



Phone:	4677 1100
Email:	council@wollondilly.nsw.gov.au
Mail:	PO Box 21, Picton, NSW, 2571
In Person:	Frank McKay Building, 62-64 Menangle Street, Picton, NSW, 2571
Library Services:	4677 8300
Children's Services:	4677 8200
Community Nursery:	4677 0462
Animal Shelter:	4677 0462
Visitor Information Centre:	4677 8313
Dilly Wanderer:	0408 219 393
Waste Hotline:	1800 805 305
Web Site:	www.wollondilly.nsw.gov.au
Social Media:	Facebook: facebook.com/wollondilly Twitter: twitter.com/wdillycouncil

Wollondilly Shire Council Quick Reference Guide

Emergency

- **Emergency Services** - **000 (Triple Zero)**
Ambulance, Police, Fire
- **SES** - **13 25 00**

Business

- **Small Biz Connect Advisor** - **4647 6232**
Small Biz Connect is a quality, personalised business advisory program for small businesses in NSW.

Council

- **Wollondilly Shire Council** - **4677 1100**
62-64 Menangle St Picton NSW 2571
Email - council@wollondilly.nsw.gov.au
Web - www.wollondilly.nsw.gov.au
Facebook - <https://www.facebook.com/wollondilly>

Counselling

- **Access to Allied Psychological Services (ATAPS)**
<http://www.health.gov.au/internet/main/publishing.nsf/Content/mental-boimhc-ataps>
Requires a GP referral and a mental health treatment plan. You are then entitled to 12 individual and 12 group sessions – costs are covered by the SWSPHN.
- **Relationships Australia** - **1300 364 277**
A community-based, not-for-profit Australian organisation with no religious affiliations. Our services are for all members of the community, regardless of religious belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.
- **Life Line** - **13 11 14**
Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services.
 - *Suicidal thoughts or attempts*
 - *Personal crisis*
 - *Anxiety*
 - *Depression*
 - *Loneliness*
 - *Abuse and trauma*
 - *Stresses from work, family or society*
 - *Self-help information for friends and family*

Finance

- Centrelink - 13 24 68
Delivers a range of government payments and services for retirees, the unemployed, families, carers, parents, people with disabilities, Indigenous Australians, and people from diverse cultural and linguistic backgrounds
- Disaster Recovery Allowance - 180 22 66
A short-term income support payment to assist individuals who can demonstrate their income has been affected as a direct result of a disaster. Provides relief payments for up to 13 weeks to eligible individuals.
- Salvation Army Money Care - 0403 193 321
Provides a professional service to those experiencing financial difficulties or crisis with an aim to alleviate stress and anxiety. Financial counsellors assist all members of the community who are going through financial difficulties. It is a free and confidential service for people from all walks of life. Money Care assists all people through their financial crisis and can advocate on their behalf.
- Macarthur NILS - 4683 2776
Provides a No Interest Loan scheme for household items, car registration, greenslip etc. You will need to be receiving Centrelink payments to be eligible.
- Community Links Wollondilly - 4683 2776
Financial Assistance: CLW can write vouchers to pay a portion of your electricity and telephone bills (for residential addresses only). You will need to provide the original copies of your bills for processing. Please let CLW know if you need help to print your online bills if you don't have access to a printer or paper.
- Mayor's Relief Fund - 2016 Storm Event Appeal - 1300 291 992
Provides individual financial support to storm affected residents
<http://www.wollondilly.nsw.gov.au/home/news/mayors-relief-fund/>

Food & Personal Items

- Community Spirit Disaster Relief - 0408 687 097 or 0414 375 645
Provides basic / essential household and personal items such as bedding, linen, personal hygiene items, and cleaning products at no cost. By appointment only.
- Wollondilly Food Pantry - 4683 2776
Wollondilly Community Pantry: Special opening time from 1.30pm until 3.00pm on Tuesdays for those affected by the storm. You can select from a variety of grocery items which includes fresh fruit and vegetables, bread and freezer items. You will get \$100 worth of groceries (normal store price) for free per week and then you can purchase extra pantry items if required.

Need Help?

Your local GP can assist

If you have concerns about your own or a loved one's mental wellbeing, speaking to a GP is a good place to start.

Your GP can refer you for psychological therapy sessions such as-

- ATAPS program - up to 12 free sessions per year for Health Card

Some areas of concern might be

- Problems getting to sleep or staying asleep
- Excessive tiredness, lack of motivation
- Feeling fidgety, nervous or restless
- Decreased concentration and memory
- Unrealistic or excessive fear or worry
- Increased use of alcohol and drugs.

