.myroadinfo.com.au or www.tweed.nsw.gov.au/roads or call Council.

Other Services

02 6670 2400 (select option 1) - **Australian Defence Force (ADF) Support** - assisting community with clean up support. Call or register online at www.emergency.tweed.nsw.gov.au

13 77 88 - **NSW Government Emergency Accommodation and Temporary Housing** or register online www.service.nsw.gov.au/floods/accommodation

1800 695 043 - Extensions to current emergency accommodation.

1800 814 647 – **Dept. Primary Industries / Local Land Services** (emergency fodder, livestock assessment, vet assistance).

1800 678 593 - **Primary Producer Grant** primary producers Special Disaster Grant.

1300 327 624 - **Rural Aid** provides critical support to farmers affected by natural disaster through financial, wellbeing and fodder assistance.

0418 990 267 - **Blaze Aid** volunteers that work with rural families, help to rebuild fences and other structures that have been damaged or destroyed.

1800 007 007 - **National Debt Hot Line** professional financial counsellors offering a free, independent and confidential service.

1300 160 339 - **Free Counselling** from Wellbeing North Coast

07 5524 8711 - **The Family Centre** support for local families and individuals.

07 6672 3003 - **Murwillumbah Community Centre** welfare support, emergency relief, financial counselling, Aboriginal support worker, family crisis support and referrals. Located at the Coolomon Centre, 5 Tumbulgum Rd Murwillumbah.

13 77 88 – **Service NSW, Service NSW/Business**

180 22 66 – **Resilience NSW** Disaster Relief Payment and Disaster Relief Allowance

13 24 68 – **Services Australia (Centrelink)**

13 18 12 – **St. Vincent De Paul** flood recovery grant and other services.

13 72 58 – **The Salvation Army**

1800 801 529 – **Legal Aid** (providing free legal advice, including tenancy and insurance advice).

Donations and how to help / obtain donations

www.tweed.nsw.gov.au/community/emergency-planning-recovery/how-to-help-in-the-community

www.tweed.nsw.gov.au and search "help"

Call Council on 02 6670 2400