

Recovery Support Services

If you have been affected by floods, Recovery Support Services will help you in your recovery journey by providing personalised, long-term support.

Recovery Support Services will link you to your own personalised recovery support worker, who can help you navigate and access services and disaster assistance packages.

Recovery support workers will walk alongside you, providing you with help to address the complex challenges and issues that emerge throughout your recovery journey. Recovery Support Services will also build your connections with local community resources and can link you to programs and services.



Who can use these services?

Anyone directly impacted by the floods

- Residents with damaged or destroyed homes
- Residents experiencing additional impacts from the floods (i.e. social, emotional and financial)
- Business owners
- Primary producers and rural landholders



How can I access these services?

- You can phone or email your local Recovery Support Service directly. Details of Recovery Support Services are provided on the next page
- Other services and agencies can help to link you to the Recovery Support Service in your area
- No formal referral is required



Where are the services located?

See the following page for a list of providers and locations.

Personalised Support

These services provide:

- ✓ A dedicated support worker
- ✓ Assistance to access financial grants, services and loans
- ✓ Practical, personal and emotional support
- ✓ Recovery updates and information
- ✓ Links to other services and programs in your community

Fee-free support

There is no cost, participation is voluntary and customer-led, and you have choice of providers



Service providers

Recovery Support Service	Local Government Areas	Main contacts
Northern Rivers		
Recovery Support Services include most local Neighbourhood Centres, Department of Primary Industries, Uniting and Social Futures		
Pottsville Beach Neighbourhood Centre	<ul style="list-style-type: none"> Tweed 	0476 677 422 / 02 6676 4555 rss@pbnc.org.au
Mullumbimby & District Neighbourhood Centre	<ul style="list-style-type: none"> Byron Shire 	0499 864 218 / 02 6684 1286 intake.rss@mdnc.org.au
Nimbin Neighbourhood and Information Centre	<ul style="list-style-type: none"> Lismore (northern) 	02 6689 1692 nimbinrss@nnic.org.au
Mid Richmond Neighbourhood Centre	<ul style="list-style-type: none"> Richmond Valley (Coraki & Woodburn) Ballina Shire (Wardell) 	02 6682 4334 rssworker@mrnc.com.au
The New School of Arts Neighbourhood House Inc. (South Grafton)	<ul style="list-style-type: none"> Clarence Valley 	02 6640 3800 recoverysupport@nsoa.org.au
Social Futures	<ul style="list-style-type: none"> Tweed Lismore Byron Shire Clarence Valley other locations if requested 	1800 719 625 recoveryconnect@socialfutures.org.au
Uniting	<ul style="list-style-type: none"> Lismore Ballina Shire Richmond Valley Kyogle other locations across Mid North Coast and Northern Rivers if required 	0403 786 473 recoverysupport@uniting.org
Northwest Sydney & Central Coast		
Peppercorn Services Inc Recovery Support Service	<ul style="list-style-type: none"> Hawkesbury Hills Shire Central Coast 	02 4587 0225 rss@peppercorn.org.au
For primary producers or rural landholders impacted by floods anywhere in NSW (including Northern Rivers and Sydney)		
Department of Primary Industries Rural Recovery Support Service	State-wide	0448 077 684 flood.recovery@dpi.nsw.gov.au