

## MENTAL HEALTH SUPPORT

### **Connect to Wellbeing**

Get information on services and referral to telehealth services (up to 10 free telepsychology sessions). *Call 1300 160 339*

### **NSW Mental Health Access Line**

Call 1800 011 511 available 24/7

### **Mensline Australia**

*Call 1300 78 99 78 available 24/7*

### **Northern Rivers Community Healing Hub (NRCHH)**

17 Keen St, Lismore | 9am to 5pm Monday - Friday  
Indigenous and non-Indigenous community members and professionals creating a community healing space.

### **ACON LGBTQ+**

Inclusive Crisis support service for anyone from our community impacted by the floods  
*Call 1800 063 060*

### **Beyond Blue**

Call 1300 224 636

### **Lifeline**

Call 13 11 14  
Text 0477 13 11 14

### **Kids Helpline**

Call 1800 551 800 (Children under 12)

### **Suicide Call Back Service**

Call 1300 659 467

**Please call triple zero (000) if you have a life-threatening emergency.**

**If you need flood or storm emergency assistance, please call the State Emergency Service (SES) on 132 500**

## **Flood Relief Crisis Support**

**Emergency Support Resources for Lismore  
NSW**



### ESSENTIALS, FOOD, CLOTHING

#### **Koori Mail**

11 Molesworth Street Lismore  
*Food, water, cleaning supplies and other essentials*

#### **Northern Rivers Community Gateway**

02 6621 7397  
10 Centenary Drive, Goonellabah  
*Food, cleaning supplies, camp gear, baby food, toiletries, shoes, clothes, counselling and other essentials. Delivery available*

#### **CASPA Wellbeing Hub**

17 Keen Street Lismore | 11am-3pm Mon-Fri  
*Hot coffee, meals, counselling, and other essentials.*

#### **St. Vincent's**

*No longer providing financial assistance. Have food, clothing and other essentials. **To request assistance, call 13 18 12***

## FINANCIAL SUPPORT

### **Disaster Recovery Payment**

Payment of \$1000 per adult and \$400 per child if you have been adversely affected by the floods.

**Apply online through <https://my.gov.au/> or call Centrelink (Services Australia) on 131 021 or 180 22 66.**

### **Red Cross Flood Grant**

Up to \$500 grant for people who are experiencing financial hardship. There is also bereavement grant available **To apply, visit a recovery centre or call 1800 733 276 or go to:**

**<https://www.redcross.org.au/grants/>**

### **Disaster Recovery Allowance**

A short term payment to help you if a disaster directly affects your income. **Phone 13 77 88 and ask about the Disaster Recovery Allowance or phone 180 22 66 to check eligibility.**

### **Disaster Relief Grant**

Grant for those whose home or essential household items have been destroyed or damaged. **Phone 13 77 88 and ask about the Disaster Relief Grant.**

### **Rental Support Scheme**

Up to 16 weeks of rental support for flood victims in temporary accommodation. **Call 13 77 88 or apply online through Service NSW:**  
**<http://apply.service.nsw.gov.au/flood-individuals-support-package/>**

### **Flood Recovery Back Home Grant**

The grant will provide up to \$20,000 for households who are unable to claim insurance. Register to be notified when Grant becomes available: **<https://www.service.nsw.gov.au/floods/get-notified-about-flood-recovery-back-home-grant>**

## ACCOMMODATION SUPPORT

**Service NSW** Call 13 77 88 and ask about emergency accommodation support.

**Department of Communities and Justice (DCJ) Housing Centre** DCJ Housing works with service agency partners to provide housing solutions. **Call 1800 422 322**

### **Temporary Housing Support Package**

Mobile motor homes, pods & temporary accommodation in recreation clubs. **To register an expression of interest, call 13 77 88 or go to:** **<https://www.service.nsw.gov.au/register-interest-floods-temporary-housing-support-package>**

### **Emergency Accommodation | Southern Cross University Evacuation Centre**

The SCU Evacuation Centre has beds available and hot meals. Located at **Military Rd, East Lismore NSW 2480**

**Australian Red Cross & Airbnb** Free Airbnb Temporary Accommodation. **Call 1800 733 276**

**Australian Red Cross & Camplify** Free Campervan/Motorhome Accommodation. **Call 1300 416 133**

**Flatmates** *Free Temporary Accommodation (rooms/units in NSW & QLD). Listings online:*  
**<https://flatmates.com.au/rooms/disaster-relief>**

### **Link2Home**

Link2Home provides information & makes referrals to homelessness services across NSW. **Call 1800 152 152**

### **Connecting Home | Social Futures**

To help support individuals experiencing homelessness. **Call 1800 048 310**

## NEED SUPPORT TO ACCESS AND APPLY FOR FINANCIAL OR ACCOMODATION ASSISTANCE?

### **Temporary Centrelink & Services Australia**

Goonellabah Community Centre, 27 Oliver Avenue  
8:30am-4:30pm Mon-Fri

### **Services Australia & Centrelink Social Workers**

Call 132 850 and ask to speak to a social worker. They can provide information, counselling or refer you to relevant supports.

### **SCU Recovery Centre**

Southern Cross University - Block V, Military Rd, East Lismore | 9am to 5pm  
*Centre has employees from Service NSW, DCJ, Services Australia, Red Cross, St. Vincent's and other organisations offering daily support to access grants.*