Other resources

Lifeline 24-Hour Counselling and Crisis Support Chat

13 11 14 www.lifeline.org.au/crisischat

Kids Help Line

1800 55 1800 www.kidshelp.com.au

beyondblue Support Service

1300 224 636 www.beyondblue.org.au/get-support

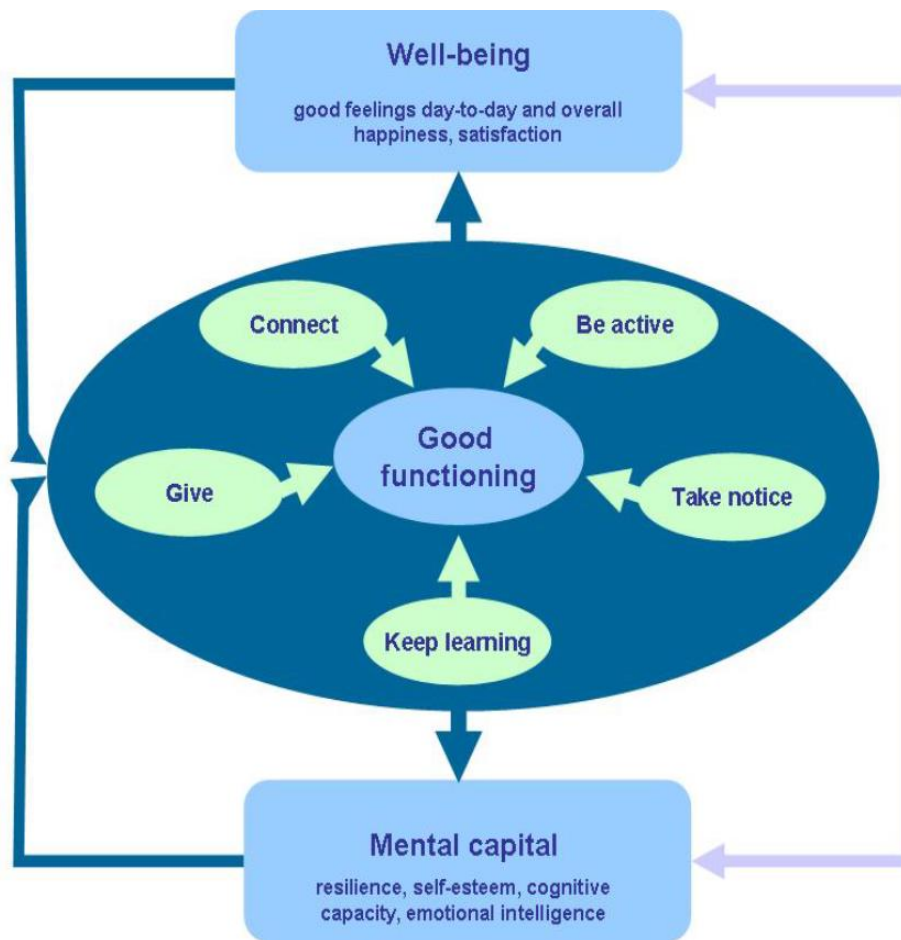
No Wrong Door

Web App for local mental health services

<http://nowrongdoorsws.com.au>

phn
SOUTH WESTERN
SYDNEY

An Australian Government Initiative



Now you may be back in a normal routine, it can be easy to forget the toll that the storm event may have had on your health and wellbeing. Recovering from the stressful impact of the disaster takes time. Here are a few tips that can help in enhancing your wellbeing.

CONNECT: Keep in contact with family and friends. Arrange to do something social that is relaxing and fun. Share your thoughts or feelings. Seek further assistance if problems start to feel burdensome.

GIVE: Check in with neighbours or colleagues and see if they need any assistance. Keep alive the tremendous generous community spirit that we all displayed during the flooding

BE ACTIVE: Engage in some physical activity that is enjoyable for you. Keep up your intake of fruit and vegetables and nourishing meals. Monitor your sleep patterns to ensure you are getting adequate sleep and rest.

TAKE NOTICE Reflect on the things which you have gained from the experience. Take some time to pause and be grateful for the people or things that you have in your life. Use some relaxation techniques. Meditate or pray. Do something creative. Write a journal to express your emotions and thoughts.

KEEP LEARNING: Listen to music or read something that inspires you. Learn some new relaxation techniques or strategies to look after yourself.

To learn more about the Five Ways to Wellbeing email:
5WaysToWellbeing@sswahs.nsw.gov.au

Health & Wellbeing

Campbelltown Community Mental Health Centre - 4629 5400
*6 Browne Street
CAMPBELLTOWN NSW 2560*

Provides clinical services to people living in the community who have complex mental health needs and require ongoing care and management. This team works in partnership with general practitioners (GPs), non-government organisations and other health providers to provide a comprehensive package of care that meets consumers' needs.

