

East Coast Recovery Information

May 2025



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

Call Service NSW on 13 77 88 for recovery support.

For essential recovery support information 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 Newcastle 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 Monday - Friday 7am-7pm. Location: 114 Parry Street Newcastle West Monday - Friday 8:30am to 5pm, Saturday 8:30am to 12:30pm. 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 Monday-Friday 8:30 am to 5pm.
City of Newcastle	For clean-up and waste collection services and to keep up date on road closures and power outages. Ph: 02 4974 2000 Location: 12 Stewart Street Newcastle Monday-Friday 8am to 5pm Website: newcastle.nsw.gov.au
Primary Industries and Regional Development	Provides assistance advice to eligible landholders on animal welfare, emergency veterinary care, carcass disposal, or supply and distribution of emergency fodder.

Provider	Services available and contact details
– Agricultural and Animal Services	Ph: 1800 814 647 between 8am and 6pm.
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 a natural disaster. 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	
Newcastle Mental Health Support Team	Location: James Fletcher Hospital Ph: 02 4964 7000
Headspace	Offer young people, aged 12-25 with free and confidential support for young people aged 12-25 to support their mental health. Location: 582 Hunter Street, Newcastle Ph: 02 2929 4201 Open: Monday to Friday 9am to 5pm Email: headspacenewcastle@hunterprimarycare.com.au
Newcastle Community Directory	Access the site for FREE and use it to connect with community groups, services and facilities across Newcastle and surrounds. Website: https://newcastle.nsw.gov.au/community/our-community/community-directory
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
Hunter Community Legal Centre	The Hunter Community Legal Centre provides free legal advice to people who live, work or study in the Newcastle, Lake Macquarie, Port Stephens, Great Lakes and Hunter Valley regions. Ph: 02 4040 9120 (Toll free 1800 650 073) Website: hunterclc.com.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 Newcastle 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:

City of Newcastle - newcastle.nsw.gov.au/living/transport-and-parking/roads

Live Traffic NSW - livetraffic.com

Flooding

Flooding affects up to one third of all properties in Newcastle, so it's important to be aware of your flood risk at home, work, school and other places you visit frequently. It can also occur quickly - sometimes there is less than an hour of warning between the beginning of a storm and the onset of flooding.

Sign up to the Flood Alert Service to be notified in case of an emergency.

Flood Alert Service newcastle.nsw.gov.au/living/environment/flooding

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

Floodwater and mud can contain objects and pollutants that are harmful, 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.


Contact your local council to confirm what disaster waste services are available for your property which **may** include:

- Bulky waste kerb side collection or self-hauling to waste facilities
- Emergency Services on hand to help move waste from homes to the kerb in some areas.

If there is any risk that waste contains biological or chemical hazards or asbestos contamination, please contact the **Environmental Protection Authority on 131 555** for advice.

For more information

 Visit: nsw.gov.au/floodrecoveryupdates

 Website: nsw.gov.au/reconstruction-authority



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