

Recovery Support Services

If you have been affected by bushfires, 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.

JUNE 2020

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



Who can use these services?

Anyone who has been directly impacted by the bushfires

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



How can I access the 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



Service locations

See the following page for a list of providers and locations



Free services

There is no cost for these services

Service providers

Recovery Support Service	LGAs covered	Main contact
North Coast and Tablelands Region		
Department of Primary Industries Recovery Support Service	Tenterfield Shire Council Richmond Valley Council Clarence Valley Council Armidale Regional Council Glen Innes Severn Council	Rural Recovery Team 0437 497 555 northern.recovery@dpi.nsw.gov.au
Mid North Coast Region		
Department of Primary Industries Recovery Support Service	MidCoast Council Kempsey Shire Council Nambucca Valley Council Walcha Council	Rural Recovery Team 0437 918 734 midcoast.recovery@dpi.nsw.gov.au
Southern Inland NSW Region		
Department of Primary Industries Recovery Support Service	Snowy Valleys Council Greater Hume Council Cootamundra–Gundagai Regional Council Wagga Wagga City Council	Rural Recovery Team 0434 615 994 southern.recovery@dpi.nsw.gov.au
Monaro Family Support Recovery Support Service	Snowy Monaro Regional Council	6452 3450 recovery@mfss.org.au
Southern NSW Region		
Department of Primary Industries Recovery Support Service	Bega Valley Shire Council Shoalhaven City Council Queanbeyan–Palerang Regional Council Eurobodalla Shire Council Wingecarribee Shire Council	Rural Recovery Team 0434 615 994 southern.recovery@dpi.nsw.gov.au
Bega Valley Recovery Support Service	Bega Valley Shire Council	6499 2345 recovery@begavalley.nsw.gov.au
Eurobodalla Shire Council Recovery Support Service	Eurobodalla Shire Council	4474 7434 recovery@esc.nsw.gov.au
Shoalhaven Recovery Support Service	Shoalhaven City Council	1800 663 863 shoalhavenrecovery@barnardos.org.au
Community Links Recovery Support Service	Wingecarribee Shire Council	4683 2776 intake@communitylinks.org.au
Greater Sydney Region		
Department of Primary Industries Recovery Support Service	Lithgow City Council Hawkesbury City Council	Rural Recovery Team 0437 918 734 midcoast.recovery@dpi.nsw.gov.au
Step by Step Recovery Support Service	Hawkesbury City Council Blue Mountains City Council Lithgow City Council Mid-Western Regional Council	0417 298 832 stepbystep@gatewayfamilyservices.org.au
Community Links Recovery Support Service	Wollondilly Shire Council	4683 2776 intake@communitylinks.org.au