Community Mental Health Emergency Team - 1300 787 799
Provides a timely response for adults and young people (14-24) experiencing an acute mental health need in the community.

Infant, Children & Adolescents Mental Health Service - 4621 5000
Mental Health triage, assessment, consultation and treatment for children & adolescents up to the age of 18 years and their families.

Community Health Wollondilly - 4683 6000
*15 Harper Close
TAHMOOR NSW 2573*

Community Health Wingecarribee - 4861 8000
*Bendooley Place - 22-24 Bendooley Street
BOWRAL NSW 2576*

After Hours Mental Health Line - 1800 011 511
24 hour access to expert mental health advice, support and referrals for people dealing with a mental health problem and their families and carers.

National Health Services Directory

<http://www.nhsd.com.au/>

Help Lines

- Life Line - 13 11 14
- Beyond Blue - 1300 224 636
- My Aged Care - 1800 200 422
- Kids Helpline - 1800 55 1800
- Men's Line - 1300 78 99 78

Housing

- Argyle Housing - 4862 2753
Provide and manage secure, sustainable housing for people on low to moderate incomes. We are responsive to local needs and are committed to building sustainable communities.

- Housing NSW - 4629 3222
Housing NSW provides safe, decent and affordable housing opportunities for those most in need so that they can live with dignity, find support if needed and achieve sustainable futures.
- Vinnies Youth Housing - 46772123
Vinnies Youth Housing is a semi-supported medium to long term accommodation service for young people who are homeless or at risk of becoming homeless.
- Uniting – Doorways for Men with Families - 4683 6304
Homelessness Support for men with Families
- FaCS Housing Connect - 1300 468 746
Housing assistance by phone

Insurance

- Insurance Council of NSW - 1800 812 028
Helping policy holders & general inquiries

Legal

- Legal Assistance - 1300 888 529
Legal Aid NSW is a state-wide organisation providing legal services to socially and economically disadvantaged people across NSW. We deliver legal services in most areas of criminal, family and civil law.

Neighbourhood Centres

- Wollondilly Support & Community Care Inc. - 4677 2524
Supports frail older people (aged 65 years and 50 and over for Aboriginal and Torres Strait Islander people) and who needs assistance with daily living to remain living independently at home and in the community.
- Macarthur Diversity Services - 4627 1188
MDSI is a registered, not-for-profit charity that offers practical help and support services to the disadvantaged and marginalised. MDSI's programs are specifically tailored through four broad service areas: children, youth, family and aged.
- Warragamba Silverdale Neighbourhood Centre - 4774 1273
Provides a Long Day Care Centre (Teddy Bear Cottage), Outside of School hours care (Wigwam), Community Development Team and a Family Support Services
- Community Links Wollondilly - 4683 2776
Provides information and referral to community, youth and health services in areas such as financial counselling, legal advice, housing, gambling and crisis support services. Services include: youth events, groups; school holiday activities; playgroups; mother's groups and parenting workshops.

- WILMA - 4627 2955
WILMA provides low cost health services by women for women in the local Macarthur area. The team at WILMA will try to assist every woman no matter what the circumstances. WILMA is a women-only safe space.

NSW Government

- Family & Community Services - 4621 5600
Family and Community Services (FACS) supports vulnerable people and families to participate in social and economic life and build stronger communities.
- SafeWork NSW - 13 10 50
Provides a range of free advice and support to help businesses, industry and workers maintain a safe workplace and meet their work health and safety responsibilities. Will replace NSW Licences at no cost
- Services NSW - 13 77 88
You can now connect to most common government services through a variety of easy to access channels: website, mobile app, digital kiosks, 24/7 phone service or our service centres. Will replace certificates and drivers licences at no cost.

Support Agencies

- St Vincent de Paul Society - 4677 1705
The St Vincent de Paul Society's members and volunteers reach out to the most vulnerable in our community. Members and volunteers assist people in need and do not discriminate against cultural, religious or political beliefs.
- The Salvation Army - 4620 7673
The Salvation Army helps provide hope, opportunity and freedom to all Australians without discrimination.
- Lions Club of Tahmoor - 0422 398 345
Lions Clubs promote youth, medical research, aid to people with disability, community service & disaster relief.

Tenancy Tribunal

- NSW Civil and Administrative Tribunal - 1300 006 228
http://www.ncat.nsw.gov.au/Pages/cc/consumer_commercial.aspx

Utilities

- Sydney Water - 13 20 90
- Waste Hotline - 1800 805 305
- Origin Electricity - 13 24 61
- AGL – Gas and Electricity - 13 12 45