

Gunnedah Disaster Recovery Information

Prepared by New England, North West and Hunter, Central Coast - Resilience NSW *Information correct as at 27 October 2022



Recovery - Contacts and Links

<u>Council</u>	Gunnedah Shire Council	Access flood recovery updates and read important News Items	Road closure information within the Gunnedah Local Government Area: https://www.gunnedah.nsw.gov.au/index.php/community/community-alerts/road-works-closures Free waste disposal for flood affected residents: Refer to Council's website and click on 'Flood Waste Disposal'	https://www.gunnedah.nsw.gov.au/	6740 2100 (8.30am to 5pm, Mon to Fri) Opening Hours (9am to 4pm, Mon to Fri)
<u>Disaster Assistance</u>	Service NSW	General information on flood and flood recovery	If you live in an area declared a natural disaster you may be eligible for financial assistance or other support from the NSW Government.	https://www.service.nsw.gov.au/floods	13 77 88 (7am to 7pm Mon to Fri - Sydney time)
		Disaster Assistance Finder	Use the assistance finder to learn about the services and resources available to people and businesses that have been impacted by COVID-19 or natural disasters. Eligibility and registration.	https://disasterassistance.service.nsw.gov.au/	
		Financial Assistance	Assistance for areas affected by severe storms and floods in NSW. Australian Government payments, additional childcare subsidy, disaster relief grant, banks, financial counselling, disaster assistance finder.	https://www.service.nsw.gov.au/floods/financial-assistance	
<u>Financial Payments</u>	Services Australia	Centrelink	Centrelink deliver social security payments and services to Australians.	https://www.servicesaustralia.gov.au/individuals/centrelink	Phone Self Service 13 62 40 (9am to 5pm, Mon to Fri)
<u>Debt</u>	National Debt Helpline	Debt Problems	National Debt Helpline is a not-for-profit service that helps people tackle their debt problems. They are not a lender and don't 'sell' anything or make money from you. Their professional financial counsellors offer a free, independent and confidential service.	www.ndh.org.au	1800 007 007 (9.30am to 4.30pm, Mon to Fri)
<u>Insurance</u>	Insurance Council of Australia	Disaster Catastrophe Hotline	Insurance Council of Australia are the representative body of the general insurance industry in Australia. Insurance Council of Australia do not offer direct consumer advice or services, but they want to help you find what you're looking for in their contact directory.	https://insurancecouncil.com.au/	1300 728 228
	Legal Aid NSW	Disaster Response Legal Service	Provides free legal advice to anyone affected by a disaster with questions about home and car insurance (including temporary accommodation, claims handling issues and disputes)	www.disasterhelp.legalaid.nsw.gov.au	Helpline on 1800 801 529 (9am to 5pm weekdays)
<u>Renting / Housing</u>	Tenants Advice and Advocacy Services in NSW	New England and Western Tenants Advice and Advocacy Service (NEWTAAS)	New England and Western Tenants Advice and Advocacy Service (NEWTAAS) provide information, advice, advocacy and representation in the NSW Civil and Administrative Tribunal to people.	https://www.tenants.org.au/tas/newtaas	1800 836 268 (1800 TENANT) (02) 6772 4698 (9am to 5pm, Mon to Fri)
	Fair Trading NSW	Renting	Information for tenants, landlords and agents on renting.	https://www.fairtrading.nsw.gov.au/housing-and-property/renting	13 32 20 (8.30am to 5pm, Mon - Fri)

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<u>Renting / Housing</u>	Department of Communities and Justice	Housing Contact Centre	The Housing Contact Centre is a 'one-stop-shop' for tenants, maintenance contractors and members of the public.	https://www.service.nsw.gov.au/nswgovdirectory/housing-contact-centre	1800 422 322 (24hr)
	Department of Communities and Justice	Aboriginal Enquiry Line (through Housing Contact Centre)	The Housing Contact Centre is a 'one-stop-shop' for tenants, maintenance contractors and members of the public.	https://www.service.nsw.gov.au/nswgovdirectory/housing-contact-centre	1800 422 322 (24hr)
	Department of Communities & Justice	Maintenance for Public Housing	Specialist staff provide support and advice and are able to make decisions on the spot about what needs to be done. Although local offices can tell you what planned maintenance work is scheduled for your home, they will refer you to the Maintenance Line for maintenance request	https://www.facs.nsw.gov.au/housing/living/maintenance/reporting-problems	1800 422 322 (24hr)
<u>Legal</u>	Legal Aid NSW	Disaster Response Legal Service	Provides free legal help for anyone affected by a disaster with legal issues like insurance, financial hardship including fines and debts, housing and tenancy problems, employment, entitlements to government grants, replacing important documents and other everyday legal problems.	www.disasterhelp.legalaid.nsw.gov.au	Helpline on 1800 801 529 (9am to 5pm weekdays)
<u>Emergency Relief</u>	Department of Social Services	Emergency Relief – Service Directory	Emergency relief organisations provide immediate financial and/or material support to people in financial crisis. The type of assistance offered by each organisation varies, however may include one-off assistance such as: food, transport or chemist vouchers, part-payment of utility account/s, food, parcels or clothing, budgeting assistance and/or, referrals to other services.	Emergency Relief - Find a local service near you. Online search only. https://www.dss.gov.au/our-responsibilities/communities-and-vulnerable-people/programs-services/emergency-relief	
<u>Service Directories</u>	Service Connect	Disaster Recovery Assistance	Recovery Connect brings together services and supports from charities, organisations and government directly to you. This assistance helps people prepare for and recover from disasters and major natural events.	https://www.serviceconnect.gov.au/	
	Ask Izzy	Ask Izzy – Service Finder	Use this online search tool to access local resources relating to food, housing, finance, Centrelink, support, legal, drugs and alcohol, life skills, education, work, technology, and advocacy. Search over 370,000 support services.	https://askizzy.org.au/	
<u>Donations</u>	GIVIT	GIVIT - online Donation Management Platform	GIVIT's online donation management platform is a simple, proven solution to donation management in times of disaster and emergency. It is a one stop shop to manage all offers of goods, services and volunteer time in a safe, coordinated way.	https://www.givit.org.au/	
<u>Mental Health / Wellbeing</u>	Head to Health	Online Support	Interactive self-help programs.	www.headtohealth.gov.au	
	Life in Mind	Information and Resources	National online digital portal connecting community to mental health and suicide prevention resources and information.	www.lifeinmindaustralia.com.au	
	Ahead for Business	Small Business Owners	Digital response to the mental health and wellbeing needs of small business owners.	www.aheadforbusiness.org.au	
	Lifeline	Telephone Support	24-hour access to telephone crisis support and suicide prevention services.	https://www.lifeline.org.au/	13 11 14 (24hr)
	NSW Mental Health Line	Help, Advice and Referral	If you or someone you know needs help, the Mental Health Line offers professional help and advice and referrals to local mental health services.	1800 011 511 (24hr)	